

2-1-1 Call Centers, 2008

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| 1. Memphis: LINC, Memphis Library | 866-735-7211 |
| 2. Jackson: United Way of West TN | 877-422-1816 |
| 3. Clarksville: Clarksville Crisis Center | 800-639-5370 |
| 4. Tullahoma: Contact Lifeline | 931-454-0700 |
| 5. Chattanooga: United Way Chattanooga | 423-265-8000 |
| 6. Johnson City: Contact Ministries | 423-926-0144 |
| 7. Kingsport: Contact-Concern of NE TN | 866-246-5816 |
| 8. Hamblen: Helping Hands Home Assistance | 865-692-5258 |
| 9. Nashville: United Way Nashville / Family & Children's Service | 800-318-9335 |

2-1-1 Report Summary – Calendar Year 2007

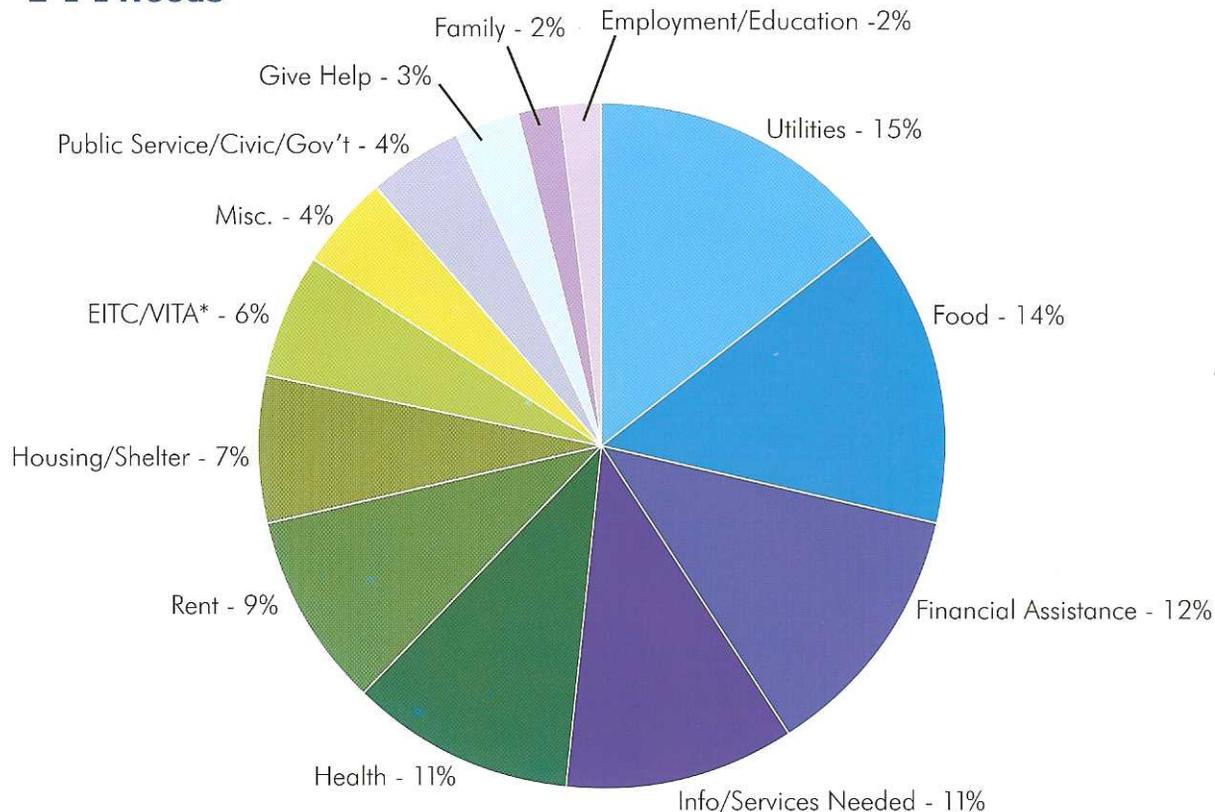
2-1-1 received a total of 134,827 calls from 53 counties in Middle and East Tennessee. 75% were answered in 30 seconds or less.

In 2007, 2-1-1 operators answered 112,796 calls and created 93,031 files from people looking for help or with help to give. Residents called regarding 138 different needs, and we made 154,886 referrals to 1,745 agencies in their area. 27,454 or 18% of these referrals were to programs that improve self-sufficiency (Earned Income Tax Credit (EITC), GED, financial education, literacy, career counseling, etc). Our Web site, www.211tn.org, had 35,680 visits from people seeking resources at the online database. The Web site includes a coverage area map for the other 2-1-1's in Tennessee.

Phone Calls 134,827
Website Visits 35,680

Total Contacts 170,507

2-1-1 Needs



Utilities	14,032	EITC/VITA*	5,504
Food	13,583	Misc	4,202
Financial Assistance	11,675	Public Service/Civic/Gov't	4,179
Info/Services Needed	10,380	Give Help	3,016
Health	10,109	Family	1,933
Rent	8,739	Employment/Education	1,687
Housing/Shelter	6,694		

* Volunteer Income Tax Assistance