



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: April 2015

Total Number of Calls: 462

Report Date: 05/08/2015

Utilities Assistance	65
Health Care	38
Heating Assistance	37
Mental Health Services	28
Basic Needs - Food	28
Tax Services	23
Housing/Shelter	23
Consumer Assistance Services	17
Substance Abuse Services	15
Legal Services	14
Transportation	14
Financial Assistance - Temporary Aid	13
Financial Assistance - Rent	11
Aging/Elderly Services	8
Domestic Violence Services	8
Dental Care	8
Law Enforcement Services	8
Government Agency - DHHS	8
Municipal Services	6
Courts	6
Health Insurance	6
Judicial Services	6
Financial Assistance - Security Deposit	5



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: April 2015

Total Number of Calls: 154

Report Date: 05/08/2015

Utilities Assistance	11
Housing/Shelter	11
Basic Needs - Food	11
Health Care	10
Substance Abuse Services	9
Mental Health Services	9
Domestic Violence Services	9
Financial Assistance - Rent	8
Heating Assistance	8
United States Postal Service	7
Law Enforcement Services	7
Income Support - SSI/SSDI	6
Financial Assistance - Temporary Aid	5
Municipal Services	5
Basic Needs - Household Items (Non-food)	4
HIV/AIDS	4
Furniture	4
Aging/Elderly Services	4
Government Agency - DHHS	4
Health Insurance	4
Education/Training	3



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: April 2015

Total Number of Calls: 1265

Report Date: 05/08/2015

Utilities Assistance	114
Mental Health Services	113
Health Care	111
Heating Assistance	88
Tax Services	74
Substance Abuse Services	70
Basic Needs - Food	68
Housing/Shelter	65
Legal Services	48
Government Agency - DHHS	38
Consumer Assistance Services	31
Transportation	30
Dental Care	29
Health Insurance	26
Aging/Elderly Services	26
Law Enforcement Services	24
Financial Assistance - Rent	20
Municipal Services	20
Family Support Services	19
Financial Assistance - Temporary Aid	18



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: April 2015

Total Number of Calls: 94

Report Date: 05/08/2015

Utilities Assistance	21
Health Care	11
Housing/Shelter	6
Heating Assistance	5
Basic Needs - Food	3
Aging/Elderly Services	3
Income Support - SSI/SSDI	3
Consumer Assistance Services	3
Legal Services	3
Mental Health Services	3
Municipal Services	3
Transportation	3
Health Insurance	3
United States Postal Service	3
Judicial Services	2
Tax Services	2
Substance Abuse Services	2
Advocacy	2
Eye Care	2
Homeless Services	2
Financial Assistance - Rent	2
Home Maintenance	2
Government Agency - DHHS	2



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: April 2015

Total Number of Calls: 84

Report Date: 05/08/2015

Utilities Assistance	14
Government Agency - DHHS	8
Aging/Elderly Services	7
Heating Assistance	6
Health Care	6
Mental Health Services	5
Basic Needs - Food	5
Tax Services	5
Substance Abuse Services	4
Municipal Services	4
Health Insurance	4
Animal Services	3
Public Safety	3
In-Home Assistance	3
Consumer Assistance Services	2
Financial Assistance - Rent	2
Parenting Education/Support	2
Basic Needs - Household Items (Non-food)	2
Education/Training	2
Domestic Violence Services	2
Developmental Disabilities	2
Financial Assistance - Temporary Aid	2
Government Agency - DOL	1

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: April 2015

Total Number of Calls: 421

Report Date: 05/08/2015

Utilities Assistance	72
Heating Assistance	45
Health Care	34
Housing/Shelter	33
Mental Health Services	27
Basic Needs - Food	24
Financial Assistance - Temporary Aid	16
Substance Abuse Services	15
Judicial Services	12
Financial Assistance - Rent	10
Government Agency - DHHS	9
Legal Services	9
Consumer Assistance Services	9
Tax Services	9
Law Enforcement Services	8
Income Support - SSI/SSDI	7
Municipal Services	6
Domestic Violence Services	6
Aging/Elderly Services	6
Advocacy	6
Eye Care	5



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: April 2015

Total Number of Calls: 104

Report Date: 05/08/2015

Health Care	18
Utilities Assistance	14
Heating Assistance	9
Mental Health Services	7
Housing/Shelter	6
Dental Care	4
Basic Needs - Food	4
Health Insurance	4
Municipal Services	3
Tax Services	3
Government Agency - BMV	3
Judicial Services	3
Government Agency - DHHS	3
Substance Abuse Services	2
Disaster Services	2
In-Home Assistance	2
Government Agency - Attorney General	2
Legal Services	2
Aging/Elderly Services	2
Income Support - SSI/SSDI	2
Income Support - Unemployment	2
Pharmacy	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: April 2015

Total Number of Calls: 74

Report Date: 05/08/2015

Utilities Assistance	18
Heating Assistance	16
Health Care	6
Financial Assistance - Rent	4
Tax Services	4
Basic Needs - Food	4
Substance Abuse Services	3
Mental Health Services	3
Legal Services	2
Family Support Services	2
Government Agency - OLR	2
Financial Assistance - Vehicle Expenses	2
Employment	2
Health Insurance	2
Government Agency - BMV	2
Income Support - SSI/SSDI	1
Consumer Assistance Services	1
Furniture	1
Courts	1
Energy Audit Information/Services	1
Financial Assistance - Home Maintenance	1
Elected Officials	1
Dental Care	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: April 2015

Total Number of Calls: 213

Report Date: 05/08/2015

Utilities Assistance	45
Heating Assistance	27
Health Care	13
Basic Needs - Food	12
Financial Assistance - Rent	11
Housing/Shelter	10
Legal Services	9
Health Insurance	8
Tax Services	7
Mental Health Services	7
Consumer Assistance Services	7
Substance Abuse Services	6
Law Enforcement Services	6
Aging/Elderly Services	5
Domestic Violence Services	5
Advocacy	5
Financial Assistance - Home Maintenance	4
Government Agency - DHHS	4
Corrections	4
Basic Needs - Household Items (Non-food)	4
Financial Assistance - Temporary Aid	4
Transportation	3

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2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: April 2015

Total Number of Calls: 447

Report Date: 05/08/2015

Utilities Assistance	52
Heating Assistance	46
Mental Health Services	35
Health Care	32
Substance Abuse Services	29
Housing/Shelter	27
Basic Needs - Food	21
Financial Assistance - Rent	17
Tax Services	14
Government Agency - DHHS	13
Income Support - SSI/SSDI	13
Financial Assistance - Temporary Aid	10
Legal Services	10
Law Enforcement Services	10
Transportation	10
Consumer Assistance Services	10
Health Insurance	8
Advocacy	8
Financial Assistance - Home Maintenance	6
Homeless Services	6
Domestic Violence Services	5



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: April 2015

Total Number of Calls: 44

Report Date: 05/08/2015

Utilities Assistance	9
Municipal Services	4
Tax Services	3
Basic Needs - Food	3
Legal Services	3
Heating Assistance	3
Domestic Violence Services	2
Mental Health Services	2
Transportation	2
Corrections	2
Housing/Shelter	2
Dental Care	1
Consumer Assistance Services	1
Financial Assistance - Vehicle Expenses	1
Home Maintenance	1
Financial Assistance - Security Deposit	1
Education/Training	1
Substance Abuse Services	1
Volunteering	1
Foreclosure Prevention	1
Income Support - SSI/SSDI	1
Financial Assistance - Prescription Assistance	1
Environmental Services	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: April 2015

Total Number of Calls: 124

Report Date: 05/08/2015

Utilities Assistance	19
Heating Assistance	13
Financial Assistance - Rent	10
Basic Needs - Food	9
Housing/Shelter	8
Mental Health Services	8
Health Care	7
Legal Services	6
Consumer Assistance Services	6
Public Safety	6
Financial Assistance - Temporary Aid	6
Health Insurance	6
Family Support Services	5
Domestic Violence Services	4
Government Agency - BMV	3
Substance Abuse Services	3
Tax Services	3
Municipal Services	2
Recreational Programs	2
Income Support - SSI/SSDI	2
Aging/Elderly Services	2
Transportation	2
Dental Care	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: April 2015

Total Number of Calls: 175

Report Date: 05/08/2015

Utilities Assistance	47
Heating Assistance	25
Basic Needs - Food	13
Mental Health Services	10
Substance Abuse Services	8
Health Care	8
Aging/Elderly Services	7
Financial Assistance - Rent	7
Housing/Shelter	7
Animal Services	6
Health Insurance	6
Government Agency - DHHS	6
Child Abuse/Neglect	4
Public Safety	3
Basic Needs - Clothing	3
Consumer Assistance Services	3
Tax Services	3
Transportation	3
Income Support - SSI/SSDI	3
Advocacy	3
Veterans' Services	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: April 2015

Total Number of Calls: 76

Report Date: 05/08/2015

Utilities Assistance	17
Heating Assistance	8
Basic Needs - Food	8
Tax Services	6
Health Care	6
Consumer Assistance Services	4
Legal Services	3
Financial Assistance - Security Deposit	3
Mental Health Services	3
Financial Assistance - Rent	3
Health Insurance	3
Financial Assistance - Temporary Aid	2
Volunteering	2
Income Support - SSI/SSDI	2
Transportation	1
Environmental Services	1
Disaster Services	1
Government Agency - DHHS	1
Substance Abuse Services	1
Active Military - Individual and Family Supports	1
Child Care	1
Veterans' Services	1
Library	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: April 2015

Total Number of Calls: 70

Report Date: 05/08/2015

Utilities Assistance	14
Heating Assistance	9
Mental Health Services	5
Basic Needs - Food	4
Family Support Services	4
Housing/Shelter	3
Legal Services	3
Assisted Living/Nursing Homes	3
Health Care	3
Aging/Elderly Services	3
Substance Abuse Services	3
Advocacy	3
Financial Assistance - Prescription Assistance	3
Corrections	2
Financial Assistance - Home Maintenance	2
Dental Care	2
Basic Needs - Household Items (Non-food)	2
Government Agency - DHHS	2
Tax Services	1
Developmental Disabilities	1
Income Support - SSI/SSDI	1
Financial Assistance - Rent	1
Domestic Violence Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: April 2015

Total Number of Calls: 499

Report Date: 05/08/2015

Utilities Assistance	74
Health Care	47
Housing/Shelter	41
Heating Assistance	38
Mental Health Services	34
Basic Needs - Food	27
Substance Abuse Services	23
Legal Services	21
Tax Services	19
Consumer Assistance Services	14
Government Agency - DHHS	14
Financial Assistance - Rent	14
Transportation	13
Financial Assistance - Temporary Aid	12
Health Insurance	12
Dental Care	11
Law Enforcement Services	11
Homeless Services	9
Income Support - SSI/SSDI	8
Aging/Elderly Services	8
In-Home Assistance	7