## 2-1-1 Maine: Top 20 Call Categories

**All Counties**

**Reporting Period:** November 2012

**Total Number of Calls:** 6051

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating Assistance</td>
<td>1017</td>
</tr>
<tr>
<td>Utilities Assistance</td>
<td>520</td>
</tr>
<tr>
<td>Housing/Shelter</td>
<td>382</td>
</tr>
<tr>
<td>Basic Needs - Food</td>
<td>359</td>
</tr>
<tr>
<td>Mental Health Services</td>
<td>275</td>
</tr>
<tr>
<td>Christmas Programs</td>
<td>260</td>
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<tr>
<td>Health Care</td>
<td>202</td>
</tr>
<tr>
<td>Substance Abuse Services</td>
<td>180</td>
</tr>
<tr>
<td>Financial Assistance - Temporary Aid</td>
<td>176</td>
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<tr>
<td>Government Agency - DHHS</td>
<td>165</td>
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<tr>
<td>Legal Services</td>
<td>160</td>
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<tr>
<td>Financial Assistance - Rent</td>
<td>142</td>
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<tr>
<td>Transportation</td>
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<tr>
<td>Thanksgiving Programs</td>
<td>105</td>
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<tr>
<td>Income Support - SSI/SSDI</td>
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<tr>
<td>Health Insurance</td>
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<tr>
<td>Dental Care</td>
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<td>Law Enforcement Services</td>
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<tr>
<td>Municipal Services</td>
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<tr>
<td>Advocacy</td>
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</tbody>
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Report Date: 12/06/2012