



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: December 2012

Total Number of Calls: 539

Report Date: 01/02/2013

Heating Assistance	73
Basic Needs - Food	53
Housing/Shelter	34
Utilities Assistance	33
Christmas Programs	29
Mental Health Services	26
Health Care	22
Financial Assistance - Temporary Aid	20
Municipal Services	17
Transportation	17
Legal Services	15
Substance Abuse Services	14
Government Agency - DHHS	13
Financial Assistance - Rent	12
Health Insurance	11
Law Enforcement Services	11
Dental Care	10
Salvation Army	9
Income Support - SSI/SSDI	9
Courts	9



2-1-1 Maine: Top 20 Call Categories


[Aroostook County](#)

Reporting Period: December 2012


Total Number of Calls: 125

Report Date: 01/02/2013

Heating Assistance	54
Housing/Shelter	8
Basic Needs - Food	8
Utilities Assistance	7
Christmas Programs	4
Mental Health Services	4
Income Support - SSI/SSDI	3
Financial Assistance - Rent	3
Financial Assistance - Temporary Aid	3
Legal Services	3
Judicial Services	2
Employment	2
Public Safety	2
Animal Services	2
Municipal Services	2
Transportation	2
Consumer Assistance Services	2
Health Insurance	2
Health Care	2
Government Agency - DHHS	2

	<p>2-1-1 Maine: Top 20 Call Categories Cumberland County Reporting Period: December 2012 Total Number of Calls: 1549</p>
<p>Report Date: 01/02/2013</p>	

Heating Assistance	219
Housing/Shelter	105
Mental Health Services	86
Christmas Programs	83
Health Care	81
Substance Abuse Services	74
Basic Needs - Food	72
Utilities Assistance	64
Government Agency - DHHS	57
Financial Assistance - Temporary Aid	55
Law Enforcement Services	37
Transportation	37
Legal Services	36
Municipal Services	35
Income Support - SSI/SSDI	34
Family Support Services	32
Education/Training	30
Domestic Violence Services	27
Health Insurance	22
Homeless Services	21

	<p>2-1-1 Maine: Top 20 Call Categories Franklin County Reporting Period: December 2012 Total Number of Calls: 106</p>
<p>Report Date: 01/02/2013</p>	

Heating Assistance	28
Utilities Assistance	12
Financial Assistance - Temporary Aid	10
Basic Needs - Food	9
Housing/Shelter	7
Legal Services	5
Financial Assistance - Rent	5
Financial Assistance - Vehicle Expenses	3
Municipal Services	2
Christmas Programs	2
Transportation	2
Family Support Services	2
Mental Health Services	2
Basic Needs - Household Items (non-food)	2
Tax Services	2
Income Support - SSI/SSDI	2
Consumer Assistance Services	2
Judicial Services	2
Government Agency - DHHS	2
Eye Care	1
Law Enforcement Services	1
Public Safety	1
Veterans' Services	1



2-1-1 Maine: Top 20 Call Categories


[Hancock County](#)

Reporting Period: December 2012


Total Number of Calls: 91

Report Date: 01/02/2013

Substance Abuse Services	13
Heating Assistance	12
Utilities Assistance	9
Basic Needs - Food	9
Housing/Shelter	7
Law Enforcement Services	5
Transportation	5
Mental Health Services	5
Financial Assistance - Temporary Aid	5
Christmas Programs	4
Eye Care	3
Legal Services	3
Government Agency - DHHS	3
Animal Services	3
Aging/Elderly Services	2
Financial Assistance - Home Maintenance	2
Family Support Services	2
Consumer Assistance Services	2
Government Agency - BMV	2
Health Care	2
Financial Assistance - Vehicle Expenses	2

	<p>2-1-1 Maine: Top 20 Call Categories Kennebec County Reporting Period: December 2012 Total Number of Calls: 478</p>
<p>Report Date: 01/02/2013</p>	

Heating Assistance	86
Mental Health Services	32
Utilities Assistance	29
Basic Needs - Food	28
Christmas Programs	28
Housing/Shelter	25
Income Support - SSI/SSDI	20
Financial Assistance - Temporary Aid	16
Transportation	13
Health Care	13
Financial Assistance - Rent	12
Health Insurance	12
Law Enforcement Services	11
Substance Abuse Services	10
Municipal Services	10
Dental Care	9
Government Agency - DHHS	8
Legal Services	7
Corrections	7
Tax Services	6
Salvation Army	6

	<p>2-1-1 Maine: Top 20 Call Categories Knox County Reporting Period: December 2012 Total Number of Calls: 99</p>
<p>Report Date: 01/02/2013</p>	

Heating Assistance	16
Housing/Shelter	8
Utilities Assistance	8
Substance Abuse Services	6
Basic Needs - Food	6
Mental Health Services	6
Government Agency - DHHS	6
Financial Assistance - Rent	5
Legal Services	4
Health Care	4
Income Support - SSI/SSDI	3
Christmas Programs	3
Government Agency - OLR	3
Dental Care	2
Family Support Services	2
Municipal Services	2
Law Enforcement Services	2
Transportation	2
Financial Assistance - Prescription Assistance	2
Health Insurance	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: December 2012

Total Number of Calls: 118

Report Date: 01/02/2013

Heating Assistance	38
Utilities Assistance	11
Christmas Programs	9
Financial Assistance - Temporary Aid	7
Basic Needs - Food	6
Substance Abuse Services	5
Financial Assistance - Rent	5
Housing/Shelter	4
Government Agency - DHHS	4
Financial Assistance - Home Maintenance	3
Transportation	3
Mental Health Services	3
Domestic Violence Services	2
Consumer Assistance Services	2
In-Home Assistance	2
Municipal Services	2
Public Safety	2
Health Insurance	2
Assisted Living/Nursing Homes	1
Donations	1
Government Agency - Attorney General	1
Home Maintenance	1
Tax Services	1

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: December 2012

Total Number of Calls: 163

Report Date: 01/02/2013

Heating Assistance	26
Utilities Assistance	22
Financial Assistance - Temporary Aid	13
Housing/Shelter	12
Basic Needs - Food	11
Christmas Programs	11
Substance Abuse Services	7
Mental Health Services	6
Transportation	5
Law Enforcement Services	5
Health Care	5
Employment	4
Financial Assistance - Rent	4
Government Agency - DHHS	4
Legal Services	3
Hearing Assistance	3
Municipal Services	3
Public Safety	3
Gambling	2
Dental Care	2
Aging/Elderly Services	2
Health Insurance	2
Assistive Technology/Equipment	2

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2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: December 2012

Total Number of Calls: 462

Report Date: 01/02/2013

Heating Assistance	91
Mental Health Services	42
Housing/Shelter	35
Basic Needs - Food	31
Utilities Assistance	23
Government Agency - DHHS	18
Christmas Programs	17
Substance Abuse Services	17
Health Care	17
Transportation	14
Financial Assistance - Temporary Aid	13
Financial Assistance - Rent	13
Legal Services	13
Municipal Services	9
Law Enforcement Services	9
Public Safety	7
Aging/Elderly Services	7
Income Support - SSI/SSDI	6
Government Agency - BMV	6
Family Support Services	5
Youth Services	5
Basic Needs - Household Items (non-food)	5
Health Insurance	5

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2-1-1 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: December 2012

Total Number of Calls: 35

Report Date: 01/02/2013

Heating Assistance	7
Mental Health Services	3
Christmas Programs	3
Health Care	3
Utilities Assistance	2
Government Agency - DHHS	2
Financial Assistance - Temporary Aid	2
Basic Needs - Food	2
Assistive Technology/Equipment	1
Support Group Information	1
Red Cross	1
Elected Officials	1
Family Support Services	1
Assisted Living/Nursing Homes	1
Municipal Services	1
Health Insurance	1
Substance Abuse Services	1
Consumer Assistance Services	1
Transportation	1
Housing/Shelter	1
Domestic Violence Services	1
Income Support - SSI/SSDI	1



2-1-1 Maine: Top 20 Call Categories


Sagadahoc County

Reporting Period: December 2012


Total Number of Calls: 200

Report Date: 01/02/2013


Heating Assistance	39
Basic Needs - Food	23
Utilities Assistance	12
Mental Health Services	11
Financial Assistance - Temporary Aid	10
Government Agency - DHHS	8
Housing/Shelter	8
Christmas Programs	7
Health Care	7
Legal Services	6
Transportation	5
Salvation Army	4
Public Safety	4
Support Group Information	4
Municipal Services	4
Financial Assistance - Rent	4
Health Insurance	4
Courts	3
In-Home Assistance	3
Judicial Services	3

	<p>2-1-1 Maine: Top 20 Call Categories Somerset County Reporting Period: December 2012 Total Number of Calls: 207</p>
<p>Report Date: 01/02/2013</p>	

Heating Assistance	57
Utilities Assistance	19
Basic Needs - Food	13
Christmas Programs	13
Mental Health Services	13
Financial Assistance - Temporary Aid	12
Housing/Shelter	10
Financial Assistance - Rent	7
Health Care	7
Financial Assistance - Home Maintenance	6
Legal Services	6
Substance Abuse Services	6
Public Safety	5
Health Insurance	4
Income Support - SSI/SSDI	4
Financial Assistance - Prescription Assistance	3
Salvation Army	3
Municipal Services	3
Veterans' Services	3
Judicial Services	3

	<p>2-1-1 Maine: Top 20 Call Categories Waldo County Reporting Period: December 2012 Total Number of Calls: 91</p>
<p>Report Date: 01/02/2013</p>	

Heating Assistance	22
Utilities Assistance	9
Christmas Programs	9
Basic Needs - Food	5
Income Support - SSI/SSDI	4
Substance Abuse Services	4
Mental Health Services	3
Housing/Shelter	3
Income Support - Unemployment	3
Public Health	2
Business Information	2
Dental Care	2
Financial Assistance - Temporary Aid	2
Transportation	2
Parenting Education/Support	2
Health Insurance	2
Basic Needs - Household Items (non-food)	2
Government Agency - DHHS	2
Health Care	2
Financial Assistance - Home Maintenance	2

	<p>2-1-1 Maine: Top 20 Call Categories Washington County Reporting Period: December 2012 Total Number of Calls: 86</p>
<p>Report Date: 01/02/2013</p>	

Heating Assistance	35
Utilities Assistance	7
Christmas Programs	5
Housing/Shelter	4
Mental Health Services	3
Government Agency - DHHS	3
Legal Services	2
Basic Needs - Household Items (non-food)	2
Substance Abuse Services	2
Basic Needs - Food	2
Child Abuse/Neglect	2
Domestic Violence Services	2
Financial Assistance - Rent	2
Animal Services	1
Eye Care	1
Employment	1
Financial Assistance - Eyeglasses	1
Law Enforcement Services	1
Financial Assistance - Home Maintenance	1
Public Safety	1
Financial Assistance - Prescription Assistance	1
Environmental Services	1
Aging/Elderly Services	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: December 2012

Total Number of Calls: 483

Report Date: 01/02/2013

Heating Assistance	57
Utilities Assistance	40
Housing/Shelter	39
Christmas Programs	39
Basic Needs - Food	34
Mental Health Services	29
Legal Services	21
Public Safety	15
Government Agency - DHHS	15
Law Enforcement Services	14
Substance Abuse Services	14
Financial Assistance - Temporary Aid	13
Income Support - SSI/SSDI	12
Financial Assistance - Rent	12
Health Care	11
Municipal Services	10
Courts	9
Dental Care	9
Health Insurance	9
Transportation	9