



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: December 2013

Total Number of Calls: 642

Report Date: 01/07/2014

Heating Assistance	87
Health Care	43
Christmas Programs	38
Mental Health Services	38
Housing/Shelter	34
Basic Needs - Food	30
Utilities Assistance	27
Substance Abuse Services	25
Homeless Services	21
Domestic Violence Services	21
Health Insurance	19
Legal Services	18
Transportation	18
Income Support - SSI/SSDI	18
Government Agency - DHHS	16
Consumer Assistance Services	14
Family Support Services	12
Aging/Elderly Services	12
Municipal Services	11
Education/Training	11



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: December 2013

Total Number of Calls: 141

Report Date: 01/07/2014

Heating Assistance	55
Financial Assistance - Temporary Aid	23
Basic Needs - Food	14
Family Support Services	11
Health Insurance	7
Health Care	5
Christmas Programs	4
Substance Abuse Services	4
Mental Health Services	3
Consumer Assistance Services	3
Utilities Assistance	3
Financial Assistance - Rent	3
Public Safety	2
Housing/Shelter	2
Homeless Services	2
Fire/Ambulance Services (Non-emergency)	2
Legal Services	2
Furniture	2
Government Agency - DHHS	2
Dental Care	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: December 2013

Total Number of Calls: 1594

Report Date: 01/07/2014

Heating Assistance	246
Mental Health Services	114
Health Care	114
Basic Needs - Food	92
Housing/Shelter	92
Health Insurance	84
Christmas Programs	72
Substance Abuse Services	64
Law Enforcement Services	52
Legal Services	46
Utilities Assistance	44
Transportation	39
Financial Assistance - Temporary Aid	39
Government Agency - DHHS	35
Financial Assistance - Rent	32
Income Support - SSI/SSDI	31
Homeless Services	31
Consumer Assistance Services	30
Municipal Services	27
Family Support Services	23



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: December 2013

Total Number of Calls: 73

Report Date: 01/07/2014

Heating Assistance	12
Health Care	8
Christmas Programs	5
Basic Needs - Food	4
Income Support - SSI/SSDI	3
Consumer Assistance Services	3
Government Agency - DHHS	3
Public Safety	2
Dental Care	2
Utilities Assistance	2
Government Agency - HUD	2
Mental Health Services	2
Basic Needs - Household Items (Non-food)	2
Substance Abuse Services	2
Basic Needs - Clothing	2
Courts	2
Health Insurance	2
Recreational Programs	1
Financial Assistance - Vehicle Expenses	1
Transportation	1
Family Planning	1
Poison Control	1
Financial Assistance - Mortgage	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: December 2013

Total Number of Calls: 135

Report Date: 01/07/2014

Heating Assistance	19
Ice Storm 2013	14
Health Care	11
Substance Abuse Services	9
Utilities Assistance	7
Housing/Shelter	7
Health Insurance	7
Government Agency - DHHS	7
Financial Assistance - Temporary Aid	6
Family Support Services	6
Christmas Programs	6
Public Safety	5
Consumer Assistance Services	4
Basic Needs - Food	4
Financial Assistance - Vehicle Expenses	3
Tax Services	3
Law Enforcement Services	3
Financial Assistance - Rent	2
Mental Health Services	2
Government Agency - BMV	2
Mentoring Programs	2
Basic Needs - Household Items (Non-food)	2
Homeless Services	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: December 2013

Total Number of Calls: 576

Report Date: 01/07/2014

Heating Assistance	87
Christmas Programs	47
Health Care	38
Housing/Shelter	35
Basic Needs - Food	28
Mental Health Services	22
Government Agency - DHHS	20
Health Insurance	20
Ice Storm 2013	19
Utilities Assistance	17
Law Enforcement Services	15
Financial Assistance - Rent	14
Substance Abuse Services	13
Consumer Assistance Services	13
Financial Assistance - Temporary Aid	12
Parenting Education/Support	11
Transportation	10
Income Support - SSI/SSDI	10
Education/Training	10
Public Safety	9
Legal Services	9
Courts	9



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: December 2013

Total Number of Calls: 114

Report Date: 01/07/2014

Heating Assistance	19
Health Care	13
Financial Assistance - Temporary Aid	9
Mental Health Services	8
Basic Needs - Food	8
Health Insurance	6
Elected Officials	5
Utilities Assistance	4
Legal Services	4
Christmas Programs	4
Housing/Shelter	3
Consumer Assistance Services	3
Income Support - SSI/SSDI	3
Public Health	3
Transportation	3
Public Safety	2
Education/Training	2
Substance Abuse Services	2
Financial Assistance - Rent	2
Corrections	2
Domestic Violence Services	2
Basic Needs - Clothing	2
Judicial Services	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)


Reporting Period: December 2013

Total Number of Calls: 127

Report Date: 01/07/2014

Heating Assistance	36
Utilities Assistance	9
Health Care	8
Aging/Elderly Services	8
Christmas Programs	8
Health Insurance	8
Financial Assistance - Temporary Aid	7
Mental Health Services	6
Substance Abuse Services	5
Ice Storm 2013	4
Family Support Services	4
Municipal Services	4
Basic Needs - Food	4
Income Support - SSI/SSDI	3
Housing/Shelter	3
Financial Assistance - Rent	2
Education/Training	2
Consumer Assistance Services	2
Foreclosure Prevention	2
Basic Needs - Household Items (Non-food)	2

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	<p>2-1-1 Maine: Top 20 Call Categories Oxford County Reporting Period: December 2013 Total Number of Calls: 182</p>
<p>Report Date: 01/07/2014</p>	

Heating Assistance	38
Christmas Programs	14
Housing/Shelter	12
Health Insurance	12
Health Care	12
Basic Needs - Food	11
Mental Health Services	8
Legal Services	7
Consumer Assistance Services	6
Government Agency - DHHS	6
Utilities Assistance	5
Education/Training	4
Income Support - SSI/SSDI	4
Income Support - Unemployment	4
Family Support Services	4
Employment	3
Municipal Services	3
Homeless Services	3
Financial Assistance - Home Maintenance	3
Advocacy	3



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: December 2013

Total Number of Calls: 605

Report Date: 01/07/2014

Heating Assistance	134
Mental Health Services	38
Basic Needs - Food	36
Utilities Assistance	33
Health Care	33
Ice Storm 2013	26
Substance Abuse Services	24
Housing/Shelter	21
Family Support Services	16
Christmas Programs	15
Consumer Assistance Services	15
Law Enforcement Services	14
Government Agency - DHHS	13
Income Support - SSI/SSDI	12
Health Insurance	12
Legal Services	12
Financial Assistance - Rent	12
Financial Assistance - Temporary Aid	12
Courts	10
Aging/Elderly Services	9
Transportation	9



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: December 2013

Total Number of Calls: 66

Report Date: 01/07/2014

Heating Assistance	28
Utilities Assistance	6
Christmas Programs	5
Health Insurance	3
Mental Health Services	3
Financial Assistance - Temporary Aid	3
Transportation	3
Basic Needs - Food	2
Consumer Assistance Services	2
Financial Assistance - Home Maintenance	2
Health Care	2
Family Planning	1
Law Enforcement Services	1
Housing/Shelter	1
Parenting Education/Support	1
Legal Services	1
Financial Assistance - Health Care	1
Courts	1
Salvation Army	1
Dental Care	1
Vocational Rehabilitation	1
Government Agency - Attorney General	1
Animal Services	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: December 2013

Total Number of Calls: 185

Report Date: 07/07/2014

Heating Assistance	53
Christmas Programs	17
Health Care	13
Mental Health Services	11
Government Agency - DHHS	9
Basic Needs - Food	8
Utilities Assistance	8
Health Insurance	8
Consumer Assistance Services	7
Financial Assistance - Temporary Aid	7
Family Support Services	6
Income Support - SSI/SSDI	6
Housing/Shelter	4
Dental Care	4
Tax Services	4
Financial Assistance - Rent	4
In-Home Assistance	4
Aging/Elderly Services	3
Municipal Services	2
Financial Assistance - Prescription Assistance	2
Poison Control	2
Substance Abuse Services	2
Homeless Services	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: December 2013

Total Number of Calls: 243

Report Date: 01/07/2014

Heating Assistance	66
Christmas Programs	26
Utilities Assistance	13
Consumer Assistance Services	11
Health Care	10
Municipal Services	7
Housing/Shelter	7
Parenting Education/Support	7
Mental Health Services	6
Financial Assistance - Rent	6
Health Insurance	6
Dental Care	5
Employment	5
Income Support - SSI/SSDI	5
Legal Services	5
Basic Needs - Clothing	5
Family Support Services	4
Law Enforcement Services	4
Financial Assistance - Temporary Aid	4
Substance Abuse Services	4
Financial Assistance - Home Maintenance	4
Basic Needs - Food	4

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2-1-1 Maine: Top 20 Call Categories


Waldo County

Reporting Period: December 2013

Total Number of Calls: 147

Report Date: 01/07/2014

Heating Assistance	26
Utilities Assistance	15
Basic Needs - Food	12
Ice Storm 2013	11
Housing/Shelter	8
Christmas Programs	8
Financial Assistance - Temporary Aid	8
Health Care	6
Financial Assistance - Rent	5
Legal Services	5
Law Enforcement Services	4
Home Maintenance	3
Substance Abuse Services	3
Basic Needs - Clothing	3
Income Support - SSI/SSDI	3
Transportation	3
Mental Health Services	3
Financial Assistance - Home Maintenance	3
Consumer Assistance Services	3
Animal Services	3
Health Insurance	3
Government Agency - DHHS	3

	<p>2-1-1 Maine: Top 20 Call Categories Washington County Reporting Period: December 2013 Total Number of Calls: 74</p>
<p>Report Date: 01/07/2014</p>	

Heating Assistance	22
Ice Storm 2013	8
Substance Abuse Services	4
Financial Assistance - Temporary Aid	4
Health Care	4
Legal Services	3
Education/Training	3
Basic Needs - Food	3
Health Insurance	2
Public Safety	2
Tax Services	2
Christmas Programs	2
Consumer Assistance Services	2
Government Agency - DHHS	2
Advocacy	1
Financial Assistance - Vehicle Expenses	1
Eye Care	1
Developmental Disabilities	1
Volunteering	1
DHHS SNAP Questions	1
Public Health	1
Domestic Violence Services	1
Aging/Elderly Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: December 2013

Total Number of Calls: 532

Report Date: 01/07/2014

Heating Assistance	74
Mental Health Services	53
Health Care	33
Housing/Shelter	28
Health Insurance	26
Basic Needs - Food	22
Christmas Programs	22
Substance Abuse Services	21
Utilities Assistance	19
Financial Assistance - Rent	17
Transportation	15
Legal Services	14
Municipal Services	13
Government Agency - DHHS	13
Income Support - SSI/SSDI	12
Domestic Violence Services	12
Financial Assistance - Temporary Aid	10
Homeless Services	9
Dental Care	9
Consumer Assistance Services	9

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