



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: October 2012

Total Number of Calls: 634

Report Date: 11/07/2012

Utilities Assistance	86
Heating Assistance	55
Basic Needs - Food	44
Housing/Shelter	38
Mental Health Services	32
Legal Services	25
Health Care	24
Income Support - SSI/SSDI	22
Transportation	21
Municipal Services	19
Government Agency - DHHS	16
Domestic Violence Services	16
Substance Abuse Services	16
Animal Services	14
Advocacy	13
Veterans' Services	12
Dental Care	12
Hurricane - "Sandy"	12
Law Enforcement Services	12
Aging/Elderly Services	11
Public Safety	11



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[Aroostook County](#)

Reporting Period: October 2012

Total Number of Calls: 157

Report Date: 11/07/2012

Heating Assistance	26
Housing/Shelter	15
Utilities Assistance	14
Domestic Violence Services	11
Basic Needs - Food	8
Dental Care	7
Consumer Assistance Services	5
Mental Health Services	5
Education/Training	4
Health Care	4
Health Insurance	4
Basic Needs - Clothing	3
Aging/Elderly Services	3
Personal Debt/Money Management	3
Government Agency - DHHS	3
Law Enforcement Services	3
Substance Abuse Services	2
Eye Care	2
Transportation	2
Legal Services	2
Employment	2
Disaster Services	2
Influenza Vaccination	2

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: October 2012

Total Number of Calls: 1780

Report Date: 11/07/2012

Heating Assistance	170
Housing/Shelter	152
Mental Health Services	142
Utilities Assistance	141
Health Care	115
Basic Needs - Food	97
Hurricane - "Sandy"	76
Substance Abuse Services	68
Legal Services	55
Government Agency - DHHS	53
Law Enforcement Services	45
Transportation	37
Income Support - SSI/SSDI	34
Dental Care	31
Domestic Violence Services	28
Municipal Services	27
Health Insurance	25
Aging/Elderly Services	23
Homeless Services	23
Education/Training	23



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: October 2012

Total Number of Calls: 87

Report Date: 11/07/2012

Utilities Assistance	12
Heating Assistance	9
Law Enforcement Services	6
Mental Health Services	6
Transportation	6
Public Safety	4
Basic Needs - Food	3
Income Support - SSI/SSDI	3
Housing/Shelter	3
Domestic Violence Services	2
Substance Abuse Services	2
Dental Care	2
Education/Training	2
Christmas Programs	2
Legal Services	2
Government Agency - DHHS	2
Hurricane - "Sandy"	2
Courts	1
Thanksgiving Programs	1
Health Care	1
Veterans' Services	1
Donations	1
Animal Services	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: October 2012

Total Number of Calls: 78

Report Date: 11/07/2012

Substance Abuse Services	11
Health Care	9
Utilities Assistance	7
Basic Needs - Food	6
Housing/Shelter	6
Heating Assistance	6
Mental Health Services	4
Transportation	3
Adult Protective Services	3
Government Agency - DHHS	3
Animal Services	3
Legal Services	3
Municipal Services	2
Education/Training	2
Blind Services	1
Aging/Elderly Services	1
Building Materials	1
Rent Rebate	1
Foreclosure Prevention	1
Early Childhood Intervention	1
Eye Care	1
Weatherization	1
Youth Services	1

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: October 2012

Total Number of Calls: 531

Report Date: 11/07/2012

Utilities Assistance	55
Heating Assistance	53
Housing/Shelter	43
Mental Health Services	37
Substance Abuse Services	26
Basic Needs - Food	23
Health Care	18
Government Agency - DHHS	16
Health Insurance	14
Income Support - SSI/SSDI	13
Law Enforcement Services	11
Legal Services	11
Advocacy	9
Education/Training	9
Consumer Assistance Services	9
Basic Needs - Clothing	9
Aging/Elderly Services	8
Transportation	7
Animal Services	7
Domestic Violence Services	7
Income Support - Unemployment	7



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: October 2012

Total Number of Calls: 117

Report Date: 11/07/2012

Utilities Assistance	13
Mental Health Services	12
Housing/Shelter	11
Basic Needs - Food	10
Heating Assistance	8
Health Care	8
Transportation	5
Government Agency - DHHS	5
Income Support - SSI/SSDI	5
Legal Services	4
Municipal Services	4
Christmas Programs	2
Elected Officials	2
Public Safety	2
Judicial Services	2
Support Group Information	2
Law Enforcement Services	2
In-Home Assistance	2
Hurricane - "Sandy"	2
Youth Services	1
Adult Protective Services	1
Education/Training	1
Family Support Services	1

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: October 2012

Total Number of Calls: 126

Report Date: 11/07/2012

Heating Assistance	40
Housing/Shelter	14
Utilities Assistance	12
Legal Services	9
Government Agency - DHHS	7
Basic Needs - Food	5
Health Care	5
Weatherization	4
Income Support - SSI/SSDI	3
Public Safety	3
Animal Services	3
Substance Abuse Services	2
Dental Care	2
Health Insurance	2
Consumer Assistance Services	2
Basic Needs - Clothing	2
Thanksgiving Programs	1
Mental Health Services	1
Law Enforcement Services	1
Advocacy	1
Education/Training	1
Child Care	1
Basic Needs - Household Items (non-food)	1

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: October 2012

Total Number of Calls: 216

Report Date: 11/07/2012

Utilities Assistance	45
Heating Assistance	25
Basic Needs - Food	15
Housing/Shelter	9
Legal Services	9
Government Agency - DHHS	9
Mental Health Services	8
Municipal Services	5
Health Care	5
Transportation	5
Basic Needs - Clothing	4
Income Support - SSI/SSDI	4
Health Insurance	4
Education/Training	4
Advocacy	4
Aging/Elderly Services	4
Judicial Services	3
Consumer Assistance Services	3
Law Enforcement Services	3
Domestic Violence Services	3
Employment	3
Dental Care	3



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: October 2012

Total Number of Calls: 479

Report Date: 11/07/2012

Housing/Shelter	39
Basic Needs - Food	37
Heating Assistance	35
Mental Health Services	33
Utilities Assistance	27
Substance Abuse Services	23
Health Care	20
Legal Services	19
Government Agency - DHHS	19
Income Support - SSI/SSDI	12
Health Insurance	12
Public Safety	11
Law Enforcement Services	10
Judicial Services	8
Dental Care	8
Animal Services	7
Domestic Violence Services	6
Municipal Services	6
Rent Rebate	6
Consumer Assistance Services	6
Transportation	6



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: October 2012

Total Number of Calls: 49

Report Date: 11/07/2012

Utilities Assistance	5
Housing/Shelter	5
Heating Assistance	5
Foreclosure Prevention	4
Legal Services	3
Basic Needs - Food	3
Mental Health Services	3
Employment	2
Consumer Assistance Services	2
Municipal Services	1
Transportation	1
Public Safety	1
Weatherization	1
Dental Care	1
Youth Services	1
Public Health	1
Basic Needs - Household Items (non-food)	1
Sexual Assault Services	1
Education/Training	1
Family Support Services	1
Elected Officials	1
Assistive Technology/Equipment	1
Aging/Elderly Services	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: October 2012

Total Number of Calls: 178

Report Date: 11/07/2012

Heating Assistance	36
Basic Needs - Food	18
Utilities Assistance	15
Housing/Shelter	14
Mental Health Services	11
Government Agency - DHHS	6
Municipal Services	5
Transportation	5
Health Care	4
Substance Abuse Services	4
In-Home Assistance	4
Aging/Elderly Services	3
Courts	3
Legal Services	3
Weatherization	3
Mentoring Programs	2
Consumer Assistance Services	2
Public Health	2
Domestic Violence Services	2
Law Enforcement Services	2
Education/Training	2
Christmas Programs	2
Rent Rebate	2

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2-1-1 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: October 2012

Total Number of Calls: 214

Report Date: 11/07/2012

Heating Assistance	31
Utilities Assistance	22
Housing/Shelter	18
Basic Needs - Food	15
Government Agency - DHHS	14
Legal Services	10
Mental Health Services	8
Christmas Programs	7
Transportation	7
Municipal Services	6
Health Insurance	6
Substance Abuse Services	5
Law Enforcement Services	5
Health Care	4
Aging/Elderly Services	4
Education/Training	3
Dental Care	3
Weatherization	3
Disaster Services	3
Advocacy	3
Animal Services	3
Domestic Violence Services	3
Assistive Technology/Equipment	3

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: October 2012

Total Number of Calls: 95

Report Date: 11/07/2012

Utilities Assistance	16
Heating Assistance	13
Housing/Shelter	9
Substance Abuse Services	5
Law Enforcement Services	4
Legal Services	4
Transportation	4
Health Care	4
Courts	3
Health Insurance	3
Income Support - SSI/SSDI	2
Employment	2
Municipal Services	2
Government Agency - DHHS	2
Animal Services	2
Government Agency - DOL	2
Mental Health Services	2
Assisted Living/Nursing Homes	2
Education/Training	1
Aging/Elderly Services	1
In-Home Assistance	1
Veterans' Services	1
Judicial Services	1

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2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: October 2012

Total Number of Calls: 62

Report Date: 11/07/2012

Heating Assistance	14
Housing/Shelter	6
Mental Health Services	4
Substance Abuse Services	3
Animal Services	3
Basic Needs - Food	3
Health Care	2
Utilities Assistance	2
Courts	2
Law Enforcement Services	2
Legal Services	2
Income Support - SSI/SSDI	2
Corrections	1
Public Safety	1
Hearing Assistance	1
Dental Care	1
Home Health Care	1
Weatherization	1
Advocacy	1
Public Health	1
Disease Information	1
Retirement Programs/Services	1
Education/Training	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: October 2012

Total Number of Calls: 629

Report Date: 11/07/2012

Utilities Assistance	77
Mental Health Services	41
Housing/Shelter	41
Basic Needs - Food	39
Heating Assistance	36
Hurricane - "Sandy"	35
Substance Abuse Services	33
Health Care	30
Legal Services	25
Government Agency - DHHS	22
Income Support - SSI/SSDI	17
Dental Care	16
Law Enforcement Services	14
Domestic Violence Services	11
Courts	11
Municipal Services	11
Transportation	9
Employment	9
Public Safety	7
Rent Rebate	6
General Information Call	6