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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesAndroscoggin CountyReporting Period: October 2009Total Number of Calls: 661 |
|  |
| Report Date: 11/13/2009 |

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| Utilities Assistance | 109 |
| Heating Assistance | 63 |
| Basic Needs - Food | 42 |
| Housing/Shelter | 41 |
| Mental Health Services | 39 |
| Legal Services | 29 |
| Health Care | 26 |
| Financial Assistance - Rent | 24 |
| Financial Assistance - Temporary Aid | 24 |
| Transportation | 20 |
| Substance Abuse Services | 18 |
| Seasonal Flu Information | 15 |
| Government Agency - DHHS | 14 |
| Dental Care | 13 |
| Basic Needs - Clothing | 12 |
| Domestic Violence Services | 11 |
| Income Support - SSI/SSDI | 11 |
| Municipal Services | 9 |
| Furniture | 9 |
| Employment | 8 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesAroostook CountyReporting Period: October 2009Total Number of Calls: 150 |
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| Report Date: 11/13/2009 |

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| Heating Assistance | 39 |
| Health Care | 13 |
| Utilities Assistance | 12 |
| Financial Assistance - Temporary Aid | 8 |
| Financial Assistance - Prescription Assistance | 8 |
| Basic Needs - Food | 7 |
| Financial Assistance - Home Maintenance | 6 |
| Dental Care | 5 |
| Financial Assistance - Rent | 5 |
| Mental Health Services | 5 |
| Substance Abuse Services | 5 |
| Financial Assistance - Eyeglasses | 4 |
| Weatherization | 4 |
| Transportation | 4 |
| Government Agency - DHHS | 3 |
| Housing/Shelter | 3 |
| Legal Services | 2 |
| Domestic Violence Services | 2 |
| Seasonal Flu Information | 2 |
| Health Insurance | 2 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesCumberland CountyReporting Period: October 2009Total Number of Calls: 2108 |
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| Report Date: 11/13/2009 |

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| Mental Health Services | 183 |
| Seasonal Flu Information | 139 |
| Utilities Assistance | 134 |
| Heating Assistance | 134 |
| Housing/Shelter | 133 |
| Substance Abuse Services | 120 |
| Financial Assistance - Temporary Aid | 100 |
| Basic Needs - Food | 94 |
| Health Care | 77 |
| Legal Services | 72 |
| H1N1 Virus Information | 69 |
| Law Enforcement Services | 61 |
| Municipal Services | 59 |
| Transportation | 52 |
| Financial Assistance - Rent | 43 |
| Government Agency - DHHS | 43 |
| Health Insurance | 41 |
| Basic Needs - Clothing | 37 |
| Dental Care | 35 |
| Education/Training | 35 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesFranklin CountyReporting Period: October 2009Total Number of Calls: 107 |
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| Report Date: 11/13/2009 |

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| Utilities Assistance | 21 |
| Financial Assistance - Temporary Aid | 8 |
| Heating Assistance | 7 |
| Transportation | 6 |
| Mental Health Services | 5 |
| Housing/Shelter | 5 |
| Legal Services | 5 |
| Basic Needs - Food | 4 |
| Government Agency - DHHS | 4 |
| Domestic Violence Services | 4 |
| Advocacy | 3 |
| Dental Care | 3 |
| Health Care | 3 |
| Foreclosure Prevention | 2 |
| Financial Assistance - Mortgage | 2 |
| Christmas Programs | 2 |
| Veterans' Services | 2 |
| Public Health | 2 |
| Financial Assistance - Home Maintenance | 2 |
| Support Group Information | 2 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesHancock CountyReporting Period: October 2009Total Number of Calls: 129 |
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| Report Date: 11/13/2009 |

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| Housing/Shelter | 18 |
| Seasonal Flu Information | 17 |
| Heating Assistance | 11 |
| Financial Assistance - Rent | 10 |
| Financial Assistance - Temporary Aid | 8 |
| Utilities Assistance | 7 |
| Mental Health Services | 6 |
| H1N1 Virus Information | 5 |
| Transportation | 4 |
| Health Care | 4 |
| Employment | 3 |
| Dental Care | 3 |
| Government Agency - DHHS | 3 |
| Support Group Information | 2 |
| Public Health | 2 |
| Substance Abuse Services | 2 |
| Education/Training | 2 |
| Law Enforcement Services | 2 |
| Child Care | 2 |
| Youth Services | 2 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesKennebec CountyReporting Period: October 2009Total Number of Calls: 501 |
|  |
| Report Date: 11/13/2009 |

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| Utilities Assistance | 83 |
| Heating Assistance | 65 |
| Mental Health Services | 32 |
| Housing/Shelter | 28 |
| Financial Assistance - Rent | 22 |
| Seasonal Flu Information | 22 |
| Basic Needs - Food | 21 |
| Government Agency - DHHS | 21 |
| Financial Assistance - Temporary Aid | 19 |
| Legal Services | 14 |
| Advocacy | 10 |
| Financial Assistance - Home Maintenance | 10 |
| Health Insurance | 10 |
| Transportation | 9 |
| H1N1 Virus Information | 9 |
| Municipal Services | 8 |
| Health Care | 8 |
| Education/Training | 8 |
| Dental Care | 7 |
| Substance Abuse Services | 7 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesKnox CountyReporting Period: October 2009Total Number of Calls: 110 |
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| Report Date: 11/13/2009 |

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| Utilities Assistance | 22 |
| Housing/Shelter | 12 |
| Heating Assistance | 10 |
| Seasonal Flu Information | 8 |
| Financial Assistance - Temporary Aid | 7 |
| Legal Services | 6 |
| Substance Abuse Services | 5 |
| Financial Assistance - Rent | 5 |
| Government Agency - DHHS | 5 |
| H1N1 Virus Information | 5 |
| Health Insurance | 5 |
| Mental Health Services | 2 |
| Basic Needs - Clothing | 2 |
| Municipal Services | 2 |
| Courts | 2 |
| Weatherization | 2 |
| Government Agency - BMV | 2 |
| Youth Services | 2 |
| Basic Needs - Household Items (non-Food) | 2 |
| Christmas Programs | 2 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesLincoln CountyReporting Period: October 2009Total Number of Calls: 153 |
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| Report Date: 11/13/2009 |

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| Heating Assistance | 32 |
| Utilities Assistance | 18 |
| Seasonal Flu Information | 11 |
| Housing/Shelter | 7 |
| H1N1 Virus Information | 6 |
| Financial Assistance - Home Maintenance | 6 |
| Health Care | 5 |
| Aging/Elderly Services | 4 |
| Weatherization | 4 |
| Furniture | 4 |
| Financial Assistance - Rent | 4 |
| Basic Needs - Clothing | 4 |
| Mental Health Services | 4 |
| Basic Needs - Food | 3 |
| Salvation Army | 3 |
| Government Agency - DHHS | 3 |
| Elected Officials | 3 |
| Legal Services | 3 |
| Health Insurance | 3 |
| Employment | 2 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesOxford CountyReporting Period: October 2009Total Number of Calls: 228 |
|  |
| Report Date: 11/13/2009 |

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| Utilities Assistance | 47 |
| Heating Assistance | 35 |
| Basic Needs - Food | 14 |
| Mental Health Services | 11 |
| H1N1 Virus Information | 10 |
| Legal Services | 10 |
| Financial Assistance - Temporary Aid | 9 |
| Seasonal Flu Information | 9 |
| Housing/Shelter | 8 |
| Financial Assistance - Rent | 6 |
| Government Agency - DHHS | 6 |
| Health Care | 5 |
| Income Support - Unemployment | 4 |
| Dental Care | 4 |
| Transportation | 4 |
| Substance Abuse Services | 4 |
| Family Support Services | 3 |
| Aging/Elderly Services | 3 |
| Law Enforcement Services | 3 |
| Education/Training | 3 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesPenobscot CountyReporting Period: October 2009Total Number of Calls: 480 |
|  |
| Report Date: 11/13/2009 |

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| Heating Assistance | 39 |
| Mental Health Services | 36 |
| Substance Abuse Services | 31 |
| Utilities Assistance | 30 |
| Housing/Shelter | 29 |
| Basic Needs - Food | 29 |
| Health Care | 21 |
| Financial Assistance - Temporary Aid | 21 |
| H1N1 Virus Information | 20 |
| Seasonal Flu Information | 19 |
| Transportation | 18 |
| Legal Services | 18 |
| Financial Assistance - Rent | 18 |
| Financial Assistance - Home Maintenance | 13 |
| Government Agency - DHHS | 12 |
| Basic Needs - Household Items (non-Food) | 10 |
| Health Insurance | 9 |
| Animal Services | 8 |
| Education/Training | 7 |
| Elected Officials | 7 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesPiscataquis CountyReporting Period: October 2009Total Number of Calls: 35 |
|  |
| Report Date: 11/13/2009 |

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| Utilities Assistance | 10 |
| Seasonal Flu Information | 3 |
| Weatherization | 2 |
| Heating Assistance | 2 |
| Financial Assistance - Home Maintenance | 2 |
| Transportation | 2 |
| Legal Services | 2 |
| Substance Abuse Services | 1 |
| Financial Assistance - Eyeglasses | 1 |
| Employment | 1 |
| Health Care | 1 |
| Financial Assistance - Temporary Aid | 1 |
| Basic Needs - Food | 1 |
| Education/Training | 1 |
| Animal Services | 1 |
| Furniture | 1 |
| Mental Health Services | 1 |
| Government Agency - DHHS | 1 |
| Municipal Services | 1 |
| Government Agency - DOL | 1 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesSagadahoc CountyReporting Period: October 2009Total Number of Calls: 179 |
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| Report Date: 11/13/2009 |

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| Heating Assistance | 34 |
| Utilities Assistance | 26 |
| Housing/Shelter | 12 |
| Legal Services | 10 |
| Seasonal Flu Information | 9 |
| Government Agency - DHHS | 8 |
| Financial Assistance - Temporary Aid | 8 |
| Rent Rebate | 7 |
| Mental Health Services | 7 |
| Basic Needs - Food | 6 |
| Transportation | 5 |
| Municipal Services | 5 |
| Health Insurance | 4 |
| Financial Assistance - Rent | 3 |
| Home Health Care | 3 |
| Income Support - SSI/SSDI | 3 |
| Tax Services | 3 |
| Support Group Information | 2 |
| H1N1 Virus Information | 2 |
| Aging/Elderly Services | 2 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesSomerset CountyReporting Period: October 2009Total Number of Calls: 206 |
|  |
| Report Date: 11/13/2009 |

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| Heating Assistance | 44 |
| Utilities Assistance | 43 |
| Housing/Shelter | 17 |
| Financial Assistance - Rent | 15 |
| Mental Health Services | 9 |
| Financial Assistance - Temporary Aid | 9 |
| Basic Needs - Food | 7 |
| Transportation | 6 |
| Health Care | 5 |
| Income Support - SSI/SSDI | 5 |
| Substance Abuse Services | 4 |
| Seasonal Flu Information | 4 |
| H1N1 Virus Information | 4 |
| Legal Services | 4 |
| Youth Services | 3 |
| Aging/Elderly Services | 3 |
| Domestic Violence Services | 3 |
| Family Support Services | 3 |
| Vocational Rehabilitation | 3 |
| Basic Needs - Clothing | 3 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesWaldo CountyReporting Period: October 2009Total Number of Calls: 110 |
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| Report Date: 11/13/2009 |

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| Utilities Assistance | 26 |
| Heating Assistance | 22 |
| Mental Health Services | 6 |
| Basic Needs - Food | 6 |
| Housing/Shelter | 6 |
| Legal Services | 5 |
| Substance Abuse Services | 5 |
| Financial Assistance - Rent | 5 |
| Government Agency - DHHS | 4 |
| Health Insurance | 3 |
| Financial Assistance - Temporary Aid | 3 |
| Consumer Assistance Services | 3 |
| Weatherization | 2 |
| Seasonal Flu Information | 2 |
| Education/Training | 2 |
| General Information Call | 2 |
| Transportation | 2 |
| Government Agency - BMV | 2 |
| H1N1 Virus Information | 2 |
| Family Support Services | 2 |

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| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesWashington CountyReporting Period: October 2009Total Number of Calls: 93 |
|  |
| Report Date: 11/13/2009 |

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| Heating Assistance | 14 |
| Mental Health Services | 10 |
| Legal Services | 7 |
| Health Care | 6 |
| Housing/Shelter | 6 |
| Utilities Assistance | 5 |
| Financial Assistance - Temporary Aid | 4 |
| Government Agency - DHHS | 3 |
| Substance Abuse Services | 3 |
| Financial Assistance - Home Maintenance | 3 |
| Financial Assistance - Rent | 3 |
| Seasonal Flu Information | 3 |
| Income Support - SSI/SSDI | 3 |
| Education/Training | 2 |
| Public Health | 2 |
| Blind Services | 2 |
| Employment | 2 |
| Tax Services | 2 |
| Government Agency - BMV | 2 |
| Child Care | 2 |
| 211 Maine Logo | 2-1-1 Maine: Top 20 Call CategoriesYork CountyReporting Period: October 2009Total Number of Calls: 675 |
|  |
| Report Date: 11/13/2009 |

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| Utilities Assistance | 90 |
| Basic Needs - Food | 46 |
| Heating Assistance | 46 |
| Mental Health Services | 44 |
| Seasonal Flu Information | 43 |
| Health Care | 43 |
| Housing/Shelter | 40 |
| H1N1 Virus Information | 35 |
| Substance Abuse Services | 31 |
| Financial Assistance - Temporary Aid | 27 |
| Transportation | 26 |
| Legal Services | 21 |
| Health Insurance | 21 |
| Financial Assistance - Rent | 18 |
| Education/Training | 16 |
| Dental Care | 13 |
| Aging/Elderly Services | 12 |
| Law Enforcement Services | 12 |
| Domestic Violence Services | 10 |
| Government Agency - DHHS | 10 |