



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: April 2012

Total Number of Calls: 567

Report Date: 05/14/2012

Basic Needs - Food	54
Housing/Shelter	52
Mental Health Services	40
Utilities Assistance	36
Substance Abuse Services	24
Health Care	24
Financial Assistance - Rent	22
Financial Assistance - Temporary Aid	22
Heating Assistance	19
Transportation	18
Municipal Services	16
Domestic Violence Services	16
Aging/Elderly Services	16
Dental Care	16
Legal Services	16
Income Support - SSI/SSDI	14
Government Agency - DHHS	14
Education/Training	13
Tax Services	12
Law Enforcement Services	12
Employment	12



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: April 2012

Total Number of Calls: 126

Report Date: 05/14/2012

Heating Assistance	13
Housing/Shelter	11
Financial Assistance - Temporary Aid	10
Transportation	9
Basic Needs - Food	8
Advocacy	7
Mental Health Services	6
Health Insurance	6
Substance Abuse Services	5
Legal Services	5
Utilities Assistance	5
Health Care	5
Municipal Services	4
Dental Care	4
Education/Training	3
Law Enforcement Services	3
Financial Assistance - Home Maintenance	3
Family Planning	3
Home Health Care	2
Domestic Violence Services	2
Government Agency - DHHS	2
Aging/Elderly Services	2
Income Support - SSI/SSDI	2

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: April 2012

Total Number of Calls: 1572

Report Date: 05/14/2012

Mental Health Services	138
Housing/Shelter	136
Health Care	97
Basic Needs - Food	88
Substance Abuse Services	80
Utilities Assistance	78
Tax Services	70
Heating Assistance	69
Health Insurance	58
Government Agency - DHHS	44
Legal Services	42
Dental Care	39
Financial Assistance - Temporary Aid	35
Financial Assistance - Rent	35
Transportation	34
Family Support Services	33
Law Enforcement Services	33
Homeless Services	30
Income Support - SSI/SSDI	29
Municipal Services	28



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: April 2012

Total Number of Calls: 78

Report Date: 05/14/2012

Basic Needs - Food	8
Financial Assistance - Temporary Aid	7
Housing/Shelter	6
Substance Abuse Services	6
Financial Assistance - Rent	6
Utilities Assistance	6
Mental Health Services	4
Heating Assistance	4
Corrections	3
Aging/Elderly Services	3
Government Agency - DHHS	3
Domestic Violence Services	3
Financial Assistance - Home Maintenance	2
Public Safety	2
Tax Services	2
Courts	2
Financial Assistance - Eyeglasses	2
Income Support - SSI/SSDI	2
Employment	2
Foreclosure Prevention	2
Health Care	2



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: April 2012

Total Number of Calls: 121

Report Date: 05/14/2012

Utilities Assistance	11
Substance Abuse Services	10
Tax Services	8
Transportation	7
Health Care	7
Mental Health Services	6
Housing/Shelter	5
Financial Assistance - Rent	5
Basic Needs - Food	5
Government Agency - DHHS	5
Legal Services	4
Health Insurance	3
Advocacy	3
Courts	3
Heating Assistance	2
Public Safety	2
Municipal Services	2
Support Group Information	2
Domestic Violence Services	2
Child Care	2
Financial Assistance - Security Deposit	2
Dental Care	2
Financial Assistance - Temporary Aid	2

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: April 2012

Total Number of Calls: 511

Report Date: 05/14/2012

Utilities Assistance	45
Housing/Shelter	42
Mental Health Services	39
Health Care	26
Substance Abuse Services	25
Basic Needs - Food	22
Heating Assistance	20
Government Agency - DHHS	19
Tax Services	19
Financial Assistance - Rent	18
Transportation	16
Financial Assistance - Temporary Aid	15
Domestic Violence Services	15
Law Enforcement Services	15
Health Insurance	14
Income Support - SSI/SSDI	10
Legal Services	10
Public Safety	9
Advocacy	9
Dental Care	7
Child Abuse/Neglect	7
Judicial Services	7
Aging/Elderly Services	7

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2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: April 2012

Total Number of Calls: 108

Report Date: 05/14/2012

Utilities Assistance	12
Mental Health Services	10
Substance Abuse Services	10
Housing/Shelter	7
Dental Care	6
Tax Services	5
Basic Needs - Food	5
Transportation	5
Financial Assistance - Temporary Aid	4
Animal Services	4
Income Support - SSI/SSDI	4
Public Safety	3
Health Insurance	3
Consumer Assistance Services	3
Legal Services	3
Advocacy	3
Health Care	3
Government Agency - DHHS	3
Heating Assistance	2
Financial Assistance - Rent	2
Child Abuse/Neglect	2
Parenting Education/Support	2
Aging/Elderly Services	2

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: April 2012

Total Number of Calls: 124

Report Date: 05/14/2012

Heating Assistance	15
Housing/Shelter	13
Utilities Assistance	12
Legal Services	10
Financial Assistance - Temporary Aid	7
Mental Health Services	6
Financial Assistance - Rent	5
Home Maintenance	5
Basic Needs - Household Items (non-food)	5
Health Insurance	4
Health Care	4
Basic Needs - Food	4
Law Enforcement Services	3
Financial Assistance - Home Maintenance	3
Government Agency - DHHS	3
Aging/Elderly Services	2
Building Materials	2
Judicial Services	2
Dental Care	2
Basic Needs - Clothing	2
Financial Assistance - Education	2
Public Safety	2
Tax Services	2

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: April 2012

Total Number of Calls: 169

Report Date: 05/14/2012

Utilities Assistance	32
Housing/Shelter	16
Legal Services	12
Mental Health Services	12
Basic Needs - Food	9
Heating Assistance	9
Health Care	8
Government Agency - DHHS	7
Public Safety	6
Financial Assistance - Rent	6
Substance Abuse Services	5
Financial Assistance - Temporary Aid	5
Dental Care	4
Income Support - SSI/SSDI	4
Basic Needs - Clothing	4
Family Support Services	3
Parenting Education/Support	3
Courts	3
Tax Services	3
Health Insurance	3
Aging/Elderly Services	3



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: April 2012

Total Number of Calls: 552

Report Date: 05/14/2012

Housing/Shelter	58
Mental Health Services	45
Utilities Assistance	40
Substance Abuse Services	36
Basic Needs - Food	32
Financial Assistance - Temporary Aid	29
Tax Services	22
Legal Services	22
Heating Assistance	21
Financial Assistance - Rent	19
Income Support - SSI/SSDI	18
Health Insurance	17
Government Agency - DHHS	17
Health Care	15
Transportation	13
Dental Care	11
Advocacy	10
Law Enforcement Services	10
Basic Needs - Household Items (non-food)	9
Consumer Assistance Services	9



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: April 2012

Total Number of Calls: 50

Report Date: 05/14/2012

Utilities Assistance	8
Mental Health Services	7
Health Care	4
Heating Assistance	4
Substance Abuse Services	3
Housing/Shelter	3
Public Health	2
Basic Needs - Food	2
Dental Care	2
Transportation	2
Health Insurance	2
Legal Services	2
Adult Protective Services	2
Vocational Rehabilitation	1
Tax Services	1
Child Care	1
Child/Youth Summer Programs	1
Financial Assistance - Prescription Assistance	1
Home Maintenance	1
Government Agency - DHHS	1
Assisted Living/Nursing Homes	1
Aging/Elderly Services	1
Education/Training	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: April 2012

Total Number of Calls: 143

Report Date: 05/14/2012

Utilities Assistance	16
Heating Assistance	12
Mental Health Services	11
Government Agency - DHHS	10
Financial Assistance - Temporary Aid	10
Basic Needs - Food	9
Housing/Shelter	8
Health Care	7
Substance Abuse Services	6
Transportation	6
Legal Services	5
Municipal Services	5
Public Safety	4
Government Agency - BMV	4
Law Enforcement Services	3
Tax Services	3
Financial Assistance - Prescription Assistance	2
Parenting Education/Support	2
Health Insurance	2
Dental Care	2
Aging/Elderly Services	2
Child Care	2
Employment	2

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2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: April 2012

Total Number of Calls: 184

Report Date: 05/14/2012

Utilities Assistance	20
Heating Assistance	17
Housing/Shelter	12
Basic Needs - Food	12
Legal Services	10
Mental Health Services	9
Financial Assistance - Rent	8
Public Safety	8
Government Agency - DHHS	6
Domestic Violence Services	6
Substance Abuse Services	6
Health Care	6
Tax Services	5
Financial Assistance - Temporary Aid	5
Dental Care	5
Municipal Services	5
Transportation	4
Law Enforcement Services	4
Aging/Elderly Services	4
Education/Training	4
Government Agency - BMV	4



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: April 2012

Total Number of Calls: 93

Report Date: 05/14/2012

Utilities Assistance	17
Basic Needs - Food	7
Health Insurance	7
Housing/Shelter	6
Substance Abuse Services	5
Legal Services	5
Financial Assistance - Temporary Aid	4
Transportation	4
Heating Assistance	4
Dental Care	3
Tax Services	3
Health Care	3
Personal Debt/Money Management	2
Government Agency - DOL	2
Government Agency - DHHS	2
Financial Assistance - Home Maintenance	2
Municipal Services	2
Financial Assistance - Rent	2
Aging/Elderly Services	2
Assistive Technology/Equipment	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: April 2012

Total Number of Calls: 78

Report Date: 05/14/2012

Heating Assistance	11
Utilities Assistance	8
Mental Health Services	6
Basic Needs - Food	5
Substance Abuse Services	5
Financial Assistance - Rent	4
Legal Services	4
Law Enforcement Services	4
Housing/Shelter	3
Home Health Care	3
Health Care	3
Education/Training	2
Aging/Elderly Services	2
Transportation	2
Financial Assistance - Home Maintenance	2
Consumer Assistance Services	2
Advocacy	2
Tax Services	2
Health Insurance	2
Basic Needs - Clothing	2
Family Support Services	2



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: April 2012

Total Number of Calls: 471

Report Date: 05/14/2012

Housing/Shelter	46
Utilities Assistance	37
Mental Health Services	33
Basic Needs - Food	33
Legal Services	25
Substance Abuse Services	25
Health Care	23
Financial Assistance - Rent	21
Transportation	18
Government Agency - DHHS	17
Tax Services	16
Law Enforcement Services	15
Heating Assistance	14
Income Support - SSI/SSDI	14
Municipal Services	12
Financial Assistance - Temporary Aid	12
Health Insurance	10
Family Support Services	8
Aging/Elderly Services	8
Employment	7
Advocacy	7