



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: April 2013

Total Number of Calls: 569

Report Date: 05/13/2013

Utilities Assistance	79
Basic Needs - Food	51
Housing/Shelter	47
Health Care	31
Mental Health Services	27
Transportation	22
Heating Assistance	21
Tax Services	20
Financial Assistance - Rent	18
Financial Assistance - Temporary Aid	18
Income Support - SSI/SSDI	17
Government Agency - DHHS	17
Aging/Elderly Services	12
Legal Services	11
Basic Needs - Clothing	11
Education/Training	10
Dental Care	10
Public Safety	10
Substance Abuse Services	9
Courts	9



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: April 2013

Total Number of Calls: 78

Report Date: 05/13/2013

Basic Needs - Food	12
Substance Abuse Services	9
Heating Assistance	8
Financial Assistance - Temporary Aid	5
Housing/Shelter	4
Government Agency - DHHS	4
Utilities Assistance	3
Financial Assistance - Rent	3
Health Insurance	3
Tax Services	2
Legal Services	2
Income Support - SSI/SSDI	2
Financial Assistance - Vehicle Expenses	2
Mental Health Services	2
Furniture	2
Basic Needs - Household Items (non-food)	2
Advocacy	2
Law Enforcement Services	2
Health Care	1
Eye Care	1
Child Abuse/Neglect	1
Parenting Education/Support	1
Developmental Disabilities	1

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: April 2013

Total Number of Calls: 1472

Report Date: 05/13/2013

Housing/Shelter	131
Utilities Assistance	118
Mental Health Services	109
Health Care	95
Basic Needs - Food	81
Substance Abuse Services	78
Tax Services	67
Legal Services	61
Heating Assistance	51
Advocacy	42
Transportation	41
Government Agency - DHHS	40
Law Enforcement Services	37
Dental Care	34
Income Support - SSI/SSDI	32
Financial Assistance - Rent	30
Health Insurance	30
Financial Assistance - Temporary Aid	26
Consumer Assistance Services	21
Education/Training	21



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: April 2013

Total Number of Calls: 69

Report Date: 05/13/2013

Utilities Assistance	17
Basic Needs - Food	5
Housing/Shelter	5
Transportation	4
Financial Assistance - Rent	4
Health Care	3
Mental Health Services	3
Municipal Services	3
Public Safety	3
Family Support Services	2
Domestic Violence Services	2
Law Enforcement Services	2
Financial Assistance - Vehicle Expenses	2
Government Agency - BMV	2
Courts	2
Public Health	1
Veterans' Services	1
Substance Abuse Services	1
Financial Assistance - Transportation	1
Legal Services	1
Financial Assistance - Security Deposit	1
Early Childhood Intervention	1
Employment	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: April 2013

Total Number of Calls: 89

Report Date: 05/13/2013

Utilities Assistance	20
Housing/Shelter	9
Tax Services	8
Heating Assistance	6
Mental Health Services	5
Animal Services	5
Public Safety	4
Substance Abuse Services	4
Law Enforcement Services	4
Judicial Services	3
Legal Services	2
Courts	2
Transportation	2
Financial Assistance - Temporary Aid	2
Basic Needs - Food	2
Government Agency - DHHS	2
Weatherization	1
Rent Rebate	1
Parenting Education/Support	1
Health Insurance	1
Financial Assistance - Security Deposit	1
Basic Needs - Household Items (non-food)	1
Employment	1

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: April 2013

Total Number of Calls: 536

Report Date: 05/13/2013

Utilities Assistance	90
Housing/Shelter	57
Mental Health Services	37
Basic Needs - Food	25
Heating Assistance	23
Government Agency - DHHS	23
Financial Assistance - Rent	16
Health Care	16
Substance Abuse Services	16
Legal Services	14
Advocacy	14
Financial Assistance - Temporary Aid	12
Income Support - SSI/SSDI	12
Corrections	12
Law Enforcement Services	10
Health Insurance	10
Financial Assistance - Prescription Assistance	9
Tax Services	9
Consumer Assistance Services	8
Municipal Services	7
Judicial Services	7



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: April 2013

Total Number of Calls: 109

Report Date: 05/13/2013

Utilities Assistance	31
Heating Assistance	8
Housing/Shelter	7
Basic Needs - Food	5
Financial Assistance - Rent	5
Income Support - SSI/SSDI	4
Mental Health Services	4
Substance Abuse Services	4
Animal Services	3
Elected Officials	3
Health Insurance	3
Financial Assistance - Temporary Aid	3
Public Health	2
Dental Care	2
Domestic Violence Services	2
Aging/Elderly Services	2
Legal Services	2
Transportation	2
Public Safety	2
Advocacy	2
Government Agency - OLR	2
Basic Needs - Clothing	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: April 2013

Total Number of Calls: 109

Report Date: 05/13/2013

Utilities Assistance	32
Housing/Shelter	7
Heating Assistance	7
Dental Care	5
Substance Abuse Services	5
Financial Assistance - Temporary Aid	3
Mental Health Services	3
Income Support - SSI/SSDI	3
Advocacy	3
Financial Assistance - Rent	3
Tax Services	3
Health Insurance	3
Health Care	3
Building Materials	2
Assistive Technology/Equipment	2
Public Safety	2
Legal Services	2
Basic Needs - Food	2
Animal Services	2
Municipal Services	2
Government Agency - DHHS	2





2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: April 2013

Total Number of Calls: 200

Report Date: 05/13/2013

Utilities Assistance	72
Housing/Shelter	14
Government Agency - DHHS	9
Basic Needs - Food	8
Financial Assistance - Temporary Aid	8
Substance Abuse Services	7
Mental Health Services	6
Legal Services	6
Heating Assistance	6
Health Insurance	6
Municipal Services	4
Financial Assistance - Rent	4
Law Enforcement Services	3
Basic Needs - Clothing	3
Health Care	3
Parenting Education/Support	2
Dental Care	2
Assistive Technology/Equipment	2
Animal Services	2
Poison Control	2
Consumer Assistance Services	2
Support Group Information	2
Advocacy	2

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2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: April 2013

Total Number of Calls: 442

Report Date: 05/13/2013

Utilities Assistance	53
Tax Services	40
Substance Abuse Services	32
Housing/Shelter	26
Mental Health Services	24
Basic Needs - Food	21
Financial Assistance - Rent	20
Heating Assistance	20
Legal Services	15
Health Care	13
Financial Assistance - Temporary Aid	9
Transportation	9
Consumer Assistance Services	9
Government Agency - DHHS	9
Law Enforcement Services	8
Dental Care	8
Public Safety	7
Domestic Violence Services	6
Financial Assistance - Home Maintenance	6
Courts	6
Income Support - SSI/SSDI	6
Disease Information	6
Government Agency - BMV	6

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2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: April 2013

Total Number of Calls: 46

Report Date: 05/13/2013

Utilities Assistance	13
Mental Health Services	5
Transportation	5
Substance Abuse Services	3
Housing/Shelter	3
Heating Assistance	3
Basic Needs - Food	3
Financial Assistance - Temporary Aid	2
Health Care	2
Income Support - SSI/SSDI	1
Dental Care	1
Medical Diagnosis/Testing	1
Tax Services	1
Elected Officials	1
Consumer Assistance Services	1
Law Enforcement Services	1
Financial Assistance - Mortgage	1
Family Support Services	1
Financial Assistance - Home Maintenance	1
Health Insurance	1
Financial Assistance - Vehicle Expenses	1
Animal Services	1
Government Agency - DHHS	1

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2-1-1 Maine: Top 20 Call Categories  
 Sagadahoc County

Reporting Period: April 2013

Total Number of Calls: 145

Report Date: 05/13/2013

Utilities Assistance	32
Housing/Shelter	13
Heating Assistance	8
Basic Needs - Food	8
Mental Health Services	7
Financial Assistance - Rent	6
Health Care	6
Substance Abuse Services	5
Public Safety	4
Employment	4
Education/Training	4
Legal Services	4
Government Agency - DHHS	4
Advocacy	3
Transportation	3
Tax Services	3
Child Abuse/Neglect	3
Law Enforcement Services	3
Dental Care	3
Courts	2
Domestic Violence Services	2
Financial Assistance - Temporary Aid	2
Financial Assistance - Transportation	2

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2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: April 2013

Total Number of Calls: 172

Report Date: 05/13/2013

Utilities Assistance	43
Housing/Shelter	13
Mental Health Services	9
Health Care	9
Public Safety	8
Heating Assistance	8
Legal Services	7
Consumer Assistance Services	5
Law Enforcement Services	5
Financial Assistance - Temporary Aid	5
Animal Services	5
Basic Needs - Food	5
Transportation	5
Substance Abuse Services	4
Financial Assistance - Rent	4
Tax Services	4
Dental Care	3
Courts	3
Environmental Services	3
Family Planning	3



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: April 2013

Total Number of Calls: 122

Report Date: 05/13/2013

Utilities Assistance	50
Legal Services	9
Heating Assistance	7
Mental Health Services	5
Basic Needs - Food	5
Financial Assistance - Rent	4
Animal Services	4
Government Agency - DHHS	4
Income Support - SSI/SSDI	3
Dental Care	3
Domestic Violence Services	2
Law Enforcement Services	2
Courts	2
Salvation Army	2
Transportation	2
Health Insurance	2
Health Care	2
Housing/Shelter	2
Advocacy	1
Employment	1
Public Safety	1
Financial Assistance - Mortgage	1
Tax Services	1

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2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: April 2013

Total Number of Calls: 55

Report Date: 05/13/2013

Utilities Assistance	9
Legal Services	5
Basic Needs - Food	4
Housing/Shelter	3
Mental Health Services	3
Financial Assistance - Rent	3
Health Care	3
Heating Assistance	3
Public Safety	2
Financial Assistance - Home Maintenance	2
Tax Services	2
Basic Needs - Household Items (non-food)	2
Law Enforcement Services	2
Family Planning	1
Advocacy	1
Animal Services	1
Home Maintenance	1
Mentoring Programs	1
Assistive Technology/Equipment	1
Foreclosure Prevention	1
Income Support - SSI/SSDI	1
Financial Assistance - Temporary Aid	1
Transportation	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: April 2013

Total Number of Calls: 523

Report Date: 05/13/2013

Utilities Assistance	80
Housing/Shelter	50
Mental Health Services	33
Health Care	29
Substance Abuse Services	24
Legal Services	24
Basic Needs - Food	21
Financial Assistance - Rent	20
Tax Services	18
Government Agency - DHHS	16
Financial Assistance - Temporary Aid	15
Health Insurance	15
Transportation	13
Municipal Services	13
Income Support - SSI/SSDI	13
Education/Training	10
Heating Assistance	9
Dental Care	8
Law Enforcement Services	8
Animal Services	7