



2-1-1 Maine: Top 20 Call Categories


Androscoggin County

Reporting Period: April 2014

Total Number of Calls: 562

Report Date: 05/06/2014

Utilities Assistance	81
Basic Needs - Food	44
Health Care	43
Mental Health Services	38
Tax Services	27
Housing/Shelter	27
Legal Services	22
Transportation	22
Substance Abuse Services	20
Financial Assistance - Rent	19
Heating Assistance	17
Government Agency - DHHS	16
Consumer Assistance Services	15
Health Insurance	13
Municipal Services	12
Law Enforcement Services	11
Veterans' Services	11
Dental Care	10
Income Support - SSI/SSDI	9
Financial Assistance - Temporary Aid	9
Homeless Services	9
Domestic Violence Services	8

	<p>2-1-1 Maine: Top 20 Call Categories</p> <p>Aroostook County</p> <p>Reporting Period: April 2014</p> <p>Total Number of Calls: 106</p>
<p>Report Date: 05/06/2014</p>	

Heating Assistance	14
Financial Assistance - Temporary Aid	11
Basic Needs - Food	9
Utilities Assistance	9
Housing/Shelter	5
Mental Health Services	5
Substance Abuse Services	5
Public Safety	5
Education/Training	4
Financial Assistance - Home Maintenance	4
Family Support Services	4
Financial Assistance - Prescription Assistance	4
Financial Assistance - Rent	4
Financial Assistance - Vehicle Expenses	4
Law Enforcement Services	3
Health Care	3
Consumer Assistance Services	3
Transportation	2
Basic Needs - Clothing	2
Corrections	2
Assistive Technology/Equipment	2
Courts	2
Municipal Services	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: April 2014

Total Number of Calls: 1429

Report Date: 05/06/2014

Mental Health Services	136
Utilities Assistance	119
Tax Services	107
Health Care	102
Housing/Shelter	88
Basic Needs - Food	86
Heating Assistance	55
Substance Abuse Services	54
Income Support - SSI/SSDI	36
Government Agency - DHHS	34
Legal Services	32
Consumer Assistance Services	31
Law Enforcement Services	31
Dental Care	28
Advocacy	25
Family Support Services	23
Health Insurance	23
Transportation	22
Financial Assistance - Rent	21
Homeless Services	21



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: April 2014

Total Number of Calls: 72

Report Date: 05/06/2014

Utilities Assistance	13
Housing/Shelter	5
Aging/Elderly Services	5
Income Support - SSI/SSDI	4
Legal Services	4
Health Care	3
Basic Needs - Food	3
Mental Health Services	3
Tax Services	3
Education/Training	2
Consumer Assistance Services	2
Financial Assistance - Home Maintenance	2
Public Safety	2
Financial Assistance - Rent	2
Transportation	2
Financial Assistance - Vehicle Expenses	2
Government Agency - DHHS	2
Assistive Technology/Equipment	1
Dental Care	1
Law Enforcement Services	1
Government Agency - OLR	1
Developmental Disabilities	1
Financial Assistance - Eyeglasses	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: April 2014

Total Number of Calls: 115

Report Date: 05/06/2014

Utilities Assistance	19
Basic Needs - Food	13
Mental Health Services	12
Health Care	10
Tax Services	7
Aging/Elderly Services	5
Housing/Shelter	5
Consumer Assistance Services	5
Financial Assistance - Rent	4
Substance Abuse Services	4
Health Insurance	3
Domestic Violence Services	3
Legal Services	3
Government Agency - OLR	3
Financial Assistance - Vehicle Expenses	3
Public Safety	2
Mediation Services	2
Judicial Services	2
Courts	2
Public Health	2
Financial Assistance - Temporary Aid	2
Family Support Services	2
Adoption Services	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: April 2014

Total Number of Calls: 499

Report Date: 05/06/2014

Utilities Assistance	73
Health Care	40
Basic Needs - Food	33
Mental Health Services	31
Tax Services	23
Law Enforcement Services	17
Housing/Shelter	17
Financial Assistance - Rent	16
Legal Services	15
Consumer Assistance Services	15
Income Support - SSI/SSDI	14
Heating Assistance	13
Financial Assistance - Temporary Aid	12
Aging/Elderly Services	11
Substance Abuse Services	11
Courts	11
Government Agency - DHHS	11
Dental Care	10
Advocacy	10
Transportation	9
Government Agency - BMV	9
Public Safety	7



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: April 2014

Total Number of Calls: 115

Report Date: 05/06/2014

Utilities Assistance	20
Health Care	14
Basic Needs - Food	13
Housing/Shelter	11
Heating Assistance	5
Dental Care	5
Financial Assistance - Rent	5
Mental Health Services	4
Consumer Assistance Services	3
Substance Abuse Services	3
Courts	3
Tax Services	3
Health Insurance	3
Government Agency - DHHS	3
Aging/Elderly Services	3
Transportation	2
Elected Officials	2
Assisted Living/Nursing Homes	2
Advocacy	1
Legal Services	1
Income Support - SSI/SSDI	1
Foreclosure Prevention	1
Municipal Services	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: April 2014

Total Number of Calls: 96

Report Date: 05/06/2014

Utilities Assistance	22
Heating Assistance	12
Public Safety	4
Financial Assistance - Rent	4
Financial Assistance - Temporary Aid	4
Mental Health Services	3
Income Support - SSI/SSDI	3
Substance Abuse Services	3
Aging/Elderly Services	3
Legal Services	3
Basic Needs - Food	3
Family Support Services	3
Health Care	3
Financial Assistance - Home Maintenance	3
Consumer Assistance Services	3
Government Agency - DOL	3
Elected Officials	2
Tax Services	2
Child Abuse/Neglect	2
Government Agency - DHHS	2
Transportation	2
In-Home Assistance	2
Housing/Shelter	2



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: April 2014

Total Number of Calls: 232

Report Date: 05/06/2014

Utilities Assistance	47
Legal Services	18
Health Care	16
Housing/Shelter	14
Basic Needs - Food	10
Courts	9
Consumer Assistance Services	8
Mental Health Services	8
Law Enforcement Services	8
Substance Abuse Services	7
Heating Assistance	7
Tax Services	6
Dental Care	6
Family Support Services	6
Transportation	6
Judicial Services	4
Domestic Violence Services	4
DHHS SNAP Questions	4
Income Support - SSI/SSDI	4
Public Safety	4
Health Insurance	4
Support Group Information	3



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: April 2014

Total Number of Calls: 492

Report Date: 05/06/2014

Housing/Shelter	54
Basic Needs - Food	47
Mental Health Services	44
Utilities Assistance	44
Health Care	29
Substance Abuse Services	21
Tax Services	20
Heating Assistance	18
Consumer Assistance Services	17
Transportation	16
Financial Assistance - Temporary Aid	14
Legal Services	14
Financial Assistance - Rent	12
Income Support - SSI/SSDI	10
Health Insurance	10
Domestic Violence Services	9
Aging/Elderly Services	8
Animal Services	7
Homeless Services	7
Government Agency - DHHS	7



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: April 2014

Total Number of Calls: 41

Report Date: 05/06/2014

Utilities Assistance	10
Health Care	4
Tax Services	4
Health Insurance	3
Heating Assistance	3
Basic Needs - Food	3
Mental Health Services	2
Elected Officials	2
Consumer Assistance Services	2
Law Enforcement Services	1
Hearing Assistance	1
Public Safety	1
Pharmacy	1
Financial Assistance - Health Care	1
Government Agency - DHHS	1
Financial Assistance - Home Maintenance	1
Employment	1
Eye Care	1
Aging/Elderly Services	1
Financial Assistance - Prescription Assistance	1
Advocacy	1
Financial Assistance - Rent	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: April 2014

Total Number of Calls: 153

Report Date: 05/06/2014

Utilities Assistance	23
Basic Needs - Food	13
Mental Health Services	12
Health Care	11
Housing/Shelter	10
Heating Assistance	9
Substance Abuse Services	8
Family Support Services	8
Financial Assistance - Temporary Aid	7
Dental Care	6
Consumer Assistance Services	5
Aging/Elderly Services	5
Financial Assistance - Rent	4
Legal Services	4
Judicial Services	3
Tax Services	3
Transportation	3
Government Agency - BMV	3
Health Insurance	3
In-Home Assistance	2
Child Abuse/Neglect	2
Elected Officials	2
Courts	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: April 2014

Total Number of Calls: 199

Report Date: 05/06/2014

Utilities Assistance	38
Basic Needs - Food	16
Housing/Shelter	14
Heating Assistance	12
Mental Health Services	12
Financial Assistance - Rent	12
Consumer Assistance Services	12
Public Safety	10
Legal Services	8
Aging/Elderly Services	6
Income Support - SSI/SSDI	6
Financial Assistance - Temporary Aid	6
Family Support Services	5
Substance Abuse Services	5
Municipal Services	4
Government Agency - DHHS	4
Courts	4
Health Care	4
Animal Services	4
Financial Assistance - Vehicle Expenses	4

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: April 2014

Total Number of Calls: 87

Report Date: 05/06/2014

Utilities Assistance	17
Health Care	10
Mental Health Services	5
Housing/Shelter	5
Tax Services	5
Basic Needs - Food	4
Legal Services	4
Dental Care	3
Heating Assistance	3
Transportation	3
Health Insurance	2
Parenting Education/Support	2
Consumer Assistance Services	2
Domestic Violence Services	2
Aging/Elderly Services	2
Education/Training	2
Basic Needs - Household Items (Non-food)	2
Elected Officials	2
Municipal Services	2
Environmental Services	2
Salvation Army	2
Financial Assistance - Rent	2
Animal Services	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: April 2014

Total Number of Calls: 84

Report Date: 05/06/2014

Heating Assistance	15
Utilities Assistance	10
Mental Health Services	7
Health Care	5
In-Home Assistance	4
Substance Abuse Services	4
Consumer Assistance Services	4
Housing/Shelter	4
Basic Needs - Food	3
Veterans' Services	3
Financial Assistance - Temporary Aid	3
Tax Services	2
United Way of Eastern Maine	2
Transportation	2
Financial Assistance - Rent	2
Elected Officials	2
Education/Training	2
Financial Assistance - Prescription Assistance	1
Mediation Services	1
Law Enforcement Services	1
Government Agency - DHHS	1
Developmental Disabilities	1
Assistive Technology/Equipment	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: April 2014

Total Number of Calls: 539

Report Date: 05/06/2014

Utilities Assistance	85
Health Care	51
Basic Needs - Food	39
Housing/Shelter	37
Mental Health Services	34
Tax Services	30
Substance Abuse Services	22
Legal Services	21
Consumer Assistance Services	18
Financial Assistance - Rent	16
Aging/Elderly Services	14
Heating Assistance	13
Dental Care	13
Health Insurance	13
Government Agency - DHHS	12
Homeless Services	12
Municipal Services	10
Transportation	9
Public Safety	9
Income Support - SSI/SSDI	9
Judicial Services	9
Domestic Violence Services	8