



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: August 2012

Total Number of Calls: 650

Report Date: 09/19/2012

Utilities Assistance	91
Housing/Shelter	41
Mental Health Services	41
Basic Needs - Food	35
Heating Assistance	34
Government Agency - DHHS	30
Health Care	27
Legal Services	22
Transportation	21
Municipal Services	18
Income Support - SSI/SSDI	17
Financial Assistance - Temporary Aid	16
Health Insurance	16
Substance Abuse Services	15
Law Enforcement Services	14
Financial Assistance - Rent	13
Basic Needs - Clothing	13
Courts	12
Aging/Elderly Services	12
Advocacy	11
Dental Care	11



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: August 2012

Total Number of Calls: 111S

Report Date: 09/19/2012

Housing/Shelter	12
Basic Needs - Food	12
Mental Health Services	11
Health Care	7
Legal Services	6
Substance Abuse Services	5
Utilities Assistance	5
Heating Assistance	5
Financial Assistance - Prescription Assistance	4
Financial Assistance - Temporary Aid	4
Child Care	3
Transportation	3
Financial Assistance - Rent	3
Furniture	3
Courts	3
Dental Care	2
Domestic Violence Services	2
Municipal Services	2
In-Home Assistance	2
Veterans' Services	2
Financial Assistance - Health Care	2
Education/Training	2
Government Agency - DHHS	2

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: August 2012

Total Number of Calls: 1581

Report Date: 09/19/2012

Housing/Shelter	177
Mental Health Services	127
Utilities Assistance	101
Substance Abuse Services	89
Basic Needs - Food	80
Health Care	73
Legal Services	54
Financial Assistance - Temporary Aid	46
Heating Assistance	44
Law Enforcement Services	43
Government Agency - DHHS	42
Transportation	41
Financial Assistance - Rent	38
Education/Training	33
Income Support - SSI/SSDI	33
Domestic Violence Services	29
Health Insurance	28
Advocacy	28
Dental Care	27
Homeless Services	26



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: August 2012

Total Number of Calls: 88

Report Date: 09/19/2012

Utilities Assistance	12
Government Agency - DHHS	8
Transportation	7
Mental Health Services	5
Law Enforcement Services	4
Legal Services	4
Public Safety	4
Basic Needs - Food	4
Courts	4
Youth Services	4
Housing/Shelter	4
Municipal Services	3
Health Care	3
Advocacy	2
Adult Protective Services	2
Financial Assistance - Temporary Aid	2
Substance Abuse Services	1
Financial Assistance - Prescription Assistance	1
Financial Assistance - Home Maintenance	1
Basic Needs - Clothing	1
Financial Assistance - Rent	1
Home Maintenance	1
Poison Control	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: August 2012

Total Number of Calls: 101

Report Date: 09/19/2012

Utilities Assistance	10
Basic Needs - Food	8
Mental Health Services	8
Substance Abuse Services	7
Financial Assistance - Rent	6
Legal Services	5
Housing/Shelter	5
Animal Services	4
Health Care	4
Financial Assistance - Temporary Aid	4
Heating Assistance	4
Education/Training	3
Public Health	3
School Supplies/Materials	3
Financial Assistance - Home Maintenance	2
Aging/Elderly Services	2
Courts	2
Public Safety	2
Government Agency - BMV	2
Transportation	2
Active Military - Individual and Family Supports	2
Income Support - SSI/SSDI	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: August 2012

Total Number of Calls: 528

Report Date: 09/19/2012

Utilities Assistance	63
Housing/Shelter	62
Mental Health Services	31
Health Care	24
Basic Needs - Food	23
Government Agency - DHHS	23
Income Support - SSI/SSDI	22
Legal Services	20
Heating Assistance	19
Substance Abuse Services	18
Health Insurance	17
Government Agency - BMV	17
Financial Assistance - Temporary Aid	12
Advocacy	11
Consumer Assistance Services	11
Financial Assistance - Rent	11
Education/Training	10
Courts	8
School Supplies/Materials	8
Transportation	8



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: August 2012

Total Number of Calls: 120

Report Date: 09/19/2012

Utilities Assistance	22
Mental Health Services	14
Housing/Shelter	13
Heating Assistance	8
Financial Assistance - Rent	7
Income Support - SSI/SSDI	5
Law Enforcement Services	5
Financial Assistance - Temporary Aid	5
Government Agency - BMV	5
Corrections	4
Domestic Violence Services	4
Legal Services	3
Advocacy	3
Basic Needs - Food	3
Medical Diagnosis/Testing	2
Tax Services	2
Foreclosure Prevention	2
Government Agency - DHHS	2
Dental Care	2
Financial Assistance - Home Maintenance	2
Health Insurance	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: August 2012

Total Number of Calls: 108

Report Date: 09/19/2012

Utilities Assistance	18
Housing/Shelter	14
Health Care	8
Legal Services	6
Mental Health Services	6
Basic Needs - Food	6
Financial Assistance - Temporary Aid	5
Heating Assistance	5
Income Support - SSI/SSDI	4
Substance Abuse Services	4
Courts	4
Financial Assistance - Rent	4
Government Agency - DHHS	4
Transportation	3
Basic Needs - Household Items (non-food)	3
Animal Services	3
Health Insurance	3
Volunteering	2
Public Health	2
Aging/Elderly Services	2
Public Safety	2
Consumer Assistance Services	2
In-Home Assistance	2

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: August 2012

Total Number of Calls: 206

Report Date: 09/19/2012

Utilities Assistance	44
Housing/Shelter	14
Basic Needs - Food	13
Legal Services	11
Heating Assistance	9
Health Care	8
Substance Abuse Services	8
Government Agency - DHHS	8
Mental Health Services	7
Financial Assistance - Rent	7
Law Enforcement Services	5
Aging/Elderly Services	5
Transportation	5
Income Support - SSI/SSDI	4
Municipal Services	4
Basic Needs - Household Items (non-food)	4
Elected Officials	4
Judicial Services	3
Dental Care	3
Public Health	3
Basic Needs - Clothing	3
Government Agency - Attorney General	3
Financial Assistance - Temporary Aid	3

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2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: August 2012

Total Number of Calls: 518

Report Date: 09/19/2012

Housing/Shelter	64
Utilities Assistance	48
Mental Health Services	46
Substance Abuse Services	30
Financial Assistance - Temporary Aid	25
Basic Needs - Food	23
Income Support - SSI/SSDI	18
Legal Services	16
Government Agency - DHHS	16
Financial Assistance - Rent	14
Transportation	14
Aging/Elderly Services	14
Heating Assistance	13
Domestic Violence Services	12
Health Care	10
Employment	9
Law Enforcement Services	9
Animal Services	9
Advocacy	8
Judicial Services	8
Education/Training	8
Health Insurance	8



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: August 2012

Total Number of Calls: 49

Report Date: 09/19/2012

Utilities Assistance	7
Heating Assistance	5
Legal Services	5
Basic Needs - Food	4
Mental Health Services	3
Financial Assistance - Temporary Aid	3
Substance Abuse Services	3
Animal Services	3
Health Care	3
Courts	2
Housing/Shelter	2
Foreclosure Prevention	2
In-Home Assistance	1
Financial Assistance - Rent	1
Employment	1
Government Agency - DHHS	1
Child Abuse/Neglect	1
Domestic Violence Services	1
Law Enforcement Services	1
Hearing Assistance	1
Financial Assistance - Home Maintenance	1
Home Maintenance	1
Assistive Technology/Equipment	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: August 2012

Total Number of Calls: 156

Report Date: 09/19/2012

Heating Assistance	18
Utilities Assistance	15
Basic Needs - Food	13
Housing/Shelter	10
Financial Assistance - Temporary Aid	10
Law Enforcement Services	9
Government Agency - DHHS	9
Health Care	9
Legal Services	7
Mental Health Services	6
Transportation	5
Support Group Information	5
Municipal Services	5
Financial Assistance - Rent	4
Substance Abuse Services	4
Advocacy	4
Aging/Elderly Services	3
Public Health	2
Consumer Assistance Services	2
Health Insurance	2
Rent Rebate	2
Home Maintenance	2
Family Support Services	2

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2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: August 2012

Total Number of Calls: 203

Report Date: 09/19/2012

Utilities Assistance	28
Basic Needs - Food	14
Housing/Shelter	13
Financial Assistance - Temporary Aid	13
Transportation	11
Heating Assistance	11
Legal Services	10
Mental Health Services	9
Financial Assistance - Rent	8
Substance Abuse Services	7
Financial Assistance - Home Maintenance	7
Public Safety	7
Health Care	7
Dental Care	6
Law Enforcement Services	5
Government Agency - DHHS	5
Income Support - SSI/SSDI	5
School Supplies/Materials	4
Education/Training	4
Consumer Assistance Services	3
Rent Rebate	3
Public Health	3
Basic Needs - Clothing	3

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: August 2012

Total Number of Calls: 134

Report Date: 09/19/2012

Utilities Assistance	22
Mental Health Services	11
Housing/Shelter	11
Heating Assistance	9
Legal Services	6
Government Agency - DHHS	6
Transportation	6
Financial Assistance - Rent	5
Consumer Assistance Services	4
Health Insurance	4
Health Care	4
Dental Care	4
Financial Assistance - Home Maintenance	4
Basic Needs - Food	4
Basic Needs - Clothing	3
Income Support - SSI/SSDI	3
Basic Needs - Household Items (non-food)	3
Public Safety	3
Financial Assistance - Temporary Aid	3
Government Agency - DOL	3



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: August 2012

Total Number of Calls: 73

Report Date: 09/19/2012

Health Care	10
Mental Health Services	5
Housing/Shelter	5
Public Health	4
Income Support - SSI/SSDI	4
Heating Assistance	3
Judicial Services	3
Home Maintenance	3
Financial Assistance - Home Maintenance	3
Transportation	3
Financial Assistance - Rent	3
Basic Needs - Clothing	3
Consumer Assistance Services	2
Substance Abuse Services	2
Poison Control	2
Financial Assistance - Temporary Aid	2
Utilities Assistance	2
Legal Services	2
Municipal Services	2
In-Home Assistance	2



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: August 2012

Total Number of Calls: 536

Report Date: 09/19/2012

Utilities Assistance	58
Housing/Shelter	47
Basic Needs - Food	31
Health Care	28
Mental Health Services	27
Municipal Services	20
Substance Abuse Services	20
Government Agency - DHHS	19
Legal Services	19
Transportation	18
Heating Assistance	18
Income Support - SSI/SSDI	17
Financial Assistance - Temporary Aid	17
Dental Care	15
Financial Assistance - Rent	13
Employment	11
Animal Services	10
Law Enforcement Services	9
Elected Officials	9
Advocacy	9