



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: August 2013

Total Number of Calls: 563

Report Date: 09/09/2013

Utilities Assistance	88
Basic Needs - Food	40
Housing/Shelter	39
Health Care	34
Mental Health Services	28
Heating Assistance	28
Transportation	20
Financial Assistance - Temporary Aid	18
Substance Abuse Services	14
Legal Services	13
Basic Needs - Clothing	13
Education/Training	12
Government Agency - DHHS	12
Income Support - SSI/SSDI	11
Municipal Services	10
Consumer Assistance Services	9
School Supplies/Materials	9
Law Enforcement Services	8
Courts	8
Financial Assistance - Rent	7
Family Support Services	7
Child Abuse/Neglect	7
Advocacy	7



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: August 2013

Total Number of Calls: 85

Report Date: 09/09/2013

Utilities Assistance	11
Education/Training	5
Financial Assistance - Prescription Assistance	5
Basic Needs - Food	5
Financial Assistance - Home Maintenance	5
Financial Assistance - Rent	4
Mental Health Services	4
Substance Abuse Services	4
Financial Assistance - Temporary Aid	4
Basic Needs - Clothing	3
Housing/Shelter	3
Animal Services	3
Health Insurance	2
Domestic Violence Services	2
Legal Services	2
In-Home Assistance	2
Basic Needs - Household Items (Non-food)	2
Disability Information	2
School Supplies/Materials	2
Consumer Assistance Services	1
Deaf Services	1
Financial Assistance - Security Deposit	1
Government Agency - Attorney General	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: August 2013

Total Number of Calls: 1575

Report Date: 09/09/2013

Mental Health Services	137
Housing/Shelter	113
Utilities Assistance	109
Basic Needs - Food	95
Substance Abuse Services	87
Health Care	84
Government Agency - DHHS	59
Legal Services	58
Financial Assistance - Temporary Aid	51
Law Enforcement Services	50
Transportation	40
Income Support - SSI/SSDI	39
Heating Assistance	38
Homeless Services	34
Financial Assistance - Rent	32
Dental Care	26
Health Insurance	26
Municipal Services	24
Family Support Services	24
Basic Needs - Clothing	22
Advocacy	22



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: August 2013

Total Number of Calls: 78

Report Date: 09/09/2013

Utilities Assistance	16
Basic Needs - Food	7
Mental Health Services	6
Housing/Shelter	6
Health Care	4
Legal Services	4
Transportation	3
Substance Abuse Services	3
Veterans' Services	2
Law Enforcement Services	2
Courts	2
Financial Assistance - Home Maintenance	2
Corrections	2
Government Agency - DHHS	2
Tax Services	1
Elected Officials	1
Volunteering	1
Government Agency - BMV	1
Pharmacy	1
Aging/Elderly Services	1
Consumer Assistance Services	1
Basic Needs - Clothing	1
Medical Equipment	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: August 2013

Total Number of Calls: 115

Report Date: 09/09/2013

Transportation	15
Utilities Assistance	11
Housing/Shelter	11
Legal Services	11
Mental Health Services	7
Health Care	7
Basic Needs - Food	5
Law Enforcement Services	5
Public Safety	5
Heating Assistance	5
Judicial Services	5
Domestic Violence Services	4
Substance Abuse Services	3
Financial Assistance - Vehicle Expenses	3
Dental Care	3
Veterans' Services	3
Child Care	2
Weatherization	2
Rent Rebate	2
Advocacy	2
Tax Services	2
Post Office	2
Financial Assistance - Rent	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: August 2013

Total Number of Calls: 476

Report Date: 09/09/2013

Utilities Assistance	51
Housing/Shelter	50
Health Care	27
Mental Health Services	24
Basic Needs - Food	23
Heating Assistance	22
Financial Assistance - Rent	16
Substance Abuse Services	15
Law Enforcement Services	14
Income Support - SSI/SSDI	14
Government Agency - DHHS	14
Judicial Services	12
Basic Needs - Clothing	11
Legal Services	11
Advocacy	11
Domestic Violence Services	9
Financial Assistance - Temporary Aid	9
Municipal Services	8
Family Support Services	8
Transportation	8
Dental Care	8



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: August 2013

Total Number of Calls: 81

Report Date: 09/09/2013

Utilities Assistance	11
Housing/Shelter	8
Health Care	6
Legal Services	4
Government Agency - DHHS	4
Financial Assistance - Temporary Aid	4
Heating Assistance	4
Law Enforcement Services	3
Public Health	3
Mental Health Services	3
Substance Abuse Services	3
Employment	3
Basic Needs - Food	2
School Supplies/Materials	2
Municipal Services	2
Veterans' Services	2
Government Agency - BMV	2
Financial Assistance - Rent	2
Income Support - SSI/SSDI	2
Education/Training	2
Aging/Elderly Services	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: August 2013

Total Number of Calls: 112

Report Date: 09/09/2013

Utilities Assistance	15
Heating Assistance	12
Housing/Shelter	10
Health Care	8
Basic Needs - Food	7
Financial Assistance - Rent	5
Mental Health Services	5
Financial Assistance - Temporary Aid	4
Transportation	4
Financial Assistance - Home Maintenance	3
Legal Services	3
Family Support Services	3
Domestic Violence Services	2
Basic Needs - Clothing	2
Dental Care	2
Personal Debt/Money Management	2
Municipal Services	2
School Supplies/Materials	2
Substance Abuse Services	2
Animal Services	2
Home Maintenance	2
Financial Assistance - Transportation	2
Weatherization	2



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: August 2013

Total Number of Calls: 203

Report Date: 09/09/2013

Utilities Assistance	36
Health Care	12
Housing/Shelter	11
Legal Services	11
Substance Abuse Services	9
Government Agency - DHHS	8
Basic Needs - Food	7
Heating Assistance	7
Municipal Services	6
Advocacy	6
Health Insurance	6
Financial Assistance - Temporary Aid	5
Law Enforcement Services	5
Transportation	5
Aging/Elderly Services	4
Financial Assistance - Rent	4
Government Agency - BMV	4
Rent Rebate	3
Dental Care	3
Animal Services	3
Education/Training	3
Mental Health Services	3
Eye Care	3



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: August 2013

Total Number of Calls: 458

Report Date: 09/09/2013

Housing/Shelter	47
Substance Abuse Services	30
Utilities Assistance	30
Mental Health Services	23
Health Care	23
Basic Needs - Food	21
Financial Assistance - Rent	19
Heating Assistance	17
Legal Services	15
Income Support - SSI/SSDI	14
Transportation	12
Municipal Services	12
Financial Assistance - Temporary Aid	11
Family Support Services	11
School Supplies/Materials	10
Courts	10
Financial Assistance - Home Maintenance	9
Dental Care	9
Domestic Violence Services	9
Law Enforcement Services	8
Education/Training	8
Basic Needs - Clothing	8



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: August 2013

Total Number of Calls: 43

Report Date: 09/09/2013

Utilities Assistance	10
Mental Health Services	5
Basic Needs - Food	3
Substance Abuse Services	3
Financial Assistance - Rent	2
Legal Services	2
Health Insurance	2
Animal Services	2
Health Care	2
Foreclosure Prevention	2
Transportation	1
Disaster Services	1
Law Enforcement Services	1
Basic Needs - Clothing	1
School Supplies/Materials	1
Financial Assistance - Vehicle Expenses	1
Financial Assistance - Home Maintenance	1
Corrections	1
DHHS SNAP Questions	1
Dental Care	1
Parenting Education/Support	1
Developmental Disabilities	1
Education/Training	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: August 2013

Total Number of Calls: 133

Report Date: 09/09/2013

Utilities Assistance	20
Basic Needs - Food	11
Transportation	9
Heating Assistance	9
Housing/Shelter	6
Health Care	6
Mental Health Services	6
Government Agency - DHHS	6
Substance Abuse Services	5
Legal Services	5
Courts	5
School Supplies/Materials	4
Financial Assistance - Temporary Aid	4
Law Enforcement Services	3
Financial Assistance - Prescription Assistance	3
Financial Assistance - Rent	3
Government Agency - BMV	3
Animal Services	3
Rehabilitation Services	2
Donations	2
Health Insurance	2
Elected Officials	2
Child Care	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: August 2013

Total Number of Calls: 203

Report Date: 09/09/2013

Utilities Assistance	27
Mental Health Services	16
Basic Needs - Food	16
Housing/Shelter	13
Heating Assistance	11
Substance Abuse Services	10
Income Support - SSI/SSDI	9
Basic Needs - Clothing	8
Public Safety	6
Law Enforcement Services	6
Financial Assistance - Rent	5
Transportation	5
Health Insurance	5
Consumer Assistance Services	4
School Supplies/Materials	4
Legal Services	4
Financial Assistance - Temporary Aid	4
Education/Training	4
Government Agency - DHHS	4
Health Care	3
Domestic Violence Services	3
Financial Assistance - Home Maintenance	3



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: August 2013

Total Number of Calls: 85

Report Date: 09/09/2013

Utilities Assistance	8
Heating Assistance	8
Financial Assistance - Temporary Aid	7
Health Insurance	6
Mental Health Services	5
Substance Abuse Services	5
Housing/Shelter	5
Municipal Services	4
Legal Services	4
Public Safety	3
Consumer Assistance Services	3
Income Support - SSI/SSDI	3
Advocacy	3
Health Care	3
Basic Needs - Food	2
Financial Assistance - Prescription Assistance	2
Recreational Programs	2
Animal Services	2
Tax Services	2
Government Agency - DHHS	2
Library	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: August 2013

Total Number of Calls: 35

Report Date: 09/09/2013

Utilities Assistance	8
Financial Assistance - Home Maintenance	5
Housing/Shelter	4
Health Care	3
Home Maintenance	3
Mental Health Services	2
Legal Services	2
Law Enforcement Services	2
Judicial Services	2
Health Insurance	2
Environmental Services	1
Financial Assistance - Rent	1
Home Health Care	1
Financial Assistance - Health Care	1
Financial Assistance - Temporary Aid	1
Hospice	1
Consumer Assistance Services	1
Disease Information	1
Financial Assistance - Mortgage	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: August 2013

Total Number of Calls: 508

Report Date: 09/09/2013

Utilities Assistance	58
Housing/Shelter	36
Health Care	33
Mental Health Services	32
Substance Abuse Services	29
Basic Needs - Food	25
Legal Services	19
Government Agency - DHHS	16
Financial Assistance - Temporary Aid	15
Law Enforcement Services	13
Health Insurance	13
Financial Assistance - Rent	12
Income Support - SSI/SSDI	11
Education/Training	11
Courts	11
Transportation	11
Support Group Information	9
Family Support Services	9
Municipal Services	8
Parenting Education/Support	8
Dental Care	8