



2-1-1 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period: August 2014

Total Number of Calls: 596

Report Date: 09/05/2014

Utilities Assistance	71
Health Care	57
Basic Needs - Food	47
Housing/Shelter	42
Mental Health Services	39
Heating Assistance	25
Substance Abuse Services	24
Legal Services	23
Domestic Violence Services	21
Consumer Assistance Services	20
Financial Assistance - Rent	20
Homeless Services	17
Transportation	15
Law Enforcement Services	14
Financial Assistance - Temporary Aid	13
Government Agency - DHHS	13
Municipal Services	11
Family Support Services	11
Aging/Elderly Services	10
In-Home Assistance	9
Judicial Services	9
Health Insurance	9
Public Safety	8



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: August 2014

Total Number of Calls: 109

Report Date: 09/05/2014

Utilities Assistance	13
Basic Needs - Food	11
Mental Health Services	9
Health Care	8
Consumer Assistance Services	7
Financial Assistance - Temporary Aid	7
Housing/Shelter	5
Public Safety	4
School Supplies/Materials	4
Corrections	4
Financial Assistance - Home Maintenance	4
Substance Abuse Services	3
Financial Assistance - Rent	3
Government Agency - BMV	2
Law Enforcement Services	2
Hearing Assistance	2
Animal Services	2
Employment	2
Municipal Services	2
Basic Needs - Clothing	2
Dental Care	2
Family Support Services	2
Tax Services	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: August 2014

Total Number of Calls: 1473

Report Date: 09/05/2014

Mental Health Services	164
Health Care	153
Housing/Shelter	141
Utilities Assistance	98
Substance Abuse Services	87
Basic Needs - Food	83
Law Enforcement Services	57
Legal Services	53
Heating Assistance	51
Financial Assistance - Rent	46
Consumer Assistance Services	36
Transportation	36
Family Support Services	33
Homeless Services	31
Income Support - SSI/SSDI	27
Domestic Violence Services	26
Dental Care	23
Municipal Services	23
Aging/Elderly Services	22
Animal Services	21
Government Agency - DHHS	21
Corrections	20



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: August 2014

Total Number of Calls: 71

Report Date: 09/05/2014

Utilities Assistance	11
Health Care	7
Basic Needs - Food	5
Housing/Shelter	5
Legal Services	5
Heating Assistance	4
Substance Abuse Services	3
Financial Assistance - Rent	3
Government Agency - DHHS	3
Basic Needs - Clothing	3
Public Safety	2
Aging/Elderly Services	2
School Supplies/Materials	2
Financial Assistance - Temporary Aid	2
Transportation	2
Mental Health Services	1
In-Home Assistance	1
Sexual Orientation	1
Furniture	1
Eating Disorders	1
Dental Care	1
Financial Assistance - Security Deposit	1
Government Agency - OLR	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: August 2014

Total Number of Calls: 109

Report Date: 09/05/2014

Health Care	12
Mental Health Services	8
Housing/Shelter	8
Utilities Assistance	7
Substance Abuse Services	6
Support Group Information	5
Financial Assistance - Rent	5
Income Support - SSI/SSDI	5
School Supplies/Materials	4
Public Safety	3
Public Health	3
Aging/Elderly Services	3
Government Agency - DHHS	3
Legal Services	2
Consumer Assistance Services	2
Recreational Programs	2
Family Support Services	2
Judicial Services	2
Basic Needs - Clothing	2
Courts	2
Basic Needs - Food	2
Transportation	2
Blind Services	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: August 2014

Total Number of Calls: 466

Report Date: 09/05/2014

Utilities Assistance	56
Mental Health Services	41
Health Care	41
Basic Needs - Food	27
Consumer Assistance Services	26
Housing/Shelter	22
Heating Assistance	19
Legal Services	16
Income Support - SSI/SSDI	16
Financial Assistance - Rent	13
Substance Abuse Services	13
Government Agency - DHHS	13
Law Enforcement Services	12
Transportation	11
Dental Care	10
Aging/Elderly Services	9
Family Support Services	7
Advocacy	7
Courts	7
Municipal Services	7
Government Agency - BMV	7
Education/Training	6

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2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: August 2014

Total Number of Calls: 93

Report Date: 09/05/2014

Housing/Shelter	8
Substance Abuse Services	6
Utilities Assistance	6
Health Care	6
Legal Services	5
Courts	4
Consumer Assistance Services	4
Family Support Services	4
Mental Health Services	4
Basic Needs - Food	4
Domestic Violence Services	4
Heating Assistance	4
Advocacy	3
Health Insurance	3
Volunteering	2
Salvation Army	2
Financial Assistance - Prescription Assistance	2
Financial Assistance - Vehicle Expenses	2
Transportation	2
Government Agency - DHHS	2
Dental Care	2
Government Agency - OLR	2
Poison Control	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: August 2014

Total Number of Calls: 105

Report Date: 09/05/2014

Heating Assistance	11
Utilities Assistance	10
Health Care	8
Mental Health Services	7
Government Agency - DHHS	6
Consumer Assistance Services	5
Basic Needs - Food	5
Aging/Elderly Services	5
Substance Abuse Services	4
Family Support Services	4
Housing/Shelter	4
Legal Services	4
Government Agency - DOL	4
Mediation Services	3
Law Enforcement Services	3
Basic Needs - Clothing	3
Financial Assistance - Home Maintenance	3
Public Safety	2
Financial Assistance - Rent	2
Weatherization	2
Government Agency - BMV	2
Public Health	2
Government Agency - OLR	2

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: August 2014

Total Number of Calls: 205

Report Date: 09/05/2014

Utilities Assistance	36
Health Care	17
Housing/Shelter	16
Mental Health Services	15
Legal Services	14
Heating Assistance	14
Basic Needs - Food	10
Transportation	9
Domestic Violence Services	7
Substance Abuse Services	7
School Supplies/Materials	6
Law Enforcement Services	5
Financial Assistance - Rent	5
Health Insurance	5
Dental Care	5
Income Support - SSI/SSDI	4
Aging/Elderly Services	4
Consumer Assistance Services	4
Employment	3
Municipal Services	3
Education/Training	3
Financial Assistance - Home Maintenance	3
DHHS SNAP Questions	3

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2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: August 2014

Total Number of Calls: 516

Report Date: 09/05/2014

Mental Health Services	52
Utilities Assistance	46
Housing/Shelter	38
Basic Needs - Food	26
Health Care	23
Substance Abuse Services	21
Transportation	20
Legal Services	19
Consumer Assistance Services	19
Heating Assistance	17
Income Support - SSI/SSDI	16
Courts	12
School Supplies/Materials	12
Corrections	11
Family Support Services	11
Government Agency - DHHS	11
Health Insurance	11
Financial Assistance - Rent	10
Advocacy	10
Public Safety	8
Municipal Services	7



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: August 2014

Total Number of Calls: 47

Report Date: 09/05/2014

Utilities Assistance	11
Basic Needs - Food	4
Heating Assistance	4
Health Care	3
Basic Needs - Clothing	2
Public Safety	2
Government Agency - DHHS	2
Aging/Elderly Services	2
Parenting Education/Support	1
Law Enforcement Services	1
Employment	1
Financial Assistance - Prescription Assistance	1
Mental Health Services	1
Financial Assistance - Rent	1
Education/Training	1
Financial Assistance - Temporary Aid	1
Judicial Services	1
Basic Needs - Household Items (Non-food)	1
Mediation Services	1
Business Information	1
Municipal Services	1
Support Group Information	1
Poison Control	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: August 2014

Total Number of Calls: 156

Report Date: 09/05/2014

Utilities Assistance	24
Basic Needs - Food	14
Mental Health Services	13
Housing/Shelter	9
Heating Assistance	8
Health Care	8
Family Support Services	7
Transportation	6
Income Support - SSI/SSDI	6
Dental Care	5
Legal Services	5
Municipal Services	5
Law Enforcement Services	5
Financial Assistance - Temporary Aid	5
Education/Training	4
Aging/Elderly Services	4
Domestic Violence Services	3
Financial Assistance - Rent	3
Financial Assistance - Eyeglasses	3
Poison Control	3
Weatherization	3
Basic Needs - Clothing	3
Government Agency - DHHS	3



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: August 2014

Total Number of Calls: 173

Report Date: 09/05/2014

Utilities Assistance	39
Heating Assistance	13
Health Care	13
Basic Needs - Food	10
Mental Health Services	10
Legal Services	9
Consumer Assistance Services	8
Housing/Shelter	7
Public Safety	6
Municipal Services	5
Financial Assistance - Rent	5
Substance Abuse Services	4
Law Enforcement Services	4
Financial Assistance - Home Maintenance	4
Judicial Services	3
Financial Assistance - Education	3
Weatherization	3
Aging/Elderly Services	3
Domestic Violence Services	3
Corrections	3
Environmental Services	3
School Supplies/Materials	3
Dental Care	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: August 2014

Total Number of Calls: 133

Report Date: 09/05/2014

Health Care	15
Utilities Assistance	12
Housing/Shelter	11
Heating Assistance	9
Mental Health Services	7
Aging/Elderly Services	7
Legal Services	5
Basic Needs - Food	5
Health Insurance	5
Education/Training	5
Substance Abuse Services	5
Financial Assistance - Home Maintenance	4
Public Health	3
Disease Information	3
Sexual Assault Services	2
Family Support Services	2
Government Agency - DHHS	2
Poison Control	2
Eating Disorders	2
Consumer Assistance Services	2
Advocacy	2
Financial Assistance - Rent	2
Financial Assistance - Temporary Aid	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: August 2014

Total Number of Calls: 70

Report Date: 09/05/2014

Health Care	9
Substance Abuse Services	7
Mental Health Services	5
Legal Services	5
Housing/Shelter	5
Utilities Assistance	4
Public Safety	3
Basic Needs - Food	3
Law Enforcement Services	3
Heating Assistance	2
Veterans' Services	2
Transportation	2
Domestic Violence Services	2
Employment	2
Advocacy	2
Basic Needs - Household Items (Non-food)	1
Developmental Disabilities	1
Family Support Services	1
Financial Assistance - Security Deposit	1
Personal Debt/Money Management	1
Financial Assistance - Temporary Aid	1
Environmental Services	1
Weatherization	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: August 2014

Total Number of Calls: 487

Report Date: 09/05/2014

Housing/Shelter	63
Health Care	58
Basic Needs - Food	43
Utilities Assistance	43
Mental Health Services	38
Substance Abuse Services	26
Financial Assistance - Rent	22
Consumer Assistance Services	17
Legal Services	15
Heating Assistance	14
Transportation	13
Government Agency - DHHS	13
Homeless Services	12
Dental Care	10
Advocacy	10
Income Support - SSI/SSDI	10
Domestic Violence Services	8
Aging/Elderly Services	8
Family Support Services	7
Education/Training	7
Courts	7
Law Enforcement Services	7
Developmental Disabilities	6