



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: December 2011

Total Number of Calls: 658

Report Date: 1/19/2012

Heating Assistance	102
Christmas Programs	50
Housing/Shelter	46
Basic Needs - Food	41
Mental Health Services	34
Health Care	30
Utilities Assistance	29
Legal Services	26
Financial Assistance - Rent	20
Income Support - SSI/SSDI	17
Financial Assistance - Temporary Aid	17
Transportation	15
Substance Abuse Services	14
Government Agency - DHHS	13
Domestic Violence Services	11
Municipal Services	11
Salvation Army	11
Public Safety	9
Aging/Elderly Services	9
Animal Services	9



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: December 2011

Total Number of Calls: 229

Report Date: 1/19/2012

Heating Assistance	95
Mental Health Services	21
Basic Needs - Food	18
Housing/Shelter	10
Financial Assistance - Temporary Aid	9
Christmas Programs	8
Transportation	5
Public Safety	5
Utilities Assistance	5
Government Agency - DHHS	5
Health Care	5
Substance Abuse Services	4
Law Enforcement Services	3
Financial Assistance - Home Maintenance	3
Courts	3
Income Support - SSI/SSDI	3
Basic Needs - Household Items (non-food)	3
Financial Assistance - Prescription Assistance	2
Consumer Assistance Services	2
Elected Officials	2
Aging/Elderly Services	2
Financial Assistance - Rent	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: December 2011

Total Number of Calls: 1708

Report Date: 1/19/2012

Heating Assistance	249
Mental Health Services	152
Housing/Shelter	110
Basic Needs - Food	99
Christmas Programs	71
Health Care	70
Substance Abuse Services	66
Financial Assistance - Rent	54
Income Support - SSI/SSDI	52
Financial Assistance - Temporary Aid	50
Government Agency - DHHS	45
Domestic Violence Services	41
Utilities Assistance	38
Legal Services	37
Transportation	37
Dental Care	37
Law Enforcement Services	28
Youth Services	26
Health Insurance	25
Basic Needs - Clothing	25



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: December 2011

Total Number of Calls: 113

Report Date: 1/19/2012

Heating Assistance	16
Financial Assistance - Temporary Aid	9
Utilities Assistance	8
Health Care	7
Basic Needs - Food	6
Mental Health Services	5
Dental Care	5
Education/Training	4
Financial Assistance - Rent	4
Legal Services	3
Transportation	3
Substance Abuse Services	3
Financial Assistance - Eyeglasses	3
Christmas Programs	3
Government Agency - DHHS	3
Developmental Disabilities	2
Corrections	2
Referral to other 211/I&R Service	2
Gambling	2
Financial Assistance - Dental Care	2
Family Support Services	2
Housing/Shelter	2



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: December 2011

Total Number of Calls: 149

Report Date: 1/19/2012

Mental Health Services	18
Heating Assistance	16
Housing/Shelter	12
Substance Abuse Services	9
Christmas Programs	9
Transportation	8
Legal Services	8
Health Care	6
Government Agency - DHHS	6
Utilities Assistance	5
Basic Needs - Food	5
Law Enforcement Services	4
Income Support - SSI/SSDI	4
Domestic Violence Services	4
Health Insurance	4
Advocacy	3
Child Abuse/Neglect	3
Financial Assistance - Rent	3
Financial Assistance - Temporary Aid	3
Financial Assistance - Home Maintenance	2
Employment	2
Dental Care	2
Veterans' Services	2

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: December 2011

Total Number of Calls: 722

Report Date: 1/19/2012

Heating Assistance	145
Christmas Programs	56
Utilities Assistance	43
Housing/Shelter	40
Mental Health Services	37
Basic Needs - Food	35
Financial Assistance - Temporary Aid	31
Government Agency - DHHS	26
Health Insurance	21
Legal Services	19
Health Care	18
Substance Abuse Services	17
Income Support - SSI/SSDI	16
Government Agency - BMV	14
Public Safety	13
Financial Assistance - Rent	12
Judicial Services	12
Financial Assistance - Home Maintenance	11
Dental Care	11
Salvation Army	9
Municipal Services	9



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: December 2011

Total Number of Calls: 110

Report Date: 1/19/2012

Housing/Shelter	18
Heating Assistance	12
Mental Health Services	11
Utilities Assistance	9
Basic Needs - Food	8
Financial Assistance - Temporary Aid	7
Aging/Elderly Services	6
Income Support - SSI/SSDI	4
Christmas Programs	4
Legal Services	4
Financial Assistance - Rent	3
Animal Services	3
Domestic Violence Services	3
Government Agency - DHHS	3
Government Agency - BMV	2
Transportation	2
Consumer Assistance Services	2
Basic Needs - Household Items (non-food)	2
Foreclosure Prevention	2
Health Care	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: December 2011

Total Number of Calls: 167

Report Date: 1/19/2012

Christmas Programs	14
Housing/Shelter	11
Financial Assistance - Temporary Aid	11
Mental Health Services	9
Basic Needs - Food	8
Legal Services	6
Utilities Assistance	6
Substance Abuse Services	5
Income Support - SSI/SSDI	4
Consumer Assistance Services	4
Health Care	4
Government Agency - DHHS	4
Financial Assistance - Rent	3
Personal Debt/Money Management	3
Judicial Services	3
Basic Needs - Clothing	2
Salvation Army	2
Financial Assistance - Eyeglasses	2
Foreclosure Prevention	2
Employment	2
Government Agency - Attorney General	2
Financial Assistance - Home Maintenance	2

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: December 2011

Total Number of Calls: 248

Report Date: 1/19/2012

Heating Assistance	47
Christmas Programs	19
Legal Services	17
Mental Health Services	15
Financial Assistance - Temporary Aid	13
Housing/Shelter	12
Utilities Assistance	12
Basic Needs - Food	11
Government Agency - DHHS	9
Transportation	7
Health Care	6
Basic Needs - Household Items (non-food)	6
Financial Assistance - Rent	6
Public Safety	5
Law Enforcement Services	5
Dental Care	5
Aging/Elderly Services	4
Basic Needs - Clothing	4
Medical Diagnosis/Testing	3
Education/Training	3
Financial Assistance - Eyeglasses	3
Health Insurance	3
Foreclosure Prevention	3

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: December 2011

Total Number of Calls: 706

Report Date: 1/19/2012

Heating Assistance	158
Housing/Shelter	61
Substance Abuse Services	51
Mental Health Services	34
Basic Needs - Food	31
Health Care	31
Financial Assistance - Temporary Aid	29
Christmas Programs	28
Law Enforcement Services	24
Utilities Assistance	24
Financial Assistance - Rent	22
Legal Services	17
Government Agency - DHHS	16
Income Support - SSI/SSDI	15
Animal Services	15
Transportation	14
Public Safety	12
Salvation Army	9
Basic Needs - Household Items (non-food)	8
Domestic Violence Services	8
Health Insurance	8
Aging/Elderly Services	8



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: December 2011

Total Number of Calls: 71

Report Date: 1/19/2012

Heating Assistance	27
Housing/Shelter	7
Mental Health Services	6
Utilities Assistance	4
Financial Assistance - Home Maintenance	3
Health Insurance	3
Legal Services	2
Transportation	2
Financial Assistance - Temporary Aid	2
Foreclosure Prevention	2
Dental Care	2
Advocacy	2
Health Care	2
Parenting Education/Support	1
Basic Needs - Food	1
Aging/Elderly Services	1
Developmental Disabilities	1
Grief Support	1
Financial Assistance - Rent	1
Public Safety	1
Income Support - SSI/SSDI	1
Substance Abuse Services	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: December 2011

Total Number of Calls: 236

Report Date: 1/19/2012

Heating Assistance	60
Christmas Programs	19
Housing/Shelter	16
Basic Needs - Food	15
Legal Services	14
Financial Assistance - Temporary Aid	12
Mental Health Services	11
Utilities Assistance	9
Substance Abuse Services	7
Health Care	6
Government Agency - DHHS	6
Employment	5
Aging/Elderly Services	5
Income Support - SSI/SSDI	5
Municipal Services	4
Dental Care	4
Transportation	4
Financial Assistance - Rent	4
Income Support - Unemployment	4
Basic Needs - Clothing	3
Volunteering	3
Law Enforcement Services	3



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: December 2011

Total Number of Calls: 367

Report Date: 1/19/2012

Heating Assistance	147
Christmas Programs	24
Basic Needs - Food	23
Utilities Assistance	23
Housing/Shelter	17
Mental Health Services	10
Legal Services	10
Financial Assistance - Rent	9
Substance Abuse Services	8
Government Agency - DHHS	8
Municipal Services	7
Transportation	7
Advocacy	7
Consumer Assistance Services	6
Law Enforcement Services	5
Animal Services	5
Dental Care	5
Financial Assistance - Eyeglasses	4
Salvation Army	4
Public Safety	4
Financial Assistance - Temporary Aid	4



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: December 2011

Total Number of Calls: 134

Report Date: 1/19/2012

Heating Assistance	32
Utilities Assistance	15
Legal Services	8
Basic Needs - Food	7
Mental Health Services	6
Christmas Programs	6
Income Support - SSI/SSDI	4
Financial Assistance - Rent	4
Consumer Assistance Services	4
Substance Abuse Services	4
Advocacy	3
Government Agency - DHHS	3
Courts	2
Education/Training	2
Housing/Shelter	2
Government Agency - BMV	2
Dental Care	2
Personal Debt/Money Management	2
Public Safety	2
Public Health	2
Health Care	2
Volunteering	2
Financial Assistance - Temporary Aid	2

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: December 2011

Total Number of Calls: 122

Report Date: 1/19/2012

Heating Assistance	41
Christmas Programs	12
Mental Health Services	7
Substance Abuse Services	6
Utilities Assistance	6
Advocacy	4
Legal Services	4
Financial Assistance - Home Maintenance	3
Financial Assistance - Rent	3
Financial Assistance - Temporary Aid	3
Basic Needs - Food	2
Transportation	2
Financial Assistance - Eyeglasses	2
Consumer Assistance Services	2
Municipal Services	2
Housing/Shelter	2
Income Support - SSI/SSDI	2
Law Enforcement Services	1
Assistive Technology/Equipment	1
Courts	1
Tax Services	1
Government Agency - DHHS	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: December 2011

Total Number of Calls: 574

Report Date: 1/19/2012

Heating Assistance	84
Utilities Assistance	37
Housing/Shelter	34
Basic Needs - Food	34
Mental Health Services	32
Christmas Programs	30
Health Care	28
Legal Services	23
Government Agency - DHHS	22
Substance Abuse Services	19
Financial Assistance - Rent	15
Municipal Services	14
Home Health Care	14
Law Enforcement Services	14
Financial Assistance - Temporary Aid	14
Health Insurance	14
Income Support - SSI/SSDI	13
Transportation	11
Referral to other 211/I&R Service	9
Dental Care	9
Public Safety	8