



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: December 2014

Total Number of Calls: 501

Report Date: 01/12/2015

Heating Assistance	64
Homeless Services	38
Christmas Programs	35
Basic Needs - Food	35
Health Care	31
Utilities Assistance	29
Housing/Shelter	28
Health Insurance	22
Mental Health Services	20
Income Support - SSI/SSDI	16
Government Agency - DHHS	15
Legal Services	13
Financial Assistance - Rent	13
Municipal Services	12
Aging/Elderly Services	12
Law Enforcement Services	11
Transportation	10
Substance Abuse Services	10
Basic Needs - Clothing	9
Consumer Assistance Services	9



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: December 2014

Total Number of Calls: 132

Report Date: 01/12/2015

Heating Assistance	32
Financial Assistance - Temporary Aid	26
Health Care	10
Basic Needs - Food	9
Volunteering	8
Utilities Assistance	7
Housing/Shelter	7
Law Enforcement Services	7
Income Support - SSI/SSDI	6
Homeless Services	6
Consumer Assistance Services	5
Government Agency - DHHS	5
Financial Assistance - Rent	4
Transportation	4
Salvation Army	3
Family Support Services	3
Christmas Programs	3
Domestic Violence Services	2
Substance Abuse Services	2
Education/Training	2
Judicial Services	2
Financial Assistance - Security Deposit	2
Corrections	2

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: December 2014

Total Number of Calls: 1495

Report Date: 01/12/2015

Heating Assistance	246
Health Care	119
Mental Health Services	102
Basic Needs - Food	93
Housing/Shelter	91
Substance Abuse Services	72
Utilities Assistance	70
Christmas Programs	51
Health Insurance	50
Legal Services	42
Consumer Assistance Services	34
Transportation	34
Financial Assistance - Rent	33
Municipal Services	29
Government Agency - DHHS	29
Homeless Services	29
Advocacy	27
Law Enforcement Services	27
Aging/Elderly Services	25
Income Support - SSI/SSDI	24
Basic Needs - Clothing	24
Dental Care	22



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: December 2014

Total Number of Calls: 76

Report Date: 01/12/2015

Heating Assistance	8
Utilities Assistance	7
Basic Needs - Food	6
Legal Services	5
Mental Health Services	5
Christmas Programs	5
Health Care	5
Transportation	4
Dental Care	4
Health Insurance	4
Aging/Elderly Services	3
Municipal Services	2
Consumer Assistance Services	2
Financial Assistance - Temporary Aid	2
Substance Abuse Services	2
Government Agency - DHHS	2
Financial Assistance - Rent	2
Family Support Services	1
Tax Services	1
Salvation Army	1
Home Maintenance	1
United States Postal Service	1
Homeless Services	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: December 2014

Total Number of Calls: 86

Report Date: 01/12/2015

Housing/Shelter	14
Heating Assistance	13
Basic Needs - Food	9
Utilities Assistance	8
Financial Assistance - Rent	7
Christmas Programs	7
Health Insurance	7
Health Care	5
Consumer Assistance Services	4
Substance Abuse Services	4
Legal Services	4
Tax Services	3
Advocacy	3
Law Enforcement Services	2
Mental Health Services	2
Public Safety	2
Corrections	2
Financial Assistance - Home Maintenance	2
Aging/Elderly Services	2
Financial Assistance - Vehicle Expenses	2
Weatherization	2
Recreational Programs	1

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: December 2014

Total Number of Calls: 491

Report Date: 01/12/2015

Heating Assistance	62
Housing/Shelter	34
Basic Needs - Food	33
Health Care	30
Christmas Programs	29
Mental Health Services	27
Utilities Assistance	26
Financial Assistance - Rent	25
Transportation	15
Consumer Assistance Services	15
Government Agency - DHHS	14
Legal Services	13
Health Insurance	13
Aging/Elderly Services	12
Income Support - SSI/SSDI	12
Substance Abuse Services	11
Municipal Services	10
Judicial Services	9
Homeless Services	8
Financial Assistance - Temporary Aid	7



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: December 2014

Total Number of Calls: 104

Report Date: 01/12/2015

Heating Assistance	17
Housing/Shelter	9
Government Agency - DHHS	8
Health Insurance	7
Mental Health Services	7
Utilities Assistance	6
Aging/Elderly Services	5
Health Care	5
Transportation	4
Basic Needs - Food	4
Christmas Programs	4
Legal Services	4
Financial Assistance - Rent	3
Financial Assistance - Temporary Aid	3
Vocational Rehabilitation	2
Tax Services	2
Law Enforcement Services	2
Basic Needs - Household Items (Non-food)	2
Employment	2
Child Abuse/Neglect	2
Income Support - SSI/SSDI	2
Courts	2
Domestic Violence Services	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: December 2014

Total Number of Calls: 108

Report Date: 01/12/2015

Heating Assistance	32
Christmas Programs	10
Utilities Assistance	9
Legal Services	8
Housing/Shelter	5
Mental Health Services	5
Health Care	4
Health Insurance	3
Transportation	3
Early Childhood Intervention	2
Disaster Services	2
Public Safety	2
Aging/Elderly Services	2
In-Home Assistance	2
Basic Needs - Food	2
Elected Officials	2
Adult Protective Services	2
Substance Abuse Services	2
Consumer Assistance Services	2
Financial Assistance - Rent	2
Volunteering	2
Domestic Violence Services	1

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: December 2014

Total Number of Calls: 209

Report Date: 01/12/2015

Heating Assistance	39
Basic Needs - Food	19
Utilities Assistance	17
Mental Health Services	14
Health Care	13
Health Insurance	12
Housing/Shelter	10
Financial Assistance - Rent	9
Consumer Assistance Services	9
Legal Services	6
Christmas Programs	5
Volunteering	5
Government Agency - DHHS	5
Substance Abuse Services	5
Financial Assistance - Vehicle Expenses	4
Domestic Violence Services	4
Aging/Elderly Services	4
Judicial Services	4
Law Enforcement Services	3
Transportation	3
Government Agency - Attorney General	3
Financial Assistance - Home Maintenance	2

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2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: December 2014

Total Number of Calls: 517

Report Date: 01/12/2015

Heating Assistance	99
Mental Health Services	41
Basic Needs - Food	37
Health Care	34
Christmas Programs	29
Utilities Assistance	24
Housing/Shelter	24
Substance Abuse Services	22
Consumer Assistance Services	18
Legal Services	15
Transportation	14
Financial Assistance - Rent	14
Government Agency - DHHS	12
Municipal Services	11
Law Enforcement Services	9
Aging/Elderly Services	9
Courts	8
Family Support Services	7
Animal Services	7
Volunteering	7



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: December 2014

Total Number of Calls: 57

Report Date: 01/12/2015

Heating Assistance	21
Utilities Assistance	4
Mental Health Services	3
Public Safety	3
Law Enforcement Services	2
Christmas Programs	2
Legal Services	2
Consumer Assistance Services	2
Housing/Shelter	2
Basic Needs - Food	2
Volunteering	2
Domestic Violence Services	1
Financial Assistance - Rent	1
Employment	1
Transportation	1
Financial Assistance - Security Deposit	1
Courts	1
Income Support - SSI/SSDI	1
Government Agency - BMV	1
Financial Assistance - Home Maintenance	1
Health Insurance	1
Municipal Services	1
Developmental Disabilities	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: December 2014

Total Number of Calls: 165

Report Date: 01/12/2015

Heating Assistance	35
Christmas Programs	16
Basic Needs - Food	12
Mental Health Services	11
Utilities Assistance	10
Legal Services	10
Health Insurance	8
Health Care	7
Housing/Shelter	6
Courts	4
Transportation	3
Law Enforcement Services	3
Financial Assistance - Rent	3
Education/Training	3
Financial Assistance - Prescription Assistance	3
Financial Assistance - Temporary Aid	3
Income Support - SSI/SSDI	3
Family Support Services	2
Salvation Army	2
Public Safety	2
Advocacy	2
Volunteering	2
Home Health Care	2

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2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: December 2014

Total Number of Calls: 214

Report Date: 01/12/2015

Heating Assistance	46
Christmas Programs	15
Utilities Assistance	15
Basic Needs - Food	14
Health Care	13
Health Insurance	11
Mental Health Services	9
Housing/Shelter	7
Consumer Assistance Services	7
Government Agency - DHHS	6
Financial Assistance - Rent	5
Legal Services	5
Municipal Services	5
Law Enforcement Services	5
Animal Services	4
Substance Abuse Services	4
Basic Needs - Clothing	3
Public Safety	3
Parenting Education/Support	3
Employment	3
Transportation	3
Dental Care	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: December 2014

Total Number of Calls: 101

Report Date: 01/12/2015

Heating Assistance	19
Basic Needs - Food	9
Christmas Programs	7
Utilities Assistance	7
Substance Abuse Services	6
Legal Services	5
Financial Assistance - Rent	5
Income Support - SSI/SSDI	4
Health Care	4
Mental Health Services	3
Consumer Assistance Services	3
Government Agency - OLR	3
Housing/Shelter	3
Aging/Elderly Services	2
Municipal Services	2
Health Insurance	2
Domestic Violence Services	2
Public Safety	2
Basic Needs - Clothing	2
Foreclosure Prevention	2
Volunteering	2
Adult Protective Services	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: December 2014

Total Number of Calls: 78

Report Date: 01/12/2015

Heating Assistance	22
Utilities Assistance	8
Consumer Assistance Services	6
Health Care	4
Public Safety	3
Legal Services	3
Substance Abuse Services	3
Basic Needs - Food	3
Family Support Services	3
Advocacy	2
Elected Officials	2
Government Agency - DHHS	2
Employment	2
Domestic Violence Services	2
Government Agency - BMV	2
Referral to 911	1
Mediation Services	1
Volunteering	1
Financial Assistance - Temporary Aid	1
Public Health	1
Developmental Disabilities	1
United States Postal Service	1
Disaster Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: December 2014

Total Number of Calls: 542

Report Date: 01/12/2015

Heating Assistance	58
Health Care	49
Housing/Shelter	42
Basic Needs - Food	35
Utilities Assistance	34
Christmas Programs	27
Mental Health Services	26
Health Insurance	24
Legal Services	19
Financial Assistance - Rent	18
Substance Abuse Services	18
Law Enforcement Services	16
Income Support - SSI/SSDI	14
Consumer Assistance Services	14
Family Support Services	12
Transportation	11
Dental Care	11
Homeless Services	11
Government Agency - DHHS	11
Domestic Violence Services	9
Advocacy	9
Municipal Services	7