



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: February 2012

Total Number of Calls: 627

Report Date: 03/07/2012

Heating Assistance	79
Tax Services	51
Basic Needs - Food	46
Housing/Shelter	41
Mental Health Services	37
Financial Assistance - Temporary Aid	31
Utilities Assistance	30
Health Care	24
Substance Abuse Services	23
Transportation	22
Legal Services	19
Income Support - SSI/SSDI	18
Financial Assistance - Rent	18
Dental Care	16
Government Agency - DHHS	16
Health Insurance	13
Employment	11
Domestic Violence Services	11
Law Enforcement Services	10
Judicial Services	9



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: February 2012

Total Number of Calls: 169

Report Date: 03/07/2012

Heating Assistance	56
Tax Services	14
Mental Health Services	11
Transportation	7
Health Care	7
Substance Abuse Services	6
Basic Needs - Food	6
Financial Assistance - Temporary Aid	6
Health Insurance	5
Financial Assistance - Rent	5
Housing/Shelter	4
Financial Assistance - Home Maintenance	4
Dental Care	4
Utilities Assistance	4
Law Enforcement Services	3
Elected Officials	3
Consumer Assistance Services	3
Basic Needs - Household Items (non-food)	2
Disease Information	2
Salvation Army	2
Legal Services	2
Education/Training	2
Aging/Elderly Services	2

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: February 2012

Total Number of Calls: 2025

Report Date: 03/07/2012

Tax Services	382
Heating Assistance	281
Mental Health Services	168
Housing/Shelter	120
Substance Abuse Services	89
Basic Needs - Food	75
Health Care	64
Legal Services	63
Financial Assistance - Temporary Aid	61
Utilities Assistance	58
Government Agency - DHHS	56
Transportation	39
Health Insurance	38
Dental Care	34
Law Enforcement Services	33
Income Support - SSI/SSDI	32
Financial Assistance - Rent	31
Municipal Services	23
Youth Services	23
Domestic Violence Services	21
Advocacy	21



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: February 2012

Total Number of Calls: 116

Report Date: 03/07/2012

Heating Assistance	20
Tax Services	12
Mental Health Services	9
Substance Abuse Services	8
Housing/Shelter	8
Health Care	8
Utilities Assistance	7
Financial Assistance - Rent	4
Health Insurance	4
Government Agency - DHHS	4
Family Support Services	3
Transportation	3
Basic Needs - Food	3
Income Support - SSI/SSDI	3
Legal Services	3
Consumer Assistance Services	3
Youth Services	3
Public Safety	2
Domestic Violence Services	2
Aging/Elderly Services	2
Advocacy	2



2-1-1 Maine: Top 20 Call Categories

Hancock County

Reporting Period: February 2012

Total Number of Calls: 174

Report Date: 03/07/2012

Tax Services	31
Heating Assistance	28
Mental Health Services	11
Substance Abuse Services	10
Housing/Shelter	10
Health Care	10
Basic Needs - Food	7
Financial Assistance - Temporary Aid	7
Transportation	6
Government Agency - DHHS	6
Utilities Assistance	6
Law Enforcement Services	5
Animal Services	5
Income Support - Unemployment	3
Basic Needs - Household Items (non-food)	3
Health Insurance	3
Support Group Information	3
Income Support - SSI/SSDI	2
Legal Services	2
Financial Assistance - Home Maintenance	2
Financial Assistance - Mortgage	2
Domestic Violence Services	2
Financial Assistance - Rent	2

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: February 2012

Total Number of Calls: 646

Report Date: 03/07/2012

Heating Assistance	113
Housing/Shelter	44
Tax Services	39
Mental Health Services	36
Utilities Assistance	30
Basic Needs - Food	27
Health Insurance	24
Financial Assistance - Temporary Aid	24
Government Agency - DHHS	23
Health Care	20
Substance Abuse Services	20
Transportation	18
Municipal Services	15
Income Support - SSI/SSDI	14
Government Agency - BMV	13
Legal Services	13
Financial Assistance - Rent	11
Advocacy	10
Basic Needs - Household Items (non-food)	9
Dental Care	9
Judicial Services	9



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: February 2012

Total Number of Calls: 92

Report Date: 03/07/2012

Heating Assistance	13
Utilities Assistance	8
Government Agency - DHHS	8
Tax Services	7
Financial Assistance - Rent	6
Basic Needs - Food	5
Housing/Shelter	5
Income Support - SSI/SSDI	4
Transportation	4
Financial Assistance - Temporary Aid	4
Health Care	4
Substance Abuse Services	3
Mental Health Services	3
Education/Training	2
Child Abuse/Neglect	2
Domestic Violence Services	2
Health Insurance	2
Aging/Elderly Services	2
Financial Assistance - Prescription Assistance	1
Financial Assistance - Health Care	1
Employment	1
Financial Assistance - Education	1
Hospice	1

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: February 2012

Total Number of Calls: 129

Report Date: 03/07/2012

Heating Assistance	34
Mental Health Services	12
Basic Needs - Food	7
Tax Services	6
Utilities Assistance	6
Health Insurance	5
Housing/Shelter	5
Government Agency - DHHS	4
Legal Services	4
Financial Assistance - Temporary Aid	4
Substance Abuse Services	3
Advocacy	3
Financial Assistance - Rent	3
Education/Training	3
Public Safety	3
Employment	3
Personal Debt/Money Management	2
Income Support - SSI/SSDI	2
Domestic Violence Services	2
Elected Officials	2
Consumer Assistance Services	2
Financial Assistance - Home Maintenance	2
Health Care	2

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: February 2012

Total Number of Calls: 197

Report Date: 03/07/2012

Heating Assistance	29
Utilities Assistance	18
Basic Needs - Food	16
Tax Services	13
Housing/Shelter	11
Mental Health Services	9
Legal Services	9
Public Safety	6
Financial Assistance - Temporary Aid	6
Health Insurance	6
Municipal Services	5
Substance Abuse Services	5
Government Agency - DHHS	5
Law Enforcement Services	5
Health Care	5
Transportation	5
Dental Care	3
Consumer Assistance Services	3
Developmental Disabilities	3
Financial Assistance - Eyeglasses	3
Aging/Elderly Services	3
Foreclosure Prevention	3



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: February 2012

Total Number of Calls: 752

Report Date: 03/07/2012

Tax Services	139
Heating Assistance	139
Mental Health Services	42
Housing/Shelter	34
Substance Abuse Services	30
Health Care	29
Utilities Assistance	28
Government Agency - DHHS	24
Legal Services	22
Health Insurance	22
Financial Assistance - Rent	21
Income Support - SSI/SSDI	17
Basic Needs - Food	16
Law Enforcement Services	15
Financial Assistance - Temporary Aid	14
Transportation	14
Aging/Elderly Services	9
Animal Services	9
Dental Care	8
Public Health	8
Advocacy	8



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: February 2012

Total Number of Calls: 67

Report Date: 03/07/2012

Heating Assistance	20
Tax Services	9
Utilities Assistance	6
Substance Abuse Services	4
Elected Officials	3
Dental Care	2
Legal Services	2
Education/Training	1
Home Health Care	1
Health Care	1
Income Support - SSI/SSDI	1
Employment	1
Transportation	1
Financial Assistance - Home Maintenance	1
Housing/Shelter	1
Income Support - Unemployment	1
Mental Health Services	1
Financial Assistance - Prescription Assistance	1
Financial Assistance - Rent	1
Basic Needs - Food	1
Child Abuse/Neglect	1
Financial Assistance - Temporary Aid	1
Financial Assistance - Vehicle Expenses	1

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2-1-1 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: February 2012

Total Number of Calls: 187

Report Date: 03/07/2012

Heating Assistance	34
Tax Services	22
Housing/Shelter	19
Mental Health Services	16
Utilities Assistance	13
Legal Services	8
Basic Needs - Food	7
Health Care	7
Government Agency - DHHS	6
Financial Assistance - Temporary Aid	4
Public Safety	4
Health Insurance	4
Transportation	4
Support Group Information	3
Courts	3
Employment	3
Municipal Services	3
Child Abuse/Neglect	3
Advocacy	3
Dental Care	2
Basic Needs - Clothing	2
Financial Assistance - Home Maintenance	2
Fire/Ambulance Services (Non-emergency)	2

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2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: February 2012

Total Number of Calls: 275

Report Date: 03/07/2012

Heating Assistance	71
Tax Services	27
Utilities Assistance	19
Housing/Shelter	14
Mental Health Services	13
Public Safety	12
Health Care	10
Dental Care	9
Legal Services	8
Financial Assistance - Temporary Aid	7
Elected Officials	7
Municipal Services	6
Substance Abuse Services	6
Health Insurance	6
Consumer Assistance Services	4
Animal Services	4
Basic Needs - Food	4
Transportation	3
Courts	3
Child Abuse/Neglect	3
Basic Needs - Household Items (non-food)	3
Employment	3
Personal Debt/Money Management	3

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: February 2012

Total Number of Calls: 143

Report Date: 03/07/2012

Heating Assistance	16
Tax Services	14
Utilities Assistance	9
Basic Needs - Food	8
Health Care	8
Housing/Shelter	8
Dental Care	7
Government Agency - DHHS	7
Legal Services	6
Substance Abuse Services	6
Mental Health Services	5
Education/Training	4
Consumer Assistance Services	4
Public Safety	3
Income Support - SSI/SSDI	3
Financial Assistance - Temporary Aid	3
Law Enforcement Services	2
Child Abuse/Neglect	2
Aging/Elderly Services	2
Personal Debt/Money Management	2
Home Health Care	2
Domestic Violence Services	2
Financial Assistance - Rent	2

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2-1-1 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: February 2012

Total Number of Calls: 137

Report Date: 03/07/2012

Heating Assistance	44
Tax Services	15
Utilities Assistance	9
Health Care	9
Mental Health Services	8
Housing/Shelter	6
Basic Needs - Food	6
Substance Abuse Services	5
Financial Assistance - Temporary Aid	4
Public Safety	4
Legal Services	3
Government Agency - DHHS	3
Financial Assistance - Rent	3
Law Enforcement Services	3
Consumer Assistance Services	3
Financial Assistance - Home Maintenance	2
Aging/Elderly Services	2
Health Insurance	2
Grief Support	1
Basic Needs - Clothing	1
Parenting Education/Support	1
Judicial Services	1
Financial Assistance - Prescription Assistance	1
Support Group Information	1
Disease Information	1
Transportation	1
Domestic Violence Services	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: February 2012

Total Number of Calls: 685

Report Date: 03/07/2012

Heating Assistance	93
Tax Services	67
Mental Health Services	36
Housing/Shelter	32
Health Care	32
Substance Abuse Services	28
Basic Needs - Food	27
Dental Care	27
Utilities Assistance	26
Financial Assistance - Temporary Aid	20
Health Insurance	20
Legal Services	18
Government Agency - DHHS	17
Transportation	16
Financial Assistance - Rent	16
Municipal Services	13
Income Support - SSI/SSDI	12
Law Enforcement Services	12
Education/Training	11
Employment	11
Courts	11