



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: February 2013

Total Number of Calls: 482

Report Date: 03/03/2013

Heating Assistance	68
Tax Services	52
Housing/Shelter	37
Basic Needs - Food	29
Mental Health Services	29
Utilities Assistance	26
Transportation	18
Government Agency - DHHS	17
Income Support - SSI/SSDI	15
Health Care	13
Financial Assistance - Temporary Aid	11
Substance Abuse Services	11
Municipal Services	11
Health Insurance	10
Financial Assistance - Rent	10
Legal Services	9
Education/Training	9
Dental Care	8
Law Enforcement Services	7
Employment	7



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: February 2013

Total Number of Calls: 131

Report Date: 03/03/2013

Heating Assistance	52
Basic Needs - Food	12
Health Insurance	6
Mental Health Services	5
Financial Assistance - Prescription Assistance	5
Dental Care	4
Utilities Assistance	4
Tax Services	3
Consumer Assistance Services	3
Housing/Shelter	3
Aging/Elderly Services	3
Health Care	3
Substance Abuse Services	3
Income Support - SSI/SSDI	2
Courts	2
Legal Services	2
Disease Information	2
Municipal Services	2
Financial Assistance - Home Maintenance	2
Financial Assistance - Rent	2
Transportation	2
Financial Assistance - Temporary Aid	2
Youth Services	2

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: February 2013

Total Number of Calls: 1631

Report Date: 03/03/2013

Tax Services	304
Heating Assistance	229
Housing/Shelter	125
Mental Health Services	100
Substance Abuse Services	69
Health Care	67
Utilities Assistance	62
Legal Services	51
Basic Needs - Food	49
Government Agency - DHHS	43
Transportation	38
Financial Assistance - Temporary Aid	37
Income Support - SSI/SSDI	36
Health Insurance	31
Financial Assistance - Rent	24
Law Enforcement Services	24
Family Support Services	23
Municipal Services	22
Homeless Services	20
Dental Care	18



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Franklin County

Reporting Period: February 2013

Total Number of Calls: 66

Report Date: 03/03/2013

Heating Assistance	12
Utilities Assistance	5
Housing/Shelter	5
Mental Health Services	4
Health Care	4
Substance Abuse Services	3
Aging/Elderly Services	3
Tax Services	3
Veterans' Services	3
Basic Needs - Food	3
Financial Assistance - Temporary Aid	2
Government Agency - DHHS	2
Home Health Care	2
Legal Services	1
Furniture	1
Public Health	1
Financial Assistance - Rent	1
Family Support Services	1
Active Military - Individual and Family Supports	1
Transportation	1
Poison Control	1
Disability Information	1
Family Planning	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: February 2013

Total Number of Calls: 95

Report Date: 03/03/2013

Heating Assistance	26
Substance Abuse Services	7
Housing/Shelter	7
Mental Health Services	6
Financial Assistance - Temporary Aid	5
Tax Services	5
Utilities Assistance	5
Dental Care	4
Basic Needs - Food	4
Municipal Services	3
Health Care	3
Transportation	2
Support Group Information	2
Law Enforcement Services	2
Government Agency - BMV	2
Corrections	2
Family Support Services	2
Legal Services	1
Public Health	1
Disease Information	1
Child Care	1
Youth Services	1
Health Insurance	1

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: February 2013

Total Number of Calls: 487

Report Date: 03/03/2013

Heating Assistance	94
Tax Services	34
Housing/Shelter	33
Utilities Assistance	27
Mental Health Services	23
Health Care	21
Basic Needs - Food	20
Government Agency - DHHS	15
Financial Assistance - Temporary Aid	15
Substance Abuse Services	14
Health Insurance	13
Legal Services	12
Income Support - SSI/SSDI	11
Government Agency - BMV	10
Financial Assistance - Rent	10
Dental Care	9
Transportation	8
Education/Training	8
Law Enforcement Services	8
Consumer Assistance Services	7
Corrections	7



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: February 2013

Total Number of Calls: 83

Report Date: 03/03/2013

Housing/Shelter	15
Heating Assistance	15
Utilities Assistance	5
Health Care	5
Substance Abuse Services	4
Personal Debt/Money Management	4
Financial Assistance - Temporary Aid	4
Mental Health Services	3
Basic Needs - Food	3
Education/Training	2
Legal Services	2
Public Safety	2
Tax Services	2
Income Support - SSI/SSDI	2
Rehabilitation Services	1
Employment	1
Financial Assistance - Vehicle Expenses	1
Dental Care	1
Health Insurance	1
Advocacy	1
Municipal Services	1
Child Abuse/Neglect	1
Poison Control	1

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: February 2013

Total Number of Calls: 87

Report Date: 03/03/2013

Heating Assistance	22
Utilities Assistance	7
Housing/Shelter	6
Financial Assistance - Temporary Aid	6
Domestic Violence Services	5
Mental Health Services	4
Financial Assistance - Rent	3
Health Care	3
Basic Needs - Food	3
Government Agency - DHHS	3
Health Insurance	2
Public Safety	2
Municipal Services	2
Government Agency - BMV	2
Tax Services	2
Dental Care	2
Financial Assistance - Home Maintenance	2
Family Support Services	1
Substance Abuse Services	1
Blind Services	1
Financial Assistance - Vehicle Expenses	1
Assistive Technology/Equipment	1
Disaster Services	1

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: February 2013

Total Number of Calls: 218

Report Date: 03/03/2013

Heating Assistance	75
Utilities Assistance	18
Housing/Shelter	16
Tax Services	12
Health Care	9
Basic Needs - Food	7
Financial Assistance - Temporary Aid	7
Legal Services	7
Government Agency - DHHS	7
Income Support - SSI/SSDI	6
Mental Health Services	6
Dental Care	6
Education/Training	6
Financial Assistance - Rent	5
Income Support - Unemployment	3
Health Insurance	3
Employment	2
Animal Services	2
Domestic Violence Services	2
Youth Services	2
Law Enforcement Services	2
Substance Abuse Services	2
Assistive Technology/Equipment	2

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2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: February 2013

Total Number of Calls: 554

Report Date: 03/03/2013

Heating Assistance	143
Tax Services	94
Mental Health Services	36
Housing/Shelter	30
Utilities Assistance	21
Basic Needs - Food	17
Transportation	15
Substance Abuse Services	14
Government Agency - DHHS	13
Health Insurance	13
Income Support - SSI/SSDI	13
Financial Assistance - Rent	12
Legal Services	12
Health Care	11
Financial Assistance - Temporary Aid	11
Personal Debt/Money Management	6
Public Safety	6
Law Enforcement Services	5
Dental Care	5
Financial Assistance - Home Maintenance	5
Aging/Elderly Services	5
Consumer Assistance Services	5
Animal Services	5

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2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: February 2013

Total Number of Calls: 55

Report Date: 03/03/2013

Heating Assistance	19
Tax Services	5
Utilities Assistance	5
Elected Officials	4
Government Agency - BMV	3
Financial Assistance - Rent	2
Mental Health Services	2
Substance Abuse Services	2
Public Safety	2
In-Home Assistance	1
Government Agency - Attorney General	1
Legal Services	1
Financial Assistance - Temporary Aid	1
Developmental Disabilities	1
Employment	1
Advocacy	1
Transportation	1
Government Agency - DHHS	1
Volunteering	1
Health Care	1
Health Insurance	1



2-1-1 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: February 2013

Total Number of Calls: 129

Report Date: 03/03/2013

Heating Assistance	43
Tax Services	12
Housing/Shelter	11
Basic Needs - Food	9
Utilities Assistance	7
Financial Assistance - Temporary Aid	6
Health Care	5
Legal Services	4
Transportation	4
Government Agency - DHHS	3
Mental Health Services	3
Dental Care	2
Substance Abuse Services	2
Public Safety	2
Health Insurance	2
Financial Assistance - Rent	2
Aging/Elderly Services	2
Municipal Services	2
Income Support - SSI/SSDI	2
Home Health Care	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: February 2013

Total Number of Calls: 216

Report Date: 03/03/2013

Heating Assistance	62
Utilities Assistance	14
Housing/Shelter	11
Tax Services	11
Legal Services	8
Financial Assistance - Temporary Aid	8
Health Care	8
Law Enforcement Services	7
Mental Health Services	7
Government Agency - DHHS	7
Substance Abuse Services	6
Basic Needs - Food	5
Financial Assistance - Rent	5
Animal Services	5
Public Safety	4
Judicial Services	4
Health Insurance	4
Transportation	3
Medical Diagnosis/Testing	3
Foreclosure Prevention	3
Red Cross	3
Domestic Violence Services	3
Consumer Assistance Services	3

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: February 2013

Total Number of Calls: 110

Report Date: 03/03/2013

Heating Assistance	27
Tax Services	9
Utilities Assistance	9
Health Insurance	8
Housing/Shelter	7
Dental Care	6
Government Agency - DHHS	6
Mental Health Services	5
Basic Needs - Food	4
Law Enforcement Services	3
Financial Assistance - Rent	3
Income Support - SSI/SSDI	2
Substance Abuse Services	2
Domestic Violence Services	2
Energy Audit Information/Services	2
Legal Services	2
Financial Assistance - Temporary Aid	2
Municipal Services	2
Employment	1
Judicial Services	1
Weatherization	1
Financial Assistance - Prescription Assistance	1
Education/Training	1

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2-1-1 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: February 2013

Total Number of Calls: 117

Report Date: 03/03/2013

Heating Assistance	45
Tax Services	14
Housing/Shelter	7
Financial Assistance - Temporary Aid	7
Health Insurance	4
Basic Needs - Food	4
Financial Assistance - Home Maintenance	3
Financial Assistance - Rent	3
Legal Services	3
Municipal Services	3
Health Care	3
Utilities Assistance	3
Aging/Elderly Services	2
Basic Needs - Household Items (non-food)	2
Substance Abuse Services	2
Family Support Services	2
Mental Health Services	2
Advocacy	2
Government Agency - DHHS	2
Salvation Army	1
Law Enforcement Services	1
Furniture	1
Public Health	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: February 2013

Total Number of Calls: 536

Report Date: 03/03/2013

Heating Assistance	57
Tax Services	52
Housing/Shelter	50
Mental Health Services	39
Legal Services	31
Utilities Assistance	28
Health Care	26
Government Agency - DHHS	21
Basic Needs - Food	18
Health Insurance	17
Financial Assistance - Temporary Aid	17
Substance Abuse Services	15
Income Support - SSI/SSDI	14
Financial Assistance - Rent	10
Transportation	10
Law Enforcement Services	9
Domestic Violence Services	9
Municipal Services	8
Dental Care	8
Education/Training	8
Public Safety	8