



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: February 2014

Total Number of Calls: 513

Report Date: 03/07/2014

Heating Assistance	84
Tax Services	62
Basic Needs - Food	41
Housing/Shelter	30
Health Care	29
Mental Health Services	28
Utilities Assistance	24
Health Insurance	19
Consumer Assistance Services	15
Domestic Violence Services	14
Dental Care	13
Legal Services	13
Law Enforcement Services	13
Substance Abuse Services	10
Aging/Elderly Services	10
Financial Assistance - Temporary Aid	10
Income Support - SSI/SSDI	9
Government Agency - DHHS	9
Municipal Services	8
Advocacy	8
Transportation	8
Homeless Services	7



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: February 2014

Total Number of Calls: 177

Report Date: 03-07-2014

Heating Assistance	65
Financial Assistance - Temporary Aid	44
Basic Needs - Food	12
Health Insurance	11
Substance Abuse Services	8
Tax Services	7
Housing/Shelter	7
Health Care	7
Utilities Assistance	6
Mental Health Services	6
Financial Assistance - Home Maintenance	5
Consumer Assistance Services	5
Public Safety	5
Legal Services	4
Transportation	4
Family Support Services	3
Government Agency - OLR	3
Homeless Services	3
Aging/Elderly Services	2
Basic Needs - Clothing	2
Income Support - SSI/SSDI	2
Dental Care	2
Home Health Care	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: February 2014

Total Number of Calls: 1810

Report Date: 03/07/2014

Tax Services	348
Heating Assistance	284
Health Care	121
Mental Health Services	117
Health Insurance	74
Basic Needs - Food	73
Housing/Shelter	72
Substance Abuse Services	65
Utilities Assistance	47
Legal Services	44
Transportation	36
Family Support Services	34
Dental Care	32
Law Enforcement Services	31
Income Support - SSI/SSDI	30
Consumer Assistance Services	29
Government Agency - DHHS	25
Financial Assistance - Temporary Aid	24
Aging/Elderly Services	24
Homeless Services	22



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: February 2014

Total Number of Calls: 93

Report Date: 03/07/2014

Heating Assistance	27
Tax Services	12
Mental Health Services	8
Health Care	5
Basic Needs - Food	4
Utilities Assistance	4
Consumer Assistance Services	2
Government Agency - BMV	2
Basic Needs - Clothing	2
Income Support - SSI/SSDI	2
Education/Training	2
Health Insurance	2
Medical Diagnosis/Testing	2
Animal Services	2
Legal Services	2
Substance Abuse Services	2
Government Agency - DHHS	2
United Way of the Tr-Valley Area	1
Donations	1
Elected Officials	1
Government Agency - OLR	1
Housing/Shelter	1
Public Health	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: February 2014

Total Number of Calls: 150

Report Date: 03/07/2014

Heating Assistance	35
Tax Services	22
Health Care	14
Utilities Assistance	9
Mental Health Services	8
Health Insurance	7
Basic Needs - Food	5
Aging/Elderly Services	5
Family Support Services	4
Housing/Shelter	4
In-Home Assistance	4
Municipal Services	4
Public Safety	3
Income Support - SSI/SSDI	3
Transportation	3
Home Health Care	3
Legal Services	3
Consumer Assistance Services	3
Domestic Violence Services	2
Financial Assistance - Home Maintenance	2
Family Planning	2
Financial Assistance - Rent	2
December 2013 Ice Storm	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: February 2014

Total Number of Calls: 577

Report Date: 03/07/2014

Heating Assistance	144
Tax Services	64
Housing/Shelter	32
Utilities Assistance	30
Health Care	30
Basic Needs - Food	26
Mental Health Services	23
Consumer Assistance Services	22
Legal Services	16
Substance Abuse Services	15
Financial Assistance - Temporary Aid	15
Judicial Services	14
Financial Assistance - Rent	12
Aging/Elderly Services	12
Law Enforcement Services	11
Government Agency - DHHS	11
Health Insurance	11
Income Support - SSI/SSDI	10
Education/Training	9
Courts	7
Transportation	7
Dental Care	7
Financial Assistance - Home Maintenance	7



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: February 2014

Total Number of Calls: 117

Report Date: 03/07/2014

Heating Assistance	35
Tax Services	15
Utilities Assistance	8
Legal Services	8
Financial Assistance - Temporary Aid	6
Housing/Shelter	6
Basic Needs - Food	4
Consumer Assistance Services	4
Mental Health Services	4
Health Insurance	4
Dental Care	3
Substance Abuse Services	3
Environmental Services	3
Hearing Assistance	2
Health Care	2
Domestic Violence Services	2
Financial Assistance - Rent	2
Public Safety	2
Aging/Elderly Services	2
Personal Debt/Money Management	2
Elected Officials	2
Government Agency - BMV	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: February 2014

Total Number of Calls: 142

Report Date: 03/07/2014

Heating Assistance	47
Tax Services	11
Health Insurance	10
Housing/Shelter	7
Transportation	7
Basic Needs - Food	5
Consumer Assistance Services	5
Health Care	5
Public Safety	4
Advocacy	4
Aging/Elderly Services	4
Utilities Assistance	4
Law Enforcement Services	3
Library	3
Elected Officials	3
Income Support - SSI/SSDI	3
Mental Health Services	3
Financial Assistance - Temporary Aid	3
Legal Services	2
Disaster Services	2
Substance Abuse Services	2
Municipal Services	2
Government Agency - DHHS	2



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: February 2014

Total Number of Calls: 225

Report Date: 03/07/2014

Heating Assistance	66
Tax Services	16
Basic Needs - Food	13
Health Insurance	12
Housing/Shelter	12
Legal Services	11
Consumer Assistance Services	10
Utilities Assistance	9
Health Care	8
Dental Care	7
Financial Assistance - Rent	6
Aging/Elderly Services	6
Municipal Services	5
Substance Abuse Services	5
Public Safety	4
Transportation	4
Financial Assistance - Temporary Aid	4
Mental Health Services	4
Advocacy	4
Education/Training	3
Homeless Services	3
Government Agency - Attorney General	3
Library	3



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: February 2014

Total Number of Calls: 685

Report Date: 03/07/2014

Heating Assistance	201
Tax Services	128
Health Care	41
Mental Health Services	33
Basic Needs - Food	27
Health Insurance	22
Substance Abuse Services	22
Utilities Assistance	19
Consumer Assistance Services	19
Legal Services	16
Housing/Shelter	15
Financial Assistance - Rent	14
Financial Assistance - Temporary Aid	13
Aging/Elderly Services	10
Transportation	9
Financial Assistance - Home Maintenance	7
Public Safety	7
Law Enforcement Services	7
Income Support - SSI/SSDI	7
Financial Assistance - Vehicle Expenses	6
Government Agency - DHHS	6
Municipal Services	5



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: February 2014

Total Number of Calls: 55

Report Date: 03/07/2014

Heating Assistance	22
Tax Services	9
Financial Assistance - Home Maintenance	3
Substance Abuse Services	3
Health Insurance	3
Family Support Services	2
Assistive Technology/Equipment	2
Public Safety	2
Utilities Assistance	2
Mental Health Services	1
Domestic Violence Services	1
Income Support - Unemployment	1
Consumer Assistance Services	1
Disease Information	1
Housing/Shelter	1
Basic Needs - Food	1
Health Care	1
Aging/Elderly Services	1
Government Agency - DHHS	1
Parenting Education/Support	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: February 2014

Total Number of Calls: 164

Report Date: 03/07/2014

Heating Assistance	41
Tax Services	15
Health Care	14
Health Insurance	11
Transportation	8
Family Support Services	8
Housing/Shelter	8
Basic Needs - Food	7
Financial Assistance - Temporary Aid	7
Mental Health Services	6
Legal Services	5
Aging/Elderly Services	5
Utilities Assistance	4
Foreclosure Prevention	3
Employment	3
Financial Assistance - Rent	3
Law Enforcement Services	3
Income Support - SSI/SSDI	3
Municipal Services	3
Disaster Services	2
In-Home Assistance	2
Financial Assistance - Home Maintenance	2
Support Group Information	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: February 2014

Total Number of Calls: 275

Report Date: 03/07/2014

Heating Assistance	102
Tax Services	34
Aging/Elderly Services	16
Consumer Assistance Services	15
Health Insurance	15
Health Care	13
Utilities Assistance	11
Legal Services	10
Mental Health Services	8
Housing/Shelter	7
Animal Services	7
Financial Assistance - Home Maintenance	6
Basic Needs - Food	5
Substance Abuse Services	5
Financial Assistance - Rent	5
Municipal Services	4
Financial Assistance - Prescription Assistance	3
Dental Care	3
Public Safety	3
Domestic Violence Services	2
Law Enforcement Services	2
Respite	2
Advocacy	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: February 2014

Total Number of Calls: 145

Report Date: 03/07/2014

Heating Assistance	42
Tax Services	15
Housing/Shelter	11
Health Care	8
Substance Abuse Services	7
Mental Health Services	7
Basic Needs - Food	6
Dental Care	4
Utilities Assistance	4
Health Insurance	4
Family Support Services	3
Corrections	3
Disaster Services	3
Legal Services	3
Financial Assistance - Rent	3
Financial Assistance - Temporary Aid	3
Public Health	2
December 2013 Ice Storm	2
Government Agency - DHHS	2
Support Group Information	2
Consumer Assistance Services	2
Home Health Care	2
Government Agency - OLR	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: February 2014

Total Number of Calls: 138

Report Date: 03/07/2014

Heating Assistance	52
Tax Services	37
Utilities Assistance	7
Financial Assistance - Home Maintenance	5
Aging/Elderly Services	5
Health Insurance	4
Family Support Services	4
Health Care	4
Home Maintenance	3
Substance Abuse Services	3
Dental Care	2
Mental Health Services	2
Legal Services	2
Education/Training	2
Animal Services	2
Consumer Assistance Services	2
Basic Needs - Food	2
Veterans' Services	2
Public Safety	1
Library	1
Salvation Army	1
Public Health	1
Rehabilitation Services	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: February 2014

Total Number of Calls: 565

Report Date: 03/07/2014

Heating Assistance	104
Tax Services	75
Health Care	32
Utilities Assistance	31
Mental Health Services	29
Housing/Shelter	27
Health Insurance	26
Financial Assistance - Temporary Aid	26
Substance Abuse Services	23
Basic Needs - Food	21
Legal Services	20
Consumer Assistance Services	16
Law Enforcement Services	15
Financial Assistance - Rent	13
Aging/Elderly Services	10
Courts	9
Dental Care	9
Government Agency - DHHS	8
Public Safety	8
Domestic Violence Services	8