



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: January 2012

Total Number of Calls: 832

Report Date: 02/07/2012

Heating Assistance	317
Housing/Shelter	47
Tax Services	42
Basic Needs - Food	42
Utilities Assistance	32
Health Care	30
Mental Health Services	25
Transportation	25
Financial Assistance - Temporary Aid	22
Legal Services	22
Financial Assistance - Rent	18
Government Agency - DHHS	15
Aging/Elderly Services	14
Substance Abuse Services	13
Health Insurance	12
Income Support - SSI/SSDI	11
Employment	10
Dental Care	8
Veterans' Services	7
Financial Assistance - Home Maintenance	7
Consumer Assistance Services	7



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: January 2012

Total Number of Calls: 316

Report Date: 02/07/2012

Heating Assistance	162
Basic Needs - Food	18
Health Care	14
Financial Assistance - Temporary Aid	14
Mental Health Services	12
Substance Abuse Services	11
Housing/Shelter	8
Financial Assistance - Prescription Assistance	7
Utilities Assistance	7
Tax Services	7
Health Insurance	5
Education/Training	4
Dental Care	4
Government Agency - DHHS	4
Disaster Services	4
Animal Services	4
Financial Assistance - Rent	4
Income Support - Unemployment	3
Transportation	3
Aging/Elderly Services	3
Financial Assistance - Home Maintenance	3
Government Agency - DOL	3
Employment	3

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: January 2012

Total Number of Calls: 2173

Report Date: 02/07/2012

Heating Assistance	621
Tax Services	182
Mental Health Services	134
Housing/Shelter	113
Basic Needs - Food	94
Health Care	84
Substance Abuse Services	78
Utilities Assistance	71
Financial Assistance - Temporary Aid	64
Legal Services	55
Income Support - SSI/SSDI	44
Financial Assistance - Rent	40
Health Insurance	40
Government Agency - DHHS	38
Transportation	36
Law Enforcement Services	36
Domestic Violence Services	27
Municipal Services	26
Family Support Services	24
Consumer Assistance Services	23



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: January 2012

Total Number of Calls: 166

Report Date: 02/07/2012

Heating Assistance	53
Mental Health Services	9
Housing/Shelter	9
Basic Needs - Food	8
Utilities Assistance	7
Financial Assistance - Temporary Aid	6
Legal Services	5
Health Care	5
Tax Services	4
Law Enforcement Services	4
Youth Services	4
Transportation	4
Consumer Assistance Services	4
Substance Abuse Services	3
Furniture	3
Income Support - Unemployment	3
Veterans' Services	3
Financial Assistance - Prescription Assistance	3
Aging/Elderly Services	3
Income Support - SSI/SSDI	3
Government Agency - DHHS	3



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: January 2012

Total Number of Calls: 164

Report Date: 02/07/2012

Heating Assistance	52
Tax Services	12
Mental Health Services	11
Legal Services	10
Substance Abuse Services	9
Health Care	7
Utilities Assistance	7
Housing/Shelter	7
Financial Assistance - Rent	6
Transportation	4
Basic Needs - Food	4
Public Safety	3
Personal Debt/Money Management	3
Financial Assistance - Temporary Aid	3
Health Insurance	3
Financial Assistance - Home Maintenance	3
Income Support - SSI/SSDI	3
Support Group Information	2
Law Enforcement Services	2
Domestic Violence Services	2
Poison Control	2
Education/Training	2
Judicial Services	2

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: January 2012

Total Number of Calls: 806

Report Date: 02/07/2012

Heating Assistance	331
Housing/Shelter	31
Tax Services	31
Mental Health Services	30
Basic Needs - Food	29
Utilities Assistance	28
Health Care	23
Financial Assistance - Rent	23
Substance Abuse Services	22
Government Agency - DHHS	19
Legal Services	17
Income Support - SSI/SSDI	17
Financial Assistance - Temporary Aid	16
Transportation	14
Health Insurance	14
Judicial Services	11
Dental Care	9
Consumer Assistance Services	8
Municipal Services	8
Domestic Violence Services	8



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: January 2012

Total Number of Calls: 154

Report Date: 02/07/2012

Heating Assistance	51
Housing/Shelter	12
Substance Abuse Services	10
Mental Health Services	9
Government Agency - DHHS	9
Basic Needs - Food	7
Tax Services	6
Health Care	6
Utilities Assistance	6
Dental Care	5
Legal Services	5
Transportation	5
Financial Assistance - Temporary Aid	4
Employment	4
Financial Assistance - Rent	3
Income Support - SSI/SSDI	3
Government Agency - DOL	2
In-Home Assistance	2
Basic Needs - Clothing	2
Public Safety	2
Law Enforcement Services	2
Government Agency - BMV	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: January 2012

Total Number of Calls: 213

Report Date: 02/07/2012

Heating Assistance	103
Basic Needs - Food	14
Financial Assistance - Temporary Aid	13
Housing/Shelter	9
Utilities Assistance	7
Government Agency - DHHS	7
Financial Assistance - Rent	6
Health Care	6
Mental Health Services	5
Substance Abuse Services	5
Legal Services	5
Youth Services	4
Financial Assistance - Home Maintenance	4
Tax Services	3
Home Maintenance	3
Weatherization	3
Dental Care	3
Poison Control	3
Income Support - SSI/SSDI	2
Corrections	2
Personal Debt/Money Management	2
Domestic Violence Services	2
Law Enforcement Services	2

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: January 2012

Total Number of Calls: 418

Report Date: 02/07/2012

Heating Assistance	229
Utilities Assistance	19
Legal Services	17
Basic Needs - Food	16
Tax Services	15
Mental Health Services	12
Housing/Shelter	12
Financial Assistance - Temporary Aid	10
Dental Care	8
Substance Abuse Services	6
Financial Assistance - Home Maintenance	6
Financial Assistance - Rent	6
Transportation	5
Elected Officials	5
Government Agency - DHHS	5
Judicial Services	5
Health Insurance	5
Courts	4
Basic Needs - Household Items (non-food)	3
Financial Assistance - Prescription Assistance	3
Employment	3
Child Care	3
Law Enforcement Services	3

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2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: January 2012

Total Number of Calls: 1015

Report Date: 02/07/2012

Heating Assistance	392
Tax Services	78
Housing/Shelter	72
Mental Health Services	60
Substance Abuse Services	43
Health Care	42
Basic Needs - Food	32
Financial Assistance - Rent	29
Legal Services	25
Utilities Assistance	23
Financial Assistance - Temporary Aid	22
Transportation	18
Public Safety	18
Government Agency - DHHS	18
Health Insurance	16
Animal Services	11
Law Enforcement Services	10
Income Support - SSI/SSDI	10
Domestic Violence Services	10
Consumer Assistance Services	8
Courts	8



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: January 2012

Total Number of Calls: 92

Report Date: 02/07/2012

Heating Assistance	43
Tax Services	7
Substance Abuse Services	6
Utilities Assistance	6
Mental Health Services	5
Housing/Shelter	3
Basic Needs - Household Items (non-food)	2
Legal Services	2
Government Agency - BMV	2
Income Support - SSI/SSDI	1
Financial Assistance - Prescription Assistance	1
Financial Assistance - Vehicle Expenses	1
Financial Assistance - Home Maintenance	1
Foreclosure Prevention	1
Eye Care	1
Basic Needs - Food	1
Financial Assistance - Business Development	1
Transportation	1
Parenting Education/Support	1
Elected Officials	1
Weatherization	1
Financial Assistance - Mortgage	1
Employment	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: January 2012

Total Number of Calls: 301

Report Date: 02/07/2012

Heating Assistance	113
Housing/Shelter	19
Utilities Assistance	18
Financial Assistance - Temporary Aid	16
Basic Needs - Food	13
Mental Health Services	12
Transportation	10
Tax Services	10
Financial Assistance - Rent	9
Health Insurance	8
Legal Services	8
Dental Care	7
Health Care	6
Substance Abuse Services	6
Government Agency - DHHS	5
Advocacy	5
Employment	4
Municipal Services	4
Courts	4
Youth Services	4
Aging/Elderly Services	3
Law Enforcement Services	3
Income Support - SSI/SSDI	3

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2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: January 2012

Total Number of Calls: 442

Report Date: 02/07/2012

Heating Assistance	236
Tax Services	17
Financial Assistance - Temporary Aid	17
Mental Health Services	16
Utilities Assistance	16
Housing/Shelter	13
Basic Needs - Food	12
Health Care	10
Public Safety	9
Legal Services	9
Substance Abuse Services	8
Financial Assistance - Rent	8
Financial Assistance - Home Maintenance	7
Dental Care	7
Government Agency - DHHS	7
Law Enforcement Services	5
Transportation	4
Weatherization	4
Animal Services	4
Personal Debt/Money Management	4
Advocacy	3
Health Insurance	3
Foreclosure Prevention	3

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: January 2012

Total Number of Calls: 193

Report Date: 02/07/2012

Heating Assistance	90
Tax Services	14
Legal Services	10
Substance Abuse Services	7
Mental Health Services	5
Aging/Elderly Services	5
Health Care	5
Utilities Assistance	5
Housing/Shelter	5
Personal Debt/Money Management	4
Domestic Violence Services	4
Financial Assistance - Home Maintenance	4
Government Agency - DHHS	4
Public Safety	3
Dental Care	3
Disease Information	3
Judicial Services	3
Animal Services	3
Basic Needs - Food	2
Health Insurance	2
Financial Assistance - Rent	2
Family Planning	2
Transportation	2

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2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: January 2012

Total Number of Calls: 160

Report Date: 02/07/2012

Heating Assistance	82
Substance Abuse Services	12
Tax Services	10
Housing/Shelter	9
Mental Health Services	9
Health Care	6
Utilities Assistance	5
Financial Assistance - Temporary Aid	5
Financial Assistance - Rent	4
Basic Needs - Food	4
Courts	3
Transportation	3
Employment	2
Public Safety	2
Domestic Violence Services	2
Education/Training	2
Financial Assistance - Vehicle Expenses	2
Aging/Elderly Services	1
Personal Debt/Money Management	1
Deaf Services	1
Basic Needs - Clothing	1
Building Materials	1
Home Health Care	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: January 2012

Total Number of Calls: 834

Report Date: 02/07/2012

Heating Assistance	313
Housing/Shelter	47
Mental Health Services	45
Basic Needs - Food	43
Tax Services	37
Health Care	27
Legal Services	27
Utilities Assistance	22
Transportation	20
Financial Assistance - Temporary Aid	19
Financial Assistance - Rent	18
Dental Care	18
Government Agency - DHHS	16
Consumer Assistance Services	14
Substance Abuse Services	13
Health Insurance	13
Municipal Services	11
Domestic Violence Services	10
Education/Training	10
Law Enforcement Services	10
Financial Assistance - Home Maintenance	10