



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: January 2014

Total Number of Calls: 687

Report Date: 02/06/2014

Heating Assistance	231
Basic Needs - Food	43
Tax Services	39
Health Care	39
Utilities Assistance	34
Mental Health Services	22
Municipal Services	20
Financial Assistance - Temporary Aid	20
Consumer Assistance Services	20
Housing/Shelter	20
Legal Services	17
December 2013 Ice Storm	17
Financial Assistance - Rent	15
Substance Abuse Services	15
Education/Training	14
Health Insurance	14
Law Enforcement Services	13
Transportation	12
Income Support - SSI/SSDI	12
Government Agency - DHHS	12



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: January 2014

Total Number of Calls: 251

Report Date: 02/06/2014

Heating Assistance	151
Financial Assistance - Temporary Aid	80
Basic Needs - Food	17
Consumer Assistance Services	14
Housing/Shelter	6
Tax Services	6
Family Support Services	6
Health Care	6
Transportation	5
Health Insurance	5
Legal Services	5
Furniture	5
Utilities Assistance	4
Substance Abuse Services	4
Mental Health Services	4
Dental Care	4
Financial Assistance - Home Maintenance	3
Public Safety	3
Education/Training	2
Financial Assistance - Prescription Assistance	2
Aging/Elderly Services	2
Financial Assistance - Rent	2
Government Agency - DOL	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: January 2014

Total Number of Calls: 2081

Report Date: 02/06/2014

Heating Assistance	632
Tax Services	156
Health Care	127
Housing/Shelter	102
Mental Health Services	101
Basic Needs - Food	101
Substance Abuse Services	79
Health Insurance	62
Legal Services	52
Consumer Assistance Services	51
Utilities Assistance	48
Income Support - SSI/SSDI	35
Financial Assistance - Temporary Aid	35
Law Enforcement Services	32
Homeless Services	31
Dental Care	28
Government Agency - DHHS	27
Family Support Services	26
Education/Training	26
Transportation	25
Financial Assistance - Rent	25
Aging/Elderly Services	25
Financial Assistance - Home Maintenance	22



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: January 2014

Total Number of Calls: 95

Report Date: 02/06/2014

Heating Assistance	45
Consumer Assistance Services	7
Mental Health Services	6
Housing/Shelter	4
Transportation	4
Health Care	4
Utilities Assistance	4
Legal Services	3
Health Insurance	3
Tax Services	3
Basic Needs - Food	3
Municipal Services	2
Financial Assistance - Home Maintenance	2
Dental Care	2
Education/Training	1
Substance Abuse Services	1
Pharmacy	1
Assistive Technology/Equipment	1
Employment	1
Homeless Services	1
Financial Assistance - Rent	1
Family Support Services	1
Public Safety	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: January 2014

Total Number of Calls: 250

Report Date: 02/06/2014

December 2013 Ice Storm	73
Heating Assistance	67
Housing/Shelter	12
Health Care	12
Tax Services	10
Utilities Assistance	9
Consumer Assistance Services	8
Aging/Elderly Services	8
Legal Services	6
Health Insurance	6
Basic Needs - Food	5
Government Agency - DHHS	5
Mental Health Services	4
Financial Assistance - Rent	3
Financial Assistance - Home Maintenance	3
Veterans' Services	3
Public Safety	2
Domestic Violence Services	2
United Way of Eastern Maine	2
Grief Support	2
Financial Assistance - Temporary Aid	2
Home Maintenance	2

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: January 2014

Total Number of Calls: 795

Report Date: 02/06/2014

Heating Assistance	286
December 2013 Ice Storm	72
Health Care	38
Tax Services	37
Mental Health Services	28
Basic Needs - Food	27
Housing/Shelter	25
Consumer Assistance Services	25
Health Insurance	23
Utilities Assistance	18
Substance Abuse Services	16
Financial Assistance - Temporary Aid	15
Legal Services	14
Transportation	12
Aging/Elderly Services	12
Income Support - SSI/SSDI	12
Financial Assistance - Home Maintenance	11
Judicial Services	10
Law Enforcement Services	9
Municipal Services	9
Courts	9



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: January 2014

Total Number of Calls: 158

Report Date: 02/06/2014

Heating Assistance	57
Housing/Shelter	13
December 2013 Ice Storm	12
Basic Needs - Food	10
Health Care	10
Financial Assistance - Rent	8
Health Insurance	6
Judicial Services	4
Tax Services	4
Legal Services	4
Dental Care	4
Government Agency - DHHS	4
Income Support - SSI/SSDI	4
Aging/Elderly Services	3
Animal Services	3
Foreclosure Prevention	3
Substance Abuse Services	2
Transportation	2
Financial Assistance - Temporary Aid	2
Veterans' Services	2
Public Safety	2
Mental Health Services	2
Homeless Services	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: January 2014

Total Number of Calls: 231

Report Date: 02/06/2014

Heating Assistance	104
December 2013 Ice Storm	17
Health Insurance	12
Health Care	11
Utilities Assistance	10
Financial Assistance - Temporary Aid	9
Housing/Shelter	8
Mental Health Services	8
Law Enforcement Services	6
Tax Services	5
Family Support Services	5
Substance Abuse Services	5
Aging/Elderly Services	5
Financial Assistance - Home Maintenance	5
Consumer Assistance Services	5
Home Maintenance	4
Financial Assistance - Rent	4
Basic Needs - Food	4
Government Agency - DHHS	4
In-Home Assistance	3
Fire/Ambulance Services (Non-emergency)	3
Legal Services	3
Government Agency - BMV	3



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: January 2014

Total Number of Calls: 352

Report Date: 02/06/2014

Heating Assistance	168
Housing/Shelter	16
Health Care	15
Legal Services	14
Mental Health Services	13
Consumer Assistance Services	11
Basic Needs - Food	11
Utilities Assistance	11
Health Insurance	10
Financial Assistance - Temporary Aid	8
Tax Services	7
Financial Assistance - Rent	5
Substance Abuse Services	5
Financial Assistance - Home Maintenance	5
Veterans' Services	5
Aging/Elderly Services	4
Dental Care	4
Courts	4
Transportation	3
Domestic Violence Services	3
December 2013 Ice Storm	3
Income Support - SSI/SSDI	3
Government Agency - DOL	3



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: January 2014

Total Number of Calls: 970

Report Date: 02/06/2014

Heating Assistance	435
December 2013 Ice Storm	59
Tax Services	44
Consumer Assistance Services	38
Health Care	37
Mental Health Services	33
Health Insurance	33
Basic Needs - Food	30
Substance Abuse Services	24
Law Enforcement Services	23
Utilities Assistance	23
Housing/Shelter	22
Legal Services	21
Income Support - SSI/SSDI	19
Financial Assistance - Rent	18
Financial Assistance - Temporary Aid	17
Financial Assistance - Home Maintenance	17
Aging/Elderly Services	16
Transportation	14
Government Agency - DHHS	9



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: January 2014

Total Number of Calls: 91

Report Date: 02/06/2014

Heating Assistance	55
December 2013 Ice Storm	6
Consumer Assistance Services	5
Health Insurance	3
Advocacy	3
Tax Services	2
Government Agency - DHHS	2
Financial Assistance - Rent	2
Animal Services	2
Elected Officials	1
In-Home Assistance	1
Dental Care	1
Fire/Ambulance Services (Non-emergency)	1
Legal Services	1
Government Agency - BMV	1
Utilities Assistance	1
Financial Assistance - Home Maintenance	1
Income Support - SSI/SSDI	1
Veterans' Services	1
Law Enforcement Services	1
Basic Needs - Household Items (Non-food)	1
Recreational Programs	1
Developmental Disabilities	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: January 2014

Total Number of Calls: 229

Report Date: 02/06/2014

Heating Assistance	103
Basic Needs - Food	15
Housing/Shelter	12
Utilities Assistance	10
December 2013 Ice Storm	9
Tax Services	9
Family Support Services	7
Health Care	7
Transportation	6
Financial Assistance - Rent	5
Health Insurance	5
Public Safety	4
Education/Training	4
Substance Abuse Services	4
Financial Assistance - Home Maintenance	4
Government Agency - DHHS	4
Consumer Assistance Services	4
Financial Assistance - Temporary Aid	3
Veterans' Services	3
Child Abuse/Neglect	3
Law Enforcement Services	3
Volunteering	3
Mental Health Services	3



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: January 2014

Total Number of Calls: 380

Report Date: 02/06/2014

Heating Assistance	198
Consumer Assistance Services	20
Utilities Assistance	16
Tax Services	15
December 2013 Ice Storm	14
Mental Health Services	14
Health Care	11
Basic Needs - Food	9
Substance Abuse Services	8
Housing/Shelter	8
Financial Assistance - Temporary Aid	7
Health Insurance	7
Government Agency - DHHS	7
Financial Assistance - Prescription Assistance	6
Financial Assistance - Home Maintenance	6
Financial Assistance - Rent	6
Public Safety	5
Aging/Elderly Services	5
Transportation	4
Child Abuse/Neglect	4
Legal Services	4
Judicial Services	4



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: January 2014

Total Number of Calls: 258

Report Date: 02/06/2014

Heating Assistance	93
December 2013 Ice Storm	78
Utilities Assistance	16
Tax Services	8
Mental Health Services	5
Consumer Assistance Services	5
Disaster Services	5
Basic Needs - Food	5
Legal Services	4
Health Care	4
Aging/Elderly Services	3
Financial Assistance - Rent	3
Vocational Rehabilitation	2
Animal Services	2
Substance Abuse Services	2
Financial Assistance - Home Maintenance	2
Transportation	2
Financial Assistance - Temporary Aid	2
Dental Care	2
Basic Needs - Clothing	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: January 2014

Total Number of Calls: 269

Report Date: 02/06/2014

Heating Assistance	152
December 2013 Ice Storm	30
Consumer Assistance Services	14
Tax Services	11
Financial Assistance - Home Maintenance	8
Health Care	7
Aging/Elderly Services	5
Law Enforcement Services	4
Substance Abuse Services	4
Health Insurance	4
Basic Needs - Food	4
Eye Care	3
Utilities Assistance	3
Transportation	3
Financial Assistance - Rent	3
Advocacy	3
Housing/Shelter	3
In-Home Assistance	2
Income Support - SSI/SSDI	2
Animal Services	2
Financial Assistance - Vehicle Expenses	2
Financial Assistance - Temporary Aid	2
Family Support Services	2



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: January 2014

Total Number of Calls: 715

Report Date: 02/06/2014

Heating Assistance	276
Tax Services	38
Utilities Assistance	33
Mental Health Services	32
Health Care	29
Basic Needs - Food	27
Health Insurance	25
Substance Abuse Services	23
Legal Services	22
Housing/Shelter	17
Law Enforcement Services	14
Consumer Assistance Services	14
Domestic Violence Services	12
Financial Assistance - Rent	12
Government Agency - DHHS	12
Financial Assistance - Temporary Aid	10
Financial Assistance - Prescription Assistance	9
Aging/Elderly Services	9
Income Support - SSI/SSDI	9
Education/Training	8
Advocacy	8
Transportation	8
Municipal Services	8