



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: July 2012

Total Number of Calls: 600

Report Date: 08/13/2012

Utilities Assistance	101
Basic Needs - Food	53
Housing/Shelter	41
Mental Health Services	39
Health Care	29
Legal Services	26
Law Enforcement Services	22
Municipal Services	19
Dental Care	18
Financial Assistance - Temporary Aid	16
Income Support - SSI/SSDI	14
Financial Assistance - Rent	13
Education/Training	12
Aging/Elderly Services	12
Substance Abuse Services	12
Transportation	12
Poison Control	11
Government Agency - DHHS	11
Financial Assistance - Prescription Assistance	10
Courts	9
Consumer Assistance Services	9
Domestic Violence Services	9



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: July 2012

Total Number of Calls: 127

Report Date: 08/13/2012

Housing/Shelter	13
Basic Needs - Food	11
Utilities Assistance	10
Financial Assistance - Temporary Aid	9
Dental Care	9
Substance Abuse Services	7
Municipal Services	6
Mental Health Services	5
Health Insurance	5
Financial Assistance - Prescription Assistance	5
Financial Assistance - Rent	5
Income Support - SSI/SSDI	4
Transportation	4
Health Care	4
Advocacy	3
Assisted Living/Nursing Homes	3
Heating Assistance	2
Poison Control	2
Domestic Violence Services	2
General Information Call	2
Volunteering	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: July 2012

Total Number of Calls: 1481

Report Date: 08/13/2012

Housing/Shelter	167
Mental Health Services	124
Utilities Assistance	95
Health Care	90
Basic Needs - Food	88
Substance Abuse Services	71
Legal Services	58
Law Enforcement Services	53
Financial Assistance - Temporary Aid	41
Government Agency - DHHS	41
Transportation	40
Financial Assistance - Rent	35
Health Insurance	32
Municipal Services	29
Dental Care	28
Income Support - SSI/SSDI	26
Homeless Services	26
Heating Assistance	24
Domestic Violence Services	23
Advocacy	22



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: July 2012

Total Number of Calls: 74

Report Date: 08/13/2012

Utilities Assistance	16
Mental Health Services	8
Substance Abuse Services	3
Health Insurance	3
Veterans' Services	3
Public Health	2
Family Planning	2
Transportation	2
Basic Needs - Food	2
Municipal Services	2
Education/Training	2
Financial Assistance - Prescription Assistance	2
Income Support - SSI/SSDI	2
Government Agency - BMV	2
Law Enforcement Services	2
Housing/Shelter	2
Government Agency - DHHS	2
Aging/Elderly Services	1
Health Care	1
Dental Care	1
Financial Assistance - Rent	1
Basic Needs - Clothing	1
Financial Assistance - Mortgage	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: July 2012

Total Number of Calls: 98

Report Date: 08/13/2012

Housing/Shelter	12
Mental Health Services	9
Health Care	8
Legal Services	7
Utilities Assistance	6
Financial Assistance - Temporary Aid	5
Law Enforcement Services	4
Basic Needs - Food	4
Health Insurance	4
Animal Services	4
Government Agency - DHHS	4
Substance Abuse Services	3
Income Support - SSI/SSDI	3
Elected Officials	3
Assistive Technology/Equipment	3
Financial Assistance - Home Maintenance	2
Public Health	2
Home Maintenance	2
Financial Assistance - Rent	2
Courts	2
Financial Assistance - Vehicle Expenses	2
Government Agency - BMV	2
Domestic Violence Services	2

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: July 2012

Total Number of Calls: 551

Report Date: 08/13/2012

Utilities Assistance	72
Housing/Shelter	48
Mental Health Services	35
Income Support - SSI/SSDI	26
Basic Needs - Food	24
Judicial Services	21
Substance Abuse Services	21
Health Insurance	21
Health Care	21
Financial Assistance - Rent	17
Government Agency - DHHS	17
Financial Assistance - Temporary Aid	16
Dental Care	16
Government Agency - BMV	15
Law Enforcement Services	11
Legal Services	10
Courts	10
Heating Assistance	10
Public Health	8
Municipal Services	8
Aging/Elderly Services	8
Transportation	8
Advocacy	8

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2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: July 2012

Total Number of Calls: 94

Report Date: 08/13/2012

Utilities Assistance	8
Dental Care	8
Legal Services	7
Housing/Shelter	7
Government Agency - DHHS	4
Basic Needs - Food	3
Financial Assistance - Rent	3
Mental Health Services	3
Domestic Violence Services	3
Public Health	3
Elected Officials	2
Aging/Elderly Services	2
Gambling	2
Substance Abuse Services	2
Poison Control	2
Transportation	2
Public Safety	2
Animal Services	2
Support Group Information	2
Income Support - SSI/SSDI	2
Child Care	2
In-Home Assistance	2
Heating Assistance	2

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: July 2012

Total Number of Calls: 124

Report Date: 08/13/2012

Utilities Assistance	23
Housing/Shelter	11
Legal Services	8
Basic Needs - Food	7
Health Care	7
Mental Health Services	5
Financial Assistance - Temporary Aid	5
Education/Training	4
Consumer Assistance Services	4
Substance Abuse Services	4
Transportation	4
Basic Needs - Household Items (non-food)	3
Public Safety	3
Municipal Services	3
Financial Assistance - Prescription Assistance	3
Government Agency - OLR	3
Financial Assistance - Rent	3
Health Insurance	3
Heating Assistance	3
Financial Assistance - Home Maintenance	2
Animal Services	2
Poison Control	2
Public Health	2

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: July 2012

Total Number of Calls: 165

Report Date: 08/13/2012

Utilities Assistance	26
Basic Needs - Food	13
Housing/Shelter	12
Legal Services	12
Mental Health Services	9
Substance Abuse Services	9
Financial Assistance - Temporary Aid	8
Dental Care	5
Law Enforcement Services	5
Health Care	5
Heating Assistance	5
Government Agency - DHHS	5
Judicial Services	4
Public Safety	3
Veterans' Services	3
Education/Training	3
Consumer Assistance Services	3
Financial Assistance - Rent	3
Recreational Programs	3
Furniture	3
Health Insurance	3
Income Support - SSI/SSDI	3



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: July 2012

Total Number of Calls: 503

Report Date: 08/13/2012

Housing/Shelter	62
Mental Health Services	46
Utilities Assistance	35
Substance Abuse Services	33
Basic Needs - Food	28
Health Care	25
Transportation	18
Legal Services	18
Income Support - SSI/SSDI	16
Domestic Violence Services	15
Financial Assistance - Temporary Aid	15
Financial Assistance - Rent	12
Government Agency - DHHS	11
Courts	10
Dental Care	9
Corrections	9
Law Enforcement Services	7
Public Health	7
Municipal Services	7
Aging/Elderly Services	7
Health Insurance	7
Child Abuse/Neglect	7



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: July 2012

Total Number of Calls: 50

Report Date: 08/13/2012

Utilities Assistance	11
Health Care	4
Legal Services	4
Substance Abuse Services	4
Basic Needs - Food	3
Government Agency - DHHS	3
Housing/Shelter	3
Health Insurance	2
Assisted Living/Nursing Homes	2
Mental Health Services	2
Advocacy	2
Eye Care	1
Aging/Elderly Services	1
Basic Needs - Clothing	1
Employment	1
Domestic Violence Services	1
Income Support - SSI/SSDI	1
Education/Training	1
Public Safety	1
Adult Protective Services	1
Foreclosure Prevention	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: July 2012

Total Number of Calls: 121

Report Date: 08/13/2012

Utilities Assistance	21
Housing/Shelter	13
Substance Abuse Services	8
Basic Needs - Food	7
Mental Health Services	6
Heating Assistance	6
Law Enforcement Services	6
Government Agency - DHHS	6
Municipal Services	5
Legal Services	5
Health Care	4
Transportation	4
Financial Assistance - Rent	3
Child Abuse/Neglect	3
Advocacy	3
Financial Assistance - Temporary Aid	3
Public Safety	3
Financial Assistance - Home Maintenance	2
Financial Assistance - Prescription Assistance	2
Youth Services	2
Elected Officials	2
Government Agency - BMV	2
Assistive Technology/Equipment	2

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2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: July 2012

Total Number of Calls: 191

Report Date: 08/13/2012

Utilities Assistance	39
Housing/Shelter	14
Basic Needs - Food	11
Law Enforcement Services	9
Substance Abuse Services	8
Dental Care	8
Health Care	8
Mental Health Services	7
Transportation	7
Financial Assistance - Prescription Assistance	6
Public Safety	5
Legal Services	5
Animal Services	5
Financial Assistance - Temporary Aid	4
Basic Needs - Clothing	3
Government Agency - DHHS	3
Elected Officials	3
Heating Assistance	3
Income Support - SSI/SSDI	3
Judicial Services	3
Government Agency - BMV	3



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: July 2012

Total Number of Calls: 128

Report Date: 08/13/2012

Utilities Assistance	23
Basic Needs - Food	10
Health Insurance	10
Housing/Shelter	9
Mental Health Services	8
Health Care	7
Substance Abuse Services	6
Legal Services	5
Law Enforcement Services	4
Heating Assistance	4
Judicial Services	3
Employment	3
Financial Assistance - Rent	3
Family Support Services	3
Advocacy	3
Public Health	2
Income Support - SSI/SSDI	2
Consumer Assistance Services	2
Financial Assistance - Home Maintenance	2
Education/Training	2
Financial Assistance - Prescription Assistance	2
Financial Assistance - Temporary Aid	2
Basic Needs - Clothing	2

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2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: July 2012

Total Number of Calls: 55

Report Date: 08/13/2012

Health Care	5
Housing/Shelter	5
Financial Assistance - Temporary Aid	5
Law Enforcement Services	4
Utilities Assistance	4
Mental Health Services	3
Basic Needs - Food	3
Income Support - SSI/SSDI	2
Home Maintenance	2
Judicial Services	2
Health Insurance	2
Legal Services	2
Financial Assistance - Home Maintenance	1
Employment	1
Financial Assistance - Rent	1
Financial Assistance - Education	1
Government Agency - DHHS	1
Financial Assistance - Transportation	1
Income Support - Unemployment	1
Financial Assistance - Mortgage	1
Substance Abuse Services	1
Disaster Services	1
Foreclosure Prevention	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: July 2012

Total Number of Calls: 500

Report Date: 08/13/2012

Housing/Shelter	60
Utilities Assistance	49
Mental Health Services	31
Legal Services	27
Financial Assistance - Temporary Aid	26
Health Care	24
Basic Needs - Food	23
Substance Abuse Services	20
Law Enforcement Services	19
Courts	14
Transportation	14
Government Agency - DHHS	13
Financial Assistance - Rent	12
Income Support - SSI/SSDI	12
Dental Care	10
Basic Needs - Household Items (non-food)	10
Municipal Services	10
Employment	10
Health Insurance	9
Business Information	9