



2-1-1 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period: July 2014

Total Number of Calls: 571

Report Date: 08/05/2014

Utilities Assistance	80
Basic Needs - Food	53
Mental Health Services	46
Housing/Shelter	43
Health Care	38
Legal Services	22
Financial Assistance - Rent	22
Law Enforcement Services	20
Education/Training	15
Consumer Assistance Services	15
Government Agency - DHHS	13
Municipal Services	13
Substance Abuse Services	13
Family Support Services	12
Financial Assistance - Temporary Aid	12
Courts	11
Dental Care	10
Aging/Elderly Services	10
Domestic Violence Services	9
Health Insurance	9
Transportation	9
Public Safety	8



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: July 2014

Total Number of Calls: 83

Report Date: 08/05/2014

Basic Needs - Food	14
Utilities Assistance	8
Financial Assistance - Temporary Aid	8
Health Care	5
Home Health Care	4
Financial Assistance - Rent	4
Transportation	4
Mental Health Services	3
Homeless Services	3
Government Agency - DHHS	3
Disease Information	3
Legal Services	3
Family Support Services	3
Financial Assistance - Home Maintenance	3
Substance Abuse Services	3
Employment	2
Housing/Shelter	2
Consumer Assistance Services	2
Financial Assistance - Prescription Assistance	2
In-Home Assistance	2
Support Group Information	2
Law Enforcement Services	2
Environmental Services	1



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: July 2014

Total Number of Calls: 1497

Report Date: 08/05/2014

Mental Health Services	147
Health Care	145
Housing/Shelter	118
Utilities Assistance	107
Basic Needs - Food	103
Substance Abuse Services	81
Legal Services	65
Government Agency - DHHS	53
Law Enforcement Services	51
Financial Assistance - Rent	35
Income Support - SSI/SSDI	33
Consumer Assistance Services	32
Transportation	31
Homeless Services	27
Health Insurance	26
Financial Assistance - Temporary Aid	24
Domestic Violence Services	24
Dental Care	22
Municipal Services	22
Courts	22
Advocacy	22
Corrections	20



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: July 2014

Total Number of Calls: 80

Report Date: 08/05/2014

Utilities Assistance	19
Basic Needs - Food	6
Homeless Services	5
Consumer Assistance Services	5
Housing/Shelter	4
Mental Health Services	3
Basic Needs - Clothing	3
Health Care	3
Financial Assistance - Rent	3
Adult Protective Services	2
Legal Services	2
Courts	2
Government Agency - DHHS	2
Financial Assistance - Security Deposit	2
DHHS SNAP Questions	2
Financial Assistance - Prescription Assistance	2
Government Agency - BMV	2
Municipal Services	1
Law Enforcement Services	1
United Way of the Tri-Valley Area	1
Foreclosure Prevention	1
Mediation Services	1
Developmental Disabilities	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: July 2014

Total Number of Calls: 68

Report Date: 08/05/2014

Mental Health Services	9
Health Care	9
Substance Abuse Services	8
Housing/Shelter	7
Basic Needs - Food	7
Law Enforcement Services	5
Financial Assistance - Temporary Aid	3
Utilities Assistance	3
Courts	3
Health Insurance	3
Financial Assistance - Rent	2
Income Support - SSI/SSDI	2
Domestic Violence Services	2
Environmental Services	2
Legal Services	2
Government Agency - DHHS	2
Assistive Technology/Equipment	1
Recreational Programs	1
Public Health	1
Elected Officials	1
Basic Needs - Clothing	1
Municipal Services	1

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: July 2014

Total Number of Calls: 495

Report Date: 08/05/2014

Utilities Assistance	73
Health Care	40
Mental Health Services	39
Basic Needs - Food	30
Housing/Shelter	27
Financial Assistance - Rent	20
Substance Abuse Services	20
Consumer Assistance Services	17
Judicial Services	15
Transportation	15
Legal Services	14
Courts	12
Law Enforcement Services	11
Income Support - SSI/SSDI	11
Basic Needs - Household Items (Non-food)	11
Government Agency - DHHS	10
Heating Assistance	9
Municipal Services	8
Education/Training	8
Dental Care	8
Financial Assistance - Temporary Aid	8
Pharmacy	7



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: July 2014

Total Number of Calls: 83

Report Date: 08/05/2014

Housing/Shelter	14
Health Care	9
Utilities Assistance	9
Substance Abuse Services	6
Basic Needs - Food	5
Legal Services	4
Law Enforcement Services	4
In-Home Assistance	3
Financial Assistance - Rent	3
Aging/Elderly Services	3
Income Support - SSI/SSDI	3
Health Insurance	3
Financial Assistance - Temporary Aid	3
Child Abuse/Neglect	2
Mental Health Services	2
Dental Care	2
Government Agency - DHHS	2
Animal Services	2
Basic Needs - Household Items (Non-food)	2
Family Support Services	1
Child Care	1
Public Safety	1
Financial Assistance - Security Deposit	1

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: July 2014

Total Number of Calls: 104

Report Date: 08/05/2014

Utilities Assistance	21
Mental Health Services	7
Health Care	7
Housing/Shelter	6
Heating Assistance	6
Substance Abuse Services	5
Aging/Elderly Services	5
Public Safety	4
Transportation	4
Consumer Assistance Services	3
Financial Assistance - Home Maintenance	3
Family Support Services	3
Financial Assistance - Rent	3
Tax Services	3
Basic Needs - Food	3
Advocacy	2
Home Maintenance	2
Financial Assistance - Mortgage	2
Foreclosure Prevention	2
Poison Control	2
Weatherization	2
Veterans' Services	2
School Supplies/Materials	1

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2-1-1 Maine: Top 20 Call Categories


Oxford County

Reporting Period: July 2014

Total Number of Calls: 173

Report Date: 08/05/2014

Utilities Assistance	29
Housing/Shelter	17
Basic Needs - Food	13
Health Care	11
Legal Services	10
Consumer Assistance Services	9
Mental Health Services	8
Education/Training	7
Law Enforcement Services	6
Domestic Violence Services	6
Substance Abuse Services	5
Transportation	5
Health Insurance	4
Advocacy	4
Financial Assistance - Home Maintenance	4
Public Safety	4
Child Abuse/Neglect	3
Municipal Services	3
Aging/Elderly Services	3
Employment	3
Support Group Information	3
Financial Assistance - Rent	3
Government Agency - DHHS	3

	<p>2-1-1 Maine: Top 20 Call Categories Penobscot County Reporting Period: July 2014 Total Number of Calls: 433</p>
<p>Report Date: 08/05/2014</p>	

Utilities Assistance	45
Housing/Shelter	42
Mental Health Services	40
Health Care	38
Basic Needs - Food	36
Consumer Assistance Services	23
Substance Abuse Services	16
Aging/Elderly Services	13
Law Enforcement Services	13
Transportation	13
Legal Services	11
Advocacy	11
Heating Assistance	10
Government Agency - DHHS	10
Health Insurance	9
Public Safety	9
Financial Assistance - Rent	9
Employment	7
Income Support - SSI/SSDI	7
Financial Assistance - Home Maintenance	6
Financial Assistance - Temporary Aid	6
Family Support Services	6
Government Agency - BMV	6



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: July 2014

Total Number of Calls: 28

Report Date: 08/05/2014

Mental Health Services	6
Health Care	3
Consumer Assistance Services	3
Utilities Assistance	3
Substance Abuse Services	2
Advocacy	2
Municipal Services	1
Heating Assistance	1
Basic Needs - Food	1
Employment	1
Medical Equipment	1
Family Support Services	1
Elected Officials	1
Financial Assistance - Prescription Assistance	1
Health Insurance	1
Financial Assistance - Rent	1
Income Support - SSI/SSDI	1
Basic Needs - Clothing	1
Child Abuse/Neglect	1
Aging/Elderly Services	1
Government Agency - Attorney General	1
Government Agency - DHHS	1
Gambling	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: July 2014

Total Number of Calls: 109

Report Date: 08/05/2014

Utilities Assistance	21
Basic Needs - Food	10
Health Care	9
Law Enforcement Services	6
Legal Services	6
Housing/Shelter	6
Substance Abuse Services	4
Financial Assistance - Temporary Aid	4
Consumer Assistance Services	4
Judicial Services	4
Transportation	4
Mental Health Services	3
Income Support - SSI/SSDI	3
Public Safety	3
Aging/Elderly Services	3
Financial Assistance - Rent	3
Education/Training	3
Health Insurance	3
Government Agency - DHHS	3
Municipal Services	2
Employment	2
Family Support Services	2
DHHS SNAP Questions	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: July 2014

Total Number of Calls: 162

Report Date: 08/05/2014

Utilities Assistance	30
Health Care	21
Mental Health Services	12
Basic Needs - Food	11
Housing/Shelter	8
Consumer Assistance Services	6
Substance Abuse Services	6
Law Enforcement Services	5
Government Agency - DHHS	5
Public Safety	4
Fire/Ambulance Services (Non-emergency)	4
Municipal Services	4
Basic Needs - Clothing	4
Health Insurance	4
Income Support - SSI/SSDI	4
Poison Control	3
Financial Assistance - Home Maintenance	3
In-Home Assistance	3
Financial Assistance - Temporary Aid	3
Government Agency - OLR	3
Advocacy	3
Assisted Living/Nursing Homes	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: July 2014

Total Number of Calls: 96

Report Date: 08/05/2014

Utilities Assistance	21
Mental Health Services	10
Health Care	10
Housing/Shelter	8
Basic Needs - Food	8
Legal Services	7
Law Enforcement Services	4
Substance Abuse Services	4
Aging/Elderly Services	2
Developmental Disabilities	2
Transportation	2
Courts	2
Financial Assistance - Security Deposit	2
Financial Assistance - Temporary Aid	2
Vocational Rehabilitation	2
Public Safety	1
Mediation Services	1
Disaster Services	1
Government Agency - DHHS	1
Financial Assistance - Home Maintenance	1
Volunteering	1
Financial Assistance - Rent	1
Animal Services	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: July 2014

Total Number of Calls: 64

Report Date: 08/05/2014

Housing/Shelter	6
Health Care	6
Mental Health Services	5
Financial Assistance - Home Maintenance	5
Utilities Assistance	5
Family Support Services	4
Law Enforcement Services	3
Substance Abuse Services	3
Aging/Elderly Services	3
Disaster Services	2
Public Safety	2
DHHS SNAP Questions	2
Heating Assistance	2
Financial Assistance - Vehicle Expenses	2
Public Health	1
Income Support - Unemployment	1
Transportation	1
Financial Assistance - Temporary Aid	1
Legal Services	1
United Way of Eastern Maine	1
School Supplies/Materials	1
Animal Services	1
Income Support - SSI/SSDI	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: July 2014

Total Number of Calls: 508

Report Date: 08/05/2014

Housing/Shelter	58
Mental Health Services	48
Health Care	48
Utilities Assistance	46
Basic Needs - Food	33
Substance Abuse Services	32
Legal Services	26
Consumer Assistance Services	21
Homeless Services	18
Transportation	15
Financial Assistance - Rent	15
Law Enforcement Services	13
Domestic Violence Services	9
Courts	8
Financial Assistance - Temporary Aid	8
Aging/Elderly Services	8
Dental Care	8
Elected Officials	7
Financial Assistance - Vehicle Expenses	7
Developmental Disabilities	6
Government Agency - DHHS	6
Municipal Services	6
Income Support - SSI/SSDI	6

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