



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: March 2012

Total Number of Calls: 621

Report Date: 04/12/2012

Utilities Assistance	56
Housing/Shelter	35
Mental Health Services	31
Basic Needs - Food	29
Health Care	29
Heating Assistance	28
Substance Abuse Services	26
Tax Services	25
Legal Services	24
Income Support - SSI/SSDI	22
Financial Assistance - Temporary Aid	21
Government Agency - DHHS	19
Dental Care	19
Financial Assistance - Rent	17
Municipal Services	12
Advocacy	12
Financial Assistance - Eyeglasses	12
Transportation	12
Health Insurance	11
Law Enforcement Services	10
Domestic Violence Services	10



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: March 2012

Total Number of Calls: 108

Report Date: 04/12/2012

Heating Assistance	23
Basic Needs - Food	13
Mental Health Services	9
Housing/Shelter	8
Utilities Assistance	6
Health Care	6
Financial Assistance - Temporary Aid	6
Aging/Elderly Services	5
Substance Abuse Services	4
Financial Assistance - Home Maintenance	3
Dental Care	3
Income Support - SSI/SSDI	3
Domestic Violence Services	3
Financial Assistance - Prescription Assistance	3
Municipal Services	2
Advocacy	2
Personal Debt/Money management	2
Education/Training	2
Transportation	2
Financial Assistance - Rent	2
Animal Services	2



2-1-1 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: March 2012

Total Number of Calls: 1747

Report Date: 04/12/2012

Mental Health Services	156
Tax Services	147
Housing/Shelter	133
Heating Assistance	120
Basic Needs - Food	96
Substance Abuse Services	92
Health Care	92
Government Agency - DHHS	65
Utilities Assistance	61
Financial Assistance - Temporary Aid	52
Dental Care	41
Law Enforcement Services	38
Transportation	38
Legal Services	36
Income Support - SSI/SSDI	34
Financial Assistance - Rent	31
Health Insurance	30
Family Support Services	23
Domestic Violence Services	22
Municipal Services	21



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: March 2012

Total Number of Calls: 95

Report Date: 04/12/2012

Heating Assistance	10
Utilities Assistance	9
Courts	6
Legal Services	6
Municipal Services	5
Tax Services	4
Health Care	4
Dental Care	4
Education/Training	4
Employment	4
Housing/Shelter	3
Advocacy	3
Veterans' Services	3
Mental Health Services	2
Law Enforcement Services	2
Income Support - SSI/SSDI	2
Financial Assistance - Eyeglasses	2
Business Information	2
Financial Assistance - Rent	2
Substance Abuse Services	2
Financial Assistance - Education	2
Basic Needs - Food	2



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: March 2012

Total Number of Calls: 107

Report Date: 04/12/2012

Tax Services	10
Housing/Shelter	8
Utilities Assistance	8
Substance Abuse Services	7
Law Enforcement Services	7
Heating Assistance	7
Health Care	7
Income Support - Unemployment	4
Mental Health Services	4
Legal Services	3
Aging/Elderly Services	3
Support Group Information	3
Child Care	3
Courts	3
Financial Assistance - Rent	2
Foreclosure Prevention	2
Donations	2
Domestic Violence Services	2
Transportation	2
Basic Needs - Food	2
Government Agency - DHHS	2
Veterans' Services	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: March 2012

Total Number of Calls: 553

Report Date: 04/12/2012

Heating Assistance	48
Mental Health Services	41
Housing/Shelter	40
Utilities Assistance	36
Substance Abuse Services	25
Basic Needs - Food	24
Financial Assistance - Temporary Aid	23
Health Care	18
Legal Services	17
Income Support - SSI/SSDI	16
Tax Services	15
Government Agency - DHHS	15
Transportation	15
Dental Care	15
Municipal Services	12
Financial Assistance - Rent	12
Health Insurance	12
Judicial Services	9
Education/Training	9
Advocacy	8
Public Safety	8
Courts	8
Law Enforcement Services	8



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: March 2012

Total Number of Calls: 115

Report Date: 04/12/2012

Housing/Shelter	14
Utilities Assistance	12
Heating Assistance	9
Basic Needs - Food	7
Mental Health Services	6
Dental Care	6
Financial Assistance - Temporary Aid	5
Health Insurance	5
Transportation	4
Legal Services	4
Government Agency - DHHS	4
Government Agency - BMV	3
Substance Abuse Services	3
Financial Assistance - Vehicle Expenses	3
Financial Assistance - Rent	3
Tax Services	3
Corrections	3
Judicial Services	3
Income Support - SSI/SSDI	3
Education/Training	2
Financial Assistance - Prescription Assistance	2
Health Care	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: March 2012

Total Number of Calls: 138

Report Date: 04/12/2012

Mental Health Services	13
Heating Assistance	13
Housing/Shelter	9
Basic Needs - Food	8
Legal Services	8
Substance Abuse Services	8
Tax Services	8
Utilities Assistance	7
Financial Assistance - Rent	6
Financial Assistance - Temporary Aid	5
Dental Care	5
Advocacy	5
Basic Needs - Household Items (non-food)	4
Health Insurance	3
Aging/Elderly Services	3
Elected Officials	3
Law Enforcement Services	3
Transportation	3
Health Care	3
Home Maintenance	3



2-1-1 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: March 2012

Total Number of Calls: 191

Report Date: 04/12/2012

Utilities Assistance	18
Heating Assistance	16
Housing/Shelter	15
Legal Services	11
Law Enforcement Services	10
Basic Needs - Food	9
Tax Services	8
Health Care	8
Mental Health Services	7
Substance Abuse Services	7
Financial Assistance - Temporary Aid	7
Transportation	7
Health Insurance	7
Government Agency - DHHS	7
Dental Care	6
Public Safety	5
Financial Assistance - Rent	5
Elected Officials	4
Veterans' Services	3
Education/Training	3
Courts	3
Government Agency - BMV	3
Income Support - SSI/SSDI	3

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2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: March 2012

Total Number of Calls: 625

Report Date: 04/12/2012

Heating Assistance	87
Mental Health Services	54
Housing/Shelter	51
Substance Abuse Services	48
Utilities Assistance	33
Tax Services	32
Basic Needs - Food	30
Financial Assistance - Temporary Aid	26
Health Care	23
Financial Assistance - Rent	22
Legal Services	21
Income Support - SSI/SSDI	20
Government Agency - DHHS	19
Transportation	16
Health Insurance	14
Dental Care	11
Advocacy	11
Domestic Violence Services	10
Consumer Assistance Services	9
Law Enforcement Services	9
Elected Officials	7
Support Group Information	7
Courts	7

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2-1-1 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: March 2012

Total Number of Calls: 48

Report Date: 04/12/2012

Utilities Assistance	9
Heating Assistance	7
Tax Services	5
Mental Health Services	4
Basic Needs - Food	4
Housing/Shelter	3
Financial Assistance - Temporary Aid	3
Financial Assistance - Rent	2
Animal Services	2
Transportation	2
Public Health	1
Education/Training	1
Support Group Information	1
Youth Services	1
Corrections	1
Eye Care	1
Public Safety	1
Financial Assistance - Education	1
Courts	1
Law Enforcement Services	1
Legal Services	1
Aging/Elderly Services	1
Health Insurance	1

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2-1-1 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: March 2012

Total Number of Calls: 164

Report Date: 04/12/2012

Heating Assistance	18
Mental Health Services	13
Financial Assistance - Temporary Aid	12
Utilities Assistance	10
Tax Services	9
Basic Needs - Food	9
Government Agency - DHHS	9
Housing/Shelter	8
Health Insurance	8
Dental Care	7
Financial Assistance - Rent	7
Legal Services	6
Health Care	5
Income Support - SSI/SSDI	5
Child Abuse/Neglect	4
Transportation	4
Aging/Elderly Services	4
Courts	3
Financial Assistance - Vehicle Expenses	2
Early Childhood Intervention	2
Substance Abuse Services	2
Grief Support	2
Law Enforcement Services	2

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2-1-1 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: March 2012

Total Number of Calls: 217

Report Date: 04/12/2012

Heating Assistance	26
Utilities Assistance	21
Health Care	16
Mental Health Services	12
Legal Services	12
Financial Assistance - Temporary Aid	11
Law Enforcement Services	10
Tax Services	10
Health Insurance	8
Housing/Shelter	7
Government Agency - DHHS	7
Basic Needs - Food	7
Substance Abuse Services	6
Financial Assistance - Prescription Assistance	6
Financial Assistance - Rent	5
Transportation	5
Municipal Services	5
Income Support - SSI/SSDI	4
Consumer Assistance Services	4
Animal Services	4
Education/Training	4
Rent Rebate	4
Public Safety	4

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: March 2012

Total Number of Calls: 106

Report Date: 04/12/2012

Heating Assistance	11
Utilities Assistance	11
Tax Services	9
Mental Health Services	8
Housing/Shelter	7
Basic Needs - Food	6
Health Care	6
Dental Care	5
Health Insurance	5
Legal Services	4
Financial Assistance - Rent	4
Substance Abuse Services	3
Aging/Elderly Services	3
Animal Services	3
Financial Assistance - Prescription Assistance	2
Law Enforcement Services	2
Public Safety	2
Personal Debt/Money management	1
Financial Assistance - Transportation	1
Gambling	1
Financial Assistance - Temporary Aid	1
Early Childhood Intervention	1
Employment	1



2-1-1 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: March 2012

Total Number of Calls: 95

Report Date: 04/12/2012

Heating Assistance	19
Mental Health Services	11
Utilities Assistance	9
Tax Services	7
Housing/Shelter	6
Financial Assistance - Temporary Aid	4
Education/Training	4
Legal Services	3
Substance Abuse Services	3
Basic Needs - Food	3
Elected Officials	2
Parenting Education/Support	2
Municipal Services	2
Family Support Services	2
Public Safety	2
Law Enforcement Services	2
Support Group Information	2
Business Information	2
Income Support - SSI/SSDI	2
Financial Assistance - Prescription Assistance	1
Domestic Violence Services	1
Income Support - Unemployment	1
Foreclosure Prevention	1



2-1-1 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: March 2012

Total Number of Calls: 551

Report Date: 04/12/2012

Utilities Assistance	39
Substance Abuse Services	34
Housing/Shelter	31
Tax Services	31
Health Care	31
Mental Health Services	30
Basic Needs - Food	29
Heating Assistance	28
Financial Assistance - Temporary Aid	27
Financial Assistance - Rent	25
Legal Services	24
Government Agency - DHHS	18
Income Support - SSI/SSDI	16
Transportation	15
Dental Care	13
Aging/Elderly Services	13
Domestic Violence Services	11
Law Enforcement Services	10
Health Insurance	10
Advocacy	9
Courts	9