



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: March 2013

Total Number of Calls: 534

Report Date: May 2, 2013

Utilities Assistance	45
Mental Health Services	37
Housing/Shelter	35
Basic Needs - Food	32
Tax Services	30
Heating Assistance	29
Health Care	27
Financial Assistance - Temporary Aid	18
Transportation	17
Financial Assistance - Rent	15
Education/Training	14
Income Support - SSI/SSDI	14
Law Enforcement Services	13
Dental Care	13
Legal Services	13
Substance Abuse Services	12
Municipal Services	12
Basic Needs - Clothing	10
Courts	10
Health Insurance	9



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[Aroostook County](#)

Reporting Period: March 2013

Total Number of Calls: 104

Report Date: May 2, 2013

Heating Assistance	18
Mental Health Services	9
Dental Care	7
Basic Needs - Food	7
Financial Assistance - Rent	6
Furniture	5
Substance Abuse Services	4
Utilities Assistance	4
Transportation	4
Financial Assistance - Prescription Assistance	3
Housing/Shelter	3
Law Enforcement Services	3
Financial Assistance - Home Maintenance	2
Basic Needs - Household Items (non-food)	2
Income Support - SSI/SSDI	2
Financial Assistance - Security Deposit	2
Health Care	2
Domestic Violence Services	2
Health Insurance	2
Financial Assistance - Temporary Aid	2
Aging/Elderly Services	2



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Cumberland County

Reporting Period: March 2013

Total Number of Calls: 1512

Report Date: May 2, 2013

Tax Services	144
Housing/Shelter	131
Mental Health Services	112
Health Care	84
Basic Needs - Food	83
Heating Assistance	83
Substance Abuse Services	75
Utilities Assistance	58
Transportation	53
Legal Services	50
Government Agency - DHHS	49
Financial Assistance - Rent	44
Health Insurance	43
Financial Assistance - Temporary Aid	38
Income Support - SSI/SSDI	31
Law Enforcement Services	30
Advocacy	28
Dental Care	26
Family Support Services	23
Domestic Violence Services	21



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: March 2013

Total Number of Calls: 62

Report Date: May 2, 2013

Heating Assistance	7
Utilities Assistance	7
Housing/Shelter	6
Legal Services	4
Home Maintenance	4
Education/Training	4
Substance Abuse Services	4
Animal Services	3
Tax Services	3
Basic Needs - Food	3
Advocacy	3
Consumer Assistance Services	2
Child Care	2
Financial Assistance - Education	2
Health Insurance	2
Municipal Services	2
Basic Needs - Household Items (non-food)	2
Foreclosure Prevention	2
Employment	2
Financial Assistance - Rent	2



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: March 2013

Total Number of Calls: 91

Report Date: May 2, 2013

Substance Abuse Services	10
Utilities Assistance	8
Tax Services	7
Basic Needs - Food	7
Housing/Shelter	7
Mental Health Services	6
Financial Assistance - Temporary Aid	5
Heating Assistance	5
Transportation	4
Consumer Assistance Services	3
Financial Assistance - Rent	3
Legal Services	3
Judicial Services	2
Health Insurance	2
Financial Assistance - Vehicle Expenses	2
Government Agency - DHHS	2
Personal Debt/Money Management	1
Financial Assistance - Transportation	1
Financial Assistance - Home Maintenance	1
Basic Needs - Household Items (non-food)	1
Gambling	1
Adult Protective Services	1
Financial Assistance - Security Deposit	1

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: March 2013

Total Number of Calls: 446

Report Date: May 2, 2013

Utilities Assistance	36
Housing/Shelter	34
Heating Assistance	32
Basic Needs - Food	24
Health Care	24
Mental Health Services	21
Tax Services	19
Income Support - SSI/SSDI	17
Financial Assistance - Rent	16
Government Agency - DHHS	16
Substance Abuse Services	15
Legal Services	12
Law Enforcement Services	11
Consumer Assistance Services	11
Animal Services	11
Health Insurance	11
Transportation	10
Judicial Services	10
Government Agency - BMV	9
Dental Care	9
Advocacy	9



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: March 2013

Total Number of Calls: 71

Report Date: May 2, 2013

Utilities Assistance	8
Housing/Shelter	7
Heating Assistance	7
Substance Abuse Services	6
Health Care	6
Tax Services	5
Financial Assistance - Temporary Aid	5
Mental Health Services	4
Income Support - SSI/SSDI	4
Financial Assistance - Rent	4
Government Agency - DHHS	4
Municipal Services	3
Basic Needs - Food	2
Animal Services	2
Advocacy	1
Gambling	1
Personal Debt/Money Management	1
Aging/Elderly Services	1
Financial Assistance - Relocation	1
Courts	1
Parenting Education/Support	1
Dental Care	1
Income Support - Unemployment	1

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: March 2013

Total Number of Calls: 108

Report Date: May 2, 2013

Heating Assistance	17
Utilities Assistance	9
Mental Health Services	7
Substance Abuse Services	7
Housing/Shelter	7
Government Agency - DHHS	7
Health Insurance	6
Dental Care	5
Government Agency - BMV	5
Basic Needs - Food	4
Legal Services	4
Financial Assistance - Temporary Aid	4
Public Health	3
Income Support - SSI/SSDI	3
Financial Assistance - Rent	3
Health Care	3
Public Safety	2
Youth Services	2
Tax Services	2
Family Support Services	2
Animal Services	2





2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: March 2013

Total Number of Calls: 173

Report Date: May 2, 2013

Utilities Assistance	21
Mental Health Services	18
Heating Assistance	18
Housing/Shelter	8
Health Care	8
Basic Needs - Food	7
Legal Services	7
Employment	7
Health Insurance	6
Municipal Services	5
Government Agency - DHHS	5
Dental Care	4
Public Safety	4
Youth Services	4
Aging/Elderly Services	4
Veterans' Services	3
Judicial Services	3
Transportation	3
Child Abuse/Neglect	3
Family Support Services	3
Financial Assistance - Temporary Aid	3
Gambling	3



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[Penobscot County](#)

Reporting Period: March 2013

Total Number of Calls: 510

Report Date: May 2, 2013

Heating Assistance	52
Tax Services	45
Housing/Shelter	42
Substance Abuse Services	33
Mental Health Services	32
Basic Needs - Food	29
Utilities Assistance	24
Health Care	20
Legal Services	18
Transportation	17
Financial Assistance - Rent	15
Government Agency - DHHS	13
Income Support - SSI/SSDI	12
Advocacy	11
Health Insurance	9
Financial Assistance - Temporary Aid	9
Dental Care	9
Aging/Elderly Services	7
Public Safety	7
Basic Needs - Household Items (non-food)	7
Domestic Violence Services	7
Consumer Assistance Services	7



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: March 2013

Total Number of Calls: 48

Report Date: May 2, 2013

Utilities Assistance	7
Health Care	5
Heating Assistance	4
Basic Needs - Food	4
Legal Services	3
Dental Care	3
Mental Health Services	3
Tax Services	3
Salvation Army	2
Financial Assistance - Home Maintenance	2
Housing/Shelter	2
Financial Assistance - Vehicle Expenses	2
Municipal Services	1
Law Enforcement Services	1
Financial Assistance - Prescription Assistance	1
Domestic Violence Services	1
Financial Assistance - Rent	1
Financial Assistance - Business Development	1
Public Safety	1
Disaster Services	1
Rehabilitation Services	1
General Information Call	1
Substance Abuse Services	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: March 2013

Total Number of Calls: 149

Report Date: May 2, 2013

Heating Assistance	22
Housing/Shelter	13
Basic Needs - Food	12
Utilities Assistance	10
Mental Health Services	9
Health Care	7
Financial Assistance - Temporary Aid	6
Tax Services	5
Substance Abuse Services	5
Dental Care	5
Transportation	5
Advocacy	4
Legal Services	4
Government Agency - DHHS	4
Parenting Education/Support	3
Financial Assistance - Rent	3
Elected Officials	3
Animal Services	3
Support Group Information	2
Income Support - SSI/SSDI	2
Youth Services	2
Law Enforcement Services	2
Health Insurance	2

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2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: March 2013

Total Number of Calls: 198

Report Date: May 2, 2013

Heating Assistance	25
Utilities Assistance	23
Housing/Shelter	19
Tax Services	13
Basic Needs - Food	10
Municipal Services	9
Health Care	8
Financial Assistance - Temporary Aid	7
Legal Services	7
Government Agency - DHHS	7
Financial Assistance - Rent	6
Mental Health Services	5
Transportation	5
Consumer Assistance Services	5
Public Safety	5
Law Enforcement Services	5
Education/Training	3
Government Agency - BMV	3
Substance Abuse Services	3
Income Support - SSI/SSDI	3
Animal Services	3
Basic Needs - Household Items (non-food)	3
Advocacy	3

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: March 2013

Total Number of Calls: 81

Report Date: May 2, 2013

Utilities Assistance	17
Basic Needs - Food	8
Heating Assistance	6
Legal Services	4
Health Care	4
Housing/Shelter	4
Financial Assistance - Temporary Aid	4
Substance Abuse Services	4
Tax Services	4
Health Insurance	3
Income Support - SSI/SSDI	3
Financial Assistance - Rent	3
Foreclosure Prevention	2
Public Safety	2
Mental Health Services	2
Dental Care	2
Domestic Violence Services	2
Consumer Assistance Services	2
Animal Services	2
Education/Training	1
Employment	1
Parenting Education/Support	1
Law Enforcement Services	1

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2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: March 2013

Total Number of Calls: 58

Report Date: May 2, 2013

Heating Assistance	8
Substance Abuse Services	5
Tax Services	4
Legal Services	4
Utilities Assistance	4
Basic Needs - Household Items (non-food)	3
Transportation	3
Financial Assistance - Vehicle Expenses	2
Assistive Technology/Equipment	2
Mental Health Services	2
Basic Needs - Food	2
Housing/Shelter	2
Advocacy	2
Vocational Rehabilitation	1
Courts	1
Aging/Elderly Services	1
Personal Debt/Money Management	1
Rehabilitation Services	1
Employment	1
Health Care	1
Weatherization	1
Public Health	1
Basic Needs - Clothing	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: March 2013

Total Number of Calls: 519

Report Date: May 2, 2013

Housing/Shelter	47
Basic Needs - Food	39
Utilities Assistance	32
Mental Health Services	31
Heating Assistance	27
Legal Services	24
Tax Services	23
Substance Abuse Services	22
Law Enforcement Services	22
Health Care	21
Transportation	17
Health Insurance	15
Financial Assistance - Rent	13
Government Agency - DHHS	13
Dental Care	11
Income Support - SSI/SSDI	9
Financial Assistance - Temporary Aid	9
Education/Training	8
Municipal Services	8
In-Home Assistance	7
Public Safety	7
Parenting Education/Support	7