



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: March 2014

Total Number of Calls: 569

Report Date: 04/03/2014

Health Care	52
Basic Needs - Food	46
Heating Assistance	43
Tax Services	43
Health Insurance	31
Utilities Assistance	29
Housing/Shelter	24
Legal Services	22
Mental Health Services	21
Aging/Elderly Services	17
Substance Abuse Services	17
Financial Assistance - Temporary Aid	15
Dental Care	15
Government Agency - DHHS	15
Domestic Violence Services	14
Education/Training	14
Income Support - SSI/SSDI	14
Transportation	12
In-Home Assistance	11
Financial Assistance - Rent	11



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: March 2014

Total Number of Calls: 162

Report Date: 04/03/2014

Heating Assistance	39
Financial Assistance - Temporary Aid	25
Mental Health Services	12
Utilities Assistance	12
Health Insurance	11
Basic Needs - Food	10
Health Care	9
Financial Assistance - Home Maintenance	8
Legal Services	5
Income Support - SSI/SSDI	5
Public Safety	5
Substance Abuse Services	5
Financial Assistance - Rent	5
Tax Services	4
Aging/Elderly Services	4
Housing/Shelter	4
Furniture	4
Consumer Assistance Services	3
Family Support Services	3
Deaf Services	2
Judicial Services	2
Homeless Services	2
Government Agency - DHHS	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: March 2014

Total Number of Calls: 1724

Report Date: 04/03/2014

Tax Services	220
Heating Assistance	167
Mental Health Services	134
Health Care	132
Health Insurance	117
Housing/Shelter	102
Substance Abuse Services	99
Basic Needs - Food	89
Utilities Assistance	55
Legal Services	53
Consumer Assistance Services	40
Financial Assistance - Rent	36
Government Agency - DHHS	35
Dental Care	35
Law Enforcement Services	34
Income Support - SSI/SSDI	34
Aging/Elderly Services	28
Financial Assistance - Temporary Aid	24
Family Support Services	24
Transportation	24



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: March 2014

Total Number of Calls: 80

Report Date: 04/03/2014

Heating Assistance	17
Tax Services	10
Health Insurance	8
Basic Needs - Food	5
Housing/Shelter	4
Mental Health Services	4
Public Safety	4
Education/Training	3
Consumer Assistance Services	2
Public Health	2
DHHS SNAP Questions	2
Financial Assistance - Vehicle Expenses	2
Substance Abuse Services	2
Family Support Services	1
Income Support - SSI/SSDI	1
Courts	1
Dental Care	1
Mediation Services	1
Basic Needs - Clothing	1
Domestic Violence Services	1
Aging/Elderly Services	1
Employment	1
Disaster Services	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: March 2014

Total Number of Calls: 113

Report Date: 04/03/2014

Heating Assistance	19
Health Insurance	15
Tax Services	13
Mental Health Services	11
Health Care	8
Housing/Shelter	5
Utilities Assistance	5
Law Enforcement Services	4
Family Support Services	4
Legal Services	3
Basic Needs - Food	3
Dental Care	3
Government Agency - Attorney General	2
Substance Abuse Services	2
Financial Assistance - Home Maintenance	2
Financial Assistance - Temporary Aid	2
Transportation	2
In-Home Assistance	2
Aging/Elderly Services	2
Domestic Violence Services	2
Animal Services	2
Financial Assistance - Rent	2
Financial Assistance - Eyeglasses	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: March 2014

Total Number of Calls: 581

Report Date: 04/03/2014

Tax Services	59
Heating Assistance	55
Health Care	43
Basic Needs - Food	39
Housing/Shelter	36
Utilities Assistance	36
Mental Health Services	32
Substance Abuse Services	28
Health Insurance	26
Financial Assistance - Rent	25
Legal Services	16
Consumer Assistance Services	15
Financial Assistance - Temporary Aid	13
Judicial Services	13
Education/Training	12
Government Agency - DHHS	12
Law Enforcement Services	11
Aging/Elderly Services	11
Municipal Services	9
Courts	9
Income Support - SSI/SSDI	9
Dental Care	8



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: March 2014

Total Number of Calls: 109

Report Date: 04/03/2014

Housing/Shelter	11
Health Insurance	11
Tax Services	11
Heating Assistance	10
Basic Needs - Food	8
Health Care	8
Mental Health Services	6
Financial Assistance - Temporary Aid	6
Utilities Assistance	6
Income Support - SSI/SSDI	5
Financial Assistance - Rent	5
Substance Abuse Services	4
Legal Services	3
Transportation	3
Courts	3
Domestic Violence Services	3
Consumer Assistance Services	2
Government Agency - DHHS	2
Family Support Services	2
Dental Care	2
Financial Assistance - Home Maintenance	2
Government Agency - BMV	2
Aging/Elderly Services	2

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: March 2014

Total Number of Calls: 140

Report Date: 04/03/2014

Heating Assistance	30
Health Insurance	19
Mental Health Services	11
Utilities Assistance	10
Health Care	9
Substance Abuse Services	8
Tax Services	8
Basic Needs - Food	6
Housing/Shelter	3
Aging/Elderly Services	3
Legal Services	3
Financial Assistance - Rent	3
Family Support Services	3
Employment	3
Personal Debt/Money Management	2
Animal Services	2
Financial Assistance - Temporary Aid	2
Government Agency - BMV	2
Consumer Assistance Services	2
Financial Assistance - Vehicle Expenses	2
Government Agency - DOL	2
Volunteering	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: March 2014

Total Number of Calls: 235

Report Date: 04/03/2014

Heating Assistance	29
Basic Needs - Food	25
Health Care	17
Utilities Assistance	17
Legal Services	14
Health Insurance	14
Housing/Shelter	13
Tax Services	10
Substance Abuse Services	9
Courts	8
Transportation	7
Consumer Assistance Services	6
Education/Training	6
Dental Care	5
Mental Health Services	5
Income Support - SSI/SSDI	5
Municipal Services	4
Judicial Services	4
Aging/Elderly Services	4
Homeless Services	3
Family Support Services	3
Disease Information	3
Financial Assistance - Home Maintenance	3



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: March 2014

Total Number of Calls: 559

Report Date: 04/03/2014

Tax Services	54
Heating Assistance	50
Mental Health Services	38
Health Insurance	37
Health Care	36
Basic Needs - Food	35
Utilities Assistance	30
Housing/Shelter	29
Substance Abuse Services	26
Transportation	20
Financial Assistance - Rent	19
Legal Services	14
Consumer Assistance Services	14
Financial Assistance - Temporary Aid	12
Income Support - SSI/SSDI	10
Public Safety	10
Government Agency - DHHS	9
Financial Assistance - Home Maintenance	8
Family Support Services	8
Elected Officials	7
Law Enforcement Services	7
Education/Training	7
Animal Services	6



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: March 2014

Total Number of Calls: 51

Report Date: 04/03/2014

Heating Assistance	9
Tax Services	6
Utilities Assistance	4
Aging/Elderly Services	3
Mental Health Services	3
Basic Needs - Food	3
Government Agency - DHHS	3
Health Care	3
Basic Needs - Household Items (Non-food)	2
Legal Services	2
Substance Abuse Services	2
Courts	2
Health Insurance	1
Advocacy	1
Assistive Technology/Equipment	1
Financial Assistance - Temporary Aid	1
Public Safety	1
Transportation	1
Veterans' Services	1
Animal Services	1
Domestic Violence Services	1
Income Support - Unemployment	1
Education/Training	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: March 2014

Total Number of Calls: 168

Report Date: 04/03/2014

Heating Assistance	20
Health Insurance	17
Basic Needs - Food	13
Housing/Shelter	13
Utilities Assistance	13
Financial Assistance - Temporary Aid	10
Health Care	10
Tax Services	9
Transportation	9
Mental Health Services	7
Legal Services	6
Consumer Assistance Services	5
Financial Assistance - Rent	4
Public Safety	4
Income Support - SSI/SSDI	4
Substance Abuse Services	4
In-Home Assistance	4
Employment	4
Law Enforcement Services	4
Aging/Elderly Services	4



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: March 2014

Total Number of Calls: 216

Report Date: 04/03/2014

Heating Assistance	37
Tax Services	21
Health Care	17
Utilities Assistance	16
Housing/Shelter	16
Health Insurance	15
Mental Health Services	13
Consumer Assistance Services	11
Basic Needs - Food	9
Legal Services	8
Aging/Elderly Services	7
Financial Assistance - Home Maintenance	6
Substance Abuse Services	5
Financial Assistance - Rent	3
United States Postal Service	3
Law Enforcement Services	3
Dental Care	3
Advocacy	3
Homeless Services	3
Financial Assistance - Temporary Aid	3

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: March 2014

Total Number of Calls: 112

Report Date: 04/03/2014

Heating Assistance	20
Tax Services	13
Utilities Assistance	12
Health Insurance	11
Basic Needs - Food	7
Housing/Shelter	6
Health Care	4
Consumer Assistance Services	3
Mental Health Services	3
Financial Assistance - Home Maintenance	3
Municipal Services	3
Substance Abuse Services	3
Public Health	2
Financial Assistance - Temporary Aid	2
Disaster Services	2
Education/Training	2
Legal Services	2
Aging/Elderly Services	2
Transportation	2
Assistive Technology/Equipment	2
Homeless Services	2
Adult Protective Services	2
Vocational Rehabilitation	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: March 2014

Total Number of Calls: 117

Report Date: 04/03/2014

Heating Assistance	26
Utilities Assistance	10
Tax Services	7
Consumer Assistance Services	7
Public Health	6
Financial Assistance - Home Maintenance	6
Legal Services	6
Health Insurance	6
Basic Needs - Food	5
Housing/Shelter	4
Aging/Elderly Services	4
Substance Abuse Services	4
In-Home Assistance	3
Advocacy	3
Transportation	3
Financial Assistance - Vehicle Expenses	2
Law Enforcement Services	2
Government Agency - DOL	2
Financial Assistance - Rent	2
Health Care	2
Domestic Violence Services	2
Financial Assistance - Prescription Assistance	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: March 2014

Total Number of Calls: 577

Report Date: 04/03/2014

Tax Services	58
Heating Assistance	55
Health Care	53
Health Insurance	41
Utilities Assistance	33
Mental Health Services	30
Basic Needs - Food	30
Substance Abuse Services	29
Legal Services	28
Housing/Shelter	25
Aging/Elderly Services	18
Consumer Assistance Services	15
Financial Assistance - Temporary Aid	13
Income Support - SSI/SSDI	12
Financial Assistance - Rent	12
Courts	10
Transportation	10
Government Agency - DHHS	10
Dental Care	9
Law Enforcement Services	8
Domestic Violence Services	8
Homeless Services	7