



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: May 2012

Total Number of Calls: 595

Report Date: 06/17/2012

Utilities Assistance	81
Housing/Shelter	52
Basic Needs - Food	39
Mental Health Services	35
Financial Assistance - Temporary Aid	31
Health Care	29
Financial Assistance - Rent	29
Substance Abuse Services	21
Dental Care	16
Law Enforcement Services	15
Government Agency - DHHS	15
Municipal Services	13
Courts	13
Heating Assistance	12
Transportation	12
Legal Services	12
Support Group Information	10
Consumer Assistance Services	10
Government Agency - BMV	9
Employment	8
Aging/Elderly Services	8



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: May 2012

Total Number of Calls: 123

Report Date: 06/17/2012

Basic Needs - Food	12
Housing/Shelter	12
Substance Abuse Services	10
Mental Health Services	9
Utilities Assistance	9
Financial Assistance - Temporary Aid	5
Legal Services	5
Financial Assistance - Rent	5
Law Enforcement Services	4
Income Support - SSI/SSDI	4
Heating Assistance	4
Health Care	4
Financial Assistance - Prescription Assistance	3
Courts	3
Government Agency - DHHS	3
Family Planning	3
Municipal Services	3
Financial Assistance - Education	3
Health Insurance	3
Family Support Services	2
Basic Needs - Household Items (non-food)	2
Financial Assistance - Home Maintenance	2
Aging/Elderly Services	2

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: May 2012

Total Number of Calls: 1478

Report Date: 06/17/2012

Mental Health Services	131
Housing/Shelter	121
Utilities Assistance	111
Substance Abuse Services	89
Health Care	88
Basic Needs - Food	86
Transportation	44
Legal Services	43
Financial Assistance - Temporary Aid	41
Government Agency - DHHS	37
Law Enforcement Services	36
Financial Assistance - Rent	34
Municipal Services	31
Health Insurance	30
Advocacy	29
Dental Care	28
Support Group Information	27
Domestic Violence Services	26
Income Support - SSI/SSDI	26
Animal Services	25



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: May 2012

Total Number of Calls: 76

Report Date: 06/17/2012

Utilities Assistance	12
Housing/Shelter	10
Financial Assistance - Rent	5
Legal Services	4
Mental Health Services	3
Youth Services	3
Law Enforcement Services	3
Health Care	3
Public Safety	2
Basic Needs - Food	2
Courts	2
Health Insurance	2
Financial Assistance - Temporary Aid	2
Dental Care	2
Transportation	2
Income Support - SSI/SSDI	2
Veterans' Services	2
Domestic Violence Services	2
Government Agency - BMV	2
Salvation Army	1
Medical Diagnosis/Testing	1
Furniture	1
Advocacy	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: May 2012

Total Number of Calls: 104

Report Date: 06/17/2012

Mental Health Services	14
Substance Abuse Services	11
Utilities Assistance	10
Housing/Shelter	6
Transportation	5
Health Care	5
Basic Needs - Food	5
Animal Services	4
Advocacy	3
Heating Assistance	3
Financial Assistance - Temporary Aid	3
Government Agency - DHHS	3
Municipal Services	2
Legal Services	2
Aging/Elderly Services	2
Financial Assistance - Eyeglasses	2
Medical Diagnosis/Testing	2
Financial Assistance - Rent	2
Tax Services	2
Health Insurance	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: May 2012

Total Number of Calls: 501

Report Date: 06/17/2012

Utilities Assistance	57
Mental Health Services	32
Substance Abuse Services	28
Housing/Shelter	26
Basic Needs - Food	22
Health Care	22
Financial Assistance - Rent	20
Financial Assistance - Temporary Aid	18
Government Agency - DHHS	17
Legal Services	17
Income Support - SSI/SSDI	17
Advocacy	16
Dental Care	13
Law Enforcement Services	13
Education/Training	11
Child Abuse/Neglect	10
Government Agency - BMV	10
Consumer Assistance Services	8
Heating Assistance	8
Transportation	8
Health Insurance	8



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: May 2012

Total Number of Calls: 93

Report Date: 06/17/2012

Utilities Assistance	16
Housing/Shelter	12
Substance Abuse Services	11
Basic Needs - Food	6
Financial Assistance - Temporary Aid	6
Mental Health Services	5
Legal Services	5
Health Insurance	5
Health Care	5
Government Agency - DHHS	4
Employment	3
Elected Officials	3
Heating Assistance	3
Corrections	2
Aging/Elderly Services	2
Domestic Violence Services	2
Financial Assistance - Rent	2
Basic Needs - Household Items (non-food)	2
Advocacy	2
Animal Services	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: May 2012

Total Number of Calls: 123

Report Date: 06/17/2012

Utilities Assistance	23
Legal Services	10
Housing/Shelter	8
Financial Assistance - Temporary Aid	8
Heating Assistance	7
Mental Health Services	6
Substance Abuse Services	5
Financial Assistance - Rent	4
Government Agency - DHHS	4
Business Information	3
Basic Needs - Food	3
Animal Services	3
Elected Officials	3
Income Support - SSI/SSDI	3
Health Care	3
Financial Assistance - Home Maintenance	3
Health Insurance	3
Employment	3
Youth Services	3
Financial Assistance - Vehicle Expenses	3



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: May 2012

Total Number of Calls: 179

Report Date: 06/17/2012

Utilities Assistance	38
Housing/Shelter	11
Mental Health Services	10
Legal Services	9
Health Care	9
Financial Assistance - Temporary Aid	8
Financial Assistance - Rent	7
Substance Abuse Services	6
Transportation	6
Health Insurance	5
Government Agency - DHHS	5
Consumer Assistance Services	5
Income Support - SSI/SSDI	5
Financial Assistance - Eyeglasses	4
Heating Assistance	4
Domestic Violence Services	4
Foreclosure Prevention	4
Public Health	3
Dental Care	3
Law Enforcement Services	3
Veterans' Services	3
Municipal Services	3
Basic Needs - Food	3

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2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: May 2012

Total Number of Calls: 530

Report Date: 06/17/2012

Mental Health Services	55
Utilities Assistance	41
Housing/Shelter	38
Substance Abuse Services	37
Legal Services	32
Health Care	32
Basic Needs - Food	24
Government Agency - DHHS	19
Law Enforcement Services	19
Financial Assistance - Rent	17
Income Support - SSI/SSDI	16
Financial Assistance - Temporary Aid	16
Transportation	14
Animal Services	11
Basic Needs - Household Items (non-food)	10
Municipal Services	10
Health Insurance	9
Courts	8
Dental Care	7
Child Abuse/Neglect	7
Advocacy	7
Corrections	7



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: May 2012

Total Number of Calls: 38

Report Date: 06/17/2012

Utilities Assistance	6
Housing/Shelter	5
Heating Assistance	5
Mental Health Services	4
Legal Services	3
Youth Services	2
Law Enforcement Services	1
Rehabilitation Services	1
Financial Assistance - Mortgage	1
Financial Assistance - Temporary Aid	1
Assistive Technology/Equipment	1
Government Agency - BMV	1
Financial Assistance - Home Maintenance	1
Health Care	1
Poison Control	1
Advocacy	1
Substance Abuse Services	1
Veterans' Services	1
Financial Assistance - Rent	1
Courts	1
Animal Services	1
Income Support - SSI/SSDI	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: May 2012

Total Number of Calls: 156

Report Date: 06/17/2012

Utilities Assistance	21
Basic Needs - Food	14
Housing/Shelter	13
Mental Health Services	11
Transportation	10
Government Agency - DHHS	8
Health Care	7
Substance Abuse Services	6
Advocacy	6
Aging/Elderly Services	5
Legal Services	5
Financial Assistance - Rent	5
Heating Assistance	4
Financial Assistance - Temporary Aid	4
Employment	4
Basic Needs - Household Items (non-food)	4
Health Insurance	4
Parenting Education/Support	3
Income Support - SSI/SSDI	3
Government Agency - BMV	3
Youth Services	3



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: May 2012

Total Number of Calls: 186

Report Date: 06/17/2012

Utilities Assistance	38
Housing/Shelter	15
Mental Health Services	11
Financial Assistance - Rent	11
Heating Assistance	10
Basic Needs - Food	9
Financial Assistance - Temporary Aid	8
Legal Services	7
Transportation	6
Health Care	6
Financial Assistance - Home Maintenance	5
Judicial Services	5
Dental Care	5
Income Support - SSI/SSDI	5
Government Agency - DHHS	5
Youth Services	4
Law Enforcement Services	4
Elected Officials	4
Municipal Services	3
Assistive Technology/Equipment	3



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: May 2012

Total Number of Calls: 89

Report Date: 06/17/2012

Utilities Assistance	15
Substance Abuse Services	8
Housing/Shelter	7
Mental Health Services	6
Basic Needs - Food	5
Health Care	5
Legal Services	4
Government Agency - DHHS	3
Health Insurance	3
Financial Assistance - Rent	3
Financial Assistance - Temporary Aid	3
Income Support - SSI/SSDI	3
Consumer Assistance Services	2
Dental Care	2
Poison Control	2
Family Support Services	2
Youth Services	2
Public Safety	1
Financial Assistance - Prescription Assistance	1
Child Abuse/Neglect	1
Aging/Elderly Services	1
Veterans' Services	1
Disaster Services	1

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2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: May 2012

Total Number of Calls: 79

Report Date: 06/17/2012

Utilities Assistance	20
Housing/Shelter	8
Heating Assistance	6
Law Enforcement Services	6
Legal Services	5
Health Care	5
Mental Health Services	4
Substance Abuse Services	4
Public Health	2
Financial Assistance - Rent	2
Transportation	2
Judicial Services	2
Basic Needs - Food	2
Developmental Disabilities	1
Courts	1
Mediation Services	1
Education/Training	1
Youth Services	1
Aging/Elderly Services	1
Child Car Seats	1
Hearing Assistance	1
Medical Diagnosis/Testing	1
Assistive Technology/Equipment	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: May 2012

Total Number of Calls: 512

Report Date: 06/17/2012

Utilities Assistance	59
Housing/Shelter	45
Mental Health Services	38
Substance Abuse Services	29
Financial Assistance - Rent	29
Basic Needs - Food	25
Health Care	24
Municipal Services	16
Legal Services	14
Government Agency - DHHS	14
Law Enforcement Services	13
Income Support - SSI/SSDI	12
Health Insurance	12
Dental Care	12
Transportation	12
Financial Assistance - Temporary Aid	10
Courts	9
Corrections	9
Domestic Violence Services	9
Aging/Elderly Services	8
Heating Assistance	8
Advocacy	8