



2-1-1 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period: May 2014

Total Number of Calls: 628

Report Date: 06/04/2014

Utilities Assistance	95
Basic Needs - Food	59
Health Care	48
Housing/Shelter	42
Mental Health Services	42
Substance Abuse Services	28
Financial Assistance - Rent	24
Transportation	24
Dental Care	19
Health Insurance	18
Education/Training	15
Legal Services	14
Municipal Services	11
Consumer Assistance Services	10
Income Support - SSI/SSDI	9
Government Agency - DHHS	9
Law Enforcement Services	9
Basic Needs - Clothing	8
Aging/Elderly Services	8
Domestic Violence Services	8
Veterans' Services	8
Family Support Services	6



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: May 2014

Total Number of Calls: 104

Report Date: 06/04/2014

Basic Needs - Food	13
Utilities Assistance	11
Health Care	9
Mental Health Services	8
Substance Abuse Services	7
Family Support Services	7
Financial Assistance - Temporary Aid	7
Financial Assistance - Rent	6
Housing/Shelter	6
Financial Assistance - Home Maintenance	3
Financial Assistance - Security Deposit	3
Tax Services	3
Consumer Assistance Services	3
Heating Assistance	3
Financial Assistance - Vehicle Expenses	2
Disease Information	2
Homeless Services	2
Income Support - SSI/SSDI	2
Financial Assistance - Health Care	2
Animal Services	2
Transportation	1



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: May 2014

Total Number of Calls: 1584

Report Date: 06/04/2014

Utilities Assistance	155
Mental Health Services	139
Health Care	128
Housing/Shelter	114
Basic Needs - Food	97
Substance Abuse Services	94
Legal Services	63
Law Enforcement Services	40
Health Insurance	40
Consumer Assistance Services	36
Transportation	33
Homeless Services	31
Income Support - SSI/SSDI	29
Financial Assistance - Temporary Aid	28
Family Support Services	27
Municipal Services	26
Advocacy	25
Heating Assistance	23
Financial Assistance - Rent	22
Government Agency - DHHS	22
Dental Care	21



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: May 2014

Total Number of Calls: 74

Report Date: 06/04/2014

Utilities Assistance	12
Basic Needs - Food	8
Housing/Shelter	7
Legal Services	5
Consumer Assistance Services	3
Education/Training	3
Transportation	2
Municipal Services	2
Assistive Technology/Equipment	2
Health Insurance	2
Substance Abuse Services	2
Homeless Services	2
Aging/Elderly Services	2
Child Abuse/Neglect	2
Government Agency - BMV	2
Family Support Services	1
Mental Health Services	1
Financial Assistance - Temporary Aid	1
Advocacy	1
Public Health	1
Government Agency - DHHS	1
United Way of the Tri-Valley Area	1
Courts	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: May 2014

Total Number of Calls: 77

Report Date: 06/04/2014

Mental Health Services	10
Health Care	10
Utilities Assistance	8
Legal Services	5
Basic Needs - Food	5
Housing/Shelter	4
Aging/Elderly Services	3
Family Support Services	3
Health Insurance	3
Substance Abuse Services	2
In-Home Assistance	2
Transportation	2
Domestic Violence Services	2
Courts	2
Gambling	2
Tax Services	2
Government Agency - DHHS	2
Basic Needs - Clothing	2
Income Support - SSI/SSDI	2
Advocacy	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: May 2014

Total Number of Calls: 494

Report Date: 06/04/2014

Utilities Assistance	80
Health Care	38
Mental Health Services	32
Basic Needs - Food	26
Legal Services	22
Housing/Shelter	19
Consumer Assistance Services	17
Substance Abuse Services	17
Law Enforcement Services	14
Financial Assistance - Temporary Aid	14
Financial Assistance - Rent	11
Dental Care	11
Municipal Services	10
Judicial Services	9
Domestic Violence Services	9
Courts	8
Advocacy	8
Health Insurance	8
Tax Services	7
Income Support - SSI/SSDI	7
Government Agency - DHHS	7
Government Agency - Attorney General	6



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: May 2014

Total Number of Calls: 105

Report Date: 06/04/2014

Utilities Assistance	26
Health Care	11
Financial Assistance - Prescription Assistance	7
Basic Needs - Food	7
Mental Health Services	7
Housing/Shelter	6
Substance Abuse Services	6
Financial Assistance - Rent	4
Law Enforcement Services	4
Heating Assistance	3
Legal Services	2
Education/Training	2
Financial Assistance - Home Maintenance	2
Dental Care	2
Corrections	1
Health Insurance	1
In-Home Assistance	1
Judicial Services	1
Animal Services	1
Domestic Violence Services	1
Income Support - SSI/SSDI	1
Government Agency - DHHS	1
Personal Debt/Money Management	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: May 2014

Total Number of Calls: 113

Report Date: 06/04/2014

Utilities Assistance	22
Basic Needs - Food	11
Financial Assistance - Rent	8
Health Care	6
Mental Health Services	5
Housing/Shelter	4
In-Home Assistance	4
Aging/Elderly Services	4
Family Support Services	4
Financial Assistance - Home Maintenance	4
Financial Assistance - Temporary Aid	4
Home Maintenance	3
Legal Services	3
Government Agency - BMV	3
Domestic Violence Services	3
Health Insurance	3
Financial Assistance - Vehicle Expenses	2
Dental Care	2
Volunteering	2
Advocacy	2
Public Safety	2
Government Agency - DOL	2
Weatherization	2

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: May 2014

Total Number of Calls: 299

Report Date: 06/04/2014

Utilities Assistance	75
Housing/Shelter	20
Basic Needs - Food	20
Health Care	19
Legal Services	15
Mental Health Services	12
Judicial Services	10
Financial Assistance - Rent	9
Law Enforcement Services	8
Dental Care	8
Education/Training	8
Domestic Violence Services	7
Transportation	6
Financial Assistance - Temporary Aid	6
Financial Assistance - Home Maintenance	5
Employment	5
Substance Abuse Services	5
Courts	5
Consumer Assistance Services	5
Family Support Services	4
Aging/Elderly Services	4
Health Insurance	4
Poison Control	3



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: May 2014

Total Number of Calls: 511

Report Date: 06/04/2014

Utilities Assistance	52
Basic Needs - Food	48
Mental Health Services	44
Housing/Shelter	42
Health Care	25
Substance Abuse Services	22
Legal Services	20
Aging/Elderly Services	18
Financial Assistance - Rent	17
Income Support - SSI/SSDI	12
Consumer Assistance Services	11
Transportation	11
Financial Assistance - Home Maintenance	10
Government Agency - BMV	9
Heating Assistance	8
Health Insurance	8
Municipal Services	8
Animal Services	8
Law Enforcement Services	8
Government Agency - DHHS	8
Financial Assistance - Temporary Aid	8
Domestic Violence Services	7



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: May 2014

Total Number of Calls: 46

Report Date: 06/04/2014

Utilities Assistance	7
Basic Needs - Food	6
Legal Services	4
Health Care	3
Financial Assistance - Rent	3
Financial Assistance - Mortgage	2
Animal Services	2
Aging/Elderly Services	2
Elected Officials	2
Financial Assistance - Health Care	2
Consumer Assistance Services	2
Financial Assistance - Home Maintenance	1
Developmental Disabilities	1
In-Home Assistance	1
DHHS SNAP Questions	1
Personal Debt/Money Management	1
Dental Care	1
Housing/Shelter	1
Government Agency - DHHS	1
Law Enforcement Services	1
Substance Abuse Services	1
Municipal Services	1
Courts	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: May 2014

Total Number of Calls: 142

Report Date: 06/04/2014

Utilities Assistance	43
Health Care	11
Financial Assistance - Rent	8
Legal Services	7
Basic Needs - Food	6
Housing/Shelter	5
Family Support Services	5
Transportation	5
Mental Health Services	4
Consumer Assistance Services	4
Dental Care	4
Health Insurance	4
Heating Assistance	3
Child Abuse/Neglect	3
Financial Assistance - Prescription Assistance	3
Financial Assistance - Temporary Aid	3
Aging/Elderly Services	2
Public Health	2
Personal Debt/Money Management	2
Income Support - SSI/SSDI	2
Employment	2
Fire/Ambulance Services (Non-emergency)	2
Government Agency - BMV	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: May 2014

Total Number of Calls: 189

Report Date: 06/04/2014

Utilities Assistance	40
Basic Needs - Food	14
Consumer Assistance Services	10
Housing/Shelter	10
Health Care	9
Financial Assistance - Rent	8
Substance Abuse Services	8
Public Safety	8
Legal Services	7
Mental Health Services	6
Municipal Services	5
Income Support - SSI/SSDI	5
Health Insurance	5
Financial Assistance - Home Maintenance	4
Animal Services	4
Child Abuse/Neglect	4
Financial Assistance - Temporary Aid	4
Law Enforcement Services	3
Aging/Elderly Services	3
Family Support Services	3
Government Agency - DHHS	3
Domestic Violence Services	3
Library	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: May 2014

Total Number of Calls: 88

Report Date: 06/04/2014

Utilities Assistance	19
Housing/Shelter	10
Consumer Assistance Services	9
Health Insurance	5
Transportation	4
Financial Assistance - Rent	4
Legal Services	4
Mental Health Services	4
Substance Abuse Services	4
Basic Needs - Food	3
Domestic Violence Services	3
Health Care	3
Dental Care	3
Financial Assistance - Temporary Aid	3
Income Support - SSI/SSDI	2
In-Home Assistance	1
Municipal Services	1
Mediation Services	1
Advocacy	1
Animal Services	1
Financial Assistance - Prescription Assistance	1
Eye Care	1
Child Abuse/Neglect	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: May 2014

Total Number of Calls: 86

Report Date: 06/04/2014

Substance Abuse Services	11
Health Care	10
Mental Health Services	9
Utilities Assistance	9
Housing/Shelter	8
Heating Assistance	5
Basic Needs - Food	4
Legal Services	4
Home Maintenance	4
Financial Assistance - Rent	3
Basic Needs - Household Items (Non-food)	3
Dental Care	3
Consumer Assistance Services	2
Judicial Services	2
Financial Assistance - Home Maintenance	2
Advocacy	2
Transportation	1
Public Safety	1
Corrections	1
Developmental Disabilities	1
Financial Assistance - Temporary Aid	1
Education/Training	1
Youth Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: May 2014

Total Number of Calls: 612

Report Date: 06/04/2014

Utilities Assistance	87
Health Care	63
Mental Health Services	47
Basic Needs - Food	41
Substance Abuse Services	39
Housing/Shelter	37
Health Insurance	27
Legal Services	25
Consumer Assistance Services	19
Homeless Services	18
Aging/Elderly Services	13
Law Enforcement Services	11
Financial Assistance - Rent	10
Government Agency - DHHS	10
Transportation	9
Elected Officials	9
Financial Assistance - Temporary Aid	9
Income Support - SSI/SSDI	8
Corrections	8
Dental Care	8
Courts	7