



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: November 2011

Total Number of Calls: 724

Report Date: 12/21/2011

Heating Assistance	85
Basic Needs - Food	68
Utilities Assistance	44
Housing/Shelter	42
Mental Health Services	38
Christmas Programs	33
Financial Assistance - Rent	23
Transportation	23
Legal Services	22
Dental Care	21
Income Support - SSI/SSDI	19
Government Agency - DHHS	19
Health Care	18
Municipal Services	16
Public Safety	14
Substance Abuse Services	14
Law Enforcement Services	14
Financial Assistance - Home Maintenance	14
Thanksgiving Programs	14
Salvation Army	13
Aging/Elderly Services	13



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: November 2011

Total Number of Calls: 180

Report Date: 12/21/2011

Heating Assistance	54
Mental Health Services	9
Substance Abuse Services	8
Health Care	6
Basic Needs - Food	6
Financial Assistance - Home Maintenance	6
Financial Assistance - Rent	6
Utilities Assistance	5
Dental Care	5
Municipal Services	4
Advocacy	4
Disaster Services	4
Furniture	4
Income Support - SSI/SSDI	3
Rehabilitation Services	3
Christmas Programs	3
Transportation	3
Financial Assistance - Temporary Aid	3
Domestic Violence Services	3
Legal Services	3
Health Insurance	3
Financial Assistance - Prescription Assistance	3
Eye Care	3

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2-1-1 Maine: Top 20 Call Categories


Cumberland County

Reporting Period: November 2011

Total Number of Calls: 1879

Report Date: 12/21/2011

Heating Assistance	191
Mental Health Services	152
Housing/Shelter	116
Utilities Assistance	115
Basic Needs - Food	105
Health Care	87
Substance Abuse Services	74
Legal Services	61
Transportation	59
Christmas Programs	58
Government Agency - DHHS	53
Dental Care	52
Financial Assistance - Rent	47
Law Enforcement Services	43
Municipal Services	40
Income Support - SSI/SSDI	40
Thanksgiving Programs	38
Health Insurance	32
Financial Assistance - Temporary Aid	31
Domestic Violence Services	30

	<p>2-1-1 Maine: Top 20 Call Categories Franklin County Reporting Period: November 2011 Total Number of Calls: 95</p>
<p>Report Date: 12/21/2011</p>	

Utilities Assistance	11
Heating Assistance	9
Basic Needs - Food	9
Financial Assistance - Temporary Aid	7
Health Care	6
Income Support - SSI/SSDI	6
Education/Training	5
Housing/Shelter	5
Mental Health Services	4
Government Agency - DHHS	4
Substance Abuse Services	4
Financial Assistance - Rent	3
Government Agency - OLR	3
Christmas Programs	3
Personal Debt/Money Management	2
Legal Services	2
Health Insurance	2
Adult Protective Services	2
Municipal Services	2
Youth Services	2
Financial Assistance - Mortgage	2
Corrections	2



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: November 2011

Total Number of Calls: 137

Report Date: 12/21/2011

Heating Assistance	16
Housing/Shelter	11
Christmas Programs	10
Mental Health Services	9
Health Care	8
Legal Services	7
Substance Abuse Services	7
Domestic Violence Services	7
Basic Needs - Food	6
Financial Assistance - Home Maintenance	6
Financial Assistance - Temporary Aid	5
Consumer Assistance Services	5
Utilities Assistance	5
Government Agency - DHHS	4
Health Insurance	4
Dental Care	4
Income Support - SSI/SSDI	4
Law Enforcement Services	3
Financial Assistance - Vehicle Expenses	3
Animal Services	3



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: November 2011

Total Number of Calls: 685

Report Date: 12/21/2011

Heating Assistance	144
Utilities Assistance	56
Mental Health Services	50
Christmas Programs	39
Basic Needs - Food	38
Housing/Shelter	32
Substance Abuse Services	23
Financial Assistance - Rent	17
Dental Care	16
Financial Assistance - Temporary Aid	15
Legal Services	15
Income Support - SSI/SSDI	15
Health Care	15
Government Agency - DHHS	15
Law Enforcement Services	13
Education/Training	12
Transportation	12
Financial Assistance - Home Maintenance	12
Thanksgiving Programs	11
Municipal Services	11
Aging/Elderly Services	11



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: November 2011

Total Number of Calls: 102

Report Date: 12/21/2011

Heating Assistance	16
Utilities Assistance	10
Christmas Programs	6
Legal Services	6
Government Agency - DHHS	6
Basic Needs - Food	5
Health Care	5
Law Enforcement Services	4
Housing/Shelter	4
Substance Abuse Services	4
Judicial Services	3
Consumer Assistance Services	3
Financial Assistance - Rent	3
Municipal Services	3
Support Group Information	2
Corrections	2
Rent Rebate	2
Mental Health Services	2
Dental Care	2
Health Insurance	2
Financial Assistance - Home Maintenance	2
Government Agency - DOL	2
Child Care	2

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: November 2011

Total Number of Calls: 191

Report Date: 12/21/2011

Heating Assistance	59
Mental Health Services	12
Basic Needs - Food	12
Utilities Assistance	11
Housing/Shelter	10
Christmas Programs	9
Financial Assistance - Home Maintenance	8
Legal Services	6
Aging/Elderly Services	6
Government Agency - DHHS	6
Health Insurance	5
Financial Assistance - Rent	5
Health Care	4
Thanksgiving Programs	4
Financial Assistance - Temporary Aid	4
Income Support - SSI/SSDI	4
Municipal Services	3
Transportation	3
Rent Rebate	3
Substance Abuse Services	3
Advocacy	3



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: November 2011

Total Number of Calls: 232

Report Date: 12/21/2011

Heating Assistance	38
Utilities Assistance	27
Housing/Shelter	21
Mental Health Services	20
Legal Services	12
Christmas Programs	12
Transportation	10
Financial Assistance - Rent	10
Basic Needs - Food	9
Substance Abuse Services	8
Dental Care	7
Government Agency - DHHS	6
Health Insurance	6
Municipal Services	5
Financial Assistance - Temporary Aid	5
Health Care	4
Income Support - SSI/SSDI	4
Thanksgiving Programs	4
Basic Needs - Household Items (non-food)	4
Aging/Elderly Services	4



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: November 2011

Total Number of Calls: 662

Report Date: 12/21/2011

Heating Assistance	100
Housing/Shelter	62
Mental Health Services	57
Utilities Assistance	38
Basic Needs - Food	35
Substance Abuse Services	32
Christmas Programs	27
Financial Assistance - Rent	24
Health Care	24
Financial Assistance - Temporary Aid	19
Income Support - SSI/SSDI	17
Legal Services	16
Health Insurance	16
Law Enforcement Services	15
Dental Care	14
Government Agency - DHHS	13
Transportation	12
Financial Assistance - Home Maintenance	11
Animal Services	11
Financial Assistance - Prescription Assistance	10



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: November 2011

Total Number of Calls: 44

Report Date: 12/21/2011

Heating Assistance	8
Christmas Programs	6
Basic Needs - Food	4
Utilities Assistance	3
Income Support - SSI/SSDI	3
Law Enforcement Services	3
Income Support - Unemployment	2
Dental Care	2
Legal Services	2
Housing/Shelter	2
Parenting Education/Support	2
Health Care	2
Elected Officials	1
Personal Debt/Money Management	1
Mentoring Programs	1
Advocacy	1
Substance Abuse Services	1
Aging/Elderly Services	1
Financial Assistance - Security Deposit	1
Home Health Care	1
Financial Assistance - Vehicle Expenses	1
Consumer Assistance Services	1
Public Safety	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: November 2011

Total Number of Calls: 227

Report Date: 12/21/2011

Heating Assistance	58
Housing/Shelter	28
Utilities Assistance	17
Christmas Programs	17
Basic Needs - Food	12
Mental Health Services	11
Financial Assistance - Rent	9
Government Agency - DHHS	9
Legal Services	6
Financial Assistance - Temporary Aid	5
Dental Care	5
Transportation	5
Health Insurance	5
Income Support - SSI/SSDI	5
Substance Abuse Services	4
Child Care	4
Salvation Army	4
Law Enforcement Services	3
Volunteering	3
Health Care	3



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: November 2011

Total Number of Calls: 343

Report Date: 12/21/2011

Heating Assistance	115
Utilities Assistance	33
Housing/Shelter	25
Christmas Programs	17
Mental Health Services	12
Basic Needs - Food	12
Legal Services	10
Financial Assistance - Temporary Aid	9
Public Safety	8
Health Care	8
Financial Assistance - Home Maintenance	7
Financial Assistance - Rent	7
Substance Abuse Services	6
Dental Care	5
Aging/Elderly Services	5
Consumer Assistance Services	5
Government Agency - DHHS	5
Advocacy	4
Transportation	4
Financial Assistance - Prescription Assistance	4
Municipal Services	4



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: November 2011

Total Number of Calls: 100

Report Date: 12/21/2011

Heating Assistance	15
Housing/Shelter	9
Utilities Assistance	9
Health Care	8
Basic Needs - Food	7
Substance Abuse Services	6
Financial Assistance - Rent	6
Health Insurance	6
Dental Care	4
Financial Assistance - Temporary Aid	3
Government Agency - DHHS	3
Christmas Programs	3
Legal Services	3
Courts	2
Parenting Education/Support	2
Municipal Services	2
Transportation	2
Public Health	2
Library	2
Income Support - Unemployment	2
Mental Health Services	2
Consumer Assistance Services	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: November 2011

Total Number of Calls: 119

Report Date: 12/21/2011

Heating Assistance	30
Utilities Assistance	14
Basic Needs - Food	9
Christmas Programs	8
Substance Abuse Services	7
Legal Services	5
Mental Health Services	5
Housing/Shelter	5
Financial Assistance - Temporary Aid	5
Health Insurance	4
Animal Services	3
Health Care	3
Municipal Services	3
Financial Assistance - Home Maintenance	2
Education/Training	2
Employment	2
Basic Needs - Clothing	2
Transportation	2
Dental Care	2
Judicial Services	2
Government Agency - DHHS	2



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: November 2011

Total Number of Calls: 628

Report Date: 12/21/2011

Heating Assistance	66
Housing/Shelter	47
Basic Needs - Food	46
Utilities Assistance	45
Mental Health Services	41
Christmas Programs	28
Legal Services	27
Transportation	27
Health Care	27
Dental Care	20
Substance Abuse Services	18
Law Enforcement Services	18
Government Agency - DHHS	18
Financial Assistance - Rent	17
Income Support - SSI/SSDI	15
Financial Assistance - Temporary Aid	14
Health Insurance	13
Municipal Services	13
Aging/Elderly Services	13
Public Safety	10
Courts	10