



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: November 2012

Total Number of Calls: 687

Report Date: 12/06/2012

Heating Assistance	103
Utilities Assistance	90
Basic Needs - Food	54
Christmas Programs	33
Housing/Shelter	30
Health Care	25
Financial Assistance - Temporary Aid	20
Financial Assistance - Rent	19
Mental Health Services	19
Legal Services	18
Government Agency - DHHS	18
Thanksgiving Programs	17
Substance Abuse Services	16
Municipal Services	14
Basic Needs - Clothing	14
Aging/Elderly Services	14
Public Safety	13
Transportation	13
Domestic Violence Services	11
Advocacy	11



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: November 2012

Total Number of Calls: 159

Report Date: 12/06/2012

Heating Assistance	50
Basic Needs - Food	16
Utilities Assistance	11
Housing/Shelter	10
Transportation	6
Health Insurance	6
Disaster Services	6
Legal Services	6
Mental Health Services	5
Law Enforcement Services	4
Income Support - SSI/SSDI	4
Dental Care	4
Financial Assistance - Rent	4
Financial Assistance - Temporary Aid	4
Thanksgiving Programs	3
Christmas Programs	3
Domestic Violence Services	3
Government Agency - DHHS	3
Public Health	2
Financial Assistance - Home Maintenance	2
Judicial Services	2
Health Care	2
Veterans' Services	2

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: November 2012

Total Number of Calls: 1604

Report Date: 12/06/2012

Heating Assistance	205
Housing/Shelter	139
Mental Health Services	111
Basic Needs - Food	97
Health Care	75
Utilities Assistance	75
Substance Abuse Services	70
Government Agency - DHHS	51
Christmas Programs	50
Financial Assistance - Temporary Aid	42
Financial Assistance - Rent	41
Legal Services	38
Thanksgiving Programs	37
Transportation	37
Income Support - SSI/SSDI	36
Family Support Services	36
Law Enforcement Services	27
Dental Care	24
Voter/voting Information	23
Domestic Violence Services	22
Homeless Services	22



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: November 2012

Total Number of Calls: 92

Report Date: 12/06/2012

Heating Assistance	18
Utilities Assistance	12
Financial Assistance - Temporary Aid	10
Basic Needs - Food	7
Advocacy	4
Government Agency - DHHS	4
Housing/Shelter	4
Courts	3
Financial Assistance - Rent	3
Judicial Services	3
Christmas Programs	2
Domestic Violence Services	2
Legal Services	2
Financial Assistance - Home Maintenance	2
Mental Health Services	2
Substance Abuse Services	2
Municipal Services	2
Public Health	2
Income Support - SSI/SSDI	1
Employment	1
Financial Assistance - Funeral Expenses	1
Basic Needs - Clothing	1
Income Support - Unemployment	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: November 2012

Total Number of Calls: 115

Report Date: 12/06/2012

Heating Assistance	13
Housing/Shelter	7
Utilities Assistance	7
Basic Needs - Food	7
Christmas Programs	7
Mental Health Services	7
Legal Services	6
Health Care	5
Substance Abuse Services	5
Financial Assistance - Rent	4
Dental Care	4
Financial Assistance - Vehicle Expenses	4
Hurricane - "Sandy"	3
Domestic Violence Services	3
Municipal Services	2
Public Health	2
Advocacy	2
Health Insurance	2
Donations	2
Family Support Services	2
Financial Assistance - Home Maintenance	2
Financial Assistance - Temporary Aid	2
Transportation	2

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: November 2012

Total Number of Calls: 612

Report Date: 12/06/2012

Heating Assistance	116
Utilities Assistance	63
Christmas Programs	40
Basic Needs - Food	32
Housing/Shelter	32
Mental Health Services	27
Health Care	25
Government Agency - DHHS	24
Income Support - SSI/SSDI	19
Financial Assistance - Temporary Aid	18
Health Insurance	17
Dental Care	16
Financial Assistance - Rent	16
Law Enforcement Services	15
Municipal Services	13
Advocacy	12
Judicial Services	11
Legal Services	10
Salvation Army	10
Thanksgiving Programs	10



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: November 2012

Total Number of Calls: 120

Report Date: 12/06/2012

Utilities Assistance	19
Heating Assistance	16
Basic Needs - Food	12
Mental Health Services	7
Transportation	7
Christmas Programs	6
Financial Assistance - Rent	5
Housing/Shelter	5
Health Care	5
Government Agency - DHHS	4
Dental Care	3
Disaster Services	3
Legal Services	3
Financial Assistance - Temporary Aid	3
Education/Training	2
Support Group Information	2
Public Safety	2
Child Care	2
Domestic Violence Services	2
Financial Assistance - Security Deposit	2
Foreclosure Prevention	2
In-Home Assistance	2
Health Insurance	2

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: November 2012

Total Number of Calls: 170

Report Date: 12/06/2012

Heating Assistance	53
Utilities Assistance	23
Christmas Programs	11
Financial Assistance - Temporary Aid	11
Basic Needs - Food	7
Health Insurance	6
Housing/Shelter	6
Financial Assistance - Home Maintenance	5
Employment	4
Mental Health Services	3
Support Group Information	3
Government Agency - DHHS	3
Corrections	3
Voter/voting Information	3
Weatherization	3
Home Maintenance	2
Animal Services	2
Basic Needs - Clothing	2
Income Support - Unemployment	2
Financial Assistance - Vehicle Expenses	2
Basic Needs - Household Items (non-food)	2
Gambling	2
Income Support - SSI/SSDI	2

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: November 2012

Total Number of Calls: 196

Report Date: 12/06/2012

Heating Assistance	43
Utilities Assistance	33
Housing/Shelter	12
Mental Health Services	11
Christmas Programs	8
Legal Services	7
Thanksgiving Programs	7
Transportation	6
Basic Needs - Clothing	6
Income Support - SSI/SSDI	5
Substance Abuse Services	5
Dental Care	5
Municipal Services	4
Basic Needs - Food	4
Financial Assistance - Temporary Aid	4
Health Care	4
Advocacy	3
Law Enforcement Services	3
Animal Services	3
Aging/Elderly Services	3
Health Insurance	3
Government Agency - DHHS	3



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: November 2012

Total Number of Calls: 583

Report Date: 12/06/2012

Heating Assistance	119
Utilities Assistance	47
Basic Needs - Food	44
Christmas Programs	39
Housing/Shelter	38
Mental Health Services	29
Substance Abuse Services	26
Financial Assistance - Temporary Aid	18
Legal Services	17
Government Agency - DHHS	17
Health Care	16
Financial Assistance - Rent	13
Health Insurance	12
Salvation Army	11
Thanksgiving Programs	10
Income Support - SSI/SSDI	10
Dental Care	9
Law Enforcement Services	9
Transportation	9
Financial Assistance - Home Maintenance	8
Public Safety	8
Basic Needs - Household Items (non-food)	8



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: November 2012

Total Number of Calls: 59

Report Date: 12/06/2012

Heating Assistance	14
Utilities Assistance	7
Health Care	5
Consumer Assistance Services	4
Foreclosure Prevention	3
Substance Abuse Services	3
Youth Services	2
Law Enforcement Services	2
Christmas Programs	2
Financial Assistance - Prescription Assistance	2
Financial Assistance - Rent	2
Financial Assistance - Temporary Aid	2
Advocacy	2
Furniture	1
Basic Needs - Food	1
Health Insurance	1
Parenting Education/Support	1
Income Support - Unemployment	1
Basic Needs - Household Items (non-food)	1
Legal Services	1
Weatherization	1
Mental Health Services	1
Housing/Shelter	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: November 2012

Total Number of Calls: 225

Report Date: 12/06/2012

Heating Assistance	61
Housing/Shelter	22
Basic Needs - Food	20
Utilities Assistance	18
Mental Health Services	13
Christmas Programs	10
Transportation	10
Legal Services	7
Health Insurance	7
Financial Assistance - Temporary Aid	6
Government Agency - DHHS	6
Salvation Army	5
Advocacy	4
Financial Assistance - Rent	4
Dental Care	3
Municipal Services	3
Public Health	3
Support Group Information	3
Government Agency - BMV	3
Financial Assistance - Prescription Assistance	2
Domestic Violence Services	2
Substance Abuse Services	2
Health Care	2

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2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: November 2012

Total Number of Calls: 261

Report Date: 12/06/2012

Heating Assistance	86
Utilities Assistance	31
Christmas Programs	27
Financial Assistance - Temporary Aid	15
Legal Services	10
Housing/Shelter	9
Basic Needs - Food	8
Substance Abuse Services	7
Health Care	7
Municipal Services	6
Financial Assistance - Rent	5
Animal Services	5
Mental Health Services	5
Government Agency - DHHS	4
Courts	3
Law Enforcement Services	3
Thanksgiving Programs	3
Financial Assistance - Home Maintenance	3
Youth Services	3
Health Insurance	2
Financial Assistance - Prescription Assistance	2
Transportation	2
Dental Care	2

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: November 2012

Total Number of Calls: 119

Report Date: 12/06/2012

Heating Assistance	27
Utilities Assistance	15
Substance Abuse Services	13
Housing/Shelter	11
Government Agency - DHHS	5
Financial Assistance - Rent	4
Basic Needs - Food	4
Health Care	4
Mental Health Services	3
Consumer Assistance Services	3
Health Insurance	3
Public Safety	2
Financial Assistance - Temporary Aid	2
Volunteering	2
Courts	2
Parenting Education/Support	2
Animal Services	2
Christmas Programs	2
Education/Training	2
Financial Assistance - Home Maintenance	2
Legal Services	2
Financial Assistance - Vehicle Expenses	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: November 2012

Total Number of Calls: 90

Report Date: 12/06/2012

Heating Assistance	25
Basic Needs - Food	7
Housing/Shelter	7
Utilities Assistance	6
Legal Services	5
Substance Abuse Services	4
Christmas Programs	3
Law Enforcement Services	3
Financial Assistance - Home Maintenance	3
Public Health	3
Financial Assistance - Temporary Aid	2
Personal Debt/Money Management	2
Foreclosure Prevention	2
Income Support - SSI/SSDI	2
Health Care	2
Transportation	2
Health Insurance	2
Adult Protective Services	2
Hurricane - "Sandy"	2
Financial Assistance - Dental Care	1
Immigrant Services	1
Thanksgiving Programs	1
Financial Assistance - Rent	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: November 2012

Total Number of Calls: 560

Report Date: 12/06/2012

Heating Assistance	67
Housing/Shelter	48
Utilities Assistance	47
Basic Needs - Food	38
Legal Services	26
Mental Health Services	22
Health Care	21
Government Agency - DHHS	18
Financial Assistance - Rent	17
Christmas Programs	17
Substance Abuse Services	16
Financial Assistance - Temporary Aid	16
Thanksgiving Programs	14
Transportation	14
Municipal Services	12
Courts	12
General Information Call	12
Law Enforcement Services	11
Income Support - SSI/SSDI	11
Employment	9
Family Support Services	9