



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: November 2014

Total Number of Calls: 536

Report Date: 12/03/2014

Heating Assistance	76
Utilities Assistance	66
Basic Needs - Food	41
Housing/Shelter	39
Health Care	30
Mental Health Services	28
Homeless Services	26
Christmas Programs	19
Thanksgiving Programs	15
Consumer Assistance Services	14
Substance Abuse Services	12
Legal Services	12
Law Enforcement Services	12
Financial Assistance - Temporary Aid	11
Domestic Violence Services	11
Health Insurance	11
Transportation	11
Aging/Elderly Services	9
Financial Assistance - Rent	8
Dental Care	8
Income Support - SSI/SSDI	8
Financial Assistance - Home Maintenance	7



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: November 2014

Total Number of Calls: 139

Report Date: 12/03/2014

Heating Assistance	27
Financial Assistance - Temporary Aid	27
Utilities Assistance	15
Mental Health Services	14
Basic Needs - Food	10
Financial Assistance - Rent	6
Health Care	6
Transportation	5
Family Support Services	5
Public Safety	4
Consumer Assistance Services	4
Christmas Programs	4
Health Insurance	3
Housing/Shelter	3
Government Agency - DHHS	3
Fire/Ambulance Services (Non-emergency)	3
Law Enforcement Services	2
United States Postal Service	2
Education/Training	2
Animal Services	2
In-Home Assistance	2
Financial Assistance - Home Maintenance	2
Legal Services	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: November 2014

Total Number of Calls: 1380

Report Date: 12/03/2014

Heating Assistance	155
Health Care	112
Mental Health Services	111
Housing/Shelter	90
Substance Abuse Services	72
Basic Needs - Food	71
Utilities Assistance	69
Thanksgiving Programs	42
Legal Services	41
Health Insurance	39
Consumer Assistance Services	32
Aging/Elderly Services	29
Law Enforcement Services	29
Transportation	29
Municipal Services	28
Income Support - SSI/SSDI	28
Homeless Services	28
Financial Assistance - Rent	26
Government Agency - DHHS	25
Dental Care	24



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: November 2014

Total Number of Calls: 77

Report Date: 12/03/2014

Heating Assistance	14
Utilities Assistance	8
Substance Abuse Services	5
Basic Needs - Food	5
Christmas Programs	4
Income Support - SSI/SSDI	4
Homeless Services	4
Consumer Assistance Services	4
Health Care	4
Municipal Services	3
Judicial Services	3
Mental Health Services	3
Legal Services	2
Environmental Services	2
Basic Needs - Clothing	2
United Way of the Tr-Valley Area	2
Developmental Disabilities	2
Housing/Shelter	2
Dental Care	1
Government Agency - BMV	1
Assisted Living/Nursing Homes	1
Health Insurance	1
Parenting Education/Support	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: November 2014

Total Number of Calls: 121

Report Date: 12/03/2014

Heating Assistance	13
Housing/Shelter	11
Disaster Services	9
Utilities Assistance	9
Mental Health Services	8
Health Care	7
Law Enforcement Services	6
Basic Needs - Food	5
Christmas Programs	5
Fire/Ambulance Services (Non-emergency)	4
Consumer Assistance Services	3
Parenting Education/Support	3
Income Support - SSI/SSDI	3
Elected Officials	3
Substance Abuse Services	3
Veterans' Services	3
Financial Assistance - Security Deposit	2
Courts	2
In-Home Assistance	2
Government Agency - Attorney General	2
Legal Services	2
Employment	2
Domestic Violence Services	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: November 2014

Total Number of Calls: 446

Report Date: 12/03/2014

Heating Assistance	55
Utilities Assistance	36
Health Care	32
Christmas Programs	27
Mental Health Services	25
Basic Needs - Food	23
Housing/Shelter	22
Income Support - SSI/SSDI	16
Consumer Assistance Services	16
Law Enforcement Services	16
Government Agency - DHHS	16
Financial Assistance - Rent	12
Health Insurance	10
Education/Training	8
Courts	8
Homeless Services	8
Dental Care	8
Aging/Elderly Services	8
Thanksgiving Programs	7
Legal Services	7
Basic Needs - Clothing	7
Advocacy	7
Judicial Services	6



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: November 2014

Total Number of Calls: 98

Report Date: 12/03/2014

Heating Assistance	23
Disaster Services	12
Utilities Assistance	6
Government Agency - DHHS	6
Basic Needs - Food	5
Christmas Programs	4
Mental Health Services	4
Housing/Shelter	3
Financial Assistance - Temporary Aid	3
Financial Assistance - Rent	3
Fire/Ambulance Services (Non-emergency)	3
Thanksgiving Programs	2
Consumer Assistance Services	2
Animal Services	2
Domestic Violence Services	2
Substance Abuse Services	2
Income Support - SSI/SSDI	2
Transportation	2
In-Home Assistance	2
Judicial Services	2
Health Insurance	2
Tax Services	1

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: November 2014

Total Number of Calls: 111

Report Date: 12/03/2014

Heating Assistance	29
Utilities Assistance	12
Basic Needs - Food	7
Housing/Shelter	6
Government Agency - DHHS	6
Health Care	5
Christmas Programs	4
Mental Health Services	4
Disaster Services	4
Aging/Elderly Services	4
Fire/Ambulance Services (Non-emergency)	3
Domestic Violence Services	2
Legal Services	2
Income Support - SSI/SSDI	2
Law Enforcement Services	2
Child Care	2
DHHS SNAP Questions	2
Thanksgiving Programs	2
Government Agency - DOL	2
Municipal Services	1
Judicial Services	1
Elected Officials	1
Weatherization	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: November 2014

Total Number of Calls: 205

Report Date: 12/03/2014

Heating Assistance	29
Utilities Assistance	29
Basic Needs - Food	14
Health Care	14
Housing/Shelter	11
Mental Health Services	10
Legal Services	9
Consumer Assistance Services	9
Financial Assistance - Rent	7
Christmas Programs	7
Homeless Services	6
Government Agency - DHHS	6
Income Support - SSI/SSDI	4
Substance Abuse Services	4
Domestic Violence Services	3
Animal Services	3
Financial Assistance - Home Maintenance	3
Aging/Elderly Services	3
Basic Needs - Clothing	3
Health Insurance	3
Corrections	3
Municipal Services	3
Dental Care	3



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: November 2014

Total Number of Calls: 558

Report Date: 12/03/2014

Heating Assistance	92
Basic Needs - Food	41
Housing/Shelter	39
Mental Health Services	35
Health Care	34
Disaster Services	34
Utilities Assistance	32
Substance Abuse Services	21
Transportation	17
Financial Assistance - Rent	16
Homeless Services	16
Christmas Programs	15
Fire/Ambulance Services (Non-emergency)	15
Consumer Assistance Services	14
Government Agency - DHHS	12
Law Enforcement Services	11
Aging/Elderly Services	10
Health Insurance	10
Legal Services	9
Income Support - SSI/SSDI	9

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2-1-1 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: November 2014

Total Number of Calls: 30

Report Date: 12/03/2014

Heating Assistance	13
Basic Needs - Food	4
Health Care	2
Mental Health Services	2
Health Insurance	2
Aging/Elderly Services	2
Housing/Shelter	2
Advocacy	2
Financial Assistance - Rent	2
Financial Assistance - Home Maintenance	2
Municipal Services	1
Employment	1
Utilities Assistance	1
Foreclosure Prevention	1
Basic Needs - Clothing	1
Christmas Programs	1
Personal Debt/Money Management	1
Developmental Disabilities	1
Assistive Technology/Equipment	1
Disaster Services	1

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2-1-1 Maine: Top 20 Call Categories


Sagadahoc County

Reporting Period: November 2014

Total Number of Calls: 153

Report Date: 12/03/2014

Heating Assistance	31
Utilities Assistance	15
Health Care	10
Housing/Shelter	9
Basic Needs - Food	9
Legal Services	7
Mental Health Services	7
Christmas Programs	5
Financial Assistance - Temporary Aid	5
Government Agency - DHHS	5
Consumer Assistance Services	5
Health Insurance	5
Education/Training	3
Substance Abuse Services	3
Poison Control	3
Government Agency - BMV	3
Transportation	3
Financial Assistance - Rent	3
Municipal Services	3
Foreclosure Prevention	3

	<p>2-1-1 Maine: Top 20 Call Categories</p> <p>Somerset County</p> <p>Reporting Period: November 2014</p> <p>Total Number of Calls: 211</p>
<p>Report Date: 12/03/2014</p>	

Heating Assistance	60
Utilities Assistance	24
Christmas Programs	15
Health Care	9
Consumer Assistance Services	8
Transportation	8
Mental Health Services	8
Government Agency - DHHS	8
Basic Needs - Food	7
Substance Abuse Services	6
Financial Assistance - Home Maintenance	6
Legal Services	6
Thanksgiving Programs	5
Health Insurance	5
Corrections	4
Education/Training	4
Public Safety	3
Mediation Services	3
Municipal Services	3
Financial Assistance - Temporary Aid	3
Animal Services	3
Domestic Violence Services	3
Environmental Services	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: November 2014

Total Number of Calls: 108

Report Date: 12/03/2014

Utilities Assistance	12
Heating Assistance	11
Disaster Services	10
Health Care	8
Health Insurance	6
Financial Assistance - Rent	6
Housing/Shelter	4
Christmas Programs	4
Fire/Ambulance Services (Non-emergency)	4
Basic Needs - Household Items (Non-food)	3
Substance Abuse Services	3
Municipal Services	3
Government Agency - DHHS	3
Thanksgiving Programs	3
Financial Assistance - Home Maintenance	3
DHHS SNAP Questions	3
Dental Care	2
Public Health	2
Basic Needs - Food	2
Consumer Assistance Services	2
Courts	2
Law Enforcement Services	2
Transportation	2

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2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: November 2014

Total Number of Calls: 75

Report Date: 12/03/2014

Heating Assistance	18
Utilities Assistance	8
Health Care	6
Mental Health Services	4
In-Home Assistance	4
Government Agency - DHHS	4
Housing/Shelter	3
Legal Services	3
Developmental Disabilities	3
Financial Assistance - Rent	3
Municipal Services	2
Consumer Assistance Services	2
Government Agency - BMV	2
Family Support Services	2
Financial Assistance - Prescription Assistance	2
Basic Needs - Food	2
Recreational Programs	1
Mentoring Programs	1
Income Support - SSI/SSDI	1
Financial Assistance - Home Maintenance	1
Eye Care	1
Judicial Services	1
Support Group Information	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: November 2014

Total Number of Calls: 531

Report Date: 12/03/2014

Mental Health Services	47
Health Care	44
Housing/Shelter	43
Heating Assistance	42
Utilities Assistance	39
Basic Needs - Food	27
Legal Services	26
Health Insurance	25
Financial Assistance - Rent	20
Law Enforcement Services	17
Municipal Services	15
Substance Abuse Services	15
Courts	14
Transportation	12
Thanksgiving Programs	12
Government Agency - DHHS	12
Aging/Elderly Services	11
Christmas Programs	11
Homeless Services	10
Consumer Assistance Services	9
Income Support - SSI/SSDI	9
Developmental Disabilities	7