



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: October 2013

Total Number of Calls: 648

Report Date: 11/07/2013

Utilities Assistance	75
Basic Needs - Food	58
Heating Assistance	49
Health Care	46
Housing/Shelter	42
Mental Health Services	28
Substance Abuse Services	21
Financial Assistance - Temporary Aid	21
Legal Services	19
Government Agency - DHHS	18
Municipal Services	17
Health Insurance	16
Financial Assistance - Rent	15
Consumer Assistance Services	15
Transportation	14
Domestic Violence Services	13
Income Support - SSI/SSDI	13
Courts	13
Education/Training	12
Dental Care	12
Aging/Elderly Services	12
Government Agency - BMV	9
Family Support Services	9



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: October 2013

Total Number of Calls: 134

Report Date: 11/07/2013

Heating Assistance	21
Basic Needs - Food	19
Financial Assistance - Temporary Aid	17
Health Care	11
Utilities Assistance	11
Consumer Assistance Services	7
Health Insurance	7
Mental Health Services	7
Financial Assistance - Rent	4
Financial Assistance - Home Maintenance	4
Family Support Services	4
Substance Abuse Services	4
Housing/Shelter	3
Aging/Elderly Services	3
DHHS SNAP Questions	3
Assistive Technology/Equipment	3
Basic Needs - Clothing	2
Education/Training	2
Advocacy	2
Financial Assistance - Prescription Assistance	2
Income Support - SSI/SSDI	2
Parenting Education/Support	2
Municipal Services	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: October 2013

Total Number of Calls: 1727

Report Date: 11/07/2013

Mental Health Services	160
Heating Assistance	153
Housing/Shelter	127
Health Care	124
Basic Needs - Food	114
Utilities Assistance	107
Health Insurance	91
Substance Abuse Services	69
Legal Services	59
Transportation	42
Law Enforcement Services	41
Consumer Assistance Services	39
Financial Assistance - Temporary Aid	37
Government Agency - DHHS	36
Financial Assistance - Rent	35
Homeless Services	33
Dental Care	33
Family Support Services	32
Aging/Elderly Services	30
Municipal Services	29
Income Support - SSI/SSDI	29
Education/Training	25



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: October 2013

Total Number of Calls: 81

Report Date: 11/07/2013

Utilities Assistance	10
Mental Health Services	7
Health Insurance	6
Income Support - SSI/SSDI	6
Housing/Shelter	5
Health Care	4
Domestic Violence Services	4
Aging/Elderly Services	4
Courts	3
Legal Services	3
Heating Assistance	3
Substance Abuse Services	3
Basic Needs - Food	2
Consumer Assistance Services	2
Assistive Technology/Equipment	2
Education/Training	2
Library	2
Employment	2
Financial Assistance - Rent	2
Transportation	2



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: October 2013

Total Number of Calls: 144

Report Date: 11/07/2013

Mental Health Services	18
Heating Assistance	12
Housing/Shelter	11
Substance Abuse Services	11
Utilities Assistance	11
Legal Services	10
Consumer Assistance Services	7
Basic Needs - Food	6
Government Agency - DHHS	6
Health Insurance	6
Health Care	5
Financial Assistance - Rent	4
Income Support - SSI/SSDI	4
Courts	4
In-Home Assistance	3
Family Support Services	3
Law Enforcement Services	3
Public Safety	3
United States Postal Service	3
Judicial Services	2
Child Abuse/Neglect	2
Financial Assistance - Temporary Aid	2
Basic Needs - Clothing	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: October 2013

Total Number of Calls: 562

Report Date: 11/07/2013

Heating Assistance	50
Utilities Assistance	48
Health Care	43
Mental Health Services	36
Housing/Shelter	32
Basic Needs - Food	31
Health Insurance	28
Substance Abuse Services	24
Consumer Assistance Services	17
Transportation	17
Income Support - SSI/SSDI	16
Financial Assistance - Rent	16
Government Agency - DHHS	13
Legal Services	13
Aging/Elderly Services	12
Law Enforcement Services	11
Basic Needs - Clothing	11
Judicial Services	10
DHHS SNAP Questions	9
Dental Care	9
Domestic Violence Services	9
Christmas Programs	8



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: October 2013

Total Number of Calls: 92

Report Date: 11/07/2013

Health Care	13
Basic Needs - Food	10
Health Insurance	7
Mental Health Services	6
Heating Assistance	6
Substance Abuse Services	6
Income Support - SSI/SSDI	5
Aging/Elderly Services	5
Housing/Shelter	5
Judicial Services	4
Transportation	4
Legal Services	4
Utilities Assistance	4
Family Support Services	3
Government Agency - DHHS	3
Financial Assistance - Temporary Aid	2
Courts	2
Domestic Violence Services	2
Financial Assistance - Home Maintenance	2
Financial Assistance - Rent	2
Law Enforcement Services	2
Consumer Assistance Services	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: October 2013

Total Number of Calls: 132

Report Date: 11/07/2013

Utilities Assistance	26
Heating Assistance	25
Health Insurance	10
Housing/Shelter	8
Health Care	8
Aging/Elderly Services	7
Financial Assistance - Rent	7
Mental Health Services	6
Consumer Assistance Services	6
Legal Services	5
Judicial Services	4
Basic Needs - Food	4
In-Home Assistance	3
Financial Assistance - Home Maintenance	3
Basic Needs - Clothing	3
Family Support Services	3
Government Agency - OLR	3
Financial Assistance - Temporary Aid	3
Government Agency - DHHS	2
Veterans' Services	2
Transportation	2
Christmas Programs	2
Weatherization	2



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: October 2013

Total Number of Calls: 227

Report Date: 11/07/2013

Utilities Assistance	32
Heating Assistance	30
Health Care	19
Income Support - SSI/SSDI	17
Housing/Shelter	15
Basic Needs - Food	14
Consumer Assistance Services	13
Health Insurance	13
Legal Services	11
Mental Health Services	10
Law Enforcement Services	9
Government Agency - DHHS	8
Corrections	6
Financial Assistance - Temporary Aid	6
Financial Assistance - Home Maintenance	5
Municipal Services	5
Transportation	4
Family Support Services	4
Financial Assistance - Rent	3
Substance Abuse Services	3
Education/Training	3
Aging/Elderly Services	3



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: October 2013

Total Number of Calls: 574

Report Date: 11/07/2013

Heating Assistance	52
Housing/Shelter	50
Basic Needs - Food	48
Mental Health Services	44
Health Care	38
Substance Abuse Services	36
Health Insurance	24
Utilities Assistance	24
Law Enforcement Services	16
Municipal Services	16
Transportation	16
Legal Services	15
Financial Assistance - Rent	14
Aging/Elderly Services	13
Income Support - SSI/SSDI	12
Government Agency - DHHS	11
Education/Training	11
Family Support Services	11
Elected Officials	11
Financial Assistance - Temporary Aid	11



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: October 2013

Total Number of Calls: 38

Report Date: 11/07/2013

Heating Assistance	8
Utilities Assistance	6
Health Insurance	6
Basic Needs - Food	4
Health Care	3
Mental Health Services	3
Transportation	3
Housing/Shelter	2
Income Support - SSI/SSDI	2
Environmental Services	1
Financial Assistance - Vehicle Expenses	1
Family Planning	1
Financial Assistance - Temporary Aid	1
In-Home Assistance	1
Courts	1
Legal Services	1
Consumer Assistance Services	1
Substance Abuse Services	1
Weatherization	1
Home Health Care	1
Advocacy	1
Churches	1
Basic Needs - Clothing	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: October 2013

Total Number of Calls: 144

Report Date: 11/07/2013

Heating Assistance	35
Utilities Assistance	13
Health Care	10
Housing/Shelter	9
Health Insurance	9
Public Safety	8
Mental Health Services	7
Legal Services	7
Consumer Assistance Services	7
Basic Needs - Food	5
Financial Assistance - Temporary Aid	5
Family Support Services	5
Income Support - SSI/SSDI	5
Substance Abuse Services	4
Government Agency - DHHS	4
Education/Training	3
Salvation Army	3
Courts	3
Mediation Services	2
Aging/Elderly Services	2
DHHS SNAP Questions	2
Tax Services	2
Financial Assistance - Rent	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: October 2013

Total Number of Calls: 231

Report Date: 11/07/2013

Heating Assistance	39
Utilities Assistance	33
Health Care	18
Health Insurance	14
Housing/Shelter	13
Aging/Elderly Services	11
Consumer Assistance Services	9
Financial Assistance - Rent	9
Public Safety	9
Legal Services	8
Mental Health Services	7
Basic Needs - Household Items (Non-food)	6
Basic Needs - Food	6
Government Agency - DHHS	6
Family Support Services	5
Tax Services	5
Law Enforcement Services	5
Education/Training	4
Judicial Services	4
Financial Assistance - Home Maintenance	4
Income Support - SSI/SSDI	4
Transportation	4
Assistive Technology/Equipment	3



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: October 2013

Total Number of Calls: 123

Report Date: 11/07/2013

Housing/Shelter	11
Mental Health Services	10
Heating Assistance	9
Health Care	8
Utilities Assistance	6
Basic Needs - Food	5
Legal Services	5
Corrections	5
Municipal Services	5
Health Insurance	5
Public Health	4
Financial Assistance - Vehicle Expenses	4
Public Safety	4
Financial Assistance - Rent	3
Consumer Assistance Services	3
Education/Training	3
Christmas Programs	3
Income Support - SSI/SSDI	2
Parenting Education/Support	2
Judicial Services	2
Law Enforcement Services	2
Animal Services	2
Government Agency - OLR	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: October 2013

Total Number of Calls: 80

Report Date: 11/07/2013

Heating Assistance	14
Health Care	7
Basic Needs - Food	7
Mental Health Services	6
Legal Services	5
Substance Abuse Services	4
Utilities Assistance	4
DHHS SNAP Questions	3
Health Insurance	3
Family Support Services	3
Financial Assistance - Temporary Aid	3
Corrections	2
Pharmacy	2
Education/Training	2
Basic Needs - Household Items (Non-food)	2
Public Safety	2
Veterans' Services	2
Transportation	2
Donations	1
Financial Assistance - Rent	1
Mediation Services	1
Employment	1
Consumer Assistance Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: October 2013

Total Number of Calls: 576

Report Date: 11/07/2013

Utilities Assistance	55
Housing/Shelter	51
Health Care	47
Basic Needs - Food	42
Health Insurance	41
Heating Assistance	40
Mental Health Services	32
Substance Abuse Services	27
Legal Services	24
Government Agency - DHHS	17
Financial Assistance - Rent	16
Income Support - SSI/SSDI	16
Consumer Assistance Services	16
General Information Call	12
Financial Assistance - Temporary Aid	11
Dental Care	11
Domestic Violence Services	11
Transportation	11
Aging/Elderly Services	10
Referral to other 211/I&R Service	9
Parenting Education/Support	9
Law Enforcement Services	9
DHHS SNAP Questions	9