



2-1-1 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period: October 2014

Total Number of Calls: 607

Report Date: 11/07/2014

Utilities Assistance	79
Heating Assistance	58
Health Care	42
Basic Needs - Food	37
Housing/Shelter	33
Mental Health Services	33
Financial Assistance - Rent	23
Substance Abuse Services	23
Health Insurance	16
Homeless Services	15
Financial Assistance - Temporary Aid	14
Family Support Services	14
Government Agency - DHHS	14
Transportation	13
Christmas Programs	13
Public Safety	12
Consumer Assistance Services	12
Legal Services	10
Municipal Services	10
Aging/Elderly Services	9
Basic Needs - Clothing	9
Domestic Violence Services	9
Financial Assistance - Home Maintenance	9



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: October 2014

Total Number of Calls: 141

Report Date: 11/07/2014

Heating Assistance	20
Basic Needs - Food	19
Mental Health Services	13
Financial Assistance - Temporary Aid	13
Utilities Assistance	11
Financial Assistance - Rent	6
Consumer Assistance Services	6
Law Enforcement Services	4
Income Support - SSI/SSDI	4
Courts	4
Transportation	4
Family Support Services	4
Financial Assistance - Prescription Assistance	3
Municipal Services	3
Substance Abuse Services	3
Basic Needs - Clothing	3
Public Safety	3
Health Care	3
Legal Services	3
Housing/Shelter	3
Furniture	3
Animal Services	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: October 2014

Total Number of Calls: 1485

Report Date: 11/07/2014

Heating Assistance	142
Mental Health Services	122
Health Care	117
Basic Needs - Food	105
Housing/Shelter	101
Utilities Assistance	89
Substance Abuse Services	66
Legal Services	56
Law Enforcement Services	45
Consumer Assistance Services	43
Municipal Services	37
Dental Care	35
Financial Assistance - Rent	34
Government Agency - DHHS	32
Transportation	31
Education/Training	30
Income Support - SSI/SSDI	30
Advocacy	26
Health Insurance	25
Financial Assistance - Temporary Aid	24



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: October 2014

Total Number of Calls: 100

Report Date: 11/07/2014

Utilities Assistance	14
Heating Assistance	11
Basic Needs - Food	7
Mental Health Services	6
Substance Abuse Services	6
Consumer Assistance Services	6
Health Care	5
Health Insurance	4
Courts	4
Aging/Elderly Services	4
Income Support - SSI/SSDI	3
Public Safety	3
Home Health Care	3
Volunteering	2
Education/Training	2
Legal Services	2
Family Support Services	2
Employment	2
Dental Care	2
Financial Assistance - Rent	2
Homeless Services	2
Transportation	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: October 2014

Total Number of Calls: 75

Report Date: 11/07/2014

Utilities Assistance	10
Housing/Shelter	8
Mental Health Services	7
Heating Assistance	6
Substance Abuse Services	5
United States Postal Service	3
Transportation	3
Financial Assistance - Temporary Aid	3
In-Home Assistance	3
Aging/Elderly Services	3
Consumer Assistance Services	3
Financial Assistance - Rent	3
Health Care	2
Law Enforcement Services	2
Health Insurance	2
Medical Equipment	2
Family Support Services	2
Income Support - SSI/SSDI	2
Government Agency - OLR	2
Environmental Services	1
Tax Services	1
Public Safety	1
Basic Needs - Food	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: October 2014

Total Number of Calls: 512

Report Date: 11/07/2014

Utilities Assistance	61
Heating Assistance	57
Health Care	35
Housing/Shelter	33
Mental Health Services	31
Basic Needs - Food	26
Financial Assistance - Rent	21
Consumer Assistance Services	20
Substance Abuse Services	19
Health Insurance	16
Government Agency - DHHS	16
Basic Needs - Clothing	10
Municipal Services	10
Income Support - SSI/SSDI	10
Government Agency - BMV	9
Financial Assistance - Temporary Aid	9
Family Support Services	8
Aging/Elderly Services	8
Legal Services	7
Domestic Violence Services	7
Christmas Programs	7
Advocacy	6



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)


Reporting Period: October 2014

Total Number of Calls: 88

Report Date: 11/07/2014


Heating Assistance	10
Utilities Assistance	9
Housing/Shelter	6
Financial Assistance - Rent	6
Mental Health Services	5
Health Care	5
Government Agency - DHHS	4
Substance Abuse Services	4
Health Insurance	4
Financial Assistance - Home Maintenance	3
Financial Assistance - Mortgage	3
Tax Services	3
Income Support - SSI/SSDI	3
Legal Services	3
Financial Assistance - Temporary Aid	3
Transportation	2
Basic Needs - Food	2
Dental Care	2
Family Support Services	2
Municipal Services	2
Child Care	2
Corrections	2
Aging/Elderly Services	2

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	<p>2-1-1 Maine: Top 20 Call Categories  <a href="#">Lincoln County</a>  Reporting Period: October 2014  Total Number of Calls: 120</p>
<p>Report Date: 11/07/2014</p>	

Heating Assistance	26
Utilities Assistance	17
Basic Needs - Food	9
Health Care	9
Housing/Shelter	6
Legal Services	4
Aging/Elderly Services	4
Consumer Assistance Services	4
Income Support - SSI/SSDI	4
Financial Assistance - Temporary Aid	4
Public Safety	4
Government Agency - DHHS	4
Mental Health Services	3
Home Maintenance	2
Basic Needs - Household Items (Non-food)	2
Financial Assistance - Rent	2
Substance Abuse Services	2
Weatherization	2
Basic Needs - Clothing	2
Advocacy	2



	<p>2-1-1 Maine: Top 20 Call Categories</p> <p>Oxford County</p> <p>Reporting Period: October 2014</p> <p>Total Number of Calls: 230</p>
<p>Report Date: 11/07/2014</p>	

Utilities Assistance	42
Heating Assistance	35
Housing/Shelter	18
Mental Health Services	16
Basic Needs - Food	15
Legal Services	10
Health Care	10
Consumer Assistance Services	9
Basic Needs - Clothing	7
Education/Training	7
Financial Assistance - Home Maintenance	7
Transportation	6
Financial Assistance - Rent	6
Substance Abuse Services	5
Homeless Services	5
Health Insurance	5
Income Support - SSI/SSDI	4
Municipal Services	4
Aging/Elderly Services	4
Government Agency - DHHS	4



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: October 2014

Total Number of Calls: 567

Report Date: 11/07/2014

Utilities Assistance	56
Heating Assistance	53
Mental Health Services	50
Housing/Shelter	46
Basic Needs - Food	40
Health Care	31
Substance Abuse Services	20
Legal Services	19
Income Support - SSI/SSDI	17
Financial Assistance - Rent	16
Consumer Assistance Services	14
Aging/Elderly Services	13
Law Enforcement Services	12
Education/Training	11
Family Support Services	11
Financial Assistance - Temporary Aid	10
Transportation	10
Government Agency - DHHS	10
Volunteering	9
Homeless Services	9
Municipal Services	9
Basic Needs - Clothing	8



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: October 2014

Total Number of Calls: 42

Report Date: 11/07/2014

Utilities Assistance	7
Heating Assistance	4
Consumer Assistance Services	4
Health Insurance	3
Basic Needs - Food	3
Health Care	2
Adult Protective Services	2
Financial Assistance - Rent	2
Public Safety	2
DHHS SNAP Questions	1
Library	1
Law Enforcement Services	1
Basic Needs - Household Items (Non-food)	1
Financial Assistance - Home Maintenance	1
Municipal Services	1
Income Support - SSI/SSDI	1
Retirement Programs/Services	1
Legal Services	1
Child Abuse/Neglect	1
Mental Health Services	1
Assistive Technology/Equipment	1
Courts	1
Government Agency - Attorney General	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: October 2014

Total Number of Calls: 210

Report Date: 11/07/2014

Utilities Assistance	31
Heating Assistance	30
Health Care	19
Housing/Shelter	14
Basic Needs - Food	14
Government Agency - DHHS	11
Legal Services	9
Financial Assistance - Rent	9
Mental Health Services	8
Health Insurance	8
Aging/Elderly Services	7
Financial Assistance - Temporary Aid	6
DHHS SNAP Questions	5
Christmas Programs	5
Financial Assistance - Prescription Assistance	5
Substance Abuse Services	5
Education/Training	4
Family Support Services	4
Influenza Vaccination	3
Transportation	3
Gambling	3
Municipal Services	3
Financial Assistance - Home Maintenance	3



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: October 2014

Total Number of Calls: 210

Report Date: 11/07/2014

Heating Assistance	38
Utilities Assistance	36
Health Care	12
Basic Needs - Food	11
Housing/Shelter	11
Consumer Assistance Services	9
Financial Assistance - Rent	9
Legal Services	8
Substance Abuse Services	7
Financial Assistance - Home Maintenance	7
Aging/Elderly Services	6
Basic Needs - Clothing	6
Domestic Violence Services	5
Law Enforcement Services	5
Government Agency - DHHS	5
Mental Health Services	4
Health Insurance	4
Elected Officials	4
Advocacy	4
Financial Assistance - Prescription Assistance	3
Courts	3
Christmas Programs	3
Transportation	3

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: October 2014

Total Number of Calls: 103

Report Date: 11/07/2014

Heating Assistance	16
Utilities Assistance	15
Housing/Shelter	12
Health Care	8
Basic Needs - Food	7
Financial Assistance - Temporary Aid	5
Health Insurance	5
Substance Abuse Services	4
Legal Services	4
Financial Assistance - Home Maintenance	4
In-Home Assistance	4
Transportation	3
Government Agency - DHHS	3
Financial Assistance - Mortgage	3
Mental Health Services	3
Aging/Elderly Services	3
Domestic Violence Services	2
Municipal Services	2
Consumer Assistance Services	2
Advocacy	2
Parenting Education/Support	2
Income Support - SSI/SSDI	2
Volunteering	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: October 2014

Total Number of Calls: 70

Report Date: 11/07/2014

Heating Assistance	8
Government Agency - DHHS	6
Mental Health Services	4
Financial Assistance - Rent	4
Public Safety	4
Family Support Services	4
Health Care	4
Transportation	3
Utilities Assistance	3
Housing/Shelter	3
Aging/Elderly Services	2
Public Health	2
Consumer Assistance Services	2
Basic Needs - Food	2
Education/Training	2
Income Support - SSI/SSDI	2
Legal Services	2
Veterans' Services	2
Domestic Violence Services	1
Environmental Services	1
Financial Assistance - Security Deposit	1
Family Planning	1
Eye Care	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: October 2014

Total Number of Calls: 522

Report Date: 11/07/2014

Utilities Assistance	69
Mental Health Services	49
Heating Assistance	49
Housing/Shelter	39
Basic Needs - Food	38
Health Care	37
Substance Abuse Services	27
Legal Services	27
Financial Assistance - Rent	20
Government Agency - DHHS	20
Homeless Services	16
Transportation	14
Aging/Elderly Services	13
Consumer Assistance Services	12
Financial Assistance - Temporary Aid	11
Law Enforcement Services	10
Municipal Services	10
Family Support Services	10
Income Support - SSI/SSDI	10
Health Insurance	9