



2-1-1 Maine: Top 20 Call Categories


[Androscoggin County](#)

Reporting Period: September 2012

Total Number of Calls: 619

Report Date: 10/03/2012

Utilities Assistance	75
Heating Assistance	55
Housing/Shelter	53
Basic Needs - Food	39
Mental Health Services	31
Health Care	25
Substance Abuse Services	20
Transportation	19
Government Agency - DHHS	18
Dental Care	17
Legal Services	17
Financial Assistance - Rent	17
Domestic Violence Services	16
Aging/Elderly Services	14
Municipal Services	14
Financial Assistance - Temporary Aid	12
Financial Assistance - Home Maintenance	11
Courts	11
Income Support - SSI/SSDI	11
Public Safety	10
Law Enforcement Services	10
Health Insurance	10

	<p>2-1-1 Maine: Top 20 Call Categories Aroostook County Reporting Period: September 2012 Total Number of Calls: 111</p>
<p>Report Date: 10/03/2012</p>	

Basic Needs - Food	19
Heating Assistance	13
Dental Care	8
Financial Assistance - Temporary Aid	7
Transportation	7
Utilities Assistance	7
Mental Health Services	5
Health Care	5
Financial Assistance - Rent	5
Basic Needs - Household Items (non-food)	4
Housing/Shelter	4
Health Insurance	3
Education/Training	2
Municipal Services	2
Financial Assistance - Home Maintenance	2
Courts	2
Financial Assistance - Prescription Assistance	2
Employment	2
Government Agency - DHHS	2
Advocacy	2



2-1-1 Maine: Top 20 Call Categories


Cumberland County

Reporting Period: September 2012

Total Number of Calls: 1570

Report Date: 10/03/2012

Mental Health Services	146
Housing/Shelter	136
Heating Assistance	114
Health Care	90
Utilities Assistance	89
Basic Needs - Food	88
Substance Abuse Services	79
Legal Services	60
Government Agency - DHHS	45
Transportation	43
Dental Care	37
Law Enforcement Services	32
Financial Assistance - Rent	32
Financial Assistance - Temporary Aid	31
Income Support - SSI/SSDI	27
Basic Needs - Clothing	25
Homeless Services	25
Family Support Services	24
Education/Training	24
Courts	23

	<p>2-1-1 Maine: Top 20 Call Categories Franklin County Reporting Period: September 2012 Total Number of Calls: 83</p>
<p>Report Date: 10/03/2012</p>	

Utilities Assistance	21
Heating Assistance	8
Health Care	6
Mental Health Services	5
Municipal Services	4
Housing/Shelter	4
Basic Needs - Food	4
Substance Abuse Services	3
Law Enforcement Services	3
Child Care	3
Financial Assistance - Prescription Assistance	3
Legal Services	3
Financial Assistance - Temporary Aid	3
Family Support Services	2
Income Support - SSI/SSDI	2
Education/Training	2
Financial Assistance - Home Maintenance	2
Transportation	2
Veterans' Services	2
Employment	2



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: September 2012

Total Number of Calls: 73

Report Date: 10/03/2012

Mental Health Services	7
Heating Assistance	7
Legal Services	7
Housing/Shelter	5
Utilities Assistance	5
Domestic Violence Services	4
Financial Assistance - Rent	4
Animal Services	3
Basic Needs - Food	3
Financial Assistance - Home Maintenance	3
Health Care	3
Financial Assistance - Temporary Aid	3
Building Materials	2
Income Support - SSI/SSDI	2
Substance Abuse Services	2
Health Insurance	2
Judicial Services	2
Aging/Elderly Services	2
Dental Care	2
Hospice	2
Support Group Information	2
Transportation	2
Financial Assistance - Vehicle Expenses	2

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2-1-1 Maine: Top 20 Call Categories


[Kennebec County](#)

Reporting Period: September 2012

Total Number of Calls: 512

Report Date: 10/03/2012

Utilities Assistance	68
Housing/Shelter	46
Heating Assistance	37
Health Care	27
Mental Health Services	26
Government Agency - DHHS	24
Income Support - SSI/SSDI	17
Basic Needs - Food	16
Financial Assistance - Temporary Aid	15
Law Enforcement Services	15
Financial Assistance - Rent	14
Legal Services	14
Municipal Services	13
Substance Abuse Services	13
Transportation	11
Domestic Violence Services	10
Health Insurance	9
Education/Training	8
Government Agency - BMV	8
Aging/Elderly Services	8

	<p>2-1-1 Maine: Top 20 Call Categories</p> <p>Knox County</p> <p>Reporting Period: September 2012</p> <p>Total Number of Calls: 72</p>
<p>Report Date: 10/03/2012</p>	

Heating Assistance	8
Utilities Assistance	8
Housing/Shelter	8
Dental Care	6
Basic Needs - Food	5
Income Support - SSI/SSDI	3
Financial Assistance - Temporary Aid	3
Aging/Elderly Services	3
Corrections	2
Health Care	2
Tax Services	2
Domestic Violence Services	2
Transportation	2
Financial Assistance - Prescription Assistance	2
Substance Abuse Services	2
Financial Assistance - Rent	2
Government Agency - DHHS	2
Health Insurance	2
Mental Health Services	1
Financial Assistance - Mortgage	1
Assistive Technology/Equipment	1
Legal Services	1
Child Care	1

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: September 2012

Total Number of Calls: 111

Report Date: 10/03/2012

Utilities Assistance	27
Heating Assistance	12
Housing/Shelter	8
Financial Assistance - Temporary Aid	6
Advocacy	5
Aging/Elderly Services	4
Mental Health Services	4
Legal Services	4
Health Care	4
Basic Needs - Food	4
Financial Assistance - Home Maintenance	4
Government Agency - DHHS	4
Health Insurance	3
Income Support - SSI/SSDI	3
Financial Assistance - Rent	3
Judicial Services	3
Domestic Violence Services	2
Animal Services	2
Public Health	2
Government Agency - DOL	2
Home Maintenance	2



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: September 2012

Total Number of Calls: 194

Report Date: 10/03/2012

Utilities Assistance	43
Heating Assistance	17
Mental Health Services	13
Housing/Shelter	12
Legal Services	11
Basic Needs - Food	9
Substance Abuse Services	6
Law Enforcement Services	6
Health Care	6
Financial Assistance - Temporary Aid	6
Advocacy	5
Veterans' Services	5
Domestic Violence Services	5
Public Safety	5
Dental Care	4
Income Support - SSI/SSDI	4
Health Insurance	4
Municipal Services	4
Financial Assistance - Rent	4
Government Agency - DHHS	4
Aging/Elderly Services	4



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: September 2012

Total Number of Calls: 433

Report Date: 10/03/2012

Housing/Shelter	45
Mental Health Services	40
Utilities Assistance	30
Substance Abuse Services	28
Heating Assistance	24
Basic Needs - Food	22
Financial Assistance - Temporary Aid	17
Health Care	17
Government Agency - DHHS	17
Legal Services	14
Courts	13
Income Support - SSI/SSDI	12
Transportation	12
Financial Assistance - Rent	10
Animal Services	9
Health Insurance	9
Financial Assistance - Home Maintenance	7
Municipal Services	7
Advocacy	7
Public Safety	7



2-1-1 Maine: Top 20 Call Categories


Piscataquis County

Reporting Period: September 2012

Total Number of Calls: 34

Report Date: 10/03/2012

Utilities Assistance	9
Health Care	3
Public Safety	3
Health Insurance	2
Elected Officials	2
Foreclosure Prevention	2
Heating Assistance	2
Rehabilitation Services	1
Vocational Rehabilitation	1
Transportation	1
Financial Assistance - Vehicle Expenses	1
Early Childhood Intervention	1
Aging/Elderly Services	1
Substance Abuse Services	1
Home Health Care	1
Government Agency - DHHS	1
In-Home Assistance	1
Consumer Assistance Services	1
Mental Health Services	1

	<p>2-1-1 Maine: Top 20 Call Categories Sagadahoc County Reporting Period: September 2012 Total Number of Calls: 146</p>
<p>Report Date: 10/03/2012</p>	

Heating Assistance	26
Basic Needs - Food	14
Housing/Shelter	13
Utilities Assistance	13
Financial Assistance - Temporary Aid	11
Dental Care	8
Mental Health Services	7
Legal Services	6
Transportation	5
Law Enforcement Services	4
Public Safety	3
Advocacy	3
Rent Rebate	3
Aging/Elderly Services	3
Financial Assistance - Rent	3
Health Care	3
Government Agency - DHHS	3
Poison Control	2
Financial Assistance - Home Maintenance	2
Public Health	2
Health Insurance	2
Consumer Assistance Services	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: September 2012

Total Number of Calls: 175

Report Date: 10/03/2012

Heating Assistance	25
Utilities Assistance	20
Housing/Shelter	15
Mental Health Services	14
Basic Needs - Food	10
Substance Abuse Services	9
Transportation	8
Legal Services	6
Financial Assistance - Rent	6
Aging/Elderly Services	5
Dental Care	4
Employment	3
Public Safety	3
Health Care	3
Adult Protective Services	3
Developmental Disabilities	2
Courts	2
Law Enforcement Services	2
Financial Assistance - Home Maintenance	2
Public Health	2
Financial Assistance - Vehicle Expenses	2
Corrections	2
Government Agency - DHHS	2

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: September 2012

Total Number of Calls: 102

Report Date: 10/03/2012

Heating Assistance	17
Utilities Assistance	12
Basic Needs - Food	9
Mental Health Services	8
Substance Abuse Services	5
Housing/Shelter	5
Health Care	5
Public Safety	4
Income Support - SSI/SSDI	4
Transportation	4
Financial Assistance - Home Maintenance	4
Dental Care	3
Parenting Education/Support	3
Financial Assistance - Rent	3
Animal Services	2
Courts	2
Personal Debt/Money Management	2
Basic Needs - Clothing	2
Financial Assistance - Temporary Aid	2
Judicial Services	2
Basic Needs - Household Items (non-food)	2
Volunteering	2



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: September 2012

Total Number of Calls: 55

Report Date: 10/03/2012

Health Care	7
Utilities Assistance	6
Heating Assistance	5
Financial Assistance - Home Maintenance	5
Mental Health Services	4
Municipal Services	4
Financial Assistance - Temporary Aid	3
Legal Services	3
Law Enforcement Services	2
Basic Needs - Household Items (non-food)	2
Government Agency - DHHS	2
Public Health	2
Basic Needs - Clothing	2
Advocacy	2
Health Insurance	2
Substance Abuse Services	1
Parenting Education/Support	1
Assistive Technology/Equipment	1
Housing/Shelter	1
Sexual Assault Services	1
Financial Assistance - Mortgage	1
Weatherization	1
Financial Assistance - Rent	1

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2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: September 2012

Total Number of Calls: 563

Report Date: 10/03/2012

Utilities Assistance	64
Housing/Shelter	53
Mental Health Services	38
Basic Needs - Food	34
Heating Assistance	29
Health Care	27
Government Agency - DHHS	24
Financial Assistance - Rent	20
Legal Services	15
Financial Assistance - Temporary Aid	15
Income Support - SSI/SSDI	13
Education/Training	12
Law Enforcement Services	12
Substance Abuse Services	12
Domestic Violence Services	12
Aging/Elderly Services	12
Health Insurance	12
Public Safety	11
Municipal Services	11
Courts	10
Transportation	10
Advocacy	10