



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: September 2013

Total Number of Calls: 624

Report Date: 10/02/2013

Utilities Assistance	77
Heating Assistance	56
Basic Needs - Food	51
Health Care	43
Housing/Shelter	42
Mental Health Services	30
Financial Assistance - Temporary Aid	20
Government Agency - DHHS	18
Transportation	17
Dental Care	15
Legal Services	14
Financial Assistance - Rent	14
Domestic Violence Services	13
Government Agency - BMV	12
Law Enforcement Services	11
Courts	11
Substance Abuse Services	10
Municipal Services	10
Education/Training	10
Health Insurance	10



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: September 2013

Total Number of Calls: 122

Report Date: 10/02/2013

Basic Needs - Food	17
Heating Assistance	16
Utilities Assistance	15
Financial Assistance - Temporary Aid	11
Housing/Shelter	8
Education/Training	7
Government Agency - DHHS	7
Domestic Violence Services	4
Substance Abuse Services	4
Transportation	4
Advocacy	3
Mental Health Services	3
Dental Care	3
Financial Assistance - Prescription Assistance	3
Public Safety	3
Financial Assistance - Rent	3
Health Care	3
Municipal Services	2
Home Health Care	2
Health Insurance	2
Income Support - SSI/SSDI	2
Financial Assistance - Home Maintenance	2
Assistive Technology/Equipment	2



2-1-1 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: September 2013

Total Number of Calls: 1654

Report Date: 10/02/2013

Mental Health Services	152
Utilities Assistance	136
Health Care	133
Heating Assistance	120
Housing/Shelter	119
Substance Abuse Services	105
Basic Needs - Food	99
Legal Services	70
Government Agency - DHHS	69
Health Insurance	36
Transportation	35
Family Support Services	33
Law Enforcement Services	30
Education/Training	28
Homeless Services	28
Municipal Services	25
Consumer Assistance Services	25
Financial Assistance - Rent	23
Income Support - SSI/SSDI	21
Support Group Information	21



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: September 2013

Total Number of Calls: 69

Report Date: 10/02/2013

Utilities Assistance	13
Heating Assistance	7
Basic Needs - Food	5
Housing/Shelter	4
Financial Assistance - Rent	4
Law Enforcement Services	3
Mental Health Services	3
Health Care	3
Health Insurance	3
Education/Training	2
Public Health	2
Legal Services	2
Financial Assistance - Temporary Aid	2
Basic Needs - Household Items (Non-food)	2
Income Support - SSI/SSDI	2
Transportation	2
Substance Abuse Services	1
Municipal Services	1
Medical Diagnosis/Testing	1
Blind Services	1
Building Materials	1
Financial Assistance - Home Maintenance	1
Financial Assistance - Education	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: September 2013

Total Number of Calls: 100

Report Date: 10/02/2013

Health Care	12
Housing/Shelter	11
Utilities Assistance	9
Heating Assistance	6
Legal Services	5
Basic Needs - Food	5
Substance Abuse Services	4
Municipal Services	3
Mental Health Services	3
Education/Training	3
Transportation	3
Income Support - SSI/SSDI	3
Veterans' Services	2
Assisted Living/Nursing Homes	2
Basic Needs - Household Items (Non-food)	2
Government Agency - DHHS	2
Health Insurance	2
In-Home Assistance	2
Public Safety	2
Judicial Services	2
Tax Services	2
Aging/Elderly Services	2
Mediation Services	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: September 2013

Total Number of Calls: 475

Report Date: 10/02/2013

Health Care	43
Housing/Shelter	40
Utilities Assistance	40
Mental Health Services	36
Basic Needs - Food	30
Heating Assistance	30
Financial Assistance - Rent	17
Income Support - SSI/SSDI	15
Legal Services	15
Judicial Services	14
Dental Care	12
Health Insurance	11
Substance Abuse Services	11
Government Agency - DHHS	11
Law Enforcement Services	10
Financial Assistance - Temporary Aid	10
Municipal Services	9
Education/Training	9
Advocacy	9
Basic Needs - Clothing	8



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: September 2013

Total Number of Calls: 90

Report Date: 10/02/2013

Health Care	11
Utilities Assistance	11
Heating Assistance	10
Housing/Shelter	7
Substance Abuse Services	6
Legal Services	6
Transportation	4
Dental Care	3
Basic Needs - Food	3
Municipal Services	3
Health Insurance	3
Child Care	2
Courts	2
Advocacy	2
Financial Assistance - Rent	2
Employment	2
Financial Assistance - Temporary Aid	2
Income Support - SSI/SSDI	2
Referral to 911	1
Mentoring Programs	1
United States Postal Service	1
Financial Assistance - Vehicle Expenses	1
Poison Control	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: September 2013

Total Number of Calls: 142

Report Date: 10/02/2013

Heating Assistance	27
Utilities Assistance	11
Substance Abuse Services	10
Mental Health Services	9
Housing/Shelter	8
Legal Services	7
Income Support - SSI/SSDI	6
Financial Assistance - Rent	6
Financial Assistance - Temporary Aid	5
Dental Care	5
Basic Needs - Food	5
Government Agency - DHHS	4
Weatherization	3
Animal Services	3
Judicial Services	3
Education/Training	3
Advocacy	3
Health Care	3
Financial Assistance - Home Maintenance	2
Elected Officials	2
Home Maintenance	2
Financial Assistance - Vehicle Expenses	2
Environmental Services	2



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: September 2013

Total Number of Calls: 192

Report Date: 10/02/2013

Utilities Assistance	36
Heating Assistance	27
Health Care	21
Basic Needs - Food	15
Mental Health Services	13
Transportation	8
Housing/Shelter	7
Government Agency - DHHS	7
Legal Services	5
Veterans' Services	5
Substance Abuse Services	4
Financial Assistance - Home Maintenance	4
Consumer Assistance Services	4
Financial Assistance - Rent	4
Courts	4
Financial Assistance - Temporary Aid	3
Environmental Services	3
Advocacy	3
Health Insurance	3
Parenting Education/Support	2
Family Planning	2
Dental Care	2
Family Support Services	2



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: September 2013

Total Number of Calls: 475

Report Date: 10/02/2013

Housing/Shelter	43
Mental Health Services	42
Utilities Assistance	40
Health Care	39
Heating Assistance	34
Substance Abuse Services	25
Basic Needs - Food	25
Income Support - SSI/SSDI	20
Law Enforcement Services	15
Financial Assistance - Temporary Aid	14
Education/Training	11
Transportation	11
Aging/Elderly Services	11
Family Support Services	10
Consumer Assistance Services	10
Legal Services	10
Health Insurance	10
Advocacy	9
Municipal Services	8
Financial Assistance - Rent	8
Government Agency - DHHS	7



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: September 2013

Total Number of Calls: 24

Report Date: 10/02/2013

Utilities Assistance	6
Heating Assistance	3
Housing/Shelter	3
Substance Abuse Services	2
Financial Assistance - Rent	2
Law Enforcement Services	1
Pharmacy	1
Courts	1
Health Insurance	1
Mental Health Services	1
Basic Needs - Household Items (Non-food)	1
Public Health	1
Home Health Care	1
Transportation	1
Basic Needs - Food	1
Domestic Violence Services	1
Income Support - SSI/SSDI	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: September 2013

Total Number of Calls: 162

Report Date: 10/02/2013

Heating Assistance	23
Utilities Assistance	23
Basic Needs - Food	9
Financial Assistance - Temporary Aid	9
Mental Health Services	8
Health Care	7
Housing/Shelter	7
Family Support Services	6
Law Enforcement Services	5
Income Support - SSI/SSDI	5
Education/Training	5
Domestic Violence Services	5
Legal Services	5
Substance Abuse Services	5
Personal Debt/Money Management	4
Dental Care	3
Home Health Care	3
Elected Officials	3
In-Home Assistance	3
Transportation	3



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: September 2013

Total Number of Calls: 147

Report Date: 10/02/2013

Utilities Assistance	19
Heating Assistance	14
Housing/Shelter	12
Health Care	11
Mental Health Services	9
Basic Needs - Food	8
Financial Assistance - Rent	7
Financial Assistance - Home Maintenance	6
Public Safety	6
Substance Abuse Services	6
Legal Services	5
Government Agency - DHHS	5
Financial Assistance - Temporary Aid	4
Financial Assistance - Vehicle Expenses	4
Basic Needs - Clothing	4
Health Insurance	4
Law Enforcement Services	3
Transportation	3
Mediation Services	2
Weatherization	2
Recreational Programs	2
Financial Assistance - Mortgage	2
Education/Training	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: September 2013

Total Number of Calls: 99

Report Date: 10/02/2013

Housing/Shelter	13
Heating Assistance	12
Utilities Assistance	12
Basic Needs - Food	9
Mental Health Services	6
Income Support - SSI/SSDI	6
Legal Services	5
Health Care	5
Recreational Programs	4
Government Agency - DHHS	4
Dental Care	4
Law Enforcement Services	3
Financial Assistance - Prescription Assistance	3
Courts	3
Consumer Assistance Services	2
Public Health	2
Elected Officials	2
Health Insurance	2
Substance Abuse Services	1
Advocacy	1
Eating Disorders	1
Government Agency - DOL	1
Financial Assistance - Home Maintenance	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: September 2013

Total Number of Calls: 90

Report Date: 10/02/2013

Heating Assistance	9
Substance Abuse Services	7
Financial Assistance - Temporary Aid	7
Advocacy	6
Utilities Assistance	6
Basic Needs - Food	5
Housing/Shelter	5
Health Care	4
Mental Health Services	4
Tax Services	4
Family Support Services	4
Income Support - SSI/SSDI	4
Judicial Services	3
Health Insurance	3
Public Safety	2
Courts	2
Transportation	2
Financial Assistance - Vehicle Expenses	2
Public Health	2
Government Agency - DHHS	2
Education/Training	2
Aging/Elderly Services	2
Business Information	2



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: September 2013

Total Number of Calls: 570

Report Date: 10/02/2013

Utilities Assistance	75
Housing/Shelter	44
Mental Health Services	44
Health Care	33
Heating Assistance	31
Basic Needs - Food	27
Substance Abuse Services	26
Financial Assistance - Rent	19
Legal Services	18
Health Insurance	18
Government Agency - DHHS	18
Law Enforcement Services	16
Financial Assistance - Temporary Aid	12
Dental Care	12
Income Support - SSI/SSDI	11
Domestic Violence Services	11
Family Support Services	10
Transportation	10
Education/Training	10
Municipal Services	9
Courts	9
Financial Assistance - Vehicle Expenses	9