



2-1-1 Maine: Top 20 Call Categories
 Androscoggin County

Reporting Period: September: 2014

Total Number of Calls: 573

Report Date: 10/06/2014

Utilities Assistance	74
Health Care	55
Heating Assistance	46
Basic Needs - Food	45
Housing/Shelter	43
Mental Health Services	35
Legal Services	22
Consumer Assistance Services	19
Substance Abuse Services	17
Financial Assistance - Rent	17
Government Agency - DHHS	14
Income Support - SSI/SSDI	14
Financial Assistance - Temporary Aid	14
Municipal Services	13
Transportation	11
Education/Training	11
Veterans' Services	10
Financial Assistance - Security Deposit	10
Aging/Elderly Services	9
Domestic Violence Services	9
Dental Care	9
Health Insurance	9
Employment	8



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[Aroostook County](#)

Reporting Period: September 2014

Total Number of Calls: 122

Report Date: 10/06/2014

Basic Needs - Food	13
Legal Services	12
Utilities Assistance	10
Health Care	10
Transportation	9
Housing/Shelter	9
Financial Assistance - Temporary Aid	9
Public Safety	8
Heating Assistance	8
Mental Health Services	5
Financial Assistance - Home Maintenance	5
Financial Assistance - Rent	5
Law Enforcement Services	4
Substance Abuse Services	4
Health Insurance	4
Government Agency - DHHS	4
Consumer Assistance Services	3
Dental Care	3
Financial Assistance - Mortgage	2
Aging/Elderly Services	2
Animal Services	2
Domestic Violence Services	2
Homeless Services	2

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[Cumberland County](#)

Reporting Period: September 2014

Total Number of Calls: 1522

Report Date: 10/06/2014

Health Care	144
Mental Health Services	141
Housing/Shelter	116
Heating Assistance	116
Substance Abuse Services	101
Utilities Assistance	87
Basic Needs - Food	78
Legal Services	60
Law Enforcement Services	45
Health Insurance	43
Homeless Services	42
Consumer Assistance Services	38
Government Agency - DHHS	37
Transportation	34
Financial Assistance - Rent	34
Courts	27
Aging/Elderly Services	27
Municipal Services	26
Income Support - SSI/SSDI	24
Family Support Services	21

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Franklin County

Reporting Period: September 2014

Total Number of Calls: 102

Report Date: 10/06/2014

Utilities Assistance	23
Health Care	15
Basic Needs - Food	6
Homeless Services	6
Aging/Elderly Services	6
Income Support - SSI/SSDI	5
Consumer Assistance Services	5
Mental Health Services	4
Legal Services	4
Courts	4
Education/Training	3
Law Enforcement Services	3
Corrections	3
Municipal Services	2
Grief Support	2
Poison Control	2
Government Agency - DHHS	2
Substance Abuse Services	2
Public Health	1
Financial Assistance - Vehicle Expenses	1
Financial Assistance - Rent	1
Salvation Army	1
Pharmacy	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: September 2014

Total Number of Calls: 87

Report Date: 10/06/2014

Heating Assistance	11
Health Care	8
Mental Health Services	6
Utilities Assistance	6
Housing/Shelter	5
Basic Needs - Food	5
Substance Abuse Services	5
Financial Assistance - Rent	4
Income Support - SSI/SSDI	4
Government Agency - BMV	3
Elected Officials	3
Municipal Services	3
Financial Assistance - Home Maintenance	3
Corrections	3
Public Health	2
Transportation	2
Mediation Services	2
Financial Assistance - Security Deposit	2
Education/Training	2
Consumer Assistance Services	1

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: September 2014

Total Number of Calls: 498

Report Date: 10/06/2014

Utilities Assistance	55
Housing/Shelter	49
Health Care	40
Heating Assistance	36
Mental Health Services	34
Basic Needs - Food	27
Substance Abuse Services	24
Legal Services	15
Income Support - SSI/SSDI	14
Transportation	13
Law Enforcement Services	12
Government Agency - DHHS	12
Consumer Assistance Services	10
Financial Assistance - Rent	10
Judicial Services	9
Domestic Violence Services	9
Dental Care	8
Aging/Elderly Services	8
Homeless Services	8
Government Agency - BMV	7



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: September 2014

Total Number of Calls: 110

Report Date: 10/06/2014

Housing/Shelter	15
Health Care	10
Basic Needs - Food	9
Income Support - SSI/SSDI	8
Financial Assistance - Rent	6
Heating Assistance	5
Utilities Assistance	5
Courts	4
Judicial Services	4
Family Support Services	4
Mental Health Services	4
Government Agency - DHHS	4
Health Insurance	4
Substance Abuse Services	3
Advocacy	3
Transportation	3
Legal Services	3
Consumer Assistance Services	3
Financial Assistance - Temporary Aid	3
Elected Officials	2

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[Lincoln County](#)

Reporting Period: September 2014

Total Number of Calls: 119

Report Date: 10/06/2014

Heating Assistance	26
Utilities Assistance	19
Health Care	9
Housing/Shelter	7
Basic Needs - Food	7
Transportation	6
Mental Health Services	6
Financial Assistance - Rent	5
Aging/Elderly Services	5
Health Insurance	4
Basic Needs - Clothing	3
Advocacy	3
Consumer Assistance Services	3
Child Care	2
Judicial Services	2
Weatherization	2
Legal Services	2
Personal Debt/Money Management	2
Financial Assistance - Home Maintenance	2
Home Maintenance	2
Substance Abuse Services	2
Courts	2
Government Agency - BMV	2

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: September 2014

Total Number of Calls: 199

Report Date: 10/06/2014

Utilities Assistance	40
Heating Assistance	20
Housing/Shelter	17
Basic Needs - Food	15
Mental Health Services	11
Health Care	10
Legal Services	8
Substance Abuse Services	6
Aging/Elderly Services	5
Law Enforcement Services	5
Financial Assistance - Rent	5
Consumer Assistance Services	4
Domestic Violence Services	4
Courts	4
Government Agency - DHHS	4
Basic Needs - Clothing	4
Advocacy	3
Income Support - SSI/SSDI	3
Family Support Services	3
Public Safety	3
Corrections	3
Financial Assistance - Prescription Assistance	3
Dental Care	3

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[Penobscot County](#)

Reporting Period: September 2014

Total Number of Calls: 497

Report Date: 10/06/2014

Heating Assistance	47
Mental Health Services	47
Basic Needs - Food	41
Utilities Assistance	41
Housing/Shelter	39
Health Care	31
Consumer Assistance Services	24
Income Support - SSI/SSDI	23
Transportation	20
Financial Assistance - Rent	19
Substance Abuse Services	19
Aging/Elderly Services	17
Legal Services	16
Family Support Services	9
Government Agency - DHHS	9
Financial Assistance - Vehicle Expenses	8
Education/Training	8
Health Insurance	7
Advocacy	7
Law Enforcement Services	7
Mediation Services	7
Financial Assistance - Home Maintenance	7
Domestic Violence Services	5

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[Piscataquis County](#)

Reporting Period: September 2014

Total Number of Calls: 38

Report Date: 10/06/2014

Utilities Assistance	8
Heating Assistance	7
Legal Services	4
Basic Needs - Food	3
Substance Abuse Services	2
Transportation	2
Dental Care	1
Consumer Assistance Services	1
Housing/Shelter	1
Developmental Disabilities	1
Public Safety	1
Financial Assistance - Home Maintenance	1
Basic Needs - Clothing	1
Financial Assistance - Rent	1
Law Enforcement Services	1
Assistive Technology/Equipment	1
Mental Health Services	1
Aging/Elderly Services	1
Courts	1
Government Agency - DHHS	1
Health Care	1
Financial Assistance - Security Deposit	1
Furniture	1

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2-1-1 Maine: Top 20 Call Categories
 Sagadahoc County

Reporting Period: September 2014

Total Number of Calls: 133

Report Date: 10/06/2014

Housing/Shelter	18
Heating Assistance	18
Utilities Assistance	15
Basic Needs - Food	9
Health Care	6
Financial Assistance - Temporary Aid	6
Mental Health Services	4
Family Support Services	4
Health Insurance	4
Financial Assistance - Rent	3
Substance Abuse Services	3
Public Health	3
In-Home Assistance	3
Financial Assistance - Business Development	3
Law Enforcement Services	3
Government Agency - DHHS	3
Disease Information	2
Transportation	2
Consumer Assistance Services	2
Advocacy	2
Judicial Services	2
Child Abuse/Neglect	2
Recreational Programs	2



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Somerset County

Reporting Period: September 2014

Total Number of Calls: 195

Report Date: 10/06/2014

Utilities Assistance	45
Heating Assistance	20
Financial Assistance - Home Maintenance	13
Basic Needs - Food	10
Mental Health Services	10
Income Support - SSI/SSDI	7
Health Care	7
Consumer Assistance Services	7
Government Agency - DHHS	7
Transportation	6
Housing/Shelter	6
Substance Abuse Services	5
Law Enforcement Services	5
Financial Assistance - Rent	5
Assistive Technology/Equipment	4
Legal Services	4
Family Support Services	4
Municipal Services	4
Aging/Elderly Services	4
Employment	3

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: September 2014

Total Number of Calls: 105

Report Date: 10/06/2014

Utilities Assistance	13
Heating Assistance	12
Mental Health Services	9
Health Care	7
Consumer Assistance Services	6
Housing/Shelter	5
Financial Assistance - Rent	4
Basic Needs - Food	4
Education/Training	3
Public Safety	3
Dental Care	3
Home Health Care	3
Legal Services	3
Employment	3
Animal Services	3
Family Support Services	3
Transportation	3
Financial Assistance - Home Maintenance	3
Aging/Elderly Services	3
Substance Abuse Services	2

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2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: September 2014

Total Number of Calls: 83

Report Date: 10/06/2014

Heating Assistance	9
Housing/Shelter	8
Health Care	8
Financial Assistance - Home Maintenance	4
Legal Services	3
Family Support Services	3
Substance Abuse Services	3
Public Safety	3
Animal Services	3
Aging/Elderly Services	3
In-Home Assistance	2
Tax Services	2
Public Health	2
Family Planning	2
Consumer Assistance Services	2
Basic Needs - Food	2
Mental Health Services	2
Financial Assistance - Rent	2
Support Group Information	2
Government Agency - DHHS	2
Health Insurance	2
Utilities Assistance	2
Weatherization	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: September 2014

Total Number of Calls: 503

Report Date: 10/06/2014

Health Care	53
Utilities Assistance	47
Mental Health Services	41
Housing/Shelter	38
Substance Abuse Services	28
Basic Needs - Food	28
Heating Assistance	23
Transportation	22
Consumer Assistance Services	19
Legal Services	14
Homeless Services	14
Government Agency - DHHS	13
Dental Care	12
Financial Assistance - Rent	11
Law Enforcement Services	11
Health Insurance	11
Income Support - SSI/SSDI	10
Courts	9
Family Support Services	9
Developmental Disabilities	9
Parenting Education/Support	9
Education/Training	9
Domestic Violence Services	8