



2-1-1 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period: January 2016

Total Number of Calls: 400

Report Date: 02/05/2016

Heating Assistance	41
Health Care	35
Utilities Assistance	32
Housing/Shelter	28
Tax Services	25
Mental Health Services	20
Substance Abuse Services	15
Transportation	13
Basic Needs - Food	12
Financial Assistance - Rent	11
Law Enforcement Services	11
Income Support - SSI/SSDI	10
Health Insurance	8
Aging/Elderly Services	8
Legal Services	7
Education/Training	6
Municipal Services	5
United States Postal Service	5
Advocacy	5
Consumer Assistance Services	5
Dental Care	5
Judicial Services	5
Employment	4



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: January 2016

Total Number of Calls: 136

Report Date: 02/05/2016

Heating Assistance	16
Basic Needs - Food	15
Financial Assistance - Temporary Aid	13
Mental Health Services	11
Utilities Assistance	8
Housing/Shelter	7
Aging/Elderly Services	5
Elected Officials	5
Financial Assistance - Rent	5
Health Insurance	4
Financial Assistance - Home Maintenance	4
Legal Services	4
Public Safety	4
Health Care	4
Income Support - SSI/SSDI	3
Substance Abuse Services	3
Financial Assistance - Prescription Assistance	3
Employment	3
Family Support Services	3
Government Agency - DHHS	3
Transportation	3
Tax Services	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: January 2016

Total Number of Calls: 1406

Report Date: 02/05/2016

Heating Assistance	162
Tax Services	141
Mental Health Services	115
Health Care	101
Housing/Shelter	92
Substance Abuse Services	64
Basic Needs - Food	62
Utilities Assistance	42
Legal Services	40
Health Insurance	40
Financial Assistance - Rent	35
Aging/Elderly Services	33
Consumer Assistance Services	30
Income Support - SSI/SSDI	27
Dental Care	26
Government Agency - DHHS	25
Homeless Services	22
Law Enforcement Services	19
Advocacy	17
Municipal Services	17
Transportation	15



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: January 2016

Total Number of Calls: 99

Report Date: 02/05/2016

Heating Assistance	17
Utilities Assistance	12
Health Care	9
Tax Services	5
Aging/Elderly Services	4
Mental Health Services	4
Basic Needs - Food	4
Housing/Shelter	3
Transportation	3
Financial Assistance - Home Maintenance	3
United States Postal Service	2
Education/Training	2
Support Group Information	2
Financial Assistance - Vehicle Expenses	2
Government Agency - DHHS	2
Family Planning	2
Veterans' Services	2
Consumer Assistance Services	2
Legal Services	2
Hearing Assistance	2
Government Agency - Attorney General	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: January 2016

Total Number of Calls: 89

Report Date: 02/05/2016

Heating Assistance	16
Health Care	6
Housing/Shelter	6
Substance Abuse Services	5
Dental Care	5
Utilities Assistance	5
Mental Health Services	5
Health Insurance	4
Basic Needs - Food	3
Education/Training	3
Aging/Elderly Services	3
Consumer Assistance Services	3
Government Agency - DHHS	3
Family Support Services	3
Tax Services	3
In-Home Assistance	2
Respite	2
Basic Needs - Household Items (Non-food)	2
Transportation	2
Legal Services	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: January 2016

Total Number of Calls: 440

Report Date: 02/05/2016

Heating Assistance	78
Housing/Shelter	29
Utilities Assistance	28
Health Care	24
Mental Health Services	23
Basic Needs - Food	23
Tax Services	20
Financial Assistance - Rent	14
Aging/Elderly Services	13
Government Agency - DHHS	13
Substance Abuse Services	11
Legal Services	11
Dental Care	9
Health Insurance	9
Homeless Services	7
Family Support Services	7
Law Enforcement Services	7
Animal Services	7
Transportation	7
Income Support - SSI/SSDI	7
Education/Training	6



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: January 2016

Total Number of Calls: 84

Report Date: 02/05/2016

Substance Abuse Services	12
Heating Assistance	12
Housing/Shelter	8
Basic Needs - Food	7
Employment	4
Health Care	4
Government Agency - DHHS	4
Mental Health Services	3
Income Support - SSI/SSDI	3
Dental Care	3
Consumer Assistance Services	3
Health Insurance	2
Legal Services	2
Utilities Assistance	2
Education/Training	2
Transportation	2
Domestic Violence Services	2
In-Home Assistance	2
Financial Assistance - Temporary Aid	1
United States Postal Service	1
Tax Services	1
Financial Assistance - Rent	1
Corrections	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: January 2016

Total Number of Calls: 128

Report Date: 02/05/2016

Heating Assistance	44
Housing/Shelter	13
Utilities Assistance	7
Aging/Elderly Services	6
Tax Services	4
Substance Abuse Services	4
Mental Health Services	4
Health Care	4
In-Home Assistance	3
Fire/Ambulance Services (Non-emergency)	3
Financial Assistance - Home Maintenance	3
Basic Needs - Food	3
Consumer Assistance Services	2
Law Enforcement Services	2
Poison Control	2
Financial Assistance - Vehicle Expenses	2
Legal Services	2
Environmental Services	2
Municipal Services	2
Education/Training	2
Financial Assistance - Rent	2
Dental Care	2
Public Safety	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: January 2016

Total Number of Calls: 159

Report Date: 02/05/2016

Heating Assistance	36
Basic Needs - Food	12
Mental Health Services	9
Legal Services	8
Housing/Shelter	7
Tax Services	6
Consumer Assistance Services	5
Transportation	5
Utilities Assistance	5
Government Agency - DHHS	4
Financial Assistance - Rent	4
Dental Care	4
Substance Abuse Services	4
Health Care	4
Domestic Violence Services	3
Municipal Services	3
Aging/Elderly Services	3
Volunteering	3
Law Enforcement Services	2
Financial Assistance - Home Maintenance	2
Family Support Services	2
Child Abuse/Neglect	2
Financial Assistance - Mortgage	2



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: January 2016

Total Number of Calls: 451

Report Date: 02/05/2016

Heating Assistance	65
Basic Needs - Food	45
Mental Health Services	40
Housing/Shelter	29
Utilities Assistance	21
Tax Services	20
Consumer Assistance Services	19
Legal Services	18
Health Insurance	16
Substance Abuse Services	15
Health Care	14
Income Support - SSI/SSDI	12
Aging/Elderly Services	10
Government Agency - DHHS	10
Financial Assistance - Temporary Aid	10
Financial Assistance - Rent	7
Law Enforcement Services	7
Advocacy	7
Education/Training	6
Courts	6
Family Support Services	6
Dental Care	5

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: January 2016

Total Number of Calls: 33

Report Date: 02/05/2016

Heating Assistance	7
Utilities Assistance	4
Health Care	4
Substance Abuse Services	3
Income Support - SSI/SSDI	2
Tax Services	2
Advocacy	2
Financial Assistance - Temporary Aid	1
Developmental Disabilities	1
Housing/Shelter	1
Dental Care	1
Mental Health Services	1
Basic Needs - Food	1
Government Agency - DHHS	1
Animal Services	1
Basic Needs - Household Items (Non-food)	1
Health Insurance	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: January 2016

Total Number of Calls: 161

Report Date: 02/05/2016

Heating Assistance	27
Tax Services	12
Housing/Shelter	12
Legal Services	9
Health Care	9
Mental Health Services	7
Family Support Services	7
Dental Care	6
Basic Needs - Food	6
Financial Assistance - Temporary Aid	6
Income Support - SSI/SSDI	4
Corrections	4
Substance Abuse Services	4
Health Insurance	4
Utilities Assistance	3
Animal Services	3
Financial Assistance - Rent	2
Vocational Rehabilitation	2
Municipal Services	2
Veterans' Services	2
Law Enforcement Services	2
Home Health Care	2
Financial Assistance - Security Deposit	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: January 2016

Total Number of Calls: 227

Report Date: 02/05/2016

Heating Assistance	61
Utilities Assistance	15
Health Care	15
Housing/Shelter	13
Mental Health Services	11
Consumer Assistance Services	10
Health Insurance	10
Tax Services	9
Substance Abuse Services	7
Basic Needs - Food	7
Legal Services	7
Dental Care	6
Aging/Elderly Services	5
Government Agency - DHHS	5
Financial Assistance - Rent	4
Library	4
Municipal Services	4
Income Support - SSI/SSDI	3
Domestic Violence Services	3
Furniture	3
Transportation	3
Animal Services	3
Homeless Services	3



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: January 2016

Total Number of Calls: 87

Report Date: 02/05/2016

Heating Assistance	22
Housing/Shelter	10
Utilities Assistance	6
Health Insurance	5
Consumer Assistance Services	4
Health Care	4
Animal Services	3
Legal Services	3
Judicial Services	3
Basic Needs - Food	3
Substance Abuse Services	2
Financial Assistance - Rent	2
Mental Health Services	2
Environmental Services	2
Aging/Elderly Services	2
Financial Assistance - Temporary Aid	2
United Way of Kennebec Valley	1
Advocacy	1
Financial Assistance - Prescription Assistance	1
Furniture	1
Tax Services	1
Gambling	1
Financial Assistance - Home Maintenance	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: January 2016

Total Number of Calls: 69

Report Date: 02/05/2016

Heating Assistance	15
Health Care	7
Dental Care	5
Government Agency - DHHS	4
Substance Abuse Services	4
Family Support Services	3
Legal Services	3
Domestic Violence Services	2
Housing/Shelter	2
Basic Needs - Household Items (Non-food)	2
Health Insurance	2
DHHS SNAP Questions	2
Mental Health Services	2
Law Enforcement Services	2
Aging/Elderly Services	2
Consumer Assistance Services	2
Transportation	2
Tax Services	2
Environmental Services	1
Blind Services	1
Municipal Services	1
Child Abuse/Neglect	1
Basic Needs - Food	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: January 2016

Total Number of Calls: 489

Report Date: 02/05/2016

Heating Assistance	71
Health Care	39
Substance Abuse Services	30
Utilities Assistance	28
Mental Health Services	28
Health Insurance	24
Housing/Shelter	23
Basic Needs - Food	18
Tax Services	18
Transportation	17
Legal Services	14
Aging/Elderly Services	13
Dental Care	11
Consumer Assistance Services	10
Financial Assistance - Rent	10
Government Agency - BMV	8
Financial Assistance - Temporary Aid	8
Home Health Care	6
Government Agency - DHHS	6
Volunteering	5