



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: February 2016

Total Number of Calls: 357

Report Date: 03/11/2016

Tax Services	39
Health Care	38
Heating Assistance	28
Substance Abuse Services	26
Basic Needs - Food	23
Mental Health Services	21
Housing/Shelter	21
Utilities Assistance	15
Law Enforcement Services	13
Consumer Assistance Services	12
Transportation	12
Legal Services	10
Government Agency - DHHS	10
Domestic Violence Services	9
Dental Care	9
Municipal Services	7
Financial Assistance - Rent	7
Basic Needs - Clothing	6
Financial Assistance - Temporary Aid	6
Corrections	6
Income Support - SSI/SSDI	6
Health Insurance	6
Aging/Elderly Services	5



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: February 2016

Total Number of Calls: 92

Report Date: 03/11/2016

Heating Assistance	16
Financial Assistance - Temporary Aid	11
Basic Needs - Food	10
Health Care	7
Housing/Shelter	5
Mental Health Services	4
Substance Abuse Services	4
Utilities Assistance	4
Financial Assistance - Rent	3
Judicial Services	3
Dental Care	3
Tax Services	3
Law Enforcement Services	3
Health Insurance	3
Aging/Elderly Services	3
Education/Training	2
Consumer Assistance Services	2
Financial Assistance - Home Maintenance	2
Animal Services	2
Legal Services	2
Volunteering	2
Government Agency - DHHS	2
Government Agency - OLR	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: February 2016

Total Number of Calls: 1256

Report Date: 03/11/2016

Tax Services	196
Heating Assistance	119
Mental Health Services	101
Health Care	98
Housing/Shelter	81
Substance Abuse Services	76
Basic Needs - Food	55
Legal Services	47
Utilities Assistance	39
Dental Care	33
Aging/Elderly Services	32
Consumer Assistance Services	29
Financial Assistance - Rent	28
Transportation	24
Government Agency - DHHS	22
Health Insurance	21
Income Support - SSI/SSDI	20
Family Support Services	20
Law Enforcement Services	16
Domestic Violence Services	15



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: February 2016

Total Number of Calls: 45

Report Date: 03/11/2016

Tax Services	6
Heating Assistance	6
Legal Services	4
Mental Health Services	4
Basic Needs - Food	3
Aging/Elderly Services	3
Housing/Shelter	2
Dental Care	2
Animal Services	2
Utilities Assistance	1
Poison Control	1
Medical Equipment	1
Health Care	1
Government Agency - DHHS	1
Health Insurance	1
Mediation Services	1
2-1-1 Maine Information	1
Gambling	1
Volunteering	1
Substance Abuse Services	1
Family Support Services	1
Transportation	1
Law Enforcement Services	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: February 2016

Total Number of Calls: 72

Report Date: 03/11/2016

Legal Services	7
Health Care	7
Utilities Assistance	6
Heating Assistance	6
Tax Services	5
Housing/Shelter	5
Mental Health Services	4
Health Insurance	3
Substance Abuse Services	3
Aging/Elderly Services	3
Law Enforcement Services	3
Government Agency - DHHS	3
Developmental Disabilities	2
In-Home Assistance	2
Public Health	2
Family Support Services	2
Consumer Assistance Services	2
Gambling	2
Pharmacy	2
Government Agency - Attorney General	2
Veterans' Services	2
Basic Needs - Food	2
Financial Assistance - Rent	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: February 2016

Total Number of Calls: 329

Report Date: 03/11/2016

Health Care	41
Heating Assistance	37
Tax Services	29
Mental Health Services	26
Housing/Shelter	19
Utilities Assistance	19
Basic Needs - Food	14
Legal Services	10
Municipal Services	9
Dental Care	9
Consumer Assistance Services	9
Substance Abuse Services	8
Law Enforcement Services	8
Judicial Services	7
Government Agency - DHHS	6
Corrections	6
Income Support - SSI/SSDI	6
Transportation	6
Financial Assistance - Rent	5
Advocacy	5
Financial Assistance - Home Maintenance	5
Homeless Services	5
Elected Officials	4



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: February 2016

Total Number of Calls: 80

Report Date: 03/11/2016

Health Care	14
Utilities Assistance	8
Basic Needs - Food	8
Housing/Shelter	5
Government Agency - DHHS	5
Aging/Elderly Services	5
Corrections	4
Health Insurance	4
Heating Assistance	4
Mental Health Services	3
Transportation	3
Tax Services	3
Financial Assistance - Temporary Aid	3
Family Support Services	3
Financial Assistance - Rent	2
In-Home Assistance	2
Government Agency - Attorney General	1
Mentoring Programs	1
Library	1
Employment	1
Public Health	1
Environmental Services	1
Legal Services	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: February 2016

Total Number of Calls: 74

Report Date: 03/11/2016

Heating Assistance	19
Health Care	6
Utilities Assistance	6
Tax Services	5
Health Insurance	4
Legal Services	4
Aging/Elderly Services	4
Transportation	4
Basic Needs - Food	3
Mental Health Services	3
Donations	2
Financial Assistance - Home Maintenance	2
Developmental Disabilities	2
Housing/Shelter	2
Advocacy	2
Financial Assistance - Rent	2
Support Group Information	2
Salvation Army	1
Dental Care	1
Judicial Services	1
Disease Information	1
Financial Assistance - Temporary Aid	1
Child Car Seats	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: February 2016

Total Number of Calls: 123

Report Date: 03/11/2016

Health Care	20
Heating Assistance	18
Tax Services	9
Utilities Assistance	8
Substance Abuse Services	7
Mental Health Services	6
Housing/Shelter	6
Transportation	5
Legal Services	5
Aging/Elderly Services	4
Health Insurance	4
Government Agency - DHHS	4
Judicial Services	3
Income Support - SSI/SSDI	3
Education/Training	3
Domestic Violence Services	3
Consumer Assistance Services	2
Developmental Disabilities	2
Volunteering	2
Financial Assistance - Rent	2
Municipal Services	2
Government Agency - OLR	2
Advocacy	2



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: February 2016

Total Number of Calls: 304

Report Date: 03/11/2016

Tax Services	37
Health Care	35
Heating Assistance	28
Substance Abuse Services	24
Mental Health Services	19
Basic Needs - Food	19
Housing/Shelter	19
Utilities Assistance	14
Legal Services	9
Animal Services	9
Government Agency - DHHS	9
Income Support - SSI/SSDI	7
Aging/Elderly Services	7
Employment	6
Transportation	6
Dental Care	5
Health Insurance	5
Consumer Assistance Services	5
Financial Assistance - Temporary Aid	5
Education/Training	4



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: February 2016

Total Number of Calls: 36

Report Date: 03/11/2016

Heating Assistance	6
Legal Services	4
Housing/Shelter	4
Tax Services	4
Mental Health Services	3
Health Care	3
Utilities Assistance	3
Aging/Elderly Services	2
Substance Abuse Services	1
Family Support Services	1
Hearing Assistance	1
Financial Assistance - Mortgage	1
Dental Care	1
Financial Assistance - Rent	1
Health Insurance	1
Foreclosure Prevention	1
Basic Needs - Food	1
Homeless Services	1
Corrections	1
Income Support - SSI/SSDI	1
Advocacy	1
Developmental Disabilities	1
Government Agency - DOL	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: February 2016

Total Number of Calls: 112

Report Date: 03/11/2016

Tax Services	20
Heating Assistance	12
Health Care	9
Housing/Shelter	8
Legal Services	7
Mental Health Services	6
Health Insurance	6
Transportation	5
Aging/Elderly Services	5
Developmental Disabilities	4
Education/Training	4
Consumer Assistance Services	4
Dental Care	4
Government Agency - DHHS	4
Utilities Assistance	3
Substance Abuse Services	3
Law Enforcement Services	3
Recreational Programs	3
Financial Assistance - Temporary Aid	3
Domestic Violence Services	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: February 2016

Total Number of Calls: 151

Report Date: 03/11/2016

Heating Assistance	34
Tax Services	16
Mental Health Services	10
Housing/Shelter	10
Legal Services	9
Utilities Assistance	8
Health Care	7
Municipal Services	5
Domestic Violence Services	5
Substance Abuse Services	5
Basic Needs - Food	5
Education/Training	5
Dental Care	4
Aging/Elderly Services	4
Judicial Services	4
Health Insurance	3
Financial Assistance - Temporary Aid	3
Consumer Assistance Services	3
Advocacy	3
Public Health	3
Government Agency - DHHS	3
Veterans' Services	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: February 2016

Total Number of Calls: 52

Report Date: 03/11/2016

Heating Assistance	10
Tax Services	5
Housing/Shelter	5
Health Care	4
Consumer Assistance Services	4
Mental Health Services	4
Utilities Assistance	3
Basic Needs - Food	3
Substance Abuse Services	2
Medical Diagnosis/Testing	2
Government Agency - DHHS	2
Family Support Services	1
DHHS SNAP Questions	1
Law Enforcement Services	1
Financial Assistance - Rent	1
Municipal Services	1
Government Agency - BMV	1
Financial Assistance - Home Maintenance	1
Advocacy	1
Legal Services	1
Government Agency - DOL	1
Disaster Services	1
Basic Needs - Clothing	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: February 2016

Total Number of Calls: 52

Report Date: 03/11/2016

Heating Assistance	13
Utilities Assistance	8
Mental Health Services	5
Tax Services	5
Housing/Shelter	2
Health Care	2
Eye Care	2
Substance Abuse Services	2
Veterans' Services	2
Basic Needs - Food	2
Judicial Services	1
Sexual Assault Services	1
Poison Control	1
Education/Training	1
Government Agency - DHHS	1
Consumer Assistance Services	1
Financial Assistance - Health Care	1
Family Support Services	1
Public Health	1
Home Health Care	1
Financial Assistance - Vehicle Expenses	1
Homeless Services	1
Financial Assistance - Funeral Expenses	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: February 2016

Total Number of Calls: 394

Report Date: 03/11/2016

Housing/Shelter	35
Mental Health Services	31
Health Care	30
Tax Services	29
Substance Abuse Services	27
Heating Assistance	24
Basic Needs - Food	19
Legal Services	19
Utilities Assistance	18
Transportation	14
Income Support - SSI/SSDI	13
Dental Care	12
Health Insurance	11
Municipal Services	10
Consumer Assistance Services	10
Homeless Services	10
Aging/Elderly Services	10
Financial Assistance - Rent	9
Law Enforcement Services	8
Government Agency - DHHS	7
Financial Assistance - Temporary Aid	6