



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: March 2016

Total Number of Calls: 385

Report Date: 04/07/2016

Health Care	38
Mental Health Services	31
Housing/Shelter	31
Heating Assistance	30
Utilities Assistance	28
Tax Services	24
Substance Abuse Services	20
Basic Needs - Food	19
Legal Services	14
Transportation	11
Law Enforcement Services	9
Consumer Assistance Services	9
Veterans' Services	9
Dental Care	9
Judicial Services	9
Government Agency - DHHS	8
Income Support - SSI/SSDI	7
Health Insurance	7
Home Health Care	6
Municipal Services	6
Family Support Services	6
Mediation Services	5



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: March 2016

Total Number of Calls: 75

Report Date: 04/07/2016

Heating Assistance	7
Financial Assistance - Temporary Aid	7
Housing/Shelter	6
Basic Needs - Food	6
Health Care	6
Substance Abuse Services	5
Utilities Assistance	5
Financial Assistance - Rent	4
Mental Health Services	4
Government Agency - DHHS	3
Transportation	3
Tax Services	3
Home Health Care	3
In-Home Assistance	2
Poison Control	2
Legal Services	2
Aging/Elderly Services	2
Financial Assistance - Home Maintenance	2
Home Maintenance	2
Law Enforcement Services	2
HIV/AIDS	1



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: March 2016

Total Number of Calls: 1146

Report Date: 04/07/2016

Mental Health Services	110
Health Care	91
Tax Services	87
Housing/Shelter	86
Heating Assistance	79
Substance Abuse Services	71
Basic Needs - Food	60
Utilities Assistance	57
Legal Services	48
Consumer Assistance Services	36
Health Insurance	30
Aging/Elderly Services	28
Financial Assistance - Rent	26
Transportation	25
Law Enforcement Services	22
Dental Care	22
Income Support - SSI/SSDI	21
Advocacy	17
Homeless Services	16
Government Agency - DHHS	16
Family Support Services	13



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: March 2016

Total Number of Calls: 45

Report Date: 04/07/2016

Heating Assistance	5
Housing/Shelter	4
Health Care	4
Mental Health Services	3
Homeless Services	3
Utilities Assistance	3
Financial Assistance - Rent	2
Financial Assistance - Prescription Assistance	2
Legal Services	2
Basic Needs - Food	2
Health Insurance	2
Government Agency - DHHS	2
Veterans' Services	1
Parenting Education/Support	1
Basic Needs - Clothing	1
Advocacy	1
Transportation	1
Aging/Elderly Services	1
Assisted Living/Nursing Homes	1
Courts	1
Municipal Services	1
Dental Care	1
Personal Debt/Money Management	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: March 2016

Total Number of Calls: 70

Report Date: 04/07/2016

Health Care	8
Basic Needs - Food	6
Government Agency - DHHS	6
Housing/Shelter	5
Substance Abuse Services	4
Education/Training	4
Utilities Assistance	4
Mental Health Services	3
Financial Assistance - Rent	3
Public Safety	2
Judicial Services	2
Heating Assistance	2
Legal Services	2
Financial Assistance - Prescription Assistance	2
Child Abuse/Neglect	2
Municipal Services	2
Government Agency - Attorney General	2
Transportation	2
Rehabilitation Services	1
Medical Diagnosis/Testing	1
Tax Services	1
Employment	1
Elected Officials	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: March 2016

Total Number of Calls: 336

Report Date: 04/07/2016

Heating Assistance	33
Tax Services	29
Health Care	26
Utilities Assistance	24
Mental Health Services	22
Basic Needs - Food	20
Housing/Shelter	19
Substance Abuse Services	17
Consumer Assistance Services	13
Aging/Elderly Services	11
Financial Assistance - Rent	11
Legal Services	10
Government Agency - DHHS	10
Judicial Services	9
Homeless Services	8
Income Support - SSI/SSDI	7
Courts	6
Family Support Services	6
Education/Training	6
Government Agency - BMV	5



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: March 2016

Total Number of Calls: 77

Report Date: 04/07/2016

Transportation	7
Substance Abuse Services	6
Health Care	6
Government Agency - DHHS	6
Mental Health Services	5
Basic Needs - Food	4
Tax Services	4
Family Support Services	4
Housing/Shelter	4
Financial Assistance - Rent	4
Utilities Assistance	4
Legal Services	3
Income Support - SSI/SSDI	3
Heating Assistance	3
Corrections	2
Courts	2
Aging/Elderly Services	2
Consumer Assistance Services	2
Veterans' Services	1
Financial Assistance - Vehicle Expenses	1
Financial Assistance - Temporary Aid	1
Early Childhood Intervention	1
Sexual Assault Services	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: March 2016

Total Number of Calls: 69

Report Date: 04/07/2016

Heating Assistance	11
Utilities Assistance	9
Health Care	7
Mental Health Services	4
Transportation	4
Education/Training	4
Consumer Assistance Services	4
Aging/Elderly Services	3
Substance Abuse Services	3
Tax Services	3
Public Safety	2
Health Insurance	2
Home Maintenance	2
Dental Care	2
Judicial Services	2
Legal Services	2
Housing/Shelter	2
Basic Needs - Food	2
Support Group Information	1
Public Health	1
Veterans' Services	1
Employment	1
Recreational Programs	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: March 2016

Total Number of Calls: 129

Report Date: 04/07/2016

Housing/Shelter	11
Utilities Assistance	11
Basic Needs - Food	10
Heating Assistance	10
Health Care	9
Consumer Assistance Services	8
Legal Services	7
Mental Health Services	7
Health Insurance	7
Tax Services	6
Aging/Elderly Services	6
United States Postal Service	5
Transportation	4
Child Abuse/Neglect	4
Substance Abuse Services	3
Judicial Services	3
Advocacy	3
Financial Assistance - Funeral Expenses	2
Environmental Services	2
Child Car Seats	2
Home Health Care	2
Law Enforcement Services	2
Financial Assistance - Rent	2



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: March 2016

Total Number of Calls: 327

Report Date: 04/07/2016

Mental Health Services	33
Substance Abuse Services	33
Heating Assistance	26
Health Care	26
Tax Services	25
Basic Needs - Food	16
Legal Services	15
Utilities Assistance	14
Housing/Shelter	13
Education/Training	8
Aging/Elderly Services	8
Health Insurance	8
Income Support - SSI/SSDI	7
Dental Care	7
Consumer Assistance Services	7
Transportation	7
Government Agency - DHHS	6
Public Safety	5
Financial Assistance - Temporary Aid	5
Advocacy	5
Financial Assistance - Rent	5
Municipal Services	4



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[Piscataquis County](#)

Reporting Period: March 2016

Total Number of Calls: 17

Report Date: 04/07/2016

Mental Health Services	3
Tax Services	2
Advocacy	2
Aging/Elderly Services	2
Utilities Assistance	2
Foreclosure Prevention	1
Housing/Shelter	1
Public Safety	1
Health Care	1
Judicial Services	1
Child Abuse/Neglect	1
Public Health	1
Child Car Seats	1
Government Agency - DHHS	1
Home Health Care	1
Health Insurance	1
Heating Assistance	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: March 2016

Total Number of Calls: 91

Report Date: 04/07/2016

Health Care	10
Heating Assistance	10
Utilities Assistance	8
Housing/Shelter	7
Legal Services	6
Government Agency - DHHS	6
Tax Services	5
Basic Needs - Food	5
Transportation	4
Mental Health Services	4
Financial Assistance - Temporary Aid	3
Financial Assistance - Rent	3
Courts	3
Income Support - SSI/SSDI	2
Personal Debt/Money Management	2
Domestic Violence Services	2
Substance Abuse Services	2
Developmental Disabilities	2
Public Safety	2
Employment	2
Financial Assistance - Business Development	2
Elected Officials	2
Consumer Assistance Services	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: March 2016

Total Number of Calls: 129

Report Date: 04/07/2016

Heating Assistance	11
Mental Health Services	10
Utilities Assistance	10
Tax Services	7
Consumer Assistance Services	7
Legal Services	7
Health Care	6
Basic Needs - Food	5
Aging/Elderly Services	5
Substance Abuse Services	5
Housing/Shelter	5
Income Support - SSI/SSDI	5
Municipal Services	4
Dental Care	4
Education/Training	4
Law Enforcement Services	4
Judicial Services	3
Health Insurance	3
Public Safety	3
Elected Officials	3
Transportation	3
Government Agency - Attorney General	3
Library	3



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: March 2016

Total Number of Calls: 59

Report Date: 04/07/2016

Utilities Assistance	10
Basic Needs - Food	9
Heating Assistance	5
Aging/Elderly Services	4
Income Support - SSI/SSDI	4
Legal Services	4
Housing/Shelter	3
Mental Health Services	3
Tax Services	3
Health Insurance	2
Financial Assistance - Home Maintenance	2
Financial Assistance - Rent	2
Consumer Assistance Services	2
Adult Protective Services	2
Gambling	2
Financial Assistance - Vehicle Expenses	2
Public Health	1
Library	1
Vocational Rehabilitation	1
Basic Needs - Household Items (Non-food)	1
Parenting Education/Support	1
Churches	1
Basic Needs - Clothing	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: March 2016

Total Number of Calls: 61

Report Date: 04/07/2016

Heating Assistance	8
Utilities Assistance	8
Consumer Assistance Services	7
Income Support - SSI/SSDI	4
Legal Services	4
Tax Services	4
Blind Services	3
Family Support Services	3
Housing/Shelter	3
Basic Needs - Food	2
In-Home Assistance	2
Municipal Services	2
Aging/Elderly Services	2
Substance Abuse Services	2
Public Health	1
Financial Assistance - Security Deposit	1
Financial Assistance - Prescription Assistance	1
DHHS SNAP Questions	1
Financial Assistance - Temporary Aid	1
Elected Officials	1
Financial Assistance - Home Maintenance	1
Health Care	1
Judicial Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: March 2016

Total Number of Calls: 407

Report Date: 04/07/2016

Mental Health Services	45
Health Care	39
Heating Assistance	34
Tax Services	29
Substance Abuse Services	29
Basic Needs - Food	27
Housing/Shelter	25
Legal Services	24
Utilities Assistance	23
Health Insurance	13
Transportation	13
Dental Care	11
Consumer Assistance Services	10
Income Support - SSI/SSDI	10
Aging/Elderly Services	8
Financial Assistance - Rent	7
Financial Assistance - Temporary Aid	7
Law Enforcement Services	7
Government Agency - DHHS	7
Domestic Violence Services	6