



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: January 2017

Total Number of Calls: 326

Report Date: 02/14/2017

Heating Assistance	68
Health Care	29
Utilities Assistance	26
Basic Needs - Food	22
Tax Services	21
Mental Health Services	17
Housing/Shelter	17
Substance Abuse Services	15
Financial Assistance - Rent	14
Legal Services	9
Income Support - SSI/SSDI	8
Family Support Services	7
Education/Training	6
Transportation	6
Government Agency - DHHS	6
Municipal Services	6
Homeless Services	6
Domestic Violence Services	5
Home Health Care	5
Health Insurance	5
Public Health	4



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: January 2017

Total Number of Calls: 71

Report Date: 02/14/2017

Heating Assistance	17
Basic Needs - Food	11
Government Agency - DHHS	5
Health Care	5
Consumer Assistance Services	4
Financial Assistance - Temporary Aid	4
Health Insurance	3
Housing/Shelter	3
Dental Care	3
Animal Services	2
Substance Abuse Services	2
Income Support - SSI/SSDI	2
Financial Assistance - Transportation	2
Financial Assistance - Home Maintenance	2
Education/Training	1
Legal Services	1
Employment	1
Child Abuse/Neglect	1
Advocacy	1
Basic Needs - Clothing	1
Elected Officials	1
Furniture	1
Financial Assistance - Dental Care	1



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: January 2017

Total Number of Calls: 1013

Report Date: 02/14/2017

Heating Assistance	210
Tax Services	86
Health Care	77
Mental Health Services	72
Housing/Shelter	67
Basic Needs - Food	59
Substance Abuse Services	48
Utilities Assistance	40
Legal Services	35
Consumer Assistance Services	30
Financial Assistance - Rent	24
Transportation	20
Financial Assistance - Temporary Aid	19
Law Enforcement Services	19
Health Insurance	19
Advocacy	19
Family Support Services	13
Domestic Violence Services	13
Government Agency - DHHS	13
Support Group Information	11



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: January 2017

Total Number of Calls: 44

Report Date: 02/14/2017

Heating Assistance	12
Consumer Assistance Services	5
Housing/Shelter	4
Government Agency - DHHS	3
Basic Needs - Food	3
Financial Assistance - Rent	3
Health Care	3
Snow Removal	2
Utilities Assistance	2
Homeless Services	2
Substance Abuse Services	1
Library	1
Income Support - SSI/SSDI	1
Foreclosure Prevention	1
Parenting Education/Support	1
Deaf Services	1
Assistive Technology/Equipment	1
Volunteering	1
In-Home Assistance	1
Aging/Elderly Services	1
Mental Health Services	1
Hearing Assistance	1
Family Planning	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: January 2017

Total Number of Calls: 65

Report Date: 02/14/2017

Heating Assistance	19
Health Care	9
Utilities Assistance	7
Mental Health Services	3
Substance Abuse Services	3
Public Health	3
Basic Needs - Food	3
Financial Assistance - Rent	3
Housing/Shelter	3
Aging/Elderly Services	3
Legal Services	2
Income Support - SSI/SSDI	2
Employment	2
Tax Services	2
Basic Needs - Household Items (Non-food)	2
Disaster Services	1
Law Enforcement Services	1
Income Support - Unemployment	1
Government Agency - DHHS	1
Medical Equipment	1
Veterans' Services	1
Gambling	1
Animal Services	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: January 2017

Total Number of Calls: 340

Report Date: 02/14/2017

Heating Assistance	95
Health Care	26
Utilities Assistance	23
Basic Needs - Food	22
Mental Health Services	20
Housing/Shelter	15
Substance Abuse Services	13
Government Agency - DHHS	13
Tax Services	12
Financial Assistance - Rent	11
Dental Care	8
Municipal Services	8
Consumer Assistance Services	8
Income Support - SSI/SSDI	8
Homeless Services	8
Health Insurance	8
Legal Services	5
Basic Needs - Clothing	5
Financial Assistance - Temporary Aid	5
Domestic Violence Services	5
Government Agency - BMV	5
Veterans' Services	4



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: January 2017

Total Number of Calls: 72

Report Date: 02/14/2017

Heating Assistance	15
Housing/Shelter	7
Utilities Assistance	7
Health Care	6
Substance Abuse Services	5
In-Home Assistance	4
Financial Assistance - Temporary Aid	4
Basic Needs - Food	3
Financial Assistance - Rent	3
Government Agency - DHHS	3
Developmental Disabilities	2
Tax Services	2
Legal Services	2
Family Support Services	2
Advocacy	2
Income Support - SSI/SSDI	2
Family Planning	1
Mental Health Services	1
Weatherization	1
Active Military - Individual and Family Supports	1
Poison Control	1
Child Abuse/Neglect	1
United States Postal Service	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: January 2017

Total Number of Calls: 85

Report Date: 02/14/2017

Heating Assistance	36
Tax Services	5
Basic Needs - Food	5
Utilities Assistance	5
Home Maintenance	4
Financial Assistance - Home Maintenance	4
Health Care	4
In-Home Assistance	3
Health Insurance	2
Mental Health Services	2
Dental Care	2
Housing/Shelter	2
Family Support Services	2
Government Agency - DHHS	2
Transportation	2
Public Safety	1
Assisted Living/Nursing Homes	1
Financial Assistance - Temporary Aid	1
Elected Officials	1
Financial Assistance - Prescription Assistance	1
Government Agency - DOL	1
Respite	1
Adult Protective Services	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: January 2017

Total Number of Calls: 136

Report Date: 02/14/2017

Heating Assistance	50
Mental Health Services	8
Utilities Assistance	7
Legal Services	6
Health Care	6
Housing/Shelter	5
Basic Needs - Food	5
Tax Services	4
Health Insurance	4
Law Enforcement Services	3
Income Support - SSI/SSDI	3
Consumer Assistance Services	3
Financial Assistance - Temporary Aid	3
Government Agency - DHHS	3
Transportation	3
Family Support Services	2
Eye Care	2
Snow Removal	2
Child Care	2
Volunteering	2
Financial Assistance - Transportation	2
Financial Assistance - Rent	2
Basic Needs - Clothing	2



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: January 2017

Total Number of Calls: 322

Report Date: 02/14/2017

Heating Assistance	79
Basic Needs - Food	18
Mental Health Services	17
Tax Services	17
Health Care	17
Utilities Assistance	15
Financial Assistance - Rent	14
Substance Abuse Services	14
Housing/Shelter	12
Consumer Assistance Services	11
Legal Services	10
Animal Services	9
Health Insurance	7
Law Enforcement Services	7
Domestic Violence Services	6
Government Agency - DHHS	6
Advocacy	6
Financial Assistance - Home Maintenance	5
Income Support - SSI/SSDI	5
Financial Assistance - Prescription Assistance	5
Financial Assistance - Temporary Aid	4

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2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: January 2017

Total Number of Calls: 36

Report Date: 02/14/2017

Heating Assistance	14
Housing/Shelter	4
Financial Assistance - Rent	3
Legal Services	3
Mental Health Services	2
Financial Assistance - Temporary Aid	2
Health Care	2
Basic Needs - Food	2
Financial Assistance - Home Maintenance	1
Red Cross	1
Financial Assistance - Mortgage	1
Financial Assistance - Transportation	1
Dental Care	1
Utilities Assistance	1
Income Support - SSI/SSDI	1
Developmental Disabilities	1
Child Abuse/Neglect	1
Health Insurance	1
Tax Services	1
Disaster Services	1
Homeless Services	1
Government Agency - BMV	1



2-1-1 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: January 2017

Total Number of Calls: 89

Report Date: 02/14/2017

Heating Assistance	17
Utilities Assistance	11
Basic Needs - Food	10
Financial Assistance - Temporary Aid	7
Housing/Shelter	6
Mental Health Services	5
Health Insurance	5
Financial Assistance - Rent	4
In-Home Assistance	4
Health Care	4
Legal Services	3
Income Support - SSI/SSDI	3
Tax Services	2
Public Safety	2
Municipal Services	2
Family Support Services	2
Substance Abuse Services	2
Aging/Elderly Services	2
United Way of Mid Coast Maine	2
Courts	2
Consumer Assistance Services	2
Government Agency - DHHS	1



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: January 2017

Total Number of Calls: 164

Report Date: 02/14/2017

Heating Assistance	59
Utilities Assistance	11
Tax Services	10
Basic Needs - Food	8
Law Enforcement Services	6
Financial Assistance - Rent	5
Financial Assistance - Home Maintenance	5
Housing/Shelter	5
Transportation	4
Health Care	4
Legal Services	4
Health Insurance	4
Financial Assistance - Temporary Aid	4
Mental Health Services	3
Substance Abuse Services	3
Public Safety	3
Aging/Elderly Services	3
Dental Care	3
Basic Needs - Clothing	3
Municipal Services	2

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: January 2017

Total Number of Calls: 59

Report Date: 02/14/2017

Heating Assistance	15
Housing/Shelter	7
Health Care	7
Utilities Assistance	5
Animal Services	4
Substance Abuse Services	3
Mental Health Services	3
Health Insurance	3
Financial Assistance - Temporary Aid	3
Transportation	2
Dental Care	2
Domestic Violence Services	1
Poison Control	1
Financial Assistance - Eyeglasses	1
Basic Needs - Food	1
Tax Services	1
Veterans' Services	1
Legal Services	1
Government Agency - DHHS	1
Municipal Services	1
Consumer Assistance Services	1
Financial Assistance - Health Care	1
Financial Assistance - Prescription Assistance	1

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2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: January 2017

Total Number of Calls: 69

Report Date: 02/14/2017

Heating Assistance	25
Utilities Assistance	8
Health Care	4
Mental Health Services	3
Financial Assistance - Temporary Aid	3
Transportation	3
Government Agency - DHHS	2
Tax Services	2
Substance Abuse Services	2
Income Support - SSI/SSDI	2
Financial Assistance - Prescription Assistance	2
Legal Services	2
Health Insurance	2
Active Military - Individual and Family Supports	2
Fire/Ambulance Services (Non-emergency)	1
Public Safety	1
Courts	1
Elected Officials	1
Basic Needs - Food	1
Aging/Elderly Services	1
Consumer Assistance Services	1
Housing/Shelter	1
Personal Debt/Money Management	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: January 2017

Total Number of Calls: 376

Report Date: 02/14/2017

Heating Assistance	78
Mental Health Services	46
Health Care	30
Basic Needs - Food	27
Housing/Shelter	27
Substance Abuse Services	22
Utilities Assistance	22
Tax Services	19
Legal Services	16
Consumer Assistance Services	16
Health Insurance	15
Financial Assistance - Temporary Aid	10
Financial Assistance - Rent	10
Transportation	9
Income Support - SSI/SSDI	8
Personal Debt/Money Management	7
Family Support Services	6
Animal Services	5
Government Agency - Attorney General	5
Homeless Services	4