



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: February 2017

Total Number of Calls: 297

Report Date: 03/08/2017

Mental Health Services	30
Tax Services	30
Heating Assistance	29
Health Care	23
Basic Needs - Food	20
Housing/Shelter	20
Government Agency - DHHS	12
Financial Assistance - Rent	11
Substance Abuse Services	11
Utilities Assistance	9
Legal Services	7
Income Support - SSI/SSDI	7
Homeless Services	7
Health Insurance	7
Dental Care	6
Family Support Services	6
Transportation	5
Public Safety	5
Disaster Services	5
Consumer Assistance Services	5
Financial Assistance - Temporary Aid	5
Judicial Services	4



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: February 2017

Total Number of Calls: 96

Report Date: 03/08/2017

Heating Assistance	27
Financial Assistance - Temporary Aid	17
Health Care	7
Basic Needs - Food	7
Tax Services	6
Utilities Assistance	6
Mental Health Services	5
Financial Assistance - Rent	4
Legal Services	3
Aging/Elderly Services	3
Financial Assistance - Home Maintenance	3
Assistive Technology/Equipment	3
Health Insurance	3
Courts	2
Substance Abuse Services	2
Disaster Services	2
Transportation	2
Advocacy	2
Financial Assistance - Vehicle Expenses	2
Municipal Services	1



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: February 2017

Total Number of Calls: 865

Report Date: 03/08/2017

Tax Services	119
Heating Assistance	119
Mental Health Services	89
Substance Abuse Services	48
Housing/Shelter	48
Basic Needs - Food	47
Health Care	44
Utilities Assistance	36
Consumer Assistance Services	25
Transportation	24
Law Enforcement Services	21
Financial Assistance - Rent	20
Legal Services	19
Developmental Disabilities	18
Financial Assistance - Temporary Aid	17
Government Agency - DHHS	16
Family Support Services	15
Advocacy	14
Income Support - SSI/SSDI	13
Health Insurance	13
In-Home Assistance	13
Aging/Elderly Services	12



2-1-1 Maine: Top 20 Call Categories


Franklin County

Reporting Period: February 2017

Total Number of Calls: 33

Report Date: 03/08/2017

Heating Assistance	6
Utilities Assistance	6
Legal Services	2
Family Support Services	2
Government Agency - DHHS	2
Transportation	2
Financial Assistance - Home Maintenance	1
Medical Equipment	1
Home Health Care	1
Financial Assistance - Temporary Aid	1
Public Health	1
Fire/Ambulance Services (Non-emergency)	1
Consumer Assistance Services	1
Gambling	1
Aging/Elderly Services	1
Tax Services	1
Mental Health Services	1
Basic Needs - Food	1
Substance Abuse Services	1
Child Abuse/Neglect	1
Health Care	1
General Information Call	1
Advocacy	1

	<p>2-1-1 Maine: Top 20 Call Categories Hancock County Reporting Period: February 2017 Total Number of Calls: 45</p>
<p>Report Date: 03/08/2017</p>	

Heating Assistance	9
Utilities Assistance	8
Financial Assistance - Rent	4
Health Insurance	4
Tax Services	3
Mental Health Services	3
Elected Officials	3
Transportation	2
Public Health	2
Courts	2
In-Home Assistance	2
Housing/Shelter	2
General Information Call	1
Financial Assistance - Prescription Assistance	1
Financial Assistance - Home Maintenance	1
Government Agency - DHHS	1
Substance Abuse Services	1
Adult Protective Services	1
Government Agency - BMV	1
Basic Needs - Household Items (Non-food)	1
Pharmacy	1
Consumer Assistance Services	1
Public Safety	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: February 2017

Total Number of Calls: 284

Report Date: 03/08/2017

Heating Assistance	49
Mental Health Services	26
Health Care	23
Utilities Assistance	18
Substance Abuse Services	17
Tax Services	16
Basic Needs - Food	12
Housing/Shelter	10
Aging/Elderly Services	9
Legal Services	7
Courts	7
Judicial Services	6
Snow Removal	6
Consumer Assistance Services	6
Developmental Disabilities	6
Law Enforcement Services	5
Corrections	5
Health Insurance	5
Advocacy	4
Homeless Services	4
Basic Needs - Clothing	4
Basic Needs - Household Items (Non-food)	4
Dental Care	4



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: February 2017

Total Number of Calls: 61

Report Date: 03/08/2017

Mental Health Services	7
Heating Assistance	6
Health Care	4
Housing/Shelter	4
Domestic Violence Services	4
Government Agency - DHHS	4
Utilities Assistance	3
Dental Care	3
Government Agency - OLR	2
Substance Abuse Services	2
Basic Needs - Food	2
Financial Assistance - Rent	2
United States Postal Service	2
Income Support - SSI/SSDI	2
Law Enforcement Services	2
Aging/Elderly Services	2
Health Insurance	1
General Information Call	1
Transportation	1
Government Agency - DOL	1
Volunteering	1
Donations	1
Support Group Information	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: February 2017

Total Number of Calls: 71

Report Date: 03/08/2017

Heating Assistance	25
Utilities Assistance	6
Financial Assistance - Home Maintenance	5
Tax Services	5
Health Care	4
Mental Health Services	4
Financial Assistance - Temporary Aid	3
Consumer Assistance Services	3
Aging/Elderly Services	3
Dental Care	2
Home Maintenance	2
Health Insurance	2
Substance Abuse Services	2
Legal Services	2
Basic Needs - Food	2
Support Group Information	2
Financial Assistance - Rent	2
Government Agency - DHHS	2
Disaster Services	1
Snow Removal	1
Poison Control	1
Courts	1
Advocacy	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: February 2017

Total Number of Calls: 133

Report Date: 03/08/2017

Heating Assistance	20
Mental Health Services	12
Housing/Shelter	11
Tax Services	11
Utilities Assistance	10
Health Care	8
Health Insurance	7
Financial Assistance - Rent	6
Basic Needs - Food	5
Income Support - SSI/SSDI	4
Consumer Assistance Services	4
Transportation	4
Legal Services	3
Financial Assistance - Home Maintenance	3
Substance Abuse Services	3
Home Health Care	3
Financial Assistance - Vehicle Expenses	3
Dental Care	2
Pharmacy	2
Government Agency - DHHS	2
Financial Assistance - Prescription Assistance	2
Government Agency - OLR	2
Elected Officials	2



2-1-1 Maine: Top 20 Call Categories


Penobscot County

Reporting Period: February 2017

Total Number of Calls: 251

Report Date: 03/08/2017

Heating Assistance	42
Mental Health Services	28
Tax Services	22
Health Care	17
Basic Needs - Food	16
Housing/Shelter	15
Utilities Assistance	11
Legal Services	9
Substance Abuse Services	9
Financial Assistance - Rent	7
Transportation	7
Aging/Elderly Services	6
Domestic Violence Services	6
Law Enforcement Services	6
Financial Assistance - Temporary Aid	5
Financial Assistance - Prescription Assistance	4
Family Support Services	4
Assisted Living/Nursing Homes	4
Consumer Assistance Services	4
Snow Removal	4
Health Insurance	4
Animal Services	4
Judicial Services	4

	<p>2-1-1 Maine: Top 20 Call Categories Piscataquis County Reporting Period: February 2017 Total Number of Calls: 20</p>
<p>Report Date: 03/08/2017</p>	

Heating Assistance	4
Consumer Assistance Services	3
Legal Services	2
Tax Services	2
Advocacy	2
Education/Training	1
Housing/Shelter	1
Financial Assistance - Home Maintenance	1
Government Agency - DHHS	1
Income Support - SSI/SSDI	1
Utilities Assistance	1
Substance Abuse Services	1
Health Insurance	1
Government Agency - Attorney General	1
Child Car Seats	1
Health Care	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: February 2017

Total Number of Calls: 101

Report Date: 03/08/2017

Heating Assistance	24
Tax Services	11
Mental Health Services	6
Housing/Shelter	6
Basic Needs - Food	5
Health Care	5
Consumer Assistance Services	4
Utilities Assistance	4
Developmental Disabilities	4
Financial Assistance - Temporary Aid	4
In-Home Assistance	4
Transportation	3
Aging/Elderly Services	3
Financial Assistance - Rent	3
Legal Services	3
Financial Assistance - Home Maintenance	2
United States Postal Service	2
Law Enforcement Services	2
Courts	2
Government Agency - OLR	2
Substance Abuse Services	2
Financial Assistance - Vehicle Expenses	2
Employment	1



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: February 2017

Total Number of Calls: 121

Report Date: 03/08/2017

Heating Assistance	29
Housing/Shelter	13
Tax Services	12
Basic Needs - Food	9
Financial Assistance - Rent	8
Utilities Assistance	7
Homeless Services	5
Consumer Assistance Services	5
Transportation	5
Financial Assistance - Temporary Aid	5
Financial Assistance - Home Maintenance	4
Mental Health Services	4
Financial Assistance - Prescription Assistance	3
Developmental Disabilities	3
Substance Abuse Services	3
Health Care	3
Employment	2
Public Safety	2
Family Support Services	2
Active Military - Individual and Family Supports	2
Snow Removal	2
Courts	2
Support Group Information	2

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: February 2017

Total Number of Calls: 43

Report Date: 03/08/2017

Housing/Shelter	5
Basic Needs - Food	5
Heating Assistance	4
Aging/Elderly Services	4
Utilities Assistance	3
Developmental Disabilities	3
Tax Services	3
Consumer Assistance Services	3
Health Care	3
Law Enforcement Services	2
Snow Removal	2
Financial Assistance - Rent	2
Substance Abuse Services	1
Mental Health Services	1
Courts	1
Financial Assistance - Prescription Assistance	1
Public Safety	1
Veterans' Services	1
Family Planning	1
Adult Protective Services	1
Legal Services	1
Fire/Ambulance Services (Non-emergency)	1
Municipal Services	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: February 2017

Total Number of Calls: 48

Report Date: 03/08/2017

Heating Assistance	11
Mental Health Services	7
Utilities Assistance	7
Tax Services	4
Legal Services	4
Consumer Assistance Services	3
Health Care	3
Aging/Elderly Services	3
Transportation	2
Substance Abuse Services	2
Financial Assistance - Prescription Assistance	2
Housing/Shelter	2
Disease Information	1
Developmental Disabilities	1
Financial Assistance - Rent	1
Financial Assistance - Temporary Aid	1
Sexual Assault Services	1
Government Agency - BMV	1
Elected Officials	1
Volunteering	1
Judicial Services	1
Basic Needs - Food	1
Disaster Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: February 2017

Total Number of Calls: 312

Report Date: 03/08/2017

Mental Health Services	37
Heating Assistance	36
Housing/Shelter	31
Health Care	22
Substance Abuse Services	19
Basic Needs - Food	16
Tax Services	16
Financial Assistance - Temporary Aid	15
Legal Services	15
Utilities Assistance	14
Financial Assistance - Rent	12
Government Agency - DHHS	9
Consumer Assistance Services	8
Health Insurance	8
Developmental Disabilities	6
Family Support Services	6
Law Enforcement Services	6
United States Postal Service	5
Domestic Violence Services	5
Aging/Elderly Services	5
Income Support - SSI/SSDI	5
In-Home Assistance	5
Transportation	5