



2-1-1 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period: October 2016

Total Number of Calls: 370

Report Date: 11/15/2016

Drought 2016	41
Utilities Assistance	41
Health Care	25
Heating Assistance	22
Basic Needs - Food	20
Housing/Shelter	19
Mental Health Services	19
Financial Assistance - Rent	15
Consumer Assistance Services	13
Substance Abuse Services	13
Aging/Elderly Services	13
Legal Services	11
Municipal Services	10
Law Enforcement Services	9
Government Agency - DHHS	9
Financial Assistance - Temporary Aid	9
Income Support - SSI/SSDI	8
Health Insurance	8
Financial Assistance - Security Deposit	7
Dental Care	7
Tax Services	7
Family Support Services	6



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[Aroostook County](#)

Reporting Period: October 2016

Total Number of Calls: 69

Report Date: 11/15/2016

Heating Assistance	14
Basic Needs - Food	9
Financial Assistance - Temporary Aid	5
Health Insurance	5
Health Care	4
Financial Assistance - Home Maintenance	4
Financial Assistance - Rent	4
Utilities Assistance	4
Housing/Shelter	3
Mental Health Services	3
Consumer Assistance Services	3
Public Safety	3
Aging/Elderly Services	2
Advocacy	2
Education/Training	2
Transportation	2
Law Enforcement Services	2
Family Planning	2
Domestic Violence Services	2
Active Military - Individual and Family Supports	2
Dental Care	2
Financial Assistance - Prescription Assistance	2
Furniture	2



2-1-1 Maine: Top 20 Call Categories


Cumberland County

Reporting Period: October 2016

Total Number of Calls: 840

Report Date: 11/15/2016

Mental Health Services	93
Health Care	83
Housing/Shelter	69
Heating Assistance	67
Substance Abuse Services	58
Drought 2016	46
Basic Needs - Food	44
Utilities Assistance	35
Consumer Assistance Services	30
Legal Services	29
Advocacy	21
Municipal Services	20
Financial Assistance - Rent	20
Government Agency - DHHS	19
Law Enforcement Services	19
Aging/Elderly Services	17
Dental Care	17
Income Support - SSI/SSDI	16
Health Insurance	14
Transportation	12

	<p>2-1-1 Maine: Top 20 Call Categories Franklin County Reporting Period: October 2016 Total Number of Calls: 72</p>
<p>Report Date: 11/15/2016</p>	

Drought 2016	29
Heating Assistance	6
Legal Services	5
Financial Assistance - Home Maintenance	5
Utilities Assistance	4
Consumer Assistance Services	3
Transportation	3
Financial Assistance - Rent	3
Substance Abuse Services	2
Basic Needs - Food	2
Judicial Services	2
Aging/Elderly Services	2
Mental Health Services	2
Health Insurance	2
Developmental Disabilities	2
Advocacy	2
Health Care	2
Housing/Shelter	2
Income Support - SSI/SSDI	1
United States Postal Service	1
Courts	1
In-Home Assistance	1
Assistive Technology/Equipment	1



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[Hancock County](#)

Reporting Period: October 2016

Total Number of Calls: 51

Report Date: 11/15/2016

Substance Abuse Services	8
Heating Assistance	5
Consumer Assistance Services	4
Government Agency - DHHS	3
Basic Needs - Food	3
Law Enforcement Services	3
Legal Services	3
Financial Assistance - Temporary Aid	3
Health Care	3
Mental Health Services	2
Drought 2016	2
In-Home Assistance	2
Public Health	2
Judicial Services	1
Disease Information	1
Family Support Services	1
Public Safety	1
Government Agency - OLR	1
Aging/Elderly Services	1
Christmas Programs	1
Transportation	1
Medicare Part D	1
Parenting Education/Support	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: October 2016

Total Number of Calls: 321

Report Date: 11/15/2016

Drought 2016	42
Utilities Assistance	31
Heating Assistance	26
Health Care	26
Basic Needs - Food	16
Mental Health Services	15
Housing/Shelter	15
Consumer Assistance Services	15
Legal Services	10
Financial Assistance - Rent	10
Aging/Elderly Services	10
Transportation	9
Government Agency - DHHS	9
Law Enforcement Services	8
Municipal Services	8
Substance Abuse Services	8
In-Home Assistance	7
Homeless Services	7
Judicial Services	6
Financial Assistance - Home Maintenance	6
Health Insurance	5

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2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: October 2016

Total Number of Calls: 61

Report Date: 11/15/2016

Mental Health Services	9
Housing/Shelter	8
Heating Assistance	6
Health Care	5
Financial Assistance - Temporary Aid	4
Income Support - SSI/SSDI	4
Drought 2016	4
Substance Abuse Services	3
Financial Assistance - Rent	3
Utilities Assistance	3
Courts	2
Legal Services	2
Public Safety	2
Aging/Elderly Services	2
Basic Needs - Food	2
Homeless Services	2
Health Insurance	2
Weatherization	1
Sexual Orientation	1
Financial Assistance - Vehicle Expenses	1
Domestic Violence Services	1
United States Postal Service	1
Consumer Assistance Services	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: October 2016

Total Number of Calls: 70

Report Date: 11/15/2016

Drought 2016	12
Utilities Assistance	9
Heating Assistance	9
Health Care	7
Housing/Shelter	6
Financial Assistance - Home Maintenance	5
Consumer Assistance Services	4
Health Insurance	3
Mental Health Services	2
Legal Services	2
Weatherization	2
Substance Abuse Services	2
Basic Needs - Food	2
Adult Protective Services	2
Child Care	1
Advocacy	1
Family Support Services	1
Government Agency - DHHS	1
Financial Assistance - Security Deposit	1
Aging/Elderly Services	1
Elected Officials	1
Dental Care	1
Recreational Programs	1



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Oxford County

Reporting Period: October 2016

Total Number of Calls: 200

Report Date: 11/15/2016

Drought 2016	80
Heating Assistance	18
Utilities Assistance	14
Basic Needs - Food	10
Housing/Shelter	10
Health Care	9
Legal Services	7
Financial Assistance - Home Maintenance	7
Mental Health Services	6
Financial Assistance - Rent	6
Transportation	5
Income Support - SSI/SSDI	5
Aging/Elderly Services	5
Consumer Assistance Services	4
Family Support Services	4
Government Agency - DHHS	4
General Information Call	3
Substance Abuse Services	3
Home Health Care	3
Gambling	2



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[Penobscot County](#)

Reporting Period: October 2016

Total Number of Calls: 243

Report Date: 11/15/2016

Mental Health Services	20
Health Care	19
Substance Abuse Services	18
Housing/Shelter	17
Heating Assistance	17
Utilities Assistance	16
Legal Services	14
Health Insurance	12
Family Support Services	11
Basic Needs - Food	11
Consumer Assistance Services	9
Financial Assistance - Rent	9
Domestic Violence Services	7
Government Agency - DHHS	6
Transportation	5
Income Support - SSI/SSDI	5
Drought 2016	5
Dental Care	5
Advocacy	5
Law Enforcement Services	4



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Piscataquis County

Reporting Period: October 2016

Total Number of Calls: 23

Report Date: 11/15/2016

Heating Assistance	3
Snow Removal	1
Home Health Care	1
Advocacy	1
Child Abuse/Neglect	1
Income Support - SSI/SSDI	1
DHHS SNAP Questions	1
Utilities Assistance	1
Disaster Services	1
Basic Needs - Food	1
Government Agency - OLR	1
Disease Information	1
Housing/Shelter	1
Drought 2016	1
Public Safety	1
Employment	1
Substance Abuse Services	1
Financial Assistance - Prescription Assistance	1
Weatherization	1
Financial Assistance - Rent	1
Government Agency - DHHS	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: October 2016

Total Number of Calls: 87

Report Date: 11/15/2016

Basic Needs - Food	8
Health Care	7
Housing/Shelter	7
Financial Assistance - Rent	7
Drought 2016	6
Heating Assistance	6
Utilities Assistance	6
Legal Services	5
Courts	4
Domestic Violence Services	4
Aging/Elderly Services	4
Mental Health Services	3
Financial Assistance - Temporary Aid	3
Public Safety	3
Financial Assistance - Home Maintenance	3
Health Insurance	3
Government Agency - DHHS	3
United States Postal Service	2
Dental Care	2
Law Enforcement Services	2
Public Health	2
Government Agency - HUD	2
Sexual Assault Services	1



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Somerset County

Reporting Period: October 2016

Total Number of Calls: 124

Report Date: 11/15/2016

Drought 2016	26
Heating Assistance	13
Basic Needs - Food	11
Health Care	11
Utilities Assistance	10
Housing/Shelter	6
Consumer Assistance Services	6
Basic Needs - Clothing	6
Elected Officials	5
Government Agency - DHHS	4
Homeless Services	4
Mental Health Services	3
Legal Services	3
Municipal Services	3
Substance Abuse Services	3
Advocacy	3
Education/Training	2
Eye Care	2
Public Health	2
Law Enforcement Services	2
Financial Assistance - Home Maintenance	2
Support Group Information	2
Assistive Technology/Equipment	2

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: October 2016

Total Number of Calls: 79

Report Date: 11/15/2016

Utilities Assistance	14
Drought 2016	13
Mental Health Services	6
Substance Abuse Services	5
Basic Needs - Food	5
Financial Assistance - Home Maintenance	4
Heating Assistance	4
Housing/Shelter	3
Family Support Services	3
Income Support - SSI/SSDI	3
Consumer Assistance Services	3
Homeless Services	3
Library	2
Recreational Programs	2
Christmas Programs	2
Health Care	2
Gambling	2
Elected Officials	2
Support Group Information	2
Government Agency - BMV	2
Financial Assistance - Temporary Aid	1

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2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: October 2016

Total Number of Calls: 45

Report Date: 11/15/2016

Heating Assistance	10
Substance Abuse Services	5
Family Support Services	5
Housing/Shelter	3
Developmental Disabilities	3
Health Care	3
Municipal Services	2
Legal Services	2
In-Home Assistance	2
Drought 2016	2
Mental Health Services	2
Utilities Assistance	2
Financial Assistance - Home Maintenance	2
Tax Services	2
Rehabilitation Services	1
Public Safety	1
Basic Needs - Household Items (Non-food)	1
Blind Services	1
Health Insurance	1
Animal Services	1
Advocacy	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: October 2016

Total Number of Calls: 383

Report Date: 11/15/2016

Drought 2016	65
Utilities Assistance	48
Mental Health Services	32
Basic Needs - Food	29
Health Care	25
Housing/Shelter	22
Heating Assistance	21
Health Insurance	19
Consumer Assistance Services	15
Substance Abuse Services	15
Transportation	15
Legal Services	12
Aging/Elderly Services	9
Financial Assistance - Home Maintenance	9
Basic Needs - Clothing	9
Law Enforcement Services	9
Advocacy	7
Municipal Services	6
Financial Assistance - Temporary Aid	6
Financial Assistance - Rent	6
Referral to other 211/I&R Service	5