



## 211 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: December 2017

Total Number of Calls: 304

Report Date: 1/5/18

Heating Assistance	39
Mental Health Services	27
Health Care	24
Housing/Shelter	16
Legal Services	13
Basic Needs - Food	13
Utilities Assistance	13
Financial Assistance - Temporary Aid	12
Transportation	12
Christmas Programs	12
Substance Abuse Services	11
Consumer Assistance Services	10
Income Support - SSI/SSDI	9
Dental Care	8
Municipal Services	8
Veterans' Services	8
Aging/Elderly Services	6
Law Enforcement Services	6
Domestic Violence Services	5
Advocacy	5



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: December 2017

Total Number of Calls: 92

Report Date: 1/5/18

Financial Assistance - Temporary Aid	19
Heating Assistance	18
Housing/Shelter	8
Basic Needs - Food	7
Aging/Elderly Services	5
Mental Health Services	5
Legal Services	5
Christmas Programs	5
Consumer Assistance Services	4
Income Support - SSI/SSDI	3
Financial Assistance - Rent	3
Transportation	2
Public Safety	2
Municipal Services	2
Financial Assistance - Eyeglasses	2
Veterans' Services	2
Government Agency - DHHS	2
Substance Abuse Services	1
Dental Care	1
Animal Services	1



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: December 2017

Total Number of Calls: 874

Report Date: 1/5/18

Heating Assistance	261
Mental Health Services	65
Housing/Shelter	61
Basic Needs - Food	44
Consumer Assistance Services	43
Health Care	42
Substance Abuse Services	35
Financial Assistance - Temporary Aid	28
Transportation	28
Legal Services	27
Health Insurance	27
Christmas Programs	26
Law Enforcement Services	23
Utilities Assistance	22
Income Support - SSI/SSDI	18
Family Support Services	17
Financial Assistance - Home Maintenance	16
Dental Care	14
Government Agency - DHHS	12
In-Home Assistance	10

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211 Maine: Top 20 Call Categories

[Franklin County](#)

Reporting Period: December 2017

Total Number of Calls: 39

Report Date: 1/5/18

Heating Assistance	8
Basic Needs - Food	3
Health Care	3
Transportation	2
Legal Services	2
Basic Needs - Clothing	2
Homeless Services	2
Consumer Assistance Services	2
Housing/Shelter	2
Family Support Services	2
Mental Health Services	2
Financial Assistance - Temporary Aid	2
Utilities Assistance	2
Animal Services	2
Dental Care	1
Christmas Programs	1
Substance Abuse Services	1
Financial Assistance - Health Care	1
Medical Equipment	1
Financial Assistance - Rent	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: December 2017

Total Number of Calls: 64

Report Date: 1/5/18

Heating Assistance	21
Basic Needs - Food	6
Health Care	4
Mental Health Services	3
Financial Assistance - Temporary Aid	3
Utilities Assistance	3
Financial Assistance - Home Maintenance	2
Christmas Programs	2
Substance Abuse Services	2
Family Support Services	2
Legal Services	2
Adult Protective Services	2
Municipal Services	2
Housing/Shelter	2
Tax Services	2
Income Support - Unemployment	2
Law Enforcement Services	2
Health Insurance	2
Youth Services	1
Aging/Elderly Services	1



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: December 2017

Total Number of Calls: 279

Report Date: 1/5/18

Heating Assistance	46
Basic Needs - Food	22
Housing/Shelter	14
Mental Health Services	14
Health Care	13
Consumer Assistance Services	12
Christmas Programs	12
Substance Abuse Services	11
Legal Services	9
Financial Assistance - Temporary Aid	9
Advocacy	7
Municipal Services	7
Utilities Assistance	7
Law Enforcement Services	7
Government Agency - DHHS	7
Financial Assistance - Rent	6
Health Insurance	6
Homeless Services	6
Aging/Elderly Services	5
Income Support - SSI/SSDI	5



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: December 2017

Total Number of Calls: 66

Report Date: 1/5/18

Heating Assistance	12
Health Care	6
Financial Assistance - Temporary Aid	5
Utilities Assistance	5
Government Agency - DHHS	5
Aging/Elderly Services	5
Housing/Shelter	5
Adult Protective Services	4
Basic Needs - Food	3
Consumer Assistance Services	2
Legal Services	2
Advocacy	2
Recreational Programs	2
Corrections	2
Judicial Services	2
Dental Care	2
Mental Health Services	2
Disaster Services	2
Transportation	2
Domestic Violence Services	2



211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: December 2017

Total Number of Calls: 89

Report Date: 1/5/18

Heating Assistance	22
Christmas Programs	10
Family Support Services	6
Housing/Shelter	5
Government Agency - DHHS	5
Financial Assistance - Temporary Aid	4
Mental Health Services	3
Health Insurance	3
Aging/Elderly Services	3
Dental Care	3
Basic Needs - Food	3
Financial Assistance - Home Maintenance	3
Consumer Assistance Services	3
Utilities Assistance	3
Health Care	3
Transportation	2
Legal Services	2
Advocacy	2
Income Support - SSI/SSDI	2
Weatherization	1





211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: December 2017

Total Number of Calls: 102

Report Date: 1/5/18

Heating Assistance	19
Utilities Assistance	10
Housing/Shelter	9
Mental Health Services	8
Transportation	7
Substance Abuse Services	6
Basic Needs - Food	6
Christmas Programs	5
Financial Assistance - Temporary Aid	4
Financial Assistance - Home Maintenance	4
Income Support - SSI/SSDI	4
Aging/Elderly Services	4
Legal Services	4
Health Care	4
Eye Care	3
Financial Assistance - Rent	3
Law Enforcement Services	3
Health Insurance	2
Family Support Services	2
Judicial Services	2

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## 211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: December 2017

Total Number of Calls: 270

Report Date: 1/5/18

Christmas Programs	46
Heating Assistance	38
Housing/Shelter	34
Substance Abuse Services	14
Basic Needs - Food	12
Legal Services	11
Mental Health Services	10
Financial Assistance - Rent	10
Financial Assistance - Temporary Aid	10
Law Enforcement Services	8
Transportation	8
Aging/Elderly Services	7
Municipal Services	6
Consumer Assistance Services	6
Health Care	6
Health Insurance	5
Utilities Assistance	4
Basic Needs - Clothing	4
Advocacy	4
Fire/Ambulance Services (Non-emergency)	4

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## 211 Maine: Top 20 Call Categories

### [Piscataquis County](#)

Reporting Period: December 2017

Total Number of Calls: 26

Report Date: 1/5/18

Heating Assistance	7
Mental Health Services	5
Housing/Shelter	3
Legal Services	3
Health Insurance	3
Advocacy	3
Christmas Programs	2
Aging/Elderly Services	2
Judicial Services	2
Vocational Rehabilitation	1
United States Postal Service	1
Financial Assistance - Rent	1
Consumer Assistance Services	1
Utilities Assistance	1
Financial Assistance - Temporary Aid	1
Homeless Services	1
Domestic Violence Services	1



## 211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: December 2017

Total Number of Calls: 80

Report Date: 1/5/18

Heating Assistance	27
Basic Needs - Food	6
Housing/Shelter	5
Aging/Elderly Services	5
Utilities Assistance	5
Financial Assistance - Temporary Aid	4
Substance Abuse Services	4
Mental Health Services	4
Family Support Services	4
Financial Assistance - Rent	4
In-Home Assistance	3
Christmas Programs	3
Home Maintenance	2
Legal Services	2
Consumer Assistance Services	2
Support Group Information	2
Home Health Care	1
Donations	1
Disease Information	1
Volunteering	1



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: December 2017

Total Number of Calls: 139

Report Date: 1/5/18

Heating Assistance	44
Financial Assistance - Temporary Aid	13
Housing/Shelter	7
Basic Needs - Food	6
Consumer Assistance Services	6
Aging/Elderly Services	6
Transportation	6
Legal Services	5
Substance Abuse Services	5
Mental Health Services	5
Homeless Services	5
Christmas Programs	5
Law Enforcement Services	4
Utilities Assistance	4
Health Care	3
Financial Assistance - Home Maintenance	3
Library	3
Employment	3
Government Agency - DHHS	3
Parenting Education/Support	2



211 Maine: Top 20 Call Categories

[Waldo County](#)

Reporting Period: December 2017

Total Number of Calls: 49

Report Date: 1/5/18

Heating Assistance	16
Consumer Assistance Services	5
Housing/Shelter	4
Substance Abuse Services	4
Basic Needs - Food	3
Christmas Programs	3
Family Support Services	3
Financial Assistance - Rent	3
Public Safety	2
Legal Services	2
Dental Care	2
Elected Officials	1
Utilities Assistance	1
Basic Needs - Clothing	1
Courts	1
Advocacy	1
Municipal Services	1
Financial Assistance - Temporary Aid	1
Snow Removal	1
Health Care	1



211 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: December 2017

Total Number of Calls: 42

Report Date: 1/5/18

Heating Assistance	19
Christmas Programs	5
Utilities Assistance	2
Health Care	2
Housing/Shelter	2
Consumer Assistance Services	2
Financial Assistance - Home Maintenance	2
In-Home Assistance	1
Family Support Services	1
Rehabilitation Services	1
Respite	1
Income Support - SSI/SSDI	1
Animal Services	1
Parenting Education/Support	1
Basic Needs - Food	1
Education/Training	1
Transportation	1
Financial Assistance - Temporary Aid	1
Aging/Elderly Services	1
General Information Call	1



211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: December 2017

Total Number of Calls: 306

Report Date: 1/5/18

Heating Assistance	49
Housing/Shelter	25
Mental Health Services	21
Transportation	18
Health Care	16
Financial Assistance - Temporary Aid	15
Utilities Assistance	14
Legal Services	13
Basic Needs - Food	13
Income Support - SSI/SSDI	10
Financial Assistance - Rent	10
Substance Abuse Services	9
Homeless Services	9
Christmas Programs	9
Aging/Elderly Services	8
Domestic Violence Services	8
Consumer Assistance Services	8
Health Insurance	8
Law Enforcement Services	7
Government Agency - DHHS	6