



211 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: November 2017

Total Number of Calls: 313

Report Date: 12/7/17

Basic Needs - Food	28
Housing/Shelter	23
Heating Assistance	22
Mental Health Services	21
Transportation	18
Wind Storm 2017	18
Health Care	14
Substance Abuse Services	13
Consumer Assistance Services	13
Christmas Programs	12
Utilities Assistance	10
Financial Assistance - Temporary Aid	10
Financial Assistance - Rent	10
Government Agency - DHHS	10
Income Support - SSI/SSDI	9
Domestic Violence Services	9
Legal Services	7
Health Insurance	7
Aging/Elderly Services	7
Municipal Services	6



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: November 2017

Total Number of Calls: 88

Report Date: 12/7/17

Heating Assistance	14
Financial Assistance - Temporary Aid	11
Basic Needs - Food	9
Mental Health Services	7
Legal Services	4
Housing/Shelter	4
Transportation	4
Financial Assistance - Home Maintenance	3
Utilities Assistance	3
Thanksgiving Programs	3
Home Health Care	3
Law Enforcement Services	2
Basic Needs - Clothing	2
Financial Assistance - Rent	2
Financial Assistance - Vehicle Expenses	2
Substance Abuse Services	2
Furniture	2
Home Maintenance	2
Wind Storm 2017	2
Aging/Elderly Services	2



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: November 2017

Total Number of Calls: 941

Report Date: 12/7/17

Heating Assistance	121
Mental Health Services	75
Wind Storm 2017	72
Housing/Shelter	62
Legal Services	45
Basic Needs - Food	44
Health Care	42
Consumer Assistance Services	36
Financial Assistance - Temporary Aid	29
Substance Abuse Services	28
Transportation	26
Financial Assistance - Rent	25
Christmas Programs	22
Income Support - SSI/SSDI	21
Utilities Assistance	20
General Information Call	19
Government Agency - DHHS	19
Health Insurance	18
Aging/Elderly Services	17
Thanksgiving Programs	16



211 Maine: Top 20 Call Categories

[Franklin County](#)

Reporting Period: November 2017

Total Number of Calls: 42

Report Date: 12/7/17

Heating Assistance	8
Housing/Shelter	5
Government Agency - DHHS	4
Mental Health Services	4
Basic Needs - Food	3
Wind Storm 2017	3
Financial Assistance - Temporary Aid	3
Transportation	2
Basic Needs - Clothing	2
Homeless Services	2
Financial Assistance - Rent	2
Advocacy	2
Medical Equipment	1
Domestic Violence Services	1
Financial Assistance - Home Maintenance	1
Eating Disorders	1
Income Support - SSI/SSDI	1
Family Support Services	1
Elected Officials	1
Substance Abuse Services	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: November 2017

Total Number of Calls: 56

Report Date: 12/7/17

Wind Storm 2017	13
Basic Needs - Food	6
Christmas Programs	5
Heating Assistance	4
Mental Health Services	3
Housing/Shelter	3
Health Care	2
Legal Services	2
Consumer Assistance Services	2
Aging/Elderly Services	2
Substance Abuse Services	2
Environmental Services	2
Government Agency - DHHS	2
Parenting Education/Support	1
Judicial Services	1
Thanksgiving Programs	1
Financial Assistance - Vehicle Expenses	1
Disability Information	1
General Information Call	1
Recreational Programs	1



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: November 2017

Total Number of Calls: 398

Report Date: 12/7/17

Wind Storm 2017	68
Heating Assistance	37
Basic Needs - Food	29
Mental Health Services	29
Housing/Shelter	18
Financial Assistance - Temporary Aid	18
Aging/Elderly Services	14
Christmas Programs	13
Income Support - SSI/SSDI	11
Consumer Assistance Services	11
Substance Abuse Services	10
Financial Assistance - Rent	10
Legal Services	10
Government Agency - DHHS	10
Law Enforcement Services	9
Municipal Services	9
Health Care	9
General Information Call	8
Thanksgiving Programs	7
Utilities Assistance	6



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: November 2017

Total Number of Calls: 87

Report Date: 12/7/17

Wind Storm 2017	12
Housing/Shelter	5
Mental Health Services	5
Government Agency - DHHS	5
Health Care	4
Tax Services	4
Financial Assistance - Temporary Aid	4
Aging/Elderly Services	4
Legal Services	3
Financial Assistance - Rent	3
Corrections	3
Family Support Services	3
Basic Needs - Food	3
Heating Assistance	3
Transportation	2
Home Health Care	2
Substance Abuse Services	2
Government Agency - BMV	2
Thanksgiving Programs	2
Courts	2



## 211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: November 2017

Total Number of Calls: 108

Report Date: 12/7/17

Wind Storm 2017	27
Heating Assistance	10
Basic Needs - Food	8
Christmas Programs	7
Health Care	6
Legal Services	4
Mental Health Services	4
Consumer Assistance Services	4
Utilities Assistance	3
Tax Services	3
Family Support Services	3
Adult Protective Services	3
Health Insurance	3
United States Postal Service	2
Municipal Services	2
Judicial Services	2
Financial Assistance - Temporary Aid	2
Substance Abuse Services	2
Dental Care	2
Weatherization	2





211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: November 2017

Total Number of Calls: 100

Report Date: 12/7/17

Heating Assistance	20
Wind Storm 2017	8
Legal Services	7
Financial Assistance - Temporary Aid	7
Basic Needs - Food	5
Utilities Assistance	5
Christmas Programs	5
Financial Assistance - Home Maintenance	4
Housing/Shelter	4
Mental Health Services	3
Family Support Services	3
Transportation	3
Law Enforcement Services	3
Health Care	3
Government Agency - DHHS	3
Domestic Violence Services	2
Substance Abuse Services	2
Sexual Assault Services	2
Elected Officials	2
Consumer Assistance Services	2

[Help Starts Here](#)



## 211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: November 2017

Total Number of Calls: 381

Report Date: 12/7/17

Wind Storm 2017	63
Basic Needs - Food	42
Heating Assistance	33
Thanksgiving Programs	29
Christmas Programs	20
Housing/Shelter	19
Health Care	16
Utilities Assistance	15
Substance Abuse Services	14
Mental Health Services	14
Health Insurance	14
Financial Assistance - Temporary Aid	13
Advocacy	11
Consumer Assistance Services	11
Transportation	9
Financial Assistance - Rent	9
Legal Services	8
Law Enforcement Services	6
Government Agency - DHHS	6
Income Support - SSI/SSDI	5

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: November 2017

Total Number of Calls: 25

Report Date: 12/7/17

Christmas Programs	4
Wind Storm 2017	4
Heating Assistance	4
Mental Health Services	2
Law Enforcement Services	2
Government Agency - DHHS	2
Financial Assistance - Temporary Aid	1
Financial Assistance - Home Maintenance	1
Family Support Services	1
Health Insurance	1
Substance Abuse Services	1
Assistive Technology/Equipment	1
Adult Protective Services	1
Income Support - SSI/SSDI	1



211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: November 2017

Total Number of Calls: 109

Report Date: 12/7/17

Wind Storm 2017	31
Heating Assistance	13
Basic Needs - Food	12
Financial Assistance - Temporary Aid	8
Christmas Programs	6
Substance Abuse Services	4
Health Care	4
Dental Care	4
Mental Health Services	4
Utilities Assistance	3
Transportation	3
Thanksgiving Programs	3
Legal Services	3
Housing/Shelter	3
In-Home Assistance	2
General Information Call	2
Consumer Assistance Services	2
Education/Training	2
Government Agency - DHHS	2
Family Support Services	2



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: November 2017

Total Number of Calls: 173

Report Date: 12/7/17

Heating Assistance	42
Wind Storm 2017	18
Christmas Programs	16
Basic Needs - Food	16
Health Care	10
Financial Assistance - Temporary Aid	9
Financial Assistance - Home Maintenance	5
Municipal Services	5
Financial Assistance - Rent	5
Transportation	5
Mental Health Services	4
Housing/Shelter	4
Homeless Services	4
Health Insurance	4
United States Postal Service	3
Law Enforcement Services	3
Government Agency - DHHS	3
Dental Care	3
Legal Services	2
Family Support Services	2



211 Maine: Top 20 Call Categories

[Waldo County](#)

Reporting Period: November 2017

Total Number of Calls: 66

Report Date: 12/7/17

Wind Storm 2017	23
Basic Needs - Food	8
Heating Assistance	5
Government Agency - DHHS	5
Health Care	4
Mental Health Services	3
Public Health	3
Education/Training	2
Housing/Shelter	2
Utilities Assistance	2
Family Support Services	2
Legal Services	2
Dental Care	2
Volunteering	2
Financial Assistance - Rent	2
Christmas Programs	2
Domestic Violence Services	1
Consumer Assistance Services	1
Transportation	1
Child Abuse/Neglect	1



211 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: November 2017

Total Number of Calls: 52

Report Date: 12/7/17

Heating Assistance	12
Legal Services	5
Basic Needs - Food	4
Substance Abuse Services	4
Municipal Services	4
Consumer Assistance Services	3
Health Insurance	2
Christmas Programs	2
Aging/Elderly Services	2
Housing/Shelter	2
Government Agency - DHHS	2
Financial Assistance - Home Maintenance	2
Public Health	2
Utilities Assistance	2
Transportation	2
Foreclosure Prevention	2
Financial Assistance - Temporary Aid	2
Animal Services	1
In-Home Assistance	1
Assistive Technology/Equipment	1



211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: November 2017

Total Number of Calls: 361

Report Date: 12/7/17

Heating Assistance	37
Mental Health Services	34
Housing/Shelter	29
Basic Needs - Food	25
Wind Storm 2017	23
Substance Abuse Services	22
Transportation	12
Health Care	12
Legal Services	11
Advocacy	11
Christmas Programs	10
Utilities Assistance	10
Financial Assistance - Temporary Aid	10
Health Insurance	9
Family Support Services	9
Consumer Assistance Services	8
Thanksgiving Programs	8
Government Agency - DHHS	8
Dental Care	7
Financial Assistance - Rent	7