



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: August 2016

Total Number of Calls: 385

Report Date: 09/15/2016

Utilities Assistance	52
Housing/Shelter	42
Health Care	39
Mental Health Services	26
Basic Needs - Food	24
Heating Assistance	23
Legal Services	18
Financial Assistance - Temporary Aid	14
Substance Abuse Services	13
Aging/Elderly Services	12
Financial Assistance - Rent	11
Basic Needs - Clothing	11
Consumer Assistance Services	9
Income Support - SSI/SSDI	8
Government Agency - BMV	8
Transportation	8
Health Insurance	8
Dental Care	7
Employment	7
Family Support Services	6



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: August 2016

Total Number of Calls: 125

Report Date: 09/15/2016

Basic Needs - Food	16
Health Care	15
Mental Health Services	9
Housing/Shelter	8
Substance Abuse Services	7
Transportation	6
Aging/Elderly Services	6
Legal Services	6
Financial Assistance - Temporary Aid	6
Domestic Violence Services	5
Municipal Services	5
Financial Assistance - Rent	5
Utilities Assistance	5
Education/Training	4
Dental Care	4
Family Support Services	4
Health Insurance	3
Heating Assistance	3
Income Support - SSI/SSDI	2
Financial Assistance - Home Maintenance	2
Financial Assistance - Prescription Assistance	2
Law Enforcement Services	2
Courts	2



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: August 2016

Total Number of Calls: 1004

Report Date: 09/15/2016

Health Care	130
Mental Health Services	90
Housing/Shelter	69
Substance Abuse Services	68
Basic Needs - Food	57
Utilities Assistance	53
Legal Services	47
Heating Assistance	38
Consumer Assistance Services	36
Health Insurance	34
Family Support Services	27
Advocacy	27
Aging/Elderly Services	24
Law Enforcement Services	24
Transportation	21
Domestic Violence Services	19
Financial Assistance - Rent	18
Government Agency - DHHS	17
Income Support - SSI/SSDI	16
Education/Training	15

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: August 2016

Total Number of Calls: 48

Report Date: 09/15/2016

Utilities Assistance	9
Basic Needs - Food	6
Legal Services	5
Housing/Shelter	4
Government Agency - DHHS	4
Health Care	4
Consumer Assistance Services	3
Substance Abuse Services	2
Heating Assistance	2
Domestic Violence Services	2
Financial Assistance - Temporary Aid	1
Municipal Services	1
Law Enforcement Services	1
Animal Services	1
Transportation	1
Advocacy	1
Income Support - SSI/SSDI	1
Health Insurance	1
Family Support Services	1
Education/Training	1
Financial Assistance - Eyeglasses	1
Veterans' Services	1
Dental Care	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: August 2016

Total Number of Calls: 55

Report Date: 09/15/2016

Substance Abuse Services	7
Housing/Shelter	5
Health Care	5
Mental Health Services	4
Financial Assistance - Rent	3
Legal Services	3
Personal Debt/Money Management	3
Utilities Assistance	3
Heating Assistance	3
School Supplies/Materials	3
Aging/Elderly Services	2
Family Support Services	2
Basic Needs - Food	2
Financial Assistance - Security Deposit	2
Foreclosure Prevention	2
Consumer Assistance Services	2
Courts	1
Public Health	1
Education/Training	1
Advocacy	1
Recreational Programs	1
Furniture	1
Mediation Services	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: August 2016

Total Number of Calls: 362

Report Date: 09/15/2016

Utilities Assistance	34
Housing/Shelter	28
Health Care	25
Basic Needs - Food	25
Mental Health Services	24
Substance Abuse Services	18
Heating Assistance	16
Financial Assistance - Rent	14
Aging/Elderly Services	13
Legal Services	12
Law Enforcement Services	12
Government Agency - DHHS	12
Income Support - SSI/SSDI	10
Consumer Assistance Services	9
Homeless Services	8
Family Support Services	7
Domestic Violence Services	7
Advocacy	7
Financial Assistance - Temporary Aid	7
Health Insurance	6



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: August 2016

Total Number of Calls: 79

Report Date: 09/15/2016

Utilities Assistance	10
Mental Health Services	9
Health Care	8
Substance Abuse Services	6
Housing/Shelter	5
Consumer Assistance Services	4
Elected Officials	3
Basic Needs - Food	3
Family Support Services	3
Transportation	3
In-Home Assistance	2
Legal Services	2
Financial Assistance - Home Maintenance	2
Employment	2
Municipal Services	2
Public Safety	2
Child Care	2
School Supplies/Materials	2
Animal Services	2
Heating Assistance	2
Volunteering	2
Health Insurance	2
Government Agency - DHHS	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: August 2016

Total Number of Calls: 72

Report Date: 09/15/2016

Heating Assistance	8
Housing/Shelter	7
Substance Abuse Services	6
Basic Needs - Food	6
Health Care	5
Legal Services	5
Utilities Assistance	4
Aging/Elderly Services	3
Basic Needs - Clothing	2
Consumer Assistance Services	2
Health Insurance	2
Advocacy	2
Income Support - SSI/SSDI	2
Family Support Services	2
In-Home Assistance	2
Financial Assistance - Home Maintenance	2
Mental Health Services	2
Financial Assistance - Rent	2
Tax Services	2
Financial Assistance - Temporary Aid	2
Weatherization	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: August 2016

Total Number of Calls: 142

Report Date: 09/15/2016

Utilities Assistance	24
Heating Assistance	11
Health Care	8
Housing/Shelter	8
Basic Needs - Food	7
Legal Services	6
Consumer Assistance Services	6
Mental Health Services	6
Family Support Services	6
Aging/Elderly Services	5
Transportation	5
Animal Services	4
Substance Abuse Services	4
Income Support - SSI/SSDI	3
Health Insurance	3
Domestic Violence Services	3
Municipal Services	2
Financial Assistance - Temporary Aid	2
Corrections	2
Dental Care	2
Adult Protective Services	2
Financial Assistance - Rent	2
Public Health	2



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: August 2016

Total Number of Calls: 293

Report Date: 09/15/2016

Substance Abuse Services	27
Health Care	24
Housing/Shelter	21
Utilities Assistance	15
Mental Health Services	15
Basic Needs - Food	14
Government Agency - DHHS	12
Financial Assistance - Rent	11
Law Enforcement Services	11
Transportation	10
Advocacy	9
Dental Care	8
Heating Assistance	8
Legal Services	7
Domestic Violence Services	7
Judicial Services	7
Veterans' Services	7
Aging/Elderly Services	6
Family Support Services	6
Consumer Assistance Services	6
Courts	5



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: August 2016

Total Number of Calls: 26

Report Date: 09/15/2016

Utilities Assistance	6
Health Care	3
Assistive Technology/Equipment	3
Home Maintenance	2
Legal Services	2
Mental Health Services	2
Developmental Disabilities	1
Dental Care	1
Government Agency - DHHS	1
Basic Needs - Food	1
Heating Assistance	1
Municipal Services	1
Disaster Services	1
Advocacy	1
Elected Officials	1
Aging/Elderly Services	1
Substance Abuse Services	1
Family Support Services	1
Government Agency - BMV	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: August 2016

Total Number of Calls: 147

Report Date: 09/15/2016

Law Enforcement Services	23
Health Care	21
Housing/Shelter	12
Mental Health Services	8
Utilities Assistance	7
Transportation	7
Heating Assistance	6
Consumer Assistance Services	6
Family Support Services	6
Aging/Elderly Services	6
Legal Services	5
Domestic Violence Services	5
Child Abuse/Neglect	4
Basic Needs - Food	4
Financial Assistance - Temporary Aid	4
Employment	3
Income Support - SSI/SSDI	3
Judicial Services	3
Pharmacy	3
Financial Assistance - Rent	3
Municipal Services	3
Government Agency - OLR	3
Basic Needs - Clothing	3



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: August 2016

Total Number of Calls: 118

Report Date: 09/15/2016

Utilities Assistance	17
Health Care	14
Heating Assistance	10
Mental Health Services	10
Housing/Shelter	8
Legal Services	8
Financial Assistance - Home Maintenance	7
Dental Care	5
Consumer Assistance Services	5
Aging/Elderly Services	5
Financial Assistance - Rent	5
Substance Abuse Services	4
Homeless Services	4
Basic Needs - Food	3
Judicial Services	3
Financial Assistance - Prescription Assistance	3
Municipal Services	3
Public Safety	3
Tax Services	3
Veterans' Services	3
Home Maintenance	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: August 2016

Total Number of Calls: 65

Report Date: 09/15/2016

Utilities Assistance	8
Legal Services	7
Substance Abuse Services	7
Law Enforcement Services	6
Health Care	6
Consumer Assistance Services	5
Mental Health Services	3
Animal Services	3
Municipal Services	3
Heating Assistance	3
Housing/Shelter	3
Government Agency - OLR	2
Mediation Services	2
Aging/Elderly Services	2
Financial Assistance - Temporary Aid	2
Family Support Services	2
Government Agency - Attorney General	2
Education/Training	2
Transportation	1
Recreational Programs	1
Weatherization	1
Health Insurance	1
School Supplies/Materials	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: August 2016

Total Number of Calls: 40

Report Date: 09/15/2016

Utilities Assistance	7
Housing/Shelter	5
Heating Assistance	4
Financial Assistance - Temporary Aid	3
Health Care	3
Mental Health Services	2
Health Insurance	2
Government Agency - DHHS	2
Personal Debt/Money Management	1
Legal Services	1
Domestic Violence Services	1
Financial Assistance - Eyeglasses	1
Dental Care	1
Financial Assistance - Home Maintenance	1
Transportation	1
Financial Assistance - Security Deposit	1
Law Enforcement Services	1
Assisted Living/Nursing Homes	1
Medical Equipment	1
Aging/Elderly Services	1
Municipal Services	1
Assistive Technology/Equipment	1
Substance Abuse Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: August 2016

Total Number of Calls: 374

Report Date: 09/15/2016

Housing/Shelter	44
Utilities Assistance	39
Health Care	36
Mental Health Services	34
Substance Abuse Services	30
Basic Needs - Food	18
Heating Assistance	17
Dental Care	15
Financial Assistance - Rent	12
Consumer Assistance Services	11
Homeless Services	11
Legal Services	10
Aging/Elderly Services	9
Government Agency - DHHS	9
Advocacy	8
Health Insurance	8
Transportation	7
Domestic Violence Services	7
Law Enforcement Services	6
Support Group Information	5