



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: April 2016

Total Number of Calls: 343

Report Date: 05/06/2016

| | |
|--------------------------------------|----|
| Utilities Assistance | 47 |
| Health Care | 37 |
| Basic Needs - Food | 29 |
| Mental Health Services | 26 |
| Heating Assistance | 24 |
| Housing/Shelter | 17 |
| Substance Abuse Services | 15 |
| Legal Services | 15 |
| Aging/Elderly Services | 11 |
| Consumer Assistance Services | 10 |
| Transportation | 9 |
| Financial Assistance - Temporary Aid | 9 |
| Financial Assistance - Rent | 8 |
| Family Support Services | 8 |
| Income Support - SSI/SSDI | 8 |
| Law Enforcement Services | 7 |
| Employment | 7 |
| Education/Training | 6 |
| Courts | 6 |
| Government Agency - DHHS | 6 |
| Tax Services | 6 |
| Judicial Services | 6 |
| Dental Care | 5 |



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: April 2016

Total Number of Calls: 87

Report Date: 05/06/2016

| | |
|---|----|
| Health Care | 12 |
| Utilities Assistance | 10 |
| Substance Abuse Services | 5 |
| Basic Needs - Food | 5 |
| Government Agency - DHHS | 5 |
| Financial Assistance - Temporary Aid | 5 |
| Heating Assistance | 5 |
| Transportation | 4 |
| Pharmacy | 3 |
| Mental Health Services | 3 |
| Financial Assistance - Rent | 3 |
| Tax Services | 3 |
| Dental Care | 3 |
| Law Enforcement Services | 3 |
| Family Support Services | 2 |
| Consumer Assistance Services | 2 |
| Public Safety | 2 |
| Legal Services | 2 |
| Advocacy | 2 |
| Financial Assistance - Home Maintenance | 2 |
| Courts | 2 |
| Domestic Violence Services | 2 |
| Housing/Shelter | 2 |

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: April 2016

Total Number of Calls: 1033

Report Date: 05/06/2016

| | |
|------------------------------|-----|
| Mental Health Services | 109 |
| Health Care | 105 |
| Utilities Assistance | 84 |
| Substance Abuse Services | 81 |
| Housing/Shelter | 69 |
| Basic Needs - Food | 59 |
| Heating Assistance | 47 |
| Legal Services | 42 |
| Tax Services | 39 |
| Government Agency - DHHS | 37 |
| Aging/Elderly Services | 28 |
| Law Enforcement Services | 27 |
| Consumer Assistance Services | 26 |
| Transportation | 23 |
| Advocacy | 23 |
| Financial Assistance - Rent | 20 |
| Dental Care | 19 |
| Health Insurance | 19 |
| Volunteering | 13 |
| Family Support Services | 13 |
| Poison Control | 12 |



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: April 2016

Total Number of Calls: 34

Report Date: 05/06/2016

| | |
|--|---|
| Utilities Assistance | 5 |
| Heating Assistance | 4 |
| Basic Needs - Food | 3 |
| Mental Health Services | 2 |
| Legal Services | 2 |
| Family Support Services | 2 |
| Tax Services | 2 |
| Financial Assistance - Home Maintenance | 1 |
| Financial Assistance - Eyeglasses | 1 |
| Environmental Services | 1 |
| Financial Assistance - Prescription Assistance | 1 |
| Public Safety | 1 |
| Financial Assistance - Rent | 1 |
| Income Support - SSI/SSDI | 1 |
| Financial Assistance - Temporary Aid | 1 |
| Library | 1 |
| Government Agency - DHHS | 1 |
| Municipal Services | 1 |
| Support Group Information | 1 |
| Substance Abuse Services | 1 |
| Elected Officials | 1 |
| Housing/Shelter | 1 |
| Transportation | 1 |



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: April 2016

Total Number of Calls: 80

Report Date: 05/06/2016

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|------------------------------|----|
| Health Care | 13 |
| Utilities Assistance | 6 |
| Housing/Shelter | 5 |
| Basic Needs - Food | 5 |
| Substance Abuse Services | 5 |
| Government Agency - DHHS | 5 |
| Consumer Assistance Services | 4 |
| Financial Assistance - Rent | 4 |
| Legal Services | 3 |
| Municipal Services | 3 |
| Family Support Services | 3 |
| Transportation | 3 |
| Health Insurance | 2 |
| DHHS SNAP Questions | 2 |
| Education/Training | 2 |
| Tax Services | 2 |
| Aging/Elderly Services | 2 |
| Heating Assistance | 2 |
| Parenting Education/Support | 1 |
| In-Home Assistance | 1 |
| Environmental Services | 1 |
| Business Information | 1 |
| Medical Diagnosis/Testing | 1 |



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: April 2016

Total Number of Calls: 339

Report Date: 05/06/2016

| | |
|--------------------------------------|----|
| Utilities Assistance | 53 |
| Basic Needs - Food | 29 |
| Heating Assistance | 28 |
| Substance Abuse Services | 25 |
| Health Care | 21 |
| Legal Services | 18 |
| Mental Health Services | 18 |
| Consumer Assistance Services | 13 |
| Tax Services | 12 |
| Housing/Shelter | 12 |
| Homeless Services | 12 |
| Government Agency - DHHS | 12 |
| Aging/Elderly Services | 11 |
| Income Support - SSI/SSDI | 11 |
| Financial Assistance - Rent | 11 |
| Transportation | 9 |
| Animal Services | 7 |
| Health Insurance | 7 |
| Family Support Services | 6 |
| Law Enforcement Services | 6 |
| Government Agency - Attorney General | 6 |
| In-Home Assistance | 5 |



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: April 2016

Total Number of Calls: 78

Report Date: 05/06/2016

| | |
|--------------------------------------|----|
| Utilities Assistance | 15 |
| Substance Abuse Services | 9 |
| Health Care | 9 |
| Mental Health Services | 7 |
| Housing/Shelter | 4 |
| Financial Assistance - Temporary Aid | 4 |
| Basic Needs - Food | 3 |
| Legal Services | 3 |
| Financial Assistance - Rent | 3 |
| Tax Services | 3 |
| Aging/Elderly Services | 3 |
| Developmental Disabilities | 2 |
| Heating Assistance | 2 |
| Dental Care | 2 |
| Income Support - SSI/SSDI | 2 |
| Environmental Services | 2 |
| Law Enforcement Services | 2 |
| Transportation | 2 |
| Family Support Services | 1 |
| Parenting Education/Support | 1 |
| Courts | 1 |
| Homeless Services | 1 |
| Family Planning | 1 |



2-1-1 Maine: Top 20 Call Categories


[Lincoln County](#)

Reporting Period: April 2016

Total Number of Calls: 85

Report Date: 05/06/2016

| | |
|---|----|
| Utilities Assistance | 14 |
| Heating Assistance | 10 |
| Housing/Shelter | 5 |
| Consumer Assistance Services | 5 |
| Substance Abuse Services | 5 |
| Aging/Elderly Services | 4 |
| Judicial Services | 4 |
| Financial Assistance - Home Maintenance | 4 |
| Health Care | 4 |
| Basic Needs - Food | 4 |
| In-Home Assistance | 3 |
| Mental Health Services | 3 |
| Health Insurance | 3 |
| Government Agency - DHHS | 3 |
| Legal Services | 2 |
| Personal Debt/Money Management | 2 |
| Transportation | 2 |
| Financial Assistance - Rent | 2 |
| Support Group Information | 2 |
| Adult Protective Services | 2 |
| Government Agency - DOL | 2 |
| Financial Assistance - Temporary Aid | 2 |
| Assisted Living/Nursing Homes | 1 |

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|  | <p>2-1-1 Maine: Top 20 Call Categories Oxford County Reporting Period: April 2016 Total Number of Calls: 135</p> |
| <p>Report Date: 05/06/2016</p> | |

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|--------------------------------------|----|
| Utilities Assistance | 24 |
| Health Care | 11 |
| Basic Needs - Food | 10 |
| Mental Health Services | 9 |
| Legal Services | 9 |
| Income Support - SSI/SSDI | 9 |
| Heating Assistance | 9 |
| Consumer Assistance Services | 8 |
| Tax Services | 7 |
| Substance Abuse Services | 7 |
| Housing/Shelter | 6 |
| Financial Assistance - Temporary Aid | 4 |
| Home Health Care | 4 |
| Government Agency - DHHS | 3 |
| Adult Protective Services | 3 |
| Developmental Disabilities | 2 |
| Dental Care | 2 |
| Child Abuse/Neglect | 2 |
| Animal Services | 2 |
| Government Agency - OLR | 2 |
| Health Insurance | 2 |
| Municipal Services | 1 |



2-1-1 Maine: Top 20 Call Categories


Penobscot County

Reporting Period: April 2016

Total Number of Calls: 262

Report Date: 05/06/2016

| | |
|---|----|
| Mental Health Services | 23 |
| Health Care | 23 |
| Basic Needs - Food | 22 |
| Substance Abuse Services | 21 |
| Utilities Assistance | 18 |
| Tax Services | 17 |
| Heating Assistance | 16 |
| Legal Services | 12 |
| Health Insurance | 8 |
| Dental Care | 8 |
| Housing/Shelter | 8 |
| Consumer Assistance Services | 7 |
| Aging/Elderly Services | 6 |
| Financial Assistance - Temporary Aid | 6 |
| Advocacy | 6 |
| Transportation | 5 |
| Financial Assistance - Vehicle Expenses | 5 |
| Government Agency - DHHS | 5 |
| Income Support - SSI/SSDI | 5 |
| Support Group Information | 4 |
| Financial Assistance - Rent | 4 |
| Judicial Services | 4 |
| Parenting Education/Support | 4 |

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|  | <p>2-1-1 Maine: Top 20 Call Categories Piscataquis County Reporting Period: April 2016 Total Number of Calls: 31</p> |
| <p>Report Date: 05/06/2016</p> | |

| | |
|--|---|
| Utilities Assistance | 6 |
| Heating Assistance | 3 |
| Housing/Shelter | 3 |
| Mental Health Services | 2 |
| Government Agency - Attorney General | 2 |
| Financial Assistance - Rent | 2 |
| Substance Abuse Services | 2 |
| United Way of Eastern Maine | 2 |
| Financial Assistance - Temporary Aid | 1 |
| Government Agency - BMV | 1 |
| Consumer Assistance Services | 1 |
| Transportation | 1 |
| Legal Services | 1 |
| Disease Information | 1 |
| Salvation Army | 1 |
| Financial Assistance - Home Maintenance | 1 |
| Tax Services | 1 |
| Basic Needs - Household Items (Non-food) | 1 |
| Income Support - SSI/SSDI | 1 |
| Government Agency - DHHS | 1 |
| Basic Needs - Food | 1 |
| Health Care | 1 |



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: April 2016

Total Number of Calls: 105

Report Date: 05/06/2016

| | |
|--------------------------------------|----|
| Utilities Assistance | 12 |
| Heating Assistance | 12 |
| Basic Needs - Food | 11 |
| Health Care | 8 |
| Substance Abuse Services | 6 |
| Transportation | 5 |
| Mental Health Services | 5 |
| Health Insurance | 5 |
| Legal Services | 4 |
| Consumer Assistance Services | 4 |
| Financial Assistance - Temporary Aid | 4 |
| Law Enforcement Services | 3 |
| Advocacy | 3 |
| Tax Services | 3 |
| Basic Needs - Clothing | 3 |
| Dental Care | 2 |
| Public Health | 2 |
| Municipal Services | 2 |
| Government Agency - DHHS | 2 |
| Child Abuse/Neglect | 2 |
| Aging/Elderly Services | 2 |
| DHHS SNAP Questions | 2 |
| Housing/Shelter | 2 |

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: April 2016

Total Number of Calls: 122

Report Date: 05/06/2016

| | |
|------------------------------|----|
| Utilities Assistance | 23 |
| Heating Assistance | 14 |
| Housing/Shelter | 10 |
| Substance Abuse Services | 9 |
| Health Care | 8 |
| Basic Needs - Food | 7 |
| Mental Health Services | 7 |
| Consumer Assistance Services | 6 |
| Government Agency - DHHS | 6 |
| Aging/Elderly Services | 5 |
| Government Agency - BMV | 4 |
| Homeless Services | 4 |
| Health Insurance | 4 |
| Legal Services | 3 |
| Family Support Services | 3 |
| Government Agency - OLR | 3 |
| Disease Information | 3 |
| Animal Services | 2 |
| Law Enforcement Services | 2 |
| Public Health | 2 |
| Furniture | 2 |
| Financial Assistance - Rent | 2 |
| Employment | 2 |



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: April 2016

Total Number of Calls: 68

Report Date: 05/06/2016

| | |
|--|----|
| Utilities Assistance | 10 |
| Basic Needs - Food | 8 |
| Mental Health Services | 7 |
| Consumer Assistance Services | 6 |
| Housing/Shelter | 5 |
| Heating Assistance | 5 |
| Legal Services | 4 |
| Health Care | 4 |
| Aging/Elderly Services | 3 |
| Mediation Services | 2 |
| Substance Abuse Services | 2 |
| Financial Assistance - Rent | 2 |
| Child Abuse/Neglect | 2 |
| Public Safety | 1 |
| Financial Assistance - Prescription Assistance | 1 |
| Law Enforcement Services | 1 |
| Financial Assistance - Temporary Aid | 1 |
| Pharmacy | 1 |
| Financial Assistance - Transportation | 1 |
| Income Support - SSI/SSDI | 1 |
| Vocational Rehabilitation | 1 |
| Courts | 1 |
| Government Agency - OLR | 1 |



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: April 2016

Total Number of Calls: 47

Report Date: 05/06/2016

| | |
|--|---|
| Basic Needs - Food | 5 |
| Substance Abuse Services | 4 |
| Utilities Assistance | 4 |
| Domestic Violence Services | 4 |
| Legal Services | 3 |
| Housing/Shelter | 3 |
| Mental Health Services | 3 |
| Financial Assistance - Vehicle Expenses | 2 |
| Heating Assistance | 2 |
| Aging/Elderly Services | 2 |
| Tax Services | 2 |
| Health Care | 2 |
| Health Insurance | 2 |
| Government Agency - DHHS | 2 |
| Financial Assistance - Home Maintenance | 1 |
| Financial Assistance - Rent | 1 |
| Parenting Education/Support | 1 |
| Assistive Technology/Equipment | 1 |
| Consumer Assistance Services | 1 |
| Elected Officials | 1 |
| Financial Assistance - Prescription Assistance | 1 |
| Family Support Services | 1 |
| Public Health | 1 |



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: April 2016

Total Number of Calls: 352

Report Date: 05/06/2016

| | |
|--------------------------------------|----|
| Utilities Assistance | 47 |
| Mental Health Services | 37 |
| Health Care | 35 |
| Heating Assistance | 27 |
| Housing/Shelter | 26 |
| Substance Abuse Services | 24 |
| Legal Services | 17 |
| Basic Needs - Food | 13 |
| Transportation | 11 |
| Tax Services | 11 |
| Dental Care | 10 |
| Consumer Assistance Services | 9 |
| Government Agency - DHHS | 9 |
| Law Enforcement Services | 7 |
| Income Support - SSI/SSDI | 7 |
| Financial Assistance - Temporary Aid | 6 |
| Homeless Services | 6 |
| Courts | 6 |
| Developmental Disabilities | 5 |
| Municipal Services | 5 |
| Family Support Services | 5 |
| Financial Assistance - Rent | 5 |
| Health Insurance | 5 |