



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: May 2016

Total Number of Calls: 372

Report Date: 06/07/2016

Utilities Assistance	52
Mental Health Services	45
Health Care	43
Basic Needs - Food	30
Substance Abuse Services	20
Housing/Shelter	17
Consumer Assistance Services	17
Heating Assistance	16
Law Enforcement Services	15
Legal Services	11
Aging/Elderly Services	9
Financial Assistance - Rent	9
Financial Assistance - Temporary Aid	8
Transportation	8
Tax Services	8
Dental Care	7
Home Health Care	7
Health Insurance	7
Domestic Violence Services	5
Family Support Services	5
In-Home Assistance	5
DHHS SNAP Questions	4



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: May 2016

Total Number of Calls: 86

Report Date: 06/07/2016

Housing/Shelter	9
Health Care	8
Basic Needs - Food	8
Financial Assistance - Temporary Aid	6
Aging/Elderly Services	5
Financial Assistance - Rent	5
Domestic Violence Services	4
Legal Services	4
Transportation	3
Heating Assistance	3
Utilities Assistance	3
Judicial Services	2
Municipal Services	2
Mental Health Services	2
Fire/Ambulance Services (Non-emergency)	2
Substance Abuse Services	2
Government Agency - BMV	2
Medical Equipment	1
Employment	1
Public Safety	1
Financial Assistance - Security Deposit	1
Law Enforcement Services	1
Consumer Assistance Services	1

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: May 2016

Total Number of Calls: 983

Report Date: 06/07/2016

Mental Health Services	127
Health Care	95
Housing/Shelter	78
Basic Needs - Food	66
Substance Abuse Services	60
Utilities Assistance	56
Consumer Assistance Services	43
Legal Services	37
Transportation	28
Heating Assistance	27
Law Enforcement Services	26
Financial Assistance - Rent	23
Government Agency - DHHS	21
Health Insurance	21
Domestic Violence Services	19
Income Support - SSI/SSDI	17
Dental Care	15
Aging/Elderly Services	14
Judicial Services	13
Family Support Services	13



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: May 2016

Total Number of Calls: 40

Report Date: 06/07/2016

Utilities Assistance	13
Heating Assistance	5
Housing/Shelter	4
Basic Needs - Food	4
Health Care	3
Mental Health Services	2
Aging/Elderly Services	2
Substance Abuse Services	2
Financial Assistance - Home Maintenance	2
Consumer Assistance Services	2
Education/Training	1
United Way of the Tr-Valley Area	1
Disease Information	1
Domestic Violence Services	1
Law Enforcement Services	1
Assisted Living/Nursing Homes	1
Municipal Services	1
Dental Care	1
Tax Services	1
Income Support - SSI/SSDI	1
Basic Needs - Clothing	1
In-Home Assistance	1
Health Insurance	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: May 2016

Total Number of Calls: 53

Report Date: 06/07/2016

Housing/Shelter	10
Health Care	7
Government Agency - DHHS	4
Substance Abuse Services	3
Legal Services	3
Government Agency - OLR	3
Heating Assistance	3
Tax Services	2
Basic Needs - Food	2
Consumer Assistance Services	2
In-Home Assistance	2
Law Enforcement Services	2
Health Insurance	2
Child Care	1
Municipal Services	1
Mediation Services	1
Dental Care	1
Public Safety	1
Advocacy	1
Utilities Assistance	1
Developmental Disabilities	1
Mental Health Services	1
Home Maintenance	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: May 2016

Total Number of Calls: 286

Report Date: 06/07/2016

Utilities Assistance	45
Mental Health Services	24
Housing/Shelter	21
Health Care	20
Basic Needs - Food	18
Heating Assistance	15
Substance Abuse Services	13
Legal Services	11
Consumer Assistance Services	11
Government Agency - BMV	9
Government Agency - DHHS	9
Health Insurance	8
Homeless Services	8
Transportation	7
Dental Care	6
Financial Assistance - Rent	5
Aging/Elderly Services	5
Income Support - SSI/SSDI	5
Judicial Services	5
Municipal Services	4



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: May 2016

Total Number of Calls: 81

Report Date: 06/07/2016

Utilities Assistance	12
Housing/Shelter	8
Health Care	8
Mental Health Services	5
Financial Assistance - Temporary Aid	5
Advocacy	5
Consumer Assistance Services	5
Transportation	4
Legal Services	4
Government Agency - DHHS	4
In-Home Assistance	3
Substance Abuse Services	3
Basic Needs - Food	3
Health Insurance	3
Aging/Elderly Services	2
Corrections	2
Family Support Services	2
Financial Assistance - Rent	2
Municipal Services	2
Disaster Services	2
Heating Assistance	2
Domestic Violence Services	2
Deaf Services	1



2-1-1 Maine: Top 20 Call Categories


Lincoln County

Reporting Period: May 2016

Total Number of Calls: 86

Report Date: 06/07/2016

Utilities Assistance	15
Health Care	12
Substance Abuse Services	8
Heating Assistance	6
Legal Services	4
Basic Needs - Food	4
Education/Training	3
Health Insurance	3
Financial Assistance - Rent	3
Judicial Services	2
Housing/Shelter	2
Elected Officials	2
Financial Assistance - Home Maintenance	2
Income Support - SSI/SSDI	2
Law Enforcement Services	2
Family Support Services	2
Pharmacy	2
Medical Equipment	2
Courts	1
Foreclosure Prevention	1
Environmental Services	1
Mental Health Services	1
Mediation Services	1

	<p>2-1-1 Maine: Top 20 Call Categories</p> <p>Oxford County</p> <p>Reporting Period: May 2016</p> <p>Total Number of Calls: 111</p>
<p>Report Date: 06/07/2016</p>	

Utilities Assistance	21
Health Care	13
Mental Health Services	7
Legal Services	7
Heating Assistance	7
Basic Needs - Food	6
Housing/Shelter	6
Transportation	6
Health Insurance	5
Financial Assistance - Rent	4
Consumer Assistance Services	4
Domestic Violence Services	3
Financial Assistance - Home Maintenance	3
Employment	3
Government Agency - DHHS	3
Home Health Care	2
Substance Abuse Services	2
Income Support - SSI/SSDI	2
Financial Assistance - Temporary Aid	2
Courts	2
Child Abuse/Neglect	1

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2-1-1 Maine: Top 20 Call Categories


Penobscot County

Reporting Period: May 2016

Total Number of Calls: 285

Report Date: 06/07/2016

Mental Health Services	42
Utilities Assistance	29
Health Care	27
Substance Abuse Services	22
Housing/Shelter	19
Basic Needs - Food	19
Financial Assistance - Rent	13
Law Enforcement Services	12
Consumer Assistance Services	12
Legal Services	9
Aging/Elderly Services	8
Transportation	7
Heating Assistance	7
Judicial Services	6
Government Agency - DHHS	6
Animal Services	5
Veterans' Services	5
Health Insurance	5
Financial Assistance - Temporary Aid	5
Gambling	3

	<p>2-1-1 Maine: Top 20 Call Categories Piscataquis County Reporting Period: May 2016 Total Number of Calls: 28</p>
<p>Report Date: 06/07/2016</p>	

Utilities Assistance	13
Heating Assistance	4
Health Care	3
Mental Health Services	2
Substance Abuse Services	2
Public Safety	2
Judicial Services	1
Transportation	1
Government Agency - DHHS	1
Disaster Services	1
Consumer Assistance Services	1
Income Support - SSI/SSDI	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: May 2016

Total Number of Calls: 104

Report Date: 06/07/2016

Housing/Shelter	9
Basic Needs - Food	8
Health Care	8
Mental Health Services	7
Utilities Assistance	6
Financial Assistance - Rent	5
Advocacy	4
Transportation	4
Financial Assistance - Temporary Aid	4
Government Agency - DHHS	4
Health Insurance	4
United States Postal Service	3
Substance Abuse Services	3
Veterans' Services	3
Aging/Elderly Services	3
Tax Services	3
Heating Assistance	3
In-Home Assistance	3
Courts	2
Consumer Assistance Services	2
Poison Control	2
Financial Assistance - Home Maintenance	2
Domestic Violence Services	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: May 2016

Total Number of Calls: 139

Report Date: 06/07/2016

Utilities Assistance	28
Legal Services	10
Heating Assistance	9
Health Insurance	7
Housing/Shelter	7
Consumer Assistance Services	7
Health Care	7
Aging/Elderly Services	6
Substance Abuse Services	6
Financial Assistance - Temporary Aid	6
Mental Health Services	5
Basic Needs - Food	5
Homeless Services	4
Education/Training	3
Financial Assistance - Rent	3
Judicial Services	3
Law Enforcement Services	3
Government Agency - OLR	3
Domestic Violence Services	2
Financial Assistance - Home Maintenance	2
Income Support - SSI/SSDI	2
Dental Care	2
Animal Services	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: May 2016

Total Number of Calls: 49

Report Date: 06/07/2016

Utilities Assistance	10
Health Care	10
Mental Health Services	4
Substance Abuse Services	3
Basic Needs - Food	3
Heating Assistance	3
Sexual Assault Services	2
Consumer Assistance Services	2
Aging/Elderly Services	2
Legal Services	2
Dental Care	2
Financial Assistance - Rent	2
Municipal Services	1
Family Support Services	1
Transportation	1
Financial Assistance - Education	1
Child Abuse/Neglect	1
Financial Assistance - Eyeglasses	1
Basic Needs - Clothing	1
Financial Assistance - Home Maintenance	1
Vocational Rehabilitation	1
Financial Assistance - Prescription Assistance	1
Law Enforcement Services	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: May 2016

Total Number of Calls: 30

Report Date: 06/07/2016

Mental Health Services	5
Health Care	4
Utilities Assistance	3
Housing/Shelter	2
Law Enforcement Services	2
Environmental Services	2
Substance Abuse Services	2
Legal Services	1
Income Support - SSI/SSDI	1
Municipal Services	1
Government Agency - OLR	1
Financial Assistance - Home Maintenance	1
Public Safety	1
Aging/Elderly Services	1
Employment	1
Government Agency - Attorney General	1
Family Support Services	1
Advocacy	1
Consumer Assistance Services	1
Heating Assistance	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: May 2016

Total Number of Calls: 374

Report Date: 06/07/2016

Utilities Assistance	56
Housing/Shelter	39
Mental Health Services	35
Health Care	35
Substance Abuse Services	29
Heating Assistance	22
Basic Needs - Food	19
Financial Assistance - Rent	15
Consumer Assistance Services	14
Legal Services	14
Aging/Elderly Services	11
Health Insurance	9
Transportation	8
Domestic Violence Services	8
Government Agency - DHHS	7
Law Enforcement Services	6
In-Home Assistance	5
Dental Care	5
Employment	5
Judicial Services	5
Financial Assistance - Security Deposit	5
Income Support - SSI/SSDI	5
Homeless Services	5