



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: June 2016

Total Number of Calls: 351

Report Date: 07/07/2016

Utilities Assistance	44
Health Care	39
Mental Health Services	32
Basic Needs - Food	28
Substance Abuse Services	25
Housing/Shelter	21
Legal Services	18
Consumer Assistance Services	11
Financial Assistance - Rent	11
Financial Assistance - Temporary Aid	11
Law Enforcement Services	9
Transportation	9
Health Insurance	8
Heating Assistance	8
Veterans' Services	7
Municipal Services	6
Animal Services	6
Developmental Disabilities	6
Family Support Services	6
Judicial Services	6
Employment	6
Government Agency - DHHS	5
Government Agency - BMV	5



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: June 2016

Total Number of Calls: 64

Report Date: 07/07/2016

Basic Needs - Food	11
Financial Assistance - Home Maintenance	6
Substance Abuse Services	6
Health Care	6
Health Insurance	4
Aging/Elderly Services	4
Mental Health Services	4
Family Support Services	4
Heating Assistance	4
Law Enforcement Services	3
Utilities Assistance	3
Public Safety	2
Legal Services	2
Consumer Assistance Services	2
Financial Assistance - Security Deposit	2
Housing/Shelter	2
Salvation Army	1
Employment	1
Education/Training	1
Financial Assistance - Temporary Aid	1
Disease Information	1
Government Agency - DHHS	1
Animal Services	1



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: June 2016

Total Number of Calls: 983

Report Date: 07/07/2016

Mental Health Services	110
Health Care	97
Housing/Shelter	83
Basic Needs - Food	65
Substance Abuse Services	60
Utilities Assistance	56
Legal Services	38
Consumer Assistance Services	31
Law Enforcement Services	30
Financial Assistance - Rent	29
Advocacy	28
Health Insurance	24
Domestic Violence Services	22
Aging/Elderly Services	22
Heating Assistance	19
Municipal Services	19
Income Support - SSI/SSDI	19
Transportation	18
Family Support Services	17
Homeless Services	16



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: June 2016

Total Number of Calls: 40

Report Date: 07/07/2016

Utilities Assistance	5
Health Care	5
Sexual Assault Services	3
Mental Health Services	3
Basic Needs - Food	3
Aging/Elderly Services	3
Law Enforcement Services	2
Consumer Assistance Services	2
Financial Assistance - Relocation	1
Municipal Services	1
Financial Assistance - Rent	1
Government Agency - BMV	1
Financial Assistance - Home Maintenance	1
Government Agency - DHHS	1
Judicial Services	1
Legal Services	1
Financial Assistance - Vehicle Expenses	1
Eye Care	1
Mentoring Programs	1
Dental Care	1
Parenting Education/Support	1
Heating Assistance	1
Substance Abuse Services	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: June 2016

Total Number of Calls: 58

Report Date: 07/07/2016

Health Care	7
Housing/Shelter	5
Government Agency - DHHS	5
Basic Needs - Food	5
Utilities Assistance	5
Legal Services	4
Consumer Assistance Services	4
Aging/Elderly Services	4
Substance Abuse Services	3
Mental Health Services	3
Transportation	3
Animal Services	2
Law Enforcement Services	2
Financial Assistance - Rent	2
Income Support - SSI/SSDI	2
Dental Care	2
Financial Assistance - Home Maintenance	2
Public Health	1
Developmental Disabilities	1
HIV/AIDS	1
Financial Assistance - Vehicle Expenses	1
Financial Assistance - Temporary Aid	1
Child Abuse/Neglect	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: June 2016

Total Number of Calls: 353

Report Date: 07/07/2016

Health Care	37
Housing/Shelter	25
Mental Health Services	24
Substance Abuse Services	22
Utilities Assistance	21
Basic Needs - Food	20
Aging/Elderly Services	15
Law Enforcement Services	13
Financial Assistance - Rent	13
Homeless Services	12
Legal Services	10
Government Agency - DHHS	10
Financial Assistance - Home Maintenance	8
Health Insurance	7
Education/Training	7
Consumer Assistance Services	7
Income Support - SSI/SSDI	6
Judicial Services	6
Environmental Services	5
Heating Assistance	5
Employment	5
Courts	5
Child Abuse/Neglect	5



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: June 2016

Total Number of Calls: 91

Report Date: 07/07/2016

Health Care	9
Utilities Assistance	6
Basic Needs - Food	6
Housing/Shelter	6
Consumer Assistance Services	4
Advocacy	3
Transportation	3
Aging/Elderly Services	3
Government Agency - DHHS	3
Judicial Services	3
Substance Abuse Services	3
Developmental Disabilities	3
Mental Health Services	3
Education/Training	3
Family Support Services	3
Volunteering	2
Elected Officials	2
Employment	2
Corrections	2
Legal Services	2
Health Insurance	2
Municipal Services	2
Courts	2



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: June 2016

Total Number of Calls: 59

Report Date: 07/07/2016

Utilities Assistance	8
Health Care	5
Mental Health Services	5
Aging/Elderly Services	4
Substance Abuse Services	4
Law Enforcement Services	4
Judicial Services	3
Basic Needs - Food	3
Consumer Assistance Services	2
Dental Care	2
Legal Services	2
Government Agency - DHHS	1
Financial Assistance - Home Maintenance	1
Health Insurance	1
DHHS SNAP Questions	1
Adult Protective Services	1
Home Maintenance	1
Financial Assistance - Funeral Expenses	1
Housing/Shelter	1
HIV/AIDS	1
Environmental Services	1
Basic Needs - Clothing	1
Income Support - SSI/SSDI	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: June 2016

Total Number of Calls: 139

Report Date: 07/07/2016

Utilities Assistance	21
Housing/Shelter	14
Health Care	9
Mental Health Services	7
Basic Needs - Food	6
Legal Services	6
Health Insurance	5
Consumer Assistance Services	5
Aging/Elderly Services	4
Animal Services	4
Law Enforcement Services	4
Disaster Services	4
Employment	4
Financial Assistance - Home Maintenance	3
Dental Care	3
Judicial Services	3
Municipal Services	3
Tax Services	3
Transportation	3
Child Abuse/Neglect	2
Public Safety	2
Domestic Violence Services	2
Active Military - Individual and Family Supports	2



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: June 2016

Total Number of Calls: 291

Report Date: 07/07/2016

Mental Health Services	32
Utilities Assistance	28
Basic Needs - Food	28
Health Care	26
Substance Abuse Services	17
Housing/Shelter	15
Financial Assistance - Rent	13
Legal Services	12
Heating Assistance	9
Income Support - SSI/SSDI	9
Government Agency - DHHS	8
Government Agency - OLR	7
Transportation	7
Veterans' Services	7
Law Enforcement Services	6
Animal Services	6
Financial Assistance - Home Maintenance	5
Aging/Elderly Services	5
Consumer Assistance Services	5
Public Safety	4



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: June 2016

Total Number of Calls: 34

Report Date: 07/07/2016

Utilities Assistance	5
Health Care	4
Mental Health Services	4
Substance Abuse Services	4
Housing/Shelter	3
Aging/Elderly Services	2
Financial Assistance - Rent	2
Government Agency - DHHS	2
Public Safety	1
Law Enforcement Services	1
Income Support - SSI/SSDI	1
Environmental Services	1
Mediation Services	1
Assisted Living/Nursing Homes	1
Domestic Violence Services	1
Furniture	1
In-Home Assistance	1
Tax Services	1
Legal Services	1
Basic Needs - Food	1
Dental Care	1
Consumer Assistance Services	1
Recreational Programs	1



2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: June 2016

Total Number of Calls: 112

Report Date: 07/07/2016

Health Care	13
Basic Needs - Food	11
Utilities Assistance	6
Heating Assistance	6
Municipal Services	5
Mental Health Services	5
Legal Services	5
Child Abuse/Neglect	5
Financial Assistance - Temporary Aid	5
Aging/Elderly Services	4
Transportation	4
Advocacy	3
Animal Services	3
In-Home Assistance	3
Judicial Services	3
Home Maintenance	3
Housing/Shelter	3
Government Agency - DHHS	3
Employment	2
Tax Services	2
DHHS SNAP Questions	2
Family Support Services	2
Consumer Assistance Services	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: June 2016

Total Number of Calls: 112

Report Date: 07/07/2016

Utilities Assistance	20
Basic Needs - Food	10
Housing/Shelter	9
Substance Abuse Services	8
Heating Assistance	7
Mental Health Services	6
Aging/Elderly Services	6
Legal Services	5
Consumer Assistance Services	5
Government Agency - DHHS	5
Health Care	5
Child Abuse/Neglect	4
Financial Assistance - Rent	3
Domestic Violence Services	3
Courts	3
In-Home Assistance	2
Mediation Services	2
Financial Assistance - Home Maintenance	2
Disease Information	2
Medical Equipment	2
Income Support - SSI/SSDI	2
Public Safety	2
Tax Services	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: June 2016

Total Number of Calls: 65

Report Date: 07/07/2016

Utilities Assistance	11
Housing/Shelter	7
Basic Needs - Food	6
Mental Health Services	6
Health Care	4
Substance Abuse Services	4
Legal Services	3
Income Support - SSI/SSDI	3
Consumer Assistance Services	3
Dental Care	3
Financial Assistance - Temporary Aid	3
Financial Assistance - Rent	2
Financial Assistance - Home Maintenance	2
Health Insurance	2
Financial Assistance - Mortgage	2
In-Home Assistance	2
Foreclosure Prevention	2
Public Safety	1
Child/Youth Summer Programs	1
United States Postal Service	1
Disease Information	1
Personal Debt/Money Management	1
Government Agency - DHHS	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: June 2016

Total Number of Calls: 29

Report Date: 07/07/2016

Utilities Assistance	5
Family Support Services	3
Health Care	3
Basic Needs - Food	3
Housing/Shelter	2
Legal Services	2
Judicial Services	2
Eye Care	2
Mental Health Services	2
Substance Abuse Services	2
In-Home Assistance	1
Heating Assistance	1
Financial Assistance - Home Maintenance	1
Medical Equipment	1
Family Planning	1
Environmental Services	1
Consumer Assistance Services	1
Domestic Violence Services	1
Financial Assistance - Temporary Aid	1
Health Insurance	1
Elected Officials	1
Advocacy	1
Transportation	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: June 2016

Total Number of Calls: 373

Report Date: 07/07/2016

Housing/Shelter	50
Health Care	40
Mental Health Services	35
Substance Abuse Services	24
Utilities Assistance	23
Legal Services	21
Basic Needs - Food	20
Transportation	16
Financial Assistance - Rent	14
Consumer Assistance Services	11
Law Enforcement Services	11
Domestic Violence Services	11
Government Agency - DHHS	11
Financial Assistance - Temporary Aid	10
Dental Care	9
Aging/Elderly Services	9
Heating Assistance	8
Home Health Care	8
Judicial Services	7
Health Insurance	6