



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: July 2016

Total Number of Calls: 316

Report Date: 08/10/2016

Health Care	41
Utilities Assistance	32
Housing/Shelter	26
Basic Needs - Food	23
Mental Health Services	22
Substance Abuse Services	18
Financial Assistance - Rent	13
Transportation	10
Municipal Services	9
Financial Assistance - Temporary Aid	9
Law Enforcement Services	9
Aging/Elderly Services	9
Heating Assistance	9
Legal Services	8
Domestic Violence Services	6
Developmental Disabilities	6
Adult Protective Services	5
Government Agency - BMV	5
Financial Assistance - Vehicle Expenses	5
United States Postal Service	4



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: July 2016

Total Number of Calls: 100

Report Date: 08/10/2016

Basic Needs - Food	10
Health Care	10
Housing/Shelter	9
Substance Abuse Services	8
Mental Health Services	7
Utilities Assistance	6
Aging/Elderly Services	6
Government Agency - DHHS	6
Public Safety	5
Heating Assistance	4
Family Support Services	4
Domestic Violence Services	3
Municipal Services	3
Elected Officials	3
Financial Assistance - Rent	3
Financial Assistance - Temporary Aid	2
Financial Assistance - Home Maintenance	2
Legal Services	2
Financial Assistance - Prescription Assistance	2
Poison Control	2
Consumer Assistance Services	2
Income Support - SSI/SSDI	2
Transportation	2

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: July 2016

Total Number of Calls: 943

Report Date: 08/10/2016

Mental Health Services	107
Health Care	92
Housing/Shelter	81
Substance Abuse Services	57
Utilities Assistance	49
Basic Needs - Food	42
Law Enforcement Services	40
Legal Services	33
Financial Assistance - Rent	33
Government Agency - DHHS	29
Aging/Elderly Services	27
Income Support - SSI/SSDI	23
Transportation	22
Advocacy	20
Heating Assistance	20
Consumer Assistance Services	19
Municipal Services	17
Health Insurance	17
Homeless Services	14
Adult Protective Services	14
In-Home Assistance	13



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: July 2016

Total Number of Calls: 34

Report Date: 08/10/2016

Housing/Shelter	5
Utilities Assistance	5
Legal Services	4
Medical Equipment	3
Financial Assistance - Rent	3
Health Care	3
Mental Health Services	2
Aging/Elderly Services	2
Advocacy	2
Animal Services	1
Vocational Rehabilitation	1
Substance Abuse Services	1
Volunteering	1
Financial Assistance - Mortgage	1
Homeless Services	1
Municipal Services	1
Disaster Services	1
Government Agency - DHHS	1
Judicial Services	1
Consumer Assistance Services	1
Financial Assistance - Home Maintenance	1
Heating Assistance	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: July 2016

Total Number of Calls: 51

Report Date: 08/10/2016

Basic Needs - Food	6
Mental Health Services	5
Housing/Shelter	4
Consumer Assistance Services	4
Legal Services	3
Utilities Assistance	3
Family Support Services	3
Financial Assistance - Temporary Aid	3
Domestic Violence Services	2
Municipal Services	2
Financial Assistance - Vehicle Expenses	2
Health Care	2
Government Agency - DHHS	2
Dental Care	2
Advocacy	2
Public Health	1
Medical Equipment	1
Law Enforcement Services	1
Vocational Rehabilitation	1
Financial Assistance - Funeral Expenses	1
Government Agency - Attorney General	1
Animal Services	1
Government Agency - BMV	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: July 2016

Total Number of Calls: 291

Report Date: 08/10/2016

Utilities Assistance	28
Basic Needs - Food	22
Health Care	21
Mental Health Services	20
Housing/Shelter	18
Substance Abuse Services	17
Financial Assistance - Rent	14
Homeless Services	11
Consumer Assistance Services	9
Transportation	7
Domestic Violence Services	7
Law Enforcement Services	7
Heating Assistance	6
Municipal Services	6
Legal Services	6
Family Support Services	6
Financial Assistance - Temporary Aid	6
Advocacy	5
Government Agency - DHHS	5
Dental Care	5
Aging/Elderly Services	5
Income Support - SSI/SSDI	5
Judicial Services	5



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: July 2016

Total Number of Calls: 74

Report Date: 08/10/2016

Health Care	11
Substance Abuse Services	5
Utilities Assistance	4
Housing/Shelter	4
Mental Health Services	4
Income Support - SSI/SSDI	4
Corrections	3
Basic Needs - Food	3
Dental Care	3
Advocacy	3
Aging/Elderly Services	3
Law Enforcement Services	2
Domestic Violence Services	2
Heating Assistance	2
Financial Assistance - Temporary Aid	2
Environmental Services	2
Legal Services	2
Financial Assistance - Health Care	2
Financial Assistance - Rent	2
Transportation	2
Government Agency - DOL	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: July 2016

Total Number of Calls: 70

Report Date: 08/10/2016

Utilities Assistance	10
Health Care	7
Basic Needs - Food	6
Housing/Shelter	5
Transportation	5
Developmental Disabilities	4
Domestic Violence Services	4
Mental Health Services	3
Elected Officials	3
Public Safety	3
Substance Abuse Services	3
Family Support Services	3
Heating Assistance	3
Financial Assistance - Vehicle Expenses	3
Advocacy	2
Legal Services	2
Adult Protective Services	2
Financial Assistance - Rent	2
DHHS SNAP Questions	1
Disease Information	1
Personal Debt/Money Management	1
Basic Needs - Household Items (Non-food)	1
Veterans' Services	1

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: July 2016

Total Number of Calls: 119

Report Date: 08/10/2016

Utilities Assistance	16
Health Care	14
Housing/Shelter	12
Heating Assistance	9
Mental Health Services	9
Basic Needs - Food	8
Legal Services	6
Health Insurance	4
Government Agency - DHHS	4
Public Health	3
Law Enforcement Services	3
Donations	3
Employment	3
Aging/Elderly Services	3
Consumer Assistance Services	3
Advocacy	2
Education/Training	2
Medical Equipment	2
Domestic Violence Services	2
Basic Needs - Clothing	2
Transportation	2
Environmental Services	2
Public Safety	2



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: July 2016

Total Number of Calls: 309

Report Date: 08/10/2016

Mental Health Services	41
Housing/Shelter	27
Health Care	25
Substance Abuse Services	24
Legal Services	22
Basic Needs - Food	17
Veterans' Services	16
Transportation	15
Utilities Assistance	14
Financial Assistance - Rent	9
Aging/Elderly Services	8
Consumer Assistance Services	8
Public Safety	7
Law Enforcement Services	7
Developmental Disabilities	5
Medical Equipment	5
Advocacy	5
Government Agency - DHHS	5
Judicial Services	5
Animal Services	5
Health Insurance	5
Financial Assistance - Temporary Aid	4



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: July 2016

Total Number of Calls: 20

Report Date: 08/10/2016

Legal Services	2
Utilities Assistance	2
Mental Health Services	2
Financial Assistance - Home Maintenance	2
Housing/Shelter	2
Financial Assistance - Rent	2
Youth Services	1
Public Safety	1
Basic Needs - Household Items (Non-food)	1
Employment	1
Education/Training	1
Family Support Services	1
Basic Needs - Food	1
Aging/Elderly Services	1
Domestic Violence Services	1
Active Military - Individual and Family Supports	1
School Supplies/Materials	1
Financial Assistance - Security Deposit	1
Veterans' Services	1
Government Agency - DHHS	1
Elected Officials	1
Home Maintenance	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: July 2016

Total Number of Calls: 110

Report Date: 08/10/2016

Health Care	9
Housing/Shelter	8
Basic Needs - Food	8
Legal Services	7
Law Enforcement Services	6
Utilities Assistance	6
Transportation	6
Education/Training	5
Mental Health Services	5
Financial Assistance - Temporary Aid	4
Government Agency - DHHS	4
Adult Protective Services	4
Courts	3
Municipal Services	3
Advocacy	3
In-Home Assistance	3
Substance Abuse Services	3
Consumer Assistance Services	3
Income Support - SSI/SSDI	3
Financial Assistance - Rent	3
Heating Assistance	3
Sexual Assault Services	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: July 2016

Total Number of Calls: 110

Report Date: 08/10/2016

Health Care	13
Mental Health Services	10
Utilities Assistance	10
Aging/Elderly Services	8
Housing/Shelter	7
Consumer Assistance Services	6
Substance Abuse Services	5
Homeless Services	4
Legal Services	4
Judicial Services	4
Transportation	4
Health Insurance	4
Support Group Information	3
Basic Needs - Food	3
Financial Assistance - Rent	3
Foreclosure Prevention	2
Advocacy	2
Financial Assistance - Home Maintenance	2
Parenting Education/Support	2
Home Maintenance	2
Public Health	2
Income Support - SSI/SSDI	2
Dental Care	2

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: July 2016

Total Number of Calls: 56

Report Date: 08/10/2016

Substance Abuse Services	6
Heating Assistance	5
Legal Services	5
Utilities Assistance	5
Mental Health Services	3
Income Support - SSI/SSDI	3
Basic Needs - Food	3
Housing/Shelter	3
Financial Assistance - Rent	3
Consumer Assistance Services	2
Employment	2
Domestic Violence Services	2
Basic Needs - Household Items (Non-food)	2
Judicial Services	2
Financial Assistance - Vehicle Expenses	2
Municipal Services	1
Animal Services	1
Recreational Programs	1
Business Information	1
Weatherization	1
Income Support - Unemployment	1
Public Safety	1
In-Home Assistance	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: July 2016

Total Number of Calls: 30

Report Date: 08/10/2016

Mental Health Services	3
Environmental Services	3
Basic Needs - Food	3
Health Care	3
Family Support Services	2
Consumer Assistance Services	2
Tax Services	2
Law Enforcement Services	1
Aging/Elderly Services	1
Basic Needs - Household Items (Non-food)	1
Financial Assistance - Temporary Aid	1
Judicial Services	1
Government Agency - OLR	1
Legal Services	1
Substance Abuse Services	1
Courts	1
Utilities Assistance	1
Active Military - Individual and Family Supports	1
Veterans' Services	1
Health Insurance	1
Heating Assistance	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: July 2016

Total Number of Calls: 342

Report Date: 08/10/2016

Housing/Shelter	41
Mental Health Services	40
Health Care	32
Utilities Assistance	23
Substance Abuse Services	21
Legal Services	16
Basic Needs - Food	16
Aging/Elderly Services	14
Transportation	13
Law Enforcement Services	12
Financial Assistance - Rent	12
Financial Assistance - Temporary Aid	10
Domestic Violence Services	10
Health Insurance	10
Consumer Assistance Services	9
Developmental Disabilities	8
Government Agency - DHHS	8
Basic Needs - Clothing	7
Heating Assistance	7
Parenting Education/Support	5