



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: September 2016

Total Number of Calls: 328

Report Date: 10/07/2016

Health Care	34
Housing/Shelter	29
Heating Assistance	24
Utilities Assistance	23
Mental Health Services	19
Legal Services	14
Substance Abuse Services	14
Basic Needs - Food	13
Financial Assistance - Rent	12
Family Support Services	12
Law Enforcement Services	10
Transportation	10
Financial Assistance - Temporary Aid	7
Health Insurance	7
Financial Assistance - Home Maintenance	6
Veterans' Services	6
Domestic Violence Services	6
Consumer Assistance Services	6
Government Agency - DHHS	6
Education/Training	5



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: September 2016

Total Number of Calls: 93

Report Date: 10/07/2016

Heating Assistance	14
Basic Needs - Food	12
Financial Assistance - Temporary Aid	7
Substance Abuse Services	6
Health Care	6
Utilities Assistance	5
Transportation	5
Mental Health Services	4
Housing/Shelter	4
Legal Services	3
Income Support - SSI/SSDI	3
Dental Care	3
Public Safety	2
Financial Assistance - Rent	2
Courts	2
Education/Training	2
Developmental Disabilities	2
Basic Needs - Clothing	2
Salvation Army	2
Family Support Services	2
Consumer Assistance Services	2
Financial Assistance - Home Maintenance	2
Health Insurance	2

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: September 2016

Total Number of Calls: 975

Report Date: 10/07/2016

Mental Health Services	116
Health Care	97
Housing/Shelter	83
Basic Needs - Food	62
Heating Assistance	60
Utilities Assistance	54
Legal Services	40
Substance Abuse Services	40
Consumer Assistance Services	40
Law Enforcement Services	29
Advocacy	26
Aging/Elderly Services	25
Transportation	22
Family Support Services	22
Government Agency - DHHS	21
Income Support - SSI/SSDI	18
Domestic Violence Services	18
Health Insurance	17
Municipal Services	16
Financial Assistance - Rent	16
Dental Care	13



2-1-1 Maine: Top 20 Call Categories

Franklin County


Reporting Period: September 2016

Total Number of Calls: 37

Report Date: 10/07/2016

Heating Assistance	6
Utilities Assistance	5
Health Care	3
Consumer Assistance Services	3
Housing/Shelter	3
Basic Needs - Food	3
Municipal Services	3
Government Agency - DHHS	2
Legal Services	2
Financial Assistance - Home Maintenance	2
Mental Health Services	2
Child Car Seats	1
Health Insurance	1
Aging/Elderly Services	1
Family Support Services	1
Courts	1
Assistive Technology/Equipment	1
Developmental Disabilities	1
Financial Assistance - Temporary Aid	1
Substance Abuse Services	1
Advocacy	1
Financial Assistance - Mortgage	1
Financial Assistance - Prescription Assistance	1

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	<p>2-1-1 Maine: Top 20 Call Categories Hancock County Reporting Period: September 2016 Total Number of Calls: 74</p>
<p>Report Date: 10/07/2016</p>	

Heating Assistance	8
Housing/Shelter	6
Government Agency - DHHS	4
Substance Abuse Services	4
Consumer Assistance Services	3
Health Care	3
Domestic Violence Services	3
Education/Training	3
Basic Needs - Household Items (Non-food)	3
Mental Health Services	3
Legal Services	3
Financial Assistance - Temporary Aid	3
Assistive Technology/Equipment	3
Utilities Assistance	3
Family Support Services	3
Law Enforcement Services	2
Developmental Disabilities	2
Financial Assistance - Prescription Assistance	2
Furniture	2
Environmental Services	2
Aging/Elderly Services	2
Basic Needs - Food	2
Child Care	2



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: September 2016

Total Number of Calls: 311

Report Date: 10/07/2016

Housing/Shelter	33
Utilities Assistance	24
Mental Health Services	20
Health Care	20
Legal Services	19
Basic Needs - Food	19
Heating Assistance	17
Government Agency - DHHS	13
Substance Abuse Services	11
Law Enforcement Services	10
Financial Assistance - Rent	10
Judicial Services	9
Aging/Elderly Services	9
Homeless Services	9
Consumer Assistance Services	8
Income Support - SSI/SSDI	7
Government Agency - OLR	7
Animal Services	7
Health Insurance	7
Government Agency - BMV	7
Advocacy	6



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: September 2016

Total Number of Calls: 59

Report Date: 10/07/2016

Health Care	7
Heating Assistance	4
Health Insurance	4
Mental Health Services	3
Financial Assistance - Home Maintenance	3
Income Support - SSI/SSDI	3
Law Enforcement Services	3
Government Agency - DHHS	3
Housing/Shelter	2
Consumer Assistance Services	2
Environmental Services	2
Utilities Assistance	2
In-Home Assistance	2
Legal Services	2
Government Agency - OLR	2
Aging/Elderly Services	2
Transportation	2
Advocacy	2
Judicial Services	1
Referral to 511	1
Basic Needs - Clothing	1
Corrections	1
Animal Services	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: September 2016

Total Number of Calls: 45

Report Date: 10/07/2016

Heating Assistance	7
Utilities Assistance	5
Mental Health Services	4
Aging/Elderly Services	4
Health Care	4
Housing/Shelter	3
Financial Assistance - Home Maintenance	3
Education/Training	2
Dental Care	2
Home Maintenance	2
Elected Officials	2
Financial Assistance - Rent	2
Basic Needs - Food	2
Family Support Services	1
Hospice	1
Income Support - SSI/SSDI	1
Law Enforcement Services	1
Legal Services	1
Veterans' Services	1
Substance Abuse Services	1
Consumer Assistance Services	1
Home Health Care	1
Advocacy	1

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: September 2016

Total Number of Calls: 130

Report Date: 10/07/2016

Utilities Assistance	17
Heating Assistance	12
Health Care	12
Housing/Shelter	10
Consumer Assistance Services	9
Mental Health Services	6
Legal Services	6
Dental Care	4
Aging/Elderly Services	4
Substance Abuse Services	3
Medical Equipment	3
Government Agency - DHHS	3
Domestic Violence Services	3
Transportation	3
Financial Assistance - Rent	3
Tax Services	3
Law Enforcement Services	3
Basic Needs - Food	3
Health Insurance	3
Adult Protective Services	3
Municipal Services	2

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2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: September 2016

Total Number of Calls: 293

Report Date: 10/07/2016

Heating Assistance	32
Housing/Shelter	27
Mental Health Services	24
Utilities Assistance	24
Basic Needs - Food	20
Health Care	19
Substance Abuse Services	16
Legal Services	14
Government Agency - DHHS	12
Financial Assistance - Rent	10
Aging/Elderly Services	10
Consumer Assistance Services	9
Financial Assistance - Temporary Aid	9
Municipal Services	7
Law Enforcement Services	7
Financial Assistance - Home Maintenance	7
Transportation	7
Income Support - SSI/SSDI	6
Public Safety	6
Health Insurance	6
Basic Needs - Household Items (Non-food)	5

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2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: September 2016

Total Number of Calls: 35

Report Date: 10/07/2016

Consumer Assistance Services	3
Dental Care	3
Financial Assistance - Rent	3
Judicial Services	2
Income Support - SSI/SSDI	2
Legal Services	2
Heating Assistance	2
Utilities Assistance	2
Child Abuse/Neglect	1
Basic Needs - Food	1
Home Health Care	1
Advocacy	1
Basic Needs - Household Items (Non-food)	1
Aging/Elderly Services	1
Public Safety	1
Education/Training	1
Housing/Shelter	1
Substance Abuse Services	1
In-Home Assistance	1
Support Group Information	1
Law Enforcement Services	1
Assisted Living/Nursing Homes	1
Municipal Services	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: September 2016

Total Number of Calls: 97

Report Date: 10/07/2016

Law Enforcement Services	11
Heating Assistance	7
Utilities Assistance	7
Health Care	6
Transportation	6
Judicial Services	5
Aging/Elderly Services	5
Mental Health Services	5
Financial Assistance - Temporary Aid	4
Dental Care	4
Housing/Shelter	3
Legal Services	3
Basic Needs - Food	3
Courts	3
Developmental Disabilities	3
Financial Assistance - Rent	3
Municipal Services	3
Family Support Services	3
Basic Needs - Clothing	2
Consumer Assistance Services	2
Elected Officials	2
Furniture	2
Pharmacy	1



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: September 2016

Total Number of Calls: 135

Report Date: 10/07/2016

Utilities Assistance	21
Heating Assistance	17
Basic Needs - Food	11
Aging/Elderly Services	9
Health Care	9
Financial Assistance - Home Maintenance	8
Housing/Shelter	7
Mental Health Services	6
Financial Assistance - Rent	6
Homeless Services	5
Legal Services	5
Consumer Assistance Services	5
Law Enforcement Services	4
Health Insurance	4
Animal Services	3
Home Health Care	3
Government Agency - BMV	3
Transportation	3
Public Safety	3
Government Agency - DHHS	2

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: September 2016

Total Number of Calls: 53

Report Date: 10/07/2016

Housing/Shelter	9
Basic Needs - Food	4
Utilities Assistance	4
Substance Abuse Services	3
Legal Services	3
Health Insurance	3
Health Care	3
Aging/Elderly Services	3
Mental Health Services	2
Child Abuse/Neglect	2
Financial Assistance - Temporary Aid	2
Family Support Services	2
Law Enforcement Services	2
Financial Assistance - Home Maintenance	2
Municipal Services	2
Financial Assistance - Rent	2
Heating Assistance	2
Library	1
Education/Training	1
Animal Services	1
United States Postal Service	1
Financial Assistance - Education	1
Family Planning	1



2-1-1 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: September 2016

Total Number of Calls: 43

Report Date: 10/07/2016

Heating Assistance	7
Health Care	5
Basic Needs - Food	4
Utilities Assistance	3
Mental Health Services	2
Legal Services	2
Advocacy	2
Education/Training	2
Health Insurance	2
Elected Officials	1
Municipal Services	1
Developmental Disabilities	1
Financial Assistance - Temporary Aid	1
Substance Abuse Services	1
Government Agency - Attorney General	1
Volunteering	1
Government Agency - DHHS	1
Child Abuse/Neglect	1
Consumer Assistance Services	1
Public Safety	1
Animal Services	1
Tax Services	1
Aging/Elderly Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: September 2016

Total Number of Calls: 350

Report Date: 10/07/2016

Housing/Shelter	39
Mental Health Services	33
Utilities Assistance	25
Health Care	24
Heating Assistance	23
Basic Needs - Food	20
Legal Services	20
Substance Abuse Services	19
Financial Assistance - Rent	16
Consumer Assistance Services	15
Dental Care	12
Financial Assistance - Temporary Aid	11
Health Insurance	10
Transportation	9
Domestic Violence Services	9
Judicial Services	8
Family Support Services	7
Income Support - SSI/SSDI	6
Medical Equipment	6
Parenting Education/Support	6
Developmental Disabilities	5