



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: November 2016

Total Number of Calls: 324

Report Date: 12/09/2016

Basic Needs - Food	31
Health Care	29
Heating Assistance	27
Christmas Programs	22
Utilities Assistance	20
Housing/Shelter	18
Mental Health Services	17
Substance Abuse Services	15
Legal Services	11
Aging/Elderly Services	7
Thanksgiving Programs	7
Financial Assistance - Rent	7
Basic Needs - Clothing	6
Family Support Services	6
Financial Assistance - Security Deposit	6
Consumer Assistance Services	6
Transportation	6
Dental Care	5
Homeless Services	5
Municipal Services	5
Judicial Services	5
Employment	5
Health Insurance	5



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: November 2016

Total Number of Calls: 70

Report Date: 12/09/2016

Heating Assistance	11
Health Care	7
Basic Needs - Food	7
Mental Health Services	6
Utilities Assistance	6
Housing/Shelter	5
Financial Assistance - Temporary Aid	4
Consumer Assistance Services	3
Financial Assistance - Rent	3
Substance Abuse Services	3
Law Enforcement Services	2
Medical Diagnosis/Testing	2
Legal Services	2
Financial Assistance - Home Maintenance	2
Advocacy	2
Government Agency - DHHS	2
Disease Information	2
Domestic Violence Services	2
Financial Assistance - Transportation	2
Weatherization	1

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: November 2016

Total Number of Calls: 818

Report Date: 12/09/2016

Mental Health Services	79
Heating Assistance	75
Health Care	73
Basic Needs - Food	59
Housing/Shelter	56
Substance Abuse Services	49
Utilities Assistance	33
Legal Services	29
Health Insurance	27
Consumer Assistance Services	24
Government Agency - DHHS	24
Transportation	22
Christmas Programs	18
Income Support - SSI/SSDI	16
Thanksgiving Programs	16
Financial Assistance - Rent	16
Law Enforcement Services	15
Advocacy	15
Municipal Services	14
Aging/Elderly Services	13



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: November 2016

Total Number of Calls: 39

Report Date: 12/09/2016

Basic Needs - Food	7
Heating Assistance	4
Consumer Assistance Services	4
Housing/Shelter	3
Christmas Programs	3
Health Care	2
Animal Services	2
Mental Health Services	2
Financial Assistance - Temporary Aid	2
Municipal Services	1
Judicial Services	1
Family Support Services	1
Financial Assistance - Home Maintenance	1
Legal Services	1
Financial Assistance - Prescription Assistance	1
Substance Abuse Services	1
Financial Assistance - Security Deposit	1
Drought 2016	1
Utilities Assistance	1
Law Enforcement Services	1
Volunteering	1
Eye Care	1
Government Agency - OLR	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: November 2016

Total Number of Calls: 54

Report Date: 12/09/2016

Mental Health Services	11
Heating Assistance	5
Government Agency - DHHS	4
Health Insurance	4
Child Abuse/Neglect	3
Housing/Shelter	3
Domestic Violence Services	3
Aging/Elderly Services	3
Thanksgiving Programs	2
Consumer Assistance Services	2
Basic Needs - Food	2
Health Care	2
Legal Services	2
Employment	2
Financial Assistance - Home Maintenance	2
Transportation	1
Christmas Programs	1
Income Support - SSI/SSDI	1
Utilities Assistance	1
Sexual Assault Services	1
Advocacy	1
Education/Training	1
DHHS SNAP Questions	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: November 2016

Total Number of Calls: 309

Report Date: 12/09/2016

Heating Assistance	28
Basic Needs - Food	26
Mental Health Services	24
Health Care	20
Christmas Programs	18
Housing/Shelter	16
Government Agency - DHHS	16
Consumer Assistance Services	14
Substance Abuse Services	13
Financial Assistance - Rent	13
Utilities Assistance	12
Homeless Services	11
Health Insurance	10
Disaster Services	9
Income Support - SSI/SSDI	9
Transportation	8
Legal Services	7
Municipal Services	6
Thanksgiving Programs	6
Domestic Violence Services	6
Employment	5



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: November 2016

Total Number of Calls: 77

Report Date: 12/09/2016

Health Care	14
Housing/Shelter	11
Basic Needs - Food	9
Substance Abuse Services	8
Mental Health Services	4
Utilities Assistance	4
Heating Assistance	4
Financial Assistance - Temporary Aid	4
Aging/Elderly Services	3
Corrections	2
Public Safety	2
In-Home Assistance	2
Advocacy	2
Employment	2
Recreational Programs	2
Consumer Assistance Services	2
Transportation	1
Family Support Services	1
Legal Services	1
Government Agency - Attorney General	1
Salvation Army	1
Environmental Services	1
Family Planning	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: November 2016

Total Number of Calls: 63

Report Date: 12/09/2016

Health Care	10
Heating Assistance	6
Christmas Programs	5
Utilities Assistance	5
Legal Services	4
Mental Health Services	3
In-Home Assistance	3
Dental Care	3
Support Group Information	2
Law Enforcement Services	2
Employment	2
Disability Information	2
Financial Assistance - Rent	2
Home Health Care	2
Basic Needs - Food	2
Income Support - SSI/SSDI	2
Government Agency - DHHS	2
Education/Training	1
Respite	1
Domestic Violence Services	1
Advocacy	1
Weatherization	1
Financial Assistance - Home Maintenance	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: November 2016

Total Number of Calls: 126

Report Date: 12/09/2016

Heating Assistance	14
Health Care	11
Basic Needs - Food	10
Mental Health Services	9
Disaster Services	9
Utilities Assistance	8
Housing/Shelter	8
Legal Services	6
Christmas Programs	6
Municipal Services	4
Aging/Elderly Services	4
Government Agency - DHHS	4
Financial Assistance - Prescription Assistance	3
Public Safety	3
Thanksgiving Programs	3
Family Support Services	3
Substance Abuse Services	3
Financial Assistance - Home Maintenance	3
Transportation	3
Dental Care	2



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: November 2016

Total Number of Calls: 270

Report Date: 12/09/2016

Housing/Shelter	22
Heating Assistance	20
Basic Needs - Food	18
Thanksgiving Programs	16
Mental Health Services	14
Utilities Assistance	14
Health Care	14
Consumer Assistance Services	13
Financial Assistance - Rent	11
Christmas Programs	11
Judicial Services	11
Substance Abuse Services	10
Legal Services	9
Health Insurance	9
Animal Services	7
Transportation	7
Government Agency - DHHS	7
Financial Assistance - Temporary Aid	6
Aging/Elderly Services	6
Financial Assistance - Home Maintenance	5

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: November 2016

Total Number of Calls: 31

Report Date: 12/09/2016

Utilities Assistance	7
Housing/Shelter	3
Health Care	3
Heating Assistance	3
Health Insurance	2
Consumer Assistance Services	2
Disaster Services	2
Basic Needs - Food	2
Mental Health Services	2
Foreclosure Prevention	2
Financial Assistance - Mortgage	2
Family Support Services	1
Financial Assistance - Rent	1
Thanksgiving Programs	1
Basic Needs - Household Items (Non-food)	1
Income Support - SSI/SSDI	1
Basic Needs - Clothing	1
Substance Abuse Services	1
Dental Care	1
Aging/Elderly Services	1
Assisted Living/Nursing Homes	1
Elected Officials	1



2-1-1 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: November 2016

Total Number of Calls: 104

Report Date: 12/09/2016

Heating Assistance	16
Basic Needs - Food	8
Utilities Assistance	7
Christmas Programs	7
Mental Health Services	6
Housing/Shelter	6
Substance Abuse Services	6
Family Support Services	6
Health Care	6
Financial Assistance - Rent	4
Legal Services	4
Consumer Assistance Services	4
Public Health	3
Transportation	3
Salvation Army	3
In-Home Assistance	3
Government Agency - DHHS	3
Income Support - SSI/SSDI	3
Thanksgiving Programs	2
Disaster Services	2
Financial Assistance - Temporary Aid	2
Corrections	2
Aging/Elderly Services	2

[Help Starts Here](#)



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: November 2016

Total Number of Calls: 123

Report Date: 12/09/2016

Heating Assistance	19
Basic Needs - Food	11
Utilities Assistance	10
Christmas Programs	9
Municipal Services	9
Substance Abuse Services	8
Mental Health Services	7
Homeless Services	6
Consumer Assistance Services	5
Housing/Shelter	5
Health Care	5
Financial Assistance - Home Maintenance	4
Aging/Elderly Services	4
Legal Services	4
Public Safety	3
Dental Care	3
Family Support Services	3
Income Support - SSI/SSDI	3
Government Agency - DHHS	3
Financial Assistance - Rent	2



2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: November 2016

Total Number of Calls: 56

Report Date: 12/09/2016

Health Care	6
Housing/Shelter	5
Mental Health Services	5
Legal Services	5
Disaster Services	5
Utilities Assistance	5
Government Agency - DHHS	4
Public Health	3
Environmental Services	2
Income Support - SSI/SSDI	2
Consumer Assistance Services	2
Parenting Education/Support	2
Christmas Programs	2
Thanksgiving Programs	2
Basic Needs - Food	2
Heating Assistance	2
Animal Services	2
Government Agency - BMV	1
Municipal Services	1
Financial Assistance - Home Maintenance	1
Child Abuse/Neglect	1
Government Agency - Attorney General	1
Drought 2016	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: November 2016

Total Number of Calls: 57

Report Date: 12/09/2016

Heating Assistance	14
Housing/Shelter	6
Utilities Assistance	6
Substance Abuse Services	3
Parenting Education/Support	3
Basic Needs - Food	3
Health Care	3
Government Agency - DHHS	3
In-Home Assistance	2
Disaster Services	2
Law Enforcement Services	2
Aging/Elderly Services	2
Transportation	2
Family Support Services	2
Consumer Assistance Services	2
Medical Equipment	1
Financial Assistance - Eyeglasses	1
Public Safety	1
Adult Protective Services	1
Health Insurance	1
Financial Assistance - Home Maintenance	1
Developmental Disabilities	1
Financial Assistance - Mortgage	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: November 2016

Total Number of Calls: 320

Report Date: 12/09/2016

Mental Health Services	33
Utilities Assistance	27
Substance Abuse Services	25
Heating Assistance	21
Basic Needs - Food	19
Housing/Shelter	18
Health Insurance	15
Legal Services	15
Health Care	15
Financial Assistance - Rent	12
Consumer Assistance Services	11
Financial Assistance - Temporary Aid	10
Law Enforcement Services	9
Family Support Services	7
Transportation	6
Christmas Programs	6
Domestic Violence Services	6
Homeless Services	6
Government Agency - DHHS	6
Courts	5