



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: December 2016

Total Number of Calls: 324

Report Date: 01/12/2017

Heating Assistance	53
Utilities Assistance	31
Mental Health Services	30
Basic Needs - Food	23
Health Care	20
Housing/Shelter	19
Legal Services	17
Substance Abuse Services	13
Christmas Programs	13
Consumer Assistance Services	11
Transportation	9
Municipal Services	8
Financial Assistance - Rent	7
Homeless Services	7
Government Agency - DHHS	7
Financial Assistance - Temporary Aid	6
Aging/Elderly Services	6
Health Insurance	6
Advocacy	5
Dental Care	5
Disaster Services	5
Veterans' Services	5
Basic Needs - Clothing	5



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: December 2016

Total Number of Calls: 90

Report Date: 01/12/2017

Heating Assistance	24
Financial Assistance - Temporary Aid	17
Basic Needs - Food	10
Aging/Elderly Services	6
Christmas Programs	6
Utilities Assistance	4
Mental Health Services	3
Financial Assistance - Home Maintenance	3
Home Maintenance	3
Adult Protective Services	3
Health Care	3
Transportation	3
Public Safety	2
Housing/Shelter	2
Domestic Violence Services	2
Family Support Services	2
Judicial Services	2
Basic Needs - Household Items (Non-food)	2
Financial Assistance - Rent	2
Disaster Services	2
Salvation Army	1

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2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: December 2016

Total Number of Calls: 902

Report Date: 01/12/2017

Heating Assistance	143
Health Care	99
Mental Health Services	62
Basic Needs - Food	55
Housing/Shelter	48
Substance Abuse Services	44
Utilities Assistance	41
Government Agency - DHHS	32
Health Insurance	29
Consumer Assistance Services	28
Transportation	25
Financial Assistance - Rent	22
Christmas Programs	21
Municipal Services	20
Legal Services	19
Income Support - SSI/SSDI	18
Law Enforcement Services	18
Basic Needs - Clothing	16
Aging/Elderly Services	15
Financial Assistance - Home Maintenance	14



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: December 2016

Total Number of Calls: 64

Report Date: 01/12/2017

Heating Assistance	14
Utilities Assistance	5
Housing/Shelter	5
Homeless Services	5
Mental Health Services	4
Legal Services	4
Financial Assistance - Home Maintenance	3
Financial Assistance - Rent	3
Health Care	3
Law Enforcement Services	2
Transportation	2
Vocational Rehabilitation	2
Employment	2
Disaster Services	2
Animal Services	2
Christmas Programs	2
Government Agency - DHHS	2
Substance Abuse Services	2
Government Agency - OLR	1
Public Health	1
Eye Care	1
Basic Needs - Food	1
Respite	1



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[Hancock County](#)

Reporting Period: December 2016

Total Number of Calls: 67

Report Date: 01/12/2017

Heating Assistance	11
Health Care	8
Substance Abuse Services	7
Consumer Assistance Services	6
Legal Services	4
Financial Assistance - Rent	3
In-Home Assistance	3
Mental Health Services	3
Judicial Services	3
Housing/Shelter	2
Gambling	2
Income Support - SSI/SSDI	2
Foreclosure Prevention	2
Basic Needs - Food	2
Education/Training	2
Health Insurance	2
Aging/Elderly Services	2
Utilities Assistance	2
Transportation	2
Developmental Disabilities	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: December 2016

Total Number of Calls: 343

Report Date: 01/12/2017

Heating Assistance	92
Christmas Programs	28
Utilities Assistance	28
Housing/Shelter	23
Mental Health Services	20
Basic Needs - Food	19
Health Care	17
Homeless Services	15
Financial Assistance - Rent	15
Substance Abuse Services	12
Consumer Assistance Services	11
Aging/Elderly Services	11
Government Agency - DHHS	11
Transportation	8
Judicial Services	7
Legal Services	7
Income Support - SSI/SSDI	7
Family Support Services	6
Municipal Services	6
Basic Needs - Clothing	6
In-Home Assistance	6
Financial Assistance - Temporary Aid	4



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: December 2016

Total Number of Calls: 64

Report Date: 01/12/2017

Heating Assistance	9
Mental Health Services	8
Housing/Shelter	8
Substance Abuse Services	6
Health Care	5
Domestic Violence Services	4
Utilities Assistance	4
Income Support - SSI/SSDI	4
Transportation	3
Basic Needs - Food	3
In-Home Assistance	2
Law Enforcement Services	2
Aging/Elderly Services	2
Advocacy	2
Municipal Services	1
Financial Assistance - Temporary Aid	1
Referral to 511	1
Child Abuse/Neglect	1
Assisted Living/Nursing Homes	1
Christmas Programs	1
Public Safety	1
Assistive Technology/Equipment	1
Financial Assistance - Rent	1

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2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: December 2016

Total Number of Calls: 76

Report Date: 01/12/2017

Heating Assistance	34
Basic Needs - Food	8
Utilities Assistance	5
In-Home Assistance	4
Substance Abuse Services	3
Housing/Shelter	3
Corrections	3
Financial Assistance - Home Maintenance	3
Transportation	3
Health Insurance	2
Christmas Programs	2
Financial Assistance - Prescription Assistance	1
Developmental Disabilities	1
Mental Health Services	1
Tax Services	1
Consumer Assistance Services	1
Advocacy	1
Legal Services	1
Health Care	1
Financial Assistance - Temporary Aid	1
Education/Training	1
Aging/Elderly Services	1
Veterans' Services	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: December 2016

Total Number of Calls: 155

Report Date: 01/12/2017

Heating Assistance	42
Utilities Assistance	11
Basic Needs - Food	11
Housing/Shelter	10
Mental Health Services	10
Financial Assistance - Rent	8
Legal Services	8
Substance Abuse Services	6
Health Care	6
Law Enforcement Services	5
Aging/Elderly Services	4
Transportation	4
Elected Officials	3
Home Health Care	3
Financial Assistance - Home Maintenance	3
Education/Training	3
Income Support - SSI/SSDI	3
Financial Assistance - Temporary Aid	3
Adult Protective Services	2
Domestic Violence Services	2
Employment	2
Public Safety	2
Public Health	2



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[Penobscot County](#)

Reporting Period: December 2016

Total Number of Calls: 284

Report Date: 01/12/2017

Heating Assistance	50
Health Care	22
Christmas Programs	21
Basic Needs - Food	20
Mental Health Services	19
Substance Abuse Services	17
Housing/Shelter	16
Utilities Assistance	14
Financial Assistance - Temporary Aid	13
Basic Needs - Clothing	9
Health Insurance	8
Legal Services	8
Family Support Services	7
Aging/Elderly Services	7
Financial Assistance - Rent	6
Consumer Assistance Services	6
United States Postal Service	5
Public Safety	5
Transportation	5
Financial Assistance - Home Maintenance	5
Income Support - SSI/SSDI	5
Government Agency - DHHS	5
In-Home Assistance	4



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: December 2016

Total Number of Calls: 37

Report Date: 01/12/2017

Heating Assistance	14
Christmas Programs	4
Legal Services	3
Utilities Assistance	2
Basic Needs - Food	2
Health Care	2
Housing/Shelter	2
Developmental Disabilities	2
Mental Health Services	2
Family Support Services	2
Substance Abuse Services	2
Medical Equipment	1
Judicial Services	1
Disaster Services	1
Basic Needs - Household Items (Non-food)	1
Domestic Violence Services	1
Financial Assistance - Home Maintenance	1
Financial Assistance - Transportation	1
Homeless Services	1
Financial Assistance - Rent	1
Aging/Elderly Services	1
Financial Assistance - Temporary Aid	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: December 2016

Total Number of Calls: 96

Report Date: 01/12/2017

Heating Assistance	13
Basic Needs - Food	7
Legal Services	7
Health Insurance	7
Substance Abuse Services	6
Dental Care	6
Aging/Elderly Services	5
Mental Health Services	5
Housing/Shelter	4
Financial Assistance - Rent	4
Family Support Services	3
Law Enforcement Services	3
Utilities Assistance	3
Financial Assistance - Temporary Aid	3
Recreational Programs	2
Tax Services	2
United States Postal Service	2
Financial Assistance - Home Maintenance	2
Basic Needs - Clothing	2
Domestic Violence Services	2
Health Care	2
Government Agency - DHHS	2
Advocacy	1



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: December 2016

Total Number of Calls: 135

Report Date: 01/12/2017

Heating Assistance	45
Utilities Assistance	11
Basic Needs - Food	11
Christmas Programs	10
Financial Assistance - Home Maintenance	9
Library	6
Housing/Shelter	6
Homeless Services	6
Mental Health Services	5
Health Care	4
Financial Assistance - Rent	4
Public Safety	3
Income Support - SSI/SSDI	3
Substance Abuse Services	3
Transportation	3
Home Maintenance	3
Weatherization	3
Municipal Services	3
Health Insurance	3
Financial Assistance - Temporary Aid	2

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: December 2016

Total Number of Calls: 53

Report Date: 01/12/2017

Heating Assistance	10
Mental Health Services	8
Substance Abuse Services	7
Utilities Assistance	5
Housing/Shelter	5
Legal Services	4
Foreclosure Prevention	3
Health Care	3
Christmas Programs	2
Animal Services	2
Aging/Elderly Services	2
Basic Needs - Food	2
Parenting Education/Support	1
Government Agency - DHHS	1
Recreational Programs	1
Fire/Ambulance Services (Non-emergency)	1
Domestic Violence Services	1
Employment	1
Pharmacy	1
Family Support Services	1
Advocacy	1
Financial Assistance - Mortgage	1
Veterans' Services	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: December 2016

Total Number of Calls: 51

Report Date: 01/12/2017

Heating Assistance	20
Substance Abuse Services	4
Housing/Shelter	4
Christmas Programs	3
Aging/Elderly Services	2
Utilities Assistance	2
Mental Health Services	2
Basic Needs - Food	2
Municipal Services	2
Developmental Disabilities	2
Financial Assistance - Rent	2
Government Agency - BMV	2
Furniture	1
Transportation	1
Public Health	1
Health Care	1
Financial Assistance - Temporary Aid	1
Health Insurance	1
Parenting Education/Support	1
Disease Information	1
Salvation Army	1
Consumer Assistance Services	1
Blind Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: December 2016

Total Number of Calls: 332

Report Date: 01/12/2017

Heating Assistance	35
Mental Health Services	34
Health Care	30
Utilities Assistance	27
Basic Needs - Food	26
Housing/Shelter	21
Health Insurance	21
Substance Abuse Services	19
Christmas Programs	17
Consumer Assistance Services	13
Financial Assistance - Temporary Aid	10
Legal Services	9
Government Agency - DHHS	8
Income Support - SSI/SSDI	8
Dental Care	8
Transportation	7
Aging/Elderly Services	7
Developmental Disabilities	7
Family Support Services	6
Domestic Violence Services	5