



2-1-1 Maine: Top 20 Call Categories


[Androscoggin County](#)

Reporting Period: May 2017

Total Number of Calls: 311

Report Date: 06/15/2017

Utilities Assistance	59
Housing/Shelter	34
Mental Health Services	28
Health Care	25
Basic Needs - Food	23
Legal Services	15
Transportation	12
Heating Assistance	12
Substance Abuse Services	11
Public Safety	10
Financial Assistance - Temporary Aid	10
Developmental Disabilities	9
Income Support - SSI/SSDI	8
Financial Assistance - Rent	7
Consumer Assistance Services	7
Dental Care	7
Aging/Elderly Services	6
Domestic Violence Services	6
Education/Training	6
Health Insurance	6
Assistive Technology/Equipment	6
In-Home Assistance	6
Tax Services	5

	<p>2-1-1 Maine: Top 20 Call Categories Aroostook County Reporting Period: May 2017 Total Number of Calls: 82</p>
<p>Report Date: 06/15/2017</p>	

Basic Needs - Food	13
Utilities Assistance	13
Heating Assistance	11
Legal Services	7
Financial Assistance - Temporary Aid	7
Housing/Shelter	6
Financial Assistance - Rent	6
Mental Health Services	5
Substance Abuse Services	5
Health Care	5
Public Health	3
Courts	3
Consumer Assistance Services	3
Judicial Services	3
Income Support - SSI/SSDI	2
Health Insurance	2
Developmental Disabilities	2
Financial Assistance - Home Maintenance	2
Advocacy	2
Government Agency - DHHS	2
Salvation Army	1



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: May 2017

Total Number of Calls: 800

Report Date: 06/15/2017

Mental Health Services	104
Utilities Assistance	93
Basic Needs - Food	62
Housing/Shelter	58
Health Care	52
Substance Abuse Services	48
Legal Services	30
Consumer Assistance Services	27
Law Enforcement Services	26
Heating Assistance	25
Transportation	24
Family Support Services	18
Advocacy	17
Dental Care	17
Financial Assistance - Rent	17
Government Agency - DHHS	17
Domestic Violence Services	14
Income Support - SSI/SSDI	14
Financial Assistance - Temporary Aid	13
Developmental Disabilities	12



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: May 2017

Total Number of Calls: 40

Report Date: 06/15/2017

Utilities Assistance	9
Health Care	5
Basic Needs - Food	3
Consumer Assistance Services	3
Heating Assistance	2
Legal Services	2
Child Abuse/Neglect	2
Financial Assistance - Rent	2
Housing/Shelter	2
Gambling	2
Government Agency - DHHS	2
Transportation	2
Law Enforcement Services	1
Public Safety	1
Medical Equipment	1
Family Support Services	1
In-Home Assistance	1
Dental Care	1
Employment	1
Financial Assistance - Temporary Aid	1
Municipal Services	1
Home Health Care	1
Developmental Disabilities	1

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2-1-1 Maine: Top 20 Call Categories

Hancock County

Reporting Period: May 2017

Total Number of Calls: 57

Report Date: 06/15/2017

Utilities Assistance	12
Health Care	6
Legal Services	5
Housing/Shelter	4
Heating Assistance	4
Mental Health Services	4
Developmental Disabilities	4
Basic Needs - Food	3
Judicial Services	3
Consumer Assistance Services	3
Advocacy	3
Family Support Services	3
Health Insurance	3
Aging/Elderly Services	2
Substance Abuse Services	2
Employment	2
Financial Assistance - Prescription Assistance	2
Transportation	2
Financial Assistance - Temporary Aid	2
In-Home Assistance	2
Home Maintenance	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: May 2017

Total Number of Calls: 295

Report Date: 06/15/2017

Utilities Assistance	61
Mental Health Services	25
Housing/Shelter	22
Financial Assistance - Rent	22
Substance Abuse Services	21
Basic Needs - Food	18
Health Care	16
Consumer Assistance Services	13
Heating Assistance	12
Homeless Services	10
Government Agency - DHHS	10
Income Support - SSI/SSDI	8
Aging/Elderly Services	8
Tax Services	7
Transportation	7
Domestic Violence Services	6
Law Enforcement Services	6
Advocacy	6
Legal Services	5
Employment	5
Adult Protective Services	5
Judicial Services	5
Financial Assistance - Home Maintenance	5



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: May 2017

Total Number of Calls: 49

Report Date: 06/15/2017

Utilities Assistance	11
Housing/Shelter	6
Mental Health Services	5
Substance Abuse Services	5
Consumer Assistance Services	4
Health Care	4
Family Support Services	3
Legal Services	3
Government Agency - DHHS	3
Adult Protective Services	2
Basic Needs - Food	2
Income Support - SSI/SSDI	2
Corrections	2
Financial Assistance - Prescription Assistance	2
Financial Assistance - Mortgage	1
Salvation Army	1
Assisted Living/Nursing Homes	1
Financial Assistance - Rent	1
Transportation	1
Financial Assistance - Temporary Aid	1
Medical Equipment	1
Blind Services	1
Public Safety	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: May 2017

Total Number of Calls: 71

Report Date: 06/15/2017

Utilities Assistance	19
Housing/Shelter	11
Home Maintenance	5
Financial Assistance - Temporary Aid	4
Mental Health Services	3
Transportation	3
Financial Assistance - Prescription Assistance	3
Health Insurance	3
Basic Needs - Food	2
Recreational Programs	2
Legal Services	2
Financial Assistance - Rent	2
Aging/Elderly Services	2
Vocational Rehabilitation	2
In-Home Assistance	2
Education/Training	2
Family Support Services	2
Consumer Assistance Services	2
Domestic Violence Services	2
Heating Assistance	2
Dental Care	2
Hearing Assistance	2
Health Care	2

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: May 2017

Total Number of Calls: 129

Report Date: 06/15/2017

Utilities Assistance	34
Health Care	10
Legal Services	10
Housing/Shelter	9
Consumer Assistance Services	7
Government Agency - DHHS	7
Family Support Services	6
Basic Needs - Food	5
Domestic Violence Services	5
Substance Abuse Services	5
Advocacy	4
Health Insurance	4
Heating Assistance	4
Adult Protective Services	4
Mental Health Services	3
Judicial Services	3
Municipal Services	3
Education/Training	3
Aging/Elderly Services	3
Financial Assistance - Rent	3
Home Health Care	2



2-1-1 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: May 2017

Total Number of Calls: 249

Report Date: 06/15/2017

Utilities Assistance	30
Housing/Shelter	27
Basic Needs - Food	23
Health Care	20
Mental Health Services	15
Transportation	13
Substance Abuse Services	13
Consumer Assistance Services	10
Legal Services	9
Health Insurance	9
Heating Assistance	8
Financial Assistance - Temporary Aid	8
Government Agency - DHHS	7
Income Support - SSI/SSDI	6
Judicial Services	6
Public Safety	5
Family Support Services	5
Municipal Services	5
Advocacy	4
Animal Services	4
Basic Needs - Clothing	4
Domestic Violence Services	3



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Piscataquis County

Reporting Period: May 2017

Total Number of Calls: 26

Report Date: 06/15/2017

Substance Abuse Services	4
Utilities Assistance	3
Mental Health Services	3
Heating Assistance	2
Basic Needs - Food	2
Dental Care	2
Developmental Disabilities	2
Financial Assistance - Temporary Aid	2
Family Support Services	1
Judicial Services	1
Financial Assistance - Prescription Assistance	1
Basic Needs - Household Items (Non-food)	1
Legal Services	1
Health Insurance	1
Retirement Programs/Services	1
Consumer Assistance Services	1
Support Group Information	1
In-Home Assistance	1
Basic Needs - Clothing	1
Government Agency - DOL	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: May 2017

Total Number of Calls: 63

Report Date: 06/15/2017

Utilities Assistance	19
Transportation	5
Housing/Shelter	4
Homeless Services	4
Legal Services	4
Mental Health Services	4
Basic Needs - Clothing	4
Courts	3
Basic Needs - Food	3
Dental Care	3
Financial Assistance - Rent	3
Health Insurance	3
Tax Services	2
Judicial Services	2
Developmental Disabilities	2
Health Care	2
Substance Abuse Services	2
Adult Protective Services	2
Heating Assistance	2
Financial Assistance - Temporary Aid	2
Hospice	1



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: May 2017

Total Number of Calls: 110

Report Date: 06/15/2017

Utilities Assistance	30
Health Insurance	11
Health Care	10
Consumer Assistance Services	9
Government Agency - DHHS	7
Housing/Shelter	7
Heating Assistance	6
Domestic Violence Services	4
Aging/Elderly Services	4
Basic Needs - Food	4
Mental Health Services	4
Legal Services	4
Dental Care	3
Financial Assistance - Home Maintenance	3
Financial Assistance - Rent	3
Developmental Disabilities	2
Disease Information	2
Income Support - SSI/SSDI	2
Law Enforcement Services	2
Homeless Services	2
United States Postal Service	2
Animal Services	2
Transportation	2

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: May 2017

Total Number of Calls: 54

Report Date: 06/15/2017

Utilities Assistance	14
Mental Health Services	10
Substance Abuse Services	7
Health Care	5
Health Insurance	4
Legal Services	4
Housing/Shelter	4
Financial Assistance - Temporary Aid	4
Consumer Assistance Services	3
Advocacy	3
Financial Assistance - Prescription Assistance	3
Basic Needs - Food	3
Municipal Services	2
Elected Officials	2
Heating Assistance	2
Financial Assistance - Rent	2
Recreational Programs	1
Employment	1
Animal Services	1
Tax Services	1
Poison Control	1
Developmental Disabilities	1
Aging/Elderly Services	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: May 2017

Total Number of Calls: 55

Report Date: 06/15/2017

Utilities Assistance	11
Legal Services	6
Housing/Shelter	5
Substance Abuse Services	4
Basic Needs - Food	3
Consumer Assistance Services	3
Aging/Elderly Services	3
Judicial Services	3
Mental Health Services	3
Income Support - SSI/SSDI	2
Child Abuse/Neglect	2
Financial Assistance - Home Maintenance	2
Public Safety	2
Advocacy	2
Transportation	2
Heating Assistance	2
Home Maintenance	2
Government Agency - DHHS	2
United States Postal Service	1
Salvation Army	1
Public Health	1
Disaster Services	1
Tax Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: May 2017

Total Number of Calls: 351

Report Date: 06/15/2017

Utilities Assistance	72
Mental Health Services	49
Substance Abuse Services	30
Health Care	28
Basic Needs - Food	26
Housing/Shelter	25
Legal Services	21
Consumer Assistance Services	21
Financial Assistance - Rent	13
Government Agency - DHHS	12
Dental Care	12
Heating Assistance	12
Financial Assistance - Temporary Aid	10
Transportation	8
Public Safety	7
Education/Training	7
Health Insurance	6
Financial Assistance - Prescription Assistance	5
Homeless Services	5
Child Abuse/Neglect	5
Home Maintenance	5
Law Enforcement Services	5
Public Health	4