



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: July 2017

Total Number of Calls: 270

Report Date: 08/08/2017

Utilities Assistance	46
Housing/Shelter	31
Health Care	28
Basic Needs - Food	17
Mental Health Services	15
Substance Abuse Services	13
Heating Assistance	13
Financial Assistance - Temporary Aid	12
Legal Services	11
Law Enforcement Services	10
Financial Assistance - Rent	9
Consumer Assistance Services	8
Transportation	8
Government Agency - DHHS	7
Domestic Violence Services	6
Support Group Information	5
Health Insurance	5
Public Safety	5
Developmental Disabilities	4
Child Abuse/Neglect	4
Financial Assistance - Prescription Assistance	4
Sexual Assault Services	3



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: July 2017

Total Number of Calls: 62

Report Date: 08/08/2017

Basic Needs - Food	7
Financial Assistance - Rent	7
Housing/Shelter	5
Health Care	4
Utilities Assistance	4
Transportation	4
Home Health Care	3
Consumer Assistance Services	3
Mental Health Services	3
Animal Services	3
Heating Assistance	3
Financial Assistance - Temporary Aid	3
Law Enforcement Services	2
In-Home Assistance	2
Environmental Services	2
Public Safety	2
Judicial Services	2
Income Support - SSI/SSDI	1
Elected Officials	1
Municipal Services	1
Assisted Living/Nursing Homes	1
Financial Assistance - Home Maintenance	1
Public Health	1



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: July 2017

Total Number of Calls: 779

Report Date: 08/08/2017

Mental Health Services	108
Housing/Shelter	68
Substance Abuse Services	65
Health Care	62
Utilities Assistance	50
Basic Needs - Food	48
Transportation	32
Legal Services	26
Consumer Assistance Services	22
Domestic Violence Services	22
Heating Assistance	20
Law Enforcement Services	19
Family Support Services	19
Advocacy	18
Government Agency - DHHS	17
Financial Assistance - Rent	16
In-Home Assistance	13
Financial Assistance - Temporary Aid	12
Income Support - SSI/SSDI	11
Homeless Services	10



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: July 2017

Total Number of Calls: 35

Report Date: 08/08/2017

Utilities Assistance	9
Homeless Services	3
Heating Assistance	3
Legal Services	2
Basic Needs - Food	2
Housing/Shelter	2
Consumer Assistance Services	2
Dental Care	2
Financial Assistance - Home Maintenance	2
Home Health Care	1
Domestic Violence Services	1
Disease Information	1
Mediation Services	1
Basic Needs - Household Items (Non-food)	1
Mental Health Services	1
Disaster Services	1
Poison Control	1
Judicial Services	1
Veterans' Services	1
Financial Assistance - Education	1
Government Agency - DOL	1
Parenting Education/Support	1
Financial Assistance - Prescription Assistance	1

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2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: July 2017

Total Number of Calls: 49

Report Date: 08/08/2017

Legal Services	6
Substance Abuse Services	5
Health Care	5
Consumer Assistance Services	4
Housing/Shelter	3
Mental Health Services	3
Heating Assistance	3
Utilities Assistance	3
Basic Needs - Food	2
In-Home Assistance	2
Financial Assistance - Health Care	2
Government Agency - BMV	2
Financial Assistance - Rent	2
Domestic Violence Services	2
Aging/Elderly Services	2
Family Support Services	2
Financial Assistance - Temporary Aid	2
Environmental Services	1
Basic Needs - Clothing	1
Government Agency - DHHS	1
Corrections	1
Medical Equipment	1
Dental Care	1



2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: July 2017

Total Number of Calls: 278

Report Date: 08/08/2017

Utilities Assistance	31
Housing/Shelter	27
Mental Health Services	21
Substance Abuse Services	20
Health Care	19
Basic Needs - Food	14
Financial Assistance - Rent	12
Consumer Assistance Services	10
Homeless Services	7
Law Enforcement Services	7
Elected Officials	6
Government Agency - DHHS	6
Transportation	6
Heating Assistance	6
Legal Services	6
Employment	5
Grief Support	5
Public Safety	4
Domestic Violence Services	4
In-Home Assistance	4
Financial Assistance - Temporary Aid	4
Advocacy	4
Dental Care	4



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: July 2017

Total Number of Calls: 61

Report Date: 08/08/2017

Housing/Shelter	8
Utilities Assistance	7
Basic Needs - Food	6
Mental Health Services	4
Public Safety	3
Transportation	3
Financial Assistance - Rent	3
Government Agency - DHHS	3
Aging/Elderly Services	2
Health Care	2
Judicial Services	2
Financial Assistance - Prescription Assistance	2
Hospice	2
Government Agency - Attorney General	1
Personal Debt/Money Management	1
Education/Training	1
Home Maintenance	1
Substance Abuse Services	1
Advocacy	1
Volunteering	1
Elected Officials	1
Passport Information	1
Income Support - SSI/SSDI	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: July 2017

Total Number of Calls: 31

Report Date: 08/08/2017

Health Care	8
In-Home Assistance	5
Dental Care	4
Transportation	3
Substance Abuse Services	3
Mental Health Services	3
Income Support - SSI/SSDI	2
Legal Services	2
Family Support Services	2
Advocacy	2
Hospice	1
Law Enforcement Services	1
Financial Assistance - Home Maintenance	1
Environmental Services	1
Adult Protective Services	1
Municipal Services	1
Housing/Shelter	1
Basic Needs - Clothing	1
Child Abuse/Neglect	1
Basic Needs - Food	1
Financial Assistance - Prescription Assistance	1
Basic Needs - Household Items (Non-food)	1
Financial Assistance - Temporary Aid	1

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2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: July 2017

Total Number of Calls: 126

Report Date: 08/08/2017

Utilities Assistance	18
Health Care	12
Basic Needs - Food	12
Housing/Shelter	11
Heating Assistance	9
Mental Health Services	9
Law Enforcement Services	9
Consumer Assistance Services	6
Health Insurance	5
Financial Assistance - Home Maintenance	4
Legal Services	4
Substance Abuse Services	4
Government Agency - DHHS	4
Advocacy	4
Municipal Services	3
Dental Care	3
Environmental Services	3
Aging/Elderly Services	3
Transportation	3
Basic Needs - Clothing	2



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: July 2017

Total Number of Calls: 211

Report Date: 08/08/2017

Housing/Shelter	24
Basic Needs - Food	21
Mental Health Services	16
Health Care	16
Substance Abuse Services	11
Legal Services	11
Utilities Assistance	10
Basic Needs - Clothing	9
Health Insurance	9
Consumer Assistance Services	8
Financial Assistance - Rent	5
Income Support - SSI/SSDI	5
Family Support Services	5
Government Agency - DHHS	5
Law Enforcement Services	5
Municipal Services	5
Public Safety	5
Tax Services	5
Heating Assistance	5
Assistive Technology/Equipment	4



2-1-1 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: July 2017

Total Number of Calls: 17

Report Date: 08/08/2017

Health Care	2
Utilities Assistance	2
Courts	2
Basic Needs - Food	2
Public Safety	1
Housing/Shelter	1
Financial Assistance - Rent	1
Government Agency - DHHS	1
Legal Services	1
Developmental Disabilities	1
Substance Abuse Services	1
Family Support Services	1
Heating Assistance	1
Grief Support	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: July 2017

Total Number of Calls: 65

Report Date: 08/08/2017

Utilities Assistance	8
Financial Assistance - Temporary Aid	6
Transportation	6
Family Support Services	6
Basic Needs - Food	5
Heating Assistance	4
Consumer Assistance Services	3
Housing/Shelter	3
Mental Health Services	3
Aging/Elderly Services	3
Income Support - SSI/SSDI	3
Support Group Information	2
Public Safety	2
Advocacy	2
Government Agency - Attorney General	2
Substance Abuse Services	2
Developmental Disabilities	2
Tax Services	2
Volunteering	2
Municipal Services	2
Domestic Violence Services	2
Legal Services	2
Government Agency - DHHS	2



2-1-1 Maine: Top 20 Call Categories

Somerset County

Reporting Period: July 2017

Total Number of Calls: 106

Report Date: 08/08/2017

Utilities Assistance	15
Health Care	12
Basic Needs - Food	10
Consumer Assistance Services	9
Mental Health Services	9
Law Enforcement Services	6
Substance Abuse Services	5
Heating Assistance	5
Financial Assistance - Rent	5
Housing/Shelter	4
Aging/Elderly Services	4
Health Insurance	4
Homeless Services	3
Transportation	3
Employment	2
Financial Assistance - Home Maintenance	2
Dental Care	2
Municipal Services	1
Judicial Services	1
Assisted Living/Nursing Homes	1
Fire/Ambulance Services (Non-emergency)	1
Legal Services	1
Basic Needs - Clothing	1

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: July 2017

Total Number of Calls: 49

Report Date: 08/08/2017

Utilities Assistance	10
Mental Health Services	5
Housing/Shelter	4
Basic Needs - Food	4
Financial Assistance - Rent	4
Transportation	4
Animal Services	3
Heating Assistance	3
Judicial Services	2
Consumer Assistance Services	2
Substance Abuse Services	2
Government Agency - DHHS	2
Adult Protective Services	1
In-Home Assistance	1
Assistive Technology/Equipment	1
Advocacy	1
Law Enforcement Services	1
Financial Assistance - Vehicle Expenses	1
Recreational Programs	1
Developmental Disabilities	1
Income Support - SSI/SSDI	1
Disease Information	1
Education/Training	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: July 2017

Total Number of Calls: 26

Report Date: 08/08/2017

Housing/Shelter	8
Substance Abuse Services	4
Health Care	3
Public Health	2
Basic Needs - Food	2
Family Support Services	2
Utilities Assistance	2
Personal Debt/Money Management	1
Law Enforcement Services	1
Respite	1
Transportation	1
Mental Health Services	1
Consumer Assistance Services	1
Financial Assistance - Home Maintenance	1
Developmental Disabilities	1
Financial Assistance - Rent	1
Domestic Violence Services	1
Home Maintenance	1
Advocacy	1
Heating Assistance	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: July 2017

Total Number of Calls: 306

Report Date: 08/08/2017

Housing/Shelter	43
Mental Health Services	35
Health Care	23
Utilities Assistance	23
Substance Abuse Services	18
Legal Services	18
Transportation	14
Consumer Assistance Services	13
Basic Needs - Food	12
Heating Assistance	11
Health Insurance	9
Government Agency - DHHS	8
Family Support Services	7
Dental Care	7
Homeless Services	6
Domestic Violence Services	6
Courts	6
Developmental Disabilities	6
In-Home Assistance	5
Aging/Elderly Services	5
Employment	5
Financial Assistance - Rent	5
Financial Assistance - Home Maintenance	4