



211 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: January 2018

Total Number of Calls: 307

Report Date: 2/13/18

Heating Assistance	58
Mental Health Services	18
Housing/Shelter	18
Basic Needs - Food	17
Utilities Assistance	16
Health Care	16
Legal Services	13
Financial Assistance - Temporary Aid	12
Substance Abuse Services	11
Transportation	11
Tax Services	10
Law Enforcement Services	8
Dental Care	8
Domestic Violence Services	7
Disaster Services	6
Consumer Assistance Services	6
Homeless Services	5
Employment	5
Home Health Care	5
Financial Assistance - Rent	5



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: January 2018

Total Number of Calls: 99

Report Date: 2/13/18

Heating Assistance	24
Financial Assistance - Temporary Aid	17
Basic Needs - Food	9
Transportation	7
Mental Health Services	7
Utilities Assistance	7
Health Care	6
Housing/Shelter	6
Health Insurance	5
HIV/AIDS	4
Tax Services	3
Veterans' Services	3
Financial Assistance - Rent	3
Government Agency - DHHS	3
Legal Services	3
Financial Assistance - Prescription Assistance	3
Public Safety	2
Domestic Violence Services	2
Substance Abuse Services	2
Income Support - SSI/SSDI	2



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: January 2018

Total Number of Calls: 1357

Report Date: 2/13/18

Heating Assistance	546
Mental Health Services	75
Tax Services	59
Housing/Shelter	59
Substance Abuse Services	52
Health Care	52
Basic Needs - Food	47
Utilities Assistance	45
Consumer Assistance Services	42
Financial Assistance - Temporary Aid	35
Legal Services	34
Transportation	22
Law Enforcement Services	18
Aging/Elderly Services	18
Health Insurance	17
Dental Care	16
Homeless Services	15
Peer Services	13
Elected Officials	13
Financial Assistance - Rent	12



211 Maine: Top 20 Call Categories

[Franklin County](#)

Reporting Period: January 2018

Total Number of Calls: 67

Report Date: 2/13/18

Heating Assistance	16
Basic Needs - Food	6
Disaster Services	6
Tax Services	5
Financial Assistance - Home Maintenance	5
Transportation	4
Housing/Shelter	3
Basic Needs - Clothing	2
Homeless Services	2
Utilities Assistance	2
Legal Services	2
Health Insurance	2
Dental Care	2
Financial Assistance - Temporary Aid	2
Weatherization	2
Government Agency - DHHS	2
Income Support - Unemployment	1
Volunteering	1
Municipal Services	1
Hearing Assistance	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: January 2018

Total Number of Calls: 79

Report Date: 2/13/18

Heating Assistance	20
Family Support Services	9
Mental Health Services	7
Basic Needs - Food	6
Housing/Shelter	5
Financial Assistance - Temporary Aid	4
Substance Abuse Services	4
Utilities Assistance	4
Advocacy	3
Financial Assistance - Rent	3
Legal Services	2
Health Care	2
Employment	2
Tax Services	2
Library	1
Child Car Seats	1
Assisted Living/Nursing Homes	1
Financial Assistance - Home Maintenance	1
In-Home Assistance	1
Financial Assistance - Prescription Assistance	1



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: January 2018

Total Number of Calls: 366

Report Date: 2/13/18

Heating Assistance	83
Basic Needs - Food	29
Housing/Shelter	24
Utilities Assistance	18
Consumer Assistance Services	17
Financial Assistance - Temporary Aid	15
Tax Services	13
Mental Health Services	13
Health Care	13
Legal Services	12
Substance Abuse Services	12
In-Home Assistance	10
Domestic Violence Services	8
Elected Officials	8
Disaster Services	8
Aging/Elderly Services	8
Transportation	7
Family Support Services	6
Advocacy	6
Education/Training	5



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: January 2018

Total Number of Calls: 66

Report Date: 2/13/18

Heating Assistance	12
Utilities Assistance	5
Financial Assistance - Temporary Aid	5
Housing/Shelter	5
Municipal Services	4
Consumer Assistance Services	3
Aging/Elderly Services	3
Substance Abuse Services	3
Tax Services	2
Public Safety	2
Elected Officials	2
Disaster Services	2
Transportation	2
In-Home Assistance	2
Mental Health Services	2
Weatherization	2
Basic Needs - Clothing	1
Dental Care	1
Legal Services	1
Adoption Services	1



211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: January 2018

Total Number of Calls: 87

Report Date: 2/13/18

Heating Assistance	33
Utilities Assistance	11
Basic Needs - Food	5
Housing/Shelter	4
Consumer Assistance Services	4
Mental Health Services	3
Substance Abuse Services	3
Tax Services	3
Health Care	3
Legal Services	2
Dental Care	2
Family Support Services	2
Transportation	2
Income Support - SSI/SSDI	2
Recreational Programs	1
Municipal Services	1
Government Agency - BMV	1
Government Agency - DHHS	1
Public Health	1
Financial Assistance - Home Maintenance	1





211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: January 2018

Total Number of Calls: 134

Report Date: 2/13/18

Heating Assistance	42
Housing/Shelter	10
Utilities Assistance	10
Substance Abuse Services	7
Mental Health Services	7
Legal Services	6
Basic Needs - Food	6
Financial Assistance - Temporary Aid	5
Transportation	5
Financial Assistance - Home Maintenance	5
Tax Services	4
Consumer Assistance Services	3
Family Support Services	3
Weatherization	3
Health Care	3
Income Support - SSI/SSDI	2
Aging/Elderly Services	2
Developmental Disabilities	2
Financial Assistance - Rent	2
Dental Care	2

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## 211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: January 2018

Total Number of Calls: 343

Report Date: 2/13/18

Heating Assistance	75
Substance Abuse Services	21
Basic Needs - Food	21
Utilities Assistance	19
Legal Services	18
Tax Services	18
Housing/Shelter	17
Financial Assistance - Temporary Aid	15
Health Care	15
Financial Assistance - Rent	13
Mental Health Services	12
Consumer Assistance Services	11
Aging/Elderly Services	10
Transportation	10
Law Enforcement Services	7
Financial Assistance - Home Maintenance	6
Peer Services	5
Financial Assistance - Security Deposit	5
Weatherization	5
Health Insurance	5

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211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: January 2018

Total Number of Calls: 23

Report Date: 2/13/18

Heating Assistance	8
Substance Abuse Services	2
Health Care	2
Income Support - SSI/SSDI	2
General Information Call	1
Mental Health Services	1
United Way of Greater Portland	1
Financial Assistance - Temporary Aid	1
Municipal Services	1
Utilities Assistance	1
Support Group Information	1
Disaster Services	1
Financial Assistance - Rent	1
Legal Services	1
Law Enforcement Services	1



## 211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: January 2018

Total Number of Calls: 114

Report Date: 2/13/18

Heating Assistance	35
Basic Needs - Food	13
Housing/Shelter	7
Family Support Services	7
Utilities Assistance	6
Substance Abuse Services	4
Aging/Elderly Services	4
Consumer Assistance Services	3
Legal Services	3
Income Support - SSI/SSDI	3
Financial Assistance - Home Maintenance	3
Health Care	3
Disaster Services	3
Financial Assistance - Rent	3
Health Insurance	3
Support Group Information	2
Judicial Services	2
Basic Needs - Clothing	2
Financial Assistance - Temporary Aid	2
Municipal Services	2



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: January 2018

Total Number of Calls: 191

Report Date: 2/13/18

Heating Assistance	55
Basic Needs - Food	14
Mental Health Services	10
Tax Services	10
Municipal Services	9
Financial Assistance - Home Maintenance	8
Legal Services	7
Utilities Assistance	7
Animal Services	7
Financial Assistance - Temporary Aid	7
Financial Assistance - Rent	6
Health Care	5
Law Enforcement Services	5
Housing/Shelter	4
Consumer Assistance Services	4
Advocacy	4
Substance Abuse Services	3
Snow Removal	3
Transportation	3
Weatherization	3



211 Maine: Top 20 Call Categories

[Waldo County](#)

Reporting Period: January 2018

Total Number of Calls: 73

Report Date: 2/13/18

Heating Assistance	18
Consumer Assistance Services	11
Housing/Shelter	7
Basic Needs - Food	6
Legal Services	5
Utilities Assistance	5
Health Insurance	4
Dental Care	4
Health Care	4
Tax Services	3
Substance Abuse Services	3
Mental Health Services	3
Financial Assistance - Temporary Aid	2
Government Agency - DOL	2
Transportation	2
Basic Needs - Clothing	1
Recreational Programs	1
Municipal Services	1
Advocacy	1
Financial Assistance - Home Maintenance	1



211 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: January 2018

Total Number of Calls: 60

Report Date: 2/13/18

Heating Assistance	27
Utilities Assistance	4
Financial Assistance - Temporary Aid	4
Housing/Shelter	3
Mental Health Services	3
Law Enforcement Services	3
Transportation	3
Disaster Services	3
Family Support Services	3
Financial Assistance - Rent	2
Government Agency - DHHS	2
Health Care	2
Poison Control	1
Veterans' Services	1
Substance Abuse Services	1
Employment	1
Basic Needs - Food	1
Home Maintenance	1
Domestic Violence Services	1
Child Car Seats	1



## 211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: January 2018

Total Number of Calls: 468

Report Date: 2/13/18

Heating Assistance	122
Housing/Shelter	40
Mental Health Services	34
Transportation	26
Substance Abuse Services	23
Utilities Assistance	22
Financial Assistance - Temporary Aid	18
Health Care	17
Basic Needs - Food	14
Legal Services	12
Consumer Assistance Services	12
Homeless Services	11
Aging/Elderly Services	9
Health Insurance	8
Municipal Services	7
Financial Assistance - Rent	7
Income Support - SSI/SSDI	6
Domestic Violence Services	6
Law Enforcement Services	6
Financial Assistance - Prescription Assistance	6

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