



211 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: February 2018

Total Number of Calls: 216

Report Date: 3/14/18

Tax Services	21
Mental Health Services	19
Heating Assistance	18
Health Care	16
Utilities Assistance	14
Housing/Shelter	12
Dental Care	12
Basic Needs - Food	10
Financial Assistance - Temporary Aid	8
Domestic Violence Services	8
Developmental Disabilities	6
Financial Assistance - Rent	6
Transportation	6
Government Agency - DHHS	5
Support Group Information	4
Law Enforcement Services	4
In-Home Assistance	4
Aging/Elderly Services	4
Legal Services	4
Animal Services	3



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: February 2018

Total Number of Calls: 61

Report Date: 3/14/18

Heating Assistance	12
Utilities Assistance	5
Financial Assistance - Temporary Aid	5
Tax Services	5
Aging/Elderly Services	4
Mental Health Services	4
Substance Abuse Services	4
Transportation	4
Health Care	3
Basic Needs - Food	3
Home Health Care	3
Financial Assistance - Home Maintenance	2
Animal Services	2
Financial Assistance - Vehicle Expenses	2
Government Agency - DHHS	2
Health Insurance	2
Environmental Services	1
Home Maintenance	1
Family Support Services	1
Housing/Shelter	1



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: February 2018

Total Number of Calls: 794

Report Date: 3/14/18

Heating Assistance	133
Tax Services	122
Mental Health Services	74
Housing/Shelter	43
Health Care	33
Utilities Assistance	31
Substance Abuse Services	30
Legal Services	28
Basic Needs - Food	21
Consumer Assistance Services	21
Financial Assistance - Temporary Aid	19
Family Support Services	16
Dental Care	15
Law Enforcement Services	13
Financial Assistance - Rent	13
Transportation	13
Advocacy	13
Government Agency - DHHS	12
Aging/Elderly Services	12
Health Insurance	11

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211 Maine: Top 20 Call Categories

[Franklin County](#)

Reporting Period: February 2018

Total Number of Calls: 21

Report Date: 3/14/18

Mental Health Services	4
Utilities Assistance	3
Substance Abuse Services	2
Basic Needs - Food	2
Health Care	2
Heating Assistance	2
Dental Care	1
Public Health	1
Financial Assistance - Home Maintenance	1
Homeless Services	1
Government Agency - DHHS	1
Housing/Shelter	1
Aging/Elderly Services	1
Law Enforcement Services	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: February 2018

Total Number of Calls: 50

Report Date: 3/14/18

Mental Health Services	6
Health Care	5
Substance Abuse Services	4
Heating Assistance	4
Domestic Violence Services	3
Financial Assistance - Rent	3
Family Support Services	3
Financial Assistance - Temporary Aid	3
Utilities Assistance	2
United States Postal Service	2
Judicial Services	2
Housing/Shelter	2
Tax Services	1
Peer Services	1
Weatherization	1
Financial Assistance - Vehicle Expenses	1
Dental Care	1
Basic Needs - Household Items (Non-food)	1
Eye Care	1
Animal Services	1



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: February 2018

Total Number of Calls: 260

Report Date: 3/14/18

Heating Assistance	30
Tax Services	27
Utilities Assistance	21
Mental Health Services	20
Housing/Shelter	13
Basic Needs - Food	13
Health Care	11
Substance Abuse Services	11
Aging/Elderly Services	9
Legal Services	8
Transportation	8
Financial Assistance - Temporary Aid	7
Financial Assistance - Rent	6
Consumer Assistance Services	5
Health Insurance	5
Dental Care	5
Law Enforcement Services	4
Elected Officials	4
Income Support - SSI/SSDI	4
Advocacy	4



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: February 2018

Total Number of Calls: 59

Report Date: 3/14/18

Heating Assistance	8
Utilities Assistance	8
Mental Health Services	6
Financial Assistance - Temporary Aid	4
Tax Services	4
Dental Care	3
Substance Abuse Services	3
Adult Protective Services	3
Legal Services	2
Law Enforcement Services	2
Consumer Assistance Services	2
Housing/Shelter	2
Basic Needs - Food	2
Health Care	2
Foreclosure Prevention	2
Veterans' Services	1
Child Care	1
Peer Services	1
Financial Assistance - Transportation	1
Advocacy	1



211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: February 2018

Total Number of Calls: 72

Report Date: 3/14/18

Heating Assistance	16
Utilities Assistance	11
Mental Health Services	7
Tax Services	5
Financial Assistance - Temporary Aid	4
Dental Care	3
Financial Assistance - Rent	3
Health Care	2
Income Support - SSI/SSDI	2
Housing/Shelter	2
Law Enforcement Services	2
Family Support Services	2
Basic Needs - Food	2
Transportation	2
Aging/Elderly Services	2
Financial Assistance - Prescription Assistance	1
In-Home Assistance	1
Family Planning	1
Disability Information	1
Legal Services	1





211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: February 2018

Total Number of Calls: 97

Report Date: 3/14/18

Utilities Assistance	14
Heating Assistance	13
Tax Services	9
Legal Services	6
Transportation	5
Mental Health Services	4
Health Insurance	4
Financial Assistance - Home Maintenance	3
Domestic Violence Services	3
Aging/Elderly Services	3
Housing/Shelter	3
Government Agency - DHHS	3
Judicial Services	2
Family Support Services	2
Veterans' Services	2
Basic Needs - Food	2
In-Home Assistance	2
Financial Assistance - Rent	2
Disaster Services	2
Financial Assistance - Temporary Aid	2

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## 211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: February 2018

Total Number of Calls: 211

Report Date: 3/14/18

Tax Services	39
Heating Assistance	25
Basic Needs - Food	18
Housing/Shelter	14
Utilities Assistance	13
Mental Health Services	13
Substance Abuse Services	10
Health Care	8
Consumer Assistance Services	7
HIV/AIDS	7
Health Insurance	5
Law Enforcement Services	5
Financial Assistance - Temporary Aid	5
Financial Assistance - Rent	4
Legal Services	4
Financial Assistance - Home Maintenance	4
Public Safety	4
Aging/Elderly Services	4
Family Support Services	4
Adult Protective Services	3

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## 211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: February 2018

Total Number of Calls: 20

Report Date: 3/14/18

Heating Assistance	5
Utilities Assistance	3
Dental Care	2
Legal Services	2
Consumer Assistance Services	2
Tax Services	1
Mental Health Services	1
Developmental Disabilities	1
Health Care	1
Public Safety	1
Transportation	1
Financial Assistance - Temporary Aid	1
Basic Needs - Household Items (Non-food)	1
United Way of Eastern Maine	1
Basic Needs - Clothing	1
Home Health Care	1



## 211 Maine: Top 20 Call Categories

### Sagadahoc County

Reporting Period: February 2018

Total Number of Calls: 67

Report Date: 3/14/18

Heating Assistance	14
Basic Needs - Food	7
Tax Services	7
Housing/Shelter	6
Mental Health Services	5
Dental Care	4
Family Support Services	4
Utilities Assistance	3
Health Care	3
Education/Training	2
Domestic Violence Services	2
Financial Assistance - Temporary Aid	2
Government Agency - DHHS	2
Developmental Disabilities	2
Public Safety	1
Personal Debt/Money Management	1
Animal Services	1
Public Health	1
Home Health Care	1
Substance Abuse Services	1



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: February 2018

Total Number of Calls: 109

Report Date: 3/14/18

Heating Assistance	17
Tax Services	11
Utilities Assistance	8
Mental Health Services	7
Health Care	6
Housing/Shelter	5
Aging/Elderly Services	5
Personal Debt/Money Management	4
Basic Needs - Food	4
Public Safety	4
Health Insurance	4
Legal Services	4
Dental Care	4
Substance Abuse Services	3
Government Agency - DHHS	3
Education/Training	3
Financial Assistance - Temporary Aid	3
Consumer Assistance Services	3
Domestic Violence Services	2
Financial Assistance - Security Deposit	2



211 Maine: Top 20 Call Categories

[Waldo County](#)

Reporting Period: February 2018

Total Number of Calls: 52

Report Date: 3/14/18

Heating Assistance	7
Utilities Assistance	6
Tax Services	6
Dental Care	3
Income Support - SSI/SSDI	2
Parenting Education/Support	2
Income Support - Unemployment	2
Legal Services	2
Substance Abuse Services	2
Aging/Elderly Services	2
Basic Needs - Food	2
Employment	1
Health Insurance	1
In-Home Assistance	1
Family Planning	1
Municipal Services	1
Child Care	1
Domestic Violence Services	1
Recreational Programs	1
Education/Training	1



211 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: February 2018

Total Number of Calls: 51

Report Date: 3/14/18

Heating Assistance	15
Utilities Assistance	5
Mental Health Services	4
Financial Assistance - Temporary Aid	4
Transportation	3
Basic Needs - Food	3
Aging/Elderly Services	3
Health Care	2
Tax Services	2
Financial Assistance - Home Maintenance	2
In-Home Assistance	1
Domestic Violence Services	1
Substance Abuse Services	1
Animal Services	1
Parenting Education/Support	1
Housing/Shelter	1
Rehabilitation Services	1
Government Agency - DHHS	1
Health Insurance	1
Deaf Services	1



211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: February 2018

Total Number of Calls: 293

Report Date: 3/14/18

Heating Assistance	30
Mental Health Services	28
Tax Services	21
Utilities Assistance	21
Substance Abuse Services	20
Housing/Shelter	18
Legal Services	16
Financial Assistance - Rent	13
Health Care	12
Basic Needs - Food	10
Transportation	10
Financial Assistance - Temporary Aid	9
Income Support - SSI/SSDI	9
Aging/Elderly Services	8
Health Insurance	7
Dental Care	6
Consumer Assistance Services	6
Government Agency - DHHS	5
Family Support Services	4
Eye Care	4