



211 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: April 2018

Total Number of Calls: 277

Report Date: 5/11/18

Mental Health Services	28
Utilities Assistance	23
Health Care	21
Housing/Shelter	19
Tax Services	16
Legal Services	15
Heating Assistance	15
Substance Abuse Services	14
Dental Care	12
Financial Assistance - Temporary Aid	12
Transportation	9
Domestic Violence Services	9
Government Agency - DHHS	9
Financial Assistance - Rent	8
Aging/Elderly Services	8
Financial Assistance - Security Deposit	7
Homeless Services	7
Basic Needs - Food	7
Public Safety	6
Municipal Services	6



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: April 2018

Total Number of Calls: 98

Report Date: 5/11/18

Heating Assistance	16
Basic Needs - Food	9
Substance Abuse Services	7
Financial Assistance - Temporary Aid	6
Financial Assistance - Home Maintenance	6
Tax Services	5
Mental Health Services	4
Employment	4
Health Care	4
Aging/Elderly Services	4
Housing/Shelter	4
Transportation	4
Consumer Assistance Services	4
Dental Care	3
Basic Needs - Clothing	3
Utilities Assistance	3
Financial Assistance - Rent	3
Furniture	3
Home Health Care	2
Municipal Services	2



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: April 2018

Total Number of Calls: 779

Report Date: 5/11/18

Heating Assistance	100
Mental Health Services	62
Utilities Assistance	58
Tax Services	55
Housing/Shelter	55
Consumer Assistance Services	38
Basic Needs - Food	36
Health Care	35
Substance Abuse Services	32
Legal Services	30
Law Enforcement Services	18
Transportation	17
Dental Care	15
Income Support - SSI/SSDI	14
General Information Call	14
Municipal Services	13
Adult Protective Services	13
Financial Assistance - Temporary Aid	13
Advocacy	13
Domestic Violence Services	11



211 Maine: Top 20 Call Categories

[Franklin County](#)

Reporting Period: April 2018

Total Number of Calls: 36

Report Date: 5/11/18

Mental Health Services	7
Utilities Assistance	7
Housing/Shelter	4
Legal Services	2
Heating Assistance	2
Government Agency - DHHS	2
Health Care	1
Dental Care	1
Courts	1
Donations	1
Substance Abuse Services	1
Financial Assistance - Rent	1
In-Home Assistance	1
Transportation	1
Medical Equipment	1
Aging/Elderly Services	1
Public Health	1
Basic Needs - Food	1
Disability Information	1
Home Health Care	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: April 2018

Total Number of Calls: 57

Report Date: 5/11/18

Housing/Shelter	9
Health Care	6
Basic Needs - Food	6
Legal Services	5
Utilities Assistance	4
Law Enforcement Services	3
Mental Health Services	3
Substance Abuse Services	2
Transportation	2
Consumer Assistance Services	2
Animal Services	2
Income Support - SSI/SSDI	1
Family Support Services	1
Elected Officials	1
Dental Care	1
Tax Services	1
Veterans' Services	1
In-Home Assistance	1
Domestic Violence Services	1
Child Abuse/Neglect	1



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: April 2018

Total Number of Calls: 257

Report Date: 5/11/18

Utilities Assistance	23
Heating Assistance	22
Health Care	18
Housing/Shelter	17
Consumer Assistance Services	16
Substance Abuse Services	16
Tax Services	16
Mental Health Services	14
Basic Needs - Food	12
Financial Assistance - Temporary Aid	11
Legal Services	10
Aging/Elderly Services	8
Dental Care	8
Law Enforcement Services	7
Financial Assistance - Rent	6
General Information Call	6
Government Agency - BMV	5
Transportation	5
Child Abuse/Neglect	5
Judicial Services	5



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: April 2018

Total Number of Calls: 72

Report Date: 5/11/18

Utilities Assistance	10
Housing/Shelter	8
Health Care	7
Legal Services	6
Basic Needs - Food	5
Transportation	4
Dental Care	3
Mental Health Services	3
Substance Abuse Services	3
Aging/Elderly Services	3
Tax Services	2
Family Support Services	2
Law Enforcement Services	2
Public Health	2
Income Support - SSI/SSDI	2
Health Insurance	2
Disease Information	1
Income Support - Unemployment	1
Weatherization	1
Advocacy	1



211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: April 2018

Total Number of Calls: 47

Report Date: 5/11/18

Utilities Assistance	6
Dental Care	6
Health Care	4
Basic Needs - Food	3
Legal Services	3
Mental Health Services	3
Substance Abuse Services	3
Elected Officials	2
Housing/Shelter	2
Tax Services	2
Child Care	1
Family Support Services	1
Financial Assistance - Home Maintenance	1
Corrections	1
Financial Assistance - Temporary Aid	1
DHHS SNAP Questions	1
Child Abuse/Neglect	1
Income Support - SSI/SSDI	1
Consumer Assistance Services	1
Developmental Disabilities	1



211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: April 2018

Total Number of Calls: 91

Report Date: 5/11/18

Utilities Assistance	14
Housing/Shelter	8
Legal Services	8
Heating Assistance	7
Basic Needs - Food	6
Transportation	6
Mental Health Services	5
Financial Assistance - Rent	4
Tax Services	4
Elected Officials	3
Public Safety	3
Health Care	3
Family Support Services	3
Developmental Disabilities	2
Dental Care	2
Municipal Services	2
Adult Protective Services	2
Substance Abuse Services	2
DHHS SNAP Questions	2
Corrections	2

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: April 2018

Total Number of Calls: 180

Report Date: 5/11/18

Housing/Shelter	22
Health Care	15
Mental Health Services	14
Legal Services	13
Substance Abuse Services	13
Heating Assistance	10
Utilities Assistance	10
Financial Assistance - Temporary Aid	8
Consumer Assistance Services	8
Financial Assistance - Rent	7
Tax Services	6
Basic Needs - Food	6
Transportation	5
Family Support Services	4
Dental Care	4
Public Safety	3
Advocacy	3
Health Insurance	3
General Information Call	3
Employment	2



211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: April 2018

Total Number of Calls: 26

Report Date: 5/11/18

Utilities Assistance	6
Heating Assistance	4
Mental Health Services	3
Substance Abuse Services	3
Tax Services	2
Peer Services	1
Housing/Shelter	1
Public Safety	1
General Information Call	1
Financial Assistance - Security Deposit	1
Basic Needs - Food	1
Public Health	1
Developmental Disabilities	1
Financial Assistance - Temporary Aid	1
Environmental Services	1
Government Agency - BMV	1
Advocacy	1
Government Agency - OLR	1



211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: April 2018

Total Number of Calls: 66

Report Date: 5/11/18

Housing/Shelter	7
Utilities Assistance	7
Transportation	5
Legal Services	4
Income Support - SSI/SSDI	4
Consumer Assistance Services	4
Mental Health Services	4
Heating Assistance	4
Substance Abuse Services	3
Financial Assistance - Temporary Aid	3
Family Support Services	3
Child Abuse/Neglect	2
Pharmacy	2
Aging/Elderly Services	2
Tax Services	2
Financial Assistance - Rent	2
Financial Assistance - Security Deposit	2
Health Insurance	2
General Information Call	2
Adult Protective Services	1



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: April 2018

Total Number of Calls: 101

Report Date: 5/11/18

Heating Assistance	19
Utilities Assistance	13
Housing/Shelter	11
Health Care	9
Mental Health Services	7
Basic Needs - Food	4
Income Support - SSI/SSDI	3
Substance Abuse Services	3
Child Abuse/Neglect	3
Health Insurance	3
Aging/Elderly Services	2
Legal Services	2
Law Enforcement Services	2
Financial Assistance - Rent	2
Dental Care	2
Transportation	2
Tax Services	2
Adult Protective Services	1
Education/Training	1
In-Home Assistance	1



211 Maine: Top 20 Call Categories

[Waldo County](#)

Reporting Period: April 2018

Total Number of Calls: 41

Report Date: 5/11/18

Utilities Assistance	5
Basic Needs - Food	4
Housing/Shelter	3
Heating Assistance	3
Mental Health Services	3
Substance Abuse Services	3
Dental Care	3
Child Abuse/Neglect	2
Health Care	2
Basic Needs - Clothing	2
Tax Services	2
Homeless Services	1
Elected Officials	1
Law Enforcement Services	1
Aging/Elderly Services	1
Family Support Services	1
Veterans' Services	1
DHHS SNAP Questions	1
Furniture	1
Legal Services	1



211 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: April 2018

Total Number of Calls: 45

Report Date: 5/11/18

Legal Services	6
Heating Assistance	5
Government Agency - DHHS	4
Transportation	3
Substance Abuse Services	3
Mental Health Services	3
Utilities Assistance	3
Housing/Shelter	3
Government Agency - OLR	2
Judicial Services	2
Health Care	2
Family Support Services	2
Tax Services	1
In-Home Assistance	1
Aging/Elderly Services	1
Consumer Assistance Services	1
Financial Assistance - Home Maintenance	1
Courts	1
Financial Assistance - Temporary Aid	1
Adult Protective Services	1



211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: April 2018

Total Number of Calls: 337

Report Date: 5/11/18

Housing/Shelter	36
Mental Health Services	31
Legal Services	28
Heating Assistance	25
Utilities Assistance	24
Substance Abuse Services	23
Tax Services	16
Basic Needs - Food	15
Transportation	13
Consumer Assistance Services	13
Financial Assistance - Rent	12
Health Care	12
Aging/Elderly Services	10
Financial Assistance - Temporary Aid	7
Domestic Violence Services	7
Homeless Services	7
Income Support - SSI/SSDI	7
Public Health	6
Peer Services	6
Law Enforcement Services	6