



211 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: May 2018

Total Number of Calls: 248

Report Date: 6/19/18

Housing/Shelter	34
Mental Health Services	28
Substance Abuse Services	15
Utilities Assistance	15
Health Care	15
Transportation	10
Consumer Assistance Services	9
Basic Needs - Food	9
Legal Services	8
Law Enforcement Services	8
Courts	7
Heating Assistance	7
Aging/Elderly Services	6
Financial Assistance - Temporary Aid	6
Domestic Violence Services	5
Municipal Services	5
Health Insurance	5
General Information Call	5
Homeless Services	4
Advocacy	4



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: May 2018

Total Number of Calls: 74

Report Date: 6/19/18

Housing/Shelter	11
Basic Needs - Food	6
Financial Assistance - Temporary Aid	6
Transportation	5
Heating Assistance	5
Health Care	5
Utilities Assistance	5
Income Support - SSI/SSDI	4
Mental Health Services	4
Family Support Services	4
Financial Assistance - Home Maintenance	3
Domestic Violence Services	3
Legal Services	2
Peer Services	2
Financial Assistance - Rent	2
Child Abuse/Neglect	2
Home Health Care	2
Health Insurance	2
Financial Assistance - Eyeglasses	1
Rehabilitation Services	1



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: May 2018

Total Number of Calls: 620

Report Date: 6/19/18

Mental Health Services	84
Housing/Shelter	45
Health Care	38
Substance Abuse Services	37
Basic Needs - Food	33
Utilities Assistance	33
Consumer Assistance Services	31
Heating Assistance	29
Legal Services	28
Transportation	21
Peer Services	17
Financial Assistance - Temporary Aid	17
Law Enforcement Services	16
Dental Care	12
General Information Call	12
Health Insurance	12
Developmental Disabilities	11
Aging/Elderly Services	11
Financial Assistance - Rent	11
Income Support - SSI/SSDI	9



211 Maine: Top 20 Call Categories

[Franklin County](#)

Reporting Period: May 2018

Total Number of Calls: 44

Report Date: 6/19/18

Housing/Shelter	5
Mental Health Services	4
Utilities Assistance	3
Basic Needs - Food	3
Health Care	3
Legal Services	2
Basic Needs - Clothing	2
Transportation	2
Aging/Elderly Services	2
Financial Assistance - Temporary Aid	2
Heating Assistance	2
Home Health Care	2
Personal Debt/Money Management	1
Dental Care	1
Substance Abuse Services	1
Veterans' Services	1
Vocational Rehabilitation	1
Basic Needs - Household Items (Non-food)	1
Respite	1
Judicial Services	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: May 2018

Total Number of Calls: 65

Report Date: 6/19/18

Utilities Assistance	8
Housing/Shelter	8
Mental Health Services	7
Heating Assistance	6
Legal Services	6
Health Care	5
Substance Abuse Services	4
General Information Call	4
Basic Needs - Food	3
Health Insurance	2
Financial Assistance - Home Maintenance	2
Parenting Education/Support	2
Aging/Elderly Services	2
Animal Services	2
Consumer Assistance Services	2
Financial Assistance - Vehicle Expenses	1
Veterans' Services	1
Family Support Services	1
Financial Assistance - Prescription Assistance	1
Education/Training	1



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: May 2018

Total Number of Calls: 226

Report Date: 6/19/18

Housing/Shelter	21
Mental Health Services	16
Substance Abuse Services	16
Utilities Assistance	13
Basic Needs - Food	12
Legal Services	10
Financial Assistance - Temporary Aid	9
Health Care	9
Financial Assistance - Rent	7
Government Agency - OLR	7
Law Enforcement Services	6
General Information Call	6
Aging/Elderly Services	5
Income Support - SSI/SSDI	5
Dental Care	5
Family Support Services	5
Public Health	5
Consumer Assistance Services	5
Developmental Disabilities	4
Municipal Services	4



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: May 2018

Total Number of Calls: 51

Report Date: 6/19/18

Housing/Shelter	5
Domestic Violence Services	5
Peer Services	3
Utilities Assistance	3
Financial Assistance - Temporary Aid	3
Legal Services	2
Home Health Care	2
Financial Assistance - Rent	2
Public Safety	2
Consumer Assistance Services	2
Substance Abuse Services	2
Employment	2
Developmental Disabilities	2
Adult Protective Services	2
Transportation	2
Financial Assistance - Vehicle Expenses	2
Vocational Rehabilitation	2
General Information Call	2
Health Care	2
Tax Services	1



211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: May 2018

Total Number of Calls: 33

Report Date: 6/19/18

Health Care	5
Substance Abuse Services	4
General Information Call	3
Income Support - SSI/SSDI	2
Financial Assistance - Temporary Aid	2
Mental Health Services	2
Dental Care	2
Consumer Assistance Services	2
Family Support Services	1
Utilities Assistance	1
Blind Services	1
Disease Information	1
Law Enforcement Services	1
Assistive Technology/Equipment	1
Rehabilitation Services	1
Vocational Rehabilitation	1
Transportation	1
Basic Needs - Food	1
Financial Assistance - Rent	1
Environmental Services	1



211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: May 2018

Total Number of Calls: 89

Report Date: 6/19/18

Mental Health Services	12
Legal Services	10
Basic Needs - Food	7
Housing/Shelter	6
Substance Abuse Services	6
Transportation	6
Utilities Assistance	5
Heating Assistance	4
Consumer Assistance Services	3
Health Care	3
General Information Call	2
Child Abuse/Neglect	2
Aging/Elderly Services	2
Domestic Violence Services	2
Education/Training	2
Basic Needs - Clothing	2
Homeless Services	2
Eye Care	2
Financial Assistance - Temporary Aid	2
Government Agency - OLR	2

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: May 2018

Total Number of Calls: 155

Report Date: 6/19/18

Substance Abuse Services	18
Utilities Assistance	15
Basic Needs - Food	14
Housing/Shelter	12
Mental Health Services	12
Aging/Elderly Services	6
Family Support Services	6
Financial Assistance - Rent	6
Financial Assistance - Temporary Aid	6
General Information Call	6
Transportation	5
Law Enforcement Services	5
Health Care	5
Income Support - SSI/SSDI	5
Financial Assistance - Home Maintenance	3
Dental Care	3
Consumer Assistance Services	3
Domestic Violence Services	3
Legal Services	3
Child Abuse/Neglect	3

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: May 2018

Total Number of Calls: 17

Report Date: 6/19/18

Utilities Assistance	3
Heating Assistance	2
Elected Officials	2
Mental Health Services	2
Consumer Assistance Services	2
Aging/Elderly Services	2
Housing/Shelter	1
Government Agency - Attorney General	1
Legal Services	1
Advocacy	1
Peer Services	1
Basic Needs - Food	1
Public Health	1
Government Agency - DHHS	1
Government Agency - OLR	1



211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: May 2018

Total Number of Calls: 59

Report Date: 6/19/18

Housing/Shelter	8
Financial Assistance - Rent	5
Mental Health Services	5
Basic Needs - Food	5
Substance Abuse Services	5
Health Care	4
In-Home Assistance	4
Utilities Assistance	4
Transportation	4
Municipal Services	3
Aging/Elderly Services	3
Family Support Services	3
Health Insurance	3
Consumer Assistance Services	2
Legal Services	2
Heating Assistance	2
Personal Debt/Money Management	1
Employment	1
Developmental Disabilities	1
Basic Needs - Clothing	1



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: May 2018

Total Number of Calls: 81

Report Date: 6/19/18

Health Care	10
Heating Assistance	7
Mental Health Services	6
Transportation	5
Substance Abuse Services	5
Basic Needs - Food	5
Housing/Shelter	5
Utilities Assistance	5
Dental Care	4
Income Support - SSI/SSDI	3
Consumer Assistance Services	2
Financial Assistance - Home Maintenance	2
Legal Services	2
Family Support Services	2
Furniture	2
Health Insurance	2
Homeless Services	2
Law Enforcement Services	2
Animal Services	2
Employment	1



211 Maine: Top 20 Call Categories

[Waldo County](#)

Reporting Period: May 2018

Total Number of Calls: 32

Report Date: 6/19/18

Mental Health Services	4
Housing/Shelter	4
Substance Abuse Services	3
Legal Services	3
Animal Services	2
Health Insurance	2
Developmental Disabilities	1
Income Support - SSI/SSDI	1
Domestic Violence Services	1
Environmental Services	1
Parenting Education/Support	1
Family Support Services	1
Utilities Assistance	1
Financial Assistance - Home Maintenance	1
Law Enforcement Services	1
Financial Assistance - Temporary Aid	1
Dental Care	1
Health Care	1
Public Health	1
Aging/Elderly Services	1



211 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: May 2018

Total Number of Calls: 33

Report Date: 6/19/18

Transportation	3
Heating Assistance	3
Mental Health Services	2
Adult Protective Services	2
General Information Call	2
Basic Needs - Food	2
Health Care	2
Courts	2
Legal Services	2
Financial Assistance - Home Maintenance	2
Financial Assistance - Temporary Aid	2
Utilities Assistance	2
Judicial Services	1
Substance Abuse Services	1
Disability Information	1
Weatherization	1
Financial Assistance - Rent	1
Education/Training	1
Fire/Ambulance Services (Non-emergency)	1
Health Insurance	1



211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: May 2018

Total Number of Calls: 264

Report Date: 6/19/18

Mental Health Services	29
Housing/Shelter	27
Transportation	17
Basic Needs - Food	15
Substance Abuse Services	15
Utilities Assistance	15
Health Care	12
Legal Services	12
General Information Call	11
Financial Assistance - Rent	10
Heating Assistance	10
Consumer Assistance Services	8
Law Enforcement Services	8
Homeless Services	8
Family Support Services	8
Financial Assistance - Temporary Aid	8
Dental Care	7
Peer Services	6
Domestic Violence Services	6
In-Home Assistance	5