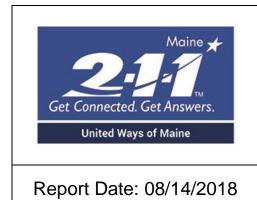


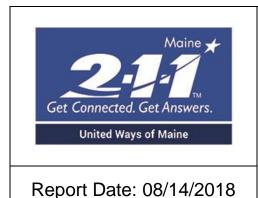
211 Maine: Top 20 Call Categories Androscoggin County Reporting Period: July 2018 Total Number of Calls: 277

Mental Health Services	27
Housing/Shelter	26
Utilities Assistance	25
Basic Needs - Food	24
Health Care	22
Substance Abuse Services	19
Transportation	12
Legal Services	11
Law Enforcement Services	10
Financial Assistance - Temporary Aid	8
General Information Call	8
Domestic Violence Services	7
Public Safety	6
Courts	6
Basic Needs - Clothing	6
Heating Assistance	5
Veterans' Services	5
Financial Assistance - Rent	5
Financial Assistance - Security Deposit	5
Health Insurance	5
Mental Health Services	27
Housing/Shelter	26



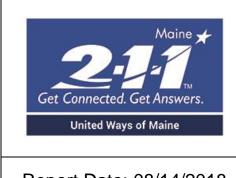
211 Maine: Top 20 Call Categories Aroostook County Reporting Period: July 2018 Total Number of Calls: 81

Basic Needs - Food	11
Transportation	9
-	5
Housing/Shelter	-
Utilities Assistance	7
Aging/Elderly Services	5
Substance Abuse Services	5
Mental Health Services	5
Financial Assistance - Temporary Aid	4
Domestic Violence Services	3
Health Insurance	3
Family Support Services	3
Employment	2
Dental Care	2
Furniture	2
Home Health Care	2
Disaster Services	2
Financial Assistance - Home Maintenance	2
Financial Assistance - Rent	2
General Information Call	2
Basic Needs - Clothing	1



211 Maine: Top 20 Call Categories Cumberland County Reporting Period: July 2018 Total Number of Calls: 647

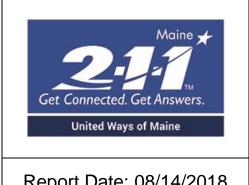
Housing/Shelter 74 **Mental Health Services** 64 Health Care 58 **Basic Needs - Food** 35 Substance Abuse Services 34 Legal Services 32 29 **Utilities Assistance Consumer Assistance Services** 23 Transportation 22 **General Information Call** 20 Law Enforcement Services 19 Aging/Elderly Services 17 Heating Assistance 17 Financial Assistance - Temporary Aid 16 Financial Assistance - Rent 14 12 **Municipal Services** Health Insurance 11 Public Safety 11 **Domestic Violence Services** 11 **Dental Care** 11



211 Maine: Top 20 Call Categories Franklin County Reporting Period: July 2018

Total Number of Calls: 37

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211 Maine: Top 20 Call Categories Hancock County Reporting Period: July 2018 Total Number of Calls: 72

Housing/Shelter	10
Substance Abuse Services	7
Health Care	6
Health Insurance	4
Aging/Elderly Services	4
Dental Care	4
Mental Health Services	4
Basic Needs - Food	3
Advocacy	3
Heating Assistance	3
Legal Services	2
Municipal Services	2
Consumer Assistance Services	2
Income Support - SSI/SSDI	2
Family Support Services	2
In-Home Assistance	2
Transportation	2
Support Group Information	1
Financial Assistance - Prescription Assistance	1
Basic Needs - Household Items (Non-food)	1



211 Maine: Top 20 Call Categories Kennebec County Reporting Period: July 2018 Total Number of Calls: 263

Mental Health Services	25
Housing/Shelter	24
Substance Abuse Services	18
Utilities Assistance	17
Health Care	14
Basic Needs - Food	12
Legal Services	11
Heating Assistance	10
General Information Call	10
Consumer Assistance Services	9
Income Support - SSI/SSDI	8
Domestic Violence Services	8
Financial Assistance - Temporary Aid	8
Aging/Elderly Services	7
Developmental Disabilities	6
Animal Services	6
Municipal Services	6
Financial Assistance - Rent	5
Dental Care	5
Health Insurance	5

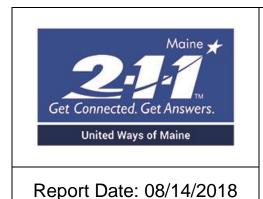


211 Maine: Top 20 Call Categories Knox County

Reporting Period: July 2018

Total Number of Calls: 48

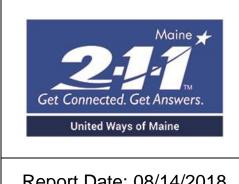
Mental Health Services	8
Utilities Assistance	4
Transportation	4
Financial Assistance - Temporary Aid	4
Housing/Shelter	4
Peer Services	3
Education/Training	3
Substance Abuse Services	3
Home Health Care	3
Child Abuse/Neglect	2
Aging/Elderly Services	2
Municipal Services	2
Health Care	2
Law Enforcement Services	2
Heating Assistance	1
Public Safety	1
Parenting Education/Support	1
Health Insurance	1
Assisted Living/Nursing Homes	1
Financial Assistance - Prescription Assistance	1



211 Maine: Top 20 Call Categories Lincoln County Reporting Period: July 2018

Total Number of Calls: 56

Health Care 8 Substance Abuse Services 7 Transportation 7 Financial Assistance - Rent 6 Public Safety 4 Housing/Shelter 4 **Basic Needs - Food** 4 Financial Assistance - Temporary Aid 3 3 **Consumer Assistance Services Dental Care** 3 Legal Services 3 Mental Health Services 3 **Utilities Assistance** 3 **Family Support Services** 2 2 In-Home Assistance **General Information Call** 2 **Rehabilitation Services** 1 **Heating Assistance** 1 Financial Assistance - Home Maintenance 1 Health Insurance 1



211 Maine: Top 20 Call Categories Oxford County Reporting Period: July 2018

Total Number of Calls: 99

Utilities Assistance	13
Legal Services	10
Law Enforcement Services	9
Transportation	7
Dental Care	6
Housing/Shelter	6
Heating Assistance	6
Basic Needs - Food	5
Health Care	5
Substance Abuse Services	4
General Information Call	3
Home Health Care	3
Aging/Elderly Services	2
Consumer Assistance Services	2
Disease Information	2
Financial Assistance - Rent	2
Personal Debt/Money Management	2
Financial Assistance - Temporary Aid	2
Volunteering	2
Sexual Assault Services	1



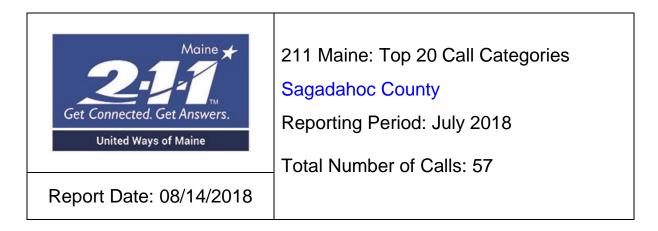
211 Maine: Top 20 Call Categories Penobscot County Reporting Period: July 2018 Total Number of Calls: 214

Housing/Shelter 26 **Mental Health Services** 20 **Basic Needs - Food** 17 Substance Abuse Services 14 **General Information Call** 13 **Utilities Assistance** 12 **Consumer Assistance Services** 11 Financial Assistance - Rent 10 **Health Care** 9 Legal Services 9 Family Support Services 8 Financial Assistance - Temporary Aid 7 Transportation 6 Income Support - SSI/SSDI 5 **Animal Services** 5 Aging/Elderly Services 5 **Basic Needs - Clothing** 4 Law Enforcement Services 4 Basic Needs - Household Items (Non-food) 4 Heating Assistance 4

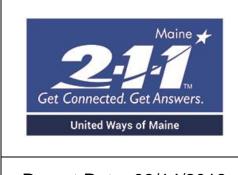


211 Maine: Top 20 Call Categories **Piscataquis County** Reporting Period: July 2018 Total Number of Calls: 12

Family Support Services	1
Public Safety	1
Legal Services	1
Financial Assistance - Rent	1
Transportation	1
Financial Assistance - Temporary Aid	1
Judicial Services	1
General Information Call	1
Mental Health Services	1
Government Agency - BMV	1
Tax Services	1
Health Care	1
United States Postal Service	1
Health Insurance	1
Housing/Shelter	1

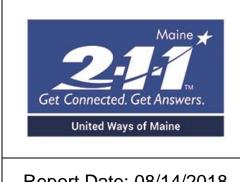


Housing/Shelter	8
Mental Health Services	5
Family Support Services	4
Courts	4
Basic Needs - Food	3
Aging/Elderly Services	3
Legal Services	3
Heating Assistance	2
Developmental Disabilities	2
Judicial Services	2
Financial Assistance - Temporary Aid	2
General Information Call	2
Substance Abuse Services	2
Financial Assistance - Prescription Assistance	2
Transportation	2
Financial Assistance - Rent	2
Advocacy	2
Grief Support	1
Basic Needs - Clothing	1
Utilities Assistance	1



211 Maine: Top 20 Call Categories Somerset County Reporting Period: July 2018 Total Number of Calls: 85

Utilities Assistance	13
Health Care	7
Substance Abuse Services	6
Mental Health Services	5
Basic Needs - Food	5
Financial Assistance - Temporary Aid	5
Dental Care	4
Aging/Elderly Services	4
Housing/Shelter	4
Medical Equipment	3
General Information Call	3
Furniture	2
Animal Services	2
Advocacy	2
Elected Officials	2
Family Support Services	2
In-Home Assistance	2
Assisted Living/Nursing Homes	1
Domestic Violence Services	1
School Supplies/Materials	1

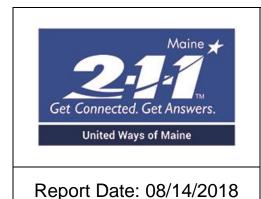


211 Maine: Top 20 Call Categories Waldo County

Reporting Period: July 2018

Total Number of Calls: 41

Transportation	5
Substance Abuse Services	4
Mental Health Services	4
Housing/Shelter	4
Utilities Assistance	4
Financial Assistance - Temporary Aid	3
Legal Services	3
Health Care	2
Domestic Violence Services	2
General Information Call	2
Aging/Elderly Services	2
Elected Officials	1
Education/Training	1
Law Enforcement Services	1
Fire/Ambulance Services (Non-emergency)	1
Public Health	1
Child Abuse/Neglect	1
Financial Assistance - Home Maintenance	1
Dental Care	1
Animal Services	1



211 Maine: Top 20 Call Categories Washington County Reporting Period: July 2018 Total Number of Calls: 36

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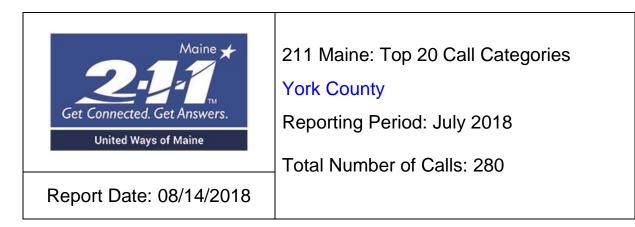
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Housing/Shelter Substance Abuse Services Legal Services **Mental Health Services** Transportation **Dental Care General Information Call Heating Assistance Family Support Services** Aging/Elderly Services Government Agency - BMV Child Care **Basic Needs - Food Utilities Assistance Developmental Disabilities Municipal Services Domestic Violence Services Animal Services** In-Home Assistance Health Care

Help Starts Here



Substance Abuse Services	28
Housing/Shelter	26
Legal Services	19
Utilities Assistance	17
Transportation	15
Mental Health Services	14
Law Enforcement Services	13
Health Care	12
Health Insurance	11
Financial Assistance - Temporary Aid	10
Consumer Assistance Services	9
In-Home Assistance	8
Heating Assistance	8
Aging/Elderly Services	7
Courts	7
Basic Needs - Food	7
Home Health Care	7
General Information Call	6
Income Support - SSI/SSDI	6
Dental Care	5