



211 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: March 2018

Total Number of Calls: 271

Report Date: 4/11/18

Tax Services	48
Housing/Shelter	42
Utilities Assistance	37
Basic Needs - Food	29
Heating Assistance	27
Mental Health Services	26
Health Care	24
Financial Assistance - Temporary Aid	21
Financial Assistance - Rent	16
Dental Care	11
Legal Services	7
Transportation	7
Substance Abuse Services	7
Corrections	7
Aging/Elderly Services	7
Domestic Violence Services	6
Financial Assistance - Prescription Assistance	6
Consumer Assistance Services	6
Law Enforcement Services	6
Government Agency - DHHS	6



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: March 2018

Total Number of Calls: 70

Report Date: 4/11/18

Heating Assistance	26
Housing/Shelter	10
Mental Health Services	7
Basic Needs - Food	6
Substance Abuse Services	5
Aging/Elderly Services	5
Financial Assistance - Prescription Assistance	4
Health Care	4
Government Agency - DHHS	3
Financial Assistance - Rent	3
Domestic Violence Services	3
Financial Assistance - Temporary Aid	3
Utilities Assistance	2
Transportation	2
Financial Assistance - Home Maintenance	2
Legal Services	2
Donations	2
General Information Call	2
Furniture	2
Government Agency - OLR	2



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: March 2018

Total Number of Calls: 837

Report Date: 4/11/18

Heating Assistance	192
Tax Services	134
Mental Health Services	113
Basic Needs - Food	80
Housing/Shelter	74
Utilities Assistance	72
Health Care	58
Substance Abuse Services	56
Consumer Assistance Services	40
Legal Services	28
Dental Care	28
Financial Assistance - Rent	18
Transportation	17
In-Home Assistance	17
Health Insurance	16
Family Support Services	14
Financial Assistance - Temporary Aid	14
Law Enforcement Services	13
General Information Call	13
Domestic Violence Services	12



211 Maine: Top 20 Call Categories

[Franklin County](#)

Reporting Period: March 2018

Total Number of Calls: 53

Report Date: 4/11/18

Tax Services	12
Utilities Assistance	9
Heating Assistance	5
Dental Care	4
Legal Services	4
Health Care	4
Basic Needs - Food	3
Aging/Elderly Services	2
Public Health	2
Financial Assistance - Temporary Aid	2
Developmental Disabilities	2
Mental Health Services	2
Government Agency - DHHS	2
Financial Assistance - Health Care	1
Mediation Services	1
Homeless Services	1
Financial Assistance - Rent	1
Veterans' Services	1
Family Support Services	1
Government Agency - Attorney General	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: March 2018

Total Number of Calls: 54

Report Date: 4/11/18

Heating Assistance	9
Health Care	7
Transportation	7
Housing/Shelter	5
Utilities Assistance	5
Legal Services	4
Dental Care	4
Financial Assistance - Temporary Aid	4
Family Support Services	4
Basic Needs - Food	3
Mental Health Services	3
Public Health	2
In-Home Assistance	2
Business Information	2
Home Health Care	2
Financial Assistance - Prescription Assistance	2
Child Abuse/Neglect	2
Advocacy	2
Government Agency - DOL	1
Disability Information	1



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: March 2018

Total Number of Calls: 270

Report Date: 4/11/18

Utilities Assistance	48
Tax Services	33
Housing/Shelter	30
Heating Assistance	23
Financial Assistance - Rent	17
Substance Abuse Services	15
Basic Needs - Food	15
Health Care	13
Aging/Elderly Services	11
Elected Officials	10
Transportation	10
Legal Services	10
Mental Health Services	10
Consumer Assistance Services	9
Family Support Services	8
Government Agency - DHHS	7
Public Health	6
Government Agency - Attorney General	5
Law Enforcement Services	5
Dental Care	5



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: March 2018

Total Number of Calls: 56

Report Date: 4/11/18

Housing/Shelter	10
Utilities Assistance	10
Heating Assistance	9
Mental Health Services	5
Health Care	4
Transportation	4
Tax Services	4
Income Support - SSI/SSDI	3
Consumer Assistance Services	2
Advocacy	2
Family Support Services	2
Donations	2
Health Insurance	2
Aging/Elderly Services	2
Weatherization	2
Basic Needs - Household Items (Non-food)	1
Legal Services	1
Basic Needs - Food	1
Animal Services	1
Domestic Violence Services	1



211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: March 2018

Total Number of Calls: 58

Report Date: 4/11/18

Utilities Assistance	15
Heating Assistance	13
Health Care	7
Housing/Shelter	6
Mental Health Services	5
Financial Assistance - Temporary Aid	5
Dental Care	5
Family Support Services	4
Employment	3
Government Agency - DHHS	3
Transportation	3
Financial Assistance - Security Deposit	2
Consumer Assistance Services	2
Financial Assistance - Rent	2
Education/Training	2
Developmental Disabilities	2
Judicial Services	1
Public Safety	1
Medical Equipment	1
Child Abuse/Neglect	1



211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: March 2018

Total Number of Calls: 109

Report Date: 4/11/18

Heating Assistance	27
Utilities Assistance	22
Mental Health Services	14
Housing/Shelter	12
Tax Services	10
Basic Needs - Food	9
Financial Assistance - Temporary Aid	9
Transportation	8
Dental Care	7
Legal Services	5
Elected Officials	5
Substance Abuse Services	3
Energy Audit Information/Services	3
Consumer Assistance Services	3
General Information Call	3
Income Support - SSI/SSDI	2
Public Safety	2
Municipal Services	2
Aging/Elderly Services	2
Financial Assistance - Rent	2



211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: March 2018

Total Number of Calls: 213

Report Date: 4/11/18

Heating Assistance	61
Basic Needs - Food	31
Utilities Assistance	26
Mental Health Services	22
Health Care	18
Housing/Shelter	15
Legal Services	13
Transportation	12
Substance Abuse Services	10
Tax Services	10
Financial Assistance - Rent	10
Aging/Elderly Services	7
Financial Assistance - Temporary Aid	6
Income Support - SSI/SSDI	6
Parenting Education/Support	6
HIV/AIDS	5
General Information Call	5
Financial Assistance - Vehicle Expenses	5
Consumer Assistance Services	5
Family Support Services	4

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: March 2018

Total Number of Calls: 36

Report Date: 4/11/18

Heating Assistance	28
Utilities Assistance	7
Dental Care	3
Basic Needs - Food	3
Tax Services	2
Education/Training	2
Legal Services	2
Financial Assistance - Prescription Assistance	2
Transportation	2
Financial Assistance - Rent	2
Health Care	2
Home Health Care	1
Disaster Services	1
Family Support Services	1
Homeless Services	1
DHHS SNAP Questions	1
In-Home Assistance	1



211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: March 2018

Total Number of Calls: 65

Report Date: 4/11/18

Heating Assistance	12
Utilities Assistance	10
Financial Assistance - Rent	9
Transportation	8
Substance Abuse Services	8
Basic Needs - Food	8
Family Support Services	7
Tax Services	6
Dental Care	5
Legal Services	5
Housing/Shelter	5
In-Home Assistance	4
Financial Assistance - Temporary Aid	3
Employment	2
Mental Health Services	2
Government Agency - Attorney General	2
Public Safety	2
Grief Support	2
Animal Services	1
Aging/Elderly Services	1



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: March 2018

Total Number of Calls: 110

Report Date: 4/11/18

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: March 2018

Total Number of Calls: 36

Report Date: 4/11/18

Health Care	7
Health Insurance	5
Utilities Assistance	4
Heating Assistance	4
Tax Services	4
Transportation	3
Housing/Shelter	3
Family Support Services	3
Mental Health Services	3
Developmental Disabilities	2
Elected Officials	2
Environmental Services	2
General Information Call	2
Financial Assistance - Health Care	2
Aging/Elderly Services	2
Personal Debt/Money Management	1
Fire/Ambulance Services (Non-emergency)	1
Disability Information	1
Disaster Services	1
Municipal Services	1

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

Washington County

Reporting Period: March 2018

Total Number of Calls: 46

Report Date: 4/11/18

Heating Assistance	22
Utilities Assistance	10
Health Care	7
Housing/Shelter	5
Legal Services	5
Mental Health Services	3
Dental Care	3
Aging/Elderly Services	3
Family Support Services	2
Government Agency - DHHS	2
Personal Debt/Money Management	2
Financial Assistance - Temporary Aid	2
Transportation	2
Courts	1
Law Enforcement Services	1
Substance Abuse Services	1
Home Health Care	1
Education/Training	1
Tax Services	1
Basic Needs - Food	1

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: March 2018

Total Number of Calls: 334

Report Date: 4/11/18

Mental Health Services	63
Utilities Assistance	52
Housing/Shelter	37
Substance Abuse Services	35
Heating Assistance	32
Tax Services	29
Legal Services	28
Health Care	27
Basic Needs - Food	23
Financial Assistance - Rent	14
Dental Care	14
Transportation	13
Health Insurance	11
In-Home Assistance	8
Consumer Assistance Services	7
Government Agency - DHHS	7
Employment	6
Law Enforcement Services	6
Financial Assistance - Temporary Aid	6
Judicial Services	5