	<p>211 Maine: Top 20 Call Categories  <a href="#">Androscoggin County</a>  Reporting Period: October 2018  Total Number of Calls: 340</p>
<p>Report Date: 11/08/2018</p>	

Heating Fuel Payment Assistance	59
Electric Service Payment Assistance	49
Rent Payment Assistance	25
Community Action Agencies	23
Community Shelters	20
Food Pantries	18
Undesignated Temporary Financial Assistance	16
Area Agencies on Aging	12
Specialized Information and Referral	11
General Acute Care Hospitals	9
State Government Agencies/Departments	8
General Counseling Services	8
Telephone Service Payment Assistance	8
Directory Assistance	8
Housing Search Assistance	8
Talklines/Warmlines	7
Rental Deposit Assistance	6
Outpatient Mental Health Facilities	6
Medical Care Expense Assistance	6
General Clothing Provision	6



## 211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: October 2018

Total Number of Calls: 92

Report Date: 11/08/2018

Heating Fuel Payment Assistance	34
Rent Payment Assistance	10
Food Pantries	10
Electric Service Payment Assistance	10
Undesignated Temporary Financial Assistance	7
Veteran Benefits Assistance	4
Residential Substance Use Disorder Treatment Facilities	4
Errand Running/Shopping Assistance	4
Area Agencies on Aging	4
Transportation Expense Assistance	3
Outpatient Mental Health Facilities	3
Medical Care Expense Assistance	3
Talklines/Warmlines	3
Case/Care Management	2
Community Shelters	2
Psychiatric Case Management	2
Food Vouchers	2
Substance Use Disorder Counseling	2
Food Banks/Food Distribution Warehouses	2
Community Action Agencies	2



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: October 2018

Total Number of Calls: 820

Report Date: 11/08/2018

Heating Fuel Payment Assistance	195
Electric Service Payment Assistance	54
Food Pantries	43
Community Shelters	35
Rent Payment Assistance	30
Talklines/Warmlines	28
Specialized Information and Referral	24
Community Action Agencies	24
Undesignated Temporary Financial Assistance	20
General Acute Care Hospitals	20
Mental Health Hotlines	19
Housing Search Assistance	19
Case/Care Management	18
General Legal Aid	14
Outpatient Mental Health Facilities	13
Directory Assistance	13
Municipal Police	13
Area Agencies on Aging	13
General Clothing Provision	13
Drug Detoxification	12



## 211 Maine: Top 20 Call Categories

### Franklin County

Reporting Period: October 2018

Total Number of Calls: 50

Report Date: 11/08/2018

Heating Fuel Payment Assistance	17
Rent Payment Assistance	8
Electric Service Payment Assistance	6
Food Pantries	4
Housing Search Assistance	3
Community Shelters	3
General Dentistry	2
Medical Care Expense Assistance	2
Family Law	2
Community Action Agencies	2
Legal Representation	2
Specialized Information and Referral	2
Child Care Centers	2
General Acute Care Hospitals	2
Food Stamps/SNAP Applications	2
Adult Protective Services	2
Non-Emergency Medical Transportation	1
Undesignated Temporary Financial Assistance	1
Preschools	1
General Clothing Provision	1



## 211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: October 2018

Total Number of Calls: 66

Report Date: 11/08/2018

Heating Fuel Payment Assistance	24
Aging and Disability Resource Centers	4
Food Pantries	4
General Dentistry	3
Referral to Physicians Accepting Medicaid	3
General Legal Aid	3
Smoking Cessation	2
Community Shelters	2
Area Agencies on Aging	2
Electric Service Connection/Repair	2
Electric Service Payment Assistance	2
Driver Licenses	2
State Government Agencies/Departments	2
Volunteer Recruitment/Placement	2
Undesignated Temporary Financial Assistance	2
Domestic Violence Shelters	1
Municipal Police	1
Lawyer Referral Services	1
Errand Running/Shopping Assistance	1
Directory Assistance	1



## 211 Maine: Top 20 Call Categories


### [Kennebec County](#)

Reporting Period: October 2018

Total Number of Calls: 346

Report Date: 11/08/2018

Heating Fuel Payment Assistance	63
Electric Service Payment Assistance	33
Rent Payment Assistance	22
State Government Agencies/Departments	13
Community Action Agencies	13
Food Pantries	11
Specialized Information and Referral	9
Talklines/Warmlines	9
Food Stamps/SNAP Applications	9
Substance Use Disorder Counseling	8
Municipal Police	8
Christmas Programs	7
Housing Search Assistance	7
Medical Care Expense Assistance	7
Child Abuse Medical Evaluations	7
Undesignated Temporary Financial Assistance	7
Government Consumer Protection Agencies	6
Community Shelters	6
Medication Assisted Maintenance Treatment for Opioid Use Disorders	5
Area Agencies on Aging	5

	<p>211 Maine: Top 20 Call Categories  <a href="#">Knox County</a>  Reporting Period: October 2018  Total Number of Calls: 44</p>
<p>Report Date: 11/08/2018</p>	

Electric Service Payment Assistance	18
Heating Fuel Payment Assistance	11
Community Action Agencies	5
Community Shelters	5
Undesignated Temporary Financial Assistance	5
Public Charities	4
Rent Payment Assistance	4
Referral to Dental Practitioners Accepting Medicaid	2
Medical Care Expense Assistance	2
Opioid Detoxification	2
Specialized Information and Referral	2
Family Law Courts	1
Drug Detoxification	1
Neuter/Spay Services	1
General Legal Aid	1
Post Offices	1
General Relief Appeals/Complaints	1
Homeless Permanent Supportive Housing	1
Domestic Violence Shelters	1
Non-Emergency Medical Transportation	1



## 211 Maine: Top 20 Call Categories

[Lincoln County](#)


Reporting Period: October 2018

Total Number of Calls: 52

Report Date: 11/08/2018

Heating Fuel Payment Assistance	20
Electric Service Payment Assistance	5
Rent Payment Assistance	4
State Government Agencies/Departments	3
Community Action Agencies	3
Errand Running/Shopping Assistance	3
Food Stamps/SNAP Applications	2
Telephone Service Payment Assistance	2
General Minor Home Repair Programs	2
Area Agencies on Aging	2
General Paratransit/Community Ride Programs	2
Taxpayer Advocate Services	1
Post Offices	1
Non-Emergency Medical Transportation	1
Drug Detoxification	1
Rental Deposit Assistance	1
Drug Use Disorder Education/Prevention	1
Domestic Violence Hotlines	1
Drug Use Disorder Support Groups	1
Personal Financial Counseling	1



	<p>211 Maine: Top 20 Call Categories  Oxford County  Reporting Period: October 2018  Total Number of Calls: 115</p>
<p>Report Date: 11/08/2018</p>	

Heating Fuel Payment Assistance	27
Community Action Agencies	8
Food Pantries	8
Electric Service Payment Assistance	8
Case/Care Management	6
Undesignated Temporary Financial Assistance	6
Specialized Information and Referral	6
Psychiatric Case Management	5
General Acute Care Hospitals	4
Non-Emergency Medical Transportation	4
General Counseling Services	3
Lawyer Referral Services	3
Mortgage Delinquency and Default Counseling	3
Referral to Dental Practitioners Accepting Medicaid	2
Long Term Care Insurance Information/Counseling	2
General Dentistry	2
Mental Health Assessment and Treatment	2
Medicare Information/Counseling	2
Food Vouchers	2
Family Law	2



## 211 Maine: Top 20 Call Categories

### Penobscot County

Reporting Period: October 2018

Total Number of Calls:296

Report Date: 11/08/2018

Heating Fuel Payment Assistance	81
Food Pantries	43
Electric Service Payment Assistance	33
Rent Payment Assistance	27
Undesignated Temporary Financial Assistance	20
Housing Search Assistance	12
Community Shelters	11
General Counseling Services	11
Community Action Agencies	8
Specialized Information and Referral	7
State Government Agencies/Departments	7
General Acute Care Hospitals	7
Area Agencies on Aging	7
Residential Substance Use Disorder Treatment Facilities	6
Directory Assistance	6
Medical Care Expense Assistance	6
Food Stamps/SNAP Applications	5
Talklines/Warmlines	5
Case/Care Management	5
Food Vouchers	5

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: October 2018

Total Number of Calls: 34

Report Date: 11/08/2018

Heating Fuel Payment Assistance	19
Undesignated Temporary Financial Assistance	3
Community Action Agencies	3
City Government Information Lines	2
Rent Payment Assistance	2
Legal Counseling	2
Aging and Disability Resource Centers	2
Food	2
Electric Service Payment Assistance	2
Homelessness Prevention Programs	2
Area Agencies on Aging	1
Post Disaster Cleanup	1
Telephone Service Payment Assistance	1
Food Stamps/SNAP Applications	1
Referral to Dental Practitioners Accepting Medicaid	1
General Dentistry	1
Special Event Support Volunteer Opportunities	1
General Legal Aid	1
Food Pantries	1
Adult Psychiatric Hospitals	1



211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: October 2018

Total Number of Calls: 81

Report Date: 11/08/2018

Heating Fuel Payment Assistance	23
Electric Service Payment Assistance	15
Undesignated Temporary Financial Assistance	7
Medical Care Expense Assistance	4
Comprehensive Outpatient Substance Use Disorder Treatment	4
Residential Substance Use Disorder Treatment Facilities	4
Community Action Agencies	4
Home Rehabilitation Loans	4
Inpatient Substance Use Disorder Treatment Facilities	3
Substance Use Disorder Counseling	3
Specialized Information and Referral	3
Housing Search Assistance	3
Referral to Dental Practitioners Accepting Medicaid	2
Area Agencies on Aging	2
Senior Ride Programs	2
Alcohol Detoxification	2
Alcohol Use Disorder Support Groups	2
Psychiatric Case Management	2
Community Clinics	2
Mediation	2



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: October 2018

Total Number of Calls: 154

Report Date: 11/08/2018

Heating Fuel Payment Assistance	51
Electric Service Payment Assistance	21
Community Action Agencies	9
Food Pantries	9
Rent Payment Assistance	7
State Government Agencies/Departments	6
Community Shelters	6
Case/Care Management	6
Undesignated Temporary Financial Assistance	6
Area Agencies on Aging	5
General Dentistry	5
General Acute Care Hospitals	4
Specialized Information and Referral	4
Medication Assisted Maintenance Treatment for Opioid Use Disorders	4
Dental Hygiene	4
Home Delivered Meals	4
Housing Search Assistance	3
General Counseling Services	3
EBT Card Services	3
Food Stamps/SNAP Applications	3



211 Maine: Top 20 Call Categories


[Waldo County](#)

Reporting Period: October 2018

Total Number of Calls: 58

Report Date: 11/08/2018

Heating Fuel Payment Assistance	19
Electric Service Payment Assistance	8
Rent Payment Assistance	4
General Counseling Services	4
Community Action Agencies	3
Undesignated Temporary Financial Assistance	3
Substance Use Disorder Counseling	2
Medical Care Expense Assistance	2
Home Rehabilitation Loans	2
Family Law	2
Special Event Support Volunteer Opportunities	2
Family Services Related Volunteer Opportunities	2
City Government Information Lines	2
Food Production/Preparation/Delivery Volunteer Opportunities	2
Local Officials Offices	2
Food Stamps/SNAP Applications	2
Bedding/Linen	2
Gambling Self Exclusion Programs	2
State Government Agencies/Departments	2
Area Agencies on Aging	2

	<p>211 Maine: Top 20 Call Categories  <a href="#">Washington County</a>  Reporting Period: October 2018  Total Number of Calls: 59</p>
<p>Report Date: 11/08/2018</p>	

Heating Fuel Payment Assistance	16
Rent Payment Assistance	6
Electric Service Payment Assistance	6
Errand Running/Shopping Assistance	4
Undesignated Temporary Financial Assistance	4
Prescription Expense Assistance	2
Medicare Information/Counseling	2
Medical Care Expense Assistance	2
General Acute Care Hospitals	2
Physician/Surgeon Complaints	2
Homemaker Assistance	2
Sheriff	2
Lawyer Referral Services	2
Alcohol Detoxification	2
Mental Health Support Services	1
Home Rehabilitation Loans	1
Native American General Assistance	1
General Minor Home Repair Programs	1
Medication Assisted Maintenance Treatment for Opioid Use Disorders	1
General Clothing Provision	1

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211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: October 2018

Total Number of Calls: 331

Report Date: 11/08/2018

Heating Fuel Payment Assistance	47
Electric Service Payment Assistance	34
Rent Payment Assistance	23
Housing Search Assistance	19
Undesignated Temporary Financial Assistance	17
Community Action Agencies	17
Community Shelters	16
Food Pantries	16
Municipal Police	14
Medication Assisted Maintenance Treatment for Opioid Use Disorders	11
Non-Emergency Medical Transportation	10
Case/Care Management	10
General Acute Care Hospitals	10
Area Agencies on Aging	9
General Medical Care	8
Adult Residential Treatment Facilities	8
Comprehensive Outpatient Substance Use Disorder Treatment	7
Community Legal Clinics	7
Outpatient Mental Health Facilities	6
Medical Care Expense Assistance	6

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