



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period: April 2019**

**Total Number of Calls: 273**

**Report Date: 05/05/2019**

<b>Heating Fuel Payment Assistance</b>	<b>51</b>
<b>Electric Service Payment Assistance</b>	<b>38</b>
<b>Food Pantries</b>	<b>22</b>
<b>Rent Payment Assistance</b>	<b>16</b>
<b>Substance Use Disorder Counseling</b>	<b>13</b>
<b>Outpatient Mental Health Facilities</b>	<b>9</b>
<b>Community Shelters</b>	<b>8</b>
<b>Area Agencies on Aging</b>	<b>8</b>
<b>Municipal Police</b>	<b>8</b>
<b>State Government Agencies/Departments</b>	<b>7</b>
<b>Psychiatric Medication Services</b>	<b>7</b>
<b>Food Stamps/SNAP Applications</b>	<b>7</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Directory Assistance</b>	<b>6</b>
<b>Medical Care Expense Assistance</b>	<b>6</b>
<b>Non-Emergency Medical Transportation</b>	<b>6</b>
<b>Referral to Physicians Accepting Medicaid</b>	<b>5</b>
<b>AARP Tax Aide Programs</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>5</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period: April 2019**

**Total Number of Calls: 109**

**Report Date: 05/05/2019**

<b>Heating Fuel Payment Assistance</b>	<b>54</b>
<b>Food Pantries</b>	<b>14</b>
<b>Electric Service Payment Assistance</b>	<b>10</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>Food Vouchers</b>	<b>6</b>
<b>Transportation Expense Assistance</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>General Relief</b>	<b>4</b>
<b>Homeless Motel Vouchers</b>	<b>4</b>
<b>Residential Substance Use Disorder Treatment Facil</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Dental Prosthodontics</b>	<b>3</b>
<b>Food Banks/Food Distribution Warehouses</b>	<b>3</b>
<b>Mental Health Crisis Lines</b>	<b>3</b>
<b>Community Action Agencies</b>	<b>3</b>
<b>Municipal Police</b>	<b>3</b>
<b>Water Service Payment Assistance</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period: April 2019**

**Total Number of Calls: 698**

**Report Date: 05/05/2019**

<b>Heating Fuel Payment Assistance</b>	<b>117</b>
<b>Electric Service Payment Assistance</b>	<b>108</b>
<b>Food Pantries</b>	<b>65</b>
<b>Rent Payment Assistance</b>	<b>43</b>
<b>Housing Search Assistance</b>	<b>35</b>
<b>Community Shelters</b>	<b>27</b>
<b>Homeless Motel Vouchers</b>	<b>22</b>
<b>General Dentistry</b>	<b>18</b>
<b>Food Stamps/SNAP Applications</b>	<b>16</b>
<b>Case/Care Management</b>	<b>16</b>
<b>General Acute Care Hospitals</b>	<b>16</b>
<b>Specialized Information and Referral</b>	<b>16</b>
<b>Outpatient Mental Health Facilities</b>	<b>15</b>
<b>Aging and Disability Resource Centers</b>	<b>15</b>
<b>Medical Care Expense Assistance</b>	<b>15</b>
<b>Talklines/Warmlines</b>	<b>13</b>
<b>Therapy Referrals</b>	<b>13</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>13</b>
<b>AARP Tax Aide Programs</b>	<b>13</b>
<b>State Government Agencies/Departments</b>	<b>12</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period: April 2019**

**Report Date: 05/05/2019**

**Total Number of Calls: 57**

<b>Electric Service Payment Assistance</b>	<b>42</b>
<b>Rent Payment Assistance</b>	<b>8</b>
<b>AARP Tax Aide Programs</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>Medical Care Expense Assistance</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Case/Care Management</b>	<b>2</b>
<b>Community Wellness Programs</b>	<b>2</b>
<b>Diabetes Management Clinics</b>	<b>2</b>
<b>General Counseling Services</b>	<b>2</b>
<b>Heating Fuel Payment Assistance</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Tax Agency Tax Preparation Assistance</b>	<b>2</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>2</b>
<b>Developmental Disabilities Day Habilitation Progra</b>	<b>1</b>
<b>Criminal Law</b>	<b>1</b>
<b>Electric Service Complaints</b>	<b>1</b>
<b>Earned Income Credit Information</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period: April 2019**

**Total Number of Calls: 59**

**Report Date: 05/05/2019**

<b>Electric Service Payment Assistance</b>	<b>10</b>
<b>Case/Care Management</b>	<b>7</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Heating Fuel Payment Assistance</b>	<b>4</b>
<b>Mental Health Crisis Lines</b>	<b>4</b>
<b>Children's Protective Services</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Disability Related Transportation</b>	<b>2</b>
<b>General Acute Care Hospitals</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>Motor Vehicle Registration</b>	<b>2</b>
<b>Talklines/Warmlines</b>	<b>2</b>
<b>Telephone Service Payment Assistance</b>	<b>2</b>
<b>Transportation Expense Assistance</b>	<b>2</b>
<b>Hospice Care Referrals</b>	<b>1</b>
<b>Home Rehabilitation Loans</b>	<b>1</b>
<b>Home Nursing</b>	<b>1</b>
<b>Health/Disability Related Support Groups</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>General Minor Home Repair Programs</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period: April 2019**

**Total Number of Calls: 265**

**Report Date: 05/05/2019**

<b>Electric Service Payment Assistance</b>	<b>55</b>
<b>Heating Fuel Payment Assistance</b>	<b>40</b>
<b>Community Shelters</b>	<b>25</b>
<b>Rent Payment Assistance</b>	<b>21</b>
<b>Homeless Motel Vouchers</b>	<b>16</b>
<b>Food Pantries</b>	<b>14</b>
<b>Housing Search Assistance</b>	<b>11</b>
<b>Specialized Information and Referral</b>	<b>9</b>
<b>Outpatient Mental Health Facilities</b>	<b>7</b>
<b>General Relief</b>	<b>6</b>
<b>State Government Agencies/Departments</b>	<b>6</b>
<b>Legal Counseling</b>	<b>5</b>
<b>Housing Authorities</b>	<b>5</b>
<b>Food Stamps/SNAP Applications</b>	<b>5</b>
<b>Case/Care Management</b>	<b>5</b>
<b>Domestic Violence Shelters</b>	<b>5</b>
<b>Child Support Assistance/Enforcement</b>	<b>4</b>
<b>Substance Use Disorder Counseling</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Homemaker Assistance</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period: April 2019**

**Total Number of Calls: 72**

**Report Date: 05/05/2019**

<b>Electric Service Payment Assistance</b>	<b>17</b>
<b>Substance Use Disorder Counseling</b>	<b>10</b>
<b>Rent Payment Assistance</b>	<b>9</b>
<b>Community Shelters</b>	<b>7</b>
<b>Heating Fuel Payment Assistance</b>	<b>6</b>
<b>Homeless Motel Vouchers</b>	<b>4</b>
<b>Referral to Dental Practitioners Accepting Medicaid</b>	<b>4</b>
<b>Residential Substance Use Disorder Treatment Facility</b>	<b>4</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>2</b>
<b>Drug Detoxification</b>	<b>2</b>
<b>Family Law Courts</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Opioid Detoxification</b>	<b>2</b>
<b>Poison Control</b>	<b>2</b>
<b>Soup Kitchens</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>1</b>
<b>Food Pantries</b>	<b>1</b>
<b>Federal Tax Collection Agencies</b>	<b>1</b>
<b>Federal Government Information Services</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period: April 2019**

**Total Number of Calls: 57**

**Report Date: 05/05/2019**

<b>Electric Service Payment Assistance</b>	<b>27</b>
<b>Heating Fuel Payment Assistance</b>	<b>20</b>
<b>Community Shelters</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>General Dentistry</b>	<b>3</b>
<b>Substance Use Disorder Counseling</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>Housing Search Assistance</b>	<b>2</b>
<b>Inpatient Substance Use Disorder Treatment Facilit</b>	<b>2</b>
<b>Medical Equipment/Supplies</b>	<b>2</b>
<b>Sweat Equity Programs</b>	<b>2</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>2</b>
<b>Health/Disability Related Support Groups</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>Gambling Addiction Support Groups</b>	<b>1</b>
<b>Food Vouchers</b>	<b>1</b>
<b>Federal Government Complaints/Ombudsman Offices</b>	<b>1</b>
<b>AARP Tax Aide Programs</b>	<b>1</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period: April 2019**

**Total Number of Calls: 99**

**Report Date: 05/05/2019**

<b>Electric Service Payment Assistance</b>	<b>68</b>
<b>Heating Fuel Payment Assistance</b>	<b>22</b>
<b>Rent Payment Assistance</b>	<b>7</b>
<b>Substance Use Disorder Counseling</b>	<b>5</b>
<b>Food Pantries</b>	<b>5</b>
<b>Community Shelters</b>	<b>5</b>
<b>Legal Counseling</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Case/Care Management</b>	<b>4</b>
<b>General Counseling Services</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>
<b>Medication Assisted Maintenance Treatment for Subs</b>	<b>2</b>
<b>Domestic Violence Hotlines</b>	<b>2</b>
<b>Psychiatric Medication Services</b>	<b>2</b>
<b>Mental Health Crisis Lines</b>	<b>2</b>
<b>Non-Emergency Medical Transportation</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period: April 2019**

**Total Number of Calls: 244**

**Report Date: 05/05/2019**

<b>Heating Fuel Payment Assistance</b>	<b>41</b>
<b>Food Pantries</b>	<b>38</b>
<b>Community Shelters</b>	<b>32</b>
<b>Electric Service Payment Assistance</b>	<b>29</b>
<b>Rent Payment Assistance</b>	<b>18</b>
<b>Homeless Motel Vouchers</b>	<b>12</b>
<b>Housing Search Assistance</b>	<b>10</b>
<b>Food Vouchers</b>	<b>9</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>9</b>
<b>Drug Detoxification</b>	<b>8</b>
<b>Mental Health Crisis Lines</b>	<b>8</b>
<b>Disability Related Transportation</b>	<b>7</b>
<b>Specialized Information and Referral</b>	<b>7</b>
<b>Case/Care Management</b>	<b>7</b>
<b>Residential Substance Use Disorder Treatment Facil</b>	<b>7</b>
<b>Soup Kitchens</b>	<b>7</b>
<b>Transportation Expense Assistance</b>	<b>7</b>
<b>Telephone Service Payment Assistance</b>	<b>6</b>
<b>General Counseling Services</b>	<b>6</b>
<b>Non-Emergency Medical Transportation</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period: April 2019**

**Total Number of Calls: 31**

**Report Date: 05/05/2019**

<b>Heating Fuel Payment Assistance</b>	<b>18</b>
<b>Electric Service Payment Assistance</b>	<b>9</b>
<b>Rent Payment Assistance</b>	<b>7</b>
<b>Legal Counseling</b>	<b>4</b>
<b>Thrift Shops</b>	<b>4</b>
<b>Pet Care Services</b>	<b>3</b>
<b>Substance Use Disorder Counseling</b>	<b>3</b>
<b>General Legal Aid</b>	<b>2</b>
<b>Medical Care Expense Assistance</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Water Service Payment Assistance</b>	<b>2</b>
<b>Medicare Information/Counseling</b>	<b>1</b>
<b>Medicaid Information/Counseling</b>	<b>1</b>
<b>Lawyer Referral Services</b>	<b>1</b>
<b>Inpatient Substance Use Disorder Treatment Facilit</b>	<b>1</b>
<b>Inpatient Drug Detoxification</b>	<b>1</b>
<b>General Psychiatry</b>	<b>1</b>
<b>General Acute Care Hospitals</b>	<b>1</b>
<b>Food Pantries</b>	<b>1</b>
<b>Earned Income Credit Information</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period: April 2019**

**Total Number of Calls: 100**

**Report Date: 05/05/2019**

<b>Electric Service Payment Assistance</b>	<b>20</b>
<b>Heating Fuel Payment Assistance</b>	<b>12</b>
<b>General Counseling Services</b>	<b>7</b>
<b>Specialized Information and Referral</b>	<b>7</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>General Mental Health Information/Education</b>	<b>5</b>
<b>Medical Care Expense Assistance</b>	<b>5</b>
<b>Food Stamps/SNAP Applications</b>	<b>4</b>
<b>Community Shelters</b>	<b>4</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>4</b>
<b>Home Rehabilitation Loans</b>	<b>4</b>
<b>Legal Counseling</b>	<b>4</b>
<b>Residential Substance Use Disorder Treatment Facili</b>	<b>4</b>
<b>Benefits Screening</b>	<b>3</b>
<b>General Legal Aid</b>	<b>3</b>
<b>Medicare Information/Counseling</b>	<b>3</b>
<b>Talklines/Warmlines</b>	<b>3</b>
<b>TANF Applications</b>	<b>3</b>
<b>Children's/Adolescent Residential Treatment Facili</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period: April 2019**

**Total Number of Calls: 103**

**Report Date: 05/05/2019**

<b>Electric Service Payment Assistance</b>	<b>35</b>
<b>Heating Fuel Payment Assistance</b>	<b>12</b>
<b>Legal Counseling</b>	<b>7</b>
<b>Water Service Payment Assistance</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Advocacy</b>	<b>4</b>
<b>City Government Information Services</b>	<b>3</b>
<b>Emergency Food</b>	<b>3</b>
<b>Substance Use Disorder Counseling</b>	<b>3</b>
<b>Home Rehabilitation Loans</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Domestic Violence Hotlines</b>	<b>2</b>
<b>Household Goods</b>	<b>2</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>State Government Agencies/Departments</b>	<b>2</b>
<b>Case/Care Management</b>	<b>2</b>
<b>Better Business Bureaus</b>	<b>2</b>
<b>Elder Law</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period: April 2019**

**Total Number of Calls: 33**

**Report Date: 05/05/2019**

<b>Electric Service Payment Assistance</b>	<b>11</b>
<b>Legal Counseling</b>	<b>3</b>
<b>Medical Equipment/Supplies</b>	<b>3</b>
<b>AARP Tax Aide Programs</b>	<b>2</b>
<b>Community Shelters</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>Heating Fuel Payment Assistance</b>	<b>2</b>
<b>Housing Search Assistance</b>	<b>2</b>
<b>Lawyer Referral Services</b>	<b>2</b>
<b>Medical Equipment/Assistive Technology Donation Pr</b>	<b>2</b>
<b>Tax Agency Tax Preparation Assistance</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>1</b>
<b>Home Health Aide Services</b>	<b>1</b>
<b>Home Delivered Meals</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>Farm Associations</b>	<b>1</b>
<b>Family Law</b>	<b>1</b>
<b>Earned Income Credit Information</b>	<b>1</b>
<b>Day Camps</b>	<b>1</b>
<b>Children's Protective Services</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period: April 2019**

**Total Number of Calls: 59**

**Report Date: 05/05/2019**

<b>Heating Fuel Payment Assistance</b>	<b>16</b>
<b>Electric Service Payment Assistance</b>	<b>13</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>Alcohol Detoxification</b>	<b>4</b>
<b>Community Shelters</b>	<b>4</b>
<b>Residential Substance Use Disorder Treatment Facil</b>	<b>4</b>
<b>Home Nursing</b>	<b>3</b>
<b>Local Bus Transit Services</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Detoxification</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>Food Vouchers</b>	<b>2</b>
<b>Home Health Aide Services</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>
<b>Inpatient Substance Use Disorder Treatment Facilit</b>	<b>2</b>
<b>Referral to Dental Practitioners Accepting Medica</b>	<b>2</b>
<b>Senior Housing Information and Referral</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period: April 2019**

**Total Number of Calls: 356**

**Report Date: 05/05/2019**

<b>Electric Service Payment Assistance</b>	<b>93</b>
<b>Housing Search Assistance</b>	<b>25</b>
<b>Community Shelters</b>	<b>20</b>
<b>Homeless Motel Vouchers</b>	<b>20</b>
<b>Rent Payment Assistance</b>	<b>18</b>
<b>Food Pantries</b>	<b>17</b>
<b>Heating Fuel Payment Assistance</b>	<b>16</b>
<b>Talklines/Warmlines</b>	<b>16</b>
<b>Case/Care Management</b>	<b>15</b>
<b>Outpatient Mental Health Facilities</b>	<b>13</b>
<b>Legal Counseling</b>	<b>13</b>
<b>Municipal Police</b>	<b>13</b>
<b>Psychiatric Case Management</b>	<b>12</b>
<b>Aging and Disability Resource Centers</b>	<b>10</b>
<b>Public Charities</b>	<b>9</b>
<b>Community Action Agencies</b>	<b>9</b>
<b>Homeless Shelter</b>	<b>8</b>
<b>Therapy Referrals</b>	<b>8</b>
<b>Specialized Information and Referral</b>	<b>8</b>
<b>Food Vouchers</b>	<b>7</b>