

	<p>211 Maine: Top 20 Call Categories Androscoggin County Reporting Period: January 2019 Total Number of Calls: 364</p>
<p>Report Date: 02/07/2019</p>	

Heating Fuel Payment Assistance	176
Electric Service Payment Assistance	59
Food Pantries	38
Community Shelters	26
Rent Payment Assistance	20
Municipal Police	11
Psychiatric Case Management	10
Psychiatric Medication Services	10
Undesignated Temporary Financial Assistance	10
General Counseling Services	10
Community Action Agencies	9
General Legal Aid	8
Case/Care Management	8
AARP Tax Aide Programs	8
General Acute Care Hospitals	7
Homeless Motel Vouchers	6
Public Housing	6
Substance Use Disorder Counseling	5
Food Stamps/SNAP Applications	5
Rental Deposit Assistance	5



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: January 2019

Total Number of Calls: 129

Report Date: 02/07/2019

Heating Fuel Payment Assistance	86
Food Pantries	16
Electric Service Payment Assistance	13
Rent Payment Assistance	7
Undesignated Temporary Financial Assistance	6
Water Service Payment Assistance	5
Food Vouchers	5
Community Shelters	5
General Counseling Services	5
Food Banks/Food Distribution Warehouses	4
Telephone Service Payment Assistance	3
State Government Agencies/Departments	3
Public Charities	3
Housing Search Assistance	3
Thrift Shops	2
Soup Kitchens	2
Adult High School Diploma Programs	2
VITA Programs	2
Talklines/Warmlines	2
Food Stamps/SNAP Applications	2



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: January 2019

Total Number of Calls: 975

Report Date: 02/07/2019

Heating Fuel Payment Assistance	443
Electric Service Payment Assistance	99
Community Shelters	49
AARP Tax Aide Programs	45
Case/Care Management	39
Rent Payment Assistance	37
Food Pantries	35
Talklines/Warmlines	26
Housing Search Assistance	25
Food Stamps/SNAP Applications	24
Mental Health Hotlines	23
Undesignated Temporary Financial Assistance	22
Specialized Information and Referral	21
Tax Preparation Assistance	18
Medical Care Expense Assistance	16
General Counseling Services	15
Homeless Motel Vouchers	15
Aging and Disability Resource Centers	13
Outpatient Mental Health Facilities	13
Legal Counseling	13



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period: January 2019

Total Number of Calls: 49

Report Date: 02/07/2019

Heating Fuel Payment Assistance	36
Electric Service Payment Assistance	11
Rent Payment Assistance	5
Housing Search Assistance	4
Area Agencies on Aging	3
Navigator Programs	2
Legal Counseling	2
Emergency Dental Care	2
Food Vouchers	2
Medical Care Expense Assistance	2
Outpatient Mental Health Facilities	2
Family and Community Medicine	2
Pregnancy Counseling	2
Case/Care Management	2
Water Quality Assurance	2
Water Service Payment Assistance	2
Children's Protective Services	1
Residential Housing Options	1
Dental Hygiene	1
Disability Related Transportation	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: January 2019

Total Number of Calls: 77

Report Date: 02/07/2019

Heating Fuel Payment Assistance	60
Electric Service Payment Assistance	10
Rent Payment Assistance	8
Housing Search Assistance	4
Non-Emergency Medical Transportation	4
Mortgage Delinquency and Default Counseling	3
Drug Detoxification	3
Specialized Information and Referral	3
Mortgage Payment Assistance	2
Pet Care Services	2
Community Shelters	2
Food Pantries	2
Aging and Disability Resource Centers	2
General Minor Home Repair Programs	2
State Government Agencies/Departments	2
Telephone Service Payment Assistance	2
Home Rehabilitation Loans	2
In Home Developmental Disabilities Habilitation Programs	2
Ride Sharing Programs	1
Navigator Programs	1



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: January 2019

Total Number of Calls: 380

Report Date: 02/07/2019

Heating Fuel Payment Assistance	157
Electric Service Payment Assistance	53
Rent Payment Assistance	19
Community Shelters	17
Case/Care Management	15
Food Stamps/SNAP Applications	15
Food Pantries	13
Undesignated Temporary Financial Assistance	11
Homeless Motel Vouchers	10
Medical Care Expense Assistance	10
Housing Search Assistance	10
General Dentistry	9
Substance Use Disorder Counseling	9
Specialized Information and Referral	8
State Government Agencies/Departments	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
Governor Offices	7
Aging and Disability Resource Centers	7
Inpatient Substance Use Disorder Treatment Facilities	6
Domestic Violence Shelters	6



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: January 2019

Total Number of Calls: 85

Report Date: 02/07/2019

Heating Fuel Payment Assistance	50
Electric Service Payment Assistance	11
Medical Care Expense Assistance	6
Water Service Payment Assistance	4
Rent Payment Assistance	4
Community Shelters	3
Drug Detoxification	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
General Counseling Services	3
Therapy Referrals	3
Outpatient Mental Health Facilities	2
Diapers	2
Referral to Dental Practitioners Accepting Medicaid	2
Housing Search Assistance	2
Adult Protective Services	2
Undesignated Temporary Financial Assistance	2
Prescription Expense Assistance	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
Referral to Physicians Accepting Medicaid	2
Food Stamps/SNAP Applications	2



211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: January 2019

Total Number of Calls: 58

Report Date: 02/07/2019

Heating Fuel Payment Assistance	57
Electric Service Payment Assistance	12
Undesignated Temporary Financial Assistance	6
Food Pantries	4
Rent Payment Assistance	3
Community Shelters	3
Adult Protective Services	3
Medical Care Expense Assistance	2
Prescription Expense Assistance	2
Non-Emergency Medical Transportation	2
General Dentistry	2
General Legal Aid	2
Case/Care Management	1
Community Meals	1
Family Law Courts	1
Psychological Assessment	1
Housing Authorities	1
Food Stamps/SNAP Applications	1
Family Law	1
Food Vouchers	1



211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: January 2019

Total Number of Calls: 167

Report Date: 02/07/2019

Heating Fuel Payment Assistance	87
Electric Service Payment Assistance	18
Food Pantries	14
Community Shelters	11
Undesignated Temporary Financial Assistance	7
AARP Tax Aide Programs	5
Thrift Shops	5
Aging and Disability Resource Centers	5
Family Crisis Shelters	5
Specialized Information and Referral	4
Housing Search Assistance	4
General Legal Aid	4
State Government Agencies/Departments	3
Food Vouchers	3
Tax Agency Tax Preparation Assistance	3
Rent Payment Assistance	3
Public Housing	3
Case/Care Management	3
Legal Counseling	3
Prescription Drug Patient Assistance Programs	2

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: January 2019

Total Number of Calls: 318

Report Date: 02/07/2019

Heating Fuel Payment Assistance	175
Electric Service Payment Assistance	36
Food Pantries	26
Rent Payment Assistance	13
Homeless Motel Vouchers	13
AARP Tax Aide Programs	12
Medical Care Expense Assistance	9
Diapers	9
Specialized Information and Referral	9
VITA Programs	7
Public Charities	7
Area Agencies on Aging	7
Food Stamps/SNAP Applications	7
Housing Search Assistance	7
Community Shelters	6
Case/Care Management	6
General Counseling Services	5
Low Income/Subsidized Private Rental Housing	5
Home Rehabilitation Loans	5
Food Vouchers	5



211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: January 2019

Total Number of Calls: 47

Report Date: 02/07/2019

Heating Fuel Payment Assistance	20
Electric Service Payment Assistance	9
General Acute Care Hospitals	5
Substance Use Disorder Counseling	3
Area Agencies on Aging	3
Undesignated Temporary Financial Assistance	3
General Dentistry	2
Rent Payment Assistance	2
Aging and Disability Resource Centers	2
General Consumer Complaints	2
AARP Tax Aide Programs	2
EBT Card Services	1
Medical Care Expense Assistance	1
Referral to Physicians Accepting Medicaid	1
Welfare to Work Programs	1
Child Support Assistance/Enforcement	1
Non-Emergency Medical Transportation	1
Physician/Surgeon Complaints	1
Housing Search Assistance	1
Food Stamps/SNAP Applications	1



211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: January 2019

Total Number of Calls: 95

Report Date: 02/07/2019

Heating Fuel Payment Assistance	42
Electric Service Payment Assistance	17
Medical Care Expense Assistance	5
Rent Payment Assistance	5
Adult Protective Services	4
Outpatient Mental Health Facilities	4
Community Shelters	3
Municipal Police	3
General Acute Care Hospitals	3
Specialized Information and Referral	3
General Counseling Services	3
Talklines/Warmlines	3
Therapy Referrals	3
Housing Authorities	3
AARP Tax Aide Programs	3
Dental Prosthodontics	2
Undesignated Temporary Financial Assistance	2
Home Rehabilitation Loans	2
Food Pantries	2
Dental Hygiene	2



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: January 2019

Total Number of Calls: 148

Report Date: 02/07/2019

Heating Fuel Payment Assistance	79
Electric Service Payment Assistance	19
Rent Payment Assistance	8
Community Shelters	7
Psychiatric Medication Services	7
Food Pantries	6
AARP Tax Aide Programs	6
Water Service Payment Assistance	5
Food Stamps/SNAP Applications	4
General Acute Care Hospitals	4
Undesignated Temporary Financial Assistance	3
Post Offices	3
Medical Care Expense Assistance	3
Specialized Information and Referral	3
Food Vouchers	3
General Medical Care	3
Adult Protective Services	3
Family Counseling	2
Residential Substance Use Disorder Treatment Facilities	2
Residential Energy/Water Conservation Rebates	2



211 Maine: Top 20 Call Categories

[Waldo County](#)

Reporting Period: January 2019

Total Number of Calls: 55

Report Date: 02/07/2019

Heating Fuel Payment Assistance	46
Electric Service Payment Assistance	11
Food Vouchers	3
Community Shelters	3
General Counseling Services	3
Undesignated Temporary Financial Assistance	3
Food Pantries	3
Aging and Disability Resource Centers	3
Career Development	2
Domestic Violence Hotlines	2
General Acute Care Hospitals	2
Family Planning	2
Veteran Benefits Assistance	2
Food Stamps/SNAP Applications	2
Directory Assistance	2
Home Rehabilitation Loans	2
Rent Payment Assistance	1
Medical Care Expense Assistance	1
Prescription Expense Assistance	1
Governor Offices	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period: January 2019

Total Number of Calls: 83

Report Date: 02/07/2019

Heating Fuel Payment Assistance	83
Non-Emergency Medical Transportation	5
Local Bus Transit Services	4
Food Pantries	4
Disability Related Transportation	3
Medical Care Expense Assistance	3
General Legal Aid	3
Undesignated Temporary Financial Assistance	3
Legal Counseling	2
Psychiatric Case Management	2
Community Action Agencies	2
Case/Care Management	2
TANF Applications	2
Telephone Service Payment Assistance	2
Errand Running/Shopping Assistance	1
Social Security Numbers	1
Aging and Disability Resource Centers	1
GED/High School Equivalency Test Instruction	1
Electric Service Payment Assistance	1
General Counseling Services	1

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

York County

Reporting Period: January 2019

Total Number of Calls: 427

Report Date: 02/07/2019

Heating Fuel Payment Assistance	160
Electric Service Payment Assistance	81
Rent Payment Assistance	42
Community Shelters	20
Undesignated Temporary Financial Assistance	19
Food Pantries	18
Medical Care Expense Assistance	15
Housing Search Assistance	14
Comprehensive Outpatient Substance Use Disorder Treatment	11
Water Service Payment Assistance	11
Drug Detoxification	10
Lawyer Referral Services	10
General Acute Care Hospitals	10
Specialized Information and Referral	9
Community Action Agencies	9
Food Stamps/SNAP Applications	9
Outpatient Mental Health Facilities	9
Homeless Motel Vouchers	9
Alcohol Detoxification	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8