

	<p>211 Maine: Top 20 Call Categories Androscoggin County Reporting Period: March 2019 Total Number of Calls: 280</p>
<p>Report Date: 04/02/2019</p>	

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



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: March 2019

Total Number of Calls: 112

Report Date: 04/02/2019

Heating Fuel Payment Assistance	71
Homeless Motel Vouchers	9
Rent Payment Assistance	8
Legal Counseling	7
Food Pantries	6
Food Vouchers	6
Electric Service Payment Assistance	5
Food Stamps/SNAP Applications	4
Housing Search Assistance	4
Specialized Information and Referral	4
Substance Use Disorder Counseling	3
Undesignated Temporary Financial Assistance	3
Home Rehabilitation Loans	3
General Relief	3
Residential Substance Use Disorder Treatment Facilities	3
Public Charities	3
Gambling Addiction Support Groups	3
Eating Disorders Treatment	3
Advocacy	3
Aging and Disability Resource Centers	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: March 2019

Total Number of Calls: 807

Report Date: 04/02/2019

Heating Fuel Payment Assistance	202
Electric Service Payment Assistance	72
Rent Payment Assistance	54
Food Pantries	42
Housing Search Assistance	31
Community Shelters	29
AARP Tax Aide Programs	26
Legal Counseling	22
Homeless Motel Vouchers	20
Case/Care Management	20
General Acute Care Hospitals	20
Drug Detoxification	18
Directory Assistance	16
Mental Health Crisis Lines	16
State Government Agencies/Departments	16
Tax Preparation Assistance	15
Food Stamps/SNAP Applications	15
Undesignated Temporary Financial Assistance	14
Talklines/Warmlines	13
Specialized Information and Referral	13



211 Maine: Top 20 Call Categories

[Franklin County](#)

Reporting Period: March 2019

Total Number of Calls: 51

Report Date: 04/02/2019

Heating Fuel Payment Assistance	10
Non-Emergency Medical Transportation	5
Food Pantries	4
General Minor Home Repair Programs	3
AARP Tax Aide Programs	3
Psychiatric Case Management	3
Homeless Motel Vouchers	3
Undesignated Temporary Financial Assistance	3
TANF Applications	3
Tax Agency Tax Preparation Assistance	2
Specialized Information and Referral	2
Housing Search Assistance	2
Alcohol Detoxification	2
Community Shelters	2
Gambling Addiction Support Groups	2
Food Vouchers	2
Electric Service Payment Assistance	2
Elder Law	1
Drug Use Disorder Support Groups	1
Emergency Shelter	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: March 2019

Total Number of Calls: 51

Report Date: 04/02/2019

Heating Fuel Payment Assistance	20
Electric Service Payment Assistance	15
Food Pantries	5
Community Shelters	4
Housing Search Assistance	3
Opioid Detoxification	3
Mortgage Delinquency and Default Counseling	2
Rent Payment Assistance	2
Legal Counseling	2
Home Rehabilitation Loans	2
Community Action Agencies	2
Case/Care Management	2
Emergency Veterinary Services	2
Water Service Payment Assistance	2
Welfare Rights Assistance	2
Undesignated Temporary Financial Assistance	2
State Government Information Services	2
State Government Agencies/Departments	1
State Income Tax Information	1
Talklines/Warmlines	1



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: March 2019

Total Number of Calls: 214

Report Date: 04/02/2019

Heating Fuel Payment Assistance	48
Electric Service Payment Assistance	30
Rent Payment Assistance	20
Housing Search Assistance	11
Community Shelters	8
Food Stamps/SNAP Applications	7
Homeless Motel Vouchers	7
General Dentistry	6
General Clothing Provision	6
Directory Assistance	6
State Government Agencies/Departments	6
AARP Tax Aide Programs	5
Outpatient Mental Health Facilities	5
Medical Care Expense Assistance	5
Legal Counseling	4
Comprehensive Outpatient Substance Use Disorder Treatment	4
Dental Hygiene	4
Earned Income Credit Information	4
General Counseling Services	4
Food Pantries	4



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: March 2019

Total Number of Calls: 55

Report Date: 04/02/2019

Heating Fuel Payment Assistance	18
Electric Service Payment Assistance	15
Rent Payment Assistance	5
Referral to Physicians Accepting Medicaid	3
General Medical Care	3
Undesignated Temporary Financial Assistance	3
Youth Enrichment Programs	3
Specialized Information and Referral	2
Food Pantries	2
Civil State Trial Courts	2
AARP Tax Aide Programs	2
Adult Psychiatric Inpatient Units	2
Recreational Activities/Sports	2
Prescription Expense Assistance	2
Housing Search Assistance	2
Housing Authorities	1
Inpatient Substance Use Disorder Treatment Facilities	1
Identity Theft Reporting/Recovery Programs	1
Identification Cards	1
Legal Counseling	1



211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: March 2019

Total Number of Calls: 38

Report Date: 04/02/2019

Heating Fuel Payment Assistance	35
Medical Care Expense Assistance	3
Rent Payment Assistance	3
Electric Service Payment Assistance	3
Specialized Information and Referral	3
Sober Living Homes	3
State Government Agencies/Departments	2
AARP Tax Aide Programs	2
Prescription Expense Assistance	2
Hearing Aids	2
Job Information	2
Job Search/Placement	1
Landlord/Tenant Assistance	1
Inpatient Substance Use Disorder Treatment Facilities	1
Home Delivered Meals	1
Home Rehabilitation Grants	1
Referral to Physicians Accepting Medicaid	1
Recovery Homes/Halfway Houses	1
Referral to Dental Practitioners Accepting Medicaid	1
Mental Health Crisis Lines	1



211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: March 2019

Total Number of Calls: 124

Report Date: 04/02/2019

Electric Service Payment Assistance	30
Heating Fuel Payment Assistance	23
Rent Payment Assistance	10
Case/Care Management	9
AARP Tax Aide Programs	6
Family Crisis Shelters	6
Legal Counseling	6
Aging and Disability Resource Centers	5
Substance Use Disorder Counseling	5
State Government Agencies/Departments	4
Community Action Agencies	4
Psychiatric Case Management	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Referral to Dental Practitioners Accepting Medicaid	3
Housing Search Assistance	3
Community Shelters	3
Children's Protective Services	3
General Dentistry	3
Food Stamps/SNAP Applications	3
Food Pantries	3

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: March 2019

Total Number of Calls: 266

Report Date: 04/02/2019

Heating Fuel Payment Assistance	70
Electric Service Payment Assistance	24
Food Pantries	13
AARP Tax Aide Programs	13
Rent Payment Assistance	12
Community Shelters	10
Aging and Disability Resource Centers	9
Mental Health Crisis Lines	9
Homeless Motel Vouchers	9
VITA Programs	9
Housing Search Assistance	8
Outpatient Mental Health Facilities	8
Alcohol Detoxification	8
Food Stamps/SNAP Applications	8
Specialized Information and Referral	7
State Government Agencies/Departments	6
Talklines/Warmlines	6
Drug Detoxification	6
Domestic Violence Hotlines	5
Directory Assistance	5



211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: March 2019

Total Number of Calls: 24

Report Date: 04/02/2019

Heating Fuel Payment Assistance	12
Drug Detoxification	4
Child Care Centers	3
AARP Tax Aide Programs	2
Electric Service Payment Assistance	2
General Dentistry	2
Specialized Information and Referral	2
VITA Programs	2
Transportation Expense Assistance	1
Talklines/Warmlines	1
State Hospitals	1
General Acute Care Hospitals	1
Alcohol Detoxification	1
Area Agencies on Aging	1
Civil State Trial Courts	1
Dental Prosthodontics	1
Governor Offices	1
Home Delivered Meals	1
Inpatient Substance Use Disorder Treatment Facilities	1
Local Electric Utility Companies	1



211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: March 2019

Total Number of Calls: 79

Report Date: 04/02/2019

Electric Service Payment Assistance	24
Heating Fuel Payment Assistance	16
Rent Payment Assistance	11
Mental Health Crisis Lines	4
Specialized Information and Referral	4
Substance Use Disorder Counseling	3
VITA Programs	3
Medical Care Expense Assistance	3
Food Stamps/SNAP Applications	3
Community Shelters	3
Comprehensive Outpatient Substance Use Disorder Treatment	2
Aging and Disability Resource Centers	2
Food Pantries	2
General Assessment for Substance Use Disorders	2
Respite Care	2
Residential Substance Use Disorder Treatment Facilities	2
Public Charities	2
Legal Counseling	2
Welfare Rights Assistance	2
Transportation Expense Assistance	2



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: March 2019

Total Number of Calls: 143

Report Date: 04/02/2019

Heating Fuel Payment Assistance	47
Electric Service Payment Assistance	18
Undesignated Temporary Financial Assistance	9
Water Service Payment Assistance	6
Food Stamps/SNAP Applications	5
AARP Tax Aide Programs	5
Rent Payment Assistance	5
Mental Health Crisis Lines	3
Directory Assistance	3
Earned Income Credit Information	3
Specialized Information and Referral	3
Smoking/Vaping Cessation	3
Soup Kitchens	2
VITA Programs	2
Taxpayer Advocate Services	2
Domestic Violence Hotlines	2
Diapers	2
Federal Tax Collection Agencies	2
General Legal Aid	2
General Federal Income Tax Information	2



211 Maine: Top 20 Call Categories

[Waldo County](#)

Reporting Period: March 2019

Total Number of Calls: 53

Report Date: 04/02/2019

Electric Service Payment Assistance	7
Food Pantries	7
Rent Payment Assistance	4
Heating Fuel Payment Assistance	3
General Relief	3
Home Nursing	3
Anger Management	3
Case/Care Management	2
Adult Protective Services	2
Community Action Agencies	2
Food Vouchers	2
Homemaker Assistance	2
Housing Search Assistance	2
Mental Health Crisis Lines	2
Talklines/Warmlines	2
State Government Agencies/Departments	2
Specialized Information and Referral	2
Section 8 Housing Choice Vouchers	1
Semi-Independent Living Residences for Adults With Disabilities	1
State Tax Collection Agencies	1



211 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: March 2019

Total Number of Calls: 52

Report Date: 04/02/2019

Heating Fuel Payment Assistance	30
Rent Payment Assistance	9
Electric Service Payment Assistance	4
Disability Related Transportation	3
Food Stamps/SNAP Applications	3
Non-Emergency Medical Transportation	3
Undesignated Temporary Financial Assistance	3
Specialized Information and Referral	3
Substance Use Disorder Counseling	2
Telephone Service Payment Assistance	2
Residential Substance Use Disorder Treatment Facilities	2
Prescription Expense Assistance	2
Home Delivered Meals	2
Housing Discrimination Assistance	2
Food Vouchers	2
Federal Government Agencies/Departments	2
Food Pantries	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
Congregate Meals/Nutrition Sites	2
Community Supported Agriculture	1

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: March 2019

Total Number of Calls: 334

Report Date: 04/02/2019

Electric Service Payment Assistance	51
Heating Fuel Payment Assistance	45
Rent Payment Assistance	23
Housing Search Assistance	16
AARP Tax Aide Programs	16
Homeless Motel Vouchers	13
Food Pantries	12
Community Shelters	11
Municipal Police	11
Community Action Agencies	9
Aging and Disability Resource Centers	9
Case/Care Management	8
Outpatient Mental Health Facilities	8
Medical Equipment/Supplies	8
Public Charities	7
Psychiatric Case Management	7
Food Stamps/SNAP Applications	7
General Acute Care Hospitals	7
Specialized Information and Referral	7
VITA Programs	6