



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period: May 2019**

**Total Number of Calls: 289**

**Report Date: 06/05/2019**

<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: May 2019**

**Total Number of Calls: 76**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>15</b>
<b>Heating Fuel Payment Assistance</b>	<b>14</b>
<b>Housing Search Assistance</b>	<b>12</b>
<b>Rent Payment Assistance</b>	<b>11</b>
<b>Non-Emergency Medical Transportation</b>	<b>7</b>
<b>Home Rehabilitation Loans</b>	<b>5</b>
<b>Home Rehabilitation Grants</b>	<b>5</b>
<b>Housing Authorities</b>	<b>4</b>
<b>Water Service Payment Assistance</b>	<b>4</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>Home Nursing</b>	<b>4</b>
<b>Community Action Agencies</b>	<b>3</b>
<b>Transportation Expense Assistance</b>	<b>3</b>
<b>Personal Care</b>	<b>3</b>
<b>Public Housing</b>	<b>3</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>2</b>
<b>Home Health Aide Services</b>	<b>2</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>Adult Protective Services</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period: May 2019**

**Total Number of Calls: 765**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>204</b>
<b>Heating Fuel Payment Assistance</b>	<b>90</b>
<b>Rent Payment Assistance</b>	<b>56</b>
<b>Housing Search Assistance</b>	<b>53</b>
<b>Food Pantries</b>	<b>45</b>
<b>Community Shelters</b>	<b>39</b>
<b>Outpatient Mental Health Facilities</b>	<b>23</b>
<b>Legal Counseling</b>	<b>21</b>
<b>Specialized Information and Referral</b>	<b>20</b>
<b>State Government Agencies/Departments</b>	<b>18</b>
<b>Area Agencies on Aging</b>	<b>17</b>
<b>Talklines/Warmlines</b>	<b>17</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>17</b>
<b>Mental Health Crisis Lines</b>	<b>16</b>
<b>Case/Care Management</b>	<b>15</b>
<b>General Counseling Services</b>	<b>14</b>
<b>Homeless Motel Vouchers</b>	<b>14</b>
<b>Municipal Police</b>	<b>12</b>
<b>Referral to Physicians Accepting Medicaid</b>	<b>12</b>
<b>Aging and Disability Resource Centers</b>	<b>12</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period: May 2019**

**Report Date: 06/05/2019**

**Total Number of Calls: 49**

<b>Electric Service Payment Assistance</b>	<b>32</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>Heating Fuel Payment Assistance</b>	<b>4</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>City Government Information Services</b>	<b>2</b>
<b>General Counseling Services</b>	<b>2</b>
<b>General Paratransit/Community Ride Programs</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Tax Forms</b>	<b>2</b>
<b>General Legal Aid</b>	<b>1</b>
<b>General Acute Care Hospitals</b>	<b>1</b>
<b>Food Stamps/SNAP Applications</b>	<b>1</b>
<b>Food Pantries</b>	<b>1</b>
<b>Errand Running/Shopping Assistance</b>	<b>1</b>
<b>Emergency Shelter</b>	<b>1</b>
<b>Electric Service Complaints</b>	<b>1</b>
<b>Disability Related Transportation</b>	<b>1</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>1</b>
<b>Comprehensive Information and Referral</b>	<b>1</b>
<b>Community Shelters</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period: May 2019**

**Report Date: 06/05/2019**

**Total Number of Calls: 64**

<b>Electric Service Payment Assistance</b>	<b>29</b>
<b>Food Pantries</b>	<b>9</b>
<b>Community Shelters</b>	<b>7</b>
<b>Food Stamps/SNAP Applications</b>	<b>6</b>
<b>Specialized Information and Referral</b>	<b>6</b>
<b>Substance Use Disorder Counseling</b>	<b>6</b>
<b>Drug Detoxification</b>	<b>5</b>
<b>Heating Fuel Payment Assistance</b>	<b>4</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>4</b>
<b>Food Vouchers</b>	<b>3</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Opioid Detoxification</b>	<b>3</b>
<b>Senior Housing Information and Referral</b>	<b>3</b>
<b>Adult Protective Services</b>	<b>2</b>
<b>Child Care Centers</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>
<b>Mental Health Crisis Lines</b>	<b>2</b>
<b>Referral to Physicians Accepting Medicaid</b>	<b>2</b>
<b>Rent Payment Assistance</b>	<b>2</b>
<b>Talklines/Warmlines</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period: May 2019**

**Total Number of Calls: 244**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>94</b>
<b>Rent Payment Assistance</b>	<b>22</b>
<b>Housing Search Assistance</b>	<b>14</b>
<b>Community Shelters</b>	<b>13</b>
<b>Specialized Information and Referral</b>	<b>12</b>
<b>Heating Fuel Payment Assistance</b>	<b>12</b>
<b>Homeless Motel Vouchers</b>	<b>11</b>
<b>State Government Agencies/Departments</b>	<b>9</b>
<b>Food Pantries</b>	<b>8</b>
<b>Food Stamps/SNAP Applications</b>	<b>8</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Substance Use Disorder Counseling</b>	<b>5</b>
<b>Health/Disability Related Support Groups</b>	<b>5</b>
<b>Legal Counseling</b>	<b>5</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>5</b>
<b>Municipal Police</b>	<b>5</b>
<b>Occupational/Professional Licensing and Certification</b>	<b>4</b>
<b>Medical Care Expense Assistance</b>	<b>4</b>
<b>Smoking/Vaping Cessation</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period: May 2019**

**Total Number of Calls: 59**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>44</b>
<b>Community Shelters</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>United States House of Representatives Offices</b>	<b>3</b>
<b>Water Service Payment Assistance</b>	<b>3</b>
<b>Dental Hygiene</b>	<b>2</b>
<b>General Counseling Services</b>	<b>2</b>
<b>Health/Disability Related Support Groups</b>	<b>2</b>
<b>Governor Offices</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>
<b>Medical Care Expense Assistance</b>	<b>2</b>
<b>Mental Health Crisis Lines</b>	<b>2</b>
<b>Outpatient Mental Health Facilities</b>	<b>2</b>
<b>State Government Agencies/Departments</b>	<b>2</b>
<b>Transportation Expense Assistance</b>	<b>2</b>
<b>Veteran Benefits Assistance</b>	<b>2</b>
<b>Domestic Violence Shelters</b>	<b>1</b>
<b>Directory Assistance</b>	<b>1</b>
<b>Government Consumer Protection Agencies</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period: May 2019**

**Total Number of Calls: 66**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>34</b>
<b>Heating Fuel Payment Assistance</b>	<b>11</b>
<b>Community Shelters</b>	<b>6</b>
<b>Specialized Information and Referral</b>	<b>6</b>
<b>State Government Agencies/Departments</b>	<b>6</b>
<b>Homeless Motel Vouchers</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Eating Disorders Treatment</b>	<b>4</b>
<b>Food Vouchers</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Substance Use Disorder Counseling</b>	<b>3</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>General Bereavement Support Groups</b>	<b>2</b>
<b>General Clothing Provision</b>	<b>2</b>
<b>General Minor Home Repair Programs</b>	<b>2</b>
<b>Home Health Aide Services</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period: May 2019**

**Total Number of Calls: 131**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>80</b>
<b>Heating Fuel Payment Assistance</b>	<b>20</b>
<b>Rent Payment Assistance</b>	<b>15</b>
<b>General Dentistry</b>	<b>7</b>
<b>Case/Care Management</b>	<b>7</b>
<b>Home Nursing</b>	<b>6</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>Medical Care Expense Assistance</b>	<b>5</b>
<b>Food Stamps/SNAP Applications</b>	<b>5</b>
<b>Food Vouchers</b>	<b>4</b>
<b>Assisted Living Facilities</b>	<b>4</b>
<b>Psychiatric Case Management</b>	<b>4</b>
<b>Home Rehabilitation Loans</b>	<b>3</b>
<b>General Acute Care Hospitals</b>	<b>3</b>
<b>Community Shelters</b>	<b>3</b>
<b>Indigent Transportation</b>	<b>3</b>
<b>Sheriff</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Inpatient Drug Detoxification</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period: May 2019**

**Total Number of Calls: 230**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>45</b>
<b>Food Pantries</b>	<b>30</b>
<b>Community Shelters</b>	<b>20</b>
<b>Heating Fuel Payment Assistance</b>	<b>18</b>
<b>Rent Payment Assistance</b>	<b>17</b>
<b>Housing Search Assistance</b>	<b>16</b>
<b>Homeless Motel Vouchers</b>	<b>14</b>
<b>Food Vouchers</b>	<b>9</b>
<b>Alcohol Detoxification</b>	<b>8</b>
<b>Municipal Police</b>	<b>8</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>7</b>
<b>Food Stamps/SNAP Applications</b>	<b>7</b>
<b>Case/Care Management</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>General Dentistry</b>	<b>6</b>
<b>Specialized Information and Referral</b>	<b>6</b>
<b>Transportation Expense Assistance</b>	<b>6</b>
<b>Referral to Physicians Accepting Medicaid</b>	<b>6</b>
<b>Community Action Agencies</b>	<b>5</b>
<b>Public Charities</b>	<b>5</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period: May 2019**

**Total Number of Calls: 31**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>12</b>
<b>Homeless Motel Vouchers</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Children's Protective Services</b>	<b>2</b>
<b>Case/Care Management</b>	<b>2</b>
<b>Business Assistance Services</b>	<b>2</b>
<b>Personal Care</b>	<b>2</b>
<b>Local Officials Offices</b>	<b>1</b>
<b>Legal Counseling</b>	<b>1</b>
<b>Internet Information Resources</b>	<b>1</b>
<b>Home Rehabilitation Loans</b>	<b>1</b>
<b>Home Delivered Meals</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>General Bereavement Support Groups</b>	<b>1</b>
<b>General Acute Care Hospitals</b>	<b>1</b>
<b>Errand Running/Shopping Assistance</b>	<b>1</b>
<b>Energy Information Services</b>	<b>1</b>
<b>Business Registration/Licensing</b>	<b>1</b>
<b>Directory Assistance</b>	<b>1</b>
<b>Counseling/Information Support Volunteer Opportunities</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period: May 2019**

**Total Number of Calls: 79**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>29</b>
<b>Heating Fuel Payment Assistance</b>	<b>12</b>
<b>Rent Payment Assistance</b>	<b>9</b>
<b>General Counseling Services</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>5</b>
<b>Community Shelters</b>	<b>4</b>
<b>Food Pantries</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>Hearing Aids</b>	<b>3</b>
<b>State Police</b>	<b>2</b>
<b>Assisted Living Facilities</b>	<b>2</b>
<b>Health/Disability Related Support Groups</b>	<b>2</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>Recovery Homes/Halfway Houses</b>	<b>2</b>
<b>Medical Care Expense Assistance</b>	<b>2</b>
<b>Non-Emergency Medical Transportation</b>	<b>2</b>
<b>Social Security Retirement Benefits</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>
<b>Public Charities</b>	<b>2</b>
<b>Thrift Shops</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period: May 2019**

**Total Number of Calls: 120**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>54</b>
<b>Heating Fuel Payment Assistance</b>	<b>14</b>
<b>Rent Payment Assistance</b>	<b>8</b>
<b>Community Shelters</b>	<b>6</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>Substance Use Disorder Counseling</b>	<b>6</b>
<b>Legal Counseling</b>	<b>5</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Home Rehabilitation Loans</b>	<b>4</b>
<b>Community Action Agencies</b>	<b>4</b>
<b>Municipal Police</b>	<b>4</b>
<b>City Government Information Services</b>	<b>4</b>
<b>Food Vouchers</b>	<b>3</b>
<b>Transportation Expense Assistance</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Lawyer Referral Services</b>	<b>3</b>
<b>Water Service Payment Assistance</b>	<b>3</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>General Acute Care Hospitals</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period: May 2019**

**Total Number of Calls: 67**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>27</b>
<b>Case/Care Management</b>	<b>10</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Child Guidance</b>	<b>3</b>
<b>Legal Counseling</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Therapy Referrals</b>	<b>3</b>
<b>Criminal Law</b>	<b>2</b>
<b>Alcohol Detoxification</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Errand Running/Shopping Assistance</b>	<b>2</b>
<b>General Assessment for Substance Use Disorders</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>
<b>Heating Fuel Payment Assistance</b>	<b>2</b>
<b>Home Nursing</b>	<b>2</b>
<b>Homemaker Assistance</b>	<b>2</b>
<b>Housing Authorities</b>	<b>2</b>
<b>Housing Search Assistance</b>	<b>2</b>
<b>Long Term Care Insurance Information/Counseling</b>	<b>2</b>
<b>Medical Care Expense Assistance</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period: May 2019**

**Total Number of Calls: 50**

**Report Date: 06/05/2019**

<b>Heating Fuel Payment Assistance</b>	<b>11</b>
<b>Electric Service Payment Assistance</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Local Bus Transit Services</b>	<b>3</b>
<b>Mortgage Delinquency and Default Counseling</b>	<b>3</b>
<b>Non-Emergency Medical Transportation</b>	<b>3</b>
<b>Veteran Benefits Assistance</b>	<b>3</b>
<b>Disability Related Transportation</b>	<b>2</b>
<b>Family and Community Medicine</b>	<b>2</b>
<b>Errand Running/Shopping Assistance</b>	<b>2</b>
<b>General Legal Aid</b>	<b>2</b>
<b>Home Health Aide Services</b>	<b>2</b>
<b>Housing Search Assistance</b>	<b>2</b>
<b>Lawyer Referral Services</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Substance Use Disorder Counseling</b>	<b>2</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period: May 2019**

**Total Number of Calls: 324**

**Report Date: 06/05/2019**

<b>Electric Service Payment Assistance</b>	<b>98</b>
<b>Housing Search Assistance</b>	<b>34</b>
<b>Rent Payment Assistance</b>	<b>22</b>
<b>Case/Care Management</b>	<b>18</b>
<b>Legal Counseling</b>	<b>16</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>15</b>
<b>Food Pantries</b>	<b>15</b>
<b>Homeless Shelter</b>	<b>14</b>
<b>Talklines/Warmlines</b>	<b>11</b>
<b>Homeless Motel Vouchers</b>	<b>11</b>
<b>Non-Emergency Medical Transportation</b>	<b>10</b>
<b>Domestic Violence Hotlines</b>	<b>10</b>
<b>Community Shelters</b>	<b>7</b>
<b>Referral to Physicians Accepting Medicaid</b>	<b>7</b>
<b>Medicare Information/Counseling</b>	<b>7</b>
<b>Community Action Agencies</b>	<b>7</b>
<b>Telephone Service Payment Assistance</b>	<b>6</b>
<b>General Medical Care</b>	<b>6</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>6</b>
<b>Heating Fuel Payment Assistance</b>	<b>6</b>