



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period: June 2019

Total Number of Calls: 275

Report Date: 07/05/2019

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
Community Shelters	8
Area Agencies on Aging	8
Municipal Police	8
State Government Agencies/Departments	7
Psychiatric Medication Services	7
Food Stamps/SNAP Applications	7
Housing Search Assistance	7
Aging and Disability Resource Centers	6
Directory Assistance	6
Medical Care Expense Assistance	6
Non-Emergency Medical Transportation	6
Referral to Physicians Accepting Medicaid	5
AARP Tax Aide Programs	5
Specialized Information and Referral	5



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period: June 2019

Total Number of Calls: 74

Report Date: 07/05/2019

Rent Payment Assistance	12
Electric Service Payment Assistance	11
Homeless Motel Vouchers	10
Community Action Agencies	7
Food Vouchers	5
Substance Use Disorder Counseling	5
Food Pantries	4
Drug Use Disorder Support Groups	3
Dental Hygiene	3
Specialized Information and Referral	3
Opioid Detoxification	3
Housing Search Assistance	3
Inpatient Drug Detoxification	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
State Government Agencies/Departments	3
Heating Fuel Payment Assistance	3
Public Housing	3
Public Charities	2
Community Shelters	2
TANF Applications	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: June 2019

Total Number of Calls: 769

Report Date: 07/05/2019

Electric Service Payment Assistance	243
Community Shelters	54
Rent Payment Assistance	50
State Government Agencies/Departments	50
Food Pantries	47
Housing Search Assistance	44
Heating Fuel Payment Assistance	42
Pest Information	38
Specialized Information and Referral	37
Homeless Motel Vouchers	25
Mental Health Crisis Lines	18
General Acute Care Hospitals	18
Case/Care Management	17
Undesignated Temporary Financial Assistance	17
Directory Assistance	16
Community Action Agencies	16
General Dentistry	14
Alcohol Detoxification	13
Food Stamps/SNAP Applications	13
Telephone Service Payment Assistance	13



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period: June 2019

Report Date: 07/05/2019

Total Number of Calls: 50

Electric Service Payment Assistance	42
Housing Search Assistance	5
Drug Detoxification	4
Heating Fuel Payment Assistance	4
Home Rehabilitation Loans	4
Opioid Detoxification	4
Food Pantries	3
General Counseling Services	3
Case/Care Management	3
Non-Emergency Medical Transportation	3
Community Shelters	2
Alcohol Detoxification	2
Home Rehabilitation Grants	2
Rent Payment Assistance	2
Specialized Information and Referral	2
State Government Agencies/Departments	2
Undesignated Temporary Financial Assistance	2
Home Delivered Meals	1
General Physical Examinations	1
Food Stamps/SNAP Applications	1



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period: June 2019

Total Number of Calls: 50

Report Date: 07/05/2019

Electric Service Payment Assistance	13
State Government Agencies/Departments	6
General Counseling Services	5
Food Pantries	4
Pest Information	4
Talklines/Warmlines	3
Alcohol Use Disorder Support Groups	2
Housing Search Assistance	2
Adult Protective Services	2
Legal Counseling	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Rent Payment Assistance	2
Sober Living Homes	2
Substance Use Disorder Counseling	2
Indigent Transportation	1
Heating Fuel Payment Assistance	1
General Relief	1
General Health Education Programs	1
General Expectant/New Parent Assistance Programs	1
Emergency Veterinary Services	1



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period: June 2019

Total Number of Calls: 288

Report Date: 07/05/2019

Electric Service Payment Assistance	168
Rent Payment Assistance	26
Community Shelters	23
Heating Fuel Payment Assistance	17
Pest Information	16
Food Pantries	14
Homeless Motel Vouchers	13
Specialized Information and Referral	13
State Government Agencies/Departments	12
Community Action Agencies	11
Undesignated Temporary Financial Assistance	8
Housing Authorities	7
Inpatient Substance Use Disorder Treatment Facilities	7
Housing Search Assistance	7
Domestic Violence Hotlines	7
General Dentistry	7
General Medical Care	6
State Government Information Services	6
Transportation Expense Assistance	5
Food Vouchers	5



211 Maine: Top 20 Call Categories

Knox County

Reporting Period: June 2019

Total Number of Calls: 158

Report Date: 07/05/2019

Pest Information	68
Electric Service Payment Assistance	57
State Government Agencies/Departments	29
State Government Information Services	10
Community Shelters	9
General Acute Care Hospitals	5
Heating Fuel Payment Assistance	5
Housing Search Assistance	4
Rent Payment Assistance	3
Homeless Motel Vouchers	3
Diapers	2
Home Rehabilitation Loans	2
Specialized Information and Referral	2
Internet Information Resources	2
Long Term Care Ombudsman Programs	2
Animal Adoption	2
Non-Emergency Medical Transportation	2
Referral to Physicians Accepting Medicaid	2
Undesignated Temporary Financial Assistance	2
Adult Protective Services	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period: June 2019

Total Number of Calls: 65

Report Date: 07/05/2019

Pest Information	25
Electric Service Payment Assistance	16
State Government Agencies/Departments	12
Community Shelters	6
Case/Care Management	5
General Minor Home Repair Programs	3
General Relief	2
Assertive Community Treatment	2
Directory Assistance	2
Food Vouchers	2
Legal Counseling	2
Rent Payment Assistance	2
Specialized Information and Referral	2
Utility Assistance	2
General Legal Aid	1
General Internist Services	1
General Counseling Services	1
General Bereavement Support Groups	1
Friendly Visiting	1
Forest Conservation	1



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period: June 2019

Total Number of Calls: 107

Report Date: 07/05/2019

Electric Service Payment Assistance	38
Rent Payment Assistance	7
Food Pantries	7
Psychiatric Case Management	5
Non-Emergency Medical Transportation	5
Referral to Dental Practitioners Accepting Medicaid	4
Outpatient Mental Health Facilities	4
Food Stamps/SNAP Applications	4
General Relief	4
Homemaker Assistance	4
General Counseling Services	4
Heating Fuel Payment Assistance	4
Community Action Agencies	3
Anger Management	3
Domestic Violence Hotlines	3
Community Shelters	3
Pest Information	3
Family Crisis Shelters	3
General Medical Care	3
Veteran Benefits Assistance	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: June 2019

Total Number of Calls: 221

Report Date: 07/05/2019

Electric Service Payment Assistance	51
Food Pantries	26
Housing Search Assistance	19
Rent Payment Assistance	19
Outpatient Mental Health Facilities	13
Specialized Information and Referral	10
Homeless Motel Vouchers	10
General Counseling Services	9
Medication Assisted Maintenance Treatment for Substance Use Disorders	9
Public Charities	8
Opioid Detoxification	8
Community Shelters	6
Case/Care Management	6
Substance Use Disorder Counseling	6
Area Agencies on Aging	6
Transportation Expense Assistance	6
Mental Health Crisis Lines	6
Directory Assistance	6
General Medical Care	5
Psychiatric Case Management	5



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: June 2019

Total Number of Calls: 25

Report Date: 07/05/2019

Electric Service Payment Assistance	6
Food Pantries	3
Case/Care Management	3
Specialized Information and Referral	3
Medicare Information/Counseling	2
Food Vouchers	2
General Counseling Services	2
Opioid Detoxification	2
Rent Payment Assistance	2
Undesignated Temporary Financial Assistance	2
General Acute Care Hospitals	1
Local Officials Offices	1
Job Information	1
Home Rehabilitation Loans	1
Hemodialysis	1
Heating Fuel Payment Assistance	1
General Relief	1
General Minor Home Repair Programs	1
Drug Detoxification	1
Developmental Disabilities Day Habilitation Programs	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: June 2019

Total Number of Calls: 80

Report Date: 07/05/2019

Electric Service Payment Assistance	48
Community Shelters	12
State Government Agencies/Departments	8
Rent Payment Assistance	6
Housing Search Assistance	5
Pest Information	5
Specialized Information and Referral	3
Medicaid Information/Counseling	3
Child Custody/Visitation Assistance	2
Senior Ride Programs	2
Indigent Transportation	2
Aging and Disability Resource Centers	2
Case/Care Management	2
Community Action Agencies	2
Heating Fuel Payment Assistance	2
Mental Health Crisis Lines	2
Legal Counseling	2
State Government Information Services	2
Psychiatric Case Management	2
Health/Disability Related Support Groups	1



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period: June 2019

Total Number of Calls: 120

Report Date: 07/05/2019

Electric Service Payment Assistance	57
Rent Payment Assistance	11
Substance Use Disorder Counseling	6
Home Rehabilitation Loans	6
Housing Search Assistance	6
Community Shelters	5
General Relief	5
Medicare Information/Counseling	5
Outpatient Mental Health Facilities	4
Aging and Disability Resource Centers	4
Case/Care Management	4
Homeless Motel Vouchers	4
General Clothing Provision	3
Public Charities	3
Specialized Information and Referral	3
General Counseling Services	3
Heating Fuel Payment Assistance	3
Legal Counseling	3
Mortgage Payment Assistance	3
Community Action Agencies	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period: June 2019

Total Number of Calls: 94

Report Date: 07/05/2019

Electric Service Payment Assistance	42
Pest Information	29
State Government Agencies/Departments	12
Case/Care Management	9
Rent Payment Assistance	8
Community Shelters	7
State Government Information Services	7
Legal Counseling	5
Aging and Disability Resource Centers	4
Homeless Motel Vouchers	4
Specialized Information and Referral	4
Community Action Agencies	3
Utility Assistance	3
Food Pantries	2
General Dentistry	2
Lawyer Referral Services	2
Mental Health Crisis Lines	2
Mortgage Payment Assistance	2
Referral to Dental Practitioners Accepting Medicaid	2
Transitional Housing/Shelter	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period: June 2019

Total Number of Calls: 33

Report Date: 07/05/2019

Electric Service Payment Assistance	18
Legal Counseling	5
Non-Emergency Medical Transportation	5
Disability Related Transportation	4
Heating Fuel Payment Assistance	3
Hearing Aids	3
Community Action Agencies	2
Food Stamps/SNAP Applications	2
Homeless Motel Vouchers	2
Undesignated Temporary Financial Assistance	2
Home Rehabilitation Grants	1
Home Health Care Complaints	1
General Relief Appeals/Complaints	1
General Minor Home Repair Programs	1
General Legal Aid	1
Federated Giving Programs	1
Federal Government Complaints/Ombudsman Offices	1
Emergency Shelter	1
County Recorder Offices	1
Counseling/Information Support Volunteer Opportunities	1



211 Maine: Top 20 Call Categories

York County

Reporting Period: June 2019

Total Number of Calls: 312

Report Date: 07/05/2019

Electric Service Payment Assistance	149
Rent Payment Assistance	21
Heating Fuel Payment Assistance	21
Homeless Shelter	17
Community Action Agencies	17
Housing Search Assistance	16
Homeless Motel Vouchers	15
Food Pantries	13
Non-Emergency Medical Transportation	12
Case/Care Management	12
Community Shelters	11
General Counseling Services	8
Mental Health Crisis Lines	8
State Government Agencies/Departments	8
Children's Protective Services	7
Undesignated Temporary Financial Assistance	7
General Acute Care Hospitals	7
Specialized Information and Referral	7
Domestic Violence Hotlines	7
Alcohol Detoxification	7