

# Androscoggin County

Reporting Period: July 2019

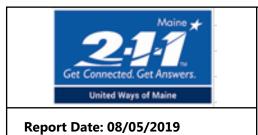
Electric Service Payment Assistance38Food Pantries22Rent Payment Assistance16Substance Use Disorder Counseling13
Rent Payment Assistance 16
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Substance Use Disorder Counseling 13
Outpatient Mental Health Facilities 9
Community Shelters 8
Area Agencies on Aging 8
Municipal Police 8
State Government Agencies/Departments 7
Psychiatric Medication Services 7
Food Stamps/SNAP Applications 7
Housing Search Assistance7
Aging and Disability Resource Centers6
Directory Assistance 6
Medical Care Expense Assistance6
Non-Emergency Medical Transportation 6
Referral to Physicians Accepting Medicaid 5
AARP Tax Aide Programs5
Specialized Information and Referral 5



Aroostook County

Reporting Period: July 2019

Electric Service Payment Assistance	21
Food Pantries	20
Undesignated Temporary Financial Assistance	12
Rent Payment Assistance	11
Heating Fuel Payment Assistance	9
General Relief	8
Food Vouchers	7
Comprehensive Outpatient Substance Use Disorder Treatment	6
Community Action Agencies	5
Home Nursing	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Prescription Expense Assistance	4
Transportation Expense Assistance	4
Community Shelters	3
Case/Care Management	3
Gambling Addiction Support Groups	3
Psychiatric Case Management	3
Thrift Shops	3
Assertive Community Treatment	2
Adult Psychiatric Hospitals	2



#### **Cumberland County**

Reporting Period: July 2019

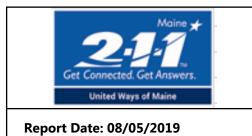
Electric Service Payment Assistance	228
Food Pantries	56
Rent Payment Assistance	56
Housing Search Assistance	48
Community Shelters	42
Heating Fuel Payment Assistance	34
Case/Care Management	30
Alcohol Detoxification	20
Talklines/Warmlines	20
General Acute Care Hospitals	19
Homeless Motel Vouchers	18
Pest Information	18
Drug Detoxification	17
Homemaker Assistance	17
Municipal Police	16
Mental Health Crisis Lines	15
General Medical Care	13
Directory Assistance	12
General Counseling Services	12
General Dentistry	12



Franklin County

Reporting Period: July 2019

Electric Service Payment Assistance	42
Rent Payment Assistance	9
Non-Emergency Medical Transportation	5
Food Pantries	4
General Relief	3
Heating Fuel Payment Assistance	3
Water Quality Assurance	3
Community Shelters	2
Community Action Agencies	2
Aging and Disability Resource Centers	2
General Counseling Services	2
General Acute Care Hospitals	2
Housing Search Assistance	2
Substance Use Disorder Counseling	2
Food Vouchers	1
Food Stamps/SNAP Applications	1
Extreme Heat Cooling Centers	1
Employment Related Fingerprinting	1
Adoption Information/Referrals	1
Domestic Violence Hotlines	1



Hancock County

Reporting Period: July 2019

Electric Service Payment Assistance	25
Food Pantries	7
Heating Fuel Payment Assistance	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Food Vouchers	3
General Counseling Services	3
General Relief	3
Pest Information	3
Specialized Information and Referral	3
Talklines/Warmlines	3
Alcohol Detoxification	2
Area Agencies on Aging	2
Community Meals	2
Community Action Agencies	2
General Dentistry	2
Home Health Aide Services	2
Housing Search Assistance	2
Lawyer Referral Services	2
Mental Health Crisis Lines	2
Opioid Detoxification	2



Kennebec County

Reporting Period: July 2019

Community Shelters32Rent Payment Assistance29Housing Search Assistance16	5
	5
Housing Search Assistance 16	-
5	
Food Pantries 11	Ĺ
Case/Care Management 8	3
General Acute Care Hospitals 8	3
General Relief 8	3
State Government Agencies/Departments 8	3
Food Stamps/SNAP Applications 7	1
Home Nursing 7	1
Public Charities 7	1
Substance Use Disorder Counseling 7	1
Aging and Disability Resource Centers 6	5
Homeless Motel Vouchers 6	5
Mental Health Crisis Lines 6	5
Pest Information 6	5
Undesignated Temporary Financial Assistance 6	5
Alcohol Detoxification 5	;
Legal Counseling 5	5



Knox County

Reporting Period: July 2019

Electric Service Payment Assistance	42
Pest Information	30
General Counseling Services	8
State Government Agencies/Departments	6
State Government Information Services	6
Rent Payment Assistance	5
Housing Search Assistance	4
Transportation Expense Assistance	4
Food Pantries	3
Case/Care Management	3
Community Shelters	3
Community Action Agencies	2
Child Support Assistance/Enforcement	2
Directory Assistance	2
Food Stamps/SNAP Applications	2
Gambling Addiction Support Groups	2
General Federal Income Tax Information	2
Household Goods Donation Programs	2
Indigent Transportation	2
Legal Counseling	2



Lincoln County

Reporting Period: July 2019

Electric Service Payment Assistance	50
Heating Fuel Payment Assistance	6
Aging and Disability Resource Centers	4
Homemaker Assistance	4
General Dentistry	3
Housing Search Assistance	3
General Counseling Services	2
General Medical Care	2
Non-Emergency Medical Transportation	2
Pest Information	2
Prescription Expense Assistance	2
Rental Deposit Assistance	2
State Government Agencies/Departments	2
General Relief	1
General Legal Aid	1
Food Stamps/SNAP Applications	1
Family Law	1
Domestic Violence Support Groups	1
Disease/Disability Information	1
Criminal Law	1



# Oxford County

Reporting Period: July 2019

Electric Service Payment Assistance	62
Rent Payment Assistance	21
Housing Search Assistance	9
Non-Emergency Medical Transportation	9
Food Pantries	7
Heating Fuel Payment Assistance	7
Case/Care Management	6
Opioid Detoxification	6
Legal Counseling	5
Adult Protective Services	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Residential Substance Use Disorder Treatment Facilities	4
Senior Housing Information and Referral	4
Children's Protective Services	3
Community Shelters	3
Community Action Agencies	3
Area Agencies on Aging	3
Housing Authorities	3
Referral to Physicians Accepting Medicaid	3
State Government Agencies/Departments	3



Penobscot County

Reporting Period: July 2019

Electric Service Payment Assistance	55
Community Shelters	23
Food Pantries	17
Opioid Detoxification	14
Rent Payment Assistance	14
Substance Use Disorder Counseling	13
Housing Search Assistance	11
General Dentistry	8
Mental Health Crisis Lines	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
Community Action Agencies	6
Domestic Violence Hotlines	6
General Legal Aid	6
General Relief	6
Homeless Motel Vouchers	6
Public Charities	6
State Government Agencies/Departments	6
Undesignated Temporary Financial Assistance	6
Directory Assistance	5
General Counseling Services	5



Piscataquis County

Reporting Period: July 2019

Electric Service Payment Assistance	11
Rent Payment Assistance	6
General Counseling Services	4
State Government Agencies/Departments	4
Opioid Detoxification	3
Drug Detoxification	2
Medical Information Services	2
General Paratransit/Community Ride Programs	2
Food Vouchers	1
Nursing Registries	1
Mortgage Payment Assistance	1
Medication Assisted Maintenance Treatment for Substance Use Disorders	1
Medical Equipment/Supplies	1
Media Consumer Services	1
Lawyer Referral Services	1
Hazardous Materials Control	1
Directory Assistance	1
Constitutional/Civil Rights Groups	1
Comprehensive Job Assistance Centers	1
Community Action Agencies	1



Sagadahoc County

Reporting Period: July 2019

Electric Service Payment Assistance	56
Rent Payment Assistance	18
Community Shelters	7
Outpatient Mental Health Facilities	5
State Government Agencies/Departments	4
Community Action Agencies	3
Food Pantries	3
General Acute Care Hospitals	3
General Dentistry	3
Home Health Aide Services	3
Housing Search Assistance	3
Adult Residential Treatment Facilities	2
Aging and Disability Resource Centers	2
Assistive Technology Expense Assistance	2
Area Agencies on Aging	2
Audiology	2
Child Custody/Visitation Assistance	2
Case/Care Management	2
Food Vouchers	2
General Legal Aid	2



Somerset County

Reporting Period: July 2019

Electric Service Payment Assistance	73
Rent Payment Assistance	12
Community Shelters	10
General Relief	8
Undesignated Temporary Financial Assistance	7
Food Pantries	6
Directory Assistance	5
State Government Agencies/Departments	5
Community Action Agencies	4
General Acute Care Hospitals	4
Heating Fuel Payment Assistance	4
Housing Search Assistance	4
Civil State Trial Courts	3
Domestic Violence Hotlines	3
Food Vouchers	3
General Minor Home Repair Programs	3
Homeless Motel Vouchers	3
Indigent Transportation	3
Mortgage Delinquency and Default Counseling	3
Non-Emergency Medical Transportation	3



Waldo County

Reporting Period: July 2019

Electric Service Payment Assistance	18
Pest Information	8
Alcohol Detoxification	7
Housing Search Assistance	6
Case/Care Management	5
Rent Payment Assistance	5
Residential Substance Use Disorder Treatment Facilities	5
General Relief	4
Food Vouchers	3
General Dentistry	3
State Government Agencies/Departments	3
Volunteer Recruitment/Placement	3
Children's Protective Services	2
Community Shelters	2
Drug Use Disorder Support Groups	2
Food Pantries	2
Homemaker Assistance	2
Inpatient Drug Detoxification	2
Legal Counseling	2
Local Officials Offices	2



Report Date: 08/05/2019

211 Maine: Top 20 Call Categories

# Washington County

Reporting Period: July 2019

Community Shelters	9
Case/Care Management	9
Electric Service Payment Assistance	5
Food Stamps/SNAP Applications	4
Housing Search Assistance	4
Alcohol Detoxification	3
General Dentistry	3
Homeless Shelter	3
Housing Counseling	3
Local Bus Transit Services	3
Area Agencies on Aging	2
Community Action Agencies	2
General Counseling Services	2
General Minor Home Repair Programs	2
Inpatient Drug Detoxification	2
Navigator Programs	2
Rent Payment Assistance	2
State Government Agencies/Departments	2
State Government Information Services	2
Undesignated Temporary Financial Assistance	2



Reporting Period: July 2019

387

Electric Service Payment Assistance	154
Housing Search Assistance	44
Rent Payment Assistance	31
Homeless Shelter	23
Food Pantries	22
Homeless Motel Vouchers	19
Community Shelters	17
Alcohol Detoxification	12
Municipal Police	12
General Relief	11
State Government Agencies/Departments	11
General Counseling Services	10
Outpatient Mental Health Facilities	10
Residential Substance Use Disorder Treatment Facilities	9
Specialized Information and Referral	9
Transportation Expense Assistance	9
DUI Offender Programs	8
General Acute Care Hospitals	8
Heating Fuel Payment Assistance	8
Non-Emergency Medical Transportation	8