



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period: November 2019**

**Total Number of Calls: 292**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>95</b>
<b>Electric Service Payment Assistance</b>	<b>66</b>
<b>Food Pantries</b>	<b>41</b>
<b>Rent Payment Assistance</b>	<b>25</b>
<b>Community Shelters</b>	<b>22</b>
<b>Housing Search Assistance</b>	<b>16</b>
<b>Holiday Gifts/Toys</b>	<b>16</b>
<b>Legal Counseling</b>	<b>14</b>
<b>General Counseling Services</b>	<b>12</b>
<b>Christmas Programs</b>	<b>11</b>
<b>Community Action Agencies</b>	<b>11</b>
<b>General Relief</b>	<b>10</b>
<b>Case/Care Management</b>	<b>10</b>
<b>Specialized Information and Referral</b>	<b>8</b>
<b>Non-Emergency Medical Transportation</b>	<b>8</b>
<b>Public Charities</b>	<b>7</b>
<b>Outpatient Mental Health Facilities</b>	<b>7</b>
<b>General Acute Care Hospitals</b>	<b>6</b>
<b>Thanksgiving Meals</b>	<b>6</b>
<b>Area Agencies on Aging</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period: November 2019**

**Total Number of Calls: 95**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>76</b>
<b>Electric Service Payment Assistance</b>	<b>18</b>
<b>Food Pantries</b>	<b>14</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>7</b>
<b>General Relief</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Food Vouchers</b>	<b>5</b>
<b>Outpatient Mental Health Facilities</b>	<b>4</b>
<b>Psychiatric Case Management</b>	<b>4</b>
<b>Mental Health Crisis Lines</b>	<b>4</b>
<b>Talklines/Warmlines</b>	<b>4</b>
<b>Transportation Expense Assistance</b>	<b>3</b>
<b>Community Shelters</b>	<b>3</b>
<b>TANF Applications</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Career Development</b>	<b>2</b>
<b>Housing Search Assistance</b>	<b>2</b>
<b>Housing Search and Information</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period: November 2019**

**Total Number of Calls: 709**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>264</b>
<b>Electric Service Payment Assistance</b>	<b>107</b>
<b>Rent Payment Assistance</b>	<b>78</b>
<b>Housing Search Assistance</b>	<b>66</b>
<b>Food Pantries</b>	<b>64</b>
<b>Case/Care Management</b>	<b>42</b>
<b>Community Shelters</b>	<b>34</b>
<b>Specialized Information and Referral</b>	<b>29</b>
<b>Thanksgiving Meals</b>	<b>28</b>
<b>General Clothing Provision</b>	<b>26</b>
<b>Drug Detoxification</b>	<b>25</b>
<b>Christmas Programs</b>	<b>23</b>
<b>Homeless Motel Vouchers</b>	<b>22</b>
<b>Holiday Gifts/Toys</b>	<b>22</b>
<b>Aging and Disability Resource Centers</b>	<b>20</b>
<b>General Dentistry</b>	<b>17</b>
<b>General Relief</b>	<b>17</b>
<b>Home Rehabilitation Grants</b>	<b>17</b>
<b>General Counseling Services</b>	<b>17</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>17</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period: November 2019**

**Report Date: 12/09/2019**

**Total Number of Calls: 52**

<b>Heating Fuel Payment Assistance</b>	<b>21</b>
<b>Electric Service Payment Assistance</b>	<b>19</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>4</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Clinical Psychiatric Evaluation</b>	<b>4</b>
<b>Community Shelters</b>	<b>4</b>
<b>Rent Payment Assistance</b>	<b>4</b>
<b>Holiday Gifts/Toys</b>	<b>3</b>
<b>Emergency Veterinary Services</b>	<b>2</b>
<b>Children's Protective Services</b>	<b>2</b>
<b>Adolescent Psychiatric Inpatient Units</b>	<b>2</b>
<b>General Legal Aid</b>	<b>2</b>
<b>Visual/Reading Aids</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Glasses/Contact Lenses</b>	<b>2</b>
<b>Housing Search Assistance</b>	<b>2</b>
<b>Alcohol Detoxification</b>	<b>2</b>
<b>Assistive Technology Equipment</b>	<b>2</b>
<b>Domestic Violence Hotlines</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period: November 2019**

**Total Number of Calls: 53**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>22</b>
<b>Case/Care Management</b>	<b>15</b>
<b>Electric Service Payment Assistance</b>	<b>12</b>
<b>Holiday Gifts/Toys</b>	<b>12</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>7</b>
<b>Home Rehabilitation Grants</b>	<b>4</b>
<b>Outpatient Mental Health Facilities</b>	<b>4</b>
<b>Christmas Baskets</b>	<b>3</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>3</b>
<b>Christmas Programs</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>City Government Information Services</b>	<b>2</b>
<b>Substance Use Disorder Counseling</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Community Meals</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Homeless Shelter</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period: November 2019**

**Total Number of Calls: 253**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>86</b>
<b>Electric Service Payment Assistance</b>	<b>42</b>
<b>Rent Payment Assistance</b>	<b>27</b>
<b>Community Shelters</b>	<b>26</b>
<b>Holiday Gifts/Toys</b>	<b>22</b>
<b>Christmas Programs</b>	<b>15</b>
<b>Housing Search Assistance</b>	<b>13</b>
<b>Food Pantries</b>	<b>12</b>
<b>Homeless Motel Vouchers</b>	<b>9</b>
<b>Community Meals</b>	<b>9</b>
<b>Food Vouchers</b>	<b>7</b>
<b>Specialized Information and Referral</b>	<b>7</b>
<b>General Acute Care Hospitals</b>	<b>6</b>
<b>Public Charities</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Thanksgiving Meals</b>	<b>6</b>
<b>General Dentistry</b>	<b>6</b>
<b>State Government Agencies/Departments</b>	<b>6</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>6</b>
<b>Housing Authorities</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period: November 2019**

**Total Number of Calls: 66**

**Report Date: 12/09/2019**

<b>Electric Service Payment Assistance</b>	<b>29</b>
<b>Heating Fuel Payment Assistance</b>	<b>16</b>
<b>Rent Payment Assistance</b>	<b>9</b>
<b>Clinical Psychiatric Evaluation</b>	<b>5</b>
<b>Community Shelters</b>	<b>5</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>5</b>
<b>General Dentistry</b>	<b>4</b>
<b>Homeless Motel Vouchers</b>	<b>4</b>
<b>Substance Use Disorder Counseling</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Opioid Detoxification</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Residential Housing Options</b>	<b>2</b>
<b>Adolescent/Youth Counseling</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Water Service Payment Assistance</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>General Health Insurance Information/Counseling</b>	<b>2</b>
<b>Thanksgiving Meals</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period: November 2019**

**Total Number of Calls: 50**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>21</b>
<b>Food Pantries</b>	<b>10</b>
<b>Electric Service Payment Assistance</b>	<b>9</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Housing Authorities</b>	<b>5</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Alcohol Detoxification</b>	<b>5</b>
<b>General Dentistry</b>	<b>5</b>
<b>Drug Detoxification</b>	<b>4</b>
<b>General Psychiatry</b>	<b>4</b>
<b>Christmas Programs</b>	<b>4</b>
<b>Home Health Aide Services</b>	<b>3</b>
<b>Public Charities</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Community Shelters</b>	<b>3</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Holiday Gifts/Toys</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Community Action Agencies</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period: November 2019**

**Total Number of Calls: 104**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>36</b>
<b>Food Pantries</b>	<b>15</b>
<b>Electric Service Payment Assistance</b>	<b>13</b>
<b>Housing Search Assistance</b>	<b>12</b>
<b>Case/Care Management</b>	<b>7</b>
<b>Non-Emergency Medical Transportation</b>	<b>7</b>
<b>Home Delivered Meals</b>	<b>6</b>
<b>Mortgage Delinquency and Default Counseling</b>	<b>5</b>
<b>Homeless Motel Vouchers</b>	<b>5</b>
<b>Public Charities</b>	<b>5</b>
<b>Food Vouchers</b>	<b>5</b>
<b>Community Shelters</b>	<b>5</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Substance Use Disorder Counseling</b>	<b>4</b>
<b>General Dentistry</b>	<b>4</b>
<b>General Paratransit/Community Ride Programs</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Immunizations</b>	<b>3</b>
<b>Errand Running/Shopping Assistance</b>	<b>3</b>
<b>Thrift Shops</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period: November 2019**

**Total Number of Calls: 327**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>243</b>
<b>Electric Service Payment Assistance</b>	<b>46</b>
<b>Community Shelters</b>	<b>24</b>
<b>Rent Payment Assistance</b>	<b>21</b>
<b>Housing Search Assistance</b>	<b>20</b>
<b>Case/Care Management</b>	<b>19</b>
<b>Food Pantries</b>	<b>17</b>
<b>Transitional Housing/Shelter</b>	<b>16</b>
<b>Homeless Shelter</b>	<b>11</b>
<b>Holiday Gifts/Toys</b>	<b>11</b>
<b>Food Vouchers</b>	<b>10</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>10</b>
<b>General Counseling Services</b>	<b>10</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>9</b>
<b>Homeless Motel Vouchers</b>	<b>9</b>
<b>Psychiatric Case Management</b>	<b>9</b>
<b>General Relief</b>	<b>8</b>
<b>Non-Emergency Medical Transportation</b>	<b>8</b>
<b>Specialized Information and Referral</b>	<b>8</b>
<b>Holiday Programs</b>	<b>7</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period: November 2019**

**Total Number of Calls: 28**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>22</b>
<b>Electric Service Payment Assistance</b>	<b>5</b>
<b>Families/Friends of Individuals With an Alcohol Use Disorder Support Groups</b>	<b>3</b>
<b>Domestic Violence Shelters</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>State Government Agencies/Departments</b>	<b>2</b>
<b>Water Service Payment Assistance</b>	<b>2</b>
<b>Mortgage Payment Assistance</b>	<b>1</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>1</b>
<b>Long Term Care Ombudsman Programs</b>	<b>1</b>
<b>Legal Counseling</b>	<b>1</b>
<b>Housing Search Assistance</b>	<b>1</b>
<b>Home Delivered Meals</b>	<b>1</b>
<b>Food Stamps/SNAP Applications</b>	<b>1</b>
<b>Fire Stations</b>	<b>1</b>
<b>Directory Assistance</b>	<b>1</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>1</b>
<b>Community Shelters</b>	<b>1</b>
<b>Case/Care Management</b>	<b>1</b>
<b>Assistive Technology Expense Assistance</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period: November 2019**

**Total Number of Calls: 79**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>20</b>
<b>Electric Service Payment Assistance</b>	<b>18</b>
<b>Holiday Gifts/Toys</b>	<b>12</b>
<b>Christmas Programs</b>	<b>7</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>General Counseling Services</b>	<b>5</b>
<b>Medicare Information/Counseling</b>	<b>5</b>
<b>Winter Clothing</b>	<b>4</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>Public Charities</b>	<b>4</b>
<b>Food Pantries</b>	<b>4</b>
<b>General Medical Care</b>	<b>4</b>
<b>Motor Vehicle Registration</b>	<b>3</b>
<b>Home Rehabilitation Loans</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Home Health Aide Services</b>	<b>3</b>
<b>General Dentistry</b>	<b>3</b>
<b>Opioid Detoxification</b>	<b>3</b>
<b>Outpatient Mental Health Facilities</b>	<b>3</b>
<b>State/Local Health Insurance Information/Counseling</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period: November 2019**

**Total Number of Calls: 99**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>64</b>
<b>Electric Service Payment Assistance</b>	<b>16</b>
<b>Food Pantries</b>	<b>8</b>
<b>Holiday Gifts/Toys</b>	<b>6</b>
<b>Community Shelters</b>	<b>4</b>
<b>General Acute Care Hospitals</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>General Dentistry</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Christmas Programs</b>	<b>2</b>
<b>Mental Health Related Support Groups</b>	<b>2</b>
<b>Drug Detoxification</b>	<b>2</b>
<b>Job Information</b>	<b>2</b>
<b>State Government Agencies/Departments</b>	<b>2</b>
<b>Navigator Programs</b>	<b>2</b>
<b>Mental Health Crisis Lines</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period: November 2019**

**Total Number of Calls: 63**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>22</b>
<b>Electric Service Payment Assistance</b>	<b>17</b>
<b>Outpatient Mental Health Facilities</b>	<b>5</b>
<b>Prescription Expense Assistance</b>	<b>4</b>
<b>Legal Counseling</b>	<b>4</b>
<b>Medical Care Expense Assistance</b>	<b>4</b>
<b>Christmas Programs</b>	<b>4</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Holiday Gifts/Toys</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Child Care Centers</b>	<b>3</b>
<b>Business Assistance Services</b>	<b>3</b>
<b>Street Outreach Programs</b>	<b>3</b>
<b>General Counseling Services</b>	<b>3</b>
<b>Soup Kitchens</b>	<b>3</b>
<b>Homeless Motel Vouchers</b>	<b>3</b>
<b>Adoption Counseling and Support</b>	<b>2</b>
<b>Thrift Shops</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Smoking/Vaping Cessation</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period: November 2019**

**Total Number of Calls: 35**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>28</b>
<b>Electric Service Payment Assistance</b>	<b>11</b>
<b>Rent Payment Assistance</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Job Information</b>	<b>2</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>Governor Offices</b>	<b>2</b>
<b>Psychiatric Case Management</b>	<b>2</b>
<b>Transitional Housing/Shelter</b>	<b>2</b>
<b>Meals</b>	<b>1</b>
<b>Legal Counseling</b>	<b>1</b>
<b>Home Delivered Meals</b>	<b>1</b>
<b>State Government Agencies/Departments</b>	<b>1</b>
<b>Child Abuse Hotlines</b>	<b>1</b>
<b>EBT Card Services</b>	<b>1</b>
<b>Community Shelters</b>	<b>1</b>
<b>Communicable Disease Control</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period: November 2019**

**Total Number of Calls: 265**

**Report Date: 12/09/2019**

<b>Heating Fuel Payment Assistance</b>	<b>78</b>
<b>Electric Service Payment Assistance</b>	<b>42</b>
<b>Rent Payment Assistance</b>	<b>25</b>
<b>Food Pantries</b>	<b>24</b>
<b>Case/Care Management</b>	<b>21</b>
<b>Housing Search Assistance</b>	<b>18</b>
<b>Community Shelters</b>	<b>16</b>
<b>Outpatient Mental Health Facilities</b>	<b>16</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>16</b>
<b>Drug Detoxification</b>	<b>14</b>
<b>General Counseling Services</b>	<b>13</b>
<b>Alcohol Detoxification</b>	<b>12</b>
<b>Psychological Assessment</b>	<b>10</b>
<b>Homeless Shelter</b>	<b>9</b>
<b>Therapy Referrals</b>	<b>9</b>
<b>Non-Emergency Medical Transportation</b>	<b>8</b>
<b>211 Systems</b>	<b>8</b>
<b>Opioid Detoxification</b>	<b>7</b>
<b>Disability Related Transportation</b>	<b>7</b>
<b>Specialized Information and Referral</b>	<b>7</b>