	<p>211 Maine: Top 20 Call Categories Androscoggin County Reporting Period: September 2018 Total Number of Calls: 267</p>
<p>Report Date: 10/05/2018</p>	

Heating Fuel Payment Assistance	32
Electric Service Payment Assistance	26
Rent Payment Assistance	20
Community Shelters	18
Specialized Information and Referral	18
Community Action Agencies	16
Food Pantries	14
Outpatient Mental Health Facilities	9
Undesignated Temporary Financial Assistance	9
General Acute Care Hospitals	7
Case/Care Management	7
General Clothing Provision	6
Medical Care Expense Assistance	6
Comprehensive Outpatient Substance Use Disorder Treatment	6
Drug Detoxification	5
Medication Assisted Maintenance Treatment for Opioid Use Disorders	5
Area Agencies on Aging	5
Psychiatric Case Management	4
Municipal Police	4
Errand Running/Shopping Assistance	4



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: September 2018

Total Number of Calls: 74

Report Date: 10/05/2018

Heating Fuel Payment Assistance	23
Community Shelters	13
Community Action Agencies	7
Substance Use Disorder Counseling	7
Rent Payment Assistance	5
Residential Substance Use Disorder Treatment Facilities	5
Electric Service Payment Assistance	4
Specialized Information and Referral	4
Public Charities	3
Environmental Protection and Improvement	2
State Government Information Lines	2
Environment and Public Health/Safety	2
Psychiatric Case Management	2
Talklines/Warmlines	2
Job Training Formats	2
Adult Residential Treatment Facilities	2
Household Goods Donation Programs	2
Undesignated Temporary Financial Assistance	2
Food Vouchers	1
State Government Agencies/Departments	1



211 Maine: Top 20 Call Categories
[Cumberland County](#)


Reporting Period: September 2018

Total Number of Calls: 797

Report Date: 10/05/2018

Heating Fuel Payment Assistance	85
Electric Service Payment Assistance	46
Rent Payment Assistance	41
Specialized Information and Referral	38
Case/Care Management	34
Community Shelters	33
Directory Assistance	31
Housing Search Assistance	21
Food Pantries	19
General Acute Care Hospitals	17
Community Action Agencies	17
Substance Use Disorder Counseling	17
Undesignated Temporary Financial Assistance	17
Housing Authorities	16
Psychiatric Medication Services	15
Talklines/Warmlines	15
Mental Health Hotlines	14
State Government Agencies/Departments	12
Medical Care Expense Assistance	11
Drug Detoxification	10

[Help Starts Here](#)

	<p>211 Maine: Top 20 Call Categories Franklin County Reporting Period: September 2018 Total Number of Calls: 38</p>
<p>Report Date: 10/05/2018</p>	

Electric Service Payment Assistance	13
Heating Fuel Payment Assistance	6
Medical Care Expense Assistance	5
Undesignated Temporary Financial Assistance	4
Food Pantries	3
Case/Care Management	3
Community Action Agencies	3
State Government Agencies/Departments	2
Specialized Information and Referral	2
Legal Counseling	2
Inpatient Substance Use Disorder Treatment Facilities	2
Aging and Disability Resource Centers	2
Senior Housing Information and Referral	1
Navigator Programs	1
Telephone Service Payment Assistance	1
Government Consumer Protection Agencies	1
Rent Payment Assistance	1
Dental Prosthodontics	1
General Acute Care Hospitals	1
Home Health Aide Services	1



211 Maine: Top 20 Call Categories


[Hancock County](#)

Reporting Period: September 2018

Total Number of Calls: 48

Report Date: 10/05/2018

Electric Service Payment Assistance	7
Specialized Information and Referral	6
Heating Fuel Payment Assistance	5
Community Shelters	4
Food Stamps/SNAP Applications	3
Rent Payment Assistance	3
Community Action Agencies	3
State Government Information Lines	3
Personal Care	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
Drug Detoxification	2
Homelessness Prevention Programs	2
Directory Assistance	1
Airport Shuttle Services	1
Municipal Police	1
Domestic Violence Shelters	1
Rental Deposit Assistance	1
Area Agencies on Aging	1
Transportation Expense Assistance	1
At Risk/Homeless Housing Related Assistance Programs	1

	<p>211 Maine: Top 20 Call Categories Kennebec County Reporting Period: September 2018 Total Number of Calls: 292</p>
<p>Report Date: 10/05/2018</p>	

Food Pantries	29
Rent Payment Assistance	25
Electric Service Payment Assistance	24
Heating Fuel Payment Assistance	19
Undesignated Temporary Financial Assistance	13
Community Action Agencies	11
Food Vouchers	11
Housing Search Assistance	10
Community Shelters	9
Psychiatric Case Management	9
Specialized Information and Referral	8
Substance Use Disorder Counseling	8
Medical Care Expense Assistance	7
Homemaker Assistance	7
Inpatient Substance Use Disorder Treatment Facilities	6
Medication Assisted Maintenance Treatment for Opioid Use Disorders	5
Comprehensive Outpatient Substance Use Disorder Treatment	5
Food Stamps/SNAP Applications	5
State Government Agencies/Departments	5
State Government Information Lines	5



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: September 2018

Total Number of Calls: 61

Report Date: 10/05/2018

Community Shelters	7
Rent Payment Assistance	6
Heating Fuel Payment Assistance	6
Specialized Information and Referral	5
General Dentistry	3
Case/Care Management	3
Undesignated Temporary Financial Assistance	3
TANF Applications	2
Municipal Police	2
Legal Counseling	2
Family Services Related Volunteer Opportunities	2
State Government Agencies/Departments	2
Community Action Agencies	2
General Legal Aid	2
Internet Information Resources	2
Medicare Information/Counseling	1
Residential Housing Options	1
Outpatient Mental Health Facilities	1
Gambling Addiction Counseling/Treatment	1
State Government Information Lines	1



211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: September 2018

Total Number of Calls: 55

Report Date: 10/05/2018

Heating Fuel Payment Assistance	16
Electric Service Payment Assistance	10
Rent Payment Assistance	8
Area Agencies on Aging	4
TANF Applications	3
Home Rehabilitation Loans	3
Housing Search Assistance	3
Motor Vehicle Registration	2
Specialized Information and Referral	2
Opioid Detoxification	2
Aging and Disability Resource Centers	2
Housing Discrimination Assistance	2
Family Law	2
Non-Emergency Medical Transportation	2
Food Stamps/SNAP Applications	2
Community Action Agencies	2
Home Nursing	2
Thrift Shops	2
Career Development	2
Village Model Aging in Place Programs	2



211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: September 2018

Total Number of Calls: 102

Report Date: 10/05/2018

Electric Service Payment Assistance	17
Heating Fuel Payment Assistance	14
Housing Search Assistance	7
Specialized Information and Referral	6
Food Pantries	5
Community Shelters	5
Medication Assisted Maintenance Treatment for Opioid Use Disorders	5
Substance Use Disorder Counseling	4
Rent Payment Assistance	4
Social Security Retirement Benefits	3
Social Security Disability Insurance	3
Undesignated Temporary Financial Assistance	3
Homemaker Assistance	3
Community Action Agencies	2
Psychiatric Case Management	2
Internet Information Resources	2
Area Agencies on Aging	2
Referral to Physicians Accepting Medicaid	2
Family and Community Medicine	2
Telephone Service Payment Assistance	2

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: September 2018

Total Number of Calls:190

Report Date: 10/05/2018

Food Pantries	37
Heating Fuel Payment Assistance	23
Specialized Information and Referral	14
Rent Payment Assistance	13
Electric Service Payment Assistance	10
Undesignated Temporary Financial Assistance	9
Psychiatric Case Management	8
Medical Care Expense Assistance	7
General Counseling Services	7
Drug Detoxification	6
Case/Care Management	5
Home Rehabilitation Loans	5
Community Shelters	4
Housing Search Assistance	4
Community Action Agencies	4
Food Stamps/SNAP Applications	4
Navigator Programs	4
General Acute Care Hospitals	4
Adult Psychiatric Hospitals	4
Public Charities	3



211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: September 2018

Total Number of Calls: 24

Report Date: 10/05/2018

Heating Fuel Payment Assistance	5
Specialized Information and Referral	4
Dental Prosthodontics	2
Prescription Expense Assistance	2
Advocacy	1
Community Action Agencies	1
Medication Information/Management	1
Referral to Dental Practitioners Accepting Medicaid	1
Disability Related Transportation	1
Area Agencies on Aging	1
Disease/Disability Information	1
State Government Information Lines	1
District Attorney	1
Medical Care Expense Assistance	1
Domestic Violence Hotlines	1
Nursing Facility Referrals	1
Electric Service Payment Assistance	1
Recovery Homes/Halfway Houses	1



211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: September 2018

Total Number of Calls: 76

Report Date: 10/05/2018

Electric Service Payment Assistance	12
Heating Fuel Payment Assistance	10
Rent Payment Assistance	6
Community Action Agencies	5
Medical Care Expense Assistance	4
General Legal Aid	3
Community Legal Clinics	3
Home Delivered Meals	3
Food Stamps/SNAP Applications	3
Food Pantries	3
General Paratransit/Community Ride Programs	3
Personal/Grooming Supplies	2
Specialized Information and Referral	2
TANF Applications	2
Adult Psychiatric Hospitals	2
Housing Search Assistance	2
Navigator Programs	2
Legal Counseling	2
Transportation Expense Assistance	1
Smoking Cessation	1



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: September 2018

Total Number of Calls: 103

Report Date: 10/05/2018

Heating Fuel Payment Assistance	19
Rent Payment Assistance	11
Specialized Information and Referral	9
Electric Service Payment Assistance	6
Community Action Agencies	6
Home Rehabilitation Loans	5
Food Vouchers	4
General Acute Care Hospitals	4
Medical Care Expense Assistance	3
Housing Search Assistance	3
Thrift Shops	3
Area Agencies on Aging	3
Legal Counseling	3
Community Shelters	3
Food Pantries	3
State Government Agencies/Departments	3
Telephone Service Payment Assistance	3
General Medical Care	3
Disability Related Transportation	3
Inpatient Substance Use Disorder Treatment Facilities	2



211 Maine: Top 20 Call Categories

[Waldo County](#)

Reporting Period: September 2018

Total Number of Calls: 40

Report Date: 10/05/2018

Electric Service Payment Assistance	8
Heating Fuel Payment Assistance	6
Outpatient Mental Health Facilities	5
General Counseling Services	4
General Dentistry	3
Substance Use Disorder Counseling	3
Case/Care Management	3
Food Pantries	2
TANF Applications	2
Specialized Information and Referral	2
Home Rehabilitation Loans	2
Residential Housing Options	1
Non-Emergency Medical Transportation	1
Talklines/Warmlines	1
Health Insurance Claims Assistance for Providers	1
Community Action Agencies	1
Hearing Aids	1
State Government Agencies/Departments	1
Assisted Living Facilities	1
Government Consumer Protection Agencies	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period: September 2018

Total Number of Calls: 52

Report Date: 10/05/2018

Heating Fuel Payment Assistance	9
Housing Search Assistance	4
Non-Emergency Medical Transportation	3
Social Security Disability Insurance	3
Specialized Information and Referral	3
Lawyer Referral Services	2
Rent Payment Assistance	2
General Dentistry	2
Directory Assistance	2
Electric Service Payment Assistance	2
Food Pantries	2
Telephone Service Payment Assistance	2
Undesignated Temporary Financial Assistance	2
Home Health Aide Services	2
Adult Protective Services	2
Mental Health and Substance Use Disorder Services	1
Tap Water Testing	1
Driver Licenses	1
Child Passenger Safety Seats	1
Benefits Screening	1

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: September 2018

Total Number of Calls: 320

Report Date: 10/05/2018

Heating Fuel Payment Assistance	33
Rent Payment Assistance	27
Electric Service Payment Assistance	26
Specialized Information and Referral	19
Undesignated Temporary Financial Assistance	19
Community Shelters	18
Community Action Agencies	15
Housing Search Assistance	12
Outpatient Mental Health Facilities	9
General Counseling Services	9
Domestic Violence Hotlines	9
General Acute Care Hospitals	9
Alcohol Use Disorder Support Groups	8
Food Stamps/SNAP Applications	8
Food Pantries	8
State Government Agencies/Departments	7
Talklines/Warmlines	7
Medical Care Expense Assistance	7
Lawyer Referral Services	7
Directory Assistance	6