	<p>211 Maine: Top 20 Call Categories Androscoggin County Reporting Period: November 2018 Total Number of Calls: 281</p>
<p>Report Date: 12/03/2018</p>	

Heating Fuel Payment Assistance	73
Community Shelters	24
Food Pantries	21
Electric Service Payment Assistance	20
Christmas Programs	20
Undesignated Temporary Financial Assistance	17
Rent Payment Assistance	14
Community Action Agencies	10
Specialized Information and Referral	9
Children's Protective Services	9
Drug Detoxification	9
Homeless Motel Vouchers	9
Area Agencies on Aging	7
General Acute Care Hospitals	7
Case/Care Management	6
Public Charities	6
Non-Emergency Medical Transportation	6
General Dentistry	6
DUI Offender Programs	5
Psychiatric Medication Services	5



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: November 2018

Total Number of Calls: 138

Report Date: 12/03/2018

Heating Fuel Payment Assistance	101
Residential Substance Use Disorder Treatment Facilities	11
Food Pantries	6
Community Shelters	6
General Acute Care Hospitals	6
Drug Detoxification	6
Electric Service Payment Assistance	6
Public Charities	5
Directory Assistance	4
Rent Payment Assistance	4
Community Action Agencies	4
Non-Emergency Medical Transportation	4
Homeless Motel Vouchers	4
Municipal Police	3
Inpatient Substance Use Disorder Treatment Facilities	3
Psychiatric Case Management	3
Drug Use Disorder Education/Prevention	3
Transportation Information Clearinghouses/511 Services	3
General Counseling Services	3
General Medical Care	3



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: November 2018

Total Number of Calls: 796

Report Date: 12/03/2018

Heating Fuel Payment Assistance	191
Electric Service Payment Assistance	43
Food Pantries	37
Housing Search Assistance	34
Christmas Programs	28
Thanksgiving Programs	28
Rent Payment Assistance	26
Community Shelters	26
Undesignated Temporary Financial Assistance	22
Community Action Agencies	22
Specialized Information and Referral	21
General Acute Care Hospitals	19
Talklines/Warmlines	17
General Counseling Services	17
Medication Assisted Maintenance Treatment for Substance Use Disorders	15
Area Agencies on Aging	14
Alcohol Detoxification	14
Comprehensive Outpatient Substance Use Disorder Treatment	13
Psychiatric Medication Services	13
Case/Care Management	13

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period: November 2018

Total Number of Calls: 29

Report Date: 12/03/2018

Heating Fuel Payment Assistance	6
Local Electric Utility Companies	2
General Counseling Services	2
General Clothing Provision	2
Rent Payment Assistance	2
Mental Health Hotlines	1
Home Rehabilitation Loans	1
Drug Detoxification	1
Electric Service Payment Assistance	1
Domestic Violence Hotlines	1
Food Pantries	1
Neuter/Spay Services	1
Food Vouchers	1
Children's Protective Services	1
General Acute Care Hospitals	1
Household Goods	1
Christmas Programs	1
Medical Care Expense Assistance	1
Community Action Agencies	1
Multisystemic Therapy	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: November 2018

Total Number of Calls: 72

Report Date: 12/03/2018

Heating Fuel Payment Assistance	30
Christmas Programs	9
Electric Service Payment Assistance	8
Thanksgiving Programs	6
Undesignated Temporary Financial Assistance	5
Transportation Expense Assistance	5
Case/Care Management	4
Non-Emergency Medical Transportation	3
Rent Payment Assistance	3
Food Stamps/SNAP Applications	3
211 Systems	3
Psychiatric Case Management	2
Outpatient Mental Health Facilities	2
Specialized Information and Referral	2
Housing Authorities	2
Community Action Agencies	2
General Dentistry	1
Recovery Homes/Halfway Houses	1
General Dentistry	1
Community Shelters	1



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: November 2018

Total Number of Calls: 372

Report Date: 12/03/2018

Heating Fuel Payment Assistance	103
Rent Payment Assistance	32
Food Pantries	18
Undesignated Temporary Financial Assistance	17
Community Shelters	17
Christmas Programs	16
Electric Service Payment Assistance	16
Community Action Agencies	12
General Dentistry	10
Aging and Disability Resource Centers	10
Specialized Information and Referral	10
Housing Search Assistance	9
State Government Agencies/Departments	9
Food Stamps/SNAP Applications	9
General Acute Care Hospitals	9
Substance Use Disorder Counseling	8
Case/Care Management	7
Public Charities	7
Homeless Motel Vouchers	6
Food Vouchers	6



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: November 2018

Total Number of Calls: 80

Report Date: 12/03/2018

Heating Fuel Payment Assistance	31
Substance Use Disorder Counseling	8
Community Shelters	7
Case/Care Management	6
Rent Payment Assistance	4
Specialized Information and Referral	4
Electric Service Payment Assistance	4
Housing Search Assistance	4
Psychiatric Medication Services	3
General Acute Care Hospitals	3
Recovery Homes/Halfway Houses	3
Legal Counseling	3
Christmas Programs	3
Undesignated Temporary Financial Assistance	3
Area Agencies on Aging	3
Residential Substance Use Disorder Treatment Facilities	2
State Government Agencies/Departments	2
Inpatient Substance Use Disorder Treatment Facilities	2
Food Stamps/SNAP Applications	2
Domestic Violence Shelters	2



211 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: November 2018

Total Number of Calls: 51

Report Date: 12/03/2018

Heating Fuel Payment Assistance	23
Christmas Programs	7
Rent Payment Assistance	5
Electric Service Payment Assistance	5
Housing Search Assistance	4
Community Shelters	3
Medical Care Expense Assistance	2
Municipal Police	2
General Dentistry	2
Area Agencies on Aging	2
Medicare Information/Counseling	1
Smoking Cessation	1
Personal Financial Counseling	1
Case/Care Management	1
Educational Support Services	1
Thanksgiving Programs	1
Drug Use Disorder Education/Prevention	1
Financial Literacy Training	1
Psychiatric Medication Services	1
Food Pantries	1



211 Maine: Top 20 Call Categories

[Oxford County](#)

Reporting Period: November 2018

Total Number of Calls: 114

Report Date: 12/03/2018

Heating Fuel Payment Assistance	41
Electric Service Payment Assistance	9
Community Shelters	9
Rent Payment Assistance	8
Food Pantries	8
Housing Search Assistance	7
Navigator Programs	4
General Acute Care Hospitals	4
General Dentistry	3
Outpatient Mental Health Facilities	3
Non-Emergency Medical Transportation	3
Family Crisis Shelters	3
Food Stamps/SNAP Applications	3
Mental Health Hotlines	3
Undesignated Temporary Financial Assistance	3
Area Agencies on Aging	2
Child Care Provider Referrals	2
Homeless Motel Vouchers	2
Medicare Information/Counseling	2
Talklines/Warmlines	2

[Help Starts Here](#)



211 Maine: Top 20 Call Categories


[Penobscot County](#)

Reporting Period: November 2018

Total Number of Calls:296

Report Date: 12/03/2018

Heating Fuel Payment Assistance	102
Food Pantries	39
Community Shelters	18
Rent Payment Assistance	15
Christmas Programs	15
Undesignated Temporary Financial Assistance	14
Electric Service Payment Assistance	13
Thanksgiving Programs	11
Specialized Information and Referral	10
Homeless Motel Vouchers	10
Case/Care Management	9
Municipal Police	8
Community Action Agencies	8
Area Agencies on Aging	8
Housing Search Assistance	8
Domestic Violence Shelters	7
Legal Counseling	7
Food Stamps/SNAP Applications	7
Aging and Disability Resource Centers	6
Public Charities	6

	<p>211 Maine: Top 20 Call Categories Piscataquis County Reporting Period: November 2018 Total Number of Calls: 25</p>
<p>Report Date: 12/03/2018</p>	

Heating Fuel Payment Assistance	6
Substance Use Disorder Counseling	4
Mortgage Delinquency and Default Counseling	3
Christmas Programs	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
General Counseling Services	2
Low Income/Subsidized Private Rental Housing	2
United States House of Representatives Offices	2
State Government Complaints/Ombudsman Offices	1
Domestic Violence Hotlines	1
Food Stamps/SNAP Applications	1
Area Agencies on Aging	1
Prosthetics/Orthotics/Seating	1
General Legal Aid	1
TANF Applications	1
Drug Use Disorder Support Groups	1
Mental Health Hotlines	1
Community Action Agencies	1
Co-Occurring Disorders Support Groups	1
Transportation Expense Assistance	1



211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: November 2018

Total Number of Calls: 89

Report Date: 12/03/2018

Heating Fuel Payment Assistance	17
Christmas Programs	8
Community Action Agencies	7
Food Pantries	6
Undesignated Temporary Financial Assistance	6
Electric Service Payment Assistance	5
Legal Counseling	4
Housing Search Assistance	4
Area Agencies on Aging	3
Public Charities	3
Community Shelters	3
General Counseling Services	3
Non-Emergency Medical Transportation	2
Case/Care Management	2
Domestic Violence Hotlines	2
Senior Housing Information and Referral	2
Alcohol Detoxification	2
General Legal Aid	2
Psychiatric Case Management	2
Thanksgiving Programs	2



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: November 2018

Total Number of Calls: 131

Report Date: 12/03/2018

Heating Fuel Payment Assistance	42
Electric Service Payment Assistance	18
Christmas Programs	15
Community Action Agencies	9
Food Pantries	7
Rent Payment Assistance	4
Case/Care Management	4
Undesignated Temporary Financial Assistance	4
General Dentistry	4
Housing Search Assistance	4
Referral to Dental Practitioners Accepting Medicaid	3
Domestic Violence Hotlines	3
Navigator Programs	3
Community Shelters	3
Residential Substance Use Disorder Treatment Facilities	3
Food Vouchers	2
Homeless Permanent Supportive Housing	2
Home Rehabilitation Loans	2
Psychiatric Case Management	2
Mental Health Hotlines	2



211 Maine: Top 20 Call Categories


[Waldo County](#)

Reporting Period: November 2018

Total Number of Calls: 47

Report Date: 12/03/2018

Heating Fuel Payment Assistance	25
Christmas Programs	6
Community Action Agencies	6
Electric Service Payment Assistance	5
Psychiatric Medication Services	5
Community Shelters	4
Water Service Payment Assistance	3
Undesignated Temporary Financial Assistance	3
General Dentistry	3
Rent Payment Assistance	2
Public Charities	2
Specialized Information and Referral	2
General Medical Care	2
Thanksgiving Programs	2
Mortgage Payment Assistance	1
Food Stamps/SNAP Applications	1
Medication Assisted Maintenance Treatment for Substance Use Disorders	1
General Assessment for Substance Use Disorders	1
Homelessness Prevention Programs	1
Heating Fuel Service Complaints	1

	<p>211 Maine: Top 20 Call Categories Washington County Reporting Period: November 2018 Total Number of Calls: 40</p>
<p>Report Date: 12/03/2018</p>	

Heating Fuel Payment Assistance	28
Specialized Information and Referral	5
Opioid Detoxification	3
Residential Housing Options	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Housing Search Assistance	3
Undesignated Temporary Financial Assistance	2
Community Action Agencies	2
Electric Service Payment Assistance	2
Christmas Programs	2
Inpatient Drug Detoxification	1
Comprehensive Outpatient Substance Use Disorder Treatment	1
Poison Control	1
Aging and Disability Resource Centers	1
Telephone Service Payment Assistance	1
Home Rehabilitation Grants	1
Automotive Repair and Maintenance	1
Rent Payment Assistance	1
Veteran Benefits Assistance	1
Residential Substance Use Disorder Treatment Facilities	1

[Help Starts Here](#)



211 Maine: Top 20 Call Categories

York County

Reporting Period: November 2018

Total Number of Calls: 302

Report Date: 12/03/2018

Heating Fuel Payment Assistance	56
Electric Service Payment Assistance	33
Rent Payment Assistance	20
Housing Search Assistance	14
Community Shelters	13
Drug Detoxification	11
Alcohol Detoxification	9
Food Pantries	9
Community Action Agencies	8
Residential Substance Use Disorder Treatment Facilities	8
Referral to Physicians Accepting Medicaid	7
Non-Emergency Medical Transportation	7
Substance Use Disorder Counseling	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
General Dentistry	7
General Legal Aid	7
Homeless Motel Vouchers	6
Mental Health Hotlines	6
General Acute Care Hospitals	6
Comprehensive Outpatient Substance Use Disorder Treatment	6