	<p>211 Maine: Top 20 Call Categories Androscoggin County Reporting Period: February 2019 Total Number of Calls: 300</p>
<p>Report Date: 03/05/2019</p>	

Heating Fuel Payment Assistance	115
Electric Service Payment Assistance	41
Community Shelters	20
Food Pantries	15
Rent Payment Assistance	15
General Acute Care Hospitals	13
Case/Care Management	10
Undesignated Temporary Financial Assistance	10
Homeless Motel Vouchers	8
Housing Search Assistance	7
Mental Health Hotlines	7
Referral to Dental Practitioners Accepting Medicaid	7
AARP Tax Aide Programs	7
General Dentistry	7
Domestic Violence Hotlines	6
Area Agencies on Aging	6
Community Action Agencies	6
Municipal Police	6
Talklines/Warmlines	6
Specialized Information and Referral	5



211 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: February 2019

Total Number of Calls: 84

Report Date: 03/05/2019

Heating Fuel Payment Assistance	69
Food Pantries	13
Substance Use Disorder Counseling	10
Food Vouchers	7
Homeless Motel Vouchers	6
Undesignated Temporary Financial Assistance	5
Prescription Expense Assistance	4
Electric Service Payment Assistance	4
Community Shelters	4
Drug Use Disorder Support Groups	3
Public Charities	3
Psychiatric Case Management	3
Rent Payment Assistance	3
Psychiatric Medication Services	2
Residential Substance Use Disorder Treatment Facilities	2
Food Banks/Food Distribution Warehouses	2
General Medical Care	2
Children's Protective Services	2
Alcohol Use Disorder Support Groups	2
Utility Assistance	2



211 Maine: Top 20 Call Categories

[Cumberland County](#)

Reporting Period: February 2019

Total Number of Calls: 901

Report Date: 03/05/2019

Heating Fuel Payment Assistance	287
Electric Service Payment Assistance	72
AARP Tax Aide Programs	69
Food Pantries	56
Rent Payment Assistance	53
Community Shelters	44
Tax Preparation Assistance	38
Case/Care Management	30
Homeless Motel Vouchers	28
Housing Search Assistance	22
Undesignated Temporary Financial Assistance	21
Specialized Information and Referral	21
General Counseling Services	16
General Acute Care Hospitals	15
Medical Care Expense Assistance	15
Directory Assistance	14
Community Action Agencies	14
State Government Agencies/Departments	14
Talklines/Warmlines	14
Public Charities	13



211 Maine: Top 20 Call Categories

[Franklin County](#)

Reporting Period: February 2019

Total Number of Calls: 48

Report Date: 03/05/2019

Heating Fuel Payment Assistance	16
Electric Service Payment Assistance	7
Telephone Service Payment Assistance	5
AARP Tax Aide Programs	4
Case/Care Management	4
Federal Government Complaints/Ombudsman Offices	3
United States Senate Offices	3
Specialized Information and Referral	3
Undesignated Temporary Financial Assistance	2
Earned Income Credit Information	2
Community Action Agencies	2
Medical Care Expense Assistance	2
Landlord/Tenant Assistance	2
Rent Payment Assistance	2
Mortgage Delinquency and Default Counseling	2
Outpatient Mental Health Facilities	1
Psychiatric Medication Services	1
Referral to Physicians Accepting Medicaid	1
Residential Substance Use Disorder Treatment Facilities	1
Labor and Employment Law	1



211 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: February 2019

Total Number of Calls: 54

Report Date: 03/05/2019

Heating Fuel Payment Assistance	24
Rent Payment Assistance	6
Mortgage Delinquency and Default Counseling	4
Electric Service Payment Assistance	4
Community Shelters	4
Home Rehabilitation Loans	3
Housing Search Assistance	3
Specialized Information and Referral	3
VITA Programs	2
Transportation Expense Assistance	2
Legal Counseling	2
Referral to Physicians Accepting Medicaid	2
Dental Hygiene	2
Community Action Agencies	2
Adult Protective Services	2
Alcohol Detoxification	2
Elder Law	2
Gambling Addiction Support Groups	2
Financial Literacy Training	2
Food Pantries	2



211 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: February 2019

Total Number of Calls: 270

Report Date: 03/05/2019

Heating Fuel Payment Assistance	87
Electric Service Payment Assistance	33
Community Shelters	22
Rent Payment Assistance	13
Undesignated Temporary Financial Assistance	12
Food Pantries	11
Community Action Agencies	10
AARP Tax Aide Programs	9
Food Stamps/SNAP Applications	9
Transportation Expense Assistance	8
State Government Agencies/Departments	7
Case/Care Management	7
General Clothing Provision	6
Lawyer Referral Services	6
Specialized Information and Referral	6
VITA Programs	5
Legal Counseling	5
Housing Search Assistance	5
Food Vouchers	5
Directory Assistance	5



211 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: February 2019

Total Number of Calls: 60

Report Date: 03/05/2019

Heating Fuel Payment Assistance	16
Electric Service Payment Assistance	5
Community Shelters	4
Area Agencies on Aging	3
Homeless Motel Vouchers	3
Home Rehabilitation Grants	2
Housing Search Assistance	2
Referral to Dental Practitioners Accepting Medicaid	2
Public Charities	2
Psychiatric Case Management	2
Residential Substance Use Disorder Treatment Facilities	2
Aging and Disability Resource Centers	2
Adult Protective Services	2
Domestic Violence Hotlines	2
Directory Assistance	2
Food Pantries	2
General Medical Care	2
General Legal Aid	1
General Acute Care Hospitals	1
Fire Services	1



211 Maine: Top 20 Call Categories


[Lincoln County](#)

Reporting Period: February 2019

Total Number of Calls: 47

Report Date: 03/05/2019

Heating Fuel Payment Assistance	44
Electric Service Payment Assistance	15
Rent Payment Assistance	5
Water Service Payment Assistance	5
Undesignated Temporary Financial Assistance	3
Food Pantries	3
Family Counseling	2
General Acute Care Hospitals	2
Child Support Assistance/Enforcement	2
Aging and Disability Resource Centers	2
AARP Tax Aide Programs	2
Local Officials Offices	2
Job Information	2
VITA Programs	2
Winter Clothing	2
United States House of Representatives Offices	1
Special Preschools	1
Specialized Information and Referral	1
Talklines/Warmlines	1
Student Disability Services	1

	<p>211 Maine: Top 20 Call Categories Oxford County Reporting Period: February 2019 Total Number of Calls: 108</p>
<p>Report Date: 03/05/2019</p>	

Heating Fuel Payment Assistance	37
Electric Service Payment Assistance	30
AARP Tax Aide Programs	9
State Government Agencies/Departments	6
Undesignated Temporary Financial Assistance	5
Food Pantries	5
Non-Emergency Medical Transportation	5
Personal Finances/Tax Assistance Volunteer Opportunities	4
Medical Care Expense Assistance	4
Community Action Agencies	4
Area Agencies on Aging	3
Food Vouchers	3
General Dentistry	3
Drug Detoxification	3
Mental Health Hotlines	3
Legal Counseling	3
Governor Offices	3
General Psychiatry	2
Home Rehabilitation Loans	2
Internet Information Resources	2



211 Maine: Top 20 Call Categories

[Penobscot County](#)

Reporting Period: February 2019

Total Number of Calls: 271

Report Date: 03/05/2019

Heating Fuel Payment Assistance	112
AARP Tax Aide Programs	24
Food Pantries	18
Electric Service Payment Assistance	16
Housing Search Assistance	15
Case/Care Management	14
Rent Payment Assistance	12
Undesignated Temporary Financial Assistance	10
VITA Programs	9
Homeless Motel Vouchers	9
Community Shelters	9
State Government Agencies/Departments	8
Housing Authorities	7
Medical Care Expense Assistance	6
Food Vouchers	6
Specialized Information and Referral	6
General Dentistry	5
Earned Income Credit Information	5
Community Action Agencies	5
Aging and Disability Resource Centers	5



211 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: February 2019

Total Number of Calls: 25

Report Date: 03/05/2019

Heating Fuel Payment Assistance	22
Electric Service Payment Assistance	5
Food Vouchers	2
Food Pantries	2
Rent Payment Assistance	2
Substance Use Disorder Counseling	2
Talklines/Warmlines	1
Specialized Information and Referral	1
VITA Programs	1
Mental Health Hotlines	1
General Dentistry	1
Electric Service Complaints	1
Directory Assistance	1
Domestic Violence Shelters	1
AARP Tax Aide Programs	1
Community Action Agencies	1
Heating Fuel Payment Assistance	22
Electric Service Payment Assistance	5
Food Vouchers	2
Food Pantries	2



211 Maine: Top 20 Call Categories

[Sagadahoc County](#)

Reporting Period: February 2019

Total Number of Calls: 85

Report Date: 03/05/2019

Heating Fuel Payment Assistance	26
Electric Service Payment Assistance	12
Food Pantries	10
AARP Tax Aide Programs	5
State Government Agencies/Departments	5
Talklines/Warmlines	4
Rent Payment Assistance	4
Non-Emergency Medical Transportation	4
Outpatient Mental Health Facilities	3
Legal Counseling	3
Thrift Shops	3
Undesignated Temporary Financial Assistance	2
VITA Programs	2
Specialized Information and Referral	2
Personal Finances/Tax Assistance Volunteer Opportunities	2
Psychiatric Case Management	2
Aging and Disability Resource Centers	2
Case/Care Management	2
Debt Management	2
Food Vouchers	2



211 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: February 2019

Total Number of Calls: 133

Report Date: 03/05/2019

Heating Fuel Payment Assistance	69
Electric Service Payment Assistance	28
Rent Payment Assistance	8
Food Pantries	7
Case/Care Management	5
Homemaker Assistance	5
Psychiatric Case Management	4
Outpatient Mental Health Facilities	4
AARP Tax Aide Programs	4
Food Stamps/SNAP Applications	3
Families/Friends of Individuals With an Alcohol Use Disorder Support Groups	3
General Dentistry	3
General Legal Aid	3
Public Charities	3
Undesignated Temporary Financial Assistance	3
Telephone Service Payment Assistance	3
State Government Agencies/Departments	3
Social Security Retirement Benefits	2
State/Local Health Insurance Information/Counseling	2
Therapy Referrals	2



211 Maine: Top 20 Call Categories

[Waldo County](#)

Reporting Period: February 2019

Total Number of Calls: 49

Report Date: 03/05/2019

Heating Fuel Payment Assistance	32
Electric Service Payment Assistance	11
General Dentistry	5
Community Shelters	4
Lawyer Referral Services	4
Substance Use Disorder Counseling	4
Transitional Housing/Shelter	3
Homeless Motel Vouchers	3
Legal Counseling	2
Rent Payment Assistance	2
Non-Emergency Medical Transportation	2
Adult Psychiatric Inpatient Units	2
Talklines/Warmlines	2
Specialized Information and Referral	2
State Government Agencies/Departments	1
Tap Water Testing	1
Transportation Expense Assistance	1
Utility Assistance	1
Veterinary Care Expense Assistance	1
Adult Protective Services	1



211 Maine: Top 20 Call Categories

[Washington County](#)

Reporting Period: February 2019

Total Number of Calls: 70

Report Date: 03/05/2019

Heating Fuel Payment Assistance	53
Rent Payment Assistance	5
Undesignated Temporary Financial Assistance	5
Talklines/Warmlines	4
Non-Emergency Medical Transportation	4
Home Health Aide Services	3
Homemaker Assistance	3
Earned Income Credit Information	3
Electric Service Payment Assistance	3
General Counseling Services	3
State Government Agencies/Departments	3
Water Service Payment Assistance	3
Transportation Expense Assistance	2
Food Stamps/SNAP Applications	2
Disability Related Transportation	2
Community Shelters	2
Aging and Disability Resource Centers	2
Local Bus Transit Services	2
Power Line Extension Payment Assistance	2
Residential Energy/Water Conservation Rebates	2



211 Maine: Top 20 Call Categories

[York County](#)

Reporting Period: February 2019

Total Number of Calls: 342

Report Date: 03/05/2019

Heating Fuel Payment Assistance	102
Electric Service Payment Assistance	45
AARP Tax Aide Programs	18
Community Shelters	15
Rent Payment Assistance	14
Non-Emergency Medical Transportation	13
Medical Care Expense Assistance	12
Housing Search Assistance	9
Outpatient Mental Health Facilities	9
Public Charities	9
Homeless Motel Vouchers	8
Food Pantries	8
Specialized Information and Referral	8
Undesignated Temporary Financial Assistance	7
Food Stamps/SNAP Applications	7
General Dentistry	6
Directory Assistance	6
Dental Hygiene	6
Area Agencies on Aging	6
Therapy Referrals	6