



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period: July 2019**

**Total Number of Calls: 317**

**Report Date: 08/05/2019**

<b>Heating Fuel Payment Assistance</b>	<b>51</b>
<b>Electric Service Payment Assistance</b>	<b>38</b>
<b>Food Pantries</b>	<b>22</b>
<b>Rent Payment Assistance</b>	<b>16</b>
<b>Substance Use Disorder Counseling</b>	<b>13</b>
<b>Outpatient Mental Health Facilities</b>	<b>9</b>
<b>Community Shelters</b>	<b>8</b>
<b>Area Agencies on Aging</b>	<b>8</b>
<b>Municipal Police</b>	<b>8</b>
<b>State Government Agencies/Departments</b>	<b>7</b>
<b>Psychiatric Medication Services</b>	<b>7</b>
<b>Food Stamps/SNAP Applications</b>	<b>7</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Directory Assistance</b>	<b>6</b>
<b>Medical Care Expense Assistance</b>	<b>6</b>
<b>Non-Emergency Medical Transportation</b>	<b>6</b>
<b>Referral to Physicians Accepting Medicaid</b>	<b>5</b>
<b>AARP Tax Aide Programs</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>5</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period: July 2019**

**Total Number of Calls: 83**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period: July 2019**

**Total Number of Calls: 723**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period: July 2019**

**Total Number of Calls: 47**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period: July 2019**

**Report Date: 08/05/2019**

**Total Number of Calls: 65**

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



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period: July 2019**

**Total Number of Calls: 302**

**Report Date: 08/05/2019**

<b>Electric Service Payment Assistance</b>	<b>157</b>
<b>Community Shelters</b>	<b>32</b>
<b>Rent Payment Assistance</b>	<b>29</b>
<b>Housing Search Assistance</b>	<b>16</b>
<b>Food Pantries</b>	<b>11</b>
<b>Case/Care Management</b>	<b>8</b>
<b>General Acute Care Hospitals</b>	<b>8</b>
<b>General Relief</b>	<b>8</b>
<b>State Government Agencies/Departments</b>	<b>8</b>
<b>Food Stamps/SNAP Applications</b>	<b>7</b>
<b>Home Nursing</b>	<b>7</b>
<b>Public Charities</b>	<b>7</b>
<b>Substance Use Disorder Counseling</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Homeless Motel Vouchers</b>	<b>6</b>
<b>Mental Health Crisis Lines</b>	<b>6</b>
<b>Pest Information</b>	<b>6</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>6</b>
<b>Alcohol Detoxification</b>	<b>5</b>
<b>Legal Counseling</b>	<b>5</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period: July 2019**

**Total Number of Calls: 100**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period: July 2019**

**Total Number of Calls: 62**

**Report Date: 08/05/2019**

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





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period: July 2019**

**Total Number of Calls: 127**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period: July 2019**

**Total Number of Calls: 222**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period: July 2019**

**Total Number of Calls: 29**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period: July 2019**

**Total Number of Calls: 84**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period: July 2019**

**Total Number of Calls: 121**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period: July 2019**

**Total Number of Calls: 71**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period: July 2019**

**Total Number of Calls: 50**

**Report Date: 08/05/2019**

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



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period: July 2019**

**Total Number of Calls: 387**

**Report Date: 08/05/2019**

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