



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period: December 2019

Total Number of Calls: 280

Report Date: 01/03/2020

Electric Service Payment Assistance	57
Heating Fuel Payment Assistance	51
Rent Payment Assistance	23
Food Pantries	22
Community Shelters	19
General Counseling Services	18
Non-Emergency Medical Transportation	18
Inpatient Substance Use Disorder Treatment Facilities	16
Housing Search Assistance	15
Case/Care Management	14
Comprehensive Outpatient Substance Use Disorder Treatment	14
Homeless Motel Vouchers	12
Holiday Gifts/Toys	11
Substance Use Disorder Counseling	11
General Relief	10
General Medical Care	9
Medication Assisted Maintenance Treatment for Substance Use Disorders	9
Mental Health Crisis Lines	9
Talklines/Warmlines	9
Drug Detoxification	8



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period: December 2019

Total Number of Calls: 114

Report Date: 01/03/2020

Heating Fuel Payment Assistance	137
Electric Service Payment Assistance	12
General Counseling Services	8
Food Vouchers	7
Mental Health Crisis Lines	6
Substance Use Disorder Counseling	5
Talklines/Warmlines	5
Homeless Motel Vouchers	4
Community Shelters	3
Aging and Disability Resource Centers	3
Area Agencies on Aging	3
Food Pantries	3
Food Stamps/SNAP Applications	3
General Legal Aid	3
General Relief	3
Household Goods	3
Outpatient Mental Health Facilities	3
Undesignated Temporary Financial Assistance	3
Water Service Payment Assistance	3
Alcohol Use Disorder Support Groups	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: December 2019

Total Number of Calls: 772

Report Date: 01/03/2020

Heating Fuel Payment Assistance	319
Electric Service Payment Assistance	90
Community Shelters	56
Rent Payment Assistance	56
Food Pantries	49
Housing Search Assistance	38
Case/Care Management	35
Specialized Information and Referral	31
Talklines/Warmlines	30
Alcohol Detoxification	23
Aging and Disability Resource Centers	21
General Counseling Services	19
Holiday Gifts/Toys	18
Legal Counseling	17
Mental Health Crisis Lines	17
Outpatient Mental Health Facilities	17
Food Stamps/SNAP Applications	16
Homeless Motel Vouchers	16
Inpatient Substance Use Disorder Treatment Facilities	15
Personal Financial Counseling	14



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period: December 2019

Total Number of Calls: 65

Report Date: 01/03/2020

Heating Fuel Payment Assistance	49
Community Shelters	7
Electric Service Payment Assistance	6
Housing Search Assistance	5
General Medical Care	4
Alcohol Use Disorder Support Groups	3
Aging and Disability Resource Centers	3
Non-Emergency Medical Transportation	3
Children's Clothing	2
Case/Care Management	2
Holiday Gifts/Toys	2
Prescription Expense Assistance	2
Rent Payment Assistance	2
Specialized Information and Referral	2
General Relief	1
General Minor Home Repair Programs	1
General Clothing Provision	1
Food Stamps/SNAP Applications	1
Food Pantries	1
Family Crisis Shelters	1



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period: December 2019

Total Number of Calls: 57

Report Date: 01/03/2020

Heating Fuel Payment Assistance	34
Electric Service Payment Assistance	10
Holiday Gifts/Toys	9
Rent Payment Assistance	9
Food Pantries	7
Alcohol Detoxification	3
Case/Care Management	3
Home Nursing	3
Diapers	2
Gambling Self Exclusion Programs	2
Housing Search Assistance	2
Inpatient Substance Use Disorder Treatment Facilities	2
Legal Counseling	2
Mental Health Related Support Groups	2
Referral to Physicians Accepting Medicaid	2
Section 8 Housing Choice Vouchers	2
Telephone Service Payment Assistance	2
Water Service Payment Assistance	2
General Counseling Services	1
Domestic/Family Violence Legal Services	1



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period: December 2019

Total Number of Calls: 274

Report Date: 01/03/2020

Heating Fuel Payment Assistance	148
Electric Service Payment Assistance	46
Rent Payment Assistance	35
Community Shelters	22
Holiday Gifts/Toys	21
Food Pantries	11
Case/Care Management	10
Food Vouchers	10
Housing Search Assistance	10
Homeless Motel Vouchers	8
Adult Psychiatric Hospitals	7
General Relief	7
Public Charities	7
Substance Use Disorder Counseling	7
Christmas Meals	6
Food Stamps/SNAP Applications	6
General Counseling Services	6
State Hospitals	6
Aging and Disability Resource Centers	5
Community Action Agencies	5



211 Maine: Top 20 Call Categories

Knox County

Reporting Period: December 2019

Total Number of Calls: 67

Report Date: 01/03/2020

Electric Service Payment Assistance	24
Heating Fuel Payment Assistance	23
Drug Detoxification	5
Food Pantries	4
Opioid Detoxification	4
Rent Payment Assistance	4
Specialized Information and Referral	4
Community Shelters	3
Alcohol Detoxification	3
Adult Psychiatric Inpatient Units	3
General Counseling Services	3
Legal Counseling	3
Thrift Shops	3
Child Support Assistance/Enforcement	2
Area Agencies on Aging	2
Aging and Disability Resource Centers	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
General Mental Health Information/Education	2
General Relief	2
Holiday Gifts/Toys	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period: December 2019

Total Number of Calls: 53

Report Date: 01/03/2020

Heating Fuel Payment Assistance	45
Housing Search Assistance	10
Electric Service Payment Assistance	8
Holiday Gifts/Toys	7
Food Pantries	4
Aging and Disability Resource Centers	3
Mortgage Delinquency and Default Counseling	3
Specialized Information and Referral	3
Substance Use Disorder Counseling	3
Comprehensive Outpatient Substance Use Disorder Treatment	2
Community Shelters	2
General Counseling Services	2
Non-Emergency Medical Transportation	2
Undesignated Temporary Financial Assistance	2
Water Service Payment Assistance	2
General Assessment for Substance Use Disorders	1
General Acute Care Hospitals	1
Guardianship Assistance	1
General Relief	1
General Legal Aid	1



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period: December 2019

Total Number of Calls: 118

Report Date: 01/03/2020

Heating Fuel Payment Assistance	60
Electric Service Payment Assistance	20
Family Crisis Shelters	10
Holiday Gifts/Toys	9
General Dentistry	5
Outpatient Mental Health Facilities	5
Rent Payment Assistance	5
Community Shelters	4
Food Pantries	4
General Counseling Services	4
Housing Search Assistance	4
State Government Agencies/Departments	4
Undesignated Temporary Financial Assistance	4
Adult Protective Services	3
Alcohol Detoxification	3
General Relief	3
Legal Counseling	3
Mortgage Delinquency and Default Counseling	3
Personal Financial Counseling	3
Veteran Benefits Assistance	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: December 2019

Total Number of Calls: 271

Report Date: 01/03/2020

Heating Fuel Payment Assistance	113
Food Pantries	26
Electric Service Payment Assistance	24
Rent Payment Assistance	24
Holiday Gifts/Toys	16
General Counseling Services	15
Aging and Disability Resource Centers	14
Specialized Information and Referral	14
Case/Care Management	13
Area Agencies on Aging	12
Community Shelters	12
Substance Use Disorder Counseling	12
Housing Search Assistance	10
Food Stamps/SNAP Applications	9
Homeless Motel Vouchers	9
Outpatient Mental Health Facilities	9
Benefits Screening	8
General Relief	8
Non-Emergency Medical Transportation	7
Public Charities	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period: December 2019

Total Number of Calls: 22

Report Date: 01/03/2020

Heating Fuel Payment Assistance	17
Electric Service Payment Assistance	4
Domestic/Family Violence Legal Services	2
Adult Psychiatric Inpatient Units	2
Talklines/Warmlines	2
Housing Search Assistance	2
Wildlife Conservation	1
Holiday Gifts/Toys	1
State Government Agencies/Departments	1
Sheriff	1
Medical Care Expense Assistance	1
Medicaid Information/Counseling	1
Governor Offices	1
General Dentistry	1
Food Stamps/SNAP Applications	1
Family Law Courts	1
Family Law	1
EBT Card Services	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: December 2019

Total Number of Calls: 52

Report Date: 01/03/2020

Heating Fuel Payment Assistance	43
Electric Service Payment Assistance	13
Rent Payment Assistance	8
Community Shelters	6
Outpatient Mental Health Facilities	5
Dental Hygiene	4
Dental Restoration	2
Aging and Disability Resource Centers	2
Anger Management	2
Corporate/Business Law	2
Emergency Dental Care	2
Family and Community Medicine	2
General Dentistry	2
General Health Insurance Information/Counseling	2
Legal Counseling	2
Medicaid Information/Counseling	2
Medical Equipment/Supplies	2
Municipal Police	2
Psychiatric Case Management	2
Public Charities	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period: December 2019

Total Number of Calls: 131

Report Date: 01/03/2020

Heating Fuel Payment Assistance	110
Electric Service Payment Assistance	26
Holiday Gifts/Toys	14
Rent Payment Assistance	10
Water Service Payment Assistance	7
General Relief	5
Specialized Information and Referral	5
Comprehensive Outpatient Substance Use Disorder Treatment	4
Aging and Disability Resource Centers	4
Home Rehabilitation Grants	4
Housing Search Assistance	4
Prescription Expense Assistance	4
Substance Use Disorder Counseling	4
Benefits Screening	3
Christmas Meals	3
General Medical Care	3
Neuter/Spay Services	3
Psychiatric Day Treatment	3
Public Charities	3
Undesignated Temporary Financial Assistance	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period: December 2019

Total Number of Calls: 44

Report Date: 01/03/2020

Heating Fuel Payment Assistance	22
Electric Service Payment Assistance	13
Rent Payment Assistance	8
Housing Search Assistance	6
Residential Substance Use Disorder Treatment Facilities	5
Prescription Drug Patient Assistance Programs	4
Alcohol Detoxification	2
Domestic Violence Hotlines	2
Food Pantries	2
General Relief	2
Personal Alarm Systems	2
Undesignated Temporary Financial Assistance	2
General Health Insurance Information/Counseling	1
General Counseling Services	1
Gambling Self Exclusion Programs	1
Food Stamps/SNAP Applications	1
Federal Government Agencies/Departments	1
Drug Use Disorder Support Groups	1
Dialectical Behavior Therapy	1
Dentures	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period: December 2019

Total Number of Calls: 41

Report Date: 01/03/2020

Heating Fuel Payment Assistance	33
Electric Service Payment Assistance	18
Holiday Gifts/Toys	3
Medical Care Expense Assistance	3
Telephone Service Payment Assistance	3
Benefits Screening	2
Children's Protective Services	2
Drug Detoxification	2
Food Pantries	2
Food Vouchers	2
Home Rehabilitation Grants	2
Housing Search Assistance	2
Lawyer Referral Services	2
Legal Counseling	2
Non-Emergency Medical Transportation	2
Rent Payment Assistance	2
Senior Housing Information and Referral	2
Undesignated Temporary Financial Assistance	2
Housing Counseling	1
Home Rehabilitation Loans	1



211 Maine: Top 20 Call Categories

York County

Reporting Period: December 2019

Total Number of Calls: 316

Report Date: 01/03/2020

Heating Fuel Payment Assistance	112
Electric Service Payment Assistance	57
Rent Payment Assistance	43
Food Pantries	29
Comprehensive Outpatient Substance Use Disorder Treatment	22
Community Shelters	21
Outpatient Mental Health Facilities	20
Housing Search Assistance	19
General Counseling Services	14
Homeless Motel Vouchers	14
Non-Emergency Medical Transportation	13
Case/Care Management	12
Medication Assisted Maintenance Treatment for Substance Use Disorders	12
Community Action Agencies	11
General Relief	11
Homeless Shelter	11
Inpatient Substance Use Disorder Treatment Facilities	11
Aging and Disability Resource Centers	10
Prescription Expense Assistance	10
Alcohol Detoxification	9