



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : February 2020

Total Number of Calls: 309

Report Date: 03/02/2020

Heating Fuel Payment Assistance	67
Community Shelters	30
Rent Payment Assistance	23
Housing Search Assistance	22
Food Pantries	20
Electric Service Payment Assistance	18
AARP Tax Aide Programs	15
General Counseling Services	13
Non-Emergency Medical Transportation	12
Comprehensive Outpatient Substance Use Disorder Treatment	10
Legal Counseling	10
Case/Care Management	10
Specialized Information and Referral	9
Public Charities	8
Outpatient Mental Health Facilities	8
General Medical Care	8
Homeless Motel Vouchers	7
Housing Authorities	7
Food Stamps/SNAP Applications	7
Substance Use Disorder Counseling	7



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : February 2020

Total Number of Calls: 104

Report Date: 03/02/2020

Heating Fuel Payment Assistance	75
Food Pantries	14
Respite Care	8
General Counseling Services	6
Food Vouchers	6
Housing Search Assistance	6
Substance Use Disorder Counseling	6
Electric Service Payment Assistance	5
Neuter/Spay Services	4
Rent Payment Assistance	4
Community Shelters	4
Non-Emergency Medical Transportation	4
Mental Health Crisis Lines	4
Undesignated Temporary Financial Assistance	4
General Relief	4
Household Goods Donation Programs	3
Housing Authorities	3
Suicide Prevention Hotlines	3
Aging and Disability Resource Centers	2
Smoking/Vaping Cessation	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : February 2020

Total Number of Calls: 867

Report Date: 03/02/2020

Heating Fuel Payment Assistance	291
Electric Service Payment Assistance	69
Housing Search Assistance	59
AARP Tax Aide Programs	54
Community Shelters	53
Case/Care Management	47
Rent Payment Assistance	36
Comprehensive Outpatient Substance Use Disorder Treatment	33
Alcohol Detoxification	30
Specialized Information and Referral	28
Food Pantries	26
General Dentistry	25
General Counseling Services	24
Mental Health Crisis Lines	24
Outpatient Mental Health Facilities	22
Substance Use Disorder Counseling	21
Legal Counseling	21
Psychiatric Case Management	20
Homeless Motel Vouchers	19
Undesignated Temporary Financial Assistance	18



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : February 2020

Total Number of Calls: 43

Report Date: 03/02/2020

Heating Fuel Payment Assistance	11
Rent Payment Assistance	7
Non-Emergency Medical Transportation	6
Prescription Expense Assistance	6
General Relief	5
Electric Service Payment Assistance	3
Homemaker Assistance	3
VITA Programs	3
Aging and Disability Resource Centers	2
Housing Search Assistance	2
Indigent Transportation	2
Public Charities	2
Specialized Information and Referral	2
Talklines/Warmlines	2
Health/Disability Related Support Groups	1
Administration Volunteer Opportunities	1
AARP Tax Aide Programs	1
General Paratransit/Community Ride Programs	1
General Counseling Services	1
Gambling Addiction Support Groups	1



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : February 2020

Total Number of Calls: 62

Report Date: 03/02/2020

Heating Fuel Payment Assistance	12
General Counseling Services	7
Electric Service Payment Assistance	6
Rent Payment Assistance	5
AARP Tax Aide Programs	5
Aging and Disability Resource Centers	4
Community Shelters	4
Alcohol Detoxification	3
Legal Counseling	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Mortgage Delinquency and Default Counseling	3
Adult Protective Services	3
Inpatient Substance Use Disorder Treatment Facilities	2
Homeless Motel Vouchers	2
General Acute Care Hospitals	2
Lawyer Referral Services	2
Transitional Housing/Shelter	2
Women's Health Centers	2
Housing Search Assistance	2
Social Security Disability Insurance	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : February 2020

Total Number of Calls: 286

Report Date: 03/02/2020

Heating Fuel Payment Assistance	76
Electric Service Payment Assistance	32
Community Shelters	23
Rent Payment Assistance	20
Case/Care Management	16
Food Pantries	15
Housing Search Assistance	12
General Dentistry	11
Legal Counseling	11
Homeless Motel Vouchers	11
Home Nursing	10
Outpatient Mental Health Facilities	10
Specialized Information and Referral	9
Food Vouchers	8
AARP Tax Aide Programs	8
Mental Health Crisis Lines	8
VITA Programs	8
General Relief	7
Psychiatric Case Management	7
Aging and Disability Resource Centers	7



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : February 2020

Total Number of Calls: 58

Report Date: 03/02/2020

Heating Fuel Payment Assistance	15
Housing Search Assistance	6
Community Shelters	5
Lawyer Referral Services	4
General Legal Aid	3
Psychiatric Medication Services	3
Homemaker Assistance	3
Public Charities	3
Legal Counseling	2
Residential Energy/Water Conservation Rebates	2
Mortgage Delinquency and Default Counseling	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Supported Living Services for Adults With Disabilities	2
VITA Programs	2
Electric Service Payment Assistance	2
Senior Housing Information and Referral	2
AARP Tax Aide Programs	2
Physician Referral Services	2
State Government Agencies/Departments	2
Specialized Information and Referral	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : February 2020

Total Number of Calls: 58

Report Date: 03/02/2020

Heating Fuel Payment Assistance	35
Electric Service Payment Assistance	16
Benefits Screening	6
General Relief	4
Case/Care Management	4
State Government Agencies/Departments	3
Errand Running/Shopping Assistance	3
Inpatient Substance Use Disorder Treatment Facilities	3
Non-Emergency Medical Transportation	3
Food Stamps/SNAP Applications	3
Housing Search Assistance	3
Homemaker Assistance	3
Inpatient Drug Detoxification	3
Public Charities	2
Home Rehabilitation Loans	2
General Acute Care Hospitals	2
Specialized Information and Referral	2
EBT Card Services	2
Rent Payment Assistance	2
AARP Tax Aide Programs	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : February 2020

Total Number of Calls: 118

Report Date: 03/02/2020

Heating Fuel Payment Assistance	55
Food Pantries	16
Substance Use Disorder Counseling	10
Electric Service Payment Assistance	8
Inpatient Substance Use Disorder Treatment Facilities	8
Psychiatric Case Management	7
General Counseling Services	6
Comprehensive Outpatient Substance Use Disorder Treatment	5
Alcohol Use Disorder Support Groups	5
Housing Search Assistance	5
Community Shelters	5
Case/Care Management	4
General Dentistry	4
Inpatient Drug Detoxification	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Non-Emergency Medical Transportation	4
Families/Friends of Individuals With an Alcohol Use Disorder Support Groups	4
Veteran Benefits Assistance	3
Integrated Co-Occurring Disorders Treatment	3
Rural Housing Development	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : February 2020

Total Number of Calls: 312

Report Date: 03/02/2020

Heating Fuel Payment Assistance	80
AARP Tax Aide Programs	68
Community Shelters	19
Food Pantries	17
Housing Search Assistance	13
Electric Service Payment Assistance	13
Rent Payment Assistance	10
Legal Counseling	10
Homeless Motel Vouchers	10
Transitional Housing/Shelter	9
VITA Programs	9
Inpatient Substance Use Disorder Treatment Facilities	8
General Relief	8
Benefits Screening	6
Residential Substance Use Disorder Treatment Facilities	6
Homeless Shelter	5
Mental Health Crisis Lines	5
Home Rehabilitation Grants	5
Opioid Detoxification	5
Public Charities	5



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : February 2020

Total Number of Calls: 30

Report Date: 03/02/2020

Heating Fuel Payment Assistance	9
General Counseling Services	3
Case/Care Management	2
Domestic/Family Violence Legal Services	2
General Acute Care Hospitals	2
Government Consumer Protection Agencies	1
General Mental Health Information/Education	1
General Health Insurance Information/Counseling	1
General Bereavement Support Groups	1
Federal Tax Collection Agencies	1
Federal Health Insurance Marketplace Call Center/Website	1
Federal Government Information Services	1
Family Law	1
Family and Community Medicine	1
Energy Information Services	1
Elections/Election Campaigns	1
Directory Assistance	1
Comprehensive Job Assistance Centers	1
Community Clinics	1
Career Development	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : February 2020

Total Number of Calls: 65

Report Date: 03/02/2020

Heating Fuel Payment Assistance	24
Alcohol Detoxification	6
Case/Care Management	4
Benefits Screening	4
AARP Tax Aide Programs	3
State Government Agencies/Departments	3
Area Agencies on Aging	3
Homemaker Assistance	3
Substance Use Disorder Counseling	3
Rent Payment Assistance	3
Adult Residential Treatment Facilities	2
Homelessness Prevention Programs	2
Non-Emergency Medical Transportation	2
VITA Programs	2
General Relief	2
Inpatient Substance Use Disorder Treatment Facilities	2
General Paratransit/Community Ride Programs	2
Home Barrier Evaluation/Removal Services	2
Property Tax Rebate Information	2
Federal Government Information Services	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : February 2020

Total Number of Calls: 122

Report Date: 03/02/2020

Heating Fuel Payment Assistance	71
Rent Payment Assistance	23
Housing Search Assistance	12
Electric Service Payment Assistance	12
AARP Tax Aide Programs	8
Outpatient Mental Health Facilities	6
Aging and Disability Resource Centers	4
Inpatient Substance Use Disorder Treatment Facilities	4
General Relief	4
Benefits Screening	4
Residential Substance Use Disorder Treatment Facilities	4
Talklines/Warmlines	3
Mental Health Crisis Lines	3
Municipal Police	3
Neuter/Spay Services	3
Housing Search and Information	2
Homelessness Prevention Programs	2
Oral/Maxillofacial Surgery	2
Case/Care Management	2
Housing Counseling	2



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : February 2020

Total Number of Calls: 55

Report Date: 03/02/2020

Heating Fuel Payment Assistance	25
Electric Service Payment Assistance	10
Housing Search Assistance	8
Food Pantries	8
Housing Search and Information	6
Residential Substance Use Disorder Treatment Facilities	4
Housing Counseling	3
Referral to Dental Practitioners Accepting Medicaid	3
Legal Counseling	3
Alcohol Detoxification	2
Psychiatric Medication Services	2
Legal Representation	2
Inpatient Drug Detoxification	2
Homeless Motel Vouchers	2
Homeless Permanent Supportive Housing	2
Loan Counseling	2
Psychiatric Case Management	2
Peer to Peer Networking	1
Parenting Skills Classes	1
Energy Information Services	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : February 2020

Total Number of Calls: 46

Report Date: 03/02/2020

Heating Fuel Payment Assistance	29
Electric Service Payment Assistance	9
General Counseling Services	9
Rent Payment Assistance	4
Case/Care Management	3
AARP Tax Aide Programs	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Food Vouchers	3
General Relief Appeals/Complaints	2
Benefits Screening	2
Lawyer Referral Services	2
Food Pantries	2
VITA Programs	2
Alcohol Use Disorder Support Groups	2
General Legal Aid	2
Homemaker Assistance	2
Residential Energy/Water Conservation Rebates	2
Adoption and Foster/Kinship Care Support Groups	1
Outreach Programs	1
Life Skills Education	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : February 2020

Total Number of Calls: 333

Report Date: 03/02/2020

Heating Fuel Payment Assistance	100
Electric Service Payment Assistance	35
Rent Payment Assistance	27
AARP Tax Aide Programs	24
Housing Search Assistance	21
General Counseling Services	14
General Relief	13
Food Pantries	11
Undesignated Temporary Financial Assistance	11
Case/Care Management	11
Community Shelters	11
Specialized Information and Referral	11
Public Charities	10
Comprehensive Outpatient Substance Use Disorder Treatment	10
VITA Programs	10
Legal Counseling	10
Homeless Shelter	10
Housing Authorities	9
Community Legal Clinics	9
Psychiatric Medication Services	9