



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period: October 2019**

**Total Number of Calls: 315**

**Report Date: 11/08/2019**

<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: October 2019**

**Total Number of Calls: 89**

**Report Date: 11/08/2019**

<b>Heating Fuel Payment Assistance</b>	<b>40</b>
<b>Electric Service Payment Assistance</b>	<b>28</b>
<b>Area Agencies on Aging</b>	<b>6</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>6</b>
<b>Food Pantries</b>	<b>5</b>
<b>Legal Counseling</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>5</b>
<b>General Relief</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Job Information</b>	<b>4</b>
<b>Opioid Detoxification</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>Substance Use Disorder Counseling</b>	<b>4</b>
<b>Adult Protective Services</b>	<b>3</b>
<b>Families/Friends of Individuals With a Drug Use Disorder Support Groups</b>	<b>3</b>
<b>Food Vouchers</b>	<b>3</b>
<b>General Acute Care Hospitals</b>	<b>3</b>
<b>General Counseling Services</b>	<b>3</b>
<b>General Minor Home Repair Programs</b>	<b>3</b>
<b>Job Training Formats</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period: October 2019**

**Total Number of Calls: 796**

**Report Date: 11/08/2019**

<b>Heating Fuel Payment Assistance</b>	<b>198</b>
<b>Electric Service Payment Assistance</b>	<b>154</b>
<b>Housing Search Assistance</b>	<b>74</b>
<b>Rent Payment Assistance</b>	<b>67</b>
<b>Food Pantries</b>	<b>65</b>
<b>Community Shelters</b>	<b>36</b>
<b>Case/Care Management</b>	<b>29</b>
<b>Specialized Information and Referral</b>	<b>28</b>
<b>General Counseling Services</b>	<b>24</b>
<b>General Dentistry</b>	<b>22</b>
<b>Mental Health Crisis Lines</b>	<b>21</b>
<b>General Relief</b>	<b>20</b>
<b>Aging and Disability Resource Centers</b>	<b>19</b>
<b>Psychiatric Case Management</b>	<b>19</b>
<b>Alcohol Detoxification</b>	<b>18</b>
<b>Disability Related Transportation</b>	<b>18</b>
<b>Non-Emergency Medical Transportation</b>	<b>18</b>
<b>Area Agencies on Aging</b>	<b>16</b>
<b>Legal Counseling</b>	<b>16</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>16</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period: October 2019**

**Total Number of Calls: 42**

**Report Date: 11/08/2019**

<b>Rent Payment Assistance</b>	<b>8</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>7</b>
<b>Food Pantries</b>	<b>5</b>
<b>Heating Fuel Payment Assistance</b>	<b>5</b>
<b>Opioid Detoxification</b>	<b>5</b>
<b>Community Shelters</b>	<b>4</b>
<b>General Dentistry</b>	<b>4</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Drug Detoxification</b>	<b>3</b>
<b>Electric Service Payment Assistance</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Substance Use Disorder Counseling</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>Family Law</b>	<b>2</b>
<b>Family Crisis Shelters</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>
<b>Local Bus Transit Services</b>	<b>2</b>
<b>Transportation Expense Assistance</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period: October 2019**

**Total Number of Calls: 44**

**Report Date: 11/08/2019**

<b>Heating Fuel Payment Assistance</b>	<b>12</b>
<b>Electric Service Payment Assistance</b>	<b>10</b>
<b>Food Pantries</b>	<b>8</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>6</b>
<b>Community Shelters</b>	<b>5</b>
<b>Food Vouchers</b>	<b>4</b>
<b>Psychiatric Medication Services</b>	<b>4</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Case/Care Management</b>	<b>2</b>
<b>Community Meals</b>	<b>2</b>
<b>General Legal Aid</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>
<b>Flu Vaccines</b>	<b>1</b>
<b>Families/Friends of Individuals With an Alcohol Use Disorder Support Groups</b>	<b>1</b>
<b>Emergency Veterinary Services</b>	<b>1</b>
<b>Elder Law</b>	<b>1</b>
<b>Domestic Violence Hotlines</b>	<b>1</b>
<b>Disability Related Transportation</b>	<b>1</b>
<b>Directory Assistance</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period: October 2019**

**Total Number of Calls: 262**

**Report Date: 11/08/2019**

<b>Electric Service Payment Assistance</b>	<b>64</b>
<b>Heating Fuel Payment Assistance</b>	<b>63</b>
<b>Community Shelters</b>	<b>23</b>
<b>Rent Payment Assistance</b>	<b>21</b>
<b>Housing Search Assistance</b>	<b>15</b>
<b>Case/Care Management</b>	<b>12</b>
<b>State Government Agencies/Departments</b>	<b>12</b>
<b>Community Action Agencies</b>	<b>9</b>
<b>Legal Counseling</b>	<b>9</b>
<b>Christmas Programs</b>	<b>8</b>
<b>Housing Authorities</b>	<b>8</b>
<b>Specialized Information and Referral</b>	<b>8</b>
<b>Homemaker Assistance</b>	<b>7</b>
<b>Psychiatric Case Management</b>	<b>7</b>
<b>Soup Kitchens</b>	<b>7</b>
<b>Area Agencies on Aging</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>General Medical Care</b>	<b>6</b>
<b>Homeless Motel Vouchers</b>	<b>6</b>
<b>Transportation Expense Assistance</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period: October 2019**

**Total Number of Calls: 65**

**Report Date: 11/08/2019**

<b>Electric Service Payment Assistance</b>	<b>27</b>
<b>Heating Fuel Payment Assistance</b>	<b>24</b>
<b>Recovery Homes/Halfway Houses</b>	<b>9</b>
<b>Food Pantries</b>	<b>5</b>
<b>Legal Counseling</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>5</b>
<b>General Dentistry</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Domestic Violence Shelters</b>	<b>2</b>
<b>Domestic Violence Hotlines</b>	<b>2</b>
<b>Dental Hygiene</b>	<b>2</b>
<b>Community Shelters</b>	<b>2</b>
<b>General Counseling Services</b>	<b>2</b>
<b>Medicaid Information/Counseling</b>	<b>2</b>
<b>Medical Support Personnel Complaints</b>	<b>2</b>
<b>Pest Information</b>	<b>2</b>
<b>Referral to Dental Practitioners Accepting Medicaid</b>	<b>2</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period: October 2019**

**Total Number of Calls: 53**

**Report Date: 11/08/2019**

<b>Heating Fuel Payment Assistance</b>	<b>18</b>
<b>Electric Service Payment Assistance</b>	<b>8</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>Alcohol Detoxification</b>	<b>6</b>
<b>Home Nursing</b>	<b>6</b>
<b>General Dentistry</b>	<b>5</b>
<b>Weatherization Programs</b>	<b>5</b>
<b>Christmas Programs</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>Food Vouchers</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Telephone Service Payment Assistance</b>	<b>3</b>
<b>Child Support Assistance/Enforcement</b>	<b>2</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>Domestic Violence Shelters</b>	<b>2</b>
<b>Friendly Visiting</b>	<b>2</b>
<b>General Minor Home Repair Programs</b>	<b>2</b>
<b>General Paratransit/Community Ride Programs</b>	<b>2</b>
<b>Home Health Aide Services</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period: October 2019**

**Total Number of Calls: 120**

**Report Date: 11/08/2019**

<b>Electric Service Payment Assistance</b>	<b>36</b>
<b>Heating Fuel Payment Assistance</b>	<b>26</b>
<b>Housing Search Assistance</b>	<b>12</b>
<b>Rent Payment Assistance</b>	<b>12</b>
<b>General Dentistry</b>	<b>9</b>
<b>Non-Emergency Medical Transportation</b>	<b>8</b>
<b>Community Shelters</b>	<b>7</b>
<b>Community Action Agencies</b>	<b>6</b>
<b>Case/Care Management</b>	<b>6</b>
<b>General Counseling Services</b>	<b>5</b>
<b>Substance Use Disorder Counseling</b>	<b>5</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Home Nursing</b>	<b>3</b>
<b>Legal Counseling</b>	<b>3</b>
<b>Prescription Expense Assistance</b>	<b>3</b>
<b>Senior Housing Information and Referral</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Thrift Shops</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period: October 2019**

**Total Number of Calls: 241**

**Report Date: 11/08/2019**

<b>Heating Fuel Payment Assistance</b>	<b>58</b>
<b>Food Pantries</b>	<b>31</b>
<b>Electric Service Payment Assistance</b>	<b>30</b>
<b>Rent Payment Assistance</b>	<b>29</b>
<b>Community Shelters</b>	<b>27</b>
<b>Housing Search Assistance</b>	<b>21</b>
<b>Case/Care Management</b>	<b>16</b>
<b>Homeless Motel Vouchers</b>	<b>14</b>
<b>Disability Related Transportation</b>	<b>8</b>
<b>Municipal Police</b>	<b>8</b>
<b>Substance Use Disorder Counseling</b>	<b>8</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>8</b>
<b>Alcohol Detoxification</b>	<b>7</b>
<b>Community Action Agencies</b>	<b>7</b>
<b>General Medical Care</b>	<b>7</b>
<b>Homeless Drop In Centers</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Non-Emergency Medical Transportation</b>	<b>6</b>
<b>Smoking/Vaping Cessation</b>	<b>6</b>
<b>Adult Psychiatric Inpatient Units</b>	<b>5</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period: October 2019**

**Total Number of Calls: 37**

**Report Date: 11/08/2019**

<b>Heating Fuel Payment Assistance</b>	<b>17</b>
<b>Electric Service Payment Assistance</b>	<b>8</b>
<b>General Dentistry</b>	<b>5</b>
<b>Alcohol Detoxification</b>	<b>4</b>
<b>Federal Government Agencies/Departments</b>	<b>3</b>
<b>Adult Protective Services</b>	<b>2</b>
<b>Municipal Police</b>	<b>2</b>
<b>Pet Care Services</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Substance Use Disorder Counseling</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>1</b>
<b>Homeless Drop In Centers</b>	<b>1</b>
<b>Health Insurance Premium Assistance</b>	<b>1</b>
<b>General Relief Appeals/Complaints</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>General Consumer Complaints</b>	<b>1</b>
<b>Food Stamps/SNAP Applications</b>	<b>1</b>
<b>Fire Services</b>	<b>1</b>
<b>Aging and Disability Resource Centers</b>	<b>1</b>
<b>Disability Related Transportation</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period: October 2019**

**Total Number of Calls: 88**

**Report Date: 11/08/2019**

<b>Heating Fuel Payment Assistance</b>	<b>48</b>
<b>Electric Service Payment Assistance</b>	<b>27</b>
<b>Housing Search Assistance</b>	<b>13</b>
<b>Christmas Programs</b>	<b>10</b>
<b>Rent Payment Assistance</b>	<b>9</b>
<b>Non-Emergency Medical Transportation</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>Food Vouchers</b>	<b>3</b>
<b>Local Electric Utility Companies</b>	<b>3</b>
<b>Medicare Information/Counseling</b>	<b>3</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Benefits Screening</b>	<b>2</b>
<b>Community Shelters</b>	<b>2</b>
<b>Community Clinics</b>	<b>2</b>
<b>Domestic Violence Hotlines</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>Homemaker Assistance</b>	<b>2</b>
<b>Opioid Detoxification</b>	<b>2</b>
<b>Referral to Dental Practitioners Accepting Medicaid</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period: October 2019**

**Total Number of Calls: 128**

**Report Date: 11/08/2019**

<b>Electric Service Payment Assistance</b>	<b>30</b>
<b>Heating Fuel Payment Assistance</b>	<b>30</b>
<b>Food Pantries</b>	<b>13</b>
<b>City Government Information Services</b>	<b>9</b>
<b>General Dentistry</b>	<b>9</b>
<b>Sexual Assault Hotlines</b>	<b>7</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Specialized Information and Referral</b>	<b>6</b>
<b>Substance Use Disorder Counseling</b>	<b>6</b>
<b>General Counseling Services</b>	<b>5</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Telephone Service Payment Assistance</b>	<b>5</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>5</b>
<b>Community Shelters</b>	<b>4</b>
<b>Dental Hygiene</b>	<b>4</b>
<b>General Relief</b>	<b>4</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>4</b>
<b>Non-Emergency Medical Transportation</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>Community Action Agencies</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period: October 2019**

**Total Number of Calls: 54**

**Report Date: 11/08/2019**

<b>Heating Fuel Payment Assistance</b>	<b>20</b>
<b>Electric Service Payment Assistance</b>	<b>14</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Food Pantries</b>	<b>5</b>
<b>Community Action Agencies</b>	<b>4</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Home Nursing</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Local Bus Transit Services</b>	<b>3</b>
<b>Medicare Information/Counseling</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>2</b>
<b>Adult Day Program Centers</b>	<b>2</b>
<b>Children's Protective Services</b>	<b>2</b>
<b>Food Vouchers</b>	<b>2</b>
<b>General Counseling Services</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period: October 2019**

**Total Number of Calls: 44**

**Report Date: 11/08/2019**

<b>Heating Fuel Payment Assistance</b>	<b>14</b>
<b>Electric Service Payment Assistance</b>	<b>8</b>
<b>Governor Offices</b>	<b>4</b>
<b>Indigent Transportation</b>	<b>3</b>
<b>Referral to Dental Practitioners Accepting Medicaid</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>General Dentistry</b>	<b>2</b>
<b>Housing Complaints</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Legal Representation</b>	<b>2</b>
<b>Local Bus Transit Services</b>	<b>2</b>
<b>Non-Emergency Medical Transportation</b>	<b>2</b>
<b>Smoking/Vaping Cessation</b>	<b>2</b>
<b>Lawyer Referral Services</b>	<b>1</b>
<b>Housing Search Assistance</b>	<b>1</b>
<b>Home Rehabilitation Loans</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>General Legal Aid</b>	<b>1</b>
<b>General Federal Income Tax Information</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period: October 2019**

**Total Number of Calls: 316**

**Report Date: 11/08/2019**

<b>Electric Service Payment Assistance</b>	<b>65</b>
<b>Heating Fuel Payment Assistance</b>	<b>27</b>
<b>Rent Payment Assistance</b>	<b>27</b>
<b>Food Pantries</b>	<b>23</b>
<b>Housing Search Assistance</b>	<b>22</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>20</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>19</b>
<b>Outpatient Mental Health Facilities</b>	<b>17</b>
<b>Alcohol Detoxification</b>	<b>15</b>
<b>Specialized Information and Referral</b>	<b>15</b>
<b>Community Shelters</b>	<b>12</b>
<b>Case/Care Management</b>	<b>11</b>
<b>General Counseling Services</b>	<b>11</b>
<b>Legal Counseling</b>	<b>11</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>11</b>
<b>Drug Detoxification</b>	<b>10</b>
<b>Food Stamps/SNAP Applications</b>	<b>10</b>
<b>General Dentistry</b>	<b>10</b>
<b>Domestic Violence Shelters</b>	<b>9</b>
<b>Homeless Motel Vouchers</b>	<b>9</b>