



211 Maine: Top 20 Call Categories based on Taxonomy

July 1, 2022 - March 31, 2023

| Call Categories | | Number of Requests |
|--|--------|--------------------|
| Heating Fuel Payment Assistance | 14,738 | |
| Electric Service Payment Assistance | 10,128 | |
| Rent Payment Assistance | 3,825 | |
| Housing Search Assistance | 2,687 | |
| Disaster Relief Services * COVID-19 | 2,343 | |
| COVID-19 Control | 2,060 | |
| Food Pantries | 1,952 | |
| Electric Service Payment Assistance * COVID-19 | 1,624 | |
| Directory Assistance | 1,598 | |
| At Risk/Homeless Housing Related Assistance | 1,376 | |
| Specialized Information and Referral | 1,326 | |
| Aging and Disability Resource Centers | 1,137 | |
| Talklines/Warmlines | 1,121 | |
| Food Stamps/SNAP Applications | 1,028 | |
| 211 Systems | 1,001 | |
| General Relief | 913 | |
| VITA Programs | 849 | |
| Mental Health Crisis Lines | 845 | |
| Housing Search and Information | 820 | |
| Community Shelters | 813 | |