



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : April 2023

Total Number of Calls: 425

Report Date: 05/03/2023

Electric Service Payment Assistance	432
Food Pantries	64
Heating Fuel Payment Assistance	53
Electric Service Payment Assistance * COVID-19	49
Therapy Referrals	30
At Risk/Homeless Housing Related Assistance Programs	26
Rent Payment Assistance	21
VITA Programs	16
Housing Search Assistance	14
Soup Kitchens	14
AARP Tax Aide Programs	13
Aging and Disability Resource Centers	12
General Dentistry	12
Undesignated Temporary Financial Assistance	12
Emergency Dental Care	11
Food Vouchers	11
Housing Search and Information	11
Community Shelters	10
Directory Assistance	10
Food Stamps/SNAP Applications	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : April 2023

Total Number of Calls: 85

Report Date: 05/03/2023

Electric Service Payment Assistance	27
Heating Fuel Payment Assistance	15
Housing Search Assistance	10
Drug Detoxification	8
At Risk/Homeless Housing Related Assistance Programs	8
Specialized Information and Referral	7
Food Stamps/SNAP Applications	6
Housing Search and Information	6
Rent Payment Assistance	6
Food Pantries	5
Inpatient Substance Use Disorder Treatment Facilities	5
Aging and Disability Resource Centers	4
Case/Care Management * Adults	4
Electric Service Payment Assistance * COVID-19	4
Inpatient Drug Detoxification	4
Residential Substance Use Disorder Treatment Facilities	4
Community Action Agencies	3
Case/Care Management * Adolescents * Children	3
Heating Fuel Payment Assistance * COVID-19	3
Public Charities	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : April 2023

Total Number of Calls: 953

Report Date: 05/03/2023

Electric Service Payment Assistance	704
Heating Fuel Payment Assistance	140
Food Pantries	89
Electric Service Payment Assistance * COVID-19	82
Housing Search Assistance	80
At Risk/Homeless Housing Related Assistance Programs	73
Rent Payment Assistance	61
Rapid Re-Housing Programs	52
Aging and Disability Resource Centers	37
Specialized Information and Referral	36
Homeless Shelter * Adults	32
Legal Counseling	32
Therapy Referrals	29
Directory Assistance	28
Housing Search and Information	26
VITA Programs	23
Public Charities	21
Detoxification	20
Emergency Shelter	19
Home Rehabilitation Grants	17



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : April 2023

Report Date: 05/03/2023

Total Number of Calls: 132

Electric Service Payment Assistance	123
Electric Service Payment Assistance * COVID-19	22
Talklines/Warmlines	17
Housing Search Assistance	10
VITA Programs	10
Heating Fuel Payment Assistance	9
Homeless Shelter	8
Housing Search and Information	7
Mental Health Crisis Lines	7
At Risk/Homeless Housing Related Assistance Programs	6
Domestic Violence Shelters	5
AARP Tax Aide Programs	5
Directory Assistance	5
Rent Payment Assistance	5
Section 8 Housing Choice Vouchers	5
Specialized Information and Referral	5
Undesignated Temporary Financial Assistance	5
Comprehensive Outpatient Substance Use Disorder Treatment	4
Aging and Disability Resource Centers	4
DUI Offender Programs	4



211 Maine: Top 20 Call Categories
Hancock County
Reporting Period : April 2023

Report Date: 05/03/2023

Total Number of Calls: 121

Electric Service Payment Assistance	38
Directory Assistance	29
Food Pantries	8
General Dentistry	7
Electric Service Payment Assistance * COVID-19	6
Rent Payment Assistance	6
Alcohol Detoxification	5
Heating Fuel Payment Assistance	5
Housing Search Assistance	5
Specialized Information and Referral	5
Therapy Referrals	5
Child/Adolescent Residential Treatment Facilities	4
Homemaker Assistance	4
Non-Emergency Medical Transportation	4
Physician Referral Services	4
Welfare Rights Assistance	4
Case/Care Management	3
AARP Tax Aide Programs	3
Aging and Disability Resource Centers	3
General Counseling Services	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : April 2023

Report Date: 05/03/2023

Total Number of Calls: 414

Electric Service Payment Assistance	446
Electric Service Payment Assistance * COVID-19	54
Housing Search Assistance	42
Heating Fuel Payment Assistance	40
Rent Payment Assistance	40
Substance Use Disorder Counseling	19
Comprehensive Outpatient Substance Use Disorder Treatment	15
At Risk/Homeless Housing Related Assistance Programs	14
Emergency Dental Care	14
General Dentistry	14
State Government Agencies/Departments	14
VITA Programs	14
Aging and Disability Resource Centers	13
Case/Care Management	13
Directory Assistance	13
Housing Search and Information	13
Section 8 Housing Choice Vouchers	11
Drug Detoxification	9
AARP Tax Aide Programs	8
Disability Related Transportation	8



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : April 2023

Total Number of Calls: 107

Report Date: 05/03/2023

Electric Service Payment Assistance	179
Heating Fuel Payment Assistance	34
Electric Service Payment Assistance * COVID-19	19
Medication Assisted Maintenance Treatment for Substance Use Disorders	9
Drug Detoxification	7
Specialized Information and Referral	7
Rent Payment Assistance	6
Water Service Payment Assistance	6
General Dentistry	5
State Government Agencies/Departments	5
Directory Assistance	4
AARP Tax Aide Programs	3
Food Stamps/SNAP Applications	3
General Medical Care	3
Lawyer Referral Services	3
Medical Care Expense Assistance	3
Specialized Information and Referral * Older Adults * Adults With Disabilities/Health Conditions	3
Area Agencies on Aging	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
Food Vouchers	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : April 2023

Report Date: 05/03/2023

Total Number of Calls: 97

Electric Service Payment Assistance	109
Heating Fuel Payment Assistance	37
Utilities	23
Electric Service Payment Assistance * COVID-19	19
General Minor Home Repair Programs	7
VITA Programs	6
Community Shelters	4
Aging and Disability Resource Centers	4
General Relief	4
Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency	3
Bereavement and Grief Counseling	3
AARP Tax Aide Programs	3
Housing Search Assistance	3
State Government Agencies/Departments	3
Construction/Home Maintenance Volunteer Opportunities	2
Detoxification	2
COVID-19 Control	2
Discrimination Assistance	2
Food Vouchers	2
General Counseling Services	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : April 2023

Total Number of Calls: 180

Report Date: 05/03/2023

Electric Service Payment Assistance	229
Electric Service Payment Assistance * COVID-19	41
Heating Fuel Payment Assistance	29
Aging and Disability Resource Centers	10
Housing Search Assistance	9
At Risk/Homeless Housing Related Assistance Programs	7
General Dentistry	6
Rent Payment Assistance	6
Directory Assistance	5
Housing Search and Information	5
State Government Information Services	5
Undesignated Temporary Financial Assistance	4
Utility Service Payment Assistance	4
Detoxification	3
COVID-19 Control	3
Drug Detoxification	3
General Legal Aid	3
Lawyer Referral Services	3
Public Charities	3
Referral to Dental Practitioners Accepting Medicaid	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : April 2023

Report Date: 05/03/2023

Total Number of Calls: 292

Electric Service Payment Assistance	193
Heating Fuel Payment Assistance	51
Electric Service Payment Assistance * COVID-19	36
Food Pantries	29
Rent Payment Assistance	23
Community Shelters	22
Housing Search Assistance	22
Specialized Information and Referral	20
At Risk/Homeless Housing Related Assistance Programs	18
Transitional Housing/Shelter	14
Housing Search and Information	11
Area Agencies on Aging	9
Drug Detoxification	9
Undesignated Temporary Financial Assistance	9
Aging and Disability Resource Centers	8
Home Rehabilitation Grants	8
Section 8 Housing Choice Vouchers	8
State Government Agencies/Departments	8
Case/Care Management	7
Directory Assistance	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : April 2023

Total Number of Calls: 54

Report Date: 05/03/2023

Electric Service Payment Assistance	37
General Dentistry	11
Electric Service Payment Assistance * COVID-19	11
Heating Fuel Payment Assistance	8
General Medical Care	6
Domestic Violence Hotlines	4
Food Stamps/SNAP Applications	3
Home Rehabilitation Grants	3
Housing Search and Information	3
Housing Search Assistance	3
Referral to Dental Practitioners Accepting Medicaid	3
Specialized Information and Referral	3
Therapy Referrals	3
Aging and Disability Resource Centers	2
At Risk/Homeless Housing Related Assistance Programs	2
Directory Assistance	2
City Government Information Services	2
General Counseling Services	2
General Relief	2
Heating Fuel Payment Assistance * COVID-19	2



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : April 2023

Total Number of Calls: 78

Report Date: 05/03/2023

Electric Service Payment Assistance	89
Utilities	28
Heating Fuel Payment Assistance	25
Electric Service Payment Assistance * COVID-19	8
General Counseling Services	7
Food Pantries	5
Rent Payment Assistance	5
Therapy Referrals	5
VITA Programs	5
General Clothing Provision	4
General Legal Aid	4
Housing Search Assistance	4
Labor and Employment Law	4
Community Action Agencies	3
Lawyer Referral Services	3
Legal Counseling	3
Physician Referral Services	3
Social Security Disability Insurance	3
At Risk/Homeless Housing Related Assistance Programs	2
Bedding/Linen	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : April 2023

Total Number of Calls: 313

Report Date: 05/03/2023

Electric Service Payment Assistance	212
211 Systems	55
Electric Service Payment Assistance * COVID-19	39
Heating Fuel Payment Assistance	39
Talklines/Warmlines	35
Mental Health Crisis Lines	23
Food Pantries	16
Home Rehabilitation Grants	10
Rent Payment Assistance	9
Undesignated Temporary Financial Assistance	9
Housing Search Assistance	8
Legal Counseling	7
At Risk/Homeless Housing Related Assistance Programs	6
Directory Assistance	6
Specialized Information and Referral	6
Aging and Disability Resource Centers	5
Disability Related Transportation	5
Food Vouchers	5
General Relief	5
State Government Agencies/Departments	5



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : April 2023

Report Date: 05/03/2023

Total Number of Calls: 72

Electric Service Payment Assistance	79
Electric Service Payment Assistance * COVID-19	19
Heating Fuel Payment Assistance	13
Domestic Violence Hotlines	9
Food Pantries	6
Housing Search Assistance	6
Domestic Violence Shelters	5
At Risk/Homeless Housing Related Assistance Programs	5
Community Shelters	4
State Government Agencies/Departments	4
Telemental Health	4
Case/Care Management	3
Public Charities	3
Substance Use Disorder Counseling	3
Therapy Referrals	3
Diapers	2
Dentures	2
Food Vouchers	2
General Legal Aid	2
General Medical Care	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : April 2023

Total Number of Calls: 62

Report Date: 05/03/2023

Electric Service Payment Assistance	29
Heating Fuel Payment Assistance	14
Alcohol Detoxification	8
Food Pantries	4
Electric Service Payment Assistance * COVID-19	3
Drug Detoxification	3
Dentures	3
At Risk/Homeless Housing Related Assistance Programs	3
General Dentistry	3
Home Rehabilitation Grants	3
Inpatient Substance Use Disorder Treatment Facilities	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
State Government Agencies/Departments	3
Undesignated Temporary Financial Assistance	3
Utility Bill Payment Plans	3
Aging and Disability Resource Centers	2
Case/Care Management * Adults	2
Directory Assistance	2
Detoxification	2
Alcohol Use Disorder Support Groups	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : April 2023

Total Number of Calls: 515

Report Date: 05/03/2023

Electric Service Payment Assistance	409
Heating Fuel Payment Assistance	78
Electric Service Payment Assistance * COVID-19	52
Talklines/Warmlines	35
Substance Use Disorder Treatment Programs	34
Specialized Information and Referral	32
At Risk/Homeless Housing Related Assistance Programs	29
Housing Search Assistance	28
Rent Payment Assistance	28
Food Pantries	27
Medication Assisted Maintenance Treatment for Substance Use Disorders	26
Substance Use Disorder Counseling	23
Detoxification	22
Mental Health Crisis Lines	19
Therapy Referrals	17
Aging and Disability Resource Centers	16
Drug Detoxification	15
Health Insurance Information/Counseling	15
Homeless Shelter * Adults	15
Inpatient Substance Use Disorder Treatment Facilities	15