



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : June 2023

Report Date: 07/06/2023

Total Number of Calls: 347

Electric Service Payment Assistance	286
Heating Fuel Payment Assistance	75
Rent Payment Assistance	36
Food Pantries	27
At Risk/Homeless Housing Related Assistance Programs	26
Aging and Disability Resource Centers	21
Electric Service Payment Assistance * COVID-19	21
Housing Search Assistance	16
General Dentistry	12
Community Shelters	11
Homeless Shelter	11
Municipal Police	11
Medication Assisted Maintenance Treatment for Substance Use Disorders	10
Therapy Referrals	10
Emergency Dental Care	9
General Counseling Services	9
General Relief	9
Homeless Shelter * Adults	9
Housing Search and Information	9
State Government Agencies/Departments	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : June 2023

Total Number of Calls: 110

Report Date: 07/06/2023

Electric Service Payment Assistance	47
General Counseling Services	16
Drug Detoxification	13
Housing Search Assistance	11
At Risk/Homeless Housing Related Assistance Programs	9
Heating Fuel Payment Assistance	9
Community Shelters	8
Legal Counseling	8
Detoxification	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
Therapy Referrals	7
Electric Service Payment Assistance * COVID-19	6
Housing Search and Information	6
State Government Agencies/Departments	6
Substance Use Disorder Counseling	6
Aging and Disability Resource Centers	5
Home Rehabilitation Grants	5
Non-Emergency Medical Transportation	5
Discrimination Assistance	4
General Legal Aid	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : June 2023

Total Number of Calls: 899

Report Date: 07/06/2023

Electric Service Payment Assistance	411
Heating Fuel Payment Assistance	108
Food Pantries	92
Housing Search Assistance	88
At Risk/Homeless Housing Related Assistance Programs	80
Directory Assistance	71
Rent Payment Assistance	70
Rapid Re-Housing Programs	47
Aging and Disability Resource Centers	44
Electric Service Payment Assistance * COVID-19	39
Homeless Shelter * Adults	36
Housing Search and Information	34
Detoxification	33
Therapy Referrals	31
Specialized Information and Referral	30
State Government Agencies/Departments	27
Drug Detoxification	26
Talklines/Warmlines	26
Emergency Shelter	22
General Medical Care	22



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : June 2023

Report Date: 07/06/2023

Total Number of Calls: 83

Electric Service Payment Assistance	37
Talklines/Warmlines	18
At Risk/Homeless Housing Related Assistance Programs	10
Heating Fuel Payment Assistance	9
Rent Payment Assistance	8
Area Agencies on Aging	5
Homeless Shelter	5
Housing Search Assistance	5
Electric Service Payment Assistance * COVID-19	4
Aging and Disability Resource Centers	4
General Relief	3
Mental Health Crisis Lines	3
State Police	3
Domestic Violence Shelters	2
Case/Care Management	2
Camps	2
Automotive Repair and Maintenance	2
Food Stamps/SNAP Applications	2
Food Pantries	2
Food Vouchers	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : June 2023

Report Date: 07/06/2023

Total Number of Calls: 70

Electric Service Payment Assistance	33
Heating Fuel Payment Assistance	13
Housing Search and Information	13
Housing Search Assistance	13
Community Shelters	7
Electric Service Payment Assistance * COVID-19	5
Housing Counseling	4
Mental Health Crisis Lines	4
Drug Detoxification	3
Directory Assistance	3
Homeless Shelter	3
Neuter/Spay Services	3
Pest Information	3
Rent Payment Assistance	3
Talklines/Warmlines	3
Aging and Disability Resource Centers	2
At Risk/Homeless Housing Related Assistance Programs	2
Benefits Screening	2
Community Action Agencies	2
Disability Related Transportation	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : June 2023

Report Date: 07/06/2023

Total Number of Calls: 375

Electric Service Payment Assistance	217
Heating Fuel Payment Assistance	47
Housing Search Assistance	42
Rent Payment Assistance	32
Food Pantries	27
Electric Service Payment Assistance * COVID-19	25
Community Shelters	20
At Risk/Homeless Housing Related Assistance Programs	16
Aging and Disability Resource Centers	16
State Government Agencies/Departments	15
Emergency Shelter	14
Housing Search and Information	14
Pest Information	13
Food Vouchers	12
Case/Care Management	10
Directory Assistance	10
Food Stamps/SNAP Applications	10
Therapy Referrals	10
Area Agencies on Aging	9
COVID-19 Control	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : June 2023

Report Date: 07/06/2023

Total Number of Calls: 63

Electric Service Payment Assistance	46
Heating Fuel Payment Assistance	7
Electric Service Payment Assistance * COVID-19	6
Housing Search Assistance	6
Aging and Disability Resource Centers	3
General Legal Aid	3
General Minor Home Repair Programs	3
Home Delivered Meals	3
Household Goods	3
Housing Search and Information	3
Residential Energy/Water Conservation Rebates	3
State Government Agencies/Departments	3
Crime Investigation	2
County Correctional Facilities	2
Adult Psychiatry	2
At Risk/Homeless Housing Related Assistance Programs	2
General Counseling Services	2
Home Health Care	2
Home Rehabilitation Loans	2
Hospice Care	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : June 2023

Report Date: 07/06/2023

Total Number of Calls: 63

Electric Service Payment Assistance	61
Utility Service Payment Assistance	31
Heating Fuel Payment Assistance	24
Electric Service Payment Assistance * COVID-19	13
General Minor Home Repair Programs	5
Rent Payment Assistance	5
Home Rehabilitation Grants	4
Pest Information	4
Adult Protective Services	3
Domestic Violence Shelters	3
Benefits Screening	3
At Risk/Homeless Housing Related Assistance Programs	3
Physician Referral Services	3
Substance Use Disorder Counseling	3
Therapy Referrals	3
Area Agencies on Aging	2
Aging and Disability Resource Centers	2
Construction/Home Maintenance Volunteer Opportunities	2
Community Shelters	2
General Counseling Services	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : June 2023

Total Number of Calls: 177

Report Date: 07/06/2023

Electric Service Payment Assistance	150
Heating Fuel Payment Assistance	38
Electric Service Payment Assistance * COVID-19	28
Aging and Disability Resource Centers	18
Community Shelters	11
Housing Search and Information	11
Housing Search Assistance	10
Drug Detoxification	9
Homeless Shelter	9
Food Pantries	8
Rent Payment Assistance	8
General Counseling Services	7
Case/Care Management * Older Adults	6
Emergency Dental Care	6
Section 8 Housing Choice Vouchers	6
State Government Agencies/Departments	6
Area Agencies on Aging	5
Homeless Shelter * Women	5
Neuter/Spay Services	5
Physician Referral Services	5



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : June 2023

Total Number of Calls: 287

Report Date: 07/06/2023

Electric Service Payment Assistance	122
Food Pantries	48
Housing Search Assistance	34
Heating Fuel Payment Assistance	33
Housing Search and Information	22
Drug Detoxification	20
At Risk/Homeless Housing Related Assistance Programs	19
Aging and Disability Resource Centers	18
Rent Payment Assistance	18
Community Shelters	17
Therapy Referrals	15
Electric Service Payment Assistance * COVID-19	14
General Relief	14
Food Vouchers	12
State Government Agencies/Departments	11
Transitional Housing/Shelter	10
Benefits Screening	9
Homeless Shelter	9
Prescription Expense Assistance	9
Section 8 Housing Choice Vouchers	9



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : June 2023

Total Number of Calls: 37

Report Date: 07/06/2023

Electric Service Payment Assistance	24
Electric Service Payment Assistance * COVID-19	4
Heating Fuel Payment Assistance	4
Home Health Aide Services	3
Mortgage Delinquency and Default Counseling	3
Residential Substance Use Disorder Treatment Facilities	3
Water Service Payment Assistance	3
Drug Detoxification	2
Rent Payment Assistance	2
Substance Use Disorder Services	2
Home Delivered Meals	1
Home Care/Hospice Associations	1
General Medical Care	1
General Legal Aid	1
General Counseling Services * Adults	1
General Counseling Services	1
General Acute Care Hospitals	1
Friendly Visiting	1
Families/Friends of Individuals With an Alcohol Use Disorder Support Groups	1
Directory Assistance	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : June 2023

Total Number of Calls: 87

Report Date: 07/06/2023

Electric Service Payment Assistance	56
Rent Payment Assistance	20
Heating Fuel Payment Assistance	15
Utility Service Payment Assistance	14
Legal Counseling	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
COVID-19 Control	4
Case/Care Management	4
Food Pantries	4
Food Stamps/SNAP Applications	4
Housing Search Assistance	4
Lawyer Referral Services	4
Residential Substance Use Disorder Treatment Facilities * Women	4
Senior Ride Programs	4
Specialized Information and Referral	4
Aging and Disability Resource Centers	3
At Risk/Homeless Housing Related Assistance Programs	3
Electric Service Payment Assistance * COVID-19	3
Food Vouchers	3
Homeless Shelter * Adults	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : June 2023

Total Number of Calls: 266

Report Date: 07/06/2023

Electric Service Payment Assistance	153
211 Systems	87
Heating Fuel Payment Assistance	33
Housing Search Assistance	22
Talklines/Warmlines	19
Aging and Disability Resource Centers	17
Electric Service Payment Assistance * COVID-19	15
Food Pantries	15
At Risk/Homeless Housing Related Assistance Programs	11
General Medical Care	10
General Clothing Provision	9
Section 8 Housing Choice Vouchers	9
Drug Detoxification	8
Housing Search and Information	8
Community Shelters	7
Case/Care Management	7
Food Vouchers	7
General Relief	7
Home Rehabilitation Grants	7
Mental Health Crisis Lines	7



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : June 2023

Report Date: 07/06/2023

Total Number of Calls: 65

Electric Service Payment Assistance	50
Heating Fuel Payment Assistance	9
Electric Service Payment Assistance * COVID-19	8
Community Shelters	5
Emergency Food	5
Aging and Disability Resource Centers	4
At Risk/Homeless Housing Related Assistance Programs	4
Case/Care Management	4
General Counseling Services	4
Personal Care	4
Rent Payment Assistance	4
Domestic Violence Hotlines	3
Dentures	3
Food Pantries	3
General Assessment for Substance Use Disorders	3
Housing Search Assistance	3
State Government Information Services	3
Benefits Screening	2
Community Action Agencies	2
Case/Care Management * Autism Spectrum Disorder	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : June 2023

Report Date: 07/06/2023

Total Number of Calls: 47

Electric Service Payment Assistance	26
Food Pantries	7
Aging and Disability Resource Centers	5
Electric Service Payment Assistance * COVID-19	5
Domestic Violence Hotlines	4
State Government Agencies/Departments	4
Transportation Expense Assistance	4
Community Shelters	3
Adult Residential Treatment Facilities	3
Adult Psychiatric Inpatient Units	3
Adult Psychiatric Hospitals	3
At Risk/Homeless Housing Related Assistance Programs	3
Child/Adolescent Residential Treatment Facilities	3
Heating Fuel Payment Assistance	3
Homeless Shelter	3
Local Bus Transit Services	3
Psychiatric Inpatient Units	3
Career Development	2
Food Stamps/SNAP Applications	2
Food Vouchers	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : June 2023

Total Number of Calls: 426

Report Date: 07/06/2023

Electric Service Payment Assistance	274
Heating Fuel Payment Assistance	52
Housing Search Assistance	44
Electric Service Payment Assistance * COVID-19	37
At Risk/Homeless Housing Related Assistance Programs	34
Talklines/Warmlines	30
Housing Search and Information	29
Aging and Disability Resource Centers	25
Comprehensive Outpatient Substance Use Disorder Treatment	21
Directory Assistance	18
Homeless Shelter * Adults	18
Rent Payment Assistance	18
State Government Agencies/Departments	17
Food Pantries	15
Medication Assisted Maintenance Treatment for Substance Use Disorders	15
Non-Emergency Medical Transportation	15
Transitional Housing/Shelter	14
Substance Use Disorder Counseling	13
Area Agencies on Aging	12
Domestic Violence Hotlines	12