



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : May 2023

Total Number of Calls: 472

Report Date: 06/05/2023

Electric Service Payment Assistance	654
Heating Fuel Payment Assistance	138
Electric Service Payment Assistance * COVID-19	78
Food Pantries	39
At Risk/Homeless Housing Related Assistance Programs	22
Housing Search Assistance	22
General Dentistry	19
Rent Payment Assistance	18
Community Shelters	13
Emergency Dental Care	13
Homeless Shelter	13
Housing Search and Information	13
Aging and Disability Resource Centers	12
Food Vouchers	11
State Government Agencies/Departments	11
Area Agencies on Aging	10
Directory Assistance	10
Referral to Dental Practitioners Accepting Medicaid	10
Community Shelters * Homeless Women	9
Detoxification	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : May 2023

Total Number of Calls: 112

Report Date: 06/05/2023

Electric Service Payment Assistance	65
Food Pantries	30
Heating Fuel Payment Assistance	21
Housing Search Assistance	16
At Risk/Homeless Housing Related Assistance Programs	13
Electric Service Payment Assistance * COVID-19	13
Drug Detoxification	11
Food Vouchers	10
Housing Search and Information	8
Rent Payment Assistance	8
Community Shelters	5
Lawyer Referral Services	5
Undesignated Temporary Financial Assistance	5
COVID-19 Control	4
Detoxification * Adults	4
Community Action Agencies	4
Area Agencies on Aging	4
General Dentistry	4
Transportation Expense Assistance	4
Aging and Disability Resource Centers	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : May 2023

Total Number of Calls: 1,008

Report Date: 06/05/2023

Electric Service Payment Assistance	960
Heating Fuel Payment Assistance	226
Food Pantries	106
Electric Service Payment Assistance * COVID-19	90
Housing Search Assistance	72
Rent Payment Assistance	59
At Risk/Homeless Housing Related Assistance Programs	51
Directory Assistance	49
Rapid Re-Housing Programs	43
Homeless Shelter * Adults	36
Detoxification	34
Aging and Disability Resource Centers	29
Talklines/Warmlines	28
Drug Detoxification	23
Specialized Information and Referral	23
Therapy Referrals	23
Psychiatric Case Management	22
General Counseling Services	19
Emergency Shelter	18
Undesignated Temporary Financial Assistance	18



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : May 2023

Report Date: 06/05/2023

Total Number of Calls: 135

Electric Service Payment Assistance	150
Heating Fuel Payment Assistance	39
Electric Service Payment Assistance * COVID-19	26
Talklines/Warmlines	22
Therapy Referrals	12
Substance Use Disorder Counseling	11
Rent Payment Assistance	10
General Counseling Services	7
At Risk/Homeless Housing Related Assistance Programs	6
Mental Health Crisis Lines	6
Comprehensive Outpatient Substance Use Disorder Treatment	5
Homeless Shelter	5
Aging and Disability Resource Centers	4
General Relief	4
Home Rehabilitation Grants	3
Lawyer Referral Services	3
Medical Equipment/Supplies	3
Pest Information	3
Undesignated Temporary Financial Assistance	3
Undesignated Temporary Financial Assistance * Veterans	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : May 2023

Report Date: 06/05/2023

Total Number of Calls: 137

Electric Service Payment Assistance	71
Directory Assistance	38
Heating Fuel Payment Assistance	22
Electric Service Payment Assistance * COVID-19	11
Specialized Information and Referral	8
Alcohol Detoxification	7
Case/Care Management	6
Drug Detoxification	6
Non-Emergency Medical Transportation	6
Case/Care Management * Adults	5
At Risk/Homeless Housing Related Assistance Programs	5
Community Shelters	5
Dentures	5
Food Stamps/SNAP Applications	5
Rent Payment Assistance	5
Aging and Disability Resource Centers	4
General Counseling Services	4
General Dentistry	4
Home Rehabilitation Grants	4
Inpatient Substance Use Disorder Treatment Facilities	4



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : May 2023

Report Date: 06/05/2023

Total Number of Calls: 440

Electric Service Payment Assistance	464
Heating Fuel Payment Assistance	92
Electric Service Payment Assistance * COVID-19	53
Rent Payment Assistance	52
Food Pantries	45
Housing Search Assistance	33
At Risk/Homeless Housing Related Assistance Programs	23
Food Vouchers	21
Aging and Disability Resource Centers	17
General Dentistry	17
Housing Search and Information	16
Community Shelters	15
Section 8 Housing Choice Vouchers	12
Emergency Shelter	11
Lawyer Referral Services	11
Undesignated Temporary Financial Assistance	11
Domestic Violence Hotlines	10
Home Rehabilitation Grants	10
Homemaker Assistance	10
State Government Agencies/Departments	10



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : May 2023

Total Number of Calls: 115

Report Date: 06/05/2023

Electric Service Payment Assistance	242
Heating Fuel Payment Assistance	36
Electric Service Payment Assistance * COVID-19	19
Substance Use Disorder Counseling	12
General Dentistry	10
Rent Payment Assistance	10
Aging and Disability Resource Centers	7
Housing Search Assistance	7
Directory Assistance	5
Residential Energy/Water Conservation Rebates	5
Senior Housing Information and Referral	5
Case/Care Management	4
Alcohol Detoxification	4
Home Rehabilitation Grants	4
Housing Search and Information	4
Lawyer Referral Services	4
Domestic Violence Hotlines	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Legal Counseling	3
Therapy Referrals	3



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : May 2023

Report Date: 06/05/2023

Total Number of Calls: 76

Electric Service Payment Assistance	149
Heating Fuel Payment Assistance	39
Utilities	32
Electric Service Payment Assistance * COVID-19	20
Rent Payment Assistance	8
Pest Information	4
Utility Service Payment Assistance	4
Emergency Food	3
At Risk/Homeless Housing Related Assistance Programs	3
Clinical Psychiatric Evaluation	3
Home Rehabilitation Grants	3
Undesignated Temporary Financial Assistance * Veterans	3
Domestic Violence Shelters	2
General Legal Aid	2
Home Barrier Evaluation/Removal Services	2
Homelessness Prevention Programs	2
Section 8 Housing Choice Vouchers	2
Undesignated Temporary Financial Assistance * Families of Military Personnel/Veterans	2
General Paratransit/Community Ride Programs	1
General Dentistry	1



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : May 2023

Total Number of Calls: 213

Report Date: 06/05/2023

Electric Service Payment Assistance	315
Heating Fuel Payment Assistance	63
Electric Service Payment Assistance * COVID-19	48
Housing Search Assistance	13
At Risk/Homeless Housing Related Assistance Programs	10
Homeless Shelter	10
Aging and Disability Resource Centers	9
Housing Search and Information	9
Rent Payment Assistance	8
Therapy Referrals	7
Case/Care Management * Older Adults	6
Community Shelters	6
Food Pantries	5
Food Stamps/SNAP Applications	5
General Counseling Services	5
Section 8 Housing Choice Vouchers	5
Undesignated Temporary Financial Assistance	5
Clinical Psychiatric Evaluation	4
Area Agencies on Aging	4
General Medical Care	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : May 2023

Report Date: 06/05/2023

Total Number of Calls: 289

Electric Service Payment Assistance	268
Heating Fuel Payment Assistance	62
Food Pantries	46
Electric Service Payment Assistance * COVID-19	40
At Risk/Homeless Housing Related Assistance Programs	19
Rent Payment Assistance	18
Housing Search Assistance	16
Community Shelters	14
General Dentistry	11
Housing Search and Information	11
Prescription Expense Assistance	11
Case/Care Management	10
State Government Agencies/Departments	10
Alcohol Detoxification	9
Aging and Disability Resource Centers	9
Specialized Information and Referral	9
Directory Assistance	8
Pest Information	8
Transitional Housing/Shelter	8
Food Vouchers	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : May 2023

Total Number of Calls: 55

Report Date: 06/05/2023

Electric Service Payment Assistance	68
Heating Fuel Payment Assistance	16
Electric Service Payment Assistance * COVID-19	16
Physical Therapy	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Water Service Payment Assistance	5
Welfare Rights Assistance	4
General Dentistry	3
Inpatient Substance Use Disorder Treatment Facilities	3
Specialized Information and Referral	3
Substance Use Disorder Treatment Programs	3
Aging and Disability Resource Centers	2
Adult Psychiatric Inpatient Units	2
Area Agencies on Aging	2
General Legal Aid	2
Home Rehabilitation Grants	2
Housing Search Assistance	2
Senior Housing Information and Referral	2
Water Service Payment Assistance * COVID-19	2
Health/Disability Related Support Groups	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : May 2023

Total Number of Calls: 113

Report Date: 06/05/2023

Electric Service Payment Assistance	153
Utilities	44
Heating Fuel Payment Assistance	38
Food Pantries	23
Electric Service Payment Assistance * COVID-19	18
Utility Service Payment Assistance	8
Diapers	6
Home Rehabilitation Grants	6
Rent Payment Assistance	4
Area Agencies on Aging	3
Aging and Disability Resource Centers	3
Directory Assistance	3
Food Stamps/SNAP Applications	3
Food Vouchers	3
General Minor Home Repair Programs	3
Homemaker Assistance	3
Personal/Grooming Supplies	3
Section 8 Housing Choice Vouchers	3
Specialized Information and Referral	3
Specialized Information and Referral * Older Adults * Adults With Disabilities/Health Conditions	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : May 2023

Total Number of Calls: 347

Report Date: 06/05/2023

Electric Service Payment Assistance	269
Mental Health Crisis Lines	59
Talklines/Warmlines	46
Heating Fuel Payment Assistance	45
211 Systems	44
Electric Service Payment Assistance * COVID-19	38
Food Pantries	16
Area Agencies on Aging	8
Aging and Disability Resource Centers	8
At Risk/Homeless Housing Related Assistance Programs	7
Directory Assistance	6
General Relief	6
Housing Search Assistance	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
Personal Care	6
Undesignated Temporary Financial Assistance	6
Emergency Shelter	5
Undesignated Temporary Financial Assistance * Families of Military Personnel/Veterans	5
Community Shelters	4
Case/Care Management	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : May 2023

Total Number of Calls: 91

Report Date: 06/05/2023

Electric Service Payment Assistance	169
Heating Fuel Payment Assistance	37
Electric Service Payment Assistance * COVID-19	23
General Dentistry	8
Food Pantries	5
Housing Search Assistance	5
Specialized Information and Referral * Older Adults * Adults With Disabilities/Health Conditions	5
Drug Detoxification	4
Aging and Disability Resource Centers	4
Housing Search and Information	4
Therapy Referrals	4
Food Stamps/SNAP Applications	3
Home Rehabilitation Grants	3
Homeless Shelter	3
Undesignated Temporary Financial Assistance	3
At Risk/Homeless Housing Related Assistance Programs	2
Case/Care Management	2
COVID-19 Control	2
Community Shelters	2
Family Counseling	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : May 2023

Total Number of Calls: 54

Report Date: 06/05/2023

Electric Service Payment Assistance	42
Heating Fuel Payment Assistance	9
Electric Service Payment Assistance * COVID-19	6
Food Pantries	6
Food Vouchers	5
Home Rehabilitation Grants	5
Area Agencies on Aging	4
Directory Assistance	4
Domestic Violence Hotlines	4
Disability Related Transportation	3
General Counseling Services	3
Residential Substance Use Disorder Treatment Facilities	3
Transportation Expense Assistance	3
At Risk/Homeless Housing Related Assistance Programs	2
Benefits Screening	2
Child Guidance	2
Adolescent/Youth Counseling	2
General Medical Care	2
General Minor Home Repair Programs	2
Medical Equipment/Supplies	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : May 2023

Total Number of Calls: 568

Report Date: 06/05/2023

Electric Service Payment Assistance	658
Heating Fuel Payment Assistance	127
Electric Service Payment Assistance * COVID-19	80
Talklines/Warmlines	42
Food Pantries	30
Rent Payment Assistance	30
Specialized Information and Referral	29
Housing Search Assistance	25
Housing Search and Information	23
Directory Assistance	20
At Risk/Homeless Housing Related Assistance Programs	19
Detoxification	18
Homeless Shelter * Adults	18
Aging and Disability Resource Centers	16
Drug Detoxification	16
General Medical Care	16
Therapy Referrals	16
Housing Authorities	15
Public Charities	14
Undesignated Temporary Financial Assistance * Veterans	13