



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : August 2023

Report Date: 09/06/2023

Total Number of Calls: 371

Electric Service Payment Assistance	240
Food Pantries	45
Heating Fuel Payment Assistance	31
At Risk/Homeless Housing Related Assistance Programs	27
Housing Search Assistance	26
Emergency Dental Care	22
Rent Payment Assistance	21
Community Shelters	19
Aging and Disability Resource Centers	18
Home Rehabilitation Grants	17
Housing Search and Information	17
Area Agencies on Aging	16
Electric Service Payment Assistance * COVID-19	15
General Clothing Provision	14
Homeless Shelter	14
Clothing	13
Homeless Shelter * Adults	13
Soup Kitchens	12
Community Shelters * Homeless Women	11
General Dentistry	11



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : August 2023

Total Number of Calls: 101

Report Date: 09/06/2023

Electric Service Payment Assistance	67
Community Shelters	12
Detoxification	11
Homeless Shelter	11
At Risk/Homeless Housing Related Assistance Programs	9
Electric Service Payment Assistance * COVID-19	9
Drug Detoxification	8
Housing Search Assistance	8
Undesignated Temporary Financial Assistance	8
Alcohol Detoxification	7
Rent Payment Assistance	6
Home Rehabilitation Grants	5
Debt Management	4
Area Agencies on Aging	4
General Relief	4
Heating Fuel Payment Assistance	4
Home Rehabilitation Loans	4
Homeless Motel Vouchers	4
Housing Search and Information	4
Neuter/Spay Services	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : August 2023

Total Number of Calls: 903

Report Date: 09/06/2023

Electric Service Payment Assistance	392
Food Pantries	149
Housing Search Assistance	86
Heating Fuel Payment Assistance	71
At Risk/Homeless Housing Related Assistance Programs	63
Rapid Re-Housing Programs	59
Rent Payment Assistance	55
Aging and Disability Resource Centers	46
Directory Assistance	43
General Counseling Services	37
Housing Search and Information	36
Area Agencies on Aging	35
Electric Service Payment Assistance * COVID-19	33
Homeless Shelter * Adults	33
Specialized Information and Referral	27
General Medical Care	25
Psychiatric Case Management	25
Detoxification	24
General Relief	24
Municipal Police	23



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : August 2023

Total Number of Calls: 110

Report Date: 09/06/2023

Electric Service Payment Assistance	47
Talklines/Warmlines	24
Mental Health Crisis Lines	15
Heating Fuel Payment Assistance	10
Housing Search Assistance	8
Homeless Shelter	7
Electric Service Payment Assistance * COVID-19	5
Emergency Dental Care	5
Undesignated Temporary Financial Assistance	5
Aging and Disability Resource Centers	4
At Risk/Homeless Housing Related Assistance Programs	4
Area Agencies on Aging	4
COVID-19 Control	4
Food Pantries	4
Community Shelters	3
Benefits Screening * Older Adults	3
Directory Assistance	3
Home Rehabilitation Grants	3
Housing Search and Information	3
Rent Payment Assistance	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : August 2023

Report Date: 09/06/2023

Total Number of Calls: 72

Electric Service Payment Assistance	77
Electric Service Payment Assistance * COVID-19	11
Housing Search Assistance	10
Community Shelters	7
Housing Search and Information	7
Aging and Disability Resource Centers	6
Food Pantries	5
Homeless Shelter	4
Area Agencies on Aging	3
Case/Care Management	3
General Counseling Services	3
General Relief	3
Heating Fuel Payment Assistance	3
Home Rehabilitation Loans	3
Local Bus Transit Services	3
Non-Emergency Medical Transportation	3
Rent Payment Assistance	3
Talklines/Warmlines	3
Alcohol Detoxification	2
At Risk/Homeless Housing Related Assistance Programs * Veterans	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : August 2023

Report Date: 09/06/2023

Total Number of Calls: 363

Electric Service Payment Assistance	228
Rent Payment Assistance	61
Community Shelters	31
Food Pantries	31
Heating Fuel Payment Assistance	29
At Risk/Homeless Housing Related Assistance Programs	27
Housing Search Assistance	22
Electric Service Payment Assistance * COVID-19	19
Homelessness Prevention Programs	16
Aging and Disability Resource Centers	14
Public Charities	14
Directory Assistance	13
Area Agencies on Aging	12
Emergency Shelter	12
State Government Agencies/Departments	12
Talklines/Warmlines	11
Inpatient Substance Use Disorder Treatment Facilities	8
Residential Substance Use Disorder Treatment Facilities * Women	8
Case/Care Management	7
General Relief	7



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : August 2023

Report Date: 09/06/2023

Total Number of Calls: 94

Electric Service Payment Assistance	87
Case/Care Management	10
Heating Fuel Payment Assistance	10
Detoxification	9
Housing Search Assistance	9
At Risk/Homeless Housing Related Assistance Programs	8
Aging and Disability Resource Centers	7
Electric Service Payment Assistance * COVID-19	7
Rent Payment Assistance	7
Dental Care	6
Drug Detoxification	6
Housing Search and Information	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Directory Assistance	4
Food Pantries	3
General Counseling Services	3
General Dentistry	3
General Legal Aid	3
Home Purchase/Mortgage Refinance Loans	3
Homemaker Assistance	3



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : August 2023

Report Date: 09/06/2023

Total Number of Calls: 58

Electric Service Payment Assistance	84
Utility Service Payment Assistance	18
Electric Service Payment Assistance * COVID-19	13
Housing Search and Information	12
Housing Search Assistance	11
Heating Fuel Payment Assistance	10
Case/Care Management	5
Adult Residential Treatment Facilities	4
General Minor Home Repair Programs	4
General Relief	4
Outpatient Mental Health Facilities	4
Prescription Expense Assistance	4
At Risk/Homeless Housing Related Assistance Programs	3
Alcohol Detoxification	3
Emergency Shelter	3
General Dentistry	3
Residential Housing Options	3
Weatherization Programs	3
Benefits Screening	2
Aging and Disability Resource Centers	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : August 2023

Total Number of Calls: 145

Report Date: 09/06/2023

Electric Service Payment Assistance	109
Food Pantries	16
Heating Fuel Payment Assistance	13
Electric Service Payment Assistance * COVID-19	12
General Counseling Services	11
Aging and Disability Resource Centers	10
General Legal Aid	7
Housing Search Assistance	7
Rent Payment Assistance	7
Therapy Referrals	7
Benefits Screening * Older Adults	6
Drug Detoxification	6
Prescription Expense Assistance	6
Public Charities	6
Undesignated Temporary Financial Assistance	6
Home Rehabilitation Grants	5
Home Rehabilitation Loans	5
Mortgage Payment Assistance * COVID-19	5
State Government Agencies/Departments	5
Talklines/Warmlines	5



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : August 2023

Report Date: 09/06/2023

Total Number of Calls: 275

Electric Service Payment Assistance	142
Housing Search Assistance	41
Food Pantries	36
Housing Search and Information	34
At Risk/Homeless Housing Related Assistance Programs	28
Community Shelters	26
Rent Payment Assistance	18
Electric Service Payment Assistance * COVID-19	17
Heating Fuel Payment Assistance	17
Homeless Shelter	14
State Government Agencies/Departments	14
Alcohol Detoxification	12
Transitional Housing/Shelter	12
Area Agencies on Aging	11
General Dentistry	11
Undesignated Temporary Financial Assistance * Veterans	11
Aging and Disability Resource Centers	10
Section 8 Housing Choice Vouchers	10
Specialized Information and Referral	10
Food Stamps/SNAP Applications	8



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : August 2023

Total Number of Calls: 31

Report Date: 09/06/2023

Electric Service Payment Assistance	30
Electric Service Payment Assistance * COVID-19	4
Dental Hygiene	3
At Risk/Homeless Housing Related Assistance Programs	2
Area Agencies on Aging	2
Alcohol Use Disorder Support Groups	2
Aging and Disability Resource Centers	2
General Dentistry	2
Home Rehabilitation Grants	2
Home Rehabilitation Loans	2
Housing Search Assistance	2
Inpatient Substance Use Disorder Treatment Facilities	2
Lawyer Referral Services	2
Public Charities	2
State Government Agencies/Departments	2
Home Maintenance and Minor Repair Grants/Loans	1
Food Pantries	1
Family and Community Medicine	1
Emergency Dental Care	1
Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : August 2023

Total Number of Calls: 71

Report Date: 09/06/2023

Electric Service Payment Assistance	55
Heating Fuel Payment Assistance	13
Utility Service Payment Assistance	10
Rent Payment Assistance	9
Aging and Disability Resource Centers	6
Electric Service Payment Assistance * COVID-19	5
Emergency Dental Care	4
COVID-19 Control	4
Area Agencies on Aging	4
Legal Counseling	4
Medical Equipment/Supplies	4
Dental Hygiene	3
Home Rehabilitation Grants	3
Senior Ride Programs	3
Talklines/Warmlines	3
Community Clinics * People Without Health Insurance	2
Domestic Violence Hotlines	2
Disease/Disability Information * Cancer	2
General Legal Aid	2
General Relief	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : August 2023

Total Number of Calls: 225

Report Date: 09/06/2023

Electric Service Payment Assistance	118
211 Systems	47
Food Pantries	18
Electric Service Payment Assistance * COVID-19	16
Directory Assistance	15
Housing Search Assistance	12
Prescription Expense Assistance	12
General Dentistry	11
Heating Fuel Payment Assistance	9
Rent Payment Assistance	9
Home Rehabilitation Grants	8
Area Agencies on Aging	7
Aging and Disability Resource Centers	7
Referral to Dental Practitioners Accepting Medicaid	7
Community Shelters	6
Food Vouchers	6
General Counseling Services	6
At Risk/Homeless Housing Related Assistance Programs	5
Undesignated Temporary Financial Assistance	5
Errand Running/Shopping Assistance	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : August 2023

Total Number of Calls: 54

Report Date: 09/06/2023

Electric Service Payment Assistance	48
Housing Search Assistance	8
Electric Service Payment Assistance * COVID-19	7
Undesignated Temporary Financial Assistance * Veterans	7
At Risk/Homeless Housing Related Assistance Programs	6
State Government Agencies/Departments	5
Gambling Self Exclusion Programs	4
Food Pantries	4
Veteran Benefits Assistance	4
Case/Care Management	3
Home Rehabilitation Grants	3
Homemaker Assistance	3
Non-Emergency Medical Transportation	3
COVID-19 Control	2
Domestic Violence Support Groups	2
Domestic Violence Hotlines	2
Directory Assistance	2
Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency	2
Housing Search and Information	2
Lawyer Referral Services	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : August 2023

Total Number of Calls: 56

Report Date: 09/06/2023

Electric Service Payment Assistance	11
Heating Fuel Payment Assistance	9
Directory Assistance	7
At Risk/Homeless Housing Related Assistance Programs	4
Electric Service Payment Assistance * COVID-19	4
Home Rehabilitation Grants	4
Substance Use Disorder Counseling	4
Tenant Rights Information/Counseling	4
Detoxification	3
DUI Offender Programs	3
Aging and Disability Resource Centers	3
Home Rehabilitation Loans	3
Individual Counseling	3
Non-Emergency Medical Transportation	3
State Government Agencies/Departments	3
Therapy Referrals	3
211 Systems	2
Area Agencies on Aging	2
General Assessment for Substance Use Disorders	2
Governor Offices	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : August 2023

Total Number of Calls: 481

Report Date: 09/06/2023

Electric Service Payment Assistance	209
At Risk/Homeless Housing Related Assistance Programs	60
Housing Search Assistance	53
Food Pantries	51
Talklines/Warmlines	50
Rent Payment Assistance	44
Heating Fuel Payment Assistance	30
General Medical Care	26
Aging and Disability Resource Centers	21
Electric Service Payment Assistance * COVID-19	19
Housing Search and Information	19
Directory Assistance	18
Undesignated Temporary Financial Assistance	17
General Counseling Services	16
Homeless Shelter * Adults	16
Section 8 Housing Choice Vouchers	16
State Government Agencies/Departments	16
Area Agencies on Aging	14
Medication Assisted Maintenance Treatment for Substance Use Disorders	14
Specialized Information and Referral	13