



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : July 2023

Report Date: 08/02/2023

Total Number of Calls: 349

Electric Service Payment Assistance	239
Food Pantries	50
Rent Payment Assistance	34
At Risk/Homeless Housing Related Assistance Programs	33
Heating Fuel Payment Assistance	26
Housing Search Assistance	24
Community Shelters	19
Homeless Shelter	19
Electric Service Payment Assistance * COVID-19	18
State Government Agencies/Departments	16
General Dentistry	15
Prescription Expense Assistance	14
Aging and Disability Resource Centers	13
Public Charities	13
Community Shelters * Homeless Women	12
Homeless Shelter * Adults	12
Housing Search and Information	12
Psychiatric Case Management	12
Therapy Referrals	12
Directory Assistance	11



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : July 2023

Total Number of Calls: 101

Report Date: 08/02/2023

Electric Service Payment Assistance	70
Housing Search Assistance	11
At Risk/Homeless Housing Related Assistance Programs	9
Electric Service Payment Assistance * COVID-19	9
Rent Payment Assistance	7
Community Shelters	6
Aging and Disability Resource Centers	6
Heating Fuel Payment Assistance	6
Housing Authorities	6
Undesignated Temporary Financial Assistance * Veterans	6
Health Insurance Information/Counseling	5
Housing Search and Information	5
Legal Counseling	5
State Government Agencies/Departments	5
Benefits Screening	4
Domestic Violence Hotlines	4
Mental Health Crisis Lines	4
Talklines/Warmlines	4
Food Pantries	3
General Relief	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : July 2023

Total Number of Calls: 872

Report Date: 08/02/2023

Electric Service Payment Assistance	361
Food Pantries	141
At Risk/Homeless Housing Related Assistance Programs	77
Housing Search Assistance	59
Directory Assistance	52
Heating Fuel Payment Assistance	50
Homeless Shelter * Adults	41
Rent Payment Assistance	38
General Relief	36
Rapid Re-Housing Programs	35
Aging and Disability Resource Centers	32
Housing Search and Information	32
Electric Service Payment Assistance * COVID-19	31
Detoxification	29
General Medical Care	29
State Government Agencies/Departments	24
Undesignated Temporary Financial Assistance	24
Food Stamps/SNAP Applications	22
Area Agencies on Aging	19
Lawyer Referral Services	19



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : July 2023

Report Date: 08/02/2023

Total Number of Calls: 79

Electric Service Payment Assistance	56
Talklines/Warmlines	15
Homeless Shelter	14
At Risk/Homeless Housing Related Assistance Programs	9
Community Shelters	9
Electric Service Payment Assistance * COVID-19	8
Aging and Disability Resource Centers	7
Emergency Shelter	7
Rent Payment Assistance	6
General Relief	5
Heating Fuel Payment Assistance	5
Housing Search Assistance	5
Automotive Repair and Maintenance	4
Food Pantries	4
Food Vouchers	4
Mental Health Crisis Lines	4
Domestic Violence Hotlines	3
Personal/Grooming Supplies	3
Public Charities	3
Transportation Expense Assistance	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : July 2023

Report Date: 08/02/2023

Total Number of Calls: 76

Electric Service Payment Assistance	44
Housing Search Assistance	14
Community Shelters	10
Heating Fuel Payment Assistance	9
Therapy Referrals	7
Aging and Disability Resource Centers	6
Electric Service Payment Assistance * COVID-19	6
General Dentistry	6
General Counseling Services	5
Housing Search and Information	5
Mental Health Crisis Lines	5
Rent Payment Assistance	5
State Government Agencies/Departments	5
Child Care Centers	4
Pest Information	4
Talklines/Warmlines	4
At Risk/Homeless Housing Related Assistance Programs	3
Area Agencies on Aging	3
Extreme Weather Shelters	3
Food Pantries	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : July 2023

Report Date: 08/02/2023

Total Number of Calls: 372

Electric Service Payment Assistance	253
Rent Payment Assistance	47
Housing Search Assistance	40
Community Shelters	32
Food Pantries	31
General Dentistry	26
Electric Service Payment Assistance * COVID-19	25
At Risk/Homeless Housing Related Assistance Programs	24
Heating Fuel Payment Assistance	22
Housing Search and Information	18
State Government Agencies/Departments	18
Talklines/Warmlines	16
Emergency Shelter	14
Homeless Shelter	14
Homelessness Prevention Programs	14
Emergency Dental Care	12
General Relief	12
General Legal Aid	11
Legal Counseling	11
Directory Assistance	10



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : July 2023

Report Date: 08/02/2023

Total Number of Calls: 70

Electric Service Payment Assistance	62
General Dentistry	9
Electric Service Payment Assistance * COVID-19	7
General Medical Care	6
Heating Fuel Payment Assistance	6
Housing Search Assistance	6
Food Pantries	5
Directory Assistance	4
Housing Search and Information	4
Therapy Referrals	4
Drug Detoxification	3
Food Stamps/SNAP Applications	3
Mental Health Crisis Lines	3
Rent Payment Assistance	3
Weight Related Support Groups	3
Detoxification	2
Dental Hygiene	2
Alcohol Detoxification	2
Aging and Disability Resource Centers	2
At Risk/Homeless Housing Related Assistance Programs	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : July 2023

Report Date: 08/02/2023

Total Number of Calls: 51

Electric Service Payment Assistance	45
Utility Service Payment Assistance	12
Electric Service Payment Assistance * COVID-19	10
Aging and Disability Resource Centers	6
Heating Fuel Payment Assistance	6
Rent Payment Assistance	5
Domestic Violence Hotlines	4
Case/Care Management	4
Emergency Shelter	4
Food Stamps/SNAP Applications	4
General Relief	4
Domestic Violence Shelters	3
Food Pantries	3
Mammograms	3
Benefits Screening	2
General Paratransit/Community Ride Programs	2
Legal Counseling	2
Medical Equipment/Supplies	2
Public Charities	2
Residential Energy/Water Conservation Rebates	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : July 2023

Total Number of Calls: 121

Report Date: 08/02/2023

Electric Service Payment Assistance	52
General Counseling Services	19
Heating Fuel Payment Assistance	13
At Risk/Homeless Housing Related Assistance Programs	12
Rent Payment Assistance	10
Homeless Shelter	9
Aging and Disability Resource Centers	8
Electric Service Payment Assistance * COVID-19	7
Food Pantries	7
Therapy Referrals	7
Food Stamps/SNAP Applications	6
Specialized Information and Referral	6
Food Vouchers	5
Homemaker Assistance	5
Housing Search Assistance	5
Smoking/Vaping Cessation	5
Certificates/Forms Assistance * Older Adults	4
Case/Care Management * Older Adults	4
General Relief	4
Homeless Shelter * Women	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : July 2023

Report Date: 08/02/2023

Total Number of Calls: 262

Electric Service Payment Assistance	97
Food Pantries	51
At Risk/Homeless Housing Related Assistance Programs	27
Housing Search Assistance	23
Community Shelters	20
State Government Agencies/Departments	17
Heating Fuel Payment Assistance	16
Electric Service Payment Assistance * COVID-19	15
Area Agencies on Aging	13
Aging and Disability Resource Centers	13
General Counseling Services	13
Housing Search and Information	12
Rent Payment Assistance	12
General Relief	11
General Legal Aid	10
Transitional Housing/Shelter	10
Undesignated Temporary Financial Assistance	9
Food Vouchers	8
Home Rehabilitation Grants	8
Lawyer Referral Services	8



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : July 2023

Report Date: 08/02/2023

Total Number of Calls: 38

Electric Service Payment Assistance	24
General Acute Care Hospitals	3
Food Pantries	3
General Relief	3
Housing Search Assistance	3
Lawyer Referral Services	3
Community Shelters	2
Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency	2
Electric Service Payment Assistance * COVID-19	2
Drug Detoxification	2
Heating Fuel Payment Assistance	2
Housing Search and Information	2
Inpatient Substance Use Disorder Treatment Facilities	2
Local Officials Offices	2
Rental Deposit Assistance	2
General Counseling Services * Adults	1
General Consumer Complaints	1
General Assessment for Substance Use Disorders	1
Disability Related Transportation	1
City Government Information Services	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : July 2023

Total Number of Calls: 91

Report Date: 08/02/2023

Electric Service Payment Assistance	45
Rent Payment Assistance	29
Heating Fuel Payment Assistance	21
Utility Service Payment Assistance	18
Aging and Disability Resource Centers	7
At Risk/Homeless Housing Related Assistance Programs	7
Legal Counseling	7
Housing Search Assistance	6
Non-Emergency Medical Transportation	6
Elder Law	5
Food Pantries	5
Area Agencies on Aging	4
Public Charities	4
Senior Ride Programs	4
Domestic Violence Hotlines	3
Case/Care Management	3
Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency	3
Homeless Shelter * Adults	3
Homelessness Prevention Programs	3
Neuter/Spay Services	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : July 2023

Total Number of Calls: 293

Report Date: 08/02/2023

211 Systems	117
Electric Service Payment Assistance	113
Electric Service Payment Assistance * COVID-19	16
Talklines/Warmlines	16
Food Pantries	12
Drug Detoxification	11
At Risk/Homeless Housing Related Assistance Programs	10
Mental Health Crisis Lines	9
State Government Agencies/Departments	9
Aging and Disability Resource Centers	8
Emergency Dental Care	8
General Counseling Services	8
Directory Assistance	7
Heating Fuel Payment Assistance	7
Home Rehabilitation Grants	7
Housing Search Assistance	7
Area Agencies on Aging	6
General Assessment for Substance Use Disorders	6
Rent Payment Assistance	6
Alcohol Detoxification	5



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : July 2023

Total Number of Calls: 62

Report Date: 08/02/2023

Electric Service Payment Assistance	45
Dental Hygiene	14
Community Shelters	10
Housing Search Assistance	7
Alcohol Detoxification	6
Aging and Disability Resource Centers	6
Electric Service Payment Assistance * COVID-19	6
Inpatient Substance Use Disorder Treatment Facilities * Adults	6
At Risk/Homeless Housing Related Assistance Programs	5
Case/Care Management	5
Housing Search and Information	5
General Dentistry	4
Heating Fuel Payment Assistance	4
State Government Agencies/Departments	4
Benefits Screening	3
Comprehensive Job Assistance Centers	3
General Relief	3
Heating Fuel Payment Assistance * COVID-19	3
Home Rehabilitation Grants	3
Inpatient Substance Use Disorder Treatment Facilities	3



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : July 2023

Total Number of Calls: 43

Report Date: 08/02/2023

Electric Service Payment Assistance	17
General Counseling Services	9
Heating Fuel Payment Assistance	9
Drug Detoxification	6
Food Vouchers	6
Therapy Referrals	6
Housing Search Assistance	5
Local Bus Transit Services	5
At Risk/Homeless Housing Related Assistance Programs	4
Aging and Disability Resource Centers	4
Inpatient Substance Use Disorder Treatment Facilities * Adults	4
Undesignated Temporary Financial Assistance	4
Adult Psychiatric Inpatient Units	3
Health Insurance Information/Counseling	3
Inpatient Drug Detoxification	3
Lawyer Referral Services	3
Legal Counseling	3
Non-Emergency Medical Transportation	3
Substance Use Disorder Counseling	3
Talklines/Warmlines	3



211 Maine: Top 20 Call Categories

York County

Reporting Period : July 2023

Total Number of Calls: 375

Report Date: 08/02/2023

Electric Service Payment Assistance	203
Food Pantries	34
Heating Fuel Payment Assistance	33
Rent Payment Assistance	27
Directory Assistance	25
Housing Search Assistance	25
Talklines/Warmlines	22
At Risk/Homeless Housing Related Assistance Programs	21
Aging and Disability Resource Centers	21
Therapy Referrals	20
Detoxification	19
Electric Service Payment Assistance * COVID-19	19
General Counseling Services	18
State Government Agencies/Departments	17
Undesignated Temporary Financial Assistance	14
Specialized Information and Referral	12
Clothing	11
Drug Detoxification	11
General Relief	11
211 Systems	10