



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 350

Electric Service Payment Assistance	266
Heating Fuel Payment Assistance	34
Food Pantries	28
Electric Service Payment Assistance * COVID-19	20
At Risk/Homeless Housing Related Assistance Programs	19
Homeless Shelter	19
Substance Use Disorder Counseling	17
Rent Payment Assistance	17
Emergency Shelter	14
Housing Search Assistance	14
Aging and Disability Resource Centers	12
Community Shelters	12
Undesignated Temporary Financial Assistance	12
Directory Assistance	12
Area Agencies on Aging	11
Therapy Referrals	9
Local Bus Transit Services	9
Psychiatric Case Management	9
General Relief	9
Community Shelters * Homeless Women	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : September 2023

Total Number of Calls: 94

Report Date: 10/05/2023

Electric Service Payment Assistance	41
Housing Search Assistance	12
Community Shelters	10
Housing Search and Information	9
Homeless Shelter	9
Heating Fuel Payment Assistance	8
Home Rehabilitation Grants	8
Water Service Payment Assistance	6
At Risk/Homeless Housing Related Assistance Programs	6
Electric Service Payment Assistance * COVID-19	6
Alcohol Detoxification	5
Talklines/Warmlines	5
Transportation Expense Assistance	5
State Government Agencies/Departments	4
Undesignated Temporary Financial Assistance * Veterans	4
Rent Payment Assistance	4
Indigent Transportation	4
Food Vouchers	4
Adult Psychiatric Hospitals	4
Supportive Substance Use Disorder Services	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 866

Electric Service Payment Assistance	354
Food Pantries	132
Heating Fuel Payment Assistance	127
At Risk/Homeless Housing Related Assistance Programs	90
Rapid Re-Housing Programs	68
Housing Search Assistance	64
Directory Assistance	52
Homeless Shelter * Adults	47
Aging and Disability Resource Centers	40
Rent Payment Assistance	38
Electric Service Payment Assistance * COVID-19	35
Detoxification	35
Food Vouchers	32
State Government Agencies/Departments	29
Area Agencies on Aging	26
Emergency Shelter	24
Food Stamps/SNAP Applications	21
Specialized Information and Referral	20
Therapy Referrals	20
General Relief	20



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 125

Electric Service Payment Assistance	43
Rent Payment Assistance	24
Talklines/Warmlines	22
Mental Health Crisis Lines	16
Housing Search Assistance	16
At Risk/Homeless Housing Related Assistance Programs	12
Therapy Referrals	8
General Dentistry	7
Aging and Disability Resource Centers	6
Food Pantries	6
Heating Fuel Payment Assistance	6
Adult Protective Services	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Housing Search and Information	5
Specialized Information and Referral	4
Undesignated Temporary Financial Assistance	4
State Government Agencies/Departments	4
Benefits Screening	4
General Medical Care	3
Lawyer Referral Services	3



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

Report Date: 10/05/2023

Total Number of Calls: 83

Electric Service Payment Assistance	43
Heating Fuel Payment Assistance	13
Local Officials Offices	10
Electric Service Payment Assistance * COVID-19	9
Home Rehabilitation Grants	7
Psychiatric Case Management	6
Undesignated Temporary Financial Assistance	5
Food Pantries	5
Area Agencies on Aging	5
Alcohol Detoxification	5
Housing Search Assistance	5
Disability Related Transportation	4
Therapy Referrals	4
Homemaker Assistance	3
Benefits Screening	3
Heating Fuel Payment Assistance * COVID-19	3
Home Rehabilitation Loans	3
Specialized Information and Referral	3
Community Meals	2
Outpatient Mental Health Facilities	2



211 Maine: Top 20 Call Categories
Kennebec County
Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 397

Electric Service Payment Assistance	263
Housing Search Assistance	42
Heating Fuel Payment Assistance	41
Rent Payment Assistance	35
Electric Service Payment Assistance * COVID-19	24
Food Pantries	22
Talklines/Warmlines	18
At Risk/Homeless Housing Related Assistance Programs	17
Directory Assistance	15
General Legal Aid	14
Lawyer Referral Services	12
Detoxification	12
General Clothing Provision	11
Aging and Disability Resource Centers	11
Public Charities	11
Area Agencies on Aging	11
Food Vouchers	10
Housing Search and Information	9
Animal Adoption	9
Inpatient Substance Use Disorder Treatment Facilities	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 75

Electric Service Payment Assistance	48
Heating Fuel Payment Assistance	12
Housing Search Assistance	6
Electric Service Payment Assistance * COVID-19	6
Alcohol Detoxification	5
General Medical Care	5
Aging and Disability Resource Centers	4
Rent Payment Assistance	4
At Risk/Homeless Housing Related Assistance Programs	3
Housing Search and Information	3
Undesignated Temporary Financial Assistance	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Section 8 Housing Choice Vouchers	2
Local Bus Transit Services	2
State Government Information Services	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Therapy Referrals	2
Directory Assistance	2
COVID-19 Control	2
Lawyer Referral Services	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 71

Electric Service Payment Assistance	64
Heating Fuel Payment Assistance	21
Utility Service Payment Assistance	15
Electric Service Payment Assistance * COVID-19	13
Rent Payment Assistance	8
General Minor Home Repair Programs	6
Thrift Shops	5
Housing Search Assistance	4
Food Stamps/SNAP Applications	4
Case/Care Management	4
Directory Assistance	4
Food Pantries	4
Area Agencies on Aging	4
Therapy Referrals	3
Undesignated Temporary Financial Assistance	3
Psychiatric Case Management	3
Community Action Agencies	3
Friendly Visiting	3
At Risk/Homeless Housing Related Assistance Programs	2
Aging and Disability Resource Centers	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : September 2023

Total Number of Calls: 121

Report Date: 10/05/2023

Electric Service Payment Assistance	95
Heating Fuel Payment Assistance	20
State Government Agencies/Departments	11
Rent Payment Assistance	11
Electric Service Payment Assistance * COVID-19	10
Aging and Disability Resource Centers	7
Housing Search Assistance	7
General Medical Care	7
Inpatient Substance Use Disorder Treatment Facilities	7
Food Pantries	7
Undesignated Temporary Financial Assistance	6
Area Agencies on Aging	6
Lawyer Referral Services	6
Home Rehabilitation Grants	5
Housing Search and Information	5
Domestic Violence Hotlines	5
Medical Equipment/Supplies	5
Supportive Substance Use Disorder Services	5
Community Shelters	4
Physician Referral Services	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 305

Electric Service Payment Assistance	156
Food Pantries	75
Heating Fuel Payment Assistance	35
Housing Search Assistance	30
Housing Search and Information	18
Community Shelters	18
Rent Payment Assistance	17
Home Rehabilitation Grants	16
At Risk/Homeless Housing Related Assistance Programs	15
Electric Service Payment Assistance * COVID-19	14
State Government Agencies/Departments	13
Area Agencies on Aging	12
Neuter/Spay Services	11
Specialized Information and Referral	10
Directory Assistance	9
Inpatient Substance Use Disorder Treatment Facilities	9
Section 8 Housing Choice Vouchers	8
Home Rehabilitation Loans	8
Aging and Disability Resource Centers	7
Undesignated Temporary Financial Assistance	7



211 Maine: Top 20 Call Categories
Piscataquis County
Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 27

Electric Service Payment Assistance	41
Heating Fuel Payment Assistance	16
Electric Service Payment Assistance * COVID-19	5
Community Shelters	3
Water Service Payment Assistance	2
State Government Agencies/Departments	2
Transitional Housing/Shelter	2
Personal Care	2
Alcohol Detoxification	2
Water Service Payment Assistance * COVID-19	1
Residential Substance Use Disorder Treatment Facilities	1
Home Health Aide Services	1
Home Delivered Meals	1
Area Agencies on Aging	1
Referral to Dental Practitioners Accepting Medicaid	1
Motor Vehicle Registration	1
Home Rehabilitation Loans	1
Residential Substance Use Disorder Treatment Facilities * Women	1
Home Care/Hospice Associations	1
Sewer Service Payment Assistance * COVID-19	1



211 Maine: Top 20 Call Categories
Sagadahoc County
Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 100

Electric Service Payment Assistance	58
Rent Payment Assistance	18
Utility Service Payment Assistance	18
Heating Fuel Payment Assistance	16
Homemaker Assistance	11
Electric Service Payment Assistance * COVID-19	9
Non-Emergency Medical Transportation	8
Aging and Disability Resource Centers	7
Domestic Violence Shelters	5
Legal Counseling	5
State Government Agencies/Departments	5
COVID-19 Control	4
Benefits Screening	4
Area Agencies on Aging	4
Undesignated Temporary Financial Assistance * Veterans	4
Home Delivered Meals	3
Home Rehabilitation Grants	3
Directory Assistance	3
General Minor Home Repair Programs	2
Furnace Maintenance/Repair	2



211 Maine: Top 20 Call Categories
Somerset County
Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 204

Electric Service Payment Assistance	113
Food Pantries	22
Heating Fuel Payment Assistance	20
Electric Service Payment Assistance * COVID-19	16
Community Shelters	12
Emergency Shelter	11
211 Systems	11
At Risk/Homeless Housing Related Assistance Programs	10
Directory Assistance	10
State Government Agencies/Departments	8
Homemaker Assistance	8
Housing Search Assistance	8
Homelessness Prevention Programs	7
Aging and Disability Resource Centers	7
Assistive Technology Equipment	7
Rent Payment Assistance	7
Food Vouchers	7
Personal Care	7
Homeless Shelter	6
Adult Protective Services	6



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : September 2023

Total Number of Calls: 64

Report Date: 10/05/2023

Electric Service Payment Assistance	42
Heating Fuel Payment Assistance	20
Food Pantries	11
Electric Service Payment Assistance * COVID-19	8
Aging and Disability Resource Centers	5
Food Vouchers	4
Prescription Expense Assistance	4
Home Rehabilitation Grants	4
Local Electric Utility Companies	3
Public Charities	3
Rent Payment Assistance	2
General Health Insurance Information/Counseling	2
Food Stamps/SNAP Applications	2
Housing Search Assistance	2
Alcohol Detoxification	2
Benefits Screening	2
State Government Agencies/Departments	2
Undesignated Temporary Financial Assistance	2
General Counseling Services	2
State Government Information Services	2



211 Maine: Top 20 Call Categories
Washington County
Reporting Period : September 2023

Report Date: 10/05/2023

Total Number of Calls: 62

Electric Service Payment Assistance	17
Undesignated Temporary Financial Assistance	8
Heating Fuel Payment Assistance	6
Home Rehabilitation Grants	5
Ramp Construction Services * Older Adults	4
Area Agencies on Aging	4
Aging and Disability Resource Centers	4
Alcohol Detoxification	3
General Dentistry	3
Public Charities	3
Ramp Construction Services	3
Food Pantries	3
Non-Emergency Medical Transportation	3
General Relief	3
State Government Agencies/Departments	3
Drug Detoxification	2
General Minor Home Repair Programs	2
Internet Service Payment Assistance	2
Inpatient Substance Use Disorder Treatment Facilities	2
Inpatient Drug Detoxification	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : September 2023

Total Number of Calls: 490

Report Date: 10/05/2023

Electric Service Payment Assistance	216
Talklines/Warmlines	71
Heating Fuel Payment Assistance	52
At Risk/Homeless Housing Related Assistance Programs	42
Rent Payment Assistance	27
Housing Search Assistance	24
Electric Service Payment Assistance * COVID-19	24
General Medical Care	21
Directory Assistance	21
State Government Agencies/Departments	17
Homeless Shelter * Adults	17
Therapy Referrals	14
Medication Assisted Maintenance Treatment for Substance Use Disorders	13
Area Agencies on Aging	12
Aging and Disability Resource Centers	12
Housing Search and Information	12
Community Shelters	12
Specialized Information and Referral	11
Domestic Violence Hotlines	10
Substance Use Disorder Counseling	10