



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : October 2023

Total Number of Calls: 397

Report Date: 11/02/2023

Electric Service Payment Assistance	219
Food Pantries	64
Heating Fuel Payment Assistance	64
Community Shelters	22
At Risk/Homeless Housing Related Assistance Programs	21
Homeless Shelter	19
Housing Search Assistance	19
Directory Assistance	15
Food Vouchers	15
Rent Payment Assistance	15
Individual Counseling	14
Aging and Disability Resource Centers	13
Talklines/Warmlines	13
Therapy Referrals	11
Undesignated Temporary Financial Assistance	11
COVID-19 Immunization Clinics	10
Electric Service Payment Assistance * COVID-19	10
Home Rehabilitation Grants	10
Prescription Expense Assistance	10
Area Agencies on Aging	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : October 2023

Total Number of Calls: 110

Report Date: 11/02/2023

Electric Service Payment Assistance	57
Heating Fuel Payment Assistance	52
Electric Service Payment Assistance * COVID-19	15
Food Pantries	12
Rent Payment Assistance	10
Residential Substance Use Disorder Treatment Facilities	9
Community Shelters	7
At Risk/Homeless Housing Related Assistance Programs	7
Heating Fuel Payment Assistance * COVID-19	6
Area Agencies on Aging	5
Detoxification	5
Holiday Programs	5
Section 8 Housing Choice Vouchers	5
Specialized Information and Referral	5
Food Vouchers	4
General Counseling Services	4
Home Delivered Meals	4
Inpatient Drug Detoxification	4
Inpatient Substance Use Disorder Treatment Facilities	4
Residential Substance Use Disorder Treatment Facilities * Adults	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : October 2023

Total Number of Calls: 917

Report Date: 11/02/2023

Electric Service Payment Assistance	290
Heating Fuel Payment Assistance	144
At Risk/Homeless Housing Related Assistance Programs	137
Food Pantries	107
Rapid Re-Housing Programs	104
Housing Search Assistance	78
Homeless Shelter * Adults	61
Directory Assistance	52
Rent Payment Assistance	45
Emergency Shelter	36
Aging and Disability Resource Centers	32
Housing Search and Information	29
Electric Service Payment Assistance * COVID-19	28
Food Stamps/SNAP Applications	26
Section 8 Housing Choice Vouchers	24
State Government Agencies/Departments	24
Therapy Referrals	23
Community Shelters	22
Detoxification	22
Area Agencies on Aging	21



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : October 2023

Total Number of Calls: 102

Report Date: 11/02/2023

Electric Service Payment Assistance	60
Heating Fuel Payment Assistance	21
Talklines/Warmlines	15
Electric Service Payment Assistance * COVID-19	12
Aging and Disability Resource Centers	7
Rent Payment Assistance	7
Food Pantries	5
At Risk/Homeless Housing Related Assistance Programs	5
Mental Health Crisis Lines	5
Prescription Expense Assistance	5
Dental Hygiene	4
Home Rehabilitation Grants	4
Housing Search Assistance	4
Non-Emergency Medical Transportation	4
Undesignated Temporary Financial Assistance	4
Case/Care Management * Adults	3
Area Agencies on Aging	3
Heating Fuel Payment Assistance * COVID-19	3
Homemaker Assistance	3
Substance Use Disorder Counseling	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : October 2023

Report Date: 11/02/2023

Total Number of Calls: 80

Electric Service Payment Assistance	42
Heating Fuel Payment Assistance	19
Housing Search Assistance	12
Housing Search and Information	9
Prescription Expense Assistance	7
Electric Service Payment Assistance * COVID-19	6
Rent Payment Assistance	5
Aging and Disability Resource Centers	4
At Risk/Homeless Housing Related Assistance Programs	4
Disability Related Transportation	4
Community Shelters	4
Inpatient Substance Use Disorder Treatment Facilities	4
Transitional Housing/Shelter	4
COVID-19 Control	3
Area Agencies on Aging	3
Child/Adolescent Residential Treatment Facilities	3
Elder Law	3
Legal Counseling	3
Local Bus Transit Services	3
Public Charities	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : October 2023

Report Date: 11/02/2023

Total Number of Calls: 381

Electric Service Payment Assistance	226
Heating Fuel Payment Assistance	82
Rent Payment Assistance	32
Housing Search Assistance	30
Community Shelters	29
At Risk/Homeless Housing Related Assistance Programs	27
Food Pantries	24
Electric Service Payment Assistance * COVID-19	20
Emergency Shelter	20
Homelessness Prevention Programs	17
Directory Assistance	15
Food Vouchers	15
Case/Care Management	13
Comprehensive Outpatient Substance Use Disorder Treatment	13
Talklines/Warmlines	13
State Government Agencies/Departments	12
Alcohol Detoxification	11
Housing Search and Information	11
Aging and Disability Resource Centers	9
General Medical Care	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : October 2023

Total Number of Calls: 84

Report Date: 11/02/2023

Electric Service Payment Assistance	74
Heating Fuel Payment Assistance	31
Food Pantries	13
At Risk/Homeless Housing Related Assistance Programs	8
State Government Agencies/Departments	8
Electric Service Payment Assistance * COVID-19	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
Rent Payment Assistance	7
Aging and Disability Resource Centers	6
Benefits Screening	6
General Clothing Provision	6
Household Goods	5
Talklines/Warmlines	5
Case/Care Management	4
Area Agencies on Aging	4
Food Vouchers	4
General Counseling Services	4
Heating Fuel Payment Assistance * COVID-19	4
Adult Residential Treatment Facilities	3
Adult Psychiatric Inpatient Units	3



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : October 2023

Report Date: 11/02/2023

Total Number of Calls: 53

Electric Service Payment Assistance	42
Heating Fuel Payment Assistance	37
Utility Service Payment Assistance	11
Rent Payment Assistance	9
Detoxification	8
Electric Service Payment Assistance * COVID-19	7
Heating Fuel Payment Assistance * COVID-19	7
Food Pantries	6
General Dentistry	4
Weatherization Programs	4
Emergency Dental Care	3
Home Rehabilitation Grants	3
Legal Counseling	3
Therapy Referrals	3
Undesignated Temporary Financial Assistance * Veterans	3
Benefits Screening	2
Case/Care Management * Adults	2
Conjoint Counseling	2
Drug Detoxification	2
Alcohol Detoxification	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : October 2023

Total Number of Calls: 144

Report Date: 11/02/2023

Electric Service Payment Assistance	97
Heating Fuel Payment Assistance	37
Detoxification	15
Electric Service Payment Assistance * COVID-19	14
Alcohol Detoxification	12
Drug Detoxification	8
Homeless Shelter	8
At Risk/Homeless Housing Related Assistance Programs	7
Aging and Disability Resource Centers	6
Therapy Referrals	6
Community Shelters	5
Dental Hygiene	5
Heating Fuel Payment Assistance * COVID-19	5
Inpatient Substance Use Disorder Treatment Facilities	5
Non-Emergency Medical Transportation	5
Housing Search Assistance	4
State Government Agencies/Departments	4
Undesignated Temporary Financial Assistance	4
Food Pantries	3
Holiday Programs	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : October 2023

Report Date: 11/02/2023

Total Number of Calls: 302

Electric Service Payment Assistance	129
Heating Fuel Payment Assistance	74
Community Shelters	42
Food Pantries	26
At Risk/Homeless Housing Related Assistance Programs	24
Electric Service Payment Assistance * COVID-19	18
Homeless Shelter	18
Home Rehabilitation Grants	17
Transitional Housing/Shelter	17
Aging and Disability Resource Centers	16
Area Agencies on Aging	12
General Dentistry	12
Emergency Shelter	11
Rent Payment Assistance	10
Section 8 Housing Choice Vouchers	10
State Government Agencies/Departments	10
Detoxification	9
Heating Fuel Payment Assistance * COVID-19	9
Housing Search Assistance	9
Inpatient Substance Use Disorder Treatment Facilities	9



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : October 2023

Report Date: 11/02/2023

Total Number of Calls: 38

Electric Service Payment Assistance	20
Housing Search Assistance	8
Food Pantries	7
Heating Fuel Payment Assistance	5
Aging and Disability Resource Centers	4
Neuter/Spay Services	4
Rent Payment Assistance	4
Clothing Vouchers	3
At Risk/Homeless Housing Related Assistance Programs	3
General Dentistry	3
Electric Service Payment Assistance * COVID-19	2
General Relief	2
Community Shelters	2
Housing Search and Information	2
Home Rehabilitation Grants	2
Lawyer Referral Services	2
Personal/Grooming Supplies	2
Holiday Programs	1
General Health Insurance Information/Counseling	1
Food Vouchers	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : October 2023

Total Number of Calls: 89

Report Date: 11/02/2023

Electric Service Payment Assistance	79
Utility Service Payment Assistance	20
Heating Fuel Payment Assistance	16
Rent Payment Assistance	7
Community Shelters	5
General Counseling Services	5
Lawyer Referral Services	5
Aging and Disability Resource Centers	4
Electric Service Payment Assistance * COVID-19	4
Homemaker Assistance	4
State Government Agencies/Departments	4
Undesignated Temporary Financial Assistance * Veterans	4
Conjoint Counseling	3
Errand Running/Shopping Assistance	3
Food Stamps/SNAP Applications	3
General Assessment for Substance Use Disorders	3
General Legal Aid	3
Holiday Programs	3
Housing Search Assistance	3
Personal Care	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : October 2023

Total Number of Calls: 196

Report Date: 11/02/2023

Electric Service Payment Assistance	90
211 Systems	29
Food Pantries	28
Heating Fuel Payment Assistance	26
Electric Service Payment Assistance * COVID-19	14
Housing Search Assistance	11
Assistive Technology Equipment	10
Directory Assistance	9
At Risk/Homeless Housing Related Assistance Programs	8
Aging and Disability Resource Centers	8
State Government Agencies/Departments	8
Therapy Referrals	8
Public Charities	7
Rent Payment Assistance	7
Housing Search and Information	6
Community Shelters	5
Home Health Aide Services	5
Home Rehabilitation Grants	5
Area Agencies on Aging	4
Comprehensive Outpatient Substance Use Disorder Treatment	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : October 2023

Total Number of Calls: 62

Report Date: 11/02/2023

Electric Service Payment Assistance	58
Heating Fuel Payment Assistance	18
Food Pantries	13
Housing Search Assistance	11
Electric Service Payment Assistance * COVID-19	10
At Risk/Homeless Housing Related Assistance Programs	7
Community Shelters	7
Inpatient Substance Use Disorder Treatment Facilities	6
Housing Search and Information	4
Computer Literacy Training Programs	3
Detoxification	3
Home Rehabilitation Grants	3
Home Rehabilitation Loans	3
Inpatient Substance Use Disorder Treatment Facilities * Adults	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Physician Referral Services	3
Telephone Service Payment Assistance	3
Weatherization Programs	3
Community Action Agencies	2
Dental Hygiene	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : October 2023

Total Number of Calls: 48

Report Date: 11/02/2023

Heating Fuel Payment Assistance	36
Electric Service Payment Assistance	16
Undesignated Temporary Financial Assistance	7
At Risk/Homeless Housing Related Assistance Programs	5
Disability Related Transportation	4
Comprehensive Outpatient Substance Use Disorder Treatment	3
Electric Service Payment Assistance * COVID-19	3
Heating Fuel Payment Assistance * COVID-19	3
Specialized Information and Referral	3
State Government Agencies/Departments	3
Community Shelters	2
COVID-19 Control	2
Directory Assistance	2
Domestic Violence Hotlines	2
211 Systems	2
Food Pantries	2
Housing Search Assistance	2
Rent Payment Assistance	2
Section 8 Housing Choice Vouchers	2
Transportation Expense Assistance	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : October 2023

Total Number of Calls: 448

Report Date: 11/02/2023

Electric Service Payment Assistance	171
Heating Fuel Payment Assistance	73
At Risk/Homeless Housing Related Assistance Programs	67
Talklines/Warmlines	42
Housing Search Assistance	33
Rent Payment Assistance	32
Directory Assistance	24
Homeless Shelter * Adults	22
Electric Service Payment Assistance * COVID-19	19
Aging and Disability Resource Centers	15
Therapy Referrals	15
General Medical Care	14
Area Agencies on Aging	13
Mental Health Crisis Lines	13
Substance Use Disorder Counseling	13
Undesignated Temporary Financial Assistance	13
Food Pantries	12
Specialized Information and Referral	12
Home Rehabilitation Grants	11
Housing Authorities	11