



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : January 2024**

**Total Number of Calls: 429**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>175</b>
<b>Electric Service Payment Assistance</b>	<b>117</b>
<b>Food Pantries</b>	<b>39</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>30</b>
<b>AARP Tax Aide Programs</b>	<b>26</b>
<b>VITA Programs</b>	<b>25</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>17</b>
<b>Housing Search Assistance</b>	<b>16</b>
<b>Post Disaster Cleanup</b>	<b>15</b>
<b>Rent Payment Assistance</b>	<b>15</b>
<b>Directory Assistance</b>	<b>14</b>
<b>Aging and Disability Resource Centers</b>	<b>13</b>
<b>Prescription Expense Assistance</b>	<b>12</b>
<b>State Government Agencies/Departments</b>	<b>11</b>
<b>General Legal Aid</b>	<b>10</b>
<b>Property Tax Rebate Information</b>	<b>10</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>9</b>
<b>Community Shelters * Homeless Women</b>	<b>8</b>
<b>Domestic Violence Hotlines</b>	<b>8</b>
<b>Food Vouchers</b>	<b>8</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : January 2024**

**Total Number of Calls: 180**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>137</b>
<b>Electric Service Payment Assistance</b>	<b>36</b>
<b>VITA Programs</b>	<b>28</b>
<b>AARP Tax Aide Programs</b>	<b>27</b>
<b>Property Tax Rebate Information</b>	<b>11</b>
<b>Furnace Maintenance/Repair</b>	<b>10</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>7</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Domestic Violence Hotlines</b>	<b>6</b>
<b>Food Pantries</b>	<b>6</b>
<b>General Legal Aid</b>	<b>6</b>
<b>Community Shelters</b>	<b>5</b>
<b>Area Agencies on Aging</b>	<b>5</b>
<b>LITC Programs</b>	<b>5</b>
<b>Prescription Expense Assistance</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Tenant Rights Information/Counseling</b>	<b>5</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>5</b>
<b>Homemaker Assistance</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : January 2024**

**Total Number of Calls: 1,154**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>427</b>
<b>Electric Service Payment Assistance</b>	<b>181</b>
<b>Food Pantries</b>	<b>113</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>111</b>
<b>Housing Search Assistance</b>	<b>68</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>66</b>
<b>Directory Assistance</b>	<b>59</b>
<b>Rapid Re-Housing Programs</b>	<b>53</b>
<b>Rent Payment Assistance</b>	<b>41</b>
<b>Aging and Disability Resource Centers</b>	<b>40</b>
<b>VITA Programs</b>	<b>39</b>
<b>State Government Agencies/Departments</b>	<b>36</b>
<b>AARP Tax Aide Programs</b>	<b>33</b>
<b>Homeless Shelter * Adults</b>	<b>32</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>28</b>
<b>Case/Care Management</b>	<b>27</b>
<b>Furnace Maintenance/Repair</b>	<b>27</b>
<b>Talklines/Warmlines</b>	<b>26</b>
<b>Therapy Referrals</b>	<b>26</b>
<b>Emergency Shelter</b>	<b>22</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : January 2024**

**Total Number of Calls: 127**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>47</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>23</b>
<b>Electric Service Payment Assistance</b>	<b>20</b>
<b>Rent Payment Assistance</b>	<b>12</b>
<b>Talklines/Warmlines</b>	<b>12</b>
<b>Post Disaster Cleanup</b>	<b>9</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>Mental Health Crisis Lines</b>	<b>8</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>7</b>
<b>VITA Programs</b>	<b>7</b>
<b>AARP Tax Aide Programs</b>	<b>5</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Rural Housing Development</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>3</b>
<b>Residential Energy/Water Conservation Rebates</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance * Veterans</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>COVID-19 Control</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**  
**Hancock County**  
**Reporting Period : January 2024**

**Report Date: 02/07/2024**

**Total Number of Calls: 167**

<b>Heating Fuel Payment Assistance</b>	<b>114</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>55</b>
<b>Electric Service Payment Assistance</b>	<b>19</b>
<b>Housing Search Assistance</b>	<b>12</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>8</b>
<b>Aging and Disability Resource Centers</b>	<b>7</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>AARP Tax Aide Programs</b>	<b>5</b>
<b>Community Shelters</b>	<b>5</b>
<b>Post Disaster Cleanup</b>	<b>5</b>
<b>State Government Agencies/Departments</b>	<b>5</b>
<b>VITA Programs</b>	<b>5</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>4</b>
<b>Homeless Shelter</b>	<b>4</b>
<b>Legal Counseling</b>	<b>4</b>
<b>LITC Programs</b>	<b>4</b>
<b>Talklines/Warmlines</b>	<b>4</b>
<b>Furnace Maintenance/Repair</b>	<b>3</b>
<b>Gambling Addiction Counseling</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period : January 2024**

**Total Number of Calls: 510**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>185</b>
<b>Electric Service Payment Assistance</b>	<b>83</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>55</b>
<b>Food Pantries</b>	<b>44</b>
<b>Rent Payment Assistance</b>	<b>40</b>
<b>VITA Programs</b>	<b>31</b>
<b>Housing Search Assistance</b>	<b>26</b>
<b>Post Disaster Cleanup</b>	<b>24</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>22</b>
<b>AARP Tax Aide Programs</b>	<b>22</b>
<b>Aging and Disability Resource Centers</b>	<b>18</b>
<b>Food Vouchers</b>	<b>18</b>
<b>Alcohol Detoxification</b>	<b>17</b>
<b>Directory Assistance</b>	<b>15</b>
<b>Homelessness Prevention Programs</b>	<b>15</b>
<b>Community Shelters</b>	<b>12</b>
<b>Home Rehabilitation Grants</b>	<b>12</b>
<b>Prescription Expense Assistance</b>	<b>12</b>
<b>State Government Agencies/Departments</b>	<b>12</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>12</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : January 2024**

**Total Number of Calls: 126**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>108</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>32</b>
<b>Electric Service Payment Assistance</b>	<b>31</b>
<b>General Counseling Services</b>	<b>11</b>
<b>Rent Payment Assistance</b>	<b>9</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>7</b>
<b>Prescription Expense Assistance</b>	<b>6</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>6</b>
<b>Therapy Referrals</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Community Shelters</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>Telemental Health</b>	<b>4</b>
<b>VITA Programs</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Language Interpretation</b>	<b>3</b>
<b>Mental Health Crisis Lines</b>	<b>3</b>
<b>Personal Alarm Systems</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : January 2024**

**Total Number of Calls: 120**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>115</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>33</b>
<b>Electric Service Payment Assistance</b>	<b>23</b>
<b>Prescription Expense Assistance</b>	<b>7</b>
<b>Detoxification</b>	<b>6</b>
<b>Alcohol Detoxification</b>	<b>5</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>5</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>DUI Offender Programs</b>	<b>4</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>Adult Psychiatric Inpatient Units</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Housing Search and Information</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Neuter/Spay Services</b>	<b>3</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>3</b>
<b>VITA Programs</b>	<b>3</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : January 2024**

**Total Number of Calls: 250**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>87</b>
<b>Electric Service Payment Assistance</b>	<b>53</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>32</b>
<b>Aging and Disability Resource Centers</b>	<b>20</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>18</b>
<b>Homeless Shelter</b>	<b>14</b>
<b>AARP Tax Aide Programs</b>	<b>13</b>
<b>Housing Search Assistance</b>	<b>12</b>
<b>Post Disaster Cleanup</b>	<b>12</b>
<b>Food Pantries</b>	<b>11</b>
<b>Homemaker Assistance</b>	<b>10</b>
<b>Tax Preparation Assistance</b>	<b>10</b>
<b>Home Rehabilitation Grants</b>	<b>8</b>
<b>Non-Emergency Medical Transportation</b>	<b>8</b>
<b>Emergency Dental Care</b>	<b>7</b>
<b>Furnace Maintenance/Repair</b>	<b>7</b>
<b>Homeless Shelter * Women</b>	<b>7</b>
<b>State Government Agencies/Departments</b>	<b>7</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>6</b>
<b>Food Vouchers</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : January 2024**

**Total Number of Calls: 406**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>231</b>
<b>Food Pantries</b>	<b>70</b>
<b>Electric Service Payment Assistance</b>	<b>63</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>44</b>
<b>Housing Search Assistance</b>	<b>37</b>
<b>VITA Programs</b>	<b>26</b>
<b>Rent Payment Assistance</b>	<b>21</b>
<b>Community Shelters</b>	<b>19</b>
<b>State Government Agencies/Departments</b>	<b>19</b>
<b>Aging and Disability Resource Centers</b>	<b>18</b>
<b>AARP Tax Aide Programs</b>	<b>18</b>
<b>Housing Search and Information</b>	<b>17</b>
<b>Property Tax Rebate Information</b>	<b>15</b>
<b>Furnace Maintenance/Repair</b>	<b>13</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>12</b>
<b>Post Disaster Cleanup</b>	<b>12</b>
<b>General Counseling Services</b>	<b>10</b>
<b>Therapy Referrals</b>	<b>10</b>
<b>Transitional Housing/Shelter</b>	<b>10</b>
<b>General Legal Aid</b>	<b>9</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period : January 2024**

**Report Date: 02/07/2024**

**Total Number of Calls: 42**

<b>Heating Fuel Payment Assistance</b>	<b>45</b>
<b>Electric Service Payment Assistance</b>	<b>18</b>
<b>Food Pantries</b>	<b>5</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>5</b>
<b>AARP Tax Aide Programs</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Food Vouchers</b>	<b>2</b>
<b>Adult Protective Services</b>	<b>2</b>
<b>Mental Health Crisis Lines</b>	<b>2</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>2</b>
<b>Property Tax Rebate Information</b>	<b>2</b>
<b>State Government Agencies/Departments</b>	<b>2</b>
<b>VITA Programs</b>	<b>2</b>
<b>Health Insurance Information/Counseling</b>	<b>1</b>
<b>Guardianship Assistance</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>General Internist Services * Adults * Adolescents</b>	<b>1</b>
<b>Extreme Weather Shelters</b>	<b>1</b>
<b>Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency</b>	<b>1</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period : January 2024**

**Total Number of Calls: 143**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>76</b>
<b>Electric Service Payment Assistance</b>	<b>40</b>
<b>Utility Service Payment Assistance</b>	<b>18</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>14</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>12</b>
<b>VITA Programs</b>	<b>10</b>
<b>Specialized Information and Referral</b>	<b>9</b>
<b>General Dentistry</b>	<b>8</b>
<b>Area Agencies on Aging</b>	<b>6</b>
<b>General Counseling Services</b>	<b>6</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Case/Care Management * Adults</b>	<b>5</b>
<b>Directory Assistance</b>	<b>5</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>AARP Tax Aide Programs</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Domestic Violence Hotlines</b>	<b>4</b>
<b>Rental Deposit Assistance</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period : January 2024**

**Total Number of Calls: 749**

**Report Date: 02/07/2024**

<b>211 Systems</b>	<b>229</b>
<b>Heating Fuel Payment Assistance</b>	<b>121</b>
<b>Directory Assistance</b>	<b>59</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>58</b>
<b>Talklines/Warmlines</b>	<b>51</b>
<b>Electric Service Payment Assistance</b>	<b>42</b>
<b>AARP Tax Aide Programs</b>	<b>31</b>
<b>Post Disaster Cleanup</b>	<b>22</b>
<b>Food Pantries</b>	<b>20</b>
<b>VITA Programs</b>	<b>20</b>
<b>Senior Companion Program</b>	<b>19</b>
<b>Assistive Technology Equipment</b>	<b>15</b>
<b>Aging and Disability Resource Centers</b>	<b>13</b>
<b>Personal Care</b>	<b>13</b>
<b>General Dentistry</b>	<b>11</b>
<b>Housing Search Assistance</b>	<b>11</b>
<b>Furnace Maintenance/Repair</b>	<b>10</b>
<b>State Government Agencies/Departments</b>	<b>9</b>
<b>Property Tax Rebate Information</b>	<b>8</b>
<b>Lawyer Referral Services</b>	<b>7</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : January 2024**

**Total Number of Calls: 92**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>80</b>
<b>Electric Service Payment Assistance</b>	<b>28</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>20</b>
<b>Food Pantries</b>	<b>14</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>9</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>Post Disaster Cleanup</b>	<b>6</b>
<b>Community Shelters</b>	<b>5</b>
<b>Food Vouchers</b>	<b>4</b>
<b>Housing Search and Information</b>	<b>4</b>
<b>Personal/Grooming Supplies</b>	<b>4</b>
<b>Transportation Expense Assistance</b>	<b>4</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities * Adults</b>	<b>3</b>
<b>Transitional Housing/Shelter</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>AARP Tax Aide Programs</b>	<b>2</b>
<b>Case/Care Management</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period : January 2024**

**Total Number of Calls: 125**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>112</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>24</b>
<b>Electric Service Payment Assistance</b>	<b>8</b>
<b>AARP Tax Aide Programs</b>	<b>8</b>
<b>VITA Programs</b>	<b>8</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Emergency Dental Care</b>	<b>5</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>5</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Food Pantries</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>4</b>
<b>LITC Programs</b>	<b>4</b>
<b>Non-Emergency Medical Transportation</b>	<b>4</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>4</b>
<b>General Counseling Services</b>	<b>3</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>3</b>
<b>Assistive Technology Equipment Loan</b>	<b>2</b>
<b>Adult Protective Services</b>	<b>2</b>
<b>Disaster Food Stamps</b>	<b>2</b>
<b>Certificates/Forms Assistance</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : January 2024**

**Total Number of Calls: 618**

**Report Date: 02/07/2024**

<b>Heating Fuel Payment Assistance</b>	<b>302</b>
<b>Electric Service Payment Assistance</b>	<b>123</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>72</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>54</b>
<b>Food Pantries</b>	<b>52</b>
<b>Talklines/Warmlines</b>	<b>45</b>
<b>Housing Search Assistance</b>	<b>38</b>
<b>Rent Payment Assistance</b>	<b>27</b>
<b>Aging and Disability Resource Centers</b>	<b>24</b>
<b>Directory Assistance</b>	<b>21</b>
<b>State Government Agencies/Departments</b>	<b>20</b>
<b>Home Rehabilitation Grants</b>	<b>17</b>
<b>AARP Tax Aide Programs</b>	<b>16</b>
<b>Domestic Violence Hotlines</b>	<b>16</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>14</b>
<b>General Medical Care</b>	<b>14</b>
<b>Homeless Shelter * Adults</b>	<b>14</b>
<b>VITA Programs</b>	<b>14</b>
<b>Area Agencies on Aging</b>	<b>12</b>
<b>Therapy Referrals</b>	<b>12</b>