



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : March 2024**

**Total Number of Calls: 370**

**Report Date: 04/02/2024**

<b>Heating Fuel Payment Assistance</b>	<b>121</b>
<b>Electric Service Payment Assistance</b>	<b>116</b>
<b>VITA Programs</b>	<b>42</b>
<b>Food Pantries</b>	<b>26</b>
<b>Housing Search Assistance</b>	<b>26</b>
<b>Aging and Disability Resource Centers</b>	<b>21</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>17</b>
<b>AARP Tax Aide Programs</b>	<b>15</b>
<b>Rent Payment Assistance</b>	<b>15</b>
<b>Directory Assistance</b>	<b>13</b>
<b>Domestic Violence Shelters</b>	<b>10</b>
<b>General Dentistry</b>	<b>10</b>
<b>Housing Search and Information</b>	<b>10</b>
<b>General Acute Care Hospitals</b>	<b>9</b>
<b>Senior Housing Information and Referral</b>	<b>9</b>
<b>Food Stamps/SNAP Applications</b>	<b>8</b>
<b>General Counseling Services</b>	<b>8</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>8</b>
<b>Water Service Payment Assistance</b>	<b>8</b>
<b>Community Shelters * Homeless Women</b>	<b>7</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : March 2024**

**Total Number of Calls: 123**

**Report Date: 04/02/2024**

<b>Heating Fuel Payment Assistance</b>	<b>118</b>
<b>Electric Service Payment Assistance</b>	<b>68</b>
<b>Food Pantries</b>	<b>17</b>
<b>Community Shelters</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Food Vouchers</b>	<b>6</b>
<b>Transportation Expense Assistance</b>	<b>6</b>
<b>Case/Care Management</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>State Government Agencies/Departments</b>	<b>5</b>
<b>Alcohol Detoxification</b>	<b>4</b>
<b>Food Stamps/SNAP Applications</b>	<b>4</b>
<b>Prescription Expense Assistance</b>	<b>4</b>
<b>AARP Tax Aide Programs</b>	<b>3</b>
<b>Errand Running/Shopping Assistance</b>	<b>3</b>
<b>Extreme Weather Shelters</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Housing Authorities</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : March 2024**

**Total Number of Calls: 988**

**Report Date: 04/02/2024**

<b>Electric Service Payment Assistance</b>	<b>275</b>
<b>Heating Fuel Payment Assistance</b>	<b>223</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>112</b>
<b>Food Pantries</b>	<b>101</b>
<b>Directory Assistance</b>	<b>68</b>
<b>Housing Search Assistance</b>	<b>55</b>
<b>Aging and Disability Resource Centers</b>	<b>50</b>
<b>Rapid Re-Housing Programs</b>	<b>46</b>
<b>Rent Payment Assistance</b>	<b>38</b>
<b>Detoxification</b>	<b>37</b>
<b>Therapy Referrals</b>	<b>33</b>
<b>General Counseling Services</b>	<b>31</b>
<b>Alcohol Detoxification</b>	<b>29</b>
<b>Talklines/Warmlines</b>	<b>29</b>
<b>State Government Agencies/Departments</b>	<b>28</b>
<b>VITA Programs</b>	<b>26</b>
<b>Extreme Cold Warming Centers</b>	<b>20</b>
<b>Housing Search and Information</b>	<b>20</b>
<b>Transportation Expense Assistance</b>	<b>20</b>
<b>Local Electric Utility Companies</b>	<b>19</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : March 2024**

**Report Date: 04/02/2024**

**Total Number of Calls: 74**

<b>Heating Fuel Payment Assistance</b>	<b>22</b>
<b>Homeless Shelter</b>	<b>14</b>
<b>Electric Service Payment Assistance</b>	<b>11</b>
<b>Emergency Shelter</b>	<b>7</b>
<b>Mental Health Crisis Lines</b>	<b>7</b>
<b>Community Shelters</b>	<b>6</b>
<b>Therapy Referrals</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Food Pantries</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>4</b>
<b>Rent Payment Assistance</b>	<b>4</b>
<b>Talklines/Warmlines</b>	<b>4</b>
<b>Telemental Health</b>	<b>4</b>
<b>Water Service Payment Assistance</b>	<b>4</b>
<b>Area Agencies on Aging</b>	<b>3</b>
<b>Domestic Violence Shelters</b>	<b>3</b>
<b>Family Law</b>	<b>3</b>
<b>Human Trafficking Shelters</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Substance Use Disorder Counseling</b>	<b>3</b>



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

**Report Date: 04/02/2024**

**Total Number of Calls: 80**

<b>Heating Fuel Payment Assistance</b>	<b>53</b>
<b>Electric Service Payment Assistance</b>	<b>39</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>5</b>
<b>Psychiatric Inpatient Units</b>	<b>4</b>
<b>Psychological Assessment</b>	<b>4</b>
<b>Transportation Expense Assistance</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>Adult Psychiatric Hospitals</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>3</b>
<b>211 Systems</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>General Counseling Services</b>	<b>3</b>
<b>General Dentistry</b>	<b>3</b>
<b>Health Insurance Information/Counseling</b>	<b>3</b>
<b>Personal Financial Counseling</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>Extreme Weather Shelters</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Bereavement and Grief Counseling</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period : March 2024**

**Report Date: 04/02/2024**

**Total Number of Calls: 356**

<b>Electric Service Payment Assistance</b>	<b>152</b>
<b>Heating Fuel Payment Assistance</b>	<b>140</b>
<b>Rent Payment Assistance</b>	<b>50</b>
<b>Food Pantries</b>	<b>35</b>
<b>General Dentistry</b>	<b>24</b>
<b>Housing Search Assistance</b>	<b>23</b>
<b>Aging and Disability Resource Centers</b>	<b>22</b>
<b>State Government Agencies/Departments</b>	<b>20</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>17</b>
<b>Directory Assistance</b>	<b>16</b>
<b>Housing Search and Information</b>	<b>13</b>
<b>Substance Use Disorder Counseling</b>	<b>13</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>12</b>
<b>VITA Programs</b>	<b>11</b>
<b>Homelessness Prevention Programs</b>	<b>9</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>9</b>
<b>Alcohol Detoxification</b>	<b>8</b>
<b>Case/Care Management * Adolescents * Children</b>	<b>8</b>
<b>Community Shelters</b>	<b>8</b>
<b>Personal/Grooming Supplies</b>	<b>7</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : March 2024**

**Total Number of Calls: 91**

**Report Date: 04/02/2024**

<b>Heating Fuel Payment Assistance</b>	<b>61</b>
<b>Electric Service Payment Assistance</b>	<b>55</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>State Government Agencies/Departments</b>	<b>6</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Furnace Maintenance/Repair</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>4</b>
<b>Rent Payment Assistance</b>	<b>4</b>
<b>Domestic Violence Hotlines</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Emergency Shelter</b>	<b>3</b>
<b>Errand Running/Shopping Assistance</b>	<b>3</b>
<b>General Assessment for Substance Use Disorders</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Public Charities</b>	<b>3</b>
<b>Senior Housing Information and Referral</b>	<b>3</b>
<b>Supportive Substance Use Disorder Services</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Veterinary Care Expense Assistance</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : March 2024**

**Total Number of Calls: 65**

**Report Date: 04/02/2024**

<b>Heating Fuel Payment Assistance</b>	<b>39</b>
<b>Electric Service Payment Assistance</b>	<b>24</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>Transportation Expense Assistance</b>	<b>6</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>6</b>
<b>Food Pantries</b>	<b>5</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>5</b>
<b>Legal Counseling</b>	<b>4</b>
<b>Rent Payment Assistance</b>	<b>4</b>
<b>VITA Programs</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>General Dentistry</b>	<b>3</b>
<b>General Paratransit/Community Ride Programs</b>	<b>3</b>
<b>Housing Search and Information</b>	<b>3</b>
<b>Low Income/Subsidized Private Rental Housing</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Dentures</b>	<b>2</b>
<b>Emergency Shelter * Homeless Families</b>	<b>2</b>
<b>Emergency Shelter</b>	<b>2</b>
<b>Legal Associations</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : March 2024**

**Total Number of Calls: 180**

**Report Date: 04/02/2024**

<b>Electric Service Payment Assistance</b>	<b>143</b>
<b>Heating Fuel Payment Assistance</b>	<b>96</b>
<b>Housing Search Assistance</b>	<b>11</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>10</b>
<b>Food Pantries</b>	<b>10</b>
<b>Aging and Disability Resource Centers</b>	<b>7</b>
<b>Housing Search and Information</b>	<b>7</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>6</b>
<b>VITA Programs</b>	<b>6</b>
<b>Child/Adolescent Residential Treatment Facilities</b>	<b>5</b>
<b>Case/Care Management</b>	<b>5</b>
<b>Domestic Violence Hotlines</b>	<b>5</b>
<b>Domestic Violence Shelters</b>	<b>5</b>
<b>General Dentistry</b>	<b>5</b>
<b>Smoking/Vaping Cessation</b>	<b>5</b>
<b>State Government Agencies/Departments</b>	<b>5</b>
<b>Alcohol Detoxification</b>	<b>4</b>
<b>Food Stamps/SNAP Applications</b>	<b>4</b>
<b>Medical Equipment/Supplies</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : March 2024**

**Total Number of Calls: 269**

**Report Date: 04/02/2024**

<b>Heating Fuel Payment Assistance</b>	<b>140</b>
<b>Electric Service Payment Assistance</b>	<b>85</b>
<b>Food Pantries</b>	<b>23</b>
<b>General Dentistry</b>	<b>17</b>
<b>Rent Payment Assistance</b>	<b>15</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>12</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>11</b>
<b>Housing Search Assistance</b>	<b>11</b>
<b>Community Shelters</b>	<b>10</b>
<b>Dental Hygiene</b>	<b>10</b>
<b>Telemental Health</b>	<b>10</b>
<b>Aging and Disability Resource Centers</b>	<b>9</b>
<b>Home Rehabilitation Grants</b>	<b>9</b>
<b>AARP Tax Aide Programs</b>	<b>8</b>
<b>General Counseling Services</b>	<b>8</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>8</b>
<b>VITA Programs</b>	<b>8</b>
<b>Alcohol Detoxification</b>	<b>7</b>
<b>Inpatient Substance Use Disorder Treatment Facilities * Adults</b>	<b>7</b>
<b>Public Charities</b>	<b>7</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period : March 2024**

**Total Number of Calls: 38**

**Report Date: 04/02/2024**

<b>Heating Fuel Payment Assistance</b>	<b>35</b>
<b>Electric Service Payment Assistance</b>	<b>25</b>
<b>Home Health Aide Services</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Mortgage Delinquency and Default Counseling</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Disability Related Transportation</b>	<b>2</b>
<b>Directory Assistance</b>	<b>2</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>Case/Care Management</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>FEMA Disaster Assistance Online/Tele-Registration</b>	<b>2</b>
<b>Therapy Referrals</b>	<b>2</b>
<b>Transportation Expense Assistance</b>	<b>2</b>
<b>VITA Programs</b>	<b>2</b>
<b>Local Transit Passes * Adults With Disabilities/Health Conditions</b>	<b>1</b>
<b>Legal Counseling * Older Adults</b>	<b>1</b>
<b>Housing Complaints</b>	<b>1</b>
<b>Homebuyer/Home Purchase Counseling</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period : March 2024**

**Total Number of Calls: 92**

**Report Date: 04/02/2024**

<b>Electric Service Payment Assistance</b>	<b>38</b>
<b>Heating Fuel Payment Assistance</b>	<b>35</b>
<b>Rent Payment Assistance</b>	<b>14</b>
<b>General Counseling Services</b>	<b>8</b>
<b>Furnace Maintenance/Repair</b>	<b>6</b>
<b>Homemaker Assistance</b>	<b>6</b>
<b>Case/Care Management * Adults</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>Municipal Police</b>	<b>5</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Alcohol Detoxification</b>	<b>4</b>
<b>Food Pantries</b>	<b>4</b>
<b>Housing Search and Information</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>VITA Programs</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Post Offices</b>	<b>3</b>
<b>Therapy Referrals</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period : March 2024**

**Total Number of Calls: 124**

**Report Date: 04/02/2024**

<b>Heating Fuel Payment Assistance</b>	<b>70</b>
<b>Electric Service Payment Assistance</b>	<b>54</b>
<b>Rent Payment Assistance</b>	<b>11</b>
<b>Housing Search Assistance</b>	<b>10</b>
<b>Food Pantries</b>	<b>9</b>
<b>Homemaker Assistance</b>	<b>9</b>
<b>Housing Search and Information</b>	<b>9</b>
<b>Aging and Disability Resource Centers</b>	<b>8</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>7</b>
<b>Homelessness Prevention Programs</b>	<b>7</b>
<b>Errand Running/Shopping Assistance</b>	<b>6</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>6</b>
<b>VITA Programs</b>	<b>6</b>
<b>Directory Assistance</b>	<b>4</b>
<b>AARP Tax Aide Programs</b>	<b>4</b>
<b>Domestic Violence Shelters</b>	<b>4</b>
<b>Substance Use Disorder Counseling</b>	<b>4</b>
<b>Water Service Payment Assistance</b>	<b>4</b>
<b>Food Vouchers</b>	<b>3</b>
<b>Integrated Care for Opioid Use Disorders</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : March 2024**

**Total Number of Calls: 67**

**Report Date: 04/02/2024**

<b>Heating Fuel Payment Assistance</b>	<b>49</b>
<b>Electric Service Payment Assistance</b>	<b>36</b>
<b>Mortgage Delinquency and Default Counseling</b>	<b>10</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>9</b>
<b>Case/Care Management</b>	<b>7</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Domestic Violence Shelters</b>	<b>4</b>
<b>Emergency Dental Care</b>	<b>4</b>
<b>Domestic Violence Hotlines</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Fire Stations</b>	<b>3</b>
<b>Outpatient Mental Health Facilities</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>Therapy Referrals</b>	<b>3</b>
<b>VITA Programs</b>	<b>3</b>
<b>Case/Care Management * Autism Spectrum Disorder</b>	<b>2</b>
<b>Extreme Cold Warming Centers</b>	<b>2</b>
<b>Housing Search and Information</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period : March 2024**

**Total Number of Calls: 70**

**Report Date: 04/02/2024**

<b>Heating Fuel Payment Assistance</b>	<b>60</b>
<b>Electric Service Payment Assistance</b>	<b>25</b>
<b>Home Rehabilitation Grants</b>	<b>7</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>6</b>
<b>General Minor Home Repair Programs</b>	<b>4</b>
<b>Furnace Maintenance/Repair</b>	<b>4</b>
<b>Alcohol Detoxification</b>	<b>4</b>
<b>Housing Search and Information</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Disability Related Transportation</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Transportation Expense Assistance</b>	<b>3</b>
<b>Drug Detoxification</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Detoxification</b>	<b>2</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>Benefits Screening</b>	<b>2</b>
<b>FEMA Disaster Assistance Online/Tele-Registration</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : March 2024**

**Total Number of Calls: 416**

**Report Date: 04/02/2024**

<b>Electric Service Payment Assistance</b>	<b>189</b>
<b>Heating Fuel Payment Assistance</b>	<b>111</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>85</b>
<b>Food Pantries</b>	<b>43</b>
<b>Housing Search Assistance</b>	<b>33</b>
<b>Rent Payment Assistance</b>	<b>24</b>
<b>Talklines/Warmlines</b>	<b>19</b>
<b>Aging and Disability Resource Centers</b>	<b>17</b>
<b>Non-Emergency Medical Transportation</b>	<b>17</b>
<b>Home Rehabilitation Grants</b>	<b>15</b>
<b>Therapy Referrals</b>	<b>15</b>
<b>Domestic Violence Hotlines</b>	<b>14</b>
<b>VITA Programs</b>	<b>14</b>
<b>Homeless Shelter * Adults</b>	<b>12</b>
<b>Outreach Programs</b>	<b>12</b>
<b>AARP Tax Aide Programs</b>	<b>11</b>
<b>Directory Assistance</b>	<b>11</b>
<b>Transitional Housing/Shelter</b>	<b>11</b>
<b>Gambling Addiction Counseling</b>	<b>10</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>10</b>