



# 211 Maine: Top 20 Call Categories based on Taxonomy

July 1, 2023 - March 31, 2024

| County Name  | Number Of Requests |  |
|--|--------------------|--|
| Electric Service Payment Assistance                  | 11,799             |  |
| Heating Fuel Payment Assistance                      | 10,208             |  |
| Food Pantries  | 3,249              |  |
| At Risk/Homeless Housing Related Assistance Programs | 2,557              |  |
| Housing Search Assistance                            | 2,187              |  |
| Rent Payment Assistance                              | 1,915              |  |
| Talklines/Warmlines                                  | 1,470              |  |
| 211 Systems  | 1,389              |  |
| Directory Assistance                                 | 1,330              |  |
| Aging and Disability Resource Centers                | 1,300              |  |
| State Government Agencies/Departments                | 1,188              |  |
| Post Disaster Damage Reporting * Flood Victims       | 1,176              |  |
| Electric Service Payment Assistance * COVID-19       | 1,005              |  |
| Housing Search and Information                       | 922                |  |
| Community Shelters                                   | 902                |  |
| Home Rehabilitation Grants                           | 787                |  |
| Therapy Referrals                                    | 773                |  |
| Undesignated Temporary Financial Assistance          | 751                |  |
| Food Vouchers  | 732                |  |
| Area Agencies on Aging                               | 651                |  |