



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 433

Electric Service Payment Assistance	169
Heating Fuel Payment Assistance	59
Rent Payment Assistance	42
Housing Search Assistance	37
Disaster Relief Services * COVID-19	36
Electric Service Payment Assistance * COVID-19	35
Food Pantries	29
COVID-19 Control	27
Community Shelters	26
Directory Assistance	20
At Risk/Homeless Housing Related Assistance Programs	19
General Dentistry	19
Housing Search and Information	17
Emergency Rental Assistance Program (ERAP)	15
Comprehensive Outpatient Substance Use Disorder Treatment	14
Emergency Shelter	14
Aging and Disability Resource Centers	13
General Relief	13
Outpatient Mental Health Facilities	13
Rent Payment Assistance * COVID-19	12



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : September 2022

Total Number of Calls: 113

Report Date: 10/04/2022

Heating Fuel Payment Assistance	77
Disaster Relief Services * COVID-19	7
Rent Payment Assistance	7
Substance Use Disorder Counseling	7
Supportive Substance Use Disorder Services	7
Electric Service Payment Assistance	6
At Risk/Homeless Housing Related Assistance Programs	5
Home Rehabilitation Grants	5
Housing Search Assistance	5
Electric Service Payment Assistance * COVID-19	4
Food Pantries	4
General Legal Aid	4
Mental Health Crisis Lines	4
Psychiatric Case Management	4
Substance Use Disorder Services	4
Aging and Disability Resource Centers	3
Drug Detoxification	3
Emergency Rental Assistance Program (ERAP)	3
Homeless Motel Vouchers	3
Homeless Shelter	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : September 2022

Total Number of Calls: 1,042

Report Date: 10/04/2022

Heating Fuel Payment Assistance	274
Electric Service Payment Assistance	245
Housing Search Assistance	77
Rent Payment Assistance	73
COVID-19 Control	63
Directory Assistance	61
Disaster Relief Services * COVID-19	56
Mental Health Crisis Lines	51
At Risk/Homeless Housing Related Assistance Programs	40
Electric Service Payment Assistance * COVID-19	39
Emergency Rental Assistance Program (ERAP)	34
Legal Counseling	34
General Relief	33
Food Pantries	32
Talklines/Warmlines	30
COVID-19 Immunization Clinics	28
Detoxification	26
Psychiatric Case Management	26
Housing/Shelter	25
Aging and Disability Resource Centers	24



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 102

Electric Service Payment Assistance	50
Heating Fuel Payment Assistance	45
Electric Service Payment Assistance * COVID-19	12
Rent Payment Assistance	11
Aging and Disability Resource Centers	6
Legal Counseling	6
Case/Care Management	5
COVID-19 Control	5
Disaster Relief Services * COVID-19	5
Food Pantries	5
General Counseling Services	5
Undesignated Temporary Financial Assistance	5
Community Shelters	4
Emergency Rental Assistance Program (ERAP)	4
Food Vouchers	4
Homeless Shelter	4
Housing Search and Information	4
Housing Search Assistance	4
Automotive Repair and Maintenance	3
At Risk/Homeless Housing Related Assistance Programs	3



211 Maine: Top 20 Call Categories
Hancock County
Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 108

Heating Fuel Payment Assistance	51
Electric Service Payment Assistance	36
Medication Assisted Maintenance Treatment for Substance Use Disorders	18
Electric Service Payment Assistance * COVID-19	8
Disaster Relief Services * COVID-19	7
COVID-19 Control	6
Rent Payment Assistance	6
COVID-19 Immunization Clinics	4
Specialized Information and Referral	4
Street Outreach Programs	4
Transportation Expense Assistance	4
Water Service Payment Assistance	4
Community Shelters	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Alcohol Use Disorder Support Groups	3
Directory Assistance	3
Food Vouchers	3
General Relief	3
Housing Search Assistance	3
Psychiatric Case Management	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 432

Electric Service Payment Assistance	146
Heating Fuel Payment Assistance	62
Rent Payment Assistance	43
Housing Search Assistance	34
Community Shelters	26
COVID-19 Control	26
Disaster Relief Services * COVID-19	26
Electric Service Payment Assistance * COVID-19	25
Directory Assistance	23
Emergency Shelter	21
Public Charities	16
Specialized Information and Referral	15
Mental Health Crisis Lines	14
At Risk/Homeless Housing Related Assistance Programs	13
Comprehensive Outpatient Substance Use Disorder Treatment	13
Emergency Rental Assistance Program (ERAP)	13
General Relief	13
Case/Care Management	12
General Counseling Services	12
Rent Payment Assistance * COVID-19	12



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : September 2022

Total Number of Calls: 54

Report Date: 10/04/2022

Electric Service Payment Assistance	57
Heating Fuel Payment Assistance	28
Adult Residential Treatment Facilities	5
Therapy Referrals	5
Disaster Relief Services * COVID-19	4
Electric Service Payment Assistance * COVID-19	4
Housing Search and Information	4
Housing Search Assistance	4
Emergency Shelter	3
Dentures	3
Adult Psychiatric Inpatient Units	2
At Risk/Homeless Housing Related Assistance Programs	2
Case/Care Management	2
Community Shelters	2
Directory Assistance	2
Food Pantries	2
General Counseling Services	2
General Medical Care	2
Referral to Dental Practitioners Accepting Medicaid	2
Specialized Information and Referral	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 74

Heating Fuel Payment Assistance	36
Electric Service Payment Assistance	30
Alcohol Detoxification	9
Housing Search Assistance	8
Electric Service Payment Assistance * COVID-19	7
COVID-19 Control	6
Disaster Relief Services * COVID-19	6
Rent Payment Assistance	5
COVID-19 Immunization Clinics	4
Inpatient Substance Use Disorder Treatment Facilities	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Home Health Aide Services	3
Mental Health Crisis Lines	3
Weight Related Support Groups	3
Emergency Shelter	2
Emergency Rental Assistance Program (ERAP)	2
Area Agencies on Aging	2
Drug Detoxification	2
General Dentistry	2
Legal Counseling	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : September 2022

Total Number of Calls: 186

Report Date: 10/04/2022

Electric Service Payment Assistance	93
Heating Fuel Payment Assistance	40
Electric Service Payment Assistance * COVID-19	15
Rent Payment Assistance	15
Disaster Relief Services * COVID-19	14
COVID-19 Control	8
At Risk/Homeless Housing Related Assistance Programs	8
Aging and Disability Resource Centers	7
Emergency Rental Assistance Program (ERAP)	7
Food Pantries	6
Home Rehabilitation Grants	6
Rent Payment Assistance * COVID-19	6
Directory Assistance	5
Domestic Violence Hotlines	5
Home Rehabilitation Loans	5
Homeless Shelter	5
Inpatient Substance Use Disorder Treatment Facilities	5
Specialized Information and Referral	5
Benefits Screening * Older Adults	4
Animal Shelters	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 340

Heating Fuel Payment Assistance	118
Electric Service Payment Assistance	81
Housing Search Assistance	43
Rent Payment Assistance	33
Disaster Relief Services * COVID-19	26
Housing Search and Information	18
Electric Service Payment Assistance * COVID-19	16
Specialized Information and Referral	14
Food Pantries	13
Comprehensive Outpatient Substance Use Disorder Treatment	12
Detoxification	12
General Counseling Services	12
Aging and Disability Resource Centers	11
Food Vouchers	11
Heating Fuel Payment Assistance * COVID-19	11
Rent Payment Assistance * COVID-19	11
COVID-19 Control	10
Directory Assistance	10
Emergency Rental Assistance Program (ERAP)	10
General Relief	10



211 Maine: Top 20 Call Categories
Piscataquis County
Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 54

Electric Service Payment Assistance	26
Heating Fuel Payment Assistance	19
Disaster Relief Services * COVID-19	10
Housing Search Assistance	7
Hearing Aids	5
Electric Service Payment Assistance * COVID-19	4
Housing Search and Information	4
COVID-19 Control	3
VITA Programs	3
At Risk/Homeless Housing Related Assistance Programs	2
Aging and Disability Resource Centers	2
Food Stamps/SNAP Applications	2
General Dentistry	2
Home Rehabilitation Grants	2
Homemaker Assistance	2
Medical Equipment/Supplies	2
Specialized Information and Referral	2
Health Insurance Information/Counseling	1
Governor Offices	1
Gas Service Payment Assistance * COVID-19	1



211 Maine: Top 20 Call Categories
Sagadahoc County
Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 106

Electric Service Payment Assistance	37
Heating Fuel Payment Assistance	27
Rent Payment Assistance	13
COVID-19 Control	11
Housing Search Assistance	11
Disaster Relief Services * COVID-19	9
At Risk/Homeless Housing Related Assistance Programs	6
Aging and Disability Resource Centers	6
Rent Payment Assistance * COVID-19	6
Specialized Information and Referral	6
Community Shelters	5
Electric Service Payment Assistance * COVID-19	5
General Relief	5
COVID-19 Immunization Clinics	4
Food Pantries	4
Legal Counseling	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Benefits Screening	3
Directory Assistance	3
Case/Care Management	3



211 Maine: Top 20 Call Categories
Somerset County
Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 238

Electric Service Payment Assistance	99
Heating Fuel Payment Assistance	38
Electric Service Payment Assistance * COVID-19	29
211 Systems	24
Housing Search Assistance	24
Alcohol Use Disorder Support Groups	17
Directory Assistance	13
Disaster Relief Services * COVID-19	10
Specialized Information and Referral	9
Detoxification	7
Food Pantries	7
Aging and Disability Resource Centers	6
Home Rehabilitation Grants	6
Rent Payment Assistance	6
Rent Payment Assistance * COVID-19	6
Adult Residential Treatment Facilities	5
Domestic Violence Hotlines	5
Drug Detoxification	5
Food Vouchers	5
General Relief	5



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : September 2022

Total Number of Calls: 88

Report Date: 10/04/2022

Electric Service Payment Assistance	38
Heating Fuel Payment Assistance	20
Housing Search Assistance	14
Disaster Relief Services * COVID-19	13
Housing Search and Information	9
Electric Service Payment Assistance * COVID-19	7
Community Shelters	6
COVID-19 Control	5
Community Action Agencies	5
At Risk/Homeless Housing Related Assistance Programs	5
VITA Programs	5
Drug Detoxification	4
Homeless Shelter	4
Legal Counseling	4
Aging and Disability Resource Centers	3
General Dentistry	3
General Relief	3
Rent Payment Assistance * COVID-19	3
Specialized Information and Referral	3
Transitional Housing/Shelter	3



211 Maine: Top 20 Call Categories
Washington County
Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 71

Heating Fuel Payment Assistance	45
Disaster Relief Services * COVID-19	13
Electric Service Payment Assistance	9
COVID-19 Control	9
Specialized Information and Referral	6
General Counseling Services	5
Rent Payment Assistance	5
Aging and Disability Resource Centers	4
Food Pantries	4
Electric Service Payment Assistance * COVID-19	4
Rent Payment Assistance * COVID-19	4
Case/Care Management	3
At Risk/Homeless Housing Related Assistance Programs	3
Personal Financial Counseling	3
Psychiatric Case Management	3
Area Agencies on Aging	2
Adult Psychiatric Inpatient Units	2
Directory Assistance	2
Food Vouchers	2
General Relief	2



211 Maine: Top 20 Call Categories
York County
Reporting Period : September 2022

Report Date: 10/04/2022

Total Number of Calls: 479

Electric Service Payment Assistance	172
Heating Fuel Payment Assistance	50
COVID-19 Control	33
Rent Payment Assistance	33
Housing Search Assistance	31
Electric Service Payment Assistance * COVID-19	30
Disaster Relief Services * COVID-19	28
Rent Payment Assistance * COVID-19	27
Detoxification	24
Talklines/Warmlines	23
Inpatient Substance Use Disorder Treatment Facilities	22
General Counseling Services	20
Emergency Rental Assistance Program (ERAP)	19
Specialized Information and Referral	19
At Risk/Homeless Housing Related Assistance Programs	18
Utility Assistance * COVID-19	18
Community Shelters	15
Residential Substance Use Disorder Treatment Facilities	14
Aging and Disability Resource Centers	13
COVID-19 Immunization Clinics	12