



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : December 2022

Report Date: 01/03/2023

Total Number of Calls: 460

Heating Fuel Payment Assistance	254
Electric Service Payment Assistance	95
Rent Payment Assistance	66
Directory Assistance	24
At Risk/Homeless Housing Related Assistance Programs	22
Community Shelters	20
Homeless Shelter	19
Housing Search Assistance	17
Emergency Shelter	15
COVID-19 Control	13
General Dentistry	13
Community Shelters * Men	12
Food Pantries	12
General Relief	11
Home Rehabilitation Grants	11
Local Electric Utility Companies	11
Aging and Disability Resource Centers	10
Domestic Violence Hotlines	10
Electric Service Payment Assistance * COVID-19	10
Section 8 Housing Choice Vouchers	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : December 2022

Total Number of Calls: 220

Report Date: 01/03/2023

Heating Fuel Payment Assistance	314
Electric Service Payment Assistance	18
Rent Payment Assistance	14
Home Rehabilitation Grants	9
Community Shelters	8
Food Pantries	8
General Relief	8
At Risk/Homeless Housing Related Assistance Programs	7
Homeless Shelter	7
Domestic Violence Hotlines	6
Mental Health Crisis Lines	6
Specialized Information and Referral	6
Case/Care Management	5
Directory Assistance	5
Aging and Disability Resource Centers	4
Extreme Cold Warming Centers	4
Food Vouchers	4
Non-Emergency Medical Transportation	4
Talklines/Warmlines	4
Transitional Housing/Shelter	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : December 2022

Total Number of Calls: 1,196

Report Date: 01/03/2023

Heating Fuel Payment Assistance	841
Electric Service Payment Assistance	149
Rent Payment Assistance	141
Housing Search Assistance	62
Directory Assistance	58
At Risk/Homeless Housing Related Assistance Programs	44
COVID-19 Control	44
Food Pantries	44
Specialized Information and Referral	36
General Relief	34
Emergency Shelter	30
Aging and Disability Resource Centers	29
Detoxification	27
Rapid Re-Housing Programs	25
Food Stamps/SNAP Applications	23
Extreme Cold Warming Centers	21
Domestic Violence Hotlines	20
Housing Search and Information	17
Governor Offices	16
Electric Service Payment Assistance * COVID-19	15



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : December 2022

Report Date: 01/03/2023

Total Number of Calls: 115

Heating Fuel Payment Assistance	83
Electric Service Payment Assistance	27
Rent Payment Assistance	15
Talklines/Warmlines	13
Residential Substance Use Disorder Treatment Facilities	6
Aging and Disability Resource Centers	5
Directory Assistance	4
Inpatient Substance Use Disorder Treatment Facilities	4
Mental Health Crisis Lines	4
Automotive Repair and Maintenance	3
At Risk/Homeless Housing Related Assistance Programs	3
Early Intervention for Children With Disabilities/Delays	3
Electric Service Payment Assistance * COVID-19	3
Extreme Cold Warming Centers	3
Food Stamps/SNAP Applications	3
General Dentistry	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Elder Law	2
Case/Care Management * Older Adults	2
Family Law	2



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

Report Date: 01/03/2023

Total Number of Calls: 106

Heating Fuel Payment Assistance	95
Rent Payment Assistance	24
Electric Service Payment Assistance	18
Community Shelters	7
Food Pantries	7
At Risk/Homeless Housing Related Assistance Programs	5
Undesignated Temporary Financial Assistance	5
Directory Assistance	4
Case/Care Management	4
Comprehensive Outpatient Substance Use Disorder Treatment	4
Food Stamps/SNAP Applications	4
Food Vouchers	4
General Relief	4
Home Health Aide Services	4
Housing Search Assistance	4
Personal Alarm Systems	4
Residential Substance Use Disorder Treatment Facilities	4
Specialized Information and Referral	4
Electric Service Payment Assistance * COVID-19	3
Lawyer Referral Services	3



211 Maine: Top 20 Call Categories
Kennebec County
Reporting Period : December 2022

Report Date: 01/03/2023

Total Number of Calls: 484

Heating Fuel Payment Assistance	325
Electric Service Payment Assistance	89
Rent Payment Assistance	68
Food Pantries	24
Governor Offices	18
Directory Assistance	17
Housing Search Assistance	17
Public Charities	16
Community Shelters	14
COVID-19 Control	14
Inpatient Substance Use Disorder Treatment Facilities	14
Electric Service Payment Assistance * COVID-19	13
Alcohol Use Disorder Support Groups	12
Food Stamps/SNAP Applications	12
State Government Information Services	12
Aging and Disability Resource Centers	11
Specialized Information and Referral	11
Alcohol Detoxification	10
At Risk/Homeless Housing Related Assistance Programs	9
Emergency Shelter	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : December 2022

Report Date: 01/03/2023

Total Number of Calls: 83

Heating Fuel Payment Assistance	86
Electric Service Payment Assistance	42
Rent Payment Assistance	10
Food Pantries	6
Electric Service Payment Assistance * COVID-19	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Dental Prosthodontics	4
Aging and Disability Resource Centers	4
At Risk/Homeless Housing Related Assistance Programs	3
Non-Emergency Medical Transportation	3
Adult Psychiatric Inpatient Units	2
Dentures	2
Inpatient Substance Use Disorder Treatment Facilities	2
Local Electric Utility Companies	2
Outpatient Mental Health Facilities	2
Specialized Information and Referral	2
Tenant Rights Information/Counseling	2
Undesignated Temporary Financial Assistance	2
Emergency Veterinary Services	1
EBT Card Services	1



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : December 2022

Report Date: 01/03/2023

Total Number of Calls: 85

Heating Fuel Payment Assistance	121
Rent Payment Assistance	11
Housing Search Assistance	6
Electric Service Payment Assistance	5
At Risk/Homeless Housing Related Assistance Programs	4
Food Pantries	4
Housing Search and Information	4
Directory Assistance	3
Alcohol Detoxification	3
General Minor Home Repair Programs	3
Autism Therapy	2
Adolescent/Youth Counseling	2
Disability Related Transportation	2
District Attorney	2
Emergency Shelter	2
Extreme Cold Warming Centers	2
General Clothing Provision	2
Home Rehabilitation Grants	2
Housing/Shelter	2
Internet Service Payment Assistance	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : December 2022

Total Number of Calls: 198

Report Date: 01/03/2023

Heating Fuel Payment Assistance	161
Electric Service Payment Assistance	33
Food Pantries	17
Rent Payment Assistance	14
General Relief	11
At Risk/Homeless Housing Related Assistance Programs	7
Electric Service Payment Assistance * COVID-19	7
Home Rehabilitation Grants	7
Housing Search Assistance	7
Referral to Dental Practitioners Accepting Medicaid	6
Aging and Disability Resource Centers	5
Emergency Dental Care	5
Food Vouchers	5
Homeless Shelter	5
Housing Search and Information	5
Legal Counseling	5
Food Stamps/SNAP Applications	4
General Dentistry	4
Home Rehabilitation Loans	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : December 2022

Report Date: 01/03/2023

Total Number of Calls: 328

Heating Fuel Payment Assistance	202
Electric Service Payment Assistance	46
Rent Payment Assistance	42
Food Pantries	26
General Counseling Services	18
Housing Search Assistance	16
Community Shelters	15
Specialized Information and Referral	14
Directory Assistance	12
Detoxification	11
Housing Search and Information	11
Food Vouchers	10
Alcohol Detoxification	9
Aging and Disability Resource Centers	9
At Risk/Homeless Housing Related Assistance Programs	9
Drug Detoxification	9
Area Agencies on Aging	8
Home Rehabilitation Grants	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
COVID-19 Control	7



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

Report Date: 01/03/2023

Total Number of Calls: 49

Heating Fuel Payment Assistance	58
Electric Service Payment Assistance	9
Substance Use Disorder Counseling	5
Transportation Expense Assistance	3
At Risk/Homeless Housing Related Assistance Programs	2
Area Agencies on Aging	2
Extreme Cold Warming Centers	2
Emergency Shelter	2
Home Rehabilitation Grants	2
Case/Care Management	2
Residential Substance Use Disorder Treatment Facilities * Adults	2
Residential Substance Use Disorder Treatment Facilities * Women	2
Veteran Benefits Assistance	2
Benefits Screening	1
General Relief	1
General Medical Care	1
Food Stamps/SNAP Applications	1
Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency	1
Electric Service Payment Assistance * COVID-19	1
DUI Offender Programs	1



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

Report Date: 01/03/2023

Total Number of Calls: 108

Heating Fuel Payment Assistance	83
Rent Payment Assistance	36
Electric Service Payment Assistance	19
Emergency Shelter	6
Extreme Cold Warming Centers	6
Utilities	6
Community Shelters	5
Substance Use Disorder Counseling	5
COVID-19 Control	4
Home Health Aide Services	4
Detoxification	3
At Risk/Homeless Housing Related Assistance Programs	3
Therapy Referrals	3
Administration Volunteer Opportunities	2
Aging and Disability Resource Centers	2
Area Agencies on Aging	2
Benefits Screening	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
Disaster Relief Services * Utility Issues	2
Drug Detoxification	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : December 2022

Total Number of Calls: 232

Report Date: 01/03/2023

Heating Fuel Payment Assistance	138
Rent Payment Assistance	30
211 Systems	28
Electric Service Payment Assistance	26
Housing Search Assistance	14
Directory Assistance	11
Alcohol Use Disorder Support Groups	9
Area Agencies on Aging	8
Aging and Disability Resource Centers	8
Food Pantries	6
Homemaker Assistance	5
Adult Protective Services	4
At Risk/Homeless Housing Related Assistance Programs	4
Case/Care Management	4
COVID-19 Control	4
Emergency Shelter	4
General Counseling Services	4
General Relief	4
Health/Disability Related Social Clubs	4
Homeless Shelter	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : December 2022

Report Date: 01/03/2023

Total Number of Calls: 84

Heating Fuel Payment Assistance	61
Electric Service Payment Assistance	12
Community Shelters	7
Case/Care Management	7
Housing Search Assistance	7
Extreme Cold Warming Centers	6
Aging and Disability Resource Centers	5
Dental Hygiene	4
General Relief	4
Rent Payment Assistance	4
Transitional Housing/Shelter	4
COVID-19 Control	3
Directory Assistance	3
Detoxification	3
Alcohol Detoxification	3
General Counseling Services	3
Senior Housing Information and Referral	3
Adult Protective Services	2
Community Action Agencies	2
Disaster Relief Services * COVID-19	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : December 2022

Total Number of Calls: 76

Report Date: 01/03/2023

Heating Fuel Payment Assistance	91
Rent Payment Assistance	16
Home Rehabilitation Grants	7
Electric Service Payment Assistance	6
At Risk/Homeless Housing Related Assistance Programs	6
Specialized Information and Referral	6
Housing Search Assistance	5
Aging and Disability Resource Centers	4
Case/Care Management	4
Home Rehabilitation Loans	4
Transportation Expense Assistance	4
Disability Related Transportation	3
Community Shelters	3
General Relief	3
Local Bus Transit Services	3
Case/Care Management * Adults	2
Directory Assistance	2
Food Stamps/SNAP Applications	2
Home Health Aide Services	2
Housing Search and Information	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : December 2022

Total Number of Calls: 576

Report Date: 01/03/2023

Heating Fuel Payment Assistance	328
Electric Service Payment Assistance	122
Rent Payment Assistance	62
Talklines/Warmlines	38
Housing Search Assistance	30
At Risk/Homeless Housing Related Assistance Programs	24
Specialized Information and Referral	22
Electric Service Payment Assistance * COVID-19	19
Medication Assisted Maintenance Treatment for Substance Use Disorders	18
General Relief	17
Inpatient Substance Use Disorder Treatment Facilities	17
COVID-19 Control	16
Detoxification	16
Food Stamps/SNAP Applications	16
Transitional Housing/Shelter	16
Directory Assistance	14
Homeless Shelter * Adults	13
Aging and Disability Resource Centers	12
Heating Fuel Payment Assistance * Older Adults	12
Mental Health Crisis Lines	12