



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : January 2023

Total Number of Calls: 447

Report Date: 02/02/2023

Heating Fuel Payment Assistance	179
Electric Service Payment Assistance	93
Rent Payment Assistance	41
Food Pantries	31
Directory Assistance	19
Housing Search Assistance	16
VITA Programs	16
Case/Care Management	14
Electric Service Payment Assistance * COVID-19	13
At Risk/Homeless Housing Related Assistance Programs	12
Aging and Disability Resource Centers	11
Referral to Dental Practitioners Accepting Medicaid	11
Comprehensive Outpatient Substance Use Disorder Treatment	10
Food Vouchers	9
Public Charities	9
Section 8 Housing Choice Vouchers	9
Undesignated Temporary Financial Assistance	9
Home Rehabilitation Loans	8
Housing Authorities	8
Municipal Police	8



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : January 2023

Total Number of Calls: 243

Report Date: 02/02/2023

Heating Fuel Payment Assistance	349
Electric Service Payment Assistance	24
Rent Payment Assistance	21
VITA Programs	13
Case/Care Management	8
Inpatient Substance Use Disorder Treatment Facilities	8
Aging and Disability Resource Centers	6
Electric Service Payment Assistance * COVID-19	6
Public Charities	6
General Counseling Services	5
Home Rehabilitation Grants	5
Outpatient Mental Health Facilities	5
State Government Agencies/Departments	5
Undesignated Temporary Financial Assistance	5
Food Pantries	4
Food Stamps/SNAP Applications	4
Food Vouchers	4
General Relief	4
Housing Search Assistance	4
Legal Counseling	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : January 2023

Total Number of Calls: 1,162

Report Date: 02/02/2023

Heating Fuel Payment Assistance	485
Electric Service Payment Assistance	219
Rent Payment Assistance	145
Food Pantries	124
Directory Assistance	79
Housing Search Assistance	72
Specialized Information and Referral	54
At Risk/Homeless Housing Related Assistance Programs	42
Food Stamps/SNAP Applications	35
General Relief	31
COVID-19 Control	29
Food Vouchers	29
Aging and Disability Resource Centers	27
Rapid Re-Housing Programs	27
General Counseling Services	26
Psychiatric Case Management	26
State Government Agencies/Departments	24
Case/Care Management	21
Legal Counseling	21
Mental Health Crisis Lines	21



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : January 2023

Report Date: 02/02/2023

Total Number of Calls: 131

Heating Fuel Payment Assistance	57
Electric Service Payment Assistance	45
Talklines/Warmlines	22
Rent Payment Assistance	11
Electric Service Payment Assistance * COVID-19	9
Homeless Shelter	6
Specialized Information and Referral	6
Aging and Disability Resource Centers	4
Animal Shelters	4
General Dentistry	4
General Relief	4
Housing Search Assistance	4
VITA Programs	4
Directory Assistance	3
Assisted Living Facilities	3
Area Agencies on Aging	3
Food Pantries	3
Food Vouchers	3
Personal Care * Alzheimer's Disease	3
Public Charities	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : January 2023

Report Date: 02/02/2023

Total Number of Calls: 148

Heating Fuel Payment Assistance	172
Electric Service Payment Assistance	35
Rent Payment Assistance	17
Detoxification	12
Inpatient Substance Use Disorder Treatment Facilities	12
Drug Detoxification	11
Residential Substance Use Disorder Treatment Facilities	8
Specialized Information and Referral	8
Electric Service Payment Assistance * COVID-19	6
At Risk/Homeless Housing Related Assistance Programs	5
Aging and Disability Resource Centers	5
Case/Care Management * Adults	5
Gas Service Payment Assistance * COVID-19	5
Home Rehabilitation Grants	5
Inpatient Drug Detoxification	5
VITA Programs	5
Case/Care Management	4
Food Pantries	4
Transportation Expense Assistance	4
Undesignated Temporary Financial Assistance	4



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : January 2023

Total Number of Calls: 519

Report Date: 02/02/2023

Heating Fuel Payment Assistance	240
Electric Service Payment Assistance	129
Rent Payment Assistance	63
Housing Search Assistance	42
Directory Assistance	28
Food Stamps/SNAP Applications	26
VITA Programs	24
At Risk/Homeless Housing Related Assistance Programs	21
Community Shelters	19
Electric Service Payment Assistance * COVID-19	18
Public Charities	16
State Government Information Services	16
Emergency Shelter	15
Specialized Information and Referral	14
State Government Agencies/Departments	14
General Counseling Services	13
Aging and Disability Resource Centers	12
General Dentistry	12
Food Pantries	11
Governor Offices	11



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : January 2023

Total Number of Calls: 130

Report Date: 02/02/2023

Heating Fuel Payment Assistance	94
Electric Service Payment Assistance	47
Rent Payment Assistance	18
Community Shelters	14
At Risk/Homeless Housing Related Assistance Programs	12
Emergency Shelter	7
Area Agencies on Aging	6
Electric Service Payment Assistance * COVID-19	6
Food Stamps/SNAP Applications	6
Substance Use Disorder Counseling	6
Comprehensive Outpatient Substance Use Disorder Treatment	4
Aging and Disability Resource Centers	4
Case/Care Management	4
State Government Information Services	4
Transitional Housing/Shelter	4
Directory Assistance	3
Domestic Violence Shelters	3
General Dentistry	3
General Relief	3
Home Rehabilitation Grants	3



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : January 2023

Total Number of Calls: 99

Report Date: 02/02/2023

Heating Fuel Payment Assistance	113
Electric Service Payment Assistance	31
Utilities	8
Electric Service Payment Assistance * COVID-19	7
Alcohol Detoxification	6
State Government Agencies/Departments	5
Rent Payment Assistance	4
Residential Substance Use Disorder Treatment Facilities * Adults	4
Specialized Information and Referral	4
Aging and Disability Resource Centers	3
Case/Care Management	3
Home Rehabilitation Grants	3
Housing Search Assistance	3
Inpatient Substance Use Disorder Treatment Facilities	3
Referral to Dental Practitioners Accepting Medicaid	3
At Risk/Homeless Housing Related Assistance Programs	2
Directory Assistance	2
COVID-19 Control	2
Food Stamps/SNAP Applications	2
General Dentistry	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : January 2023

Total Number of Calls: 225

Report Date: 02/02/2023

Heating Fuel Payment Assistance	158
Electric Service Payment Assistance	42
General Counseling Services	19
Rent Payment Assistance	10
Food Pantries	9
Directory Assistance	8
Drug Detoxification	8
Electric Service Payment Assistance * COVID-19	8
Food Vouchers	7
COVID-19 Control	6
Food Stamps/SNAP Applications	6
General Medical Care	6
Home Rehabilitation Grants	6
Commodity Supplemental Food Program	5
At Risk/Homeless Housing Related Assistance Programs	5
Area Agencies on Aging	5
Detoxification	5
Housing Complaints	5
Outpatient Mental Health Facilities	5
State Government Agencies/Departments	5



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : January 2023

Total Number of Calls: 411

Report Date: 02/02/2023

Heating Fuel Payment Assistance	225
Electric Service Payment Assistance	81
Food Pantries	46
Rent Payment Assistance	33
Food Stamps/SNAP Applications	17
Specialized Information and Referral	17
Aging and Disability Resource Centers	16
Housing Search Assistance	16
Food Vouchers	15
At Risk/Homeless Housing Related Assistance Programs	14
VITA Programs	13
Directory Assistance	12
General Relief	12
Tenant Rights Information/Counseling	12
Electric Service Payment Assistance * COVID-19	11
Drug Detoxification	10
Housing Search and Information	8
Case/Care Management	7
COVID-19 Control	7
General Counseling Services	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : January 2023

Report Date: 02/02/2023

Total Number of Calls: 60

Heating Fuel Payment Assistance	36
Electric Service Payment Assistance	23
Specialized Information and Referral	5
Home Rehabilitation Grants	4
Electric Service Payment Assistance * COVID-19	4
Homemaker Assistance	3
Area Agencies on Aging	3
Food Vouchers	3
Food Stamps/SNAP Applications	3
Food Pantries	3
Disaster Relief Services * Utility Issues	3
Gas Service Payment Assistance * COVID-19	2
Directory Assistance	2
Home Rehabilitation Loans	2
State Government Agencies/Departments	2
Transportation Expense Assistance	2
Hospitals	1
Home Improvement/Repair Complaints	1
General Relief	1
General Medical Care	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : January 2023

Total Number of Calls: 127

Report Date: 02/02/2023

Heating Fuel Payment Assistance	67
Electric Service Payment Assistance	38
Rent Payment Assistance	19
At Risk/Homeless Housing Related Assistance Programs	9
Housing Search Assistance	9
Specialized Information and Referral	9
Aging and Disability Resource Centers	7
Directory Assistance	5
Food Pantries	5
Furnace Maintenance/Repair	5
Homelessness Prevention Programs	5
VITA Programs	5
COVID-19 Control	4
Electric Service Payment Assistance * COVID-19	4
Food Vouchers	4
Home Rehabilitation Grants	4
Homemaker Assistance	4
Thrift Shops	4
General Clothing Provision	3
General Dentistry	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : January 2023

Total Number of Calls: 322

Report Date: 02/02/2023

Heating Fuel Payment Assistance	142
Electric Service Payment Assistance	80
211 Systems	46
Directory Assistance	21
Rent Payment Assistance	18
Electric Service Payment Assistance * COVID-19	17
Housing Search Assistance	17
Food Stamps/SNAP Applications	14
Legal Counseling	11
Community Shelters	10
Area Agencies on Aging	9
VITA Programs	9
General Dentistry	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
Water Service Payment Assistance	8
Aging and Disability Resource Centers	7
At Risk/Homeless Housing Related Assistance Programs	7
Food Pantries	7
Personal Care	7
Specialized Information and Referral	7



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : January 2023

Total Number of Calls: 76

Report Date: 02/02/2023

Heating Fuel Payment Assistance	96
Electric Service Payment Assistance	35
Food Pantries	14
Electric Service Payment Assistance * COVID-19	7
Aging and Disability Resource Centers	7
Housing Search Assistance	6
Food Vouchers	5
Home Rehabilitation Grants	5
Housing Search and Information	4
Food Stamps/SNAP Applications	3
General Psychiatry	3
Homemaker Assistance	3
State Government Agencies/Departments	3
Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency	2
General Relief	2
Home Rehabilitation Loans	2
Labor and Employment Law	2
Rent Payment Assistance	2
Residential Energy/Water Conservation Rebates	2
Rural Housing Development	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : January 2023

Total Number of Calls: 126

Report Date: 02/02/2023

Heating Fuel Payment Assistance	207
Electric Service Payment Assistance	15
Rent Payment Assistance	9
Specialized Information and Referral	6
VITA Programs	6
Aging and Disability Resource Centers	5
Gas Service Payment Assistance * COVID-19	4
Electric Service Payment Assistance * COVID-19	4
AARP Tax Aide Programs	4
Undesignated Temporary Financial Assistance	4
Food Stamps/SNAP Applications	3
Directory Assistance	3
At Risk/Homeless Housing Related Assistance Programs	3
Home Rehabilitation Loans	3
State Government Agencies/Departments	3
Adult Residential Care Homes	2
Children's Protective Services	2
Child Abuse Reporting/Emergency Response	2
Area Agencies on Aging	2
COVID-19 Control	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : January 2023

Total Number of Calls: 592

Report Date: 02/02/2023

Heating Fuel Payment Assistance	247
Electric Service Payment Assistance	136
Rent Payment Assistance	60
Talklines/Warmlines	50
Housing Search Assistance	43
Food Pantries	30
At Risk/Homeless Housing Related Assistance Programs	24
Electric Service Payment Assistance * COVID-19	24
Specialized Information and Referral	22
Detoxification	17
Directory Assistance	17
Food Stamps/SNAP Applications	15
General Relief	15
Transitional Housing/Shelter	15
Drug Detoxification	14
Domestic Violence Hotlines	13
State Government Agencies/Departments	13
VITA Programs	13
Aging and Disability Resource Centers	12
Area Agencies on Aging	12