



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : February 2023

Total Number of Calls: 522

Report Date: 03/02/2023

Heating Fuel Payment Assistance	190
Electric Service Payment Assistance	142
Directory Assistance	31
VITA Programs	31
Housing Search Assistance	28
Food Pantries	27
Rent Payment Assistance	24
State Government Agencies/Departments	22
Disaster Relief Services * Utility Issues	18
Electric Service Payment Assistance * COVID-19	18
Food Stamps/SNAP Applications	18
AARP Tax Aide Programs	16
Aging and Disability Resource Centers	16
At Risk/Homeless Housing Related Assistance Programs	15
Community Shelters	15
Soup Kitchens	15
Specialized Information and Referral	14
Housing Search and Information	12
Community Action Agencies	10
COVID-19 Control	10



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : February 2023

Total Number of Calls: 194

Report Date: 03/02/2023

Heating Fuel Payment Assistance	167
Electric Service Payment Assistance	32
Food Pantries	24
VITA Programs	22
General Counseling Services	19
Food Vouchers	8
Specialized Information and Referral	8
Prescription Expense Assistance	7
Food Stamps/SNAP Applications	6
Housing Search Assistance	6
Aging and Disability Resource Centers	5
Community Fridges/Food Cabinets	5
Property Tax Rebate Information	5
Undesignated Temporary Financial Assistance	5
Case/Care Management	4
Electric Service Payment Assistance * COVID-19	4
General Relief	4
Medical Care Expense Assistance	4
Outpatient Mental Health Facilities	4
Public Charities	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : February 2023

Total Number of Calls: 1,156

Report Date: 03/02/2023

Heating Fuel Payment Assistance	428
Electric Service Payment Assistance	252
Housing Search Assistance	98
Food Pantries	81
Rent Payment Assistance	77
At Risk/Homeless Housing Related Assistance Programs	74
Directory Assistance	74
Rapid Re-Housing Programs	63
Disaster Relief Services * Utility Issues	47
Specialized Information and Referral	44
VITA Programs	40
Food Stamps/SNAP Applications	36
Mental Health Crisis Lines	33
Aging and Disability Resource Centers	32
Emergency Shelter	32
General Counseling Services	30
Food Vouchers	25
Area Agencies on Aging	24
State Government Agencies/Departments	24
COVID-19 Control	22



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : February 2023

Report Date: 03/02/2023

Total Number of Calls: 120

Heating Fuel Payment Assistance	52
Electric Service Payment Assistance	48
Talklines/Warmlines	14
VITA Programs	11
Food Stamps/SNAP Applications	9
Housing Search Assistance	8
Mental Health Crisis Lines	8
At Risk/Homeless Housing Related Assistance Programs	7
General Counseling Services	7
Area Agencies on Aging	5
Food Pantries	5
Domestic Violence Hotlines	4
Aging and Disability Resource Centers	4
Electric Service Payment Assistance * COVID-19	4
Food Vouchers	4
Personal Alarm Systems	4
Rent Payment Assistance	4
Residential Energy/Water Conservation Rebates	4
Directory Assistance	3
Homebuyer/Home Purchase Counseling	3



211 Maine: Top 20 Call Categories
Hancock County
Reporting Period : February 2023

Report Date: 03/02/2023

Total Number of Calls: 142

Heating Fuel Payment Assistance	127
Electric Service Payment Assistance	41
Housing Search Assistance	13
Electric Service Payment Assistance * COVID-19	8
At Risk/Homeless Housing Related Assistance Programs	7
Aging and Disability Resource Centers	7
Undesignated Temporary Financial Assistance	7
Food Stamps/SNAP Applications	6
Specialized Information and Referral	5
Substance Use Disorder Counseling	5
VITA Programs	5
Disaster Relief Services * Utility Issues	4
Food Vouchers	4
Alcohol Detoxification	3
Case/Care Management * Adults	3
Case/Care Management	3
Case/Care Management * Adults * Autism Spectrum Disorder * Intellectual Disabilities	3
Directory Assistance	3
Family and Community Medicine	3
Food Pantries	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : February 2023

Report Date: 03/02/2023

Total Number of Calls: 457

Heating Fuel Payment Assistance	192
Electric Service Payment Assistance	117
VITA Programs	30
Rent Payment Assistance	27
Case/Care Management	24
Directory Assistance	24
State Government Agencies/Departments	24
Housing Search Assistance	21
Food Stamps/SNAP Applications	19
Food Pantries	18
At Risk/Homeless Housing Related Assistance Programs	15
Disaster Relief Services * Utility Issues	15
AARP Tax Aide Programs	13
General Medical Care	13
Psychiatric Case Management	12
State Government Information Services	12
COVID-19 Control	11
Electric Service Payment Assistance * COVID-19	11
General Dentistry	11
Specialized Information and Referral	11



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : February 2023

Total Number of Calls: 125

Report Date: 03/02/2023

Heating Fuel Payment Assistance	96
Electric Service Payment Assistance	75
Electric Service Payment Assistance * COVID-19	9
Home Rehabilitation Grants	9
Therapy Referrals	9
Disaster Relief Services * Utility Issues	8
Case/Care Management	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
General Counseling Services	7
Housing Search Assistance	6
Rent Payment Assistance	6
Specialized Information and Referral	6
VITA Programs	6
At Risk/Homeless Housing Related Assistance Programs	5
Aging and Disability Resource Centers	5
Extreme Cold Warming Centers	5
Food Pantries	5
Psychiatric Case Management	5
Substance Use Disorder Counseling	5
Community Shelters	4



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : February 2023

Total Number of Calls: 99

Report Date: 03/02/2023

Heating Fuel Payment Assistance	108
Electric Service Payment Assistance	48
Food Stamps/SNAP Applications	9
VITA Programs	9
Utilities	8
Housing Search Assistance	7
Aging and Disability Resource Centers	6
Emergency Shelter	6
Electric Service Payment Assistance * COVID-19	5
Food Pantries	4
Detoxification	4
Specialized Information and Referral	4
Drug Detoxification	3
At Risk/Homeless Housing Related Assistance Programs	3
Mental Health Assessment and Treatment	3
Smoking/Vaping Cessation	3
COVID-19 Control	2
Disaster Relief Services * Utility Issues	2
Case/Care Management	2
General Legal Aid	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : February 2023

Total Number of Calls: 196

Report Date: 03/02/2023

Heating Fuel Payment Assistance	105
Electric Service Payment Assistance	74
General Medical Care	15
Aging and Disability Resource Centers	13
Electric Service Payment Assistance * COVID-19	11
Substance Use Disorder Counseling	10
Food Pantries	9
General Counseling Services	7
Specialized Information and Referral	7
VITA Programs	7
Disaster Relief Services * Utility Issues	6
General Dentistry	6
Housing Search Assistance	6
Rent Payment Assistance	6
Area Agencies on Aging	5
At Risk/Homeless Housing Related Assistance Programs	5
Directory Assistance	5
Drug Detoxification	5
Home Rehabilitation Grants	5
Inpatient Substance Use Disorder Treatment Facilities	5



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : February 2023

Total Number of Calls: 437

Report Date: 03/02/2023

Heating Fuel Payment Assistance	363
Electric Service Payment Assistance	74
Food Pantries	62
Housing Search Assistance	28
VITA Programs	23
Directory Assistance	21
Food Vouchers	17
Rent Payment Assistance	17
Specialized Information and Referral	17
AARP Tax Aide Programs	16
At Risk/Homeless Housing Related Assistance Programs	16
Community Shelters	16
Home Rehabilitation Grants	14
Disaster Relief Services * Utility Issues	13
Domestic Violence Hotlines	13
Housing Search and Information	13
Food Stamps/SNAP Applications	12
Aging and Disability Resource Centers	11
Electric Service Payment Assistance * COVID-19	11
COVID-19 Control	8



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : February 2023

Total Number of Calls: 64

Report Date: 03/02/2023

Heating Fuel Payment Assistance	52
Electric Service Payment Assistance	13
Food Stamps/SNAP Applications	5
Electric Service Payment Assistance * COVID-19	3
AARP Tax Aide Programs	3
Drug Detoxification	3
Disaster Relief Services * Utility Issues	3
At Risk/Homeless Housing Related Assistance Programs	3
Home Rehabilitation Grants	3
Case/Care Management	2
Directory Assistance	2
Domestic/Family Violence Legal Services	2
City Government Information Services	2
Extreme Cold Warming Centers	2
General Acute Care Hospitals	2
Probate Assistance	2
Rent Payment Assistance	2
Specialized Information and Referral	2
Estate Entitlement Assistance	1
Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : February 2023

Total Number of Calls: 98

Report Date: 03/02/2023

Heating Fuel Payment Assistance	60
Electric Service Payment Assistance	25
Rent Payment Assistance	17
Food Pantries	11
VITA Programs	8
Area Agencies on Aging	5
Food Stamps/SNAP Applications	5
Child/Adolescent Residential Treatment Facilities	4
Senior Ride Programs	4
Electric Service Payment Assistance * COVID-19	3
Aging and Disability Resource Centers	3
CPR Instruction	3
General Dentistry	3
General Relief	3
Home Barrier Evaluation/Removal Services	3
Home Health Aide Services	3
Homelessness Prevention Programs	3
Housing Search Assistance	3
Housing/Shelter	3
Local Transportation	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : February 2023

Total Number of Calls: 302

Report Date: 03/02/2023

Heating Fuel Payment Assistance	181
Electric Service Payment Assistance	86
211 Systems	57
Housing Search Assistance	20
VITA Programs	18
Electric Service Payment Assistance * COVID-19	17
Food Stamps/SNAP Applications	15
Directory Assistance	11
Food Pantries	10
Case/Care Management	9
Disaster Relief Services * Utility Issues	9
General Dentistry	9
Rent Payment Assistance	9
At Risk/Homeless Housing Related Assistance Programs	8
Aging and Disability Resource Centers	8
Home Rehabilitation Grants	8
Food Vouchers	7
AARP Tax Aide Programs	6
Substance Use Disorder Counseling	6
Area Agencies on Aging	5



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : February 2023

Total Number of Calls: 93

Report Date: 03/02/2023

Heating Fuel Payment Assistance	87
Electric Service Payment Assistance	52
Electric Service Payment Assistance * COVID-19	9
Food Stamps/SNAP Applications	7
Home Rehabilitation Grants	7
Food Pantries	6
Directory Assistance	5
Extreme Cold Warming Centers	4
Area Agencies on Aging	4
Home Health Aide Services	4
VITA Programs	4
Dentures	3
General Counseling Services	3
Referral to Dental Practitioners Accepting Medicaid	3
Case/Care Management	2
Community Shelters	2
Disaster Relief Services * Utility Issues	2
Food Vouchers	2
General Relief	2
Home Rehabilitation Loans	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : February 2023

Total Number of Calls: 149

Report Date: 03/02/2023

Heating Fuel Payment Assistance	188
Food Stamps/SNAP Applications	12
Electric Service Payment Assistance	10
Home Health Aide Services	10
Housing Search Assistance	7
At Risk/Homeless Housing Related Assistance Programs	6
Specialized Information and Referral	6
Directory Assistance	5
Food Pantries	5
Aging and Disability Resource Centers	4
Legal Counseling	4
Undesignated Temporary Financial Assistance	4
Area Agencies on Aging	3
Gas Service Payment Assistance * COVID-19	3
Home Nursing	3
Home Rehabilitation Grants	3
Lawyer Referral Services	3
Long Term Care Ombudsman Programs	3
Non-Emergency Medical Transportation	3
Public Charities	3



211 Maine: Top 20 Call Categories

York County

Reporting Period : February 2023

Total Number of Calls: 523

Report Date: 03/02/2023

Heating Fuel Payment Assistance	215
Electric Service Payment Assistance	145
Rent Payment Assistance	36
Food Pantries	35
Housing Search Assistance	30
VITA Programs	29
Talklines/Warmlines	24
At Risk/Homeless Housing Related Assistance Programs	22
Housing Search and Information	19
State Government Agencies/Departments	19
Specialized Information and Referral	18
Comprehensive Outpatient Substance Use Disorder Treatment	17
Food Stamps/SNAP Applications	16
AARP Tax Aide Programs	14
COVID-19 Control	14
Electric Service Payment Assistance * COVID-19	13
General Relief	12
Detoxification	11
Drug Detoxification	11
General Counseling Services	11