



**211 Maine: Top 20 Call Categories**

**All Counties**

**Reporting Period : September 2023**

**Report Date: 10/05/2023**

**Total Number of Calls: 3805**

|   |             |
|---|-------------|
| <b>Electric Service Payment Assistance</b>                  | <b>1862</b> |
| <b>Heating Fuel Payment Assistance</b>                      | <b>451</b>  |
| <b>Food Pantries</b>  | <b>329</b>  |
| <b>Housing Search Assistance</b>                            | <b>243</b>  |
| <b>Talklines/Warmlines</b>                                  | <b>234</b>  |
| <b>At Risk/Homeless Housing Related Assistance Programs</b> | <b>224</b>  |
| <b>Rent Payment Assistance</b>                              | <b>215</b>  |
| <b>Electric Service Payment Assistance * COVID-19</b>       | <b>204</b>  |
| <b>Directory Assistance</b>                                 | <b>146</b>  |
| <b>State Government Agencies/Departments</b>                | <b>141</b>  |
| <b>Aging and Disability Resource Centers</b>                | <b>128</b>  |
| <b>Area Agencies on Aging</b>                               | <b>107</b>  |
| <b>Home Rehabilitation Grants</b>                           | <b>96</b>   |
| <b>Community Shelters</b>                                   | <b>92</b>   |
| <b>Housing Search and Information</b>                       | <b>90</b>   |
| <b>Undesignated Temporary Financial Assistance</b>          | <b>87</b>   |
| <b>211 Systems</b>  | <b>85</b>   |
| <b>Specialized Information and Referral</b>                 | <b>85</b>   |
| <b>COVID-19 Control</b>                                     | <b>80</b>   |
| <b>Therapy Referrals</b>                                    | <b>79</b>   |