



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : December 2023**

**Report Date: 01/04/2024**

**Total Number of Calls: 371**

Heating Fuel Payment Assistance	166
Electric Service Payment Assistance	78
Food Pantries	53
Post Disaster Damage Reporting * Flood Victims	32
At Risk/Homeless Housing Related Assistance Programs	28
Rent Payment Assistance	28
Heating Fuel Payment Assistance * COVID-19	25
Housing Search Assistance	22
Food Vouchers	18
Homeless Shelter	16
Housing Search and Information	15
Undesignated Temporary Financial Assistance	14
Aging and Disability Resource Centers	12
General Counseling Services	12
State Government Agencies/Departments	11
General Medical Care	10
Housing Authorities	10
Extreme Cold Warming Centers	9
Non-Emergency Medical Transportation	9
Clothing	8



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : December 2023**

**Total Number of Calls: 93**

**Report Date: 01/04/2024**

<b>Heating Fuel Payment Assistance</b>	<b>72</b>
<b>Electric Service Payment Assistance</b>	<b>26</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>12</b>
<b>Food Pantries</b>	<b>11</b>
<b>Holiday Programs</b>	<b>11</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Home Rehabilitation Grants</b>	<b>5</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>4</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Food Vouchers</b>	<b>4</b>
<b>Non-Emergency Medical Transportation</b>	<b>4</b>
<b>Prescription Expense Assistance</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>Directory Assistance</b>	<b>3</b>
<b>General Paratransit/Community Ride Programs</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Individual Counseling</b>	<b>3</b>
<b>Public Charities</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : December 2023**

**Total Number of Calls: 847**

**Report Date: 01/04/2024**

<b>Heating Fuel Payment Assistance</b>	<b>332</b>
<b>Electric Service Payment Assistance</b>	<b>188</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>101</b>
<b>Food Pantries</b>	<b>88</b>
<b>Housing Search Assistance</b>	<b>54</b>
<b>Rapid Re-Housing Programs</b>	<b>50</b>
<b>Holiday Programs</b>	<b>48</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>46</b>
<b>Aging and Disability Resource Centers</b>	<b>41</b>
<b>Rent Payment Assistance</b>	<b>37</b>
<b>Directory Assistance</b>	<b>35</b>
<b>State Government Agencies/Departments</b>	<b>30</b>
<b>Homeless Shelter * Adults</b>	<b>29</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>23</b>
<b>General Relief</b>	<b>23</b>
<b>Talklines/Warmlines</b>	<b>23</b>
<b>Housing Search and Information</b>	<b>22</b>
<b>Therapy Referrals</b>	<b>22</b>
<b>Food Vouchers</b>	<b>21</b>
<b>Furnace Maintenance/Repair</b>	<b>20</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : December 2023**

**Report Date: 01/04/2024**

**Total Number of Calls: 176**

<b>Heating Fuel Payment Assistance</b>	<b>47</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>43</b>
<b>Electric Service Payment Assistance</b>	<b>34</b>
<b>Food Pantries</b>	<b>21</b>
<b>Community Shelters</b>	<b>14</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>13</b>
<b>Food Vouchers</b>	<b>13</b>
<b>Rent Payment Assistance</b>	<b>13</b>
<b>Homeless Shelter</b>	<b>12</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>9</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>8</b>
<b>General Dentistry</b>	<b>8</b>
<b>Talklines/Warmlines</b>	<b>8</b>
<b>Mental Health Crisis Lines</b>	<b>7</b>
<b>State Government Agencies/Departments</b>	<b>7</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>7</b>
<b>Emergency Shelter</b>	<b>6</b>
<b>Extreme Cold Warming Centers</b>	<b>6</b>
<b>Home Rehabilitation Grants</b>	<b>6</b>
<b>Home Rehabilitation Loans</b>	<b>6</b>



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

**Report Date: 01/04/2024**

**Total Number of Calls: 78**

<b>Heating Fuel Payment Assistance</b>	<b>58</b>
<b>Electric Service Payment Assistance</b>	<b>11</b>
<b>General Counseling Services</b>	<b>8</b>
<b>General Dentistry</b>	<b>8</b>
<b>Food Pantries</b>	<b>7</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>7</b>
<b>Therapy Referrals</b>	<b>7</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>6</b>
<b>Non-Emergency Medical Transportation</b>	<b>5</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Alcohol Detoxification</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>4</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>3</b>
<b>Adolescent/Youth Counseling</b>	<b>3</b>
<b>Food Vouchers</b>	<b>3</b>
<b>Furnace Maintenance/Repair</b>	<b>3</b>
<b>Local Bus Transit Services</b>	<b>3</b>
<b>Talklines/Warmlines</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**  
**Kennebec County**  
**Reporting Period : December 2023**

**Report Date: 01/04/2024**

**Total Number of Calls: 562**

<b>Heating Fuel Payment Assistance</b>	<b>124</b>
<b>Food Pantries</b>	<b>113</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>111</b>
<b>Food Vouchers</b>	<b>52</b>
<b>Electric Service Payment Assistance</b>	<b>51</b>
<b>Extreme Cold Warming Centers</b>	<b>44</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>41</b>
<b>Housing Search Assistance</b>	<b>38</b>
<b>Rent Payment Assistance</b>	<b>37</b>
<b>Emergency Shelter</b>	<b>35</b>
<b>Disaster Food Stamps</b>	<b>29</b>
<b>State Government Agencies/Departments</b>	<b>23</b>
<b>Community Shelters</b>	<b>21</b>
<b>Extreme Weather Shelters</b>	<b>20</b>
<b>Aging and Disability Resource Centers</b>	<b>18</b>
<b>Housing Search and Information</b>	<b>18</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>15</b>
<b>Homelessness Prevention Programs</b>	<b>14</b>
<b>Food Stamps/SNAP Applications</b>	<b>13</b>
<b>General Relief</b>	<b>12</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : December 2023**

**Report Date: 01/04/2024**

**Total Number of Calls: 76**

<b>Heating Fuel Payment Assistance</b>	<b>71</b>
<b>Electric Service Payment Assistance</b>	<b>42</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>9</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>8</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>7</b>
<b>Detoxification</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>4</b>
<b>Therapy Referrals</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Detoxification * Adults</b>	<b>3</b>
<b>Emergency Shelter</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Inpatient Drug Detoxification</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities * Adults</b>	<b>3</b>
<b>Lawyer Referral Services</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : December 2023**

**Report Date: 01/04/2024**

**Total Number of Calls: 83**

<b>Heating Fuel Payment Assistance</b>	<b>116</b>
<b>Electric Service Payment Assistance</b>	<b>34</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>15</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>8</b>
<b>Food Pantries</b>	<b>8</b>
<b>Utility Service Payment Assistance</b>	<b>8</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Adult Psychiatric Hospitals</b>	<b>4</b>
<b>Furnace Maintenance/Repair</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Extreme Cold Warming Centers</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Mortgage Payment Assistance * COVID-19</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Disaster Food Stamps</b>	<b>2</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>2</b>
<b>Dental Hygiene</b>	<b>2</b>
<b>General Health Insurance Information/Counseling</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : December 2023**

**Total Number of Calls: 319**

**Report Date: 01/04/2024**

<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>120</b>
<b>Heating Fuel Payment Assistance</b>	<b>107</b>
<b>Electric Service Payment Assistance</b>	<b>38</b>
<b>Food Pantries</b>	<b>27</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>22</b>
<b>Home Rehabilitation Grants</b>	<b>21</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>17</b>
<b>Furnace Maintenance/Repair</b>	<b>17</b>
<b>State Government Agencies/Departments</b>	<b>17</b>
<b>Disaster Food Stamps</b>	<b>12</b>
<b>Holiday Programs</b>	<b>12</b>
<b>Aging and Disability Resource Centers</b>	<b>10</b>
<b>Home Rehabilitation Loans</b>	<b>10</b>
<b>State Offices of Emergency Services</b>	<b>10</b>
<b>Dental Hygiene</b>	<b>9</b>
<b>General Dentistry</b>	<b>9</b>
<b>Homeless Shelter</b>	<b>9</b>
<b>Legal Counseling</b>	<b>9</b>
<b>Emergency Shelter</b>	<b>7</b>
<b>Food Vouchers</b>	<b>7</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : December 2023**

**Report Date: 01/04/2024**

**Total Number of Calls: 463**

<b>Food Pantries</b>	<b>128</b>
<b>Heating Fuel Payment Assistance</b>	<b>121</b>
<b>Electric Service Payment Assistance</b>	<b>55</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>52</b>
<b>Food Vouchers</b>	<b>31</b>
<b>Disaster Food Stamps</b>	<b>30</b>
<b>Extreme Cold Warming Centers</b>	<b>30</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>29</b>
<b>Housing Search Assistance</b>	<b>23</b>
<b>Electric Service Connection/Repair</b>	<b>21</b>
<b>Furnace Maintenance/Repair</b>	<b>21</b>
<b>State Government Agencies/Departments</b>	<b>21</b>
<b>Rent Payment Assistance</b>	<b>20</b>
<b>Home Rehabilitation Grants</b>	<b>17</b>
<b>Holiday Programs</b>	<b>15</b>
<b>Aging and Disability Resource Centers</b>	<b>14</b>
<b>Directory Assistance</b>	<b>14</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>13</b>
<b>General Relief</b>	<b>12</b>
<b>Community Shelters</b>	<b>10</b>



**211 Maine: Top 20 Call Categories**  
**Piscataquis County**  
**Reporting Period : December 2023**

**Report Date: 01/04/2024**

**Total Number of Calls: 34**

<b>Heating Fuel Payment Assistance</b>	<b>38</b>
<b>Electric Service Payment Assistance</b>	<b>11</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>5</b>
<b>State Government Agencies/Departments</b>	<b>5</b>
<b>Holiday Programs</b>	<b>3</b>
<b>Disaster Food Stamps</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Adult Psychiatric Inpatient Units</b>	<b>2</b>
<b>Furnace Maintenance/Repair</b>	<b>2</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>2</b>
<b>Substance Use Disorder Counseling</b>	<b>2</b>
<b>Talklines/Warmlines</b>	<b>2</b>
<b>Medicare Information/Counseling</b>	<b>1</b>
<b>Local Electric Utility Companies</b>	<b>1</b>
<b>Internet Information Resources * Cancer</b>	<b>1</b>
<b>Home Rehabilitation Grants</b>	<b>1</b>
<b>General Acute Care Hospitals</b>	<b>1</b>
<b>Food Vouchers</b>	<b>1</b>
<b>Food Pantries</b>	<b>1</b>
<b>Extreme Weather Shelters</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**  
**Sagadahoc County**  
**Reporting Period : December 2023**

**Report Date: 01/04/2024**

**Total Number of Calls: 109**

<b>Heating Fuel Payment Assistance</b>	<b>39</b>
<b>Electric Service Payment Assistance</b>	<b>27</b>
<b>Rent Payment Assistance</b>	<b>16</b>
<b>Housing Search Assistance</b>	<b>13</b>
<b>Food Pantries</b>	<b>9</b>
<b>Furnace Maintenance/Repair</b>	<b>8</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>7</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>7</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>6</b>
<b>Homemaker Assistance</b>	<b>6</b>
<b>Rental Deposit Assistance</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Food Vouchers</b>	<b>5</b>
<b>Extreme Cold Warming Centers</b>	<b>4</b>
<b>Housing Search and Information</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>State Government Information Services</b>	<b>4</b>
<b>Therapy Referrals</b>	<b>4</b>
<b>Emergency Dental Care</b>	<b>3</b>
<b>Directory Assistance</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period : December 2023**

**Total Number of Calls: 393**

**Report Date: 01/04/2024**

<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>92</b>
<b>211 Systems</b>	<b>69</b>
<b>Food Pantries</b>	<b>59</b>
<b>Heating Fuel Payment Assistance</b>	<b>44</b>
<b>Electric Service Payment Assistance</b>	<b>35</b>
<b>Disaster Food Stamps</b>	<b>22</b>
<b>Home Rehabilitation Grants</b>	<b>21</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>20</b>
<b>State Government Agencies/Departments</b>	<b>16</b>
<b>Extreme Cold Warming Centers</b>	<b>15</b>
<b>Furnace Maintenance/Repair</b>	<b>14</b>
<b>Housing Search Assistance</b>	<b>14</b>
<b>Disaster Relief Services</b>	<b>13</b>
<b>Food Vouchers</b>	<b>11</b>
<b>Directory Assistance</b>	<b>10</b>
<b>Homelessness Prevention Programs</b>	<b>10</b>
<b>Housing Search and Information</b>	<b>9</b>
<b>Lawyer Referral Services</b>	<b>9</b>
<b>Rent Payment Assistance</b>	<b>9</b>
<b>Therapy Referrals</b>	<b>9</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : December 2023**

**Report Date: 01/04/2024**

**Total Number of Calls: 69**

<b>Heating Fuel Payment Assistance</b>	<b>30</b>
<b>Electric Service Payment Assistance</b>	<b>24</b>
<b>Food Pantries</b>	<b>13</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>9</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>7</b>
<b>Food Vouchers</b>	<b>6</b>
<b>Community Shelters</b>	<b>5</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>5</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>5</b>
<b>Holiday Programs</b>	<b>5</b>
<b>Domestic Violence Shelters</b>	<b>4</b>
<b>Extreme Cold Warming Centers</b>	<b>4</b>
<b>General Dentistry</b>	<b>4</b>
<b>Housing Search and Information</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Disaster Food Stamps</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Government Consumer Protection Agencies</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period : December 2023**

**Total Number of Calls: 111**

**Report Date: 01/04/2024**

<b>Heating Fuel Payment Assistance</b>	<b>97</b>
<b>Electric Service Payment Assistance</b>	<b>20</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>19</b>
<b>Post Disaster Damage Reporting * Flood Victims</b>	<b>12</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>7</b>
<b>Home Rehabilitation Grants</b>	<b>6</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>5</b>
<b>State Government Agencies/Departments</b>	<b>5</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Housing Search and Information</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>Extreme Cold Warming Centers</b>	<b>3</b>
<b>Extreme Weather Shelters</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Holiday Programs</b>	<b>3</b>
<b>Mental Health Crisis Lines</b>	<b>3</b>
<b>Veteran Benefits Assistance</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>COVID-19 Control</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : December 2023**

**Total Number of Calls: 423**

**Report Date: 01/04/2024**

<b>Heating Fuel Payment Assistance</b>	<b>119</b>
<b>Electric Service Payment Assistance</b>	<b>90</b>
<b>Housing Search Assistance</b>	<b>43</b>
<b>Food Pantries</b>	<b>35</b>
<b>Talklines/Warmlines</b>	<b>35</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>31</b>
<b>Directory Assistance</b>	<b>25</b>
<b>Housing Search and Information</b>	<b>24</b>
<b>Rent Payment Assistance</b>	<b>23</b>
<b>State Government Agencies/Departments</b>	<b>18</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>17</b>
<b>Emergency Dental Care</b>	<b>15</b>
<b>Therapy Referrals</b>	<b>14</b>
<b>Aging and Disability Resource Centers</b>	<b>13</b>
<b>General Legal Aid</b>	<b>13</b>
<b>Home Rehabilitation Grants</b>	<b>13</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>13</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>11</b>
<b>Food Vouchers</b>	<b>11</b>
<b>Holiday Programs</b>	<b>11</b>