



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : November 2023**

**Report Date: 12/05/2023**

**Total Number of Calls: 305**

<b>Electric Service Payment Assistance</b>	<b>64</b>
<b>Heating Fuel Payment Assistance</b>	<b>46</b>
<b>Food Pantries</b>	<b>44</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>31</b>
<b>Holiday Programs</b>	<b>20</b>
<b>Aging and Disability Resource Centers</b>	<b>15</b>
<b>Rent Payment Assistance</b>	<b>14</b>
<b>Housing Search Assistance</b>	<b>12</b>
<b>Talklines/Warmlines</b>	<b>12</b>
<b>Homeless Shelter * Adults</b>	<b>11</b>
<b>Therapy Referrals</b>	<b>11</b>
<b>Homeless Shelter</b>	<b>10</b>
<b>Housing Authorities</b>	<b>10</b>
<b>Community Shelters * Homeless Women</b>	<b>9</b>
<b>Community Shelters * Males</b>	<b>9</b>
<b>General Dentistry</b>	<b>9</b>
<b>Physician Referral Services</b>	<b>9</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>9</b>
<b>State Government Agencies/Departments</b>	<b>9</b>
<b>Substance Use Disorder Counseling</b>	<b>9</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : November 2023**

**Total Number of Calls: 118**

**Report Date: 12/05/2023**

<b>Heating Fuel Payment Assistance</b>	<b>76</b>
<b>Electric Service Payment Assistance</b>	<b>25</b>
<b>Food Pantries</b>	<b>22</b>
<b>Housing Search Assistance</b>	<b>12</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>12</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>11</b>
<b>Prescription Expense Assistance</b>	<b>10</b>
<b>Food Vouchers</b>	<b>9</b>
<b>Undesignated Temporary Financial Assistance * Veterans</b>	<b>9</b>
<b>Holiday Programs</b>	<b>8</b>
<b>Home Rehabilitation Grants</b>	<b>8</b>
<b>Community Shelters</b>	<b>6</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>6</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Housing Search and Information</b>	<b>5</b>
<b>Public Charities</b>	<b>5</b>
<b>General Clothing Provision</b>	<b>4</b>
<b>General Medical Care</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : November 2023**

**Total Number of Calls: 838**

**Report Date: 12/05/2023**

<b>Heating Fuel Payment Assistance</b>	<b>208</b>
<b>Electric Service Payment Assistance</b>	<b>145</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>97</b>
<b>Holiday Programs</b>	<b>97</b>
<b>Food Pantries</b>	<b>74</b>
<b>Rapid Re-Housing Programs</b>	<b>55</b>
<b>Directory Assistance</b>	<b>50</b>
<b>Housing Search Assistance</b>	<b>44</b>
<b>Rent Payment Assistance</b>	<b>38</b>
<b>Aging and Disability Resource Centers</b>	<b>37</b>
<b>Therapy Referrals</b>	<b>34</b>
<b>Homeless Shelter * Adults</b>	<b>25</b>
<b>Detoxification</b>	<b>23</b>
<b>Food Vouchers</b>	<b>22</b>
<b>Talklines/Warmlines</b>	<b>22</b>
<b>Diapers</b>	<b>21</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>21</b>
<b>Winter Clothing</b>	<b>21</b>
<b>Area Agencies on Aging</b>	<b>20</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>19</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : November 2023**

**Report Date: 12/05/2023**

**Total Number of Calls: 107**

<b>General Dentistry</b>	<b>27</b>
<b>Electric Service Payment Assistance</b>	<b>19</b>
<b>Heating Fuel Payment Assistance</b>	<b>17</b>
<b>Food Pantries</b>	<b>16</b>
<b>Talklines/Warmlines</b>	<b>13</b>
<b>Mental Health Crisis Lines</b>	<b>12</b>
<b>Holiday Programs</b>	<b>8</b>
<b>Rent Payment Assistance</b>	<b>7</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>6</b>
<b>Specialized Information and Referral</b>	<b>6</b>
<b>Water Service Payment Assistance</b>	<b>6</b>
<b>Area Agencies on Aging</b>	<b>4</b>
<b>Food Vouchers</b>	<b>4</b>
<b>General Legal Aid</b>	<b>4</b>
<b>Home Health Aide Services</b>	<b>4</b>
<b>Pediatrics</b>	<b>4</b>
<b>Personal Care</b>	<b>4</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Legal Counseling</b>	<b>3</b>



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

**Report Date: 12/05/2023**

**Total Number of Calls: 63**

<b>Heating Fuel Payment Assistance</b>	<b>51</b>
<b>Electric Service Payment Assistance</b>	<b>18</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>6</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>6</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>6</b>
<b>Community Shelters</b>	<b>5</b>
<b>Home Rehabilitation Grants</b>	<b>5</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>4</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>3</b>
<b>Holiday Programs</b>	<b>3</b>
<b>Home Rehabilitation Loans</b>	<b>3</b>
<b>Lawyer Referral Services</b>	<b>3</b>
<b>Psychiatric Case Management</b>	<b>3</b>
<b>Therapy Referrals</b>	<b>3</b>
<b>EBT Card Services</b>	<b>2</b>
<b>COVID-19 Control</b>	<b>2</b>
<b>Automobiles</b>	<b>2</b>
<b>At Risk/Homeless Housing Related Assistance Programs * AIDS/HIV * Mental Illness/Emotional Disabilities</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>



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

**Report Date: 12/05/2023**

**Total Number of Calls: 301**

<b>Heating Fuel Payment Assistance</b>	<b>111</b>
<b>Electric Service Payment Assistance</b>	<b>81</b>
<b>Rent Payment Assistance</b>	<b>53</b>
<b>Food Pantries</b>	<b>41</b>
<b>Housing Search Assistance</b>	<b>38</b>
<b>Holiday Programs</b>	<b>23</b>
<b>Food Vouchers</b>	<b>16</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>14</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>13</b>
<b>Directory Assistance</b>	<b>11</b>
<b>Aging and Disability Resource Centers</b>	<b>10</b>
<b>Emergency Shelter</b>	<b>10</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>10</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>10</b>
<b>Case/Care Management</b>	<b>9</b>
<b>Community Shelters</b>	<b>9</b>
<b>General Dentistry</b>	<b>9</b>
<b>Alcohol Detoxification</b>	<b>8</b>
<b>Emergency Dental Care</b>	<b>8</b>
<b>Homemaker Assistance</b>	<b>8</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : November 2023**

**Report Date: 12/05/2023**

**Total Number of Calls: 52**

<b>Heating Fuel Payment Assistance</b>	<b>28</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>Electric Service Payment Assistance</b>	<b>6</b>
<b>Case/Care Management</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Detoxification</b>	<b>5</b>
<b>Language Interpretation</b>	<b>4</b>
<b>Substance Use Disorder Treatment Programs</b>	<b>4</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>3</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Home Delivered Meals</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Non-Emergency Medical Transportation</b>	<b>3</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>3</b>
<b>Therapy Referrals</b>	<b>3</b>
<b>Disability Related Transportation</b>	<b>2</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>2</b>
<b>Holiday Programs</b>	<b>2</b>
<b>Home Health Care</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : November 2023**

**Report Date: 12/05/2023**

**Total Number of Calls: 49**

<b>Heating Fuel Payment Assistance</b>	<b>63</b>
<b>Electric Service Payment Assistance</b>	<b>9</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>4</b>
<b>Holiday Programs</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>3</b>
<b>Talklines/Warmlines</b>	<b>3</b>
<b>Directory Assistance</b>	<b>2</b>
<b>COVID-19 Immunization Clinics</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>General Minor Home Repair Programs</b>	<b>2</b>
<b>Non-Emergency Medical Transportation</b>	<b>2</b>
<b>Public Charities</b>	<b>2</b>
<b>Rental Deposit Assistance</b>	<b>2</b>
<b>Residential Substance Use Disorder Treatment Facilities * Women</b>	<b>2</b>
<b>Sweat Equity Programs</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : November 2023**

**Total Number of Calls: 116**

**Report Date: 12/05/2023**

<b>Heating Fuel Payment Assistance</b>	<b>33</b>
<b>Electric Service Payment Assistance</b>	<b>31</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>15</b>
<b>Homeless Shelter</b>	<b>12</b>
<b>Food Pantries</b>	<b>10</b>
<b>Housing Search Assistance</b>	<b>10</b>
<b>Case/Care Management</b>	<b>9</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>8</b>
<b>General Dentistry</b>	<b>8</b>
<b>Homeless Shelter * Women</b>	<b>8</b>
<b>Housing Search and Information</b>	<b>8</b>
<b>General Counseling Services</b>	<b>6</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>6</b>
<b>Therapy Referrals</b>	<b>5</b>
<b>Adult Psychiatric Hospitals</b>	<b>4</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>4</b>
<b>Psychiatric Case Management</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>Benefits Screening</b>	<b>3</b>
<b>Diapers</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : November 2023**

**Report Date: 12/05/2023**

**Total Number of Calls: 265**

<b>Heating Fuel Payment Assistance</b>	<b>106</b>
<b>Electric Service Payment Assistance</b>	<b>70</b>
<b>Community Shelters</b>	<b>37</b>
<b>Housing Search Assistance</b>	<b>36</b>
<b>Food Pantries</b>	<b>31</b>
<b>Holiday Programs</b>	<b>30</b>
<b>Housing Search and Information</b>	<b>21</b>
<b>Rent Payment Assistance</b>	<b>21</b>
<b>Homeless Shelter</b>	<b>19</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>18</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>18</b>
<b>Aging and Disability Resource Centers</b>	<b>16</b>
<b>Transitional Housing/Shelter</b>	<b>12</b>
<b>Home Rehabilitation Grants</b>	<b>11</b>
<b>General Relief</b>	<b>9</b>
<b>Benefits Screening</b>	<b>8</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>8</b>
<b>Area Agencies on Aging</b>	<b>7</b>
<b>Domestic Violence Hotlines</b>	<b>7</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>7</b>



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

**Report Date: 12/05/2023**

**Total Number of Calls: 25**

<b>Heating Fuel Payment Assistance</b>	<b>12</b>
<b>Electric Service Payment Assistance</b>	<b>8</b>
<b>Water Service Payment Assistance</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Non-Emergency Medical Transportation</b>	<b>2</b>
<b>Rent Payment Assistance</b>	<b>2</b>
<b>Talklines/Warmlines</b>	<b>1</b>
<b>State Government Information Services</b>	<b>1</b>
<b>Specialized Information and Referral</b>	<b>1</b>
<b>Physician Referral Services</b>	<b>1</b>
<b>Local Officials Offices</b>	<b>1</b>
<b>Heating Fuel Service Complaints</b>	<b>1</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>1</b>
<b>General Consumer Complaints</b>	<b>1</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>1</b>
<b>Congregate Meals/Nutrition Sites</b>	<b>1</b>
<b>Benefits Screening</b>	<b>1</b>



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

**Report Date: 12/05/2023**

**Total Number of Calls: 83**

<b>Heating Fuel Payment Assistance</b>	<b>44</b>
<b>Electric Service Payment Assistance</b>	<b>19</b>
<b>Rent Payment Assistance</b>	<b>13</b>
<b>Housing Search Assistance</b>	<b>9</b>
<b>Food Pantries</b>	<b>7</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>7</b>
<b>Home Rehabilitation Grants</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Therapy Referrals</b>	<b>6</b>
<b>Emergency Dental Care</b>	<b>5</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>5</b>
<b>Clinical Psychiatric Evaluation</b>	<b>4</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Errand Running/Shopping Assistance</b>	<b>4</b>
<b>Furnace Maintenance/Repair</b>	<b>4</b>
<b>Holiday Programs</b>	<b>4</b>
<b>Personal/Grooming Supplies</b>	<b>4</b>
<b>Prescription Expense Assistance</b>	<b>4</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>Homeless Permanent Supportive Housing</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**  
**Somerset County**  
**Reporting Period : November 2023**

**Report Date: 12/05/2023**

**Total Number of Calls: 284**

<b>211 Systems</b>	<b>49</b>
<b>Heating Fuel Payment Assistance</b>	<b>47</b>
<b>Electric Service Payment Assistance</b>	<b>40</b>
<b>Holiday Programs</b>	<b>33</b>
<b>Home Health Aide Services</b>	<b>32</b>
<b>General Dentistry</b>	<b>17</b>
<b>General Medical Care</b>	<b>13</b>
<b>Hospice Care Referrals</b>	<b>12</b>
<b>Assistive Technology Equipment</b>	<b>11</b>
<b>In Home Hospice Care</b>	<b>11</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>10</b>
<b>Home Rehabilitation Grants</b>	<b>9</b>
<b>Housing Search Assistance</b>	<b>9</b>
<b>Directory Assistance</b>	<b>7</b>
<b>Rent Payment Assistance</b>	<b>7</b>
<b>Community Shelters</b>	<b>6</b>
<b>Area Agencies on Aging</b>	<b>6</b>
<b>Food Pantries</b>	<b>6</b>
<b>General Acute Care Hospitals</b>	<b>6</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : November 2023**

**Report Date: 12/05/2023**

**Total Number of Calls: 54**

<b>Heating Fuel Payment Assistance</b>	<b>32</b>
<b>Electric Service Payment Assistance</b>	<b>8</b>
<b>Psychiatric Case Management</b>	<b>8</b>
<b>General Counseling Services</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>3</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Domestic Violence Hotlines</b>	<b>3</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Therapy Referrals</b>	<b>3</b>
<b>Thrift Shops</b>	<b>3</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>2</b>
<b>Community Shelters</b>	<b>2</b>
<b>Case/Care Management</b>	<b>2</b>
<b>Driver Licenses</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>Gambling Addiction Support Groups</b>	<b>2</b>
<b>Holiday Programs</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**  
**Washington County**  
**Reporting Period : November 2023**

**Report Date: 12/05/2023**

**Total Number of Calls: 70**

<b>Heating Fuel Payment Assistance</b>	<b>56</b>
<b>Food Pantries</b>	<b>18</b>
<b>Electric Service Payment Assistance</b>	<b>14</b>
<b>Holiday Programs</b>	<b>9</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>8</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Food Vouchers</b>	<b>5</b>
<b>General Counseling Services</b>	<b>5</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>5</b>
<b>Disability Related Transportation</b>	<b>4</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>4</b>
<b>Housing Search and Information</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Rental Deposit Assistance</b>	<b>4</b>
<b>Benefits Screening</b>	<b>3</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Individual Counseling</b>	<b>3</b>
<b>Outpatient Mental Health Facilities</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : November 2023**

**Report Date: 12/05/2023**

**Total Number of Calls: 407**

<b>Heating Fuel Payment Assistance</b>	<b>80</b>
<b>Electric Service Payment Assistance</b>	<b>78</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>63</b>
<b>Talklines/Warmlines</b>	<b>51</b>
<b>Food Pantries</b>	<b>44</b>
<b>Rent Payment Assistance</b>	<b>38</b>
<b>Housing Search Assistance</b>	<b>28</b>
<b>Homeless Shelter * Adults</b>	<b>17</b>
<b>Outreach Programs</b>	<b>17</b>
<b>Aging and Disability Resource Centers</b>	<b>15</b>
<b>General Counseling Services</b>	<b>14</b>
<b>Area Agencies on Aging</b>	<b>13</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>13</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>13</b>
<b>Substance Use Disorder Counseling</b>	<b>13</b>
<b>General Medical Care</b>	<b>12</b>
<b>Undesignated Temporary Financial Assistance * Veterans</b>	<b>12</b>
<b>Diapers</b>	<b>11</b>
<b>Directory Assistance</b>	<b>11</b>
<b>Heating Fuel Payment Assistance * COVID-19</b>	<b>11</b>