



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : February 2024

Total Number of Calls: 411

Report Date: 03/01/2024

Heating Fuel Payment Assistance	160
Electric Service Payment Assistance	105
VITA Programs	75
Food Pantries	24
AARP Tax Aide Programs	23
Therapy Referrals	18
General Dentistry	17
Housing Search Assistance	17
Aging and Disability Resource Centers	14
At Risk/Homeless Housing Related Assistance Programs	14
Directory Assistance	13
LITC Programs	12
Personal Financial Counseling	12
Rent Payment Assistance	12
Inpatient Substance Use Disorder Treatment Facilities	11
Homemaker Assistance	10
Housing Search and Information	10
Dental Hygiene	9
Substance Use Disorder Counseling	9
Tax Preparation Assistance	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : February 2024

Total Number of Calls: 144

Report Date: 03/01/2024

Heating Fuel Payment Assistance	169
Electric Service Payment Assistance	32
Food Pantries	22
Housing Search Assistance	12
Rent Payment Assistance	8
At Risk/Homeless Housing Related Assistance Programs	7
Undesignated Temporary Financial Assistance	7
Undesignated Temporary Financial Assistance * Veterans	7
Aging and Disability Resource Centers	6
General Dentistry	6
Home Rehabilitation Grants	6
Housing Search and Information	6
VITA Programs	6
Community Shelters	4
Community Fridges/Food Cabinets	4
Food Vouchers	4
Referral to Dental Practitioners Accepting Medicaid	4
Talklines/Warmlines	4
AARP Tax Aide Programs	3
Food Stamps/SNAP Applications	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : February 2024

Total Number of Calls: 857

Report Date: 03/01/2024

Heating Fuel Payment Assistance	376
Electric Service Payment Assistance	169
Food Pantries	91
At Risk/Homeless Housing Related Assistance Programs	87
Rapid Re-Housing Programs	46
Housing Search Assistance	43
Directory Assistance	36
Aging and Disability Resource Centers	34
State Government Agencies/Departments	27
Talklines/Warmlines	27
Rent Payment Assistance	24
AARP Tax Aide Programs	23
General Legal Aid	23
VITA Programs	23
General Counseling Services	21
Housing Search and Information	21
Domestic Violence Hotlines	20
Therapy Referrals	20
Undesignated Temporary Financial Assistance	18
Prescription Expense Assistance	17



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : February 2024

Total Number of Calls: 110

Report Date: 03/01/2024

Heating Fuel Payment Assistance	63
Electric Service Payment Assistance	26
Talklines/Warmlines	13
General Counseling Services	11
Therapy Referrals	10
Housing Search Assistance	8
Prescription Expense Assistance	8
Rent Payment Assistance	7
At Risk/Homeless Housing Related Assistance Programs	6
Community Shelters	5
Emergency Shelter	5
General Medical Care	4
Outpatient Mental Health Facilities	4
Substance Use Disorder Counseling	4
Directory Assistance	3
Automotive Repair and Maintenance	3
Aging and Disability Resource Centers	3
AARP Tax Aide Programs	3
FEMA Disaster Assistance Online/Tele-Registration	3
Mental Health Crisis Lines	3



211 Maine: Top 20 Call Categories
Hancock County
Reporting Period : February 2024

Report Date: 03/01/2024

Total Number of Calls: 110

Heating Fuel Payment Assistance	125
Electric Service Payment Assistance	36
Housing Search Assistance	11
General Dentistry	6
Housing Search and Information	6
Home Rehabilitation Grants	5
Therapy Referrals	5
Undesignated Temporary Financial Assistance	5
Home Rehabilitation Loans	4
Housing Authorities	4
Talklines/Warmlines	4
AARP Tax Aide Programs	3
Food Pantries	3
Community Shelters	3
Homemaker Assistance	3
Non-Emergency Medical Transportation	3
Rent Payment Assistance	3
Aging and Disability Resource Centers	2
At Risk/Homeless Housing Related Assistance Programs	2
FEMA Disaster Assistance Online/Tele-Registration	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : February 2024

Report Date: 03/01/2024

Total Number of Calls: 385

Heating Fuel Payment Assistance	213
Electric Service Payment Assistance	86
Rent Payment Assistance	58
Food Pantries	45
At Risk/Homeless Housing Related Assistance Programs	24
VITA Programs	24
Housing Search Assistance	23
Homelessness Prevention Programs	20
Directory Assistance	17
Furnace Maintenance/Repair	14
State Government Agencies/Departments	13
Emergency Shelter	12
Prescription Expense Assistance	12
Section 8 Housing Choice Vouchers	12
Undesignated Temporary Financial Assistance	12
Food Vouchers	11
General Clothing Provision	11
Emergency Dental Care	10
FEMA Disaster Assistance Online/Tele-Registration	10
General Counseling Services	10



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : February 2024

Total Number of Calls: 89

Report Date: 03/01/2024

Electric Service Payment Assistance	47
Heating Fuel Payment Assistance	38
Rent Payment Assistance	20
At Risk/Homeless Housing Related Assistance Programs	7
State Government Agencies/Departments	7
Therapy Referrals	7
Community Shelters	6
General Counseling Services	5
Prescription Expense Assistance	5
Domestic Violence Shelters	4
Food Pantries	4
Home Rehabilitation Grants	4
Housing Search Assistance	4
Neuter/Spay Services	4
Mental Health Crisis Lines	3
Prescription Drug Discount Cards	3
VITA Programs	3
Domestic Violence Hotlines	2
AARP Tax Aide Programs	2
Emergency Shelter * Homeless Families	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : February 2024

Total Number of Calls: 70

Report Date: 03/01/2024

Heating Fuel Payment Assistance	51
Electric Service Payment Assistance	41
General Counseling Services	8
Food Pantries	7
Rent Payment Assistance	6
Talklines/Warmlines	5
Therapy Referrals	5
Bereavement and Grief Counseling	4
Directory Assistance	3
State Government Agencies/Departments	3
Disaster Loans	2
At Risk/Homeless Housing Related Assistance Programs	2
Food Vouchers	2
Furnace Maintenance/Repair	2
Housing Search Assistance	2
Property Tax Rebate Information	2
Sexual Assault/Incest Support Groups	2
Veterinary Care Expense Assistance	2
Family Law	1
Errand Running/Shopping Assistance	1



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : February 2024

Total Number of Calls: 167

Report Date: 03/01/2024

Heating Fuel Payment Assistance	100
Electric Service Payment Assistance	38
VITA Programs	13
Housing Search Assistance	10
At Risk/Homeless Housing Related Assistance Programs	8
Food Pantries	8
Legal Counseling	8
Aging and Disability Resource Centers	7
Talklines/Warmlines	7
General Counseling Services	6
Homeless Shelter	6
Non-Emergency Medical Transportation	6
Homeless Shelter * Women	5
Lawyer Referral Services	5
Smoking/Vaping Cessation	5
Alcohol Use Disorder Support Groups	4
General Legal Aid	4
Home Purchase/Mortgage Refinance Loans	4
Residential Substance Use Disorder Treatment Facilities	4
Senior Housing Information and Referral	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : February 2024

Total Number of Calls: 318

Report Date: 03/01/2024

Heating Fuel Payment Assistance	198
Electric Service Payment Assistance	83
Food Pantries	32
At Risk/Homeless Housing Related Assistance Programs	31
Housing Search Assistance	29
Community Shelters	19
Home Rehabilitation Grants	19
General Dentistry	17
Housing Search and Information	16
VITA Programs	15
Aging and Disability Resource Centers	13
State Government Agencies/Departments	12
AARP Tax Aide Programs	10
Rent Payment Assistance	9
Transitional Housing/Shelter	9
Talklines/Warmlines	8
Undesignated Temporary Financial Assistance * Veterans	8
Dental Hygiene	7
Food Vouchers	7
General Medical Care	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : February 2024

Total Number of Calls: 40

Report Date: 03/01/2024

Heating Fuel Payment Assistance	37
Electric Service Payment Assistance	20
Food Pantries	6
Medical Care Expense Assistance	5
Prescription Expense Assistance	5
Aging and Disability Resource Centers	4
Furnace Maintenance/Repair	4
Health Insurance Information/Counseling	4
Water Service Payment Assistance	4
Housing Search and Information	3
Food Vouchers	2
General Legal Aid	2
General Health Insurance Information/Counseling	2
Housing Search Assistance	2
Inpatient Substance Use Disorder Treatment Facilities	2
Inpatient Substance Use Disorder Treatment Facilities * Adults	2
Non-Emergency Medical Transportation	2
Personal Financial Counseling	2
Rent Payment Assistance	2
State Government Information Services	2



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : February 2024

Total Number of Calls: 96

Report Date: 03/01/2024

Heating Fuel Payment Assistance	63
Electric Service Payment Assistance	43
Rent Payment Assistance	10
Aging and Disability Resource Centers	6
At Risk/Homeless Housing Related Assistance Programs	5
General Minor Home Repair Programs	5
Senior Ride Programs	4
State Government Agencies/Departments	4
Undesignated Temporary Financial Assistance	4
Benefits Screening	3
Domestic Violence Shelters	3
FEMA Disaster Assistance Online/Tele-Registration	3
Home Rehabilitation Grants	3
Lawyer Referral Services	3
Local Bus Transit Services	3
Non-Emergency Medical Transportation	3
Talklines/Warmlines	3
VITA Programs	3
Community Shelters	2
Directory Assistance	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : February 2024

Total Number of Calls: 365

Report Date: 03/01/2024

Heating Fuel Payment Assistance	189
Electric Service Payment Assistance	74
211 Systems	68
Talklines/Warmlines	47
Food Pantries	13
Furnace Maintenance/Repair	13
Homemaker Assistance	13
Directory Assistance	12
General Dentistry	11
Housing Search Assistance	11
VITA Programs	9
FEMA Disaster Assistance Online/Tele-Registration	8
Personal Alarm Systems	8
At Risk/Homeless Housing Related Assistance Programs	7
Assistive Technology Equipment	6
Area Agencies on Aging	6
Undesignated Temporary Financial Assistance * Veterans	6
Alcohol Detoxification	5
Adult Protective Services	5
Home Rehabilitation Grants	5



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : February 2024

Total Number of Calls: 65

Report Date: 03/01/2024

Heating Fuel Payment Assistance	54
Electric Service Payment Assistance	32
Home Rehabilitation Grants	8
Community Shelters	7
Emergency Shelter	6
At Risk/Homeless Housing Related Assistance Programs	4
Housing Search Assistance	4
Personal/Grooming Supplies	4
Aging and Disability Resource Centers	3
Cavity Prevention Measures	3
Domestic Violence Shelters	3
Food Pantries	3
General Dentistry	3
Mortgage Delinquency and Default Counseling	3
Rent Payment Assistance	3
Clothing Donation Programs	2
FEMA Disaster Assistance Online/Tele-Registration	2
Food Vouchers	2
Furnace Maintenance/Repair	2
Neuter/Spay Services	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : February 2024

Total Number of Calls: 115

Report Date: 03/01/2024

Heating Fuel Payment Assistance	183
Electric Service Payment Assistance	12
Home Rehabilitation Grants	6
Tenant Rights Information/Counseling	6
Community Shelters	5
At Risk/Homeless Housing Related Assistance Programs	5
Neuter/Spay Services	3
Public Charities	3
Undesignated Temporary Financial Assistance * Veterans	3
Aging and Disability Resource Centers	2
At Risk/Homeless Housing Related Assistance Programs * Veterans	2
Diapers	2
AARP Tax Aide Programs	2
General Health Insurance Information/Counseling	2
General Legal Aid	2
Housing Search Assistance	2
Legal Counseling	2
Rent Payment Assistance	2
Senior Ride Programs	2
Veterinary Care Expense Assistance	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : February 2024

Total Number of Calls: 417

Report Date: 03/01/2024

Heating Fuel Payment Assistance	157
Electric Service Payment Assistance	116
At Risk/Homeless Housing Related Assistance Programs	78
Housing Search Assistance	35
Talklines/Warmlines	35
Food Pantries	33
Rent Payment Assistance	28
Therapy Referrals	15
Aging and Disability Resource Centers	14
Housing Search and Information	14
Homeless Shelter * Adults	13
Case/Care Management	12
Comprehensive Outpatient Substance Use Disorder Treatment	12
Directory Assistance	12
AARP Tax Aide Programs	11
211 Systems	11
Domestic Violence Hotlines	11
Emergency Shelter	11
General Counseling Services	11
Personal Financial Counseling	11