



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : April 2024**

**Report Date: 05/03/2024**

**Total Number of Calls: 390**

<b>Electric Service Payment Assistance</b>	<b>420</b>
<b>Heating Fuel Payment Assistance</b>	<b>83</b>
<b>Food Pantries</b>	<b>41</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>21</b>
<b>Aging and Disability Resource Centers</b>	<b>19</b>
<b>Rent Payment Assistance</b>	<b>19</b>
<b>Non-Emergency Medical Transportation</b>	<b>15</b>
<b>General Medical Care</b>	<b>12</b>
<b>Housing Search Assistance</b>	<b>12</b>
<b>VITA Programs</b>	<b>12</b>
<b>Food Vouchers</b>	<b>11</b>
<b>Therapy Referrals</b>	<b>11</b>
<b>Extreme Cold Warming Centers</b>	<b>9</b>
<b>General Dentistry</b>	<b>9</b>
<b>Home Rehabilitation Grants</b>	<b>9</b>
<b>Homeless Shelter</b>	<b>9</b>
<b>Clothing</b>	<b>8</b>
<b>Gynecology Services</b>	<b>8</b>
<b>Soup Kitchens</b>	<b>8</b>
<b>Housing Search and Information</b>	<b>7</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : April 2024**

**Total Number of Calls: 131**

**Report Date: 05/03/2024**

<b>Electric Service Payment Assistance</b>	<b>97</b>
<b>Heating Fuel Payment Assistance</b>	<b>87</b>
<b>Food Pantries</b>	<b>12</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>8</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Alcohol Detoxification</b>	<b>5</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Detoxification</b>	<b>5</b>
<b>Water Service Payment Assistance</b>	<b>5</b>
<b>Community Shelters</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>3</b>
<b>Drug Detoxification</b>	<b>3</b>
<b>Drug Detoxification * Adults</b>	<b>3</b>
<b>Mortgage Payment Assistance</b>	<b>3</b>
<b>Pet Food</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : April 2024**

**Total Number of Calls: 978**

**Report Date: 05/03/2024**

<b>Electric Service Payment Assistance</b>	<b>337</b>
<b>Heating Fuel Payment Assistance</b>	<b>175</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>100</b>
<b>Rapid Re-Housing Programs</b>	<b>61</b>
<b>Directory Assistance</b>	<b>60</b>
<b>Housing Search Assistance</b>	<b>50</b>
<b>Food Pantries</b>	<b>45</b>
<b>General Counseling Services</b>	<b>44</b>
<b>Aging and Disability Resource Centers</b>	<b>38</b>
<b>Talklines/Warmlines</b>	<b>36</b>
<b>Rent Payment Assistance</b>	<b>35</b>
<b>State Government Agencies/Departments</b>	<b>31</b>
<b>Detoxification</b>	<b>26</b>
<b>Therapy Referrals</b>	<b>26</b>
<b>Extreme Cold Warming Centers</b>	<b>24</b>
<b>Housing Search and Information</b>	<b>24</b>
<b>Homemaker Assistance</b>	<b>21</b>
<b>Housing Authorities</b>	<b>21</b>
<b>General Relief</b>	<b>17</b>
<b>Mental Health Crisis Lines</b>	<b>17</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : April 2024**

**Report Date: 05/03/2024**

**Total Number of Calls: 100**

<b>Electric Service Payment Assistance</b>	<b>100</b>
<b>Heating Fuel Payment Assistance</b>	<b>17</b>
<b>VITA Programs</b>	<b>8</b>
<b>Rent Payment Assistance</b>	<b>7</b>
<b>Food Pantries</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Mental Health Crisis Lines</b>	<b>5</b>
<b>Substance Use Disorder Counseling</b>	<b>5</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>Talklines/Warmlines</b>	<b>4</b>
<b>Transportation Expense Assistance</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>AARP Tax Aide Programs</b>	<b>3</b>
<b>Local Electric Utility Companies</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance * Families of Military Personnel/Veterans</b>	<b>3</b>
<b>Community Shelters</b>	<b>2</b>
<b>Drug Detoxification</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period : April 2024**

**Report Date: 05/03/2024**

**Total Number of Calls: 62**

<b>Electric Service Payment Assistance</b>	<b>35</b>
<b>Heating Fuel Payment Assistance</b>	<b>24</b>
<b>Legal Counseling</b>	<b>11</b>
<b>Food Pantries</b>	<b>7</b>
<b>Furnace Maintenance/Repair</b>	<b>6</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Area Agencies on Aging</b>	<b>4</b>
<b>Alcohol Detoxification</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Neuter/Spay Services</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Benefits Screening</b>	<b>2</b>
<b>Food Vouchers</b>	<b>2</b>
<b>General Dentistry</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>
<b>Housing Authorities</b>	<b>2</b>
<b>Housing Search and Information</b>	<b>2</b>
<b>Legal Counseling * Older Adults</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period : April 2024**

**Report Date: 05/03/2024**

**Total Number of Calls: 377**

<b>Electric Service Payment Assistance</b>	<b>253</b>
<b>Heating Fuel Payment Assistance</b>	<b>127</b>
<b>Rent Payment Assistance</b>	<b>52</b>
<b>Housing Search Assistance</b>	<b>25</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>20</b>
<b>Housing Search and Information</b>	<b>17</b>
<b>General Counseling Services</b>	<b>15</b>
<b>Homelessness Prevention Programs</b>	<b>15</b>
<b>Aging and Disability Resource Centers</b>	<b>14</b>
<b>State Government Agencies/Departments</b>	<b>14</b>
<b>Alcohol Detoxification</b>	<b>12</b>
<b>Community Shelters</b>	<b>12</b>
<b>Emergency Shelter</b>	<b>12</b>
<b>Food Pantries</b>	<b>12</b>
<b>Homemaker Assistance</b>	<b>12</b>
<b>Directory Assistance</b>	<b>11</b>
<b>Domestic Violence Hotlines</b>	<b>10</b>
<b>Home Rehabilitation Grants</b>	<b>10</b>
<b>Detoxification</b>	<b>9</b>
<b>Public Charities</b>	<b>8</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : April 2024**

**Total Number of Calls: 78**

**Report Date: 05/03/2024**

<b>Electric Service Payment Assistance</b>	<b>78</b>
<b>Heating Fuel Payment Assistance</b>	<b>25</b>
<b>Housing Search Assistance</b>	<b>13</b>
<b>General Counseling Services</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>5</b>
<b>Housing Search and Information</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>5</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Families/Friends of Individuals With an Alcohol Use Disorder Support Groups</b>	<b>4</b>
<b>Food Pantries</b>	<b>4</b>
<b>Medical Care Expense Assistance</b>	<b>4</b>
<b>Psychiatric Case Management</b>	<b>4</b>
<b>Talklines/Warmlines</b>	<b>3</b>
<b>Telephone Service Payment Assistance</b>	<b>3</b>
<b>Thrift Shops</b>	<b>3</b>
<b>Water Service Payment Assistance</b>	<b>3</b>
<b>Benefits Screening</b>	<b>2</b>
<b>Emergency Shelter * Homeless Families</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : April 2024**

**Report Date: 05/03/2024**

**Total Number of Calls: 83**

<b>Electric Service Payment Assistance</b>	<b>63</b>
<b>Heating Fuel Payment Assistance</b>	<b>28</b>
<b>Food Pantries</b>	<b>9</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>9</b>
<b>Homemaker Assistance</b>	<b>6</b>
<b>Furnace Maintenance/Repair</b>	<b>5</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>5</b>
<b>Talklines/Warmlines</b>	<b>5</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>5</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Errand Running/Shopping Assistance</b>	<b>3</b>
<b>Food Vouchers</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Substance Use Disorder Counseling</b>	<b>3</b>
<b>Extreme Cold Warming Centers</b>	<b>2</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>Divorce Records</b>	<b>2</b>
<b>General Minor Home Repair Programs</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : April 2024**

**Total Number of Calls: 162**

**Report Date: 05/03/2024**

<b>Electric Service Payment Assistance</b>	<b>142</b>
<b>Heating Fuel Payment Assistance</b>	<b>64</b>
<b>Food Pantries</b>	<b>19</b>
<b>Aging and Disability Resource Centers</b>	<b>10</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>10</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>7</b>
<b>VITA Programs</b>	<b>6</b>
<b>Community Action Agencies</b>	<b>5</b>
<b>Domestic Violence Hotlines</b>	<b>5</b>
<b>Food Vouchers</b>	<b>5</b>
<b>General Dentistry</b>	<b>5</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>5</b>
<b>Non-Emergency Medical Transportation</b>	<b>5</b>
<b>Psychiatric Case Management</b>	<b>5</b>
<b>Talklines/Warmlines</b>	<b>5</b>
<b>Tax Preparation Assistance</b>	<b>5</b>
<b>AARP Tax Aide Programs</b>	<b>4</b>
<b>General Counseling Services</b>	<b>4</b>
<b>Home Health Care</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : April 2024**

**Total Number of Calls: 300**

**Report Date: 05/03/2024**

<b>Electric Service Payment Assistance</b>	<b>147</b>
<b>Heating Fuel Payment Assistance</b>	<b>61</b>
<b>Food Pantries</b>	<b>60</b>
<b>Housing Search Assistance</b>	<b>43</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>25</b>
<b>Housing Search and Information</b>	<b>21</b>
<b>Rent Payment Assistance</b>	<b>18</b>
<b>General Counseling Services</b>	<b>13</b>
<b>State Government Agencies/Departments</b>	<b>13</b>
<b>Transportation Expense Assistance</b>	<b>13</b>
<b>Alcohol Detoxification</b>	<b>12</b>
<b>Aging and Disability Resource Centers</b>	<b>12</b>
<b>General Dentistry</b>	<b>11</b>
<b>VITA Programs</b>	<b>11</b>
<b>Domestic Violence Hotlines</b>	<b>10</b>
<b>Community Shelters</b>	<b>8</b>
<b>Directory Assistance</b>	<b>8</b>
<b>Disability Related Transportation</b>	<b>8</b>
<b>Drug Detoxification</b>	<b>8</b>
<b>Outpatient Mental Health Facilities</b>	<b>8</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period : April 2024**

**Report Date: 05/03/2024**

**Total Number of Calls: 28**

<b>Electric Service Payment Assistance</b>	<b>39</b>
<b>Heating Fuel Payment Assistance</b>	<b>12</b>
<b>Telemental Health</b>	<b>4</b>
<b>Therapy Referrals</b>	<b>3</b>
<b>General Counseling Services</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Property Tax Exemption Information</b>	<b>2</b>
<b>Homemaker Assistance</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Rent Payment Assistance</b>	<b>2</b>
<b>State Government Agencies/Departments</b>	<b>2</b>
<b>Referral to Dental Practitioners Accepting Medicaid</b>	<b>1</b>
<b>Protection and Advocacy for Individuals With Disabilities * Developmental Disabilities * Brain Injuries</b>	<b>1</b>
<b>Mental Health Crisis Lines * Postpartum Mothers * Pregnant Individuals</b>	<b>1</b>
<b>Medical Care Expense Assistance</b>	<b>1</b>
<b>Legal Representation</b>	<b>1</b>
<b>Legal Counseling</b>	<b>1</b>
<b>Landlord/Tenant Assistance * Older Adults</b>	<b>1</b>
<b>Housing Search Assistance</b>	<b>1</b>
<b>General Dentistry</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period : April 2024**

**Total Number of Calls: 90**

**Report Date: 05/03/2024**

<b>Electric Service Payment Assistance</b>	<b>82</b>
<b>Heating Fuel Payment Assistance</b>	<b>50</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Prescription Expense Assistance</b>	<b>5</b>
<b>Homemaker Assistance</b>	<b>4</b>
<b>Personal Financial Counseling</b>	<b>4</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>3</b>
<b>Dental Hygiene</b>	<b>3</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Housing Search and Information</b>	<b>3</b>
<b>Sheriff</b>	<b>3</b>
<b>Veteran Benefits Assistance</b>	<b>3</b>
<b>Families/Friends of Individuals With an Alcohol Use Disorder Support Groups</b>	<b>2</b>
<b>Federated Giving Programs</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>
<b>Home Barrier Evaluation/Removal Services</b>	<b>2</b>
<b>Home Health Care</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period : April 2024**

**Total Number of Calls: 151**

**Report Date: 05/03/2024**

<b>Electric Service Payment Assistance</b>	<b>181</b>
<b>Heating Fuel Payment Assistance</b>	<b>33</b>
<b>Food Pantries</b>	<b>31</b>
<b>Aging and Disability Resource Centers</b>	<b>10</b>
<b>Housing Search Assistance</b>	<b>10</b>
<b>Domestic Violence Hotlines</b>	<b>7</b>
<b>Area Agencies on Aging</b>	<b>5</b>
<b>General Counseling Services</b>	<b>5</b>
<b>Home Rehabilitation Grants</b>	<b>5</b>
<b>Outpatient Mental Health Facilities</b>	<b>5</b>
<b>Thrift Shops</b>	<b>5</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Homelessness Prevention Programs</b>	<b>4</b>
<b>Legal Counseling</b>	<b>4</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>Conjoint Counseling</b>	<b>3</b>
<b>Emergency Shelter</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Food Vouchers</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : April 2024**

**Total Number of Calls: 76**

**Report Date: 05/03/2024**

<b>Electric Service Payment Assistance</b>	<b>123</b>
<b>Heating Fuel Payment Assistance</b>	<b>35</b>
<b>Food Pantries</b>	<b>15</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Animal Shelters</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Prescription Expense Assistance</b>	<b>4</b>
<b>Transportation Expense Assistance</b>	<b>4</b>
<b>Domestic Violence Hotlines</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Neuter/Spay Services</b>	<b>3</b>
<b>Personal/Grooming Supplies</b>	<b>3</b>
<b>Psychiatric Case Management</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Veterinary Care Expense Assistance</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>Domestic Violence Shelters</b>	<b>2</b>
<b>Housing Search and Information</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period : April 2024**

**Total Number of Calls: 64**

**Report Date: 05/03/2024**

<b>Heating Fuel Payment Assistance</b>	<b>32</b>
<b>Electric Service Payment Assistance</b>	<b>16</b>
<b>General Counseling Services</b>	<b>7</b>
<b>Home Rehabilitation Grants</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>State Government Agencies/Departments</b>	<b>5</b>
<b>Child/Adolescent Residential Treatment Facilities</b>	<b>3</b>
<b>Disaster Related Cash Grants</b>	<b>3</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>3</b>
<b>Housing Search and Information</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Extreme Cold Warming Centers</b>	<b>2</b>
<b>Animal Adoption</b>	<b>2</b>
<b>General Legal Aid</b>	<b>2</b>
<b>Health Insurance Information/Counseling</b>	<b>2</b>
<b>Home Care/Hospice Associations</b>	<b>2</b>
<b>Internet Service Payment Assistance</b>	<b>2</b>
<b>General Counseling Services * Adults</b>	<b>1</b>
<b>FEMA Disaster Assistance Online/Tele-Registration</b>	<b>1</b>
<b>Family Law</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : April 2024**

**Total Number of Calls: 439**

**Report Date: 05/03/2024**

<b>Electric Service Payment Assistance</b>	<b>310</b>
<b>Heating Fuel Payment Assistance</b>	<b>62</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>42</b>
<b>Talklines/Warmlines</b>	<b>33</b>
<b>Food Pantries</b>	<b>26</b>
<b>Directory Assistance</b>	<b>21</b>
<b>Rent Payment Assistance</b>	<b>18</b>
<b>Housing Search Assistance</b>	<b>17</b>
<b>Therapy Referrals</b>	<b>16</b>
<b>Domestic Violence Hotlines</b>	<b>12</b>
<b>VITA Programs</b>	<b>12</b>
<b>Case/Care Management</b>	<b>11</b>
<b>Aging and Disability Resource Centers</b>	<b>11</b>
<b>General Counseling Services</b>	<b>11</b>
<b>Area Agencies on Aging</b>	<b>10</b>
<b>Family Counseling</b>	<b>10</b>
<b>Extreme Cold Warming Centers</b>	<b>9</b>
<b>Legal Counseling</b>	<b>9</b>
<b>Local Electric Utility Companies</b>	<b>9</b>
<b>Non-Emergency Medical Transportation</b>	<b>8</b>