



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : June 2024

Report Date: 07/05/2024

Total Number of Calls: 361

Electric Service Payment Assistance	430
Food Pantries	56
Homeless Shelter	21
Housing Search Assistance	21
At Risk/Homeless Housing Related Assistance Programs	20
General Counseling Services	19
Undesignated Temporary Financial Assistance	18
Community Shelters	15
Housing Search and Information	15
Rent Payment Assistance	15
Psychiatric Case Management	12
Section 8 Housing Choice Vouchers	11
Electric Service Complaints	10
Heating Fuel Payment Assistance	10
Neuter/Spay Services	10
Home Improvement/Accessibility	9
Benefits Screening	8
Directory Assistance	8
General Acute Care Hospitals	8
General Dentistry	8



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : June 2024

Total Number of Calls: 122

Report Date: 07/05/2024

Electric Service Payment Assistance	179
Undesignated Temporary Financial Assistance	15
Home Improvement/Accessibility	12
At Risk/Homeless Housing Related Assistance Programs	9
Residential Substance Use Disorder Treatment Facilities	8
Aging and Disability Resource Centers	7
Case/Care Management	6
Food Pantries	6
Electric Service Complaints	5
Alcohol Detoxification	5
Inpatient Substance Use Disorder Treatment Facilities	5
Rent Payment Assistance	5
Errand Running/Shopping Assistance	4
Detoxification	3
General Minor Home Repair Programs	3
Housing Search Assistance	3
Legal Counseling	3
State Government Agencies/Departments	3
Substance Use Disorder Treatment Expense Assistance	3
Directory Assistance	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : June 2024

Total Number of Calls: 902

Report Date: 07/05/2024

Electric Service Payment Assistance	544
At Risk/Homeless Housing Related Assistance Programs	120
Directory Assistance	80
Food Pantries	69
Rapid Re-Housing Programs	61
Housing Search Assistance	53
Therapy Referrals	36
Homeless Shelter	33
General Medical Care	32
Heating Fuel Payment Assistance	32
General Counseling Services	31
Detoxification	29
Aging and Disability Resource Centers	26
Legal Counseling	26
Rent Payment Assistance	26
Undesignated Temporary Financial Assistance	25
General Relief	24
Public Charities	24
State Government Agencies/Departments	22
Area Agencies on Aging	19



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : June 2024

Report Date: 07/05/2024

Total Number of Calls: 110

Electric Service Payment Assistance	55
Mental Health Crisis Lines	13
Housing Search Assistance	11
Aging and Disability Resource Centers	10
At Risk/Homeless Housing Related Assistance Programs	10
Talklines/Warmlines	10
Heating Fuel Payment Assistance	9
Therapy Referrals	7
Legal Counseling	5
Alcohol Detoxification	4
Home Improvement/Accessibility	4
Directory Assistance	3
Extreme Heat Cooling Centers	3
Bereavement and Grief Counseling	3
General Counseling Services	3
Housing Search and Information	3
Inpatient Substance Use Disorder Treatment Facilities	3
Outpatient Mental Health Facilities	3
Rent Payment Assistance	3
Domestic Violence Hotlines	2



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

Report Date: 07/05/2024

Total Number of Calls: 59

Electric Service Payment Assistance	79
Housing Search Assistance	9
At Risk/Homeless Housing Related Assistance Programs	6
Home Improvement/Accessibility	5
Medical Care Expense Assistance	5
Health Insurance Information/Counseling	4
Prescription Expense Assistance	4
State Government Agencies/Departments	3
Peer to Peer Networking	2
Pest Information	2
State Government Information Services	2
Tenant Rights Information/Counseling	2
Undesignated Temporary Financial Assistance	2
Housing Authorities	1
Heating Fuel Payment Assistance	1
Aging and Disability Resource Centers	1
General Paratransit/Community Ride Programs	1
General Minor Home Repair Programs	1
General Legal Aid	1
Furnace Maintenance/Repair	1



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : June 2024

Report Date: 07/05/2024

Total Number of Calls: 405

Electric Service Payment Assistance	277
Housing Search Assistance	49
Rent Payment Assistance	38
Heating Fuel Payment Assistance	36
At Risk/Homeless Housing Related Assistance Programs	25
Directory Assistance	23
Undesignated Temporary Financial Assistance	23
State Government Agencies/Departments	20
Community Shelters	19
Aging and Disability Resource Centers	16
Home Improvement/Accessibility	13
Case/Care Management	12
General Dentistry	11
Inpatient Substance Use Disorder Treatment Facilities	9
Talklines/Warmlines	9
General Counseling Services	8
Homelessness Prevention Programs	8
Housing Search and Information	8
Alcohol Detoxification	7
General Acute Care Hospitals	7



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : June 2024

Total Number of Calls: 67

Report Date: 07/05/2024

Electric Service Payment Assistance	77
Food Pantries	18
Heating Fuel Payment Assistance	17
Housing Search Assistance	9
Rent Payment Assistance	9
Food Vouchers	7
At Risk/Homeless Housing Related Assistance Programs	6
Home Improvement/Accessibility	5
Homemaker Assistance	5
Errand Running/Shopping Assistance	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Aging and Disability Resource Centers	3
Directory Assistance	3
Transportation Expense Assistance	3
Undesignated Temporary Financial Assistance	3
Water Service Payment Assistance	3
Clothing	2
Dentures	2
Electric Service Complaints	2
Housing Search and Information	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : June 2024

Report Date: 07/05/2024

Total Number of Calls: 57

Electric Service Payment Assistance	65
Aging and Disability Resource Centers	7
Rent Payment Assistance	6
Heating Fuel Payment Assistance	5
Legal Counseling	5
Food Pantries	4
Food Vouchers	3
Furnace Maintenance/Repair	3
Transportation Expense Assistance	3
At Risk/Homeless Housing Related Assistance Programs	2
Directory Assistance	2
Benefits Screening	2
General Counseling Services	2
Homelessness Prevention Programs	2
Homemaker Assistance	2
Medication Disposal	2
Personal/Grooming Supplies	2
Pest Information	2
Rental Deposit Assistance	2
Undesignated Temporary Financial Assistance	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : June 2024

Total Number of Calls: 140

Report Date: 07/05/2024

Electric Service Payment Assistance	194
Housing Search Assistance	22
At Risk/Homeless Housing Related Assistance Programs	13
Housing Search and Information	11
Food Pantries	10
General Dentistry	10
Homemaker Assistance	10
General Counseling Services	8
Homeless Shelter	8
Aging and Disability Resource Centers	7
Emergency Dental Care	7
Legal Counseling	7
Undesignated Temporary Financial Assistance	7
Lawyer Referral Services	6
Rent Payment Assistance	6
Electric Service Complaints	5
Inpatient Substance Use Disorder Treatment Facilities	5
Therapy Referrals	5
Food Vouchers	4
Neuter/Spay Services	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : June 2024

Total Number of Calls: 268

Report Date: 07/05/2024

Electric Service Payment Assistance	182
Housing Search Assistance	30
Community Shelters	27
Food Pantries	24
At Risk/Homeless Housing Related Assistance Programs	23
Aging and Disability Resource Centers	16
Housing Search and Information	16
Undesignated Temporary Financial Assistance	14
Legal Counseling	13
Therapy Referrals	13
Rent Payment Assistance	12
Talklines/Warmlines	12
Transportation Expense Assistance	11
General Counseling Services	10
General Dentistry	9
Inpatient Substance Use Disorder Treatment Facilities	8
Residential Substance Use Disorder Treatment Facilities	8
Benefits Screening	7
General Relief	7
Senior Housing Information and Referral	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : June 2024

Report Date: 07/05/2024

Total Number of Calls: 31

Electric Service Payment Assistance	26
General Dentistry	4
General Assessment for Substance Use Disorders	3
Alcohol Detoxification	3
State Government Agencies/Departments	3
Directory Assistance	2
Detoxification	2
Alcohol Use Disorder Support Groups	2
Drug Detoxification	2
Home Improvement/Accessibility	2
General Medical Care	2
General Counseling Services	2
Referral to Physicians Accepting Medicaid	2
Water Service Payment Assistance	2
Oral/Maxillofacial Surgery	1
Opioid Detoxification	1
Mental Health Crisis Lines	1
Inpatient Substance Use Disorder Treatment Facilities	1
Housing Search Assistance	1
Emergency Dental Care	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : June 2024

Total Number of Calls: 79

Report Date: 07/05/2024

Electric Service Payment Assistance	75
Case/Care Management	9
Heating Fuel Payment Assistance	7
Rent Payment Assistance	7
Undesignated Temporary Financial Assistance	6
Housing Search Assistance	5
Non-Emergency Medical Transportation	5
Psychiatric Case Management	5
Aging and Disability Resource Centers	4
Electric Service Complaints	4
General Counseling Services	4
Housing Search and Information	4
Therapy Referrals	4
Food Pantries	3
General Medical Care	3
Legal Counseling	3
Outpatient Mental Health Facilities	3
Wireless Service Providers	3
Clinical Psychiatric Evaluation	2
Dental Hygiene	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : June 2024

Total Number of Calls: 117

Report Date: 07/05/2024

Electric Service Payment Assistance	171
Housing Search Assistance	10
Community Shelters	8
Rent Payment Assistance	7
Undesignated Temporary Financial Assistance	7
Directory Assistance	6
Homelessness Prevention Programs	6
Psychiatric Case Management	6
State Government Agencies/Departments	6
Benefits Screening	5
At Risk/Homeless Housing Related Assistance Programs	4
Emergency Shelter	4
Heating Fuel Payment Assistance	4
Neuter/Spay Services	4
Electric Service Complaints	3
Diapers	3
Aging and Disability Resource Centers	3
General Dentistry	3
Medical Care Expense Assistance	3
Mental Health Crisis Lines	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : June 2024

Total Number of Calls: 62

Report Date: 07/05/2024

Electric Service Payment Assistance	99
Dental Hygiene	9
Heating Fuel Payment Assistance	8
Undesignated Temporary Financial Assistance	6
Food Vouchers	5
Housing Search Assistance	5
Domestic Violence Hotlines	3
At Risk/Homeless Housing Related Assistance Programs	3
Referral to Dental Practitioners Accepting Medicaid	3
Animal Control	2
Aging and Disability Resource Centers	2
Adult Protective Services	2
Community Shelters	2
Discounted Internet Service	2
Benefits Screening	2
Electric Service Complaints	2
Food Stamps/SNAP Applications	2
Health Insurance Information/Counseling	2
Housing Search and Information	2
Medicare Information/Counseling	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : June 2024

Report Date: 07/05/2024

Total Number of Calls: 39

Electric Service Payment Assistance	31
Home Improvement/Accessibility	13
Housing Search Assistance	10
At Risk/Homeless Housing Related Assistance Programs	8
Heating Fuel Payment Assistance	6
Inpatient Substance Use Disorder Treatment Facilities	5
General Relief	2
Housing Search and Information	2
Housing Complaints	2
211 Systems	2
Legal Counseling	2
Public Charities	2
Rent Payment Assistance	2
Undesignated Temporary Financial Assistance	2
Landlord/Tenant Dispute Resolution	1
Adult Residential Care Homes	1
General Minor Home Repair Programs	1
Food Pantries	1
Extreme Weather Shelters	1
Discounted Internet Service	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : June 2024

Total Number of Calls: 469

Report Date: 07/05/2024

Electric Service Payment Assistance	317
Talklines/Warmlines	67
At Risk/Homeless Housing Related Assistance Programs	53
Directory Assistance	33
Undesignated Temporary Financial Assistance	27
Food Pantries	26
Heating Fuel Payment Assistance	24
Housing Search Assistance	24
Rent Payment Assistance	20
Aging and Disability Resource Centers	17
Residential Substance Use Disorder Treatment Facilities	17
Case/Care Management	16
General Counseling Services	15
Housing Search and Information	15
State Government Agencies/Departments	15
Electric Service Complaints	13
Homeless Shelter	13
Outreach Programs	12
Municipal Police	11
Alcohol Detoxification	10