



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : May 2024

Report Date: 06/05/2024

Total Number of Calls: 340

Electric Service Payment Assistance	317
Food Pantries	34
At Risk/Homeless Housing Related Assistance Programs	29
Rent Payment Assistance	27
Substance Use Disorder Counseling	26
General Counseling Services	19
Alcohol Detoxification	16
Inpatient Substance Use Disorder Treatment Facilities	16
Aging and Disability Resource Centers	15
Homeless Shelter	15
Detoxification	14
Heating Fuel Payment Assistance	14
Housing Search Assistance	14
General Medical Care	13
Legal Counseling	13
Directory Assistance	12
Emergency Dental Care	12
General Dentistry	12
Soup Kitchens	12
Therapy Referrals	11



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : May 2024

Total Number of Calls: 97

Report Date: 06/05/2024

Electric Service Payment Assistance	68
Heating Fuel Payment Assistance	27
Aging and Disability Resource Centers	8
Food Pantries	7
Residential Substance Use Disorder Treatment Facilities	6
Telemedicine	6
At Risk/Homeless Housing Related Assistance Programs	5
Domestic Violence Shelters	5
Thrift Shops	5
Home Rehabilitation Grants	4
Therapy Referrals	4
Undesignated Temporary Financial Assistance	4
Community Shelters	3
Benefits Screening	3
Automotive Repair and Maintenance	3
Domestic Violence Hotlines	3
Food Vouchers	3
General Relief	3
Home Health Aide Services	3
Home Improvement/Accessibility	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : May 2024

Total Number of Calls: 993

Report Date: 06/05/2024

Electric Service Payment Assistance	518
At Risk/Homeless Housing Related Assistance Programs	110
Heating Fuel Payment Assistance	98
Directory Assistance	90
Housing Search Assistance	63
Food Pantries	56
Rapid Re-Housing Programs	48
Housing Search and Information	33
Rent Payment Assistance	32
State Government Agencies/Departments	29
Aging and Disability Resource Centers	27
Case/Care Management	27
General Medical Care	27
Legal Counseling	26
Housing Authorities	24
Homeless Shelter	23
Therapy Referrals	23
Homemaker Assistance	22
Psychiatric Case Management	22
Municipal Police	21



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : May 2024

Report Date: 06/05/2024

Total Number of Calls: 127

Electric Service Payment Assistance	103
Mental Health Crisis Lines	14
Heating Fuel Payment Assistance	13
Outpatient Mental Health Facilities	8
At Risk/Homeless Housing Related Assistance Programs	7
Rent Payment Assistance	7
Talklines/Warmlines	6
Undesignated Temporary Financial Assistance	6
Aging and Disability Resource Centers	5
Furnace Maintenance/Repair	5
Housing Search Assistance	4
Directory Assistance	3
Area Agencies on Aging	3
Benefits Screening * Older Adults	3
Food Stamps/SNAP Applications	3
Home Improvement/Accessibility	3
Residential Substance Use Disorder Treatment Facilities	3
State Government Agencies/Departments	3
Undesignated Temporary Financial Assistance * Veterans	3
VITA Programs	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : May 2024

Report Date: 06/05/2024

Total Number of Calls: 61

Electric Service Payment Assistance	28
Housing Search Assistance	10
Heating Fuel Payment Assistance	9
State Government Agencies/Departments	7
Housing Search and Information	6
Formula/Baby Food	5
Community Shelters	4
Homemaker Assistance	4
Case/Care Management * Autism Spectrum Disorder	3
Disability Related Transportation	3
Directory Assistance	3
Adult Residential Care Homes	3
Aging and Disability Resource Centers	3
At Risk/Homeless Housing Related Assistance Programs	3
Household Goods Donation Programs	3
In Home Developmental Disabilities Habilitation Programs	3
Inpatient Substance Use Disorder Treatment Facilities	3
Residential Energy/Water Conservation Rebates	3
Residential Substance Use Disorder Treatment Facilities	3
VITA Programs	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : May 2024

Report Date: 06/05/2024

Total Number of Calls: 387

Electric Service Payment Assistance	335
Rent Payment Assistance	50
Housing Search Assistance	36
Case/Care Management	26
Homemaker Assistance	22
Food Pantries	21
Psychiatric Case Management	21
Heating Fuel Payment Assistance	17
Aging and Disability Resource Centers	15
At Risk/Homeless Housing Related Assistance Programs	15
Comprehensive Outpatient Substance Use Disorder Treatment	13
Housing Search and Information	13
Domestic Violence Hotlines	12
State Government Agencies/Departments	12
Directory Assistance	11
Homelessness Prevention Programs	11
Inpatient Substance Use Disorder Treatment Facilities	11
Detoxification	10
Legal Counseling	10
Alcohol Detoxification	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : May 2024

Total Number of Calls: 92

Report Date: 06/05/2024

Electric Service Payment Assistance	118
Housing Search Assistance	11
Community Shelters	7
Aging and Disability Resource Centers	7
At Risk/Homeless Housing Related Assistance Programs	6
Heating Fuel Payment Assistance	6
Directory Assistance	5
Homemaker Assistance	5
Home Health Aide Services	4
Inpatient Substance Use Disorder Treatment Facilities	4
Rent Payment Assistance	4
Undesignated Temporary Financial Assistance * Veterans	4
Electric Service Payment Assistance * Older Adults	3
Food Pantries	3
Furnace Maintenance/Repair	3
General Clothing Provision	3
Homemaker Assistance * Older Adults	3
Housing Counseling	3
Housing Search and Information	3
Non-Emergency Medical Transportation	3



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : May 2024

Report Date: 06/05/2024

Total Number of Calls: 60

Electric Service Payment Assistance	72
Heating Fuel Payment Assistance	8
General Assessment for Substance Use Disorders	4
Alcohol Detoxification	2
Case/Care Management	2
Directory Assistance	2
Food Pantries	2
Government Consumer Protection Agencies	2
Labor and Employment Law	2
Legal Counseling	2
Medical Care Expense Assistance	2
Rent Payment Assistance	2
Tenant Rights Information/Counseling	2
Transportation Expense Assistance	2
Wireless Service Providers * Low Income	2
General Consumer Complaints	1
General Clothing Provision	1
Food Stamps/SNAP Applications	1
Fire Stations	1
Disease/Disability Information * Hearing Loss	1



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : May 2024

Total Number of Calls: 139

Report Date: 06/05/2024

Electric Service Payment Assistance	154
Housing Search Assistance	22
Housing Search and Information	16
General Counseling Services	15
Heating Fuel Payment Assistance	12
Outpatient Mental Health Facilities	12
Food Pantries	10
Therapy Referrals	10
Aging and Disability Resource Centers	7
Home Nursing	7
At Risk/Homeless Housing Related Assistance Programs	6
Housing Counseling	5
Non-Emergency Medical Transportation	5
Undesignated Temporary Financial Assistance	5
At Risk/Homeless Housing Related Assistance Programs * Mental Illness/Emotional Disabilities	4
Domestic Violence Hotlines	4
General Relief	4
Homeless Shelter	4
Inpatient Substance Use Disorder Treatment Facilities	4
Section 8 Housing Choice Vouchers	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : May 2024

Total Number of Calls: 289

Report Date: 06/05/2024

Electric Service Payment Assistance	193
Food Pantries	55
Housing Search Assistance	38
Heating Fuel Payment Assistance	28
At Risk/Homeless Housing Related Assistance Programs	26
Rent Payment Assistance	24
Community Shelters	18
Food Vouchers	17
Housing Search and Information	16
General Counseling Services	14
Domestic Violence Shelters	13
Transportation Expense Assistance	13
Detoxification	12
Residential Substance Use Disorder Treatment Facilities	12
Inpatient Substance Use Disorder Treatment Facilities	10
Therapy Referrals	10
Undesignated Temporary Financial Assistance	10
Directory Assistance	9
Emergency Shelter	9
State Government Agencies/Departments	9



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : May 2024

Total Number of Calls: 34

Report Date: 06/05/2024

Electric Service Payment Assistance	65
Heating Fuel Payment Assistance	9
Food Pantries	4
At Risk/Homeless Housing Related Assistance Programs	4
Rent Payment Assistance	4
Bedding/Linen	2
Aging and Disability Resource Centers	2
General Counseling Services	2
General Relief	2
Undesignated Temporary Financial Assistance	2
General Yard Work	1
General Minor Home Repair Programs	1
Food Stamps/SNAP Applications	1
Area Agencies on Aging	1
Alcohol Use Disorder Support Groups	1
Electric Service Complaints	1
Domestic Violence Hotlines	1
Disaster Related Cash Grants	1
Community Shelters * Women	1
Cleaning Products	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : May 2024

Total Number of Calls: 89

Report Date: 06/05/2024

Electric Service Payment Assistance	68
Rent Payment Assistance	15
Food Pantries	11
Heating Fuel Payment Assistance	11
Homemaker Assistance	6
General Clothing Provision	5
Directory Assistance	4
Emergency Dental Care	4
Daily Money Management Services	3
Case/Care Management	3
General Minor Home Repair Programs * Older Adults * People With Disabilities/Health Conditions	3
Rental Deposit Assistance	3
State Government Agencies/Departments	3
Telemedicine	3
Thrift Shops	3
Adult Protective Services	2
Alcohol Detoxification	2
Benefits Screening	2
COVID-19 Control	2
Families/Friends of Individuals With an Alcohol Use Disorder Support Groups	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : May 2024

Total Number of Calls: 150

Report Date: 06/05/2024

Electric Service Payment Assistance	143
State Government Agencies/Departments	13
Heating Fuel Payment Assistance	12
Housing Search Assistance	10
Aging and Disability Resource Centers	7
Pest Information	6
Emergency Shelter	5
Domestic Violence Hotlines	5
At Risk/Homeless Housing Related Assistance Programs	5
Errand Running/Shopping Assistance	5
Food Pantries	5
General Dentistry	5
Home Rehabilitation Grants	5
Legal Counseling	5
Talklines/Warmlines	5
Homelessness Prevention Programs	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
VITA Programs	4
Community Shelters	3
Food Stamps/SNAP Applications	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : May 2024

Total Number of Calls: 62

Report Date: 06/05/2024

Electric Service Payment Assistance	81
Housing Search Assistance	7
Heating Fuel Payment Assistance	5
At Risk/Homeless Housing Related Assistance Programs	5
Home Rehabilitation Grants	4
Residential Energy/Water Conservation Systems/Devices	4
Undesignated Temporary Financial Assistance * Veterans	4
Aging and Disability Resource Centers	3
Rent Payment Assistance	3
Home Maintenance and Minor Repair Grants/Loans	2
Disaster Loans	2
Directory Assistance	2
Community Shelters	2
Family Law	2
Housing Search and Information	2
Low Cost Building Materials/Supplies	2
Public Charities	2
Weatherization Programs	2
Health Insurance Information/Counseling	1
General Minor Home Repair Programs	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : May 2024

Total Number of Calls: 48

Report Date: 06/05/2024

Electric Service Payment Assistance	22
Heating Fuel Payment Assistance	10
Housing Search Assistance	9
Aging and Disability Resource Centers	7
Food Pantries	5
State Government Agencies/Departments	5
Health Insurance Information/Counseling	4
Psychiatric Case Management	4
Area Agencies on Aging	2
At Risk/Homeless Housing Related Assistance Programs	2
Directory Assistance	2
Dentures	2
Food Vouchers	2
General Dentistry	2
General Counseling Services	2
Homemaker Assistance	2
Housing Search and Information	2
Interpretation/Translation	2
Navigator Programs	2
Non-Emergency Medical Transportation	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : May 2024

Total Number of Calls: 486

Report Date: 06/05/2024

Electric Service Payment Assistance	299
At Risk/Homeless Housing Related Assistance Programs	68
Talklines/Warmlines	62
Housing Search Assistance	42
Food Pantries	33
Directory Assistance	30
Heating Fuel Payment Assistance	28
Housing Search and Information	26
Homeless Shelter	24
Aging and Disability Resource Centers	22
Detoxification	14
Housing Authorities	14
Food Vouchers	13
Homemaker Assistance	13
General Counseling Services	12
Non-Emergency Medical Transportation	12
Undesignated Temporary Financial Assistance	12
Inpatient Substance Use Disorder Treatment Facilities	11
Section 8 Housing Choice Vouchers	11
Health Insurance Information/Counseling	10