



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : July 2024

Total Number of Calls: 305

Report Date: 08/02/2024

Electric Service Payment Assistance	168
At Risk/Homeless Housing Related Assistance Programs	42
General Medical Care	36
Housing Search Assistance	29
Heating Fuel Payment Assistance	22
Emergency Shelter	20
Food Pantries	20
General Dentistry	16
Aging and Disability Resource Centers	15
Community Shelters	14
Inpatient Substance Use Disorder Treatment Facilities	14
Rent Payment Assistance	14
Drug Detoxification	13
Housing Search and Information	13
Homeless Shelter	11
Substance Use Disorder Counseling	11
Directory Assistance	10
Therapy Referrals	10
Detoxification	9
General Minor Home Repair Programs	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : July 2024

Total Number of Calls: 90

Report Date: 08/02/2024

Electric Service Payment Assistance	80
Heating Fuel Payment Assistance	18
Food Pantries	10
Home Improvement/Accessibility	7
Legal Counseling	6
Rent Payment Assistance	6
At Risk/Homeless Housing Related Assistance Programs	5
Dental Care Expense Assistance	4
General Dentistry	4
Transportation Expense Assistance	4
Water Service Payment Assistance	4
Aging and Disability Resource Centers	3
Case/Care Management	3
Prescription Expense Assistance	3
Undesignated Temporary Financial Assistance	3
Wireless Service Providers	3
Benefits Screening	2
Directory Assistance	2
Dental Hygiene	2
Food Vouchers	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : July 2024

Total Number of Calls: 810

Report Date: 08/02/2024

Electric Service Payment Assistance	231
At Risk/Homeless Housing Related Assistance Programs	127
Housing Search Assistance	72
Rent Payment Assistance	66
Rapid Re-Housing Programs	60
Directory Assistance	59
Food Pantries	42
Housing Search and Information	37
Heating Fuel Payment Assistance	35
Home Improvement/Accessibility	35
Community Shelters	33
Therapy Referrals	30
Aging and Disability Resource Centers	28
Detoxification	27
General Relief	26
State Government Agencies/Departments	26
Talklines/Warmlines	25
Undesignated Temporary Financial Assistance	25
Municipal Police	23
General Medical Care	22



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : July 2024

Report Date: 08/02/2024

Total Number of Calls: 79

Electric Service Payment Assistance	34
Mental Health Crisis Lines	17
At Risk/Homeless Housing Related Assistance Programs	8
Talklines/Warmlines	7
Food Pantries	5
Aging and Disability Resource Centers	5
Heating Fuel Payment Assistance	5
Housing Search and Information	5
Housing Search Assistance	5
Section 8 Housing Choice Vouchers	4
Directory Assistance	3
Food Vouchers	3
Automotive Repair and Maintenance	3
Home Delivered Meals	3
Psychiatric Case Management	3
Therapy Referrals	3
Undesignated Temporary Financial Assistance	3
Discrimination Assistance	2
Food Stamps/SNAP Applications	2
Housing Complaints	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : July 2024

Report Date: 08/02/2024

Total Number of Calls: 48

Electric Service Payment Assistance	26
Heating Fuel Payment Assistance	9
Substance Use Disorder Counseling	8
Housing Search Assistance	6
Community Shelters	5
Food Pantries	5
General Dentistry	5
Housing Search and Information	5
Aging and Disability Resource Centers	4
Prescription Expense Assistance	4
Detoxification	3
Counseling Services	3
Emergency Dental Care	3
Food Vouchers	3
Legal Counseling	3
Personal Financial Counseling	3
Therapy Referrals	3
At Risk/Homeless Housing Related Assistance Programs	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
Alcohol Detoxification	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : July 2024

Report Date: 08/02/2024

Total Number of Calls: 396

Electric Service Payment Assistance	120
Rent Payment Assistance	55
Housing Search Assistance	42
At Risk/Homeless Housing Related Assistance Programs	28
Community Action Agencies	27
Heating Fuel Payment Assistance	25
Undesignated Temporary Financial Assistance	25
Homelessness Prevention Programs	22
Aging and Disability Resource Centers	20
General Counseling Services	17
General Acute Care Hospitals	15
State Government Agencies/Departments	15
Food Pantries	13
Home Improvement/Accessibility	13
Housing Search and Information	13
Community Shelters	12
Inpatient Substance Use Disorder Treatment Facilities	12
Directory Assistance	11
Case/Care Management	9
General Dentistry	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : July 2024

Total Number of Calls: 79

Report Date: 08/02/2024

Electric Service Payment Assistance	57
Homemaker Assistance	15
Housing Search Assistance	12
At Risk/Homeless Housing Related Assistance Programs	6
Home Improvement/Accessibility	6
Heating Fuel Payment Assistance	5
Home Nursing	5
Medical Equipment/Supplies	5
Rent Payment Assistance	5
State Government Agencies/Departments	5
Detoxification	4
Aging and Disability Resource Centers	3
Drug Detoxification	3
Directory Assistance	3
Hospitals	3
Housing Search and Information	3
Legal Counseling	3
State Government Information Services	3
Food Pantries	2
Emergency Shelter	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : July 2024

Report Date: 08/02/2024

Total Number of Calls: 61

Electric Service Payment Assistance	37
Inpatient Substance Use Disorder Treatment Facilities	9
At Risk/Homeless Housing Related Assistance Programs	8
Housing Search Assistance	7
Alcohol Detoxification	6
Home Improvement/Accessibility	6
Rent Payment Assistance	5
Dental Hygiene	4
Detoxification	4
Community Shelters	4
General Dentistry	4
Housing Search and Information	4
Undesignated Temporary Financial Assistance	4
Benefits Screening	3
General Counseling Services	3
Homelessness Prevention Programs	3
Homemaker Assistance	3
Mental Health Crisis Lines	3
Personal Care	3
Psychiatric Medication Services	3



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : July 2024

Total Number of Calls: 134

Report Date: 08/02/2024

Electric Service Payment Assistance	77
Aging and Disability Resource Centers	16
Home Improvement/Accessibility	16
Housing Search Assistance	14
At Risk/Homeless Housing Related Assistance Programs	11
Emergency Dental Care	9
DUI Offender Programs	8
Food Pantries	8
General Medical Care	6
Rent Payment Assistance	6
Undesignated Temporary Financial Assistance	6
Case/Care Management	5
Camps	5
General Counseling Services	5
General Dentistry	5
Heating Fuel Payment Assistance	5
Directory Assistance	4
Emergency Shelter	4
Food Stamps/SNAP Applications	4
General Relief	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : July 2024

Total Number of Calls: 272

Report Date: 08/02/2024

Electric Service Payment Assistance	134
Food Pantries	42
Housing Search Assistance	34
At Risk/Homeless Housing Related Assistance Programs	26
Home Improvement/Accessibility	25
Community Shelters	20
Therapy Referrals	16
Aging and Disability Resource Centers	15
Housing Search and Information	15
Heating Fuel Payment Assistance	12
Rent Payment Assistance	11
State Government Agencies/Departments	11
Legal Counseling	10
Transportation Expense Assistance	10
Transitional Housing/Shelter	8
Undesignated Temporary Financial Assistance	8
Directory Assistance	7
Furnace Maintenance/Repair	7
General Relief	7
Home Nursing	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : July 2024

Report Date: 08/02/2024

Total Number of Calls: 20

Electric Service Payment Assistance	22
Veteran Benefits Assistance	7
Food Pantries	3
General Federal Income Tax Information	2
Transportation Expense Assistance	2
Thrift Shops	2
Legal Counseling	2
Heating Fuel Payment Assistance	2
Urgent Care Centers	2
Water Service Payment Assistance	2
VITA Programs	2
Veteran Education Benefits	1
United States House of Representatives Offices	1
General Minor Home Repair Programs	1
Public Charities	1
Legal Representation	1
Food Vouchers	1
Federal Government Complaints/Ombudsman Offices	1
Constitutional/Civil Rights Groups	1
Assisted Living Facilities	1



211 Maine: Top 20 Call Categories
Sagadahoc County
Reporting Period : July 2024

Report Date: 08/02/2024

Total Number of Calls: 72

Electric Service Payment Assistance	45
Rent Payment Assistance	22
Heating Fuel Payment Assistance	8
Health Insurance Information/Counseling	7
State Government Agencies/Departments	7
Homemaker Assistance	6
Housing Search Assistance	6
Food Pantries	5
At Risk/Homeless Housing Related Assistance Programs	5
General Medical Care	5
Therapy Referrals	5
Rental Deposit Assistance	4
Undesignated Temporary Financial Assistance	4
Community Shelters	3
General Counseling Services	3
Personal Care	3
Emergency Shelter	2
Food Vouchers	2
Food Stamps/SNAP Applications	2
General Relief	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : July 2024

Total Number of Calls: 138

Report Date: 08/02/2024

Electric Service Payment Assistance	98
Heating Fuel Payment Assistance	31
Housing Search Assistance	29
Food Pantries	25
At Risk/Homeless Housing Related Assistance Programs	11
211 Systems	10
Homelessness Prevention Programs	10
Alcohol Detoxification	9
Housing Search and Information	9
Legal Counseling	8
Rent Payment Assistance	8
Therapy Referrals	8
State Government Agencies/Departments	7
Aging and Disability Resource Centers	6
Food Vouchers	6
Home Improvement/Accessibility	6
Personal Care	6
Section 8 Housing Choice Vouchers	6
Family Law	4
Food Stamps/SNAP Applications	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : July 2024

Total Number of Calls: 44

Report Date: 08/02/2024

Electric Service Payment Assistance	28
Housing Search Assistance	8
At Risk/Homeless Housing Related Assistance Programs	7
General Dentistry	7
Legal Counseling	7
Food Pantries	5
Housing Search and Information	4
Comprehensive Outpatient Substance Use Disorder Treatment	3
Community Shelters	3
State Government Agencies/Departments	3
Directory Assistance	2
Computer Distribution Programs	2
General Legal Aid	2
Furnace Maintenance/Repair	2
Landlord/Tenant Assistance	2
Lawyer Referral Services	2
Local Bus Transit Services	2
Specialized Information and Referral	2
Tenant Rights Information/Counseling	2
Undesignated Temporary Financial Assistance	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : July 2024

Total Number of Calls: 55

Report Date: 08/02/2024

Electric Service Payment Assistance	17
Mortgage Delinquency and Default Counseling	9
At Risk/Homeless Housing Related Assistance Programs	7
Housing Search Assistance	6
General Counseling Services	4
Prescription Expense Assistance	4
Food Stamps/SNAP Applications	3
Directory Assistance	3
Heating Fuel Payment Assistance	3
Housing Search and Information	3
Rent Payment Assistance	3
Community Shelters	2
Area Agencies on Aging	2
Food Pantries	2
General Medical Care	2
211 Systems	2
Home Improvement/Accessibility	2
Medical Care Expense Assistance	2
Medical Equipment/Supplies	2
Mental Health Support Services	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : July 2024

Total Number of Calls: 491

Report Date: 08/02/2024

Electric Service Payment Assistance	176
At Risk/Homeless Housing Related Assistance Programs	83
Talklines/Warmlines	60
Housing Search Assistance	44
Home Improvement/Accessibility	32
Detoxification	25
Therapy Referrals	24
Aging and Disability Resource Centers	23
Inpatient Substance Use Disorder Treatment Facilities	22
Rent Payment Assistance	21
State Government Agencies/Departments	21
Directory Assistance	20
Undesignated Temporary Financial Assistance	20
Food Pantries	19
Housing Search and Information	19
Legal Counseling	18
Emergency Shelter	15
Case/Care Management	14
Specialized Information and Referral	14
Homeless Shelter	13