



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : August 2024

Total Number of Calls: 346

Report Date: 09/05/2024

Electric Service Payment Assistance	208
At Risk/Homeless Housing Related Assistance Programs	34
Food Pantries	34
Emergency Shelter	32
Housing Search Assistance	30
Heating Fuel Payment Assistance	26
Rent Payment Assistance	24
Home Improvement/Accessibility	22
Rapid Re-Housing Programs	22
General Dentistry	21
General Counseling Services	17
Therapy Referrals	16
Undesignated Temporary Financial Assistance	16
Aging and Disability Resource Centers	14
Food Vouchers	14
Case/Care Management	13
General Acute Care Hospitals	13
Housing Search and Information	13
Specialized Information and Referral	12
Clothing	11



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : August 2024

Total Number of Calls: 120

Report Date: 09/05/2024

Electric Service Payment Assistance	95
Housing Search Assistance	18
Community Shelters	15
Alcohol Detoxification	13
Food Pantries	11
Heating Fuel Payment Assistance	10
Aging and Disability Resource Centers	8
Rent Payment Assistance	8
Undesignated Temporary Financial Assistance	8
Home Improvement/Accessibility	7
Housing Search and Information	7
At Risk/Homeless Housing Related Assistance Programs	6
General Counseling Services	6
Public Charities	6
Water Service Payment Assistance	6
Clothing	4
Furnace Maintenance/Repair	4
Thrift Shops	4
Area Agencies on Aging	3
General Legal Aid	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : August 2024

Report Date: 09/05/2024

Total Number of Calls: 768

Electric Service Payment Assistance	291
At Risk/Homeless Housing Related Assistance Programs	90
Rent Payment Assistance	76
Housing Search Assistance	57
Food Pantries	55
Emergency Shelter	53
Heating Fuel Payment Assistance	49
Directory Assistance	47
Rapid Re-Housing Programs	46
Case/Care Management	37
Community Shelters	37
Legal Counseling	30
Residential Substance Use Disorder Treatment Facilities	29
General Medical Care	25
Home Improvement/Accessibility	25
General Relief	24
State Government Agencies/Departments	23
Senior Ride Programs	22
Talklines/Warmlines	21
Therapy Referrals	19



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : August 2024

Report Date: 09/05/2024

Total Number of Calls: 95

Electric Service Payment Assistance	62
Talklines/Warmlines	17
Mental Health Crisis Lines	9
Emergency Shelter	8
Heating Fuel Payment Assistance	7
State Government Agencies/Departments	7
Undesignated Temporary Financial Assistance	7
Aging and Disability Resource Centers	5
Housing Search Assistance	5
Peer Mental Health Support Services	5
Substance Use Disorder Counseling	5
At Risk/Homeless Housing Related Assistance Programs	4
Housing Search and Information	4
Benefits Screening	3
Domestic Violence Shelters	3
Domestic Violence Hotlines	3
Food Pantries	3
Health Insurance Information/Counseling	3
Personal Care	3
Community Shelters	2



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

Report Date: 09/05/2024

Total Number of Calls: 67

Electric Service Payment Assistance	26
Housing Search Assistance	14
At Risk/Homeless Housing Related Assistance Programs	8
Undesignated Temporary Financial Assistance	8
Community Shelters	7
General Counseling Services	7
Housing Search and Information	5
Psychiatric Case Management	5
Specialized Information and Referral	5
Tax Preparation Assistance	5
Rent Payment Assistance	4
Emergency Dental Care	3
Therapy Referrals	3
Adolescent/Youth Counseling	2
Area Agencies on Aging	2
Discrimination Assistance	2
COVID-19 Control	2
Food Stamps/SNAP Applications	2
General Legal Aid	2
Home Improvement/Accessibility	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : August 2024

Report Date: 09/05/2024

Total Number of Calls: 361

Electric Service Payment Assistance	175
Rent Payment Assistance	70
Housing Search Assistance	47
Food Pantries	35
At Risk/Homeless Housing Related Assistance Programs	21
Food Vouchers	19
Directory Assistance	17
Heating Fuel Payment Assistance	17
Aging and Disability Resource Centers	16
State Government Agencies/Departments	14
Emergency Shelter	13
Section 8 Housing Choice Vouchers	13
General Counseling Services	12
General Dentistry	12
Housing Search and Information	12
Alcohol Detoxification	11
Community Shelters	11
Home Improvement/Accessibility	11
Domestic Violence Hotlines	10
Senior Ride Programs	10



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : August 2024

Total Number of Calls: 53

Report Date: 09/05/2024

Electric Service Payment Assistance	48
Housing Search Assistance	15
Housing Search and Information	14
Community Shelters	6
Emergency Shelter	5
General Medical Care	5
Rent Payment Assistance	5
Therapy Referrals	5
Aging and Disability Resource Centers	4
At Risk/Homeless Housing Related Assistance Programs	4
Diapers	4
Families/Friends of Individuals With a Drug Use Disorder Support Groups	3
Furnace Maintenance/Repair	3
Heating Fuel Payment Assistance	3
State Government Agencies/Departments	3
Community Clinics	2
Directory Assistance	2
Low Income/Subsidized Private Rental Housing	2
Psychiatric Case Management	2
Section 8 Housing Choice Vouchers	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : August 2024

Report Date: 09/05/2024

Total Number of Calls: 53

Electric Service Payment Assistance	30
Heating Fuel Payment Assistance	18
Food Pantries	7
Housing Search Assistance	7
Inpatient Substance Use Disorder Treatment Facilities	6
At Risk/Homeless Housing Related Assistance Programs	5
Alcohol Use Disorder Support Groups	4
Mortgage Delinquency and Default Counseling	4
Residential Substance Use Disorder Treatment Facilities	4
Aging and Disability Resource Centers	3
Homelessness Prevention Programs	3
Housing Search and Information	3
Talklines/Warmlines	3
Comprehensive Outpatient Substance Use Disorder Treatment	2
Dentures	2
Drug Detoxification	2
General Paratransit/Community Ride Programs	2
Non-Emergency Medical Transportation	2
Senior Housing Information and Referral	2
Smoking/Vaping Cessation	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : August 2024

Total Number of Calls: 120

Report Date: 09/05/2024

Electric Service Payment Assistance	80
Heating Fuel Payment Assistance	19
Housing Search Assistance	18
Emergency Shelter	10
Inpatient Substance Use Disorder Treatment Facilities	10
Aging and Disability Resource Centers	9
At Risk/Homeless Housing Related Assistance Programs	8
Rent Payment Assistance	8
Housing Search and Information	7
General Dentistry	6
General Medical Care	6
Home Improvement/Accessibility	6
Non-Emergency Medical Transportation	6
Undesignated Temporary Financial Assistance	6
Drug Detoxification	5
Home Nursing	5
Alcohol Detoxification	4
Food Pantries	4
Food Stamps/SNAP Applications	4
Outpatient Mental Health Facilities	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : August 2024

Report Date: 09/05/2024

Total Number of Calls: 264

Electric Service Payment Assistance	140
Housing Search Assistance	43
At Risk/Homeless Housing Related Assistance Programs	40
Home Improvement/Accessibility	28
Community Shelters	27
Food Pantries	25
Undesignated Temporary Financial Assistance	21
Housing Search and Information	19
Substance Use Disorder Counseling	18
General Medical Care	16
Aging and Disability Resource Centers	15
Heating Fuel Payment Assistance	15
Legal Counseling	15
Rent Payment Assistance	14
Residential Substance Use Disorder Treatment Facilities	14
Landlord/Tenant Assistance	12
Drug Detoxification	11
State Government Agencies/Departments	11
Transitional Housing/Shelter	10
Directory Assistance	8



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : August 2024

Report Date: 09/05/2024

Total Number of Calls: 32

Electric Service Payment Assistance	29
Heating Fuel Payment Assistance	13
General Dentistry	3
Aging and Disability Resource Centers	3
Lawyer Referral Services	3
Directory Assistance	2
Food Pantries	2
Furnace Maintenance/Repair	2
Guardianship Assistance	2
Home Purchase/Mortgage Refinance Loans	2
Housing Search Assistance	2
Legal Counseling	2
Practitioner Complaints	2
Wireless Service Providers	2
Home Maintenance and Minor Repair Grants/Loans	1
Home Improvement/Accessibility	1
General Relief	1
General Minor Home Repair Programs	1
General Medical Care	1
General Legal Aid	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : August 2024

Total Number of Calls: 71

Report Date: 09/05/2024

Electric Service Payment Assistance	42
Rent Payment Assistance	17
Heating Fuel Payment Assistance	16
Aging and Disability Resource Centers	10
Home Improvement/Accessibility	10
Housing Search Assistance	8
Domestic Violence Hotlines	7
Undesignated Temporary Financial Assistance	7
Adult Residential Treatment Facilities	6
At Risk/Homeless Housing Related Assistance Programs	6
Food Pantries	5
Case/Care Management	4
Food Stamps/SNAP Applications	4
General Minor Home Repair Programs	4
Personal/Grooming Supplies	4
Rental Deposit Assistance	4
Senior Ride Programs	4
Therapy Referrals	4
Alcohol Detoxification	3
Benefits Screening	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : August 2024

Total Number of Calls: 101

Report Date: 09/05/2024

Electric Service Payment Assistance	74
Heating Fuel Payment Assistance	22
Housing Search Assistance	15
Undesignated Temporary Financial Assistance	15
At Risk/Homeless Housing Related Assistance Programs	13
Food Pantries	13
Personal/Grooming Supplies	9
Diapers	8
Home Improvement/Accessibility	8
Case/Care Management	7
General Medical Care	7
Transportation Expense Assistance	7
Clothing	6
Housing Search and Information	6
State Government Agencies/Departments	6
Benefits Screening	5
Comprehensive Outpatient Substance Use Disorder Treatment	5
Food Vouchers	5
General Relief	5
Health Insurance Information/Counseling	5



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : August 2024

Report Date: 09/05/2024

Total Number of Calls: 58

Electric Service Payment Assistance	31
Housing Search Assistance	10
Home Improvement/Accessibility	9
At Risk/Homeless Housing Related Assistance Programs	8
Undesignated Temporary Financial Assistance	8
Heating Fuel Payment Assistance	6
Housing Search and Information	6
Domestic Violence Hotlines	5
General Counseling Services	5
Aging and Disability Resource Centers	4
Mortgage Delinquency and Default Counseling	4
State Government Agencies/Departments	4
Psychological Assessment	3
Directory Assistance	2
Domestic Violence Shelters	2
Domestic Violence Intervention Programs	2
General Acute Care Hospitals	2
Food Stamps/SNAP Applications	2
General Minor Home Repair Programs	2
Insurance Complaints	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : August 2024

Total Number of Calls: 59

Report Date: 09/05/2024

Electric Service Payment Assistance	19
Home Improvement/Accessibility	9
At Risk/Homeless Housing Related Assistance Programs	8
Housing Search Assistance	7
Aging and Disability Resource Centers	5
Case/Care Management	4
Housing Search and Information	4
Psychiatric Case Management	4
Senior Ride Programs	4
Alcohol Use Disorder Support Groups	3
Heating Fuel Payment Assistance	3
Home Health Aide Services	3
Home Nursing	3
Palliative Care	3
State Government Agencies/Departments	3
Directory Assistance	2
General Acute Care Hospitals	2
General Relief	2
Legal Representation	2
Non-Emergency Medical Transportation	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : August 2024

Total Number of Calls: 379

Report Date: 09/05/2024

Electric Service Payment Assistance	196
At Risk/Homeless Housing Related Assistance Programs	78
Talklines/Warmlines	50
Heating Fuel Payment Assistance	39
Housing Search Assistance	39
Rent Payment Assistance	24
Emergency Shelter	21
Food Pantries	18
Undesignated Temporary Financial Assistance	17
Directory Assistance	16
Alcohol Detoxification	14
Community Shelters	14
Housing Search and Information	14
State Government Agencies/Departments	13
Food Vouchers	11
Therapy Referrals	11
Transitional Housing/Shelter	11
Drug Detoxification	10
Non-Emergency Medical Transportation	10
Section 8 Housing Choice Vouchers	10