



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 306

Electric Service Payment Assistance	182
At Risk/Homeless Housing Related Assistance Programs	49
General Dentistry	40
Emergency Shelter	39
Heating Fuel Payment Assistance	35
Housing Search Assistance	34
Rapid Re-Housing Programs	27
Food Pantries	26
Case/Care Management	18
Rent Payment Assistance	16
Undesignated Temporary Financial Assistance	15
Emergency Dental Care	14
Housing Search and Information	14
Community Shelters	13
Aging and Disability Resource Centers	12
General Counseling Services	12
Legal Counseling	12
Section 8 Housing Choice Vouchers	12
General Medical Care	11
Residential Substance Use Disorder Treatment Facilities	11



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : September 2024

Total Number of Calls: 110

Report Date: 10/02/2024

Electric Service Payment Assistance	75
Heating Fuel Payment Assistance	22
At Risk/Homeless Housing Related Assistance Programs	17
Food Pantries	15
Housing Search Assistance	14
Undesignated Temporary Financial Assistance	9
Rent Payment Assistance	7
Psychiatric Case Management	6
Residential Substance Use Disorder Treatment Facilities	6
Community Shelters	5
Disability Related Transportation	4
Alcohol Detoxification	4
Aging and Disability Resource Centers	4
Family Law	4
Home Improvement/Accessibility	4
Housing Search and Information	4
Non-Emergency Medical Transportation	4
State Government Agencies/Departments	4
Transportation Expense Assistance	4
Veteran Benefits Assistance	4



211 Maine: Top 20 Call Categories
Cumberland County
Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 752

Electric Service Payment Assistance	276
Heating Fuel Payment Assistance	121
Food Pantries	77
At Risk/Homeless Housing Related Assistance Programs	76
Rent Payment Assistance	70
Housing Search Assistance	53
Directory Assistance	46
Rapid Re-Housing Programs	34
State Government Agencies/Departments	34
Drug Detoxification	33
Alcohol Detoxification	28
Inpatient Substance Use Disorder Treatment Facilities	26
Talklines/Warmlines	25
Aging and Disability Resource Centers	23
General Counseling Services	23
General Medical Care	23
Housing Search and Information	19
Senior Ride Programs	19
Emergency Shelter	18
Health Insurance Information/Counseling	18



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 84

Electric Service Payment Assistance	60
Heating Fuel Payment Assistance	26
Housing Search Assistance	13
General Dentistry	10
Case/Care Management	9
At Risk/Homeless Housing Related Assistance Programs	9
Talklines/Warmlines	9
Mental Health Crisis Lines	8
Food Pantries	6
Rent Payment Assistance	6
State Government Agencies/Departments	6
Emergency Dental Care	4
Home Improvement/Accessibility	4
Housing Search and Information	4
Emergency Shelter	3
General Minor Home Repair Programs	3
Area Agencies on Aging	2
Alcohol Detoxification	2
Aging and Disability Resource Centers	2
Benefits Screening	2



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

Report Date: 10/02/2024

Total Number of Calls: 82

Electric Service Payment Assistance	37
Heating Fuel Payment Assistance	16
Alcohol Detoxification	13
At Risk/Homeless Housing Related Assistance Programs	10
Undesignated Temporary Financial Assistance	9
Housing Search Assistance	8
General Counseling Services	6
Community Shelters	5
General Relief	5
Aging and Disability Resource Centers	4
Diapers	4
Emergency Shelter	4
Mercy Transportation	4
Therapy Referrals	4
Area Agencies on Aging	3
Food Pantries	3
Home Improvement/Accessibility	3
Housing Search and Information	3
Medical Care Expense Assistance	3
Automobiles	2



211 Maine: Top 20 Call Categories
Kennebec County
Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 303

Electric Service Payment Assistance	153
Heating Fuel Payment Assistance	91
Rent Payment Assistance	36
Housing Search Assistance	26
At Risk/Homeless Housing Related Assistance Programs	25
Undesignated Temporary Financial Assistance	15
Food Pantries	14
Housing Search and Information	14
State Government Agencies/Departments	13
Homelessness Prevention Programs	12
Alcohol Detoxification	11
Food Vouchers	11
Home Improvement/Accessibility	11
Homemaker Assistance	11
Legal Counseling	11
Community Shelters	10
Aging and Disability Resource Centers	9
Landlord/Tenant Assistance	9
Mental Health Crisis Lines	9
Area Agencies on Aging	8



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 68

Electric Service Payment Assistance	72
Heating Fuel Payment Assistance	10
Food Pantries	7
Case/Care Management	6
Aging and Disability Resource Centers	6
Rent Payment Assistance	4
At Risk/Homeless Housing Related Assistance Programs	3
Home Improvement/Accessibility	3
Housing Search Assistance	3
Outpatient Mental Health Facilities	3
Transportation Expense Assistance	3
Undesignated Temporary Financial Assistance	3
Addictions/Substance Use Disorder Support Groups	2
211 Systems	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
Dentures	2
Driver Licenses	2
Automotive Repair and Maintenance	2
Food Vouchers	2
Legal Counseling	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 47

Electric Service Payment Assistance	38
Heating Fuel Payment Assistance	17
Home Improvement/Accessibility	11
Housing Search Assistance	9
Emergency Shelter	8
At Risk/Homeless Housing Related Assistance Programs	7
General Minor Home Repair Programs	7
Housing Search and Information	7
Senior Ride Programs	5
Case/Care Management	4
Health Insurance Information/Counseling	4
Homelessness Prevention Programs	3
Legal Counseling	3
Area Agencies on Aging	2
Business Financing	2
Directory Assistance	2
Dentures	2
Domestic Violence Shelters	2
Domestic Violence Hotlines	2
Community Shelters	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : September 2024

Total Number of Calls: 119

Report Date: 10/02/2024

Electric Service Payment Assistance	76
Heating Fuel Payment Assistance	15
At Risk/Homeless Housing Related Assistance Programs	13
Emergency Shelter	12
Food Pantries	11
General Counseling Services	8
Community Shelters	7
Aging and Disability Resource Centers	6
Housing Search Assistance	6
Psychological Assessment	5
Directory Assistance	4
General Relief Appeals/Complaints	4
Home Improvement/Accessibility	4
Non-Emergency Medical Transportation	4
Psychiatric Case Management	4
Domestic Violence Hotlines	3
Area Agencies on Aging	3
Family and Community Medicine	3
Legal Counseling	3
Mental Health Crisis Lines	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 295

Electric Service Payment Assistance	148
Heating Fuel Payment Assistance	56
Housing Search Assistance	51
At Risk/Homeless Housing Related Assistance Programs	44
Food Pantries	44
Community Shelters	27
Housing Search and Information	21
Rent Payment Assistance	21
Landlord/Tenant Assistance	16
Drug Detoxification	13
Food Vouchers	13
Home Improvement/Accessibility	13
Transitional Housing/Shelter	13
Legal Counseling	12
Assisted Living Facilities	11
Section 8 Housing Choice Vouchers	11
Benefits Screening	10
Aging and Disability Resource Centers	10
Government Consumer Protection Agencies	9
General Minor Home Repair Programs	8



211 Maine: Top 20 Call Categories
Piscataquis County
Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 28

Electric Service Payment Assistance	25
Heating Fuel Payment Assistance	9
Community Shelters	7
Housing Search Assistance	6
At Risk/Homeless Housing Related Assistance Programs	3
Legal Counseling	3
Discrimination Assistance	2
Directory Assistance	2
Housing Search and Information	2
Personal/Grooming Supplies	2
Home Delivered Meals	1
Health Insurance Information/Counseling	1
General Relief	1
General Minor Home Repair Programs	1
General Legal Aid	1
Food Vouchers	1
Family Support Centers/Outreach	1
Family Law	1
Elder Law	1
Economic Self Sufficiency Programs	1



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

Report Date: 10/02/2024

Total Number of Calls: 76

Electric Service Payment Assistance	32
Case/Care Management	25
Rent Payment Assistance	20
Food Pantries	14
Heating Fuel Payment Assistance	14
Home Improvement/Accessibility	11
At Risk/Homeless Housing Related Assistance Programs	8
Undesignated Temporary Financial Assistance	7
Housing Search Assistance	6
Legal Counseling	6
Rental Deposit Assistance	6
Aging and Disability Resource Centers	5
General Counseling Services	5
Domestic Violence Hotlines	4
Homelessness Prevention Programs	4
Psychiatric Case Management	4
DUI Offender Programs	3
Legal Representation	3
Non-Emergency Medical Transportation	3
Talklines/Warmlines	3



211 Maine: Top 20 Call Categories
Somerset County
Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 100

Electric Service Payment Assistance	74
Heating Fuel Payment Assistance	32
Food Pantries	15
Housing Search Assistance	14
At Risk/Homeless Housing Related Assistance Programs	9
Case/Care Management	8
Housing Search and Information	8
Homelessness Prevention Programs	7
Community Shelters	6
Aging and Disability Resource Centers	5
Drug Detoxification	5
Home Improvement/Accessibility	5
State Government Agencies/Departments	5
Undesignated Temporary Financial Assistance	5
Benefits Screening	4
Emergency Shelter	4
Senior Ride Programs	4
Domestic Violence Shelters	3
Furnace Maintenance/Repair	3
General Minor Home Repair Programs	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 71

Electric Service Payment Assistance	64
Housing Search Assistance	18
Heating Fuel Payment Assistance	17
At Risk/Homeless Housing Related Assistance Programs	14
Psychiatric Case Management	9
Undesignated Temporary Financial Assistance	9
Case/Care Management	8
Food Pantries	6
General Dentistry	6
Community Shelters	6
Housing Search and Information	5
Therapy Referrals	5
Aging and Disability Resource Centers	4
Legal Counseling	4
Benefits Screening	3
COVID-19 Control	3
Food Vouchers	3
Home Improvement/Accessibility	3
Medicare Information/Counseling	3
Rent Payment Assistance	3



211 Maine: Top 20 Call Categories
Washington County
Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 51

Heating Fuel Payment Assistance	21
Home Improvement/Accessibility	12
Electric Service Payment Assistance	11
Housing Search Assistance	9
Residential Substance Use Disorder Treatment Facilities	9
Undesignated Temporary Financial Assistance	7
At Risk/Homeless Housing Related Assistance Programs	3
Housing Search and Information	3
Inpatient Substance Use Disorder Treatment Facilities	3
Rent Payment Assistance	3
Senior Housing Information and Referral	3
Senior Ride Programs	3
Food Pantries	2
Aging and Disability Resource Centers	2
Housing Counseling	2
Landlord/Tenant Assistance	2
Legal Counseling	2
Low Income/Subsidized Private Rental Housing	2
Public Charities	2
State Government Agencies/Departments	2



211 Maine: Top 20 Call Categories
York County
Reporting Period : September 2024

Report Date: 10/02/2024

Total Number of Calls: 386

Electric Service Payment Assistance	158
At Risk/Homeless Housing Related Assistance Programs	85
Heating Fuel Payment Assistance	70
Housing Search Assistance	48
Talklines/Warmlines	46
Housing Search and Information	26
Undesignated Temporary Financial Assistance	20
Domestic Violence Hotlines	17
Emergency Shelter	17
State Government Agencies/Departments	15
Aging and Disability Resource Centers	14
Case/Care Management	13
Rent Payment Assistance	13
Home Improvement/Accessibility	12
Food Pantries	11
Legal Counseling	11
Directory Assistance	10
Food Stamps/SNAP Applications	10
Outreach Programs	10
Senior Housing Information and Referral	10