



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 301

Electric Service Payment Assistance	191
Food Pantries	61
Housing Search Assistance	32
General Medical Care	22
Rent Payment Assistance	22
Mental Health Crisis Lines	20
At Risk/Homeless Housing Related Assistance Programs	16
Alcohol Detoxification	16
Emergency Shelter	16
Undesignated Temporary Financial Assistance	16
Heating Fuel Payment Assistance	15
Senior Ride Programs	15
Directory Assistance	14
Legal Counseling	14
Case/Care Management	12
Comprehensive Outpatient Substance Use Disorder Treatment	11
Non-Emergency Medical Transportation	11
Rapid Re-Housing Programs	11
State Government Agencies/Departments	11
Clothing	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : August 2025

Total Number of Calls: 100

Report Date: 09/03/2025

Electric Service Payment Assistance	70
Housing Search Assistance	12
Alcohol Detoxification	9
State Government Agencies/Departments	9
At Risk/Homeless Housing Related Assistance Programs	8
Disease/Disability Information	8
Residential Substance Use Disorder Treatment Facilities	8
Food Pantries	7
Rent Payment Assistance	7
Heating Fuel Payment Assistance	6
Senior Ride Programs	6
Directory Assistance	5
Mental Health Crisis Lines	5
Undesignated Temporary Financial Assistance	5
Clothing	4
Diapers	4
Child/Adolescent Residential Treatment Facilities	4
General Medical Care	4
Health/Disability Related Support Groups	4
Home Improvement/Accessibility	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 641

Electric Service Payment Assistance	206
Food Pantries	109
Housing Search Assistance	100
At Risk/Homeless Housing Related Assistance Programs	98
Rent Payment Assistance	67
Heating Fuel Payment Assistance	61
Emergency Shelter	54
Rapid Re-Housing Programs	49
Legal Counseling	40
State Government Agencies/Departments	33
General Medical Care	32
Homeless Shelter	32
Case/Care Management	27
Clothing	25
Alcohol Detoxification	24
Directory Assistance	20
Food Stamps/SNAP	20
Prescription Expense Assistance	18
Therapy Referrals	18
Undesignated Temporary Financial Assistance	18



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 74

Electric Service Payment Assistance	28
Housing Search Assistance	19
At Risk/Homeless Housing Related Assistance Programs	10
Homeless Shelter	5
Rent Payment Assistance	5
Section 8 Housing Choice Vouchers	5
Talklines/Warmlines	5
Discrimination Assistance	4
Emergency Shelter	4
Directory Assistance	3
Dental Hygiene	3
Dental Care Expense Assistance	3
General Legal Aid	3
Home Improvement/Accessibility	3
Local Bus Transit Services	3
Medical Equipment/Supplies	3
Municipal Police	3
Physician Referral Services	3
Roommate/Housemate Matching Assistance	3
State Government Agencies/Departments	3



211 Maine: Top 20 Call Categories
Hancock County
Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 53

Electric Service Payment Assistance	26
Animal Adoption	11
Legal Counseling	7
Heating Fuel Payment Assistance	6
At Risk/Homeless Housing Related Assistance Programs	5
Homeless Shelter	5
State Government Agencies/Departments	4
Disability Related Transportation	3
Food Stamps/SNAP	3
Inpatient Substance Use Disorder Treatment Facilities	3
Landlord/Tenant Assistance	3
Rent Payment Assistance	3
Senior Ride Programs	3
Undesignated Temporary Financial Assistance	3
Alcohol Detoxification	2
Certificates/Forms Assistance	2
Eye Care	2
Government Consumer Protection Agencies	2
Health Insurance Information/Counseling	2
Housing Related Coordinated Entry	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 293

Electric Service Payment Assistance	182
Housing Search Assistance	53
Rent Payment Assistance	42
Heating Fuel Payment Assistance	41
Food Pantries	33
At Risk/Homeless Housing Related Assistance Programs	23
Homelessness Prevention Programs	19
Utility Assistance	17
Emergency Shelter	14
Homeless Shelter	14
Legal Counseling	13
State Government Agencies/Departments	12
Certificates/Forms Assistance	11
Directory Assistance	11
Undesignated Temporary Financial Assistance	11
Benefits Screening	10
Inpatient Substance Use Disorder Treatment Facilities	10
Mental Health Crisis Lines	10
Prescription Expense Assistance	10
Transportation Expense Assistance	10



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : August 2025

Total Number of Calls: 69

Report Date: 09/03/2025

Electric Service Payment Assistance	38
Food Pantries	15
Housing Search Assistance	15
Heating Fuel Payment Assistance	11
State Government Agencies/Departments	11
At Risk/Homeless Housing Related Assistance Programs	6
Homemaker Assistance	6
Residential Substance Use Disorder Treatment Facilities	6
Community Meals	5
Furnace Maintenance/Repair	5
Home Improvement/Accessibility	5
Addictions/Substance Use Disorder Support Groups	4
Food Vouchers	4
Clothing	3
Benefits Screening	3
Directory Assistance	3
General Legal Aid	3
Government Consumer Protection Agencies	3
Homeless Shelter	3
Landlord/Tenant Assistance	3



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 55

Electric Service Payment Assistance	35
Heating Fuel Payment Assistance	19
Home Improvement/Accessibility	18
Transitional Residential Substance Use Disorder Services	7
Food Pantries	6
Housing Search Assistance	6
Rent Payment Assistance	6
Assisted Living Facilities	5
Domestic Violence Hotlines	5
Homemaker Assistance	5
General Minor Home Repair Programs	4
Prescription Expense Assistance	4
Substance Use Disorder Treatment Expense Assistance	4
Emergency Shelter	3
At Risk/Homeless Housing Related Assistance Programs	3
Clothing	3
Home Purchase/Mortgage Refinance Loans	3
Homeless Shelter	3
Medical Care Expense Assistance	3
Mortgage Delinquency and Default Counseling	3



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : August 2025

Total Number of Calls: 158

Report Date: 09/03/2025

Electric Service Payment Assistance	121
Housing Search Assistance	32
Food Pantries	23
Talklines/Warmlines	21
At Risk/Homeless Housing Related Assistance Programs	15
State Government Agencies/Departments	13
Peer Mental Health Support Services	12
Undesignated Temporary Financial Assistance	10
Home Improvement/Accessibility	9
Comprehensive Outpatient Substance Use Disorder Treatment	7
Heating Fuel Payment Assistance	7
Rent Payment Assistance	7
Clothing	6
Adult Psychiatric Hospitals	6
Emergency Shelter	6
Inpatient Substance Use Disorder Treatment Facilities	6
Mental Health Crisis Lines	6
Veteran Benefits Assistance	6
Alcohol Detoxification	5
Drug Detoxification	5



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 287

Electric Service Payment Assistance	113
Homeless Shelter	55
Housing Search Assistance	52
Food Pantries	42
At Risk/Homeless Housing Related Assistance Programs	36
Heating Fuel Payment Assistance	23
State Government Agencies/Departments	21
Rent Payment Assistance	18
Case/Care Management	17
Home Improvement/Accessibility	17
Undesignated Temporary Financial Assistance	17
Psychiatric Case Management	15
Section 8 Housing Choice Vouchers	15
Transportation Expense Assistance	15
Directory Assistance	12
General Dentistry	12
Benefits Screening	10
Homemaker Assistance	10
Legal Counseling	10
Domestic Violence Shelters	9



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 25

Electric Service Payment Assistance	11
Food Pantries	5
Drug Detoxification	4
Diapers	3
Benefits Screening	3
211 Systems	3
Housing Search Assistance	3
Talklines/Warmlines	3
Aging and Disability Resource Centers	2
Food Stamps/SNAP	2
Gambling Disorder Counseling	2
Furnace Maintenance/Repair	2
Homeless Shelter	2
Homemaker Assistance	2
Senior Ride Programs	2
Water Service Payment Assistance	2
Friendly Visiting	1
Food Vouchers	1
Dry Well Reporting	1
Discrimination Assistance	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 65

Electric Service Payment Assistance	23
Rent Payment Assistance	16
Interpretation/Translation	13
Case/Care Management	12
Housing Search Assistance	9
Home Improvement/Accessibility	6
Directory Assistance	4
General Medical Care	4
Homemaker Assistance	4
Dental Care Expense Assistance	3
At Risk/Homeless Housing Related Assistance Programs	3
Homelessness Prevention Programs	3
Job Finding Assistance	3
Local Bus Transit Services	3
Senior Ride Programs	3
State Government Agencies/Departments	3
Therapy Referrals	3
Dental Restoration	2
Emergency Shelter	2
Food Pantries	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : August 2025

Total Number of Calls: 120

Report Date: 09/03/2025

Electric Service Payment Assistance	85
Housing Search Assistance	32
Heating Fuel Payment Assistance	19
State Government Agencies/Departments	15
General Medical Care	14
At Risk/Homeless Housing Related Assistance Programs	11
Food Pantries	10
Rent Payment Assistance	10
Home Improvement/Accessibility	8
Homelessness Prevention Programs	8
Directory Assistance	6
Section 8 Housing Choice Vouchers	6
Discrimination Assistance	5
Automotive Repair and Maintenance	5
Drug Detoxification	5
Homeless Shelter	5
Residential Substance Use Disorder Treatment Facilities	5
Tax Preparation Assistance	5
Case/Care Management	4
Alcohol Detoxification	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 50

Electric Service Payment Assistance	43
Housing Search Assistance	15
Homeless Shelter	10
Case/Care Management	9
General Dentistry	7
At Risk/Homeless Housing Related Assistance Programs	5
Rent Payment Assistance	5
Domestic Violence Shelters	3
Alcohol Detoxification	3
Emergency Shelter	3
State Government Agencies/Departments	3
Adult High School Diploma Programs	2
Carpooling Programs	2
Food Stamps/SNAP	2
Government Consumer Protection Agencies	2
High School Equivalency/GED Test Instruction	2
High School Equivalency/GED Test Sites	2
Local Bus Transit Services	2
Utility Service Complaints	2
Veteran Benefits Assistance	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : August 2025

Report Date: 09/03/2025

Total Number of Calls: 58

Electric Service Payment Assistance	24
Housing Search Assistance	16
Heating Fuel Payment Assistance	9
Directory Assistance	8
Case/Care Management	8
Local Bus Transit Services	7
Mortgage Delinquency and Default Counseling	5
Section 8 Housing Choice Vouchers	5
Transportation Expense Assistance	5
Food Pantries	4
Disability Related Transportation	4
At Risk/Homeless Housing Related Assistance Programs	4
Home Improvement/Accessibility	4
Residential Substance Use Disorder Treatment Facilities	4
Roommate/Housemate Matching Assistance	4
Discounted Internet Service	3
Area Agencies on Aging	3
Furnace Maintenance/Repair	3
Non-Emergency Medical Transportation	3
Rent Payment Assistance	3



211 Maine: Top 20 Call Categories

York County

Reporting Period : August 2025

Total Number of Calls: 329

Report Date: 09/03/2025

Electric Service Payment Assistance	179
At Risk/Homeless Housing Related Assistance Programs	102
Housing Search Assistance	62
Food Pantries	42
Rent Payment Assistance	31
Non-Emergency Medical Transportation	30
Outreach Programs	30
Alcohol Detoxification	27
State Government Agencies/Departments	22
Low Income/Subsidized Private Rental Housing	18
Directory Assistance	17
Homeless Shelter	15
Therapy Referrals	15
Senior Ride Programs	14
Drug Detoxification	13
Residential Substance Use Disorder Treatment Facilities	13
Transitional Housing/Shelter	13
Clothing	12
Psychiatric Case Management	12
Roommate/Housemate Matching Assistance	12