



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : July 2025

Total Number of Calls: 372

Report Date: 08/03/2025

Electric Service Payment Assistance	227
Housing Search Assistance	51
At Risk/Homeless Housing Related Assistance Programs	42
Emergency Shelter	33
Rent Payment Assistance	30
Food Pantries	29
State Government Agencies/Departments	26
Rapid Re-Housing Programs	23
Mental Health Crisis Lines	22
General Medical Care	19
Undesignated Temporary Financial Assistance	19
General Dentistry	17
Case/Care Management	16
Heating Fuel Payment Assistance	16
Directory Assistance	13
Aging and Disability Resource Centers	12
Homeless Shelter	12
Legal Counseling	12
Non-Emergency Medical Transportation	12
Telemedicine	12



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : July 2025

Total Number of Calls: 80

Report Date: 08/03/2025

Electric Service Payment Assistance	55
Food Pantries	21
Home Improvement/Accessibility	16
Housing Search Assistance	12
At Risk/Homeless Housing Related Assistance Programs	10
Food Vouchers	9
Rent Payment Assistance	9
Prescription Expense Assistance	7
General Minor Home Repair Programs	5
Benefits Screening	4
Food Stamps/SNAP	4
Mortgage Payment Assistance	4
Section 8 Housing Choice Vouchers	4
State Government Agencies/Departments	4
Undesignated Temporary Financial Assistance	4
Water Service Payment Assistance	4
Directory Assistance	3
Bankruptcy Assistance	3
Automotive Repair and Maintenance	3
Case/Care Management	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : July 2025

Total Number of Calls: 778

Report Date: 08/03/2025

Electric Service Payment Assistance	246
Housing Search Assistance	142
At Risk/Homeless Housing Related Assistance Programs	129
Rent Payment Assistance	100
Food Pantries	92
Rapid Re-Housing Programs	77
Heating Fuel Payment Assistance	53
State Government Agencies/Departments	38
Case/Care Management	36
Emergency Shelter	34
Directory Assistance	33
Legal Counseling	33
Undesignated Temporary Financial Assistance	31
General Counseling Services	27
General Medical Care	26
Homeless Shelter	26
Aging and Disability Resource Centers	25
Housing Authorities	24
Rental Deposit Assistance	22
Transportation Expense Assistance	21



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : July 2025

Report Date: 08/03/2025

Total Number of Calls: 84

Electric Service Payment Assistance	51
At Risk/Homeless Housing Related Assistance Programs	10
Mental Health Crisis Lines	9
General Counseling Services	8
Home Improvement/Accessibility	8
Rent Payment Assistance	7
General Medical Care	6
Alcohol Detoxification	6
Directory Assistance	6
General Minor Home Repair Programs	6
Senior Ride Programs	5
Transportation Expense Assistance	5
Emergency Shelter	4
Talklines/Warmlines	4
Food Pantries	3
Bankruptcy Assistance	3
Assisted Living Facilities	3
Heating Fuel Payment Assistance	3
Non-Emergency Medical Transportation	3
Veteran Benefits Assistance	3



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

Report Date: 08/03/2025

Total Number of Calls: 54

Electric Service Payment Assistance	39
Housing Search Assistance	20
Homeless Shelter	10
General Counseling Services	8
Food Pantries	7
Heating Fuel Payment Assistance	7
At Risk/Homeless Housing Related Assistance Programs	6
Undesignated Temporary Financial Assistance	6
Emergency Shelter	5
Thrift Shops	5
Aging and Disability Resource Centers	4
Mental Health Crisis Lines	4
Section 8 Housing Choice Vouchers	4
Domestic Violence Hotlines	3
Certificates/Forms Assistance	3
Benefits Screening	3
General Dentistry	3
Government Consumer Protection Agencies	3
Home Improvement/Accessibility	3
Homeless Permanent Supportive Housing	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : July 2025

Report Date: 08/03/2025

Total Number of Calls: 302

Electric Service Payment Assistance	184
Housing Search Assistance	65
Rent Payment Assistance	53
Heating Fuel Payment Assistance	30
Alcohol Detoxification	23
Homelessness Prevention Programs	19
State Government Agencies/Departments	17
Food Pantries	16
At Risk/Homeless Housing Related Assistance Programs	15
Home Improvement/Accessibility	15
Legal Counseling	15
General Counseling Services	14
Undesignated Temporary Financial Assistance	13
Case/Care Management	12
Directory Assistance	11
General Medical Care	11
Roommate/Housemate Matching Assistance	11
Section 8 Housing Choice Vouchers	10
Aging and Disability Resource Centers	9
General Dentistry	8



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : July 2025

Total Number of Calls: 50

Report Date: 08/03/2025

Electric Service Payment Assistance	28
Residential Substance Use Disorder Treatment Facilities	11
Food Pantries	7
Assisted Living Facilities	7
Housing Search Assistance	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
Food Stamps/SNAP	3
General Counseling Services	3
Supportive Substance Use Disorder Services	3
Bereavement and Grief Counseling	2
Child Passenger Safety Seats	2
Domestic Violence Shelters	2
At Risk/Homeless Housing Related Assistance Programs	2
Home Delivered Meals	2
Homeless Shelter	2
Local Bus Transit Services	2
Medical Equipment/Supplies	2
Rent Payment Assistance	2
Roommate/Housemate Matching Assistance	2
Section 8 Housing Choice Vouchers	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : July 2025

Total Number of Calls: 39

Report Date: 08/03/2025

Electric Service Payment Assistance	44
Rent Payment Assistance	8
Heating Fuel Payment Assistance	7
At Risk/Homeless Housing Related Assistance Programs	6
Diapers	5
Inpatient Substance Use Disorder Treatment Facilities	4
General Dentistry	3
Clinical Psychiatric Evaluation	3
Undesignated Temporary Financial Assistance	3
Aging and Disability Resource Centers	2
Discounted Internet Service	2
Directory Assistance	2
General Minor Home Repair Programs	2
General Relief	2
Government Consumer Protection Agencies	2
Home Improvement/Accessibility	2
Homelessness Prevention Programs	2
Landlord/Tenant Assistance	2
Pest Information	2
State Government Agencies/Departments	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : July 2025

Total Number of Calls: 129

Report Date: 08/03/2025

Electric Service Payment Assistance	104
Food Pantries	21
At Risk/Homeless Housing Related Assistance Programs	17
Housing Search Assistance	14
Homemaker Assistance	10
Prescription Expense Assistance	10
Non-Emergency Medical Transportation	8
Telemedicine	8
Therapy Referrals	8
Home Improvement/Accessibility	7
Rent Payment Assistance	7
Emergency Shelter	6
General Dentistry	6
Legal Counseling	6
State Government Agencies/Departments	6
Addictions/Substance Use Disorder Support Groups	5
Comprehensive Outpatient Substance Use Disorder Treatment	5
Undesignated Temporary Financial Assistance	5
Aging and Disability Resource Centers	4
Dental Care Expense Assistance	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : July 2025

Total Number of Calls: 294

Report Date: 08/03/2025

Electric Service Payment Assistance	172
Food Pantries	57
Housing Search Assistance	57
At Risk/Homeless Housing Related Assistance Programs	35
Rent Payment Assistance	24
Homeless Shelter	22
Heating Fuel Payment Assistance	21
Aging and Disability Resource Centers	14
Domestic Violence Hotlines	12
Therapy Referrals	12
State Government Agencies/Departments	11
Emergency Shelter	10
Legal Counseling	10
Section 8 Housing Choice Vouchers	10
Directory Assistance	9
Undesignated Temporary Financial Assistance	9
Alcohol Detoxification	8
Case/Care Management	7
Home Improvement/Accessibility	7
Medical Equipment/Supplies	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : July 2025

Report Date: 08/03/2025

Total Number of Calls: 25

Electric Service Payment Assistance	16
Homeless Shelter	3
Housing Search Assistance	3
Rent Payment Assistance	3
Donor Services	2
Domestic Violence Hotlines	2
Heating Fuel Payment Assistance	2
At Risk/Homeless Housing Related Assistance Programs	2
Legal Counseling	2
State Government Agencies/Departments	2
Transportation Expense Assistance	2
Home Improvement/Accessibility	1
Aging and Disability Resource Centers	1
211 Systems	1
Health/Disability Related Support Groups	1
Government Consumer Protection Agencies	1
General Paratransit/Community Ride Programs	1
General Dentistry	1
Food Stamps/SNAP	1
Food Pantries	1



211 Maine: Top 20 Call Categories
Sagadahoc County
Reporting Period : July 2025

Report Date: 08/03/2025

Total Number of Calls: 67

Electric Service Payment Assistance	33
Case/Care Management	18
Rent Payment Assistance	15
Housing Search Assistance	9
Errand Running/Shopping Assistance	8
Rental Deposit Assistance	8
Emergency Shelter	7
General Counseling Services	7
Domestic Violence Hotlines	6
Directory Assistance	5
Legal Counseling	5
Aging and Disability Resource Centers	4
At Risk/Homeless Housing Related Assistance Programs	4
Alcohol Detoxification	3
Food Stamps/SNAP	3
Heating Fuel Payment Assistance	3
Home Health Care	3
Homelessness Prevention Programs	3
Personal Care	3
Psychiatric Case Management	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : July 2025

Total Number of Calls: 117

Report Date: 08/03/2025

Electric Service Payment Assistance	95
Food Pantries	18
General Medical Care	14
Housing Search Assistance	13
State Government Agencies/Departments	13
Alcohol Detoxification	10
Directory Assistance	10
Heating Fuel Payment Assistance	10
Physician Referral Services	8
Legal Counseling	7
Welfare Rights Assistance	7
General Acute Care Hospitals	6
General Dentistry	6
Lawyer Referral Services	6
Formula/Baby Food	5
Government Consumer Protection Agencies	5
Home Improvement/Accessibility	5
Utility Service Complaints	5
Case/Care Management	4
Community Clinics	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : July 2025

Total Number of Calls: 66

Report Date: 08/03/2025

Electric Service Payment Assistance	43
Housing Search Assistance	14
Psychiatric Case Management	7
Case/Care Management	6
Dental Hygiene	6
At Risk/Homeless Housing Related Assistance Programs	6
General Dentistry	6
Government Consumer Protection Agencies	5
Prescription Expense Assistance	5
State Government Agencies/Departments	5
Home Health Care	4
Homemaker Assistance	4
Roommate/Housemate Matching Assistance	4
Alcohol Detoxification	3
Emergency Dental Care	3
Homeless Shelter	3
Legal Counseling	3
Local Bus Transit Services	3
Rent Payment Assistance	3
Senior Ride Programs	3



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : July 2025

Total Number of Calls: 58

Report Date: 08/03/2025

Electric Service Payment Assistance	33
Housing Search Assistance	10
At Risk/Homeless Housing Related Assistance Programs	7
Home Improvement/Accessibility	7
Furnace Maintenance/Repair	6
Rent Payment Assistance	5
Food Pantries	3
Alcohol Detoxification	3
Heating Fuel Payment Assistance	3
Homeless Permanent Supportive Housing	3
Housing Counseling	3
Local Bus Transit Services	3
Undesignated Temporary Financial Assistance	3
Automobiles	2
Food Vouchers	2
Assistive Technology Equipment	2
Child Care Expense Assistance	2
Homebuyer/Home Purchase Counseling	2
Homeless Shelter	2
Mental Health Crisis Lines	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : July 2025

Total Number of Calls: 321

Report Date: 08/03/2025

Electric Service Payment Assistance	133
At Risk/Homeless Housing Related Assistance Programs	127
Housing Search Assistance	120
Legal Counseling	31
Rent Payment Assistance	29
Food Pantries	25
Outreach Programs	25
Roommate/Housemate Matching Assistance	22
Therapy Referrals	20
Homeless Shelter	18
Alcohol Detoxification	16
Home Improvement/Accessibility	16
State Government Agencies/Departments	16
Aging and Disability Resource Centers	15
Inpatient Substance Use Disorder Treatment Facilities	15
Domestic Violence Shelters	14
Heating Fuel Payment Assistance	14
Talklines/Warmlines	14
Directory Assistance	11
Homeless Permanent Supportive Housing	11