



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : September 2025**

**Total Number of Calls: 376**

**Report Date: 10/03/2025**

<b>Electric Service Payment Assistance</b>	<b>243</b>
<b>Housing Search Assistance</b>	<b>49</b>
<b>Food Pantries</b>	<b>48</b>
<b>Emergency Shelter</b>	<b>43</b>
<b>Heating Fuel Payment Assistance</b>	<b>31</b>
<b>Rent Payment Assistance</b>	<b>27</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>26</b>
<b>Mental Health Crisis Lines</b>	<b>22</b>
<b>Homeless Shelter</b>	<b>20</b>
<b>Prescription Expense Assistance</b>	<b>19</b>
<b>State Government Agencies/Departments</b>	<b>15</b>
<b>Directory Assistance</b>	<b>14</b>
<b>General Dentistry</b>	<b>14</b>
<b>Non-Emergency Medical Transportation</b>	<b>14</b>
<b>Domestic Violence Shelters</b>	<b>12</b>
<b>General Counseling Services</b>	<b>11</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>10</b>
<b>Senior Ride Programs</b>	<b>10</b>
<b>Transportation Expense Assistance</b>	<b>10</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>10</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : September 2025**

**Total Number of Calls: 114**

**Report Date: 10/03/2025**

<b>Electric Service Payment Assistance</b>	<b>67</b>
<b>Heating Fuel Payment Assistance</b>	<b>26</b>
<b>Home Improvement/Accessibility</b>	<b>21</b>
<b>Housing Search Assistance</b>	<b>18</b>
<b>Food Pantries</b>	<b>15</b>
<b>Rent Payment Assistance</b>	<b>15</b>
<b>Food Vouchers</b>	<b>10</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>8</b>
<b>Case/Care Management</b>	<b>6</b>
<b>Homeless Shelter</b>	<b>6</b>
<b>Prescription Expense Assistance</b>	<b>6</b>
<b>General Relief</b>	<b>5</b>
<b>Furnace Maintenance/Repair</b>	<b>4</b>
<b>Charities/Grantmaking Organizations</b>	<b>4</b>
<b>General Dentistry</b>	<b>4</b>
<b>Senior Ride Programs</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Food Stamps/SNAP</b>	<b>3</b>
<b>Drug Detoxification</b>	<b>3</b>
<b>Home Health Care</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : September 2025**

**Total Number of Calls: 708**

**Report Date: 10/03/2025**

<b>Electric Service Payment Assistance</b>	<b>335</b>
<b>Housing Search Assistance</b>	<b>141</b>
<b>Heating Fuel Payment Assistance</b>	<b>125</b>
<b>Food Pantries</b>	<b>124</b>
<b>Rent Payment Assistance</b>	<b>119</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>106</b>
<b>Case/Care Management</b>	<b>49</b>
<b>Emergency Shelter</b>	<b>48</b>
<b>Directory Assistance</b>	<b>42</b>
<b>State Government Agencies/Departments</b>	<b>33</b>
<b>Homeless Shelter</b>	<b>31</b>
<b>Home Improvement/Accessibility</b>	<b>26</b>
<b>Homemaker Assistance</b>	<b>23</b>
<b>Clothing</b>	<b>22</b>
<b>General Medical Care</b>	<b>21</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>21</b>
<b>Rapid Re-Housing Programs</b>	<b>20</b>
<b>Aging and Disability Resource Centers</b>	<b>19</b>
<b>Food Stamps/SNAP</b>	<b>19</b>
<b>Rental Deposit Assistance</b>	<b>19</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : September 2025**

**Report Date: 10/03/2025**

**Total Number of Calls: 95**

<b>Electric Service Payment Assistance</b>	<b>32</b>
<b>Heating Fuel Payment Assistance</b>	<b>22</b>
<b>Housing Search Assistance</b>	<b>15</b>
<b>Home Improvement/Accessibility</b>	<b>14</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>12</b>
<b>Emergency Shelter</b>	<b>12</b>
<b>Case/Care Management</b>	<b>11</b>
<b>Mental Health Crisis Lines</b>	<b>11</b>
<b>Furnace Maintenance/Repair</b>	<b>8</b>
<b>Homeless Shelter</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Food Pantries</b>	<b>4</b>
<b>General Dentistry</b>	<b>4</b>
<b>Legal Counseling</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Clinical Psychiatric Evaluation</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Driver Licenses</b>	<b>3</b>



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

**Report Date: 10/03/2025**

**Total Number of Calls: 78**

<b>Electric Service Payment Assistance</b>	<b>29</b>
<b>Heating Fuel Payment Assistance</b>	<b>10</b>
<b>Housing Search Assistance</b>	<b>9</b>
<b>Legal Counseling</b>	<b>9</b>
<b>Outpatient Mental Health Facilities</b>	<b>7</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>6</b>
<b>Landlord/Tenant Assistance</b>	<b>5</b>
<b>Prescription Expense Assistance</b>	<b>5</b>
<b>Disability Related Transportation</b>	<b>4</b>
<b>Lawyer Referral Services</b>	<b>4</b>
<b>Non-Emergency Medical Transportation</b>	<b>4</b>
<b>Senior Ride Programs</b>	<b>4</b>
<b>Speech Therapy</b>	<b>4</b>
<b>Therapy Referrals</b>	<b>4</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>3</b>
<b>Gambling Self Exclusion Programs</b>	<b>3</b>
<b>General Legal Aid</b>	<b>3</b>
<b>Home Improvement/Accessibility</b>	<b>3</b>
<b>Language Therapy</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**  
**Kennebec County**  
**Reporting Period : September 2025**

**Report Date: 10/03/2025**

**Total Number of Calls: 317**

<b>Electric Service Payment Assistance</b>	<b>161</b>
<b>Heating Fuel Payment Assistance</b>	<b>66</b>
<b>Rent Payment Assistance</b>	<b>52</b>
<b>Food Pantries</b>	<b>39</b>
<b>Housing Search Assistance</b>	<b>31</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>27</b>
<b>Food Vouchers</b>	<b>17</b>
<b>Homelessness Prevention Programs</b>	<b>15</b>
<b>Alcohol Detoxification</b>	<b>14</b>
<b>Homeless Shelter</b>	<b>14</b>
<b>State Government Agencies/Departments</b>	<b>14</b>
<b>Non-Emergency Medical Transportation</b>	<b>13</b>
<b>Transportation Expense Assistance</b>	<b>13</b>
<b>Prescription Expense Assistance</b>	<b>12</b>
<b>Clothing</b>	<b>10</b>
<b>General Dentistry</b>	<b>10</b>
<b>Home Improvement/Accessibility</b>	<b>10</b>
<b>Senior Ride Programs</b>	<b>10</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>10</b>
<b>Aging and Disability Resource Centers</b>	<b>9</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : September 2025**

**Report Date: 10/03/2025**

**Total Number of Calls: 64**

<b>Electric Service Payment Assistance</b>	<b>24</b>
<b>Housing Search Assistance</b>	<b>18</b>
<b>Food Pantries</b>	<b>11</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>10</b>
<b>Rent Payment Assistance</b>	<b>9</b>
<b>General Dentistry</b>	<b>8</b>
<b>Heating Fuel Payment Assistance</b>	<b>6</b>
<b>Home Improvement/Accessibility</b>	<b>6</b>
<b>Drug Detoxification</b>	<b>5</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>5</b>
<b>Emergency Shelter</b>	<b>4</b>
<b>Emergency Dental Care</b>	<b>3</b>
<b>Clothing</b>	<b>3</b>
<b>Dental Care</b>	<b>3</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Errand Running/Shopping Assistance</b>	<b>3</b>
<b>Homeless Shelter</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Legal Counseling</b>	<b>3</b>
<b>State Prisons</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : September 2025**

**Report Date: 10/03/2025**

**Total Number of Calls: 47**

<b>Electric Service Payment Assistance</b>	<b>34</b>
<b>Heating Fuel Payment Assistance</b>	<b>12</b>
<b>Aging and Disability Resource Centers</b>	<b>9</b>
<b>Legal Counseling</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>General Dentistry</b>	<b>5</b>
<b>Outpatient Mental Health Facilities</b>	<b>5</b>
<b>Dental Prosthodontics</b>	<b>4</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Adult Residential Care Homes</b>	<b>3</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Non-Emergency Medical Transportation</b>	<b>3</b>
<b>Referral to Dental Practitioners Accepting Medicaid</b>	<b>3</b>
<b>Rental Deposit Assistance</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Charities/Grantmaking Organizations</b>	<b>2</b>
<b>211 Systems</b>	<b>2</b>
<b>Benefits Screening</b>	<b>2</b>
<b>Directory Assistance</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : September 2025**

**Total Number of Calls: 166**

**Report Date: 10/03/2025**

<b>Electric Service Payment Assistance</b>	<b>117</b>
<b>Case/Care Management</b>	<b>47</b>
<b>Housing Search Assistance</b>	<b>37</b>
<b>Heating Fuel Payment Assistance</b>	<b>21</b>
<b>Emergency Shelter</b>	<b>19</b>
<b>Psychiatric Case Management</b>	<b>17</b>
<b>Home Improvement/Accessibility</b>	<b>16</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>13</b>
<b>Clothing</b>	<b>11</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>11</b>
<b>Rent Payment Assistance</b>	<b>10</b>
<b>State Government Agencies/Departments</b>	<b>10</b>
<b>Water Service Payment Assistance</b>	<b>10</b>
<b>Food Pantries</b>	<b>9</b>
<b>Furnace Maintenance/Repair</b>	<b>8</b>
<b>Homeless Shelter</b>	<b>8</b>
<b>Charities/Grantmaking Organizations</b>	<b>7</b>
<b>Non-Emergency Medical Transportation</b>	<b>7</b>
<b>Discounted Internet Service</b>	<b>6</b>
<b>Home Health Care</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : September 2025**

**Report Date: 10/03/2025**

**Total Number of Calls: 327**

<b>Electric Service Payment Assistance</b>	<b>176</b>
<b>Heating Fuel Payment Assistance</b>	<b>96</b>
<b>Food Pantries</b>	<b>64</b>
<b>Housing Search Assistance</b>	<b>46</b>
<b>Homeless Shelter</b>	<b>36</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>34</b>
<b>Home Improvement/Accessibility</b>	<b>33</b>
<b>Rent Payment Assistance</b>	<b>26</b>
<b>State Government Agencies/Departments</b>	<b>17</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>16</b>
<b>Legal Counseling</b>	<b>15</b>
<b>General Medical Care</b>	<b>14</b>
<b>Furnace Maintenance/Repair</b>	<b>13</b>
<b>Directory Assistance</b>	<b>12</b>
<b>Food Stamps/SNAP</b>	<b>12</b>
<b>Transportation Expense Assistance</b>	<b>12</b>
<b>Benefits Screening</b>	<b>11</b>
<b>General Counseling Services</b>	<b>10</b>
<b>Water Service Payment Assistance</b>	<b>10</b>
<b>Food Vouchers</b>	<b>9</b>



**211 Maine: Top 20 Call Categories**  
**Piscataquis County**  
**Reporting Period : September 2025**

**Report Date: 10/03/2025**

**Total Number of Calls: 39**

<b>Electric Service Payment Assistance</b>	<b>25</b>
<b>Heating Fuel Payment Assistance</b>	<b>20</b>
<b>Housing Search Assistance</b>	<b>10</b>
<b>Home Improvement/Accessibility</b>	<b>7</b>
<b>Furnace Maintenance/Repair</b>	<b>6</b>
<b>Volunteer Opportunities</b>	<b>4</b>
<b>Food Stamps/SNAP</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>Mortgage Delinquency and Default Counseling</b>	<b>3</b>
<b>Discrimination Assistance</b>	<b>2</b>
<b>Benefits Screening</b>	<b>2</b>
<b>Rural Housing Development</b>	<b>2</b>
<b>State Government Agencies/Departments</b>	<b>2</b>
<b>Transportation Expense Assistance</b>	<b>2</b>
<b>Transportation Volunteer Opportunities</b>	<b>2</b>
<b>Food Vouchers</b>	<b>1</b>
<b>Housing Related Coordinated Entry</b>	<b>1</b>
<b>Housing Counseling</b>	<b>1</b>
<b>Hospice Care Volunteer Opportunities</b>	<b>1</b>
<b>Homemaker Assistance</b>	<b>1</b>



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

**Report Date: 10/03/2025**

**Total Number of Calls: 76**

<b>Electric Service Payment Assistance</b>	<b>31</b>
<b>Case/Care Management</b>	<b>21</b>
<b>Rent Payment Assistance</b>	<b>13</b>
<b>Home Improvement/Accessibility</b>	<b>10</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>Legal Counseling</b>	<b>7</b>
<b>State Government Agencies/Departments</b>	<b>7</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>6</b>
<b>Heating Fuel Payment Assistance</b>	<b>5</b>
<b>Homemaker Assistance</b>	<b>5</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Diapers</b>	<b>4</b>
<b>Furnace Maintenance/Repair</b>	<b>4</b>
<b>Personal Care</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Clothing</b>	<b>3</b>
<b>Elder Law</b>	<b>3</b>
<b>Emergency Shelter</b>	<b>3</b>
<b>General Counseling Services</b>	<b>3</b>
<b>General Medical Care</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**  
**Somerset County**  
**Reporting Period : September 2025**

**Report Date: 10/03/2025**

**Total Number of Calls: 149**

<b>Electric Service Payment Assistance</b>	<b>78</b>
<b>Heating Fuel Payment Assistance</b>	<b>61</b>
<b>Housing Search Assistance</b>	<b>33</b>
<b>Home Improvement/Accessibility</b>	<b>24</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>13</b>
<b>Food Pantries</b>	<b>12</b>
<b>Homeless Shelter</b>	<b>12</b>
<b>Emergency Shelter</b>	<b>10</b>
<b>Directory Assistance</b>	<b>9</b>
<b>Rent Payment Assistance</b>	<b>8</b>
<b>State Government Agencies/Departments</b>	<b>8</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>8</b>
<b>Legal Counseling</b>	<b>7</b>
<b>General Dentistry</b>	<b>6</b>
<b>General Medical Care</b>	<b>5</b>
<b>General Paratransit/Community Ride Programs</b>	<b>5</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>5</b>
<b>Food Vouchers</b>	<b>4</b>
<b>Furnace Maintenance/Repair</b>	<b>4</b>
<b>General Relief</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : September 2025**

**Total Number of Calls: 63**

**Report Date: 10/03/2025**

<b>Electric Service Payment Assistance</b>	<b>54</b>
<b>Heating Fuel Payment Assistance</b>	<b>9</b>
<b>Home Improvement/Accessibility</b>	<b>7</b>
<b>General Counseling Services</b>	<b>6</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Dental Prosthodontics</b>	<b>5</b>
<b>Homeless Shelter</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>Food Stamps/SNAP</b>	<b>3</b>
<b>Food Vouchers</b>	<b>3</b>
<b>Home Maintenance and Minor Repair Grants/Loans</b>	<b>3</b>
<b>Legal Counseling</b>	<b>3</b>
<b>Personal Financial Counseling</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Supportive Substance Use Disorder Services</b>	<b>3</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>2</b>
<b>Adoption Services</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**  
**Washington County**  
**Reporting Period : September 2025**

**Report Date: 10/03/2025**

**Total Number of Calls: 52**

<b>Electric Service Payment Assistance</b>	<b>22</b>
<b>Heating Fuel Payment Assistance</b>	<b>9</b>
<b>Housing Search Assistance</b>	<b>9</b>
<b>Alcohol Detoxification</b>	<b>7</b>
<b>Local Bus Transit Services</b>	<b>7</b>
<b>Disability Related Transportation</b>	<b>6</b>
<b>Directory Assistance</b>	<b>6</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>5</b>
<b>Domestic Violence Hotlines</b>	<b>4</b>
<b>Non-Emergency Medical Transportation</b>	<b>4</b>
<b>Home Improvement/Accessibility</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Transportation Expense Assistance</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Child Care Provider Referrals</b>	<b>2</b>
<b>Charities/Grantmaking Organizations</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>
<b>Furnace Maintenance/Repair</b>	<b>2</b>
<b>Health Insurance Information/Counseling</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**  
**York County**  
**Reporting Period : September 2025**

**Report Date: 10/03/2025**

**Total Number of Calls: 400**

<b>Electric Service Payment Assistance</b>	<b>305</b>
<b>Housing Search Assistance</b>	<b>88</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>82</b>
<b>Heating Fuel Payment Assistance</b>	<b>65</b>
<b>Food Pantries</b>	<b>41</b>
<b>Rent Payment Assistance</b>	<b>28</b>
<b>Emergency Shelter</b>	<b>24</b>
<b>Alcohol Detoxification</b>	<b>21</b>
<b>Homeless Shelter</b>	<b>20</b>
<b>Outreach Programs</b>	<b>19</b>
<b>Case/Care Management</b>	<b>16</b>
<b>Home Improvement/Accessibility</b>	<b>16</b>
<b>State Government Agencies/Departments</b>	<b>16</b>
<b>General Medical Care</b>	<b>14</b>
<b>Food Vouchers</b>	<b>13</b>
<b>Legal Counseling</b>	<b>13</b>
<b>Non-Emergency Medical Transportation</b>	<b>13</b>
<b>Prescription Expense Assistance</b>	<b>12</b>
<b>Aging and Disability Resource Centers</b>	<b>11</b>
<b>Directory Assistance</b>	<b>10</b>