



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : December 2025

Total Number of Calls: 364

Report Date: 01/03/2026

Heating Fuel Payment Assistance	171
Electric Service Payment Assistance	89
Housing Search Assistance	51
Food Pantries	41
Emergency Shelter	21
Rent Payment Assistance	21
At Risk/Homeless Housing Related Assistance Programs	17
State Government Agencies/Departments	14
Prescription Expense Assistance	13
Home Improvement/Accessibility	12
Case/Care Management	11
Food Stamps/SNAP	11
Section 8 Housing Choice Vouchers	11
Inpatient Substance Use Disorder Treatment Facilities	10
General Dentistry	9
Holiday Programs	9
Homeless Shelter	9
Telemedicine	9
Alcohol Detoxification	8
Directory Assistance	8



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : December 2025

Total Number of Calls: 272

Report Date: 01/03/2026

Heating Fuel Payment Assistance	337
Electric Service Payment Assistance	40
Food Pantries	28
Housing Search Assistance	22
At Risk/Homeless Housing Related Assistance Programs	16
State Government Agencies/Departments	15
Undesignated Temporary Financial Assistance	14
Rent Payment Assistance	13
Home Improvement/Accessibility	12
Food Vouchers	11
Talklines/Warmlines	9
Holiday Programs	8
Alcohol Detoxification	7
Case/Care Management	6
Charities/Grantmaking Organizations	6
Aging and Disability Resource Centers	6
Food Stamps/SNAP	6
Homeless Shelter	6
Benefits Screening	5
Transportation Expense Assistance	5



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : December 2025

Total Number of Calls: 902

Report Date: 01/03/2026

Heating Fuel Payment Assistance	425
Electric Service Payment Assistance	157
Food Pantries	109
Rent Payment Assistance	95
At Risk/Homeless Housing Related Assistance Programs	93
Housing Search Assistance	89
Emergency Shelter	76
State Government Agencies/Departments	51
Home Improvement/Accessibility	45
Directory Assistance	42
Homeless Shelter	37
Extreme Cold Warming Centers	34
Case/Care Management	30
Medication Based Treatment for Substance Use Disorders	30
Holiday Programs	28
Clothing	27
Benefits Screening	26
Aging and Disability Resource Centers	25
Municipal Police	25
Furnace Maintenance/Repair	21



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : December 2025

Report Date: 01/03/2026

Total Number of Calls: 88

Heating Fuel Payment Assistance	50
Electric Service Payment Assistance	21
Housing Search Assistance	16
Food Pantries	15
Home Improvement/Accessibility	12
State Government Agencies/Departments	12
At Risk/Homeless Housing Related Assistance Programs	11
Rent Payment Assistance	9
Mental Health Crisis Lines	8
Legal Counseling	6
Area Agencies on Aging	5
Certificates/Forms Assistance	5
Benefits Screening	4
Emergency Shelter	4
Aging and Disability Resource Centers	4
Community Action Agencies	4
Peer Mental Health Support Services	4
Section 8 Housing Choice Vouchers	4
Child/Adolescent Residential Treatment Facilities	3
Food Vouchers	3



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

Report Date: 01/03/2026

Total Number of Calls: 118

Heating Fuel Payment Assistance	122
Electric Service Payment Assistance	34
Food Stamps/SNAP	9
At Risk/Homeless Housing Related Assistance Programs	7
Home Improvement/Accessibility	7
Rent Payment Assistance	7
Case/Care Management	6
Housing Search Assistance	6
Undesignated Temporary Financial Assistance	6
Food Pantries	5
Holiday Programs	5
State Government Agencies/Departments	5
Furnace Maintenance/Repair	4
Transportation Expense Assistance	4
Clothing	3
Directory Assistance	3
Food Vouchers	3
Referral to Physicians Accepting Medicaid	3
Thrift Shops	3
Community Meals	2



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

Report Date: 01/03/2026

Total Number of Calls: 398

Heating Fuel Payment Assistance	306
Electric Service Payment Assistance	82
Rent Payment Assistance	59
Housing Search Assistance	58
Food Pantries	25
State Government Agencies/Departments	22
Alcohol Detoxification	20
Directory Assistance	17
General Dentistry	17
General Medical Care	17
Furnace Maintenance/Repair	15
Case/Care Management	14
Food Stamps/SNAP	13
At Risk/Homeless Housing Related Assistance Programs	12
Home Improvement/Accessibility	12
Social Security Disability Insurance	12
Benefits Screening	10
Aging and Disability Resource Centers	10
Domestic Violence Hotlines	9
Emergency Shelter	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : December 2025

Report Date: 01/03/2026

Total Number of Calls: 83

Heating Fuel Payment Assistance	53
Electric Service Payment Assistance	39
Homeless Shelter	16
At Risk/Homeless Housing Related Assistance Programs	9
Emergency Shelter	8
Directory Assistance	6
Inpatient Substance Use Disorder Treatment Facilities	6
Extreme Cold Warming Centers	4
Homemaker Assistance	4
State Government Agencies/Departments	4
Food Pantries	3
Drug Detoxification	3
General Medical Care	3
Housing Search Assistance	3
Non-Emergency Medical Transportation	3
Senior Ride Programs	3
Alcohol Detoxification	2
Automotive Repair and Maintenance	2
Domestic Violence Shelters	2
General Relief Appeals/Complaints	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : December 2025

Report Date: 01/03/2026

Total Number of Calls: 101

Heating Fuel Payment Assistance	138
Electric Service Payment Assistance	17
Rent Payment Assistance	8
At Risk/Homeless Housing Related Assistance Programs	7
General Minor Home Repair Programs	7
State Government Agencies/Departments	7
Housing Search Assistance	5
Food Production/Preparation/Delivery Volunteer Opportunities	4
Family Services Related Volunteer Opportunities	4
Furnace Maintenance/Repair	4
Tax Preparation Assistance	4
Food Stamps/SNAP	3
Automotive Repair and Maintenance	3
General Dentistry	3
Homeless Shelter	3
Homelessness Prevention Programs	3
Medicare Information/Counseling	3
Social Security Retirement Benefits	3
Substance Use Disorder Counseling	3
Benefits Screening	2



211 Maine: Top 20 Call Categories
Oxford County
Reporting Period : December 2025
Total Number of Calls: 198

Report Date: 01/03/2026

Heating Fuel Payment Assistance	152
Electric Service Payment Assistance	31
Housing Search Assistance	30
State Government Agencies/Departments	13
At Risk/Homeless Housing Related Assistance Programs	12
Food Pantries	12
Rent Payment Assistance	11
Directory Assistance	10
Food Stamps/SNAP	10
Case/Care Management	9
Emergency Shelter	9
Legal Counseling	7
Family Law	6
Residential Substance Use Disorder Treatment Facilities	6
General Legal Aid	5
Lawyer Referral Services	5
Benefits Screening	4
Home Purchase/Mortgage Refinance Loans	4
Inpatient Substance Use Disorder Treatment Facilities	4
Street Outreach Programs	4



211 Maine: Top 20 Call Categories
Penobscot County
Reporting Period : December 2025

Report Date: 01/03/2026

Total Number of Calls: 391

Heating Fuel Payment Assistance	354
Food Pantries	53
Electric Service Payment Assistance	44
Housing Search Assistance	37
State Government Agencies/Departments	26
At Risk/Homeless Housing Related Assistance Programs	21
Homeless Shelter	20
Rent Payment Assistance	19
Legal Counseling	18
Furnace Maintenance/Repair	17
Directory Assistance	14
Landlord/Tenant Assistance	14
Food Stamps/SNAP	13
Home Improvement/Accessibility	13
Aging and Disability Resource Centers	12
Extreme Cold Warming Centers	12
Benefits Screening	11
Undesignated Temporary Financial Assistance	11
Holiday Programs	10
Domestic Violence Hotlines	9



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

Report Date: 01/03/2026

Total Number of Calls: 46

Heating Fuel Payment Assistance	75
Electric Service Payment Assistance	11
Medical Equipment/Supplies	4
Medicare Information/Counseling	3
Home Improvement/Accessibility	3
Certificates/Forms Assistance	2
Disability Related Transportation	2
Personal Care	2
Rent Payment Assistance	2
State Government Agencies/Departments	2
Medical Care Expense Assistance	1
Long Term Care Ombudsman Programs	1
Legal Counseling	1
Homeless Shelter	1
Home Maintenance and Minor Repair Grants/Loans	1
Furnace Maintenance/Repair	1
Food Stamps/SNAP	1
Errand Running/Shopping Assistance	1
Domestic Violence Hotlines	1
Disease/Disability Information	1



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

Report Date: 01/03/2026

Total Number of Calls: 64

Heating Fuel Payment Assistance	43
Electric Service Payment Assistance	14
Rent Payment Assistance	14
General Medical Care	13
Community Clinics	8
Holiday Programs	7
At Risk/Homeless Housing Related Assistance Programs	6
Home Improvement/Accessibility	5
Housing Search Assistance	5
Legal Counseling	5
Domestic Violence Shelters	4
Health Insurance Information/Counseling	4
Clinical Psychiatric Evaluation	3
Directory Assistance	3
Case/Care Management	3
Family and Community Medicine	3
Home Health Care	3
Homemaker Assistance	3
Landlord/Tenant Assistance	3
Emergency Shelter	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : December 2025

Total Number of Calls: 192

Report Date: 01/03/2026

Heating Fuel Payment Assistance	212
Electric Service Payment Assistance	56
Food Pantries	24
Home Improvement/Accessibility	18
Case/Care Management	13
Housing Search Assistance	10
Food Vouchers	8
Homeless Shelter	8
Rent Payment Assistance	8
Water Service Payment Assistance	8
Furnace Maintenance/Repair	7
State Government Agencies/Departments	7
Directory Assistance	5
Emergency Shelter	5
Food Stamps/SNAP	5
At Risk/Homeless Housing Related Assistance Programs	4
Domestic Violence Shelters	4
Lawyer Referral Services	4
Outpatient Mental Health Facilities	4
Senior Ride Programs	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : December 2025

Report Date: 01/03/2026

Total Number of Calls: 79

Heating Fuel Payment Assistance	99
Electric Service Payment Assistance	32
Home Improvement/Accessibility	8
Housing Search Assistance	5
Homeless Shelter	4
General Relief	3
Benefits Screening	3
Aging and Disability Resource Centers	3
Assistive Technology Equipment	2
Automotive Repair and Maintenance	2
Discrimination Assistance	2
Food Pantries	2
Furnace Maintenance/Repair	2
Holiday Programs	2
Case/Care Management	2
Non-Emergency Medical Transportation	2
Psychiatric Case Management	2
Rent Payment Assistance	2
Sheriff	2
State Government Agencies/Departments	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : December 2025

Total Number of Calls: 117

Report Date: 01/03/2026

Heating Fuel Payment Assistance	126
Housing Search Assistance	16
Electric Service Payment Assistance	14
State Government Agencies/Departments	13
At Risk/Homeless Housing Related Assistance Programs	11
Talklines/Warmlines	8
Benefits Screening	7
Home Improvement/Accessibility	7
Furnace Maintenance/Repair	6
Aging and Disability Resource Centers	5
Homeless Shelter	5
Food Pantries	4
Lawyer Referral Services	4
Rent Payment Assistance	4
Street Outreach Programs	4
Food Stamps/SNAP	3
211 Systems	3
Domestic Violence Hotlines	3
Extreme Cold Warming Centers	3
Inpatient Substance Use Disorder Treatment Facilities	3



211 Maine: Top 20 Call Categories

York County

Reporting Period : December 2025

Total Number of Calls: 411

Report Date: 01/03/2026

Heating Fuel Payment Assistance	189
At Risk/Homeless Housing Related Assistance Programs	95
Electric Service Payment Assistance	75
Housing Search Assistance	59
Rent Payment Assistance	34
Directory Assistance	23
State Government Agencies/Departments	23
Food Pantries	21
Outreach Programs	18
Emergency Shelter	17
Food Stamps/SNAP	16
Holiday Programs	16
Homeless Shelter	16
Talklines/Warmlines	15
Aging and Disability Resource Centers	14
Benefits Screening	12
Drug Detoxification	12
Home Improvement/Accessibility	12
Inpatient Substance Use Disorder Treatment Facilities	12
Case/Care Management	11