



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : November 2025

Total Number of Calls: 304

Report Date: 12/02/2025

Heating Fuel Payment Assistance	119
Electric Service Payment Assistance	111
Housing Search Assistance	41
Food Pantries	37
At Risk/Homeless Housing Related Assistance Programs	23
Emergency Shelter	23
Case/Care Management	18
Legal Counseling	17
Rent Payment Assistance	17
State Government Agencies/Departments	17
Homeless Shelter	14
Directory Assistance	13
Holiday Programs	13
Psychiatric Case Management	10
Food Stamps/SNAP	9
Furnace Maintenance/Repair	9
General Dentistry	9
Housing Authorities	9
Section 8 Housing Choice Vouchers	9
Food Vouchers	8



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : November 2025

Total Number of Calls: 155

Report Date: 12/02/2025

Heating Fuel Payment Assistance	210
Electric Service Payment Assistance	39
Food Pantries	26
Home Improvement/Accessibility	13
At Risk/Homeless Housing Related Assistance Programs	10
Prescription Expense Assistance	8
State Government Agencies/Departments	8
Alcohol Detoxification	6
Landlord/Tenant Assistance	6
Mental Health Crisis Lines	5
Rent Payment Assistance	5
Housing Search Assistance	4
Local Bus Transit Services	4
Medical Care Expense Assistance	4
Aging and Disability Resource Centers	3
Benefits Screening	3
Food Stamps/SNAP	3
Food Vouchers	3
Homelessness Prevention Programs	3
Mortgage Payment Assistance	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : November 2025

Total Number of Calls: 697

Report Date: 12/02/2025

Heating Fuel Payment Assistance	230
Electric Service Payment Assistance	182
At Risk/Homeless Housing Related Assistance Programs	98
Food Pantries	93
Housing Search Assistance	90
Rent Payment Assistance	75
Holiday Programs	67
Emergency Shelter	55
State Government Agencies/Departments	45
Directory Assistance	42
Case/Care Management	40
Homeless Shelter	35
Legal Counseling	26
Home Improvement/Accessibility	25
Clothing	22
Drug Detoxification	20
Undesignated Temporary Financial Assistance	19
Senior Ride Programs	18
Benefits Screening	17
Mental Health Crisis Lines	16



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : November 2025

Report Date: 12/02/2025

Total Number of Calls: 71

Electric Service Payment Assistance	21
Heating Fuel Payment Assistance	20
Mental Health Crisis Lines	12
Furnace Maintenance/Repair	9
At Risk/Homeless Housing Related Assistance Programs	9
Housing Search Assistance	9
Alcohol Detoxification	8
Home Improvement/Accessibility	7
Food Pantries	7
Rent Payment Assistance	7
Therapy Referrals	6
Inpatient Substance Use Disorder Treatment Facilities	5
Undesignated Temporary Financial Assistance	5
Food Vouchers	4
State Government Agencies/Departments	4
Charities/Grantmaking Organizations	3
Automotive Repair and Maintenance	3
Peer to Peer Networking	3
Substance Use Disorder Counseling	3
General Minor Home Repair Programs	2



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

Report Date: 12/02/2025

Total Number of Calls: 77

Heating Fuel Payment Assistance	31
Housing Search Assistance	15
Electric Service Payment Assistance	11
Legal Counseling	9
Senior Ride Programs	8
Disability Related Transportation	7
Alcohol Detoxification	7
At Risk/Homeless Housing Related Assistance Programs	7
General Dentistry	7
Home Improvement/Accessibility	6
Rent Payment Assistance	6
Therapy Referrals	6
Transportation Expense Assistance	6
Case/Care Management	5
Food Vouchers	4
Automotive Repair and Maintenance	3
Directory Assistance	3
Food Pantries	3
Holiday Programs	3
Homeless Shelter	3



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

Report Date: 12/02/2025

Total Number of Calls: 351

Heating Fuel Payment Assistance	166
Electric Service Payment Assistance	79
Rent Payment Assistance	51
Housing Search Assistance	48
Food Pantries	41
At Risk/Homeless Housing Related Assistance Programs	39
Homeless Shelter	22
State Government Agencies/Departments	21
Directory Assistance	20
Home Improvement/Accessibility	17
Holiday Programs	15
Homelessness Prevention Programs	15
Aging and Disability Resource Centers	12
General Medical Care	11
Undesignated Temporary Financial Assistance	11
Adult Psychiatric Hospitals	10
Case/Care Management	10
Food Stamps/SNAP	10
Food Vouchers	10
Non-Emergency Medical Transportation	10



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : November 2025

Report Date: 12/02/2025

Total Number of Calls: 82

Heating Fuel Payment Assistance	68
Electric Service Payment Assistance	48
Housing Search Assistance	16
At Risk/Homeless Housing Related Assistance Programs	11
Home Improvement/Accessibility	9
Homeless Shelter	6
Rent Payment Assistance	5
Addictions/Substance Use Disorder Support Groups	4
Food Pantries	4
Furnace Maintenance/Repair	4
Residential Substance Use Disorder Treatment Facilities	4
State Government Agencies/Departments	4
Alcohol Detoxification	3
Aging and Disability Resource Centers	3
Adult Protective Services	3
Emergency Shelter	3
Food Stamps/SNAP	3
General Counseling Services	3
Health Insurance Information/Counseling	3
Street Outreach Programs	3



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : November 2025

Report Date: 12/02/2025

Total Number of Calls: 73

Heating Fuel Payment Assistance	55
Electric Service Payment Assistance	34
Home Improvement/Accessibility	11
Non-Emergency Medical Transportation	11
Holiday Programs	7
Senior Ride Programs	7
Food Pantries	6
Emergency Shelter	5
Domestic Violence Shelters	5
Directory Assistance	5
Housing Search Assistance	5
Prescription Expense Assistance	5
Aging and Disability Resource Centers	4
Food Vouchers	4
Undesignated Temporary Financial Assistance	4
At Risk/Homeless Housing Related Assistance Programs	3
Thrift Shops	3
Transportation Expense Assistance	3
Carpooling Programs	2
Benefits Screening	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : November 2025

Total Number of Calls: 129

Report Date: 12/02/2025

Heating Fuel Payment Assistance	72
Electric Service Payment Assistance	60
At Risk/Homeless Housing Related Assistance Programs	18
Housing Search Assistance	16
Section 8 Housing Choice Vouchers	14
Case/Care Management	12
Home Improvement/Accessibility	12
Emergency Shelter	10
Non-Emergency Medical Transportation	10
State Government Agencies/Departments	9
Rent Payment Assistance	8
Senior Ride Programs	8
Undesignated Temporary Financial Assistance	6
Aging and Disability Resource Centers	4
Benefits Screening	4
Directory Assistance	4
Food Stamps/SNAP	4
Friendly Outreach Programs	4
General Dentistry	4
Homeless Shelter	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : November 2025

Report Date: 12/02/2025

Total Number of Calls: 376

Heating Fuel Payment Assistance	305
Electric Service Payment Assistance	95
Food Pantries	55
Housing Search Assistance	33
Home Improvement/Accessibility	30
Holiday Programs	28
At Risk/Homeless Housing Related Assistance Programs	25
Rent Payment Assistance	25
State Government Agencies/Departments	21
Homeless Shelter	16
Undesignated Temporary Financial Assistance	16
Case/Care Management	11
Directory Assistance	11
Food Vouchers	11
Legal Counseling	11
Therapy Referrals	10
Benefits Screening	8
Integrated Physical/Mental Health Services	8
Section 8 Housing Choice Vouchers	8
Transportation Expense Assistance	8



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

Report Date: 12/02/2025

Total Number of Calls: 43

Heating Fuel Payment Assistance	49
Electric Service Payment Assistance	21
Furnace Maintenance/Repair	7
Food Pantries	5
State Government Agencies/Departments	5
At Risk/Homeless Housing Related Assistance Programs	4
Housing Search Assistance	4
Benefits Screening	3
Psychiatric Inpatient Units	3
Directory Assistance	2
Adult Psychiatric Hospitals	2
Food Vouchers	2
Holiday Programs	2
Home Improvement/Accessibility	2
Pet Food	2
Telephone Service Payment Assistance	2
Undesignated Temporary Financial Assistance	2
Water Service Payment Assistance	2
Home Delivered Meals	1
Food Stamps/SNAP	1



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

Report Date: 12/02/2025

Total Number of Calls: 67

Heating Fuel Payment Assistance	39
Electric Service Payment Assistance	30
Rent Payment Assistance	17
Holiday Programs	9
Directory Assistance	7
Homemaker Assistance	7
Housing Search Assistance	7
Case/Care Management	6
State Government Agencies/Departments	6
Homelessness Prevention Programs	4
At Risk/Homeless Housing Related Assistance Programs	3
Tax Preparation Assistance	3
Aging and Disability Resource Centers	2
211 Systems	2
COVID-19 Control	2
Rental Deposit Assistance	2
Roommate/Housemate Matching Assistance	2
Semi-Independent Living Residences for Adults With Disabilities	2
Thrift Shops	2
Transportation Expense Assistance	2



211 Maine: Top 20 Call Categories
Somerset County
Reporting Period : November 2025
Total Number of Calls: 167

Report Date: 12/02/2025

Heating Fuel Payment Assistance	150
Electric Service Payment Assistance	54
Housing Search Assistance	25
Holiday Programs	16
Home Improvement/Accessibility	14
State Government Agencies/Departments	13
Food Pantries	11
General Counseling Services	9
Case/Care Management	7
Health Insurance Information/Counseling	7
Rent Payment Assistance	7
At Risk/Homeless Housing Related Assistance Programs	6
General Dentistry	6
Homeless Shelter	6
Aging and Disability Resource Centers	5
General Medical Care	5
Medicare Information/Counseling	5
Undesignated Temporary Financial Assistance	5
Directory Assistance	4
Domestic Violence Shelters	4



Maine

211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : November 2025

Total Number of Calls: 80

Report Date: 12/02/2025

Heating Fuel Payment Assistance	56
Electric Service Payment Assistance	24
Housing Search Assistance	16
Food Pantries	13
Home Improvement/Accessibility	9
General Counseling Services	8
Prescription Expense Assistance	8
At Risk/Homeless Housing Related Assistance Programs	7
Alcohol Detoxification	7
Landlord/Tenant Assistance	7
Homeless Shelter	6
Inpatient Substance Use Disorder Treatment Facilities	6
Food Stamps/SNAP	5
Domestic Violence Shelters	4
Holiday Programs	4
Rent Payment Assistance	4
State Government Agencies/Departments	4
Food Vouchers	3
Drug Detoxification	3
211 Systems	2



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

Report Date: 12/02/2025

Total Number of Calls: 76

Heating Fuel Payment Assistance	47
Electric Service Payment Assistance	11
Food Pantries	11
Talklines/Warmlines	9
Furnace Maintenance/Repair	6
Personal/Grooming Supplies	6
Food Stamps/SNAP	5
At Risk/Homeless Housing Related Assistance Programs	5
Home Improvement/Accessibility	4
Senior Ride Programs	4
State Government Agencies/Departments	4
Directory Assistance	3
Charities/Grantmaking Organizations	3
Aging and Disability Resource Centers	3
Physical Therapy	3
Prescription Expense Assistance	3
Rent Payment Assistance	3
Food Vouchers	2
Benefits Screening	2
Case/Care Management	2



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

Report Date: 12/02/2025

Total Number of Calls: 404

Heating Fuel Payment Assistance	198
Electric Service Payment Assistance	119
At Risk/Homeless Housing Related Assistance Programs	99
Food Pantries	70
Housing Search Assistance	59
Rent Payment Assistance	27
State Government Agencies/Departments	23
Emergency Shelter	22
Homeless Shelter	21
Clothing	19
Diapers	17
Home Improvement/Accessibility	15
Benefits Screening	14
Directory Assistance	14
Food Vouchers	14
Outreach Programs	13
Case/Care Management	12
Aging and Disability Resource Centers	11
Food Stamps/SNAP	11
Legal Counseling	11