



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : October 2025

Total Number of Calls: 278

Report Date: 11/02/2025

Electric Service Payment Assistance	137
Food Pantries	137
Heating Fuel Payment Assistance	48
At Risk/Homeless Housing Related Assistance Programs	35
Housing Search Assistance	29
Food Vouchers	26
Soup Kitchens	24
Rent Payment Assistance	22
State Government Agencies/Departments	19
Emergency Shelter	17
Homeless Shelter	15
Clothing	10
Prescription Expense Assistance	10
Therapy Referrals	10
Undesignated Temporary Financial Assistance	10
General Dentistry	9
Holiday Programs	9
Rental Deposit Assistance	9
Residential Substance Use Disorder Treatment Facilities	9
Directory Assistance	8



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : October 2025

Total Number of Calls: 117

Report Date: 11/02/2025

Heating Fuel Payment Assistance	92
Electric Service Payment Assistance	47
Food Pantries	45
Housing Search Assistance	11
Food Vouchers	10
State Government Agencies/Departments	9
Undesignated Temporary Financial Assistance	8
Household Goods	7
Residential Substance Use Disorder Treatment Facilities	7
Transportation Expense Assistance	7
Clothing	6
Drug Detoxification	6
Legal Counseling	6
Case/Care Management	5
Home Delivered Meals	5
Home Improvement/Accessibility	5
Municipal Police	5
Rent Payment Assistance	5
Soup Kitchens	5
Charities/Grantmaking Organizations	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : October 2025

Total Number of Calls: 636

Report Date: 11/02/2025

Electric Service Payment Assistance	255
Food Pantries	247
Heating Fuel Payment Assistance	178
Housing Search Assistance	68
Emergency Shelter	44
At Risk/Homeless Housing Related Assistance Programs	43
Rent Payment Assistance	42
Clothing	37
Home Improvement/Accessibility	35
Food Vouchers	28
Community Meals	27
Directory Assistance	24
State Government Agencies/Departments	22
Domestic Violence Hotlines	21
Senior Ride Programs	21
Holiday Programs	20
Legal Counseling	18
Aging and Disability Resource Centers	17
Homeless Shelter	16
Rapid Re-Housing Programs	16



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : October 2025

Total Number of Calls: 65

Report Date: 11/02/2025

Electric Service Payment Assistance	46
Home Improvement/Accessibility	18
Food Pantries	17
At Risk/Homeless Housing Related Assistance Programs	9
Automotive Repair and Maintenance	7
Housing Search Assistance	6
Emergency Shelter	5
General Counseling Services	5
Heating Fuel Payment Assistance	5
Transportation Expense Assistance	5
Clothing	4
Food Vouchers	4
Section 8 Housing Choice Vouchers	4
Colleges/Universities	3
Community Colleges	3
Non-Emergency Medical Transportation	3
Rent Payment Assistance	3
Tax Preparation Assistance	3
Undesignated Temporary Financial Assistance	3
Area Agencies on Aging	2



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

Report Date: 11/02/2025

Total Number of Calls: 69

Electric Service Payment Assistance	31
Heating Fuel Payment Assistance	26
Housing Search Assistance	15
Food Pantries	12
State Government Agencies/Departments	10
Homeless Shelter	6
Senior Ride Programs	5
Assisted Living Facilities	4
Domestic/Family Violence Legal Services	4
Emergency Shelter	4
Prescription Expense Assistance	4
Thrift Shops	4
Case/Care Management	3
Area Agencies on Aging	3
Drug Detoxification	3
Homemaker Assistance	3
Rent Payment Assistance	3
Smoking/Vaping Cessation	3
Alcohol Detoxification	2
Aging and Disability Resource Centers	2



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

Report Date: 11/02/2025

Total Number of Calls: 300

Electric Service Payment Assistance	149
Food Pantries	99
Heating Fuel Payment Assistance	89
Housing Search Assistance	46
Rent Payment Assistance	36
Emergency Shelter	24
State Government Agencies/Departments	23
Food Vouchers	18
Homeless Shelter	18
Holiday Programs	17
Utility Assistance	17
At Risk/Homeless Housing Related Assistance Programs	14
Directory Assistance	14
Homelessness Prevention Programs	14
General Dentistry	12
General Medical Care	11
Soup Kitchens	9
Emergency Dental Care	8
Home Improvement/Accessibility	8
Personal/Grooming Supplies	8



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : October 2025

Total Number of Calls: 50

Report Date: 11/02/2025

Heating Fuel Payment Assistance	25
Electric Service Payment Assistance	22
Food Pantries	21
Home Health Care	8
Housing Search Assistance	6
Food Vouchers	5
Rent Payment Assistance	5
At Risk/Homeless Housing Related Assistance Programs	4
Transitional Residential Substance Use Disorder Services	4
Case/Care Management	3
Home Improvement/Accessibility	3
Housing Counseling	3
Legal Counseling	3
Smoking/Vaping Cessation	3
Therapy Referrals	3
Aging and Disability Resource Centers	2
Addictions/Substance Use Disorder Support Groups	2
Career Development	2
Benefits Screening	2
Dental Care	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : October 2025

Total Number of Calls: 54

Report Date: 11/02/2025

Heating Fuel Payment Assistance	42
Food Pantries	39
Electric Service Payment Assistance	35
Food Vouchers	10
Rent Payment Assistance	10
Case/Care Management	6
Directory Assistance	5
Holiday Programs	5
Home Improvement/Accessibility	5
Housing Search Assistance	5
Rental Deposit Assistance	5
Community Meals	3
Domestic Violence Hotlines	3
At Risk/Homeless Housing Related Assistance Programs	3
Assisted Living Facilities	3
Area Agencies on Aging	3
Food Stamps/SNAP	3
Legal Counseling	3
Non-Emergency Medical Transportation	3
Senior Ride Programs	3



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : October 2025

Total Number of Calls: 128

Report Date: 11/02/2025

Food Pantries	67
Electric Service Payment Assistance	63
Heating Fuel Payment Assistance	34
Housing Search Assistance	30
Home Improvement/Accessibility	18
Rent Payment Assistance	14
Food Vouchers	13
At Risk/Homeless Housing Related Assistance Programs	12
Emergency Shelter	12
State Government Agencies/Departments	12
Case/Care Management	7
Roommate/Housemate Matching Assistance	7
Aging and Disability Resource Centers	6
Domestic Violence Shelters	6
Furnace Maintenance/Repair	6
Non-Emergency Medical Transportation	6
Undesignated Temporary Financial Assistance	6
Holiday Programs	5
Home Health Care	5
Psychiatric Case Management	5



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : October 2025

Total Number of Calls: 309

Report Date: 11/02/2025

Food Pantries	168
Heating Fuel Payment Assistance	138
Electric Service Payment Assistance	86
Homeless Shelter	40
At Risk/Homeless Housing Related Assistance Programs	33
Food Vouchers	25
Rent Payment Assistance	25
Community Meals	23
Housing Search Assistance	21
State Government Agencies/Departments	19
Case/Care Management	18
Home Improvement/Accessibility	16
Aging and Disability Resource Centers	15
Legal Counseling	14
Undesignated Temporary Financial Assistance	14
Furnace Maintenance/Repair	13
General Dentistry	13
Charities/Grantmaking Organizations	10
Substance Use Disorder Counseling	10
Pet Food	9



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : October 2025

Total Number of Calls: 29

Report Date: 11/02/2025

Heating Fuel Payment Assistance	22
Electric Service Payment Assistance	15
Food Pantries	14
Housing Search Assistance	11
Home Improvement/Accessibility	4
Homeless Shelter	3
At Risk/Homeless Housing Related Assistance Programs	3
Gambling Disorder Counseling	3
Food Vouchers	2
Aging and Disability Resource Centers	2
General Medical Care	2
Neuter/Spay Services	2
Rent Payment Assistance	2
Roommate/Housemate Matching Assistance	2
State Government Agencies/Departments	2
Welfare Rights Assistance	2
Housing Related Coordinated Entry	1
General Minor Home Repair Programs	1
General Legal Aid	1
Furnace Maintenance/Repair	1



211 Maine: Top 20 Call Categories
Sagadahoc County
Reporting Period : October 2025
Total Number of Calls: 74

Report Date: 11/02/2025

Electric Service Payment Assistance	31
Heating Fuel Payment Assistance	21
Housing Search Assistance	21
Food Pantries	17
Rent Payment Assistance	9
Aging and Disability Resource Centers	7
Certificates/Forms Assistance	5
Emergency Shelter	5
Rental Deposit Assistance	5
State Government Agencies/Departments	5
At Risk/Homeless Housing Related Assistance Programs	4
Assisted Living Facilities	4
Domestic/Family Violence Legal Services	4
Food Vouchers	4
Furnace Maintenance/Repair	4
Discrimination Assistance	3
Directory Assistance	3
Automotive Repair and Maintenance	3
Elder Law	3
Home Improvement/Accessibility	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : October 2025

Total Number of Calls: 152

Report Date: 11/02/2025

Heating Fuel Payment Assistance	112
Food Pantries	73
Electric Service Payment Assistance	56
Housing Search Assistance	25
Food Vouchers	11
Holiday Programs	11
Homeless Shelter	9
Home Improvement/Accessibility	8
At Risk/Homeless Housing Related Assistance Programs	7
Directory Assistance	7
Emergency Shelter	7
Rent Payment Assistance	7
General Medical Care	6
State Government Agencies/Departments	6
Child/Adolescent Residential Treatment Facilities	5
Emergency Alert	5
Assessment for Substance Use Disorders	4
Diapers	4
Homelessness Prevention Programs	4
State Government Information Services	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : October 2025

Total Number of Calls: 53

Report Date: 11/02/2025

Electric Service Payment Assistance	25
Food Pantries	22
Housing Search Assistance	21
Heating Fuel Payment Assistance	9
Homeless Shelter	8
At Risk/Homeless Housing Related Assistance Programs	7
Legal Counseling	7
Soup Kitchens	6
Food Vouchers	4
Home Improvement/Accessibility	4
Referral to Physicians Accepting Medicaid	3
Rent Payment Assistance	3
Roommate/Housemate Matching Assistance	3
Supportive Housing Placement/Referral	3
Transportation Expense Assistance	3
Eye Care	2
Adult Protective Services	2
Directory Assistance	2
Certificates/Forms Assistance	2
Case/Care Management	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : October 2025

Total Number of Calls: 67

Report Date: 11/02/2025

Heating Fuel Payment Assistance	48
Electric Service Payment Assistance	16
Home Improvement/Accessibility	15
Food Pantries	12
Housing Search Assistance	6
Legal Counseling	6
Furnace Maintenance/Repair	5
State Government Agencies/Departments	5
At Risk/Homeless Housing Related Assistance Programs	4
Medication Based Treatment for Substance Use Disorders	4
Personal Financial Counseling	4
Substance Use Disorder Counseling	4
Food Stamps/SNAP	3
Community Meals	3
Homeless Shelter	3
Medicare Information/Counseling	3
Therapy Referrals	3
Welfare Rights Assistance	3
Area Agencies on Aging	2
Drug Detoxification	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : October 2025

Total Number of Calls: 334

Report Date: 11/02/2025

Electric Service Payment Assistance	223
Food Pantries	130
Heating Fuel Payment Assistance	105
At Risk/Homeless Housing Related Assistance Programs	76
Community Meals	41
Housing Search Assistance	40
Food Vouchers	23
Outreach Programs	22
Alcohol Detoxification	21
Rent Payment Assistance	21
Homeless Shelter	19
Holiday Programs	18
Non-Emergency Medical Transportation	16
State Government Agencies/Departments	16
Undesignated Temporary Financial Assistance	16
Home Improvement/Accessibility	15
Emergency Shelter	13
Home Health Care	13
Legal Counseling	13
Prescription Expense Assistance	13