



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : May 2020

Total Number of Calls: 425

Report Date: 06/04/2020

COVID-19 Control	130
Heating Fuel Payment Assistance	24
Food Pantries	22
Business Assistance Services	19
Case/Care Management	15
Housing Search Assistance	14
Emergency Dental Care	14
Housing Authorities	13
Electric Service Payment Assistance	13
Rent Payment Assistance	12
Personal Financial Counseling	12
Inpatient Substance Use Disorder Treatment Facilities	11
Talklines/Warmlines	11
General Acute Care Hospitals	9
Aging and Disability Resource Centers	8
Rent Payment Assistance * COVID-19	8
Mental Health Crisis Lines	8
General Relief	8
Municipal Police	8
General Medical Care	7



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : May 2020

Total Number of Calls: 168

Report Date: 06/04/2020

COVID-19 Control	67
Heating Fuel Payment Assistance	12
Business Assistance Services	9
Electric Service Payment Assistance	8
Medical Information Services * COVID-19	6
General Acute Care Hospitals	5
Personal Financial Counseling	5
State Government Information Services	5
Aging and Disability Resource Centers	4
General Relief	4
Homeless Motel Vouchers	4
Talklines/Warmlines	4
Directory Assistance	3
Community Shelters	3
Adult Protective Services	3
Legal Counseling	3
Medical Care Expense Assistance	3
Municipal Police	3
Public Charities	3
Rent Payment Assistance * COVID-19	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : May 2020

Total Number of Calls: 1,969

Report Date: 06/04/2020

COVID-19 Control	991
Business Assistance Services	99
Housing Search Assistance	54
Governor Offices	52
Rent Payment Assistance	46
Heating Fuel Payment Assistance	43
Rent Payment Assistance * COVID-19	40
Homeless Motel Vouchers	39
Personal Financial Counseling	37
State Government Agencies/Departments	37
Electric Service Payment Assistance	35
Legal Counseling	32
Community Shelters	31
State Government Information Services	30
Medical Information Services * COVID-19	27
Food Pantries	26
Case/Care Management	23
General Acute Care Hospitals	23
Talklines/Warmlines	23
General Legal Aid	22



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : May 2020

Report Date: 06/04/2020

Total Number of Calls: 101

COVID-19 Control	32
Electric Service Payment Assistance	8
Personal Financial Counseling	8
Housing Search Assistance	6
Business Assistance Services	5
Governor Offices	5
Mental Health Crisis Lines	5
State Government Agencies/Departments	5
211 Systems	3
General Minor Home Repair Programs	3
Substance Use Disorder Counseling	3
Alcohol Detoxification	2
Adult Protective Services	2
Constitutional/Civil Rights Groups	2
Discrimination Assistance	2
General Relief	2
Heating Fuel Payment Assistance	2
Rent Payment Assistance	2
Rent Payment Assistance * COVID-19	2
State Government Information Services	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : May 2020

Report Date: 06/04/2020

Total Number of Calls: 147

COVID-19 Control	52
Business Assistance Services	11
Rent Payment Assistance	8
State Government Agencies/Departments	7
Heating Fuel Payment Assistance	7
Residential Substance Use Disorder Treatment Facilities	6
Rent Payment Assistance * COVID-19	6
Legal Counseling	5
Governor Offices	5
Electric Service Payment Assistance	5
State Police	5
State Government Information Services	4
General Legal Aid	4
General Relief	4
Psychiatric Case Management	3
Lawyer Referral Services	3
State Unemployment Insurance Applications	3
Personal Financial Counseling	3
Unemployment Insurance Benefits Assistance	3
Community Shelters	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : May 2020

Total Number of Calls: 805

Report Date: 06/04/2020

COVID-19 Control	386
Business Assistance Services	43
Governor Offices	37
Personal Financial Counseling	25
Electric Service Payment Assistance	18
Talklines/Warmlines	15
State Government Information Services	14
Sheriff	14
Mental Health Crisis Lines	13
State Government Agencies/Departments	13
Inpatient Substance Use Disorder Treatment Facilities	13
Housing Search Assistance	13
State Police	13
Homeless Motel Vouchers	12
General Medical Care	12
General Legal Aid	11
Motor Vehicle Registration	11
Rent Payment Assistance * COVID-19	10
Housing Authorities	10
Municipal Police	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : May 2020

Total Number of Calls: 116

Report Date: 06/04/2020

COVID-19 Control	43
Business Assistance Services	10
Pest Information	5
Governor Offices	4
Rent Payment Assistance * COVID-19	3
Recovery Homes/Halfway Houses	3
General Counseling Services	3
General Medical Care	3
Housing Search Assistance	3
Electric Service Payment Assistance	3
Case/Care Management	3
Domestic Violence Hotlines	3
General Acute Care Hospitals	3
Home Rehabilitation Loans	2
Motor Vehicle Registration	2
Community Shelters	2
Communicable Disease Control	2
Animal Control	2
Disability Related Transportation	2
Post Offices	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : May 2020

Total Number of Calls: 90

Report Date: 06/04/2020

COVID-19 Control	42
Personal Financial Counseling	6
Governor Offices	5
Wildlife Conservation	4
Business Assistance Services	4
Electric Service Payment Assistance	3
Housing Search Assistance	2
Federal Tax Collection Agencies	2
Unemployment Insurance Benefits Assistance	2
Rent Payment Assistance	2
Heating Fuel Payment Assistance	2
Food Pantries	2
Emergency Dental Care	2
Long Distance Bus Passenger Services	2
Rent Payment Assistance * COVID-19	2
Medical Information Services * COVID-19	2
State Government Agencies/Departments	2
Physician Referral Services	2
General Relief	2
General Medical Care	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : May 2020

Total Number of Calls: 229

Report Date: 06/04/2020

COVID-19 Control	85
Electric Service Payment Assistance	16
Business Assistance Services	13
Personal Financial Counseling	11
Rent Payment Assistance	10
Food Pantries	8
Governor Offices	7
State Government Information Services	7
Rent Payment Assistance * COVID-19	6
Talklines/Warmlines	5
Housing Authorities	5
Heating Fuel Payment Assistance	5
Community Action Agencies	5
State Government Agencies/Departments	5
General Acute Care Hospitals	5
Housing Search Assistance	5
Driver Licenses	5
Legal Counseling	4
General Legal Aid	4
Home Delivered Meals	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : May 2020

Total Number of Calls: 558

Report Date: 06/04/2020

COVID-19 Control	205
Food Pantries	31
Housing Search Assistance	27
Business Assistance Services	26
Personal Financial Counseling	24
Homeless Motel Vouchers	18
Motor Vehicle Registration	18
State Police	16
State Government Agencies/Departments	15
Rent Payment Assistance * COVID-19	13
Governor Offices	13
Residential Substance Use Disorder Treatment Facilities	12
Rent Payment Assistance	12
Electric Service Payment Assistance	11
State Government Information Services	11
Heating Fuel Payment Assistance	10
Food Stamps/SNAP Applications	10
Aging and Disability Resource Centers	8
Wildlife Conservation	8
General Legal Aid	8



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : May 2020

Total Number of Calls: 57

Report Date: 06/04/2020

COVID-19 Control	29
Heating Fuel Payment Assistance	6
Business Assistance Services	5
Electric Service Payment Assistance	3
State Government Agencies/Departments	2
Motor Vehicle Registration	2
Rent Payment Assistance * COVID-19	2
General Dentistry	2
Residential Housing Options	2
State Government Information Services	1
Fishing Licenses	1
Utility Bill Payment Plans	1
Tenant Rights Information/Counseling	1
Food Stamps/SNAP Applications	1
Driver Licenses	1
Aging and Disability Resource Centers	1
Food Vouchers	1
Personal Financial Counseling	1
Low Income/Subsidized Private Rental Housing	1
Sheriff	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : May 2020

Total Number of Calls: 119

Report Date: 06/04/2020

COVID-19 Control	45
Outpatient Mental Health Facilities	6
Personal Financial Counseling	5
Legal Counseling	5
Governor Offices	4
Heating Fuel Payment Assistance	4
Municipal Police	4
Lawyer Referral Services	3
General Minor Home Repair Programs	3
Talklines/Warmlines	3
Community Shelters	3
Business Assistance Services	3
Specialized Information and Referral	3
Prescription Expense Assistance	3
Food Vouchers	3
Unemployment Insurance Benefits Assistance	3
Aging and Disability Resource Centers	2
Housing Search Assistance	2
State Police	2
Domestic/Family Violence Legal Services	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : May 2020

Total Number of Calls: 139

Report Date: 06/04/2020

COVID-19 Control	40
Business Assistance Services	9
Electric Service Payment Assistance	8
Heating Fuel Payment Assistance	8
State Government Agencies/Departments	7
Housing Search Assistance	6
State Police	6
Food Stamps/SNAP Applications	5
General Relief	5
Personal Financial Counseling	4
Governor Offices	4
Wildlife Conservation	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Inpatient Substance Use Disorder Treatment Facilities	3
Federal Tax Collection Agencies	3
Rent Payment Assistance	3
Community Shelters	3
Home Rehabilitation Loans	3
General Federal Income Tax Information	2
Animal Control	2



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : May 2020

Total Number of Calls: 107

Report Date: 06/04/2020

COVID-19 Control	38
Electric Service Payment Assistance	12
Pest Information	9
Business Assistance Services	5
Personal Financial Counseling	5
Mortgage Delinquency and Default Counseling	4
Legal Counseling	4
Rent Payment Assistance	4
Referral to Dental Practitioners Accepting Medicaid	3
Rent Payment Assistance * COVID-19	3
Food Pantries	3
Heating Fuel Payment Assistance	3
Wildlife Conservation	3
State Government Agencies/Departments	3
Children's Protective Services	2
Benefits Screening	2
Homeless Motel Vouchers	2
Lawyer Referral Services	2
County Correctional Facilities	2
State Government Information Services	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : May 2020

Total Number of Calls: 95

Report Date: 06/04/2020

COVID-19 Control	32
State Government Agencies/Departments	7
State Police	7
Rent Payment Assistance	6
Business Assistance Services	5
Food Pantries	5
Heating Fuel Payment Assistance	4
Rent Payment Assistance * COVID-19	4
Governor Offices	4
TANF Applications	3
Alcohol Detoxification	3
Substance Use Disorder Counseling	2
Electric Service Payment Assistance	2
Assisted Living Facilities	2
Elder Law	2
Home Rehabilitation Loans	2
General Legal Aid	2
Talklines/Warmlines	2
State Government Information Services	2
Disease Specific Communicable Disease Control	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : May 2020

Total Number of Calls: 824

Report Date: 06/04/2020

COVID-19 Control	396
Business Assistance Services	41
Electric Service Payment Assistance	34
Comprehensive Outpatient Substance Use Disorder Treatment	28
Housing Search Assistance	24
Heating Fuel Payment Assistance	23
Governor Offices	21
Legal Counseling	21
Homeless Motel Vouchers	20
Personal Financial Counseling	20
State Government Agencies/Departments	15
Case/Care Management	15
Homeless Shelter	14
Rent Payment Assistance * COVID-19	13
State Government Information Services	13
General Counseling Services	13
Unemployment Insurance Benefits Assistance	13
Rent Payment Assistance	13
Municipal Police	11
Inpatient Substance Use Disorder Treatment Facilities	10