



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : June 2020**

**Total Number of Calls: 435**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>161</b>
<b>Heating Fuel Payment Assistance</b>	<b>26</b>
<b>Electric Service Payment Assistance</b>	<b>25</b>
<b>Legal Counseling</b>	<b>23</b>
<b>Medical Information Services * COVID-19</b>	<b>16</b>
<b>Food Pantries</b>	<b>15</b>
<b>Business Assistance Services</b>	<b>14</b>
<b>General Relief</b>	<b>12</b>
<b>Rent Payment Assistance</b>	<b>11</b>
<b>Specialized Information and Referral</b>	<b>10</b>
<b>Personal Financial Counseling</b>	<b>10</b>
<b>Municipal Police</b>	<b>9</b>
<b>General Medical Care</b>	<b>9</b>
<b>Lawyer Referral Services</b>	<b>9</b>
<b>Mental Health Crisis Lines</b>	<b>9</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>8</b>
<b>Case/Care Management</b>	<b>8</b>
<b>Community Action Agencies</b>	<b>7</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>7</b>
<b>General Legal Aid</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : June 2020**

**Total Number of Calls: 141**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>63</b>
<b>Electric Service Payment Assistance</b>	<b>12</b>
<b>Homeless Motel Vouchers</b>	<b>9</b>
<b>Food Pantries</b>	<b>8</b>
<b>Food Vouchers</b>	<b>7</b>
<b>Medical Information Services * COVID-19</b>	<b>7</b>
<b>Business Assistance Services</b>	<b>6</b>
<b>Outpatient Mental Health Facilities</b>	<b>6</b>
<b>Substance Use Disorder Counseling</b>	<b>6</b>
<b>General Relief</b>	<b>5</b>
<b>Homeless Shelter</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>5</b>
<b>General Legal Aid</b>	<b>4</b>
<b>Heating Fuel Payment Assistance</b>	<b>4</b>
<b>Lawyer Referral Services</b>	<b>4</b>
<b>Legal Counseling</b>	<b>4</b>
<b>Medical Care Expense Assistance</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>Community Action Agencies</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : June 2020**

**Total Number of Calls: 2,028**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>1191</b>
<b>Business Assistance Services</b>	<b>118</b>
<b>Medical Information Services * COVID-19</b>	<b>110</b>
<b>Electric Service Payment Assistance</b>	<b>65</b>
<b>Housing Search Assistance</b>	<b>60</b>
<b>Rent Payment Assistance</b>	<b>59</b>
<b>Community Shelters</b>	<b>37</b>
<b>Case/Care Management</b>	<b>33</b>
<b>Homeless Motel Vouchers</b>	<b>32</b>
<b>Specialized Information and Referral</b>	<b>32</b>
<b>Heating Fuel Payment Assistance</b>	<b>31</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>29</b>
<b>Aging and Disability Resource Centers</b>	<b>26</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>24</b>
<b>Housing Authorities</b>	<b>24</b>
<b>Unemployment Insurance Benefits Assistance</b>	<b>23</b>
<b>Food Pantries</b>	<b>22</b>
<b>Mental Health Crisis Lines</b>	<b>22</b>
<b>State Government Information Services</b>	<b>22</b>
<b>Governor Offices</b>	<b>21</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : June 2020**

**Report Date: 07/03/2020**

**Total Number of Calls: 112**

<b>COVID-19 Control</b>	<b>55</b>
<b>Business Assistance Services</b>	<b>10</b>
<b>Electric Service Payment Assistance</b>	<b>8</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>Mental Health Crisis Lines</b>	<b>4</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Medical Information Services * COVID-19</b>	<b>3</b>
<b>Errand Running/Shopping Assistance</b>	<b>3</b>
<b>Prescription Expense Assistance</b>	<b>2</b>
<b>Driver Licenses</b>	<b>2</b>
<b>Automobile Complaints</b>	<b>2</b>
<b>Housing Search Assistance</b>	<b>2</b>
<b>Public Health Information/Inspection/Remediation</b>	<b>2</b>
<b>Personal Financial Counseling</b>	<b>2</b>
<b>Property Tax Information</b>	<b>2</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>2</b>
<b>Mortgage Delinquency and Default Counseling</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Veterinary Care Expense Assistance</b>	<b>1</b>
<b>Tax Agency Tax Preparation Assistance</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period : June 2020**

**Report Date: 07/03/2020**

**Total Number of Calls: 277**

<b>COVID-19 Control</b>	<b>171</b>
<b>Business Assistance Services</b>	<b>16</b>
<b>Medical Information Services * COVID-19</b>	<b>14</b>
<b>Heating Fuel Payment Assistance</b>	<b>10</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>10</b>
<b>Rent Payment Assistance</b>	<b>8</b>
<b>Pest Information</b>	<b>8</b>
<b>State Government Agencies/Departments</b>	<b>7</b>
<b>General Acute Care Hospitals</b>	<b>6</b>
<b>Disability Related Transportation</b>	<b>5</b>
<b>Mental Health Crisis Lines</b>	<b>5</b>
<b>Wildlife Conservation</b>	<b>4</b>
<b>General Medical Care</b>	<b>4</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Urgent Care Centers</b>	<b>4</b>
<b>State Police</b>	<b>3</b>
<b>Animal Control</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Non-Emergency Medical Transportation</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period : June 2020**

**Total Number of Calls: 849**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>459</b>
<b>Medical Information Services * COVID-19</b>	<b>52</b>
<b>Business Assistance Services</b>	<b>40</b>
<b>Housing Search Assistance</b>	<b>36</b>
<b>Electric Service Payment Assistance</b>	<b>29</b>
<b>Rent Payment Assistance</b>	<b>24</b>
<b>Governor Offices</b>	<b>24</b>
<b>Specialized Information and Referral</b>	<b>20</b>
<b>Pest Information</b>	<b>17</b>
<b>Municipal Police</b>	<b>15</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>14</b>
<b>State Government Information Services</b>	<b>14</b>
<b>Sheriff</b>	<b>13</b>
<b>Personal Financial Counseling</b>	<b>10</b>
<b>State Government Agencies/Departments</b>	<b>9</b>
<b>Public Housing</b>	<b>9</b>
<b>Housing Authorities</b>	<b>9</b>
<b>General Dentistry</b>	<b>9</b>
<b>State Police</b>	<b>8</b>
<b>Case/Care Management</b>	<b>8</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : June 2020**

**Total Number of Calls: 178**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>97</b>
<b>Electric Service Payment Assistance</b>	<b>22</b>
<b>Pest Information</b>	<b>11</b>
<b>Heating Fuel Payment Assistance</b>	<b>11</b>
<b>Business Assistance Services</b>	<b>9</b>
<b>Medical Information Services * COVID-19</b>	<b>7</b>
<b>Food Pantries</b>	<b>6</b>
<b>Legal Counseling</b>	<b>5</b>
<b>Homemaker Assistance</b>	<b>4</b>
<b>Public Charities</b>	<b>4</b>
<b>Urgent Care Centers</b>	<b>4</b>
<b>Brain Injury Rehabilitation</b>	<b>3</b>
<b>Opioid Detoxification</b>	<b>3</b>
<b>Mental Health Crisis Lines</b>	<b>3</b>
<b>State Government Agencies/Departments</b>	<b>3</b>
<b>Public Health Information/Inspection/Remediation</b>	<b>3</b>
<b>Psychiatric Case Management</b>	<b>3</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Community Action Agencies</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : June 2020**

**Total Number of Calls: 156**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>97</b>
<b>Medical Information Services * COVID-19</b>	<b>14</b>
<b>Business Assistance Services</b>	<b>11</b>
<b>Electric Service Payment Assistance</b>	<b>10</b>
<b>Public Health Information/Inspection/Remediation</b>	<b>4</b>
<b>Municipal Police</b>	<b>3</b>
<b>Local Officials Offices</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>DUI Offender Programs</b>	<b>3</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>Community Shelters</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>General Acute Care Hospitals</b>	<b>2</b>
<b>Psychiatric Medication Services</b>	<b>2</b>
<b>Pest Information</b>	<b>2</b>
<b>General Counseling Services</b>	<b>2</b>
<b>Non-Emergency Medical Transportation</b>	<b>2</b>
<b>Wildlife Conservation</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : June 2020**

**Total Number of Calls: 221**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>90</b>
<b>Electric Service Payment Assistance</b>	<b>16</b>
<b>Housing Search Assistance</b>	<b>15</b>
<b>Business Assistance Services</b>	<b>15</b>
<b>Food Pantries</b>	<b>11</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>8</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Case/Care Management</b>	<b>6</b>
<b>Homeless Motel Vouchers</b>	<b>5</b>
<b>State Government Agencies/Departments</b>	<b>5</b>
<b>Community Action Agencies</b>	<b>4</b>
<b>Municipal Police</b>	<b>4</b>
<b>Medical Information Services * COVID-19</b>	<b>4</b>
<b>Legal Counseling</b>	<b>4</b>
<b>Food Stamps/SNAP Applications</b>	<b>4</b>
<b>Outpatient Mental Health Facilities</b>	<b>4</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>General Acute Care Hospitals</b>	<b>3</b>
<b>Community Shelters</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : June 2020**

**Total Number of Calls: 556**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>236</b>
<b>Medical Information Services * COVID-19</b>	<b>28</b>
<b>Homeless Motel Vouchers</b>	<b>26</b>
<b>Rent Payment Assistance</b>	<b>25</b>
<b>Business Assistance Services</b>	<b>22</b>
<b>Housing Search Assistance</b>	<b>19</b>
<b>State Police</b>	<b>19</b>
<b>Community Shelters</b>	<b>17</b>
<b>Specialized Information and Referral</b>	<b>17</b>
<b>Case/Care Management</b>	<b>15</b>
<b>State Government Agencies/Departments</b>	<b>15</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>13</b>
<b>Wildlife Conservation</b>	<b>11</b>
<b>General Relief</b>	<b>10</b>
<b>Food Pantries</b>	<b>9</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>9</b>
<b>Aging and Disability Resource Centers</b>	<b>9</b>
<b>Public Charities</b>	<b>9</b>
<b>Electric Service Payment Assistance</b>	<b>8</b>
<b>Homeless Shelter</b>	<b>8</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period : June 2020**

**Total Number of Calls: 43**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>19</b>
<b>Substance Use Disorder Counseling</b>	<b>6</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Medical Information Services * COVID-19</b>	<b>3</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Wildlife Conservation</b>	<b>2</b>
<b>Business Assistance Services</b>	<b>2</b>
<b>Community Shelters</b>	<b>2</b>
<b>Drug Detoxification</b>	<b>1</b>
<b>Community Action Agencies</b>	<b>1</b>
<b>AARP Tax Aide Programs</b>	<b>1</b>
<b>Psychiatric Case Management</b>	<b>1</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>General Medical Care</b>	<b>1</b>
<b>General Assessment for Substance Use Disorders</b>	<b>1</b>
<b>State Police</b>	<b>1</b>
<b>Substance Use Disorder Referrals</b>	<b>1</b>
<b>Therapy Referrals</b>	<b>1</b>
<b>Inpatient Drug Detoxification</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period : June 2020**

**Total Number of Calls: 136**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>68</b>
<b>Electric Service Payment Assistance</b>	<b>12</b>
<b>Medical Information Services * COVID-19</b>	<b>11</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Community Shelters</b>	<b>5</b>
<b>State Government Agencies/Departments</b>	<b>4</b>
<b>State Government Information Services</b>	<b>4</b>
<b>Business Assistance Services</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Case/Care Management</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>Crime Investigation</b>	<b>2</b>
<b>Outpatient Mental Health Facilities</b>	<b>2</b>
<b>Public Charities</b>	<b>2</b>
<b>Motor Vehicle Registration</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Mental Health Crisis Lines</b>	<b>2</b>
<b>Heating Fuel Payment Assistance</b>	<b>2</b>
<b>Landlord/Tenant Assistance</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period : June 2020**

**Total Number of Calls: 150**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>59</b>
<b>Electric Service Payment Assistance</b>	<b>19</b>
<b>Business Assistance Services</b>	<b>8</b>
<b>Heating Fuel Payment Assistance</b>	<b>6</b>
<b>Governor Offices</b>	<b>6</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>6</b>
<b>State Government Agencies/Departments</b>	<b>5</b>
<b>Medical Information Services * COVID-19</b>	<b>5</b>
<b>Psychiatric Medication Services</b>	<b>5</b>
<b>General Dentistry</b>	<b>5</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Smoking/Vaping Cessation</b>	<b>4</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Mental Health Crisis Lines</b>	<b>3</b>
<b>Landlord Rights Information/Counseling</b>	<b>3</b>
<b>General Counseling Services</b>	<b>2</b>
<b>Wildlife Conservation</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : June 2020**

**Total Number of Calls: 144**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>68</b>
<b>Pest Information</b>	<b>15</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>10</b>
<b>Electric Service Payment Assistance</b>	<b>6</b>
<b>Business Assistance Services</b>	<b>6</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Medical Information Services * COVID-19</b>	<b>5</b>
<b>Public Health Information/Inspection/Remediation</b>	<b>4</b>
<b>State Police</b>	<b>4</b>
<b>Rent Payment Assistance</b>	<b>4</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Psychiatric Medication Services</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Respite Care</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Legal Counseling</b>	<b>3</b>
<b>Section 8 Housing Choice Vouchers</b>	<b>3</b>
<b>Food Pantries</b>	<b>2</b>
<b>Heating Fuel Payment Assistance</b>	<b>2</b>
<b>Wildlife Conservation</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period : June 2020**

**Total Number of Calls: 111**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>47</b>
<b>Medical Information Services * COVID-19</b>	<b>7</b>
<b>Legal Counseling</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Electric Service Payment Assistance</b>	<b>4</b>
<b>Sheriff</b>	<b>4</b>
<b>General Counseling Services</b>	<b>3</b>
<b>Alcohol Use Disorder Support Groups</b>	<b>3</b>
<b>Governor Offices</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>State Government Information Services</b>	<b>3</b>
<b>General Dentistry</b>	<b>3</b>
<b>Business Assistance Services</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Home Rehabilitation Loans</b>	<b>3</b>
<b>General Acute Care Hospitals</b>	<b>2</b>
<b>Fundraising Campaigns</b>	<b>2</b>
<b>Errand Running/Shopping Assistance</b>	<b>2</b>
<b>City Government Information Services</b>	<b>2</b>
<b>Alcohol Detoxification</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : June 2020**

**Total Number of Calls: 750**

**Report Date: 07/03/2020**

<b>COVID-19 Control</b>	<b>420</b>
<b>Business Assistance Services</b>	<b>40</b>
<b>Medical Information Services * COVID-19</b>	<b>31</b>
<b>Electric Service Payment Assistance</b>	<b>29</b>
<b>Case/Care Management</b>	<b>23</b>
<b>Housing Search Assistance</b>	<b>17</b>
<b>Homeless Motel Vouchers</b>	<b>16</b>
<b>State Government Agencies/Departments</b>	<b>15</b>
<b>Heating Fuel Payment Assistance</b>	<b>15</b>
<b>Housing Authorities</b>	<b>13</b>
<b>Public Health Information/Inspection/Remediation</b>	<b>13</b>
<b>General Medical Care</b>	<b>12</b>
<b>Specialized Information and Referral</b>	<b>12</b>
<b>Talklines/Warmlines</b>	<b>11</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>10</b>
<b>Municipal Police</b>	<b>10</b>
<b>Aging and Disability Resource Centers</b>	<b>10</b>
<b>Prescription Expense Assistance</b>	<b>9</b>
<b>Assisted Living Facilities</b>	<b>8</b>
<b>Community Action Agencies</b>	<b>8</b>