



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : October 2021

Total Number of Calls: 728

Report Date: 11/01/2021

COVID-19 Control	231
COVID-19 Diagnostic Tests	135
Electric Service Payment Assistance	75
COVID-19 Immunization Clinics	72
Heating Fuel Payment Assistance	61
Housing Search Assistance	49
Food Pantries	45
Rent Payment Assistance	31
Community Shelters	27
Inpatient Substance Use Disorder Treatment Facilities	27
Rent Payment Assistance * COVID-19	24
Homeless Motel Vouchers	23
Disaster Relief Services * COVID-19	17
General Counseling Services	17
Psychiatric Case Management	17
Specialized Information and Referral	17
General Dentistry	15
Mental Health Crisis Lines	15
Undesignated Temporary Financial Assistance	14
Community Shelters * Homeless Women	13



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : October 2021

Total Number of Calls: 112

Report Date: 11/01/2021

COVID-19 Control	31
Heating Fuel Payment Assistance	13
Homeless Motel Vouchers	13
Housing Search Assistance	10
General Relief	7
Disaster Relief Services * COVID-19	6
Electric Service Payment Assistance	5
Food Pantries	5
Rent Payment Assistance	5
COVID-19 Immunization Clinics	4
COVID-19 Diagnostic Tests	4
Prescription Expense Assistance	4
Rent Payment Assistance * COVID-19	4
EBT Card Services	3
Food Vouchers	3
General Counseling Services	3
Housing Search and Information	3
Public Charities	3
Recovery Homes/Halfway Houses	3
Section 8 Housing Choice Vouchers	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : October 2021

Total Number of Calls: 1,238

Report Date: 11/01/2021

COVID-19 Control	336
Heating Fuel Payment Assistance	178
Electric Service Payment Assistance	169
Housing Search Assistance	103
COVID-19 Diagnostic Tests	94
COVID-19 Immunization Clinics	66
Rent Payment Assistance	66
Food Pantries	45
Inpatient Substance Use Disorder Treatment Facilities	44
Homeless Motel Vouchers	43
Rent Payment Assistance * COVID-19	43
Community Shelters	36
Substance Use Disorder Counseling	31
General Counseling Services	30
General Relief	29
Specialized Information and Referral	24
Alcohol Detoxification	22
Residential Substance Use Disorder Treatment Facilities	21
Case/Care Management	20
Comprehensive Outpatient Substance Use Disorder Treatment	18



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : October 2021

Total Number of Calls: 115

Report Date: 11/01/2021

COVID-19 Control	35
Electric Service Payment Assistance	20
COVID-19 Immunization Clinics	8
Home Health Aide Services	8
COVID-19 Diagnostic Tests	6
Heating Fuel Payment Assistance	6
Non-Emergency Medical Transportation	6
General Relief	5
Homeless Motel Vouchers	4
Job Information	4
Community Shelters	3
Aging and Disability Resource Centers	3
Housing Search Assistance	3
Inpatient Substance Use Disorder Treatment Facilities	3
Medical Information Services * COVID-19	3
Mental Health Crisis Lines	3
Post Disaster Crisis Counseling * COVID-19	3
Prescription Expense Assistance	3
Rent Payment Assistance * COVID-19	3
Undesignated Temporary Financial Assistance	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : October 2021

Report Date: 11/01/2021

Total Number of Calls: 128

COVID-19 Control	38
General Counseling Services	26
Residential Substance Use Disorder Treatment Facilities	11
Community Shelters	9
Electric Service Payment Assistance	8
COVID-19 Immunization Clinics	7
COVID-19 Diagnostic Tests	7
Psychiatric Case Management	6
Housing Search Assistance	5
Heating Fuel Payment Assistance	4
Homeless Motel Vouchers	3
Mental Health Crisis Lines	3
Rent Payment Assistance * COVID-19	3
Specialized Information and Referral	3
Substance Use Disorder Counseling	3
Talklines/Warmlines	3
Undesignated Temporary Financial Assistance	3
Adult Psychiatry	2
Aging and Disability Resource Centers	2
Case/Care Management	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : October 2021

Total Number of Calls: 562

Report Date: 11/01/2021

COVID-19 Control	175
Electric Service Payment Assistance	86
COVID-19 Diagnostic Tests	64
COVID-19 Immunization Clinics	43
Housing Search Assistance	43
Heating Fuel Payment Assistance	37
Residential Substance Use Disorder Treatment Facilities	28
Rent Payment Assistance	26
Homeless Motel Vouchers	19
Substance Use Disorder Counseling	18
Community Shelters	16
Specialized Information and Referral	16
Food Pantries	15
Inpatient Substance Use Disorder Treatment Facilities	14
Outpatient Mental Health Facilities	14
Case/Care Management	13
Disaster Relief Services * COVID-19	13
General Dentistry	13
Rent Payment Assistance * COVID-19	12
Medical Information Services * COVID-19	11



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : October 2021

Total Number of Calls: 129

Report Date: 11/01/2021

COVID-19 Control	39
Electric Service Payment Assistance	27
COVID-19 Diagnostic Tests	21
Heating Fuel Payment Assistance	9
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
Case/Care Management	7
Rent Payment Assistance	7
COVID-19 Immunization Clinics	5
Disaster Relief Services * COVID-19	4
General Relief	4
Home Rehabilitation Grants	4
Lawyer Referral Services	4
Medical Information Services * COVID-19	4
Adult Residential Treatment Facilities	3
Medicare Information/Counseling	3
Specialized Information and Referral	3
Therapy Referrals	3
Area Agencies on Aging	2
Aging and Disability Resource Centers	2
Adult Psychiatric Inpatient Units	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : October 2021

Report Date: 11/01/2021

Total Number of Calls: 101

COVID-19 Control	33
Heating Fuel Payment Assistance	22
Electric Service Payment Assistance	7
Housing Search Assistance	7
COVID-19 Immunization Clinics	6
COVID-19 Diagnostic Tests	6
Community Shelters	5
General Counseling Services	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Aging and Disability Resource Centers	4
General Dentistry	4
Specialized Information and Referral	4
General Minor Home Repair Programs	3
Inpatient Substance Use Disorder Treatment Facilities	3
Residential Substance Use Disorder Treatment Facilities	3
Talklines/Warmlines	3
Certificates/Forms Assistance	2
Domestic Violence Hotlines	2
Emergency Food	2
Food Vouchers	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : October 2021

Total Number of Calls: 235

Report Date: 11/01/2021

COVID-19 Control	80
Electric Service Payment Assistance	38
COVID-19 Immunization Clinics	25
COVID-19 Diagnostic Tests	24
Heating Fuel Payment Assistance	22
Housing Search Assistance	16
Food Pantries	9
Rent Payment Assistance * COVID-19	9
Case/Care Management	8
Inpatient Substance Use Disorder Treatment Facilities	8
Rent Payment Assistance	8
General Relief	7
Undesignated Temporary Financial Assistance	7
General Counseling Services	5
Homeless Motel Vouchers	5
Mental Health Crisis Lines	5
Community Shelters	4
Detoxification	4
Disaster Relief Services * COVID-19	4
General Psychiatry	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : October 2021

Total Number of Calls: 414

Report Date: 11/01/2021

COVID-19 Control	107
Heating Fuel Payment Assistance	47
Housing Search Assistance	31
Electric Service Payment Assistance	30
Food Pantries	30
Homeless Motel Vouchers	29
Rent Payment Assistance * COVID-19	28
Case/Care Management	21
COVID-19 Diagnostic Tests	20
Rent Payment Assistance	20
Community Shelters	18
Inpatient Substance Use Disorder Treatment Facilities	17
Alcohol Detoxification	15
Residential Substance Use Disorder Treatment Facilities	15
Disaster Relief Services * COVID-19	14
Homeless Shelter	13
General Relief	10
Undesignated Temporary Financial Assistance	10
COVID-19 Immunization Clinics	9
Drug Detoxification	9



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : October 2021

Total Number of Calls: 37

Report Date: 11/01/2021

COVID-19 Control	10
COVID-19 Immunization Clinics	4
Residential Substance Use Disorder Treatment Facilities	4
Rent Payment Assistance	3
Specialized Information and Referral	3
Housing Search Assistance	2
Homeless Motel Vouchers	2
Holiday Gifts/Toys	2
Heating Fuel Payment Assistance	2
Disaster Relief Services * COVID-19	2
COVID-19 Diagnostic Tests	2
Rent Payment Assistance * COVID-19	2
Property Tax Exemption Information	1
Occupational Health and Safety	1
Medical Information Services * COVID-19	1
Inpatient Substance Use Disorder Treatment Facilities	1
General Federal Income Tax Information	1
Environmental Hazards Reporting	1
Domestic Violence Shelters	1
Case/Care Management	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : October 2021

Total Number of Calls: 140

Report Date: 11/01/2021

COVID-19 Control	35
Rent Payment Assistance	24
Housing Search Assistance	18
Electric Service Payment Assistance	17
COVID-19 Diagnostic Tests	14
Rent Payment Assistance * COVID-19	13
Food Pantries	11
Heating Fuel Payment Assistance	11
COVID-19 Immunization Clinics	9
Community Shelters	9
Homeless Motel Vouchers	8
Area Agencies on Aging	5
Disaster Relief Services * COVID-19	4
Internet Information Resources	4
Non-Emergency Medical Transportation	4
Aging and Disability Resource Centers	3
Case/Care Management	3
Emergency Shelter	3
Housing Search and Information	3
Inpatient Substance Use Disorder Treatment Facilities	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : October 2021

Total Number of Calls: 150

Report Date: 11/01/2021

Heating Fuel Payment Assistance	51
Electric Service Payment Assistance	41
COVID-19 Control	25
Housing Search Assistance	16
Rent Payment Assistance	12
Rent Payment Assistance * COVID-19	11
General Dentistry	10
COVID-19 Immunization Clinics	8
Food Pantries	7
Area Agencies on Aging	6
Disaster Relief Services * COVID-19	6
Specialized Information and Referral	6
Undesignated Temporary Financial Assistance	6
General Counseling Services	5
General Relief	5
Housing Counseling	5
COVID-19 Diagnostic Tests	4
Community Shelters	4
Aging and Disability Resource Centers	3
Benefits Screening	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : October 2021

Total Number of Calls: 102

Report Date: 11/01/2021

COVID-19 Control	28
Electric Service Payment Assistance	24
Heating Fuel Payment Assistance	14
Rent Payment Assistance * COVID-19	9
Food Pantries	8
General Medical Care	7
Housing Search Assistance	6
Specialized Information and Referral	6
Food Stamps/SNAP Applications	5
Legal Counseling	5
Rent Payment Assistance	5
COVID-19 Immunization Clinics	4
COVID-19 Diagnostic Tests	4
Area Agencies on Aging	4
Alcohol Detoxification	3
Aging and Disability Resource Centers	3
Food Vouchers	3
Talklines/Warmlines	3
Adult Psychiatric Inpatient Units	2
Adult Psychiatric Hospitals	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : October 2021

Total Number of Calls: 65

Report Date: 11/01/2021

COVID-19 Control	15
Heating Fuel Payment Assistance	13
Food Pantries	11
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
Telemental Health	6
General Relief	5
Homeless Motel Vouchers	5
Housing Search Assistance	5
Detoxification	3
COVID-19 Immunization Clinics	3
COVID-19 Diagnostic Tests	3
Community Shelters	3
Electric Service Payment Assistance	3
Home Health Aide Services	3
Medical Information Services * COVID-19	3
Rent Payment Assistance	3
Rent Payment Assistance * COVID-19	3
Telemental Health * COVID-19	3
Undesignated Temporary Financial Assistance	3
COVID-19 Antibody Tests	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : October 2021

Total Number of Calls: 567

Report Date: 11/01/2021

COVID-19 Control	133
Electric Service Payment Assistance	105
Heating Fuel Payment Assistance	58
COVID-19 Immunization Clinics	43
Housing Search Assistance	37
COVID-19 Diagnostic Tests	27
Rent Payment Assistance * COVID-19	27
Residential Substance Use Disorder Treatment Facilities	27
Homeless Motel Vouchers	25
Alcohol Detoxification	18
Food Pantries	18
Rent Payment Assistance	17
Inpatient Substance Use Disorder Treatment Facilities	16
Talklines/Warmlines	16
General Relief	15
Homeless Shelter * Adults	15
General Dentistry	12
Housing Authorities	12
Substance Use Disorder Counseling	12
Area Agencies on Aging	11