



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : April 2020

Total Number of Calls: 667

Report Date: 05/05/2020

COVID-19 Control	278
Heating Fuel Payment Assistance	87
Electric Service Payment Assistance	41
Community Shelters	25
Rent Payment Assistance	24
Food Pantries	22
Unemployment Insurance Benefits Assistance	18
Food Banks/Food Distribution Warehouses	15
Governor Offices	15
Undesignated Temporary Financial Assistance	15
Legal Counseling	14
State Government Agencies/Departments	14
Rent Payment Assistance * COVID-19	13
State Unemployment Insurance Applications	13
Municipal Police	11
Talklines/Warmlines	11
Food Stamps/SNAP Applications	10
General Acute Care Hospitals	10
General Federal Income Tax Information	10
Homeless Motel Vouchers	10



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : April 2020

Total Number of Calls: 231

Report Date: 05/05/2020

COVID-19 Control	109
Heating Fuel Payment Assistance	22
Rent Payment Assistance	15
Governor Offices	11
Homeless Motel Vouchers	10
Property Tax Rebate Information	8
Food Pantries	7
General Counseling Services	7
Housing Authorities	7
Residential Substance Use Disorder Treatment Facilities	7
Undesignated Temporary Financial Assistance	7
Unemployment Insurance Benefits Assistance	7
General Federal Income Tax Information	6
Mental Health Crisis Lines	5
Food Vouchers	4
General Relief	4
Housing Search Assistance	4
State Government Agencies/Departments	4
State Government Information Services	4
Talklines/Warmlines	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : April 2020

Total Number of Calls: 2,295

Report Date: 05/05/2020

COVID-19 Control	1197
Heating Fuel Payment Assistance	177
Governor Offices	98
Electric Service Payment Assistance	88
Rent Payment Assistance	67
Food Banks/Food Distribution Warehouses	59
Homeless Motel Vouchers	56
Food Pantries	51
Undesignated Temporary Financial Assistance	43
Unemployment Insurance Benefits Assistance	43
State Unemployment Insurance Applications	40
Community Shelters	39
State Government Agencies/Departments	38
Business Assistance Services	36
State Government Information Services	34
General Federal Income Tax Information	33
Housing Search Assistance	31
Rent Payment Assistance * COVID-19	30
Talklines/Warmlines	29
Emergency Food	28



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : April 2020

Total Number of Calls: 109

Report Date: 05/05/2020

COVID-19 Control	41
Rent Payment Assistance	14
Electric Service Payment Assistance	10
Heating Fuel Payment Assistance	6
Local Electric Utility Companies	5
Food Stamps/SNAP Applications	4
General Federal Income Tax Information	4
General Relief	4
Undesignated Temporary Financial Assistance	4
Food Banks/Food Distribution Warehouses	3
Case/Care Management	3
Business Assistance Services	3
Food Vouchers	3
Governor Offices	3
Rent Payment Assistance * COVID-19	3
Substance Use Disorder Counseling	3
Food Pantries	2
Adult Protective Services	2
Animal Control	2
Electric Service Connection/Repair	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : April 2020

Total Number of Calls: 182

Report Date: 05/05/2020

COVID-19 Control	96
Heating Fuel Payment Assistance	14
Governor Offices	10
Business Assistance Services	7
Food Pantries	6
Rent Payment Assistance	6
State Government Agencies/Departments	6
Undesignated Temporary Financial Assistance	5
Unemployment Insurance Benefits Assistance	5
Homemaker Assistance	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Motor Vehicle Registration	4
Public Charities	4
Food Banks/Food Distribution Warehouses	3
Electric Service Payment Assistance	3
Legal Counseling	3
Rent Payment Assistance * COVID-19	3
Aging and Disability Resource Centers	2
211 Systems	2
Community Action Agencies	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : April 2020

Total Number of Calls: 936

Report Date: 05/05/2020

COVID-19 Control	487
Rent Payment Assistance	49
Heating Fuel Payment Assistance	48
Electric Service Payment Assistance	41
Governor Offices	34
Food Pantries	30
Community Shelters	28
Homeless Motel Vouchers	24
Food Banks/Food Distribution Warehouses	22
General Relief	20
Food Stamps/SNAP Applications	17
Housing Search Assistance	17
Food Vouchers	15
State Government Agencies/Departments	15
State Government Information Services	15
General Federal Income Tax Information	13
Municipal Police	13
Unemployment Insurance Benefits Assistance	13
Local Electric Utility Companies	12
State Police	12



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : April 2020

Total Number of Calls: 140

Report Date: 05/05/2020

COVID-19 Control	65
Electric Service Payment Assistance	14
Food Pantries	7
Governor Offices	7
Rent Payment Assistance	7
State Government Agencies/Departments	6
General Relief	5
Heating Fuel Payment Assistance	5
Rent Payment Assistance * COVID-19	5
State Unemployment Insurance Applications	4
Unemployment Insurance Benefits Assistance	4
General Federal Income Tax Information	3
Water Service Payment Assistance	3
Alcohol Detoxification	2
Aging and Disability Resource Centers	2
Business Assistance Services	2
Community Shelters	2
Food Banks/Food Distribution Warehouses	2
Federal Government Information Services	2
General Minor Home Repair Programs	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : April 2020

Total Number of Calls: 141

Report Date: 05/05/2020

COVID-19 Control	73
Heating Fuel Payment Assistance	11
State Unemployment Insurance Applications	7
Governor Offices	6
State Government Agencies/Departments	6
Electric Service Payment Assistance	4
Comprehensive Job Assistance Centers	3
Food Pantries	3
General Acute Care Hospitals	3
General Minor Home Repair Programs	3
Inpatient Substance Use Disorder Treatment Facilities	3
Legal Counseling	3
Rent Payment Assistance * COVID-19	3
Business Assistance Services	2
Community Action Agencies	2
Aging and Disability Resource Centers	2
Adult Protective Services	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
Federal Government Information Services	2
General Federal Income Tax Information	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : April 2020

Total Number of Calls: 262

Report Date: 05/05/2020

COVID-19 Control	118
Heating Fuel Payment Assistance	31
Electric Service Payment Assistance	27
Rent Payment Assistance	12
Undesignated Temporary Financial Assistance	10
Food Pantries	8
State Government Agencies/Departments	8
Governor Offices	6
Homemaker Assistance	6
State Unemployment Insurance Applications	6
Unemployment Insurance Benefits Assistance	6
Municipal Police	5
Rent Payment Assistance * COVID-19	5
Community Action Agencies	4
Business Assistance Services	4
Family Crisis Shelters	4
Food Stamps/SNAP Applications	4
General Relief	4
Homeless Motel Vouchers	4
Housing Search Assistance	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : April 2020

Total Number of Calls: 737

Report Date: 05/05/2020

COVID-19 Control	344
Heating Fuel Payment Assistance	55
Governor Offices	32
Food Pantries	25
General Relief	18
Homeless Motel Vouchers	17
State Government Information Services	17
Rent Payment Assistance	16
State Government Agencies/Departments	16
Undesignated Temporary Financial Assistance	16
Food Banks/Food Distribution Warehouses	15
Housing Search Assistance	15
Local Electric Utility Companies	14
Rent Payment Assistance * COVID-19	13
Unemployment Insurance Benefits Assistance	13
Electric Service Payment Assistance	11
Food Stamps/SNAP Applications	11
Food Vouchers	11
General Federal Income Tax Information	11
General Acute Care Hospitals	10



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : April 2020

Total Number of Calls: 74

Report Date: 05/05/2020

COVID-19 Control	32
Heating Fuel Payment Assistance	13
Governor Offices	5
Business Assistance Services	4
Electric Service Payment Assistance	4
State Government Agencies/Departments	4
State Government Information Services	4
Undesignated Temporary Financial Assistance	4
Food Pantries	3
Driver Licenses	2
General Relief	2
General Legal Aid	2
Food Vouchers	2
Local Electric Utility Companies	2
Post Offices	2
State Income Tax Information	2
State Unemployment Insurance Appeals/Complaints	2
State Unemployment Insurance Applications	2
Tax Agency Tax Preparation Assistance	2
Unemployment Insurance Benefits Assistance	2



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : April 2020

Total Number of Calls: 197

Report Date: 05/05/2020

COVID-19 Control	102
Rent Payment Assistance	18
Governor Offices	14
Heating Fuel Payment Assistance	14
Food Pantries	11
Undesignated Temporary Financial Assistance	10
Unemployment Insurance Benefits Assistance	7
State Unemployment Insurance Applications	6
Electric Service Payment Assistance	4
Case/Care Management	4
Food Vouchers	4
General Federal Income Tax Information	4
Public Charities	4
Specialized Information and Referral	4
Business Assistance Services	3
Comprehensive Job Assistance Centers	3
Food Banks/Food Distribution Warehouses	3
Homeless Motel Vouchers	3
Rent Payment Assistance * COVID-19	3
State Police	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : April 2020

Total Number of Calls: 209

Report Date: 05/05/2020

COVID-19 Control	89
Food Pantries	15
Heating Fuel Payment Assistance	14
Rent Payment Assistance	12
Undesignated Temporary Financial Assistance	8
Electric Service Payment Assistance	7
Governor Offices	7
Food Banks/Food Distribution Warehouses	6
General Relief	6
Unemployment Insurance Benefits Assistance	6
Community Shelters	4
Food Stamps/SNAP Applications	4
Food Vouchers	4
Local Electric Utility Companies	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Property Tax Agencies	4
Public Charities	4
Rent Payment Assistance * COVID-19	4
City Government Information Services	3
Federal Tax Collection Agencies	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : April 2020

Total Number of Calls: 131

Report Date: 05/05/2020

COVID-19 Control	59
Heating Fuel Payment Assistance	20
Electric Service Payment Assistance	9
General Relief	5
Community Action Agencies	4
Food Pantries	4
Federal Government Information Services	3
Driver Licenses	3
Community Shelters	3
General Counseling Services	3
Governor Offices	3
Homeless Motel Vouchers	3
Lawyer Referral Services	3
Rent Payment Assistance	3
Urgent Care Centers	3
Aging and Disability Resource Centers	2
Business Assistance Services	2
Community Clinics	2
Directory Assistance	2
Family and Community Medicine	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : April 2020

Total Number of Calls: 112

Report Date: 05/05/2020

COVID-19 Control	46
Heating Fuel Payment Assistance	17
Electric Service Payment Assistance	10
Food Pantries	6
Non-Emergency Medical Transportation	5
Undesignated Temporary Financial Assistance	4
Unemployment Insurance Benefits Assistance	4
City Government Information Services	3
211 Systems	3
Food Vouchers	3
General Relief	3
Legal Counseling	3
Sheriff	3
Animal Control	2
Emergency Food	2
Food Stamps/SNAP Applications	2
General Federal Income Tax Information	2
General Medical Care	2
Governor Offices	2
Home Rehabilitation Loans	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : April 2020

Total Number of Calls: 1,059

Report Date: 05/05/2020

COVID-19 Control	570
Governor Offices	49
Heating Fuel Payment Assistance	40
Rent Payment Assistance	35
Electric Service Payment Assistance	29
Housing Search Assistance	25
Undesignated Temporary Financial Assistance	25
Business Assistance Services	23
General Medical Care	21
Unemployment Insurance Benefits Assistance	20
211 Systems	19
State Government Agencies/Departments	18
State Unemployment Insurance Applications	18
Rent Payment Assistance * COVID-19	17
General Relief	16
General Federal Income Tax Information	15
Housing Authorities	15
Food Pantries	14
Legal Counseling	14
Food Banks/Food Distribution Warehouses	13