



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : August 2020

Total Number of Calls: 422

Report Date: 09/04/2020

COVID-19 Control	132
Electric Service Payment Assistance	40
Housing Search Assistance	28
Rent Payment Assistance	28
Rent Payment Assistance * COVID-19	21
Community Shelters	16
Heating Fuel Payment Assistance	16
Medical Information Services * COVID-19	14
Comprehensive Outpatient Substance Use Disorder Treatment	12
Talklines/Warmlines	12
General Relief	11
Domestic Violence Hotlines	10
General Dentistry	10
Homeless Motel Vouchers	10
State Government Agencies/Departments	9
General Acute Care Hospitals	8
General Counseling Services	8
Senior Housing Information and Referral	8
Specialized Information and Referral	8
Substance Use Disorder Counseling	8



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : August 2020

Total Number of Calls: 114

Report Date: 09/04/2020

COVID-19 Control	33
General Counseling Services	7
Housing Search Assistance	7
Electric Service Payment Assistance	6
Medical Information Services * COVID-19	5
Outpatient Mental Health Facilities	5
General Relief	4
Rent Payment Assistance	3
Specialized Information and Referral	3
211 Systems	2
Career Development	2
Business Assistance Services	2
Adult Psychiatric Inpatient Units	2
Crisis Residential Treatment	2
Food Stamps/SNAP Applications	2
General Legal Aid	2
Heating Fuel Payment Assistance	2
Home Rehabilitation Loans	2
Internet Information Resources	2
Local Transportation	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : August 2020

Total Number of Calls: 1,401

Report Date: 09/04/2020

COVID-19 Control	630
Electric Service Payment Assistance	61
Housing Search Assistance	56
Rent Payment Assistance * COVID-19	54
Rent Payment Assistance	43
Food Pantries	33
Heating Fuel Payment Assistance	33
Specialized Information and Referral	33
Case/Care Management	32
Homeless Motel Vouchers	31
Medical Information Services * COVID-19	31
Community Shelters	30
Business Assistance Services	29
Mental Health Crisis Lines	28
Talklines/Warmlines	25
Domestic Violence Hotlines	21
Medication Assisted Maintenance Treatment for Substance Use Disorders	21
Inpatient Substance Use Disorder Treatment Facilities	20
General Relief	19
Municipal Police	18



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : August 2020

Total Number of Calls: 87

Report Date: 09/04/2020

COVID-19 Control	40
Legal Counseling	5
State Government Agencies/Departments	4
Dialectical Behavior Therapy	3
Electric Service Payment Assistance	3
Medical Information Services * COVID-19	3
Rent Payment Assistance * COVID-19	3
State Police	3
Business Assistance Services	2
Aging and Disability Resource Centers	2
General Relief	2
General Counseling Services	2
Housing Search Assistance	2
Medical Equipment/Supplies	2
Non-Emergency Medical Transportation	2
Psychological Assessment	2
Rent Payment Assistance	2
Specialized Information and Referral	2
Talklines/Warmlines	2
Wildlife Conservation	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : August 2020

Total Number of Calls: 141

Report Date: 09/04/2020

COVID-19 Control	79
Housing Search Assistance	11
Business Assistance Services	7
Heating Fuel Payment Assistance	6
Medical Information Services * COVID-19	5
Rent Payment Assistance * COVID-19	5
State Police	5
General Relief	4
State Government Information Services	4
Case/Care Management	3
Home Rehabilitation Loans	3
Wildlife Conservation	3
Disability Related Transportation	2
Food Stamps/SNAP Applications	2
Homeless Motel Vouchers	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Rent Payment Assistance	2
Sheriff	2
Smoking/Vaping Cessation	2
Transitional Housing/Shelter	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : August 2020

Total Number of Calls: 556

Report Date: 09/04/2020

COVID-19 Control	202
Electric Service Payment Assistance	44
Housing Search Assistance	30
Rent Payment Assistance	18
State Police	17
Housing Authorities	16
Medical Information Services * COVID-19	16
Case/Care Management	15
Specialized Information and Referral	15
Outpatient Mental Health Facilities	14
Alcohol Detoxification	12
Homeless Motel Vouchers	11
Legal Counseling	11
Rent Payment Assistance * COVID-19	11
Sheriff	11
Residential Substance Use Disorder Treatment Facilities	10
Talklines/Warmlines	10
Food Pantries	9
Mental Health Crisis Lines	9
Senior Housing Information and Referral	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : August 2020

Total Number of Calls: 119

Report Date: 09/04/2020

COVID-19 Control	56
Heating Fuel Payment Assistance	8
Business Assistance Services	5
Housing Search Assistance	5
General Dentistry	4
Hearing Aids	4
Inpatient Substance Use Disorder Treatment Facilities	4
Municipal Police	4
Residential Substance Use Disorder Treatment Facilities	4
Specialized Information and Referral	4
Case/Care Management	3
Drug Detoxification	3
General Legal Aid	3
Adolescent Psychiatric Inpatient Units	2
Housing Search and Information	2
Inpatient Drug Detoxification	2
Lawyer Referral Services	2
Legal Counseling	2
Opioid Detoxification	2
Pest Information	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : August 2020

Total Number of Calls: 111

Report Date: 09/04/2020

COVID-19 Control	48
Electric Service Payment Assistance	22
Case/Care Management	7
Outpatient Mental Health Facilities	6
General Minor Home Repair Programs	5
Undesignated Temporary Financial Assistance	5
Medical Information Services * COVID-19	4
Pharmacies	4
Specialized Information and Referral	4
Adult Psychiatric Hospitals	3
General Dentistry	3
Mortgage Payment Assistance	3
Adult Psychiatric Inpatient Units	2
Business Assistance Services	2
General Assessment for Substance Use Disorders	2
Medical Care Expense Assistance	2
Medicare Information/Counseling	2
Municipal Police	2
Psychiatric Case Management	2
Public Health Information/Inspection/Remediation	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : August 2020

Total Number of Calls: 215

Report Date: 09/04/2020

COVID-19 Control	73
Housing Search Assistance	16
Rent Payment Assistance	12
Case/Care Management	10
Electric Service Payment Assistance	9
Rent Payment Assistance * COVID-19	9
Specialized Information and Referral	8
Homeless Motel Vouchers	7
Aging and Disability Resource Centers	6
Lawyer Referral Services	6
State Government Information Services	6
Business Assistance Services	5
Food Pantries	5
Heating Fuel Payment Assistance	5
Drug Detoxification	4
Family Crisis Shelters	4
Non-Emergency Medical Transportation	4
Personal Financial Counseling	4
211 Systems	3
Animal Control	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : August 2020

Total Number of Calls: 432

Report Date: 09/04/2020

COVID-19 Control	186
Housing Search Assistance	23
Homeless Motel Vouchers	16
Rent Payment Assistance * COVID-19	16
Medical Information Services * COVID-19	15
Specialized Information and Referral	13
Case/Care Management	12
Rent Payment Assistance	12
Community Shelters	11
Electric Service Payment Assistance	11
Legal Counseling	11
Business Assistance Services	9
Food Pantries	9
Heating Fuel Payment Assistance	9
Housing Authorities	9
State Police	9
Transitional Housing/Shelter	9
General Relief	8
Homeless Shelter	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : August 2020

Total Number of Calls: 37

Report Date: 09/04/2020

COVID-19 Control	20
Medical Information Services * COVID-19	4
Specialized Information and Referral	3
Electric Service Payment Assistance	2
Community Shelters	2
Homemaker Assistance	2
Food Vouchers	2
Housing Search Assistance	2
Legal Counseling	2
Personal Care	2
Legal Representation	1
Landlord Rights Information/Counseling	1
In Home Meal Preparation	1
Housing Counseling	1
Food Pantries	1
Errand Running/Shopping Assistance	1
Home Rehabilitation Loans	1
Heating Fuel Payment Assistance	1
General Relief	1
Business Assistance Services	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : August 2020

Total Number of Calls: 122

Report Date: 09/04/2020

COVID-19 Control	52
Electric Service Payment Assistance	13
Housing Search Assistance	6
Undesignated Temporary Financial Assistance	6
Business Assistance Services	4
Heating Fuel Payment Assistance	4
Alcohol Detoxification	3
Food Pantries	3
General Legal Aid	3
General Medical Care	3
General Relief	3
Homemaker Assistance	3
Medical Information Services * COVID-19	3
Public Charities	3
Rent Payment Assistance * COVID-19	3
Smoking/Vaping Cessation	3
Do Not Call Registries	2
Case/Care Management	2
Career Development	2
Area Agencies on Aging	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : August 2020

Total Number of Calls: 152

Report Date: 09/04/2020

COVID-19 Control	40
Electric Service Payment Assistance	19
Housing Search Assistance	18
Medication Assisted Maintenance Treatment for Substance Use Disorders	14
Rent Payment Assistance * COVID-19	9
Legal Counseling	7
Housing Search and Information	6
Rent Payment Assistance	6
Specialized Information and Referral	6
State Government Agencies/Departments	5
Community Action Agencies	4
Substance Use Disorder Counseling	4
Directory Assistance	3
Aging and Disability Resource Centers	3
Homeless Motel Vouchers	3
Medical Information Services * COVID-19	3
Municipal Police	3
State Police	3
Case/Care Management	2
211 Systems	2



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : August 2020

Total Number of Calls: 111

Report Date: 09/04/2020

COVID-19 Control	36
Electric Service Payment Assistance	14
Housing Search Assistance	8
Talklines/Warmlines	8
State Police	5
Food Pantries	4
Community Shelters	3
Community Action Agencies	3
Food Stamps/SNAP Applications	3
Inpatient Substance Use Disorder Treatment Facilities	3
Psychiatric Medication Services	3
Rent Payment Assistance	3
Case/Care Management	2
Adult Psychiatric Inpatient Units	2
Drug Detoxification	2
General Relief	2
Homeless Motel Vouchers	2
Inpatient Drug Detoxification	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Public Health Information/Inspection/Remediation	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : August 2020

Total Number of Calls: 66

Report Date: 09/04/2020

COVID-19 Control	30
General Dentistry	7
Electric Service Payment Assistance	6
Heating Fuel Payment Assistance	4
Business Assistance Services	4
State Police	4
Alcohol Detoxification	3
Housing Search Assistance	3
Home Rehabilitation Loans	2
Personal Financial Counseling	2
Rent Payment Assistance * COVID-19	2
State Government Information Services	2
Urgent Care Centers	2
Homeless Motel Vouchers	1
Home Purchase/Mortgage Refinance Loans	1
Healthy Eating Programs * Food Stamps/SNAP Recipients	1
Food Stamps/SNAP Applications	1
Fire Stations	1
Errand Running/Shopping Assistance	1
EBT Card Services	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : August 2020

Total Number of Calls: 588

Report Date: 09/04/2020

COVID-19 Control	254
Electric Service Payment Assistance	55
Housing Search Assistance	34
Case/Care Management	22
Medical Information Services * COVID-19	21
Rent Payment Assistance	20
Business Assistance Services	15
Psychiatric Case Management	14
Comprehensive Outpatient Substance Use Disorder Treatment	12
Heating Fuel Payment Assistance	12
Rent Payment Assistance * COVID-19	12
Specialized Information and Referral	12
211 Systems	11
Substance Use Disorder Counseling	11
Homeless Shelter	10
Lawyer Referral Services	10
Residential Substance Use Disorder Treatment Facilities	10
Alcohol Detoxification	9
Domestic Violence Hotlines	9
Drug Detoxification	8