



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : July 2020

Total Number of Calls: 456

Report Date: 08/08/2020

COVID-19 Control	183
Electric Service Payment Assistance	46
Rent Payment Assistance	29
Heating Fuel Payment Assistance	20
Business Assistance Services	19
Community Shelters	13
Homeless Motel Vouchers	12
State Government Information Services	11
Specialized Information and Referral	11
Housing Search Assistance	11
Housing Authorities	10
Rent Payment Assistance * COVID-19	10
Food Pantries	10
Mental Health Crisis Lines	9
Aging and Disability Resource Centers	9
Emergency Dental Care	7
Public Health Information/Inspection/Remediation	7
Medical Information Services * COVID-19	7
Community Action Agencies	6
Internet Information Resources	6



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : July 2020

Total Number of Calls: 162

Report Date: 08/08/2020

COVID-19 Control	80
Rent Payment Assistance	7
Business Assistance Services	7
Smoking/Vaping Cessation	6
Specialized Information and Referral	3
Dental Hygiene	3
Housing Search Assistance	3
Municipal Police	3
Mental Health Crisis Lines	3
Heating Fuel Payment Assistance	3
Legal Counseling	3
Home Delivered Meals	2
Governor Offices	2
Housing Authorities	2
Public Housing	2
Non-Emergency Medical Transportation	2
Navigator Programs	2
Undesignated Temporary Financial Assistance	2
Medical Information Services * COVID-19	2
Telephone Service Payment Assistance	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : July 2020

Total Number of Calls: 1,702

Report Date: 08/08/2020

COVID-19 Control	978
Electric Service Payment Assistance	104
Business Assistance Services	66
Housing Search Assistance	57
Rent Payment Assistance	52
Specialized Information and Referral	32
Alcohol Detoxification	29
Heating Fuel Payment Assistance	29
Food Pantries	28
Medical Information Services * COVID-19	28
Mental Health Crisis Lines	27
Legal Counseling	25
Governor Offices	24
Homeless Motel Vouchers	23
Outpatient Mental Health Facilities	23
Inpatient Substance Use Disorder Treatment Facilities	21
Rent Payment Assistance * COVID-19	21
Municipal Police	20
Internet Information Resources	19
General Relief	18



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : July 2020

Total Number of Calls: 90

Report Date: 08/08/2020

COVID-19 Control	48
Case/Care Management	7
Electric Service Payment Assistance	6
Community Shelters	5
Housing Search Assistance	4
State Government Agencies/Departments	4
Mental Health Related Support Groups	3
General Medical Care	3
Heating Fuel Payment Assistance	3
Pharmacies	3
Diapers	3
Business Assistance Services	3
Opioid Detoxification	2
Rent Payment Assistance	2
Home Purchase/Mortgage Refinance Loans	2
Psychiatric Medication Services	2
Personal Care	2
Family Crisis Shelters	2
Homeless Permanent Supportive Housing	2
Veteran Benefits Assistance	1



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : July 2020

Total Number of Calls: 249

Report Date: 08/08/2020

COVID-19 Control	162
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
State Police	8
General Dentistry	6
Housing Search Assistance	6
Specialized Information and Referral	6
Business Assistance Services	6
Non-Emergency Medical Transportation	6
Mortgage Delinquency and Default Counseling	5
Disability Related Transportation	5
Community Shelters	4
Case/Care Management	4
Psychiatric Case Management	4
State Government Information Services	3
Governor Offices	3
Pest Information	3
Electric Service Payment Assistance	3
Substance Use Disorder Counseling	3
Alcohol Detoxification	3
General Acute Care Hospitals	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : July 2020

Total Number of Calls: 649

Report Date: 08/08/2020

COVID-19 Control	281
Electric Service Payment Assistance	50
Rent Payment Assistance	36
Housing Search Assistance	35
State Police	21
Business Assistance Services	18
State Government Information Services	16
Rent Payment Assistance * COVID-19	15
Community Shelters	15
Specialized Information and Referral	14
Food Pantries	14
Heating Fuel Payment Assistance	14
Housing Authorities	13
Medication Assisted Maintenance Treatment for Substance Use Disorders	13
Homeless Motel Vouchers	13
Sheriff	12
Pest Information	11
Motor Vehicle Registration	10
Public Housing	10
Residential Substance Use Disorder Treatment Facilities	10



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : July 2020

Total Number of Calls: 160

Report Date: 08/08/2020

COVID-19 Control	85
Housing Search Assistance	11
Business Assistance Services	10
Governor Offices	5
Outpatient Mental Health Facilities	4
Electric Service Payment Assistance	4
Case/Care Management	3
Housing Search and Information	3
Rent Payment Assistance	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
State Government Information Services	3
Wildlife Conservation	3
State Government Agencies/Departments	3
Community Action Agencies	2
Municipal Police	2
Medical Information Services * COVID-19	2
Home Rehabilitation Grants	2
Section 8 Housing Choice Vouchers	2
Food Pantries	2
Rent Payment Assistance * COVID-19	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : July 2020

Total Number of Calls: 125

Report Date: 08/08/2020

COVID-19 Control	76
Rent Payment Assistance	6
Business Assistance Services	5
Heating Fuel Payment Assistance	5
Rent Payment Assistance * COVID-19	4
Non-Emergency Medical Transportation	3
Medical Information Services * COVID-19	3
Specialized Information and Referral	3
Aging and Disability Resource Centers	2
State Government Agencies/Departments	2
Inpatient Substance Use Disorder Treatment Facilities	2
Wildlife Conservation	2
Hearing Aids	2
Transportation Expense Assistance	1
Tax Agency Tax Preparation Assistance	1
State Government Information Services	1
Pharmacies	1
Medical Care Expense Assistance	1
Legal Counseling	1
Undesignated Temporary Financial Assistance	1



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : July 2020

Total Number of Calls: 221

Report Date: 08/08/2020

COVID-19 Control	93
Electric Service Payment Assistance	17
Housing Search Assistance	13
Business Assistance Services	8
General Counseling Services	8
State Government Information Services	7
Specialized Information and Referral	7
Community Shelters	6
Rent Payment Assistance	6
Outpatient Mental Health Facilities	6
Homeless Motel Vouchers	6
Personal Financial Counseling	6
Public Health Information/Inspection/Remediation	5
Case/Care Management	5
Substance Use Disorder Counseling	4
Psychiatric Case Management	4
General Relief	4
Rent Payment Assistance * COVID-19	4
Housing Authorities	3
Family Crisis Shelters	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : July 2020

Total Number of Calls: 645

Report Date: 08/08/2020

COVID-19 Control	329
Rent Payment Assistance	27
Housing Search Assistance	26
Business Assistance Services	24
Food Pantries	24
State Police	18
Homeless Motel Vouchers	15
Legal Counseling	14
Rent Payment Assistance * COVID-19	14
Electric Service Payment Assistance	14
Heating Fuel Payment Assistance	12
Inpatient Substance Use Disorder Treatment Facilities	12
General Relief	12
Medical Information Services * COVID-19	11
Community Shelters	11
Specialized Information and Referral	10
State Government Information Services	10
Residential Substance Use Disorder Treatment Facilities	9
Governor Offices	9
Wildlife Conservation	8



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : July 2020

Total Number of Calls: 51

Report Date: 08/08/2020

COVID-19 Control	21
Electric Service Payment Assistance	3
General Legal Aid	3
State Police	3
Urgent Care Centers	3
Lawyer Referral Services	2
Aging and Disability Resource Centers	2
Legal Services	2
Personal Financial Counseling	2
Governor Offices	1
Internet Information Resources	1
General Relief	1
General Minor Home Repair Programs	1
Rent Payment Assistance	1
LITC Programs	1
Housing Complaints	1
Business Assistance Services	1
Welfare Rights Assistance	1
Undesignated Temporary Financial Assistance	1
Sheriff	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : July 2020

Total Number of Calls: 149

Report Date: 08/08/2020

COVID-19 Control	70
Community Shelters	7
Housing Search Assistance	7
Electric Service Payment Assistance	6
Medical Information Services * COVID-19	6
Specialized Information and Referral	5
Business Assistance Services	4
Outpatient Mental Health Facilities	4
Municipal Police	4
Public Health Information/Inspection/Remediation	3
Homeless Motel Vouchers	3
General Relief	3
Undesignated Temporary Financial Assistance	3
Heating Fuel Payment Assistance	2
Navigator Programs	2
General Legal Aid	2
Mortgage Delinquency and Default Counseling	2
State Government Information Services	2
Tax Agency Tax Preparation Assistance	2
General Minor Home Repair Programs	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : July 2020

Total Number of Calls: 199

Report Date: 08/08/2020

COVID-19 Control	41
Electric Service Payment Assistance	29
Psychiatric Case Management	8
Legal Counseling	7
Case/Care Management	7
Undesignated Temporary Financial Assistance	6
General Counseling Services	6
Telemedicine	6
Community Action Agencies	6
Home Nursing	5
Long Term Care Ombudsman Programs	5
Area Agencies on Aging	5
Specialized Information and Referral	5
General Acute Care Hospitals	4
Food Vouchers	4
Rent Payment Assistance	4
Food Stamps/SNAP Applications	4
Therapy Referrals	4
Talklines/Warmlines	4
Homemaker Assistance	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : July 2020

Total Number of Calls: 103

Report Date: 08/08/2020

COVID-19 Control	45
Electric Service Payment Assistance	8
Specialized Information and Referral	6
Emergency Dental Care	6
Pest Information	5
Rent Payment Assistance	4
Heating Fuel Payment Assistance	4
Sheriff	3
Drug Detoxification	3
Housing Search Assistance	3
Food Stamps/SNAP Applications	2
Social Security Disability Insurance	2
Home Purchase/Mortgage Refinance Loans	2
Substance Use Disorder Counseling	2
Business Assistance Services	2
Integrated Care for Opioid Use Disorders	2
Thrift Shops	2
Rural Housing Development	2
Municipal Police	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : July 2020

Total Number of Calls: 112

Report Date: 08/08/2020

COVID-19 Control	52
Specialized Information and Referral	8
Rent Payment Assistance	6
Electric Service Payment Assistance	6
State Police	5
State Government Information Services	4
Rent Payment Assistance * COVID-19	3
Heating Fuel Payment Assistance	3
General Counseling Services	3
Psychiatric Case Management	3
Public Health Information/Inspection/Remediation	3
Substance Use Disorder Counseling	3
Housing Search Assistance	3
Home Rehabilitation Loans	3
Weatherization Programs	2
Medicaid Information/Counseling	2
Neuter/Spay Services	2
Anger Management	2
State Government Agencies/Departments	2
Internet Information Resources	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : July 2020

Total Number of Calls: 670

Report Date: 08/08/2020

COVID-19 Control	321
Electric Service Payment Assistance	52
Housing Search Assistance	33
Business Assistance Services	29
Case/Care Management	27
Rent Payment Assistance	21
Specialized Information and Referral	17
Homeless Motel Vouchers	16
Residential Substance Use Disorder Treatment Facilities	15
Aging and Disability Resource Centers	14
Alcohol Detoxification	12
Governor Offices	12
Heating Fuel Payment Assistance	12
Public Health Information/Inspection/Remediation	12
State Government Agencies/Departments	11
State Government Information Services	11
Medical Information Services * COVID-19	10
Inpatient Substance Use Disorder Treatment Facilities	10
Community Shelters	10
General Relief	9