



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : September 2020

Total Number of Calls: 462

Report Date: 10/02/2020

COVID-19 Control	177
Heating Fuel Payment Assistance	36
Electric Service Payment Assistance	32
Rent Payment Assistance	25
Outpatient Mental Health Facilities	20
Medical Information Services * COVID-19	16
Inpatient Substance Use Disorder Treatment Facilities	15
Psychiatric Case Management	13
General Clothing Provision	13
General Dentistry	12
Rent Payment Assistance * COVID-19	12
Specialized Information and Referral	11
Business Assistance Services	9
Housing Search Assistance	9
Community Shelters	8
General Counseling Services	8
Food Pantries	7
Non-Emergency Medical Transportation	7
General Relief	7
Homeless Motel Vouchers	7



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : September 2020

Total Number of Calls: 100

Report Date: 10/02/2020

COVID-19 Control	32
Heating Fuel Payment Assistance	8
Substance Use Disorder Counseling	6
Housing Search Assistance	4
Rent Payment Assistance	4
Medical Information Services * COVID-19	4
Internet Information Resources	3
Rent Payment Assistance * COVID-19	3
Thrift Shops	3
Aging and Disability Resource Centers	3
Internet Information Resources * Disaster/Emergency Issues	2
General Acute Care Hospitals	2
Home Rehabilitation Loans	2
Public Charities	2
Local Transportation	2
Language Translation	2
Business Assistance Services	2
Hearing Aids	2
Drought Preparedness Information	2
Homemaker Assistance	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : September 2020

Total Number of Calls: 1,438

Report Date: 10/02/2020

COVID-19 Control	719
Housing Search Assistance	79
Electric Service Payment Assistance	66
Heating Fuel Payment Assistance	62
Medical Information Services * COVID-19	55
Rent Payment Assistance	32
Business Assistance Services	30
Homeless Motel Vouchers	30
Food Pantries	26
Medication Assisted Maintenance Treatment for Substance Use Disorders	24
General Relief	22
Specialized Information and Referral	22
Aging and Disability Resource Centers	22
Community Shelters	20
Inpatient Substance Use Disorder Treatment Facilities	20
Drug Detoxification	17
Legal Counseling	17
Rent Payment Assistance * COVID-19	17
Outpatient Mental Health Facilities	17
Housing Authorities	15



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : September 2020

Report Date: 10/02/2020

Total Number of Calls: 111

COVID-19 Control	49
Heating Fuel Payment Assistance	6
Housing Search Assistance	6
Comprehensive Outpatient Substance Use Disorder Treatment	5
Aging and Disability Resource Centers	4
Case/Care Management	3
Substance Use Disorder Counseling	3
Community Shelters	3
Business Assistance Services	3
Non-Emergency Medical Transportation	3
General Relief	3
Inpatient Substance Use Disorder Treatment Facilities	2
Home Nursing	2
State Government Agencies/Departments	2
Motor Vehicle Registration	2
Prescription Expense Assistance	2
Federal Government Information Services	2
Senior Housing Information and Referral	2
Welfare to Work Programs	1
Suicide Prevention Hotlines	1



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : September 2020

Report Date: 10/02/2020

Total Number of Calls: 114

COVID-19 Control	63
Business Assistance Services	8
Housing Search Assistance	5
Medical Information Services * COVID-19	5
Heating Fuel Payment Assistance	5
211 Systems	4
Community Shelters	4
Rent Payment Assistance	3
Substance Use Disorder Counseling	3
Non-Emergency Medical Transportation	3
Residential Substance Use Disorder Treatment Facilities	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Public Health Information/Inspection/Remediation	2
Medicare Information/Counseling	2
Small Business Development	2
Tenant Rights Information/Counseling	1
Healthy Eating Programs * Food Stamps/SNAP Recipients	1
Food Stamps/SNAP Applications	1
Driver Licenses	1
Aging and Disability Resource Centers	1



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : September 2020

Total Number of Calls: 500

Report Date: 10/02/2020

COVID-19 Control	175
Heating Fuel Payment Assistance	42
Housing Search Assistance	41
Rent Payment Assistance	31
Electric Service Payment Assistance	26
Food Pantries	18
Rent Payment Assistance * COVID-19	14
Homeless Motel Vouchers	13
Medical Information Services * COVID-19	13
Inpatient Substance Use Disorder Treatment Facilities	10
Business Assistance Services	10
General Counseling Services	9
Mental Health Crisis Lines	8
Legal Counseling	8
Housing Authorities	8
Talklines/Warmlines	8
General Relief	8
Aging and Disability Resource Centers	8
Specialized Information and Referral	7
Adult Protective Services	7



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : September 2020

Total Number of Calls: 94

Report Date: 10/02/2020

COVID-19 Control	42
Electric Service Payment Assistance	13
Business Assistance Services	8
Rent Payment Assistance	6
Medical Information Services * COVID-19	5
Public Health Information/Inspection/Remediation	4
Food Pantries	4
Housing Search Assistance	4
211 Systems	3
Heating Fuel Payment Assistance	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Internet Information Resources	3
Inpatient Substance Use Disorder Treatment Facilities	2
Adult Protective Services	2
Mental Health Crisis Lines	2
Section 8 Housing Choice Vouchers	2
Case/Care Management	2
General Dentistry	2
Specialized Information and Referral	2
Rental Deposit Assistance	1



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : September 2020

Total Number of Calls: 79

Report Date: 10/02/2020

COVID-19 Control	35
Electric Service Payment Assistance	17
Heating Fuel Payment Assistance	11
Specialized Information and Referral	5
Substance Use Disorder Counseling	4
General Paratransit/Community Ride Programs	3
Home Rehabilitation Loans	3
Rent Payment Assistance	2
Outpatient Mental Health Facilities	2
Business Assistance Services	2
Emergency Dental Care	2
Grocery Ordering/Delivery * COVID-19	2
Vocational Rehabilitation	2
Pharmacies	2
Medical Care Expense Assistance	2
General Assessment for Substance Use Disorders	2
Public Health Information/Inspection/Remediation	2
Physician Referral Services	1
Municipal Police	1
Medical Information Services * COVID-19	1



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : September 2020

Total Number of Calls: 219

Report Date: 10/02/2020

COVID-19 Control	102
Electric Service Payment Assistance	23
Housing Search Assistance	20
Business Assistance Services	12
Medical Information Services * COVID-19	10
Heating Fuel Payment Assistance	8
Rent Payment Assistance	8
Rent Payment Assistance * COVID-19	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
Inpatient Substance Use Disorder Treatment Facilities	6
General Medical Care	6
Legal Counseling	4
Undesignated Temporary Financial Assistance	4
Substance Use Disorder Counseling	4
Psychiatric Medication Services	4
Home Purchase/Mortgage Refinance Loans	4
Food Stamps/SNAP Applications	3
211 Systems	3
Certificates/Forms Assistance	3
Aging and Disability Resource Centers	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : September 2020

Total Number of Calls: 440

Report Date: 10/02/2020

COVID-19 Control	155
Heating Fuel Payment Assistance	45
Food Pantries	38
Electric Service Payment Assistance	36
Housing Search Assistance	31
Community Shelters	15
Rent Payment Assistance	14
Specialized Information and Referral	14
Substance Use Disorder Counseling	14
Residential Substance Use Disorder Treatment Facilities	11
Rent Payment Assistance * COVID-19	11
Medication Assisted Maintenance Treatment for Substance Use Disorders	11
Inpatient Substance Use Disorder Treatment Facilities	11
Business Assistance Services	9
Aging and Disability Resource Centers	7
Medical Information Services * COVID-19	7
Legal Counseling	7
Inpatient Drug Detoxification	7
Undesignated Temporary Financial Assistance	7
Drug Detoxification	6



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : September 2020

Total Number of Calls: 25

Report Date: 10/02/2020

Electric Service Payment Assistance	7
COVID-19 Control	5
Rent Payment Assistance * COVID-19	2
Housing Authorities	2
General Minor Home Repair Programs	2
Substance Use Disorder Counseling	2
General Assessment for Substance Use Disorders	1
Directory Assistance	1
City Government Information Services	1
Adoption Information/Referrals	1
Business Assistance Services	1
Animal Control	1
Undesignated Temporary Financial Assistance	1
Heating Fuel Payment Assistance	1
Comprehensive Outpatient Substance Use Disorder Treatment	1
State Government Information Services	1
Building and Safety	1
Sweat Equity Programs	1
Public Health Information/Inspection/Remediation	1
Municipal Police	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : September 2020

Total Number of Calls: 115

Report Date: 10/02/2020

COVID-19 Control	50
Electric Service Payment Assistance	10
Heating Fuel Payment Assistance	8
Housing Search Assistance	4
Rent Payment Assistance	4
Business Assistance Services	3
Aging and Disability Resource Centers	3
Home Health Care	3
Undesignated Temporary Financial Assistance	3
Non-Emergency Medical Transportation	3
Residential Substance Use Disorder Treatment Facilities	3
Rent Payment Assistance * COVID-19	3
General Bereavement Support Groups	3
Medical Information Services * COVID-19	3
Fire Stations	2
Physician Referral Services	2
Homeless Motel Vouchers	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Food Pantries	2
General Paratransit/Community Ride Programs	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : September 2020

Total Number of Calls: 136

Report Date: 10/02/2020

COVID-19 Control	38
Electric Service Payment Assistance	18
Heating Fuel Payment Assistance	11
Housing Search Assistance	8
Aging and Disability Resource Centers	6
Specialized Information and Referral	6
Rent Payment Assistance	6
Rent Payment Assistance * COVID-19	5
Telemedicine	4
Medical Information Services * COVID-19	4
Case/Care Management	4
Tenant Rights Information/Counseling	3
General Dentistry	3
Substance Use Disorder Counseling	3
Community Shelters	3
Thrift Shops	3
Furnace Maintenance/Repair	3
Public Health Information/Inspection/Remediation	3
General Legal Aid	3
Legal Counseling	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : September 2020

Total Number of Calls: 75

Report Date: 10/02/2020

COVID-19 Control	26
General Dentistry	8
Electric Service Payment Assistance	6
Heating Fuel Payment Assistance	4
General Counseling Services	4
Talklines/Warmlines	3
State Government Information Services	3
Rent Payment Assistance * COVID-19	3
Legal Counseling	3
Medical Information Services * COVID-19	3
Housing Search Assistance	3
Case/Care Management	2
State Police	2
Dental Hygiene	2
Motor Vehicle Registration	2
Rent Payment Assistance	2
Family Law	2
Emergency Dental Care	2
Food Pantries	1
Undesignated Temporary Financial Assistance	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : September 2020

Total Number of Calls: 74

Report Date: 10/02/2020

COVID-19 Control	26
Heating Fuel Payment Assistance	22
Psychiatric Case Management	4
Undesignated Temporary Financial Assistance	3
Transportation Expense Assistance	3
Electric Service Payment Assistance	3
Aging and Disability Resource Centers	2
Housing Search Assistance	2
Weatherization Programs	2
Rent Payment Assistance	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Tax Agency Tax Preparation Assistance	1
Talklines/Warmlines	1
State Government Information Services	1
Rent Payment Assistance * COVID-19	1
Medical Care Expense Assistance	1
Legal Counseling	1
Homemaker Assistance	1
Home Health Aide Services	1
Home Delivered Meals	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : September 2020

Total Number of Calls: 627

Report Date: 10/02/2020

COVID-19 Control	289
Electric Service Payment Assistance	31
Housing Search Assistance	28
Medical Information Services * COVID-19	27
Heating Fuel Payment Assistance	21
Alcohol Detoxification	21
Business Assistance Services	18
Specialized Information and Referral	15
Rent Payment Assistance	14
Community Shelters	12
Aging and Disability Resource Centers	12
Rent Payment Assistance * COVID-19	10
Legal Counseling	10
Medication Assisted Maintenance Treatment for Substance Use Disorders	10
General Relief	10
Homeless Motel Vouchers	9
General Medical Care	8
Inpatient Substance Use Disorder Treatment Facilities	8
Housing Authorities	8
Food Pantries	8