



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : October 2020**

**Total Number of Calls: 477**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>149</b>
<b>Heating Fuel Payment Assistance</b>	<b>51</b>
<b>Electric Service Payment Assistance</b>	<b>45</b>
<b>Rent Payment Assistance</b>	<b>44</b>
<b>Housing Search Assistance</b>	<b>35</b>
<b>Food Pantries</b>	<b>33</b>
<b>Community Shelters</b>	<b>24</b>
<b>Medical Information Services * COVID-19</b>	<b>16</b>
<b>Homeless Motel Vouchers</b>	<b>14</b>
<b>Specialized Information and Referral</b>	<b>14</b>
<b>Case/Care Management</b>	<b>12</b>
<b>Food Stamps/SNAP Applications</b>	<b>12</b>
<b>General Relief</b>	<b>12</b>
<b>Legal Counseling</b>	<b>10</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>10</b>
<b>Directory Assistance</b>	<b>9</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>9</b>
<b>Aging and Disability Resource Centers</b>	<b>8</b>
<b>Food Banks/Food Distribution Warehouses</b>	<b>8</b>
<b>General Clothing Provision</b>	<b>8</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : October 2020**

**Total Number of Calls: 124**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>25</b>
<b>Heating Fuel Payment Assistance</b>	<b>21</b>
<b>Housing Search Assistance</b>	<b>13</b>
<b>Rent Payment Assistance</b>	<b>7</b>
<b>Electric Service Payment Assistance</b>	<b>6</b>
<b>Homeless Motel Vouchers</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Legal Counseling</b>	<b>5</b>
<b>Community Shelters</b>	<b>4</b>
<b>Food Pantries</b>	<b>4</b>
<b>Food Vouchers</b>	<b>4</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Water Service Payment Assistance</b>	<b>4</b>
<b>Business Assistance Services</b>	<b>3</b>
<b>Homeless Shelter</b>	<b>3</b>
<b>Non-Emergency Medical Transportation</b>	<b>3</b>
<b>Public Charities</b>	<b>3</b>
<b>211 Systems</b>	<b>2</b>
<b>Area Agencies on Aging</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : October 2020**

**Total Number of Calls: 1,429**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>639</b>
<b>Heating Fuel Payment Assistance</b>	<b>116</b>
<b>Housing Search Assistance</b>	<b>66</b>
<b>Food Pantries</b>	<b>65</b>
<b>Electric Service Payment Assistance</b>	<b>52</b>
<b>Rent Payment Assistance</b>	<b>52</b>
<b>Case/Care Management</b>	<b>41</b>
<b>Medical Information Services * COVID-19</b>	<b>41</b>
<b>Community Shelters</b>	<b>30</b>
<b>Specialized Information and Referral</b>	<b>30</b>
<b>Homeless Motel Vouchers</b>	<b>27</b>
<b>Legal Counseling</b>	<b>27</b>
<b>Business Assistance Services</b>	<b>24</b>
<b>Outpatient Mental Health Facilities</b>	<b>23</b>
<b>Substance Use Disorder Counseling</b>	<b>23</b>
<b>Directory Assistance</b>	<b>22</b>
<b>Drug Detoxification</b>	<b>17</b>
<b>General Dentistry</b>	<b>17</b>
<b>Domestic Violence Hotlines</b>	<b>16</b>
<b>Aging and Disability Resource Centers</b>	<b>15</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : October 2020**

**Total Number of Calls: 108**

**Report Date: 11/05/2020**

<b>Heating Fuel Payment Assistance</b>	<b>32</b>
<b>COVID-19 Control</b>	<b>27</b>
<b>Housing Search Assistance</b>	<b>11</b>
<b>Electric Service Payment Assistance</b>	<b>8</b>
<b>Rent Payment Assistance</b>	<b>7</b>
<b>Community Shelters</b>	<b>6</b>
<b>Homeless Motel Vouchers</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>5</b>
<b>Domestic Violence Hotlines</b>	<b>4</b>
<b>Family and Community Medicine</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Home Delivered Meals</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>2</b>
<b>Family Crisis Shelters</b>	<b>2</b>
<b>Family Counseling</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>General Clothing Provision</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>
<b>Housing Search and Information</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period : October 2020**

**Total Number of Calls: 134**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>52</b>
<b>Heating Fuel Payment Assistance</b>	<b>9</b>
<b>General Dentistry</b>	<b>5</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Business Assistance Services</b>	<b>3</b>
<b>Home Health Aide Services</b>	<b>3</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>Disability Related Transportation</b>	<b>2</b>
<b>Directory Assistance</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>
<b>Landlord Rights Information/Counseling</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Medical Care Expense Assistance</b>	<b>2</b>
<b>Medical Equipment/Supplies</b>	<b>2</b>
<b>Non-Emergency Medical Transportation</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period : October 2020**

**Total Number of Calls: 601**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>251</b>
<b>Electric Service Payment Assistance</b>	<b>81</b>
<b>Rent Payment Assistance</b>	<b>56</b>
<b>Heating Fuel Payment Assistance</b>	<b>36</b>
<b>Housing Search Assistance</b>	<b>25</b>
<b>Medical Information Services * COVID-19</b>	<b>24</b>
<b>Food Pantries</b>	<b>17</b>
<b>Community Shelters</b>	<b>11</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>11</b>
<b>Legal Counseling</b>	<b>11</b>
<b>Specialized Information and Referral</b>	<b>11</b>
<b>General Relief</b>	<b>10</b>
<b>Business Assistance Services</b>	<b>9</b>
<b>Aging and Disability Resource Centers</b>	<b>9</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>9</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>8</b>
<b>Substance Use Disorder Counseling</b>	<b>8</b>
<b>Food Stamps/SNAP Applications</b>	<b>7</b>
<b>Homeless Motel Vouchers</b>	<b>7</b>
<b>Homemaker Assistance</b>	<b>7</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : October 2020**

**Total Number of Calls: 93**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>52</b>
<b>Medical Information Services * COVID-19</b>	<b>7</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>4</b>
<b>Drug Detoxification</b>	<b>4</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>General Health Insurance Information/Counseling</b>	<b>3</b>
<b>Heating Fuel Payment Assistance</b>	<b>3</b>
<b>Business Assistance Services</b>	<b>3</b>
<b>Home Delivered Meals</b>	<b>2</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>
<b>Inpatient Drug Detoxification</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>2</b>
<b>Health Facility Complaints</b>	<b>1</b>
<b>General Acute Care Hospitals</b>	<b>1</b>
<b>Food Pantries</b>	<b>1</b>
<b>Directory Assistance</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : October 2020**

**Total Number of Calls: 91**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>49</b>
<b>Heating Fuel Payment Assistance</b>	<b>16</b>
<b>Electric Service Payment Assistance</b>	<b>7</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Medical Information Services * COVID-19</b>	<b>5</b>
<b>Building and Safety</b>	<b>3</b>
<b>Landlord/Tenant Assistance</b>	<b>3</b>
<b>Housing Complaints</b>	<b>2</b>
<b>Lawyer Referral Services</b>	<b>2</b>
<b>Municipal Police</b>	<b>2</b>
<b>Rental Deposit Assistance</b>	<b>2</b>
<b>Smoking/Vaping Cessation</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Tenant Rights Information/Counseling</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>1</b>
<b>Home Purchase/Mortgage Refinance Loans</b>	<b>1</b>
<b>Governor Offices</b>	<b>1</b>
<b>General Minor Home Repair Programs</b>	<b>1</b>
<b>General Dentistry</b>	<b>1</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : October 2020**

**Total Number of Calls: 197**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>74</b>
<b>Heating Fuel Payment Assistance</b>	<b>47</b>
<b>Electric Service Payment Assistance</b>	<b>18</b>
<b>Rent Payment Assistance</b>	<b>12</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>Medical Information Services * COVID-19</b>	<b>7</b>
<b>Community Shelters</b>	<b>6</b>
<b>Family Crisis Shelters</b>	<b>6</b>
<b>General Counseling Services</b>	<b>5</b>
<b>General Dentistry</b>	<b>4</b>
<b>Homeless Motel Vouchers</b>	<b>4</b>
<b>Dental Restoration</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Career Development</b>	<b>3</b>
<b>Business Assistance Services</b>	<b>3</b>
<b>Emergency Dental Care</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : October 2020**

**Total Number of Calls: 518**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>182</b>
<b>Heating Fuel Payment Assistance</b>	<b>102</b>
<b>Electric Service Payment Assistance</b>	<b>43</b>
<b>Rent Payment Assistance</b>	<b>42</b>
<b>Housing Search Assistance</b>	<b>36</b>
<b>Food Pantries</b>	<b>19</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>18</b>
<b>Community Shelters</b>	<b>16</b>
<b>Homeless Motel Vouchers</b>	<b>13</b>
<b>Business Assistance Services</b>	<b>12</b>
<b>Specialized Information and Referral</b>	<b>12</b>
<b>Directory Assistance</b>	<b>11</b>
<b>Medical Information Services * COVID-19</b>	<b>11</b>
<b>Aging and Disability Resource Centers</b>	<b>10</b>
<b>Area Agencies on Aging</b>	<b>7</b>
<b>General Relief</b>	<b>7</b>
<b>Homeless Shelter</b>	<b>7</b>
<b>Food Stamps/SNAP Applications</b>	<b>6</b>
<b>General Counseling Services</b>	<b>6</b>
<b>Legal Counseling</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period : October 2020**

**Total Number of Calls: 30**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>12</b>
<b>General Relief</b>	<b>2</b>
<b>General Medical Care</b>	<b>2</b>
<b>Rent Payment Assistance</b>	<b>2</b>
<b>Smoking/Vaping Cessation</b>	<b>2</b>
<b>Directory Assistance</b>	<b>2</b>
<b>Substance Use Disorder Counseling</b>	<b>2</b>
<b>State Government Agencies/Departments</b>	<b>1</b>
<b>Social Security Numbers</b>	<b>1</b>
<b>Smoking Addiction Support Groups</b>	<b>1</b>
<b>Reverse Mortgage Programs</b>	<b>1</b>
<b>Case/Care Management</b>	<b>1</b>
<b>Personal Alarm Systems</b>	<b>1</b>
<b>Medical Information Services * COVID-19</b>	<b>1</b>
<b>Legal Counseling</b>	<b>1</b>
<b>Housing Counseling</b>	<b>1</b>
<b>Home Rehabilitation Loans</b>	<b>1</b>
<b>Heating Fuel Payment Assistance</b>	<b>1</b>
<b>General Dentistry</b>	<b>1</b>
<b>EBT Card Services</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period : October 2020**

**Total Number of Calls: 107**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>30</b>
<b>Heating Fuel Payment Assistance</b>	<b>16</b>
<b>Electric Service Payment Assistance</b>	<b>13</b>
<b>Medical Information Services * COVID-19</b>	<b>10</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>Rent Payment Assistance</b>	<b>7</b>
<b>Directory Assistance</b>	<b>6</b>
<b>General Dentistry</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>Food Pantries</b>	<b>3</b>
<b>General Counseling Services</b>	<b>3</b>
<b>General Minor Home Repair Programs</b>	<b>3</b>
<b>Business Assistance Services</b>	<b>2</b>
<b>Community Shelters</b>	<b>2</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Errand Running/Shopping Assistance</b>	<b>2</b>
<b>General Clothing Provision</b>	<b>2</b>
<b>General Legal Aid</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period : October 2020**

**Total Number of Calls: 164**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>61</b>
<b>Electric Service Payment Assistance</b>	<b>21</b>
<b>Heating Fuel Payment Assistance</b>	<b>21</b>
<b>Medical Information Services * COVID-19</b>	<b>8</b>
<b>Rent Payment Assistance</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>General Counseling Services</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Lawyer Referral Services</b>	<b>3</b>
<b>Opioid Detoxification</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Dental Hygiene</b>	<b>2</b>
<b>Business Assistance Services</b>	<b>2</b>
<b>Advocacy</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>General Assessment for Substance Use Disorders</b>	<b>2</b>
<b>General Medical Care</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : October 2020**

**Total Number of Calls: 98**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>42</b>
<b>Electric Service Payment Assistance</b>	<b>17</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>Case/Care Management</b>	<b>5</b>
<b>Specialized Information and Referral</b>	<b>5</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Heating Fuel Payment Assistance</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>Water Quality Assurance</b>	<b>3</b>
<b>Business Assistance Services</b>	<b>2</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>Disaster Preparedness Information</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>
<b>Home Nursing</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>
<b>Homeless Motel Vouchers</b>	<b>2</b>
<b>Indigent Transportation</b>	<b>2</b>
<b>Local Officials Offices</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period : October 2020**

**Total Number of Calls: 66**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>25</b>
<b>Community Shelters</b>	<b>8</b>
<b>Heating Fuel Payment Assistance</b>	<b>8</b>
<b>Food Pantries</b>	<b>7</b>
<b>Directory Assistance</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Business Assistance Services</b>	<b>2</b>
<b>Domestic Violence Shelters</b>	<b>2</b>
<b>Electric Service Payment Assistance</b>	<b>2</b>
<b>Homeless Shelter</b>	<b>2</b>
<b>Public Charities</b>	<b>2</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>2</b>
<b>Governor Offices</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>General Crime Victim Assistance</b>	<b>1</b>
<b>General Acute Care Hospitals</b>	<b>1</b>
<b>Formula/Baby Food</b>	<b>1</b>
<b>Food Vouchers</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : October 2020**

**Total Number of Calls: 559**

**Report Date: 11/05/2020**

<b>COVID-19 Control</b>	<b>247</b>
<b>Electric Service Payment Assistance</b>	<b>44</b>
<b>Rent Payment Assistance</b>	<b>40</b>
<b>Housing Search Assistance</b>	<b>31</b>
<b>Medical Information Services * COVID-19</b>	<b>28</b>
<b>Heating Fuel Payment Assistance</b>	<b>21</b>
<b>Legal Counseling</b>	<b>15</b>
<b>Aging and Disability Resource Centers</b>	<b>12</b>
<b>Business Assistance Services</b>	<b>10</b>
<b>Specialized Information and Referral</b>	<b>10</b>
<b>General Relief</b>	<b>9</b>
<b>Alcohol Detoxification</b>	<b>8</b>
<b>Food Pantries</b>	<b>8</b>
<b>Outpatient Mental Health Facilities</b>	<b>8</b>
<b>Case/Care Management</b>	<b>7</b>
<b>Homeless Motel Vouchers</b>	<b>7</b>
<b>Mental Health Crisis Lines</b>	<b>7</b>
<b>Community Shelters</b>	<b>6</b>
<b>Integrated Co-Occurring Disorders Treatment</b>	<b>6</b>
<b>Lawyer Referral Services</b>	<b>6</b>