



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : November 2020

Total Number of Calls: 605

Report Date: 12/04/2020

COVID-19 Control	296
Electric Service Payment Assistance	62
Heating Fuel Payment Assistance	31
Medical Information Services * COVID-19	22
Community Shelters	21
Business Assistance Services	17
Rent Payment Assistance	17
Food Pantries	16
Housing Search Assistance	16
Rent Payment Assistance * COVID-19	16
Holiday Gifts/Toys	12
Case/Care Management	11
Community Action Agencies	9
COVID-19 Diagnostic Tests	9
Homeless Motel Vouchers	9
Specialized Information and Referral	8
Aging and Disability Resource Centers	7
General Relief	7
Telemedicine	7
General Counseling Services	6



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : November 2020

Total Number of Calls: 154

Report Date: 12/04/2020

COVID-19 Control	51
Heating Fuel Payment Assistance	23
Electric Service Payment Assistance	17
Water Service Payment Assistance	7
Business Assistance Services	6
Medical Information Services * COVID-19	6
Rent Payment Assistance	6
Food Pantries	5
Rent Payment Assistance * COVID-19	5
Case/Care Management	4
Food Vouchers	4
General Acute Care Hospitals	4
Domestic Violence Hotlines	3
General Relief	3
Home Rehabilitation Grants	3
Home Rehabilitation Loans	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Mental Health Crisis Lines	3
State Police	3
Commodity Supplemental Food Program	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : November 2020

Total Number of Calls: 1,953

Report Date: 12/04/2020

COVID-19 Control	1149
Heating Fuel Payment Assistance	106
Medical Information Services * COVID-19	91
Electric Service Payment Assistance	85
Rent Payment Assistance	71
Food Pantries	59
Rent Payment Assistance * COVID-19	55
Business Assistance Services	50
Housing Search Assistance	42
COVID-19 Diagnostic Tests	35
Homeless Motel Vouchers	26
Medication Assisted Maintenance Treatment for Substance Use Disorders	25
Case/Care Management	21
Inpatient Substance Use Disorder Treatment Facilities	20
General Relief	18
Specialized Information and Referral	18
Drug Detoxification	17
Aging and Disability Resource Centers	16
Legal Counseling	16
Thanksgiving Meals	16



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : November 2020

Report Date: 12/04/2020

Total Number of Calls: 112

COVID-19 Control	56
Heating Fuel Payment Assistance	16
Electric Service Payment Assistance	8
Case/Care Management	5
COVID-19 Diagnostic Tests	4
General Relief	4
Homeless Motel Vouchers	4
Medical Information Services * COVID-19	4
Rent Payment Assistance	4
Domestic Violence Hotlines	3
Community Shelters	3
Business Assistance Services	3
Holiday Gifts/Toys	3
Rent Payment Assistance * COVID-19	3
Benefits Screening	2
Community Action Agencies	2
Aging and Disability Resource Centers	2
Home Nursing	2
Housing Search Assistance	2
Psychiatric Case Management	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : November 2020

Report Date: 12/04/2020

Total Number of Calls: 159

COVID-19 Control	103
Rent Payment Assistance * COVID-19	11
Electric Service Payment Assistance	8
Housing Search Assistance	7
Heating Fuel Payment Assistance	5
Medical Information Services * COVID-19	5
Rent Payment Assistance	5
Business Assistance Services	4
211 Systems	3
Food Pantries	3
Community Action Agencies	2
COVID-19 Diagnostic Tests	2
Governor Offices	2
Food Stamps/SNAP Applications	2
Home Rehabilitation Grants	2
Inpatient Substance Use Disorder Treatment Facilities	2
Internet Information Resources	2
Mental Health Crisis Lines	2
Outpatient Mental Health Facilities	2
Personal/Grooming Supplies	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : November 2020

Total Number of Calls: 779

Report Date: 12/04/2020

COVID-19 Control	408
Heating Fuel Payment Assistance	59
Rent Payment Assistance	56
Electric Service Payment Assistance	51
Medical Information Services * COVID-19	40
Rent Payment Assistance * COVID-19	36
Housing Search Assistance	31
Business Assistance Services	25
COVID-19 Diagnostic Tests	17
Homeless Motel Vouchers	15
Food Pantries	14
General Relief	11
Aging and Disability Resource Centers	10
Specialized Information and Referral	10
Community Shelters	9
Directory Assistance	9
General Acute Care Hospitals	9
Community Action Agencies	8
Alcohol Detoxification	7
Inpatient Substance Use Disorder Treatment Facilities	7



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : November 2020

Total Number of Calls: 169

Report Date: 12/04/2020

COVID-19 Control	93
Electric Service Payment Assistance	18
Heating Fuel Payment Assistance	16
Rent Payment Assistance	7
Business Assistance Services	6
Medical Information Services * COVID-19	6
Rent Payment Assistance * COVID-19	6
Housing Search Assistance	5
COVID-19 Diagnostic Tests	4
Case/Care Management	4
Food Pantries	4
Alcohol Use Disorder Support Groups	4
Water Service Payment Assistance	4
Community Shelters	3
General Relief	3
Non-Emergency Medical Transportation	3
EBT Card Services	2
Domestic Violence Shelters	2
Medical Care Expense Assistance	2
Senior Housing Information and Referral	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : November 2020

Total Number of Calls: 141

Report Date: 12/04/2020

COVID-19 Control	87
Heating Fuel Payment Assistance	19
Electric Service Payment Assistance	16
COVID-19 Diagnostic Tests	10
Medical Information Services * COVID-19	7
Rent Payment Assistance	6
Business Assistance Services	4
Food Pantries	4
Rent Payment Assistance * COVID-19	4
General Relief	3
General Dentistry	3
Inpatient Substance Use Disorder Treatment Facilities	3
Water Service Payment Assistance	3
Comprehensive Outpatient Substance Use Disorder Treatment	2
Directory Assistance	2
Food Vouchers	2
Holiday Gifts/Toys	2
Internet Information Resources	2
Personal/Grooming Supplies	2
Public Health Information/Inspection/Remediation	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : November 2020

Total Number of Calls: 227

Report Date: 12/04/2020

COVID-19 Control	107
Electric Service Payment Assistance	27
Heating Fuel Payment Assistance	26
Medical Information Services * COVID-19	12
Food Pantries	7
Rent Payment Assistance	7
Business Assistance Services	6
Municipal Police	6
Rent Payment Assistance * COVID-19	6
Substance Use Disorder Counseling	6
Drug Detoxification	5
Specialized Information and Referral	5
Benefits Screening	4
COVID-19 Diagnostic Tests	4
Medical Care Expense Assistance	4
Disability Related Transportation	3
General Counseling Services	3
Inpatient Substance Use Disorder Treatment Facilities	3
Internet Information Resources	3
Navigator Programs	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : November 2020

Total Number of Calls: 645

Report Date: 12/04/2020

COVID-19 Control	327
Electric Service Payment Assistance	52
Heating Fuel Payment Assistance	41
Medical Information Services * COVID-19	28
Rent Payment Assistance * COVID-19	28
Rent Payment Assistance	25
Housing Search Assistance	23
Business Assistance Services	17
Food Pantries	12
Medication Assisted Maintenance Treatment for Substance Use Disorders	11
Aging and Disability Resource Centers	10
Soup Kitchens	10
COVID-19 Diagnostic Tests	9
Homeless Motel Vouchers	9
211 Systems	7
Community Shelters	7
Case/Care Management	6
General Relief	6
Public Charities	6
Specialized Information and Referral	6



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : November 2020

Total Number of Calls: 59

Report Date: 12/04/2020

COVID-19 Control	27
Heating Fuel Payment Assistance	11
Electric Service Payment Assistance	5
Alcohol Detoxification	3
Undesignated Temporary Financial Assistance	3
Community Action Agencies	2
Business Assistance Services	2
Inpatient Substance Use Disorder Treatment Facilities	2
Rent Payment Assistance * COVID-19	2
Specialized Information and Referral	2
Water Service Payment Assistance	2
Medicaid Information/Counseling	1
Internet Information Resources	1
Indigent Transportation	1
Home Rehabilitation Grants	1
Holiday Gifts/Toys	1
General Relief	1
Food Vouchers	1
Food Pantries	1
Family Maintenance/Reunification	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : November 2020

Total Number of Calls: 147

Report Date: 12/04/2020

COVID-19 Control	82
Electric Service Payment Assistance	11
Business Assistance Services	9
Medical Information Services * COVID-19	6
Rent Payment Assistance * COVID-19	6
Heating Fuel Payment Assistance	5
COVID-19 Diagnostic Tests	3
Holiday Gifts/Toys	3
Mental Health Crisis Lines	3
Child Support Assistance/Enforcement	2
Domestic Violence Hotlines	2
General Health Insurance Information/Counseling	2
Housing Search Assistance	2
Internet Information Resources	2
Opioid Detoxification	2
Public Health Information/Inspection/Remediation	2
Rent Payment Assistance	2
Specialized Information and Referral	2
State Government Agencies/Departments	2
Fishing Licenses	1



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : November 2020

Total Number of Calls: 217

Report Date: 12/04/2020

COVID-19 Control	95
Electric Service Payment Assistance	33
Heating Fuel Payment Assistance	17
Housing Search Assistance	15
Rent Payment Assistance	15
Business Assistance Services	10
Rent Payment Assistance * COVID-19	9
Medical Information Services * COVID-19	5
Case/Care Management	4
General Dentistry	4
Therapy Referrals	4
Community Shelters	3
Food Stamps/SNAP Applications	3
General Relief	3
Homeless Motel Vouchers	3
Homemaker Assistance	3
Specialized Information and Referral	3
State Government Information Services	3
Talklines/Warmlines	3
Aging and Disability Resource Centers	2



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : November 2020

Total Number of Calls: 100

Report Date: 12/04/2020

COVID-19 Control	57
Electric Service Payment Assistance	10
Medical Information Services * COVID-19	7
Heating Fuel Payment Assistance	4
Business Assistance Services	4
Housing Search Assistance	4
Adult Psychiatric Inpatient Units	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Directory Assistance	2
COVID-19 Diagnostic Tests	2
Mental Health Crisis Lines	2
Prescription Expense Assistance	2
Rent Payment Assistance * COVID-19	2
Substance Use Disorder Counseling	2
DUI Offender Programs	1
Driver Licenses	1
Government Consumer Protection Agencies	1
General Relief	1
General Counseling Services	1
Formula/Baby Food	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : November 2020

Total Number of Calls: 106

Report Date: 12/04/2020

COVID-19 Control	52
Heating Fuel Payment Assistance	11
Housing Search Assistance	8
Rent Payment Assistance	7
Electric Service Payment Assistance	5
General Counseling Services	5
Medical Information Services * COVID-19	5
Rent Payment Assistance * COVID-19	5
Substance Use Disorder Counseling	5
Business Assistance Services	4
Alcohol Detoxification	4
Food Pantries	4
General Relief	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Adult Residential Care Homes	2
Area Agencies on Aging	2
Drug Detoxification	2
Adult Protective Services	2
Home Rehabilitation Loans	2
Homemaker Assistance	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : November 2020

Total Number of Calls: 723

Report Date: 12/04/2020

COVID-19 Control	390
Electric Service Payment Assistance	67
Medical Information Services * COVID-19	45
Heating Fuel Payment Assistance	38
Rent Payment Assistance	25
Rent Payment Assistance * COVID-19	21
Business Assistance Services	20
Alcohol Detoxification	17
Homeless Motel Vouchers	15
Housing Search Assistance	15
COVID-19 Diagnostic Tests	14
Outpatient Mental Health Facilities	13
General Counseling Services	12
Inpatient Substance Use Disorder Treatment Facilities	10
Comprehensive Outpatient Substance Use Disorder Treatment	9
Directory Assistance	9
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
Psychiatric Case Management	8
Residential Substance Use Disorder Treatment Facilities	8
Specialized Information and Referral	8