



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : December 2020

Total Number of Calls: 654

Report Date: 01/05/2021

COVID-19 Control	255
Electric Service Payment Assistance	71
Heating Fuel Payment Assistance	65
Medical Information Services * COVID-19	43
COVID-19 Diagnostic Tests	32
Community Shelters	29
Housing Search Assistance	28
Rent Payment Assistance	27
Food Pantries	25
Rent Payment Assistance * COVID-19	18
Homeless Motel Vouchers	18
General Relief	17
Talklines/Warmlines	12
Legal Counseling	10
Drug Detoxification	10
Business Assistance Services	10
General Acute Care Hospitals	10
Specialized Information and Referral	8
Inpatient Substance Use Disorder Treatment Facilities	8
Municipal Police	7



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : December 2020

Total Number of Calls: 192

Report Date: 01/05/2021

COVID-19 Control	63
Heating Fuel Payment Assistance	21
Medical Information Services * COVID-19	17
Housing Search Assistance	10
Rent Payment Assistance * COVID-19	10
Rent Payment Assistance	9
Food Pantries	8
Electric Service Payment Assistance	7
Homeless Motel Vouchers	7
General Relief	4
Public Charities	4
Specialized Information and Referral	4
Water Service Payment Assistance	4
Case/Care Management	3
Business Assistance Services	3
COVID-19 Diagnostic Tests	3
Food Stamps/SNAP Applications	3
Homeless Shelter	3
Homemaker Assistance	3
Medical Care Expense Assistance	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : December 2020

Total Number of Calls: 1,917

Report Date: 01/05/2021

COVID-19 Control	926
Heating Fuel Payment Assistance	240
Electric Service Payment Assistance	180
Medical Information Services * COVID-19	143
COVID-19 Diagnostic Tests	105
Rent Payment Assistance * COVID-19	73
Rent Payment Assistance	71
Housing Search Assistance	59
Homeless Motel Vouchers	43
Case/Care Management	35
Business Assistance Services	33
Specialized Information and Referral	29
Food Pantries	27
Community Shelters	26
General Relief	26
Alcohol Detoxification	21
Inpatient Substance Use Disorder Treatment Facilities	18
General Acute Care Hospitals	17
Holiday Gifts/Toys	17
Talklines/Warmlines	16



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : December 2020

Total Number of Calls: 132

Report Date: 01/05/2021

COVID-19 Control	42
Heating Fuel Payment Assistance	24
Electric Service Payment Assistance	15
Medical Information Services * COVID-19	9
General Relief	7
Extreme Cold Warming Centers	5
General Acute Care Hospitals	5
Business Assistance Services	4
Community Shelters	4
Alcohol Detoxification	4
COVID-19 Diagnostic Tests	4
Homeless Motel Vouchers	4
Housing Search Assistance	4
Rent Payment Assistance	4
Comprehensive Outpatient Substance Use Disorder Treatment	3
Emergency Dental Care	3
Extreme Weather Shelters	3
Food Stamps/SNAP Applications	3
Aging and Disability Resource Centers	2
Community Action Agencies	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : December 2020

Total Number of Calls: 146

Report Date: 01/05/2021

COVID-19 Control	64
Heating Fuel Payment Assistance	37
Medical Information Services * COVID-19	15
Rent Payment Assistance	9
Rent Payment Assistance * COVID-19	9
General Counseling Services	7
Business Assistance Services	5
Electric Service Payment Assistance	5
COVID-19 Diagnostic Tests	4
Adult Psychiatric Inpatient Units	4
Specialized Information and Referral	4
General Relief	3
Undesignated Temporary Financial Assistance	3
City Government Information Services	2
Case/Care Management	2
General Dentistry	2
Holiday Gifts/Toys	2
Housing Counseling	2
Housing Search Assistance	2
Senior Housing Information and Referral	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : December 2020

Total Number of Calls: 655

Report Date: 01/05/2021

COVID-19 Control	244
Electric Service Payment Assistance	110
Medical Information Services * COVID-19	60
Heating Fuel Payment Assistance	46
Rent Payment Assistance	41
Rent Payment Assistance * COVID-19	39
Housing Search Assistance	26
General Dentistry	20
Business Assistance Services	20
COVID-19 Diagnostic Tests	19
Food Pantries	18
General Relief	18
Homeless Motel Vouchers	12
Community Shelters	11
Specialized Information and Referral	10
Food Stamps/SNAP Applications	9
Public Charities	8
General Legal Aid	8
General Counseling Services	7
Community Action Agencies	7



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : December 2020

Total Number of Calls: 113

Report Date: 01/05/2021

COVID-19 Control	47
Electric Service Payment Assistance	15
Medical Information Services * COVID-19	10
Inpatient Substance Use Disorder Treatment Facilities	7
Homeless Motel Vouchers	7
Residential Substance Use Disorder Treatment Facilities	4
Inpatient Drug Detoxification	3
Heating Fuel Payment Assistance	3
General Counseling Services	3
Animal Shelters	3
Community Shelters	3
Outpatient Mental Health Facilities	2
Opioid Detoxification	2
Business Assistance Services	2
Home Rehabilitation Loans	2
General Acute Care Hospitals	2
COVID-19 Diagnostic Tests	2
Housing Search Assistance	2
Post Offices	2
Rent Payment Assistance * COVID-19	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : December 2020

Total Number of Calls: 100

Report Date: 01/05/2021

COVID-19 Control	35
Heating Fuel Payment Assistance	28
Electric Service Payment Assistance	14
Rent Payment Assistance * COVID-19	7
Food Pantries	6
Medical Information Services * COVID-19	6
COVID-19 Diagnostic Tests	5
Rent Payment Assistance	5
Specialized Information and Referral	3
General Dentistry	3
Homeless Motel Vouchers	3
Undesignated Temporary Financial Assistance	2
Legal Counseling	2
Residential Substance Use Disorder Treatment Facilities	2
General Legal Aid	2
Food Stamps/SNAP Applications	2
Errand Running/Shopping Assistance	2
Community Shelters	2
Weatherization Programs	1
EBT Card Services	1



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : December 2020

Total Number of Calls: 302

Report Date: 01/05/2021

COVID-19 Control	125
Electric Service Payment Assistance	51
Heating Fuel Payment Assistance	47
Medical Information Services * COVID-19	31
Food Pantries	10
General Relief	8
COVID-19 Diagnostic Tests	8
Public Charities	7
Business Assistance Services	7
Specialized Information and Referral	6
Food Vouchers	6
Housing Search Assistance	6
Legal Counseling	6
Rent Payment Assistance * COVID-19	5
Homeless Motel Vouchers	5
Drug Detoxification	5
Food Stamps/SNAP Applications	5
Holiday Gifts/Toys	4
Rent Payment Assistance	4
Talklines/Warmlines	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : December 2020

Total Number of Calls: 553

Report Date: 01/05/2021

COVID-19 Control	243
Heating Fuel Payment Assistance	79
Electric Service Payment Assistance	42
Medical Information Services * COVID-19	37
Rent Payment Assistance * COVID-19	24
Food Pantries	22
Business Assistance Services	21
Rent Payment Assistance	19
Housing Search Assistance	14
COVID-19 Diagnostic Tests	13
Homeless Motel Vouchers	13
Community Shelters	10
Case/Care Management	10
Medication Assisted Maintenance Treatment for Substance Use Disorders	9
Legal Counseling	8
General Legal Aid	7
Substance Use Disorder Counseling	7
Home Rehabilitation Loans	7
Holiday Gifts/Toys	6
Homeless Shelter	6



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : December 2020

Total Number of Calls: 50

Report Date: 01/05/2021

COVID-19 Control	12
Heating Fuel Payment Assistance	10
Electric Service Payment Assistance	6
Food Stamps/SNAP Applications	4
Rent Payment Assistance	3
General Relief	3
COVID-19 Diagnostic Tests	2
Driver Licenses	2
Food Pantries	2
Public Health Information/Inspection/Remediation	2
Water Service Payment Assistance	2
Governor Offices	1
Alcohol Use Disorder Support Groups	1
Post Offices	1
General Paratransit/Community Ride Programs	1
General Dentistry	1
Domestic Violence Hotlines	1
Housing Search Assistance	1
Holiday Programs	1
Specialized Information and Referral	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : December 2020

Total Number of Calls: 124

Report Date: 01/05/2021

COVID-19 Control	58
Heating Fuel Payment Assistance	19
Electric Service Payment Assistance	13
Food Pantries	8
Medical Information Services * COVID-19	6
Holiday Gifts/Toys	6
COVID-19 Diagnostic Tests	4
Rent Payment Assistance	4
Homeless Motel Vouchers	4
Rent Payment Assistance * COVID-19	4
General Relief	3
Public Charities	3
Referral to Dental Practitioners Accepting Medicaid	2
Aging and Disability Resource Centers	2
Psychiatric Medication Services	2
Group Counseling	2
Public Health Order Violations Reporting * COVID-19	2
Medical Care Expense Assistance	2
Social Security Fraud Reporting	2
Referral to Physicians Accepting Medicaid	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : December 2020

Total Number of Calls: 205

Report Date: 01/05/2021

COVID-19 Control	58
Heating Fuel Payment Assistance	38
Electric Service Payment Assistance	34
Rent Payment Assistance	18
Housing Search Assistance	12
Medical Information Services * COVID-19	12
General Counseling Services	11
Rent Payment Assistance * COVID-19	9
COVID-19 Diagnostic Tests	7
General Relief	6
Homeless Motel Vouchers	5
Job Information	5
Food Pantries	5
Undesignated Temporary Financial Assistance	5
General Dentistry	5
Food Stamps/SNAP Applications	4
Holiday Gifts/Toys	4
Specialized Information and Referral	4
Inpatient Drug Detoxification	4
Talklines/Warmlines	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : December 2020

Total Number of Calls: 87

Report Date: 01/05/2021

COVID-19 Control	29
Electric Service Payment Assistance	28
Heating Fuel Payment Assistance	24
Medical Information Services * COVID-19	8
Rent Payment Assistance * COVID-19	5
Food Pantries	3
General Relief	3
General Dentistry	3
Rent Payment Assistance	3
Outpatient Mental Health Facilities	3
TANF Applications	2
Welfare to Work Programs	2
Benefits Screening	2
Civil State Trial Courts	2
General Counseling Services	2
Undesignated Temporary Financial Assistance	2
Sheriff	1
Non-Emergency Medical Transportation	1
Comprehensive Outpatient Substance Use Disorder Treatment	1
Transportation Expense Assistance	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : December 2020

Total Number of Calls: 95

Report Date: 01/05/2021

COVID-19 Control	29
Heating Fuel Payment Assistance	21
Electric Service Payment Assistance	13
Housing Search Assistance	10
Food Pantries	9
Medical Information Services * COVID-19	7
State Prisons	7
Rent Payment Assistance * COVID-19	5
Legal Counseling	4
Food Stamps/SNAP Applications	4
Rent Payment Assistance	3
Public Health Order Violations Reporting * COVID-19	3
General Relief	3
Public Health Information/Inspection/Remediation	2
Area Agencies on Aging	2
Home Delivered Meals	2
Food Vouchers	2
Thrift Shops	2
Home Rehabilitation Loans	1
General Federal Income Tax Information	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : December 2020

Total Number of Calls: 779

Report Date: 01/05/2021

COVID-19 Control	399
Medical Information Services * COVID-19	100
Electric Service Payment Assistance	89
Heating Fuel Payment Assistance	64
Rent Payment Assistance	43
Rent Payment Assistance * COVID-19	32
COVID-19 Diagnostic Tests	25
Business Assistance Services	24
General Relief	15
Homeless Motel Vouchers	14
Specialized Information and Referral	14
Case/Care Management	12
Drug Detoxification	11
Talklines/Warmlines	9
Comprehensive Outpatient Substance Use Disorder Treatment	9
Food Pantries	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
Water Service Payment Assistance	8
Homeless Shelter	7
Housing Search Assistance	7