



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : February 2021

Total Number of Calls: 722

Report Date: 03/07/2021

| | |
|--|------------|
| COVID-19 Control | 340 |
| COVID-19 Immunization Clinics | 250 |
| Heating Fuel Payment Assistance | 96 |
| Electric Service Payment Assistance | 34 |
| Food Pantries | 28 |
| COVID-19 Diagnostic Tests | 22 |
| Rent Payment Assistance | 22 |
| Housing Search Assistance | 18 |
| VITA Programs | 18 |
| Medical Information Services * COVID-19 | 16 |
| Specialized Information and Referral | 16 |
| Tax Agency Tax Preparation Assistance | 16 |
| Case/Care Management | 14 |
| Emergency Dental Care | 14 |
| Non-Emergency Medical Transportation | 13 |
| Homeless Motel Vouchers | 12 |
| Community Shelters | 11 |
| Inpatient Substance Use Disorder Treatment Facilities | 11 |
| General Counseling Services | 10 |
| General Relief | 10 |



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : February 2021

Total Number of Calls: 115

Report Date: 03/07/2021

| | |
|--|-----------|
| COVID-19 Control | 32 |
| COVID-19 Immunization Clinics | 30 |
| Heating Fuel Payment Assistance | 11 |
| Electric Service Payment Assistance | 7 |
| Homeless Motel Vouchers | 6 |
| Lawyer Referral Services | 5 |
| Medication Assisted Maintenance Treatment for Substance Use Disorders | 5 |
| Outpatient Mental Health Facilities | 5 |
| Food Pantries | 4 |
| Legal Counseling | 4 |
| 211 Systems | 3 |
| General Relief | 3 |
| Medical Information Services * COVID-19 | 3 |
| Mental Health Crisis Lines | 3 |
| Rent Payment Assistance | 3 |
| Specialized Information and Referral | 3 |
| Children's Protective Services | 2 |
| Community Shelters | 2 |
| EBT Card Services | 2 |
| COVID-19 Diagnostic Tests | 2 |



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : February 2021

Total Number of Calls: 1,687

Report Date: 03/07/2021

| | |
|--|------------|
| COVID-19 Control | 697 |
| COVID-19 Immunization Clinics | 448 |
| Heating Fuel Payment Assistance | 275 |
| Electric Service Payment Assistance | 76 |
| COVID-19 Diagnostic Tests | 72 |
| Medical Information Services * COVID-19 | 61 |
| Rent Payment Assistance | 53 |
| VITA Programs | 51 |
| Housing Search Assistance | 46 |
| Personal Financial Counseling | 30 |
| Tax Agency Tax Preparation Assistance | 28 |
| Homeless Motel Vouchers | 22 |
| Food Pantries | 20 |
| Inpatient Substance Use Disorder Treatment Facilities | 18 |
| AARP Tax Aide Programs | 17 |
| Specialized Information and Referral | 17 |
| General Relief | 16 |
| Non-Emergency Medical Transportation | 16 |
| Case/Care Management | 15 |
| Rent Payment Assistance * COVID-19 | 15 |



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : February 2021

Total Number of Calls: 139

Report Date: 03/07/2021

| | |
|--|-----------|
| COVID-19 Control | 58 |
| Heating Fuel Payment Assistance | 34 |
| COVID-19 Immunization Clinics | 33 |
| Mental Health Crisis Lines | 9 |
| Housing Search Assistance | 6 |
| Medical Information Services * COVID-19 | 6 |
| Talklines/Warmlines | 6 |
| COVID-19 Diagnostic Tests | 5 |
| General Relief | 4 |
| Electric Service Payment Assistance | 3 |
| Homemaker Assistance | 3 |
| Psychiatric Case Management | 3 |
| Rent Payment Assistance | 3 |
| General Dentistry | 2 |
| General Acute Care Hospitals | 2 |
| Disaster Relief Services * COVID-19 | 2 |
| Housing Search and Information | 2 |
| Legal Counseling | 2 |
| Rent Payment Assistance * COVID-19 | 2 |
| Telephone Service Payment Assistance | 2 |



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : February 2021

Total Number of Calls: 131

Report Date: 03/07/2021

| | |
|--|-----------|
| COVID-19 Control | 70 |
| COVID-19 Immunization Clinics | 53 |
| Heating Fuel Payment Assistance | 25 |
| COVID-19 Diagnostic Tests | 7 |
| Alcohol Detoxification | 5 |
| Electric Service Payment Assistance | 5 |
| Housing Search Assistance | 5 |
| Medical Information Services * COVID-19 | 5 |
| Food Pantries | 4 |
| General Counseling Services | 3 |
| Food Vouchers | 3 |
| DUI Offender Programs | 3 |
| Legal Counseling | 3 |
| Rent Payment Assistance | 3 |
| Rent Payment Assistance * COVID-19 | 3 |
| Substance Use Disorder Counseling | 3 |
| Adult Psychiatric Inpatient Units | 2 |
| Disaster Relief Services * COVID-19 | 2 |
| Personal/Grooming Supplies | 2 |
| State Tax Collection Agencies | 2 |



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : February 2021

Total Number of Calls: 542

Report Date: 03/07/2021

| | |
|--|------------|
| COVID-19 Control | 212 |
| COVID-19 Immunization Clinics | 160 |
| Heating Fuel Payment Assistance | 75 |
| Electric Service Payment Assistance | 40 |
| Housing Search Assistance | 29 |
| Rent Payment Assistance | 26 |
| COVID-19 Diagnostic Tests | 16 |
| Medical Information Services * COVID-19 | 15 |
| Homeless Motel Vouchers | 14 |
| Rent Payment Assistance * COVID-19 | 10 |
| Case/Care Management | 9 |
| Domestic Violence Hotlines | 9 |
| Inpatient Substance Use Disorder Treatment Facilities | 9 |
| VITA Programs | 9 |
| Tax Agency Tax Preparation Assistance | 8 |
| Community Shelters | 7 |
| Outpatient Mental Health Facilities | 7 |
| Food Stamps/SNAP Applications | 6 |
| Area Agencies on Aging | 5 |
| Drug Detoxification | 5 |



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : February 2021

Total Number of Calls: 125

Report Date: 03/07/2021

| | |
|--|-----------|
| COVID-19 Control | 52 |
| COVID-19 Immunization Clinics | 47 |
| Heating Fuel Payment Assistance | 13 |
| Community Shelters | 8 |
| COVID-19 Diagnostic Tests | 8 |
| Homeless Motel Vouchers | 7 |
| Rent Payment Assistance | 7 |
| Housing Search Assistance | 5 |
| Water Service Payment Assistance | 5 |
| Medical Information Services * COVID-19 | 4 |
| Electric Service Payment Assistance | 3 |
| Personal Financial Counseling | 3 |
| State Government Information Services | 3 |
| Alcohol Detoxification | 2 |
| Food Stamps/SNAP Applications | 2 |
| Dental Prosthodontics | 2 |
| General Relief | 2 |
| State Government Agencies/Departments | 2 |
| TANF Applications | 2 |
| Tax Agency Tax Preparation Assistance | 2 |



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : February 2021

Total Number of Calls: 110

Report Date: 03/07/2021

| | |
|--|-----------|
| COVID-19 Control | 45 |
| Heating Fuel Payment Assistance | 32 |
| COVID-19 Immunization Clinics | 29 |
| Electric Service Payment Assistance | 13 |
| COVID-19 Diagnostic Tests | 5 |
| Rent Payment Assistance | 5 |
| Homemaker Assistance | 4 |
| Mental Health Crisis Lines | 4 |
| Tax Agency Tax Preparation Assistance | 4 |
| Legal Counseling | 3 |
| VITA Programs | 3 |
| Water Service Payment Assistance | 3 |
| COVID-19 Antibody Tests | 2 |
| Food Stamps/SNAP Applications | 2 |
| General Relief | 2 |
| Housing Search Assistance | 2 |
| Medical Equipment/Supplies | 2 |
| Medical Information Services * COVID-19 | 2 |
| Senior Housing Information and Referral | 2 |
| Specialized Information and Referral | 2 |



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : February 2021

Total Number of Calls: 332

Report Date: 03/07/2021

| | |
|--|------------|
| COVID-19 Control | 161 |
| COVID-19 Immunization Clinics | 145 |
| Heating Fuel Payment Assistance | 67 |
| Medical Information Services * COVID-19 | 12 |
| Electric Service Payment Assistance | 7 |
| COVID-19 Diagnostic Tests | 6 |
| Inpatient Substance Use Disorder Treatment Facilities | 5 |
| Tax Agency Tax Preparation Assistance | 5 |
| Business Assistance Services | 4 |
| AARP Tax Aide Programs | 4 |
| General Medical Care | 4 |
| General Relief | 4 |
| Housing Search Assistance | 4 |
| Neuter/Spay Services | 4 |
| VITA Programs | 4 |
| Disability Related Transportation | 3 |
| Substance Use Disorder Counseling | 3 |
| Domestic Violence Hotlines | 2 |
| Community Shelters | 2 |
| Community Action Agencies | 2 |



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : February 2021

Total Number of Calls: 482

Report Date: 03/07/2021

| | |
|--|------------|
| COVID-19 Control | 162 |
| COVID-19 Immunization Clinics | 129 |
| Heating Fuel Payment Assistance | 92 |
| VITA Programs | 31 |
| Electric Service Payment Assistance | 24 |
| Rent Payment Assistance | 20 |
| Food Pantries | 18 |
| Residential Substance Use Disorder Treatment Facilities | 14 |
| Tax Agency Tax Preparation Assistance | 14 |
| Inpatient Substance Use Disorder Treatment Facilities | 12 |
| LITC Programs | 12 |
| COVID-19 Diagnostic Tests | 11 |
| Medical Information Services * COVID-19 | 8 |
| Medication Assisted Maintenance Treatment for Substance Use Disorders | 8 |
| Rent Payment Assistance * COVID-19 | 8 |
| Specialized Information and Referral | 8 |
| Personal Financial Counseling | 7 |
| Substance Use Disorder Counseling | 7 |
| Case/Care Management | 6 |
| Comprehensive Outpatient Substance Use Disorder Treatment | 6 |



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : February 2021

Total Number of Calls: 41

Report Date: 03/07/2021

| | |
|--|-----------|
| Heating Fuel Payment Assistance | 26 |
| Electric Service Payment Assistance | 11 |
| COVID-19 Immunization Clinics | 9 |
| COVID-19 Control | 9 |
| Water Service Payment Assistance | 4 |
| General Relief | 3 |
| General Counseling Services | 2 |
| Medicare Information/Counseling | 2 |
| Physician Referral Services | 1 |
| Non-Emergency Medical Transportation | 1 |
| Mental Health Crisis Lines | 1 |
| Medicaid Information/Counseling | 1 |
| Housing Search Assistance | 1 |
| General Federal Income Tax Information | 1 |
| Food Pantries | 1 |
| Federal Government Complaints/Ombudsman Offices | 1 |
| Family and Community Medicine | 1 |
| Commodity Supplemental Food Program | 1 |
| Certificates/Forms Assistance | 1 |
| Business Assistance Services | 1 |



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : February 2021

Total Number of Calls: 124

Report Date: 03/07/2021

| | |
|--|-----------|
| COVID-19 Control | 50 |
| COVID-19 Immunization Clinics | 35 |
| Heating Fuel Payment Assistance | 28 |
| VITA Programs | 10 |
| Rent Payment Assistance | 6 |
| Electric Service Payment Assistance | 5 |
| Medical Information Services * COVID-19 | 4 |
| Homeless Motel Vouchers | 3 |
| Non-Emergency Medical Transportation | 3 |
| Area Agencies on Aging | 2 |
| Community Shelters | 2 |
| Food Pantries | 2 |
| Medical Equipment/Supplies | 2 |
| Specialized Information and Referral | 2 |
| Transportation Volunteer Opportunities | 2 |
| Unemployment Insurance Benefits Assistance | 2 |
| General Health Insurance Information/Counseling | 1 |
| General Clothing Provision | 1 |
| Family Counseling | 1 |
| Errand Running/Shopping Assistance | 1 |



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : February 2021

Total Number of Calls: 171

Report Date: 03/07/2021

| | |
|--|-----------|
| COVID-19 Control | 54 |
| Heating Fuel Payment Assistance | 51 |
| COVID-19 Immunization Clinics | 42 |
| Electric Service Payment Assistance | 17 |
| Community Shelters | 10 |
| Housing Search Assistance | 10 |
| Rent Payment Assistance | 8 |
| Rent Payment Assistance * COVID-19 | 6 |
| Tax Agency Tax Preparation Assistance | 6 |
| Medical Information Services * COVID-19 | 5 |
| VITA Programs | 5 |
| Domestic Violence Shelters | 4 |
| General Counseling Services | 4 |
| Non-Emergency Medical Transportation | 4 |
| Alcohol Detoxification | 3 |
| Errand Running/Shopping Assistance | 3 |
| Food Stamps/SNAP Applications | 3 |
| General Relief | 3 |
| Homeless Motel Vouchers | 3 |
| Aging and Disability Resource Centers | 2 |



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : February 2021

Total Number of Calls: 125

Report Date: 03/07/2021

| | |
|--|-----------|
| COVID-19 Control | 46 |
| COVID-19 Immunization Clinics | 39 |
| Heating Fuel Payment Assistance | 33 |
| Electric Service Payment Assistance | 5 |
| COVID-19 Diagnostic Tests | 4 |
| Case/Care Management | 4 |
| Community Shelters | 4 |
| Food Vouchers | 4 |
| Homeless Motel Vouchers | 4 |
| Medical Information Services * COVID-19 | 4 |
| Tax Agency Tax Preparation Assistance | 4 |
| Errand Running/Shopping Assistance | 3 |
| Housing Search Assistance | 3 |
| Personal Financial Counseling | 3 |
| Animal Adoption | 2 |
| Animal Shelters | 2 |
| Fire Stations | 2 |
| Food Pantries | 2 |
| Homemaker Assistance | 2 |
| Inpatient Substance Use Disorder Treatment Facilities | 2 |



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : February 2021

Total Number of Calls: 269

Report Date: 03/07/2021

| | |
|---|------------|
| COVID-19 Control | 172 |
| COVID-19 Immunization Clinics | 140 |
| Heating Fuel Payment Assistance | 38 |
| Electric Service Payment Assistance | 7 |
| Certificates/Forms Assistance | 5 |
| Community Shelters | 5 |
| Specialized Information and Referral | 5 |
| Aging and Disability Resource Centers | 4 |
| General Counseling Services | 4 |
| Rent Payment Assistance * COVID-19 | 4 |
| Homeless Motel Vouchers | 3 |
| Medical Information Services * COVID-19 | 3 |
| Bereavement Counseling | 2 |
| Disaster/Emergency Services Volunteer Opportunities * COVID-19 | 2 |
| Outpatient Mental Health Facilities | 2 |
| Rent Payment Assistance | 2 |
| VITA Programs | 2 |
| Domestic Violence Hotlines | 1 |
| Do Not Call Registries | 1 |
| Fuel Storage Tank Removal/Replacement Programs | 1 |



211 Maine: Top 20 Call Categories

York County

Reporting Period : February 2021

Total Number of Calls: 947

Report Date: 03/07/2021

| | |
|--|------------|
| COVID-19 Control | 454 |
| COVID-19 Immunization Clinics | 388 |
| Heating Fuel Payment Assistance | 63 |
| Electric Service Payment Assistance | 60 |
| Medical Information Services * COVID-19 | 35 |
| Rent Payment Assistance | 26 |
| VITA Programs | 24 |
| COVID-19 Diagnostic Tests | 19 |
| Tax Agency Tax Preparation Assistance | 19 |
| Case/Care Management | 15 |
| Homeless Motel Vouchers | 14 |
| Housing Search Assistance | 14 |
| Specialized Information and Referral | 14 |
| Non-Emergency Medical Transportation | 10 |
| Personal Financial Counseling | 10 |
| 211 Systems | 9 |
| General Counseling Services | 9 |
| Rent Payment Assistance * COVID-19 | 9 |
| Therapy Referrals | 9 |
| Homeless Shelter | 8 |