



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : January 2021

Total Number of Calls: 1,029

Report Date: 02/06/2021

COVID-19 Control	719
Heating Fuel Payment Assistance	66
Medical Information Services * COVID-19	44
Electric Service Payment Assistance	43
COVID-19 Diagnostic Tests	37
Food Pantries	34
Rent Payment Assistance	33
Community Shelters	21
Homeless Motel Vouchers	18
Medication Assisted Maintenance Treatment for Substance Use Disorders	15
General Dentistry	12
Housing Search Assistance	12
General Relief	9
Travel Immunizations	8
Case/Care Management	7
Legal Counseling	7
Inpatient Substance Use Disorder Treatment Facilities	6
VITA Programs	6
Emergency Dental Care	5
Food Stamps/SNAP Applications	5



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Aroostook County

Reporting Period : January 2021

Total Number of Calls: 209

Report Date: 02/06/2021

COVID-19 Control	112
Medical Information Services * COVID-19	21
Rent Payment Assistance	15
Heating Fuel Payment Assistance	13
Food Pantries	10
Food Vouchers	8
Electric Service Payment Assistance	6
Undesignated Temporary Financial Assistance	5
County Correctional Facilities	4
Non-Emergency Medical Transportation	4
EBT Card Services	3
Alcohol Detoxification	3
Food Stamps/SNAP Applications	3
Hearing Aids	3
Housing Search Assistance	3
Public Health Order Violations Reporting * COVID-19	3
Rent Payment Assistance * COVID-19	3
Assistive Technology Expense Assistance	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
Comprehensive Job Assistance Centers	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : January 2021

Total Number of Calls: 2,308

Report Date: 02/06/2021

COVID-19 Control	1424
Heating Fuel Payment Assistance	263
Electric Service Payment Assistance	120
Medical Information Services * COVID-19	112
COVID-19 Diagnostic Tests	105
Rent Payment Assistance	45
Housing Search Assistance	38
Community Shelters	37
Personal Financial Counseling	37
Business Assistance Services	29
Case/Care Management	29
VITA Programs	28
Rent Payment Assistance * COVID-19	26
Homeless Motel Vouchers	22
Domestic Violence Hotlines	20
Specialized Information and Referral	19
Mental Health Crisis Lines	17
Food Pantries	16
Alcohol Detoxification	14
General Dentistry	14



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : January 2021

Total Number of Calls: 160

Report Date: 02/06/2021

COVID-19 Control	90
Heating Fuel Payment Assistance	17
Electric Service Payment Assistance	9
Mental Health Crisis Lines	9
Rent Payment Assistance	8
Medical Information Services * COVID-19	7
COVID-19 Diagnostic Tests	6
Talklines/Warmlines	5
Domestic Violence Hotlines	4
Case/Care Management	3
Housing Search Assistance	3
Personal Financial Counseling	3
Community Shelters	2
Food Stamps/SNAP Applications	2
General Counseling Services	2
General Dentistry	2
Homeless Motel Vouchers	2
Public Health Order Violations Reporting * COVID-19	2
Rent Payment Assistance * COVID-19	2
Specialized Information and Referral	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : January 2021

Total Number of Calls: 206

Report Date: 02/06/2021

COVID-19 Control	128
Heating Fuel Payment Assistance	37
Medical Information Services * COVID-19	9
Rent Payment Assistance	7
Electric Service Payment Assistance	5
Rent Payment Assistance * COVID-19	5
Specialized Information and Referral	5
Housing Search and Information	4
Housing Search Assistance	4
Legal Counseling	4
COVID-19 Diagnostic Tests	3
Community Shelters	3
General Dentistry	3
Inpatient Substance Use Disorder Treatment Facilities	3
Public Health Order Violations Reporting * COVID-19	3
Travel Immunizations	3
Adult Residential Treatment Facilities	2
General Relief	2
Homeless Shelter	2
Language Interpretation	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : January 2021

Total Number of Calls: 927

Report Date: 02/06/2021

COVID-19 Control	631
Heating Fuel Payment Assistance	54
Medical Information Services * COVID-19	47
Electric Service Payment Assistance	36
Rent Payment Assistance	23
COVID-19 Diagnostic Tests	21
Housing Search Assistance	16
Case/Care Management	13
Rent Payment Assistance * COVID-19	13
Homeless Motel Vouchers	11
Community Shelters	10
Personal Financial Counseling	10
Mental Health Crisis Lines	9
Travel Immunizations	9
Food Pantries	7
General Dentistry	7
VITA Programs	7
Adult Protective Services	6
Food Stamps/SNAP Applications	6
Public Health Order Violations Reporting * COVID-19	6



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : January 2021

Total Number of Calls: 166

Report Date: 02/06/2021

COVID-19 Control	108
Heating Fuel Payment Assistance	22
General Counseling Services	8
Community Shelters	7
Medical Information Services * COVID-19	6
Water Service Payment Assistance	6
COVID-19 Diagnostic Tests	4
Electric Service Payment Assistance	4
Business Assistance Services	4
Alcohol Detoxification	4
Rent Payment Assistance	4
Family and Community Medicine	3
Homeless Motel Vouchers	3
Homemaker Assistance	3
Legal Counseling	3
Post Disaster Crisis Counseling * COVID-19	3
Rent Payment Assistance * COVID-19	3
Specialized Information and Referral	3
Aging and Disability Resource Centers	2
Domestic Violence Shelters	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : January 2021

Total Number of Calls: 172

Report Date: 02/06/2021

COVID-19 Control	116
Heating Fuel Payment Assistance	33
Medical Information Services * COVID-19	14
Electric Service Payment Assistance	8
General Counseling Services	6
Clinical Psychiatric Evaluation	5
Housing Search Assistance	5
Governor Offices	3
Outpatient Mental Health Facilities	3
Public Health Order Violations Reporting * COVID-19	3
Food Stamps/SNAP Applications	2
Errand Running/Shopping Assistance	2
Inpatient Substance Use Disorder Treatment Facilities	2
Rent Payment Assistance * COVID-19	2
Home Nursing	1
Home Delivered Meals	1
General Psychiatry	1
General Mental Health Information/Education	1
Furnace Maintenance/Repair	1
EBT Card Services	1



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : January 2021

Total Number of Calls: 428

Report Date: 02/06/2021

COVID-19 Control	297
Heating Fuel Payment Assistance	43
Medical Information Services * COVID-19	29
Electric Service Payment Assistance	14
COVID-19 Diagnostic Tests	12
Homeless Motel Vouchers	10
Business Assistance Services	7
Community Shelters	5
General Medical Care	4
Non-Emergency Medical Transportation	4
Public Health Order Violations Reporting * COVID-19	4
Domestic Violence Hotlines	3
Case/Care Management	3
211 Systems	3
Area Agencies on Aging	3
Family Crisis Shelters	3
Food Pantries	3
Food Stamps/SNAP Applications	3
Travel Immunizations	3
VITA Programs	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : January 2021

Total Number of Calls: 600

Report Date: 02/06/2021

COVID-19 Control	333
Heating Fuel Payment Assistance	101
Medication Assisted Maintenance Treatment for Substance Use Disorders	32
Food Pantries	31
Electric Service Payment Assistance	19
Medical Information Services * COVID-19	19
Rent Payment Assistance	17
Housing Search Assistance	15
Homeless Motel Vouchers	11
COVID-19 Diagnostic Tests	8
Legal Counseling	8
Business Assistance Services	7
Community Shelters	6
Comprehensive Outpatient Substance Use Disorder Treatment	6
Food Stamps/SNAP Applications	6
Psychiatric Case Management	6
Public Health Order Violations Reporting * COVID-19	6
Rent Payment Assistance * COVID-19	6
United States Senate Offices	6
Disaster Relief Services * COVID-19	5



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : January 2021

Total Number of Calls: 70

Report Date: 02/06/2021

COVID-19 Control	32
Heating Fuel Payment Assistance	19
Housing Search Assistance	4
Electric Service Payment Assistance	3
Personal Financial Counseling	2
Rent Payment Assistance	2
Substance Use Disorder Counseling	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	1
Low Income/Subsidized Private Rental Housing	1
Legal Representation	1
Legal Counseling	1
Inpatient Substance Use Disorder Treatment Facilities	1
General Relief	1
General Counseling Services	1
Food Stamps/SNAP Applications	1
EBT Card Services	1
Domestic Violence Hotlines	1
COVID-19 Diagnostic Tests	1
Community Colleges	1
Colleges/Universities	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : January 2021

Total Number of Calls: 173

Report Date: 02/06/2021

COVID-19 Control	103
Heating Fuel Payment Assistance	24
Medical Information Services * COVID-19	17
Electric Service Payment Assistance	16
Personal Financial Counseling	7
Case/Care Management	3
Area Agencies on Aging	2
211 Systems	2
General Paratransit/Community Ride Programs	2
Home Rehabilitation Loans	2
Homeless Motel Vouchers	2
Psychiatric Case Management	2
Smoking/Vaping Cessation	2
Tax Agency Tax Preparation Assistance	2
VITA Programs	2
Family Law	1
Errand Running/Shopping Assistance	1
Business Assistance Services	1
Electric Service Complaints	1
EBT Card Services	1



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : January 2021

Total Number of Calls: 231

Report Date: 02/06/2021

COVID-19 Control	101
Heating Fuel Payment Assistance	74
Electric Service Payment Assistance	24
Housing Search Assistance	10
Medical Information Services * COVID-19	7
Specialized Information and Referral	7
Personal Financial Counseling	5
VITA Programs	5
COVID-19 Diagnostic Tests	4
Community Shelters	4
Federal Tax Collection Agencies	4
Legal Counseling	4
Opioid Detoxification	4
Rent Payment Assistance	4
Case/Care Management	3
Certified Application Counselor Programs	3
General Relief	3
Home Health Aide Services	3
Homeless Motel Vouchers	3
Prescription Expense Assistance	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : January 2021

Total Number of Calls: 131

Report Date: 02/06/2021

COVID-19 Control	84
Heating Fuel Payment Assistance	16
Electric Service Payment Assistance	8
Housing Search Assistance	5
Medical Information Services * COVID-19	5
Community Shelters	4
Aging and Disability Resource Centers	3
Children's Protective Services	2
General Relief	2
Legal Counseling	2
Non-Emergency Medical Transportation	2
Psychiatric Case Management	2
Rent Payment Assistance	2
VITA Programs	2
Water Service Payment Assistance	2
Fire Services	1
Employment Discrimination Assistance	1
Constitutional/Civil Rights Groups	1
Comprehensive Outpatient Substance Use Disorder Treatment	1
Elder Law	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : January 2021

Total Number of Calls: 171

Report Date: 02/06/2021

COVID-19 Control	127
Heating Fuel Payment Assistance	17
Medical Information Services * COVID-19	5
State Prisons	3
Benefits Screening	2
Aging and Disability Resource Centers	2
Food Pantries	2
General Relief	2
Home Rehabilitation Grants	2
Mental Health Crisis Lines	2
Rent Payment Assistance	2
Rent Payment Assistance * COVID-19	2
Specialized Information and Referral	2
Talklines/Warmlines	2
Weatherization Programs	2
Case/Care Management	1
Medical Care Expense Assistance	1
Land Development Services	1
Housing Search Assistance	1
Home Rehabilitation Loans	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : January 2021

Total Number of Calls: 1,422

Report Date: 02/06/2021

COVID-19 Control	1047
Medical Information Services * COVID-19	82
Electric Service Payment Assistance	78
Heating Fuel Payment Assistance	68
Housing Search Assistance	31
Case/Care Management	23
COVID-19 Diagnostic Tests	22
General Counseling Services	19
Rent Payment Assistance	19
Public Health Order Violations Reporting * COVID-19	15
VITA Programs	14
211 Systems	13
General Relief	13
Homeless Motel Vouchers	12
Business Assistance Services	11
Personal Financial Counseling	11
Rent Payment Assistance * COVID-19	11
Food Stamps/SNAP Applications	10
Legal Counseling	10
Inpatient Substance Use Disorder Treatment Facilities	9