



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : March 2021

Total Number of Calls: 662

Report Date: 04/01/2021

COVID-19 Immunization Clinics	286
COVID-19 Control	218
Electric Service Payment Assistance	35
Heating Fuel Payment Assistance	34
COVID-19 Diagnostic Tests	33
General Counseling Services	24
Rent Payment Assistance	20
VITA Programs	16
Food Pantries	14
Comprehensive Outpatient Substance Use Disorder Treatment	14
Medical Information Services * COVID-19	14
Homeless Motel Vouchers	13
Medication Assisted Maintenance Treatment for Substance Use Disorders	12
Community Shelters	12
Specialized Information and Referral	11
Talklines/Warmlines	10
Tax Agency Tax Preparation Assistance	9
Mental Health Crisis Lines	8
Rent Payment Assistance * COVID-19	7
Veteran Benefits Assistance	7



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : March 2021

Total Number of Calls: 70

Report Date: 04/01/2021

COVID-19 Control	17
COVID-19 Immunization Clinics	13
Homeless Motel Vouchers	3
Food Pantries	3
Non-Emergency Medical Transportation	3
Case/Care Management	3
Electric Service Payment Assistance	3
Property Tax Rebate Information	3
Substance Use Disorder Counseling	2
General Health Insurance Information/Counseling	2
Food Stamps/SNAP Applications	2
Public Charities	2
Federal Government Information Services	2
Heating Fuel Payment Assistance	2
Homeless Shelter	2
Rent Payment Assistance * COVID-19	2
Autism Therapy	2
General Relief	1
Federated Giving Programs	1
Telemental Health * COVID-19	1



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : March 2021

Total Number of Calls: 1,763

Report Date: 04/01/2021

COVID-19 Control	723
COVID-19 Immunization Clinics	580
Heating Fuel Payment Assistance	126
Electric Service Payment Assistance	81
COVID-19 Diagnostic Tests	73
Medical Information Services * COVID-19	70
Rent Payment Assistance	60
Rent Payment Assistance * COVID-19	49
Housing Search Assistance	36
VITA Programs	36
Homeless Motel Vouchers	35
Tax Agency Tax Preparation Assistance	30
Inpatient Substance Use Disorder Treatment Facilities	27
Mental Health Crisis Lines	23
Food Pantries	22
General Counseling Services	22
Alcohol Detoxification	21
Legal Counseling	19
Case/Care Management	17
Non-Emergency Medical Transportation	17



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : March 2021

Total Number of Calls: 111

Report Date: 04/01/2021

COVID-19 Immunization Clinics	32
COVID-19 Control	29
Electric Service Payment Assistance	19
Heating Fuel Payment Assistance	14
Rent Payment Assistance	11
Mental Health Crisis Lines	10
COVID-19 Diagnostic Tests	5
General Dentistry	5
General Counseling Services	3
General Relief	3
Housing Authorities	3
Inpatient Substance Use Disorder Treatment Facilities	3
Medical Information Services * COVID-19	3
Public Health Order Violations Reporting * COVID-19	3
Rent Payment Assistance * COVID-19	3
Specialized Information and Referral	3
Tax Agency Tax Preparation Assistance	3
Community Action Agencies	2
City Government Information Services	2
Home Health Aide Services	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : March 2021

Total Number of Calls: 108

Report Date: 04/01/2021

COVID-19 Control	42
COVID-19 Immunization Clinics	37
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Tax Agency Tax Preparation Assistance	5
COVID-19 Diagnostic Tests	5
Electric Service Payment Assistance	4
Heating Fuel Payment Assistance	4
Inpatient Substance Use Disorder Treatment Facilities	4
Medical Information Services * COVID-19	3
Drug Detoxification	3
VITA Programs	3
Rent Payment Assistance	3
Community Shelters	2
Opioid Detoxification	2
Property Tax Rebate Information	2
Rent Payment Assistance * COVID-19	2
Homeless Motel Vouchers	2
General Relief	1
Comprehensive Job Assistance Centers	1
Municipal Police	1



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : March 2021

Total Number of Calls: 523

Report Date: 04/01/2021

COVID-19 Control	188
COVID-19 Immunization Clinics	168
Heating Fuel Payment Assistance	49
Electric Service Payment Assistance	35
COVID-19 Diagnostic Tests	20
Rent Payment Assistance	20
Medical Information Services * COVID-19	18
Housing Search Assistance	15
Tax Agency Tax Preparation Assistance	14
General Relief	11
Community Shelters	11
Legal Counseling	10
Rent Payment Assistance * COVID-19	8
Substance Use Disorder Counseling	8
Case/Care Management	7
Aging and Disability Resource Centers	7
Specialized Information and Referral	7
Non-Emergency Medical Transportation	7
Homeless Motel Vouchers	7
Inpatient Substance Use Disorder Treatment Facilities	7



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : March 2021

Total Number of Calls: 126

Report Date: 04/01/2021

COVID-19 Control	43
COVID-19 Immunization Clinics	40
Heating Fuel Payment Assistance	8
Tax Agency Tax Preparation Assistance	5
COVID-19 Diagnostic Tests	5
Electric Service Payment Assistance	5
Community Shelters	4
Food Pantries	4
Residential Substance Use Disorder Treatment Facilities	3
Rent Payment Assistance * COVID-19	3
Inpatient Substance Use Disorder Treatment Facilities	3
211 Systems	3
Case/Care Management	2
Specialized Information and Referral	2
General Relief	2
Medical Information Services * COVID-19	2
Personal Financial Counseling	2
Legal Counseling	2
Mental Health Crisis Lines	2
VITA Programs	1



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : March 2021

Total Number of Calls: 98

Report Date: 04/01/2021

COVID-19 Immunization Clinics	29
COVID-19 Control	27
General Dentistry	11
Electric Service Payment Assistance	7
Tax Agency Tax Preparation Assistance	6
Heating Fuel Payment Assistance	5
Rent Payment Assistance	4
COVID-19 Diagnostic Tests	3
Housing Search Assistance	3
Non-Emergency Medical Transportation	3
Rent Payment Assistance * COVID-19	3
General Minor Home Repair Programs	3
Medical Information Services * COVID-19	2
State Government Agencies/Departments	2
General Legal Aid	2
Talklines/Warmlines	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
Emergency Dental Care	2
VITA Programs	2
General Health Insurance Information/Counseling	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : March 2021

Total Number of Calls: 245

Report Date: 04/01/2021

COVID-19 Immunization Clinics	104
COVID-19 Control	78
Heating Fuel Payment Assistance	31
Electric Service Payment Assistance	31
Medical Information Services * COVID-19	11
Rent Payment Assistance	9
Housing Search Assistance	8
Tax Agency Tax Preparation Assistance	8
Drug Detoxification	7
COVID-19 Diagnostic Tests	7
Food Pantries	6
Alcohol Detoxification	5
Non-Emergency Medical Transportation	4
General Counseling Services	4
General Legal Aid	4
Inpatient Drug Detoxification	4
Housing Authorities	4
Rent Payment Assistance * COVID-19	4
Inpatient Substance Use Disorder Treatment Facilities	4
Homeless Motel Vouchers	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : March 2021

Total Number of Calls: 441

Report Date: 04/01/2021

COVID-19 Control	136
COVID-19 Immunization Clinics	94
Heating Fuel Payment Assistance	37
Electric Service Payment Assistance	30
Rent Payment Assistance * COVID-19	23
Tax Agency Tax Preparation Assistance	23
COVID-19 Diagnostic Tests	21
VITA Programs	18
Medical Information Services * COVID-19	17
Housing Search Assistance	13
Case/Care Management	10
Homeless Motel Vouchers	10
Community Shelters	9
Rent Payment Assistance	8
Opioid Detoxification	7
Specialized Information and Referral	6
Substance Use Disorder Counseling	6
Inpatient Substance Use Disorder Treatment Facilities	6
General Medical Care	6
Food Pantries	6



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : March 2021

Total Number of Calls: 47

Report Date: 04/01/2021

Electric Service Payment Assistance	12
COVID-19 Immunization Clinics	10
COVID-19 Control	9
General Counseling Services	7
Substance Use Disorder Counseling	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Outpatient Mental Health Facilities	3
Community Shelters	3
Homeless Motel Vouchers	3
Medical Information Services * COVID-19	3
Housing Search Assistance	2
Housing Search and Information	2
Rent Payment Assistance	2
Rent Payment Assistance * COVID-19	2
General Assessment for Substance Use Disorders	2
Inpatient Substance Use Disorder Treatment Facilities	2
Psychiatric Medication Services	2
Agency Based Libraries/Resource Centers	1
Non-Emergency Medical Transportation	1
Heating Fuel Payment Assistance	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : March 2021

Total Number of Calls: 155

Report Date: 04/01/2021

COVID-19 Control	43
COVID-19 Immunization Clinics	40
Heating Fuel Payment Assistance	27
Tax Agency Tax Preparation Assistance	8
Non-Emergency Medical Transportation	6
Electric Service Payment Assistance	6
VITA Programs	5
Medical Information Services * COVID-19	5
General Medical Care	4
COVID-19 Diagnostic Tests	4
Property Tax Rebate Information	3
Senior Ride Programs	3
Physician Referral Services	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Homemaker Assistance	2
Home Health Aide Services	2
Talklines/Warmlines	2
Adolescent/Youth Counseling	2
Mental Health Crisis Lines	2
Personal Financial Counseling	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : March 2021

Total Number of Calls: 140

Report Date: 04/01/2021

COVID-19 Immunization Clinics	37
COVID-19 Control	36
Electric Service Payment Assistance	30
Heating Fuel Payment Assistance	19
Rent Payment Assistance * COVID-19	9
Rent Payment Assistance	9
General Federal Income Tax Information	4
Neuter/Spay Services	4
General Dentistry	4
Legal Counseling	4
Tax Agency Tax Preparation Assistance	4
VITA Programs	4
Personal Alarm Systems	4
Comprehensive Outpatient Substance Use Disorder Treatment	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Case/Care Management	3
Housing Search Assistance	3
Specialized Information and Referral	3
COVID-19 Diagnostic Tests	3
Opioid Detoxification	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : March 2021

Total Number of Calls: 96

Report Date: 04/01/2021

COVID-19 Immunization Clinics	30
COVID-19 Control	21
Homeless Motel Vouchers	7
Tax Agency Tax Preparation Assistance	5
Community Shelters	4
Electric Service Payment Assistance	4
Neuter/Spay Services	3
At Risk/Homeless Housing Related Assistance Programs	3
Medical Information Services * COVID-19	3
Public Health Order Violations Reporting * COVID-19	2
Sweat Equity Programs	2
Inpatient Substance Use Disorder Treatment Facilities	2
Medicare Information/Counseling	2
Lawyer Referral Services	2
Home Health Aide Services	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Alcohol Use Disorder Support Groups	2
Supported Living Services for Adults With Disabilities	2
Heating Fuel Payment Assistance	2
Group Residences for Adults With Disabilities	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : March 2021

Total Number of Calls: 64

Report Date: 04/01/2021

COVID-19 Immunization Clinics	18
COVID-19 Control	15
Heating Fuel Payment Assistance	12
Medical Information Services * COVID-19	4
Home Health Aide Services	3
Specialized Information and Referral	3
Alcohol Detoxification	2
Legal Counseling	2
Rent Payment Assistance * COVID-19	2
State Government Information Services	2
Non-Emergency Medical Transportation	2
VITA Programs	2
Undesignated Temporary Financial Assistance	1
Food Pantries	1
Tax Agency Tax Preparation Assistance	1
Talklines/Warmlines	1
Residential Substance Use Disorder Treatment Facilities	1
Property Tax Exemption Information	1
Rural Housing Development	1
Public Health Information/Inspection/Remediation	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : March 2021

Total Number of Calls: 830

Report Date: 04/01/2021

COVID-19 Immunization Clinics	347
COVID-19 Control	284
Heating Fuel Payment Assistance	47
Electric Service Payment Assistance	35
VITA Programs	25
Medical Information Services * COVID-19	23
Case/Care Management	19
COVID-19 Diagnostic Tests	19
Rent Payment Assistance * COVID-19	16
Talklines/Warmlines	16
General Federal Income Tax Information	14
Specialized Information and Referral	12
Rent Payment Assistance	12
Mental Health Crisis Lines	12
Comprehensive Outpatient Substance Use Disorder Treatment	11
Bereavement Counseling	10
Tax Agency Tax Preparation Assistance	10
211 Systems	10
Alcohol Detoxification	10
Substance Use Disorder Counseling	10