



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : April 2021

Total Number of Calls: 546

Report Date: 05/03/2021

COVID-19 Control	260
COVID-19 Immunization Clinics	109
COVID-19 Diagnostic Tests	43
Electric Service Payment Assistance	35
Medical Information Services * COVID-19	30
Community Shelters	24
Rent Payment Assistance	16
Disaster Relief Services * COVID-19	15
Homeless Motel Vouchers	12
Rent Payment Assistance * COVID-19	10
General Relief	9
Heating Fuel Payment Assistance	8
Non-Emergency Medical Transportation	8
Public Health Order Violations Reporting * COVID-19	8
Talklines/Warmlines	8
Housing Search Assistance	7
Specialized Information and Referral	7
Case/Care Management	6
Business Assistance Services	6
General Acute Care Hospitals	6



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : April 2021

Total Number of Calls: 95

Report Date: 05/03/2021

COVID-19 Control	42
Electric Service Payment Assistance	16
General Dentistry	11
COVID-19 Immunization Clinics	10
Heating Fuel Payment Assistance	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Water Service Payment Assistance	4
Housing Search Assistance	4
Rent Payment Assistance	3
Medical Information Services * COVID-19	3
Homeless Motel Vouchers	3
Home Rehabilitation Grants	3
Inpatient Substance Use Disorder Treatment Facilities	2
Public Health Order Violations Reporting * COVID-19	2
Legal Counseling	2
Child/Adolescent Residential Treatment Facilities	2
Utility Assistance * COVID-19	2
Food Pantries	2
Outpatient Mental Health Facilities	2
COVID-19 Diagnostic Tests	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : April 2021

Total Number of Calls: 1,425

Report Date: 05/03/2021

COVID-19 Control	668
COVID-19 Immunization Clinics	271
Electric Service Payment Assistance	92
COVID-19 Diagnostic Tests	77
Housing Search Assistance	60
Medical Information Services * COVID-19	60
Heating Fuel Payment Assistance	40
Case/Care Management	39
Rent Payment Assistance	33
Homeless Motel Vouchers	28
Substance Use Disorder Counseling	21
Business Assistance Services	19
Specialized Information and Referral	18
Rent Payment Assistance * COVID-19	18
Community Shelters	17
General Acute Care Hospitals	16
VITA Programs	16
Food Pantries	15
Undesignated Temporary Financial Assistance	15
General Legal Aid	15



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : April 2021

Total Number of Calls: 92

Report Date: 05/03/2021

COVID-19 Control	26
Mental Health Crisis Lines	11
COVID-19 Immunization Clinics	9
General Counseling Services	7
Rent Payment Assistance	7
Electric Service Payment Assistance	7
Case/Care Management	6
Specialized Information and Referral	5
COVID-19 Diagnostic Tests	4
Housing Search Assistance	4
Business Assistance Services	3
Therapy Referrals	3
Talklines/Warmlines	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Food Pantries	2
Adult Protective Services	2
Homeless Motel Vouchers	2
Health/Disability Related Support Groups	2
Errand Running/Shopping Assistance	2
Senior Housing Information and Referral	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : April 2021

Report Date: 05/03/2021

Total Number of Calls: 103

COVID-19 Control	45
COVID-19 Immunization Clinics	21
Electric Service Payment Assistance	10
Heating Fuel Payment Assistance	7
Drug Detoxification	5
Medical Information Services * COVID-19	5
Housing Search Assistance	5
Opioid Detoxification	5
Comprehensive Outpatient Substance Use Disorder Treatment	4
General Legal Aid	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Substance Use Disorder Counseling	3
Housing Counseling	2
Tax Forms	2
Business Assistance Services	2
Prescription Expense Assistance	2
Medical Care Expense Assistance	2
Legal Counseling	2
Housing Authorities	2
Homemaker Assistance	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : April 2021

Total Number of Calls: 501

Report Date: 05/03/2021

COVID-19 Control	243
COVID-19 Immunization Clinics	86
Electric Service Payment Assistance	35
Medical Information Services * COVID-19	30
COVID-19 Diagnostic Tests	28
Heating Fuel Payment Assistance	22
Housing Search Assistance	16
Rent Payment Assistance	14
Community Shelters	9
General Dentistry	9
Inpatient Substance Use Disorder Treatment Facilities	9
Business Assistance Services	8
General Medical Care	8
Public Health Order Violations Reporting * COVID-19	8
Rent Payment Assistance * COVID-19	8
Residential Substance Use Disorder Treatment Facilities	8
Homeless Motel Vouchers	7
Comprehensive Outpatient Substance Use Disorder Treatment	6
Disaster Relief Services * COVID-19	5
Family Counseling	5



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : April 2021

Total Number of Calls: 118

Report Date: 05/03/2021

COVID-19 Control	40
COVID-19 Immunization Clinics	19
COVID-19 Diagnostic Tests	14
Electric Service Payment Assistance	12
Medical Information Services * COVID-19	6
Food Pantries	5
Heating Fuel Payment Assistance	5
Housing Search Assistance	5
Community Shelters	4
Rent Payment Assistance	4
Therapy Referrals	4
General Dentistry	3
Emergency Dental Care	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Homemaker Assistance	3
Case/Care Management	2
Drug Detoxification	2
General Relief	2
Home Nursing	2
Homeless Motel Vouchers	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : April 2021

Total Number of Calls: 88

Report Date: 05/03/2021

COVID-19 Control	35
Electric Service Payment Assistance	24
COVID-19 Immunization Clinics	17
Rent Payment Assistance	8
COVID-19 Diagnostic Tests	6
Comprehensive Outpatient Substance Use Disorder Treatment	6
Case/Care Management	4
Heating Fuel Payment Assistance	3
Medical Information Services * COVID-19	3
Child Support Assistance/Enforcement	2
Food Vouchers	2
Lawyer Referral Services	2
Physician Referral Services	2
Rent Payment Assistance * COVID-19	2
Therapy Referrals	2
Gambling Establishment Complaints	1
Gambling Addiction Support Groups	1
Gambling Addiction Prevention Programs	1
Gambling Addiction Counseling	1
Fishing Licenses	1



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : April 2021

Total Number of Calls: 177

Report Date: 05/03/2021

COVID-19 Control	83
COVID-19 Immunization Clinics	47
Electric Service Payment Assistance	37
Medical Information Services * COVID-19	10
COVID-19 Diagnostic Tests	9
Disaster Relief Services * COVID-19	7
Housing Search Assistance	7
Rent Payment Assistance	6
Rent Payment Assistance * COVID-19	5
Drug Detoxification	4
General Relief	4
Lawyer Referral Services	4
Undesignated Temporary Financial Assistance	4
211 Systems	3
Heating Fuel Payment Assistance	3
Inpatient Drug Detoxification	3
Medical Care Expense Assistance	3
Smoking/Vaping Cessation	3
Area Agencies on Aging	2
Clinical Psychiatric Evaluation	2



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : April 2021

Total Number of Calls: 427

Report Date: 05/03/2021

COVID-19 Control	164
COVID-19 Immunization Clinics	51
Electric Service Payment Assistance	37
Medical Information Services * COVID-19	28
Housing Search Assistance	25
Homeless Motel Vouchers	17
Community Shelters	16
COVID-19 Diagnostic Tests	15
Rent Payment Assistance * COVID-19	10
Residential Substance Use Disorder Treatment Facilities	7
VITA Programs	7
Alcohol Detoxification	6
Carpooling Programs	6
Disaster Relief Services * COVID-19	6
General Relief	6
Legal Counseling	6
Tax Agency Tax Preparation Assistance	6
Undesignated Temporary Financial Assistance	6
Domestic Violence Hotlines	5
General Dentistry	5



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : April 2021

Total Number of Calls: 44

Report Date: 05/03/2021

COVID-19 Control	13
COVID-19 Immunization Clinics	10
Electric Service Payment Assistance	10
General Relief	3
Mental Health Crisis Lines	2
Public Health Information/Inspection/Remediation	2
Specialized Information and Referral	2
DUI Offender Programs	1
Directory/Resource List Publication	1
Legal Counseling	1
Lawyer Referral Services	1
Inpatient Substance Use Disorder Treatment Facilities	1
Housing Search Assistance	1
Housing Search and Information	1
Home Care/Hospice Associations	1
General Medical Care	1
General Furniture Provision	1
General Federal Income Tax Information	1
General Consumer Complaints	1
General Assessment for Substance Use Disorders	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : April 2021

Total Number of Calls: 144

Report Date: 05/03/2021

COVID-19 Control	56
COVID-19 Immunization Clinics	23
Housing Search Assistance	18
COVID-19 Diagnostic Tests	9
Electric Service Payment Assistance	9
Medical Information Services * COVID-19	8
Food Pantries	6
Alcohol Detoxification	4
Aging and Disability Resource Centers	4
Business Assistance Services	4
Community Action Agencies	3
Area Agencies on Aging	3
Case/Care Management	3
General Relief	3
Housing Search and Information	3
Public Health Order Violations Reporting * COVID-19	3
Rent Payment Assistance	3
Rent Payment Assistance * COVID-19	3
Therapy Referrals	3
Food Stamps/SNAP Applications	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : April 2021

Total Number of Calls: 97

Report Date: 05/03/2021

COVID-19 Control	38
Electric Service Payment Assistance	22
COVID-19 Immunization Clinics	16
Housing Search Assistance	14
Heating Fuel Payment Assistance	9
Community Shelters	5
General Dentistry	5
Public Health Order Violations Reporting * COVID-19	5
Rent Payment Assistance * COVID-19	5
General Relief	4
Food Pantries	3
COVID-19 Diagnostic Tests	3
Homeless Motel Vouchers	3
Homeless Permanent Supportive Housing	3
Medical Information Services * COVID-19	3
Rent Payment Assistance	3
Transitional Housing/Shelter	3
Undesignated Temporary Financial Assistance	3
Case/Care Management	2
Area Agencies on Aging	2



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : April 2021

Total Number of Calls: 70

Report Date: 05/03/2021

COVID-19 Control	26
Electric Service Payment Assistance	12
COVID-19 Immunization Clinics	12
COVID-19 Diagnostic Tests	7
Case/Care Management	2
Disaster Relief Services * COVID-19	2
General Dentistry	2
Homeless Motel Vouchers	2
Housing Search Assistance	2
Indigent Transportation	2
Inpatient Substance Use Disorder Treatment Facilities	2
Medical Information Services * COVID-19	2
Residential Substance Use Disorder Treatment Facilities	2
Specialized Information and Referral	2
Drug Detoxification	1
Home Rehabilitation Loans	1
Home Rehabilitation Grants	1
General Minor Home Repair Programs	1
General Medical Care	1
General Consumer Complaints	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : April 2021

Total Number of Calls: 50

Report Date: 05/03/2021

COVID-19 Control	15
Heating Fuel Payment Assistance	8
COVID-19 Immunization Clinics	5
Opioid Detoxification	5
Medical Information Services * COVID-19	4
General Counseling Services	3
Electric Service Payment Assistance	3
Drug Detoxification	2
Homeless Motel Vouchers	2
Housing Counseling	2
Housing Search Assistance	2
Mortgage Delinquency and Default Counseling	2
Residential Substance Use Disorder Treatment Facilities	2
Smoking/Vaping Cessation	2
Specialized Information and Referral	2
Home Rehabilitation Loans	1
Home Delivered Meals	1
Government Consumer Protection Agencies	1
General Federal Income Tax Information	1
COVID-19 Diagnostic Tests	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : April 2021

Total Number of Calls: 611

Report Date: 05/03/2021

COVID-19 Control	223
COVID-19 Immunization Clinics	147
Electric Service Payment Assistance	64
Housing Search Assistance	36
Medication Assisted Maintenance Treatment for Substance Use Disorders	33
Medical Information Services * COVID-19	29
Heating Fuel Payment Assistance	20
Talklines/Warmlines	18
Rent Payment Assistance	17
Comprehensive Outpatient Substance Use Disorder Treatment	15
COVID-19 Diagnostic Tests	15
Mental Health Crisis Lines	15
Alcohol Detoxification	13
Case/Care Management	13
Business Assistance Services	12
Homeless Motel Vouchers	11
Rent Payment Assistance * COVID-19	11
VITA Programs	11
Housing Authorities	10
Inpatient Substance Use Disorder Treatment Facilities	10