



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : May 2021

Total Number of Calls: 376

Report Date: 06/01/2021

COVID-19 Control	114
Electric Service Payment Assistance	45
Medication Assisted Maintenance Treatment for Substance Use Disorders	36
Housing Search Assistance	31
COVID-19 Immunization Clinics	29
Food Pantries	21
Heating Fuel Payment Assistance	21
Rent Payment Assistance	18
COVID-19 Diagnostic Tests	17
Case/Care Management	14
Medical Information Services * COVID-19	14
Legal Counseling	13
Pest Information	13
Community Shelters	11
Homeless Motel Vouchers	10
Comprehensive Outpatient Substance Use Disorder Treatment	9
General Counseling Services	8
Inpatient Substance Use Disorder Treatment Facilities	8
Disaster Relief Services * COVID-19	7
Drug Detoxification	7



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : May 2021

Total Number of Calls: 79

Report Date: 06/01/2021

COVID-19 Control	24
Electric Service Payment Assistance	13
Case/Care Management	5
Housing Search Assistance	4
General Dentistry	4
Inpatient Substance Use Disorder Treatment Facilities	4
Mental Health Crisis Lines	4
General Legal Aid	4
Residential Substance Use Disorder Treatment Facilities	4
Rent Payment Assistance * COVID-19	3
Adult Residential Care Homes	3
In Home Developmental Disabilities Habilitation Programs * Adolescents * Children	3
Specialized Information and Referral	3
Rent Payment Assistance	3
Homemaker Assistance	2
Legal Counseling	2
Food Pantries	2
General Medical Care	2
Taxpayer Advocate Services	2
Homeless Motel Vouchers	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : May 2021

Total Number of Calls: 1,021

Report Date: 06/01/2021

COVID-19 Control	385
Housing Search Assistance	86
COVID-19 Immunization Clinics	80
Electric Service Payment Assistance	75
Medical Information Services * COVID-19	62
Case/Care Management	40
COVID-19 Diagnostic Tests	36
Heating Fuel Payment Assistance	36
Rent Payment Assistance	32
Homeless Motel Vouchers	28
Rent Payment Assistance * COVID-19	24
General Counseling Services	23
Inpatient Substance Use Disorder Treatment Facilities	22
Comprehensive Outpatient Substance Use Disorder Treatment	21
Substance Use Disorder Treatment Programs	20
Mental Health Crisis Lines	17
General Relief	16
Talklines/Warmlines	15
Alcohol Detoxification	13
Community Shelters	13



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : May 2021

Report Date: 06/01/2021

Total Number of Calls: 71

COVID-19 Control	21
Electric Service Payment Assistance	14
Rent Payment Assistance	10
Housing Search Assistance	5
Mental Health Crisis Lines	5
General Medical Care	4
COVID-19 Immunization Clinics	3
COVID-19 Diagnostic Tests	3
Area Agencies on Aging	3
General Counseling Services	3
Lawyer Referral Services	3
General Relief	2
Family Crisis Shelters	2
Hearing Aids	2
Homeless Motel Vouchers	2
Talklines/Warmlines	2
United States House of Representatives Offices	2
Eye Care	1
Errand Running/Shopping Assistance	1
Gambling Addiction Counseling	1



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : May 2021

Report Date: 06/01/2021

Total Number of Calls: 72

COVID-19 Control	17
Case/Care Management	16
Housing Search Assistance	7
COVID-19 Immunization Clinics	5
Electric Service Payment Assistance	4
Water Service Payment Assistance	4
Bereavement Counseling	3
State Government Information Services	3
Alcohol Use Disorder Support Groups	2
Alcohol Detoxification	2
Benefits Screening	2
Cognitive Behavioral Therapy	2
Domestic/Family Violence Legal Services	2
Business Assistance Services	2
Family Counseling	2
General Dentistry	2
General Legal Aid	2
Homeless Motel Vouchers	2
Medical Information Services * COVID-19	2
Pest Information	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : May 2021

Total Number of Calls: 356

Report Date: 06/01/2021

COVID-19 Control	108
COVID-19 Immunization Clinics	36
Housing Search Assistance	27
Electric Service Payment Assistance	25
Pest Information	22
Rent Payment Assistance	17
Inpatient Substance Use Disorder Treatment Facilities	13
COVID-19 Diagnostic Tests	12
Food Pantries	11
Homeless Motel Vouchers	10
Medication Assisted Maintenance Treatment for Substance Use Disorders	10
Medical Information Services * COVID-19	9
Outpatient Mental Health Facilities	9
Comprehensive Outpatient Substance Use Disorder Treatment	8
General Counseling Services	8
General Medical Care	8
Substance Use Disorder Counseling	8
Case/Care Management	7
General Dentistry	7
DUI Offender Programs	6



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : May 2021

Total Number of Calls: 82

Report Date: 06/01/2021

COVID-19 Control	25
Electric Service Payment Assistance	20
COVID-19 Diagnostic Tests	10
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
COVID-19 Immunization Clinics	4
Homeless Motel Vouchers	4
Homemaker Assistance	4
Housing Search Assistance	4
Directory Assistance	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Area Agencies on Aging	3
211 Systems	2
General Counseling Services	2
General Legal Aid	2
Home Rehabilitation Grants	2
Medical Information Services * COVID-19	2
Substance Use Disorder Counseling	2
Therapy Referrals	2
Veterinary Care Expense Assistance	2
Drug Detoxification	1



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : May 2021

Total Number of Calls: 86

Report Date: 06/01/2021

COVID-19 Control	30
Electric Service Payment Assistance	14
Housing Search Assistance	14
COVID-19 Immunization Clinics	6
General Dentistry	6
Rent Payment Assistance	5
Pest Information	4
Medical Information Services * COVID-19	3
Case/Care Management	2
Assisted Living Facilities	2
Community Shelters	2
Community Action Agencies	2
Errand Running/Shopping Assistance	2
211 Systems	2
COVID-19 Diagnostic Tests	2
Driver Licenses	2
Domestic Violence Hotlines	2
Legal Counseling	2
Rent Payment Assistance * COVID-19	2
Section 8 Housing Choice Vouchers	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : May 2021

Total Number of Calls: 142

Report Date: 06/01/2021

COVID-19 Control	42
Electric Service Payment Assistance	21
COVID-19 Immunization Clinics	18
General Dentistry	11
Housing Search Assistance	8
Rent Payment Assistance	8
Medical Information Services * COVID-19	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
General Counseling Services	6
Specialized Information and Referral	6
Business Assistance Services	5
General Relief	5
COVID-19 Diagnostic Tests	4
Aging and Disability Resource Centers	4
Food Pantries	4
Lawyer Referral Services	4
Neuter/Spay Services	4
Community Shelters	3
Emergency Dental Care	3
General Legal Aid	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : May 2021

Total Number of Calls: 289

Report Date: 06/01/2021

COVID-19 Control	94
COVID-19 Immunization Clinics	26
Electric Service Payment Assistance	21
Medical Information Services * COVID-19	17
Drug Detoxification	14
Housing Search Assistance	12
Business Assistance Services	11
Homeless Motel Vouchers	10
General Relief	9
Inpatient Substance Use Disorder Treatment Facilities	9
Substance Use Disorder Counseling	9
Food Pantries	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
Specialized Information and Referral	7
Community Shelters	6
General Counseling Services	6
COVID-19 Diagnostic Tests	5
Food Stamps/SNAP Applications	5
Heating Fuel Payment Assistance	5
Inpatient Drug Detoxification	5



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : May 2021

Total Number of Calls: 15

Report Date: 06/01/2021

Electric Service Payment Assistance	8
COVID-19 Control	5
Child Care Centers	3
Disaster Relief Services * COVID-19	1
COVID-19 Diagnostic Tests	1
Residential Substance Use Disorder Treatment Facilities	1
Outpatient Mental Health Facilities	1
Medicare Information/Counseling	1
Indigent Transportation	1
General Medical Care	1
Child Care Expense Assistance Applications	1
Adult Day Program Centers	1
211 Systems	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : May 2021

Total Number of Calls: 110

Report Date: 06/01/2021

COVID-19 Control	41
Electric Service Payment Assistance	13
COVID-19 Immunization Clinics	13
Case/Care Management	6
Housing Search Assistance	6
COVID-19 Diagnostic Tests	5
Medical Information Services * COVID-19	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Benefits Screening	3
General Legal Aid	3
Legal Counseling	3
Psychiatric Medication Services	3
Substance Use Disorder Counseling	3
Comprehensive Outpatient Substance Use Disorder Treatment	2
Community Action Agencies	2
Business Assistance Services	2
Drug Detoxification	2
Food Stamps/SNAP Applications	2
General Federal Income Tax Information	2
General Medical Care	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : May 2021

Total Number of Calls: 113

Report Date: 06/01/2021

COVID-19 Control	26
Electric Service Payment Assistance	22
Housing Search Assistance	8
Specialized Information and Referral	7
Case/Care Management	6
Heating Fuel Payment Assistance	6
Community Shelters	5
Food Stamps/SNAP Applications	5
COVID-19 Immunization Clinics	4
Home Rehabilitation Loans	4
Rent Payment Assistance	4
Therapy Referrals	4
Local Officials Offices	3
Medical Information Services * COVID-19	3
Psychiatric Case Management	3
Public Health Order Violations Reporting * COVID-19	3
State Government Information Services	3
Talklines/Warmlines	3
Child Passenger Safety Seat Inspections	2
Animal Shelters	2



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : May 2021

Total Number of Calls: 61

Report Date: 06/01/2021

COVID-19 Control	20
Electric Service Payment Assistance	7
Case/Care Management	5
COVID-19 Immunization Clinics	4
Pest Information	4
Veterinary Care Expense Assistance	3
Community Shelters	2
Drug Detoxification	2
Area Agencies on Aging	2
COVID-19 Diagnostic Tests	2
Homeless Motel Vouchers	2
Housing Search Assistance	2
Inpatient Substance Use Disorder Treatment Facilities	2
Mental Health Crisis Lines	2
Residential Substance Use Disorder Treatment Facilities	2
Home Nursing	1
Home Health Aide Services	1
Heating Fuel Payment Assistance	1
Health Insurance Premium Assistance	1
General Relief	1



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : May 2021

Total Number of Calls: 38

Report Date: 06/01/2021

Alcohol Detoxification	5
COVID-19 Control	4
Drug Detoxification	4
Housing Search Assistance	3
DUI Offender Programs	3
Inpatient Drug Detoxification	3
Lawyer Referral Services	3
Legal Counseling	3
Local Electric Utility Companies	3
Rent Payment Assistance	3
Transportation Expense Assistance	3
Food Stamps/SNAP Applications	2
Inpatient Substance Use Disorder Treatment Facilities	2
Medical Care Expense Assistance	2
Undesignated Temporary Financial Assistance	2
Water Quality Assurance	2
Food Pantries	1
Families/Friends of Individuals With a Gambling Addiction Support Groups	1
Electric Service Payment Assistance	1
Homeless Motel Vouchers	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : May 2021

Total Number of Calls: 465

Report Date: 06/01/2021

COVID-19 Control	136
COVID-19 Immunization Clinics	56
Electric Service Payment Assistance	48
Housing Search Assistance	29
Talklines/Warmlines	27
Homeless Motel Vouchers	20
Case/Care Management	19
General Counseling Services	19
Mental Health Crisis Lines	18
Comprehensive Outpatient Substance Use Disorder Treatment	17
Rent Payment Assistance	16
Substance Use Disorder Counseling	16
Medical Information Services * COVID-19	15
Community Shelters	14
Rent Payment Assistance * COVID-19	14
Alcohol Detoxification	13
Medication Assisted Maintenance Treatment for Substance Use Disorders	13
Heating Fuel Payment Assistance	12
Non-Emergency Medical Transportation	12
General Dentistry	11