



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : June 2021

Total Number of Calls: 341

Report Date: 07/02/2021

COVID-19 Control	62
Electric Service Payment Assistance	46
Housing Search Assistance	24
COVID-19 Immunization Clinics	22
Pest Information	19
COVID-19 Diagnostic Tests	18
Rent Payment Assistance	14
Heating Fuel Payment Assistance	14
Case/Care Management	12
Non-Emergency Medical Transportation	11
Medical Information Services * COVID-19	11
Drug Detoxification	10
General Counseling Services	9
Community Shelters	9
General Clothing Provision	8
Comprehensive Outpatient Substance Use Disorder Treatment	8
Inpatient Substance Use Disorder Treatment Facilities	8
Homeless Motel Vouchers	8
General Relief	7
Food Pantries	7



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : June 2021

Total Number of Calls: 76

Report Date: 07/02/2021

Legal Counseling	7
Housing Search Assistance	6
Electric Service Payment Assistance	6
Substance Use Disorder Counseling	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Heating Fuel Payment Assistance	4
Lawyer Referral Services	4
COVID-19 Control	3
Integrated Co-Occurring Disorders Treatment	3
Inpatient Substance Use Disorder Treatment Facilities	3
Homeless Motel Vouchers	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Navigator Programs	3
Specialized Information and Referral	3
Food Vouchers	2
General Paratransit/Community Ride Programs	2
General Health Insurance Information/Counseling	2
Food Stamps/SNAP Applications	2
Aging and Disability Resource Centers	2
Food Pantries	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : June 2021

Total Number of Calls: 829

Report Date: 07/02/2021

COVID-19 Control	149
Housing Search Assistance	62
COVID-19 Immunization Clinics	53
Electric Service Payment Assistance	48
Food Pantries	36
Heating Fuel Payment Assistance	35
COVID-19 Diagnostic Tests	34
Pest Information	32
Homeless Motel Vouchers	30
Substance Use Disorder Counseling	29
Alcohol Detoxification	26
Case/Care Management	26
Rent Payment Assistance	26
Comprehensive Outpatient Substance Use Disorder Treatment	24
Inpatient Substance Use Disorder Treatment Facilities	23
Outpatient Mental Health Facilities	22
Non-Emergency Medical Transportation	20
Mental Health Crisis Lines	20
Medical Information Services * COVID-19	16
Specialized Information and Referral	16



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : June 2021

Report Date: 07/02/2021

Total Number of Calls: 70

Electric Service Payment Assistance	12
Mental Health Crisis Lines	9
Housing Search Assistance	8
COVID-19 Control	8
Drug Detoxification	5
Rent Payment Assistance	5
Inpatient Substance Use Disorder Treatment Facilities	5
State Government Agencies/Departments	4
Alcohol Detoxification	4
Specialized Information and Referral	3
Opioid Detoxification	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Non-Emergency Medical Transportation	3
Undesignated Temporary Financial Assistance	3
Homemaker Assistance	3
Residential Substance Use Disorder Treatment Facilities	3
Home Rehabilitation Loans	2
COVID-19 Diagnostic Tests	2
Public Charities	2
COVID-19 Immunization Clinics	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : June 2021

Report Date: 07/02/2021

Total Number of Calls: 70

Electric Service Payment Assistance	13
COVID-19 Control	12
Pest Information	7
Rent Payment Assistance	6
Case/Care Management	6
Non-Emergency Medical Transportation	5
Heating Fuel Payment Assistance	4
Food Stamps/SNAP Applications	4
Homemaker Assistance	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
General Dentistry	3
Mortgage Payment Assistance	3
Medical Information Services * COVID-19	3
Rent Payment Assistance * COVID-19	3
General Counseling Services	2
Family Counseling	2
Individual Counseling	2
Housing Search Assistance	2
COVID-19 Immunization Clinics	2
General Relief	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : June 2021

Total Number of Calls: 336

Report Date: 07/02/2021

COVID-19 Control	55
Pest Information	48
Electric Service Payment Assistance	47
Housing Search Assistance	43
Rent Payment Assistance	35
COVID-19 Immunization Clinics	25
Community Shelters	16
Inpatient Substance Use Disorder Treatment Facilities	12
Homeless Motel Vouchers	12
Medical Information Services * COVID-19	11
Rent Payment Assistance * COVID-19	10
Specialized Information and Referral	10
Housing Search and Information	10
Residential Substance Use Disorder Treatment Facilities	8
General Relief	8
Case/Care Management	7
Aging and Disability Resource Centers	6
City Government Information Services	6
State Government Agencies/Departments	6
Area Agencies on Aging	6



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : June 2021

Total Number of Calls: 74

Report Date: 07/02/2021

Electric Service Payment Assistance	21
COVID-19 Control	10
Pest Information	7
Community Shelters	6
Homeless Motel Vouchers	5
COVID-19 Diagnostic Tests	4
Substance Use Disorder Counseling	4
Home Health Aide Services	4
COVID-19 Immunization Clinics	4
Mental Health Crisis Lines	3
Undesignated Temporary Financial Assistance	3
Child/Adolescent Residential Treatment Facilities	3
Housing Search Assistance	3
Rent Payment Assistance	3
Specialized Information and Referral	2
Food Pantries	2
General Legal Aid	2
Legal Counseling	2
Personal Care	2
Aging and Disability Resource Centers	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : June 2021

Total Number of Calls: 63

Report Date: 07/02/2021

Electric Service Payment Assistance	20
Housing Search Assistance	13
COVID-19 Control	8
COVID-19 Immunization Clinics	6
Homemaker Assistance	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Undesignated Temporary Financial Assistance	4
Rent Payment Assistance	4
DUI Offender Programs	3
Heating Fuel Payment Assistance	3
General Dentistry	3
Talklines/Warmlines	3
Food Stamps/SNAP Applications	3
Pest Information	3
Community Shelters	2
Mental Health Crisis Lines	2
Assisted Living Facilities	2
Homeless Motel Vouchers	2
Home Rehabilitation Grants	2
Rent Payment Assistance * COVID-19	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : June 2021

Total Number of Calls: 131

Report Date: 07/02/2021

Electric Service Payment Assistance	41
COVID-19 Control	20
Rent Payment Assistance	18
Housing Search Assistance	12
COVID-19 Immunization Clinics	10
Lawyer Referral Services	7
Comprehensive Outpatient Substance Use Disorder Treatment	7
Rent Payment Assistance * COVID-19	6
Medical Information Services * COVID-19	6
Specialized Information and Referral	6
Inpatient Substance Use Disorder Treatment Facilities	5
Drug Detoxification	4
Heating Fuel Payment Assistance	4
Case/Care Management	4
Home Purchase/Mortgage Refinance Loans	4
Pest Information	3
Housing Search and Information	3
Home Rehabilitation Loans	3
Opioid Detoxification	3
Community Shelters	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : June 2021

Total Number of Calls: 276

Report Date: 07/02/2021

Electric Service Payment Assistance	55
Housing Search Assistance	37
COVID-19 Control	34
Homeless Motel Vouchers	16
Rent Payment Assistance	15
Undesignated Temporary Financial Assistance	13
General Counseling Services	12
General Relief	12
Pest Information	11
Case/Care Management	11
Housing Counseling	9
Inpatient Substance Use Disorder Treatment Facilities	9
Food Pantries	9
COVID-19 Immunization Clinics	8
Community Shelters	8
COVID-19 Diagnostic Tests	8
Aging and Disability Resource Centers	7
Housing Search and Information	7
Transitional Housing/Shelter	7
Homeless Shelter	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : June 2021

Total Number of Calls: 34

Report Date: 07/02/2021

Electric Service Payment Assistance	15
COVID-19 Control	5
Housing Search Assistance	4
General Relief	4
Heating Fuel Payment Assistance	3
Undesignated Temporary Financial Assistance	3
Inpatient Substance Use Disorder Treatment Facilities	3
Pet Food	2
Area Agencies on Aging	2
Housing Counseling	2
Aging and Disability Resource Centers	2
Emergency Food	1
Domestic Violence Shelters	1
Rent Payment Assistance * COVID-19	1
Medication Assisted Maintenance Treatment for Substance Use Disorders	1
Legal Counseling	1
Inpatient Drug Detoxification	1
Home Health Aide Services	1
General Legal Aid	1
Fire Services	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : June 2021

Total Number of Calls: 57

Report Date: 07/02/2021

Rent Payment Assistance	12
Outpatient Mental Health Facilities	10
COVID-19 Control	8
General Counseling Services	5
Housing Search Assistance	5
Home Barrier Evaluation/Removal Services	5
Electric Service Payment Assistance	4
Community Shelters	4
Clinical Psychiatric Evaluation	3
Specialized Information and Referral	3
Home Health Care	3
Lawyer Referral Services	3
Homeless Motel Vouchers	2
Home Rehabilitation Grants	2
General Relief	2
COVID-19 Immunization Clinics	2
Water Service Payment Assistance	2
Medical Information Services * COVID-19	2
Homebuyer/Home Purchase Counseling	2
Food Pantries	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : June 2021

Total Number of Calls: 106

Report Date: 07/02/2021

Electric Service Payment Assistance	16
Housing Search Assistance	12
COVID-19 Control	9
Comprehensive Outpatient Substance Use Disorder Treatment	8
Case/Care Management	7
Specialized Information and Referral	6
Home Rehabilitation Loans	6
Undesignated Temporary Financial Assistance	5
Food Pantries	4
General Relief	4
General Clothing Provision	4
Substance Use Disorder Counseling	3
Certificates/Forms Assistance	3
Pest Information	3
Community Shelters	3
Rent Payment Assistance	3
Telemedicine	3
Women's Health Centers	3
Home Rehabilitation Grants	3
Talklines/Warmlines	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : June 2021

Total Number of Calls: 61

Report Date: 07/02/2021

COVID-19 Control	12
Electric Service Payment Assistance	10
Pest Information	7
Housing Search Assistance	5
Disaster Relief Services * COVID-19	4
Homemaker Assistance	3
Medical Information Services * COVID-19	3
Homeless Motel Vouchers	3
Business Assistance Services	3
Case/Care Management	3
Food Vouchers	2
COVID-19 Diagnostic Tests	2
Home Rehabilitation Loans	2
Non-Emergency Medical Transportation	2
Heating Fuel Payment Assistance	2
General Counseling Services	2
Specialized Information and Referral	2
General Dentistry	2
Substance Use Disorder Counseling	2
Adult Protective Services	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : June 2021

Total Number of Calls: 37

Report Date: 07/02/2021

COVID-19 Control	4
COVID-19 Diagnostic Tests	3
Prescription Expense Assistance	3
Electric Service Payment Assistance	3
Alcohol Use Disorder Support Groups	2
Formula/Baby Food	2
Home Rehabilitation Grants	2
Legal Counseling	2
Rent Payment Assistance * COVID-19	2
Rent Payment Assistance	2
Mental Health Crisis Lines	2
Disaster Relief Services * COVID-19	1
Area Agencies on Aging	1
Small Business Development	1
Proposed Legislation Information	1
Housing Search Assistance	1
Housing Search and Information	1
Aging and Disability Resource Centers	1
Specialized Information and Referral	1
Home Rehabilitation Loans	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : June 2021

Total Number of Calls: 356

Report Date: 07/02/2021

COVID-19 Control	63
Electric Service Payment Assistance	42
Housing Search Assistance	32
General Counseling Services	28
Mental Health Crisis Lines	26
Case/Care Management	23
Inpatient Substance Use Disorder Treatment Facilities	17
COVID-19 Immunization Clinics	17
Talklines/Warmlines	14
Therapy Referrals	14
Housing Authorities	13
Homeless Motel Vouchers	13
Rent Payment Assistance	12
Advocacy	11
Undesignated Temporary Financial Assistance	10
Specialized Information and Referral	10
Community Shelters	9
Heating Fuel Payment Assistance	9
Non-Emergency Medical Transportation	8
Adolescent/Youth Counseling	8