



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : August 2021**

**Total Number of Calls: 471**

**Report Date: 09/02/2021**

<b>COVID-19 Control</b>	<b>118</b>
<b>Electric Service Payment Assistance</b>	<b>84</b>
<b>COVID-19 Diagnostic Tests</b>	<b>46</b>
<b>Housing Search Assistance</b>	<b>46</b>
<b>COVID-19 Immunization Clinics</b>	<b>23</b>
<b>Rent Payment Assistance</b>	<b>23</b>
<b>Heating Fuel Payment Assistance</b>	<b>21</b>
<b>Community Shelters</b>	<b>17</b>
<b>Food Pantries</b>	<b>16</b>
<b>Housing Search and Information</b>	<b>14</b>
<b>Specialized Information and Referral</b>	<b>14</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>13</b>
<b>General Counseling Services</b>	<b>12</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>12</b>
<b>Domestic Violence Hotlines</b>	<b>11</b>
<b>General Relief</b>	<b>11</b>
<b>Homeless Motel Vouchers</b>	<b>11</b>
<b>Aging and Disability Resource Centers</b>	<b>10</b>
<b>Case/Care Management</b>	<b>10</b>
<b>Talklines/Warmlines</b>	<b>10</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : August 2021**

**Total Number of Calls: 108**

**Report Date: 09/02/2021**

<b>COVID-19 Control</b>	<b>28</b>
<b>Homeless Motel Vouchers</b>	<b>16</b>
<b>Electric Service Payment Assistance</b>	<b>10</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>8</b>
<b>Heating Fuel Payment Assistance</b>	<b>7</b>
<b>Medical Information Services * COVID-19</b>	<b>7</b>
<b>COVID-19 Diagnostic Tests</b>	<b>6</b>
<b>General Medical Care</b>	<b>6</b>
<b>Substance Use Disorder Counseling</b>	<b>6</b>
<b>Community Shelters</b>	<b>5</b>
<b>Food Pantries</b>	<b>5</b>
<b>Homeless Shelter</b>	<b>5</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>4</b>
<b>Business Assistance Services</b>	<b>4</b>
<b>Domestic Violence Hotlines</b>	<b>4</b>
<b>Food Vouchers</b>	<b>4</b>
<b>Medical Care Expense Assistance</b>	<b>4</b>
<b>Case/Care Management</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : August 2021**

**Total Number of Calls: 1,318**

**Report Date: 09/02/2021**

<b>COVID-19 Control</b>	<b>510</b>
<b>COVID-19 Diagnostic Tests</b>	<b>199</b>
<b>Electric Service Payment Assistance</b>	<b>128</b>
<b>Housing Search Assistance</b>	<b>110</b>
<b>COVID-19 Immunization Clinics</b>	<b>66</b>
<b>Heating Fuel Payment Assistance</b>	<b>66</b>
<b>Food Pantries</b>	<b>49</b>
<b>Rent Payment Assistance</b>	<b>42</b>
<b>Case/Care Management</b>	<b>41</b>
<b>Medical Information Services * COVID-19</b>	<b>39</b>
<b>Homeless Motel Vouchers</b>	<b>28</b>
<b>General Counseling Services</b>	<b>27</b>
<b>Outpatient Mental Health Facilities</b>	<b>27</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>27</b>
<b>Housing Search and Information</b>	<b>24</b>
<b>Community Shelters</b>	<b>22</b>
<b>Specialized Information and Referral</b>	<b>22</b>
<b>General Relief</b>	<b>21</b>
<b>COVID-19 Antibody Tests</b>	<b>20</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>20</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : August 2021**

**Total Number of Calls: 78**

**Report Date: 09/02/2021**

<b>Electric Service Payment Assistance</b>	<b>24</b>
<b>COVID-19 Control</b>	<b>11</b>
<b>Non-Emergency Medical Transportation</b>	<b>7</b>
<b>Physical Therapy</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>COVID-19 Diagnostic Tests</b>	<b>5</b>
<b>General Counseling Services</b>	<b>5</b>
<b>Legal Counseling</b>	<b>5</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Outpatient Mental Health Facilities</b>	<b>4</b>
<b>Business Assistance Services</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Talklines/Warmlines</b>	<b>3</b>
<b>Dialectical Behavior Therapy</b>	<b>2</b>
<b>Family Crisis Shelters</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>Homemaker Assistance</b>	<b>2</b>
<b>Lawyer Referral Services</b>	<b>2</b>
<b>Medicare Information/Counseling</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**  
**Hancock County**  
**Reporting Period : August 2021**

**Report Date: 09/02/2021**

**Total Number of Calls: 118**

<b>COVID-19 Control</b>	<b>52</b>
<b>COVID-19 Diagnostic Tests</b>	<b>17</b>
<b>Electric Service Payment Assistance</b>	<b>9</b>
<b>Housing Search Assistance</b>	<b>8</b>
<b>COVID-19 Immunization Clinics</b>	<b>7</b>
<b>Case/Care Management</b>	<b>6</b>
<b>Business Assistance Services</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>Food Stamps/SNAP Applications</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Medical Information Services * COVID-19</b>	<b>3</b>
<b>Outpatient Mental Health Facilities</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Benefits Screening</b>	<b>2</b>
<b>Citizenship and Immigration Services Offices</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>Food Vouchers</b>	<b>2</b>
<b>General Counseling Services</b>	<b>2</b>
<b>General Counseling Services * Adults</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period : August 2021**

**Report Date: 09/02/2021**

**Total Number of Calls: 409**

<b>COVID-19 Control</b>	<b>110</b>
<b>Electric Service Payment Assistance</b>	<b>55</b>
<b>Housing Search Assistance</b>	<b>40</b>
<b>Heating Fuel Payment Assistance</b>	<b>29</b>
<b>COVID-19 Diagnostic Tests</b>	<b>20</b>
<b>COVID-19 Immunization Clinics</b>	<b>19</b>
<b>Medical Information Services * COVID-19</b>	<b>19</b>
<b>Community Shelters</b>	<b>17</b>
<b>General Counseling Services</b>	<b>17</b>
<b>Homeless Motel Vouchers</b>	<b>15</b>
<b>Specialized Information and Referral</b>	<b>13</b>
<b>Legal Counseling</b>	<b>12</b>
<b>Rent Payment Assistance</b>	<b>12</b>
<b>Food Vouchers</b>	<b>10</b>
<b>General Relief</b>	<b>10</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>10</b>
<b>Business Assistance Services</b>	<b>8</b>
<b>Drug Detoxification</b>	<b>7</b>
<b>Food Pantries</b>	<b>7</b>
<b>General Dentistry</b>	<b>7</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : August 2021**

**Report Date: 09/02/2021**

**Total Number of Calls: 94**

<b>COVID-19 Control</b>	<b>30</b>
<b>Housing Search Assistance</b>	<b>15</b>
<b>COVID-19 Diagnostic Tests</b>	<b>11</b>
<b>Electric Service Payment Assistance</b>	<b>10</b>
<b>COVID-19 Immunization Clinics</b>	<b>6</b>
<b>Community Shelters</b>	<b>5</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>5</b>
<b>Heating Fuel Payment Assistance</b>	<b>4</b>
<b>Homeless Motel Vouchers</b>	<b>4</b>
<b>Medical Information Services * COVID-19</b>	<b>3</b>
<b>Therapy Referrals</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>2</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>2</b>
<b>COVID-19 Antibody Tests</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>Housing Complaints</b>	<b>2</b>
<b>Housing Counseling</b>	<b>2</b>
<b>Housing Search and Information</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : August 2021**

**Report Date: 09/02/2021**

**Total Number of Calls: 82**

<b>COVID-19 Control</b>	<b>25</b>
<b>Electric Service Payment Assistance</b>	<b>11</b>
<b>COVID-19 Diagnostic Tests</b>	<b>9</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>General Minor Home Repair Programs</b>	<b>6</b>
<b>COVID-19 Immunization Clinics</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>Heating Fuel Payment Assistance</b>	<b>3</b>
<b>Case/Care Management</b>	<b>2</b>
<b>Comprehensive Job Assistance Centers</b>	<b>2</b>
<b>Food Pantries</b>	<b>2</b>
<b>Medical Information Services * COVID-19</b>	<b>2</b>
<b>Non-Emergency Medical Transportation</b>	<b>2</b>
<b>Personal Financial Counseling</b>	<b>2</b>
<b>Respite Care</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>State Government Agencies/Departments</b>	<b>2</b>
<b>Supported Living Services for Adults With Disabilities</b>	<b>2</b>
<b>General Acute Care Hospitals</b>	<b>1</b>
<b>Food Stamps/SNAP Applications</b>	<b>1</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : August 2021**

**Total Number of Calls: 138**

**Report Date: 09/02/2021**

<b>COVID-19 Control</b>	<b>36</b>
<b>Electric Service Payment Assistance</b>	<b>26</b>
<b>COVID-19 Diagnostic Tests</b>	<b>17</b>
<b>Housing Search Assistance</b>	<b>14</b>
<b>COVID-19 Immunization Clinics</b>	<b>8</b>
<b>General Counseling Services</b>	<b>7</b>
<b>Heating Fuel Payment Assistance</b>	<b>7</b>
<b>General Legal Aid</b>	<b>5</b>
<b>General Medical Care</b>	<b>5</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>5</b>
<b>Community Shelters</b>	<b>4</b>
<b>Homeless Motel Vouchers</b>	<b>4</b>
<b>Psychiatric Case Management</b>	<b>4</b>
<b>Sheriff</b>	<b>4</b>
<b>Tenant Rights Information/Counseling</b>	<b>4</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Housing Search and Information</b>	<b>3</b>
<b>Legal Counseling</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : August 2021**

**Report Date: 09/02/2021**

**Total Number of Calls: 377**

<b>COVID-19 Control</b>	<b>120</b>
<b>Housing Search Assistance</b>	<b>38</b>
<b>COVID-19 Diagnostic Tests</b>	<b>34</b>
<b>Electric Service Payment Assistance</b>	<b>30</b>
<b>Community Shelters</b>	<b>15</b>
<b>Alcohol Detoxification</b>	<b>13</b>
<b>Drug Detoxification</b>	<b>13</b>
<b>Food Pantries</b>	<b>13</b>
<b>Medical Information Services * COVID-19</b>	<b>13</b>
<b>Homeless Motel Vouchers</b>	<b>12</b>
<b>General Counseling Services</b>	<b>10</b>
<b>Heating Fuel Payment Assistance</b>	<b>10</b>
<b>Housing Search and Information</b>	<b>10</b>
<b>Rent Payment Assistance</b>	<b>8</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>8</b>
<b>Business Assistance Services</b>	<b>7</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>7</b>
<b>COVID-19 Immunization Clinics</b>	<b>7</b>
<b>Transitional Housing/Shelter</b>	<b>7</b>
<b>Disability Related Transportation</b>	<b>6</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period : August 2021**

**Report Date: 09/02/2021**

**Total Number of Calls: 32**

<b>Electric Service Payment Assistance</b>	<b>18</b>
<b>COVID-19 Control</b>	<b>7</b>
<b>General Medical Care</b>	<b>3</b>
<b>COVID-19 Diagnostic Tests</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>General Counseling Services</b>	<b>2</b>
<b>Housing Search Assistance</b>	<b>2</b>
<b>Legal Counseling</b>	<b>2</b>
<b>Specialized Information and Referral</b>	<b>2</b>
<b>Lawyer Referral Services</b>	<b>1</b>
<b>Internet Information Resources</b>	<b>1</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>1</b>
<b>Homemaker Assistance</b>	<b>1</b>
<b>Homeless Shelter</b>	<b>1</b>
<b>Heating Fuel Payment Assistance</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>General Dentistry</b>	<b>1</b>
<b>Food Pantries</b>	<b>1</b>
<b>Directory Assistance</b>	<b>1</b>
<b>Dental Restoration</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period : August 2021**

**Total Number of Calls: 125**

**Report Date: 09/02/2021**

<b>COVID-19 Control</b>	<b>52</b>
<b>Electric Service Payment Assistance</b>	<b>29</b>
<b>COVID-19 Diagnostic Tests</b>	<b>10</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>Residential Substance Use Disorder Treatment Facilities</b>	<b>5</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>4</b>
<b>Tenant Rights Information/Counseling</b>	<b>4</b>
<b>COVID-19 Immunization Clinics</b>	<b>3</b>
<b>Errand Running/Shopping Assistance</b>	<b>3</b>
<b>Food Pantries</b>	<b>3</b>
<b>General Dentistry</b>	<b>3</b>
<b>General Medical Care</b>	<b>3</b>
<b>General Minor Home Repair Programs</b>	<b>3</b>
<b>Homemaker Assistance</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>2</b>
<b>Adolescent/Youth Counseling</b>	<b>2</b>
<b>Families/Friends of Individuals With an Alcohol Use Disorder Support Groups</b>	<b>2</b>
<b>Home Health Aide Services</b>	<b>2</b>
<b>Lawyer Referral Services</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period : August 2021**

**Total Number of Calls: 121**

**Report Date: 09/02/2021**

<b>Electric Service Payment Assistance</b>	<b>24</b>
<b>COVID-19 Control</b>	<b>21</b>
<b>Housing Search Assistance</b>	<b>20</b>
<b>Rent Payment Assistance</b>	<b>13</b>
<b>General Dentistry</b>	<b>8</b>
<b>Heating Fuel Payment Assistance</b>	<b>8</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>6</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>5</b>
<b>COVID-19 Diagnostic Tests</b>	<b>4</b>
<b>General Medical Care</b>	<b>4</b>
<b>Medical Information Services * COVID-19</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Dental Hygiene</b>	<b>3</b>
<b>Dental Prosthodontics</b>	<b>3</b>
<b>General Counseling Services</b>	<b>3</b>
<b>Group Residences for Adults With Disabilities</b>	<b>3</b>
<b>Housing Search and Information</b>	<b>3</b>
<b>Municipal Police</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : August 2021**

**Report Date: 09/02/2021**

**Total Number of Calls: 86**

<b>COVID-19 Control</b>	<b>28</b>
<b>COVID-19 Diagnostic Tests</b>	<b>10</b>
<b>Electric Service Payment Assistance</b>	<b>9</b>
<b>Case/Care Management</b>	<b>7</b>
<b>Substance Use Disorder Counseling</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>COVID-19 Immunization Clinics</b>	<b>4</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>4</b>
<b>General Dentistry</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Homeless Motel Vouchers</b>	<b>3</b>
<b>Post Disaster Crisis Counseling * COVID-19</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>2</b>
<b>Adult Protective Services</b>	<b>2</b>
<b>Community Clinics</b>	<b>2</b>
<b>Community Action Agencies</b>	<b>2</b>
<b>Food Stamps/SNAP Applications</b>	<b>2</b>
<b>General Clothing Provision</b>	<b>2</b>
<b>Heating Fuel Payment Assistance</b>	<b>2</b>
<b>Inpatient Drug Detoxification</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period : August 2021**

**Total Number of Calls: 33**

**Report Date: 09/02/2021**

<b>COVID-19 Control</b>	<b>9</b>
<b>Electric Service Payment Assistance</b>	<b>5</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>5</b>
<b>Home Health Aide Services</b>	<b>2</b>
<b>Lawyer Referral Services</b>	<b>2</b>
<b>COVID-19 Diagnostic Tests</b>	<b>2</b>
<b>Medical Care Expense Assistance</b>	<b>2</b>
<b>Legal Counseling</b>	<b>1</b>
<b>Inpatient Drug Detoxification</b>	<b>1</b>
<b>In Home Developmental Disabilities Habilitation Programs * Adolescents * Children</b>	<b>1</b>
<b>Homemaker Assistance</b>	<b>1</b>
<b>General Relief</b>	<b>1</b>
<b>Developmental Disabilities Day Habilitation Programs * Adolescents * Children</b>	<b>1</b>
<b>COVID-19 Immunization Clinics</b>	<b>1</b>
<b>City Government Information Services</b>	<b>1</b>
<b>Children's Protective Services</b>	<b>1</b>
<b>Case/Care Management * Autism Spectrum Disorder</b>	<b>1</b>
<b>Business Assistance Services</b>	<b>1</b>
<b>Benefits Screening</b>	<b>1</b>
<b>Autism Therapy</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : August 2021**

**Total Number of Calls: 458**

**Report Date: 09/02/2021**

<b>COVID-19 Control</b>	<b>146</b>
<b>COVID-19 Diagnostic Tests</b>	<b>49</b>
<b>Electric Service Payment Assistance</b>	<b>47</b>
<b>Housing Search Assistance</b>	<b>40</b>
<b>COVID-19 Immunization Clinics</b>	<b>20</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>16</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>15</b>
<b>Specialized Information and Referral</b>	<b>15</b>
<b>Case/Care Management</b>	<b>13</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>13</b>
<b>Mental Health Crisis Lines</b>	<b>13</b>
<b>Domestic Violence Hotlines</b>	<b>11</b>
<b>Homeless Motel Vouchers</b>	<b>11</b>
<b>Rent Payment Assistance</b>	<b>10</b>
<b>Homeless Shelter * Adults</b>	<b>9</b>
<b>Housing Search and Information</b>	<b>9</b>
<b>Medical Information Services * COVID-19</b>	<b>9</b>
<b>General Counseling Services</b>	<b>8</b>
<b>Assisted Living Facilities</b>	<b>7</b>
<b>211 Systems</b>	<b>7</b>