



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : July 2021

Report Date: 08/02/2021

Total Number of Calls: 302

Electric Service Payment Assistance	100
COVID-19 Control	31
Housing Search Assistance	21
Rent Payment Assistance	19
COVID-19 Diagnostic Tests	14
COVID-19 Immunization Clinics	14
Community Shelters	12
Food Pantries	12
Heating Fuel Payment Assistance	11
Rent Payment Assistance * COVID-19	11
Homeless Motel Vouchers	9
Residential Substance Use Disorder Treatment Facilities	9
General Counseling Services	8
Housing Search and Information	8
Substance Use Disorder Counseling	8
Drug Detoxification	7
Legal Counseling	7
Municipal Police	7
Specialized Information and Referral	6
Comprehensive Outpatient Substance Use Disorder Treatment	5



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : July 2021

Total Number of Calls: 68

Report Date: 08/02/2021

Residential Substance Use Disorder Treatment Facilities	10
Homeless Motel Vouchers	9
Electric Service Payment Assistance	8
General Relief	6
Housing Search Assistance	6
COVID-19 Control	5
Food Pantries	5
Prescription Expense Assistance	5
Housing Search and Information	4
Non-Emergency Medical Transportation	4
COVID-19 Diagnostic Tests	3
Heating Fuel Payment Assistance	3
Housing Counseling	3
Inpatient Substance Use Disorder Treatment Facilities	3
Specialized Information and Referral	3
Case/Care Management	2
Carpooling Programs	2
Career Development	2
Community Shelters	2
Area Agencies on Aging	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : July 2021

Total Number of Calls: 908

Report Date: 08/02/2021

COVID-19 Control	158
Electric Service Payment Assistance	125
Housing Search Assistance	105
COVID-19 Diagnostic Tests	57
Rent Payment Assistance	46
Homeless Motel Vouchers	44
Inpatient Substance Use Disorder Treatment Facilities	43
COVID-19 Immunization Clinics	41
General Counseling Services	39
Heating Fuel Payment Assistance	36
Alcohol Detoxification	22
Food Pantries	22
Drug Detoxification	19
Specialized Information and Referral	19
Aging and Disability Resource Centers	18
Residential Substance Use Disorder Treatment Facilities	18
Comprehensive Outpatient Substance Use Disorder Treatment	17
Community Shelters	16
General Legal Aid	16
General Relief	16



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : July 2021

Report Date: 08/02/2021

Total Number of Calls: 71

Electric Service Payment Assistance	15
Housing Search Assistance	8
COVID-19 Control	7
Home Health Aide Services	7
Community Shelters	6
COVID-19 Diagnostic Tests	5
Housing/Shelter	4
DUI Offender Programs	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Family Crisis Shelters	3
Heating Fuel Payment Assistance	3
Homeless Motel Vouchers	3
Housing Search and Information	3
Mental Health Crisis Lines	3
Psychological Assessment	3
Soup Kitchens	3
Aging and Disability Resource Centers	2
Anger Management	2
Community Action Agencies	2
Clinical Psychiatric Evaluation	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : July 2021

Report Date: 08/02/2021

Total Number of Calls: 58

COVID-19 Control	16
Electric Service Payment Assistance	6
General Dentistry	5
Housing Search Assistance	5
Case/Care Management	4
Specialized Information and Referral	3
Alcohol Use Disorder Support Groups	2
Aging and Disability Resource Centers	2
Benefits Screening	2
COVID-19 Immunization Clinics	2
COVID-19 Diagnostic Tests	2
Community Shelters	2
General Counseling Services * Adults	2
Eating Disorders Treatment	2
Housing Search and Information	2
Orthodontics	2
Referral to Dental Practitioners Accepting Medicaid	2
Rent Payment Assistance	2
State Government Agencies/Departments	2
Transportation Expense Assistance	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : July 2021

Report Date: 08/02/2021

Total Number of Calls: 333

Electric Service Payment Assistance	108
COVID-19 Control	55
Rent Payment Assistance	24
Housing Search Assistance	23
Homeless Motel Vouchers	21
COVID-19 Immunization Clinics	17
Adult Psychiatry	11
COVID-19 Diagnostic Tests	11
Pest Information	11
Residential Substance Use Disorder Treatment Facilities	10
General Counseling Services	9
Specialized Information and Referral	9
Food Pantries	8
Heating Fuel Payment Assistance	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
General Legal Aid	7
Rent Payment Assistance * COVID-19	7
General Relief	6
Inpatient Substance Use Disorder Treatment Facilities	6
Municipal Police	6



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : July 2021

Total Number of Calls: 60

Report Date: 08/02/2021

Electric Service Payment Assistance	23
Inpatient Substance Use Disorder Treatment Facilities	8
Housing Search Assistance	7
COVID-19 Control	6
General Dentistry	6
General Medical Care	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
COVID-19 Diagnostic Tests	3
Aging and Disability Resource Centers	2
Adult Protective Services	2
Case/Care Management	2
Drug Detoxification	2
COVID-19 Immunization Clinics	2
Emergency Dental Care	2
Homeless Motel Vouchers	2
Lawyer Referral Services	2
Opioid Detoxification	2
Recovery Homes/Halfway Houses	2
Specialized Information and Referral	2
General Federal Income Tax Information	1



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : July 2021

Report Date: 08/02/2021

Total Number of Calls: 67

Electric Service Payment Assistance	28
COVID-19 Control	15
Housing Search Assistance	15
COVID-19 Diagnostic Tests	6
COVID-19 Immunization Clinics	5
Heating Fuel Payment Assistance	5
Drug Detoxification	4
Case/Care Management * Adolescents * Children	3
General Counseling Services	3
Homeless Motel Vouchers	3
Rent Payment Assistance	3
Youth Shelters	3
Food Vouchers	2
General Minor Home Repair Programs	2
Housing Counseling	2
Housing Search and Information	2
Legal Counseling	2
Loan Counseling	2
Low Income/Subsidized Private Rental Housing	2
Neuropsychiatry/Neuropsychology	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : July 2021

Total Number of Calls: 156

Report Date: 08/02/2021

Electric Service Payment Assistance	49
Housing Search Assistance	20
COVID-19 Control	12
Rent Payment Assistance	12
Drug Detoxification	11
General Dentistry	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
Substance Use Disorder Counseling	8
General Counseling Services	7
Non-Emergency Medical Transportation	7
Opioid Detoxification	7
General Relief	6
Heating Fuel Payment Assistance	6
Aging and Disability Resource Centers	5
COVID-19 Diagnostic Tests	5
Food Stamps/SNAP Applications	5
Hearing Aids	5
Homeless Motel Vouchers	5
Medical Equipment/Supplies	5
Specialized Information and Referral	5



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : July 2021

Total Number of Calls: 244

Report Date: 08/02/2021

COVID-19 Control	40
Electric Service Payment Assistance	31
Housing Search Assistance	29
General Counseling Services	16
Heating Fuel Payment Assistance	16
COVID-19 Diagnostic Tests	12
Food Pantries	12
Homeless Motel Vouchers	11
Rent Payment Assistance	11
Residential Substance Use Disorder Treatment Facilities	10
Inpatient Substance Use Disorder Treatment Facilities	9
Medication Assisted Maintenance Treatment for Substance Use Disorders	9
Alcohol Detoxification	8
Case/Care Management	8
Substance Use Disorder Counseling	8
Drug Detoxification	7
Transitional Housing/Shelter	7
General Relief	6
Home Rehabilitation Grants	6
Housing Counseling	6



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : July 2021

Total Number of Calls: 23

Report Date: 08/02/2021

Electric Service Payment Assistance	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
Heating Fuel Payment Assistance	6
COVID-19 Control	3
Bereavement Counseling	3
Diabetes Management Clinics	3
Rent Payment Assistance	3
Drug Detoxification	2
Opioid Detoxification	2
Motor Vehicle Registration	1
Mortgage Payment Assistance	1
General Counseling Services	1
General Bereavement Support Groups	1
Local Officials Offices	1
Inpatient Substance Use Disorder Treatment Facilities	1
Inpatient Medically Assisted Alcohol Detoxification	1
Inpatient Drug Detoxification	1
Diapers	1
Dentures	1
At Risk/Homeless Housing Related Assistance Programs	1



211 Maine: Top 20 Call Categories
Sagadahoc County
Reporting Period : July 2021

Report Date: 08/02/2021

Total Number of Calls: 85

COVID-19 Control	20
Electric Service Payment Assistance	18
Housing Search Assistance	9
Rent Payment Assistance	9
General Dentistry	7
Homeless Motel Vouchers	7
Heating Fuel Payment Assistance	6
Prescription Expense Assistance	5
Emergency Shelter	4
COVID-19 Immunization Clinics	4
COVID-19 Diagnostic Tests	4
Community Shelters	3
General Counseling Services	3
Legal Counseling	3
Non-Emergency Medical Transportation	3
Area Agencies on Aging	2
Disaster Relief Services * COVID-19	2
Directory Assistance	2
Elder Law	2
Homeless Permanent Supportive Housing	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : July 2021

Total Number of Calls: 91

Report Date: 08/02/2021

Electric Service Payment Assistance	23
COVID-19 Control	12
Housing Search Assistance	11
Rent Payment Assistance	8
Housing Search and Information	6
Food Pantries	5
COVID-19 Diagnostic Tests	4
Drug Detoxification	4
Food Stamps/SNAP Applications	4
Homeless Motel Vouchers	4
Rent Payment Assistance * COVID-19	4
Benefits Screening	3
Community Shelters	3
Homemaker Assistance	3
Comprehensive Outpatient Substance Use Disorder Treatment	2
Case/Care Management	2
Detoxification	2
Daily Money Management Services	2
COVID-19 Immunization Clinics	2
Errand Running/Shopping Assistance	2



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : July 2021

Total Number of Calls: 83

Report Date: 08/02/2021

Electric Service Payment Assistance	24
COVID-19 Control	15
Housing Search Assistance	12
General Counseling Services	10
Substance Use Disorder Counseling	9
Outpatient Mental Health Facilities	6
Ageing and Disability Resource Centers	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Rent Payment Assistance	5
General Relief	4
Housing Search and Information	4
Mental Health Crisis Lines	4
Specialized Information and Referral	4
COVID-19 Immunization Clinics	3
Adult Psychiatric Inpatient Units	3
Housing Counseling	3
Legal Counseling	3
Talklines/Warmlines	3
Adult Protective Services	2
Developmental Disabilities Day Habilitation Programs	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : July 2021

Total Number of Calls: 35

Report Date: 08/02/2021

Electric Service Payment Assistance	10
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Specialized Information and Referral	5
Inpatient Substance Use Disorder Treatment Facilities	4
Rent Payment Assistance * COVID-19	3
Homemaker Assistance	2
Homeless Motel Vouchers	2
Alcohol Detoxification	2
Housing Search Assistance	2
Inpatient Drug Detoxification	2
Legal Counseling	2
Substance Use Disorder Counseling	2
Housing Search and Information	1
Housing Counseling	1
Adult Protective Services	1
Heating Fuel Payment Assistance	1
General Paratransit/Community Ride Programs	1
General Medical Care	1
General Health Insurance Information/Counseling	1
Gambling Addiction Support Groups	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : July 2021

Total Number of Calls: 326

Report Date: 08/02/2021

Electric Service Payment Assistance	61
COVID-19 Control	34
Housing Search Assistance	34
General Counseling Services	22
Homeless Motel Vouchers	18
Rent Payment Assistance	16
Heating Fuel Payment Assistance	15
Alcohol Detoxification	14
Drug Detoxification	13
Inpatient Substance Use Disorder Treatment Facilities	13
Non-Emergency Medical Transportation	13
COVID-19 Diagnostic Tests	12
Comprehensive Outpatient Substance Use Disorder Treatment	11
Housing Authorities	11
Outpatient Mental Health Facilities	11
Undesignated Temporary Financial Assistance	10
Inpatient Drug Detoxification	9
Rent Payment Assistance * COVID-19	9
Legal Counseling	8
General Relief	7