



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : September 2021**

**Total Number of Calls: 581**

**Report Date: 10/01/2021**

|  |            |
|--|------------|
| <b>COVID-19 Control</b>  | <b>177</b> |
| <b>COVID-19 Diagnostic Tests</b>   | <b>113</b> |
| <b>Electric Service Payment Assistance</b>                                   | <b>98</b>  |
| <b>COVID-19 Immunization Clinics</b>   | <b>29</b>  |
| <b>Housing Search Assistance</b>   | <b>27</b>  |
| <b>Rent Payment Assistance</b>   | <b>24</b>  |
| <b>Food Pantries</b>   | <b>22</b>  |
| <b>Homeless Motel Vouchers</b>   | <b>21</b>  |
| <b>Inpatient Substance Use Disorder Treatment Facilities</b>                 | <b>19</b>  |
| <b>Community Shelters</b>  | <b>18</b>  |
| <b>Heating Fuel Payment Assistance</b>                                       | <b>18</b>  |
| <b>Rent Payment Assistance * COVID-19</b>                                    | <b>18</b>  |
| <b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b> | <b>17</b>  |
| <b>General Counseling Services</b>   | <b>15</b>  |
| <b>General Relief</b>  | <b>14</b>  |
| <b>Municipal Police</b>  | <b>11</b>  |
| <b>Medical Information Services * COVID-19</b>                               | <b>10</b>  |
| <b>Case/Care Management</b>  | <b>9</b>   |
| <b>COVID-19 Antibody Tests</b>   | <b>8</b>   |
| <b>Home Nursing</b>  | <b>8</b>   |



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : September 2021**

**Total Number of Calls: 124**

**Report Date: 10/01/2021**

|  |           |
|--|-----------|
| <b>COVID-19 Control</b>  | <b>36</b> |
| <b>Heating Fuel Payment Assistance</b>                                       | <b>13</b> |
| <b>Homeless Motel Vouchers</b>   | <b>12</b> |
| <b>Housing Search Assistance</b>   | <b>11</b> |
| <b>Food Pantries</b>   | <b>8</b>  |
| <b>Homeless Shelter</b>  | <b>8</b>  |
| <b>Rent Payment Assistance</b>   | <b>8</b>  |
| <b>COVID-19 Immunization Clinics</b>   | <b>7</b>  |
| <b>Residential Substance Use Disorder Treatment Facilities</b>               | <b>7</b>  |
| <b>Rent Payment Assistance * COVID-19</b>                                    | <b>6</b>  |
| <b>Undesignated Temporary Financial Assistance</b>                           | <b>6</b>  |
| <b>Community Shelters</b>  | <b>5</b>  |
| <b>Aging and Disability Resource Centers</b>                                 | <b>5</b>  |
| <b>Food Vouchers</b>   | <b>5</b>  |
| <b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b> | <b>5</b>  |
| <b>COVID-19 Diagnostic Tests</b>   | <b>4</b>  |
| <b>Electric Service Payment Assistance</b>                                   | <b>4</b>  |
| <b>Medical Information Services * COVID-19</b>                               | <b>4</b>  |
| <b>Specialized Information and Referral</b>                                  | <b>4</b>  |
| <b>Alcohol Detoxification</b>  | <b>3</b>  |



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : September 2021**

**Total Number of Calls: 1,380**

**Report Date: 10/01/2021**

|  |            |
|--|------------|
| <b>COVID-19 Control</b>  | <b>525</b> |
| <b>COVID-19 Diagnostic Tests</b>   | <b>199</b> |
| <b>Electric Service Payment Assistance</b>                                   | <b>159</b> |
| <b>Heating Fuel Payment Assistance</b>                                       | <b>84</b>  |
| <b>Housing Search Assistance</b>   | <b>84</b>  |
| <b>Rent Payment Assistance</b>   | <b>80</b>  |
| <b>COVID-19 Immunization Clinics</b>   | <b>53</b>  |
| <b>Case/Care Management</b>  | <b>49</b>  |
| <b>Rent Payment Assistance * COVID-19</b>                                    | <b>38</b>  |
| <b>Homeless Motel Vouchers</b>   | <b>32</b>  |
| <b>General Counseling Services</b>   | <b>31</b>  |
| <b>Food Pantries</b>   | <b>25</b>  |
| <b>General Relief</b>  | <b>23</b>  |
| <b>Inpatient Substance Use Disorder Treatment Facilities</b>                 | <b>23</b>  |
| <b>Specialized Information and Referral</b>                                  | <b>22</b>  |
| <b>Detoxification</b>  | <b>21</b>  |
| <b>Disaster Relief Services * COVID-19</b>                                   | <b>21</b>  |
| <b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b> | <b>21</b>  |
| <b>Mental Health Crisis Lines</b>  | <b>21</b>  |
| <b>Undesignated Temporary Financial Assistance</b>                           | <b>21</b>  |



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : September 2021**

**Report Date: 10/01/2021**

**Total Number of Calls: 84**

|  |           |
|--|-----------|
| <b>COVID-19 Control</b>                        | <b>24</b> |
| <b>Electric Service Payment Assistance</b>     | <b>18</b> |
| <b>Heating Fuel Payment Assistance</b>         | <b>15</b> |
| <b>Housing Search Assistance</b>               | <b>12</b> |
| <b>COVID-19 Diagnostic Tests</b>               | <b>8</b>  |
| <b>Aging and Disability Resource Centers</b>   | <b>4</b>  |
| <b>Case/Care Management</b>                    | <b>4</b>  |
| <b>Mental Health Crisis Lines</b>              | <b>4</b>  |
| <b>General Medical Care</b>                    | <b>3</b>  |
| <b>COVID-19 Immunization Clinics</b>           | <b>3</b>  |
| <b>General Dentistry</b>                       | <b>3</b>  |
| <b>Medical Care Expense Assistance</b>         | <b>3</b>  |
| <b>Community Shelters</b>                      | <b>2</b>  |
| <b>Clinical Psychiatric Evaluation</b>         | <b>2</b>  |
| <b>Benefits Screening</b>                      | <b>2</b>  |
| <b>Medical Information Services * COVID-19</b> | <b>2</b>  |
| <b>Psychiatric Case Management</b>             | <b>2</b>  |
| <b>Rent Payment Assistance * COVID-19</b>      | <b>2</b>  |
| <b>Specialized Information and Referral</b>    | <b>2</b>  |
| <b>Talklines/Warmlines</b>                     | <b>2</b>  |



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

**Report Date: 10/01/2021**

**Total Number of Calls: 110**

|  |           |
|--|-----------|
| <b>COVID-19 Control</b>                      | <b>43</b> |
| <b>Housing Search Assistance</b>             | <b>19</b> |
| <b>COVID-19 Diagnostic Tests</b>             | <b>13</b> |
| <b>Electric Service Payment Assistance</b>   | <b>8</b>  |
| <b>General Dentistry</b>                     | <b>6</b>  |
| <b>Non-Emergency Medical Transportation</b>  | <b>6</b>  |
| <b>Heating Fuel Payment Assistance</b>       | <b>5</b>  |
| <b>Housing Search and Information</b>        | <b>5</b>  |
| <b>COVID-19 Immunization Clinics</b>         | <b>4</b>  |
| <b>General Counseling Services</b>           | <b>4</b>  |
| <b>Homeless Motel Vouchers</b>               | <b>4</b>  |
| <b>Food Pantries</b>                         | <b>3</b>  |
| <b>Disability Related Transportation</b>     | <b>3</b>  |
| <b>Community Shelters</b>                    | <b>2</b>  |
| <b>Homeless Permanent Supportive Housing</b> | <b>2</b>  |
| <b>Neurology</b>                             | <b>2</b>  |
| <b>Rent Payment Assistance * COVID-19</b>    | <b>2</b>  |
| <b>Specialized Information and Referral</b>  | <b>2</b>  |
| <b>State Government Information Services</b> | <b>2</b>  |
| <b>Talklines/Warmlines</b>                   | <b>2</b>  |



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period : September 2021**

**Report Date: 10/01/2021**

**Total Number of Calls: 481**

|  |            |
|--|------------|
| <b>COVID-19 Control</b>  | <b>178</b> |
| <b>Electric Service Payment Assistance</b>                     | <b>73</b>  |
| <b>COVID-19 Diagnostic Tests</b>                               | <b>56</b>  |
| <b>Rent Payment Assistance</b>                                 | <b>32</b>  |
| <b>Housing Search Assistance</b>                               | <b>31</b>  |
| <b>COVID-19 Immunization Clinics</b>                           | <b>20</b>  |
| <b>Community Shelters</b>                                      | <b>18</b>  |
| <b>Homeless Motel Vouchers</b>                                 | <b>18</b>  |
| <b>Heating Fuel Payment Assistance</b>                         | <b>17</b>  |
| <b>General Relief</b>  | <b>16</b>  |
| <b>Specialized Information and Referral</b>                    | <b>14</b>  |
| <b>Rent Payment Assistance * COVID-19</b>                      | <b>12</b>  |
| <b>Case/Care Management</b>                                    | <b>9</b>   |
| <b>Food Stamps/SNAP Applications</b>                           | <b>9</b>   |
| <b>Food Vouchers</b>   | <b>9</b>   |
| <b>Food Pantries</b>   | <b>8</b>   |
| <b>Public Charities</b>  | <b>8</b>   |
| <b>Residential Substance Use Disorder Treatment Facilities</b> | <b>8</b>   |
| <b>Disaster Relief Services * COVID-19</b>                     | <b>7</b>   |
| <b>Inpatient Substance Use Disorder Treatment Facilities</b>   | <b>7</b>   |



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : September 2021**

**Total Number of Calls: 115**

**Report Date: 10/01/2021**

|  |           |
|--|-----------|
| <b>COVID-19 Control</b>                        | <b>43</b> |
| <b>COVID-19 Diagnostic Tests</b>               | <b>19</b> |
| <b>Housing Search Assistance</b>               | <b>18</b> |
| <b>Electric Service Payment Assistance</b>     | <b>11</b> |
| <b>Heating Fuel Payment Assistance</b>         | <b>9</b>  |
| <b>Specialized Information and Referral</b>    | <b>8</b>  |
| <b>General Clothing Provision</b>              | <b>5</b>  |
| <b>General Relief</b>                          | <b>5</b>  |
| <b>COVID-19 Immunization Clinics</b>           | <b>4</b>  |
| <b>Home Nursing</b>                            | <b>4</b>  |
| <b>Homeless Motel Vouchers</b>                 | <b>4</b>  |
| <b>Rent Payment Assistance * COVID-19</b>      | <b>4</b>  |
| <b>Transitional Housing/Shelter</b>            | <b>4</b>  |
| <b>Children's Protective Services</b>          | <b>3</b>  |
| <b>Business Assistance Services</b>            | <b>3</b>  |
| <b>Errand Running/Shopping Assistance</b>      | <b>3</b>  |
| <b>Food Pantries</b>                           | <b>3</b>  |
| <b>Food Stamps/SNAP Applications</b>           | <b>3</b>  |
| <b>Housing Search and Information</b>          | <b>3</b>  |
| <b>Medical Information Services * COVID-19</b> | <b>3</b>  |



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : September 2021**

**Report Date: 10/01/2021**

**Total Number of Calls: 104**

|  |           |
|--|-----------|
| <b>COVID-19 Control</b>                        | <b>40</b> |
| <b>Electric Service Payment Assistance</b>     | <b>31</b> |
| <b>Housing Search Assistance</b>               | <b>14</b> |
| <b>COVID-19 Diagnostic Tests</b>               | <b>10</b> |
| <b>Heating Fuel Payment Assistance</b>         | <b>7</b>  |
| <b>Rent Payment Assistance</b>                 | <b>6</b>  |
| <b>State Government Information Services</b>   | <b>5</b>  |
| <b>Case/Care Management</b>                    | <b>4</b>  |
| <b>Community Shelters</b>                      | <b>4</b>  |
| <b>General Dentistry</b>                       | <b>4</b>  |
| <b>Senior Housing Information and Referral</b> | <b>4</b>  |
| <b>COVID-19 Immunization Clinics</b>           | <b>3</b>  |
| <b>Community Action Agencies</b>               | <b>3</b>  |
| <b>General Counseling Services</b>             | <b>3</b>  |
| <b>Homeless Motel Vouchers</b>                 | <b>3</b>  |
| <b>Housing Search and Information</b>          | <b>3</b>  |
| <b>Non-Emergency Medical Transportation</b>    | <b>3</b>  |
| <b>Public Charities</b>                        | <b>3</b>  |
| <b>Business Assistance Services</b>            | <b>2</b>  |
| <b>Benefits Screening</b>                      | <b>2</b>  |





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : September 2021**

**Total Number of Calls: 211**

**Report Date: 10/01/2021**

|  |           |
|--|-----------|
| <b>COVID-19 Control</b>  | <b>70</b> |
| <b>COVID-19 Diagnostic Tests</b>   | <b>29</b> |
| <b>Heating Fuel Payment Assistance</b>                                       | <b>27</b> |
| <b>Electric Service Payment Assistance</b>                                   | <b>25</b> |
| <b>Community Shelters</b>  | <b>12</b> |
| <b>General Counseling Services</b>   | <b>12</b> |
| <b>Housing Search Assistance</b>   | <b>10</b> |
| <b>Rent Payment Assistance</b>   | <b>10</b> |
| <b>Homeless Motel Vouchers</b>   | <b>8</b>  |
| <b>COVID-19 Immunization Clinics</b>   | <b>6</b>  |
| <b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b> | <b>6</b>  |
| <b>Outpatient Mental Health Facilities</b>                                   | <b>6</b>  |
| <b>Rent Payment Assistance * COVID-19</b>                                    | <b>6</b>  |
| <b>Domestic Violence Hotlines</b>  | <b>5</b>  |
| <b>General Relief</b>  | <b>5</b>  |
| <b>Mental Health Crisis Lines</b>  | <b>4</b>  |
| <b>Public Charities</b>  | <b>4</b>  |
| <b>Therapy Referrals</b>   | <b>4</b>  |
| <b>Undesignated Temporary Financial Assistance</b>                           | <b>4</b>  |
| <b>Community Shelters * Homeless Women</b>                                   | <b>3</b>  |



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : September 2021**

**Report Date: 10/01/2021**

**Total Number of Calls: 397**

|   |            |
|---|------------|
| <b>COVID-19 Control</b>                     | <b>150</b> |
| <b>COVID-19 Diagnostic Tests</b>            | <b>46</b>  |
| <b>Electric Service Payment Assistance</b>  | <b>30</b>  |
| <b>Housing Search Assistance</b>            | <b>29</b>  |
| <b>Rent Payment Assistance * COVID-19</b>   | <b>24</b>  |
| <b>Heating Fuel Payment Assistance</b>      | <b>21</b>  |
| <b>Rent Payment Assistance</b>              | <b>18</b>  |
| <b>Homeless Motel Vouchers</b>              | <b>16</b>  |
| <b>COVID-19 Immunization Clinics</b>        | <b>15</b>  |
| <b>General Dentistry</b>                    | <b>12</b>  |
| <b>Food Pantries</b>                        | <b>10</b>  |
| <b>Housing Search and Information</b>       | <b>10</b>  |
| <b>Case/Care Management</b>                 | <b>9</b>   |
| <b>Community Shelters</b>                   | <b>9</b>   |
| <b>Disaster Relief Services * COVID-19</b>  | <b>9</b>   |
| <b>Alcohol Detoxification</b>               | <b>8</b>   |
| <b>Specialized Information and Referral</b> | <b>8</b>   |
| <b>General Relief</b>                       | <b>7</b>   |
| <b>Legal Counseling</b>                     | <b>7</b>   |
| <b>Food Stamps/SNAP Applications</b>        | <b>6</b>   |



**211 Maine: Top 20 Call Categories**  
**Piscataquis County**  
**Reporting Period : September 2021**

**Report Date: 10/01/2021**

**Total Number of Calls: 43**

|  |           |
|--|-----------|
| <b>COVID-19 Control</b>  | <b>17</b> |
| <b>Heating Fuel Payment Assistance</b>                                       | <b>6</b>  |
| <b>General Counseling Services</b>   | <b>6</b>  |
| <b>Homemaker Assistance</b>  | <b>3</b>  |
| <b>Homeless Motel Vouchers</b>   | <b>3</b>  |
| <b>Alcohol Detoxification</b>  | <b>3</b>  |
| <b>Lawyer Referral Services</b>  | <b>3</b>  |
| <b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b> | <b>3</b>  |
| <b>Case/Care Management</b>  | <b>2</b>  |
| <b>Food Stamps/SNAP Applications</b>   | <b>2</b>  |
| <b>General Relief</b>  | <b>2</b>  |
| <b>Welfare Rights Assistance</b>   | <b>2</b>  |
| <b>General Paratransit/Community Ride Programs</b>                           | <b>1</b>  |
| <b>General Counseling Services * Adults</b>                                  | <b>1</b>  |
| <b>Electric Service Payment Assistance</b>                                   | <b>1</b>  |
| <b>EBT Card Services</b>   | <b>1</b>  |
| <b>COVID-19 Immunization Clinics</b>   | <b>1</b>  |
| <b>COVID-19 Diagnostic Tests</b>   | <b>1</b>  |
| <b>Comprehensive Job Assistance Centers</b>                                  | <b>1</b>  |
| <b>Community Shelters</b>  | <b>1</b>  |



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period : September 2021**

**Report Date: 10/01/2021**

**Total Number of Calls: 115**

|   |           |
|---|-----------|
| <b>COVID-19 Control</b>                     | <b>45</b> |
| <b>Electric Service Payment Assistance</b>  | <b>15</b> |
| <b>COVID-19 Diagnostic Tests</b>            | <b>12</b> |
| <b>COVID-19 Immunization Clinics</b>        | <b>9</b>  |
| <b>General Counseling Services</b>          | <b>5</b>  |
| <b>Specialized Information and Referral</b> | <b>5</b>  |
| <b>Adult Psychiatric Hospitals</b>          | <b>4</b>  |
| <b>Homemaker Assistance</b>                 | <b>4</b>  |
| <b>Housing Search Assistance</b>            | <b>4</b>  |
| <b>Rent Payment Assistance</b>              | <b>4</b>  |
| <b>Heating Fuel Payment Assistance</b>      | <b>3</b>  |
| <b>Respite Care</b>                         | <b>3</b>  |
| <b>Community Shelters</b>                   | <b>2</b>  |
| <b>Benefits Screening</b>                   | <b>2</b>  |
| <b>Emergency Shelter</b>                    | <b>2</b>  |
| <b>Flu Vaccines</b>                         | <b>2</b>  |
| <b>Food Pantries</b>                        | <b>2</b>  |
| <b>Food Stamps/SNAP Applications</b>        | <b>2</b>  |
| <b>General Dentistry</b>                    | <b>2</b>  |
| <b>Legal Counseling</b>                     | <b>2</b>  |



**211 Maine: Top 20 Call Categories**  
**Somerset County**  
**Reporting Period : September 2021**

**Report Date: 10/01/2021**

**Total Number of Calls: 152**

|   |           |
|---|-----------|
| <b>Electric Service Payment Assistance</b>                          | <b>50</b> |
| <b>COVID-19 Control</b>   | <b>33</b> |
| <b>Heating Fuel Payment Assistance</b>                              | <b>15</b> |
| <b>Case/Care Management</b>   | <b>14</b> |
| <b>Housing Search Assistance</b>                                    | <b>10</b> |
| <b>General Dentistry</b>  | <b>9</b>  |
| <b>COVID-19 Diagnostic Tests</b>                                    | <b>8</b>  |
| <b>Disaster Relief Services * COVID-19</b>                          | <b>8</b>  |
| <b>Rent Payment Assistance</b>                                      | <b>7</b>  |
| <b>Rent Payment Assistance * COVID-19</b>                           | <b>7</b>  |
| <b>Food Stamps/SNAP Applications</b>                                | <b>6</b>  |
| <b>Homeless Motel Vouchers</b>                                      | <b>6</b>  |
| <b>Aging and Disability Resource Centers</b>                        | <b>5</b>  |
| <b>Medical Information Services * COVID-19</b>                      | <b>5</b>  |
| <b>COVID-19 Immunization Clinics</b>                                | <b>4</b>  |
| <b>Food Vouchers</b>  | <b>4</b>  |
| <b>Home Nursing</b>   | <b>4</b>  |
| <b>Inpatient Substance Use Disorder Treatment Facilities</b>        | <b>4</b>  |
| <b>Outpatient Mental Health Facilities * Adolescents * Children</b> | <b>4</b>  |
| <b>Psychiatric Case Management</b>                                  | <b>4</b>  |



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : September 2021**

**Total Number of Calls: 93**

**Report Date: 10/01/2021**

|  |           |
|--|-----------|
| <b>COVID-19 Control</b>  | <b>24</b> |
| <b>COVID-19 Diagnostic Tests</b>   | <b>9</b>  |
| <b>Electric Service Payment Assistance</b>                                   | <b>9</b>  |
| <b>Housing Search Assistance</b>   | <b>6</b>  |
| <b>Lawyer Referral Services</b>  | <b>6</b>  |
| <b>COVID-19 Immunization Clinics</b>   | <b>4</b>  |
| <b>Inpatient Substance Use Disorder Treatment Facilities</b>                 | <b>4</b>  |
| <b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b> | <b>4</b>  |
| <b>Rent Payment Assistance * COVID-19</b>                                    | <b>4</b>  |
| <b>Community Shelters</b>  | <b>3</b>  |
| <b>General Relief</b>  | <b>3</b>  |
| <b>Legal Counseling</b>  | <b>3</b>  |
| <b>Mortgage Payment Assistance</b>   | <b>3</b>  |
| <b>Outpatient Mental Health Facilities</b>                                   | <b>3</b>  |
| <b>Child Care Centers</b>  | <b>2</b>  |
| <b>Aging and Disability Resource Centers</b>                                 | <b>2</b>  |
| <b>Adult Psychiatric Hospitals</b>   | <b>2</b>  |
| <b>Adolescent/Youth Counseling</b>   | <b>2</b>  |
| <b>Alcohol Use Disorder Support Groups</b>                                   | <b>2</b>  |
| <b>Discrimination Assistance</b>   | <b>2</b>  |



**211 Maine: Top 20 Call Categories**  
**Washington County**  
**Reporting Period : September 2021**

**Report Date: 10/01/2021**

**Total Number of Calls: 75**

|  |           |
|--|-----------|
| <b>COVID-19 Control</b>                            | <b>31</b> |
| <b>Heating Fuel Payment Assistance</b>             | <b>18</b> |
| <b>Alcohol Detoxification</b>                      | <b>7</b>  |
| <b>Undesignated Temporary Financial Assistance</b> | <b>7</b>  |
| <b>General Counseling Services</b>                 | <b>5</b>  |
| <b>COVID-19 Diagnostic Tests</b>                   | <b>5</b>  |
| <b>General Medical Care</b>                        | <b>4</b>  |
| <b>Drug Detoxification</b>                         | <b>3</b>  |
| <b>Housing Search Assistance</b>                   | <b>3</b>  |
| <b>Lawyer Referral Services</b>                    | <b>3</b>  |
| <b>Specialized Information and Referral</b>        | <b>3</b>  |
| <b>Substance Use Disorder Counseling</b>           | <b>3</b>  |
| <b>Case/Care Management</b>                        | <b>2</b>  |
| <b>Aging and Disability Resource Centers</b>       | <b>2</b>  |
| <b>Adult Protective Services</b>                   | <b>2</b>  |
| <b>Electric Service Payment Assistance</b>         | <b>2</b>  |
| <b>General Dentistry</b>                           | <b>2</b>  |
| <b>General Relief</b>                              | <b>2</b>  |
| <b>Home Rehabilitation Loans</b>                   | <b>2</b>  |
| <b>Medication Information/Management</b>           | <b>2</b>  |



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : September 2021**

**Report Date: 10/01/2021**

**Total Number of Calls: 556**

|  |            |
|--|------------|
| <b>COVID-19 Control</b>  | <b>170</b> |
| <b>Electric Service Payment Assistance</b>                                   | <b>79</b>  |
| <b>COVID-19 Diagnostic Tests</b>   | <b>42</b>  |
| <b>COVID-19 Immunization Clinics</b>   | <b>42</b>  |
| <b>Housing Search Assistance</b>   | <b>39</b>  |
| <b>Rent Payment Assistance * COVID-19</b>                                    | <b>30</b>  |
| <b>Rent Payment Assistance</b>   | <b>21</b>  |
| <b>General Counseling Services</b>   | <b>20</b>  |
| <b>Food Pantries</b>   | <b>19</b>  |
| <b>Heating Fuel Payment Assistance</b>                                       | <b>17</b>  |
| <b>Alcohol Detoxification</b>  | <b>15</b>  |
| <b>Drug Detoxification</b>   | <b>15</b>  |
| <b>Homeless Motel Vouchers</b>   | <b>15</b>  |
| <b>Homeless Shelter * Adults</b>   | <b>15</b>  |
| <b>Undesignated Temporary Financial Assistance</b>                           | <b>15</b>  |
| <b>Inpatient Substance Use Disorder Treatment Facilities</b>                 | <b>13</b>  |
| <b>General Relief</b>  | <b>12</b>  |
| <b>Outpatient Mental Health Facilities</b>                                   | <b>12</b>  |
| <b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b> | <b>11</b>  |
| <b>Mental Health Crisis Lines</b>  | <b>10</b>  |