



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : December 2021

Total Number of Calls: 797

Report Date: 01/03/2022

COVID-19 Control	283
COVID-19 Diagnostic Tests	130
COVID-19 Immunization Clinics	65
Heating Fuel Payment Assistance	56
Electric Service Payment Assistance	36
Community Shelters	31
Food Pantries	28
Homeless Motel Vouchers	27
Disaster Relief Services * COVID-19	24
Housing Search Assistance	22
General Relief	21
Case/Care Management	20
Rent Payment Assistance	18
Mental Health Crisis Lines	16
General Counseling Services	14
Non-Emergency Medical Transportation	14
Inpatient Substance Use Disorder Treatment Facilities	14
Specialized Information and Referral	13
Emergency Rental Assistance Program (ERAP)	12
Medical Information Services * COVID-19	12



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : December 2021

Total Number of Calls: 128

Report Date: 01/03/2022

Heating Fuel Payment Assistance	29
COVID-19 Control	24
Inpatient Substance Use Disorder Treatment Facilities	14
Disaster Relief Services * COVID-19	9
General Relief	8
Detoxification	7
COVID-19 Immunization Clinics	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
Residential Substance Use Disorder Treatment Facilities	7
Homeless Motel Vouchers	6
Public Charities	6
Drug Detoxification	5
Electric Service Payment Assistance	5
Home Rehabilitation Grants	5
Medical Information Services * COVID-19	5
Substance Use Disorder Counseling	5
Heating Fuel Payment Assistance * COVID-19	4
Mental Health Crisis Lines	4
COVID-19 Diagnostic Tests	3
General Dentistry	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : December 2021

Total Number of Calls: 1,606

Report Date: 01/03/2022

COVID-19 Control	587
Heating Fuel Payment Assistance	242
COVID-19 Diagnostic Tests	222
COVID-19 Immunization Clinics	103
Housing Search Assistance	74
Homeless Motel Vouchers	61
Rent Payment Assistance	60
Electric Service Payment Assistance	51
Disaster Relief Services * COVID-19	51
Medical Information Services * COVID-19	45
Community Shelters	44
Mental Health Crisis Lines	38
General Relief	35
Food Pantries	34
Emergency Rental Assistance Program (ERAP)	30
Inpatient Substance Use Disorder Treatment Facilities	28
General Counseling Services	28
Comprehensive Outpatient Substance Use Disorder Treatment	27
Rent Payment Assistance * COVID-19	25
Case/Care Management	24



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : December 2021

Report Date: 01/03/2022

Total Number of Calls: 122

COVID-19 Control	33
Heating Fuel Payment Assistance	20
Electric Service Payment Assistance	17
COVID-19 Diagnostic Tests	13
Community Shelters	12
Substance Use Disorder Counseling	10
Homeless Motel Vouchers	9
Electric Service Payment Assistance * COVID-19	6
General Dentistry	6
Lawyer Referral Services	6
COVID-19 Immunization Clinics	5
Heating Fuel Payment Assistance * COVID-19	5
Mental Health Crisis Lines	5
Non-Emergency Medical Transportation	5
Psychiatric Case Management	5
Talklines/Warmlines	5
Telemental Health	5
General Relief	4
Dialectical Behavior Therapy	3
Dental Prosthodontics	3



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

Report Date: 01/03/2022

Total Number of Calls: 116

COVID-19 Control	48
Heating Fuel Payment Assistance	29
Electric Service Payment Assistance	11
Housing Search Assistance	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
Electric Service Payment Assistance * COVID-19	5
Rent Payment Assistance	5
Heating Fuel Payment Assistance * COVID-19	4
Area Agencies on Aging	4
Disaster Relief Services * COVID-19	4
Inpatient Substance Use Disorder Treatment Facilities	4
General Medical Care	3
COVID-19 Immunization Clinics	3
Residential Substance Use Disorder Treatment Facilities	3
Rent Payment Assistance * COVID-19	3
Home Health Aide Services	3
COVID-19 Diagnostic Tests	3
Case/Care Management * Autism Spectrum Disorder	2
Senior Ride Programs	2
Housing Counseling	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : December 2021

Report Date: 01/03/2022

Total Number of Calls: 596

COVID-19 Control	216
Heating Fuel Payment Assistance	83
COVID-19 Diagnostic Tests	65
COVID-19 Immunization Clinics	47
Electric Service Payment Assistance	39
Rent Payment Assistance	22
Food Pantries	21
Housing Search Assistance	19
Disaster Relief Services * COVID-19	17
Inpatient Substance Use Disorder Treatment Facilities	17
General Relief	16
Holiday Gifts/Toys	16
Homeless Motel Vouchers	15
Medical Information Services * COVID-19	14
Mental Health Crisis Lines	13
Rent Payment Assistance * COVID-19	11
Emergency Rental Assistance Program (ERAP)	10
Heating Fuel Payment Assistance * COVID-19	10
Community Shelters	10
Disability Related Transportation	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : December 2021

Report Date: 01/03/2022

Total Number of Calls: 113

COVID-19 Control	38
COVID-19 Diagnostic Tests	23
Case/Care Management	13
Electric Service Payment Assistance	10
Inpatient Substance Use Disorder Treatment Facilities	7
Homeless Motel Vouchers	6
Heating Fuel Payment Assistance	6
Community Shelters	6
Disaster Relief Services * COVID-19	5
General Counseling Services	4
COVID-19 Immunization Clinics	4
Rent Payment Assistance	4
Housing Search Assistance	4
Aging and Disability Resource Centers	3
General Dentistry	3
Community Action Agencies	3
Veteran Benefits Assistance	3
Food Pantries	3
Emergency Dental Care	3
Homemaker Assistance	3



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : December 2021

Report Date: 01/03/2022

Total Number of Calls: 130

COVID-19 Control	39
Heating Fuel Payment Assistance	32
COVID-19 Diagnostic Tests	15
Electric Service Payment Assistance	12
General Counseling Services	10
General Relief	7
Housing Search Assistance	7
Medical Information Services * COVID-19	6
Disaster Relief Services * COVID-19	5
Therapy Referrals	4
Rent Payment Assistance * COVID-19	4
Mental Health Crisis Lines	4
Comprehensive Outpatient Substance Use Disorder Treatment	4
Furnace Maintenance/Repair	4
COVID-19 Immunization Clinics	4
Inpatient Substance Use Disorder Treatment Facilities	4
Directory Assistance	4
Electric Service Payment Assistance * COVID-19	4
Specialized Information and Referral	4
Alcohol Detoxification	3



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : December 2021

Total Number of Calls: 277

Report Date: 01/03/2022

COVID-19 Control	79
Heating Fuel Payment Assistance	52
COVID-19 Diagnostic Tests	37
COVID-19 Immunization Clinics	24
Electric Service Payment Assistance	13
Rent Payment Assistance	11
Directory Assistance	9
Disaster Relief Services * COVID-19	9
Home Health Aide Services	7
General Counseling Services	7
Food Pantries	7
Inpatient Substance Use Disorder Treatment Facilities	7
Homeless Motel Vouchers	7
Medical Information Services * COVID-19	7
Drug Detoxification	7
Non-Emergency Medical Transportation	6
Homemaker Assistance	6
Talklines/Warmlines	6
Outpatient Mental Health Facilities	6
Specialized Information and Referral	6



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : December 2021

Report Date: 01/03/2022

Total Number of Calls: 455

COVID-19 Control	147
Heating Fuel Payment Assistance	108
Electric Service Payment Assistance	27
Rent Payment Assistance	25
COVID-19 Diagnostic Tests	23
Rent Payment Assistance * COVID-19	22
Disaster Relief Services * COVID-19	19
Food Pantries	19
Emergency Rental Assistance Program (ERAP)	19
Community Shelters	18
Homeless Motel Vouchers	17
Housing Search Assistance	15
Medical Information Services * COVID-19	13
Specialized Information and Referral	12
General Relief	11
General Counseling Services	11
Directory Assistance	10
Heating Fuel Payment Assistance * COVID-19	10
Public Charities	9
Aging and Disability Resource Centers	9



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : December 2021

Report Date: 01/03/2022

Total Number of Calls: 48

COVID-19 Control	17
Electric Service Payment Assistance	7
Substance Use Disorder Counseling	5
COVID-19 Immunization Clinics	4
Disaster Relief Services * COVID-19	3
Heating Fuel Payment Assistance	3
General Relief	2
Veteran Benefits Assistance	2
Housing Search Assistance	2
Personal Care	2
Disease Specific Communicable Disease Control	2
Drug Detoxification	2
Medical Information Services * COVID-19	2
Alcohol Detoxification	2
Psychiatric Case Management * Adults	2
Food Stamps/SNAP Applications	1
Advocacy * Deafness	1
Talklines/Warmlines * COVID-19	1
Social Security Disability Insurance	1
Rail Passenger Services	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : December 2021

Report Date: 01/03/2022

Total Number of Calls: 156

COVID-19 Control	42
Heating Fuel Payment Assistance	35
Electric Service Payment Assistance	25
Housing Search Assistance	20
Rent Payment Assistance * COVID-19	14
COVID-19 Immunization Clinics	14
General Counseling Services	13
Rent Payment Assistance	11
COVID-19 Diagnostic Tests	7
General Relief	7
Inpatient Substance Use Disorder Treatment Facilities	6
Electric Service Payment Assistance * COVID-19	6
Utility Service Payment Assistance * COVID-19	5
Food Pantries	5
Therapy Referrals	5
Talklines/Warmlines	5
Homeless Motel Vouchers	4
Medicare Information/Counseling	4
Emergency Rental Assistance Program (ERAP)	4
Rental Deposit Assistance	4



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : December 2021

Total Number of Calls: 162

Report Date: 01/03/2022

Heating Fuel Payment Assistance	40
COVID-19 Control	26
Electric Service Payment Assistance	19
Rent Payment Assistance	14
Directory Assistance	10
Rent Payment Assistance * COVID-19	9
Housing Search Assistance	9
Food Pantries	8
Inpatient Substance Use Disorder Treatment Facilities	8
Disaster Relief Services * COVID-19	7
Aging and Disability Resource Centers	7
Electric Service Payment Assistance * COVID-19	7
General Dentistry	7
COVID-19 Diagnostic Tests	7
Referral to Dental Practitioners Accepting Medicaid	6
Heating Fuel Payment Assistance * COVID-19	6
General Relief	6
Emergency Rental Assistance Program (ERAP)	5
Homeless Motel Vouchers	4
Adult Protective Services	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : December 2021

Total Number of Calls: 111

Report Date: 01/03/2022

COVID-19 Control	32
Electric Service Payment Assistance	23
Heating Fuel Payment Assistance	19
COVID-19 Diagnostic Tests	9
Food Pantries	8
Housing Search Assistance	7
COVID-19 Immunization Clinics	6
Electric Service Payment Assistance * COVID-19	5
Heating Fuel Payment Assistance * COVID-19	4
Emergency Rental Assistance Program (ERAP)	4
Homeless Motel Vouchers	4
Home Rehabilitation Grants	4
Veteran Benefits Assistance	3
General Relief	3
Medical Information Services * COVID-19	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Undesignated Temporary Financial Assistance * Families of Veterans * Veterans	3
Property Tax Agencies	3
Detoxification	3
Aging and Disability Resource Centers	3



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : December 2021

Report Date: 01/03/2022

Total Number of Calls: 72

COVID-19 Control	19
Heating Fuel Payment Assistance	18
Housing Search Assistance	12
Housing Search and Information	7
COVID-19 Diagnostic Tests	7
Inpatient Substance Use Disorder Treatment Facilities	6
Substance Use Disorder Counseling	5
Electric Service Payment Assistance * COVID-19	3
Electric Service Payment Assistance	3
Adult Psychiatry	3
General Relief	3
Non-Emergency Medical Transportation	3
General Counseling Services	3
Alcohol Use Disorder Support Groups	3
Therapy Referrals	3
Home Health Aide Services	3
Building and Safety	2
Area Agencies on Aging	2
Talklines/Warmlines	2
Residential Substance Use Disorder Treatment Facilities	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : December 2021

Total Number of Calls: 679

Report Date: 01/03/2022

COVID-19 Control	224
Heating Fuel Payment Assistance	71
COVID-19 Diagnostic Tests	68
COVID-19 Immunization Clinics	47
Housing Search Assistance	28
Talklines/Warmlines	26
Rent Payment Assistance * COVID-19	25
Electric Service Payment Assistance	25
Medical Information Services * COVID-19	23
General Counseling Services	20
Homeless Motel Vouchers	19
General Relief	18
Drug Detoxification	16
Alcohol Detoxification	16
Rent Payment Assistance	16
Food Pantries	14
Non-Emergency Medical Transportation	13
Disaster Relief Services * COVID-19	13
Emergency Rental Assistance Program (ERAP)	13
Inpatient Substance Use Disorder Treatment Facilities	13