



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : November 2021

Report Date: 12/01/2021

Total Number of Calls: 792

COVID-19 Control	264
COVID-19 Diagnostic Tests	175
COVID-19 Immunization Clinics	81
Heating Fuel Payment Assistance	66
Electric Service Payment Assistance	40
Disaster Relief Services * COVID-19	33
Food Pantries	31
Housing Search Assistance	24
Case/Care Management	22
Rent Payment Assistance * COVID-19	22
Community Shelters	21
Rent Payment Assistance	20
Homeless Motel Vouchers	19
Inpatient Substance Use Disorder Treatment Facilities	18
General Counseling Services	17
Holiday Gifts/Toys	17
Specialized Information and Referral	12
Non-Emergency Medical Transportation	12
Drug Detoxification	11
General Medical Care	10



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : November 2021

Total Number of Calls: 123

Report Date: 12/01/2021

COVID-19 Control	37
Heating Fuel Payment Assistance	16
Disaster Relief Services * COVID-19	11
Electric Service Payment Assistance	10
Homeless Motel Vouchers	9
General Relief	6
Prescription Expense Assistance	6
Undesignated Temporary Financial Assistance	5
Rent Payment Assistance * COVID-19	4
Water Service Payment Assistance	4
COVID-19 Immunization Clinics	4
Specialized Information and Referral	4
Food Vouchers	3
Housing Search Assistance	3
Housing Counseling	3
General Paratransit/Community Ride Programs	3
Community Action Agencies	3
Medical Information Services * COVID-19	3
Inpatient Substance Use Disorder Treatment Facilities	3
Housing Authorities	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : November 2021

Total Number of Calls: 1,463

Report Date: 12/01/2021

COVID-19 Control	503
Heating Fuel Payment Assistance	246
COVID-19 Diagnostic Tests	141
Housing Search Assistance	96
Electric Service Payment Assistance	77
COVID-19 Immunization Clinics	72
Rent Payment Assistance	68
Homeless Motel Vouchers	56
Disaster Relief Services * COVID-19	46
Rent Payment Assistance * COVID-19	46
General Counseling Services	37
General Relief	35
Case/Care Management	34
Community Shelters	26
Food Pantries	26
Medication Assisted Maintenance Treatment for Substance Use Disorders	23
Psychiatric Case Management	22
Inpatient Substance Use Disorder Treatment Facilities	22
Specialized Information and Referral	21
Alcohol Detoxification	21



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : November 2021

Report Date: 12/01/2021

Total Number of Calls: 111

COVID-19 Control	28
Electric Service Payment Assistance	16
COVID-19 Immunization Clinics	12
COVID-19 Diagnostic Tests	12
Housing Search Assistance	11
Heating Fuel Payment Assistance	8
Holiday Gifts/Toys	5
Specialized Information and Referral	5
Domestic Violence Hotlines	4
Medical Information Services * COVID-19	4
Rent Payment Assistance	4
Rent Payment Assistance * COVID-19	3
Home Health Aide Services	3
General Counseling Services	3
Inpatient Substance Use Disorder Treatment Facilities	3
Housing Counseling	2
Alcohol Use Disorder Support Groups	2
Disaster Relief Services * COVID-19	2
Certificates/Forms Assistance	2
Family Counseling	2



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

Report Date: 12/01/2021

Total Number of Calls: 86

COVID-19 Control	23
Heating Fuel Payment Assistance	19
Electric Service Payment Assistance	8
Housing Search Assistance	7
General Counseling Services	6
Homeless Motel Vouchers	6
Undesignated Temporary Financial Assistance	5
Mental Health Crisis Lines	5
Substance Use Disorder Counseling	5
Case/Care Management	4
Specialized Information and Referral	4
COVID-19 Diagnostic Tests	3
Community Shelters	3
Aging and Disability Resource Centers	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Food Pantries	3
General Relief	3
Christmas Baskets	3
Telemedicine	2
Psychiatric Case Management	2



211 Maine: Top 20 Call Categories
Kennebec County
Reporting Period : November 2021

Report Date: 12/01/2021

Total Number of Calls: 578

COVID-19 Control	194
Heating Fuel Payment Assistance	58
COVID-19 Diagnostic Tests	55
COVID-19 Immunization Clinics	37
Electric Service Payment Assistance	35
Housing Search Assistance	31
Community Shelters	28
Rent Payment Assistance	26
Homeless Motel Vouchers	23
Medical Information Services * COVID-19	19
Rent Payment Assistance * COVID-19	19
Disaster Relief Services * COVID-19	17
General Relief	16
Food Pantries	15
Comprehensive Outpatient Substance Use Disorder Treatment	12
Inpatient Substance Use Disorder Treatment Facilities	12
Specialized Information and Referral	11
Housing Search and Information	9
Food Stamps/SNAP Applications	8
Holiday Gifts/Toys	8



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : November 2021

Report Date: 12/01/2021

Total Number of Calls: 114

COVID-19 Control	30
Heating Fuel Payment Assistance	19
COVID-19 Diagnostic Tests	18
Electric Service Payment Assistance	11
COVID-19 Immunization Clinics	9
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
Therapy Referrals	6
Housing Search Assistance	6
Rent Payment Assistance	6
General Relief	5
Homeless Motel Vouchers	5
Talklines/Warmlines	4
Case/Care Management	4
General Psychiatry	3
Disaster Relief Services * COVID-19	3
Rent Payment Assistance * COVID-19	3
Recovery Homes/Halfway Houses	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
General Counseling Services	3
Substance Use Disorder Referrals	3



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : November 2021

Report Date: 12/01/2021

Total Number of Calls: 111

Heating Fuel Payment Assistance	39
COVID-19 Control	34
COVID-19 Diagnostic Tests	11
Homemaker Assistance	6
Disaster Relief Services * COVID-19	5
Housing Search Assistance	5
Emergency Shelter	4
Rent Payment Assistance * COVID-19	4
COVID-19 Immunization Clinics	4
Homeless Motel Vouchers	3
General Relief	3
General Minor Home Repair Programs	3
Weatherization Programs	3
Telemental Health	3
Specialized Information and Referral	3
Aging and Disability Resource Centers	3
Career Development	2
Rent Payment Assistance	2
Outpatient Mental Health Facilities	2
Low Income/Subsidized Private Rental Housing	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : November 2021

Total Number of Calls: 284

Report Date: 12/01/2021

COVID-19 Control	96
Heating Fuel Payment Assistance	41
COVID-19 Diagnostic Tests	34
COVID-19 Immunization Clinics	25
Electric Service Payment Assistance	21
Drug Detoxification	16
General Counseling Services	10
Disaster Relief Services * COVID-19	10
Homeless Motel Vouchers	9
Detoxification	9
Community Shelters	9
Rent Payment Assistance	9
General Dentistry	8
Rent Payment Assistance * COVID-19	8
Mental Health Crisis Lines	8
Homeless Shelter	7
Food Pantries	6
General Relief	6
Housing Search Assistance	6
Case/Care Management	6



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : November 2021

Report Date: 12/01/2021

Total Number of Calls: 375

COVID-19 Control	104
Heating Fuel Payment Assistance	65
Rent Payment Assistance * COVID-19	30
Rent Payment Assistance	23
Electric Service Payment Assistance	21
Disaster Relief Services * COVID-19	16
Food Pantries	15
COVID-19 Immunization Clinics	15
Homeless Motel Vouchers	14
Housing Search Assistance	14
Alcohol Detoxification	13
COVID-19 Diagnostic Tests	12
Community Shelters	10
Holiday Gifts/Toys	9
General Relief	9
Food Stamps/SNAP Applications	8
Aging and Disability Resource Centers	8
Tenant Rights Information/Counseling	7
Inpatient Substance Use Disorder Treatment Facilities	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	7



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

Report Date: 12/01/2021

Total Number of Calls: 32

Heating Fuel Payment Assistance	14
COVID-19 Control	9
Housing Search Assistance	4
Rent Payment Assistance * COVID-19	3
General Counseling Services	2
Medical Information Services * COVID-19	2
COVID-19 Immunization Clinics	2
General Dentistry	2
Electric Service Payment Assistance	2
Disaster Relief Services * COVID-19	2
Lawyer Referral Services	1
Homeless Motel Vouchers	1
General Counseling Services * Adults	1
Specialized Information and Referral	1
Referral to Dental Practitioners Accepting Medicaid	1
Public Charities	1
Psychiatric Case Management * Adults	1
Mobile Hotspot Devices * Students	1
Home Rehabilitation Loans	1
General Federal Income Tax Information	1



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

Report Date: 12/01/2021

Total Number of Calls: 168

COVID-19 Control	50
Heating Fuel Payment Assistance	27
Electric Service Payment Assistance	19
COVID-19 Diagnostic Tests	16
COVID-19 Immunization Clinics	16
Rent Payment Assistance	13
Housing Search Assistance	7
Rent Payment Assistance * COVID-19	7
Therapy Referrals	5
Disaster Relief Services * COVID-19	5
Adult Psychiatry	5
General Dentistry	5
Errand Running/Shopping Assistance	5
Senior Ride Programs	4
General Clothing Provision	4
Personal Alarm Systems	3
Medicare Information/Counseling	3
Medical Information Services * COVID-19	3
Homemaker Assistance	3
General Counseling Services	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : November 2021

Total Number of Calls: 178

Report Date: 12/01/2021

Heating Fuel Payment Assistance	50
COVID-19 Control	32
General Counseling Services	22
Electric Service Payment Assistance	19
Rent Payment Assistance	15
Inpatient Substance Use Disorder Treatment Facilities	15
Substance Use Disorder Counseling	11
Housing Search Assistance	9
Food Pantries	9
Rent Payment Assistance * COVID-19	9
Holiday Gifts/Toys	8
Adult Protective Services	6
Homemaker Assistance	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Case/Care Management	5
Specialized Information and Referral	5
COVID-19 Diagnostic Tests	5
Outpatient Mental Health Facilities	4
Community Shelters	4
General Dentistry	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : November 2021

Report Date: 12/01/2021

Total Number of Calls: 91

Heating Fuel Payment Assistance	29
COVID-19 Control	26
COVID-19 Diagnostic Tests	7
Electric Service Payment Assistance	5
Residential Substance Use Disorder Treatment Facilities	5
Rent Payment Assistance * COVID-19	5
Comprehensive Outpatient Substance Use Disorder Treatment	4
Tenant Rights Information/Counseling	4
Community Shelters	4
Opioid Detoxification	3
Housing Search Assistance	3
Substance Use Disorder Counseling	3
General Counseling Services	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Homeless Motel Vouchers	3
Drug Detoxification	3
Adult Protective Services	2
COVID-19 Immunization Clinics	2
General Medical Care	2
Inpatient Substance Use Disorder Treatment Facilities	2



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

Report Date: 12/01/2021

Total Number of Calls: 61

COVID-19 Control	18
Heating Fuel Payment Assistance	12
Housing Search Assistance	6
Electric Service Payment Assistance	5
Veteran Benefits Assistance	4
Sheriff	3
Specialized Information and Referral	3
COVID-19 Diagnostic Tests	3
Homeless Veterans	3
Automotive Repair and Maintenance	2
Tenant Rights Information/Counseling	2
Undesignated Temporary Financial Assistance	2
Food Pantries	2
Homemaker Assistance	2
Home Health Aide Services	2
Therapy Referrals	2
Homeless Motel Vouchers	2
General Relief	2
Lawyer Referral Services	2
Medicare Information/Counseling	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : November 2021

Report Date: 12/01/2021

Total Number of Calls: 585

COVID-19 Control	141
Heating Fuel Payment Assistance	47
COVID-19 Immunization Clinics	44
Electric Service Payment Assistance	40
COVID-19 Diagnostic Tests	37
Homeless Motel Vouchers	33
General Counseling Services	32
Housing Search Assistance	31
Rent Payment Assistance * COVID-19	30
Talklines/Warmlines	22
Residential Substance Use Disorder Treatment Facilities	21
Inpatient Substance Use Disorder Treatment Facilities	19
Homeless Shelter * Adults	19
Disaster Relief Services * COVID-19	18
Rent Payment Assistance	15
General Relief	14
Medical Information Services * COVID-19	14
Drug Detoxification	13
Housing Authorities	13
Medication Assisted Maintenance Treatment for Substance Use Disorders	13