



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : January 2022

Total Number of Calls: 784

Report Date: 02/01/2022

COVID-19 Control	301
Heating Fuel Payment Assistance	222
COVID-19 Diagnostic Tests	72
Electric Service Payment Assistance	46
Tax Preparation Assistance	41
Food Pantries	36
Community Shelters	29
Disaster Relief Services * COVID-19	26
Directory Assistance	26
Homeless Motel Vouchers	24
Rent Payment Assistance	24
Medical Information Services * COVID-19	21
COVID-19 Immunization Clinics	16
Emergency Rental Assistance Program (ERAP)	15
General Relief	14
Heating Fuel Payment Assistance * COVID-19	14
Housing Search Assistance	14
Case/Care Management	14
Specialized Information and Referral	13
Electric Service Payment Assistance * COVID-19	11



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : January 2022

Total Number of Calls: 453

Report Date: 02/01/2022

Tax Preparation Assistance	244
Directory Assistance	53
Heating Fuel Payment Assistance	52
COVID-19 Control	45
Food Pantries	14
Electric Service Payment Assistance	13
Homeless Motel Vouchers	11
Inpatient Substance Use Disorder Treatment Facilities	6
Residential Substance Use Disorder Treatment Facilities	6
Medical Care Expense Assistance	6
Housing Search Assistance	6
General Dentistry	5
Food Vouchers	5
Heating Fuel Payment Assistance * COVID-19	5
Community Shelters	5
Drug Detoxification	5
Community Action Agencies	5
Personal Financial Counseling	4
General Relief	4
Disaster Relief Services * COVID-19	4



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : January 2022

Total Number of Calls: 1,693

Report Date: 02/01/2022

Heating Fuel Payment Assistance	627
COVID-19 Control	594
COVID-19 Diagnostic Tests	133
Electric Service Payment Assistance	126
Rent Payment Assistance	90
Housing Search Assistance	81
Homeless Motel Vouchers	67
Disaster Relief Services * COVID-19	53
COVID-19 Immunization Clinics	50
Emergency Rental Assistance Program (ERAP)	42
Directory Assistance	40
Food Pantries	39
Heating Fuel Payment Assistance * COVID-19	39
Medical Information Services * COVID-19	34
Tax Preparation Assistance	33
Community Shelters	31
Medication Assisted Maintenance Treatment for Substance Use Disorders	29
Mental Health Crisis Lines	28
Inpatient Substance Use Disorder Treatment Facilities	27
General Relief	26



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : January 2022

Report Date: 02/01/2022

Total Number of Calls: 139

Heating Fuel Payment Assistance	44
COVID-19 Control	23
Mental Health Crisis Lines	18
Electric Service Payment Assistance	12
Tax Preparation Assistance	8
Talklines/Warmlines	7
COVID-19 Diagnostic Tests	7
Aging and Disability Resource Centers	6
Case/Care Management	6
Non-Emergency Medical Transportation	6
General Medical Care	5
Directory Assistance	4
Medical Information Services * COVID-19	4
Heating Fuel Payment Assistance * COVID-19	4
Community Shelters	3
Home Rehabilitation Loans	3
Specialized Information and Referral	3
Food Stamps/SNAP Applications	3
Housing Search Assistance	3
Psychiatric Medication Services	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : January 2022

Report Date: 02/01/2022

Total Number of Calls: 144

Heating Fuel Payment Assistance	100
COVID-19 Control	50
Electric Service Payment Assistance	13
Housing Search Assistance	6
Electric Service Payment Assistance * COVID-19	5
General Dentistry	5
Rent Payment Assistance	5
Non-Emergency Medical Transportation	5
Disaster Relief Services * COVID-19	5
Talklines/Warmlines	4
Transportation Expense Assistance	4
Homemaker Assistance	4
Heating Fuel Payment Assistance * COVID-19	4
Automotive Repair and Maintenance	3
Food Vouchers	3
Specialized Information and Referral	3
General Clothing Provision	3
Area Agencies on Aging	3
Food Pantries	3
General Relief	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : January 2022

Total Number of Calls: 671

Report Date: 02/01/2022

Heating Fuel Payment Assistance	237
COVID-19 Control	193
Tax Preparation Assistance	58
Electric Service Payment Assistance	57
Housing Search Assistance	35
Rent Payment Assistance	34
COVID-19 Diagnostic Tests	30
Community Shelters	29
COVID-19 Immunization Clinics	29
Homeless Motel Vouchers	26
Food Pantries	23
Directory Assistance	19
Medical Information Services * COVID-19	17
Heating Fuel Payment Assistance * COVID-19	16
General Relief	15
Legal Counseling	15
Rent Payment Assistance * COVID-19	13
Emergency Rental Assistance Program (ERAP)	12
Food Vouchers	12
Substance Use Disorder Counseling	11



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : January 2022

Total Number of Calls: 141

Report Date: 02/01/2022

Heating Fuel Payment Assistance	112
COVID-19 Control	40
Electric Service Payment Assistance	29
COVID-19 Diagnostic Tests	13
Housing Search Assistance	7
Community Shelters	4
Heating Fuel Payment Assistance * COVID-19	4
General Counseling Services	4
Comprehensive Outpatient Substance Use Disorder Treatment	3
General Relief	3
COVID-19 Immunization Clinics	3
Prescription Expense Assistance	3
Case/Care Management	3
Housing Search and Information	3
Tenant Rights Information/Counseling	2
Aging and Disability Resource Centers	2
Food Stamps/SNAP Applications	2
Rent Payment Assistance	2
Prescription Drug Discount Cards	2
Outpatient Mental Health Facilities	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : January 2022

Report Date: 02/01/2022

Total Number of Calls: 135

Heating Fuel Payment Assistance	86
COVID-19 Control	36
COVID-19 Diagnostic Tests	15
Housing Search Assistance	11
Aging and Disability Resource Centers	7
Electric Service Payment Assistance	7
Homeless Motel Vouchers	7
Home Rehabilitation Grants	6
General Minor Home Repair Programs	6
COVID-19 Immunization Clinics	6
General Relief	5
Directory Assistance	5
Furnace Maintenance/Repair	4
General Counseling Services	4
Tax Preparation Assistance	3
State Government Agencies/Departments	3
Neuter/Spay Services	3
COVID-19 Test Home Collection Kits	3
Heating Fuel Payment Assistance * COVID-19	3
Emergency Shelter	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : January 2022

Total Number of Calls: 263

Report Date: 02/01/2022

Heating Fuel Payment Assistance	195
COVID-19 Control	66
Electric Service Payment Assistance	30
Housing Search Assistance	15
Food Pantries	13
Heating Fuel Payment Assistance * COVID-19	11
General Counseling Services	10
Homeless Motel Vouchers	10
Directory Assistance	9
Medication Assisted Maintenance Treatment for Substance Use Disorders	9
Disaster Relief Services * COVID-19	8
Homemaker Assistance	8
Emergency Rental Assistance Program (ERAP)	8
Community Shelters * Homeless Women	8
Case/Care Management	8
Aging and Disability Resource Centers	7
Medical Information Services * COVID-19	7
Mental Health Crisis Lines	7
Tax Preparation Assistance	6
Electric Service Payment Assistance * COVID-19	6



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : January 2022

Total Number of Calls: 523

Report Date: 02/01/2022

Heating Fuel Payment Assistance	252
COVID-19 Control	120
Tax Preparation Assistance	54
Directory Assistance	25
Electric Service Payment Assistance	22
Homeless Motel Vouchers	20
Heating Fuel Payment Assistance * COVID-19	18
Housing Search Assistance	17
Community Shelters	16
Rent Payment Assistance	16
Food Pantries	16
Homeless Shelter	13
Rent Payment Assistance * COVID-19	12
Disaster Relief Services * COVID-19	12
General Dentistry	12
Specialized Information and Referral	11
COVID-19 Diagnostic Tests	11
Mental Health Crisis Lines	11
Emergency Rental Assistance Program (ERAP)	10
Inpatient Substance Use Disorder Treatment Facilities	9



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : January 2022

Total Number of Calls: 57

Report Date: 02/01/2022

Heating Fuel Payment Assistance	55
Heating Fuel Payment Assistance * COVID-19	8
COVID-19 Control	6
Housing Search Assistance	6
Electric Service Payment Assistance * COVID-19	5
Disaster Relief Services * COVID-19	4
Electric Service Payment Assistance	4
Tenant Rights Information/Counseling	4
Inpatient Substance Use Disorder Treatment Facilities	3
COVID-19 Immunization Clinics	3
Alcohol Detoxification	2
Area Agencies on Aging	2
Rent Payment Assistance * COVID-19	2
General Relief	2
Food Pantries	2
Food Stamps/SNAP Applications	2
Internet Service Payment Assistance * COVID-19	2
Senior Housing Information and Referral	2
Motor Vehicle Registration	2
Specialized Information and Referral	2



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : January 2022

Total Number of Calls: 200

Report Date: 02/01/2022

Heating Fuel Payment Assistance	99
COVID-19 Control	62
Electric Service Payment Assistance	30
Tax Preparation Assistance	14
Food Pantries	11
Rent Payment Assistance * COVID-19	10
COVID-19 Immunization Clinics	8
Rent Payment Assistance	8
COVID-19 Diagnostic Tests	7
Emergency Rental Assistance Program (ERAP)	7
Medical Information Services * COVID-19	6
Food Vouchers	6
Housing Search Assistance	6
Heating Fuel Payment Assistance * COVID-19	5
General Counseling Services	5
Mental Health Crisis Lines	4
Undesignated Temporary Financial Assistance	4
Disaster Relief Services * COVID-19	4
Utility Service Payment Assistance * COVID-19	4
Electric Service Payment Assistance * COVID-19	4



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : January 2022

Total Number of Calls: 230

Report Date: 02/01/2022

Heating Fuel Payment Assistance	152
Electric Service Payment Assistance	40
COVID-19 Control	29
Housing Search Assistance	22
Tax Preparation Assistance	14
Directory Assistance	13
Heating Fuel Payment Assistance * COVID-19	11
Rent Payment Assistance	10
Electric Service Payment Assistance * COVID-19	9
General Relief	9
Food Pantries	9
Legal Counseling	8
Homeless Motel Vouchers	8
Emergency Rental Assistance Program (ERAP)	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
Community Shelters	6
Specialized Information and Referral	5
Psychiatric Medication Services	5
Aging and Disability Resource Centers	5
Rent Payment Assistance * COVID-19	5



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : January 2022

Total Number of Calls: 95

Report Date: 02/01/2022

Heating Fuel Payment Assistance	53
COVID-19 Control	24
Electric Service Payment Assistance	23
Psychiatric Case Management	4
Lawyer Referral Services	4
Directory Assistance	4
Legal Counseling	4
Therapy Referrals	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
General Counseling Services	3
Inpatient Substance Use Disorder Treatment Facilities	3
Tax Preparation Assistance	3
Recovery Homes/Halfway Houses * Men	3
Food Stamps/SNAP Applications	3
Adult Residential Treatment Facilities	3
COVID-19 Diagnostic Tests	3
Rent Payment Assistance	3
Heating Fuel Payment Assistance * COVID-19	2
Opioid Detoxification	2
Community Shelters	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : January 2022

Total Number of Calls: 109

Report Date: 02/01/2022

Heating Fuel Payment Assistance	131
COVID-19 Control	19
Heating Fuel Payment Assistance * COVID-19	7
Electric Service Payment Assistance	7
Housing Search Assistance	5
Aging and Disability Resource Centers	5
Emergency Rental Assistance Program (ERAP)	5
General Relief	5
Tax Preparation Assistance	4
Community Action Agencies	3
Medical Information Services * COVID-19	3
Residential Substance Use Disorder Treatment Facilities	3
Electric Service Payment Assistance * COVID-19	3
Diapers	2
Alcohol Detoxification	2
Formula/Baby Food	2
Government Consumer Protection Agencies	2
Specialized Information and Referral	2
State Government Information Services	2
Rent Payment Assistance * COVID-19	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : January 2022

Total Number of Calls: 770

Report Date: 02/01/2022

COVID-19 Control	280
Heating Fuel Payment Assistance	211
Electric Service Payment Assistance	62
COVID-19 Diagnostic Tests	57
Medical Information Services * COVID-19	30
Rent Payment Assistance * COVID-19	29
Inpatient Substance Use Disorder Treatment Facilities	27
Homeless Motel Vouchers	27
Medication Assisted Maintenance Treatment for Substance Use Disorders	23
COVID-19 Immunization Clinics	21
Emergency Rental Assistance Program (ERAP)	19
Rent Payment Assistance	19
Housing Search Assistance	19
Heating Fuel Payment Assistance * COVID-19	18
Directory Assistance	18
General Relief	16
Non-Emergency Medical Transportation	16
Case/Care Management	15
Homeless Shelter * Adults	15
Disaster Relief Services * COVID-19	14