



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : April 2022

Report Date: 05/02/2022

Total Number of Calls: 460

Electric Service Payment Assistance	94
Heating Fuel Payment Assistance	58
Disaster Relief Services * COVID-19	43
COVID-19 Control	34
COVID-19 Immunization Clinics	27
Inpatient Substance Use Disorder Treatment Facilities	23
Directory Assistance	18
Homeless Motel Vouchers	16
Tax Preparation Assistance	16
Aging and Disability Resource Centers	15
Community Shelters	14
Rent Payment Assistance	13
Housing Search Assistance	13
State Income Tax Information	13
Tax Agency Tax Preparation Assistance	13
COVID-19 Diagnostic Tests	12
General Dentistry	11
Emergency Rental Assistance Program (ERAP)	10
Housing Authorities	9
VITA Programs	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : April 2022

Total Number of Calls: 140

Report Date: 05/02/2022

Heating Fuel Payment Assistance	50
Electric Service Payment Assistance	33
Tax Preparation Assistance	20
General Counseling Services	9
COVID-19 Control	8
Rent Payment Assistance	8
Disaster Relief Services * COVID-19	7
Homeless Motel Vouchers	7
Tax Agency Tax Preparation Assistance	6
Emergency Rental Assistance Program (ERAP)	5
Non-Emergency Medical Transportation	5
AARP Tax Aide Programs	4
Electric Service Payment Assistance * COVID-19	4
Public Charities	4
Rent Payment Assistance * COVID-19	4
Specialized Information and Referral	4
Water Service Payment Assistance	4
Case/Care Management	3
Area Agencies on Aging	3
Food Stamps/SNAP Applications	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : April 2022

Total Number of Calls: 1,037

Report Date: 05/02/2022

Electric Service Payment Assistance	191
Heating Fuel Payment Assistance	181
COVID-19 Control	87
Housing Search Assistance	77
Disaster Relief Services * COVID-19	65
Food Pantries	60
Directory Assistance	57
Rent Payment Assistance	55
Homeless Motel Vouchers	50
Detoxification	46
Community Shelters	37
Emergency Rental Assistance Program (ERAP)	32
Inpatient Substance Use Disorder Treatment Facilities	31
General Counseling Services	30
Mental Health Crisis Lines	29
General Relief	25
Aging and Disability Resource Centers	21
General Dentistry	21
Legal Counseling	21
Psychiatric Case Management	20



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : April 2022

Report Date: 05/02/2022

Total Number of Calls: 120

Electric Service Payment Assistance	22
Mental Health Crisis Lines	16
Heating Fuel Payment Assistance	15
COVID-19 Control	8
Housing Search Assistance	8
Homeless Motel Vouchers	6
Tax Agency Tax Preparation Assistance	6
Tax Preparation Assistance	6
Disaster Relief Services * COVID-19	5
Directory Assistance	5
Non-Emergency Medical Transportation	5
State Income Tax Information	5
General Counseling Services	4
General Federal Income Tax Information	4
Rent Payment Assistance	4
Undesignated Temporary Financial Assistance	4
Business Financing	3
At Risk/Homeless Housing Related Assistance Programs	3
Electric Service Payment Assistance * COVID-19	3
Home Health Aide Services	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : April 2022

Report Date: 05/02/2022

Total Number of Calls: 86

Heating Fuel Payment Assistance	19
COVID-19 Control	10
Electric Service Payment Assistance	10
Housing Search Assistance	8
Domestic Violence Shelters	6
Disaster Relief Services * COVID-19	6
Tax Forms	5
Case/Care Management	4
Psychiatric Case Management	4
Aging and Disability Resource Centers	3
Emergency Rental Assistance Program (ERAP)	3
COVID-19 Immunization Clinics	3
General Federal Income Tax Information	3
Home Health Aide Services	3
Homebuyer/Home Purchase Counseling	3
Homeless Motel Vouchers	3
Legal Counseling	3
Medical Information Services * COVID-19	3
Mental Health Crisis Lines	3
Specialized Information and Referral	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : April 2022

Report Date: 05/02/2022

Total Number of Calls: 447

Electric Service Payment Assistance	91
Heating Fuel Payment Assistance	60
Disaster Relief Services * COVID-19	35
Housing Search Assistance	34
Rent Payment Assistance	32
COVID-19 Control	32
Community Shelters	25
General Dentistry	25
Food Pantries	23
Homeless Motel Vouchers	19
Emergency Rental Assistance Program (ERAP)	17
Tax Agency Tax Preparation Assistance	17
Specialized Information and Referral	17
Inpatient Substance Use Disorder Treatment Facilities	16
Directory Assistance	14
COVID-19 Immunization Clinics	12
Detoxification	12
Alcohol Detoxification	11
Case/Care Management	11
Tax Forms	11



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : April 2022

Total Number of Calls: 107

Report Date: 05/02/2022

Electric Service Payment Assistance	42
Heating Fuel Payment Assistance	32
COVID-19 Control	13
Directory Assistance	7
Disaster Relief Services * COVID-19	5
Housing Search Assistance	5
Specialized Information and Referral	5
Detoxification	4
Homemaker Assistance	4
State Government Information Services	3
Governor Offices	3
Food Pantries	3
Mental Health Crisis Lines	3
Inpatient Substance Use Disorder Treatment Facilities	3
Tax Preparation Assistance	3
Food Stamps/SNAP Applications	3
Case/Care Management	3
Food Vouchers	3
General Federal Income Tax Information	2
Rent Payment Assistance	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : April 2022

Report Date: 05/02/2022

Total Number of Calls: 122

Electric Service Payment Assistance	35
Heating Fuel Payment Assistance	20
COVID-19 Control	15
Housing Search Assistance	11
Mental Health Crisis Lines	8
Disaster Relief Services * COVID-19	7
Food Stamps/SNAP Applications	5
Aging and Disability Resource Centers	4
Rent Payment Assistance	4
Non-Emergency Medical Transportation	4
Directory Assistance	4
General Relief	3
Medical Information Services * COVID-19	3
Transportation Expense Assistance	3
Tax Agency Tax Preparation Assistance	3
Area Agencies on Aging	3
Weatherization Programs	3
Specialized Information and Referral	3
Electric Service Payment Assistance * COVID-19	3
Property Tax Rebate Information	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : April 2022

Total Number of Calls: 198

Report Date: 05/02/2022

Electric Service Payment Assistance	85
Heating Fuel Payment Assistance	27
Disaster Relief Services * COVID-19	18
COVID-19 Control	13
Rent Payment Assistance	9
Specialized Information and Referral	8
Electric Service Payment Assistance * COVID-19	8
Emergency Rental Assistance Program (ERAP)	8
General Counseling Services	7
Aging and Disability Resource Centers	7
Home Rehabilitation Loans	6
Food Pantries	6
Therapy Referrals	6
Tax Agency Tax Preparation Assistance	5
Rent Payment Assistance * COVID-19	5
Directory Assistance	5
Tax Preparation Assistance	5
COVID-19 Immunization Clinics	5
Online Tax Preparation/E-Filing Sites	5
Tax Forms	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : April 2022

Report Date: 05/02/2022

Total Number of Calls: 343

Electric Service Payment Assistance	72
Heating Fuel Payment Assistance	71
Disaster Relief Services * COVID-19	31
Tax Agency Tax Preparation Assistance	18
Community Shelters	18
Food Pantries	16
COVID-19 Control	16
Tax Preparation Assistance	16
Housing Search Assistance	15
Homeless Motel Vouchers	12
AARP Tax Aide Programs	11
Inpatient Substance Use Disorder Treatment Facilities	9
General Relief	9
Homeless Shelter	9
Detoxification	9
Outpatient Mental Health Facilities	9
Food Vouchers	9
Online Tax Preparation/E-Filing Sites	8
General Dentistry	8
Transportation Expense Assistance	8



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : April 2022

Report Date: 05/02/2022

Total Number of Calls: 26

Electric Service Payment Assistance	16
Heating Fuel Payment Assistance	12
Housing Search Assistance	3
Inpatient Substance Use Disorder Treatment Facilities	3
Disaster Relief Services * COVID-19	3
Electric Service Payment Assistance * COVID-19	2
Gambling Self Exclusion Programs	2
AARP Tax Aide Programs	2
Aging and Disability Resource Centers	2
Senior Housing Information and Referral	2
Gambling Addiction Counseling	1
Emergency Rental Assistance Program (ERAP)	1
Directory Assistance	1
COVID-19 Control	1
Certificates/Forms Assistance	1
General Consumer Complaints	1
Recovery Homes/Halfway Houses * Females	1
Housing Discrimination Assistance	1
Gambling Addiction Support Groups	1
Telephone Service Payment Assistance	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : April 2022

Total Number of Calls: 100

Report Date: 05/02/2022

Electric Service Payment Assistance	24
Heating Fuel Payment Assistance	19
Disaster Relief Services * COVID-19	10
Mental Health Crisis Lines	8
COVID-19 Control	7
COVID-19 Immunization Clinics	6
Prescription Expense Assistance	6
Substance Use Disorder Treatment Programs	5
Housing Search Assistance	5
VITA Programs	5
Directory Assistance	4
Tax Forms	4
Utility Service Payment Assistance * COVID-19	3
Substance Use Disorder Counseling	3
Rent Payment Assistance	3
Emergency Rental Assistance Program (ERAP)	3
Homeless Motel Vouchers	2
General Relief	2
General Minor Home Repair Programs	2
State Income Tax Information	2



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : April 2022

Total Number of Calls: 156

Report Date: 05/02/2022

Electric Service Payment Assistance	43
Heating Fuel Payment Assistance	24
Disaster Relief Services * COVID-19	13
General Dentistry	13
Rent Payment Assistance	10
Housing Search Assistance	9
Community Shelters	8
Homeless Motel Vouchers	8
Mental Health Crisis Lines	7
Emergency Rental Assistance Program (ERAP)	6
Directory Assistance	6
COVID-19 Control	6
Home Rehabilitation Grants	5
General Relief	4
General Counseling Services	4
Food Pantries	4
Rent Payment Assistance * COVID-19	4
Area Agencies on Aging	4
Tax Agency Tax Preparation Assistance	4
Specialized Information and Referral	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : April 2022

Total Number of Calls: 99

Report Date: 05/02/2022

Electric Service Payment Assistance	44
Heating Fuel Payment Assistance	19
Food Pantries	13
Housing Search Assistance	9
Specialized Information and Referral	9
COVID-19 Control	8
Substance Use Disorder Counseling	6
Aging and Disability Resource Centers	5
Disaster Relief Services * COVID-19	5
Home Rehabilitation Grants	4
General Relief	4
Electric Service Payment Assistance * COVID-19	4
Food Vouchers	4
General Dentistry	3
Directory Assistance	3
Tax Preparation Assistance	3
Homemaker Assistance	3
Undesignated Temporary Financial Assistance	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Tax Agency Tax Preparation Assistance	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : April 2022

Report Date: 05/02/2022

Total Number of Calls: 72

Heating Fuel Payment Assistance	19
Electric Service Payment Assistance	12
Aging and Disability Resource Centers	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Disaster Relief Services * COVID-19	5
COVID-19 Control	4
Emergency Rental Assistance Program (ERAP)	4
Housing Search Assistance	4
Case/Care Management	4
General Dentistry	4
Substance Use Disorder Counseling	4
Federal Tax Collection Agencies	2
State Tax Collection Agencies	2
Transfer Devices	2
Directory Assistance	2
Homeless Motel Vouchers	2
Talklines/Warmlines	2
Sexual Assault Hotlines	2
Undesignated Temporary Financial Assistance	2
Mental Health Crisis Lines	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : April 2022

Total Number of Calls: 512

Report Date: 05/02/2022

Electric Service Payment Assistance	122
Heating Fuel Payment Assistance	51
Disaster Relief Services * COVID-19	47
COVID-19 Control	41
Housing Search Assistance	32
Mental Health Crisis Lines	21
General Counseling Services	19
Rent Payment Assistance * COVID-19	19
Inpatient Substance Use Disorder Treatment Facilities	19
Family and Community Medicine	18
Rent Payment Assistance	17
Electric Service Payment Assistance * COVID-19	17
Homeless Motel Vouchers	17
Physician Referral Services	16
Emergency Rental Assistance Program (ERAP)	15
Food Pantries	15
Case/Care Management	13
Homeless Shelter * Adults	11
Detoxification	11
Talklines/Warmlines	11