



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : February 2022

Total Number of Calls: 498

Report Date: 03/02/2022

Tax Preparation Assistance	125
Heating Fuel Payment Assistance	98
Electric Service Payment Assistance	63
COVID-19 Control	51
Community Shelters	19
Inpatient Substance Use Disorder Treatment Facilities	19
Food Pantries	18
Homeless Motel Vouchers	16
Directory Assistance	14
COVID-19 Diagnostic Tests	13
Electric Service Payment Assistance * COVID-19	12
General Dentistry	12
Housing Search Assistance	12
Mental Health Crisis Lines	11
Comprehensive Outpatient Substance Use Disorder Treatment	10
Rent Payment Assistance	10
Community Shelters * Homeless Women	9
Emergency Rental Assistance Program (ERAP)	9
Disaster Relief Services * COVID-19	8
Family Law	8



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : February 2022

Total Number of Calls: 492

Report Date: 03/02/2022

Tax Preparation Assistance	375
Heating Fuel Payment Assistance	81
Electric Service Payment Assistance	24
COVID-19 Control	16
Food Pantries	7
Detoxification	7
Directory Assistance	6
General Relief	6
General Counseling Services	5
Homeless Motel Vouchers	5
Disaster Relief Services * COVID-19	4
Food Vouchers	4
Home Rehabilitation Grants	4
Housing Search Assistance	4
Drug Detoxification	3
Mental Health Crisis Lines	3
Prescription Expense Assistance	3
Rent Payment Assistance	3
Food Stamps/SNAP Applications	2
Alcohol Detoxification	2



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : February 2022

Total Number of Calls: 1,078

Report Date: 03/02/2022

Heating Fuel Payment Assistance	472
Electric Service Payment Assistance	161
COVID-19 Control	137
Tax Preparation Assistance	79
Housing Search Assistance	73
Rent Payment Assistance	63
Homeless Motel Vouchers	48
Inpatient Substance Use Disorder Treatment Facilities	47
Heating Fuel Payment Assistance * COVID-19	37
Case/Care Management	32
Community Shelters	28
Food Pantries	28
Medication Assisted Maintenance Treatment for Substance Use Disorders	27
Directory Assistance	26
General Relief	26
Outpatient Mental Health Facilities	24
Electric Service Payment Assistance * COVID-19	23
Mental Health Crisis Lines	22
COVID-19 Diagnostic Tests	21
Detoxification	19



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : February 2022

Report Date: 03/02/2022

Total Number of Calls: 152

Tax Preparation Assistance	44
Heating Fuel Payment Assistance	37
Electric Service Payment Assistance	30
Talklines/Warmlines	15
Mental Health Crisis Lines	13
COVID-19 Control	6
Alcohol Detoxification	5
Food Pantries	5
Electric Service Payment Assistance * COVID-19	3
Case/Care Management	3
Heating Fuel Payment Assistance * COVID-19	3
Home Nursing	3
Housing Search Assistance	3
Psychological Assessment	3
Clothing Donation Programs	2
Disability Related Transportation	2
Directory Assistance	2
Alcohol Use Disorder Support Groups	2
Emergency Rental Assistance Program (ERAP)	2
Food Stamps/SNAP Applications	2



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : February 2022

Report Date: 03/02/2022

Total Number of Calls: 138

Heating Fuel Payment Assistance	116
COVID-19 Control	24
Electric Service Payment Assistance	24
Tax Preparation Assistance	6
Housing Search Assistance	5
Non-Emergency Medical Transportation	5
Directory Assistance	4
Case/Care Management	4
Aging and Disability Resource Centers	4
Heating Fuel Payment Assistance * COVID-19	4
Electric Service Payment Assistance * COVID-19	3
Food Pantries	3
General Relief	3
Housing Authorities	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Outpatient Mental Health Facilities	3
Specialized Information and Referral	3
Adult Psychiatric Inpatient Units	2
Adult Psychiatric Hospitals	2
Comprehensive Outpatient Substance Use Disorder Treatment	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : February 2022

Total Number of Calls: 466

Report Date: 03/02/2022

Heating Fuel Payment Assistance	126
Tax Preparation Assistance	95
Electric Service Payment Assistance	82
COVID-19 Control	53
Inpatient Substance Use Disorder Treatment Facilities	23
Homeless Motel Vouchers	18
Food Pantries	15
Housing Search Assistance	14
Substance Use Disorder Counseling	14
Directory Assistance	13
Specialized Information and Referral	13
Electric Service Payment Assistance * COVID-19	12
Heating Fuel Payment Assistance * COVID-19	12
Residential Substance Use Disorder Treatment Facilities	12
COVID-19 Diagnostic Tests	9
General Relief	9
Rent Payment Assistance	9
Food Stamps/SNAP Applications	8
Mental Health Crisis Lines	8
Medical Information Services * COVID-19	7



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : February 2022

Total Number of Calls: 86

Report Date: 03/02/2022

Heating Fuel Payment Assistance	43
Electric Service Payment Assistance	31
Tax Preparation Assistance	10
COVID-19 Control	8
Inpatient Substance Use Disorder Treatment Facilities	8
Food Stamps/SNAP Applications	6
General Dentistry	6
Rent Payment Assistance	5
Electric Service Payment Assistance * COVID-19	3
COVID-19 Diagnostic Tests	3
Area Agencies on Aging	3
General Relief	3
Home Health Aide Services	3
Home Rehabilitation Loans	3
Housing Search Assistance	3
Outpatient Mental Health Facilities	3
Water Service Payment Assistance	3
Aging and Disability Resource Centers	2
Anger Management	2
Carpooling Programs	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : February 2022

Total Number of Calls: 124

Report Date: 03/02/2022

Heating Fuel Payment Assistance	90
Electric Service Payment Assistance	33
COVID-19 Control	16
Tax Preparation Assistance	15
Housing Search Assistance	7
General Relief	6
General Counseling Services	4
Mental Health Crisis Lines	4
Psychiatric Case Management	4
Rent Payment Assistance	4
Alcohol Detoxification	3
Aging and Disability Resource Centers	3
COVID-19 Diagnostic Tests	3
Food Vouchers	3
General Dentistry	3
General Medical Care	3
Homeless Motel Vouchers	3
Inpatient Substance Use Disorder Treatment Facilities	3
Local Bus Transit Services	3
Medical Information Services * COVID-19	3



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : February 2022

Total Number of Calls: 196

Report Date: 03/02/2022

Heating Fuel Payment Assistance	112
Electric Service Payment Assistance	58
COVID-19 Control	16
Community Shelters	14
Group Residences for Adults With Disabilities	14
Tax Preparation Assistance	11
General Relief	9
Housing Search Assistance	8
Directory Assistance	7
Homeless Motel Vouchers	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
Comprehensive Outpatient Substance Use Disorder Treatment	6
Food Stamps/SNAP Applications	6
Therapy Referrals	6
Aging and Disability Resource Centers	5
Community Shelters * Homeless Women	5
Inpatient Substance Use Disorder Treatment Facilities	5
Psychiatric Case Management	5
Residential Substance Use Disorder Treatment Facilities	5
Electric Service Payment Assistance * COVID-19	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : February 2022

Total Number of Calls: 484

Report Date: 03/02/2022

Heating Fuel Payment Assistance	270
Tax Preparation Assistance	89
Electric Service Payment Assistance	77
COVID-19 Control	32
Food Pantries	20
Housing Search Assistance	19
General Relief	17
Heating Fuel Payment Assistance * COVID-19	16
Homeless Motel Vouchers	16
General Counseling Services	14
Alcohol Detoxification	11
Directory Assistance	11
Electric Service Payment Assistance * COVID-19	9
Food Vouchers	9
Emergency Rental Assistance Program (ERAP)	8
Inpatient Substance Use Disorder Treatment Facilities	8
Food Stamps/SNAP Applications	7
Rent Payment Assistance * COVID-19	7
Specialized Information and Referral	7
Aging and Disability Resource Centers	6



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : February 2022

Total Number of Calls: 57

Report Date: 03/02/2022

Heating Fuel Payment Assistance	35
Electric Service Payment Assistance	29
COVID-19 Control	6
Property Tax Rebate Information	4
Electric Service Payment Assistance * COVID-19	2
Area Agencies on Aging	2
General Legal Aid	2
General Dentistry	2
Disaster Relief Services * COVID-19	2
Tax Preparation Assistance	2
Telephone Service Payment Assistance	2
Oral/Maxillofacial Surgery	1
Medical Care Expense Assistance	1
Local Officials Offices	1
Home Rehabilitation Grants	1
Home Nursing	1
Heating Fuel Payment Assistance * COVID-19	1
General Relief	1
Disaster Relief Services	1
Federal Tax Collection Agencies	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : February 2022

Total Number of Calls: 129

Report Date: 03/02/2022

Heating Fuel Payment Assistance	66
Electric Service Payment Assistance	18
Tax Preparation Assistance	17
Specialized Information and Referral	8
COVID-19 Control	7
Directory Assistance	7
Mental Health Crisis Lines	6
Homeless Motel Vouchers	5
Housing Search Assistance	5
Rent Payment Assistance	5
COVID-19 Diagnostic Tests	4
Independent Living Skills Instruction	4
Talklines/Warmlines	4
Alcohol Detoxification	3
Domestic Violence Hotlines	3
Emergency Shelter	3
General Minor Home Repair Programs	3
Medical Information Services * COVID-19	3
Rent Payment Assistance * COVID-19	3
Smoking/Vaping Cessation	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : February 2022

Total Number of Calls: 198

Report Date: 03/02/2022

Heating Fuel Payment Assistance	106
Electric Service Payment Assistance	47
Tax Preparation Assistance	27
Directory Assistance	14
General Dentistry	11
Heating Fuel Payment Assistance * COVID-19	11
COVID-19 Control	9
Case/Care Management	8
Community Shelters	8
Homeless Motel Vouchers	8
Housing Search Assistance	7
Community Action Agencies	6
Electric Service Payment Assistance * COVID-19	6
General Relief	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
Mental Health Crisis Lines	6
Talklines/Warmlines	6
Area Agencies on Aging	5
Food Stamps/SNAP Applications	5
Drug Detoxification	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : February 2022

Total Number of Calls: 86

Report Date: 03/02/2022

Heating Fuel Payment Assistance	50
Electric Service Payment Assistance	40
COVID-19 Control	10
Specialized Information and Referral	7
Tax Preparation Assistance	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
Adult Residential Treatment Facilities	5
Heating Fuel Payment Assistance * COVID-19	5
Food Stamps/SNAP Applications	4
Electric Service Payment Assistance * COVID-19	4
Disaster Relief Services * COVID-19	4
Home Rehabilitation Grants	4
Aging and Disability Resource Centers	3
General Relief	3
Rent Payment Assistance * COVID-19	3
General Dentistry	2
Case/Care Management	2
COVID-19 Immunization Clinics	2
Legal Representation	2
Mental Health Crisis Lines	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : February 2022

Total Number of Calls: 98

Report Date: 03/02/2022

Heating Fuel Payment Assistance	86
COVID-19 Control	10
Electric Service Payment Assistance	8
Detoxification	7
Alcohol Detoxification	6
General Dentistry	6
Heating Fuel Payment Assistance * COVID-19	6
Tax Preparation Assistance	6
Legal Counseling	5
Rent Payment Assistance	5
Medical Information Services * COVID-19	4
Property Tax Rebate Information	4
Case/Care Management	3
Homeless Motel Vouchers	3
Housing Search Assistance	3
Inpatient Substance Use Disorder Treatment Facilities	3
Community Shelters	2
Emergency Rental Assistance Program (ERAP)	2
Food Stamps/SNAP Applications	2
General Health Insurance Information/Counseling	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : February 2022

Total Number of Calls: 462

Report Date: 03/02/2022

Heating Fuel Payment Assistance	151
Electric Service Payment Assistance	64
COVID-19 Control	39
Tax Preparation Assistance	35
Rent Payment Assistance	27
Rent Payment Assistance * COVID-19	24
Housing Search Assistance	20
Mental Health Crisis Lines	18
General Counseling Services	16
Directory Assistance	15
Homeless Motel Vouchers	13
Food Pantries	12
Inpatient Substance Use Disorder Treatment Facilities	11
Case/Care Management	10
Detoxification	10
Heating Fuel Payment Assistance * COVID-19	10
Aging and Disability Resource Centers	9
Comprehensive Outpatient Substance Use Disorder Treatment	9
COVID-19 Diagnostic Tests	9
Food Stamps/SNAP Applications	9