



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : March 2022

Total Number of Calls: 423

Report Date: 04/01/2022

Heating Fuel Payment Assistance	123
Electric Service Payment Assistance	50
Tax Preparation Assistance	42
COVID-19 Control	27
Housing Search Assistance	20
Homeless Motel Vouchers	19
Food Pantries	18
Community Shelters	14
Directory Assistance	14
General Counseling Services	14
COVID-19 Immunization Clinics	13
Community Shelters * Homeless Women	12
COVID-19 Diagnostic Tests	12
Inpatient Substance Use Disorder Treatment Facilities	11
Rent Payment Assistance	11
Aging and Disability Resource Centers	10
Therapy Referrals	10
Comprehensive Outpatient Substance Use Disorder Treatment	9
Food Stamps/SNAP Applications	8
Outpatient Mental Health Facilities	8



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : March 2022

Total Number of Calls: 268

Report Date: 04/01/2022

Tax Preparation Assistance	131
Heating Fuel Payment Assistance	116
Electric Service Payment Assistance	26
Food Stamps/SNAP Applications	8
General Relief	6
COVID-19 Control	5
Heating Fuel Payment Assistance * COVID-19	5
Property Tax Rebate Information	5
Specialized Information and Referral	5
Undesignated Temporary Financial Assistance	5
Aging and Disability Resource Centers	4
Emergency Rental Assistance Program (ERAP)	4
Food Vouchers	4
Inpatient Drug Detoxification	4
Psychiatric Case Management	4
Rent Payment Assistance	4
Talklines/Warmlines	4
Detoxification	3
Drug Detoxification	3
Electric Service Payment Assistance * COVID-19	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : March 2022

Total Number of Calls: 1,126

Report Date: 04/01/2022

Heating Fuel Payment Assistance	395
Electric Service Payment Assistance	203
Housing Search Assistance	94
COVID-19 Control	90
Food Pantries	60
Homeless Motel Vouchers	46
Directory Assistance	42
Tax Preparation Assistance	42
Inpatient Substance Use Disorder Treatment Facilities	37
Case/Care Management	34
Rent Payment Assistance	32
General Relief	29
Specialized Information and Referral	29
Mental Health Crisis Lines	27
Talklines/Warmlines	27
Emergency Rental Assistance Program (ERAP)	26
Legal Counseling	26
Community Shelters	23
Housing Authorities	23
Electric Service Payment Assistance * COVID-19	22



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : March 2022

Report Date: 04/01/2022

Total Number of Calls: 148

Tax Preparation Assistance	23
Heating Fuel Payment Assistance	22
Mental Health Crisis Lines	22
Electric Service Payment Assistance	21
Medication Assisted Maintenance Treatment for Substance Use Disorders	9
Rent Payment Assistance	9
Substance Use Disorder Counseling	8
Talklines/Warmlines	8
Housing Search Assistance	7
Directory Assistance	6
Specialized Information and Referral	6
COVID-19 Control	5
Food Stamps/SNAP Applications	4
Home Rehabilitation Grants	4
Inpatient Substance Use Disorder Treatment Facilities	4
Legal Counseling	4
Domestic Violence Hotlines	3
Electric Service Payment Assistance * COVID-19	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Homeless Motel Vouchers	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : March 2022

Report Date: 04/01/2022

Total Number of Calls: 102

Heating Fuel Payment Assistance	68
Electric Service Payment Assistance	19
COVID-19 Control	9
Therapy Referrals	5
Heating Fuel Payment Assistance * COVID-19	4
Inpatient Substance Use Disorder Treatment Facilities	4
Prescription Expense Assistance	4
Transportation Expense Assistance	4
Domestic Violence Hotlines	3
Business Financing	3
Aging and Disability Resource Centers	3
General Counseling Services	3
General Counseling Services * Adults	3
General Relief	3
Home Rehabilitation Grants	3
Homemaker Assistance	3
Property Tax Rebate Information	3
Substance Use Disorder Counseling	3
Assisted Living Facilities	2
COVID-19 Diagnostic Tests	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : March 2022

Report Date: 04/01/2022

Total Number of Calls: 475

Heating Fuel Payment Assistance	144
Electric Service Payment Assistance	98
Tax Preparation Assistance	69
COVID-19 Control	33
Housing Search Assistance	31
Rent Payment Assistance	19
Community Shelters	16
Food Stamps/SNAP Applications	16
General Counseling Services	16
Outpatient Mental Health Facilities	15
General Dentistry	13
Inpatient Substance Use Disorder Treatment Facilities	13
Medication Assisted Maintenance Treatment for Substance Use Disorders	13
Mental Health Crisis Lines	12
Substance Use Disorder Counseling	12
Electric Service Payment Assistance * COVID-19	11
Property Tax Rebate Information	11
Directory Assistance	10
Therapy Referrals	10
Emergency Rental Assistance Program (ERAP)	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : March 2022

Total Number of Calls: 99

Report Date: 04/01/2022

Heating Fuel Payment Assistance	45
Electric Service Payment Assistance	34
General Dentistry	9
COVID-19 Control	6
Food Pantries	5
Homeless Motel Vouchers	5
Dental Hygiene	4
Emergency Rental Assistance Program (ERAP)	4
Inpatient Substance Use Disorder Treatment Facilities	4
Medical Care Expense Assistance	4
Property Tax Rebate Information	4
Rent Payment Assistance	4
Substance Use Disorder Counseling	4
Emergency Dental Care	3
Drug Detoxification	3
Case/Care Management	3
Medicare Information/Counseling	3
Social Security Numbers	3
Area Agencies on Aging	2
Aging and Disability Resource Centers	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : March 2022

Report Date: 04/01/2022

Total Number of Calls: 100

Heating Fuel Payment Assistance	61
Electric Service Payment Assistance	38
Tax Preparation Assistance	11
Mental Health Crisis Lines	10
COVID-19 Control	7
Housing Search Assistance	7
Rent Payment Assistance	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
General Counseling Services	5
Outpatient Mental Health Facilities	5
Community Shelters	4
Food Stamps/SNAP Applications	4
Homeless Motel Vouchers	4
Inpatient Substance Use Disorder Treatment Facilities	4
Psychiatric Case Management	4
Adult Protective Services	3
Food Pantries	3
General Relief	3
Rent Payment Assistance * COVID-19	3
Specialized Information and Referral	3



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : March 2022

Total Number of Calls: 175

Report Date: 04/01/2022

Electric Service Payment Assistance	64
Heating Fuel Payment Assistance	61
Housing Search Assistance	19
Inpatient Substance Use Disorder Treatment Facilities	14
Tax Preparation Assistance	11
Food Pantries	10
General Dentistry	10
Community Shelters	9
Directory Assistance	9
Rent Payment Assistance	8
COVID-19 Control	7
Case/Care Management	6
Emergency Rental Assistance Program (ERAP)	6
Outpatient Mental Health Facilities	6
Clothing	5
Community Shelters * Homeless Women	5
Electric Service Payment Assistance * COVID-19	5
Food Vouchers	5
Homeless Motel Vouchers	5
Housing Search and Information	5



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : March 2022

Report Date: 04/01/2022

Total Number of Calls: 547

Heating Fuel Payment Assistance	222
Tax Preparation Assistance	120
Electric Service Payment Assistance	77
Food Pantries	48
Community Shelters	30
COVID-19 Control	28
Rent Payment Assistance	19
Homeless Motel Vouchers	16
Property Tax Rebate Information	16
General Dentistry	15
Directory Assistance	14
Electric Service Payment Assistance * COVID-19	14
Inpatient Substance Use Disorder Treatment Facilities	14
Rent Payment Assistance * COVID-19	14
Emergency Rental Assistance Program (ERAP)	13
Housing Search Assistance	12
Psychiatric Case Management	10
General Relief	9
Tenant Rights Information/Counseling	9
Heating Fuel Payment Assistance * COVID-19	8



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : March 2022

Total Number of Calls: 51

Report Date: 04/01/2022

Heating Fuel Payment Assistance	36
Electric Service Payment Assistance	11
Tax Preparation Assistance	10
Housing Search Assistance	3
Personal Alarm Systems	3
Diapers	2
Adult Residential Treatment Facilities	2
General Federal Income Tax Information	2
Emergency Rental Assistance Program (ERAP)	2
Home Rehabilitation Grants	2
State Government Agencies/Departments	2
Tax Forms	2
Mental Health Care Facilities	1
Heating Fuel Payment Assistance * COVID-19	1
Housing Search and Information	1
Housing Counseling	1
Homeless Motel Vouchers	1
Governor Offices	1
General Relief	1
Electric Service Payment Assistance * COVID-19	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : March 2022

Total Number of Calls: 125

Report Date: 04/01/2022

Heating Fuel Payment Assistance	50
Electric Service Payment Assistance	19
Tax Preparation Assistance	14
COVID-19 Control	12
Comprehensive Outpatient Substance Use Disorder Treatment	10
Housing Search Assistance	10
Home Rehabilitation Grants	6
Inpatient Substance Use Disorder Treatment Facilities	6
General Counseling Services	5
Rent Payment Assistance	5
Aging and Disability Resource Centers	4
General Minor Home Repair Programs	4
Neuter/Spay Services	4
Outpatient Mental Health Facilities	4
Substance Use Disorder Counseling	4
Telemental Health	4
Utility Service Payment Assistance * COVID-19	4
Detoxification	3
Food Stamps/SNAP Applications	3
Housing Authorities	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : March 2022

Total Number of Calls: 231

Report Date: 04/01/2022

Heating Fuel Payment Assistance	110
Electric Service Payment Assistance	54
Directory Assistance	21
Tax Preparation Assistance	17
Housing Search Assistance	15
Medication Assisted Maintenance Treatment for Substance Use Disorders	11
Specialized Information and Referral	10
Food Pantries	9
General Counseling Services	9
General Dentistry	9
Heating Fuel Payment Assistance * COVID-19	9
Aging and Disability Resource Centers	8
Inpatient Substance Use Disorder Treatment Facilities	8
Area Agencies on Aging	7
Dental Hygiene	7
Detoxification	7
Electric Service Payment Assistance * COVID-19	7
Water Service Payment Assistance	7
Homeless Motel Vouchers	6
Dental Prosthodontics	5



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : March 2022

Total Number of Calls: 77

Report Date: 04/01/2022

Electric Service Payment Assistance	50
Heating Fuel Payment Assistance	20
Tax Preparation Assistance	8
Housing Search Assistance	7
Rent Payment Assistance	6
COVID-19 Control	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Emergency Rental Assistance Program (ERAP)	4
Electric Service Payment Assistance * COVID-19	4
Inpatient Substance Use Disorder Treatment Facilities	4
Domestic Violence Hotlines	3
Therapy Referrals	3
Aging and Disability Resource Centers	2
Case/Care Management	2
Group Counseling	2
Homeless Motel Vouchers	2
Homeless Shelter	2
Integrated Care for Opioid Use Disorders	2
Personal Financial Counseling	2
Senior Housing Information and Referral	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : March 2022

Total Number of Calls: 87

Report Date: 04/01/2022

Heating Fuel Payment Assistance	57
Electric Service Payment Assistance	11
Detoxification	5
COVID-19 Control	4
General Relief	4
Talklines/Warmlines * Native American Community	4
Emergency Rental Assistance Program (ERAP)	3
Housing Search Assistance	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Mortgage Delinquency and Default Counseling	3
Municipal Police	3
Non-Emergency Medical Transportation	3
Tax Preparation Assistance	3
Electric Service Payment Assistance * COVID-19	2
Community Action Agencies	2
Case/Care Management	2
COVID-19 Immunization Clinics	2
Directory Assistance	2
Adult Psychiatric Inpatient Units	2
Domestic Violence Hotlines	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : March 2022

Total Number of Calls: 543

Report Date: 04/01/2022

Heating Fuel Payment Assistance	154
Electric Service Payment Assistance	112
Housing Search Assistance	49
COVID-19 Control	37
Inpatient Substance Use Disorder Treatment Facilities	29
Family and Community Medicine	24
General Counseling Services	24
Comprehensive Outpatient Substance Use Disorder Treatment	21
General Medical Care	21
Legal Counseling	21
Talklines/Warmlines	21
Housing Search and Information	20
Detoxification	19
Mental Health Crisis Lines	18
Electric Service Payment Assistance * COVID-19	17
Physician Referral Services	16
Aging and Disability Resource Centers	15
Tax Preparation Assistance	15
Case/Care Management	14
Homeless Motel Vouchers	14