



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : June 2022**

**Total Number of Calls: 581**

**Report Date: 07/01/2022**

<b>Electric Service Payment Assistance</b>	<b>198</b>
<b>Disaster Relief Services * COVID-19</b>	<b>176</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>61</b>
<b>VITA Programs</b>	<b>41</b>
<b>Food Pantries</b>	<b>33</b>
<b>Heating Fuel Payment Assistance</b>	<b>29</b>
<b>COVID-19 Control</b>	<b>28</b>
<b>Rent Payment Assistance</b>	<b>20</b>
<b>Aging and Disability Resource Centers</b>	<b>19</b>
<b>Housing Search Assistance</b>	<b>17</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>16</b>
<b>211 Systems</b>	<b>15</b>
<b>Directory Assistance</b>	<b>14</b>
<b>General Relief</b>	<b>13</b>
<b>General Dentistry</b>	<b>12</b>
<b>Case/Care Management</b>	<b>11</b>
<b>COVID-19 Immunization Clinics</b>	<b>11</b>
<b>Psychiatric Case Management</b>	<b>11</b>
<b>Specialized Information and Referral</b>	<b>11</b>
<b>Public Charities</b>	<b>10</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : June 2022**

**Total Number of Calls: 146**

**Report Date: 07/01/2022**

<b>Disaster Relief Services * COVID-19</b>	<b>45</b>
<b>Heating Fuel Payment Assistance</b>	<b>9</b>
<b>VITA Programs</b>	<b>9</b>
<b>COVID-19 Control</b>	<b>6</b>
<b>Electric Service Payment Assistance</b>	<b>6</b>
<b>General Relief</b>	<b>6</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Community Action Agencies</b>	<b>4</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Outpatient Mental Health Facilities</b>	<b>4</b>
<b>Therapy Referrals</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>3</b>
<b>Home Rehabilitation Loans</b>	<b>3</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Local Transportation</b>	<b>3</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>3</b>
<b>Mental Health Crisis Lines</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : June 2022**

**Total Number of Calls: 1,210**

**Report Date: 07/01/2022**

<b>Disaster Relief Services * COVID-19</b>	<b>295</b>
<b>Electric Service Payment Assistance</b>	<b>286</b>
<b>Heating Fuel Payment Assistance</b>	<b>93</b>
<b>Housing Search Assistance</b>	<b>88</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>69</b>
<b>COVID-19 Control</b>	<b>59</b>
<b>Rent Payment Assistance</b>	<b>51</b>
<b>Directory Assistance</b>	<b>41</b>
<b>VITA Programs</b>	<b>38</b>
<b>General Relief</b>	<b>36</b>
<b>Aging and Disability Resource Centers</b>	<b>35</b>
<b>211 Systems</b>	<b>32</b>
<b>Food Pantries</b>	<b>31</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>27</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>27</b>
<b>Housing/Shelter</b>	<b>26</b>
<b>Mental Health Crisis Lines</b>	<b>26</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>22</b>
<b>Case/Care Management</b>	<b>22</b>
<b>Area Agencies on Aging</b>	<b>18</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : June 2022**

**Total Number of Calls: 137**

**Report Date: 07/01/2022**

<b>Disaster Relief Services * COVID-19</b>	<b>44</b>
<b>Electric Service Payment Assistance</b>	<b>32</b>
<b>Heating Fuel Payment Assistance</b>	<b>18</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>13</b>
<b>Talklines/Warmlines</b>	<b>13</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>Substance Use Disorder Counseling</b>	<b>6</b>
<b>VITA Programs</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>5</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>General Counseling Services</b>	<b>4</b>
<b>General Dentistry</b>	<b>4</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>4</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>3</b>
<b>General Medical Care</b>	<b>3</b>
<b>Housing Search and Information</b>	<b>3</b>
<b>Alcohol Use Disorder Support Groups</b>	<b>2</b>
<b>COVID-19 Control</b>	<b>2</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period : June 2022**

**Report Date: 07/01/2022**

**Total Number of Calls: 101**

<b>Disaster Relief Services * COVID-19</b>	<b>39</b>
<b>Electric Service Payment Assistance</b>	<b>21</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>9</b>
<b>VITA Programs</b>	<b>9</b>
<b>COVID-19 Control</b>	<b>7</b>
<b>Heating Fuel Payment Assistance</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>Substance Use Disorder Counseling</b>	<b>5</b>
<b>Area Agencies on Aging</b>	<b>4</b>
<b>Disability Related Transportation</b>	<b>3</b>
<b>General Dentistry</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Mortgage Payment Assistance * COVID-19</b>	<b>3</b>
<b>Outpatient Mental Health Facilities</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Family and Community Medicine</b>	<b>2</b>
<b>Assisted Living Facilities</b>	<b>2</b>
<b>211 Systems</b>	<b>2</b>
<b>Benefits Screening</b>	<b>2</b>
<b>Community Shelters</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period : June 2022**

**Report Date: 07/01/2022**

**Total Number of Calls: 603**

<b>Disaster Relief Services * COVID-19</b>	<b>196</b>
<b>Electric Service Payment Assistance</b>	<b>150</b>
<b>Housing Search Assistance</b>	<b>48</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>41</b>
<b>VITA Programs</b>	<b>41</b>
<b>Heating Fuel Payment Assistance</b>	<b>32</b>
<b>Rent Payment Assistance</b>	<b>25</b>
<b>Aging and Disability Resource Centers</b>	<b>21</b>
<b>COVID-19 Control</b>	<b>19</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>19</b>
<b>Directory Assistance</b>	<b>17</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>17</b>
<b>Area Agencies on Aging</b>	<b>16</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>16</b>
<b>Community Shelters</b>	<b>16</b>
<b>Mental Health Crisis Lines</b>	<b>14</b>
<b>General Dentistry</b>	<b>13</b>
<b>Emergency Shelter</b>	<b>12</b>
<b>General Relief</b>	<b>12</b>
<b>Homelessness Prevention Programs</b>	<b>11</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : June 2022**

**Total Number of Calls: 106**

**Report Date: 07/01/2022**

<b>Electric Service Payment Assistance</b>	<b>49</b>
<b>Disaster Relief Services * COVID-19</b>	<b>41</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>9</b>
<b>Heating Fuel Payment Assistance</b>	<b>8</b>
<b>VITA Programs</b>	<b>8</b>
<b>Food Stamps/SNAP Applications</b>	<b>5</b>
<b>Prescription Expense Assistance</b>	<b>5</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>4</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>3</b>
<b>211 Systems</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>
<b>Substance Use Disorder Counseling</b>	<b>3</b>
<b>County Correctional Facilities</b>	<b>2</b>
<b>Adult Psychiatric Hospitals</b>	<b>2</b>
<b>General Counseling Services</b>	<b>2</b>
<b>Gas Service Payment Assistance * COVID-19</b>	<b>2</b>
<b>Mortgage Payment Assistance * COVID-19</b>	<b>2</b>
<b>Personal Financial Counseling</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : June 2022**

**Report Date: 07/01/2022**

**Total Number of Calls: 121**

<b>Electric Service Payment Assistance</b>	<b>39</b>
<b>Disaster Relief Services * COVID-19</b>	<b>25</b>
<b>Housing Search Assistance</b>	<b>12</b>
<b>Specialized Information and Referral</b>	<b>10</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>9</b>
<b>Heating Fuel Payment Assistance</b>	<b>9</b>
<b>VITA Programs</b>	<b>9</b>
<b>Directory Assistance</b>	<b>7</b>
<b>COVID-19 Control</b>	<b>6</b>
<b>Housing Search and Information</b>	<b>6</b>
<b>Legal Counseling</b>	<b>5</b>
<b>Pest Information</b>	<b>5</b>
<b>Case/Care Management</b>	<b>4</b>
<b>Detoxification</b>	<b>4</b>
<b>Drug Detoxification</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Community Action Agencies</b>	<b>3</b>
<b>Disability Related Transportation</b>	<b>3</b>
<b>Elder Law</b>	<b>3</b>
<b>Food Vouchers</b>	<b>3</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : June 2022**

**Total Number of Calls: 272**

**Report Date: 07/01/2022**

<b>Electric Service Payment Assistance</b>	<b>128</b>
<b>Disaster Relief Services * COVID-19</b>	<b>91</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>48</b>
<b>VITA Programs</b>	<b>22</b>
<b>Heating Fuel Payment Assistance</b>	<b>18</b>
<b>COVID-19 Control</b>	<b>12</b>
<b>Food Pantries</b>	<b>12</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>10</b>
<b>Homeless Shelter</b>	<b>10</b>
<b>General Dentistry</b>	<b>8</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>8</b>
<b>Aging and Disability Resource Centers</b>	<b>7</b>
<b>General Counseling Services</b>	<b>7</b>
<b>Psychiatric Case Management</b>	<b>7</b>
<b>Detoxification</b>	<b>6</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>6</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>5</b>
<b>Drug Detoxification</b>	<b>5</b>
<b>Food Vouchers</b>	<b>5</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : June 2022**

**Total Number of Calls: 410**

**Report Date: 07/01/2022**

<b>Disaster Relief Services * COVID-19</b>	<b>137</b>
<b>Electric Service Payment Assistance</b>	<b>51</b>
<b>VITA Programs</b>	<b>42</b>
<b>Housing Search Assistance</b>	<b>33</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>20</b>
<b>Heating Fuel Payment Assistance</b>	<b>18</b>
<b>Housing Search and Information</b>	<b>17</b>
<b>Substance Use Disorder Counseling</b>	<b>17</b>
<b>Aging and Disability Resource Centers</b>	<b>16</b>
<b>Community Shelters</b>	<b>16</b>
<b>General Relief</b>	<b>15</b>
<b>Food Pantries</b>	<b>13</b>
<b>General Counseling Services</b>	<b>13</b>
<b>Public Charities</b>	<b>13</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>11</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>11</b>
<b>Rent Payment Assistance</b>	<b>11</b>
<b>211 Systems</b>	<b>9</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>9</b>
<b>Pest Information</b>	<b>9</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period : June 2022**

**Report Date: 07/01/2022**

**Total Number of Calls: 47**

<b>Electric Service Payment Assistance</b>	<b>25</b>
<b>Disaster Relief Services * COVID-19</b>	<b>20</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>7</b>
<b>COVID-19 Control</b>	<b>5</b>
<b>VITA Programs</b>	<b>4</b>
<b>Case/Care Management</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Food Pantries</b>	<b>2</b>
<b>General Dentistry</b>	<b>2</b>
<b>Rent Payment Assistance</b>	<b>2</b>
<b>Water Service Payment Assistance</b>	<b>2</b>
<b>General Consumer Complaints</b>	<b>1</b>
<b>Food Stamps/SNAP Applications</b>	<b>1</b>
<b>Electric Service Complaints</b>	<b>1</b>
<b>Domestic/Family Violence Legal Services</b>	<b>1</b>
<b>Directory Assistance</b>	<b>1</b>
<b>Dental Hygiene</b>	<b>1</b>
<b>Dental Care</b>	<b>1</b>
<b>Children's Protective Services</b>	<b>1</b>
<b>Case/Care Management * Adults</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period : June 2022**

**Total Number of Calls: 126**

**Report Date: 07/01/2022**

<b>Disaster Relief Services * COVID-19</b>	<b>47</b>
<b>Electric Service Payment Assistance</b>	<b>39</b>
<b>Heating Fuel Payment Assistance</b>	<b>13</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>8</b>
<b>VITA Programs</b>	<b>8</b>
<b>COVID-19 Control</b>	<b>6</b>
<b>Food Pantries</b>	<b>6</b>
<b>General Minor Home Repair Programs</b>	<b>5</b>
<b>Mental Health Crisis Lines</b>	<b>5</b>
<b>211 Systems</b>	<b>4</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Senior Ride Programs</b>	<b>4</b>
<b>Business Financing</b>	<b>3</b>
<b>General Counseling Services</b>	<b>3</b>
<b>Home Barrier Evaluation/Removal Services</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Local Transportation</b>	<b>3</b>
<b>Pest Information</b>	<b>3</b>
<b>Public Charities</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period : June 2022**

**Total Number of Calls: 199**

**Report Date: 07/01/2022**

<b>Electric Service Payment Assistance</b>	<b>80</b>
<b>Disaster Relief Services * COVID-19</b>	<b>70</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>28</b>
<b>VITA Programs</b>	<b>15</b>
<b>Substance Use Disorder Counseling</b>	<b>12</b>
<b>Home Health Aide Services</b>	<b>11</b>
<b>Housing Search Assistance</b>	<b>9</b>
<b>Legal Counseling</b>	<b>9</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>7</b>
<b>General Medical Care</b>	<b>7</b>
<b>Heating Fuel Payment Assistance</b>	<b>7</b>
<b>Prescription Expense Assistance</b>	<b>7</b>
<b>Public Charities</b>	<b>7</b>
<b>Rent Payment Assistance</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Home Nursing</b>	<b>6</b>
<b>211 Systems</b>	<b>5</b>
<b>General Relief</b>	<b>5</b>
<b>Adult Psychiatric Inpatient Units</b>	<b>4</b>
<b>Directory Assistance</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : June 2022**

**Total Number of Calls: 116**

**Report Date: 07/01/2022**

<b>Electric Service Payment Assistance</b>	<b>49</b>
<b>Disaster Relief Services * COVID-19</b>	<b>40</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>20</b>
<b>VITA Programs</b>	<b>16</b>
<b>Housing Search Assistance</b>	<b>10</b>
<b>General Counseling Services</b>	<b>9</b>
<b>Community Shelters</b>	<b>7</b>
<b>Housing Search and Information</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>5</b>
<b>Heating Fuel Payment Assistance</b>	<b>5</b>
<b>Rent Payment Assistance</b>	<b>5</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Discrimination Assistance</b>	<b>4</b>
<b>Adult Protective Services</b>	<b>3</b>
<b>Domestic Violence Shelters</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Public Charities</b>	<b>3</b>
<b>Senior Housing Information and Referral</b>	<b>3</b>
<b>Talklines/Warmlines</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period : June 2022**

**Report Date: 07/01/2022**

**Total Number of Calls: 94**

<b>Disaster Relief Services * COVID-19</b>	<b>37</b>
<b>Heating Fuel Payment Assistance</b>	<b>11</b>
<b>VITA Programs</b>	<b>11</b>
<b>Electric Service Payment Assistance</b>	<b>10</b>
<b>Housing Search Assistance</b>	<b>7</b>
<b>COVID-19 Control</b>	<b>6</b>
<b>Housing Search and Information</b>	<b>4</b>
<b>Transportation Expense Assistance</b>	<b>4</b>
<b>Detoxification</b>	<b>3</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>3</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>3</b>
<b>Non-Emergency Medical Transportation</b>	<b>3</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>Alcohol Detoxification</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>2</b>
<b>Case/Care Management</b>	<b>2</b>
<b>DUI Offender Programs</b>	<b>2</b>
<b>Food Vouchers</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : June 2022**

**Total Number of Calls: 679**

**Report Date: 07/01/2022**

<b>Electric Service Payment Assistance</b>	<b>239</b>
<b>Disaster Relief Services * COVID-19</b>	<b>193</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>87</b>
<b>Housing Search Assistance</b>	<b>44</b>
<b>VITA Programs</b>	<b>42</b>
<b>COVID-19 Control</b>	<b>37</b>
<b>General Counseling Services</b>	<b>27</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>24</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>23</b>
<b>Substance Use Disorder Counseling</b>	<b>22</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>20</b>
<b>Rent Payment Assistance</b>	<b>19</b>
<b>Utility Assistance * COVID-19</b>	<b>19</b>
<b>Transitional Housing/Shelter</b>	<b>18</b>
<b>Heating Fuel Payment Assistance</b>	<b>17</b>
<b>Aging and Disability Resource Centers</b>	<b>16</b>
<b>Detoxification</b>	<b>16</b>
<b>211 Systems</b>	<b>15</b>
<b>Directory Assistance</b>	<b>15</b>
<b>Talklines/Warmlines</b>	<b>15</b>