



**211 Maine: Top 20 Call Categories**

**Androscoggin County**

**Reporting Period : May 2022**

**Report Date: 06/03/2022**

**Total Number of Calls: 524**

<b>Electric Service Payment Assistance</b>	<b>189</b>
<b>Disaster Relief Services * COVID-19</b>	<b>108</b>
<b>COVID-19 Control</b>	<b>70</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>47</b>
<b>Heating Fuel Payment Assistance</b>	<b>35</b>
<b>VITA Programs</b>	<b>28</b>
<b>Rent Payment Assistance</b>	<b>22</b>
<b>COVID-19 Immunization Clinics</b>	<b>17</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>16</b>
<b>COVID-19 Diagnostic Tests</b>	<b>14</b>
<b>Comprehensive Outpatient Substance Use Disorder Treatment</b>	<b>13</b>
<b>General Counseling Services</b>	<b>13</b>
<b>Housing Search Assistance</b>	<b>13</b>
<b>Directory Assistance</b>	<b>12</b>
<b>Housing Authorities</b>	<b>12</b>
<b>Aging and Disability Resource Centers</b>	<b>11</b>
<b>General Dentistry</b>	<b>11</b>
<b>Psychiatric Case Management</b>	<b>11</b>
<b>General Relief</b>	<b>10</b>
<b>Therapy Referrals</b>	<b>10</b>



**211 Maine: Top 20 Call Categories**

**Aroostook County**

**Reporting Period : May 2022**

**Total Number of Calls: 135**

**Report Date: 06/03/2022**

<b>Disaster Relief Services * COVID-19</b>	<b>52</b>
<b>Electric Service Payment Assistance</b>	<b>23</b>
<b>VITA Programs</b>	<b>17</b>
<b>COVID-19 Control</b>	<b>8</b>
<b>General Relief</b>	<b>7</b>
<b>Water Service Payment Assistance</b>	<b>7</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>6</b>
<b>Heating Fuel Payment Assistance</b>	<b>6</b>
<b>Tax Forms</b>	<b>6</b>
<b>General Counseling Services</b>	<b>5</b>
<b>Home Nursing</b>	<b>5</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>4</b>
<b>Substance Use Disorder Counseling</b>	<b>4</b>
<b>211 Systems</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>3</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>Formula/Baby Food</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Housing Authorities</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Cumberland County**

**Reporting Period : May 2022**

**Total Number of Calls: 1,296**

**Report Date: 06/03/2022**

<b>Electric Service Payment Assistance</b>	<b>405</b>
<b>Disaster Relief Services * COVID-19</b>	<b>201</b>
<b>Heating Fuel Payment Assistance</b>	<b>163</b>
<b>COVID-19 Control</b>	<b>149</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>75</b>
<b>Housing Search Assistance</b>	<b>70</b>
<b>Rent Payment Assistance</b>	<b>59</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>42</b>
<b>Mental Health Crisis Lines</b>	<b>39</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>38</b>
<b>Housing/Shelter</b>	<b>36</b>
<b>Community Shelters</b>	<b>35</b>
<b>General Counseling Services</b>	<b>35</b>
<b>General Relief</b>	<b>35</b>
<b>VITA Programs</b>	<b>35</b>
<b>Medication Assisted Maintenance Treatment for Substance Use Disorders</b>	<b>31</b>
<b>COVID-19 Diagnostic Tests</b>	<b>29</b>
<b>Detoxification</b>	<b>27</b>
<b>Aging and Disability Resource Centers</b>	<b>26</b>
<b>Directory Assistance</b>	<b>26</b>



**211 Maine: Top 20 Call Categories**

**Franklin County**

**Reporting Period : May 2022**

**Report Date: 06/03/2022**

**Total Number of Calls: 112**

<b>Electric Service Payment Assistance</b>	<b>64</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>19</b>
<b>Disaster Relief Services * COVID-19</b>	<b>17</b>
<b>Heating Fuel Payment Assistance</b>	<b>11</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>6</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>COVID-19 Control</b>	<b>5</b>
<b>Food Pantries</b>	<b>5</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>5</b>
<b>Food Vouchers</b>	<b>4</b>
<b>Mortgage Payment Assistance * COVID-19</b>	<b>4</b>
<b>Alcohol Detoxification</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Anger Management</b>	<b>3</b>
<b>Community Shelters</b>	<b>3</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>3</b>
<b>COVID-19 Diagnostic Tests</b>	<b>3</b>
<b>Medical Equipment/Supplies</b>	<b>3</b>
<b>Mental Health Crisis Lines</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Hancock County**

**Reporting Period : May 2022**

**Report Date: 06/03/2022**

**Total Number of Calls: 109**

<b>Heating Fuel Payment Assistance</b>	<b>30</b>
<b>Electric Service Payment Assistance</b>	<b>21</b>
<b>Disaster Relief Services * COVID-19</b>	<b>20</b>
<b>Housing Search Assistance</b>	<b>12</b>
<b>Housing/Shelter</b>	<b>10</b>
<b>COVID-19 Control</b>	<b>9</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>9</b>
<b>VITA Programs</b>	<b>8</b>
<b>Aging and Disability Resource Centers</b>	<b>6</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>5</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>4</b>
<b>Rent Payment Assistance</b>	<b>4</b>
<b>COVID-19 Test Home Collection Kits</b>	<b>3</b>
<b>Adult Protective Services</b>	<b>3</b>
<b>Community Shelters</b>	<b>3</b>
<b>General Relief</b>	<b>3</b>
<b>Housing Search and Information</b>	<b>3</b>
<b>Mortgage Payment Assistance * COVID-19</b>	<b>3</b>
<b>Pest Information</b>	<b>3</b>
<b>Senior Housing Information and Referral</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Kennebec County**

**Reporting Period : May 2022**

**Report Date: 06/03/2022**

**Total Number of Calls: 576**

<b>Electric Service Payment Assistance</b>	<b>262</b>
<b>Disaster Relief Services * COVID-19</b>	<b>111</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>61</b>
<b>COVID-19 Control</b>	<b>49</b>
<b>Housing Search Assistance</b>	<b>37</b>
<b>Heating Fuel Payment Assistance</b>	<b>24</b>
<b>Rent Payment Assistance</b>	<b>23</b>
<b>Pest Information</b>	<b>22</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>21</b>
<b>VITA Programs</b>	<b>21</b>
<b>General Counseling Services</b>	<b>18</b>
<b>Aging and Disability Resource Centers</b>	<b>14</b>
<b>Directory Assistance</b>	<b>14</b>
<b>Housing/Shelter</b>	<b>14</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>13</b>
<b>Mortgage Payment Assistance * COVID-19</b>	<b>12</b>
<b>General Relief</b>	<b>11</b>
<b>Area Agencies on Aging</b>	<b>10</b>
<b>Case/Care Management</b>	<b>10</b>
<b>Community Shelters</b>	<b>10</b>



**211 Maine: Top 20 Call Categories**

**Knox County**

**Reporting Period : May 2022**

**Total Number of Calls: 121**

**Report Date: 06/03/2022**

<b>Electric Service Payment Assistance</b>	<b>120</b>
<b>Disaster Relief Services * COVID-19</b>	<b>21</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>14</b>
<b>COVID-19 Control</b>	<b>13</b>
<b>Rent Payment Assistance</b>	<b>10</b>
<b>Water Service Payment Assistance</b>	<b>8</b>
<b>Pest Information</b>	<b>7</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>6</b>
<b>VITA Programs</b>	<b>6</b>
<b>Aging and Disability Resource Centers</b>	<b>5</b>
<b>General Dentistry</b>	<b>5</b>
<b>Heating Fuel Payment Assistance</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Specialized Information and Referral</b>	<b>4</b>
<b>COVID-19 Immunization Clinics</b>	<b>3</b>
<b>COVID-19 Diagnostic Tests</b>	<b>3</b>
<b>Community Shelters</b>	<b>3</b>
<b>Mortgage Payment Assistance * COVID-19</b>	<b>3</b>
<b>Personal Financial Counseling</b>	<b>3</b>
<b>Psychiatric Case Management</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Lincoln County**

**Reporting Period : May 2022**

**Report Date: 06/03/2022**

**Total Number of Calls: 130**

<b>Electric Service Payment Assistance</b>	<b>48</b>
<b>Disaster Relief Services * COVID-19</b>	<b>27</b>
<b>Heating Fuel Payment Assistance</b>	<b>24</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>13</b>
<b>Rent Payment Assistance</b>	<b>11</b>
<b>COVID-19 Control</b>	<b>9</b>
<b>VITA Programs</b>	<b>5</b>
<b>Community Action Agencies</b>	<b>4</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Detoxification</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>3</b>
<b>Community Shelters</b>	<b>3</b>
<b>Drug Detoxification</b>	<b>3</b>
<b>General Dentistry</b>	<b>3</b>
<b>Homelessness Prevention Programs</b>	<b>3</b>
<b>Adult Protective Services</b>	<b>2</b>
<b>Advocacy</b>	<b>2</b>
<b>Domestic Violence Hotlines</b>	<b>2</b>





**211 Maine: Top 20 Call Categories**

**Oxford County**

**Reporting Period : May 2022**

**Total Number of Calls: 201**

**Report Date: 06/03/2022**

<b>Electric Service Payment Assistance</b>	<b>108</b>
<b>Disaster Relief Services * COVID-19</b>	<b>50</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>31</b>
<b>Heating Fuel Payment Assistance</b>	<b>21</b>
<b>COVID-19 Control</b>	<b>13</b>
<b>Rent Payment Assistance</b>	<b>11</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>9</b>
<b>General Counseling Services</b>	<b>8</b>
<b>VITA Programs</b>	<b>8</b>
<b>General Relief</b>	<b>7</b>
<b>Public Charities</b>	<b>7</b>
<b>COVID-19 Immunization Clinics</b>	<b>5</b>
<b>Family and Community Medicine</b>	<b>5</b>
<b>Food Pantries</b>	<b>5</b>
<b>Housing Search Assistance</b>	<b>5</b>
<b>Mortgage Payment Assistance * COVID-19</b>	<b>5</b>
<b>Non-Emergency Medical Transportation</b>	<b>5</b>
<b>Pest Information</b>	<b>5</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Legal Counseling</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Penobscot County**

**Reporting Period : May 2022**

**Total Number of Calls: 429**

**Report Date: 06/03/2022**

<b>Disaster Relief Services * COVID-19</b>	<b>119</b>
<b>Electric Service Payment Assistance</b>	<b>98</b>
<b>Heating Fuel Payment Assistance</b>	<b>31</b>
<b>COVID-19 Control</b>	<b>27</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>25</b>
<b>Food Pantries</b>	<b>22</b>
<b>VITA Programs</b>	<b>21</b>
<b>Housing Search Assistance</b>	<b>20</b>
<b>Rent Payment Assistance</b>	<b>17</b>
<b>Food Vouchers</b>	<b>13</b>
<b>Specialized Information and Referral</b>	<b>13</b>
<b>Community Shelters</b>	<b>12</b>
<b>Pest Information</b>	<b>12</b>
<b>Transportation Expense Assistance</b>	<b>12</b>
<b>Alcohol Detoxification</b>	<b>11</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>11</b>
<b>Aging and Disability Resource Centers</b>	<b>9</b>
<b>211 Systems</b>	<b>8</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>8</b>
<b>Food Stamps/SNAP Applications</b>	<b>8</b>



**211 Maine: Top 20 Call Categories**

**Piscataquis County**

**Reporting Period : May 2022**

**Total Number of Calls: 52**

**Report Date: 06/03/2022**

<b>Electric Service Payment Assistance</b>	<b>15</b>
<b>Disaster Relief Services * COVID-19</b>	<b>11</b>
<b>Heating Fuel Payment Assistance</b>	<b>6</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>4</b>
<b>Tenant Rights Information/Counseling</b>	<b>4</b>
<b>Housing Search Assistance</b>	<b>3</b>
<b>Area Agencies on Aging</b>	<b>2</b>
<b>Dementia Management</b>	<b>2</b>
<b>Directory Assistance</b>	<b>2</b>
<b>General Legal Aid</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>
<b>Homeless Shelter</b>	<b>2</b>
<b>Housing Complaints</b>	<b>2</b>
<b>Supportive Substance Use Disorder Services</b>	<b>2</b>
<b>VITA Programs</b>	<b>2</b>
<b>Elder Law</b>	<b>1</b>
<b>Disease/Disability Information * Alzheimer's Disease * Dementia</b>	<b>1</b>
<b>General Health Insurance Information/Counseling</b>	<b>1</b>
<b>Food Stamps/SNAP Applications</b>	<b>1</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>1</b>



**211 Maine: Top 20 Call Categories**

**Sagadahoc County**

**Reporting Period : May 2022**

**Total Number of Calls: 139**

**Report Date: 06/03/2022**

<b>Electric Service Payment Assistance</b>	<b>100</b>
<b>Disaster Relief Services * COVID-19</b>	<b>28</b>
<b>COVID-19 Control</b>	<b>22</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>18</b>
<b>Rent Payment Assistance</b>	<b>13</b>
<b>VITA Programs</b>	<b>12</b>
<b>General Counseling Services</b>	<b>6</b>
<b>Housing Search Assistance</b>	<b>6</b>
<b>Community Shelters</b>	<b>5</b>
<b>Legal Counseling</b>	<b>5</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>4</b>
<b>Heating Fuel Payment Assistance</b>	<b>4</b>
<b>Municipal Police</b>	<b>4</b>
<b>Neuter/Spay Services</b>	<b>4</b>
<b>Utility Service Payment Assistance * COVID-19</b>	<b>4</b>
<b>Directory Assistance</b>	<b>3</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>3</b>
<b>Medical Equipment/Supplies</b>	<b>3</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>3</b>
<b>Specialized Information and Referral</b>	<b>3</b>



**211 Maine: Top 20 Call Categories**

**Somerset County**

**Reporting Period : May 2022**

**Total Number of Calls: 208**

**Report Date: 06/03/2022**

<b>Electric Service Payment Assistance</b>	<b>94</b>
<b>Disaster Relief Services * COVID-19</b>	<b>56</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>30</b>
<b>Housing Search Assistance</b>	<b>13</b>
<b>VITA Programs</b>	<b>11</b>
<b>211 Systems</b>	<b>8</b>
<b>COVID-19 Control</b>	<b>8</b>
<b>Directory Assistance</b>	<b>7</b>
<b>Substance Use Disorder Counseling</b>	<b>7</b>
<b>Rent Payment Assistance</b>	<b>6</b>
<b>Specialized Information and Referral</b>	<b>6</b>
<b>Community Shelters</b>	<b>5</b>
<b>Area Agencies on Aging</b>	<b>5</b>
<b>Aging and Disability Resource Centers</b>	<b>4</b>
<b>Detoxification</b>	<b>4</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>4</b>
<b>Food Pantries</b>	<b>4</b>
<b>General Counseling Services</b>	<b>4</b>
<b>Government Consumer Protection Agencies</b>	<b>4</b>
<b>Heating Fuel Payment Assistance</b>	<b>4</b>



**211 Maine: Top 20 Call Categories**

**Waldo County**

**Reporting Period : May 2022**

**Total Number of Calls: 129**

**Report Date: 06/03/2022**

<b>Electric Service Payment Assistance</b>	<b>91</b>
<b>Disaster Relief Services * COVID-19</b>	<b>34</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>31</b>
<b>Heating Fuel Payment Assistance</b>	<b>21</b>
<b>Pest Information</b>	<b>9</b>
<b>VITA Programs</b>	<b>7</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>5</b>
<b>COVID-19 Control</b>	<b>5</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>5</b>
<b>General Dentistry</b>	<b>4</b>
<b>Community Shelters</b>	<b>3</b>
<b>General Counseling Services</b>	<b>3</b>
<b>Rent Payment Assistance</b>	<b>3</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>Electric Service Complaints</b>	<b>2</b>
<b>Family Law</b>	<b>2</b>
<b>Home Rehabilitation Grants</b>	<b>2</b>
<b>Low Income/Subsidized Private Rental Housing</b>	<b>2</b>
<b>Medical Information Services * COVID-19</b>	<b>2</b>
<b>Personal Care</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**Washington County**

**Reporting Period : May 2022**

**Total Number of Calls: 86**

**Report Date: 06/03/2022**

<b>Disaster Relief Services * COVID-19</b>	<b>32</b>
<b>Heating Fuel Payment Assistance</b>	<b>26</b>
<b>Electric Service Payment Assistance</b>	<b>20</b>
<b>Undesignated Temporary Financial Assistance</b>	<b>7</b>
<b>COVID-19 Control</b>	<b>5</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>5</b>
<b>Homemaker Assistance</b>	<b>5</b>
<b>Non-Emergency Medical Transportation</b>	<b>5</b>
<b>VITA Programs</b>	<b>4</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>3</b>
<b>Home Rehabilitation Grants</b>	<b>3</b>
<b>Personal Financial Counseling</b>	<b>3</b>
<b>Community Shelters</b>	<b>2</b>
<b>Aging and Disability Resource Centers</b>	<b>2</b>
<b>General Counseling Services</b>	<b>2</b>
<b>General Relief</b>	<b>2</b>
<b>Home Health Aide Services</b>	<b>2</b>
<b>Home Rehabilitation Loans</b>	<b>2</b>
<b>Mental Health Crisis Lines</b>	<b>2</b>
<b>Respite Care</b>	<b>2</b>



**211 Maine: Top 20 Call Categories**

**York County**

**Reporting Period : May 2022**

**Total Number of Calls: 672**

**Report Date: 06/03/2022**

<b>Electric Service Payment Assistance</b>	<b>212</b>
<b>Disaster Relief Services * COVID-19</b>	<b>131</b>
<b>COVID-19 Control</b>	<b>77</b>
<b>Electric Service Payment Assistance * COVID-19</b>	<b>67</b>
<b>Heating Fuel Payment Assistance</b>	<b>36</b>
<b>Housing Search Assistance</b>	<b>30</b>
<b>Talklines/Warmlines</b>	<b>28</b>
<b>Psychiatric Case Management</b>	<b>22</b>
<b>Utility Assistance * COVID-19</b>	<b>22</b>
<b>Mental Health Crisis Lines</b>	<b>18</b>
<b>VITA Programs</b>	<b>18</b>
<b>Emergency Rental Assistance Program (ERAP)</b>	<b>17</b>
<b>Inpatient Substance Use Disorder Treatment Facilities</b>	<b>17</b>
<b>Aging and Disability Resource Centers</b>	<b>16</b>
<b>Food Pantries</b>	<b>16</b>
<b>Rent Payment Assistance * COVID-19</b>	<b>16</b>
<b>At Risk/Homeless Housing Related Assistance Programs</b>	<b>15</b>
<b>211 Systems</b>	<b>15</b>
<b>General Counseling Services</b>	<b>15</b>
<b>General Relief</b>	<b>15</b>