



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : July 2022

Total Number of Calls: 443

Report Date: 08/01/2022

Electric Service Payment Assistance	115
Disaster Relief Services * COVID-19	103
Rent Payment Assistance	38
Electric Service Payment Assistance * COVID-19	29
Heating Fuel Payment Assistance	29
COVID-19 Control	26
Housing Search Assistance	21
Emergency Rental Assistance Program (ERAP)	14
Food Pantries	14
General Relief	14
Inpatient Substance Use Disorder Treatment Facilities	14
Aging and Disability Resource Centers	13
General Dentistry	12
Case/Care Management	11
COVID-19 Immunization Clinics	11
Housing Authorities	10
Housing/Shelter	10
Area Agencies on Aging	9
Directory Assistance	9
Rent Payment Assistance * COVID-19	9



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : July 2022

Total Number of Calls: 88

Report Date: 08/01/2022

Disaster Relief Services * COVID-19	20
Outpatient Mental Health Facilities	10
Electric Service Payment Assistance	8
Detoxification	8
Aging and Disability Resource Centers	6
General Counseling Services	6
General Relief	6
Community Shelters	5
Case/Care Management	5
Directory Assistance	4
Drug Detoxification	4
Electric Service Payment Assistance * COVID-19	4
Food Pantries	4
Heating Fuel Payment Assistance	4
Inpatient Substance Use Disorder Treatment Facilities	4
COVID-19 Control	3
Alcohol Detoxification	3
Homeless Shelter	3
Residential Substance Use Disorder Treatment Facilities	3
Therapy Referrals	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : July 2022

Total Number of Calls: 1,045

Report Date: 08/01/2022

Electric Service Payment Assistance	244
Disaster Relief Services * COVID-19	184
Housing Search Assistance	133
Rent Payment Assistance	133
Electric Service Payment Assistance * COVID-19	59
COVID-19 Control	56
Directory Assistance	43
At Risk/Homeless Housing Related Assistance Programs	42
Case/Care Management	42
Specialized Information and Referral	41
Emergency Rental Assistance Program (ERAP)	35
Food Pantries	35
General Relief	35
Aging and Disability Resource Centers	30
Housing Authorities	29
Rental Deposit Assistance	26
211 Systems	25
Housing/Shelter	25
Personal Care	24
General Counseling Services	23



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : July 2022

Report Date: 08/01/2022

Total Number of Calls: 109

Talklines/Warmlines	31
Electric Service Payment Assistance	15
Disaster Relief Services * COVID-19	10
Detoxification	8
Electric Service Payment Assistance * COVID-19	7
Heating Fuel Payment Assistance	7
Drug Detoxification	6
Rent Payment Assistance	6
Case/Care Management	5
General Dentistry	5
Inpatient Substance Use Disorder Treatment Facilities	5
Emergency Rental Assistance Program (ERAP)	4
Housing Search Assistance	4
211 Systems	3
Directory Assistance	3
COVID-19 Control	3
Food Pantries	3
General Counseling Services	3
Mental Health Crisis Lines	3
Mortgage Payment Assistance * COVID-19	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : July 2022

Report Date: 08/01/2022

Total Number of Calls: 94

Disaster Relief Services * COVID-19	27
Electric Service Payment Assistance	8
Housing Search Assistance	8
Rent Payment Assistance	7
Area Agencies on Aging	6
Domestic Violence Shelters	6
Emergency Rental Assistance Program (ERAP)	6
Heating Fuel Payment Assistance	6
At Risk/Homeless Housing Related Assistance Programs	5
COVID-19 Control	5
Disability Related Transportation	5
VITA Programs	5
Aging and Disability Resource Centers	4
Homemaker Assistance	4
Inpatient Substance Use Disorder Treatment Facilities	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Tenant Rights Information/Counseling	4
Directory Assistance	3
Case/Care Management	3
Food Pantries	3



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : July 2022

Report Date: 08/01/2022

Total Number of Calls: 453

Electric Service Payment Assistance	145
Disaster Relief Services * COVID-19	92
Electric Service Payment Assistance * COVID-19	43
Heating Fuel Payment Assistance	40
Rent Payment Assistance	28
General Dentistry	24
COVID-19 Control	23
Specialized Information and Referral	19
Aging and Disability Resource Centers	17
Community Shelters	17
Housing Search Assistance	17
Emergency Rental Assistance Program (ERAP)	16
At Risk/Homeless Housing Related Assistance Programs	13
Inpatient Substance Use Disorder Treatment Facilities	13
Medication Assisted Maintenance Treatment for Substance Use Disorders	13
VITA Programs	13
Food Pantries	12
211 Systems	11
Emergency Shelter	11
Legal Counseling	10



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : July 2022

Total Number of Calls: 91

Report Date: 08/01/2022

Disaster Relief Services * COVID-19	23
Electric Service Payment Assistance	15
COVID-19 Control	11
Housing Search Assistance	10
Community Shelters	8
Rent Payment Assistance	8
Domestic Violence Hotlines	5
VITA Programs	5
Case/Care Management	4
Heating Fuel Payment Assistance	4
Senior Housing Information and Referral	4
Transitional Housing/Shelter	4
COVID-19 Diagnostic Tests	3
211 Systems	3
Detoxification	3
Electric Service Payment Assistance * COVID-19	3
Emergency Rental Assistance Program (ERAP)	3
Family and Community Medicine	3
Housing/Shelter	3
At Risk/Homeless Housing Related Assistance Programs	2



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : July 2022

Total Number of Calls: 111

Report Date: 08/01/2022

Electric Service Payment Assistance	38
Disaster Relief Services * COVID-19	15
Electric Service Payment Assistance * COVID-19	12
COVID-19 Control	9
Heating Fuel Payment Assistance	7
Specialized Information and Referral	6
Rent Payment Assistance	5
Aging and Disability Resource Centers	4
211 Systems	4
Housing Search Assistance	4
Community Action Agencies	3
General Dentistry	3
Inpatient Substance Use Disorder Treatment Facilities	3
Low Income/Subsidized Private Rental Housing	3
VITA Programs	3
Area Agencies on Aging	2
Birth Certificates	2
Case/Care Management * Autism Spectrum Disorder	2
Comprehensive Outpatient Substance Use Disorder Treatment	2
COVID-19 Immunization Clinics	2



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : July 2022

Total Number of Calls: 206

Report Date: 08/01/2022

Electric Service Payment Assistance	57
Disaster Relief Services * COVID-19	54
Electric Service Payment Assistance * COVID-19	20
General Dentistry	16
Heating Fuel Payment Assistance	14
COVID-19 Control	12
Food Pantries	12
Housing Search Assistance	10
VITA Programs	10
Aging and Disability Resource Centers	8
Specialized Information and Referral	8
Rent Payment Assistance	7
General Relief	5
Adult Psychiatric Inpatient Units	4
Case/Care Management	4
Emergency Rental Assistance Program (ERAP)	4
General Legal Aid	4
Comprehensive Outpatient Substance Use Disorder Treatment	3
At Risk/Homeless Housing Related Assistance Programs	3
Discrimination Assistance	3



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : July 2022

Report Date: 08/01/2022

Total Number of Calls: 326

Disaster Relief Services * COVID-19	58
Electric Service Payment Assistance	40
Food Pantries	25
Housing Search Assistance	25
Rent Payment Assistance	25
Community Shelters	23
Electric Service Payment Assistance * COVID-19	17
Aging and Disability Resource Centers	13
At Risk/Homeless Housing Related Assistance Programs	13
Specialized Information and Referral	13
General Relief	12
VITA Programs	11
Area Agencies on Aging	10
Housing Search and Information	10
Lawyer Referral Services	10
Heating Fuel Payment Assistance	9
Legal Counseling	9
Case/Care Management	8
Directory Assistance	7
Emergency Rental Assistance Program (ERAP)	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : July 2022

Report Date: 08/01/2022

Total Number of Calls: 44

Electric Service Payment Assistance	14
Disaster Relief Services * COVID-19	12
Heating Fuel Payment Assistance	10
Electric Service Payment Assistance * COVID-19	5
COVID-19 Control	4
Household Goods Donation Programs	3
Community Action Agencies	3
Area Agencies on Aging	2
Homemaker Assistance	2
Gas Service Payment Assistance * COVID-19	2
Food Stamps/SNAP Applications	2
Rent Payment Assistance	2
Transportation Expense Assistance	2
Internet Service Payment Assistance	1
Housing Search Assistance	1
Housing Counseling	1
Emergency Dental Care	1
Government Consumer Protection Agencies	1
General Relief	1
General Legal Aid	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : July 2022

Total Number of Calls: 95

Report Date: 08/01/2022

Disaster Relief Services * COVID-19	25
Electric Service Payment Assistance	21
Rent Payment Assistance	18
COVID-19 Control	10
Food Pantries	9
Housing Search Assistance	9
At Risk/Homeless Housing Related Assistance Programs	6
Electric Service Payment Assistance * COVID-19	6
General Relief	6
Rent Payment Assistance * COVID-19	6
Mental Health Crisis Lines	5
Domestic Violence Hotlines	4
General Dentistry	4
Home Rehabilitation Grants	4
Emergency Shelter	3
General Counseling Services	3
Heating Fuel Payment Assistance	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Rental Deposit Assistance	3
Utility Service Payment Assistance * COVID-19	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : July 2022

Total Number of Calls: 187

Report Date: 08/01/2022

Electric Service Payment Assistance	43
Disaster Relief Services * COVID-19	24
Heating Fuel Payment Assistance	17
Electric Service Payment Assistance * COVID-19	14
Housing Search Assistance	13
211 Systems	11
Directory Assistance	10
Specialized Information and Referral	10
Rent Payment Assistance	9
Home Health Aide Services	7
General Clothing Provision	6
General Dentistry	6
General Relief	6
Legal Counseling	6
Alcohol Use Disorder Support Groups	5
COVID-19 Control	4
Housing Search and Information	4
Medical Care Expense Assistance	4
Community Shelters	3
Case/Care Management	3



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : July 2022

Total Number of Calls: 78

Report Date: 08/01/2022

Electric Service Payment Assistance	37
Disaster Relief Services * COVID-19	23
Electric Service Payment Assistance * COVID-19	13
Case/Care Management	12
Heating Fuel Payment Assistance	9
Housing Search Assistance	6
Community Shelters	5
Rent Payment Assistance	5
VITA Programs	5
At Risk/Homeless Housing Related Assistance Programs	3
Food Stamps/SNAP Applications	3
General Relief	3
Mental Health Crisis Lines	3
Psychiatric Case Management	3
Undesignated Temporary Financial Assistance	3
Case/Care Management * Adults	2
Business Financing	2
COVID-19 Control	2
Emergency Rental Assistance Program (ERAP)	2
Food Pantries	2



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : July 2022

Total Number of Calls: 83

Report Date: 08/01/2022

Disaster Relief Services * COVID-19	24
Electric Service Payment Assistance	14
Housing Search Assistance	6
Substance Use Disorder Counseling	6
Aging and Disability Resource Centers	5
General Relief	5
Heating Fuel Payment Assistance	5
Rent Payment Assistance	5
Specialized Information and Referral	4
Tax Forms	4
Undesignated Temporary Financial Assistance	4
Electric Service Payment Assistance * COVID-19	3
At Risk/Homeless Housing Related Assistance Programs	3
Adult Protective Services	3
Directory Assistance	3
Housing Search and Information	3
VITA Programs	3
COVID-19 Control	2
211 Systems	2
Home Rehabilitation Grants	2



211 Maine: Top 20 Call Categories

York County

Reporting Period : July 2022

Total Number of Calls: 503

Report Date: 08/01/2022

Electric Service Payment Assistance	94
Disaster Relief Services * COVID-19	83
Housing Search Assistance	44
Electric Service Payment Assistance * COVID-19	38
Talklines/Warmlines	30
COVID-19 Control	29
Rent Payment Assistance	23
Rent Payment Assistance * COVID-19	21
Specialized Information and Referral	20
Heating Fuel Payment Assistance	19
Substance Use Disorder Counseling	17
General Relief	16
Inpatient Substance Use Disorder Treatment Facilities	15
Aging and Disability Resource Centers	14
At Risk/Homeless Housing Related Assistance Programs	14
General Counseling Services	13
Utility Assistance * COVID-19	13
Mortgage Payment Assistance * COVID-19	11
Case/Care Management	10
Homeless Shelter * Adults	10