



211 Maine: Top 20 Call Categories

Androscoggin County

Reporting Period : August 2022

Total Number of Calls: 461

Report Date: 09/02/2022

Electric Service Payment Assistance	161
Food Pantries	53
Electric Service Payment Assistance * COVID-19	43
Rent Payment Assistance	38
Disaster Relief Services * COVID-19	37
Heating Fuel Payment Assistance	32
COVID-19 Control	27
Domestic Violence Hotlines	27
Housing Search Assistance	23
General Dentistry	15
Inpatient Substance Use Disorder Treatment Facilities	15
Aging and Disability Resource Centers	14
General Counseling Services	14
Community Shelters	13
Emergency Dental Care	13
Emergency Rental Assistance Program (ERAP)	13
Specialized Information and Referral	13
Legal Counseling	12
Rent Payment Assistance * COVID-19	12
Home Rehabilitation Grants	11



211 Maine: Top 20 Call Categories

Aroostook County

Reporting Period : August 2022

Total Number of Calls: 99

Report Date: 09/02/2022

Disaster Relief Services * COVID-19	17
Heating Fuel Payment Assistance	14
Electric Service Payment Assistance	8
At Risk/Homeless Housing Related Assistance Programs	6
Homeless Motel Vouchers	6
Rent Payment Assistance	6
Specialized Information and Referral	6
Food Pantries	5
Food Stamps/SNAP Applications	5
Homeless Shelter	5
Non-Emergency Medical Transportation	5
Substance Use Disorder Counseling	5
Telemental Health	5
Directory Assistance	4
Case/Care Management	4
COVID-19 Control	4
Food Vouchers	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Area Agencies on Aging	3
Community Shelters	3



211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : August 2022

Total Number of Calls: 1,088

Report Date: 09/02/2022

Electric Service Payment Assistance	247
Housing Search Assistance	175
Rent Payment Assistance	127
Disaster Relief Services * COVID-19	115
Heating Fuel Payment Assistance	76
COVID-19 Control	70
Electric Service Payment Assistance * COVID-19	54
Detoxification	42
Directory Assistance	41
At Risk/Homeless Housing Related Assistance Programs	40
Case/Care Management	40
Community Shelters	40
Housing/Shelter	39
Food Pantries	38
Inpatient Substance Use Disorder Treatment Facilities	31
Domestic Violence Hotlines	30
Emergency Shelter	30
Medication Assisted Maintenance Treatment for Substance Use Disorders	30
Emergency Rental Assistance Program (ERAP)	29
General Relief	29



211 Maine: Top 20 Call Categories

Franklin County

Reporting Period : August 2022

Report Date: 09/02/2022

Total Number of Calls: 95

Electric Service Payment Assistance	21
Housing Search Assistance	12
Disaster Relief Services * COVID-19	9
COVID-19 Control	8
Electric Service Payment Assistance * COVID-19	8
At Risk/Homeless Housing Related Assistance Programs	7
Homeless Shelter	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
Heating Fuel Payment Assistance	5
Dialectical Behavior Therapy	4
Food Pantries	4
Talklines/Warmlines	4
Disease/Disability Information * Autism Spectrum Disorder	3
Assisted Living Facilities	3
Case/Care Management	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
General Clothing Provision	3
General Relief	3
Home Rehabilitation Grants	3
Internet Service Payment Assistance	3



211 Maine: Top 20 Call Categories

Hancock County

Reporting Period : August 2022

Report Date: 09/02/2022

Total Number of Calls: 80

Disaster Relief Services * COVID-19	10
Heating Fuel Payment Assistance	6
Housing Search Assistance	6
Inpatient Substance Use Disorder Treatment Facilities	5
Rent Payment Assistance	5
Specialized Information and Referral	5
Electric Service Payment Assistance	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Residential Substance Use Disorder Treatment Facilities	4
Residential Substance Use Disorder Treatment Facilities * Adults	4
COVID-19 Control	3
Aging and Disability Resource Centers	3
Alcohol Use Disorder Support Groups	3
General Relief	3
Inpatient Drug Detoxification	3
Outpatient Mental Health Facilities	3
Senior Housing Information and Referral	3
Talklines/Warmlines	3
Tenant Rights Information/Counseling	3
Alcohol Detoxification	2



211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : August 2022

Report Date: 09/02/2022

Total Number of Calls: 463

Electric Service Payment Assistance	151
Housing Search Assistance	63
Disaster Relief Services * COVID-19	53
Heating Fuel Payment Assistance	45
Electric Service Payment Assistance * COVID-19	39
COVID-19 Control	36
Rent Payment Assistance	33
General Dentistry	18
Specialized Information and Referral	18
Directory Assistance	16
Medication Assisted Maintenance Treatment for Substance Use Disorders	15
Home Rehabilitation Grants	14
Aging and Disability Resource Centers	13
Community Shelters	12
At Risk/Homeless Housing Related Assistance Programs	11
Emergency Rental Assistance Program (ERAP)	11
Housing Search and Information	11
Food Pantries	10
Case/Care Management	9
Therapy Referrals	9



211 Maine: Top 20 Call Categories

Knox County

Reporting Period : August 2022

Total Number of Calls: 81

Report Date: 09/02/2022

Electric Service Payment Assistance	23
Disaster Relief Services * COVID-19	10
COVID-19 Control	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
At Risk/Homeless Housing Related Assistance Programs	6
Heating Fuel Payment Assistance	6
Housing Search Assistance	6
Detoxification	4
Community Shelters	4
Aging and Disability Resource Centers	4
Adult Psychiatric Inpatient Units	4
Homemaker Assistance	4
Referral to Dental Practitioners Accepting Medicaid	4
Rent Payment Assistance	4
Substance Use Disorder Counseling	4
Supportive Substance Use Disorder Services	4
Alcohol Detoxification	3
Community Action Agencies	3
Case/Care Management	3
Emergency Dental Care	3



211 Maine: Top 20 Call Categories

Lincoln County

Reporting Period : August 2022

Report Date: 09/02/2022

Total Number of Calls: 95

Electric Service Payment Assistance	56
Heating Fuel Payment Assistance	24
General Dentistry	11
COVID-19 Control	10
Disaster Relief Services * COVID-19	9
Electric Service Payment Assistance * COVID-19	9
Aging and Disability Resource Centers	6
General Relief	6
Housing Search Assistance	6
Specialized Information and Referral	6
Emergency Rental Assistance Program (ERAP)	5
Emergency Shelter	5
Rent Payment Assistance	5
Community Shelters	4
Detoxification	4
Emergency Dental Care	4
Pediatrics	4
Physician Referral Services	4
Transportation Expense Assistance	4
Domestic Violence Shelters	3



211 Maine: Top 20 Call Categories

Oxford County

Reporting Period : August 2022

Total Number of Calls: 184

Report Date: 09/02/2022

Electric Service Payment Assistance	75
Disaster Relief Services * COVID-19	29
Electric Service Payment Assistance * COVID-19	23
Rent Payment Assistance	21
Aging and Disability Resource Centers	15
Heating Fuel Payment Assistance	13
Housing Search Assistance	11
Detoxification	8
Food Pantries	8
VITA Programs	8
Emergency Rental Assistance Program (ERAP)	7
General Legal Aid	7
Directory Assistance	6
Drug Detoxification	6
Housing Search and Information	6
Rent Payment Assistance * COVID-19	6
COVID-19 Control	5
At Risk/Homeless Housing Related Assistance Programs	5
Inpatient Substance Use Disorder Treatment Facilities	5
General Clothing Provision	4



211 Maine: Top 20 Call Categories

Penobscot County

Reporting Period : August 2022

Total Number of Calls: 320

Report Date: 09/02/2022

Electric Service Payment Assistance	81
Disaster Relief Services * COVID-19	52
Heating Fuel Payment Assistance	31
Housing Search Assistance	29
Rent Payment Assistance	25
Electric Service Payment Assistance * COVID-19	24
Food Pantries	22
COVID-19 Control	17
Housing Search and Information	16
VITA Programs	13
Case/Care Management	11
At Risk/Homeless Housing Related Assistance Programs	11
Specialized Information and Referral	10
Emergency Rental Assistance Program (ERAP)	9
Community Shelters	8
Detoxification	8
Drug Detoxification	8
General Relief	8
Transportation Expense Assistance	8
Directory Assistance	7



211 Maine: Top 20 Call Categories

Piscataquis County

Reporting Period : August 2022

Report Date: 09/02/2022

Total Number of Calls: 48

Electric Service Payment Assistance	18
Disaster Relief Services * COVID-19	7
Heating Fuel Payment Assistance	7
Electric Service Payment Assistance * COVID-19	6
COVID-19 Control	4
General Counseling Services	4
Mental Health Crisis Lines	4
Community Action Agencies	3
Case/Care Management	3
Substance Use Disorder Counseling	3
Disability Related Transportation	2
Housing Search Assistance	2
Medication Assisted Maintenance Treatment for Substance Use Disorders	2
Opioid Detoxification	2
VITA Programs	2
COVID-19 Test Home Collection Kits	1
Electric Service Connection/Repair	1
Electric Service Complaints	1
Elder Law	1
Dry Well Reporting	1



211 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period : August 2022

Total Number of Calls: 102

Report Date: 09/02/2022

Electric Service Payment Assistance	41
Rent Payment Assistance	18
Heating Fuel Payment Assistance	15
Disaster Relief Services * COVID-19	14
COVID-19 Control	14
General Clothing Provision	10
Emergency Rental Assistance Program (ERAP)	9
Food Pantries	8
Electric Service Payment Assistance * COVID-19	7
General Relief	7
Utility Service Payment Assistance * COVID-19	7
Rent Payment Assistance * COVID-19	5
Diapers	4
Housing Search Assistance	4
State Government Agencies/Departments	4
VITA Programs	4
At Risk/Homeless Housing Related Assistance Programs	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Detoxification	3
Drug Detoxification	3



211 Maine: Top 20 Call Categories

Somerset County

Reporting Period : August 2022

Total Number of Calls: 214

Report Date: 09/02/2022

Electric Service Payment Assistance	87
Disaster Relief Services * COVID-19	27
Electric Service Payment Assistance * COVID-19	21
Directory Assistance	17
Housing Search Assistance	16
Home Health Aide Services	13
Rent Payment Assistance	10
Heating Fuel Payment Assistance	9
Specialized Information and Referral	9
Food Pantries	8
General Dentistry	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
Emergency Rental Assistance Program (ERAP)	7
General Relief	7
Case/Care Management	6
Rent Payment Assistance * COVID-19	6
Lawyer Referral Services	5
Aging and Disability Resource Centers	4
Benefits Screening	4
Home Health Care	4



211 Maine: Top 20 Call Categories

Waldo County

Reporting Period : August 2022

Report Date: 09/02/2022

Total Number of Calls: 90

Disaster Relief Services * COVID-19	16
Electric Service Payment Assistance	16
Domestic Violence Hotlines	10
Housing Search Assistance	9
Rent Payment Assistance	7
Emergency Rental Assistance Program (ERAP)	6
Detoxification	5
Domestic Violence Shelters	5
Food Pantries	5
Mental Health Crisis Lines	5
Drug Detoxification	4
Heating Fuel Payment Assistance	4
Inpatient Substance Use Disorder Treatment Facilities	4
Talklines/Warmlines	4
VITA Programs	4
At Risk/Homeless Housing Related Assistance Programs	3
Aging and Disability Resource Centers	3
COVID-19 Control	3
Electric Service Payment Assistance * COVID-19	3
Food Vouchers	3



211 Maine: Top 20 Call Categories

Washington County

Reporting Period : August 2022

Report Date: 09/02/2022

Total Number of Calls: 60

Disaster Relief Services * COVID-19	16
Electric Service Payment Assistance	9
COVID-19 Control	4
Electric Service Payment Assistance * COVID-19	3
Non-Emergency Medical Transportation	3
Substance Use Disorder Counseling	3
VITA Programs	3
Automotive Repair and Maintenance	2
Aging and Disability Resource Centers	2
Adult Protective Services	2
Elder Law	2
DUI Offender Programs	2
General Legal Aid	2
Inpatient Drug Detoxification	2
Telephone Service Payment Assistance	2
Therapy Referrals	2
Undesignated Temporary Financial Assistance	2
Food Production/Preparation/Delivery Volunteer Opportunities	1
Emergency Rental Assistance Program (ERAP)	1
Drug Detoxification	1



211 Maine: Top 20 Call Categories

York County

Reporting Period : August 2022

Total Number of Calls: 489

Report Date: 09/02/2022

Electric Service Payment Assistance	136
Housing Search Assistance	51
Heating Fuel Payment Assistance	47
Disaster Relief Services * COVID-19	44
Electric Service Payment Assistance * COVID-19	38
Rent Payment Assistance	31
Rent Payment Assistance * COVID-19	30
COVID-19 Control	27
Domestic Violence Hotlines	27
Medication Assisted Maintenance Treatment for Substance Use Disorders	27
Case/Care Management	25
Comprehensive Outpatient Substance Use Disorder Treatment	19
Mental Health Crisis Lines	19
Utility Assistance * COVID-19	19
At Risk/Homeless Housing Related Assistance Programs	18
Aging and Disability Resource Centers	16
Outpatient Mental Health Facilities	16
Specialized Information and Referral	16
Talklines/Warmlines	16
Food Pantries	15