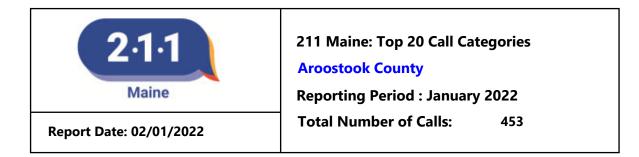
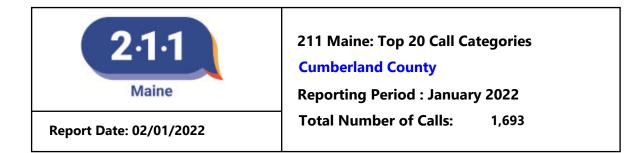
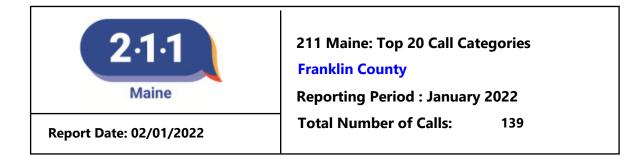
2.1.1 Maine Report Date: 02/01/2022	211 Maine: Top 20 Call Categories Androscoggin County Reporting Period : January 2022 Total Number of Calls: 784	
COVID-19 Control		301
Heating Fuel Payment Assistance		222
COVID-19 Diagnostic Tests		72
Electric Service Payment Assistance		46
Tax Preparation Assistance		41
Food Pantries		36
Community Shelters		29
Disaster Relief Services * COVID-19		26
Directory Assistance		26
Homeless Motel Vouchers		24
Rent Payment Assistance		24
Medical Information Services * COVID-19		21
COVID-19 Immunization Clinics		16
Emergency Rental Assistance Program (ERAP)		15
General Relief		14
Heating Fuel Payment Assistance * COVID-19		14
Housing Search Assistance		14
Case/Care Management		14
Specialized Information and Referral		13
Electric Service Payment Assistance * COVID-19		11



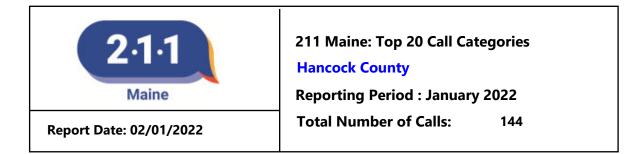
Tax Preparation Assistance	244
Directory Assistance	53
Heating Fuel Payment Assistance	52
COVID-19 Control	45
Food Pantries	14
Electric Service Payment Assistance	13
Homeless Motel Vouchers	11
Inpatient Substance Use Disorder Treatment Facilities	6
Residential Substance Use Disorder Treatment Facilities	6
Medical Care Expense Assistance	6
Housing Search Assistance	6
General Dentistry	5
Food Vouchers	5
Heating Fuel Payment Assistance * COVID-19	5
Community Shelters	5
Drug Detoxification	5
Community Action Agencies	5
Personal Financial Counseling	4
General Relief	4
Disaster Relief Services * COVID-19	4



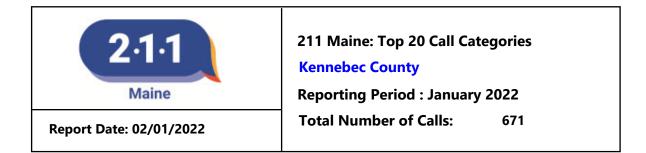
Heating Fuel Payment Assistance	627
COVID-19 Control	594
COVID-19 Diagnostic Tests	133
Electric Service Payment Assistance	126
Rent Payment Assistance	90
Housing Search Assistance	81
Homeless Motel Vouchers	67
Disaster Relief Services * COVID-19	53
COVID-19 Immunization Clinics	50
Emergency Rental Assistance Program (ERAP)	42
Directory Assistance	40
Food Pantries	39
Heating Fuel Payment Assistance * COVID-19	39
Medical Information Services * COVID-19	34
Tax Preparation Assistance	33
Community Shelters	31
Medication Assisted Maintenance Treatment for Substance Use Disorders	29
Mental Health Crisis Lines	28
Inpatient Substance Use Disorder Treatment Facilities	27
General Relief	26



Heating Fuel Payment Assistance	44
COVID-19 Control	23
Mental Health Crisis Lines	18
Electric Service Payment Assistance	12
Tax Preparation Assistance	8
Talklines/Warmlines	7
COVID-19 Diagnostic Tests	7
Aging and Disability Resource Centers	6
Case/Care Management	6
Non-Emergency Medical Transportation	6
General Medical Care	5
Directory Assistance	4
Medical Information Services * COVID-19	4
Heating Fuel Payment Assistance * COVID-19	4
Community Shelters	3
Home Rehabilitation Loans	3
Specialized Information and Referral	3
Food Stamps/SNAP Applications	3
Housing Search Assistance	3
Psychiatric Medication Services	3



Heating Fuel Payment Assistance	100
COVID-19 Control	50
Electric Service Payment Assistance	13
Housing Search Assistance	6
Electric Service Payment Assistance * COVID-19	5
General Dentistry	5
Rent Payment Assistance	5
Non-Emergency Medical Transportation	5
Disaster Relief Services * COVID-19	5
Talklines/Warmlines	4
Transportation Expense Assistance	4
Homemaker Assistance	4
Heating Fuel Payment Assistance * COVID-19	4
Automotive Repair and Maintenance	3
Food Vouchers	3
Specialized Information and Referral	3
General Clothing Provision	3
Area Agencies on Aging	3
Food Pantries	3
General Relief	3



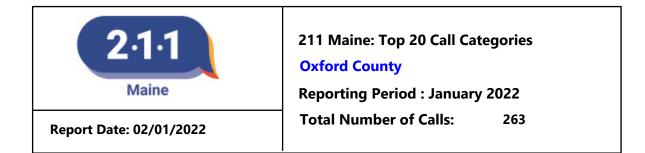
Heating Fuel Payment Assistance	237
COVID-19 Control	193
Tax Preparation Assistance	58
Electric Service Payment Assistance	57
Housing Search Assistance	35
Rent Payment Assistance	34
COVID-19 Diagnostic Tests	30
Community Shelters	29
COVID-19 Immunization Clinics	29
Homeless Motel Vouchers	26
Food Pantries	23
Directory Assistance	19
Medical Information Services * COVID-19	17
Heating Fuel Payment Assistance * COVID-19	16
General Relief	15
Legal Counseling	15
Rent Payment Assistance * COVID-19	13
Emergency Rental Assistance Program (ERAP)	12
Food Vouchers	12
Substance Use Disorder Counseling	11

2.1.1 Maine	211 Maine: Top 20 Call Categories Knox County Reporting Period : January 2022
Report Date: 02/01/2022	Total Number of Calls: 141

Heating Fuel Payment Assistance	112
COVID-19 Control	40
Electric Service Payment Assistance	29
COVID-19 Diagnostic Tests	13
Housing Search Assistance	7
Community Shelters	4
Heating Fuel Payment Assistance * COVID-19	4
General Counseling Services	4
Comprehensive Outpatient Substance Use Disorder Treatment	3
General Relief	3
COVID-19 Immunization Clinics	3
Prescription Expense Assistance	3
Case/Care Management	3
Housing Search and Information	3
Tenant Rights Information/Counseling	2
Aging and Disability Resource Centers	2
Food Stamps/SNAP Applications	2
Rent Payment Assistance	2
Prescription Drug Discount Cards	2
Outpatient Mental Health Facilities	2

2.1.1	211 Maine: Top 20 Call Categories Lincoln County
Maine	Reporting Period : January 2022
Report Date: 02/01/2022	Total Number of Calls: 135

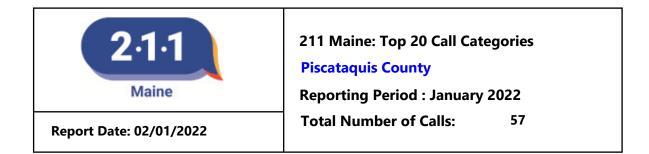
Heating Fuel Payment Assistance 8	36
COVID-19 Control 3	6
COVID-19 Diagnostic Tests 1	5
Housing Search Assistance 1	1
Aging and Disability Resource Centers	7
Electric Service Payment Assistance	7
Homeless Motel Vouchers	7
Home Rehabilitation Grants	6
General Minor Home Repair Programs	6
COVID-19 Immunization Clinics	6
General Relief	5
Directory Assistance	5
Furnace Maintenance/Repair	4
General Counseling Services	4
Tax Preparation Assistance	3
State Government Agencies/Departments	3
Neuter/Spay Services	3
COVID-19 Test Home Collection Kits	3
Heating Fuel Payment Assistance * COVID-19	3
Emergency Shelter	2



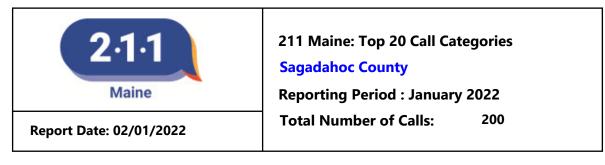
Heating Fuel Payment Assistance	195
COVID-19 Control	66
Electric Service Payment Assistance	30
Housing Search Assistance	15
Food Pantries	13
Heating Fuel Payment Assistance * COVID-19	11
General Counseling Services	10
Homeless Motel Vouchers	10
Directory Assistance	9
Medication Assisted Maintenance Treatment for Substance Use Disorders	9
Disaster Relief Services * COVID-19	8
Homemaker Assistance	8
Emergency Rental Assistance Program (ERAP)	8
Community Shelters * Homeless Women	8
Case/Care Management	8
Aging and Disability Resource Centers	7
Medical Information Services * COVID-19	7
Mental Health Crisis Lines	7
Tax Preparation Assistance	6
Electric Service Payment Assistance * COVID-19	6

2.1.1 Maine	211 Maine: Top 20 Call Categories Penobscot County Reporting Period : January 2022
Report Date: 02/01/2022	Total Number of Calls: 523

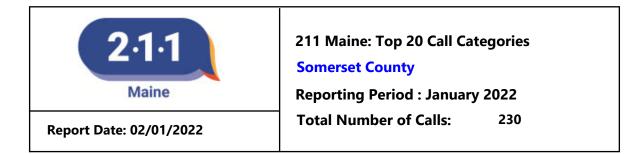
Heating Fuel Payment Assistance	252
COVID-19 Control	120
Tax Preparation Assistance	54
Directory Assistance	25
Electric Service Payment Assistance	22
Homeless Motel Vouchers	20
Heating Fuel Payment Assistance * COVID-19	18
Housing Search Assistance	17
Community Shelters	16
Rent Payment Assistance	16
Food Pantries	16
Homeless Shelter	13
Rent Payment Assistance * COVID-19	12
Disaster Relief Services * COVID-19	12
General Dentistry	12
Specialized Information and Referral	11
COVID-19 Diagnostic Tests	11
Mental Health Crisis Lines	11
Emergency Rental Assistance Program (ERAP)	10
Inpatient Substance Use Disorder Treatment Facilities	9



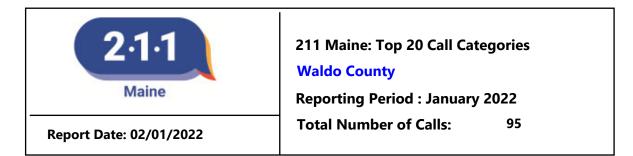
Heating Fuel Payment Assistance	55
Heating Fuel Payment Assistance * COVID-19	8
COVID-19 Control	6
Housing Search Assistance	6
Electric Service Payment Assistance * COVID-19	5
Disaster Relief Services * COVID-19	4
Electric Service Payment Assistance	4
Tenant Rights Information/Counseling	4
Inpatient Substance Use Disorder Treatment Facilities	3
COVID-19 Immunization Clinics	3
Alcohol Detoxification	2
Area Agencies on Aging	2
Rent Payment Assistance * COVID-19	2
General Relief	2
Food Pantries	2
Food Stamps/SNAP Applications	2
Internet Service Payment Assistance * COVID-19	2
Senior Housing Information and Referral	2
Motor Vehicle Registration	2
Specialized Information and Referral	2



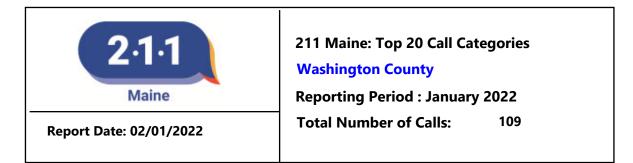
Heating Fuel Payment Assistance	99
COVID-19 Control	62
Electric Service Payment Assistance	30
Tax Preparation Assistance	14
Food Pantries	11
Rent Payment Assistance * COVID-19	10
COVID-19 Immunization Clinics	8
Rent Payment Assistance	8
COVID-19 Diagnostic Tests	7
Emergency Rental Assistance Program (ERAP)	7
Medical Information Services * COVID-19	6
Food Vouchers	6
Housing Search Assistance	6
Heating Fuel Payment Assistance * COVID-19	5
General Counseling Services	5
Mental Health Crisis Lines	4
Undesignated Temporary Financial Assistance	4
Disaster Relief Services * COVID-19	4
Utility Service Payment Assistance * COVID-19	4
Electric Service Payment Assistance * COVID-19	4



Heating Fuel Deverant Assistance	150
Heating Fuel Payment Assistance	152
Electric Service Payment Assistance	40
COVID-19 Control	29
Housing Search Assistance	22
Tax Preparation Assistance	14
Directory Assistance	13
Heating Fuel Payment Assistance * COVID-19	11
Rent Payment Assistance	10
Electric Service Payment Assistance * COVID-19	9
General Relief	9
Food Pantries	9
Legal Counseling	8
Homeless Motel Vouchers	8
Emergency Rental Assistance Program (ERAP)	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
Community Shelters	6
Specialized Information and Referral	5
Psychiatric Medication Services	5
Aging and Disability Resource Centers	5
Rent Payment Assistance * COVID-19	5



Heating Fuel Payment Assistance	53
COVID-19 Control	24
Electric Service Payment Assistance	23
Psychiatric Case Management	4
Lawyer Referral Services	4
Directory Assistance	4
Legal Counseling	4
Therapy Referrals	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
General Counseling Services	3
Inpatient Substance Use Disorder Treatment Facilities	3
Tax Preparation Assistance	3
Recovery Homes/Halfway Houses * Men	3
Food Stamps/SNAP Applications	3
Adult Residential Treatment Facilities	3
COVID-19 Diagnostic Tests	3
Rent Payment Assistance	3
Heating Fuel Payment Assistance * COVID-19	2
Opioid Detoxification	2
Community Shelters	2



Heating Fuel Payment Assistance	131
COVID-19 Control	19
Heating Fuel Payment Assistance * COVID-19	7
Electric Service Payment Assistance	7
Housing Search Assistance	5
Aging and Disability Resource Centers	5
Emergency Rental Assistance Program (ERAP)	5
General Relief	5
Tax Preparation Assistance	4
Community Action Agencies	3
Medical Information Services * COVID-19	3
Residential Substance Use Disorder Treatment Facilities	3
Electric Service Payment Assistance * COVID-19	3
Diapers	2
Alcohol Detoxification	2
Formula/Baby Food	2
Government Consumer Protection Agencies	2
Specialized Information and Referral	2
State Government Information Services	2
Rent Payment Assistance * COVID-19	2

2.1.1	211 Maine: Top 20 Call Categories York County
Maine	Reporting Period : January 2022
Report Date: 02/01/2022	Total Number of Calls: 770

COVID-19 Control	280
Heating Fuel Payment Assistance	211
Electric Service Payment Assistance	62
COVID-19 Diagnostic Tests	57
Medical Information Services * COVID-19	30
Rent Payment Assistance * COVID-19	29
Inpatient Substance Use Disorder Treatment Facilities	27
Homeless Motel Vouchers	27
Medication Assisted Maintenance Treatment for Substance Use Disorders	23
COVID-19 Immunization Clinics	21
Emergency Rental Assistance Program (ERAP)	19
Rent Payment Assistance	19
Housing Search Assistance	19
Heating Fuel Payment Assistance * COVID-19	18
Directory Assistance	18
General Relief	16
Non-Emergency Medical Transportation	16
Case/Care Management	15
Homeless Shelter * Adults	15
Disaster Relief Services * COVID-19	14