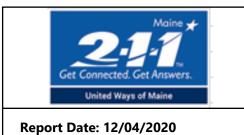


Androscoggin County

Reporting Period : November 2020

| COVID-19 Control | 296 |
|---|-----|
| Electric Service Payment Assistance | 62 |
| Heating Fuel Payment Assistance | 31 |
| Medical Information Services * COVID-19 | 22 |
| Community Shelters | 21 |
| Business Assistance Services | 17 |
| Rent Payment Assistance | 17 |
| Food Pantries | 16 |
| Housing Search Assistance | 16 |
| Rent Payment Assistance * COVID-19 | 16 |
| Holiday Gifts/Toys | 12 |
| Case/Care Management | 11 |
| Community Action Agencies | 9 |
| COVID-19 Diagnostic Tests | 9 |
| Homeless Motel Vouchers | 9 |
| Specialized Information and Referral | 8 |
| Aging and Disability Resource Centers | 7 |
| General Relief | 7 |
| Telemedicine | 7 |
| General Counseling Services | 6 |



Aroostook County

Reporting Period : November 2020

| COVID-19 Control | 51 |
|---|----|
| Heating Fuel Payment Assistance | 23 |
| Electric Service Payment Assistance | 17 |
| Water Service Payment Assistance | 7 |
| Business Assistance Services | 6 |
| Medical Information Services * COVID-19 | 6 |
| Rent Payment Assistance | 6 |
| Food Pantries | 5 |
| Rent Payment Assistance * COVID-19 | 5 |
| Case/Care Management | 4 |
| Food Vouchers | 4 |
| General Acute Care Hospitals | 4 |
| Domestic Violence Hotlines | 3 |
| General Relief | 3 |
| Home Rehabilitation Grants | 3 |
| Home Rehabilitation Loans | 3 |
| Medication Assisted Maintenance Treatment for Substance Use Disorders | 3 |
| Mental Health Crisis Lines | 3 |
| State Police | 3 |
| Commodity Supplemental Food Program | 2 |

Maine 🚽 Get Connected. Get Answers.

United Ways of Maine

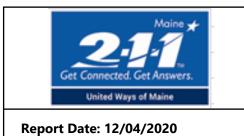
Report Date: 12/04/2020

211 Maine: Top 20 Call Categories

Cumberland County

Reporting Period : November 2020

| COVID-19 Control | 1149 |
|---|------|
| Heating Fuel Payment Assistance | 106 |
| Medical Information Services * COVID-19 | 91 |
| Electric Service Payment Assistance | 85 |
| Rent Payment Assistance | 71 |
| Food Pantries | 59 |
| Rent Payment Assistance * COVID-19 | 55 |
| Business Assistance Services | 50 |
| Housing Search Assistance | 42 |
| COVID-19 Diagnostic Tests | 35 |
| Homeless Motel Vouchers | 26 |
| Medication Assisted Maintenance Treatment for Substance Use Disorders | 25 |
| Case/Care Management | 21 |
| Inpatient Substance Use Disorder Treatment Facilities | 20 |
| General Relief | 18 |
| Specialized Information and Referral | 18 |
| Drug Detoxification | 17 |
| Aging and Disability Resource Centers | 16 |
| Legal Counseling | 16 |
| Thanksgiving Meals | 16 |



Franklin County

Reporting Period : November 2020

| COVID-19 Control | 56 |
|---|----|
| Heating Fuel Payment Assistance | 16 |
| Electric Service Payment Assistance | 8 |
| Case/Care Management | 5 |
| COVID-19 Diagnostic Tests | 4 |
| General Relief | 4 |
| Homeless Motel Vouchers | 4 |
| Medical Information Services * COVID-19 | 4 |
| Rent Payment Assistance | 4 |
| Domestic Violence Hotlines | 3 |
| Community Shelters | 3 |
| Business Assistance Services | 3 |
| Holiday Gifts/Toys | 3 |
| Rent Payment Assistance * COVID-19 | 3 |
| Benefits Screening | 2 |
| Community Action Agencies | 2 |
| Aging and Disability Resource Centers | 2 |
| Home Nursing | 2 |
| Housing Search Assistance | 2 |
| Psychiatric Case Management | 2 |
| | |



Hancock County

Reporting Period : November 2020

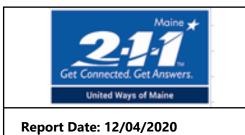
| COVID-19 Control | 103 |
|---|-----|
| Rent Payment Assistance * COVID-19 | 11 |
| Electric Service Payment Assistance | 8 |
| Housing Search Assistance | 7 |
| Heating Fuel Payment Assistance | 5 |
| Medical Information Services * COVID-19 | 5 |
| Rent Payment Assistance | 5 |
| Business Assistance Services | 4 |
| 211 Systems | 3 |
| Food Pantries | 3 |
| Community Action Agencies | 2 |
| COVID-19 Diagnostic Tests | 2 |
| Governor Offices | 2 |
| Food Stamps/SNAP Applications | 2 |
| Home Rehabilitation Grants | 2 |
| Inpatient Substance Use Disorder Treatment Facilities | 2 |
| Internet Information Resources | 2 |
| Mental Health Crisis Lines | 2 |
| Outpatient Mental Health Facilities | 2 |
| Personal/Grooming Supplies | 2 |
| | |



Kennebec County

Reporting Period : November 2020

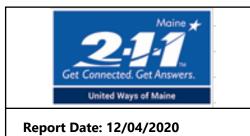
| COVID-19 Control | 408 |
|---|-----|
| Heating Fuel Payment Assistance | 59 |
| Rent Payment Assistance | 56 |
| Electric Service Payment Assistance | 51 |
| Medical Information Services * COVID-19 | 40 |
| Rent Payment Assistance * COVID-19 | 36 |
| Housing Search Assistance | 31 |
| Business Assistance Services | 25 |
| COVID-19 Diagnostic Tests | 17 |
| Homeless Motel Vouchers | 15 |
| Food Pantries | 14 |
| General Relief | 11 |
| Aging and Disability Resource Centers | 10 |
| Specialized Information and Referral | 10 |
| Community Shelters | 9 |
| Directory Assistance | 9 |
| General Acute Care Hospitals | 9 |
| Community Action Agencies | 8 |
| Alcohol Detoxification | 7 |
| Inpatient Substance Use Disorder Treatment Facilities | 7 |



Knox County

Reporting Period : November 2020

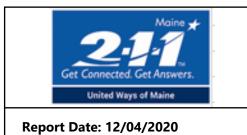
| COVID-19 Control | 93 |
|---|----|
| Electric Service Payment Assistance | 18 |
| Heating Fuel Payment Assistance | 16 |
| Rent Payment Assistance | 7 |
| Business Assistance Services | 6 |
| Medical Information Services * COVID-19 | 6 |
| Rent Payment Assistance * COVID-19 | 6 |
| Housing Search Assistance | 5 |
| COVID-19 Diagnostic Tests | 4 |
| Case/Care Management | 4 |
| Food Pantries | 4 |
| Alcohol Use Disorder Support Groups | 4 |
| Water Service Payment Assistance | 4 |
| Community Shelters | 3 |
| General Relief | 3 |
| Non-Emergency Medical Transportation | 3 |
| EBT Card Services | 2 |
| Domestic Violence Shelters | 2 |
| Medical Care Expense Assistance | 2 |
| Senior Housing Information and Referral | 2 |



Lincoln County

Reporting Period : November 2020

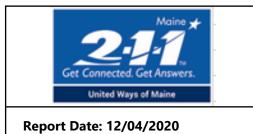
| COVID-19 Control | 87 |
|---|----|
| Heating Fuel Payment Assistance | 19 |
| Electric Service Payment Assistance | 16 |
| COVID-19 Diagnostic Tests | 10 |
| Medical Information Services * COVID-19 | 7 |
| Rent Payment Assistance | 6 |
| Business Assistance Services | 4 |
| Food Pantries | 4 |
| Rent Payment Assistance * COVID-19 | 4 |
| General Relief | 3 |
| General Dentistry | 3 |
| Inpatient Substance Use Disorder Treatment Facilities | 3 |
| Water Service Payment Assistance | 3 |
| Comprehensive Outpatient Substance Use Disorder Treatment | 2 |
| Directory Assistance | 2 |
| Food Vouchers | 2 |
| Holiday Gifts/Toys | 2 |
| Internet Information Resources | 2 |
| Personal/Grooming Supplies | 2 |
| Public Health Information/Inspection/Remediation | 2 |
| | |



Oxford County

Reporting Period : November 2020

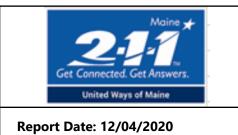
| COVID-19 Control | 107 |
|---|-----|
| Electric Service Payment Assistance | 27 |
| Heating Fuel Payment Assistance | 26 |
| Medical Information Services * COVID-19 | 12 |
| Food Pantries | 7 |
| Rent Payment Assistance | 7 |
| Business Assistance Services | 6 |
| Municipal Police | 6 |
| Rent Payment Assistance * COVID-19 | 6 |
| Substance Use Disorder Counseling | 6 |
| Drug Detoxification | 5 |
| Specialized Information and Referral | 5 |
| Benefits Screening | 4 |
| COVID-19 Diagnostic Tests | 4 |
| Medical Care Expense Assistance | 4 |
| Disability Related Transportation | 3 |
| General Counseling Services | 3 |
| Inpatient Substance Use Disorder Treatment Facilities | 3 |
| Internet Information Resources | 3 |
| Navigator Programs | 3 |
| | |



Penobscot County

Reporting Period : November 2020

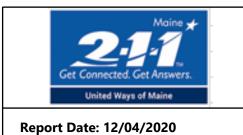
| COVID-19 Control | 327 |
|---|-----|
| Electric Service Payment Assistance | 52 |
| Heating Fuel Payment Assistance | 41 |
| Medical Information Services * COVID-19 | 28 |
| Rent Payment Assistance * COVID-19 | 28 |
| Rent Payment Assistance | 25 |
| Housing Search Assistance | 23 |
| Business Assistance Services | 17 |
| Food Pantries | 12 |
| Medication Assisted Maintenance Treatment for Substance Use Disorders | 11 |
| Aging and Disability Resource Centers | 10 |
| Soup Kitchens | 10 |
| COVID-19 Diagnostic Tests | 9 |
| Homeless Motel Vouchers | 9 |
| 211 Systems | 7 |
| Community Shelters | 7 |
| Case/Care Management | 6 |
| General Relief | 6 |
| Public Charities | 6 |
| Specialized Information and Referral | 6 |
| | |



Piscataquis County

Reporting Period : November 2020

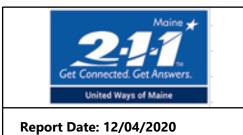
| COVID-19 Control | 27 |
|---|----|
| Heating Fuel Payment Assistance | 11 |
| Electric Service Payment Assistance | 5 |
| Alcohol Detoxification | 3 |
| Undesignated Temporary Financial Assistance | 3 |
| Community Action Agencies | 2 |
| Business Assistance Services | 2 |
| Inpatient Substance Use Disorder Treatment Facilities | 2 |
| Rent Payment Assistance * COVID-19 | 2 |
| Specialized Information and Referral | 2 |
| Water Service Payment Assistance | 2 |
| Medicaid Information/Counseling | 1 |
| Internet Information Resources | 1 |
| Indigent Transportation | 1 |
| Home Rehabilitation Grants | 1 |
| Holiday Gifts/Toys | 1 |
| General Relief | 1 |
| Food Vouchers | 1 |
| Food Pantries | 1 |
| Family Maintenance/Reunification | 1 |



Sagadahoc County

Reporting Period : November 2020

| COVID-19 Control | 82 |
|--|----|
| Electric Service Payment Assistance | 11 |
| Business Assistance Services | 9 |
| Medical Information Services * COVID-19 | 6 |
| Rent Payment Assistance * COVID-19 | 6 |
| Heating Fuel Payment Assistance | 5 |
| COVID-19 Diagnostic Tests | 3 |
| Holiday Gifts/Toys | 3 |
| Mental Health Crisis Lines | 3 |
| Child Support Assistance/Enforcement | 2 |
| Domestic Violence Hotlines | 2 |
| General Health Insurance Information/Counseling | 2 |
| Housing Search Assistance | 2 |
| Internet Information Resources | 2 |
| Opioid Detoxification | 2 |
| Public Health Information/Inspection/Remediation | 2 |
| Rent Payment Assistance | 2 |
| Specialized Information and Referral | 2 |
| State Government Agencies/Departments | 2 |
| Fishing Licenses | 1 |



Somerset County

Reporting Period : November 2020

| COVID-19 Control | 95 |
|---|----|
| Electric Service Payment Assistance | 33 |
| Heating Fuel Payment Assistance | 17 |
| Housing Search Assistance | 15 |
| Rent Payment Assistance | 15 |
| Business Assistance Services | 10 |
| Rent Payment Assistance * COVID-19 | 9 |
| Medical Information Services * COVID-19 | 5 |
| Case/Care Management | 4 |
| General Dentistry | 4 |
| Therapy Referrals | 4 |
| Community Shelters | 3 |
| Food Stamps/SNAP Applications | 3 |
| General Relief | 3 |
| Homeless Motel Vouchers | 3 |
| Homemaker Assistance | 3 |
| Specialized Information and Referral | 3 |
| State Government Information Services | 3 |
| Talklines/Warmlines | 3 |
| Aging and Disability Resource Centers | 2 |



Waldo County

Reporting Period : November 2020

| COVID-19 Control | 57 |
|---|----|
| Electric Service Payment Assistance | 10 |
| Medical Information Services * COVID-19 | 7 |
| Heating Fuel Payment Assistance | 4 |
| Business Assistance Services | 4 |
| Housing Search Assistance | 4 |
| Adult Psychiatric Inpatient Units | 3 |
| Medication Assisted Maintenance Treatment for Substance Use Disorders | 3 |
| Directory Assistance | 2 |
| COVID-19 Diagnostic Tests | 2 |
| Mental Health Crisis Lines | 2 |
| Prescription Expense Assistance | 2 |
| Rent Payment Assistance * COVID-19 | 2 |
| Substance Use Disorder Counseling | 2 |
| DUI Offender Programs | 1 |
| Driver Licenses | 1 |
| Government Consumer Protection Agencies | 1 |
| General Relief | 1 |
| General Counseling Services | 1 |
| Formula/Baby Food | 1 |
| | |



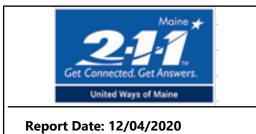
Report Date: 12/04/2020

211 Maine: Top 20 Call Categories

Washington County

Reporting Period : November 2020

| COVID-19 Control | 52 |
|---|----|
| Heating Fuel Payment Assistance | 11 |
| Housing Search Assistance | 8 |
| Rent Payment Assistance | 7 |
| Electric Service Payment Assistance | 5 |
| General Counseling Services | 5 |
| Medical Information Services * COVID-19 | 5 |
| Rent Payment Assistance * COVID-19 | 5 |
| Substance Use Disorder Counseling | 5 |
| Business Assistance Services | 4 |
| Alcohol Detoxification | 4 |
| Food Pantries | 4 |
| General Relief | 3 |
| Medication Assisted Maintenance Treatment for Substance Use Disorders | 3 |
| Adult Residential Care Homes | 2 |
| Area Agencies on Aging | 2 |
| Drug Detoxification | 2 |
| Adult Protective Services | 2 |
| Home Rehabilitation Loans | 2 |
| Homemaker Assistance | 2 |



York County

Reporting Period : November 2020

| COVID-19 Control | 390 |
|---|-----|
| Electric Service Payment Assistance | 67 |
| Medical Information Services * COVID-19 | 45 |
| Heating Fuel Payment Assistance | 38 |
| Rent Payment Assistance | 25 |
| Rent Payment Assistance * COVID-19 | 21 |
| Business Assistance Services | 20 |
| Alcohol Detoxification | 17 |
| Homeless Motel Vouchers | 15 |
| Housing Search Assistance | 15 |
| COVID-19 Diagnostic Tests | 14 |
| Outpatient Mental Health Facilities | 13 |
| General Counseling Services | 12 |
| Inpatient Substance Use Disorder Treatment Facilities | 10 |
| Comprehensive Outpatient Substance Use Disorder Treatment | 9 |
| Directory Assistance | 9 |
| Medication Assisted Maintenance Treatment for Substance Use Disorders | 8 |
| Psychiatric Case Management | 8 |
| Residential Substance Use Disorder Treatment Facilities | 8 |
| Specialized Information and Referral | 8 |
| | |