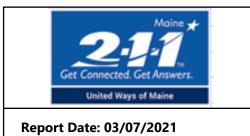


Androscoggin County

Reporting Period : February 2021

COVID-19 Control	340
COVID-19 Immunization Clinics	250
Heating Fuel Payment Assistance	96
Electric Service Payment Assistance	34
Food Pantries	28
COVID-19 Diagnostic Tests	22
Rent Payment Assistance	22
Housing Search Assistance	18
VITA Programs	18
Medical Information Services * COVID-19	16
Specialized Information and Referral	16
Tax Agency Tax Preparation Assistance	16
Case/Care Management	14
Emergency Dental Care	14
Non-Emergency Medical Transportation	13
Homeless Motel Vouchers	12
Community Shelters	11
Inpatient Substance Use Disorder Treatment Facilities	11
General Counseling Services	10
General Relief	10



Aroostook County

Reporting Period : February 2021

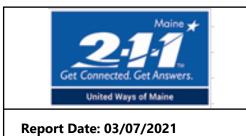
COVID-19 Control	32
COVID-19 Immunization Clinics	30
Heating Fuel Payment Assistance	11
Electric Service Payment Assistance	7
Homeless Motel Vouchers	6
Lawyer Referral Services	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
Outpatient Mental Health Facilities	5
Food Pantries	4
Legal Counseling	4
211 Systems	3
General Relief	3
Medical Information Services * COVID-19	3
Mental Health Crisis Lines	3
Rent Payment Assistance	3
Specialized Information and Referral	3
Children's Protective Services	2
Community Shelters	2
EBT Card Services	2
COVID-19 Diagnostic Tests	2



Cumberland County

Reporting Period : February 2021

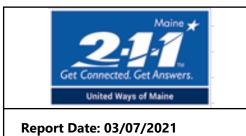
COVID-19 Control	697
COVID-19 Immunization Clinics	448
Heating Fuel Payment Assistance	275
Electric Service Payment Assistance	76
COVID-19 Diagnostic Tests	72
Medical Information Services * COVID-19	61
Rent Payment Assistance	53
VITA Programs	51
Housing Search Assistance	46
Personal Financial Counseling	30
Tax Agency Tax Preparation Assistance	28
Homeless Motel Vouchers	22
Food Pantries	20
Inpatient Substance Use Disorder Treatment Facilities	18
AARP Tax Aide Programs	17
Specialized Information and Referral	17
General Relief	16
Non-Emergency Medical Transportation	16
Case/Care Management	15
Rent Payment Assistance * COVID-19	15



Franklin County

Reporting Period : February 2021

COVID-19 Control	58
Heating Fuel Payment Assistance	34
COVID-19 Immunization Clinics	33
Mental Health Crisis Lines	9
Housing Search Assistance	6
Medical Information Services * COVID-19	6
Talklines/Warmlines	6
COVID-19 Diagnostic Tests	5
General Relief	4
Electric Service Payment Assistance	3
Homemaker Assistance	3
Psychiatric Case Management	3
Rent Payment Assistance	3
General Dentistry	2
General Acute Care Hospitals	2
Disaster Relief Services * COVID-19	2
Housing Search and Information	2
Legal Counseling	2
Rent Payment Assistance * COVID-19	2
Telephone Service Payment Assistance	2



Hancock County

Reporting Period : February 2021

COVID-19 Control	70
COVID-19 Immunization Clinics	53
Heating Fuel Payment Assistance	25
COVID-19 Diagnostic Tests	7
Alcohol Detoxification	5
Electric Service Payment Assistance	5
Housing Search Assistance	5
Medical Information Services * COVID-19	5
Food Pantries	4
General Counseling Services	3
Food Vouchers	3
DUI Offender Programs	3
Legal Counseling	3
Rent Payment Assistance	3
Rent Payment Assistance * COVID-19	3
Substance Use Disorder Counseling	3
Adult Psychiatric Inpatient Units	2
Disaster Relief Services * COVID-19	2
Personal/Grooming Supplies	2
State Tax Collection Agencies	2

Maine * Cet Connected. Get Answers. United Ways of Maine

Report Date: 03/07/2021

211 Maine: Top 20 Call Categories

Kennebec County

Reporting Period : February 2021

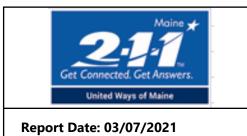
COVID-19 Control	212
COVID-19 Immunization Clinics	160
Heating Fuel Payment Assistance	75
Electric Service Payment Assistance	40
Housing Search Assistance	29
Rent Payment Assistance	26
COVID-19 Diagnostic Tests	16
Medical Information Services * COVID-19	15
Homeless Motel Vouchers	14
Rent Payment Assistance * COVID-19	10
Case/Care Management	9
Domestic Violence Hotlines	9
Inpatient Substance Use Disorder Treatment Facilities	9
VITA Programs	9
Tax Agency Tax Preparation Assistance	8
Community Shelters	7
Outpatient Mental Health Facilities	7
Food Stamps/SNAP Applications	6
Area Agencies on Aging	5
Drug Detoxification	5



Knox County

Reporting Period : February 2021

COVID-19 Immunization Clinics47Heating Fuel Payment Assistance13Community Shelters8COVID-19 Diagnostic Tests8Homeless Motel Vouchers7Rent Payment Assistance7Housing Search Assistance5Water Service Payment Assistance5Medical Information Services * COVID-194Electric Service Payment Assistance3Personal Financial Counseling3State Government Information Services3Alcohol Detoxification2Food Stamps/SNAP Applications2
Community Shelters8COVID-19 Diagnostic Tests8Homeless Motel Vouchers7Rent Payment Assistance7Housing Search Assistance5Water Service Payment Assistance5Medical Information Services * COVID-194Electric Service Payment Assistance3Personal Financial Counseling3State Government Information Services3Alcohol Detoxification2
COVID-19 Diagnostic Tests8Homeless Motel Vouchers7Rent Payment Assistance7Housing Search Assistance5Water Service Payment Assistance5Medical Information Services * COVID-194Electric Service Payment Assistance3Personal Financial Counseling3State Government Information Services3Alcohol Detoxification2
Homeless Motel Vouchers7Rent Payment Assistance7Housing Search Assistance5Water Service Payment Assistance5Medical Information Services * COVID-194Electric Service Payment Assistance3Personal Financial Counseling3State Government Information Services3Alcohol Detoxification2
Rent Payment Assistance7Housing Search Assistance5Water Service Payment Assistance5Medical Information Services * COVID-194Electric Service Payment Assistance3Personal Financial Counseling3State Government Information Services3Alcohol Detoxification2
Housing Search Assistance5Water Service Payment Assistance5Medical Information Services * COVID-194Electric Service Payment Assistance3Personal Financial Counseling3State Government Information Services3Alcohol Detoxification2
Water Service Payment Assistance5Medical Information Services * COVID-194Electric Service Payment Assistance3Personal Financial Counseling3State Government Information Services3Alcohol Detoxification2
Medical Information Services * COVID-194Electric Service Payment Assistance3Personal Financial Counseling3State Government Information Services3Alcohol Detoxification2
Electric Service Payment Assistance3Personal Financial Counseling3State Government Information Services3Alcohol Detoxification2
Personal Financial Counseling3State Government Information Services3Alcohol Detoxification2
State Government Information Services3Alcohol Detoxification2
Alcohol Detoxification 2
Food Stamps/SNAP Applications 2
Dental Prosthodontics 2
General Relief 2
State Government Agencies/Departments 2
TANF Applications2
Tax Agency Tax Preparation Assistance2



Lincoln County

Reporting Period : February 2021

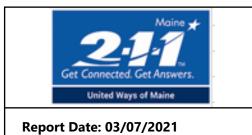
COVID-19 Control	45
Heating Fuel Payment Assistance	32
COVID-19 Immunization Clinics	29
Electric Service Payment Assistance	13
COVID-19 Diagnostic Tests	5
Rent Payment Assistance	5
Homemaker Assistance	4
Mental Health Crisis Lines	4
Tax Agency Tax Preparation Assistance	4
Legal Counseling	3
VITA Programs	3
Water Service Payment Assistance	3
COVID-19 Antibody Tests	2
Food Stamps/SNAP Applications	2
General Relief	2
Housing Search Assistance	2
Medical Equipment/Supplies	2
Medical Information Services * COVID-19	2
Senior Housing Information and Referral	2
Specialized Information and Referral	2



Oxford County

Reporting Period : February 2021

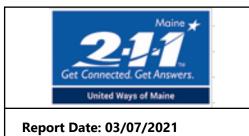
COVID-19 Control	161
COVID-19 Immunization Clinics	145
Heating Fuel Payment Assistance	67
Medical Information Services * COVID-19	12
Electric Service Payment Assistance	7
COVID-19 Diagnostic Tests	6
Inpatient Substance Use Disorder Treatment Facilities	5
Tax Agency Tax Preparation Assistance	5
Business Assistance Services	4
AARP Tax Aide Programs	4
General Medical Care	4
General Relief	4
Housing Search Assistance	4
Neuter/Spay Services	4
VITA Programs	4
Disability Related Transportation	3
Substance Use Disorder Counseling	3
Domestic Violence Hotlines	2
Community Shelters	2
Community Action Agencies	2



Penobscot County

Reporting Period : February 2021

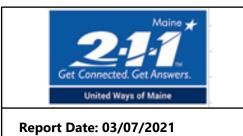
COVID-19 Control	162
COVID-19 Immunization Clinics	129
Heating Fuel Payment Assistance	92
VITA Programs	31
Electric Service Payment Assistance	24
Rent Payment Assistance	20
Food Pantries	18
Residential Substance Use Disorder Treatment Facilities	14
Tax Agency Tax Preparation Assistance	14
Inpatient Substance Use Disorder Treatment Facilities	12
LITC Programs	12
COVID-19 Diagnostic Tests	11
Medical Information Services * COVID-19	8
Medication Assisted Maintenance Treatment for Substance Use Disorders	8
Rent Payment Assistance * COVID-19	8
Specialized Information and Referral	8
Personal Financial Counseling	7
Substance Use Disorder Counseling	7
Case/Care Management	6
Comprehensive Outpatient Substance Use Disorder Treatment	6



Piscataquis County

Reporting Period : February 2021

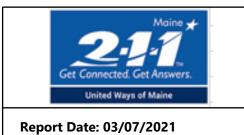
Heating Fuel Payment Assistance	26
Electric Service Payment Assistance	11
COVID-19 Immunization Clinics	9
COVID-19 Control	9
Water Service Payment Assistance	4
General Relief	3
General Counseling Services	2
Medicare Information/Counseling	2
Physician Referral Services	1
Non-Emergency Medical Transportation	1
Mental Health Crisis Lines	1
Medicaid Information/Counseling	1
Housing Search Assistance	1
General Federal Income Tax Information	1
Food Pantries	1
Federal Government Complaints/Ombudsman Offices	1
Family and Community Medicine	1
Commodity Supplemental Food Program	1
Certificates/Forms Assistance	1
Business Assistance Services	1



Sagadahoc County

Reporting Period : February 2021

COVID-19 Control	50
COVID-19 Immunization Clinics	35
Heating Fuel Payment Assistance	28
VITA Programs	10
Rent Payment Assistance	6
Electric Service Payment Assistance	5
Medical Information Services * COVID-19	4
Homeless Motel Vouchers	3
Non-Emergency Medical Transportation	3
Area Agencies on Aging	2
Community Shelters	2
Food Pantries	2
Medical Equipment/Supplies	2
Specialized Information and Referral	2
Transportation Volunteer Opportunities	2
Unemployment Insurance Benefits Assistance	2
General Health Insurance Information/Counseling	1
General Clothing Provision	1
Family Counseling	1
Errand Running/Shopping Assistance	1



Somerset County

Reporting Period : February 2021

COVID-19 Control	54
Heating Fuel Payment Assistance	51
COVID-19 Immunization Clinics	42
Electric Service Payment Assistance	17
Community Shelters	10
Housing Search Assistance	10
Rent Payment Assistance	8
Rent Payment Assistance * COVID-19	6
Tax Agency Tax Preparation Assistance	6
Medical Information Services * COVID-19	5
VITA Programs	5
Domestic Violence Shelters	4
General Counseling Services	4
Non-Emergency Medical Transportation	4
Alcohol Detoxification	3
Errand Running/Shopping Assistance	3
Food Stamps/SNAP Applications	3
General Relief	3
Homeless Motel Vouchers	3
Aging and Disability Resource Centers	2



Waldo County

Reporting Period : February 2021

COVID-19 Control	46
COVID-19 Immunization Clinics	39
Heating Fuel Payment Assistance	33
Electric Service Payment Assistance	5
COVID-19 Diagnostic Tests	4
Case/Care Management	4
Community Shelters	4
Food Vouchers	4
Homeless Motel Vouchers	4
Medical Information Services * COVID-19	4
Tax Agency Tax Preparation Assistance	4
Errand Running/Shopping Assistance	3
Housing Search Assistance	3
Personal Financial Counseling	3
Animal Adoption	2
Animal Shelters	2
Fire Stations	2
Food Pantries	2
Homemaker Assistance	2
Inpatient Substance Use Disorder Treatment Facilities	2

Get Connected. Get Answers.

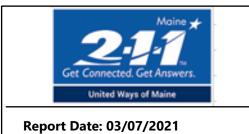
Report Date: 03/07/2021

211 Maine: Top 20 Call Categories

Washington County

Reporting Period : February 2021

COVID-19 Control	172
COVID-19 Immunization Clinics	140
Heating Fuel Payment Assistance	38
Electric Service Payment Assistance	7
Certificates/Forms Assistance	5
Community Shelters	5
Specialized Information and Referral	5
Aging and Disability Resource Centers	4
General Counseling Services	4
Rent Payment Assistance * COVID-19	4
Homeless Motel Vouchers	3
Medical Information Services * COVID-19	3
Bereavement Counseling	2
Disaster/Emergency Services Volunteer Opportunities * COVID-19	2
Outpatient Mental Health Facilities	2
Rent Payment Assistance	2
VITA Programs	2
Domestic Violence Hotlines	1
Do Not Call Registries	1
Fuel Storage Tank Removal/Replacement Programs	1



York County

Reporting Period : February 2021

COVID-19 Control	454
COVID-19 Immunization Clinics	388
Heating Fuel Payment Assistance	63
Electric Service Payment Assistance	60
Medical Information Services * COVID-19	35
Rent Payment Assistance	26
VITA Programs	24
COVID-19 Diagnostic Tests	19
Tax Agency Tax Preparation Assistance	19
Case/Care Management	15
Homeless Motel Vouchers	14
Housing Search Assistance	14
Specialized Information and Referral	14
Non-Emergency Medical Transportation	10
Personal Financial Counseling	10
211 Systems	9
General Counseling Services	9
Rent Payment Assistance * COVID-19	9
Therapy Referrals	9
Homeless Shelter	8