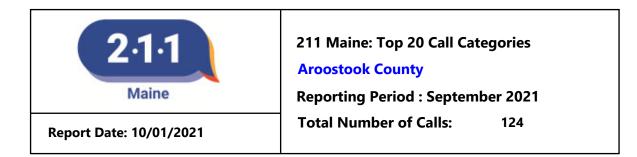
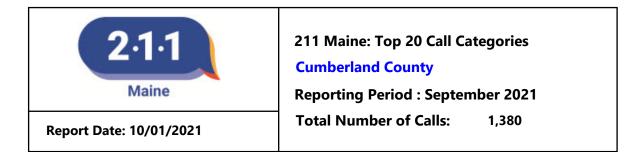
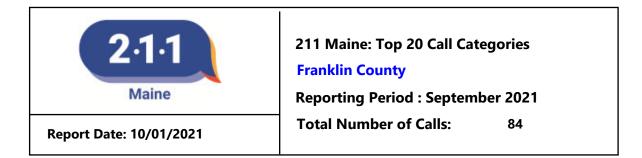
2.1.1 Maine Report Date: 10/01/2021	211 Maine: Top 20 Call Categories Androscoggin County Reporting Period : September 2021 Total Number of Calls: 581
COVID-19 Control	177
COVID-19 Diagnostic Tests	113
Electric Service Payment Assistance	98
COVID-19 Immunization Clinics	29
Housing Search Assistance	27
Rent Payment Assistance	24
Food Pantries	22
Homeless Motel Vouchers	2'
Inpatient Substance Use Disorder Treat	ment Facilities 19
Community Shelters	18
Heating Fuel Payment Assistance	18
Rent Payment Assistance * COVID-19	18
Medication Assisted Maintenance Treat	ment for Substance Use Disorders 17
General Counseling Services	15
General Relief	14
Municipal Police	1'
Medical Information Services * COVID-1	19 10
Case/Care Management	9
COVID-19 Antibody Tests	8
Home Nursing	8



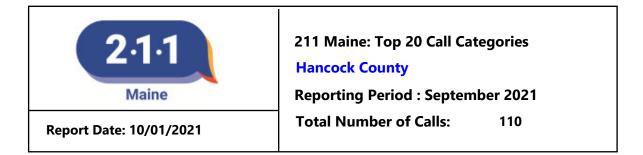
COVID-19 Control	36
Heating Fuel Payment Assistance	13
Homeless Motel Vouchers	12
Housing Search Assistance	11
Food Pantries	8
Homeless Shelter	8
Rent Payment Assistance	8
COVID-19 Immunization Clinics	7
Residential Substance Use Disorder Treatment Facilities	7
Rent Payment Assistance * COVID-19	6
Undesignated Temporary Financial Assistance	6
Community Shelters	5
Aging and Disability Resource Centers	5
Food Vouchers	5
Medication Assisted Maintenance Treatment for Substance Use Disorders	5
COVID-19 Diagnostic Tests	4
Electric Service Payment Assistance	4
Medical Information Services * COVID-19	4
Specialized Information and Referral	4
Alcohol Detoxification	3



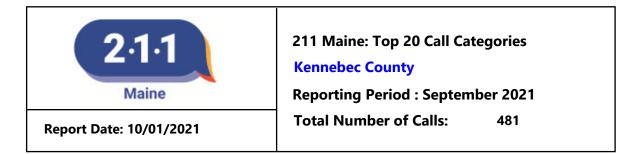
COVID-19 Control	525
COVID-19 Diagnostic Tests	199
Electric Service Payment Assistance	159
Heating Fuel Payment Assistance	84
Housing Search Assistance	84
Rent Payment Assistance	80
COVID-19 Immunization Clinics	53
Case/Care Management	49
Rent Payment Assistance * COVID-19	38
Homeless Motel Vouchers	32
General Counseling Services	31
Food Pantries	25
General Relief	23
Inpatient Substance Use Disorder Treatment Facilities	23
Specialized Information and Referral	22
Detoxification	21
Disaster Relief Services * COVID-19	21
Medication Assisted Maintenance Treatment for Substance Use Disorders	21
Mental Health Crisis Lines	21
Undesignated Temporary Financial Assistance	21



COVID-19 Control	24
Electric Service Payment Assistance	18
Heating Fuel Payment Assistance	15
Housing Search Assistance	12
COVID-19 Diagnostic Tests	8
Aging and Disability Resource Centers	4
Case/Care Management	4
Mental Health Crisis Lines	4
General Medical Care	3
COVID-19 Immunization Clinics	3
General Dentistry	3
Medical Care Expense Assistance	3
Community Shelters	2
Clinical Psychiatric Evaluation	2
Benefits Screening	2
Medical Information Services * COVID-19	2
Psychiatric Case Management	2
Rent Payment Assistance * COVID-19	2
Specialized Information and Referral	2
Talklines/Warmlines	2



COVID-19 Control	43
Housing Search Assistance	19
COVID-19 Diagnostic Tests	13
Electric Service Payment Assistance	8
General Dentistry	6
Non-Emergency Medical Transportation	6
Heating Fuel Payment Assistance	5
Housing Search and Information	5
COVID-19 Immunization Clinics	4
General Counseling Services	4
Homeless Motel Vouchers	4
Food Pantries	3
Disability Related Transportation	3
Community Shelters	2
Homeless Permanent Supportive Housing	2
Neurology	2
Rent Payment Assistance * COVID-19	2
Specialized Information and Referral	2
State Government Information Services	2
Talklines/Warmlines	2



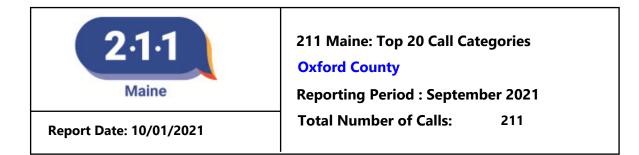
COVID-19 Control	178
Electric Service Payment Assistance	73
COVID-19 Diagnostic Tests	56
Rent Payment Assistance	32
Housing Search Assistance	31
COVID-19 Immunization Clinics	20
Community Shelters	18
Homeless Motel Vouchers	18
Heating Fuel Payment Assistance	17
General Relief	16
Specialized Information and Referral	14
Rent Payment Assistance * COVID-19	12
Case/Care Management	9
Food Stamps/SNAP Applications	9
Food Vouchers	9
Food Pantries	8
Public Charities	8
Residential Substance Use Disorder Treatment Facilities	8
Disaster Relief Services * COVID-19	7
Inpatient Substance Use Disorder Treatment Facilities	7

2.1.1 Maine	211 Maine: Top 20 Call Categories Knox County Reporting Period : September 2021
Report Date: 10/01/2021	Total Number of Calls: 115

COVID-19 Control	43	
COVID-19 Diagnostic Tests	19	
Housing Search Assistance	18	
Electric Service Payment Assistance	11	
Heating Fuel Payment Assistance	9	
Specialized Information and Referral	8	
General Clothing Provision	5	
General Relief	5	
COVID-19 Immunization Clinics	4	
Home Nursing	4	
Homeless Motel Vouchers	4	
Rent Payment Assistance * COVID-19	4	
Transitional Housing/Shelter	4	
Children's Protective Services	3	
Business Assistance Services	3	
Errand Running/Shopping Assistance	3	
Food Pantries	3	
Food Stamps/SNAP Applications	3	
Housing Search and Information	3	
Medical Information Services * COVID-19	3	

2.1.1	211 Maine: Top 20 Call Categories Lincoln County
Maine	Reporting Period : September 2021
Report Date: 10/01/2021	Total Number of Calls: 104

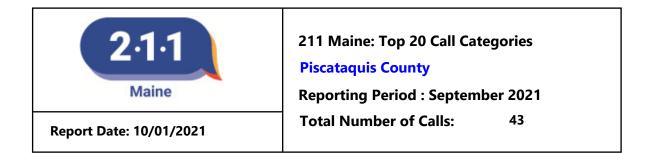
COVID-19 Control	40	
Electric Service Payment Assistance	31	
Housing Search Assistance	14	
COVID-19 Diagnostic Tests	10	
Heating Fuel Payment Assistance	7	
Rent Payment Assistance	6	
State Government Information Services	5	
Case/Care Management	4	
Community Shelters	4	
General Dentistry	4	
Senior Housing Information and Referral	4	
COVID-19 Immunization Clinics	3	
Community Action Agencies	3	
General Counseling Services	3	
Homeless Motel Vouchers	3	
Housing Search and Information	3	
Non-Emergency Medical Transportation	3	
Public Charities	3	
Business Assistance Services	2	
Benefits Screening	2	



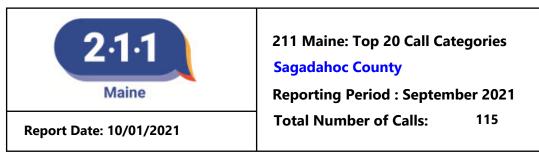
COVID-19 Control	70
COVID-19 Diagnostic Tests	29
Heating Fuel Payment Assistance	27
Electric Service Payment Assistance	25
Community Shelters	12
General Counseling Services	12
Housing Search Assistance	10
Rent Payment Assistance	10
Homeless Motel Vouchers	8
COVID-19 Immunization Clinics	6
Medication Assisted Maintenance Treatment for Substance Use Disorders	6
Outpatient Mental Health Facilities	6
Rent Payment Assistance * COVID-19	6
Domestic Violence Hotlines	5
General Relief	5
Mental Health Crisis Lines	4
Public Charities	4
Therapy Referrals	4
Undesignated Temporary Financial Assistance	4
Community Shelters * Homeless Women	3

2.1.1 Maine	211 Maine: Top 20 Call Categories Penobscot County Reporting Period : September 2021
Report Date: 10/01/2021	Total Number of Calls: 397

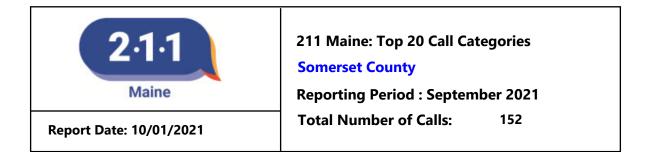
COVID-19 Control	150	
COVID-19 Diagnostic Tests	46	
Electric Service Payment Assistance	30	
Housing Search Assistance	29	
Rent Payment Assistance * COVID-19	24	
Heating Fuel Payment Assistance	21	
Rent Payment Assistance	18	
Homeless Motel Vouchers	16	
COVID-19 Immunization Clinics	15	
General Dentistry	12	
Food Pantries	10	
Housing Search and Information	10	
Case/Care Management	9	
Community Shelters	9	
Disaster Relief Services * COVID-19	9	
Alcohol Detoxification	8	
Specialized Information and Referral	8	
General Relief	7	
Legal Counseling	7	
Food Stamps/SNAP Applications	6	



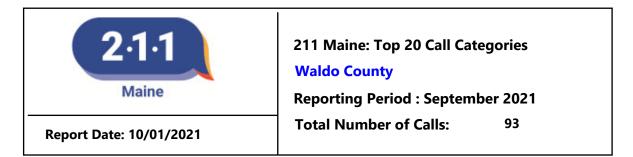
COVID-19 Control	17
Heating Fuel Payment Assistance	6
General Counseling Services	6
Homemaker Assistance	3
Homeless Motel Vouchers	3
Alcohol Detoxification	3
Lawyer Referral Services	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
Case/Care Management	2
Food Stamps/SNAP Applications	2
General Relief	2
Welfare Rights Assistance	2
General Paratransit/Community Ride Programs	1
General Counseling Services * Adults	1
Electric Service Payment Assistance	1
EBT Card Services	1
COVID-19 Immunization Clinics	1
COVID-19 Diagnostic Tests	1
Comprehensive Job Assistance Centers	1
Community Shelters	1



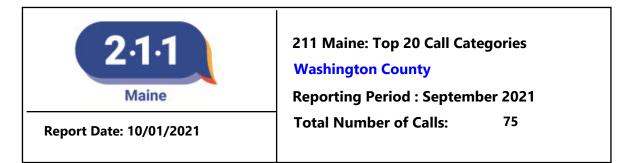
Electric Service Payment Assistance	15
•	
COVID-19 Diagnostic Tests 1	12
COVID-19 Immunization Clinics	9
General Counseling Services	5
Specialized Information and Referral	5
Adult Psychiatric Hospitals	4
Homemaker Assistance	4
Housing Search Assistance	4
Rent Payment Assistance	4
Heating Fuel Payment Assistance	3
Respite Care	3
Community Shelters	2
Benefits Screening	2
Emergency Shelter	2
Flu Vaccines	2
Food Pantries	2
Food Stamps/SNAP Applications	2
General Dentistry	2
Legal Counseling	2



Electric Service Payment Assistance	50
COVID-19 Control	33
Heating Fuel Payment Assistance	15
Case/Care Management	14
Housing Search Assistance	10
General Dentistry	9
COVID-19 Diagnostic Tests	8
Disaster Relief Services * COVID-19	8
Rent Payment Assistance	7
Rent Payment Assistance * COVID-19	7
Food Stamps/SNAP Applications	6
Homeless Motel Vouchers	6
Aging and Disability Resource Centers	5
Medical Information Services * COVID-19	5
COVID-19 Immunization Clinics	4
Food Vouchers	4
Home Nursing	4
Inpatient Substance Use Disorder Treatment Facilities	4
Outpatient Mental Health Facilities * Adolescents * Children	4
Psychiatric Case Management	4



COVID-19 Control	24
COVID-19 Diagnostic Tests	9
Electric Service Payment Assistance	9
Housing Search Assistance	6
Lawyer Referral Services	6
COVID-19 Immunization Clinics	4
Inpatient Substance Use Disorder Treatment Facilities	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	4
Rent Payment Assistance * COVID-19	4
Community Shelters	3
General Relief	3
Legal Counseling	3
Mortgage Payment Assistance	3
Outpatient Mental Health Facilities	3
Child Care Centers	2
Aging and Disability Resource Centers	2
Adult Psychiatric Hospitals	2
Adolescent/Youth Counseling	2
Alcohol Use Disorder Support Groups	2
Discrimination Assistance	2



COVID-19 Control	31
Heating Fuel Payment Assistance	18
Alcohol Detoxification	7
Undesignated Temporary Financial Assistance	7
General Counseling Services	5
COVID-19 Diagnostic Tests	5
General Medical Care	4
Drug Detoxification	3
Housing Search Assistance	3
Lawyer Referral Services	3
Specialized Information and Referral	3
Substance Use Disorder Counseling	3
Case/Care Management	2
Aging and Disability Resource Centers	2
Adult Protective Services	2
Electric Service Payment Assistance	2
General Dentistry	2
General Relief	2
Home Rehabilitation Loans	2
Medication Information/Management	2

2.1.1	211 Maine: Top 20 Call Categories York County
Maine	Reporting Period : September 2021
Report Date: 10/01/2021	Total Number of Calls: 556

COVID-19 Control	170
Electric Service Payment Assistance	79
COVID-19 Diagnostic Tests	42
COVID-19 Immunization Clinics	42
Housing Search Assistance	39
Rent Payment Assistance * COVID-19	30
Rent Payment Assistance	21
General Counseling Services	20
Food Pantries	19
Heating Fuel Payment Assistance	17
Alcohol Detoxification	15
Drug Detoxification	15
Homeless Motel Vouchers	15
Homeless Shelter * Adults	15
Undesignated Temporary Financial Assistance	15
Inpatient Substance Use Disorder Treatment Facilities	13
General Relief	12
Outpatient Mental Health Facilities	12
Medication Assisted Maintenance Treatment for Substance Use Disorders	11
Mental Health Crisis Lines	10