

Electric Service Payment Assistance	27
Heating Fuel Payment Assistance	15
Housing Search Assistance	10
Drug Detoxification	8
At Risk/Homeless Housing Related Assistance Programs	8
Specialized Information and Referral	7
Food Stamps/SNAP Applications	6
Housing Search and Information	6
Rent Payment Assistance	6
Food Pantries	5
Inpatient Substance Use Disorder Treatment Facilities	5
Aging and Disability Resource Centers	4
Case/Care Management * Adults	4
Electric Service Payment Assistance * COVID-19	4
Inpatient Drug Detoxification	4
Residential Substance Use Disorder Treatment Facilities	4
Community Action Agencies	3
Case/Care Management * Adolescents * Children	3
Heating Fuel Payment Assistance * COVID-19	3
Public Charities	3



Report Date: 05/03/2023

Electric Service Payment Assistance	704
Heating Fuel Payment Assistance	140
Food Pantries	89
Electric Service Payment Assistance * COVID-19	82
Housing Search Assistance	80
At Risk/Homeless Housing Related Assistance Programs	73
Rent Payment Assistance	61
Rapid Re-Housing Programs	52
Aging and Disability Resource Centers	37
Specialized Information and Referral	36
Homeless Shelter * Adults	32
Legal Counseling	32
Therapy Referrals	29
Directory Assistance	28
Housing Search and Information	26
VITA Programs	23
Public Charities	21
Detoxification	20
Emergency Shelter	19
Home Rehabilitation Grants	17

211 Maine: Top 20 Call Categories

953

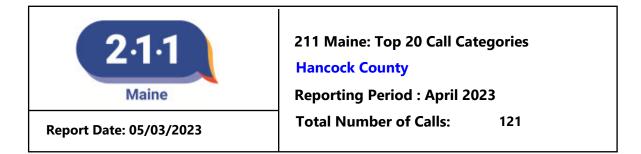
Reporting Period : April 2023

Cumberland County

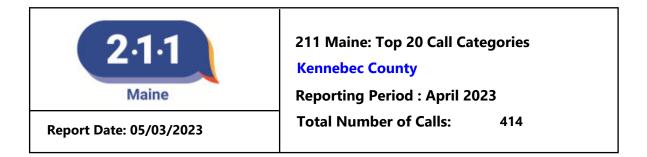
Total Number of Calls:

2.1.1 Maine	211 Maine: Top 20 Call Categories Franklin County Reporting Period : April 2023
Report Date: 05/03/2023	Total Number of Calls: 132

Electric Service Payment Assistance * COVID-1922Talklines/Warmlines17Housing Search Assistance10VITA Programs10Heating Fuel Payment Assistance9Homeless Shelter8Housing Search and Information7Mental Health Crisis Lines7At Risk/Homeless Housing Related Assistance Programs6Domestic Violence Shelters5AARP Tax Aide Programs5Directory Assistance5Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Electric Service Payment Assistance	123
Housing Search Assistance10VITA Programs10Heating Fuel Payment Assistance9Homeless Shelter8Housing Search and Information7Mental Health Crisis Lines7At Risk/Homeless Housing Related Assistance Programs6Domestic Violence Shelters5AARP Tax Aide Programs5Directory Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Electric Service Payment Assistance * COVID-19	22
VITA Programs10Heating Fuel Payment Assistance9Homeless Shelter8Housing Search and Information7Mental Health Crisis Lines7At Risk/Homeless Housing Related Assistance Programs6Domestic Violence Shelters5AARP Tax Aide Programs5Directory Assistance5Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Talklines/Warmlines	17
Heating Fuel Payment Assistance9Homeless Shelter8Housing Search and Information7Mental Health Crisis Lines7At Risk/Homeless Housing Related Assistance Programs6Domestic Violence Shelters5AARP Tax Aide Programs5Directory Assistance5Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Housing Search Assistance	10
Homeless Shelter8Housing Search and Information7Mental Health Crisis Lines7At Risk/Homeless Housing Related Assistance Programs6Domestic Violence Shelters5AARP Tax Aide Programs5Directory Assistance5Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	VITA Programs	10
Housing Search and Information7Mental Health Crisis Lines7At Risk/Homeless Housing Related Assistance Programs6Domestic Violence Shelters5AARP Tax Aide Programs5Directory Assistance5Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Heating Fuel Payment Assistance	9
Mental Health Crisis Lines7At Risk/Homeless Housing Related Assistance Programs6Domestic Violence Shelters5AARP Tax Aide Programs5Directory Assistance5Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Homeless Shelter	8
At Risk/Homeless Housing Related Assistance Programs6Domestic Violence Shelters5AARP Tax Aide Programs5Directory Assistance5Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Housing Search and Information	7
Domestic Violence Shelters5AARP Tax Aide Programs5Directory Assistance5Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Mental Health Crisis Lines	7
AARP Tax Aide Programs5Directory Assistance5Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	At Risk/Homeless Housing Related Assistance Programs	6
Directory Assistance5Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Domestic Violence Shelters	5
Rent Payment Assistance5Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	AARP Tax Aide Programs	5
Section 8 Housing Choice Vouchers5Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Directory Assistance	5
Specialized Information and Referral5Undesignated Temporary Financial Assistance5	Rent Payment Assistance	5
Undesignated Temporary Financial Assistance 5	Section 8 Housing Choice Vouchers	5
	Specialized Information and Referral	5
	Undesignated Temporary Financial Assistance	5
Comprehensive Outpatient Substance Use Disorder Treatment 4	Comprehensive Outpatient Substance Use Disorder Treatment	4
Aging and Disability Resource Centers4	Aging and Disability Resource Centers	4
DUI Offender Programs 4	DUI Offender Programs	4



Electric Service Payment Assistance	38
Directory Assistance	29
Food Pantries	8
General Dentistry	7
Electric Service Payment Assistance * COVID-19	6
Rent Payment Assistance	6
Alcohol Detoxification	5
Heating Fuel Payment Assistance	5
Housing Search Assistance	5
Specialized Information and Referral	5
Therapy Referrals	5
Child/Adolescent Residential Treatment Facilities	4
Homemaker Assistance	4
Non-Emergency Medical Transportation	4
Physician Referral Services	4
Welfare Rights Assistance	4
Case/Care Management	3
AARP Tax Aide Programs	3
Aging and Disability Resource Centers	3
General Counseling Services	3



Electric Service Payment Assistance	446
Electric Service Payment Assistance * COVID-19	54
Housing Search Assistance	42
Heating Fuel Payment Assistance	40
Rent Payment Assistance	40
Substance Use Disorder Counseling	19
Comprehensive Outpatient Substance Use Disorder Treatment	15
At Risk/Homeless Housing Related Assistance Programs	14
Emergency Dental Care	14
General Dentistry	14
State Government Agencies/Departments	14
VITA Programs	14
Aging and Disability Resource Centers	13
Case/Care Management	13
Directory Assistance	13
Housing Search and Information	13
Section 8 Housing Choice Vouchers	11
Drug Detoxification	9
AARP Tax Aide Programs	8
Disability Related Transportation	8

2.1.1 Maine	211 Maine: Top 20 Call Categories <mark>Knox County</mark> Reporting Period : April 2023
Report Date: 05/03/2023	Total Number of Calls: 107

Electric Service Payment Assistance	179
Heating Fuel Payment Assistance	34
Electric Service Payment Assistance * COVID-19	19
Medication Assisted Maintenance Treatment for Substance U	se Disorders 9
Drug Detoxification	7
Specialized Information and Referral	7
Rent Payment Assistance	6
Water Service Payment Assistance	6
General Dentistry	5
State Government Agencies/Departments	5
Directory Assistance	4
AARP Tax Aide Programs	3
Food Stamps/SNAP Applications	3
General Medical Care	3
Lawyer Referral Services	3
Medical Care Expense Assistance	3
Specialized Information and Referral * Older Adults * Adults \ Conditions	With Disabilities/Health 3
Area Agencies on Aging	2
Comprehensive Outpatient Substance Use Disorder Treatmen	t 2
Food Vouchers	2

2.1.1	211 Maine: Top 20 Call Categories Lincoln County
Maine	Reporting Period : April 2023
Report Date: 05/03/2023	Total Number of Calls: 97

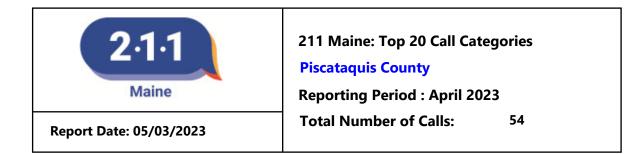
Electric Service Payment Assistance	109
Heating Fuel Payment Assistance	37
Utilities	23
Electric Service Payment Assistance * COVID-19	19
General Minor Home Repair Programs	7
VITA Programs	6
Community Shelters	4
Aging and Disability Resource Centers	4
General Relief	4
Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency	3
Bereavement and Grief Counseling	3
AARP Tax Aide Programs	3
Housing Search Assistance	3
State Government Agencies/Departments	3
Construction/Home Maintenance Volunteer Opportunities	2
Detoxification	2
COVID-19 Control	2
Discrimination Assistance	2
Food Vouchers	2
General Counseling Services	2

2.1.1 Maine	211 Maine: Top 20 Call Categories <mark>Oxford County</mark> Reporting Period : April 2023
Report Date: 05/03/2023	Total Number of Calls: 180

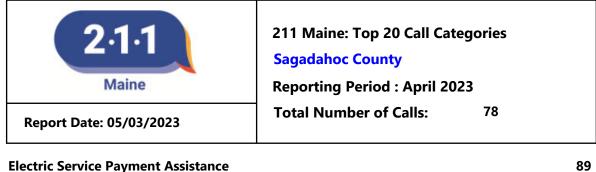
Electric Service Payment Assistance	229
Electric Service Payment Assistance * COVID-19	41
Heating Fuel Payment Assistance	29
Aging and Disability Resource Centers	10
Housing Search Assistance	9
At Risk/Homeless Housing Related Assistance Programs	7
General Dentistry	6
Rent Payment Assistance	6
Directory Assistance	5
Housing Search and Information	5
State Government Information Services	5
Undesignated Temporary Financial Assistance	4
Utility Service Payment Assistance	4
Detoxification	3
COVID-19 Control	3
Drug Detoxification	3
General Legal Aid	3
Lawyer Referral Services	3
Public Charities	3
Referral to Dental Practitioners Accepting Medicaid	3

2.1.1 Maine	211 Maine: Top 20 Call Categories Penobscot County Reporting Period : April 2023
Report Date: 05/03/2023	Total Number of Calls: 292

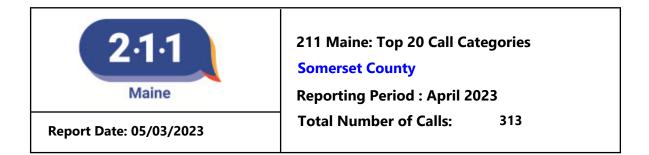
Heating Fuel Payment Assistance51Electric Service Payment Assistance * COVID-1936Food Pantries29Rent Payment Assistance23Community Shelters22Housing Search Assistance22Specialized Information and Referral20At Risk/Homeless Housing Related Assistance Programs18Transitional Housing/Shelter14Housing Search and Information11Area Agencies on Aging9Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments7Directory Assistance7Directory Assistance7	Electric Service Payment Assistance	193	
Food Pantries29Rent Payment Assistance23Community Shelters22Housing Search Assistance22Specialized Information and Referral20At Risk/Homeless Housing Related Assistance Programs18Transitional Housing/Shelter14Housing Search and Information11Area Agencies on Aging9Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Heating Fuel Payment Assistance	51	
Rent Payment Assistance23Community Shelters22Housing Search Assistance22Specialized Information and Referral20At Risk/Homeless Housing Related Assistance Programs18Transitional Housing/Shelter14Housing Search and Information11Area Agencies on Aging9Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Electric Service Payment Assistance * COVID-19	36	
Community Shelters22Housing Search Assistance22Specialized Information and Referral20At Risk/Homeless Housing Related Assistance Programs18Transitional Housing/Shelter14Housing Search and Information11Area Agencies on Aging9Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Food Pantries	29	
Housing Search Assistance22Specialized Information and Referral20At Risk/Homeless Housing Related Assistance Programs18Transitional Housing/Shelter14Housing Search and Information11Area Agencies on Aging9Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Rent Payment Assistance	23	
Specialized Information and Referral20At Risk/Homeless Housing Related Assistance Programs18Transitional Housing/Shelter14Housing Search and Information11Area Agencies on Aging9Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Community Shelters	22	
At Risk/Homeless Housing Related Assistance Programs18Transitional Housing/Shelter14Housing Search and Information11Area Agencies on Aging9Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Housing Search Assistance	22	
Transitional Housing/Shelter14Housing Search and Information11Area Agencies on Aging9Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Specialized Information and Referral	20	
Housing Search and Information11Area Agencies on Aging9Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	At Risk/Homeless Housing Related Assistance Programs	18	
Area Agencies on Aging9Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Transitional Housing/Shelter	14	
Drug Detoxification9Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Housing Search and Information	11	
Undesignated Temporary Financial Assistance9Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Area Agencies on Aging	9	
Aging and Disability Resource Centers8Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Drug Detoxification	9	
Home Rehabilitation Grants8Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Undesignated Temporary Financial Assistance	9	
Section 8 Housing Choice Vouchers8State Government Agencies/Departments8Case/Care Management7	Aging and Disability Resource Centers	8	
State Government Agencies/Departments8Case/Care Management7	Home Rehabilitation Grants	8	
Case/Care Management 7	Section 8 Housing Choice Vouchers	8	
	State Government Agencies/Departments	8	
Directory Assistance 7	Case/Care Management	7	
	Directory Assistance	7	



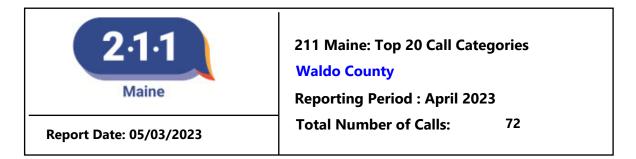
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Electric Service Payment Assistance	89
Utilities	28
Heating Fuel Payment Assistance	25
Electric Service Payment Assistance * COVID-19	8
General Counseling Services	7
Food Pantries	5
Rent Payment Assistance	5
Therapy Referrals	5
VITA Programs	5
General Clothing Provision	4
General Legal Aid	4
Housing Search Assistance	4
Labor and Employment Law	4
Community Action Agencies	3
Lawyer Referral Services	3
Legal Counseling	3
Physician Referral Services	3
Social Security Disability Insurance	3
At Risk/Homeless Housing Related Assistance Programs	2
Bedding/Linen	2



Electric Service Payment Assistance	212
211 Systems	55
Electric Service Payment Assistance * COVID-19	39
Heating Fuel Payment Assistance	39
Talklines/Warmlines	35
Mental Health Crisis Lines	23
Food Pantries	16
Home Rehabilitation Grants	10
Rent Payment Assistance	9
Undesignated Temporary Financial Assistance	9
Housing Search Assistance	8
Legal Counseling	7
At Risk/Homeless Housing Related Assistance Programs	6
Directory Assistance	6
Specialized Information and Referral	6
Aging and Disability Resource Centers	5
Disability Related Transportation	5
Food Vouchers	5
General Relief	5
State Government Agencies/Departments	5



Electric Service Payment Assistance	79
Electric Service Payment Assistance * COVID-19	19
Heating Fuel Payment Assistance	13
Domestic Violence Hotlines	9
Food Pantries	6
Housing Search Assistance	6
Domestic Violence Shelters	5
At Risk/Homeless Housing Related Assistance Programs	5
Community Shelters	4
State Government Agencies/Departments	4
Telemental Health	4
Case/Care Management	3
Public Charities	3
Substance Use Disorder Counseling	3
Therapy Referrals	3
Diapers	2
Dentures	2
Food Vouchers	2
General Legal Aid	2
General Medical Care	2

2.1.1 Maine	211 Maine: Top 20 Call Categories Washington County Reporting Period : April 2023
Report Date: 05/03/2023	Total Number of Calls: 62

Electric Service Payment Assistance	29
Heating Fuel Payment Assistance	14
Alcohol Detoxification	8
Food Pantries	4
Electric Service Payment Assistance * COVID-19	3
Drug Detoxification	3
Dentures	3
At Risk/Homeless Housing Related Assistance Programs	3
General Dentistry	3
Home Rehabilitation Grants	3
Inpatient Substance Use Disorder Treatment Facilities	3
Medication Assisted Maintenance Treatment for Substance Use Disorders	3
State Government Agencies/Departments	3
Undesignated Temporary Financial Assistance	3
Utility Bill Payment Plans	3
Aging and Disability Resource Centers	2
Case/Care Management * Adults	2
Directory Assistance	2
Detoxification	2
Alcohol Use Disorder Support Groups	2

2.1.1	211 Maine: Top 20 Call Categories York County
Maine	Reporting Period : April 2023
Report Date: 05/03/2023	Total Number of Calls: 515

Electric Service Payment Assistance	409
Heating Fuel Payment Assistance	78
Electric Service Payment Assistance * COVID-19	52
Talklines/Warmlines	35
Substance Use Disorder Treatment Programs	34
Specialized Information and Referral	32
At Risk/Homeless Housing Related Assistance Programs	29
Housing Search Assistance	28
Rent Payment Assistance	28
Food Pantries	27
Medication Assisted Maintenance Treatment for Substance Use Disorders	26
Substance Use Disorder Counseling	23
Detoxification	22
Mental Health Crisis Lines	19
Therapy Referrals	17
Aging and Disability Resource Centers	16
Drug Detoxification	15
Health Insurance Information/Counseling	15
Homeless Shelter * Adults	15
Inpatient Substance Use Disorder Treatment Facilities	15