



* - Includes 'Out of State' and 'Unknown' Locations

| 211 Totals * | | | | |
|--------------|-------|----------|-------|-------|
| Calls | Texts | Searched | | Total |
| | | Needs | Terms | |
| 4,483 | 173 | 2,003 | 574 | 7,233 |

| Contacts - All Counties | | | | |
|-------------------------|-------|-------|-------|-------|
| County | Calls | Texts | Web | Total |
| Cumberland | 1,008 | 21 | 487 | 1,516 |
| York | 568 | 22 | 288 | 878 |
| Kennebec | 440 | 12 | 241 | 693 |
| Androscoggin | 472 | 20 | 188 | 680 |
| Penobscot | 289 | 18 | 249 | 556 |
| Somerset | 347 | 8 | 120 | 475 |
| Oxford | 213 | 17 | 130 | 360 |
| Aroostook | 112 | 3 | 92 | 207 |
| Hancock | 137 | 4 | 61 | 202 |
| Franklin | 135 | 3 | 62 | 200 |
| Knox | 115 | 6 | 76 | 197 |
| Sagadahoc | 113 | 5 | 68 | 186 |
| Waldo | 91 | 8 | 52 | 151 |
| Lincoln | 76 | 6 | 66 | 148 |
| Washington | 54 | 3 | 70 | 127 |
| Piscataquis | 55 | 3 | 36 | 94 |
| | 4,225 | 159 | 2,286 | 6,670 |

Reporting Period: 5/1/2023 - 5/31/2023
Report Date: 6/5/2023

Calls - Top 10 Needs

| Need | Count | Top County | Count |
|--|-------|------------|-------|
| Electric Service Payment Assistance | 4,713 | Cumberland | 960 |
| Heating Fuel Payment Assistance | 1,012 | Cumberland | 226 |
| Electric Service Payment Assistance * COVID- | 582 | Cumberland | 90 |
| Food Pantries | 357 | Cumberland | 106 |
| Rent Payment Assistance | 233 | Cumberland | 59 |
| Housing Search Assistance | 229 | Cumberland | 72 |
| Talklines/Warmlines | 191 | Somerset | 46 |
| At Risk/Homeless Housing Related Assistance | 188 | Cumberland | 51 |
| Directory Assistance | 165 | Cumberland | 49 |
| Aging and Disability Resource Centers | 128 | Cumberland | 29 |

Texts - Top 10 Needs

| Need | Count | Top County | Count |
|--|-------|--------------|-------|
| Utilities | 106 | York | 13 |
| Housing/Shelter | 29 | Androscoggin | 6 |
| Food | 9 | Penobscot | 2 |
| Mental Health Support Services | 5 | Cumberland | 1 |
| Public Health | 3 | Cumberland | 1 |
| Health Supportive Services | 2 | Androscoggin | 1 |
| Transportation | 2 | Androscoggin | 1 |
| Specialty Medicine | 2 | Lincoln | 1 |
| Individual and Family Support Services | 1 | Piscataquis | 1 |
| Community Groups and | 1 | Hancock | 1 |

** 211 tracks de-identified needs across Maine to help inform community planning and assessments. All contacts are confidential, and names are never shared through 211 Maine's reporting.

211Maine.org - Top Searched Needs

| Area of Need | Count | County | Count |
|---------------------------|-------|------------|-------|
| Housing | 528 | Cumberland | 104 |
| Basic Needs | 511 | Cumberland | 87 |
| Mental Health | 230 | Cumberland | 43 |
| Food | 185 | York | 36 |
| Aging & Disability | 129 | Cumberland | 31 |
| Substance Use & Addiction | 89 | Cumberland | 26 |
| Health | 85 | Cumberland | 20 |
| Crisis | 70 | Cumberland | 22 |
| Jobs & Employment | 59 | Cumberland | 14 |
| Family | 32 | Cumberland | 9 |

211Maine.org - Top Searched Terms

| Search Term | Count | County | Count |
|----------------------------------|-------|------------|-------|
| Utility Assistance | 45 | Cumberland | 9 |
| substance use | 28 | York | 6 |
| Housing and Shelter | 26 | Kennebec | 5 |
| Transportation | 25 | Kennebec | 5 |
| Food Pantry | 15 | York | 4 |
| Public Assistance Programs | 10 | Kennebec | 3 |
| Counseling and Therapy | 9 | Kennebec | 4 |
| Electricity | 8 | Kennebec | 4 |
| Financial and Employment Support | 8 | Penobscot | 4 |
| housing | 8 | Kennebec | 5 |