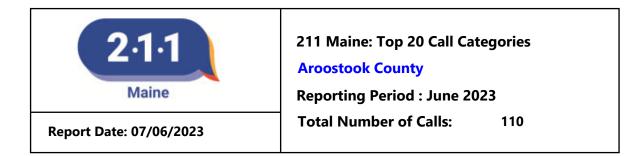
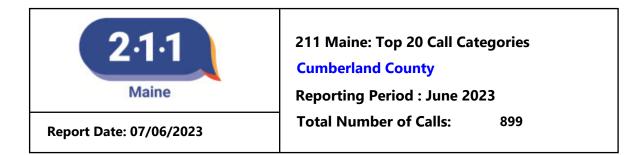
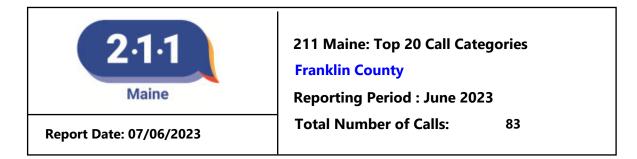
2.1.1 Maine Report Date: 07/06/2023	211 Maine: Top 20 Call Categories Androscoggin County Reporting Period : June 2023 Total Number of Calls: 347
Electric Service Payment Assistance	280
Heating Fuel Payment Assistance	7!
Rent Payment Assistance	30
Food Pantries	23
At Risk/Homeless Housing Related Assistance Programs	
Aging and Disability Resource Centers	
Electric Service Payment Assistance * COVID-19	
Housing Search Assistance	
General Dentistry	
Community Shelters	
Homeless Shelter	
Municipal Police	
Medication Assisted Maintenance Treatment for Substance Use Disorders	
Therapy Referrals	
Emergency Dental Care	
General Counseling Services	
General Relief	9
Homeless Shelter * Adults	9
Housing Search and Information	
State Government Agencies/Departments	



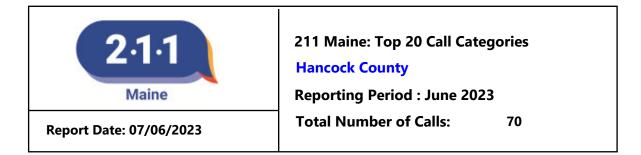
Electric Service Payment Assistance	47
General Counseling Services	16
Drug Detoxification	13
Housing Search Assistance	11
At Risk/Homeless Housing Related Assistance Programs	9
Heating Fuel Payment Assistance	9
Community Shelters	8
Legal Counseling	8
Detoxification	7
Medication Assisted Maintenance Treatment for Substance Use Disorders	7
Therapy Referrals	7
Electric Service Payment Assistance * COVID-19	6
Housing Search and Information	6
State Government Agencies/Departments	6
Substance Use Disorder Counseling	6
Aging and Disability Resource Centers	5
Home Rehabilitation Grants	5
Non-Emergency Medical Transportation	5
Discrimination Assistance	4
General Legal Aid	4



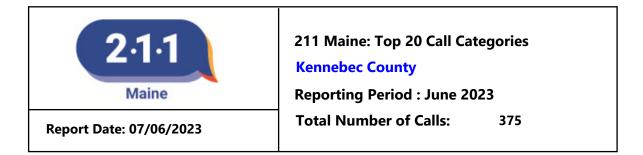
Electric Service Payment Assistance	411
Heating Fuel Payment Assistance	108
Food Pantries	92
Housing Search Assistance	88
At Risk/Homeless Housing Related Assistance Programs	80
Directory Assistance	71
Rent Payment Assistance	70
Rapid Re-Housing Programs	47
Aging and Disability Resource Centers	44
Electric Service Payment Assistance * COVID-19	39
Homeless Shelter * Adults	36
Housing Search and Information	34
Detoxification	33
Therapy Referrals	31
Specialized Information and Referral	30
State Government Agencies/Departments	27
Drug Detoxification	26
Talklines/Warmlines	26
Emergency Shelter	22
General Medical Care	22



Electric Service Payment Assistance	37
Talklines/Warmlines	18
At Risk/Homeless Housing Related Assistance Programs	10
Heating Fuel Payment Assistance	9
Rent Payment Assistance	8
Area Agencies on Aging	5
Homeless Shelter	5
Housing Search Assistance	5
Electric Service Payment Assistance * COVID-19	4
Aging and Disability Resource Centers	4
General Relief	3
Mental Health Crisis Lines	3
State Police	3
Domestic Violence Shelters	2
Case/Care Management	2
Camps	2
Automotive Repair and Maintenance	2
Food Stamps/SNAP Applications	2
Food Pantries	2
Food Vouchers	2



Electric Service Payment Assistance	33
Heating Fuel Payment Assistance	13
Housing Search and Information	13
Housing Search Assistance	13
Community Shelters	7
Electric Service Payment Assistance * COVID-19	5
Housing Counseling	4
Mental Health Crisis Lines	4
Drug Detoxification	3
Directory Assistance	3
Homeless Shelter	3
Neuter/Spay Services	3
Pest Information	3
Rent Payment Assistance	3
Talklines/Warmlines	3
Aging and Disability Resource Centers	2
At Risk/Homeless Housing Related Assistance Programs	2
Benefits Screening	2
Community Action Agencies	2
Disability Related Transportation	2



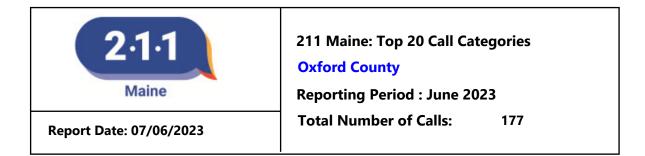
Electric Service Payment Assistance	217
Heating Fuel Payment Assistance	47
Housing Search Assistance	42
Rent Payment Assistance	32
Food Pantries	27
Electric Service Payment Assistance * COVID-19	25
Community Shelters	20
At Risk/Homeless Housing Related Assistance Programs	16
Aging and Disability Resource Centers	16
State Government Agencies/Departments	15
Emergency Shelter	14
Housing Search and Information	14
Pest Information	13
Food Vouchers	12
Case/Care Management	10
Directory Assistance	10
Food Stamps/SNAP Applications	10
Therapy Referrals	10
Area Agencies on Aging	9
COVID-19 Control	9

2.1.1 Maine	211 Maine: Top 20 Call Categories Knox County Reporting Period : June 2023
Report Date: 07/06/2023	Total Number of Calls: 63

Electric Service Payment Assistance	46	
Heating Fuel Payment Assistance	7	
Electric Service Payment Assistance * COVID-19	6	
Housing Search Assistance	6	
Aging and Disability Resource Centers	3	
General Legal Aid	3	
General Minor Home Repair Programs	3	
Home Delivered Meals	3	
Household Goods	3	
Housing Search and Information	3	
Residential Energy/Water Conservation Rebates	3	
State Government Agencies/Departments	3	
Crime Investigation	2	
County Correctional Facilities	2	
Adult Psychiatry	2	
At Risk/Homeless Housing Related Assistance Programs	2	
General Counseling Services	2	
Home Health Care	2	
Home Rehabilitation Loans	2	
Hospice Care	2	

2.1.1 Maine	211 Maine: Top 20 Call Categories Lincoln County Reporting Period : June 2023
Report Date: 07/06/2023	Total Number of Calls: 63

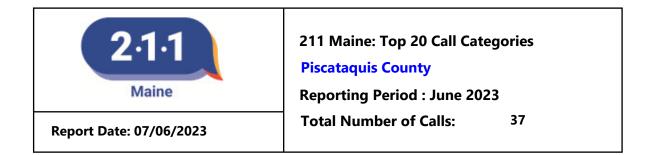
Electric Service Payment Assistance	61
Utility Service Payment Assistance	31
Heating Fuel Payment Assistance	24
Electric Service Payment Assistance * COVID-19	13
General Minor Home Repair Programs	5
Rent Payment Assistance	5
Home Rehabilitation Grants	4
Pest Information	4
Adult Protective Services	3
Domestic Violence Shelters	3
Benefits Screening	3
At Risk/Homeless Housing Related Assistance Programs	3
Physician Referral Services	3
Substance Use Disorder Counseling	3
Therapy Referrals	3
Area Agencies on Aging	2
Aging and Disability Resource Centers	2
Construction/Home Maintenance Volunteer Opportunities	2
Community Shelters	2
General Counseling Services	2



Electric Service Payment Assistance	150
Heating Fuel Payment Assistance	38
Electric Service Payment Assistance * COVID-19	28
Aging and Disability Resource Centers	18
Community Shelters	11
Housing Search and Information	11
Housing Search Assistance	10
Drug Detoxification	9
Homeless Shelter	9
Food Pantries	8
Rent Payment Assistance	8
General Counseling Services	7
Case/Care Management * Older Adults	6
Emergency Dental Care	6
Section 8 Housing Choice Vouchers	6
State Government Agencies/Departments	6
Area Agencies on Aging	5
Homeless Shelter * Women	5
Neuter/Spay Services	5
Physician Referral Services	5
-	

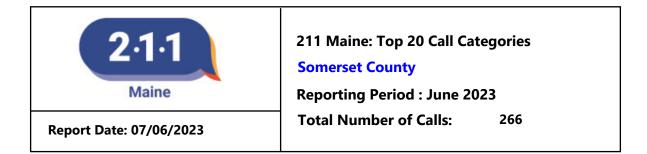
2.1.1 Maine	211 Maine: Top 20 Call Categories Penobscot County Reporting Period : June 2023
Report Date: 07/06/2023	Total Number of Calls: 287

Electric Service Payment Assistance	122
Food Pantries	48
Housing Search Assistance	34
Heating Fuel Payment Assistance	33
Housing Search and Information	22
Drug Detoxification	20
At Risk/Homeless Housing Related Assistance Programs	19
Aging and Disability Resource Centers	18
Rent Payment Assistance	18
Community Shelters	17
Therapy Referrals	15
Electric Service Payment Assistance * COVID-19	14
General Relief	14
Food Vouchers	12
State Government Agencies/Departments	11
Transitional Housing/Shelter	10
Benefits Screening	9
Homeless Shelter	9
Prescription Expense Assistance	9
Section 8 Housing Choice Vouchers	9

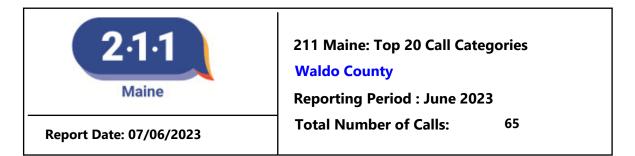


Electric Service Payment Assistance	24
Electric Service Payment Assistance * COVID-19	4
Heating Fuel Payment Assistance	4
Home Health Aide Services	3
Mortgage Delinquency and Default Counseling	3
Residential Substance Use Disorder Treatment Facilities	3
Water Service Payment Assistance	3
Drug Detoxification	2
Rent Payment Assistance	2
Substance Use Disorder Services	2
Home Delivered Meals	1
Home Care/Hospice Associations	1
General Medical Care	1
General Legal Aid	1
General Counseling Services * Adults	1
General Counseling Services	1
General Acute Care Hospitals	1
Friendly Visiting	1
Families/Friends of Individuals With an Alcohol Use Disorder Support Groups	1
Directory Assistance	1

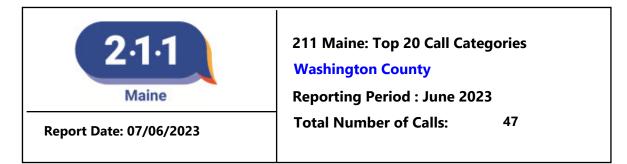
2:1:1 Maine Report Date: 07/06/2023	211 Maine: Top 20 Call Categories Sagadahoc County Reporting Period : June 2023 Total Number of Calls: 87	
Electric Service Payment Assistance		56
Rent Payment Assistance		20
Heating Fuel Payment Assistance		15
Utility Service Payment Assistance		14
Legal Counseling		6
Medication Assisted Maintenance Treat	ment for Substance Use Disorders	5
COVID-19 Control		4
Case/Care Management		4
Food Pantries		4
Food Stamps/SNAP Applications		4
Housing Search Assistance		4
Lawyer Referral Services		4
Residential Substance Use Disorder Trea	atment Facilities * Women	4
Senior Ride Programs		4
Specialized Information and Referral		4
Aging and Disability Resource Centers		3
At Risk/Homeless Housing Related Assis	stance Programs	3
Electric Service Payment Assistance * CC	OVID-19	3
Food Vouchers		3
Homeless Shelter * Adults		3



Electric Service Payment Assistance	153
211 Systems	87
Heating Fuel Payment Assistance	33
Housing Search Assistance	22
Talklines/Warmlines	19
Aging and Disability Resource Centers	17
Electric Service Payment Assistance * COVID-19	15
Food Pantries	15
At Risk/Homeless Housing Related Assistance Programs	11
General Medical Care	10
General Clothing Provision	9
Section 8 Housing Choice Vouchers	9
Drug Detoxification	8
Housing Search and Information	8
Community Shelters	7
Case/Care Management	7
Food Vouchers	7
General Relief	7
Home Rehabilitation Grants	7
Mental Health Crisis Lines	7



Heating Fuel Payment Assistance	9
Electric Service Payment Assistance * COVID-19	8
Community Shelters	5
Emergency Food	5
Aging and Disability Resource Centers	4
At Risk/Homeless Housing Related Assistance Programs	4
Case/Care Management	4
General Counseling Services	4
Personal Care	4
Rent Payment Assistance	4
Domestic Violence Hotlines	3
Dentures	3
Food Pantries	3
General Assessment for Substance Use Disorders	3
Housing Search Assistance	3
State Government Information Services	3
Benefits Screening	2
Community Action Agencies	2
Case/Care Management * Autism Spectrum Disorder	2



Electric Service Payment Assistance	26
Food Pantries	7
Aging and Disability Resource Centers	5
Electric Service Payment Assistance * COVID-19	5
Domestic Violence Hotlines	4
State Government Agencies/Departments	4
Transportation Expense Assistance	4
Community Shelters	3
Adult Residential Treatment Facilities	3
Adult Psychiatric Inpatient Units	3
Adult Psychiatric Hospitals	3
At Risk/Homeless Housing Related Assistance Programs	3
Child/Adolescent Residential Treatment Facilities	3
Heating Fuel Payment Assistance	3
Homeless Shelter	3
Local Bus Transit Services	3
Psychiatric Inpatient Units	3
Career Development	2
Food Stamps/SNAP Applications	2
Food Vouchers	2

2.1.1	211 Maine: Top 20 Call Categories York County
Maine	Reporting Period : June 2023
Report Date: 07/06/2023	Total Number of Calls: 426

Electric Service Payment Assistance	274
Heating Fuel Payment Assistance	52
Housing Search Assistance	44
Electric Service Payment Assistance * COVID-19	37
At Risk/Homeless Housing Related Assistance Programs	34
Talklines/Warmlines	30
Housing Search and Information	29
Aging and Disability Resource Centers	25
Comprehensive Outpatient Substance Use Disorder Treatment	21
Directory Assistance	18
Homeless Shelter * Adults	18
Rent Payment Assistance	18
State Government Agencies/Departments	17
Food Pantries	15
Medication Assisted Maintenance Treatment for Substance Use Disorders	15
Non-Emergency Medical Transportation	15
Transitional Housing/Shelter	14
Substance Use Disorder Counseling	13
Area Agencies on Aging	12
Domestic Violence Hotlines	12