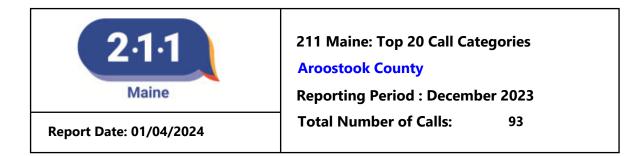
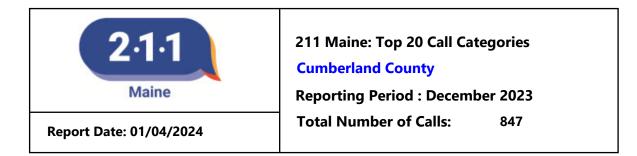
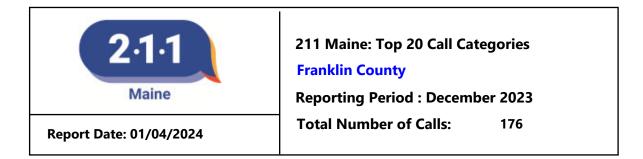
2:1:1 Maine Report Date: 01/04/2024	211 Maine: Top 20 Call Categories Androscoggin County Reporting Period : December 2023 Total Number of Calls: 371	
Heating Fuel Payment Assistance		166
Electric Service Payment Assistance		78
Food Pantries		53
Post Disaster Damage Reporting * Flood	l Victims	32
At Risk/Homeless Housing Related Assis	stance Programs	28
Rent Payment Assistance		28
Heating Fuel Payment Assistance * COV	ID-19	25
Housing Search Assistance		22
Food Vouchers		18
Homeless Shelter		16
Housing Search and Information		15
Undesignated Temporary Financial Assis	stance	14
Aging and Disability Resource Centers		12
General Counseling Services		12
State Government Agencies/Departmen	ts	11
General Medical Care		10
Housing Authorities		10
Extreme Cold Warming Centers		9
Non-Emergency Medical Transportation	1	9
Clothing		8



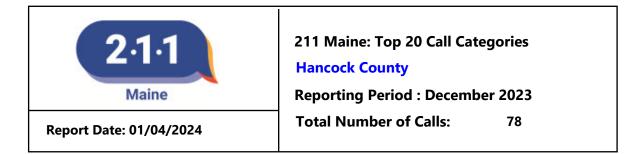
Heating Fuel Payment Assistance	72
Electric Service Payment Assistance	26
Heating Fuel Payment Assistance * COVID-19	12
Food Pantries	11
Holiday Programs	11
Aging and Disability Resource Centers	5
Home Rehabilitation Grants	5
Electric Service Payment Assistance * COVID-19	4
At Risk/Homeless Housing Related Assistance Programs	4
Food Vouchers	4
Non-Emergency Medical Transportation	4
Prescription Expense Assistance	4
Undesignated Temporary Financial Assistance	4
Community Shelters	3
Directory Assistance	3
General Paratransit/Community Ride Programs	3
Homemaker Assistance	3
Individual Counseling	3
Public Charities	3
State Government Agencies/Departments	3



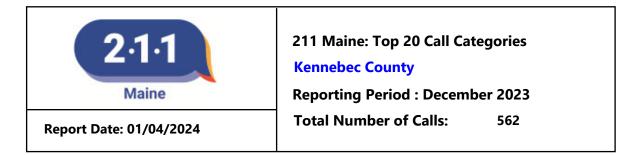
Heating Fuel Payment Assistance	332
Electric Service Payment Assistance	188
At Risk/Homeless Housing Related Assistance Programs	101
Food Pantries	88
Housing Search Assistance	54
Rapid Re-Housing Programs	50
Holiday Programs	48
Heating Fuel Payment Assistance * COVID-19	46
Aging and Disability Resource Centers	41
Rent Payment Assistance	37
Directory Assistance	35
State Government Agencies/Departments	30
Homeless Shelter * Adults	29
Electric Service Payment Assistance * COVID-19	23
General Relief	23
Talklines/Warmlines	23
Housing Search and Information	22
Therapy Referrals	22
Food Vouchers	21
Furnace Maintenance/Repair	20



Heating Fuel Payment Assistance	47
Post Disaster Damage Reporting * Flood Victims	43
Electric Service Payment Assistance	34
Food Pantries	21
Community Shelters	14
At Risk/Homeless Housing Related Assistance Programs	13
Food Vouchers	13
Rent Payment Assistance	13
Homeless Shelter	12
Heating Fuel Payment Assistance * COVID-19	9
Electric Service Payment Assistance * COVID-19	8
General Dentistry	8
Talklines/Warmlines	8
Mental Health Crisis Lines	7
State Government Agencies/Departments	7
Undesignated Temporary Financial Assistance	7
Emergency Shelter	6
Extreme Cold Warming Centers	6
Home Rehabilitation Grants	6
Home Rehabilitation Loans	6



Heating Fuel Payment Assistance	58
Electric Service Payment Assistance	11
General Counseling Services	8
General Dentistry	8
Food Pantries	7
Heating Fuel Payment Assistance * COVID-19	7
Therapy Referrals	7
Post Disaster Damage Reporting * Flood Victims	6
Non-Emergency Medical Transportation	5
At Risk/Homeless Housing Related Assistance Programs	4
Alcohol Detoxification	4
Home Rehabilitation Grants	4
Housing Search Assistance	4
Section 8 Housing Choice Vouchers	4
Electric Service Payment Assistance * COVID-19	3
Adolescent/Youth Counseling	3
Food Vouchers	3
Furnace Maintenance/Repair	3
Local Bus Transit Services	3
Talklines/Warmlines	3



Heating Fuel Payment Assistance	124
Food Pantries	113
Post Disaster Damage Reporting * Flood Victims	111
Food Vouchers	52
Electric Service Payment Assistance	51
Extreme Cold Warming Centers	44
At Risk/Homeless Housing Related Assistance Programs	41
Housing Search Assistance	38
Rent Payment Assistance	37
Emergency Shelter	35
Disaster Food Stamps	29
State Government Agencies/Departments	23
Community Shelters	21
Extreme Weather Shelters	20
Aging and Disability Resource Centers	18
Housing Search and Information	18
Heating Fuel Payment Assistance * COVID-19	15
Homelessness Prevention Programs	14
Food Stamps/SNAP Applications	13
General Relief	12

2.1.1 Maine	211 Maine: Top 20 Call Categories Knox County Reporting Period : December 2023
Report Date: 01/04/2024	Total Number of Calls: 76

Heating Fuel Payment Assistance	71
Electric Service Payment Assistance	42
At Risk/Homeless Housing Related Assistance Programs	9
Heating Fuel Payment Assistance * COVID-19	8
Electric Service Payment Assistance * COVID-19	7
Detoxification	6
Aging and Disability Resource Centers	5
Housing Search Assistance	5
Case/Care Management	4
Home Rehabilitation Grants	4
Therapy Referrals	4
Directory Assistance	3
Detoxification * Adults	3
Emergency Shelter	3
Food Pantries	3
General Relief	3
Inpatient Drug Detoxification	3
Inpatient Substance Use Disorder Treatment Facilities * Adults	3
Lawyer Referral Services	3
Rent Payment Assistance	3

2.1.1	211 Maine: Top 20 Call Categories Lincoln County	
Maine	Reporting Period : December 2023	
Report Date: 01/04/2024	Total Number of Calls: 83	

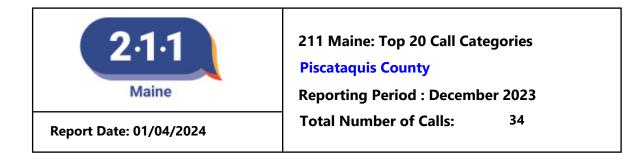
Heating Fuel Payment Assistance	116
Electric Service Payment Assistance	34
Heating Fuel Payment Assistance * COVID-19	15
Electric Service Payment Assistance * COVID-19	8
Food Pantries	8
Utility Service Payment Assistance	8
Post Disaster Damage Reporting * Flood Victims	5
Rent Payment Assistance	5
Adult Psychiatric Hospitals	4
Furnace Maintenance/Repair	4
Directory Assistance	3
Extreme Cold Warming Centers	3
Food Stamps/SNAP Applications	3
Mortgage Payment Assistance * COVID-19	3
State Government Agencies/Departments	3
Disaster Food Stamps	2
At Risk/Homeless Housing Related Assistance Programs	2
Dental Hygiene	2
General Health Insurance Information/Counseling	2
Specialized Information and Referral	2

2.1.1 Maine	211 Maine: Top 20 Call Categories <mark>Oxford County</mark> Reporting Period : December 2023
Report Date: 01/04/2024	Total Number of Calls: 319

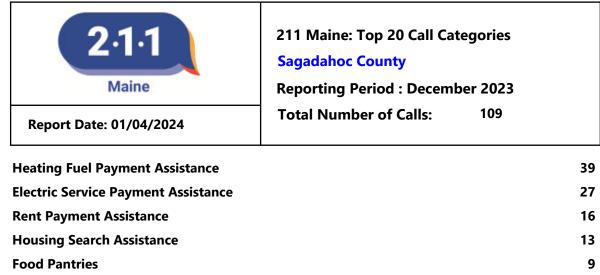
Post Disaster Damage Reporting * Flood Victims	120
Heating Fuel Payment Assistance	107
Electric Service Payment Assistance	38
Food Pantries	27
Heating Fuel Payment Assistance * COVID-19	22
Home Rehabilitation Grants	21
At Risk/Homeless Housing Related Assistance Programs	17
Furnace Maintenance/Repair	17
State Government Agencies/Departments	17
Disaster Food Stamps	12
Holiday Programs	12
Aging and Disability Resource Centers	10
Home Rehabilitation Loans	10
State Offices of Emergency Services	10
Dental Hygiene	9
General Dentistry	9
Homeless Shelter	9
Legal Counseling	9
Emergency Shelter	7
Food Vouchers	7

2.1.1 Maine	211 Maine: Top 20 Call Categories Penobscot County Reporting Period : December 2023
Report Date: 01/04/2024	Total Number of Calls: 463

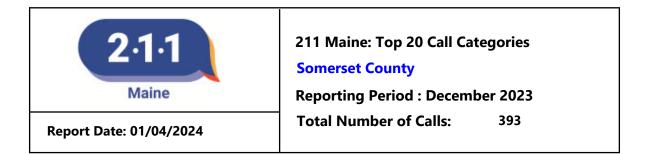
Food Pantries	128
Heating Fuel Payment Assistance	121
Electric Service Payment Assistance	55
Post Disaster Damage Reporting * Flood Victims	52
Food Vouchers	31
Disaster Food Stamps	30
Extreme Cold Warming Centers	30
At Risk/Homeless Housing Related Assistance Programs	29
Housing Search Assistance	23
Electric Service Connection/Repair	21
Furnace Maintenance/Repair	21
State Government Agencies/Departments	21
Rent Payment Assistance	20
Home Rehabilitation Grants	17
Holiday Programs	15
Aging and Disability Resource Centers	14
Directory Assistance	14
Undesignated Temporary Financial Assistance	13
General Relief	12
Community Shelters	10



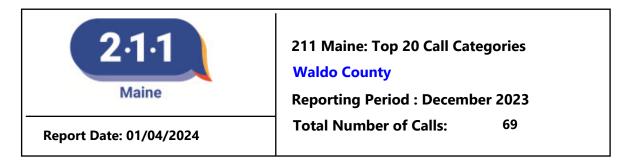
Heating Fuel Payment Assistance	38
Electric Service Payment Assistance	11
Post Disaster Damage Reporting * Flood Victims	5
State Government Agencies/Departments	5
Holiday Programs	3
Disaster Food Stamps	2
Aging and Disability Resource Centers	2
Adult Psychiatric Inpatient Units	2
Furnace Maintenance/Repair	2
Inpatient Substance Use Disorder Treatment Facilities	2
Substance Use Disorder Counseling	2
Talklines/Warmlines	2
Medicare Information/Counseling	1
Local Electric Utility Companies	1
Internet Information Resources * Cancer	1
Home Rehabilitation Grants	1
General Acute Care Hospitals	1
Food Vouchers	1
Food Pantries	1
Extreme Weather Shelters	1



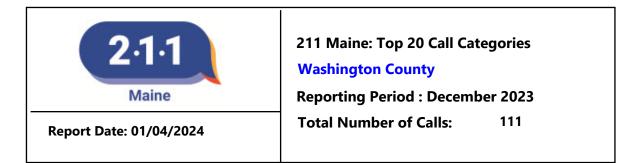
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Rent Payment Assistance	1
Housing Search Assistance	1
Food Pantries	
Furnace Maintenance/Repair	;
At Risk/Homeless Housing Related Assistance Programs	
Post Disaster Damage Reporting * Flood Victims	
Heating Fuel Payment Assistance * COVID-19	
Homemaker Assistance	
Rental Deposit Assistance	
Aging and Disability Resource Centers	
Food Vouchers	
Extreme Cold Warming Centers	
Housing Search and Information	
State Government Agencies/Departments	
State Government Information Services	
Therapy Referrals	
Emergency Dental Care	
Directory Assistance	



Post Disaster Damage Reporting * Flood Victims	92
211 Systems	69
Food Pantries	59
Heating Fuel Payment Assistance	44
Electric Service Payment Assistance	35
Disaster Food Stamps	22
Home Rehabilitation Grants	21
At Risk/Homeless Housing Related Assistance Programs	20
State Government Agencies/Departments	16
Extreme Cold Warming Centers	15
Furnace Maintenance/Repair	14
Housing Search Assistance	14
Disaster Relief Services	13
Food Vouchers	11
Directory Assistance	10
Homelessness Prevention Programs	10
Housing Search and Information	9
Lawyer Referral Services	9
Rent Payment Assistance	9
Therapy Referrals	9



Heating Fuel Payment Assistance	30
Electric Service Payment Assistance	24
Food Pantries	13
Post Disaster Damage Reporting * Flood Victims	9
At Risk/Homeless Housing Related Assistance Programs	7
Food Vouchers	6
Community Shelters	5
Electric Service Payment Assistance * COVID-19	5
Heating Fuel Payment Assistance * COVID-19	5
Holiday Programs	5
Domestic Violence Shelters	4
Extreme Cold Warming Centers	4
General Dentistry	4
Housing Search and Information	4
Housing Search Assistance	4
Disaster Food Stamps	3
Food Stamps/SNAP Applications	3
Aging and Disability Resource Centers	2
Government Consumer Protection Agencies	2
Home Rehabilitation Grants	2



Heating Fuel Payment Assistance	97
Electric Service Payment Assistance	20
Heating Fuel Payment Assistance * COVID-19	19
Post Disaster Damage Reporting * Flood Victims	12
At Risk/Homeless Housing Related Assistance Programs	7
Home Rehabilitation Grants	6
Electric Service Payment Assistance * COVID-19	5
State Government Agencies/Departments	5
Directory Assistance	4
Housing Search and Information	4
Housing Search Assistance	4
Alcohol Detoxification	3
Extreme Cold Warming Centers	3
Extreme Weather Shelters	3
Food Stamps/SNAP Applications	3
Holiday Programs	3
Mental Health Crisis Lines	3
Veteran Benefits Assistance	3
Aging and Disability Resource Centers	2
COVID-19 Control	2

2.1.1	211 Maine: Top 20 Call Categories York County
Maine	Reporting Period : December 2023
Report Date: 01/04/2024	Total Number of Calls: 423

Heating Fuel Payment Assistance	119
Electric Service Payment Assistance	90
Housing Search Assistance	43
Food Pantries	35
Talklines/Warmlines	35
At Risk/Homeless Housing Related Assistance Programs	31
Directory Assistance	25
Housing Search and Information	24
Rent Payment Assistance	23
State Government Agencies/Departments	18
Heating Fuel Payment Assistance * COVID-19	17
Emergency Dental Care	15
Therapy Referrals	14
Aging and Disability Resource Centers	13
General Legal Aid	13
Home Rehabilitation Grants	13
Undesignated Temporary Financial Assistance	13
Electric Service Payment Assistance * COVID-19	11
Food Vouchers	11
Holiday Programs	11