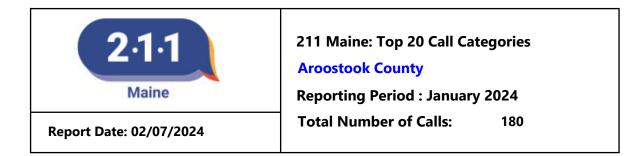
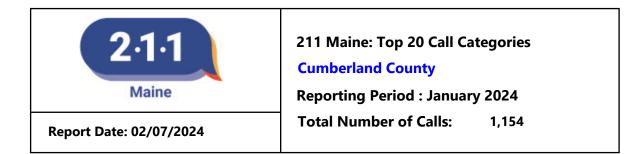
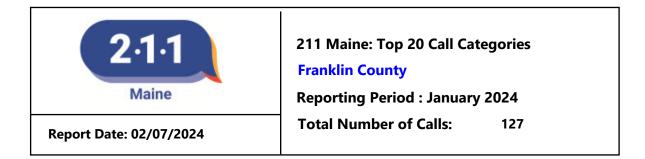
2.1.1   Maine   Report Date: 02/07/2024	211 Maine: Top 20 Call Categories Androscoggin County Reporting Period : January 2024 Total Number of Calls: 429
Heating Fuel Payment Assistance	175
Electric Service Payment Assistance	117
Food Pantries	39
Post Disaster Damage Reporting * Flood Victims	
AARP Tax Aide Programs	
VITA Programs	
At Risk/Homeless Housing Related Assistance Programs	
Housing Search Assistance	
Post Disaster Cleanup	
Rent Payment Assistance	
Directory Assistance	
Aging and Disability Resource Centers	
Prescription Expense Assistance	
State Government Agencies/Departments	
General Legal Aid	
Property Tax Rebate Information	
Undesignated Temporary Financial Assistance	
Community Shelters * Homeless Women	
Domestic Violence Hotlines	
Food Vouchers	



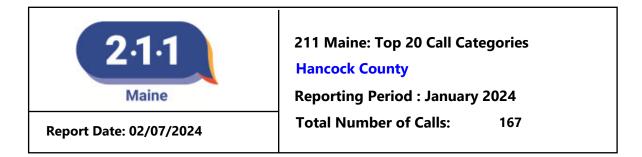
Heating Fuel Payment Assistance	137
Electric Service Payment Assistance	36
VITA Programs	28
AARP Tax Aide Programs	27
Property Tax Rebate Information	11
Furnace Maintenance/Repair	10
At Risk/Homeless Housing Related Assistance Programs	7
Housing Search Assistance	7
Aging and Disability Resource Centers	6
Domestic Violence Hotlines	6
Food Pantries	6
General Legal Aid	6
Community Shelters	5
Area Agencies on Aging	5
LITC Programs	5
Prescription Expense Assistance	5
Rent Payment Assistance	5
Tenant Rights Information/Counseling	5
Undesignated Temporary Financial Assistance	5
Homemaker Assistance	4



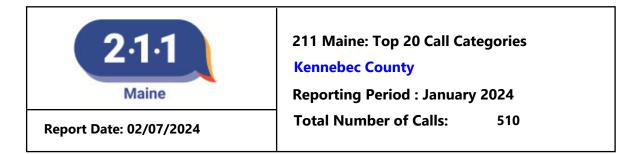
Heating Fuel Payment Assistance	427
Electric Service Payment Assistance	181
Food Pantries	113
At Risk/Homeless Housing Related Assistance Programs	111
Housing Search Assistance	68
Post Disaster Damage Reporting * Flood Victims	66
Directory Assistance	59
Rapid Re-Housing Programs	53
Rent Payment Assistance	41
Aging and Disability Resource Centers	40
VITA Programs	39
State Government Agencies/Departments	36
AARP Tax Aide Programs	33
Homeless Shelter * Adults	32
Undesignated Temporary Financial Assistance	28
Case/Care Management	27
Furnace Maintenance/Repair	27
Talklines/Warmlines	26
Therapy Referrals	26
Emergency Shelter	22



Heating Fuel Payment Assistance	47
Post Disaster Damage Reporting * Flood Victims	23
Electric Service Payment Assistance	20
Rent Payment Assistance	12
Talklines/Warmlines	12
Post Disaster Cleanup	9
Housing Search Assistance	8
Mental Health Crisis Lines	8
At Risk/Homeless Housing Related Assistance Programs	7
VITA Programs	7
AARP Tax Aide Programs	5
Directory Assistance	4
Rural Housing Development	4
State Government Agencies/Departments	4
Heating Fuel Payment Assistance * COVID-19	3
Residential Energy/Water Conservation Rebates	3
Undesignated Temporary Financial Assistance * Veterans	3
Aging and Disability Resource Centers	2
Area Agencies on Aging	2
COVID-19 Control	2



Post Disaster Damage Reporting * Flood Victims55Electric Service Payment Assistance19Housing Search Assistance12At Risk/Homeless Housing Related Assistance Programs8Aging and Disability Resource Centers7Rent Payment Assistance6AARP Tax Aide Programs5Community Shelters5Post Disaster Cleanup5State Government Agencies/Departments5VITA Programs5Directory Assistance4Heating Fuel Payment Assistance * COVID-194
Housing Search Assistance12At Risk/Homeless Housing Related Assistance Programs8Aging and Disability Resource Centers7Rent Payment Assistance6AARP Tax Aide Programs5Community Shelters5Post Disaster Cleanup5State Government Agencies/Departments5VITA Programs5Directory Assistance4Heating Fuel Payment Assistance * COVID-194
At Risk/Homeless Housing Related Assistance Programs8Aging and Disability Resource Centers7Rent Payment Assistance6AARP Tax Aide Programs5Community Shelters5Post Disaster Cleanup5State Government Agencies/Departments5VITA Programs5Directory Assistance4Heating Fuel Payment Assistance * COVID-194
Aging and Disability Resource Centers7Rent Payment Assistance6AARP Tax Aide Programs5Community Shelters5Post Disaster Cleanup5State Government Agencies/Departments5VITA Programs5Directory Assistance4Heating Fuel Payment Assistance * COVID-194
Rent Payment Assistance6AARP Tax Aide Programs5Community Shelters5Post Disaster Cleanup5State Government Agencies/Departments5VITA Programs5Directory Assistance4Heating Fuel Payment Assistance * COVID-194
AARP Tax Aide Programs5Community Shelters5Post Disaster Cleanup5State Government Agencies/Departments5VITA Programs5Directory Assistance4Heating Fuel Payment Assistance * COVID-194
Community Shelters5Post Disaster Cleanup5State Government Agencies/Departments5VITA Programs5Directory Assistance4Heating Fuel Payment Assistance * COVID-194
Post Disaster Cleanup5State Government Agencies/Departments5VITA Programs5Directory Assistance4Heating Fuel Payment Assistance * COVID-194
State Government Agencies/Departments5VITA Programs5Directory Assistance4Heating Fuel Payment Assistance * COVID-194
VITA Programs5Directory Assistance4Heating Fuel Payment Assistance * COVID-194
Directory Assistance4Heating Fuel Payment Assistance * COVID-194
Heating Fuel Payment Assistance * COVID-19 4
Homeless Shelter 4
Legal Counseling 4
LITC Programs 4
Talklines/Warmlines4
Furnace Maintenance/Repair 3
Gambling Addiction Counseling 3



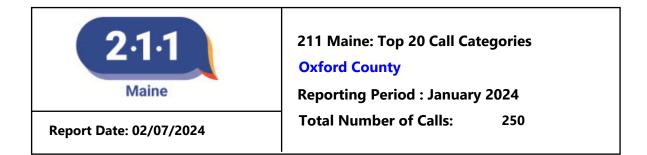
Heating Fuel Payment Assistance	185
Electric Service Payment Assistance	83
Post Disaster Damage Reporting * Flood Victims	55
Food Pantries	44
Rent Payment Assistance	40
VITA Programs	31
Housing Search Assistance	26
Post Disaster Cleanup	24
At Risk/Homeless Housing Related Assistance Programs	22
AARP Tax Aide Programs	22
Aging and Disability Resource Centers	18
Food Vouchers	18
Alcohol Detoxification	17
Directory Assistance	15
Homelessness Prevention Programs	15
Community Shelters	12
Home Rehabilitation Grants	12
Prescription Expense Assistance	12
State Government Agencies/Departments	12
Undesignated Temporary Financial Assistance	12

2.1.1 Maine	211 Maine: Top 20 Call Categories Knox County Reporting Period : January 2024
Report Date: 02/07/2024	Total Number of Calls: 126

Heating Fuel Payment Assistance	108
Post Disaster Damage Reporting * Flood Victims	32
Electric Service Payment Assistance	31
General Counseling Services	11
Rent Payment Assistance	9
At Risk/Homeless Housing Related Assistance Programs	7
Prescription Expense Assistance	6
Section 8 Housing Choice Vouchers	6
Therapy Referrals	6
Aging and Disability Resource Centers	4
Community Shelters	4
State Government Agencies/Departments	4
Telemental Health	4
VITA Programs	4
Directory Assistance	3
Heating Fuel Payment Assistance * COVID-19	3
Housing Search Assistance	3
Language Interpretation	3
Mental Health Crisis Lines	3
Personal Alarm Systems	3

2.1.1	211 Maine: Top 20 Call Categories Lincoln County
Maine	Reporting Period : January 2024
Report Date: 02/07/2024	Total Number of Calls: 120

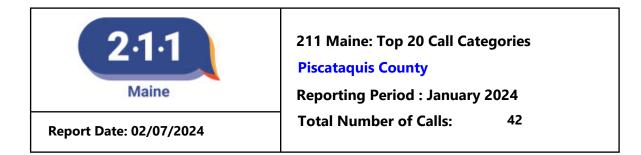
Heating Fuel Payment Assistance	115	
Post Disaster Damage Reporting * Flood Victims	33	
Electric Service Payment Assistance	23	
Prescription Expense Assistance	7	
Detoxification	6	
Alcohol Detoxification	5	
At Risk/Homeless Housing Related Assistance Programs	5	
Housing Search Assistance	5	
Rent Payment Assistance	5	
DUI Offender Programs	4	
Heating Fuel Payment Assistance * COVID-19	4	
State Government Agencies/Departments	4	
Adult Psychiatric Inpatient Units	3	
Food Stamps/SNAP Applications	3	
Home Rehabilitation Grants	3	
Housing Search and Information	3	
Inpatient Substance Use Disorder Treatment Facilities	3	
Neuter/Spay Services	3	
Section 8 Housing Choice Vouchers	3	
VITA Programs	3	



Heating Fuel Payment Assistance	87
Electric Service Payment Assistance	53
Post Disaster Damage Reporting * Flood Victims	32
Aging and Disability Resource Centers	20
At Risk/Homeless Housing Related Assistance Programs	18
Homeless Shelter	14
AARP Tax Aide Programs	13
Housing Search Assistance	12
Post Disaster Cleanup	12
Food Pantries	11
Homemaker Assistance	10
Tax Preparation Assistance	10
Home Rehabilitation Grants	8
Non-Emergency Medical Transportation	8
Emergency Dental Care	7
Furnace Maintenance/Repair	7
Homeless Shelter * Women	7
State Government Agencies/Departments	7
Electric Service Payment Assistance * COVID-19	6
Food Vouchers	6

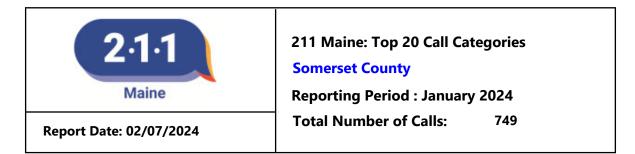
2.1.1 Maine	211 Maine: Top 20 Call Categories Penobscot County Reporting Period : January 2024
Report Date: 02/07/2024	Total Number of Calls: 406

Heating Fuel Payment Assistance	231
Food Pantries	70
Electric Service Payment Assistance	63
-	
Post Disaster Damage Reporting * Flood Victims	44
Housing Search Assistance	37
VITA Programs	26
Rent Payment Assistance	21
Community Shelters	19
State Government Agencies/Departments	19
Aging and Disability Resource Centers	18
AARP Tax Aide Programs	18
Housing Search and Information	17
Property Tax Rebate Information	15
Furnace Maintenance/Repair	13
At Risk/Homeless Housing Related Assistance Programs	12
Post Disaster Cleanup	12
General Counseling Services	10
Therapy Referrals	10
Transitional Housing/Shelter	10
General Legal Aid	9

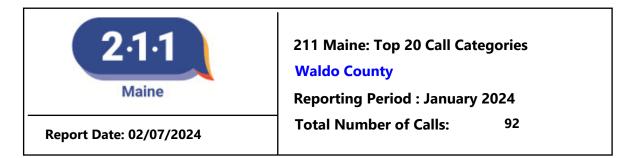


Heating Fuel Payment Assistance	45
Electric Service Payment Assistance	18
Food Pantries	5
Heating Fuel Payment Assistance * COVID-19	5
AARP Tax Aide Programs	4
Home Rehabilitation Grants	2
Food Vouchers	2
Adult Protective Services	2
Mental Health Crisis Lines	2
Post Disaster Damage Reporting * Flood Victims	2
Property Tax Rebate Information	2
State Government Agencies/Departments	2
VITA Programs	2
Health Insurance Information/Counseling	1
Guardianship Assistance	1
General Relief	1
General Internist Services * Adults * Adolescents	1
Extreme Weather Shelters	1
Electric Service Payment Assistance * Oxygen Dependency * Ventilator Dependency	1
Electric Service Payment Assistance * COVID-19	1

Electric Service Payment Assistance40Utility Service Payment Assistance18Post Disaster Damage Reporting * Flood Victims14Medication Assisted Maintenance Treatment for Substance Use Disorders12VITA Programs10Specialized Information and Referral9General Dentistry8Area Agencies on Aging6General Counseling Services6Housing Search Assistance6Rent Payment Assistance5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4Aging and Disability Resource Centers4Pomestic Violence Hotlines4Rental Deposit Assistance4	2.1.1 Maine Report Date: 02/07/2024	211 Maine: Top 20 Call Categories Sagadahoc County Reporting Period : January 2024 Total Number of Calls: 143	
Utility Service Payment Assistance18Post Disaster Damage Reporting * Flood Victims14Medication Assisted Maintenance Treatment for Substance Use Disorders12VITA Programs10Specialized Information and Referral9General Dentistry8Area Agencies on Aging6General Counseling Services6Housing Search Assistance6Rent Payment Assistance6Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4Aging and Disability Resource Centers4Pomestic Violence Hotlines4Rental Deposit Assistance4	Heating Fuel Payment Assistance		76
Post Disaster Damage Reporting * Flood Victims14Medication Assisted Maintenance Treatment for Substance Use Disorders12VITA Programs10Specialized Information and Referral9General Dentistry8Area Agencies on Aging6General Counseling Services6Housing Search Assistance6Rent Payment Assistance6Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	Electric Service Payment Assistance		40
Medication Assisted Maintenance Treatment for Substance Use Disorders12VITA Programs10Specialized Information and Referral9General Dentistry8Area Agencies on Aging6General Counseling Services6Housing Search Assistance6Rent Payment Assistance6Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	Utility Service Payment Assistance		18
VITA Programs10Specialized Information and Referral9General Dentistry8Area Agencies on Aging6General Counseling Services6Housing Search Assistance6Rent Payment Assistance6Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	Post Disaster Damage Reporting * Floo	d Victims	14
Specialized Information and Referral9General Dentistry8Area Agencies on Aging6General Counseling Services6Housing Search Assistance6Rent Payment Assistance6Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	Medication Assisted Maintenance Treat	ment for Substance Use Disorders	12
General Dentistry8Area Agencies on Aging6General Counseling Services6Housing Search Assistance6Rent Payment Assistance6Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	VITA Programs		10
Area Agencies on Aging6General Counseling Services6Housing Search Assistance6Rent Payment Assistance6Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	Specialized Information and Referral		9
General Counseling Services6Housing Search Assistance6Rent Payment Assistance6Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	General Dentistry		8
Housing Search Assistance6Rent Payment Assistance6Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	Area Agencies on Aging		6
Rent Payment Assistance6Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	General Counseling Services		6
Case/Care Management * Adults5Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	Housing Search Assistance		6
Directory Assistance5At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	Rent Payment Assistance		6
At Risk/Homeless Housing Related Assistance Programs4AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	Case/Care Management * Adults		5
AARP Tax Aide Programs4Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	Directory Assistance		5
Aging and Disability Resource Centers4Domestic Violence Hotlines4Rental Deposit Assistance4	At Risk/Homeless Housing Related Assi	istance Programs	4
Domestic Violence Hotlines4Rental Deposit Assistance4	AARP Tax Aide Programs		4
Rental Deposit Assistance 4	Aging and Disability Resource Centers		4
-	Domestic Violence Hotlines		4
Undesignated Temporary Financial Assistance 4	Rental Deposit Assistance		4
	Undesignated Temporary Financial Assi	istance	4



211 Systems	229
Heating Fuel Payment Assistance	121
Directory Assistance	59
Post Disaster Damage Reporting * Flood Victims	58
Talklines/Warmlines	51
Electric Service Payment Assistance	42
AARP Tax Aide Programs	31
Post Disaster Cleanup	22
Food Pantries	20
VITA Programs	20
Senior Companion Program	19
Assistive Technology Equipment	15
Aging and Disability Resource Centers	13
Personal Care	13
General Dentistry	11
Housing Search Assistance	11
Furnace Maintenance/Repair	10
State Government Agencies/Departments	9
Property Tax Rebate Information	8
Lawyer Referral Services	7



Heating Fuel Payment Assistance	80
Electric Service Payment Assistance	28
Post Disaster Damage Reporting * Flood Victims	20
Food Pantries	14
At Risk/Homeless Housing Related Assistance Programs	9
Housing Search Assistance	7
Post Disaster Cleanup	6
Community Shelters	5
Food Vouchers	4
Housing Search and Information	4
Personal/Grooming Supplies	4
Transportation Expense Assistance	4
Electric Service Payment Assistance * COVID-19	3
Inpatient Substance Use Disorder Treatment Facilities * Adults	3
Transitional Housing/Shelter	3
Aging and Disability Resource Centers	2
AARP Tax Aide Programs	2
Case/Care Management	2
General Relief	2
Home Rehabilitation Loans	2

2.1.1 Maine	211 Maine: Top 20 Call Categories Washington County Reporting Period : January 2024
Report Date: 02/07/2024	Total Number of Calls: 125

Heating Fuel Payment Assistance	112
Post Disaster Damage Reporting * Flood Victims	24
Electric Service Payment Assistance	8
AARP Tax Aide Programs	8
VITA Programs	8
Aging and Disability Resource Centers	5
Emergency Dental Care	5
Heating Fuel Payment Assistance * COVID-19	5
Housing Search Assistance	5
Food Pantries	4
Home Rehabilitation Grants	4
LITC Programs	4
Non-Emergency Medical Transportation	4
Section 8 Housing Choice Vouchers	4
General Counseling Services	3
At Risk/Homeless Housing Related Assistance Programs	3
Assistive Technology Equipment Loan	2
Adult Protective Services	2
Disaster Food Stamps	2
Certificates/Forms Assistance	2

2.1.1	211 Maine: Top 20 Call Categories York County
Maine	Reporting Period : January 2024
Report Date: 02/07/2024	Total Number of Calls: 618

Heating Fuel Payment Assistance	302
Electric Service Payment Assistance	123
At Risk/Homeless Housing Related Assistance Programs	72
Post Disaster Damage Reporting * Flood Victims	54
Food Pantries	52
Talklines/Warmlines	45
Housing Search Assistance	38
Rent Payment Assistance	27
Aging and Disability Resource Centers	24
Directory Assistance	21
State Government Agencies/Departments	20
Home Rehabilitation Grants	17
AARP Tax Aide Programs	16
Domestic Violence Hotlines	16
Comprehensive Outpatient Substance Use Disorder Treatment	14
General Medical Care	14
Homeless Shelter * Adults	14
VITA Programs	14
Area Agencies on Aging	12
Therapy Referrals	12