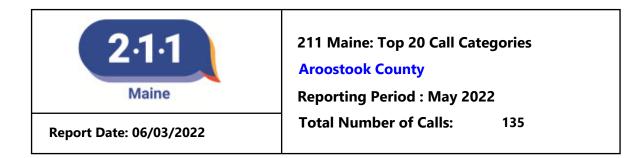
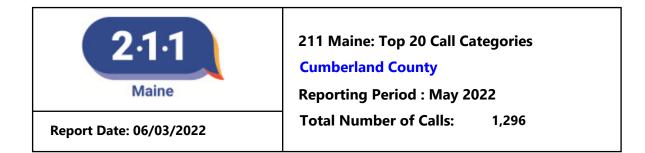
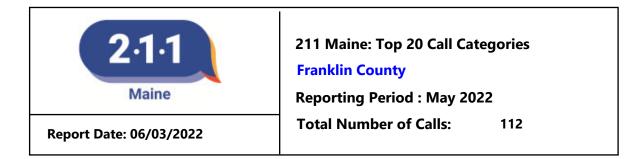
2:1:1 Maine Report Date: 06/03/2022	211 Maine: Top 20 Call Categories Androscoggin County Reporting Period : May 2022 Total Number of Calls: 524	
Electric Service Payment Assistance	18	89
Disaster Relief Services * COVID-19	10	08
COVID-19 Control	;	70
Electric Service Payment Assistance * CC	OVID-19 4	47
Heating Fuel Payment Assistance	:	35
VITA Programs	:	28
Rent Payment Assistance	:	22
COVID-19 Immunization Clinics		17
Emergency Rental Assistance Program (ERAP)	16
COVID-19 Diagnostic Tests		14
Comprehensive Outpatient Substance U	se Disorder Treatment	13
General Counseling Services		13
Housing Search Assistance		13
Directory Assistance		12
Housing Authorities		12
Aging and Disability Resource Centers		11
General Dentistry		11
Psychiatric Case Management		11
General Relief		10
Therapy Referrals		10



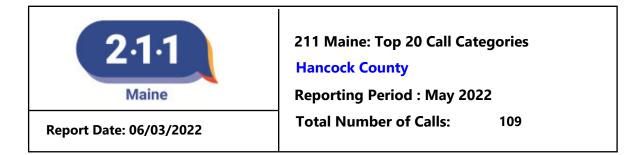
Disaster Relief Services * COVID-19	52
Electric Service Payment Assistance	23
VITA Programs	17
COVID-19 Control	8
General Relief	7
Water Service Payment Assistance	7
Aging and Disability Resource Centers	6
Electric Service Payment Assistance * COVID-19	6
Heating Fuel Payment Assistance	6
Tax Forms	6
General Counseling Services	5
Home Nursing	5
Rent Payment Assistance * COVID-19	4
Substance Use Disorder Counseling	4
211 Systems	3
Area Agencies on Aging	3
Alcohol Detoxification	3
Formula/Baby Food	3
Home Rehabilitation Grants	3
Housing Authorities	3



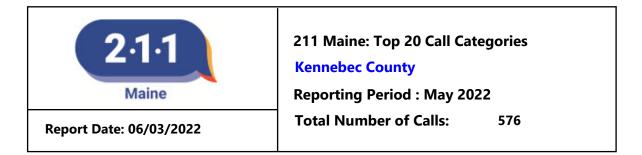
Electric Service Payment Assistance	405
Disaster Relief Services * COVID-19	201
Heating Fuel Payment Assistance	163
COVID-19 Control	149
Electric Service Payment Assistance * COVID-19	75
Housing Search Assistance	70
Rent Payment Assistance	59
Emergency Rental Assistance Program (ERAP)	42
Mental Health Crisis Lines	39
At Risk/Homeless Housing Related Assistance Programs	38
Housing/Shelter	36
Community Shelters	35
General Counseling Services	35
General Relief	35
VITA Programs	35
Medication Assisted Maintenance Treatment for Substance Use Disorders	31
COVID-19 Diagnostic Tests	29
Detoxification	27
Aging and Disability Resource Centers	26
Directory Assistance	26



Electric Service Payment Assistance	64
Electric Service Payment Assistance * COVID-19	19
Disaster Relief Services * COVID-19	17
Heating Fuel Payment Assistance	11
Housing Search Assistance	6
Inpatient Substance Use Disorder Treatment Facilities	6
Rent Payment Assistance	6
COVID-19 Control	5
Food Pantries	5
Rent Payment Assistance * COVID-19	5
Food Vouchers	4
Mortgage Payment Assistance * COVID-19	4
Alcohol Detoxification	3
Aging and Disability Resource Centers	3
Anger Management	3
Community Shelters	3
At Risk/Homeless Housing Related Assistance Programs	3
COVID-19 Diagnostic Tests	3
Medical Equipment/Supplies	3
Mental Health Crisis Lines	3



Heating Fuel Payment Assistance	30
Electric Service Payment Assistance	21
Disaster Relief Services * COVID-19	20
Housing Search Assistance	12
Housing/Shelter	10
COVID-19 Control	9
Electric Service Payment Assistance * COVID-19	9
VITA Programs	8
Aging and Disability Resource Centers	6
Emergency Rental Assistance Program (ERAP)	5
Inpatient Substance Use Disorder Treatment Facilities	4
Rent Payment Assistance	4
COVID-19 Test Home Collection Kits	3
Adult Protective Services	3
Community Shelters	3
General Relief	3
Housing Search and Information	3
Mortgage Payment Assistance * COVID-19	3
Pest Information	3
Senior Housing Information and Referral	3



Electric Service Payment Assistance	262
Disaster Relief Services * COVID-19	111
Electric Service Payment Assistance * COVID-19	61
COVID-19 Control	49
Housing Search Assistance	37
Heating Fuel Payment Assistance	24
Rent Payment Assistance	23
Pest Information	22
Emergency Rental Assistance Program (ERAP)	21
VITA Programs	21
General Counseling Services	18
Aging and Disability Resource Centers	14
Directory Assistance	14
Housing/Shelter	14
At Risk/Homeless Housing Related Assistance Programs	13
Mortgage Payment Assistance * COVID-19	12
General Relief	11
Area Agencies on Aging	10
Case/Care Management	10
Community Shelters	10

2.1.1 Maine	211 Maine: Top 20 Call Categories <mark>Knox County</mark> Reporting Period : May 2022
Report Date: 06/03/2022	Total Number of Calls: 121

Electric Service Payment Assistance	120
Disaster Relief Services * COVID-19	21
Electric Service Payment Assistance * COVID-19	14
COVID-19 Control	13
Rent Payment Assistance	10
Water Service Payment Assistance	8
Pest Information	7
Emergency Rental Assistance Program (ERAP)	6
VITA Programs	6
Aging and Disability Resource Centers	5
General Dentistry	5
Heating Fuel Payment Assistance	4
Housing Search Assistance	4
Specialized Information and Referral	4
COVID-19 Immunization Clinics	3
COVID-19 Diagnostic Tests	3
Community Shelters	3
Mortgage Payment Assistance * COVID-19	3
Personal Financial Counseling	3
Psychiatric Case Management	3

2.1.1	211 Maine: Top 20 Call Categories Lincoln County
Maine	Reporting Period : May 2022
Report Date: 06/03/2022	Total Number of Calls: 130

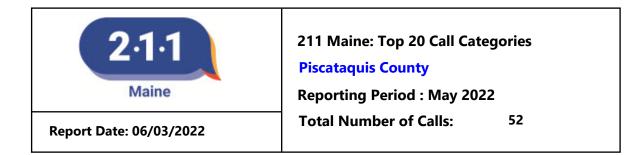
Electric Service Payment Assistance	48
Disaster Relief Services * COVID-19	27
Heating Fuel Payment Assistance	24
Electric Service Payment Assistance * COVID-19	13
Rent Payment Assistance	11
COVID-19 Control	9
VITA Programs	5
Community Action Agencies	4
Emergency Rental Assistance Program (ERAP)	4
Housing Search Assistance	4
Directory Assistance	3
Detoxification	3
Aging and Disability Resource Centers	3
Community Shelters	3
Drug Detoxification	3
General Dentistry	3
Homelessness Prevention Programs	3
Adult Protective Services	2
Advocacy	2
Domestic Violence Hotlines	2

2.1.1 Maine	211 Maine: Top 20 Call Categories <mark>Oxford County</mark> Reporting Period : May 2022
Report Date: 06/03/2022	Total Number of Calls: 201

Disaster Relief Services * COVID-19 50	
Electric Service Payment Assistance * COVID-19 31	
Heating Fuel Payment Assistance 21	
COVID-19 Control 13	
Rent Payment Assistance 11	
Emergency Rental Assistance Program (ERAP) 9	
General Counseling Services 8	
VITA Programs 8	
General Relief 7	
Public Charities 7	
COVID-19 Immunization Clinics 5	
Family and Community Medicine 5	
Food Pantries 5	
Housing Search Assistance 5	
Mortgage Payment Assistance * COVID-19 5	
Non-Emergency Medical Transportation 5	
Pest Information 5	
Aging and Disability Resource Centers4	
Legal Counseling 4	

2.1.1 Maine	211 Maine: Top 20 Call Categories Penobscot County Reporting Period : May 2022
Report Date: 06/03/2022	Total Number of Calls: 429

Electric Service Payment Assistance98Heating Fuel Payment Assistance31COVID-19 Control27Electric Service Payment Assistance * COVID-1925Food Pantries22VITA Programs21Housing Search Assistance20Rent Payment Assistance17Food Vouchers13Specialized Information and Referral13Community Shelters12Pest Information12Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8Food Stamps/SNAP Applications8	Disaster Relief Services * COVID-19	119
COVID-19 Control27Electric Service Payment Assistance * COVID-1925Food Pantries22VITA Programs21Housing Search Assistance20Rent Payment Assistance17Food Vouchers13Specialized Information and Referral13Community Shelters12Pest Information12Transportation Expense Assistance11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Electric Service Payment Assistance	98
Electric Service Payment Assistance * COVID-1925Food Pantries22VITA Programs21Housing Search Assistance20Rent Payment Assistance17Food Vouchers13Specialized Information and Referral13Community Shelters12Pest Information12Transportation Expense Assistance11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Heating Fuel Payment Assistance	31
Food Pantries22VITA Programs21Housing Search Assistance20Rent Payment Assistance17Food Vouchers13Specialized Information and Referral13Community Shelters12Pest Information12Transportation Expense Assistance12Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	COVID-19 Control	27
VITA Programs21Housing Search Assistance20Rent Payment Assistance17Food Vouchers13Specialized Information and Referral13Community Shelters12Pest Information12Transportation Expense Assistance12Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Electric Service Payment Assistance * COVID-19	25
Housing Search Assistance20Rent Payment Assistance17Food Vouchers13Specialized Information and Referral13Community Shelters12Pest Information12Transportation Expense Assistance12Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Food Pantries	22
Rent Payment Assistance17Food Vouchers13Specialized Information and Referral13Community Shelters12Pest Information12Transportation Expense Assistance12Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	VITA Programs	21
Food Vouchers13Food Vouchers13Specialized Information and Referral13Community Shelters12Pest Information12Transportation Expense Assistance12Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Housing Search Assistance	20
Specialized Information and Referral13Community Shelters12Pest Information12Transportation Expense Assistance12Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Rent Payment Assistance	17
Community Shelters12Pest Information12Pransportation Expense Assistance12Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Food Vouchers	13
Pest Information12Transportation Expense Assistance12Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Specialized Information and Referral	13
Transportation Expense Assistance12Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Community Shelters	12
Alcohol Detoxification11Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Pest Information	12
Emergency Rental Assistance Program (ERAP)11Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Transportation Expense Assistance	12
Aging and Disability Resource Centers9211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Alcohol Detoxification	11
211 Systems8At Risk/Homeless Housing Related Assistance Programs8	Emergency Rental Assistance Program (ERAP)	11
At Risk/Homeless Housing Related Assistance Programs 8	Aging and Disability Resource Centers	9
	211 Systems	8
Food Stamps/SNAP Applications 8	At Risk/Homeless Housing Related Assistance Programs	8
	Food Stamps/SNAP Applications	8



Electric Service Payment Assistance	15
Disaster Relief Services * COVID-19	11
Heating Fuel Payment Assistance	6
Electric Service Payment Assistance * COVID-19	4
Tenant Rights Information/Counseling	4
Housing Search Assistance	3
Area Agencies on Aging	2
Dementia Management	2
Directory Assistance	2
General Legal Aid	2
General Relief	2
Homeless Shelter	2
Housing Complaints	2
Supportive Substance Use Disorder Services	2
VITA Programs	2
Elder Law	1
Disease/Disability Information * Alzheimer's Disease * Dementia	1
General Health Insurance Information/Counseling	1
Food Stamps/SNAP Applications	1
Emergency Rental Assistance Program (ERAP)	1

2:1:1 Maine Report Date: 06/03/2022	211 Maine: Top 20 Call Categories Sagadahoc County Reporting Period : May 2022 Total Number of Calls: 139
Electric Service Payment Assistance	100
Disaster Relief Services * COVID-19	28
COVID-19 Control	22
Electric Service Payment Assistance * CC	DVID-19 18
Rent Payment Assistance	13
VITA Programs	12
General Counseling Services	6

6

5

5

4

4

4

4

4

3

3

3

3

3

Housing Search Assistance

Heating Fuel Payment Assistance

At Risk/Homeless Housing Related Assistance Programs

Utility Service Payment Assistance * COVID-19

Emergency Rental Assistance Program (ERAP)

Community Shelters

Legal Counseling

Municipal Police

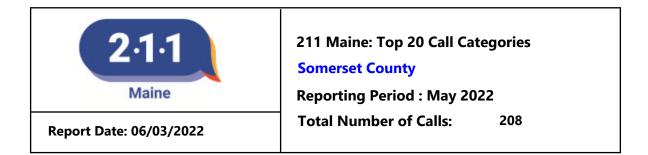
Neuter/Spay Services

Directory Assistance

Medical Equipment/Supplies

Rent Payment Assistance * COVID-19

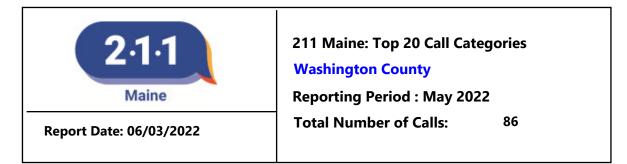
Specialized Information and Referral



Electric Service Payment Assistance	94
Disaster Relief Services * COVID-19	56
Electric Service Payment Assistance * COVID-19	30
Housing Search Assistance	13
VITA Programs	11
211 Systems	8
COVID-19 Control	8
Directory Assistance	7
Substance Use Disorder Counseling	7
Rent Payment Assistance	6
Specialized Information and Referral	6
Community Shelters	5
Area Agencies on Aging	5
Aging and Disability Resource Centers	4
Detoxification	4
Emergency Rental Assistance Program (ERAP)	4
Food Pantries	4
General Counseling Services	4
Government Consumer Protection Agencies	4
Heating Fuel Payment Assistance	4

2.1.1 Maine	211 Maine: Top 20 Call Categories Waldo County Reporting Period : May 2022
Report Date: 06/03/2022	Total Number of Calls: 129

Electric Service Payment Assistance	91
Disaster Relief Services * COVID-19	34
Electric Service Payment Assistance * COVID-19	31
Heating Fuel Payment Assistance	21
Pest Information	9
VITA Programs	7
Emergency Rental Assistance Program (ERAP)	5
COVID-19 Control	5
Inpatient Substance Use Disorder Treatment Facilities	5
General Dentistry	4
Community Shelters	3
General Counseling Services	3
Rent Payment Assistance	3
Aging and Disability Resource Centers	2
Electric Service Complaints	2
Family Law	2
Home Rehabilitation Grants	2
Low Income/Subsidized Private Rental Housing	2
Medical Information Services * COVID-19	2
Personal Care	2



Disaster Relief Services * COVID-19	32
Heating Fuel Payment Assistance	26
Electric Service Payment Assistance	20
Undesignated Temporary Financial Assistance	7
COVID-19 Control	5
Electric Service Payment Assistance * COVID-19	5
Homemaker Assistance	5
Non-Emergency Medical Transportation	5
VITA Programs	4
Emergency Rental Assistance Program (ERAP)	3
Home Rehabilitation Grants	3
Personal Financial Counseling	3
Community Shelters	2
Aging and Disability Resource Centers	2
General Counseling Services	2
General Relief	2
Home Health Aide Services	2
Home Rehabilitation Loans	2
Mental Health Crisis Lines	2
Respite Care	2

2.1.1	211 Maine: Top 20 Call Categories York County
Maine	Reporting Period : May 2022
Report Date: 06/03/2022	Total Number of Calls: 672

Disaster Relief Services * COVID-19131COVID-19 Control77Electric Service Payment Assistance * COVID-1967Heating Fuel Payment Assistance36Housing Search Assistance30Talklines/Warmlines28Psychiatric Case Management22Utility Assistance * COVID-1922
Electric Service Payment Assistance * COVID-1967Heating Fuel Payment Assistance36Housing Search Assistance30Talklines/Warmlines28Psychiatric Case Management22Utility Assistance * COVID-1922
Heating Fuel Payment Assistance36Housing Search Assistance30Talklines/Warmlines28Psychiatric Case Management22Utility Assistance * COVID-1922
Housing Search Assistance30Talklines/Warmlines28Psychiatric Case Management22Utility Assistance * COVID-1922
Talklines/Warmlines28Psychiatric Case Management22Utility Assistance * COVID-1922
Psychiatric Case Management22Utility Assistance * COVID-1922
Utility Assistance * COVID-19 22
-
Mental Health Crisis Lines 18
VITA Programs 18
Emergency Rental Assistance Program (ERAP)17
Inpatient Substance Use Disorder Treatment Facilities 17
Aging and Disability Resource Centers16
Food Pantries 16
Rent Payment Assistance * COVID-1916
At Risk/Homeless Housing Related Assistance Programs 15
211 Systems 15
General Counseling Services 15
General Relief 15