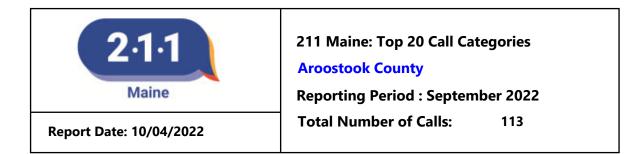
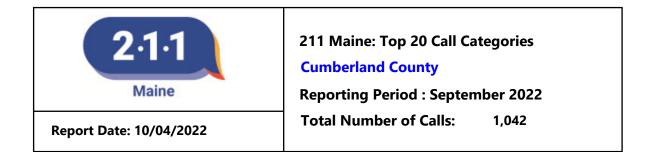
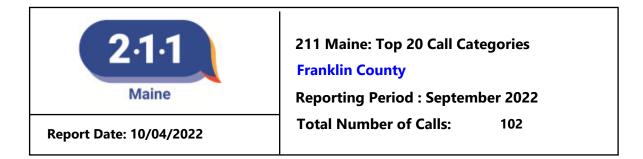
2.1.1   Maine   Report Date: 10/04/2022	211 Maine: Top 20 Call Categories Androscoggin County Reporting Period : September 2022 Total Number of Calls: 433
Electric Service Payment Assistance	169
Heating Fuel Payment Assistance	59
Rent Payment Assistance	42
Housing Search Assistance	
Disaster Relief Services * COVID-19	
Electric Service Payment Assistance * COVID-19	
Food Pantries	
COVID-19 Control	
Community Shelters	
Directory Assistance	
At Risk/Homeless Housing Related Assistance Programs	
General Dentistry	
Housing Search and Information	
Emergency Rental Assistance Program (ERAP)	
Comprehensive Outpatient Substance Use Disorder Treatment	
Emergency Shelter	
Aging and Disability Resource Centers	
General Relief	13
<b>Outpatient Mental Health Facilities</b>	13
Rent Payment Assistance * COVID-19	



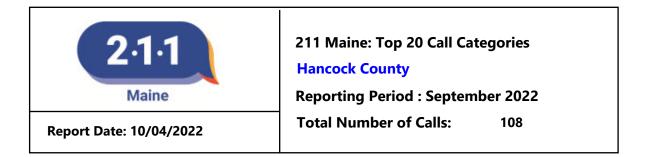
Heating Fuel Payment Assistance	77
Disaster Relief Services * COVID-19	7
Rent Payment Assistance	7
Substance Use Disorder Counseling	7
Supportive Substance Use Disorder Services	7
Electric Service Payment Assistance	6
At Risk/Homeless Housing Related Assistance Programs	5
Home Rehabilitation Grants	5
Housing Search Assistance	5
Electric Service Payment Assistance * COVID-19	4
Food Pantries	4
General Legal Aid	4
Mental Health Crisis Lines	4
Psychiatric Case Management	4
Substance Use Disorder Services	4
Aging and Disability Resource Centers	3
Drug Detoxification	3
Emergency Rental Assistance Program (ERAP)	3
Homeless Motel Vouchers	3
Homeless Shelter	3



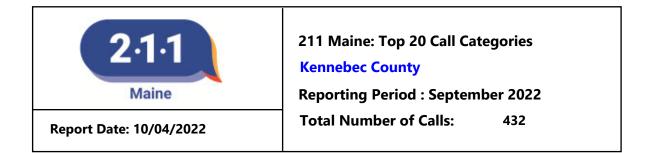
Heating Fuel Payment Assistance	274
Electric Service Payment Assistance	245
Housing Search Assistance	77
Rent Payment Assistance	73
COVID-19 Control	63
Directory Assistance	61
Disaster Relief Services * COVID-19	56
Mental Health Crisis Lines	51
At Risk/Homeless Housing Related Assistance Programs	40
Electric Service Payment Assistance * COVID-19	39
Emergency Rental Assistance Program (ERAP)	34
Legal Counseling	34
General Relief	33
Food Pantries	32
Talklines/Warmlines	30
COVID-19 Immunization Clinics	28
Detoxification	26
Psychiatric Case Management	26
Housing/Shelter	25
Aging and Disability Resource Centers	24



Electric Service Payment Assistance	50
Heating Fuel Payment Assistance	45
Electric Service Payment Assistance * COVID-19	12
Rent Payment Assistance	11
Aging and Disability Resource Centers	6
Legal Counseling	6
Case/Care Management	5
COVID-19 Control	5
Disaster Relief Services * COVID-19	5
Food Pantries	5
General Counseling Services	5
Undesignated Temporary Financial Assistance	5
Community Shelters	4
Emergency Rental Assistance Program (ERAP)	4
Food Vouchers	4
Homeless Shelter	4
Housing Search and Information	4
Housing Search Assistance	4
Automotive Repair and Maintenance	3
At Risk/Homeless Housing Related Assistance Programs	3



Heating Fuel Payment Assistance	51
Electric Service Payment Assistance	36
Medication Assisted Maintenance Treatment for Substance Use Disorders	18
Electric Service Payment Assistance * COVID-19	8
Disaster Relief Services * COVID-19	7
COVID-19 Control	6
Rent Payment Assistance	6
COVID-19 Immunization Clinics	4
Specialized Information and Referral	4
Street Outreach Programs	4
Transportation Expense Assistance	4
Water Service Payment Assistance	4
Community Shelters	3
Comprehensive Outpatient Substance Use Disorder Treatment	3
Alcohol Use Disorder Support Groups	3
Directory Assistance	3
Food Vouchers	3
General Relief	3
Housing Search Assistance	3
Psychiatric Case Management	3



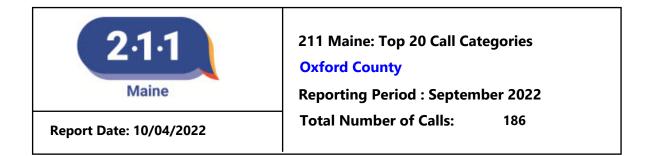
Electric Service Payment Assistance	146
Heating Fuel Payment Assistance	62
Rent Payment Assistance	43
Housing Search Assistance	34
Community Shelters	26
COVID-19 Control	26
Disaster Relief Services * COVID-19	26
Electric Service Payment Assistance * COVID-19	25
Directory Assistance	23
Emergency Shelter	21
Public Charities	16
Specialized Information and Referral	15
Mental Health Crisis Lines	14
At Risk/Homeless Housing Related Assistance Programs	13
Comprehensive Outpatient Substance Use Disorder Treatment	13
Emergency Rental Assistance Program (ERAP)	13
General Relief	13
Case/Care Management	12
General Counseling Services	12
Rent Payment Assistance * COVID-19	12

2.1.1 Maine	211 Maine: Top 20 Call Categories <mark>Knox County</mark> Reporting Period : September 2022
Report Date: 10/04/2022	Total Number of Calls: 54

Electric Service Payment Assistance	57
Heating Fuel Payment Assistance	28
Adult Residential Treatment Facilities	5
Therapy Referrals	5
Disaster Relief Services * COVID-19	4
Electric Service Payment Assistance * COVID-19	4
Housing Search and Information	4
Housing Search Assistance	4
Emergency Shelter	3
Dentures	3
Adult Psychiatric Inpatient Units	2
At Risk/Homeless Housing Related Assistance Programs	2
Case/Care Management	2
Community Shelters	2
Directory Assistance	2
Food Pantries	2
General Counseling Services	2
General Medical Care	2
Referral to Dental Practitioners Accepting Medicaid	2
Specialized Information and Referral	2

2.1.1	211 Maine: Top 20 Call Categories Lincoln County
Maine	Reporting Period : September 2022
Report Date: 10/04/2022	Total Number of Calls: 74

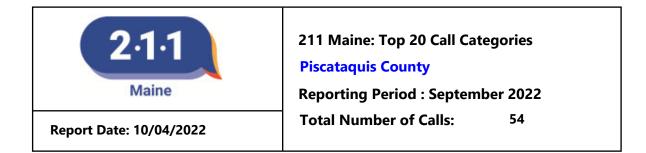
Heating Fuel Payment Assistance	36
Electric Service Payment Assistance	30
Alcohol Detoxification	9
Housing Search Assistance	8
Electric Service Payment Assistance * COVID-19	7
COVID-19 Control	6
Disaster Relief Services * COVID-19	6
Rent Payment Assistance	5
COVID-19 Immunization Clinics	4
Inpatient Substance Use Disorder Treatment Facilities	4
Medication Assisted Maintenance Treatment for Substance Use Disorders	
Home Health Aide Services	3
Mental Health Crisis Lines	3
Weight Related Support Groups	3
Emergency Shelter	2
Emergency Rental Assistance Program (ERAP)	2
Area Agencies on Aging	2
Drug Detoxification	2
General Dentistry	2
Legal Counseling	2



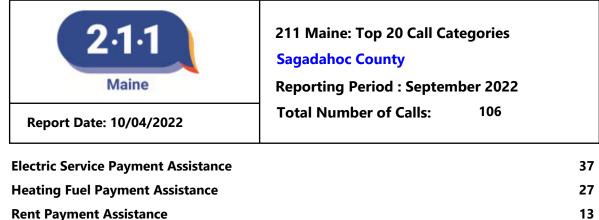
Electric Service Payment Assistance	93
Heating Fuel Payment Assistance	40
Electric Service Payment Assistance * COVID-19	15
Rent Payment Assistance	15
Disaster Relief Services * COVID-19	14
COVID-19 Control	8
At Risk/Homeless Housing Related Assistance Programs	8
Aging and Disability Resource Centers	7
Emergency Rental Assistance Program (ERAP)	7
Food Pantries	6
Home Rehabilitation Grants	6
Rent Payment Assistance * COVID-19	6
Directory Assistance	5
Domestic Violence Hotlines	5
Home Rehabilitation Loans	5
Homeless Shelter	5
Inpatient Substance Use Disorder Treatment Facilities	5
Specialized Information and Referral	5
Benefits Screening * Older Adults	4
Animal Shelters	4

<b>2.1.1</b> Maine	211 Maine: Top 20 Call Categories Penobscot County Reporting Period : September 2022
Report Date: 10/04/2022	Total Number of Calls: 340

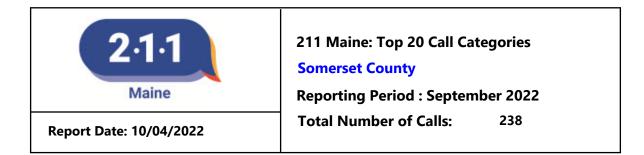
Heating Fuel Payment Assistance	118	
Electric Service Payment Assistance	81	
Housing Search Assistance	43	
Rent Payment Assistance	33	
Disaster Relief Services * COVID-19	26	
Housing Search and Information	18	
Electric Service Payment Assistance * COVID-19	16	
Specialized Information and Referral	14	
Food Pantries	13	
Comprehensive Outpatient Substance Use Disorder Treatment	12	
Detoxification	12	
General Counseling Services	12	
Aging and Disability Resource Centers	11	
Food Vouchers	11	
Heating Fuel Payment Assistance * COVID-19	11	
Rent Payment Assistance * COVID-19	11	
COVID-19 Control	10	
Directory Assistance	10	
Emergency Rental Assistance Program (ERAP)	10	
General Relief	10	



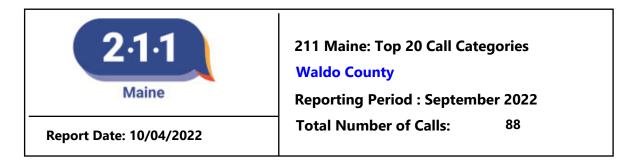
Electric Service Payment Assistance	26
Heating Fuel Payment Assistance	19
Disaster Relief Services * COVID-19	10
Housing Search Assistance	7
Hearing Aids	5
Electric Service Payment Assistance * COVID-19	4
Housing Search and Information	4
COVID-19 Control	3
VITA Programs	3
At Risk/Homeless Housing Related Assistance Programs	2
Aging and Disability Resource Centers	2
Food Stamps/SNAP Applications	2
General Dentistry	2
Home Rehabilitation Grants	2
Homemaker Assistance	2
Medical Equipment/Supplies	2
Specialized Information and Referral	2
Health Insurance Information/Counseling	1
Governor Offices	1
Gas Service Payment Assistance * COVID-19	1



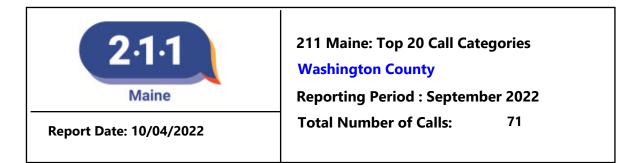
13
11
11
9
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6
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3



Electric Service Payment Assistance	99
Heating Fuel Payment Assistance	38
Electric Service Payment Assistance * COVID-19	29
211 Systems	24
Housing Search Assistance	24
Alcohol Use Disorder Support Groups	17
Directory Assistance	13
Disaster Relief Services * COVID-19	10
Specialized Information and Referral	9
Detoxification	7
Food Pantries	7
Aging and Disability Resource Centers	6
Home Rehabilitation Grants	6
Rent Payment Assistance	6
Rent Payment Assistance * COVID-19	6
Adult Residential Treatment Facilities	5
Domestic Violence Hotlines	5
Drug Detoxification	5
Food Vouchers	5
General Relief	5



Electric Service Payment Assistance	38
Heating Fuel Payment Assistance	20
Housing Search Assistance	14
Disaster Relief Services * COVID-19	13
Housing Search and Information	9
Electric Service Payment Assistance * COVID-19	7
Community Shelters	6
COVID-19 Control	5
Community Action Agencies	5
At Risk/Homeless Housing Related Assistance Programs	5
VITA Programs	5
Drug Detoxification	4
Homeless Shelter	4
Legal Counseling	4
Aging and Disability Resource Centers	3
General Dentistry	3
General Relief	3
Rent Payment Assistance * COVID-19	3
Specialized Information and Referral	3
Transitional Housing/Shelter	3



Heating Fuel Payment Assistance	45
Disaster Relief Services * COVID-19	13
Electric Service Payment Assistance	9
COVID-19 Control	9
Specialized Information and Referral	6
General Counseling Services	5
Rent Payment Assistance	5
Aging and Disability Resource Centers	4
Food Pantries	4
Electric Service Payment Assistance * COVID-19	4
Rent Payment Assistance * COVID-19	4
Case/Care Management	3
At Risk/Homeless Housing Related Assistance Programs	3
Personal Financial Counseling	3
Psychiatric Case Management	3
Area Agencies on Aging	2
Adult Psychiatric Inpatient Units	2
Directory Assistance	2
Food Vouchers	2
General Relief	2

2.1.1	211 Maine: Top 20 Call Categories York County
Maine	Reporting Period : September 2022
Report Date: 10/04/2022	Total Number of Calls: 479

Heating Fuel Payment Assistance50COVID-19 Control33Rent Payment Assistance33Housing Search Assistance31Electric Service Payment Assistance * COVID-1930Disaster Relief Services * COVID-1928Rent Payment Assistance * COVID-1928Rent Payment Assistance * COVID-1927Detoxification24Talklines/Warmlines23Inpatient Substance Use Disorder Treatment Facilities22General Counseling Services20Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1915Residential Substance Use Disorder Treatment Facilities15Residential Substance * COVID-1915Residential Substance Use Disorder Treatment Facilities14Adjing and Disability Resource Centers13COVID-19 Immunization Clinics12	Electric Service Payment Assistance	172
Rent Payment Assistance33Housing Search Assistance31Electric Service Payment Assistance * COVID-1930Disaster Relief Services * COVID-1928Rent Payment Assistance * COVID-1927Detoxification24Talklines/Warmlines23Inpatient Substance Use Disorder Treatment Facilities22General Counseling Services20Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1915Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Heating Fuel Payment Assistance	50
Housing Search Assistance31Electric Service Payment Assistance * COVID-1930Disaster Relief Services * COVID-1928Rent Payment Assistance * COVID-1927Detoxification24Talklines/Warmlines23Inpatient Substance Use Disorder Treatment Facilities22General Counseling Services20Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	COVID-19 Control	33
Electric Service Payment Assistance * COVID-1930Disaster Relief Services * COVID-1928Rent Payment Assistance * COVID-1927Detoxification24Talklines/Warmlines23Inpatient Substance Use Disorder Treatment Facilities22General Counseling Services20Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Rent Payment Assistance	33
Disaster Relief Services * COVID-1928Rent Payment Assistance * COVID-1927Detoxification24Talklines/Warmlines23Inpatient Substance Use Disorder Treatment Facilities22General Counseling Services20Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Housing Search Assistance	31
Rent Payment Assistance * COVID-1927Detoxification24Talklines/Warmlines23Inpatient Substance Use Disorder Treatment Facilities22General Counseling Services20Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1915Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Electric Service Payment Assistance * COVID-19	30
Detoxification24Talklines/Warmlines23Inpatient Substance Use Disorder Treatment Facilities22General Counseling Services20Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Disaster Relief Services * COVID-19	28
Talklines/Warmlines23Inpatient Substance Use Disorder Treatment Facilities22General Counseling Services20Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Rent Payment Assistance * COVID-19	27
Inpatient Substance Use Disorder Treatment Facilities22General Counseling Services20Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Detoxification	24
General Counseling Services20Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Talklines/Warmlines	23
Emergency Rental Assistance Program (ERAP)19Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Inpatient Substance Use Disorder Treatment Facilities	22
Specialized Information and Referral19At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	General Counseling Services	20
At Risk/Homeless Housing Related Assistance Programs18Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Emergency Rental Assistance Program (ERAP)	19
Utility Assistance * COVID-1918Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Specialized Information and Referral	19
Community Shelters15Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	At Risk/Homeless Housing Related Assistance Programs	18
Residential Substance Use Disorder Treatment Facilities14Aging and Disability Resource Centers13	Utility Assistance * COVID-19	18
Aging and Disability Resource Centers 13	Community Shelters	15
	Residential Substance Use Disorder Treatment Facilities	14
COVID-19 Immunization Clinics 12	Aging and Disability Resource Centers	13
	COVID-19 Immunization Clinics	12