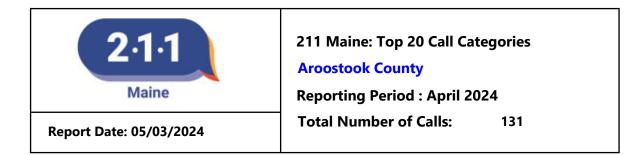
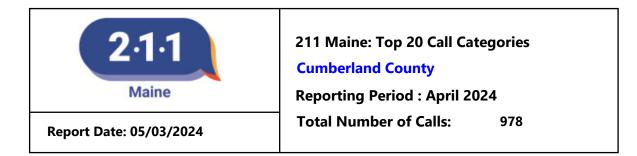
2:1:1 Maine Report Date: 05/03/2024	211 Maine: Top 20 Call Categories Androscoggin County Reporting Period : April 2024 Total Number of Calls: 390
Electric Service Payment Assistance	42
Heating Fuel Payment Assistance	8
Food Pantries	4
At Risk/Homeless Housing Related Assis	stance Programs 2
Aging and Disability Resource Centers	1
Rent Payment Assistance	1
Non-Emergency Medical Transportation	ı 1
General Medical Care	1
Housing Search Assistance	1
VITA Programs	1
Food Vouchers	1
Therapy Referrals	1
Extreme Cold Warming Centers	
General Dentistry	
Home Rehabilitation Grants	
Homeless Shelter	
Clothing	
Gynecology Services	
Soup Kitchens	
Housing Search and Information	



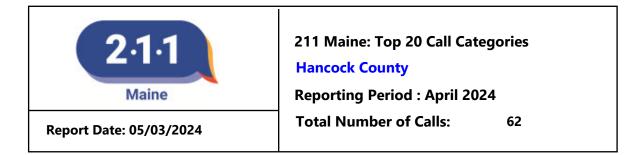
Electric Service Payment Assistance	97
Heating Fuel Payment Assistance	87
Food Pantries	12
Residential Substance Use Disorder Treatment Facilities	8
Inpatient Substance Use Disorder Treatment Facilities	6
Rent Payment Assistance	6
Alcohol Detoxification	5
Aging and Disability Resource Centers	5
Detoxification	5
Water Service Payment Assistance	5
Community Shelters	4
Directory Assistance	3
At Risk/Homeless Housing Related Assistance Programs	3
Area Agencies on Aging	3
Drug Detoxification	3
Drug Detoxification * Adults	3
Mortgage Payment Assistance	3
Pet Food	3
State Government Agencies/Departments	3
Undesignated Temporary Financial Assistance	3



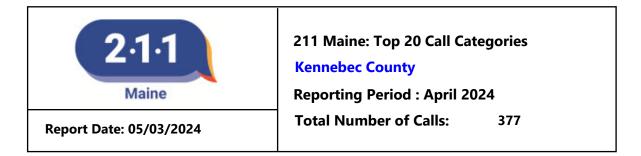
Electric Service Payment Assistance	337
Heating Fuel Payment Assistance	175
At Risk/Homeless Housing Related Assistance Programs	100
Rapid Re-Housing Programs	61
Directory Assistance	60
Housing Search Assistance	50
Food Pantries	45
General Counseling Services	44
Aging and Disability Resource Centers	38
Talklines/Warmlines	36
Rent Payment Assistance	35
State Government Agencies/Departments	31
Detoxification	26
Therapy Referrals	26
Extreme Cold Warming Centers	24
Housing Search and Information	24
Homemaker Assistance	21
Housing Authorities	21
General Relief	17
Mental Health Crisis Lines	17

2.1.1 Maine	211 Maine: Top 20 Call Categories Franklin County Reporting Period : April 2024
Report Date: 05/03/2024	Total Number of Calls: 100

Electric Service Payment Assistance	100
Heating Fuel Payment Assistance	17
VITA Programs	8
Rent Payment Assistance	7
Food Pantries	6
Aging and Disability Resource Centers	6
Mental Health Crisis Lines	5
Substance Use Disorder Counseling	5
At Risk/Homeless Housing Related Assistance Programs	4
Housing Search Assistance	4
State Government Agencies/Departments	4
Talklines/Warmlines	4
Transportation Expense Assistance	4
Undesignated Temporary Financial Assistance	4
Directory Assistance	3
AARP Tax Aide Programs	3
Local Electric Utility Companies	3
Undesignated Temporary Financial Assistance * Families of Military Personnel/Veterans	3
Community Shelters	2
Drug Detoxification	2



Electric Service Payment Assistance	35
Heating Fuel Payment Assistance	24
Legal Counseling	11
Food Pantries	7
Furnace Maintenance/Repair	6
Housing Search Assistance	5
Area Agencies on Aging	4
Alcohol Detoxification	4
Aging and Disability Resource Centers	4
Home Rehabilitation Grants	3
Neuter/Spay Services	3
Rent Payment Assistance	3
State Government Agencies/Departments	3
Benefits Screening	2
Food Vouchers	2
General Dentistry	2
Home Rehabilitation Loans	2
Housing Authorities	2
Housing Search and Information	2
Legal Counseling * Older Adults	2



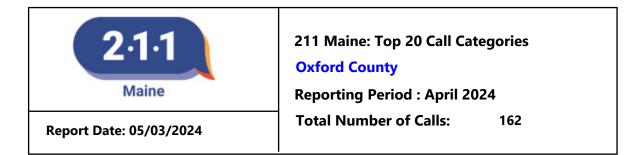
Electric Service Payment Assistance	253
Heating Fuel Payment Assistance	127
Rent Payment Assistance	52
Housing Search Assistance	25
At Risk/Homeless Housing Related Assistance Programs	20
Housing Search and Information	17
General Counseling Services	15
Homelessness Prevention Programs	15
Aging and Disability Resource Centers	14
State Government Agencies/Departments	14
Alcohol Detoxification	12
Community Shelters	12
Emergency Shelter	12
Food Pantries	12
Homemaker Assistance	12
Directory Assistance	11
Domestic Violence Hotlines	10
Home Rehabilitation Grants	10
Detoxification	9
Public Charities	8

2.1.1 Maine	211 Maine: Top 20 Call Categories <mark>Knox County</mark> Reporting Period : April 2024
Report Date: 05/03/2024	Total Number of Calls: 78

Electric Service Payment Assistance	78
Heating Fuel Payment Assistance	25
Housing Search Assistance	13
General Counseling Services	6
Aging and Disability Resource Centers	5
At Risk/Homeless Housing Related Assistance Programs	5
Housing Search and Information	5
Rent Payment Assistance	5
Undesignated Temporary Financial Assistance	5
Directory Assistance	4
Families/Friends of Individuals With an Alcohol Use Disorder Support Groups	4
Food Pantries	4
Medical Care Expense Assistance	4
Psychiatric Case Management	4
Talklines/Warmlines	3
Telephone Service Payment Assistance	3
Thrift Shops	3
Water Service Payment Assistance	3
Benefits Screening	2
Emergency Shelter * Homeless Families	2

2.1.1	211 Maine: Top 20 Call Categories Lincoln County
Maine	Reporting Period : April 2024
Report Date: 05/03/2024	Total Number of Calls: 83

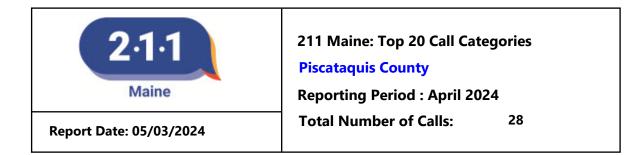
Electric Service Payment Assistance	63
Heating Fuel Payment Assistance	28
Food Pantries	9
At Risk/Homeless Housing Related Assistance Programs	9
Homemaker Assistance	6
Furnace Maintenance/Repair	5
Residential Substance Use Disorder Treatment Facilities	5
Talklines/Warmlines	5
Undesignated Temporary Financial Assistance	5
Directory Assistance	4
Aging and Disability Resource Centers	4
Errand Running/Shopping Assistance	3
Food Vouchers	3
Housing Search Assistance	3
Substance Use Disorder Counseling	3
Extreme Cold Warming Centers	2
Area Agencies on Aging	2
Divorce Records	2
General Minor Home Repair Programs	2
General Relief	2



Electric Service Payment Assistance	142
Heating Fuel Payment Assistance	64
Food Pantries	19
Aging and Disability Resource Centers	10
At Risk/Homeless Housing Related Assistance Programs	10
Housing Search Assistance	8
Comprehensive Outpatient Substance Use Disorder Treatment	7
VITA Programs	6
Community Action Agencies	5
Domestic Violence Hotlines	5
Food Vouchers	5
General Dentistry	5
Inpatient Substance Use Disorder Treatment Facilities	5
Non-Emergency Medical Transportation	5
Psychiatric Case Management	5
Talklines/Warmlines	5
Tax Preparation Assistance	5
AARP Tax Aide Programs	4
General Counseling Services	4
Home Health Care	4

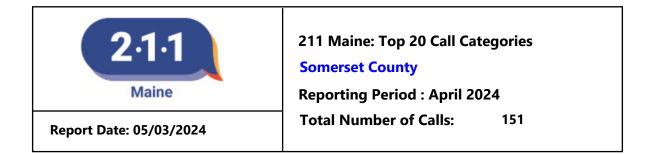
2.1.1 Maine	211 Maine: Top 20 Call Categories Penobscot County Reporting Period : April 2024
Report Date: 05/03/2024	Total Number of Calls: 300

Electric Service Payment Assistance	147	
Heating Fuel Payment Assistance	61	
Food Pantries	60	
Housing Search Assistance	43	
At Risk/Homeless Housing Related Assistance Programs	25	
Housing Search and Information	21	
Rent Payment Assistance	18	
General Counseling Services	13	
State Government Agencies/Departments	13	
Transportation Expense Assistance	13	
Alcohol Detoxification	12	
Aging and Disability Resource Centers	12	
General Dentistry	11	
VITA Programs	11	
Domestic Violence Hotlines	10	
Community Shelters	8	
Directory Assistance	8	
Disability Related Transportation	8	
Drug Detoxification	8	
Outpatient Mental Health Facilities	8	



Electric Service Payment Assistance	39
Heating Fuel Payment Assistance	12
Telemental Health	4
Therapy Referrals	3
General Counseling Services	2
Aging and Disability Resource Centers	2
Property Tax Exemption Information	2
Homemaker Assistance	2
Home Rehabilitation Grants	2
Rent Payment Assistance	2
State Government Agencies/Departments	2
Referral to Dental Practitioners Accepting Medicaid	1
Protection and Advocacy for Individuals With Disabilities * Developmental Disabilities * Brain Injuries	1
Mental Health Crisis Lines * Postpartum Mothers * Pregnant Individuals	1
Medical Care Expense Assistance	1
Legal Representation	1
Legal Counseling	1
Landlord/Tenant Assistance * Older Adults	1
Housing Search Assistance	1
General Dentistry	1

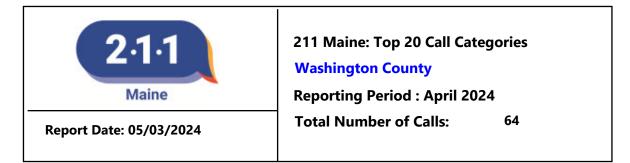
2.1.1	211 Maine: Top 20 Call Categories	
	Sagadahoc County	
Maine	Reporting Period : April 2024	
Report Date: 05/03/2024	Total Number of Calls: 90	
Electric Service Payment Assistance		82
Heating Fuel Payment Assistance		50
Aging and Disability Resource Centers		5
Housing Search Assistance		5
Prescription Expense Assistance		5
Homemaker Assistance		4
Personal Financial Counseling		4
At Risk/Homeless Housing Related Assistance Programs		3
Dental Hygiene		3
Case/Care Management		3
Directory Assistance		3
Housing Search and Information		3
Sheriff		3
Veteran Benefits Assistance		3
Families/Friends of Individuals With an Alcohol Use Disorder Support Groups		2
Federated Giving Programs		2
Food Stamps/SNAP Applications		2
General Relief		2
Home Barrier Evaluation/Removal Serv	ices	2
Home Health Care		2



Electric Service Payment Assistance	181
Heating Fuel Payment Assistance	33
Food Pantries	31
Aging and Disability Resource Centers	10
Housing Search Assistance	10
Domestic Violence Hotlines	7
Area Agencies on Aging	5
General Counseling Services	5
Home Rehabilitation Grants	5
Outpatient Mental Health Facilities	5
Thrift Shops	5
Directory Assistance	4
Homelessness Prevention Programs	4
Legal Counseling	4
State Government Agencies/Departments	4
Community Shelters	3
Conjoint Counseling	3
Emergency Shelter	3
Food Stamps/SNAP Applications	3
Food Vouchers	3

2.1.1 Maine	211 Maine: Top 20 Call Categories Waldo County Reporting Period : April 2024
Report Date: 05/03/2024	Total Number of Calls: 76

Heating Fuel Payment Assistance35Food Pantries15Aging and Disability Resource Centers6Animal Shelters4Housing Search Assistance4Prescription Expense Assistance4Transportation Expense Assistance4Domestic Violence Hotlines3Home Rehabilitation Grants3Neuter/Spay Services3Personal/Grooming Supplies3Psychiatric Case Management3Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2Legal Counseling2	Electric Service Payment Assistance	123
Aging and Disability Resource Centers6Animal Shelters4Housing Search Assistance4Prescription Expense Assistance4Transportation Expense Assistance4Domestic Violence Hotlines3Home Rehabilitation Grants3Neuter/Spay Services3Personal/Grooming Supplies3Psychiatric Case Management3Quedesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Heating Fuel Payment Assistance	35
Animal Shelters4Housing Search Assistance4Prescription Expense Assistance4Transportation Expense Assistance4Domestic Violence Hotlines3Home Rehabilitation Grants3Neuter/Spay Services3Personal/Grooming Supplies3Psychiatric Case Management3Rent Payment Assistance3Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Food Pantries	15
Housing Search Assistance4Prescription Expense Assistance4Transportation Expense Assistance4Domestic Violence Hotlines3Home Rehabilitation Grants3Neuter/Spay Services3Personal/Grooming Supplies3Psychiatric Case Management3Rent Payment Assistance3Undesignated Temporary Financial Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Aging and Disability Resource Centers	6
Prescription Expense Assistance4Transportation Expense Assistance4Domestic Violence Hotlines3Home Rehabilitation Grants3Neuter/Spay Services3Personal/Grooming Supplies3Psychiatric Case Management3Rent Payment Assistance3Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Animal Shelters	4
Transportation Expense Assistance4Domestic Violence Hotlines3Home Rehabilitation Grants3Neuter/Spay Services3Personal/Grooming Supplies3Psychiatric Case Management3Rent Payment Assistance3Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Housing Search Assistance	4
Domestic Violence Hotlines3Home Rehabilitation Grants3Neuter/Spay Services3Personal/Grooming Supplies3Psychiatric Case Management3Rent Payment Assistance3Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Prescription Expense Assistance	4
Home Rehabilitation Grants3Neuter/Spay Services3Personal/Grooming Supplies3Psychiatric Case Management3Rent Payment Assistance3Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Transportation Expense Assistance	4
Neuter/Spay Services3Personal/Grooming Supplies3Psychiatric Case Management3Rent Payment Assistance3Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Domestic Violence Hotlines	3
Personal/Grooming Supplies3Psychiatric Case Management3Rent Payment Assistance3Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Home Rehabilitation Grants	3
Psychiatric Case Management3Rent Payment Assistance3Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Neuter/Spay Services	3
Rent Payment Assistance3Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Personal/Grooming Supplies	3
Undesignated Temporary Financial Assistance3Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Psychiatric Case Management	3
Veterinary Care Expense Assistance3Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Rent Payment Assistance	3
Area Agencies on Aging2Domestic Violence Shelters2Housing Search and Information2	Undesignated Temporary Financial Assistance	3
Domestic Violence Shelters2Housing Search and Information2	Veterinary Care Expense Assistance	3
Housing Search and Information 2	Area Agencies on Aging	2
-	Domestic Violence Shelters	2
Legal Counseling 2	Housing Search and Information	2
	Legal Counseling	2



Heating Fuel Payment Assistance	32
Electric Service Payment Assistance	16
General Counseling Services	7
Home Rehabilitation Grants	7
Aging and Disability Resource Centers	5
State Government Agencies/Departments	5
Child/Adolescent Residential Treatment Facilities	3
Disaster Related Cash Grants	3
At Risk/Homeless Housing Related Assistance Programs	3
Housing Search and Information	3
Housing Search Assistance	3
Extreme Cold Warming Centers	2
Animal Adoption	2
General Legal Aid	2
Health Insurance Information/Counseling	2
Home Care/Hospice Associations	2
Internet Service Payment Assistance	2
General Counseling Services * Adults	1
FEMA Disaster Assistance Online/Tele-Registration	1
Family Law	1

2.1.1	211 Maine: Top 20 Call Categories York County
Maine	Reporting Period : April 2024
Report Date: 05/03/2024	Total Number of Calls: 439

Electric Service Payment Assistance	310
Heating Fuel Payment Assistance	62
At Risk/Homeless Housing Related Assistance Programs	42
Talklines/Warmlines	33
Food Pantries	26
Directory Assistance	21
Rent Payment Assistance	18
Housing Search Assistance	17
Therapy Referrals	16
Domestic Violence Hotlines	12
VITA Programs	12
Case/Care Management	11
Aging and Disability Resource Centers	11
General Counseling Services	11
Area Agencies on Aging	10
Family Counseling	10
Extreme Cold Warming Centers	9
Legal Counseling	9
Local Electric Utility Companies	9
Non-Emergency Medical Transportation	8