

# Other Resources

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Updated 1/23/12



Maine Center for Disease  
Control and Prevention  
*An Office of the  
Department of Health and Human Services*

# 211

- Also has an online directory:  
[www.211maine.org](http://www.211maine.org)

The screenshot shows the homepage of the 2-1-1 Maine website. At the top, there is a navigation bar with links for HOME, FIND HELP, GIVE HELP, 211 TOOLS, ABOUT 211, CONTACT US, and SUBSCRIBE. The main content area features a large article titled "2-1-1 Maine" dated June 1, 2011, with a photo of a woman wearing a headset. To the right of this article is a highlighted box with the text "CLICK HERE TO SEARCH THE 211 DIRECTORY" and a photo of two young girls. Below the main article are two smaller articles: "Keep ME Warm Accepting Donations" (dated January 10, 2012) and "Keep York County Warm Needs Volunteers" (dated January 4, 2012). On the right side, there is a "LATEST NEWS" section with links to "Keep ME Warm Accepting Donations", "Keep York County Warm Needs Volunteers", "Winter Weather and Insurance Policies", "2011-2012 Flu Season", "Food Stamp Supplement (SNAP) Scam Alert", and "Vets Veterans Comm". Below this is a "211 RESOURCES" section with links to "Keep ME Well" and "Maine Housing Locator". At the bottom right, there is a logo for "youth alternatives ingraham" and a graphic of the state of Maine.

**2-1-1 Maine**  
JUNE 1, 2011

2-1-1 Maine is a comprehensive statewide directory of over 8,000 health and human services available in Maine. The toll free 2-1-1 hotline connects callers to trained call specialists who can help 24 hours a day, 7 days a week. Finding the answers to health and human services questions and locating resources is as quick and easy as dialing 2-1-1 or visiting [www.211maine.org](http://www.211maine.org)

**CLICK HERE TO SEARCH THE 211 DIRECTORY**

**LATEST NEWS**

- Keep ME Warm Accepting Donations
- Keep York County Warm Needs Volunteers
- Winter Weather and Insurance Policies
- 2011-2012 Flu Season
- Food Stamp Supplement (SNAP) Scam Alert
- Vets Veterans Comm

**211 RESOURCES**

- Keep ME Well
- Maine Housing Locator

**Keep ME Warm Accepting Donations**  
JANUARY 10, 2012

Keep ME Warm, a collaboration of the 10 United Ways in Maine and the 10 Community Action Programs, is raising money to supplement

**Keep York County Warm Needs Volunteers**  
JANUARY 4, 2012

The Keep York County Warm program brings together teams of community volunteers to help sponsor and install weatherization kits for low income

**youth alternatives ingraham**



# DHHS Regional Offices

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- List of locations throughout the state in your manual. Eligibility specialists help with:
  - Alternative Aid Assistance - to assist TANF eligible parents who need short term help to find or maintain employment.
  - ASPIRE/TANF - helps TANF recipients find employment.
  - ASPIRE/JET - helps Food Stamp recipients find employment.
  - Child Support or Division of Support Enforcement And Recovery is responsible for assuring that all non-custodial parents are contributing to the economic support of their children.
  - Emergency Assistance - provides benefits to families with children in some situations when the family is threatened by destitution or homelessness due to an emergency situation, such as fire, other natural disasters, termination of utility service, evictions, or lack of adequate shelter. Only certain items can be purchased.
  - Food Supplement Program - provides food stamps that help low-income households buy the food they need for good health.
  - General Assistance - administered through municipalities which purchases basic necessities for individuals who are without means to pay for such services.
  - Medical Assistance - including the MaineCare, Cub Care and Medically Needy programs, provides payment to health care providers.
  - Parents as Scholars - for parents involved in a two year or four year postsecondary program. Offers a monthly benefit based on guidelines for the TANF program.
  - TANF - temporary help for children and their parents while the family works toward becoming self-supporting.
  - Telephone Assistance Program



# Mental Health & Substance Abuse

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- Know your local resources
- Statewide resources
  - 211
  - Crisis hotline: 888-568-1112
  - Alcoholics Anonymous: 800-737-6237 or [www.aamaine.org](http://www.aamaine.org)
  - Narcotics Anonymous: 800-974-0062 or [www.namaine.org](http://www.namaine.org)



# Housing Assistance

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- Maine Rental Housing Guide
- HOPWA (Housing Opportunities for People with AIDS) assistance through Frannie Peabody Center
  - Short-term assistance with rent, mortgage & utility payments
  - Security deposits (not to exceed two months' rent)
  - Tenant-based rental subsidies
  - For more information, contact Heather Rhoda at 774-6877



# Social, Educational, and Advisory Opportunities

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- Positively Social
- WOMBATS (Women of Maine Battling AIDS Together Successfully)
- State of Maine HIV, STD, and Viral Hepatitis Program Conference
- agency and community social and support groups
- agency client advisory board
- Ryan White Advisory Committee and sub-committees



# Accessibility

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There are a number of provisions for accessibility in your agency's funding contract




# Interpretation Services (Communication Access)

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- Determine the primary language of individuals requesting services
- Ensure that the services are provided either by a bi-lingual clinician or with the assistance of a qualified interpreter when English is not the primary language
- Clients may not be charged for this service





# Accessibility for the Deaf and Hard of Hearing

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- The Provider shall maintain and periodically test appropriate telecommunication equipment including TTY, videophone, or amplified telephone. Equipment must be available and accessible for use by clients and staff for incoming and outgoing calls. The Provider shall ensure that appropriate staff has been trained in the use of the telecommunications device and that the TTY telephone number is published on all of the Provider's stationery, letterhead, business cards, etc., in the local telephone books, as well as in the statewide TTY directory.
- The Provider, at its expense, shall obtain the services of a qualified sign language interpreter or other adaptive service or device when requested by a consumer or family member.
- Interpreters must be licensed with the Maine Department of Professional and Financial Regulation in the Office of Licensing and Registration.
- The Provider shall document the interpreter's name and license number in the file notes for each interpreted contact.

# Deaf and/or Severely Hard of Hearing

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- Providers who serve deaf and/or severely hard of hearing consumers shall:
  - Provide visible or tactile alarms for safety and privacy (e.g., fire alarms, doorbell, door knock light);
  - Provide or obtain from the Maine Center on Deafness loan program a TTY or fax as appropriate for the consumers' linguistic ability and preference and a similar device for the program office; and
  - Train staff in use and maintenance of all adaptive equipment in use in the program, including but not limited to hearing aids, assistive listening devices, TTY, fax machine, television caption controls, and alarms.
- The Maine Center on Deafness [www.mainecenterondeafness.org](http://www.mainecenterondeafness.org) offers assistance to individuals who need specialized telecommunications devices.



# Provider Responsibilities: Deaf, Hard of Hearing and/or Nonverbal

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- Providers who serve deaf, hard of hearing, and/or nonverbal consumers for whom sign language has been determined as a viable means of communication shall:
  - Provide ongoing training in sign language and visual gestural communication to all staff on all shifts who need to communicate meaningfully with these clients, and shall document staff attendance and performance goals with respect to such training;
  - Develop clear written communication policies for the agency and each program of the agency, including staff sign/visual gestural proficiency expectations and when and how to provide qualified sign language interpretation; and
  - Ensure that staff has a level of proficiency in sign language that is sufficient to communicate meaningfully with consumers.

# Office of Multicultural Affairs

<http://www.maine.gov/dhhs/oma/MulticulturalResource/index.html>

## Multicultural Affairs

An Office of the Maine Department of Health and Human Services

Contact Us | News | Online services | Publications | Subject index

DHHS → OMA → Multicultural Resources +A | -A | Mon 23 Jan 2012

Resource Guide	Multicultural Resources	Resource Guide Appendix & Links
<a href="#">Introduction to Immigration</a>	<p>The Multicultural Resource Guide is a listing of specialty service providers who work with Maine's racial, ethnic and language minority communities.</p>  <p><b>Notice of Availability of <a href="#">Free Language Assistance Services</a></b></p> <p>For additional copies or to submit updated information, please contact:</p> <p>Holly Stover Acting Director Office of Multicultural Affairs State of Maine 221 State Street 11 State House Station Augusta, ME 04333 Phone: (207)287-4240 Fax: (207)287-4052 TTY: 800-606-0215 Email: <a href="mailto:Holly.Stover@maine.gov">Holly.Stover@maine.gov</a></p>	<p><a href="#">Appendix A: National Origin Discrimination in Health and Human Services</a></p> <p><a href="#">Appendix B: National Origin Discrimination in the Work Place</a></p> <p><a href="#">Appendix C: National Origin Discrimination in Education</a></p> <p><a href="#">Appendix D: National Discrimination in Housing (HUD)</a></p> <p><a href="#">Appendix E: Glossary</a></p> <p><a href="#">Appendix F: Additional Internet Resources</a></p> <p><a href="#">Appendix G: MaineCare Reimbursement for Interpreters</a></p> <p><a href="#">Appendix G: MaineCare code of Ethics for Interpreters</a></p> <p><a href="#">Appendix H: Maine Judicial Branch Code of Ethics for</a></p>
<a href="#">Arts/Media/Publishers</a>		
<a href="#">Specialized Services for LEP Persons</a>		
<a href="#">Community &amp; Religious Organizations &amp; Contacts</a>		
<a href="#">Local Advocacy</a>		
<a href="#">Diversity Coordinators in Business, Education, &amp; Government</a>		
<a href="#">Education</a>		
<a href="#">Health Services</a>		
<a href="#">Employment Services</a>		
<a href="#">Interpreting Services &amp; Referral Agencies</a>		
<a href="#">National and International Advocacy</a>		
<a href="#">Training</a>		
<a href="#">Gay, Lesbian, Bisexual &amp; Transgender Resources</a>		
<a href="#">Legal Resources</a>		
<a href="#">Native American</a>		



# Office of Multicultural Affairs

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- Resource guide
- Training resources
- Information about free language assistance services



# Language Identification Card

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- [http://www.maine.gov/dhhs/oma/Language ID Card.doc](http://www.maine.gov/dhhs/oma/Language_ID_Card.doc)
- Messages written in common languages instructing person to point at their language



# Language interpreters

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- [www.bangorinterpreting.com](http://www.bangorinterpreting.com)
- [www.languageline.com](http://www.languageline.com)
- [www.pacificinterpreters.com](http://www.pacificinterpreters.com)
- [www.ccmaine.org/RISInterpret](http://www.ccmaine.org/RISInterpret)
- [www.lanamaine.org](http://www.lanamaine.org)



# Maine Relay

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- Free, 24-hour service
- Allows people who are hearing, deaf, hard of hearing, deaf-blind, or speech disabled to communicate with each other via telephone





# Maine Relay

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How to connect  
with Maine Relay

- To place a call, dial 711 or:
  - TTY: 800-437-1220
  - ASCII: 888-890-9254
  - Voice: 800-457-1220
  - Speech to speech: 888-890-9256
  - Spanish: 888-890-9255
- For complete instructions, go to [www.hamiltonrelay.com](http://www.hamiltonrelay.com)



# Sign language interpreters

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- [www.pinetreesociety.org](http://www.pinetreesociety.org)
- [www.certifiedinterpreting.com](http://www.certifiedinterpreting.com)
- [www.bangorinterpreting.com](http://www.bangorinterpreting.com)



# Related Web Sites

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- [www.lhh.org](http://www.lhh.org)
  - League for the Hard of Hearing
- [www.maine.gov/rehab/dod/resource\\_guide/](http://www.maine.gov/rehab/dod/resource_guide/)
  - Maine Division of Deafness Resource Guide
- [www.lighthouse.org](http://www.lighthouse.org)
  - Lighthouse International is a leading resource on vision impairment and vision rehabilitation