Maine’s Aging & Disability Resource Directory is
also available on the Internet
www.maine.gov/dhhs/oads

If your organization is listed in this Resource Directory and you need to
make any changes or corrections, please contact the Office of Aging and
Disability Services. Updates will be made in a future edition.
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211 Maine

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

Aging and Disability Resource Centers (ADRC)

OADS is committed to implementing a No Wrong Door or One Stop Shop system throughout the state. No Wrong Door is an Aging and Disability Resource Center (ADRC) where people can receive information about services and support.

The ADRC creates a single, coordinated system of information and access for all persons seeking long term supports and services. The objectives are to reduce consumer confusion, build consumer trust and respect by enhancing individual choice and informed decision-making, and break down barriers to community-based living by giving consumer’s information about the complete spectrum of private and public long-term care options. ADRC Maine provides information about services statewide.

Anyone can call their Aging and Disability Resource Center to receive help in many ways. There is no charge for the assistance you receive.

• Information and referrals
• Service information
• Medicare/Health Insurance counseling
• Educational Opportunities
• Options Counseling
• Advocacy
• Caregiver Support Services
• Healthy Aging Programs

You may call ADRC Maine at 1-877-353-3771 from anywhere in Maine. Office hours are 8:00 - 4:30 Monday through Friday. You can directly contact the ADRC that serves the town you live in using the numbers that follow:

**Aroostook Agency on Aging (Aroostook County)**

One Edgemont Drive, Suite 2, PO Box 1288, Presque Isle, ME 04769  
Voice ............................................................. (207)764-3396  
Toll Free ........................................................... 1-800-439-1789  
TTY ................................................................. (207)992-0150  
Office Hours ................................................. 8am-4:30pm, Monday-Friday  
[www.aroostookaging.org](http://www.aroostookaging.org)

**Eastern Agency on Aging (Hancock, Penobscot, Piscataquis and Washington Counties)**

450 Essex Street; Bangor, ME 04401-3937  
Voice ............................................................. (207)941-2865  
Toll Free ........................................................... 1-800-432-7812  
TTY ................................................................. (207)992-0150  
Office Hours ................................................. 8am – 4:30pm, Monday-Friday  
[www.eaaa.org](http://www.eaaa.org)

**SeniorsPlus (Androscoggin, Franklin and Oxford Counties)**

8 Falcon Road, Lewiston, ME 04243-0659  
Voice ............................................................. (207)795-4010  
Toll Free ........................................................... 1-800-427-1241  
TTY ................................................................. (207)795-7232  
Office Hours ................................................. 8:30am-4:30pm, Monday-Friday  
[www.seniorsplus.org](http://www.seniorsplus.org)

**Spectrum Generations (Kennebec, Knox, Lincoln, Sagadahoc, Somerset and Waldo Counties, Brunswick and Harpswell)**
Adult Day Services

Adult Day Services are designed to provide older adults and adults with disabilities with community-based services including: structured social, recreational, education and therapeutic activities; limited health services and health monitoring; meals; supervision; help with activities of daily living and personal care services; and information and referrals.

Adult Day Services programs promote personal independence through a variety of activities offered to participants based on individual needs and interests. These services also provide respite for caregivers. Maine’s Adult Day Services are licensed as medical and social models. For more information and a complete list of licensed Adult Day Service facilities, please call or write:

DHHS Office of Professional and Occupational Regulation
41 Anthony Avenue, #11 State House Station, Augusta, ME 04333-0011
Voice ...................................................... (207)287-9300
Toll Free .................................................. 1-800-791-4080
An assessment may be needed to determine an individual’s functional and financial eligibility for long term care services including Adult Day Services. The Medical Eligibility Determination form is an assessment that helps individuals and families understand what services are available to them and to plan for service needs. To find out if an assessment is needed you may call an adult day provider directly, or connect with your local Area Aging on Aging/Aging and Disability Resource Center listed on pages 2-3.

**Adult Protective Services**
The Office of Aging and Disability Services provides or arranges for services to protect incapacitated and dependent adults age 18 and over. If you or someone you know is being abused, neglected, exploited or is unsafe, call Adult Protective Services to make a confidential report.

24-hour, toll-free .............................. 1- 800-624-8404
TTY.................................................. Dial 711 (Maine Relay)

**Alcoholism and Substance Abuse**
The Information & Resource Center of the Office of Substance Abuse provides information about alcohol and other drugs, substance abuse prevention, treatment, research and education. For more information, call or write:

**DHHS/Office of Substance Abuse & Mental Health Services Information & Resource Center**

#11 State House Station, 41 Anthony Avenue, Augusta, ME  04333
Voice ......................................................(207)287-8900
Toll Free (in Maine only) ......................... 1-800-499-0027
TTY.................................................. Dial 711 (Maine Relay)
Alzheimer’s Disease and Related Dementias

Services for people with Alzheimer’s disease and related dementias includes diagnosis and evaluation at memory clinics, adult day services, in-home and overnight respite, home care services, and special care units in residential care and nursing facilities. For information about these services call your local Area Agency on Aging/ADRC listed on pages 2-3.

Alzheimer’s Association, Maine Chapter

Information, education and support services for people with dementia and their families are available through the Alzheimer’s Association, Maine Chapter. Referral and resource information on Alzheimer’s disease and related disorders, symptoms, diagnosis, caregiving issues and county-by-county lists of dementia specific services are available at no charge. Information, care consultation, and a sympathetic listener are available 24 hours a day through their statewide toll-free Helpline.

Staff social workers provide in-depth care management as requested. Educational conferences, workshops and training seminars are regularly scheduled in a variety of locations for family and professional caregivers. Additional services include support groups statewide and Safe Return, a nationwide program for people with dementia who wander and become lost. The Association publishes a free, quarterly newsletter with up-to-date articles on research, caregiving issues, and a calendar of events. Free information packets are sent upon request.

383 U.S. Route 1, Suite 2C, Scarborough, ME 04074
Helpline (available 24/7) ........................................ 1-800 -272-3900
Business ......................................................... (207)772-0115
Fax ................................................................. (207)772-3705
www.alz.org/maine

Caregiver Respite Program
Respite may provide several hours a week of time off from your care-giving duties occasionally or on a regular basis. Respite can be provided at home, an adult day care program or overnight. Up to two weeks a year of overnight respite is offered at certain nursing residential care facilities. The Caregiver Respite Program at your local Area Agency on Aging/ADRC may help to cover the cost of these respite services. See pages 2-3 for the Agency that serve the area you live in. The Agencies on Aging can provide information and support to caregivers of persons with dementia.

Geriatric Evaluation Centers

Cary Medical Center – Memory Clinic
Caribou .............................................. (207)498-3111 (ext.1394)
Fax ....................................................... (207)496-2631
www.carymedicalcenter.org/our-services/specialty-clinics

The Center for Healthy Aging
Bangor 04401 ...................................... (207)973-7094
Toll Free .............................................. 1-855-973-7094
www.rosscare.org/our-programs/center-for-health-aging-aspx

Maine Medical Center Outpatient Geriatric Center
Portland 04101 ..................................... (207)662-2847
www.mmc.orgmmc_body.cfm?id=4966

Neurology Associates of Eastern Maine
Bangor 04401 ...................................... 1-800-208-0558
www.neurologyeasternmaine.com
www.Spectrummedicalgroup.com

SeniorCare (Maine General Health) Family Medicine Institute
Augusta 04330 ...................................... (207)626-1561
www.mainegeneral.org/body.cfm?id=64
Memory Cafés

Memory Cafés are places where persons with Alzheimer's or a related dementia can go with their care partners to just socialize and have fun with other people going through similar things. At a memory café, people can relax and just be themselves, knowing that no one judges them and all who are there are going through almost the same things that they go through every day. A Memory Café has no real agenda or stated purpose except to enjoy each other's company. Sometimes the group may decide that it wants to have speakers or an educational component, or do special activities like go to museums or music recitals. Some memory cafés are built around a concept like the arts, or to do a charitable act.

Savvy Caregiver Program

The Savvy Caregiver Program provides a 6-session training program for caregivers of people with dementia living in the community. The course helps family members understand their role as caregivers, provides knowledge of dementia and its impact, and teaches skills for effective caregiving. Strategies learned at training will lead to an attitude that fosters confidence and a sense of mastery for successful caregiving.

For information about the training, contact the Office of Aging and Disability Services at (207)287-7134 or go to www.maine.gov/dhhs/oads/aging/events.html for the statewide schedule of training.

Each memory café around the country is different; all are grass roots efforts to assist the person with dementia and their care partner to have a good day.

The MemoryWorks Memory Café Network
1375 Forest Avenue D-11, Portland, ME 04103
Tel…………………………………………………………………207-797-7891
http://memoryworks.org/memcafes.html
American Red Cross in Maine
The American Red Cross is a humanitarian organization, led by volunteers that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies.

Disaster Services
The America Red Cross assists families who are victims of single-family fires, apartment fires, large natural disasters such as floods and hurricanes, man-made disasters, and other emergency situations. This is accomplished by volunteers who are ready at a moment’s notice to offer disaster relief in the form of mental health counseling, shelter, and many times vouchers for food, clothing, household items, occupational supplies, verified prescriptions, funeral expenses, utility deposits, and first month’s rent. All disaster assistance is free.

Education and Training
Education and training courses such as CPR, First Aid, and Water Safety are skills every family and business should learn. You never know who you may need to help – a stranger on the street, a co-worker at lunch, or even your own family member at the dinner table. Quality instructors can teach you the skills you need to know if you are ever called upon to help save a life, and the training can be held at the Red Cross or your workplace. Each chapter is governed by a local board of directors and must raise 100% of the funds necessary to prepare and respond to the needs of Maine from local individuals, corporations and foundations.

International Services
American Red Cross International Services supports humanitarian relief around the world. Besides tracing relatives lost during disasters or wars, this vital part of the Red Cross also provides the following services: educating the public about international humanitarian law, responding with personnel, financial aid, and very specific donations of products in response to appeals for relief assistance in armed conflicts and international disasters, and helping to strengthen Red Cross and Red Crescent societies in other nations by sharing the expertise and resources of the American Red Cross.
Armed Forces Emergency Services
Armed Forces Emergency Services began in 1900 when the U.S. Congress issued a charter to the American Red Cross requiring it to act “in accord with the military authorities as a medium of communication between the people of the United States and their Armed Forces…” and since that charter was issued, the Red Cross has provided not only emergency communications and case management, but other important services to help members of the armed forces and their families.

Financial assistance is also provided to military families in the form of interest-free loans or grants during times of emergency.

www.redcross.org/me

ARC of United Valley
1180 Lisbon Street, Lewiston, ME 04240
Voice .......................................................... (207)874-1192
Fax .......................................................... (207)795-4037

Aroostook County Branch
7 Hatch Drive, Suite 205, Caribou, ME 04736
Voice .......................................................... (207)493-4620
Fax .......................................................... (207)493-4869

Mid Coast Chapter American Red Cross
16 Community Way, Topsham ME 04086
Voice .......................................................... (207)729-6779
Fax .......................................................... (207)729-2738

Pine Tree Red Cross
122 Target Industrial Circle, Bangor, ME 04401
Voice .......................................................... (207)941-2903
Fax .......................................................... (207)941-2906

Southern Maine Headquarters
2401 Congress Street, Portland, ME 04102
Assessment for Long-Term Services and Supports

Long-term service and supports includes home care services or services in residential or institutional settings. The State of Maine Long-term Care Assessment is for anyone who needs long-term care services and wants to know which ones are available and affordable. The first step is a telephone screen to make sure you need an assessment.

If you have an assessment there is no charge, and the assessment is private. The assessment is done in your home, in the hospital, or nursing home by a Registered Nurse. The nurse will ask about the kinds of tasks you can do by yourself, what kinds of help you need, whether you have friends and family members or neighbors who can help you, what your income is, and other questions.

For more information, or to have a telephone screen, call:

**Goold Health Systems**
Toll Free .......................................................... 1-800-609-7893
TTY Helpline ..................................................... (207)622-3210
[www.ghsinc.com/clients/maine](http://www.ghsinc.com/clients/maine)

The free assessment is available throughout the state and is required for anyone entering a nursing home. If you have additional questions call:

**Office of Aging and Disability Services**
Voice ............................................................ (207)287-9200
Toll Free (Nationwide) ............................... 1-800-262-2232
Toll Free .........................................................Dial 711 (Maine Relay)
Assistive Technology
A wide range of independent living services are available for adults of all ages with disabilities. These services may include:

- Adaptive Equipment Loan Program
- Independent Living Skills Instruction
- Adapted Driver Evaluation and Training
- Adaptive and Mobility Equipment (high and low-tech) and Selection (trial rentals)
- Adapted Transportation
- Access Design Consultation
- Information and Referral

For more information contact:

**ALPHA ONE**
Bangor .......................................................... (207)941-6553
South Portland ................................. 1-800-640-7200
www.alphaonenow.org

Two other agencies that focus on services for persons with disabilities:

**Maine Consumer Information and Technology Training Exchange (CITE)** has information about policies, programs and funding resources.
Augusta .......................................................... (207)621-3195
In-State .......................................................... 1-877-475-4800
Fax. .......................................................... (207)629-5429
www.mainecite.org

**Technical Exploration Center of United Cerebral Palsy of Northern Maine** has information and samples of high and low-tech assistance devices for people to try out. The Center also does assistance technology evaluations.
Bangor .......................................................... (207)941-2952
www.mainecite.org
Blind and Visually Impaired Services
If you have a vision problem that prevents you from carrying out the activities of daily living, getting an education or a job, there is help. The Division for the Blind and Visually Impaired can provide many services to persons with severe visual impairments.

Augusta
21 Enterprise Dr, Suite 2, 73 State House Station, Augusta, ME 04333-0073
Voice ............................................................ (207)624-5120
Toll Free ....................................................... 1-800-760-1573
Or ............................................................... 1-888-633-0770

Bangor
45 Oak Street, Suite 1, Bangor, ME 04401
Voice ............................................................ (207)561-4000
Toll Free ....................................................... 1-888-545-8811

Lewiston
5 Mollison Way, Lewiston, ME 04240
Voice ............................................................ (207)753-9000
Toll Free ....................................................... 1-800-741-2991

Portland
185 Lancaster Street, Portland, ME 04101
Voice ............................................................ (207)771-5627
Toll Free ....................................................... 1-877-594-5627
TTY Toll Free .................................................. 1-888-212-6229

Presque Isle
66 Spruce Street, Presque Isle, ME 04769-3222
Voice ............................................................ (207)760-6300
Toll Free ....................................................... 1-800-635-0357
TTY Toll Free .................................................. 1-800-697-2877
Brain Injury Services

MaineCare (Maine’s Medicaid Program) has services available to qualifying individuals who have sustained an acquired brain injury. You must be 18 years old, qualify for MaineCare, have had an acquired brain injury (as defined below), and meet the level of care for the type of service you are seeking.

In Maine, a qualifying brain injury is an insult to the brain resulting directly or indirectly from trauma, infection, anoxia, or vascular lesions, and not of a degenerative or congenital nature, but which may produce a diminished or altered state of consciousness resulting in impairment of cognitive abilities and/or physical functioning. It can also result in the disturbance of behavioral or emotional functioning. These impairments may be either temporary or permanent and cause partial or total functional disability or psychosocial maladjustment. This does not include brain injuries that are induced by birth.

For more information, contact: Maine Department of Health and Human Services, Office of Aging and Disability Services at (207)287-9200.

Community/Online Resources

Brain Injury Association of America—Maine Chapter

Toll Free ................................................................. 1-800-444-6443
www.biausa.org
Community Action Programs
Contact these agencies for energy assistance, home weatherization or repair, transportation and keeping seniors home.

Aroostook County Action Program
444 Main Street, PO Box 1116, Presque Isle, ME 04769
Voice ......................................................... (207)764-3721
Toll Free .................................................. 1-800-432-7881
http://acap-me.org

Community Concepts
PO Box 278 (Market Square), South Paris, ME 04281
Voice ......................................................... (207)743-7716
In-State Only ............................................. 1-800-866-5588
240 Bates Street, Lewiston, Maine
Voice ......................................................... (207)795-4065
Fax ......................................................... (207)784-6882
www.community-concepts.org

Kennebec Valley Community Action Program
97 Water Street Waterville, ME 04901
Voice ......................................................... (207)859-1500
22 Armory St Rm. 15, Augusta, ME 04330
Voice ......................................................... (207)622-4761
www.kvcap.org

Midcoast Maine Community Action
34 Wing Farm Parkway, Bath, ME 04530
Voice ......................................................... (207)442-7963
Toll Free .................................................. 1-800-221-2221
http://midcoastmainecommunityaction.org

Penquis Community Action Program
262 Harlow Street, PO Box 1162, Bangor, ME 04401
Voice ......................................................... (207)973-3500
Toll Free ..................................................... 1-888-424-0151
TDD............................................................ (207) 973-3520
www.penquis.org

The Opportunity Alliance
510 Cumberland Ave, Portland, ME 04101
Voice ......................................................... (207)874-1140
TTY ............................................................ (207)874-1013
Toll Free ..................................................... 1-800-698-4959
www.opportunityalliance.org

Waldo County Community Action Partners
175 High Street, PO Box 130, Belfast, ME 04915
Voice ......................................................... (207)338-3025
Toll Free ..................................................... 1-800-498-3025
http://waldocap.org

Washington-Hancock Community Action Agency
PO Box 280, Milbridge, Me 04658
Voice ......................................................... (207)664-2424
Toll Free (9-11a.m.) ........................................ 1-800-828-7544
www.whcacap.org

Western Maine Community Action
Church Street, PO Box 200, East Wilton, ME 04234
Voice ......................................................... (207)645-3764
Toll Free ..................................................... 1-800-645-9436
http://wmca.org

York County Community Action Corporation
6 Spruce Street, PO Box 72, Sanford, ME 04073
Voice ......................................................... (207)324-5762
Toll Free ................................................................. 1-800-965-5762
http://www.yccac.org

**Consumer Fraud**

Maine consumers are protected against fraud and unfair and deceptive practices by a variety of state laws. To learn more about your rights as a consumer, or to file a general fraud complaint, call or write:

**Consumer Mediation Service**
Attorney General’s Office
#6 State House Station, Augusta, ME 04333
Toll Free ................................................................. 1-800-436-2131
Voice ................................................................. (207)626-8849
Local/Out-of-State TTY .......................................... (207)626-8865
Email: ........................................ consumer.mediation@maine.gov
Hours: ........................................ Monday-Friday, 9am-12pm, 1pm-4pm
www.maine.gov/ag/consumer/complaints/index.shtml

The Attorney General’s Office Health Care Crimes Unit investigates and prosecutes:
- MaineCare (Medicaid) fraud; and
- Abuse, neglect or financial exploitation occurring in MaineCare facilities or committed by MaineCare providers or employees. Call or write:

**Health Care Crimes Unit**
#6 State House Station, Augusta, ME 04333
Voice ................................................................. (207)626-8870
Dial 711 (Maine Relay)
www.maine.gov/ag/crime/crimes_we_prosecute/healthcare_crimes.shtml

**Office of Consumer Credit Protection**
#35 State House Station, 122 Northern Avenue, Augusta, ME 04333
Voice ................................................................. (207)624-8527
Toll Free ......................................................... 1-800-332-8529
Dial 711 (Maine Relay)
www.maine.gov/pfr/consumercredit/index.shtml

Public Utilities Commission (electric, telephone, water & natural gas utilities)
#18 State House Station, Augusta, ME 04333
Voice ............................................................... (207)287-3831
www.maine.gov/mpuc

If you need a lawyer to represent you in a consumer fraud case, call Legal Services for the Elderly at: Toll Free V/TTY 1-800-750-5353.

Senior Medicare Patrol (SMP)
The Senior Medicare Patrol’s mission is to educate consumers about Medicare and MaineCare and how they can help identify and reduce errors, fraud, waste and abuse. For assistance, contact:

The Office of Aging & Disability Services ................. 1-800-262-2232
Legal Services For the Elderly Helpline....................... 1-800-750-5353
Area Agencies on Aging/ADRC ......................... 1-877-353-3771

Cooperative Extension

Cooperative Extension Service – University of Maine System

The Cooperative Extension Service of the University of Maine System conducts a variety of programs in communities throughout the state such as:
• Pre-Retirement Planning
• You and Your Aging Relative
• Cooking for 1 or 2
• Nutrition Education
The Extension Service develops intergenerational programs within nursing homes and boarding homes. They sponsor the Senior Companion Program in all counties except York and Cumberland. For more information regarding activities in your county, contact the Cooperative Extension Service office nearest you.

http://www.extension.umaine.edu

Androscoggin and Sagadahoc Counties
24 Main St., Lisbon Falls, ME 04252-1507
Voice ................................................................. (207)353-5550
Toll Free ............................................................. 1-800-287-1458

Aroostook County
22 Hall Street, Suite 101, Fort Kent, ME 04743-7131
Voice ................................................................. (207)834-3905
Toll Free ............................................................. 1-800-287-1421

57 Houlton Rd., Presque Isle, ME 04769-0727
Voice ................................................................. (207)764-3361
Toll Free ............................................................. 1-800-287-1462

25 School St., PO Box 8, Houlton, ME 04730-0008
Voice ................................................................. (207)532-6548
Toll Free ............................................................. 1-800-287-1469

Cumberland County
75 Clearwater Dr. Suite 104, Falmouth, ME 04105
Voice ................................................................. (207)781-6099
Toll Free ............................................................. 1-800-287-1471

Franklin County
138 Pleasant St., Suite 1, Farmington, ME 04938-5828
Voice ................................................................. (207)778-4650
Toll Free (In-State) ............................................... 1-800-287-1478

Hancock County
63 Boggy Brook Road, Ellsworth, ME 04605-9540
Voice ................................................................. (207)667-8212
Toll Free ............................................................. 1-800-287-1479

Kennebec County
125 State St., 3rd Floor, Augusta, ME 04330-5692
Voice ................................................................. (207)622-7546
Toll Free ............................................................. 1-800-287-1481

Knox and Lincoln Counties
377 Manktown Road, Waldoboro, ME 04572
Voice ................................................................. (207)832-0343
Toll Free ............................................................. 1-800-244-2104

Oxford County
9 Olson Road, South Paris, ME 04281-6402
Voice ................................................................. (207)743-6329
Toll Free ............................................................. 1-800-287-1482

Penobscot County
307 Maine Avenue, Bangor, ME 04401-4331
Voice ................................................................. (207)942-7396
Toll Free ............................................................. 1-800-287-1485

Piscataquis County
165 E. Main Street, Dover-Foxcroft, ME 04426-1396
Voice ................................................................. (207)564-3301
Toll Free ............................................................. 1-800-287-1491

Somerset County
7 County Drive, Skowhegan, ME 04976-4209
Voice ................................................................. (207)474-9622
Toll Free ............................................................. 1-800-287-1495

Waldo County
992 Waterville Road, Waldo, ME 04915
Voice ................................................................. (207)342-5971
Toll Free ............................................................ 1-800-287-1426

**Washington County - Senior Companion Program**
28 Center Street, Machias, ME  04654
Voice ................................................................. (207)255-3345
Toll Free ............................................................ 1-800-287-1542

**York County**
21 Bradeen Street, Suite 302, Springvale, ME  04083
Voice ................................................................. (207)324-2814
Toll Free ............................................................ 1-800-287-1535


**Deaf and Hard of Hearing Services**

Maine Center on Deafness provides a range of services to Deaf, Hard of Hearing, Late Deafened, & Speech-impaired residents of Maine. With its advocacy, empowerment, information and referral services, MCD seeks to promote public awareness and to maximize the potential of all individuals with a hearing loss. MCD helps qualified individuals to obtain Telecommunications Equipment, Deaf-Blind Equipment and Hearing Aids. MCD’s other programs include Civil Rights, Peer Support Groups & Visual Gestural Communications training. The agency also provides Community Outreach for the Maine Telecommunication Relay Service.

**Maine Center on Deafness**
Voice/TTY. .............................................................. 207-797-7656
Video Phone ............................................................ 207-766-7111
Toll Free ............................................................. 800-639-3884 V/TTY
Fax ................................................................. 207-797-9791
Email ................................................................. info@mcdmaine.org

[www.mcdmaine.org](http://www.mcdmaine.org)
Department of Health and Human Services – District Offices

Contact the Department of Health and Human Services District Offices about Food Stamps, Medical Assistance (MaineCare), Residential and Nursing Home Assistance, and Public Health Nursing. DHHS will contact the AT&T Language Line to make arrangements for an interpreter for anyone who needs one.

For up to the minute information on district office locations and phone numbers, please check the website at:

www.maine.gov/dhhs

Augusta
35 Anthony Avenue, Augusta, ME 04333
Voice ........................................... (207)624-8090
Toll Free ............................................. 1-800-452-1926
Dial 711 ........................................... (Maine Relay)
Fax. .................................................. (207)624-8074

Bangor
396 Griffin Road, Bangor, ME 04401-3095
Voice ........................................... (207)561-4100
Toll Free ............................................. 1-800-432-7825
Dial 711 ........................................... (Maine Relay)
Fax. .................................................. (207)561-4122

Biddeford
208 Graham Street, Biddeford, ME 04005-3350
Voice ........................................... (207)286-2400
Toll Free ............................................. 1-800-322-1919
Dial 711 ........................................... (Maine Relay)
Fax. .................................................. (207)286-2408

Calais
392 South Street, Calais, ME 04619-1108
Voice .................................................. (207)454-9000
Toll Free ................................................ 1-800-622-1400
Dial 711 .............................................. (Maine Relay)
Fax. .................................................. (207)454-9012

Caribou
30 Skyway Drive, Unit 100, Caribou, ME 04736-2060
Voice .................................................. (207)493-4000
Toll Free ................................................ 1-800-432-7366
Dial 711 .............................................. (Maine Relay)
Fax. .................................................. (207)493-4001

Ellsworth
17 Eastward Lane, Ellsworth, ME 04605-1718
Voice .................................................. (207)667-1600
Toll Free ................................................ 1-800-432-7823
Dial 711 .............................................. (Maine Relay)
Fax. .................................................. (207)667-5364

Farmington
114 Corn Shop Lane, Farmington, ME 04938
Voice .................................................. (207)778-8400
Toll Free ................................................ 1-800-442-6382
Dial 711 .............................................. (Maine Relay)
Fax. .................................................. (207)778-8410

Fort Kent
137 Market Street, Fort Kent, ME 04743
Voice .................................................. (207)834-7700
Toll Free ................................................ 1-800-432-7340
Dial 711 .............................................. (Maine Relay)
Fax. .................................................. (207)834-7701

Houlton
11 High Street, Houlton, ME 04730-2012
Voice ................................................................. (207)532-5000
Toll Free ........................................................... 1-800-432-7338
Dial 711 .............................................................. (Maine Relay)
Fax. ................................................................. (207)532-7995

Lewiston
200 Main Street, Lewiston, ME  04240-7098
Voice ................................................................. (207)795-4300
Toll Free ........................................................... 1-800-482-7517
Dial 711 .............................................................. (Maine Relay)
Fax. ................................................................. (207)795-4444

Machias
38 Prescott Drive, Machias, ME  04654-9984
Voice ................................................................. (207)255-2000
Toll Free ........................................................... 1-800-432-7846
Dial 711 .............................................................. (Maine Relay)
Fax. ................................................................. (207)255-2022

Portland
151 Jet Port Blvd Way, Portland, ME  04101-2438
Voice ................................................................. (207)822-2000
Toll Free ........................................................... 1-800-482-7520
Dial 711 .............................................................. (Maine Relay)
Fax. ................................................................. (207)822-2146

Rockland
91 Camden Street, Suite 103, Rockland, ME  04841-0201
Voice ................................................................. (207)596-4200
Toll Free ........................................................... 1-800-432-7808
Dial 711 .............................................................. (Maine Relay)
Fax. ................................................................. (207)596-4235

Sanford
890 Main Street, Suite #208, Sanford, ME  04073-3800
Developmental Services

State of Maine Developmental Services
OADs Disability Services will provide leadership and be an active partner in Maine’s comprehensive system of support to individuals who are eligible for Developmental Services.

At the foundation of this system is the belief that all individuals, through self-determination, can achieve a quality of life consistent with the community in which they live. Supports will be flexible and designed in a manner that recognizes people’s changing needs throughout their lifetimes. You must be 18 years old, and meet the eligibility criteria established in rule which establishes an intellectual disability or Autism during the developmental period.

For more information please contact: Maine Department of Health and Human
Services, Office of Aging and Disability Services at (207)287-9200.

**Disability Rights Center (DRC)**

The Disability Rights Center (DRC) provides protection and advocacy services for eligible people of all ages with developmental disabilities or mental illness. DRC offers direct advocacy assistance, information and referral, and training. For more information call or write:

**Disability Rights Center**  
24 Stone Street, Suite 204, Augusta, ME 04338-2007  
Voice ............................................................... (207)626-2774  
Toll Free ........................................................... 1-800-452-1948  
Dial 711 ......................................................... (Maine Relay)  
www.drcme.org

**Educational Opportunities**

**Adult Education**  
Adult Education Programs offer a variety of academic, self-improvement, vocational and craft courses to community residents in all parts of Maine. Courses are usually announced in local papers. In some areas, adults earning high school diplomas can participate free of charge. If you have a special interest or hobby you would like to teach or if you would like an adult education program at your senior club or dining site, contact the Adult Education Office through your local school system.

**Community Colleges**  
Community Colleges provide post-secondary education. Enrollment in specific courses are conditional on the approval of the Dean of Admissions.

**Central Maine Community College**
1250 Turner Street, Auburn, ME  04210
Voice ................................................................. (207)755-5100
Toll Free ............................................................. 1-800-891-2002
www.cmcc.edu

Eastern Maine Community College
354 Hogan Road, Bangor, ME  04401
Voice ................................................................. (207)974-4600
Toll Free ............................................................. 1-800-286-9357
www.emcc.edu

Kennebec Valley Community College
92 Western Avenue, Fairfield, ME  04937-1375
Voice ................................................................. (207)453-5000
Toll Free ............................................................. 1-800-528-5882
TTY .......................................................... (207)453-5163
www.kvcc.me.edu

Northern Maine Community College
33 Edgemont Drive, Presque Isle, ME  04769
Voice ................................................................. (207)768-2700
TTY .......................................................... (207)768-2817
www.nmcc.edu

Southern Maine Community College
2 Fort Road, South Portland, ME  04106
Voice ................................................................. (207)741-5500
Toll Free ............................................................. 1-877-282-2182
www.smccme.edu

Washington County Community College
Calais Campus, 1 College Drive, Calais, ME  04619
Voice ................................................................. (207)454-1000
Toll Free ............................................................. 1-800-210-6932
www.wccc.me.edu
Healthy Aging
Healthy aging programs are offered throughout the state for older people who wish to take more control over their own health through lifestyle changes that have proven effective in reducing the risk of disease and disability. Numerous community partners offer classes in A Matter of Balance, Enhance Wellness, Enhance Fitness, Healthy IDEAS and Chronic Disease Self-Management.

Living Well is designed for people with chronic health conditions such as high blood pressure, diabetes, depression, etc. to participate in a six week seminar offering two-and-a-half hour sessions to learn how to better manage their health conditions. A Matter of Balance is an eight week seminar which consists of a two hour meeting per week designed for older community-dwelling adults to learn how to reduce their fear of falling and improve activity levels.

For more information call 877-353-3771 for your local Area Agency on Aging/ADRC.

Road Scholar
Road Scholar is a not-for-profit educational organization that offers 5,500 educational tours in all 50 states and 150 countries. Alongside local and renowned experts, experience in-depth and behind-the-scenes learning opportunities, from cultural tours and study cruises. For more information, call or write:

Road Scholar – (Formerly Elderhostel)
11 Ave. De LaFayette, Boston, MA 02110-1746
Voice .............................................................. (617)426-5437
Toll Free ......................................................... 1-800-454-5768
www.roadscholar.org
**Senior College**

Just because someone retires from work doesn’t mean he or she retires from learning. Maine has seventeen “Senior Colleges,” learning centers that offer Mainers age 55 or older courses on a variety of topics including music, art, history and science, in a university environment.

The Osher Lifelong Learning Institute at The University of Southern Maine in Portland helps senior colleges organize and communicate with one another. Retirees who have lifetimes of experience in the subjects usually teach senior college courses.

Local/Out-of-State .......................................................... (207)780-4406

www.maineseniorcollege.org

**Augusta Senior College**

University of Maine Augusta ................................. (207)621-3551

**Bridgton Senior College**

University of Southern Maine, Bridgton Memorial School .... (207)647-9599

or ................................................................. (207) 647-1996

**Coastal Senior College**

University College at Rockland ............... (207)596-6906 or 1-800-286-1594

**Down East Senior College**

University College at Ellsworth ...... (207)667-3897 ext. 17 or 1-800-696-2540

**Gold Leaf Institute**

University of Maine at Farmington ............... (207)778-7063

**Lewiston-Auburn Senior College**

University of Southern Maine, Lewiston-Auburn College Campus. (207)753-6610

**Midcoast Senior College**
University College at Bath/Brunswick . . . . . (207)442-7349 or 1-800-696-2329

Osher Lifelong Learning Institute
University of Southern Maine, Portland Campus . . . . . . . . . . . . . . (207)780-4406

Penobscot Valley Senior College
University of Maine Center of Aging, Orono . . . . . . . . . . . . . . . . . . (207)992-0118

SAGE
University of Maine at Presque Isle . . . . . . . . . . . . . . . . . . . . . . . . (207)768-9502

Senior College UMaine Hutchinson Center
University of Maine at Belfast . . . . . . . . . . . . . . . . . . . . . . . . . . . . . (207)338-8033

Sunrise Senior College
University of Maine at Machias . . . . . . . . . . . . . . . . . . . . . . . . . . . (207)255-1384
or. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . (207)255-3768

Western Mountains Senior College
Adult Education SAD 244, Bethel . . . . . . . . . . . . . . . . . . . . . . . . . (207)824-2780

University of Maine System
Maine residents age 65 or older who wish to register for courses at a campus of the
University of Maine but are unable to cover the cost of tuition may apply to take the course tuition free. To do so, request a Senior Waiver at the Student Accounts (billing) office at the campus you plan to attend. The waiver of tuition can be used only for undergraduate courses; it does not cover lab and other course fees.

University of Maine Augusta
46 University Drive, Augusta, ME 04330-9410
Voice . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . (207)621-6600
Toll Free Enrollment Center . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 1-877-862-1234
TTY . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . (207)621-3107
Toll Free . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 1-800-316-3600

http://umaine.edu
University of Maine Augusta/Bangor
216 Texas Avenue, Bangor, ME 04401-4367
Voice ................................................................. (207)262-7050

University of Maine Augusta/Lewiston-Auburn
51-55 Westminster Street, Lewiston, ME 04240
Voice ................................................................. (207)753-6500

University of Maine Farmington
Farmington, ME 04938
Voice ................................................................. (207)778-7000

University of Maine Fort Kent
23 University Drive, Fort Kent, ME 04741
Toll Free ............................................................ 1-888-879-8635

University of Maine Machias
116 O’Brien Avenue, Machias, ME 04654-1397
Voice ................................................................. (207)255-1200
Toll Free ............................................................ 1-888-468-6866

University of Maine Orono
Orono, ME 04469
Voice ................................................................. (207)581-1865

University of Maine Presque Isle
81 Maine Street, Presque Isle, ME 04769
Voice ................................................................. (207)768-9400

University of Southern Maine
PO Box 9300, Portland, ME 04104-9300
Voice ................................................................. (207)780-4141
Toll Free ............................................................ 1-800-800-4876
University of Maine’s Center on Aging – The mission of the Center is to promote and facilitate activities on aging in areas of education and training, research and evaluation, community services and consultation to maximize the quality of life of older citizens and their families in Maine.

UMaine Center on Aging
Camden Hall, 25 Texas Avenue, Bangor, ME 04401-4324
Voice ................................................................. (207)262-7920
Fax ................................................................. (207)262-7921
http://mainecenteronaging.umaine.edu

Eldercare Locator
The Eldercare Locator is a public service of the Administration on Aging and the U.S. Department of Health and Human Services. It is a nationwide service that connects older Americans and their caregivers with information and senior services.

Choose from a number of topics and receive information, or learn about services available locally.

Toll Free ................................................................. 1-800-677-1116
www.eldercare.gov

Employment and Training

Age Discrimination in Employment
If you feel you have been forced to retire or otherwise discriminated against because of age, or would like more information regarding your rights as a job applicant, employer, or employee, call or write:

Maine Human Rights Commission
#51 State House Station, Augusta, ME 04333
Voice ................................................................. (207)624-6290
For supports to obtain, maintain or advance in employment access a local Rehabilitation Office in your area if you have a disability that creates a barrier to employment:

**Bureau of Rehabilitation (BRS) Offices**
Administrative Offices
150 State House Station
Augusta, ME  04333-0150
Voice .......................... (207)623-6799
Dial 711 ...............................(Maine Relay)
Fax ............................. (207)287-5292

**Career Centers**
Career Centers throughout Maine provide workers with the information, advice, job search assistance and training they need to enter the job market.

[http://www.mainecareercenter.com](http://www.mainecareercenter.com)

**Androscoggin County Career Center**
5 Mollison Way, Lewiston, ME  04240
Voice .......................... (207)753-9001
Dial 711 ...............................(Maine Relay)
Fax ............................. (207)783-5301
Toll Free. ...............................1-800-741-2991

**Aroostook County Career Center**
66 Spruce Street, Suite 1, Presque Isle, ME  04769
Voice .......................... (207)760-6300
Toll Free ............................... 1-800-635-0357
Dial 711 ...............................(Maine Relay)
Fax ............................. (207)760-6350
Aroostook County Action Program
91 Military Street, Houlton, ME 04730
Voice ..................................................... (207)532-5300
Toll Free .................................................. 1-800-691-0033
Fax. ......................................................... (207)532-5301

Cumberland County Career Center
185 Lancaster Street, PO Box 738, Portland, ME 04104
Voice ..................................................... (207)771-5627
Toll Free .................................................. 1-877-594-5627
Dial 711 .................................................... (Maine Relay)
Fax. ......................................................... (207)822-0221

Eastern Maine Development Services
One Industrial Drive, Suite 2, East Millinocket, ME 04430
Voice ..................................................... (207)746-9608
Toll Free .................................................. 1-800-777-8173
Fax. ......................................................... (207)746-9439

Franklin County Career Center
865 US Rt 2E, Wilton, ME 04294
Voice ..................................................... (207)645-5800
Toll Free .................................................. 1-800-982-4311
Dial 711 .................................................... (Maine Relay)
Fax. ......................................................... (207)645-2093

Hancock County Career Center
45 Oak Street, Suite 3, Bangor, ME 04401-7902
Voice ..................................................... (207)561-4050
Toll Free TTY ............................................ 1-800-498-6711
Toll Free .................................................. 1-888-828-0568
Fax. ......................................................... (207)561-4066

Kennebec County Career Center
21 Enterprise Dr., Suite 2, Augusta, ME 04333-0109
Voice ..................................................... (207)624-5120
Toll Free .................................................. 1-800-760-1573
Knox County Career Center  
91 Camden Street, Suite 201, Rockland, ME 04841-0201  
Voice ................................................................. (207)596-2600  
Toll Free .......................................................... 1-877-421-7916  
TTY ................................................................. 1-888-212-6229  
Fax ................................................................. (207)594-1428

Oxford County Career Center (Western Maine Community Action-Job Training)  
4 Western Avenue, South Paris, ME 04281  
Voice ................................................................. (207)743-7763  
Toll Free .......................................................... 1-877-237-6171  
TTY ................................................................. 1-888-313-9400

Penobscot County Training & Development Center  
45 Oak Street, St. 3, Bangor, ME 04401  
Voice ................................................................. (207)561-4050  
Toll Free .......................................................... 1-888-828-0568  
Fax ................................................................. (207)561-4066

Sagadahoc County Career Center  
275 Bath Rd., Brunswick, ME 04011  
Voice ................................................................. (207)373-4000  
Toll Free .......................................................... 1-888-836-3355  
Dial 711 ............................................................ (Maine Relay)  
Fax ................................................................. (207)373-4004

Somerset County Career Center  
98 North Avenue, Ste 20, Skowhegan, ME 04976  
Voice ................................................................. (207)474-4950  
Toll Free .......................................................... 1-800-760-1572  
Dial 711 ............................................................ (Maine Relay)  
Fax ................................................................. (207)474-4914

Waldo County Career Center (Open Monday, Tuesday and Thursday)  
91 Camden Street, Suite 201, Rockland, ME 04841-3424  
Voice ................................................................. (207)596-2600  
Toll Free .......................................................... 1-877-421-7916
TTY ................................................................. 1-888-212-6229
Fax. ................................................................. (207)594-1428

**Washington County Career Center**
1 College Drive, Calais, ME  04619
Voice ......................................................... (207)454-7551
Toll Free ..................................................... 1-800-543-0303
Dial 711 ....................................................... (Maine Relay)
Fax. ................................................................. (207)454-0349

15 Prescott Drive, Suite 1, Machias, ME  04654
Voice ......................................................... (207)255-1900
Toll Free ..................................................... 1-800-292-8929
TTY ................................................................. 1-800-381-9932
Fax. ................................................................. (207)255-4778

**York County Career Center**
9 Bodwell Court, Springvale, ME  04083
Voice ......................................................... (207)324-5460
Toll Free ..................................................... 1-800-343-0151
Dial 711 ....................................................... (Maine Relay)
Fax. ................................................................. (207)324-7069

**Employment for Me**
Has information for people with disabilities around accessing employment services in Maine.

**Employment First Maine**
A coalition formed by statute to improve the employment outcomes for Maine people with disabilities. For information on the work and to get involved go to:

**Senior Community Service Employment Program (SCSEP)**
This program provides part-time employment training in a variety of community service jobs, in non-profits and government agencies, for people age 55 and over who meet income guidelines. The sponsors of this program in Maine are:

**Goodwill Industries of Northern New England** (Cumberland, Sagadahoc & Lincoln Counties)
Voice .......................................................... (207)774-6323
Toll Free ....................................................... 1-800-244-5891

**National ABLE Network (A.B.L.E.)**
336 Mt Hope Ave. Suite 1, Bangor, ME  04401
Voice .......................................................... (207)385-2500
Toll Free ....................................................... 1-855-944-8300
Fax ............................................................... (207)945-6839
[www.nationalable.org](http://www.nationalable.org)

**Women, Work, and Community**
This program (formerly Displaced Homemakers) assists people after divorce, death, or disability of a spouse or family member. It is committed to helping older women and men facing changes in their lives by providing services such as support groups, one-to-one counseling, referral, career exploration and training in job-seeking skills.

**Administrative Office:**
46 University Drive, Augusta, ME  04330
Voice .......................................................... (207)621-3440
Toll Free ....................................................... 1-800-442-2092
[http://womenworkandcommunity.org](http://womenworkandcommunity.org)

**Augusta – University of Maine Augusta**
Gannett Building 5th Floor, 331 Water Street, Augusta, ME  04330-9410
Voice .......................................................... (207)621-3440
Bangor WWC-UCB
216 Texas Avenue, Acadia Hall, Bangor, ME 04401
Voice ................................................................. (207)262-7840

Bath WWC Bath/Brunswick Center, UMS
9 Park Street, Bath, ME 04011
Voice ................................................................. (207)386-1664

Calais WWC, WCCC
One College Drive, Calais, ME 04011
Voice ................................................................. (207)386-1664

Ellsworth WWC Mill Mall
248 State Street, Suite 1, Ellsworth, ME 04605
Voice ................................................................. (207)667-1834

Farmington WWC
108 Perham Street, Suite A, Farmington, ME 04938
Voice ................................................................. (207)778-2757

Lewiston-Auburn College, USM WWC
51-55 Westminster Street, Lewiston, ME 04240
Voice ................................................................. (207)753-6612

Lewiston/Auburn, Portland WWC
175 Main Street, South Portland, ME 04106
Voice ................................................................. (207)799-5025

Presque Isle WWC
Northern Maine Community College, 33 Edgemont Drive
Presque Isle, ME 04769
Voice ................................................................. (207)764-0050

Saco WWC
University College at Saco, UMS, 110 Main Street, Suite 1101
Saco, ME 04072
Voice ................................................................. (207)286-1722

South Paris Outreach Center
232 Main Street, South Paris, ME 04281
Voice ................................................................. (207)743-9322

Waterville WWC
Box 13G, 19 Hillside Avenue, Waterville, ME 04901
Voice ................................................................. (207)872-9482

Family Caregiver Support Program

The Family Caregiver Support Program, supported by the Administration on Aging, is for families caring for older individuals and for grandparents caring for grandchildren. Each Area Agency on Aging/ADRC has a Family Caregiver Coordinator who provides or arranges for:

• Information and assistance
• Individual counseling
• Support groups
• Caregiver training
• Respite care

For more information, contact your local Area Agency on Aging/ADRC at 1-877-353-3771.

Financial

General Assistance Program

Each town has a General Assistance Program to help people in emergencies. You may be eligible even if you work or receive other benefits such as: SNAP, VA benefits, or Social Security income. To request General Assistance, contact your city/town office. Your application must be accepted for review. You may be
turned down for help if you do not meet the guidelines for the program. The
application is private and confidential. If you have problems concerning General
Assistance, contact:

**Office of Family Independence**
Department of Health and Human Services
Augusta, Me. 04333
Voice ................................................................. (207)624-4168
Toll Free ............................................................ 1-800-442-6003
Local/Out-of-State TTY ................................. 1-800-606-0215

**General Tax Assistance**
General tax assistance is for income eligible owners and renters of any age. Maximum refund is $1000. People of any age who were assisted with their housing costs by a government subsidy are not eligible for this program. Elderly people living in subsidized housing may be eligible for elderly tax assistance. To request an application, call or write:

**Maine Revenue Services**
#24 State House Station, Augusta, ME 04333
Voice ................................................................. (207)626-8475
Dial 711 ............................................................. (Maine Relay)
Out-of-State ......................................................... 1-888-577-6690
To order forms ..................................................... (207)624-7894

Application booklets are also available at town or city tax offices and at
Area Agencies on Aging/ADRC, listed on pages 2-3.

**The Property Tax Fairness Credit**
Offers a tax credit to Maine residents who own a home or pay rent. The tax credit
starts January 2014. Residents are eligible to take the credit if they have an
adjusted gross income of no more than $40,000, or they pay more than 40% of
their adjusted gross income on rent. The Maine Income Tax Form will include a
Property Tax Fairness Worksheet to help you figure out if you qualify. If you
usually do not file an income tax return, you can apply by contacting the Maine Revenue Services at (207)626-8475.

www.maine.gov/revenue

Social Security Offices

Toll Free Nationwide ........................................ 1-800-772-1213
TTY Nationwide ............................................. 1-800-325-0778

Auburn
PO Box 7401 Great Falls Plaza
Voice .......................................................... 1-866-627-6996

Augusta
330 Civic Center Drive
Toll Free ..................................................... 1-866-882-5422

Bangor
202 Harlow Street, Room 208
Toll Free ..................................................... 1-877-405-1448

Portland
550 Forrest Ave. Suite 150
Toll Free ..................................................... 1-877-319-3076

Presque Isle
365 Main Street
Toll Free ..................................................... 1-866-837-2719

Rockland
231A Park Street
Voice ......................................................... 1-855-269-9179

Rumford
3 Canal Street
Voice ......................................................... (207)364-3731

**Saco**  
110 Main Street Suite 1450  
Toll Free .............................................. 1-877-253-4715

**Waterville**  
14 Colby Street (next to district court)  
Toll Free .............................................. 1-866-931-9169

**Portsmouth, NH**  
Toll Free .............................................. 1-877-253-4715

**Security Income (SSI)**  
Security Income (SSI) guarantees a minimum monthly income to people who are at least 65 years old, or blind, or disabled with limited income and resources. You may get SSI even if you work, get Social Security, or own your house and car. If you receive SSI you are automatically eligible for MaineCare.

To find out if you qualify, contact the nearest Social Security Office. For assistance in applying for SSI, contact your local Area Agency on Aging/ADRCs, listed on pages 2-3.

**Tax Preparation**

**Federal**  
Soon after the first of every year, the Internal Revenue Service (IRS) publicizes a list of Volunteers in Tax Assistance (VITA) who can assist you to prepare your federal income tax returns. There is no charge for the service. The list is available at the beginning of every year at the Area Agencies on Aging/ADRCs listed, on pages 2-3.

To call the IRS directly:  
For assistance ........................................... 1-800-829-1040  
For forms .............................................. 1-800-829-3676
State
To call the Maine Revenue Service directly:
For assistance ........................................ (207)626-8475
For forms ................................................. (207)624-7894
http://www.maine.gov/revenue

Guardianship and Conservatorship

When appropriate less restrictive alternatives are not available, the Probate Courts may appoint a guardian to act as a substitute decision maker on behalf of an incapacitated individual. Depending on an individual’s incapacity, a guardianship appointment may be full or limited to certain areas such as medical or residential decision making. Conservatorship appointments are made to protect, preserve, and manage estates of incapacitated adults.

The Office of Aging and Disability Services (OADS) may serve as public guardian and/or public conservator for mentally incapacitated adults only when there is no suitable, available and willing private individual to serve as private guardian or conservator.

For more information about guardianship and conservatorship and their alternatives, contact your County Probate Court; visit the following DHHS website link: http://www.maine.gov/dhhs/oads/guardianship/index.shtml or call your local OADS District Office and ask for the Adult Protective Services Supervisor.

Health Screening and Care

Hospitals and health centers often sponsor health screening clinics where you can be tested for high blood pressure, diabetes, eye and vision problems, and hearing difficulties. Check your local newspaper or call your local Area Agency on Aging/ADRCs listed on pages 2-3, for times and locations. In most cases, this
service is free. If you have Medicare your AAA/ADRCs also can tell you about Medicare preventive benefits.

Dental

**Maine Donated Dental Services**
A program of the Maine Dental Association and the Foundation of Dentistry for the Handicapped, in which volunteer dentists and labs donate treatment and lab work to disabled and elderly people. For more information about this service, contact Maine Donated Dental Services at 1-800-205-5615 or the Area Agency on Aging/ADRCs toll free at 1-877-353-3771.

**Senior Dent**
Provides dental care at reduced fees. Maine residents who are age 62 or over, have no dental benefits under MaineCare or private insurance plan, and meet income guidelines are eligible. They will receive a minimum 15% discount on all dental services from participating dentists. For a listing of participating dentists, contact the Area Agency on Aging/ADRCs in your area toll free at 1-877-353-3771.

Eye Care
Services available for people of all ages with vision problems include: diagnosis, adaptive skill training, provision of aids and appliances, property tax exemptions, and counseling. For information contact the Division for the Blind and Visually Impaired call or write:

**IRIS (Formerly Maine Center for the Blind)**
189 Park Avenue, Portland, ME 04101
Voice ................................................................. (207)774-6273
http://www.theiris.org

Any person legally blind and in need, may apply for Security Income (SSI) or Social Security Disability (SSDI) at the nearest Social Security Office.

Maine State Library Talking Book Program
The Maine State Library Talking Book Program provides books and magazines in a recorded cassette or disc format to people who are visually impaired, blind, or physically handicapped. For more information, call 1-800-762-7106. [http://maine.gov/msl/outreach/lbph/talkingbooks](http://maine.gov/msl/outreach/lbph/talkingbooks)

**Medical Eye Care Program**
Financial assistance is available for certain treatments for people with a vision problem and who have limited income but are not MaineCare eligible. For information call or write:

**Office of MaineCare**
#11 State House Station, Augusta, ME 04333-0011
Voice .......................................................... (207)287-2674
Voice .......................................................... (207)287-2033

**Pharmacy Help Desk**
Toll Free ................................................... 1-800-321-5557
Dial 711 ................................................. (Maine Relay)

**National Eye Care Project**
Maine is also served by the National Eye Care Project, under which Maine ophthalmologists offer free treatment for qualified persons 65 years of age or older.

To be eligible, an individual must not have seen an ophthalmologist (physician eye specialist) in the last three years. If they have seen either an optometrist or optician they are still eligible for this program. To get the name of a specific doctor in your area call toll free statewide 1-800-222-3937 (Eye Care America).

**Hearing**
The Division of Deafness provides a program of services to persons who are deaf, late deafened or hard of hearing. This includes publication of a resource guide, a Maine-Lines newsletter, information and referral, advocacy, Certification of Hearing Dogs and accessibility promotion. For more information and a listing of interpreter services, call or write:
The Telecommunications Equipment Project (TEP) provides assistive telephone devices to people who are deaf or hard of hearing and persons with mobility, vision and speech disabilities. The devices that are available include amplified telephones, speaker phones and large button speaking phones. A person’s income determines whether they get the equipment on loan free or on a sliding scale by income. For more information about the Telecommunications Project (TEP), call:

V/TTY .......................... (207)797-7656
Toll Free .................................. 1-800-639-3884
http://medmaine.net/programs-and-resources/telecommunications-equipment-program-tep

People who are interested in employment and would like to learn about vocational rehabilitation services for deaf or hearing impaired should contact the Department of Labor, Bureau of Rehabilitation Services at one of the Employment Service Agencies. The Employment Service Agencies are also listed in the phone book under Maine State, Department of Labor.

Home Care
Home care services include meals, Independent Support Services, personal care assistance, and nursing care. If you are not able to pay the cost of home care services, there may be state or federal programs that can help you.

Office of Aging & Disability Services
#11 State House Station, Augusta, ME 04333-0011
Voice ........................................... (207)287-9200
Toll Free Nationwide ......................... 1-800-262-2232
Dial 711 .......................................... (Maine Relay)
Homeward Bound / Money Follows the Person

Homeward Bound is a program that helps older and disabled adults transition from nursing homes or hospitals to community living. You must be 18 or older, qualify for MaineCare, have lived in a nursing home and/or hospital for at least 90 days, and have a desire to move back to the community. We will however begin working with you prior to the 90 day mark. Homeward Bound can:

- Help you identify your care needs and access services
- Help finding a place to live and assistance with home modifications, adaptive equipment and or assistive technology devices
- Assessments and consultation with specialists prior to and/or after the transition to help identify and address your unique needs.
- Peer Support - guidance from other people who have already made the transition from long term institutional care back to the community.

For more information, contact:

Maine Department of Health and Human Services, Office of Aging and Disability Services
Voice ................................................................. (207)287-9200

Hospice Services

Hospice provides special help to people who have a terminal illness and their families. For more information call or write:

Maine Hospice Council
PO Box 2239, 295 Water St. Suite 303, Augusta, ME 04330
Voice ................................................................. (207)626-0651
Toll Free .............................................................. 1-800-438-5963
http://mainehospicecouncil.org

Housing

Home Energy Assistance
The Federal Low Income Home Energy Assistance Program (LIHEAP) provides funds to low income homeowners and renters to help pay for heating costs. The funds are distributed throughout Maine by Community Action Programs. For information contact your local Community Action Program listed on pages 14-16, or your local Public Housing Authority listed on pages 50-52.

Home Equity Conversion (Reverse Mortgage)
Home Equity Conversion is a way of maintaining residency in your own home while gaining needed income to cover such costs as heat, home maintenance, property taxes and other personal needs. For information about available counseling call or write your local Area Agency on Aging/ADRCs on pages 2-3.

Home Improvement Grants

MaineHousing
MaineHousing provides grants or low cost home improvement loans for health and safety related repairs and improvements. MaineHousing’s Home Repair Program provides help to low-income homeowners who cannot afford necessary home repairs. The program consists of a Home Repair Grant, Elderly Hardship grant and Septic Repair/Replacement loans. For more information go to their website: http://www.mainehousing.org/programs-services/HomeImprovement

Rural Repair and Rehabilitation Loans and Grants
The USDA’s Very Low-Income Housing Repair program provides loans and grants to very low-income homeowners to repair, improve, or modernize their dwellings or to remove health and safety hazards.

**USDA Rural Development State Office**  
967 Illinois Avenue, Bangor ME 04401  
Voice . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . (207)990-9100 Ext. 4  

**Home Repair - Community Action Programs**  
Low interest loans and repair and renovation assistance is available to eligible homeowners. For more information contact your local Community Action Program listed on pages 14-16.

**Rental Assistance and Subsidized Housing**

Older persons may be eligible for an apartment in a subsidized elderly housing project. In most cases the rent for these apartments is pre-set. In some cases the tenant pays a portion of their income toward rent. MaineHousing maintains a list of affordable apartments on their website at: [www.mainehousing.org/programs-services/rental](http://www.mainehousing.org/programs-services/rental).

To apply for these apartments contact the property manager and request an application.

MaineHousing can also provide the contact information for the USDA Rural Development Offices where you can get information on subsidized apartments, locations and application procedures. MaineHousing maintains contact information for the Public Housing Authorities (PHA’s) that manages developments and accepts applications for rental assistance in existing privately owned apartments.
MaineHousing also maintains a free rental listing service that is fast and easy to use. It includes detailed listings with pictures, maps and more. The listings are updated daily.

MaineHousing
353 Water Street Augusta ME  04330-4633
Voice .......................................................... (207)626-4600
Toll Free ....................................................... 1-800-452-4668
Dial 711 ..................................................... (Maine Relay)
http://www.mainehousing.org/

Shelters for Homeless People and Victims of Family Violence
There are homeless shelters in many towns and cities throughout the state. Most provide temporary and emergency shelter only. In some cases, however, two to four weeks of shelter are offered, particularly to family violence victims or for detoxification purposes.

For more information contact:
Maine Housing
353 Water Street, Augusta, Me  04330
Voice .......................................................... (207)626-4600
Toll Free ....................................................... 1-800-452-4668
Dial 711 ..................................................... (Maine Relay)

Adult Protective Services
Local ............................................................ (207)532-5047
Toll Free Nationwide ....................................... 1-800-624-8404
Dial 711 ..................................................... (Maine Relay)

Weatherization
Funds are available to low income homeowners and renters for weatherization projects to reduce energy costs by improving efficiency. Weatherization improvements may include insulation, weather-stripping, caulking and some
safety-related repairs. For more information contact your local Community Action Agency, listed on pages 15-17.

Central Heating Improvement Program (CHIP) grants may be used to repair or replace dangerous, malfunctioning or inoperable central heating systems that pose a threat to health and safety. The maximum grant for a heating system repair or replacement is $3,000 for owner occupied homes. Limited CHIP benefits of up to $300 may be available for rental properties occupied by LIHEAP-eligible tenants.

For more information contact your local Community Action Agency, listed on pages 15-17.

Public Housing Authorities

Auburn Housing Authority
Voice ................................................................. (207)784-7351

Augusta Housing Authority
Voice ................................................................. (207)626-2357

Bangor Housing Authority
Voice ................................................................. (207)942-6365

Bath Housing Authority
Voice ................................................................. (207)443-3116

Biddeford Housing Authority
Voice ................................................................. (207)282-6537

Brewer Housing Authority
Voice ................................................................. (207)989-7551

Brunswick Housing Authority
Voice ................................................................. (207)725-8711
Caribou Housing Authority
Voice ................................................................. (207)493-4234

Fort Fairfield Housing Authority
Voice ................................................................. (207)476-5771

Indian Township Passamaquoddy
Voice ................................................................. (207)796-8004

Lewiston Housing Authority
Voice ................................................................. (207)783-1423

Mt. Desert Island & Ellsworth Housing Authority
Voice ................................................................. (207)288-4770

Old Town Housing Authority
Voice ................................................................. (207)827-6151

Penobscot Nation Housing Department
Voice ................................................................. (207)827-7147

Pleasant Point Passamaquoddy Reservation
Voice ................................................................. (207)853-6021

Portland Housing Authority
Voice ................................................................. (207)773-4753

Presque Isle Housing Authority
Voice ................................................................. (207)768-8231

Sanford Housing Authority
Voice ................................................................. (207)324-6747
South Portland Housing Authority
Voice ................................................................. (207)773-4140

Van Buren Housing Authority
Voice ................................................................. (207)868-5441

Waterville Housing Authority
Voice ................................................................. (207)873-2155

Westbrook Housing Authority
Voice ................................................................. (207)854-9779

York Housing Authority
Voice ................................................................. (207)363-8444

Information, Assistance & Outreach Services

No matter where you live in Maine, there is an area agency on aging that will help you get the information about services you need to stay independent. You can get help by telephone or visit them in person. If you are home bound, staff or volunteers will visit you in your home.

Area Agency on Aging/ADRC staff can help with many programs such as Food Supplement, Security Income (SSI), MaineCare Prescription Drug benefit, and Property Tax Fairness Credit. They also provide health insurance counseling.

Each Area Agency/ADRC has a TTY phone for persons who are deaf and can arrange for interpreters for consumers who do not speak English through the AT&T Language Line. For more information, contact your local Area Agency on Aging at 1-877-353-3771. A list of Maine’s Area Agencies on Aging/ADRCs can be found on page 2-3.
Insurance

Bureau of Insurance
The Consumer Health Care Division and the Life and Health Division of the Bureau of Insurance help consumers who:

• Have questions about insurance;
• Want to file a complaint about an agent, a broker or a managed health care provider (HMO);
• Request publications on insurance, including long-term care and Medicare

Supplement Insurance, call or write:

Bureau of Insurance
#34 State House Station, Augusta, ME 04333
Voice ............................................................... (207)624-8475
Toll Free .......................................................... 1-800-300-5000
Fax ................................................................. (207)624-8599

www.mainegov/pfr/insurance

Health Insurance Counseling
People in Maine who have Medicare insurance can get free health insurance counseling through the State Health Insurance Assistance Program (SHIP).

Services offered include:

• Providing additional information on Medicare
• Help you enroll in Medicare Savings Program
• Teach you to detect and report errors; and
• Obtain insurance

Call the Legal Services for the Elderly Helpline or your local Area Agency on Aging. Specially trained staff and volunteers will answer your questions about Medicare, Medicare prescription drug coverage, Advantage Plans, insurance, MaineCare, long-term care and other health insurance.

www.mainegov/dhhs/oads/aging/community/medicare-assist.shtml
Call 1-877-353-3771 for your area agency on aging or: Legal Services for the Elderly at:
Local/Out-of-State ..................................................... (207)623-1797
Toll Free ................................................................. 1-800-750-5353

**Low Cost Drugs for the Elderly and Disabled Program**
Maine’s Low Cost Drugs for the Elderly and Disabled Program (DEL) helps to pay for prescription drugs for people whose income is no more than 185% of the federal poverty level. You must be 62 or older or age 19 or older and meet the disability criteria for SSI (Security Income). If you spend more than 40% of your income on prescription drugs, the income level increases.

Your local Area Agency on Aging can tell you the current income guidelines and help you to apply. Call your local Area Agency on Aging/ADRCs at 1-877-353-3771.

**MaineCare (Medicaid)**
MaineCare is a federal and state funded program that pays for medical services by physicians, hospitals and other health care providers.

If you receive Security Income (SSI) or Temporary Assistance to Needy Families (TANF) you are automatically eligible for MaineCare. If you are not in either of these programs but need help to pay for medical care, you may still be eligible for MaineCare.

For more information, contact the Department of Health and Human Services District Office nearest you, listed on pages 21-24, or your local Area Agency on Aging/ADRCs, listed on pages 2-3.

**Medicare**
Medicare is health insurance for people age 65 or older, under age 65 with certain disabilities, and any age with permanent kidney failure requiring dialysis or a
kidney transplant. Medicare covers certain medical services and items in hospitals and other settings.

**Medicare Part A** helps to cover inpatient care in hospitals and skilled nursing facilities. It also helps cover hospice and home health care. Most people automatically get Part A coverage without having to pay a monthly payment.

**Medicare Part B** helps cover medical care like doctors’ services, outpatient care, some preventive services and other items and services. Part B is optional and you pay a monthly premium for this coverage.

**Medicare Advantage Plans** are health plan options that are approved by Medicare and run by private companies. These options are **Medicare Part C** and they are a different way of getting Medicare coverage than traditional Medicare. These plans include Part A and Part B coverage, extra benefits, and may include prescription drug coverage.

**Medicare Prescription Drug Coverage (Part D)**
Medicare offers prescription drug coverage (Part D) for everyone with Medicare. To get Medicare drug coverage, you must join a plan run by an insurance company or other private company approved by Medicare. Each plan can vary in cost and drugs covered. If you want Medicare drug coverage, you need to choose a plan that works with your health coverage and needs. Since plan coverage may change annually, it is very important that you review the costs and covered medications each year for any Part D Plan before you enroll.

If your income is low, you may be eligible for programs that pay the Part B premium, deductibles, co-insurances, and/or co-payments. You may also be eligible for help with Part D out-of-pocket costs. For more information, contact your local Department of Health and Human Services Office, a local Area Agency on Aging/ADRC on pages 2-3.
Call the Social Security Administration Several months before you turn age 65 to make sure you get enrolled in the Medicare Program. Contact information for the local Social Security offices is listed on pages 40-41.

If you have any questions about the Medicare Program, call the Maine SHIP Program at 1-877-353-3771 or the Medicare Program directly at 1-800-MEDICARE (1-800-633-4227).

Centers for Medicare and Medicare Services:

www.medicare.gov

Medicare Part D Appeals Unit Legal Services for the Elderly

The Medicare Part D Appeals Unit of Legal Services for the Elderly provides free help to low-income Mainers having trouble getting their prescription drugs covered through Medicare Part D. Appeals Specialists provide information and assistance over the phone Monday through Friday from 9:00 to 12:00 and 1:00 to 4:00. The Unit also helps pharmacies, medical offices and other health care providers that need information about Part D formularies or help in understanding how to get medications covered for their patients. Information about Medicare Part D, including links to the Plan Formularies, is available at the LSE website:

www.mainelse.org
Toll Free ................................................................. 1-877-774-7772

Northeast Health Care Quality Foundation

Northeast Health Care Quality Foundation, Medicare’s Quality Improvement Organization for Maine, New Hampshire and Vermont, reviews cases to make sure Medicare patients get quality medical care, all the tests and services they need, and are not discharged from the hospital before they are ready to go.

Call this toll free hotline at 1-800-772-0151 if you:
  • Think the hospital is making you leave before you are ready to go
  • If the hospital notifies you that Medicare will not cover your admission and continued stay and you disagree
  • Have a complaint about the quality of medical care you received
  • Have a question about Medicare
• Want to receive Medicare publications, their “free” newsletter Health Matters for Medicare Consumers, or if you want a free Medicare presentation for your group.

http://www.medicarequality.org

Interpreter Services

The link below provides interpreters at no cost to non-English speaking individuals seeking information about, participating in or applying for its programs. Use link:

http://www.maine.gov/education/esl/translator_interpreter_services.htm

Legal Assistance

Legal Services for the Elderly (LSE)
Legal Services for the Elderly provides free legal services statewide to people aged 60 and over. Priority is given to those who are socially or economically needy. LSE has offices in Augusta, Bangor, Lewiston, Presque Isle and Scarborough. Staff attorneys provide representation in matters concerning access to long-term care, physical abuse or financial exploitation, public benefits, evictions, foreclosure and other issues.

LSE Business Office: Augusta
5 Wabon Street, Augusta, ME 04330
Voice .............................................................. (207)621-0087

LSE Business Office: Bangor
450 Essex Street, Bangor, ME 04401
Voice .............................................................. (207)941-2880

LSE Business Office: Lewiston
8 Falcon Road, Lewiston, ME 04243
Voice .............................................................. (207)795-4010
LSE Business Office: Presque Isle
1 Edgmont Drive, Suite 2, Presque Isle, ME 04769
Voice .......................................................... (207)764-4883

LSE Business Office: Scarborough
136 US Route 1, Scarborough, ME 04074
Voice .......................................................... (207)621-0087

Part D Appeals Unit Helpline
Toll Free ...................................................... 1-877-774-7772
www.mainelse.org

Legal Services for the Elderly Helpline
LSE provides free legal information and brief services from Helpline attorneys over the phone on a wide variety of issues, such as public benefits including Medicare and MaineCare, landlord/tenant issues, consumer matters and advance directives.

For clients who need extended assistance, LSE may make a referral to one of its regional offices. For clients who need representation in matters that LSE does not handle, LSE may make a referral to private attorneys who charge reduced fees.

Legal Helpline Statewide
Local/Out-of-State ........................................... (207)623-1797
Toll Free V/TTY .............................................. 1-800-750-5353

Maine Equal Justice Partners (MEJP)
MEJP is a nonprofit legal aid provider, whose mission is to find solutions to poverty and improve the lives of people with low income in Maine.

Local/Out-of-State ........................................... (207)626-7058
Toll Free ........................................................ 1-866-626-7059
www.mejp.org
Office of the Attorney General
6 State House Station Augusta, ME 04333
Voice. ................................................................. (207) 626-8800
TTY. ................................................................. Dial 711 (Maine Relay)
http://www.maine.gov/ag

Pine Tree Legal Assistance
Pine Tree Legal Assistance provides free legal help to Maine people with low incomes.
Augusta .............................................................. (207)622-4731
Bangor ............................................................... (207)942-8241
Lewiston .............................................................. (207)784-1558
Machias ............................................................... (207)255-8656
Portland ............................................................... (207)774-8211
Presque Isle ........................................................ (207)764-4349
www.ptla.org

Lifeline and SafeLink
Lifeline Service
Telephone service is considered a necessity for daily modern life. Yet the cost of starting and maintaining such service may be too high for some consumers. Under Congressional mandate, the federal Universal Service Fund (USF) supports the Lifeline Assistance and Link-Up America programs. These programs provide discounts on basic monthly service and initial installation or activation fees for telephone service at the primary residence to income-eligible consumers. The Federal Communications Commission (FCC), with the help of the Universal Service Administrative Company (USAC), administers the USF.

To find the specific eligibility requirements for your state, visit the USAC Web site at: www.lifelinesupport.org
You may also call a toll free number – 1-888-641-8722 – to ask general questions about eligibility, but not to apply to participate in the Lifeline and Link-Up programs. To find out how to apply, visit the USAC Web site at: www.lifelinesupport.org or call your local telephone company.

Contact information for your state public service commission can be found on the Web site of the National Association of Regulatory Utility Commissioners, www.naruc.org/commissions.cfm or in the blue pages or government section of your local telephone directory.

For information about other telecommunications issues, visit the FCC’s Consumer & Governmental Affairs Bureau Web site at: www.fcc.gov/cgb, or contact the FCC’s Consumer Center by e-mailing: fccinfo@fcc.gov

Calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) Faxing 1-866-418-0232; or writing to:

Federal Communications Commission Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW, Washington, DC 20554

SafeLink Wireless®

SAFELINK WIRELESS® service is a U.S. government supported program for Income eligible households provided by TracFone Wireless, Inc. In order to participate in the SAFELINK WIRELESS® service, persons must meet certain eligibility requirements set by each State where the service is to be provided. These requirements are based on a person’s participation in a state or Federal support programs or by meeting the Income Poverty Directory lines as defined by the U.S. Government. SAFELINK WIRELESS® service is limited to one person per household.

Lifeline Service (Cell Phone)
SafeLink Wireless proudly offers Lifeline Service, which is a program that enables qualifying customers to receive discounts on monthly telephone service. In their version of the program, participants receive free cellular service, a free SafeLink Wireless cell phone and the assurance that the participant will get no bills and no contracts EVER!

Through SafeLink Wireless’ Lifeline Service you can receive:
• A FREE SafeLink Wireless phone
• A FREE cellular plan that gives you 68 Minutes every month

Qualifying in Maine
You qualify for Lifeline Service (Cell Phone) in your area if...
• You already participate in one of the following assistance programs:
  • Emergency Assistance Program
  • Home Energy Assistance Program (HEAP)
  • Medicaid (known as MaineCare)

To apply, just follow these steps:
• Access the application website at:
  http://www.safelinkwireless.com/EnrollmentPublic/home.aspx
• Fill out the application on this website.
• Download the completed application for your records or
• Call 1-800-Safelink

Long-term Care Ombudsman Program (LTCOP)
The Ombudsman program investigates complaints about long-term care services. Contact the program if:
• You have a concern about your rights at a nursing home or residential care facility resident or as a recipient of home care services.
• You have a complaint about nursing home, residential care, or home care services;
Your contact will be kept confidential and you may write or call without giving your name. For more information and publications call or write:

**Long-term Care Ombudsman Program (LTCOP)**

61 Winthrop St., Augusta, ME  04332  
Voice .......................................................... (207)621-1079  
Toll Free ....................................................... 1-800-499-0229  
Fax. ................................................................. (207)621-0509  
www.maineombudsman.org

**Native American Grants & Services**

To find out about services available to Maine’s older Native Americans, contact one of the following:

**Aroostook Band of Micmacs**

7 Northern Road, Presque Isle, ME  04769  
Voice .......................................................... (207)764-1972  
For Elders..................................................... (207)764-3286  
www.micmac-nsn.gov

**Houlton Band of Maliseet Indians**

3 Clover Circle, Houlton, ME  04730  
Voice Health Clinic ............................................. (207)532-4229  
Voice Admin Office ............................................. (207)532-4273  
www.maliseets.com/index.htm

**Passamaquoddy Tribe at Indian Township**

PO Box 301, Princeton, ME  04668  
Voice .......................................................... (207)796-2301  
www.Passamaquoddy.com

**Passamaquoddy Tribe at Pleasant Point**

PO Box 343, Perry, ME  04667  
Voice .......................................................... (207)853-2600
www.wabanaki.com

Penobscot Nation
12 Wabanaki Way, Indian Island, Old Town, ME  04468
Voice . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .  (207)827-7776
www.penobscotnation.org

Wabanaki Mental Health Association
(For Hancock, Penobscot, Piscataquis, and parts of Washington County, this association offers mental health services)
157 Park Street, Bangor, ME  04401
Voice . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .  (207)992-0411

For information about off-reservation services contact your local Area Agency on Aging/ADRCs, listed on pages 2-3.

Nursing Facility Care

To report a case of abuse, neglect or exploitation in a licensed facility call 1-800-383-2441.

Residential Care Facilities serve adults who may need supervision or assistance with their diet, medication, walking, bathing and dressing. Nursing facilities are for people who do not require hospital care but who need frequent nursing care and are dependent on others to do daily activities.

MaineCare, Medicare and other insurance (under certain conditions) may cover some or all of the costs of nursing facility care.

To find out if you are eligible for financial assistance, contact the Office of Family Independence at a Department of Health and Human Services District Office listed on pages 21-24.
For more information about assisted living or nursing facility care call:

**Community Services Licensing**
Voice .................................................. (207)287-9300
Toll Free .................................................. 1-800-791-4080
Nursing Facilities ................................. (207)287-9300

Or

**Office of Aging and Disability Services**
#11 State House Station, Augusta, ME  04333
Voice .................................................. (207)287-9200
Toll Free .................................................. 1-800-262-2232
Dial 711 ..................................................(Maine Relay)

**Nutrition/Meals**

**Community Meal Sites**
There are almost 100 locations in the state where older citizens can enjoy a nutritious noon meal. Some of these sites serve meals daily, Monday through Friday. Other sites are open less often. Meal sites also sponsor programs on health, nutrition education, and other consumer issues.

**Home Delivered Meals**
In many areas of the state, volunteers and paid staff deliver meals to people who are homebound and unable to prepare meals for themselves. Special containers make sure that when the meal arrives, it is hot and ready to eat. In some cases, participants can opt to receive frozen meals to reheat at a later time.

Both nutrition programs are available to anyone 60 years of age or older, regardless of income. No fee is charged, but donations are encouraged. For more information on either of these programs, contact your local Area Agency on Aging/ADRCs listed on pages 2-3. You can also search for dining sites at: [http://gateway.maine.gov/dhhs-apps/dining](http://gateway.maine.gov/dhhs-apps/dining)
Maine Senior FarmShare
Participants in the program are qualified to receive a free share ($50 worth) of first-quality, fresh, local produce from a Maine farm for 8 weeks during the growing season. The variety of produce and method of delivery/pick-up will vary depending on which farm you choose to sign up with. To take part in the Senior FarmShare Program you must:

1. Be a Maine resident, 60 years old or older (55 if Native American)
2. Not be an immediate family member or live in the same household as the farmer
3. Meet income guidelines (updated annually).

(Note: If you have established eligibility in MaineCare, or Security Income, or Low Income Home Energy Assistance Program, or Low Income Drug Program, you automatically meet the income guidelines.)

If you are uncertain about your eligibility to participate in Maine Senior FarmShare, you should contact your local area agency on aging by calling your local Area Agency on Aging/ADRCs at 1-877-353-3771.

Maine Nutrition Network:
http://usm.maine.edu/muskie/cutler/maine-nutrition-network

Office of Aging and Disability Services
www.maine.gov/dhhs/oads/aging/community/nutrition.shtml

Commodity Supplemental Food Program
The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income elderly people at least 60 years of age by supplementing their diets
with nutritious USDA commodity foods. It provides food and administrative funds to States to supplement the diets of these individuals.

Elderly people are the population served by CSFP in Maine which provides food rather than the food vouchers.

CSFP food packages do not provide a complete diet, but rather are good sources of the nutrients typically lacking in the diets of the target population.

CSFP is administered at the Federal level by the USDA Food and Nutrition Service (FNS), an agency of the U.S. Department of Agriculture.

Elderly participants must reside in Maine. Maine has established an income limit for the elderly that is at or below 130 percent of the Federal Poverty Income Guidelines.

For more information about this program, contact your local AAA/ADRC who is the local CSFP Coordinating Agency

**Nutrition Program (SNAP)**

Typically referred to as “Food Stamps”, in this program participants utilize an electronic benefits card to purchase food or garden seeds, to make voluntary contributions at meal sites, for home delivered meals available through Area Agencies on Aging or for meals in designated restaurants.

Eligibility is based on a number of factors including: citizenship; size of household; whether you are disabled; monthly household income and expenses, including medical expenses, and total assets.

Applications are available at many locations statewide including Department of Health and Human Services District Offices, Town Offices and Area Agencies on Aging. Applications can be requested by mail or telephone. Applications go to the Office of Integrated Access and Support at the district DHHS office nearest you. *(See listing on pages 21-24 for address and phone number.)* An older person can be interviewed for eligibility by telephone.
Office of Aging and Disability Services

Our Mission is to promote the highest level of independence for older adults and adults with disabilities. We prioritize the assurance of safety and well-being for all adults.

Office of Aging & Disability Services
#11 State House Station, Augusta, ME  04333-0011
Voice .................................................. (207)287-9200
Toll Free Nationwide .....................................1-800-262-2232
Dial 711 ..................................................(Maine Relay)
www.maine.gov/dhhs/oads

Other Related Conditions Waiver Program

MaineCare has services available to qualifying individuals who have a diagnosed other related conditions and meet the qualifying level of care. You must be 21 years old, qualify for MaineCare, have a condition that meets the other related conditions eligibility criteria, and meet the level of care for the type of service you are seeking.

Group home living options are available for qualified individuals who need 24/7 living support. Support is also available for individuals living in their own home or an apartment.

For more information, contact: Maine Department of Health and Human Services, Office of Aging and Disability Services at (207)287-9200.

Residential Care

Adult Family Care Homes are residences where six or fewer people who meet medical eligibility requirements live in a homelike setting and can receive personal care, medication management and supervision.
Assisted Living Residences - Maine provides a variety of Assisted Living Residences to meet the needs of its citizens. Independent Housing with Services has private apartments, central dining and supportive services for occupants.

For a list of Assisted Living Facilities visit the Division of Licensing and Regulatory Services at: http://gateway.maine.gov/dhhs-apps/rcare

**Sexual Assault Support Services**

Maine’s Sexual Assault Support Programs, all of which belong to the Maine Coalition Against Sexual Assault, are for victims and survivors of sexual violence of all ages and their friends and families. These programs cover the entire state and provide:

- Support and advocacy for survivors of sexual violence, their families, and concerned others, including a 24-hour crisis and support line, support groups, crisis intervention and information, and referrals for mental health and other community resources.

- Support and advocacy for survivors who seek medical attention, report to the police, or engage with the criminal justice system, and support for their families and concerned others through these processes.

- Community awareness-building and education for all ages and audiences on a range of topics, including root causes and impact of sexual violence; sexual harassment; drug-facilitated sexual assault; internet safety; personal body safety; and outreach for and about specific populations and audiences.

For more information or to access our 24 hour, confidential statewide sexual assault crisis and support line, please call:

Toll Free .................................................. 1-800-871-7741
TTY .......................................................... 1-800-458-5599
Substance Abuse and Mental Health Services

Office of Substance Abuse and Mental Health Services
Behavioral Health services may include: case management, crisis intervention, counseling, medication review, medication assisted treatment, residential treatment, employment supports, housing supports, intensive outpatient, and inpatient treatment.

Peer Support and Recovery services may include: recovery centers, peer centers, peer support groups, peer crisis respite services, and intentional peer supports.

The Intentional Warm Line offers telephone support during challenging times and non-crisis situations. The goal is not to be tied to the Intentional Warm Line, but to be encouraged to build a life that is lived in the community of choice. Callers will receive support, social connection, assistance with referrals to community resources, recovery programs and an opportunity to connect with others during a time of fear, grief or sadness.

Crisis Number
Toll Free ................................................................. 1-888-568-1112

Intentional Warm Line
Voice ................................................................. (207)287-2595
Toll Free ................................................................. 1-866-771-WARM(9276)

Information & Resource Center
Toll Free ................................................................. 1-800-499-0027
Dial 711 ................................................................. (Maine Relay)
www.maine.gov/dhhs/samhs

For more information about services in your area contact the Department of Health and Human Services at one of its district offices for mental health services:
Region I
151 Jetport Blvd, Portland, ME 04101
Voice ................................................. (207)822-2000
Toll Free ........................................... 1-800-482-7520
Dial 711 ............................................. (Maine Relay)

Region II
41 Anthony Avenue, Augusta, ME 04333
Voice ................................................. (207)287-9170
Toll Free ........................................... 1-800-675-1828
Dial 711 ............................................. (Maine Relay)

200 Main Street, Lewiston, ME 04240
Voice ................................................. (207)795-4300
Toll Free ........................................... 1-800-482-7517
Dial 711 ............................................. (Maine Relay)

91 Camden Street Suite 103, Rockland ME 04841
Voice ................................................. (207)596-4302
Toll Free ........................................... 1-800-432-7802
Dial 711 ............................................. (Maine Relay)

Region III
176 Hogan Road, Bangor, ME 04401
30 Skyway Drive, Caribou, ME 04736
53 Prescott Drive Suite 3, Machias ME 04654
Voice .................................................. (207)941-4360
Toll Free ........................................... 1-800-963-9491
Dial 711 ............................................. (Maine Relay)

For information concerning eligibility as a veteran, call:
Togus Patient Advocate
Voice ............................................... (207)623-8411(X 5760)

NAMI Maine (National Alliance on Mental Illness)
NAMI Maine (National Alliance on Mental Illness) sponsors support groups throughout the state for people who have a mental illness (peers) and for family members and friends. NAMI support groups provide a safe place for people to share their stories about their struggles with mental illness and learn from others.

The NAMI Maine help line, **1-800-464-5767** - is a confidential non-crisis help line, available Monday through Friday, between 8:00 am and 4:30 pm.

[www.namimaine.org](http://www.namimaine.org)

NAMI can help:
- Navigate the mental health or criminal justice systems
- Understand your rights
- Talk through the issues that are of concern
- Figure out where to get the assistance you need or who to talk to next
- Find a service in Maine or elsewhere
- Get information about a law, a program, or a policy

**Mental Health Service Providers**

**Aroostook Mental Health Center**
One Vaughn Place, PO Box 1018, Caribou, ME 04736
Voice .............................................................. (207)498-6431
TTY ................................................................. (207)764-3903
[www.amhc.org](http://www.amhc.org)

**Community Counseling Center/merged with Maine Behavioral Healthcare**
165 Lancaster St., Portland, ME 04101
Voice .............................................................. (207)874-1030
Dial 711 ............................................................. (Maine Relay)
TTY ................................................................. (207)874-1043

**Community Health & Counseling Services**
42 Cedar Street, PO Box 425, Bangor, ME 04401
Voice .............................................................. (207)947-0366
Toll Free ............................................................. 1-800-924-0366
TTY ................................................................. (207)990-4730

**Health Reach Network, Me General Counseling & Act Team**
9 Green Street, Augusta, ME 04330
Voice/TTY .......................................................... (207)621-3700
Dial 711 ..............................................................(Maine Relay)

**Mid-Coast Mental Health Center/Merged with Maine Behavioral Healthcare**
PO Box 526, 12 Union Street, Rockland, ME 04841
Voice ................................................................. (207)701-4400
Toll Free ............................................................ 1-800-540-2072
TTY ................................................................. (207)594-4975

**Northern Maine Medical Center/Aroostook Home Health**
345 Market Street, PO Box 8, Fort Kent Mills, ME 04744
Toll Free ............................................................ 1-888-834-2990
Aftercare Program ................................. 1-877-688-9977

**Tri-County Mental Health Center**
1155 Lisbon Street, PO Box 2008, Lewiston, ME 04241-2008
Voice/TTY .......................................................... (207)783-9141
Toll Free ............................................................ 1-800-787-1155

**Washington County Psychotherapy Associates**
1 Stackpole Drive, Machias, ME 04654
Voice ................................................................. 1-800-559-9503

**Support Groups**
Support groups are a way to share problems or concerns with others and to receive emotional support after a death, divorce, or during a family member’s chronic or terminal illness. For more information regarding various support groups in your area, contact your local Area Agency on Aging, listed on pages 2-5.
Transportation Services
Buses, vans, or individual drivers can help you get to doctors’ offices, clinics and pharmacies in most areas of the state. Advance notice is required for some of these arrangements. For information, contact the regional social services transportation provider in your area, or contacts your local Area Agency on Aging/ADRC, listed on pages 2-3.

Transportation Providers
If you would like more information on Non-emergency Transportation Services, please go to:
www.maine.gov/dhhs/oms/nemt/nemt_index.html

Aroostook Regional Transportation System
Local bus service .................................................. (207)764-3384
Toll Free .......................................................... 1-800-442-3320
Medicaid Mileage Reimbursement ....................... 1-800-621-1011

Coastal Transportation Services
Rockland Area ..................................................... (207)596-6605
Toll Free .......................................................... 1-800-289-6605
Bath Area Toll Free ............................................. 1-800-444-6207

Community Concepts Transportation
Auburn ............................................................... (207)795-6073
Farmington ........................................................... (207)779-0594
Rumford ............................................................. (207)364-3685
South Paris .......................................................... (207)743-6905

Downeast Transportation
Ellsworth Area ..................................................... (207)667-5796

Freeport Transit, Inc.
Voice ............................................................... (207)865-9494
Portland ............................................. (207)865-9400

Independent Transportation Network
Portland, 90 Bridge St. / PO Box 1279, Westbrook, Me. 04098
Voice ............................................. (207)854-0505

Kennebec Valley Community Action Program
Toll Free ............................................. 1-800-542-8227
Augusta ............................................. (207)622-4761
Waterville ........................................... (207)873-5677
Skowhegan ......................................... (207)474-8487

Penquis Community Action Program (Penobscot & Piscataquis Counties)
Toll Free ............................................. 1-855-437-5883
Bangor ............................................. (207)974-2420

Regional Transportation Program (Portland & Cumberland County)
Voice ............................................. (207)774-2666

Waldo County Transportation
Belfast ............................................. (207)338-4769

Washington-Hancock Community Agency
Milbridge ........................................... (207)546-7544
Toll Free ............................................. 1-800-828-7544
Broker: ............................................. 1-855-388-1069

Western Maine Transportation Services
Lisbon ............................................. 1-800-393-9335

West Transportation, Inc.
Milbridge ........................................... (207)546-2823

York County Community Action Program
Sanford ............................................. (207)324-5762
Broker: ............................................. 1-877-659-1302
Veterans Services

Veterans Administration
To find out if you are eligible for certain health and counseling services available through the Veterans Administration at Togus, call or write:

Togus Patient Advocate
Veterans Administration Center and Hospital, Augusta, ME 04330
Voice ......................................................... (207)623-8411 (X 5760)
Toll Free Switchboard and all Extensions ............... 1-877-421-8263
Toll Free Veterans Benefits ................................. 1-800-827-1000

State Division of Veterans Services
The State Division of Veterans Services can provide assistance in the following areas:
• Employment
• Housing
• Claims applications
• Financial assistance and loans
• Counseling
• Educational benefits
• Tax and various other exemptions

For more information, call or write:
Division of Veterans Services
#117 State House Station, Augusta, ME 04333
Voice ................................................................. (207)430-6035
www.maine.gov/dvem/bvs

U.S. Department of Veteran Affairs:
www.va.gov
Volunteering

There are many ways that older people can volunteer their time and skills. The programs listed below are a few that may interest you. Along with this list, many other volunteer opportunities exist within your local Area Agency on Aging/Aging and Disability Resource Center.

Foster Grandparent Program
The Foster Grandparent Program provides part-time (20 hours a week) volunteer opportunities for people with low income age 55 and older to serve children with special or exceptional needs in their homes, schools, day care centers, institutions, hospitals, correctional facilities or specialized programs for developmentally disabled children. Volunteers receive a small stipend.

Contact the Foster Grandparent Program at the following locations: (For all counties except York and Cumberland)

Penquis FGP
262 Harlow Street, PO Box 1162, Bangor, ME 04402-1162
Voice ................................................................. (207) 973-3684
Toll Free ......................................................... 1-800-215-4942 (X3684)

(In York and Cumberland Counties)
Foster Grandparent & Senior Companion Program
510 Cumberland Ave, Portland, ME 04102
Voice ................................................................. (207)773-0202
www.maineservicecommission.gov/national-service/foster-grandparents

Long-term Care Ombudsman Program
A Volunteer Ombudsman visits residents in long-term care facilities. “Ombudsman” (pronounced om-budz-man) is a Swedish word that means citizen representative.

A Volunteer Ombudsman:
Visits residents on a regular basis.

- Listens to residents’ concerns and problems while having a friendly visit.
- Reports to the Program Staff for guidance while they try to respond to the needs of the residents.

Retired and Senior Volunteer Program (RSVP)
The RSVP program matches volunteers aged 55 or older with community service jobs such as delivering meals, providing companionship to homebound individuals and teaching in literacy programs. RSVP volunteers also serve at the Maine State Museum, in local schools, libraries, nursing homes and hospitals.

Aroostook RSVP
1 Edgemont Drive, Suite B Presque Isle, ME 04769
Voice ................................................................. (207)764-3396

ITN America
90 Bridge Street Suite 105, Westbrook, Me 04092
Voice ................................................................. (207)857-9001
Fax ................................................................. (207)857-9199

Penquis RSVP
170 Pleasant Street, Suite A, Rockland, ME 04841
Voice ................................................................. (207)973-3624

Health Reach RSVP
PO Box 829, Waterville, ME 04903-0829
Voice ................................................................. (207)861-3400

UMaine Center on Aging RSVP
Camden Hall, 25 Texas Avenue, Bangor, ME 04401-4221
Voice ................................................................. (207)262-7926
Southern Maine RSVP
136 Route 1, Scarborough, ME  04074
Voice .............................................................. 207)396-6547
www.maineservicecommission.gov/national-service/retired-senior-volunteer-program

Senior Companion Program
The Senior Companion Program provides a part-time (20 hours per week) volunteer opportunity for people with low income age 60 and over. These volunteers work with adults with special needs. A small stipend is provided to volunteers who are income eligible.

Contact the Senior Companion Program at the following for all counties except York and Cumberland locations:

UMaine Cooperative Extension Senior Companion Program
University of Maine, 5717 Corbett Hall, Room 304, Orono, ME  04469-5717
Voice .............................................................. (207)581-3326

(In York and Cumberland)
Opportunity Alliance Prop and Senior Volunteer Program
510 Cumberland Ave., Portland, ME  04101
Voice .............................................................. (207)773-0202
umaine.edu/seniorcompanion

Service Corps of Retired Executives (SCORE)
This organization of volunteers is supported by the U.S. Small Business Administration (SBA). SCORE recruits executives who are retired from business to use their past experience to counsel people who are starting up or running small businesses. Volunteers receive travel expenses.

SCORE offices are listed below:

Augusta SCORE
Federal Building & Post Office, 67 Sewall Street, Augusta, ME 04330
Voice ................................................................. (207)622-8509
www.scoremaine.org

Bangor SCORE
Federal Building #230, 202 Harlow Street, Bangor, ME
Voice ................................................................. (207)942-0103
http://bangor.score.org

Downeast Maine SCORE
248 State Street, Ellsworth, ME 04605
Voice ................................................................. (207)667-5800
http://downeastmaine.score.org

Lewiston/Auburn SCORE
415 Lisbon St., Lewiston, ME 04240
Voice ................................................................. (207)782-3708
http://centralmaine.score.org

Oxford Hills SCORE
2 Market Square, South Paris, ME 04281
Voice ................................................................. (207)743-0499
http://oxfordhills.score.org

Portland SCORE
100 Middle Street, Portland, Maine 04101
Voice ................................................................. (207)772-1147
http://portlandme.score.org

Western Mountains SCORE
60 Lowell Street, P.O. Box 8, Rumford, ME 04276
Voice ................................................................. (207)364-3123
NON-DISCRIMINATION NOTICE

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 1981, 2000d et seq.) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), the Age Discrimination Act of 1975, as amended (42 U.S.C. § 6101 et seq.), Title II of the Americans with Disabilities Act of 1990 (42 U.S.C. § 12131 et seq.), and Title IX of the Education Amendments of 1972, (34 C.F.R. Parts 100, 104, 106 and 110), the Maine Department of Health and Human Services does not discriminate on the basis of sex, race, color, national origin, disability or age in admission or access to, or treatment or employment in its programs and activities. We are committed to providing services to people who have Limited English Proficiency (LEP). To LEP individuals seeking services from DHHS, qualified interpreters are available at no cost to the client to help communicate with the department.

A Civil Rights Compliance Coordinator, has been designated to coordinate our efforts to comply with the U.S. Department of Health and Human Services regulations (45 C.F.R. Parts 80, 84, and 91), the Department of Justice regulations (28 C.F.R. part 35), and the U.S. Department of Education regulations (34 C.F.R. Part 106) implementing these Federal laws. Inquiries concerning the application of these regulations and our grievance procedures for resolutions of complaints alleging discrimination may be referred to Civil Rights Compliance Coordinator at 221 State Street, Augusta, ME 04333, Telephone number: (207) 287-4289 (Voice) or 1-800-606-0215 (TTY), or the Assistant Secretary of the Office of Civil Rights of the applicable department (e.g. the Department of Education), Washington, D.C.

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Office of Aging and Disability Services

Aging and Disability Services
An Office of the Department of Health and Human Services