

AGING AND
DISABILITY
RESOURCE
DIRECTORY

SPRING
2015



Paul R. LePage, Governor

*Aging and Disability
Services*

*An Office of the
Department of Health and Human Services*

Mary C. Mayhew, Commissioner



State of Maine

Paul R. LePage

Governor

Mary C. Mayhew, Commissioner

Department of Health and Human Services

Gary Wolcott, Director

Office of Aging and Disability Services

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Department of Health and Human Services

#11 State House Station, 41 Anthony Ave, Augusta, ME 04333-0011

(207) 287-9200 FAX: (207) 287-9229

Toll Free Nationwide: 1-800-262-2232

Dial 711 (Maine Relay)



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.arostookaging.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

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

Spectrum Generations (Kennebec, Knox, Lincoln, Sagadahoc, Somerset and Waldo Counties, Brunswick and Harpswell)

One Weston Court, PO Box 2589, Augusta, ME 04338-2589

Voice (207)622-9212

Toll Free 1-800-639-1553

TTY (207)623-0809

Toll Free TTY 1-800-464-8703

Office Hours 8am – 4:30pm, Monday-Friday

www.spectrumgenerations.org

Southern Maine Agency on Aging (Cumberland, except Brunswick and Harpswell, and York Counties)

136 U.S. Route 1, Scarborough, ME 04074

Voice (207)396-6500

Toll Free 1-800-427-7411

TTY (207)883-0532

Fax. (207)883-8249

Office Hours 8am – 4:30pm, Monday-Friday

www.smaaa.org

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

Toll Free Dial 711 (Maine Relay)

You can also visit the Division of Licensing and Regulatory Services at:

http://gateway.maine.gov/dhhs-apps/rcare/adc_search.asp

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)

www.maine.gov/dhhs/samhs

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.org/mmc_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.maine-general.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 Cafe 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 American 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

Voice (207)874-1192
Fax (207)874-1976

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

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 FreeDial 711 (Maine Relay)
www.maine.gov/dhhs/oads/

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.maine cite.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.maine cite.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

Rockland

91 Camden Street, suite 202, Rockland, ME 04841-9914

Voice (207)596-2641

Toll Free 1-877-421-7916

Or 1-888-212-6229

www.maine.gov/rehab/dbvi/index.shtml

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 (9-11 a.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

USDA Cooperative Extension: www.csrees.usda.gov/Extension/#

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

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 (MaineRelay)
 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

Voice (207)490-5400
Toll Free 1-800-482-0790
Dial 711 (MaineRelay)
Fax. (207)490-5463

Skowhegan

98 North Avenue, Suite 10, Skowhegan, ME 04976-1996

Voice (207)474-4800
Toll Free 1-800-452-4602
Dial 711 (Maine Relay)
Fax. (207)474-4888

South Paris

243 Main Street, Suite #6, South Paris, ME 04281

Voice (207)744-1200
Toll-Free 1-888-593-9775
Dial 711 (Maine Relay)
Fax. (207)743-8798

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

York County Community College

112 College Drive, Wells, ME 04090

Voice (207)646-9282

Toll Free 1-800-580-3820

www.yccc.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

Dial 711 (Maine Relay)
www.maineemployeerights.com

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>

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.

<http://www.employmentforme.org/>

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:

<http://www.employmentfirstmaine.org/>

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

www.goodwillnne.org/jobs/adult-employment-services/senior-community-service-employment-program

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

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>

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

www.irs.gov

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 web-site 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>

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:

Department of Labor Bureau of Rehabilitation Services

Division for the Deaf, Hard of Hearing & Late Deafened

Voice (207)623-6799

Dial 711 (Maine Relay)

<http://www.maine.gov/rehab/dod/index.shtml>

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://mcdmaine.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)

www.maine.gov/dhhs/oads

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

http://www.rurdev.usda.gov/ME_Home.html

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.

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.maine.gov/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.maine.gov/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.maineelse.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>

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 Free1-866-771-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

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

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

Voice1-800-559-9503

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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