State of Maine

Paul R. LePage
Governor

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Toll Free Nationwide: 1-800-262-2232
Dial 711 (Maine Relay)

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

A special thank you to 211 Maine for assistance with ensuring accuracy of this directory!

If your organization is listed in this Resource Directory and you need to make any changes or corrections, call 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 statewide directory of over 8,000 health and human services available in Maine. The toll free 2-1-1 hotline connects callers to specialists who can help 24 hours a day, 7 days a week. Getting the answers to health and human services questions and finding resources is as quick and easy as calling 2-1-1 or visiting: www.211maine.org

Aging and Disability Resource Centers (ADRC)

The Office of Aging and Disability Services (OADS) is committed to using a No Wrong Door system throughout the state. A 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 people looking for long term supports and services. The ADRCs work to increase consumer understanding, build trust and respect by giving individual choice and informed decision making. ADRCs break down barriers to community-based living by giving consumer’s information about private and public long-term care options.

Anyone can call an Aging and Disability Resource Center. There is no cost for these services.

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

You 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
Website: www.aroostookaging.org

Eastern Agency on Aging (Hancock, Penobscot, Piscataquis and Washington Counties)
450 Essex Street; Bangor, ME  04401-3937
Voice .............................................................(207) 941-2865
Toll Free ..........................................................1-800-432-7812
TTY ...............................................................(207) 941-2865
Website: www.eaaa.org

SeniorsPlus (Androscoggin, Franklin and Oxford Counties)
8 Falcon Road, Lewiston, ME 04240-0659
Voice .............................................................(207) 795-4010
Toll Free ..........................................................1-800-427-1241
Website: 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 ...............................................................1-800-464-8703
Website: 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
Website: www.smaaa.org
Adult Day Services
Adult Day Services provide older adults and adults with disabilities with community-based services like: social, recreational, education and therapeutic activities; some 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 support independence by offering of activities to participants based on their needs and interests. These services provide respite for caregivers. Maine’s Adult Day Services are licensed as medical and social models. For more information and a list of licensed Adult Day Service facilities, please call or write:

DHHHS Office of Professional and Occupational Regulation - Licensing
41 Anthony Avenue, #11 State House Station, Augusta, ME 04333-0011
Voice ............................................................................................. (207) 287-9300
Toll Free .......................................................................................... 1-800-791-4080
TTY (Maine Relay) ........................................................................... Dial 711

Visit the Division of Licensing and Regulatory Services at: www.gateway.maine.gov/dhhs-apps/rcare/adc_search.asp

An assessment may be needed to determine a person’s functional and financial eligibility for long term care services like 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, call an adult day provider, or your local Area Agency on Aging/Aging and Disability Resource Center listed on pages 1 - 2.

Adult Protective Services
If you or someone you know is being abused, neglected, exploited or is unsafe, call Adult Protective Services to make a confidential report and learn what to do to protect incapacitated and dependent adults age 18 and over.

24-hour, Toll Free ............................................................................ 1- 800-624-8404
TTY (Maine Relay) ........................................................................... Dial 711
Alcoholism and Substance Abuse
The Information & Resource Center 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 (Maine Relay)............................................................................Dial 711
Website: [www.maine.gov/dhhs/samhs](http://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 call your local Area Agency on Aging/ADRC listed on pages 1 - 2.

**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 cost. Information, care consultation, and a sympathetic listener are available 24 hours a day through their statewide toll-free Helpline.

Social workers provide in-depth care management as requested. Educational conferences, workshops and training seminars are held all over Maine for family and professional caregivers. Other services include support groups 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 to:

383 U.S. Route 1, Suite 2C, Scarborough, ME 04074
Helpline 24/7...........................................................................................1-800 -272-3900
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 1 - 2 for the Agency that serves the area you live in. The Agencies on Aging can provide information and support to caregivers of persons with dementia.

Geriatric Evaluation Centers

Maine Medical Center Outpatient Geriatric Center
66 Bramhall St Suite G1/Lower Level, Portland ME 04101
Voice .................................................................(207) 662-2847
Website: www.mmc.org/geriatric-assesment-clinic

Family Medicine Institute
15 East Chestnut Street, Augusta ME 04330
Voice .................................................................(207) 626-1561
Prescription Refill ..................................................1-877-626-1849
TTY (Maine Relay) ..................................................Dial 711
Website: www.mainegeneral.org

Memory Cafés
A Memory Café is a place where persons with Alzheimer's or a related dementia can go with their care partners to relax, socialize and have fun with other people going through similar things. Sometimes the group may have speakers or an educational class, or go to museums or music recitals or other activities. Some Memory Cafés are built around a concept like the arts, or to do a charitable act.

The MemoryWorks Memory Cafe Network
c/o Kenneth A. Capron, Founder, 1375 Forest Avenue D-11, Portland, ME 04103
Voice .................................................................(207) 797-7891
Savvy Caregiver Program
The Savvy Caregiver Program provides a 6 session training for caregivers of people with dementia who live in the community. The training helps family members understand their role as caregivers, teaches about dementia and its impact, and teaches caregiving skills. These skills build confidence and a sense of ability for caregiving success.

For more information, call the Office of Aging and Disability Services at (207)287-7134 or go to www.maine.gov/dhhs/oads (under Training, Resource & Policy) for the training dates.

American Red Cross in Maine
The American Red Cross is an organization, led by volunteers who provide relief to victims of disasters and help people prevent, prepare for, and respond to emergencies.
Website: www.redcross.org

Disaster Relief
The America Red Cross helps families who are victims of fires, natural disasters like floods and hurricanes, man-made disasters, and other emergencies. Volunteers are ready at a moment’s notice to offer disaster relief like mental health counseling, shelter, and vouchers for food, clothing, household items, occupational supplies, prescriptions, funeral expenses, utility deposits, and first month’s rent. All help is free.

Health and Safety Training and Education
CPR, First Aid, and Water Safety are skills everyone should know. 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. The training can be done at the Red Cross or your workplace.

International Services
American Red Cross International Services supports relief worldwide. Besides tracing relatives lost during disasters or wars, this part of the Red Cross provides services like: responding with personnel, financial aid, and specific donations of
products in response to appeals for relief assistance in armed conflicts and international disasters,

**Armed Forces Emergency Services**
Armed Forces Emergency Services began in 1900 by a charter with the Red Cross. The Red Cross provides emergency communications and case management, and other important services to help members of the armed forces and their families.

Financial help is provided to military families in ways like interest-free loans or grants during times of emergency.
Website: [www.redcross.org/local/me](http://www.redcross.org/local/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 cost, 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 things you can do by yourself, what kinds of help you need, if 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
Website: [www.ghsinc.com/clients/maine](http://www.ghsinc.com/clients/maine)

The free assessment is available statewide and is needed for anyone entering a nursing home. If you have questions call:

**Office of Aging and Disability Services**
Voice .......................................................... (207) 287-9200
Toll Free (Nationwide) .......................................................... 1-800-262-2232
Toll Free (Maine Relay) .......................................................... Dial 711
Website: [www.maine.gov/dhhs/oads](http://www.maine.gov/dhhs/oads)

**Assistive Technology**
A wide range of independent living services are available for adults of all ages with disabilities. 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:

**Accessible Solutions**
P.O. Box 127, Wells, ME 04090
Voice: ................................................................................................ (207) 646-4542
E-mail: debbie@makeyourhomeaccessible.com
Website: www.makeyourhomeaccessible.com

**ALPHA ONE**

**Bangor Office:**
Alpha One
11 Bangor Mall Boulevard, Unit A, Bangor, ME 04401
Voice: ………………………………………………………………………..(207) 941-6410
Toll Free: …………………………………………………………………….. 1-800-300-6016
E-mail: accessdesign@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
Adapted Driver Evaluation Program
11 Bangor Mall Boulevard, Unit A, Bangor, ME 04401
Voice: ………………………………………………………………………..(207) 941-6410
Toll Free: …………………………………………………………………….. 1-800-300-6016
E-mail: driver@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
Critical Access Ramp Program
11 Bangor Mall Boulevard, Unit A, Bangor, ME 04401
Voice: ………………………………………………………………………..(207) 941-6410
Toll Free: …………………………………………………………………….. 1-800-300-6016
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
HOME Retro
11 Bangor Mall Boulevard, Unit A, Bangor, ME 04401
Voice: ………………………………………………………………………..(207) 941-6410
Toll Free: …………………………………………………………………….. 1-800-300-6016
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
mPower Adaptive Equipment Loan Program
11 Bangor Mall Boulevard, Unit A, Bangor, ME 04401
Voice: (207) 941-6410
Toll Free: 1-800-300-6016
E-mail: Bangor@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
Title VII Part B Grant Program
11 Bangor Mall Boulevard, Unit A, Bangor, ME 04401
Voice: (207) 941-6410
Toll Free: 1-800-300-6016
E-mail: Bangor@alphaonenow.org
Website: www.alphaonenow.org

Presque Isle Office:
Alpha One
Access Design
549-1 Main Street, Presque Isle, ME 04769
Voice: (207) 764-5396
Toll Free: 1-800-974-6466
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
Critical Access Ramp Program
549-1 Main Street, Presque Isle, ME 04769
Voice: (207) 764-5396
Toll Free: 1-800-974-6466
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
Adapted Driver Evaluation Program
549-1 Main Street, Presque Isle, ME 04769
Voice: ...........................................................................................................(207) 764-5396
Toll Free: .................................................................................................. 1-800-974-6466
E-mail: driver@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
HOME Retro
549-1 Main Street, Presque Isle, ME 04769
Voice: ...........................................................................................................(207) 764-5396
Toll Free: .................................................................................................. 1-800-974-6466
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
mPower Adaptive Equipment Loan Program
549-1 Main Street, Presque Isle, ME 04769
Voice: ...........................................................................................................(207) 764-5396
Toll Free: .................................................................................................. 1-800-974-6466
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
Title VII Part B Grant Program
549-1 Main Street, Presque Isle, ME 04769
Voice: ...........................................................................................................(207) 764-5396
Toll Free: .................................................................................................. 1-800-974-6466
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

South Portland Office:
Alpha One
Access Design
127 Main Street, South Portland, ME 04106
Voice: ...........................................................................................................(207) 799-8346
Toll Free: .................................................................................................. 1-800-640-7200
E-mail: accessdesign@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
Adapted Driver Evaluation Program
127 Main Street, South Portland, ME 04106
Voice: .................................................................(207) 799-8346
Toll Free: .........................................................1-800-640-7200
E-mail: driver@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
Critical Access Ramp Program
127 Main Street, South Portland, ME 04106
Voice: .................................................................(207) 799-8346
Toll Free: .........................................................1-800-640-7200
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
HOME Retro
127 Main Street, South Portland, ME 04106
Voice: .................................................................(207) 799-8346
Toll Free: .........................................................1-800-640-7200
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
mPower Adaptive Equipment Loan Program
127 Main Street, South Portland, ME 04106
Voice: .................................................................(207) 799-8346
Toll Free: .........................................................1-800-640-7200
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

Alpha One
Title VII Part B Grant Program (South Portland)
127 Main Street, South Portland, ME 04106
Voice: .................................................................(207) 799-8346
Toll Free: .........................................................1-800-640-7200
E-mail: info@alphaonenow.org
Website: www.alphaonenow.org

Disability Rights of Maine
Telecommunications Equipment Program
68 Bishop Street, Suite 3, Portland, ME 04103  
Voice: ..........................................................................................(207) 797-9791  
Toll Free: ...........................................................................................1-800-639-3884  
Website: www.drme.org

Assistive Technology Loan Program  
CARES, Inc.  
134 Main Street, Suite 2C, Winthrop, ME 04364  
Voice: ..........................................................................................(207) 377-7055  
Fax: ..............................................................................................(207) 377-7057  
E-mail: auger@caresinc.org  
Website: www.careinc.org

CaptionCall

CaptionCall is a telephone for anyone with difficulty hearing on the phone. CaptionCall makes it easy to talk with friends, family and colleagues by phone.

CaptionCall assistants use voice recognition technology to provide written captions of what callers say on a large, easy-to-read screen. The CaptionCall phone free captioning service and free delivery, installation, in-home training by a CaptionCall Trainer, and ongoing customer support, lets people use the phone again.

Voice: ..........................................................................................1-877-863-1196  
Website: http://captioncallphone.com

Catholic Charities of Maine

Education Services for the Blind and Visually Impaired Children  
229 Pool Street, P.O. Box 645, Biddeford, ME 04005  
Voice: ..........................................................................................1-888-941-2855 x5416  
Fax: .................................................................................................(207) 282-1694  
E-mail: esbvic@ccmaine.org  
Website: www.cccmaine.org/a-z-services/education-services-for-blind-and-visually-impaired-children

Central Maine Adaptive Sports  
200 Lost Valley Road, Auburn, ME 04210  
Voice: ..............................................................................................(207) 786-3062
E-mail: goefig@aol.com
Website: www.cmasports.org

Disability Rights of Maine
Deaf-Blind Equipment Program
68 Bishop Street, Suite 3, Portland, ME 04103
Voice: ...................................................................................................(207) 797-9791
Toll free: .................................................................................................. 1-800-639-3884
Website: www.drme.org

Disability Rights of Maine
Telecommunications Equipment Program
68 Bishop Street, Suite 3, Portland, ME 04103
Voice: ...................................................................................................(207) 797-9791
Toll free: .................................................................................................. 1-800-639-3884
Website: www.drme.org

Disability Rights of Maine
Deaf-Blind Equipment Program
68 Bishop Street, Suite 3, Portland, ME 04103
Voice: ...................................................................................................(207) 797-9791
Toll free: .................................................................................................. 1-800-639-3884
Website: www.drme.org

Dorothy Ames Trust Fund
Key Bank
66 South Pearl Street, Albany, NY 12201
Voice: ...................................................................................................(518) 257-8765
Toll free: .................................................................................................. 1-866-238-8650
E-mail: timothy_m_bartlett@keybank.com

Rebuilding Together
P.O. Box 7161, Lewiston, ME 04243
Voice: ...................................................................................................(207)344-3232
E-mail: ggreenwood@gmail.com

Robbie Foundation
Adaptive Equipment /Assistive Technology/Therapy Treatment Program
P.O. Box 1534, Scarborough, ME 04070
Spurwink ALLTECH Program
Spurwink
400 Riverside Street, Suite A4, Portland, ME 04103
Voice: .................................................................(207) 871-1200
Fax: .................................................................(207) 871-1232
E-mail: info@alltech-tsi.org
Website: alltech-tsi.org

University of Maine System
Theodora J. Kalikow Curriculum Materials Center
Mantor Library
186 High Street, Education Center #102, Farmington, ME 04938
Voice: .................................................................(207) 778-7895
Website: www.umf.maine.edu/kcmc/

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.

Maine CITE
University of Maine System
225 Western Avenue, Augusta, ME 04330
Voice: .................................................................(207) 621-3195
Fax: .................................................................(207) 629-5429
E-mail: iweb@mainecite.org
Website: www.mainecite.org

Blind and Visually Impaired Services
The Division for the Blind and Visually Impaired provides many services to persons with severe visual impairments.

Augusta
21 Enterprise Dr., Suite 2, 73 State House Station, Augusta, ME 04333-0073
Voice ............................................................................................. (207) 624-5141
Toll Free ........................................................................................ 1-800-760-1573
TTY (Maine Relay) ......................................................................... Dial 711

**Bangor**
45 Oak Street, Suite 1, Bangor, ME  04401
Voice ............................................................................................. (207) 561-4020
Toll Free ........................................................................................ 1-888-545-8811

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

**Portland**
151 Jetport Blvd, Portland, ME 04102
Voice ............................................................................................. (207) 822-3300
Toll Free ........................................................................................ 1-877-594-5627
TTY (Maine Relay) ......................................................................... Dial 711

**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) 596-2633
Toll Free ........................................................................................ 1-877-421-7916
TTY (Maine Relay) ......................................................................... Dial 711
Website:  www.maine.gov/rehab/dbvi/index.shtml

**Hear Now**
6700 Washington Avenue
Starkey Labs, Eden Prairie, MN 55344
Toll free: ........................................................................................... 1-800-328-8602
Website:  www.starkeyhearingfoundation.org
The Iris Network
Access Technology and Employment Services
189 Park Avenue, Portland, ME 04102
Voice: ................................................................................................ (207) 774-6273
Fax: .................................................................................................... (207) 774-0679
Website: www.theiris.org/services/access-technology-and-employment-services

The Iris Network
Low Vision Clinic
189 Park Avenue, Portland, ME 04102
Voice: ................................................................................................ (207) 774-6273
Fax: .................................................................................................... (207) 774-0679
Website: www.theiris.org/services/low-vision-clinic

Brain Injury Services

MaineCare (Maine’s Medicaid Program) has services for qualified persons who have sustained an acquired brain injury. You must be 18 years old, qualify for MaineCare, have 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, call: Maine Department of Health and Human Services, Office of Aging and Disability Services at (207) 287-9200.

Brain Injury Association of America—Maine Chapter
Toll Free ........................................................................................ 1-800-444-6443
Website: www.biausa.org/Maine
Community Action Programs

These agencies help with energy assistance, getting your home ready for the weather or with repair, transportation and keeping seniors home.

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

Community Concepts
17 Market Square, South Paris, ME 04281
Voice: (207) 743-7716
In-State Only: 1-800-866-5588
240 Bates Street, Lewiston, Maine 04240
Voice: (207) 795-4065
Fax: (207) 784-6882
Website: 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
Website: www.kvcap.org

Midcoast Maine Community Action
34 Wing Farm Parkway, Bath, ME 04530
Voice: (207) 442-7963
Toll Free: 1-800-221-2221
Fax: (207) 442-0122
Or: (207) 443-7447
Website: www.midcoastmainecommunityaction.org

Penquis Community Action Program
262 Harlow Street, PO Box 1162, Bangor, ME 04401
Voice: (207) 973-3500
Toll Free ........................................................................................ 1-800-215-4942
TTY ............................................................................................... (207) 973-3520
Website: www.penquis.org

The Opportunity Alliance
73 Deering Street, Portland, ME 04101
Voice ............................................................................................. (207) 874-1140
TTY ............................................................................................... (207) 874-1013
Toll Free ........................................................................................ 1-800-698-4959
Website: www.opportunityalliance.org

Waldo County Community Action Partners
9 Field Street, PO Box 130, Belfast, ME 04915
Voice administrative .................................................................(207) 338-6809
Voice (for fuel) .............................................................................. (207) 338-3025
Toll free (for fuel) ......................................................................... 1-800-498-3025
Website: www.waldocap.org

Washington-Hancock Community Action Agency
PO Box 280, Milbridge, ME 04658
Voice ............................................................................................. (207) 664-2424
Toll Free (9-11a.m.) ..................................................................... 1-800-828-7544
Website: 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
Website: www.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
Website: www.yccac.org
Consumer Fraud

State laws protect Maine consumers against fraud, unfair and deceptive practices. To learn more about your rights 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
Email: consumer.mediation@maine.gov
Website: 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
Maine Office of the Attorney General, 6 State House Station, Augusta, ME 04330
Voice .............................................................................................................(207) 626-8870
TTY (Maine Relay) .....................................................................................Dial 711
E-mail: AG.HCU@maine.gov
Website: www.maine.gov/ag/crime/crimes_weProsecute/healthcare_crimes.shtml

Bureau of Consumer Credit Protection
35 State House Station, 76 Northern Avenue, Augusta, ME 04333
Voice .............................................................................................................(207) 624-8527
Toll Free .....................................................................................................1-800-332-8529
TTY (Maine Relay) .....................................................................................Dial 711
Fax .............................................................................................................(207) 582-7699
Website: www.credit.maine.gov
Public Utilities Commission (electric, telephone, water & natural gas utilities)
18 State House Station, Augusta, ME  04333
Voice ........................................................................................................ (207) 287-3831
Website: 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 educates consumers about Medicare and MaineCare and how they can help identify and reduce errors, fraud, waste and abuse. For more information, 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 programs in nursing homes and boarding homes. They sponsor the Senior Companion Program in all counties except York and Cumberland. For more information:
Website: www.extension.umaine.edu

Androscoggin and Sagadahoc Counties
University of Maine Cooperative Extension
24 Main St., Lisbon Falls, ME  04252-1505
Voice .............................................................................................(207) 353-5550
Toll Free .........................................................................................1-800-287-1458
TTY ...............................................................................................1-800-287-8957
Fax.................................................................1-866-500-9088
E-mail: andsag@umext.maine.edu
Website: www.extension.umaine.edu

Aroostook County
Fort Kent:
University of Maine Cooperative Extension
34 Amory Road, Suite 101, Fort Kent, ME 04743-7131
Voice...............................................................(207) 834-3905
Toll Free..........................................................1-800-287-1421
TTY.................................................................1-800-287-8957
Fax.................................................................(207) 834-3906
E-mail: cenas@umext.maine.edu
Website: http://www.extension.umaine.edu/aroostook

Presque Isle:
University of Maine Cooperative Extension
57 Houlton Rd., Presque Isle, ME 04769-0727
Voice...............................................................(207) 764-3361
Toll Free..........................................................1-800-287-1462
TTY.................................................................1-800-287-8957
Fax.................................................................(207) 764-3362
E-mail: cecas@umext.maine.edu
Website: http://www.extension.umaine.edu/aroostook

Houlton:
University of Maine Cooperative Extension
25 School St., Suite 210, Houlton, ME 04730-0008
Voice...............................................................(207) 532-6548
Toll Free..........................................................1-800-287-1469
TTY.................................................................1-800-287-8957
Fax.................................................................(207) 532-6549
E-mail: cesas@umext.maine.edu
Website: www.extension.umaine.edu/aroostook

Cumberland County
University of Maine Cooperative Extension
UMaine Regional Learning Center
75 Clearwater Dr. Suite 104, Falmouth, ME 04105
Voice...............................................................(207) 781-6099
Toll Free: 1-800-287-1471  
TTY: 1-800-287-8957  
Fax: (207) 781-5983  
E-mail: www.extension.cumberland@maine.edu  
Website: http://www.extension.umaine.edu/cumberland

Franklin County  
University of Maine Cooperative Extension  
138 Pleasant St., Suite 1, Farmington, ME 04938-5828  
Voice: (207) 778-4650  
Toll Free (In-State): 1-800-287-1478  
TTY: 1-800-287-8957  
Fax: (207) 778-3982  
E-mail: cefrk@umext.maine.edu  
Website: www.extension.umaine.edu/franklin

Hancock County  
University of Maine Cooperative Extension  
63 Boggy Brook Road, Ellsworth, ME 04605-9540  
Voice: (207) 667-8212  
Toll Free: 1-800-287-1479  
TTY: 1-800-287-8957  
Fax: (207) 667-2003  
E-mail: cehnk@umext.maine.edu  
Website: www.extension.umaine.edu/hancock

Kennebec County  
University of Maine Cooperative Extension  
125 State St., 3rd Floor, Augusta, ME 04330-5692  
Voice: (207) 622-7546  
Toll Free: 1-800-287-1481  
TTY: 1-800-287-8957  
Fax: (207) 622-7548  
E-mail: ceken@umext.maine.edu  
Website: http://www.extension.umaine.edu/kennebec

Knox and Lincoln Counties  
University of Maine Cooperative Extension  
377 Manktown Road, Waldoboro, ME 04572  
Voice: (207) 832-0343
Toll Free ........................................................................................ 1-800-244-2104
TTY ............................................................................................... 1-800-287-8957
Fax ................................................................................................. (207) 832-0377
E-mail: cekl@umext.maine.edu
Website: www.extension.umaine.edu/knox-lincoln

Oxford County
University of Maine Cooperative Extension
9 Olson Road, South Paris, ME  04281-6402
Voice ...........................................................................................(207) 743-6329
Toll Free ........................................................................................ 1-800-287-1482
TTY ............................................................................................... 1-800-287-8957
Fax ................................................................................................. (207) 743-0373
E-mail: ceoxf@wmext.maine.edu
Website: www.extension.umaine.edu/oxford

Penobscot County
University of Maine Cooperative Extension
307 Maine Avenue, Bangor, ME  04401-4331
Voice ...........................................................................................(207) 942-7396
Toll Free ........................................................................................ 1-800-287-1485
TTY ............................................................................................... 1-800-287-8957
Fax ................................................................................................. (207) 942-7537
E-mail: cepen@umext.maine.edu/penobscot
Website: www.extension.umaine.edu/penobscot

Piscataquis County
University of Maine Cooperative Extension
165 E. Main Street, Dover-Foxcroft, ME  04426-1396
Voice ...........................................................................................(207) 564-3301
Toll Free ........................................................................................ 1-800-287-1491
TTY ............................................................................................... 1-800-287-8957
Fax ................................................................................................. (207) 564-3302
E-mail: cepsq@umext.maine.edu/piscataquis
Website: www.extension.umaine.edu/piscataquis

Somerset County
University of Maine Cooperative Extension
7 County Drive, Skowhegan, ME  04976-4209
Voice ...........................................................................................(207) 474-9622
Waldo County
University of Maine Cooperative Extension
992 Waterville Road, Waldo, ME  04915
Voice ..............................................................(207) 342-5971
Toll Free ..........................................................1-800-287-1426
TTY .................................................................1-800-287-8957
Fax .................................................................(207) 342-4229
E-mail: cewal@umext.maine.edu
Website: www.umaine.edu/waldo

Washington County - Senior Companion Program
University of Maine Cooperative Extension
28 Center Street, Machias, ME  04654
Voice ..............................................................(207) 255-3345
Toll Free ..........................................................1-800-287-1542
TTY .................................................................1-800-287-8957
Fax .................................................................(207) 255-6118
E-mail: cewsh@umext.maine.edu
Website: www.umaine.edu/washington

York County
University of Maine Cooperative Extension
21 Bradeen Street, Suite 302, Springvale, ME  04083
Voice ..............................................................(207) 324-2814
Toll Free ..........................................................1-800-287-1535
TTY .................................................................1-800-287-8957
Fax .................................................................(207) 324-0817
E-mail: ceyrk@umext.maine.edu
Website: www.umaine.edu/york

USDA Cooperative Extension: www.csrees.usda.gov/Extension/#
Deaf and Hard of Hearing Services
Deaf Advocacy & Communication Access Program
68 Bishop Street, Suite 3, Portland, Maine 04103
Voice/TTY .................................................................................... (207) 797-7656
Toll-Free (outside of Portland) ..................................................... 1-800-639-3884
Fax................................................................................................. (207) 797-9791
VP .................................................................................................. (207) 766-7113
or .................................................................................................. (207) 766-7111
E-mail: deafservices@drme.org

DHHS – 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 more information on district office locations and phone numbers, visit: www.maine.gov/dhhs

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

Bangor
396 Griffin Road, Bangor, ME  04401-3095
Voice ............................................................................................. (207) 561-4380
Toll Free ........................................................................................ 1-800-432-7825
TTY (Maine Relay) ....................................................................... Dial 711
Fax ................................................................................................. (207) 941-8856

Biddeford
208 Graham Street, Biddeford, ME  04005-3350
Voice ............................................................................................. (207) 286-2467
Toll Free ........................................................................................ 1-800-322-1919
TTY (Maine Relay) ........................................................................... Dial 711
Fax ...........................................................................................................(207) 286-2543

Calais
392 South Street, Calais, ME  04619-1108
Voice ...............................................................................................(207) 904-3800
Toll Free .......................................................................................... 1-800-622-1400
TTY (Maine Relay) ........................................................................... Dial 711
Fax ...........................................................................................................(207) 904-3812

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

Ellsworth
17 Eastward Lane, Ellsworth, ME  04605-1718
Voice ...............................................................................................(207) 664-1400
Toll Free .......................................................................................... 1-800-432-7823
TTY (Maine Relay) ........................................................................... Dial 711
Fax ...........................................................................................................(207) 667-5364

Farmington
114 Corn Shop Lane, Farmington, ME  04938
Voice ...............................................................................................(207) 778-8400
Toll Free .......................................................................................... 1-800-442-6382
TTY (Maine Relay) ........................................................................... Dial 711
Fax ...........................................................................................................(207) 778-8429

Fort Kent
137 Market Street, Fort Kent, ME  04743
Voice ...............................................................................................(207) 834-1000
Toll Free .......................................................................................... 1-800-432-7340
TTY (Maine Relay) ........................................................................... Dial 711
Fax ...........................................................................................................(207) 834-1001
Houlton
11 High Street, Houlton, ME 04730-2012
Voice ................................................................. (207) 532-5000
Toll Free ............................................................... 1-800-432-7338
TTY (Maine Relay) .................................................... Dial 711
Fax ................................................................. (207) 532-7995

Lewiston
200 Main Street, Lewiston, ME 04240-7098
Voice ................................................................. (207) 795-4664
Or ......................................................................... (207) 753-9100
Toll Free ............................................................... 1-800-482-7517
TTY (Maine Relay) .................................................... Dial 711
Fax ................................................................. (207) 795-4445

Machias
38 Prescott Drive, Suite 3, Machias, ME 04654-9984
Voice ................................................................. (207) 255-2000
Toll Free ............................................................... 1-800-432-7846
TTY (Maine Relay) .................................................... Dial 711
Fax ................................................................. (207) 255-2022

Portland
151 Jet Port Boulevard, Portland, ME 04102
Voice ................................................................. (207) 822-2225
Toll Free ............................................................... 1-800-482-7520
TTY (Maine Relay) .................................................... Dial 711
Fax ................................................................. (207) 822-2146

Rockland
91 Camden Street, Suite 103, Rockland, ME 04841-0201
Voice ................................................................. (207) 596-4302
Toll Free ............................................................... 1-800-432-7802
TTY (Maine Relay) .................................................... Dial 711
Fax ................................................................. (207) 596-4331

Sanford (Sanford residents should call the Portland office at (207) 822-2000; Sanford residents will be able to meet with a case manager at the Sanford office.)
890 Main Street, Suite #208, Sanford, ME 04073-3800
OADS 2016 Resource Directory

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

Skowhegan
98 North Avenue, Suite 10, Skowhegan, ME 04976-1996
Voice ............................................................................................. (207) 474-4800
Toll Free ........................................................................................ 1-800-452-4602
TTY (Maine Relay) ........................................................................ Dial 711
Fax ................................................................................................. (207) 474-4888

South Paris
243 Main Street, Suite #6, South Paris, ME 04281
Voice ............................................................................................. (207) 744-1219
Toll-Free ........................................................................................ 1-888-593-9775
TTY (Maine Relay) ........................................................................ Dial 711
Fax ................................................................................................. (207) 743-1698

Developmental Services

State of Maine Developmental Services
OADS Disability Services provides leadership and is an active partner in Maine’s system of support to persons eligible for Developmental Services. You must be 18 years old, and meet the eligibility criteria which establishes an intellectual disability or Autism during the developmental period.

For more information, contact:
The Office of Aging and Disability Services at (207) 287-9200

Disability Rights Maine (DRM)

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

Disability Rights Maine
24 Stone Street, Suite 204, Augusta, ME 04330-2007
Voice/TTY ........................................................................................ (207) 626-2774
Educational Opportunities

Adult Education

Maine 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.

Voice ................................................. (207) 624-6752

To find an office in your area go to: www.maineadulted.org/programs

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) 755-5273
Toll Free ..............................................................1-800-891-2002
Fax ................................................................. (207) 755-5493
E-mail: enroll@cmcc.edu
Website: www.cmcc.edu

Eastern Maine Community College
354 Hogan Road, Bangor, ME  04401
Voice .................................................................(207) 974-4680
Toll Free ..............................................................1-800-286-9357
Fax ................................................................. (207) 974-4683
E-mail: admissions@emcc.edu
Website: 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
Fax ........................................................................ (207) 453-5010
E-mail: Admissions_Office@kvcc.me.edu
Website: www.kvcc.me.edu

Northern Maine Community College
33 Edgemont Drive, Presque Isle, ME 04769
Voice ................................................................. (207) 768-2785
TTY ....................................................................... (207) 768-2817
E-mail: mailto: admissions@nmcc.edu
Website: www.nmcc.edu

Southern Maine Community College
2 Fort Road, South Portland, ME 04106
Voice ................................................................. (207) 741-5800
Toll Free .......................................................... 1-877-282-2182
TTY (Maine Relay) ....................................................... Dial 711
Fax ........................................................................ (207) 741-5760
E-mail: admissions@smccME.edu
Website: www.smccme.edu

Brunswick address
29 Sewall Street, Brunswick, ME 04011
Voice ................................................................. (207) 844-2102

Washington County Community College
Calais Campus, 1 College Drive, Calais, ME 04619
Voice ................................................................. (207) 454-1000
Toll Free .......................................................... 1-800-210-6932
Fax ........................................................................ (207) 454-1092
E-mail: admissions@wccc.me.edu
Website: www.wccc.me.edu

York County Community College
112 College Drive, Wells, ME 04090
Voice ................................................................. (207) 646-9282
Toll Free……………………………………………………………………………………………………1-800-580-3820
Fax………………………………………………………………………………………………………………(207) 641-0837
E-mail: admissions@yccc.edu
Website: www.yccc.edu

Emergency Medical Information Alert Systems

At Home Downeast
118 Ellsworth Road, Blue Hill, ME 04614
Voice………………………………………………………………………………………………………………(207) 374-5852
Other………………………………………………………………………………………………………………(207) 479-3046
E-mail: kjanes@whcacap.org
Website: www.athomedowneast.org

Elder Nutritional and Supportive Services
Penobscot Indian Nation
9 Sarah’s Spring Drive, Indian Island, Old Town, ME 04468
Voice………………………………………………………………………………………………………………(207) 817-7492
Fax……………………………………………………………………………………………………………………(207) 829-2937
E-Mail: epaul@penobscotnation.org
Website: www.penobscotnation.org

Friend in Action
125 State Street, P.O. Box 1446, Ellsworth, ME 04605
Voice………………………………………………………………………………………………………………(207) 664-6016
E-mail: info@friendsinactionellsworth.org
Website: www.friendsinactionellsworth.org

Good Morning Neighbor
St. Andrews Campus of LincolnHealth
6 St. Andrews Lane, P.O. 417, Boothbay Harbor, ME 04538
Voice………………………………………………………………………………………………………………(207) 633-1928
Website: www.standrewshealthcare.org

Good Morning Program
35 Union Street, P.O. Box 766, Brunswick, ME 04011
Voice………………………………………………………………………………………………………………(207) 729-0757
Fax……………………………………………………………………………………………………………………(207) 729-0672
Website: www.peopleplusmaine.org
Maine-ly Elder Care
28 Center Street, Oakland, ME 04963
Voice ................................................................................................. (207) 465-3249
Toll free ............................................................................................. 1-866-430-3249
E-mail: denise@maine-lyeldercare.com
Website: www.maine-lyeldercare.com

Phone Friends
450 Essex Street, Bangor, ME 04401
Toll free ............................................................................................. 800-432-7812
Fax ..................................................................................................... (207) 941-2869
E-mail: info@eaaa.org
Website: www.eaaa.org

Pleasant Point title VI – Elderly Program
P.O. Box 343, 15 Elders Way, Suite 101, Perry, ME 04667
Voice ................................................................................................. (207) 853-0902
Fax ..................................................................................................... (207) 853-6039
Website: www.wabanaki.com

Project Good Morning
City of Bath
250 Water Street, Bath, ME 04530
Voice ................................................................................................. (207) 443-5563
Fax ..................................................................................................... (207) 443-8343
TDD ................................................................................................... (207) 443-6276
Website: www.cityofbath.com

SEARCH
270 Minot Avenue, Suite B, Auburn, ME 04210
Voice ................................................................................................. (207) 784-0157
Fax ..................................................................................................... (207) 784-2453
E-mail: searchinfo@ccmaine.org
Website: www.ccmaine-org/a-z

SEARCH
125 Congress Avenue, Bath, ME 04530
Voice ................................................................................................. (207) 837-8810
Or ....................................................................................................... (207) 784-0157
Fax ..................................................................................................... (207) 784-2453
E-mail: cszalay@ccmaine.org  
Website: www.ccmaine.org/a-z-services/search-program-elderly-services

**SEARCH**  
St. Michael Pastoral Center  
24 Washington Street, Augusta, ME 04330  
Voice: .................................................................(207) 530-0137  
Other #:..............................................................(207) 784-0157  
Fax:.............................................................................(207) 784-2453  
E-mail: ikidd@ccmaine.org  
Website: www.ccmaine.org/a-z-services/search-program-elderly-services

**Telecare**  
885 Union Street, Bangor, ME 04401-Suite 221  
Voice: .................................................................(207) 973-7094  
Toll free:..............................................................(855) 973-7094  
Fax:.............................................................................(207) 973-5652  
E-mail: inadeau@emhs.org  
Website: www.rosscare.org

**Yellow Dot Program**  
Unpublished address  
Gorham, ME 04038  
Website: www.yellowdotme.org/sites

**MedicAlert and Safe Return Program**  
383 U.S. Route 1, Scarborough, ME 04074  
Toll free:..............................................................(888) 572-8566  
Fax:.............................................................................(207) 289-3705  
E-mail: bkirkpatrick@alz.org  
Website: www.medicalert.org/safereturn

**Personal Emergency Response**  
96 Campus Avenue, P.O. Box 291.Lewiston, ME 04240--3rd Floor  
Voice:.............................................................................(207) 777-8827  
Website: www.stmarmysmaine.com
Healthy Aging
Healthy aging programs are offered in Maine to older people who wish to take control over their health through lifestyle changes. Many community partners offer classes in A Matter of Balance, Enhance Wellness, Enhance Fitness, Healthy IDEAS and Chronic Disease Self-Management.

Living Well is for people with chronic health conditions like high blood pressure, diabetes, depression, etc. They take part in a 6-week course to learn how to better manage their health conditions. A Matter of Balance is an 8-week course of a two-hour meeting per week for older community living adults to learn how to reduce their fear of falling and improve activity levels.

For more information, call 1-877-353-3771.

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
Toll Free .................................................................1-800-454-5768
Website: [www.roadscholar.org](http://www.roadscholar.org)

Senior College
Maine has seventeen “Senior Colleges,” learning centers that offer Mainers age 55 or older courses on topics like 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) 780-4128
Website: [www.maineSeniorcollege.org](http://www.maineSeniorcollege.org)

Augusta Senior College
University of Maine Augusta, 46 University Drive, Augusta, ME 04330
Voice ............................................................................................. (207) 621-3551
E-mail: UMASC@maine.edu

Bridgton Senior College
Mailing address: P.O. Box, Bridgton, ME 04009-0308
Voice ............................................................................................. (207) 647-5593
E-mail: seniorcollegebridgton@gmail.com
Website: seniorcollegebridgton.org

Coastal Senior College
University College at Rockland
91 Camden Street, Suite 402, Rockland, ME 04841
Voice ............................................................................................. (207) 596-6906
Or ................................................................................................... 1-800-286-1594
E-mail: cscpeople@gmail.com
Website: www.coastalseniorcollege.org

Down East Senior College
University College at Ellsworth, 248 State Street, Suite 1, Ellsworth, ME 04605
Voice ............................................................................................. (207)667-3897x17
Toll free ........................................................................................... 1-800-696-2540
E-mail: dsc@maine.edu
Website: www.learn.maine.edu/ellsworth/about-us/downeast-senior-college/

Gold Leaf Institute Senior College
University of Maine at Farmington, 186 High Street (Education Center, Room 318), Farmington, ME 04938
Voice ............................................................................................. (207) 778-7063
E-mail: goldleaf@maine.edu
Website: www.goldleaf.wikispaces.com

Lewiston-Auburn Senior College
USM Senior College, Lewiston-Auburn College, 51 Westminster Street, Lewiston, ME 04240
Voice ............................................................................................. (207) 753-6610
Information line ........................................................................... (207) 753-6510

Midcoast Senior College Bath/Brunswick
Voice ............................................................................................. (207) 725-4900
E-mail: info@midcoastseniorcollege.org
Website: www.midcoastseniorcollege.org

Osher Lifelong Learning Institute
University of Southern Maine, Portland Campus
OLLI-USM, P.O. Box 9300, Portland, ME 04104
Voice ......................................................... (207) 780-4406
Fax ............................................................ (207) 780-4317
E-mail: olliatusm@maine.edu
Website: www.usm.maine.edu/OLLI

Penobscot Valley Senior College
University of Maine Center on Aging
450 Essex Street, Bangor, ME 04401
Voice ......................................................... (207) 992-0118
E-mail: seniorcollege@mainecenteronaging.org
Website: www.mainecenteronaging.umaine.edu/programs/education/seniorcollege

SAGE
University of Maine at Presque Isle
Conferences and Special Programs, 181 Main Street, Presque Isle, ME 04769
Voice ......................................................... (207) 768-9502
Or ............................................................. (207) 768-9558
E-mail: renee.larson@maine.edu
Website: www.umpi.edu/for-the-community/things-to-do/sage/

Senior College UMaine Hutchinson Center
80 Belmont Avenue, (Route #3), Belfast, ME 04915
Voice ......................................................... (207) 338-8033
E-mail: hutchinsoncenter@umit.maine.edu
Website: www.hutchinsoncenter.umaine.edu

Sunrise Senior College
University of Maine at Machias, SSC Program at UMM, 116 O’Brien Avenue,
Machias, ME 04654
Voice ......................................................... (207) 255-1384
Or ............................................................. (207) 255-3768
E-mail: sunriseseniorcollege@maine.edu
Website: www.ssc.umm.maine.edu
Western Mountains Senior College  
P.O. Box 1305, Bethel, ME 04217, Operates through Adult Education SAD 44, Bethel, ME 04217  
Voice ............................................................................................. (207) 824-2136  
E-mail: uwingam@gouldacademy.org  
Website: www.sad44.maineadulted.org/western_mountains_senior_college

York County Senior College  
University of Maine – Saco, Scammon Street, Suite 18, Saco Island, Saco, ME 04072  
Voice ............................................................................................. (207) 282-4030

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) 621-3000  
Toll Free Enrollment Center ............................................................. 1-877-862-1234  
Website: www.umaine.edu

University of Maine Augusta/Bangor  
65 Texas Avenue, Lewiston Hall, Bangor, ME 04401-4367  
Voice ............................................................................................. (207) 262-7800  
Fax ................................................................................................. (207) 262-7801  
E-mail: uma.bangor@umaine.edu

University of Maine Southern Maine  
Lewiston-Auburn College  
51 Westminster Street, Lewiston, ME 04240  
Voice ............................................................................................. (207) 753-6500  
Fax ................................................................................................. (207) 753-6555  
TTY ............................................................................................... (207) 753-6540  
Website: www.usm.maine.edu/lac
University of Maine Farmington
246 Main Street, Farmington, ME 04938
Voice .................................................................(207) 778-7050
Fax .................................................................(207) 778-8182
TTY .................................................................(207) 778-7275
E-mail: umfadmit@maine.edu
Website: www.farmington.edu

University of Maine Fort Kent
23 University Drive, Fort Kent, ME 04743
Voice .................................................................(207) 834-7600
Toll Free ..........................................................1-888-879-8635
TTY (Maine Relay) ............................................Dial 711
E-mail: umskadm@maine.edu
Website: www.umfk.edu

University of Maine Machias
116 O’Brien Avenue, Machias, ME 04654-1397
Voice .................................................................(207) 255-1200
Toll Free ..........................................................1-888-468-6866
Fax .................................................................(207) 255-4864
E-mail: ummadmissions@maine.edu
Website: www.machias.edu

University of Maine Orono
5713 Chadbourne Hall, Orono, ME 04469
Voice .................................................................(207) 581-1865
Fax .................................................................(207) 581-1213
E-mail: umaineadmissions@maine.edu
Website: www.umaine.edu/orono

University of Maine Presque Isle
181 Maine Street, Presque Isle, ME 04769
Voice .................................................................(207) 768-9400
E-mail: nancy.g.nichols@maine.edu

University of Southern Maine
PO Box 9300, Portland, ME 04104-9300
Voice .................................................................(207) 780-5646
Or........................................................................................................ (207) 780-4141
Toll Free.................................................................................................... 1-800-800-4876
E-mail: admitusm@maine.edu
Website: www.usm.maine.edu

UMaine Center on Aging
Camden Hall, 25 Texas Avenue, Bangor, ME 04401-4324
Voice ........................................................................................................ (207) 262-7920
Fax............................................................................................................. (207) 262-7921
Website: www.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
Website: 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, 19 Union Street, Augusta, ME 04333
Voice ........................................................................................................ (207) 624-6290
TTY (Maine Relay).................................................................................. Dial 711
Fax............................................................................................................. (207) 624-8729
Website: www.maine.gov/mhrc
For supports to obtain, maintain or advance in employment contact 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
TTY (Maine Relay)...........................................................................Dial 711
Fax .................................................................................................(207) 287-5292

**Career Centers**
Career Centers in Maine provide workers with the information, advice, job search assistance and training needed to enter the job market.
Website: [www.mainecareercenter.com](http://www.mainecareercenter.com)

**Region 1**
**Aroostook & Washington Counties**

**Presque Isle Career Center**
66 Spruce Street, Suite 1, Presque Isle, ME  04769-3222
Voice .............................................................................................(207) 760-6300
Toll Free .............................................................................................1-800-635-0357
TTY (Maine Relay)...........................................................................Dial 711
Fax .................................................................................................(207) 760-6350
E-mail: presqueisle.careercenter@maine.gov
Website: [mainecareercenter.com/presqueisle](http://mainecareercenter.com/presqueisle)

**Calais Career Center**
1 College Drive, Calais, ME  04619-0415
Voice .............................................................................................(207) 454-7551
Toll Free .............................................................................................1-800-543-0303
TTY (Maine Relay)...........................................................................Dial 711
Fax .................................................................................................(207) 454-0349
E-mail: calais.careercenter@maine.gov
Website: [www.mainecareercenter.com/calais](http://www.mainecareercenter.com/calais)

**Machias Career Center**
15 Prescott Drive, Suite 1, Machias, ME  04654-9752
Voice .............................................................................................(207) 255-1900
Toll Free ........................................................................................ 1-800-292-8929
TTY (Maine Relay)........................................................................ Dial 711
Fax ................................................................................................. (207) 255-4778
E-mail: machais.careercenter@maine.gov
Website: www.mainecareercenter.com/machais

Aroostook County Action Program
91 Military Street, Suite 3, Houlton, ME  04730-2421
Voice ............................................................................................. (207) 532-5300
Toll Free........................................................................................ 1-800-697-2987
Fax ................................................................................................. (207) 532-5309
TTY (Maine Relay)........................................................................... Dial 711

Region 2
Piscataquis, Penobscot & Hancock Counties
Tri-County (Bangor) Career Center
45 Oak Street, St. 3, Bangor, ME  04401
Voice ............................................................................................. (207) 561-4050
Toll Free........................................................................................ 1-888-828-0568
Fax ................................................................................................. (207) 561-4066
TTY (Maine Relay)........................................................................... Dial 711
E-mail: bangor.careercenter@maine.gov
Website: www.mainecareercenter.com/bangor

Piscataquis County (limited services may be provided)

Eastern Maine Development Corp.
50 Mayo Street, Penquis Higher Education Center, Dover-Foxcroft, ME 04426
Voice ............................................................................................. 1-888-828-0568
TTY (Maine Relay)........................................................................... Dial 711

Eastern Maine Development Corp.
Ellsworth Higher Education Center, Mill Mall, Ellsworth, ME 04605
Voice ............................................................................................. 1-888-828-0568

Eastern Maine Development Services
One Industrial Drive, Suite 2, East Millinocket, ME 04430-1062
Voice ............................................................................................. (207) 746-9608
Toll Free........................................................................................ 1-800-777-8173
Region 3  
Androscoggin, Franklin, Kennebec, Oxford and Somerset Counties

Augusta Career Center  
21 Enterprise Dr., Suite 2, Augusta, ME 04333-0109  
Voice ............................................................................................. (207) 624-5120  
Toll Free ........................................................................................ 1-800-760-1573  
TTY (Maine Relay) ....................................................................... Dial 711  
Fax: ................................................................................................ (207) 287-6236  
E-mail: Augusta.careercenter@maine.gov  
Website: www.mainecareercenter/Augusta

Lewiston Career Center  
5 Mollison Way, Lewiston, ME 04240  
Voice ............................................................................................. (207) 753-9001  
Toll Free ........................................................................................ 1-800-741-2991  
TTY (Maine Relay) ....................................................................... Dial 711  
Fax: ................................................................................................ (207) 783-5301  
E-mail: lewiston.careercenter@maine.gov  
Website: www.mainecareercenter.com/lewiston

Skowhegan Career Center  
98 North Avenue, Suite 20, Skowhegan, ME 04976  
Voice ............................................................................................. (207) 474-4950  
Toll Free ........................................................................................ 1-800-760-1572  
TTY (Maine Relay) ....................................................................... Dial 711  
Fax: ................................................................................................ (207) 474-4914  
E-mail: skowhegan.careercenter@maine.gov  
Website: www.mainecareercenter.com/skowhegan

Wilton Career Center  
865 US Route 2E, Wilton, ME 04294-6649  
Voice ............................................................................................. (207) 645-5800  
Toll Free ........................................................................................ 1-800-982-4311  
TTY (Maine Relay) ....................................................................... Dial 711  
Fax: ................................................................................................ (207) 645-2093  
E-mail: wilton.careercenter@maine.gov
Website: www.mainecareercenter.com/wilton

Limited services may also be available by calling:

Western Maine Community Action  
60 Lowell Street, Rumford, ME 04276-2096  
Voice: (207) 369-5000  
Fax: (207) 369-5002  
TTY (Maine Relay): Dial 711

Western Maine Community Action  
4 Western Avenue, South Paris, ME 04281  
Voice: (207) 743-7763  
Toll free: 1-877-237-6171  
Fax: (207) 743-0687

Region 4  
Waldo, Knox, Lincoln, Sagadahoc, Cumberland & York Counties

Southern Midcoast (Brunswick) CareerCenter  
275 Bath Road, Brunswick, Maine 04011  
Phone: (207) 373-4000  
Toll free: 1-888-836-3355  
Fax: (207) 373-4004  
E-mail: brunswick.careercenter@maine.gov  
Website: www.mainecareercenter.com/brunswick

Cumberland County Career Center  
185 Lancaster Street, PO Box 738, Portland, ME 04104  
Voice: (207) 882-3300  
Toll Free: 1-877-594-5627  
TTY Maine Relay: Dial 711  
Fax: (207) 822-0221  
E-mail: portland.careercenter@maine.gov  
Website: www.mainecareercenter/portland

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

**Tri-County (Bangor) Career Center – serving Piscataquis, Penobscot & Hancock Counties**

**Sagadahoc County Career Center**

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

**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

**York County Career Center**
9 Bodwell Court, Springvale, ME 04083
Voice ................................................................. (207) 324-5460
Toll Free ................................................................. 1-800-343-0151
TTY (Maine Relay) .................................................... Dial 711
Fax ............................................................................ (207) 324-7069
E-mail: springvale.careercenter@maine.gov
Website: www.mainecareercenter/springvale
Employment for Me
Information for people with disabilities around accessing employment services in Maine. Website: www.employmentforme.org

Employment First Maine
A coalition formed to improve the employment outcomes for Maine people with disabilities. For information go to: Website: www.employmentfirstmaine.org/

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

Goodwill Industries of Northern New England
(Cumberland, Sagadahoc & Lincoln Counties)
Voice .......................................................... (207) 774-6323
Toll Free .......................................................... 1-800-244-5891
Website: www.goodwillnne.org/jobs/sadult-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
E-mail: able@nationalable.org
Website: www.nationalable.org

New Ventures (formerly Women, Work and Community, formerly Displaced Homemakers) assists people after divorce, death, or disability of a spouse or family member. It provides services such as support groups, one-to-one counseling, referral, career exploration and training in job-seeking skills. For more, information call toll free 1-800-442-2092 or at the local offices listed below.

Central Maine Region

Administrative Office:
NVME/UMA, 46 University Drive, Augusta, ME  04330
Voice ............................................................................................. (207) 621-3440
Website: www.newventuresmaine.org

Augusta – University of Maine Augusta (outreach to Skowhegan and Waterville)
Handley Hall, 5th Floor, 331 Water Street, Augusta, ME  04330-9410
Voice ............................................................................................. (207) 621-3434
Toll Free ........................................................................................ 1-800-442-2092
Fax ................................................................................................. (207) 621-3429

Midcoast Maine Region

NVME, UCBB, 12 Sewall Street-Orion Hall, Brunswick, Me 04011
Voice ............................................................................................. (207) 386-1664

NVME, URock, 91 Camden Street, #402, Rockland, ME 04841
Voice ............................................................................................. (207) 593-7942
Or ................................................................................................. (207) 593-7943

Northern Central Maine

Bangor; with outreach to Ellsworth, Millinocket and Washington County.
1 University Drive, Bangor, ME  04401-4367
Voice ............................................................................................. (207) 262-7843
Fax ................................................................................................. (207) 262-7951

Northern Maine (outreach to Houlton and St. John Valley.)
NVME, University of Maine at Presque Isle, 181 Main Street, South Hall, Presque Isle, ME 04769
Voice ............................................................................................. (207) 768-9635

Southern Maine Region

Cumberland County:
NVME, 175 Main Street, South Portland, ME 04106
Voice ............................................................................................. (207) 799-5025
Fax ................................................................................................. (207) 799-5443

York County:
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 like SNAP, VA benefits,
or Social Security. To request General Assistance, contact your city/town office. Your application must be accepted for review. You may be turned down if you do not meet the guidelines. The application is private. If you have problems about General Assistance, contact:

**Office of Family Independence**  
**Department of Health and Human Services**  
11 State House Station, 19 Union Street, Augusta, ME 04333  
Voice ................................................................. (207) 624-4168  
TTY (Maine Relay) ................................................. Dial 711

**General Tax Assistance**  
General tax assistance is for income eligible owners and renters of any age. Maximum refund is $1,000.00. 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, P.O Box 1060, Augusta, ME 04332-1060  
Voice ................................................................. (207) 626-8475  
TTY (Maine Relay) ................................................. Dial 711  
To order forms ..................................................... (207) 624-7894  
Website: [www.maine.gov/revenue](http://www.maine.gov/revenue)

Application booklets are also available at town or city tax offices and at Area Agencies on Aging/ADRC, listed on pages 1 – 2.

**The Property Tax Fairness Credit**  
Offers a tax credit to Maine residents who own a home or pay rent. 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. Website: [www.maine.gov/revenue](http://www.maine.gov/revenue)
Social Security/Social Security Income
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 1 - 2.

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

Auburn
600 Turner Street, Auburn, ME 04210
Voice ................................................................. 1-866-627-6996

Augusta
330 Civic Center Drive, Augusta, ME 04332
Toll Free ................................................................. 1-866-882-5422

Bangor
202 Harlow Street, Room 208, Bangor, ME 04401
Toll Free ................................................................. 1-877-405-1448

Portland
550 Forrest Ave., Suite 150, Portland, ME 04104
Toll Free ................................................................. 1-877-319-3076

Presque Isle
365 Main Street, Presque Isle, ME 04769
Toll Free ................................................................. 1-866-837-2719

Rockland
231A Park Street, Rockland, ME 04841
Voice ................................................................. 1-855-269-9179

Saco
110 Main Street, Suite 1450, Saco, ME 04072
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 1 - 2.

To call the IRS directly:
For assistance .................................................................1-800-829-1040
For forms .........................................................................1-800-829-3676
Website: www.irs.gov

State
To call the Maine Revenue Service directly:
For assistance .................................................................(207) 626-8475
For forms .........................................................................(207) 624-7894
Website: 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: http://www.maine.gov/dhhs/ 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 1 - 2, 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.

**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 04102

Voice ...................................................(207) 774-6273

Fax .....................................................(207) 774-0679
Any person legally blind and in need, may apply for Security Income (SSI) or Social Security Disability (SSDI) at the nearest Social Security Office.

Bureau of Rehabilitation
Division for the Blind and Visually Impaired, 150 State House Station, Augusta, ME 04333-0150
Voice ............................................................................................. (207) 623-6799
TTY (Maine Relay) ...........................................................................(207) 287-5292
Fax ................................................................................................. (207) 287-5292
Website: www.maine.gov/rehab/offices

Regional Offices:

Augusta:
21 Enterprise Drive, Suite 2, Augusta, ME 04333-0073
Voice ............................................................................................. (207) 624-120
Toll Free: ....................................................................................... 1-800-760-1573
TTY (Maine Relay) ...........................................................................(207) 287-5292
Fax ................................................................................................. (207) 287-6249

Bangor:
45 Oak Street, Suite 1, Bangor, ME 04401-6664
Voice ............................................................................................. (207) 561-4000
Toll Free ........................................................................................ 1-800-545-8811
TTY (Maine Relay) ...........................................................................(207) 287-5292
Fax ................................................................................................. (207) 561-4027

Houlton
91 Military Street, Suite 3, Houlton, ME 04730-0033
Voice ............................................................................................. (207) 532-5300
Toll Free ........................................................................................ 1-800-691-0033
TTY (Maine Relay) ...........................................................................(207) 753-9000
Fax ................................................................................................. (207) 532-5309

Lewiston
5 Mollison Way, Lewiston, ME 04240-5905
Voice ............................................................................................. (207) 753-9000
Toll Free ................................................................. 1-800-741-2991
TTY (Maine Relay) ...................................................... Dial 711
Fax .................................................................(207) 753-9051

**Machais**
53 Prescott Drive, Suite 2, Machias, ME 0654-9751
Voice .................................................................(207) 255-1926
Toll Free ................................................................. 1-800-770-7774
TTY (Maine Relay) ...................................................... Dial 711
Fax .................................................................(207) 255-3091

**Portland**
151 Jetport Boulevard, Portland, ME 04102
Voice .................................................................(207) 822-3300
Toll Free ................................................................. 1-877-594-5627
TTY (Maine Relay) ...................................................... Dial 711
Fax .................................................................(207) 755-7870

**Presque Isle**
66 Spruce Street, Suite 3, Presque Isle, ME 04769-3222
Voice .................................................................(207) 760-6300
Toll Free ................................................................. 1-800-635-0357
TTY (Maine Relay) ...................................................... Dial 711
Fax .................................................................(207) 760-6316

**Rockland**
91 Camden Street, Suite 202, Rockland, ME 04841-2421
Voice .................................................................(207) 596-2641
Toll Free ................................................................. 1-877-421-7916
TTY (Maine Relay) ...................................................... Dial 711
Fax .................................................................(207) 594-1858

**Skowhegan**
98 North Avenue, Suite 20, Skowhegan, ME 04976-1923
Voice .................................................................(207) 474-4958
Toll Free ................................................................. 1-800-760-1572
TTY (Maine Relay) ...................................................... Dial 711
Fax .................................................................(207) 474-4914
If you are unsure which office covers your town/city, go to www.maine.gov/rehab/offices and click the link Search by Town.

**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 visually impaired, blind, or physically handicapped people. For more information, call (207) 287-5650 or 1-800-762-7106.

Mailing Address: 64 State House Station, Augusta, ME  04333
Website: www.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**
242 State Street, Augusta, ME  04333-0011
Voice ..........................................................(207) 287-2674

**Pharmacy Help Desk**
Voice ..........................................................1-866-796-2463
TTY (Maine Relay) .............................................Dial 711
Fax .................................................................(207) 287-8601

**National Eye Care Project**
Maine is 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 3 years.  If they have seen an optometrist or optician, they are still eligible for this program.  To get the name of a doctor in your area call 1-800-222- 3937 (Eye Care America).
Website: www.eyecareamerica.org

**Hearing**
The Division of Deafness provides services to persons who are deaf, late deafened or hard of hearing. This includes a resource guide, a 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, 150 State House Station, Augusta, ME 04333
Voice ...........................................................................................................(207) 623-7668
TTY (Maine Relay) .....................................................................................Dial 711
Website: [www.maine.gov/rehab/dod/index.shtml](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. Devices include amplified telephones, speaker phones and large button speaking phones. A person’s income determines if they get the equipment on loan, free or on a sliding scale by income. For more information, call:
V/TTY ...........................................................................................................(207) 797-7656
Toll Free .....................................................................................................1-800-639-3884
Website: [www.mcdmaine.org](http://www.mcdmaine.org)

People interested in employment and want 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 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
TTY (Maine Relay) .....................................................................................Dial 711
Fax .............................................................................................................(207) 287-9229
Website: [www.maine.gov/dhhs/oads](http://www.maine.gov/dhhs/oads)
Homeward Bound/Money Follows the Person

Homeward Bound 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 find a place to live and assist with home modifications, adaptive equipment and or assistive technology devices
- Assess and consult with specialists prior to and/or after the transition to help identify and address your unique needs.
- Provide Peer Support - guidance from people who have 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**

11 SHS, Augusta, ME 04333  
Voice: (207) 287-9200  
TTY (Maine Relay): Dial 711  
Fax: (207) 287-3005

**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  
Fax: (207) 622-1274  
E-mail: info@mainehospicecouncil.org  
Website: [www.mainehospicecouncil.org](http://www.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 heating costs. The funds are distributed through Maine by Community Action Programs. For information contact your local Community Action Program on pages 18 - 20, or your local Public Housing Authority on pages 63 - 66.

Home Equity Conversion (Reverse Mortgage)
Home Equity Conversion is a way to maintain 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 call or write your local Area Agency on Aging/ADRCs on pages 1 - 2.

Home Improvement Grants

MaineHousing
Provides grants or low cost home improvement loans for health and safety related repairs and improvements. MaineHousing’s Home Repair Program helps low-income homeowners who cannot afford needed home repairs. The program consists of a Home Repair Grant, Elderly Hardship grant and Septic Repair/Replacement loans. For Repair Program brochure call (207) 626-4602 or go to the Maine Housing website and download a copy.

For more information go to their website:
www.mainehousing.org/homeimprovementdetails

Or contact your local agency listed below:

Aroostook County Action Program
Voice .................................................................(207) 768-3023
Toll Free .................................................................(800) 432-7881
Website: http://www.acap-me.org/

Community Concepts
Voice .................................................................(207) 743-7716
Toll Free .................................................................(800) 866-5588
TTY: .................................................................(207) 743-0276
Website: [http://www.community-concepts.org/](http://www.community-concepts.org/)

**Kennebec Valley Community Action Program**
Voice: (207) 859-1500  
Toll Free: (800) 542-8227  
Website: [http://www.kvcap.org/](http://www.kvcap.org/)

**Penquis Community Action Program (Bangor)**
Voice: (207) 973-3500  
Toll Free: (800) 215-4942  
Website: [http://www.penquis.org/](http://www.penquis.org/)

**Penquis Community Action Program (Rockland)**
Voice: (207) 596-0361  
Toll Free: (800) 585-1605  
Website: [http://www.penquis.org/](http://www.penquis.org/)

**The Opportunity Alliance (Portland)**
Voice: (207) 553-5905  
Toll Free: (800) 698-4959  
Website: [http://www.opportunityalliance.org/](http://www.opportunityalliance.org/)

**Waldo Community Action Partners**
Voice: (207) 338-6809  
Website: [http://www.waldocap.org/](http://www.waldocap.org/)

**Washington-Hancock Community Agency**
Voice: (207) 259-5015  
Toll Free: (800) 828-7544  
Website: [http://www.whcacap.org/](http://www.whcacap.org/)

**Western Maine Community Action**
Voice: (207) 645-3764  
Toll Free: (800) 645-9636  
Website: [http://www.wmca.org/](http://www.wmca.org/)

**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 04401-2767  
Voice .................................................................(207) 990-9160  
Fax ........................................................................1-855-589-1060  
Website: www.rd.usda.gov/ME

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 18 – 20.

Rental Assistance and Subsidized Housing  

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

353 Water Street, Augusta, ME 04330-4633  
Voice .................................................................(207) 626-4600  
Toll Free ................................................................ 1-800-452-4668  
TTY (Maine Relay) ..............................................Dial 711  
Fax ........................................................................(207) 626-4678

To apply for these apartments, contact the property manager and ask for an application. MaineHousing can provide the contact information for the USDA Rural Development Offices on subsidized apartments, locations and application procedures. MaineHousing keeps contact information for the Public Housing Authorities (PHA’s) that manages developments and accepts applications for rental assistance in existing privately owned apartments.

MaineHousing maintains a free rental listing service. 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  
TTY (Maine Relay) ..............................................Dial 711
Shelters for Homeless People and Victims of Family Violence

There are homeless shelters in many towns and cities in Maine. Most provide temporary and emergency shelter only. In some cases, 2 to 4 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
TTY (Maine Relay): Dial 711

Weatherization

Funds are available to low income homeowners and renters for weatherization projects to improve efficiency. Projects may include insulation, weather-stripping, caulking and some safety related repairs. For more information contact your local Community Action Agency on pages 18 - 20.

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, on pages 18 - 20.

Public Housing Authorities

Auburn Housing Authority
20 Great Falls Plaza, P.O. Box 3037, Auburn, ME 04212-3037
Voice: (207) 784-7351
TTY (Maine Relay): Dial 711
Fax...........................................................................................................(207) 784-5545
Website: www.augustamaine.gov

Augusta Housing Authority
City of Augusta, City Center Plaza, 16 Cony Street, Augusta, ME 04330
Voice ..............................................................................................(207) 626-2357
Fax...........................................................................................................(207) 626-2359

Bangor Housing Authority
161 Davis Road, Bangor, ME 04401
Voice .............................................................................................(207) 942-6365
Fax...........................................................................................................(207) 942-6043
TTY (Maine Relay)...............................................................................Dial 711
Website: www.bangorhousing.org

Bath Housing Authority
80 Congress Avenue, Bath, ME 04530
Voice .............................................................................................(207) 443-3116
Fax...........................................................................................................(207) 443-8116
E-mail: info@bathhousing.org
Website: www.bathhousing.org

Biddeford Housing Authority
22 South Street, Biddeford, ME 04005
Voice ..............................................................................................(207) 282-6537

Brewer Housing Authority
15 Colonial Circle, Suite 1, Brewer, ME 04412
Voice ..............................................................................................(207) 989-7551
V/TDD..............................................................................................(207) 989-9810
Fax...........................................................................................................(207) 989-7554

Brunswick Housing Authority
12 Stone Street, P.O. Box A, Brunswick, Me 04011
Voice ..............................................................................................(207) 725-8711
Fax...........................................................................................................(207) 729-2642
Website: www.brunswickhousing.org

Caribou Housing Authority
25 High Street, Caribou, ME 04736
Voice .......................................................................................... (207) 493-4234
Fax ................................................................................................. (207) 498-3954
Website: www.caribouhousing.org

Fort Fairfield Housing Authority
18 Fields Lane, Fort Fairfield, ME 04742
Voice .......................................................................................... (207) 476-5771
Fax ................................................................................................. (207) 476-5450
Website: www.ffha.org

Indian Township Passamaquoddy
P.O. Box 99, U.S. Route 1, Princeton, ME 04668
Voice .......................................................................................... (207) 796-8004
Fax ................................................................................................. (207) 796-8019
Website: www.passamaquoddy.com

Lewiston Housing Authority
1 College Street, Lewiston, ME 04240
Voice .......................................................................................... (207) 783-1423
Fax ................................................................................................. (207) 783-8648

Mt. Desert Island & Ellsworth Housing Authority
(Bar Harbor, Southwest Harbor, Mount Desert, Tremont and Ellsworth)
P.O. Box 28, Bar Harbor, Maine 04609
Voice .......................................................................................... (207) 288-4770
E-mail: terry.kelley@emdiha.org
Website: www.emdiha.org

Old Town Housing Authority
City of Old Town, 358 Main Street, P.O. Box 404, Old Town, ME 04468-0404
Voice .......................................................................................... (207) 827-6151
Fax ................................................................................................. (207) 827-1502
TTY (Maine Relay) ........................................................................... Dial 711
E-mail: hacot@oldtownhousing.net
Website: www.oldtownhousing.net

Penobscot Nation Housing Department
Voice .......................................................................................... (207) 817-7370
Website: www.penobscotnation.org
Pleasant Point Passamaquoddy Reservation
15 Elders Way, #201, Pleasant Point, ME 04667
Voice .................................................................(207) 853-6021

Portland Housing Authority
14 Baxter Boulevard, Portland, ME 04101
Voice .................................................................(207) 773-4753
Fax .................................................................(207) 774-6471
TTY .................................................................(207) 774-2570
Website: www.porthouse.org

Presque Isle Housing Authority
58 Birch Street, Presque Isle, ME 04769
Voice .................................................................(207) 768-8231
Fax .................................................................(207) 764-5614
TTY .................................................................(207) 764-5161
E-mail: info@pihousing.org
Website: www.pihousing.org

Sanford Housing Authority
114 Emery Street, #1, Sanford, ME 04073
Voice .................................................................(207) 324-2178
Website: www.sanfordhousing.org

South Portland Housing Authority
100 Waterman Drive, South Portland, ME 04106
Voice .................................................................(207) 773-4140
Fax .................................................................(207) 773-4006
Website: www.spha.net

Van Buren Housing Authority
15 Main Street, Suite 101, Van Buren, ME 04785
Voice .................................................................(207) 868-2886
Fax .................................................................(207) 868-2222
Website: www.vanburenmaine.com

Waterville Housing Authority
88 Silver Street, Waterville, ME 04901
Voice .................................................................(207) 873-2155
Fax .................................................................(207) 877-9429
E-mail: diane@watervillehousing.org
Website: www.watervillehousing.org

Westbrook Housing Authority
30 Liza Harmon Drive, Westbrook, ME 04092
Voice .................................................................(207) 854-9779
Fax ...........................................................................(207) 854-0962
E-mail: info@westbrookhousing.org
Website: www.westbrookhousing.org

York Housing Authority
4 Pine Grove Lane, York, ME 03909
Voice .....................................................................(207) 363-8444
Website: www.yorkhousing.info

Information, Assistance & Outreach Services

No matter where you live in Maine, an area agency on aging will help you get 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. They 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 is on page 1 - 2.

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  
TTY (Maine Relay) ..............................................Dial 711  
Website: 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:  
- Additional information on Medicare  
- Help enrolling in Medicare Savings Program  
- Teaching you to detect and report errors  
- 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.  
Website: www.maine.gov/dhhs/elderly

Call 1-877-353-3771 for your area agency on aging or:  
Legal Services for the Elderly, 5 Wabon Street, Augusta ME 04330  
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 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 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 27 - 30, or your local Area Agency on Aging/ADRCs, listed on pages 1 - 2.

**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 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 1 - 2.

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 51 - 52.

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).
Website: 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 is available at the LSE website:

Legal Services for the Elderly, 5 Wabon Street, Augusta ME 04330
Helpline........................................................................................................1-800-750-5353
Medicare Part D Appeals Unit..............................................................1-877-774-7772
Fax........................................................................................................(207) 621-0742
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.

Visit: www.medicare.gov/hospitalcompare 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
- You have a complaint about the quality of medical care you received
- You have a question about Medicare
- You want to receive Medicare publications, their “free” newsletter Health Matters for Medicare Consumers, or if you want a free Medicare presentation for your group.

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

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.

Helpline: voice and TTY (for legal assistance) ..............................1-800-750-5353

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

Piscataquis, Penobscot, Hancock and Washington Counties
LSE Business Office: Bangor
450 Essex Street, Bangor, ME 04401
Voice .............................................................................................................(207) 941-2880

Androscoggin, Oxford and Franklin Counties:

LSE Business Office: Lewiston
8 Falcon Road, Lewiston, ME 04243
Voice .............................................................................................................(207) 795-4010

Aroostook County:

LSE Business Office: Presque Isle
1 Edgmont Drive, Suite 2, Presque Isle, ME 04769
Voice .............................................................................................................(207) 764-4883

York, Cumberland and Sagadahoc Counties.

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
Website: www.mainelse.org

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

For clients who need extended assistance, LSE may make a referral to one of its regional offices. For clients who need representation in matters that LSE does not handle, LSE may make a referral to private attorneys who charge reduced fees.
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.
126 Sewall Street, Augusta, ME 04330
Local/Out-of-State .............................................................(207) 626-7058
Toll Free .............................................................................1-866-626-7059
Fax ....................................................................................(207) 621-8148
Website: www.mejp.org

Office of the Attorney General
6 State House Station Augusta, ME 04333
Voice ..................................................................................(207) 626-8800
TTY (Maine Relay) .............................................................Dial 711
Website: www.maine.gov/ag

Pine Tree Legal Assistance
Pine Tree Legal Assistance provides free legal help to Maine people with low income. Website: www.ptla.org

Augusta ..............................................................................(207) 622-4731
Fax ....................................................................................(207) 623-7774
TTY (Maine Relay) .............................................................Dial 711

Bangor ..............................................................................(207) 942-8241
Fax ....................................................................................(207) 942-8323
TTY (Maine Relay) .............................................................Dial 711

Lewiston ............................................................................(207) 784-1558
Fax ....................................................................................(207) 783-8774
TTY (Maine Relay) .............................................................Dial 711

Machias ..............................................................................(207) 255-8656
Fax ....................................................................................(207) 255-8657
TTY (Maine Relay) .............................................................Dial 711

Portland ..............................................................................(207) 774-8211
Fax ....................................................................................(207) 828-2300
TTY (Maine Relay) .............................................................Dial 711
Presque Isle .................................................................(207) 764-4349
Fax .................................................................(207) 764-2455
TTY (Maine Relay) .................Dial 711

**Personal Alarm Systems**

**Lifeline Service**
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.

To find the specific eligibility requirements for your state, visit:  
[www.lifelinesupport.org](http://www.lifelinesupport.org)

You can call toll free 1-888-641-8722 and ask general questions about eligibility. To find out how to apply, visit: [www.lifelinesupport.org](http://www.lifelinesupport.org) or call your local telephone company.

Contact information for your state public service commission is on the Website of the National Association of Regulatory Utility Commissioners, [www.maine.gov/mpuc](http://www.maine.gov/mpuc) or call (207) 287-3831.

For information about other telecommunications issues, visit: [www.fcc.gov/consumer-governmental-affairs-bureau](http://www.fcc.gov/consumer-governmental-affairs-bureau) or contact the FCC’s Consumer Center by e-mailing: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

Call 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

**Aroostook Home Health Services**
658 Main Street, Suite 3  
Caribou, ME 04736
Voice: ................................................................. 1-877-688-9977  
Local: .................................................................(207) 492-8250  
Fax: .................................................................(207) 492-8245
E-mail: tsleeper_vhhs@myfairpoint.net
Website: www.aroostookhomehealthservices.com

345 Market Street, P.O. Box 8
Fort Kent Mills, ME 04744
Voice: .................................................................(207) 834-2990
Toll free: ............................................................1-888-834-2990
Fax: .................................................................(207) 834-4006
E-mail: tsleeper_vhhs@myfairpoint.net
Website: www.aroostookhomehealthservices.com

49 Main Street, P.O. Box 1545
Houlton, ME 04730
Voice: .................................................................(207) 532-9971
Toll free: ............................................................1-888-532-9971
Fax: .................................................................(207) 532-9978
E-mail: tsleeper_vhhs@myfairpoint.net
Website: www.aroostookhomehealthservices.com

St. Mary’s Regional Medical Center
Personal Emergency Response
98 Campus Avenue, 3rd Floor
P.O. Box 291
Lewiston, ME 04240
Voice: .................................................................(207) 777-8827
Website: www.stmarysmaine.com

Phillips Lifeline
111 Lawrence Street
Framingham, ME 01702
Voice: .................................................................1-800-380-3111
Emergency/After hours: ..................................................1-800-543-3546
Fax: ........................................................................1-800-448-0107
E-mail: referrals@lifelinesys.com
Website: www.lifelinesys.com

Home Support Services
HelpLine Medical Alert Systems
110A Tandberg Trail, P.O. Box 1899
Windham, ME 04062
Voice: ............................................................................................ (207) 892-1454
Toll free: ........................................................................................ 1-888-892-1454
Fax: ................................................................................................. (207) 892-1452
E-mail: info@callhomesupport.com
Website: www.callhomesupport.com

Rosscare – EMHS LiveSafe
885 Union Street, Suite 221
Bangor, ME 04401
Voice: ............................................................................................ (207) 973-7080
Toll free: ........................................................................................ 1-877-880-7677
E-mail: jmaskala@emhs.org
Website: www.rosscare.org

Home Support Services
HelpLine Medical Alert Systems
110A Tandberg Trail, P.O. Box 1899
Windham, ME 04062
Voice: ............................................................................................ (207) 892-1454
Toll free: ........................................................................................ 1-888-892-1454
E-mail: info@callhomesupport.com
Website: www.callhomesupport.com

MedicAlert and Safe Return Program
383 US Route 1
Scarborough, ME 04074
Voice: ............................................................................................ (207)772-0115
Toll free: ........................................................................................ 1-888-572-8566
E-mail: bkirkpatrick@alz.org
Website: www.medicalert.org/safereturn

Miles and St. Andrews Home Health and Hospice
Lifeline
40 Belvedere Road
Damariscotta, ME 04543
Toll free: ........................................................................................ 1-800-242-1306x4953
Fax: ................................................................................................. (207) 563-4105
Southern Maine Health Care
Specialty Practices and Programs
1 Medical Center Drive, P.O. Box 626
Biddeford, ME 04005
Voice: .......................................................... (207) 283-7000
E-mail: info@smhc.org
Website: www.smhc.org

Waldo County Healthcare
Waldo County Home Healthcare Services
119 Northport Avenue, P.O. Box 407
Belfast, ME 04915
Voice: .......................................................... (207) 338-2268
Toll free: .......................................................... 1-888-254-5133
E-mail: inquires@wchi.com
Website: www.wchi.com/HomeHealthandHospice.html

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.

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 (V/TTY) ........................................................................1-800-499-0229
Fax .................................................................................................(207) 621-0509
E-mail: MLTCOP@maineombudsman.org
Website: 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
Fax .................................................................................................(207) 764-7667
Website: 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
Website: www.maliseets.com/index.htm

Passamaquoddy Tribe at Indian Township
PO Box 301, Princeton, ME  04668
Voice .............................................................................................(207) 796-2301
Website: www.passamaquoddy.com

Passamaquoddy Tribe at Pleasant Point
PO Box 343, Perry, ME  04667
Voice .............................................................................................(207) 853-2600
Website: www.wabanaki.com/wabanaki_new

Penobscot Nation
12 Wabanaki Way, Indian Island, Old Town, ME  04468
Voice .............................................................................................(207) 827-7776
Website: 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  
Fax: (207) 907-2048

For information about off-reservation services contact your local Area Agency on Aging/ADRCs, listed on pages 1 - 2.

**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 27 - 30.

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

**Office of Aging and Disability Services**  
11 State House Station, Augusta, ME 04333  
Voice: (207) 287-9200  
Toll Free: 1-800-262-2232
Nutrition/Meals

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

Website: [www.gateway.maine.gov/dhhs/dining](http://www.gateway.maine.gov/dhhs/dining)
Voice ............................................................ (207) 287-9200
Toll Free ............................................................ 1-800-262-2232

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

Both meal programs are available to anyone 60 years of age or older, regardless of income. No fee is charged. Donations are encouraged. For more information on these programs, contact your local Area Agency on Aging/ADRCs on pages 1 - 2. You can search for dining sites at: [www.gateway.maine.gov/dhhs/dining](http://www.gateway.maine.gov/dhhs/dining)
Voice ............................................................ (207) 287-9200
Toll Free ............................................................ 1-800-262-2232

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:**
Muskie School of Public Service
University of Southern Maine, P.O. Box 9300, Portland, ME  04104-9300
Voice ............................................................................................. (207) 780-4430
Fax ................................................................................................. (207) 780-4060
TTY ............................................................................................... (207) 780-5646
Website: [www.usm.maine.edu/muskie/cutler/maine-nutrition-network](http://www.usm.maine.edu/muskie/cutler/maine-nutrition-network)

Office of Aging and Disability Services [www.maine.gov/dhhs/oads](http://www.maine.gov/dhhs/oads)

**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 27 - 30 for address and phone number.) An older person can be interviewed for eligibility by telephone.

Office of Aging and Disability Services

Promotes the highest level of independence for older adults and adults with disabilities. We prioritize the assurance of safety and well-being for all adults.

#11 State House Station, Augusta, ME  04333-0011
Voice ..................................................(207) 287-9200
Toll free (Nationwide) ......................................1-800-262-2232
TTY (Maine Relay) ..........................................Dial 711
Fax ..............................................................(207) 287-9229
Website: www.maine.gov/dhhs/oads

Other Related Conditions Waiver Program

MaineCare has lifelong services available to qualifying individuals who have a diagnosed cerebral palsy, seizure disorder or other rare 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.
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.

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: www.gateway.maine.gov/dhhs-apps/rcare

Sexual Assault Support Services

Maine’s Sexual Assault Support Programs are for victims and survivors of sexual violence of all ages and their friends and families. These programs 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, call:
Toll Free........................................................................................................1-800-871-7741
TTY (Maine Relay)......................................................................................Dial 711

Substance Abuse and Mental Health Services

Office of Substance Abuse and Mental Health Services
41 Anthony Avenue, 11 State House Station, Augusta, ME 04333-0011
Voice ..........................................................(207) 287-2595
TTY (Maine Relay).................................................................Dial 711
Fax.............................................................................(207) 287-4334

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. 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
Toll Free.............................................................................1-866-771-9276

Information & Resource Center
Toll Free......................................................................................1-800-499-0027
TTY (Maine Relay)......................................................................................Dial 711
Website: 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  
TTY (Maine Relay): ...........................................Dial 711

**Region II**  
41 Anthony Avenue, Augusta, ME 04333  
Voice: .............................................................(207) 287-2595  
Toll Free: .............................................................1-800-675-1828  
TTY (Maine Relay): ...........................................Dial 711

200 Main Street, Lewiston, ME 04240  
Voice: .............................................................(207) 795-4300  
Toll Free: .............................................................1-800-482-7517  
TTY (Maine Relay): ...........................................Dial 711  
Fax: .......................................................................(207) 795-4445

91 Camden Street Suite 103, Rockland ME 04841  
Voice: .............................................................(207) 596-4302  
Toll Free: .............................................................1-800-432-7802  
TTY (Maine Relay): ...........................................Dial 711  
Fax: .......................................................................(207) 596-2304

**Region III**  
396 Griffin Road, State House Station 11, Bangor, ME 04401  
30 Skyway Drive, State House Station 11, Caribou, ME 04736  
35 Prescott Drive Suite 3, Machias ME 04654  
Voice: .............................................................(207) 941-4360  
Toll Free: .............................................................1-800-963-9491  
TTY (Maine Relay): ...........................................Dial 711

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 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.

Website: 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
43 Hatch Drive, PO Box 1018, Caribou, ME 04736
Voice ............................................................. (207) 498-6431
TTY ............................................................. (207) 764-3903
Website: www.amhc.org

Maine Behavioral Healthcare
165 Lancaster St., Portland, ME 04101
Voice ............................................................. (207) 874-1030
TTY (Maine Relay) ........................................... Dial 711
Fax ............................................................. (207) 874-1044
E-mail: info_recovery@mainebehavioralhealthcare.org
Website: www.community.mainebehavioralhealthcare.org

Maine Behavioral Healthcare
PO Box 526, 12 Union Street, Rockland, ME 04841
Voice ............................................................. (207) 701-4400
Toll Free .......................................................... 1-844-292-0111
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
E-mail: dnelson@chcs-me.org
Website: www.chcs-me.org

Maine General Community Care
9 Green Street, Augusta, ME  04330
Voice .............................................................(207) 621-3750
TTY (Maine Relay) ..............................................Dial 711

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
Fax ......................................................................(207) 783-4660
Website: www.tcmhs.org

Washington County Psychotherapy Associates
1 Stackpole Drive, Machias, ME  04654
Voice .............................................................(207) 255-0996
Toll free ............................................................1-800-591-6474

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 1 - 2.

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, contacting your local Area Agency on Aging/ADRC, listed on pages 1 – 2 or by calling your local Community Action Program listed below:

**Aroostook County Action Program**
Voice: (207) 768-3023
Toll Free: (800) 432-7881
Website: [http://www.acap-me.org/](http://www.acap-me.org/)

**Community Concepts**
Voice: (207) 743-7716
Toll Free: (800) 866-5588
TTY: (207) 743-0276
Website: [http://www.community-concepts.org/](http://www.community-concepts.org/)

**Kennebec Valley Community Action Program**
Voice: (207) 859-1500
Toll Free: (800) 542-8227
Website: [http://www.kvcap.org/](http://www.kvcap.org/)

**Penquis Community Action Program (Bangor)**
Voice: (207) 973-3500
Toll Free: (800) 215-4942
Website: [http://www.penquis.org/](http://www.penquis.org/)

**Penquis Community Action Program (Rockland)**
Voice: (207) 596-0361
Toll Free: (800) 585-1605
Website: [http://www.penquis.org/](http://www.penquis.org/)

**The Opportunity Alliance (Portland)**
Voice: (207) 553-5905
Toll Free: (800) 698-4959
Website: [http://www.opportunityalliance.org/](http://www.opportunityalliance.org/)

**Waldo Community Action Partners**
Voice: (207) 338-6809
Website: [http://www.waldocap.org/](http://www.waldocap.org/)

**Washington-Hancock Community Agency**
Voice ............................................................................................. (207) 259-5015
Toll Free ........................................................................................ (800) 828-7544
Website: http://www.whcacap.org/

Western Maine Community Action
Voice ............................................................................................. (207) 645-3764
Toll Free ........................................................................................ (800) 645-9636
Website: http://www.wmca.org/

York County Community Action Program
Voice ............................................................................................. (207) 324-5762
Toll Free ........................................................................................ (800) 965-5762
Website: https://www.yccac.org/

**Transportation Providers**
If you would like more information on MaineCare Transportation Services, please call:

<table>
<thead>
<tr>
<th>If you live in:</th>
<th>You will call:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Androscoggin County – All Towns</td>
<td>Logisticare at: 855-608-5180</td>
</tr>
<tr>
<td>Aroostook County – All Towns</td>
<td>Logisticare at: 855-608-5174</td>
</tr>
<tr>
<td>Cumberland County – Brunswick and Harpswell</td>
<td>MidCoast Connector at: 855-930-7900</td>
</tr>
<tr>
<td>Cumberland County – All Other Towns</td>
<td>Logisticare at: 855-608-5178</td>
</tr>
<tr>
<td>Franklin County – All Towns</td>
<td>Logisticare at: 855-608-5180</td>
</tr>
<tr>
<td>Hancock County – Town of Danforth</td>
<td>Logisticare at: 855-608-5174</td>
</tr>
<tr>
<td>Hancock County – All Other Towns</td>
<td>Logisticare at: 855-608-5176</td>
</tr>
<tr>
<td>Kennebec County – All Towns</td>
<td>Penquis CAP at: 844-736-7847</td>
</tr>
<tr>
<td>Knox County – Town of Isle au Haut</td>
<td>Logisticare at: 855-608-5176</td>
</tr>
<tr>
<td>Knox County – All Other Towns</td>
<td>MidCoast Connector at: 855-930-7900</td>
</tr>
<tr>
<td>Lincoln County – All Towns</td>
<td>MidCoast Connector at: 855-930-7900</td>
</tr>
</tbody>
</table>
Oxford County – Towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow, and Stoneham
Logisticare at: 877-659-1302

Oxford County – All Other Towns
Logisticare at: 855-608-5180

Penobscot County – Town of Patten
Logisticare at: 855-608-5174

Penobscot County - All other Towns
Penquis CAP at: 855-437-5883

Piscataquis County – All Towns
Penquis CAP at: 855-437-5883

Sagadahoc County – All Towns
MidCoast Connector at: 855-930-7900

Somerset County- All Towns
Penquis CAP at: 844-736-7847

Waldo County – All Towns
MidCoast Connector at: 855-930-7900

Washington County – All Towns
Logisticare at: 855-608-5176

York County- All Towns
Logisticare at: 877-659-1302

Website: 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

Coastal Transportation Services
Rockland Area.................................................................(207) 596-6605
MaineCare transportation.............................................1-855-930-7900

Community Concepts Transportation
Toll Free ...............................................................................1-800-866-5588
TTY ..............................................................................(207) 783-7951

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

iTNP ortland One Westbrook Common, Suite 3, Westbrook, ME 04098
Voice ...............................................................................(207) 854-0505
Fax ...............................................................................(207) 849-7041
Kennebec Valley Community Action Program
Toll Free.................................................................1-800-542-8227
Augusta .........................................................................(207) 622-4761
Waterville (all programs)...........................................(207) 859-1500
Or (transportation)......................................................(207) 877-5677
Skowhegan (all programs)............................................(207) 474-8487
Or (transportation)......................................................(207) 859-2501

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

Kennebec and Somerset Counties
Toll Free........................................................................1-844-736-7847

Regional Transportation Program (Portland & Cumberland County)
Voice ..............................................................................(207) 774-2666
Toll Free .........................................................................1-800-244-0704
Website: www.rtprides.org

Waldo County Transportation
Belfast ............................................................................(207) 338-4769
Toll free ..........................................................................1-800-439-7865
E-mail: bstapley@waldocap.org
Website: www.waldocap.org

Washington-Hancock Community Agency
MaineCare client non-emergency medical transportation (207) 664-0012 or toll free 1-877-374-8396.

Western Maine Transportation Services (Androscoggin, Franklin and Oxford Counties)
Lisbon..............................................................................1-800-393-9335

West Transportation, Inc.
Milbridge.........................................................................(207) 546-2823
Toll Free..........................................................................1-800-596-2823
York County Community Action Program
Sanford ...........................................................................................................(207) 324-5762
Toll Free .................................................................................................. 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 (X5697)
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
Website: www.main.gov/dvem/bvs

U.S. Department of Veteran Affairs:
Website: 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.
Website: www.maineservicecommission.gov/national-service/foster-grandparents

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
Fax ................................................................................................. (207) 973-3699
E-mail: ahobson@penquis.org
Website: www.penquis.org

(In York and Cumberland Counties)
Foster Grandparent & Senior Companion Program
510 Cumberland Ave, Portland, ME 04102
Voice ............................................................................................. (207) 553-5970
Fax ................................................................................................. (207) 874-1155
E-mail: susan.lavigne@opportunityalliance.org
Website: www.opportunityalliance.org

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
Toll free ...............................................................1-800-439-1789
E-mail: information@aroostookaging.org
Website: www.aroostookaging.org

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

Penquis RSVP (Knox, Lincoln and Waldo Counties)
262 Harlow Street, Bangor, ME 04401
Voice .................................................................(207) 973-3684
Toll free ...............................................................1-800-215-4942
E-mail: ahobson@penquis.org
Website: www.penquis.org/index

Health Reach RSVP
10 Water Street, Suite 302, Waterville, ME 04903-0829
Voice .................................................................(207) 861-3400
or Farmington ........................................................(207) 778-0427
Toll free ...............................................................1-800-427-1127

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
Toll free ............................................................. 1-800-427-7411
Fax ................................................................. (207) 883-8249
Website: www.smaaa.org

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:

University of Maine Center on Aging, Senior Companion Program State Office, Camden Hall, 25 Texas Avenue, Bangor, ME 04401

Androscoggin County
Voice ................................................................. (207) 743-6329
Toll free ............................................................. 1-800-287-1482

Aroostook County
Voice ................................................................. (207) 532-6548
Toll free ............................................................. 1-800-287-1469

Cumberland County
The University of Maine Center on Aging Senior Companion Program is not available in Cumberland County.

Franklin County
Voice ................................................................. (207) 743-6329
Toll free ............................................................. 1-800-287-1495
Hancock County
Voice .............................................................................................(207) 262-7929

Kennebec County
Voice .............................................................................................(207) 474-9622
Toll free .........................................................................................1-800-287-0274

Knox County
The University of Maine Center on Aging Senior Companion Program is not available in Knox County.

Lincoln County
The University of Maine Center on Aging Senior Companion Program is not available in Lincoln County.

Oxford County
Voice .............................................................................................(207) 743-6329
Toll free .........................................................................................1-800-287-1482

Penobscot County
Voice .............................................................................................(207) 262-7929

Piscataquis County
Voice .............................................................................................(207) 262-7929

Sagadahoc County
Voice .............................................................................................(207) 743-6329
Toll free .........................................................................................1-800-287-1482

Somerset County
Voice .............................................................................................(207) 474-9622
Or (in Maine) ..................................................................................1-800-287-1495

Waldo County
Voice .............................................................................................(207) 262-7929

Washington County
Voice .............................................................................................(207) 255-3345
Toll free .........................................................................................1-800-287-1542
York County
The University of Maine Center on Aging Senior Companion Program is not available in York County.

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
Website: www.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 a small business. Volunteers receive travel expenses.

SCORE offices are listed below:

Augusta SCORE
68 Sewall Street, Suite 512, Augusta, ME 04330
Voice ..............................................................(207) 622-8509
SCORE Maine tax forum ..............................................................(207) 622-8376
E-mail: info@scoremaine.org
Website: www.scoremaine.org

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

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

**Androscoggin County**
125 Manley Road, Auburn, ME 04210  
Voice: (207) 782-3708  
E-mail: lewistonauburnscore@gmail.com  
Website: www.lewistonauburn.score.org

**Oxford Hills SCORE**
2 Market Square, South Paris, ME 04281  
Voice: (207) 743-0499  
E-mail: oxfordhillsscore@gmail.com  
Website: www.oxfordhills.score.org

**Portland SCORE**
100 Middle Street, 2nd Floor, Portland, ME 04101  
Voice: (207) 772-1147  
E-mail: info@scoremaine.com  
Website: www.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 resolution 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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