



## Department of Health and Human Services

*Maine People Living  
Safe, Healthy and Productive Lives*

*John E. Baldacci, Governor*

*Brenda M. Harvey, Commissioner*



## Elder Services

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

*John E. Baldacci, Governor*

*Brenda M. Harvey, Commissioner*

### NON-DISCRIMINATION NOTICE

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

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

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Office of Elder Services

# Resource Directory for Older People in Maine

APRIL 2008

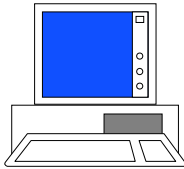
*Caring...Responsive...Well-Managed  
We are DHHS.*

This booklet is published by:

Office of Elder Services  
Department of Health and Human Services  
#11 State House Station (442 Civic Center Drive)  
Augusta, Maine 04333-0011  
207-287-9200 FAX: 207-287-9229

**Toll Free Nationwide: 1-800-262-2232**

**Toll Free Statewide TTY: 1-800-606-0215**



Office of Elder Services  
Resource Directory is also available  
on the Internet

[www.maine.gov/dhhs/beas](http://www.maine.gov/dhhs/beas)



# State of Maine

John Elias Baldacci  
Governor

Brenda Harvey, Commissioner  
Department of Health and Human Services

Diana Scully, Director  
Office of Elder Services

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## Adult Day Services

Adult Day Services provide social and health services in a group setting designed to meet individual needs. Services may include: meals; social, physical and educational activities; information and referral; assistance with personal care and activities of daily living; and health monitoring.

The booklet “**Home Care: Where to Find It**”, available from the Office of Elder Services, has a list of Adult Day Service providers throughout the state. Contact:

**Office of Elder Services**  
Local.....207-287-9200  
Toll Free Nationwide.....1-800-262-2232  
Toll free Statewide TTY.....1-800-606-0215  
[www.maine.gov/dhhs/beas](http://www.maine.gov/dhhs/beas)

**Note:** *This list will not have providers licensed after the publication of the booklet. For updates or more information call or write:*

**Community Services Licensing**  
**#11 State House Station**  
**Augusta, Maine 04333-0011.....1-800-791-4080**

## Adult Protective Services

The Office of Elder Services provides or arranges for services to protect incapacitated and dependent adults age 18 and over (except for persons with mental retardation) in danger of abuse, neglect or exploitation.

To make a report or for more information, call toll free:

**Nationwide 24-hour, toll-free 1-800-624-8404**  
**TTY (during business hours) 1-800-606-0215**  
**TTY (after hours) 1-800-963-9490**

To report abuse, neglect or exploitation in a facility licensed by the Department of Health and Human Services, call:

**Toll free Statewide.....1-800-606-0215**

*See next page for how to report abuse, neglect or exploitation for adults with mental retardation.*

## ***Adult Protective Services (Cont.)***

**If the adult has mental retardation, the Office of Advocacy can help.**

To report abuse, neglect or exploitation of an adult with mental retardation call the Advocate at:

**Region 1 (York & Cumberland)..... 207-822-0270**  
**TTY.....1-888-254-0311**  
**Region 2 (Central & Mid-coast) ..... 207-287-2205**  
**TTY.....1-800-606-0215**  
**Region 3 (Northern & Eastern) ..... 207-941-4360**  
**TTY.....1-800-606-0215**

*For after business hour reports, call the Chief Advocate or leave a message at:*

*207-287-4228*  
*TTY: 1-800-606-0215*

## **Age Discrimination in Employment**

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

Maine Human Rights Commission  
#51 State House Station  
Augusta, Maine 04333..... 207-624-6050  
Local/Out-of-State TTY..... 1-888-577-6690

## **Aging and Disability Resource Center (ADRC)**

The ADRC creates a single, coordinated system of information and access for all persons seeking long term support. OES is working with Maine's long-term-care community to expand the current program in the Greater Bangor area, into Penobscot, Piscataquis, Washington and Hancock counties, and to create two more ADRC information-and-assistance-hubs to cover the 9 counties in central Maine. The objectives are to reduce consumer confusion, building consumer trust and respect by enhancing individual choice and informed decision-making, and to break down barriers to community-based living by giving consumers information about the complete spectrum of long-term

care options. For information contact Elders1 at 1-877-353-3771

## Alcoholism and Substance Abuse

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

Office of Substance Abuse  
Information & Resource Center  
41 Anthony Avenue  
Augusta, Maine 04333 ..... 207-287-8900  
Toll Free V/TTY ..... 1-800-606-0215

### OR

Check the OES website on substance abuse and elders:  
[www.maine.gov/dhhs/beas/alcohol/welcome.htm](http://www.maine.gov/dhhs/beas/alcohol/welcome.htm)

## Alzheimer's Care and Support

Services for people with Alzheimer's Disease or other dementias, and their caregivers include diagnosis and evaluation at memory clinics, adult day services, in-home and overnight respite, home care services and special care units in residential care and nursing facilities. For information about these services call your local area agency on aging listed on pages A1-A3.

**Adult day services** are available throughout the state. Some are designed specifically for persons with dementia. To ask for help with the cost of these services, talk directly with the day program you might use. For more information, call or write:

Office of Elder Services  
#11 State House Station  
Augusta, Maine 04333-0011 ..... 207-287-9200  
Toll Free Nationwide ..... 1-800-262-2232  
Toll Free TTY ..... 1-800-606-0215

### *Alzheimer's Care and Support (Cont.)*

**In-home respite** may provide several hours a week of time off from your care giving duties occasionally or on a regular basis. Up to two weeks a year of *overnight respite* is offered at certain nursing homes, residential facilities, or at home. The "Partners in Caring" program at your local Agency on Aging may help to cover the cost of these respite services. See pages A1-A3 for the Area Agency on Aging that serves the area you live in. The Agency on Aging can provide information and support to caregivers of person with dementia.

### **Information, education and support services for people with dementia and their families are available through the Alzheimer's Association, Maine Chapter.**

Referral and resource information on Alzheimer's disease and related disorders, symptoms, diagnosis, caregiving issues and county-by-county lists of dementia specific services are available at no charge. Information, care consultation and a sympathetic listener are available to all 24 hours a day through their statewide toll-free Helpline. Staff social workers provide in-depth care management as requested. Educational conferences, workshops and training seminars are regularly scheduled in a variety of locations for family and professional caregivers. Additional services include 50 support groups statewide

and Safe Return, a nationwide program for people with dementia who wander and become lost. The Association publishes a free, quarterly newsletter with up-to-date articles on research, caregiving issues and a calendar of events. Free information packets are sent upon request.

Alzheimer's Association, Maine Chapter  
163 Lancaster St., Suite 160B  
Portland, ME 04101-2406

Helpline(available 24/7) 1-800-660-2871  
Business: (207)772-0115  
Fax: (207)772-0354  
Web: [www.mainealz.org](http://www.mainealz.org)

**Best Friends™ Approach to Alzheimer's Care Training** is provided through the Maine Alzheimer's Project. This person-centered approach is based on the values, principles and elements of friendship. Training is available to family caregivers and professional caregivers. Training information can be obtained from:

Best Friends Training Program  
Department of Health and Human Services  
11 State House Station  
Augusta, ME 04333  
(207) 287-9233  
TTY: 1-800-606-0215

## Community Options Program

If you live in a nursing home, or live at home and have questions about community services available to you, call or write:

Office of Elder Services  
#11 State House Station  
Augusta, Maine 04330-0011 ..... 207-287-9200  
Toll Free Nationwide ..... 1-800-262-2232  
Toll Free TTY ..... 1-800-606-0215

## CONSUMER INFORMATION REFERRAL

211-Maine is a service which connects anyone in Maine who wants to get help with a full range of health and human services in their community. Simply dial 211 to be connected to this telephone service.

## Consumer Fraud

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

### Consumer Mediation Service

Attorney General's Office  
#6 State House Station  
Augusta, Maine 04333 ..... 207-626-8849  
Local/Out-of-State TTY ..... 1-888-577-6690  
(Hours: 9 a.m. - 12 noon)

The Attorney General's Office also investigates fraud by MaineCare (*Medicaid*) providers, and situations where there are allegations of abuse, neglect or exploitation by staff in a facility that receives MaineCare. Call or write:

### Health Care Crimes Unit

#6 State House Station  
Augusta, Maine 04333 ..... 207-626-8520  
TTY ..... 1-888-577-6690

***Consumer Fraud (Cont.)***

**Office of Consumer Credit Regulation**

#35 State House Station  
122 Northern Avenue  
Augusta, Maine 04333.....207-624-8527  
Toll Free ..... 1-800-332-8529  
Local/Out-of-State TTY.....1-888-577-6690

**Public Utilities Commission**

#18 State House Station  
Augusta, Maine 04333..... 1-800-452-4699

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.

**See also Bureau of Insurance listed on page 38.**

**Cooperative Extension Service  
University of Maine System**

The Cooperative Extension Service of the University of Maine System conducts a variety of programs in communities throughout the state such as:

- Pre-Retirement Planning
- You and Your Aging Relative
- Cooking for 1 or 2
- Nutrition Education

The Extension Service develops intergenerational programs within nursing homes and boarding homes. They sponsor the Senior Companion Program in Androscoggin, Aroostook, Cumberland, Hancock, Kennebec, Oxford, Penobscot, Somerset, Washington and York Counties. For more information regarding activities in your county, contact the Cooperative Extension Service office nearest you. See Page A9-A13 for a complete list.

**Disability Rights Center (DRC)**

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

Disability Rights Center  
24 Stone Street, PO Box 2007  
Augusta, Maine 04338-2007  
V/TTY.....207-626-2774  
Toll Free V/TTY.....1-800-452-1948

**Drugs (see Low Cost Drugs – pages 42-44)**

**Educational Opportunities**

**Adult Education**

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

**Community Colleges**

Community Colleges provide post-secondary education. People age 62 or older may register for credit courses on a space available basis free of charge. Laboratory and other fees must still be paid by the student. Enrollment in specific courses is conditional on the approval of the Dean of Admissions. Listing of the community colleges is on pages A7-A8.

## ***Educational Opportunities (Cont.)***

### **Elderhostel**

Elderhostel is a program available through a national network of colleges and universities. They provide short term, on campus, college level courses to older persons at a very low cost. For more information, call or write:

Elderhostel  
75 Federal Street  
Boston, MA 02110-1914.....Toll Free1-877-426-8056  
TTY.....617-426-5437

### **Senior College**

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

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

*Senior Colleges information continued on next page.*

## ***Educational Opportunities (Cont.)***

For more information call:

Local/Out-of-State.....207-780-4406  
Toll Free.....1-800-800-4876 (X 4406)

Or visit the Internet Site [www.usm.maine.edu/olli](http://www.usm.maine.edu/olli)

The phone number for each of the Senior Colleges is listed on pages A36-A37.

### **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. See pages A42-A43 for a listing of University of Maine Campuses.

**University of Maine's Center on Aging** – The mission of the Center is to promote and facilitate activities on aging in areas of education, research and evaluation and community service to maximize the quality of life of older citizens and their families in Maine

Contact phone: 207-581-2444  
Fax: 207-581-4490

# Employment And Training

## Employment Services

CareerCenters throughout Maine provide workers with the information, advice, job search assistance and training they need to enter the job market. To contact the nearest CareerCenter or Training and Development Center, see the listing on pages A22-A29.

## Senior Community Service Employment Program (SCSEP)

This program provides part-time employment training in a variety of community service jobs for people age 55 and over who meet income guidelines. The sponsors of this program in Maine are:

- Office of Elder Services
- #11 State House Station
- Augusta, Maine 04333-0011 .....207-287-9200
- Toll Free Nationwide..... 1-800-262-2232
- Toll Free TTY..... 1-800-606-0215

## Employment and Training (Cont.)

- A.B.L.E./National ABLE Network (NCOA)
- 647 Main Street
- Bangor, Maine 04401 ..... 207-945-6073
- Toll Free .....1-800-655-6073
- Fax.....207-945-6839

## Women, Work, and Community

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

- Administrative Office:
- 46 University Drive
- Augusta, ME 04330-9410.....207-621-3440
- 1-800-442-2092
- See pages A44-A47 for local offices.

## 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 has a Family Caregiver Coordinator who provides or arranges for:

- Information and assistance
- Individual counseling
- Support groups
- Caregiver training
- Respite care
- and other services

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

## Food Stamp Program

Food stamps may be used 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 Regional 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 regional DHHS office nearest you. (See listing on pages A14-A19 for address and phone number.) An older person can be interviewed for eligibility by telephone.

Area Agencies on Aging can help with completing a food stamp application. For more information, contact your local Area Agency on Aging at 1-877-353-3771.

## **General Assistance Program**

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

### **Office of Integrated Access and Support**

#### **Department of Health and Human Services**

.....207-287-2826  
Toll Free.....1-800-442-6003  
Local/Out-of-State TTY.....1-800-606-0215

## **Guardianship and Conservatorship**

The Office of Elder Services may serve as public guardian and conservator for incapacitated adults age 18 and over (except for persons with mental retardation) in danger of abuse, neglect or exploitation. Guardians make decisions for people who cannot make decisions for themselves. Conservators protect and manage the finances and other property of a person in need of protection from exploitation or mismanagement of funds.

The state acts as guardian or conservator only when there is no one to serve as private guardian or conservator and other less restrictive arrangements are not enough.

For more information contact:

### **Office of Elder Services**

**Nationwide 24-hour, toll-free.....1-800-624-8404**  
**TTY: ..... ..1-800-606-0215**

## Healthy Aging

Healthy aging programs are offered throughout the state for older people who wish to take more control over their own health through lifestyle changes that have proven effective in reducing the risk of disease and disability. Numerous community partners offer classes in A Matter of Balance, EnhanceWellness, EnhanceFitness and Chronic Disease Self-Management. For more information contact the Office of Elder Services.

## Health Insurance Counseling

People in Maine who have Medicare insurance can get **free health insurance counseling** through the State Health Insurance Assistance Program (SHIP). Call the Legal Services for the Elderly Hotline or your local Area Agency on Aging. Specially trained staff will answer your questions about Medicare, Medicare drug discounts, supplemental insurance, MaineCare, long-term care and other health insurance.

**\*NOTE:** The Maine SHIP has information about the new Medicare Prescription Drug Coverage.

[www.maine.gov/dhhs/beas/medicare](http://www.maine.gov/dhhs/beas/medicare)

Call 1-877-353-3771 for your local area agency on aging or:

Legal Services for the Elderly at:

Local/Out-of-State ..... 207-623-1797

Toll Free V/TTY ..... 1-800-750-5353

Visit [www.maine.gov/dhhs/beas/hiap](http://www.maine.gov/dhhs/beas/hiap) for more information about the Maine SHIP.

## 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 (AAA), listed on pages A1-A3, for times and locations. In most cases, this service is free. If you have Medicare your AAA 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 labwork to disabled and elderly people. For more information about this service, contact Maine Donated Dental Services at 207-620-8276 or the Area Agency on Aging toll free at 1-877-353-3771.

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

## Health Screening and Care (Cont.)

### 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 at the offices listed on pages A20-A21, or call or write:

#### **IRIS** (Formerly Maine Center for the Blind)

189 Park Avenue  
Portland, Maine 04102.....207-774-6273

Any person legally blind and in need, may apply for Supplemental Security Income (SSI) or Social Security Disability (SSDI) at the nearest Social Security Office. See page A38 for a complete list of offices.

#### **The Maine State Library Talking Book Program**

provides books and magazines in a recorded cassette or disc format to people who are visually impaired, blind, or physically handicapped. For more information, call 1-800-762-7106.

## *Health Screening and Care (Cont.)*

### **Medical Eye Care Program**

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

Office of Mainecare  
#11 State House Station  
Augusta, Maine 04333-0011.....207-287-2033  
Toll Free.....1-800-321-5557  
Toll Free TTY.....1-800-606-0215

### **National Eye Care Project**

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

To be eligible, an individual must not have seen an ophthalmologist (physician eye specialist) in the last three years. If they have seen either an optometrist or optician they are still eligible for this program. See the next page for the list of locations where there is a participating ophthalmologist and the phone number to call for the name of a doctor in your area.

## *Health Screening and Care (Cont.)*

Participating ophthalmologists are located in Augusta, Bangor, Bath, Belfast, Blue Hill, Brunswick, Caribou, Dover-Foxcroft, Farmington, Fort Kent, Greenville, Houlton, Kittery, Lewiston, Madawaska, Millinocket, Portland, Presque Isle, Rockland, Sanford, Skowhegan, and Waterville.

To get the name of a specific doctor in your area call toll free statewide 1-800-222-3937.

### **Hearing**

The **Division of Deafness** provides a program of services to persons who are deaf, late deafened or hard of hearing. This includes publication of a resource guide, a Maine-Lines newsletter, information and referral, advocacy, Certification of Hearing Dogs and accessibility promotion. For more information and a listing of interpreter services, call or write:

Department of Labor  
Bureau of Rehabilitation Services  
Division of Deafness/Voice..... 207-624-5963  
Toll Free TTY.....1-888-755-0023  
Toll Free voice.....1-800-698-4440

## *Health Screening and Care (Cont.)*

The **Telecommunications Equipment Project (TEP)** provides assistive telephone devices to people who are deaf or hard of hearing and persons with mobility, vision and speech disabilities. The devices that are available include TTYs, amplified telephones, speaker phones and large button speaking phones. A person's income determines whether they get the equipment on loan free or on a sliding scale by income. For more information about the Telecommunications Project (TEP), call:

Voice/TTY .....207-797-7656  
Toll Free .....1-800-639-3884

People who are interested in employment and would like to learn about **vocational rehabilitation services for deaf or hearing impaired** should contact the Department of Labor, Bureau of Rehabilitation Services at one of the CareerCenters listed on pages A22 through A29. The CareerCenters are also listed in the phone book under Maine State, Department of Labor.

## **Home Care**

Home care services include meals, homemaking/housekeeping, 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.

The booklet, "Home Care, Where To Find It", published by the Office of Elder Services, describes home care services and where they are available. For a copy or more information, call or write:

Office of Elder Services  
#11 State House Station  
Augusta, Maine 04333-0011 ..... 207-287-9200  
Toll Free Nationwide..... 1-800-262-2232  
Toll Free TTY ..... 1-800-606-0215

[www.maine.gov/dhhs/beas](http://www.maine.gov/dhhs/beas)

## 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  
693 Western Avenue  
Manchester, ME 04351  
PO Box 2239  
Augusta, Maine 04338-2239 ..... 207-626-0651  
Toll Free ..... 1-800-438-5963

## Housing

### Home Energy Assistance

People age 60 and over with low income are eligible to receive some assistance in paying for their heating bills through the Federal Home Energy Assistance Program (HEAP). For information contact your local Community Action Program listed on pages A4-A6.

### Home Equity Conversion (Reverse Mortgage)

Home Equity Conversion is a way of maintaining residency in your own home while gaining needed income to cover such costs as heat, home maintenance, property taxes and other personal needs. For information about available counseling call or write your local Area Agency on Aging (see pages A1-A3).

### Home Repair

- Minor home repairs to things like doors, steps and windows are available through some Area Agencies on Aging listed on pages A1-A3 and Community Action Programs listed on pages A4-A6. You are usually responsible for costs of supplies.

## ***Housing (Cont.)***

- For major home repairs to correct health and safety hazards in the home, low interest (1%) loans and grants are available through Rural Development in the U.S. Department of Agriculture. Check in your local telephone book under United States Government.
- Low interest home improvement loans and grants are also periodically available through the Home Repair Program at the:

Maine State Housing Authority  
353 Water Street

Augusta, Maine 04330-4633 ..... 207-626-4600

Toll Free..... 1-800-452-4668

Toll Free TTY ..... 1-800-452-4603

## ***Housing (Cont.)***

### **Market Rate Rental Housing**

The Office of Elder Services has a publication available that lists retirement communities for older people which offer a variety of accommodations and services. For a copy call or write:

Office of Elder Services

#11 State House Station

Augusta, Maine 04333-0011 ..... 207-287-9200

Toll Free Nationwide..... 1-800-262-2232

Toll Free TTY ..... 1-800-606-0215

### **Rental Assistance and Subsidized Housing**

Older persons may be eligible for an apartment in an elderly housing project subsidized by the Federal Government or, if they are not living in housing for the elderly they may be eligible to receive rental assistance so that they pay no more than 30% of their income.

## ***Housing (Cont.)***

To learn about these programs, contact the Maine State Housing Authority. They can provide you with:

- A list of low cost housing projects.
- The addresses and phone numbers of Rural Development offices where you can get information on subsidized apartments, locations and application procedures.
- Addresses and phone numbers of local housing authorities that manage some developments and accept applications for rental assistance in existing privately owned apartments.

Maine State Housing Authority  
353 Water Street  
Augusta, Maine 04330-4633 ..... 207-626-4600  
Toll Free..... 1-800-452-4668  
Toll Free TTY ..... 1-800-452-4603

## **Weatherization**

Money is available to people with low income for some weatherization projects including furnace tune-up and repairs, caulking, glass replacement, and insulation. Contact your local Community Action Agency, listed on pages A4-A6.

## **Independent Living Services**

A wide range of independent living services are available for adults of all ages with disabilities. These services may include:

- Adaptive Equipment Loan Program
- Independent Living Skills Instruction
- Adapted Driver Evaluation and Training
- Adaptive and Mobility Equipment (high and low tech) and Selection (trial rentals)
- Adapted Transportation
- Access Design Consultation
- Information and Referral
- Personal Care Attendant (PCA) Services for adults who want to manage their own services.

For more information contact:

### **Alpha One**

Bangor V/TTY .....1-800-300-6016  
Presque Isle V/TTY .....1-800-974-6466  
South Portland V/TTY .....1-800-640-7200

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

## *Independent Living Services (Cont.)*

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

**Maine Consumer Information and Technology Training Exchange (CITE)** has information about policies, programs and funding resources.

Augusta .....207-621-3195  
TTY.....207-621-3482

**Technical Exploration Center of United Cerebral Palsy of Northern Maine** has information and samples of high and low-tech assistance devices for people to try out. The Center also does assistance technology evaluations .

Bangor V/TTY.....207-941-2952

## **Information, Assistance & Outreach Services**

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

Area Agency on Aging staff can help with many programs such as Food Stamps, Supplemental Security Income (SSI), MaineCare Prescription Drug Benefit, and Tax and Rent Refunds. They also provide health insurance counseling. Each Area Agency has a TTY phone for persons who are deaf and can arrange for interpreters for consumers who do not speak English through the AT&T Language Line. For more information, contact your local Area Agency on Aging at 1-877-353-3771.

## 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, Maine 04333 ..... 207-624-8475  
Toll Free ..... 1-800-300-5000

*Health Insurance Counseling is available at the Area Agencies on Aging or Legal Services for the Elderly. See pages A1-A2 & A30-A31 for phone numbers.*

## Legal Services

**Legal Services for the Elderly, Inc. (LSE)** provides free legal services statewide to people aged 60 and over. Priority is given to those who are socially and 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, opposing guardianship, physical abuse or financial exploitation, public benefits, evictions and other issues.

**Legal Services for the Elderly Helpline** 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.

Local/Out-of-State ..... 207-623-1797  
Toll Free V/TTY ..... 1-800-750-5353

## Long-term Care

Long-term care 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 do, there is no charge, and the assessment is private. The assessment is done in your home, in the hospital, or nursing home by a Registered Nurse. The nurse uses a form called the “MED” (Medical Eligibility Determination form). The nurse will ask about the kinds of tasks you can do by yourself, what kinds of help you need, whether you have friends and family members or neighbors who can help you, what your income is, and other questions. For more information, or to have a telephone screen, call Gold Health Systems toll free at 1-800-609-7893 or V/TTY at 1-888-720-1925. The free assessment is available throughout the state and is required for anyone entering a nursing home.

**If you have additional questions call:**  
Office of Elder Services.....207-287-9200  
Toll Free Nationwide.....1-800-262-2232  
Toll Free TTY.....1-800-606-0215

[www.maine.gov/dhhs/beas](http://www.maine.gov/dhhs/beas)

## Long-term Care Ombudsman Program (LTCOP)

The Ombudsman program has paid staff and volunteers to investigate complaints about long-term care services. Contact the program if:

- You have a concern about your rights as 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;
- You or your organization would like to volunteer;

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)  
One Weston Court, PO Box 128  
Augusta, Maine 04332-0128 ..... 207-621-1079  
Toll Free TTY .....1-800-499-0229  
Fax..... 207-621-0509

## Low Cost Drugs for the Elderly and Disabled Program

Maine's Low Cost Drugs for the Elderly and Disabled Program (DEL) helps to pay for prescription drugs for people whose income is no more than 185% of the federal poverty level. You must be age 62 or older; or age 19 or older and medically qualified for Social Security Disability Income (SSDI). If you spend more than 40% of your income on prescription drugs, the income level increases.

### Basic Benefit:

- 80% minus \$2.00 of the cost of all generic prescription drugs on the Preferred Drug List.
- 80% minus \$2.00 of the cost of brand-name medications on the Preferred Drug List for the treatment of diabetes, heart disease, high blood pressure, chronic lung disease (emphysema and asthma), arthritis, anticoagulation, Hyperlipidemia (high cholesterol), incontinence, thyroid disease, osteoporosis (bone density loss), Parkinson's disease, glaucoma, Multiple Sclerosis, and ALS (Lou Gehrig's disease).

### Supplemental Benefits:

The Supplemental benefit includes other drugs not covered in the Basic Benefit. The drugs must be medically necessary and supplied from participating manufacturers. Actual savings vary from drug to drug. DEL Members pay the State's negotiated MaineCare rate minus \$2.00.

## *Low Cost Drugs for the Elderly and Disabled Program (Cont.)*

### **Catastrophic Spending Limit:**

After a Member spends \$1,000 on eligible prescription drugs, the State pays 80% of the cost of all eligible prescription drugs, regardless of any disease or condition. The drugs must be medically necessary and supplied from companies with agreements with the State. Eligible prescription drugs are only those drugs that were covered by DEL on May 31, 2001. The Catastrophic Spending Limit is tracked from August 1<sup>st</sup> each year to July 31<sup>st</sup> of the following year.

- Some drugs require 'prior approval' for coverage.
- Coverage through DEL is funding of last report. Members with other prescription drug coverage must use those benefits first.
- Members with Medicare Part D coverage are eligible for DEL Wrap benefits only.
- The DEL PDL is posted at <http://www.mainearepdl.org/index.pl/pdlfiles>

Mainers of all ages with income under 350% of the federal poverty level may be eligible for prescription drug discounts through the **Maine Rx Plus Program**. The program provides discounts of 15% - 60% off retail prices for drugs on the MaineCare Preferred Drug List. The greatest savings are on generic drugs.

**To request an application or for more information about the medications covered in the Low Cost Drugs for the Elderly & Disabled or the Maine Rx Plus Program, call: Toll free 1-866-796-2463  
TTY 1-800-606-0215**

**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 at 1-877-353-3771.**

pays for medical services by physicians, hospitals and other health care providers.

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

For more information, contact the Department of Health and Human Services Regional Office nearest you, listed on pages A14-A19 or your local Area Agency on Aging, listed on pages A1-A3.

<http://www.maine.gov/dhhs/DHSaddresses.htm>

## **MaineCare (Medicaid)**

MaineCare is a federal and state funded program that

## **MaineCare for Workers with Disabilities**

Workers with disabilities can now go back to work or

work more hours and keep their MaineCare benefits. Depending on what you earn, you may have to pay a small premium, but never more than \$20 a month. For more information, call or visit your local Department of Health and Human Services office or visit the web site at <http://www.maine.gov/dhhs/beas/work>.

DHHS offices are listed on pages A14-A19 of this directory.

## Medicare

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

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

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

Medicare Advantage Plans are health plan options that are approved by Medicare and run by private companies. These options are **Medicare Part C** and they are a different way of getting Medicare coverage than traditional Medicare.

## Medicare (Cont.)

These plans include Part A and Part B coverage, extra benefits, and may include prescription drug coverage.

**Medicare Part D** is outpatient prescription drug coverage that is provided by companies approved by Medicare. Part D is optional and you usually pay a monthly premium to get coverage.

*If your income is low, you may be eligible for programs that pay the Part B premium, deductibles and co-insurances and 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, area agency on aging or Legal Services for the Elderly.*

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 are listed on page A38.

If you have any questions about the Medicare program, call 1-800-MEDICARE (1-800-633-4227).

## Mental Health Services

Mental Health services may include: crisis intervention, counseling, medication review, inpatient treatment and day treatment programs.

In-home assessment and short-term counseling and referral services are available through regional mental health geriatric resource staff.

For more information about services in your area contact the Department of Health and Human Services at one of its regional offices for mental health services:

### Region I

175 Lancaster Street, Portland, ME 04101

Telephone:.....207-822-0270

Toll Free.....1-888-254-0311

### Region II

Greenlaw Building, 11 State House Station,  
Augusta, ME 04333

Telephone:.....207-287-8117

Toll Free.....1-800-606-0215

## ***Mental Health Services (Cont.)***

### **Region III**

176 Hogan Road, Bangor, ME 04401

Telephone.....207-941-4360

Toll Free.....1-800-606-0215

**For a list of providers of mental health services for older people, see pages A32-A34.**

For information concerning eligibility as a veteran, call:

Togus Patient Advocate.....207-623-8411(X 5300)

Help is also available from psychiatrists, psychologists, social workers and counselors in private practice who are listed in the phone book yellow pages under Mental Health Services, and from members of the clergy.

## **Native American Indian Grants & Services**

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

Aroostook Band of Micmacs

8 Northern Road

Presque Isle, ME 04769.....207-764-1972

Houlton Band of Maliseet Indians

12 Clover Circle

Houlton, ME 04730.....207-532-4229

Passamaquoddy Tribe at Indian Township

PO Box 301

Princeton, ME 04668.....207-796-2301

Passamaquoddy Tribe at Pleasant Point

PO Box 343

Perry, ME 04667.....207-853-2600

Penobscot Nation

6 River Road, Indian Island

Old Town, Maine 04468.....207-827-7776

## *Native American Indian Grants & Services (Cont.)*

Wabanaki Mental Health Association  
(For Hancock, Penobscot, Piscataquis, and parts of  
Washington County, this association offers mental  
health services)  
187 Exchange Street  
Bangor, ME 04401.....207-990-0605

For information about off-reservation services contact  
your local Area Agency on Aging, listed on pages A1-  
A3.

## **Northeast Health Care Quality Foundation**

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

Call this toll free hotline at **1-800-772-0151** if you:

- ❑ Think the hospital is making you leave before  
you are ready to go
- ❑ If the hospital notifies you that Medicare will not  
cover your admission and continued stay and you  
disagree
- ❑ Have a complaint about the quality of medical  
care you received
- ❑ Have a question about Medicare
- ❑ Want to receive Medicare publications, their  
"free" newsletter *Health Matters for Medicare  
Consumers*, or if you want a free Medicare  
presentation for your group.

## Nursing Facility Care and Assisted Living

**Adult Family Care Homes** are residences where six or fewer people who meet medical eligibility requirements live in a homelike setting and can receive personal care, medication management and supervision.

### Assisted Living Residences

Maine provides a variety of Assisted Living Residences to meet the needs of its citizens.

**Independent Housing with Services** have private apartments, central dining and supportive services for occupants.

**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.

## *Nursing Facility Care and Assisted Living (Cont.)*

**To find out if you are eligible for financial assistance, contact the Office of Integrated Access and Support at a Department of Health and Human Services Regional Office listed on pages A14 – A19**

**For more information about assisted living or nursing facility care call:**

- Community Services Licensing .....207-287-9250
- Toll Free.....1-800-791-4080
- Nursing Facilities.....207-287-9300

### **OR**

- Office of Elder Services
- #11 State House Station
- Augusta, Maine 04333.....207-287-9200
- Toll Free.....1-800-262-2232
- Toll Free TTY.....1-800-606-0215

*The Office of Elder Services has an assisted living facility search tool at:*

<https://portalxw.bisoex.state.me.us/dhhs-apps/rcare/>

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

## Nutrition/Meals

### Community Meal Sites

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

### Home Delivered Meals

In many areas of the state, volunteers and paid staff deliver meals to people who are homebound and unable to prepare meals for themselves. Special containers make sure that when the meal arrives, it is hot and ready to eat.

Both nutrition programs are available to anyone 60 years of age or older, regardless of income. No fee is charged, but donations are encouraged. For more information on either of these programs, contact your local Area Agency on Aging listed on pages A1-A3. You can also search for dining sites at [www.maine.gov/dhhs/beas](http://www.maine.gov/dhhs/beas)

## Property Tax & Rent Refund

**The Maine Residents Property Tax Program** offers tax and rent relief to elderly people who own their own homes or rent an apartment or house. Applications are accepted between August 1<sup>st</sup> and December 31<sup>st</sup>. Eligibility is based on income and taxes or rent paid in the previous calendar year.

**General tax assistance** is for income eligible owners and renters of any age. Maximum refund is \$1000. People of any age who were assisted with their housing costs by a government subsidy are not eligible for this program.

**Elderly tax assistance** is for people at least 62 years of age who meet low-income guidelines. People 55 or over on Federal disability and living alone are also eligible to apply. A husband and wife, both of whom are on Federal disability, are also eligible to apply if the applicant is at least age 55.

*Information about property tax and rent refund is continued on the next page.*

***Property Tax & Rent Refund (Cont.)***

Elderly people living in subsidized housing may be eligible for elderly tax assistance. To request an application, call or write:

Maine Revenue Services  
#24 State House Station  
Augusta, Maine 04333.....207-626-8475  
Local/Out-of-State TTY .....207-287-4477  
To order forms.....207-624-7894

Application booklets are also available at town or city tax offices and at Area Agencies on Aging, listed on pages A1-A3.

**Senior Medicare Patrol (SMP)**

The Senior Medicare Patrol’s mission is to educate consumers about Medicare and MaineCare and how they can help identify and reduce errors, fraud, waste and abuse.

For assistance, contact the Office of Elder Services at 1-800-262-2232, Legal Services for the Elderly Hotline at 1-800-750-5353, or Area Agencies on Aging at 1-877-353-3771.

## **Shelters for Homeless People and Victims of Family Violence**

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

For more information contact:

The Maine State Housing Authority  
353 Water Street  
Augusta, Maine 04330..... 207-626-4600  
Toll Free ..... 1-800-452-4668  
Toll Free TTY..... 1-800-452-4603

**OR**

Area Agencies on Aging listed on pages A1-A3.

**OR**

Adult Protective Services  
Local..... 207-532-5047  
Toll Free Nationwide..... 1-800-624-8404  
Toll Free TTY..... 1-800-606-0215

## **Supplemental Security Income (SSI)**

Supplemental 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 listed on page A38.

For assistance in applying for SSI, contact your local Area Agency on Aging, listed on pages A1-A3.

## 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 A1-A3.

## 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 listed, on pages A1-A3.

To call the IRS directly:

For assistance ..... 1-800-829-1040  
For forms ..... 1-800-829-3676

### State

To call the Maine Revenue Service directly:

For assistance ..... 207-626-8475  
For forms ..... 207-624-7894  
Local/Out-of-State TTY ..... 207-287-4477

## Telephone Discounts

**Verizon Lifeline Service** can reduce your basic monthly bill. You may be eligible if you are get benefits from one of the following programs: Food Stamps; Fuel Assistance (HEAP); MaineCare; Supplemental Security Income (SSI); Temporary Assistance to Needy Families (TANF).

**Verizon's Installation Subsidy Program** provides for installation or reconnection of telephone service for \$10.00.

For further information call Verizon toll free at **1-800-585-4466**.

**AT&T's Lifeline Program** will pay for the Universal Connectivity charge, the carrier line charge, and the \$3.00 minimum use charge. You can qualify if you are eligible for the Verizon Lifeline Service described above.

For more information call AT&T toll free at **1-800-222-0300**.

## 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 listed on pages A39-A41, or contact your local Area Agency on Aging, listed on pages A1-A3.

# 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, Maine 04330.....207-623-8411 (X 5300)  
 Toll Free.....1-877-754-2862  
 Toll Free Switchboard and  
 all extensions.....1-877-421-8263  
 Toll Free Veterans Benefits.....1-877-827-1000

## 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

## *Veterans Services (Cont.)*

- Counseling
- Educational benefits
- Tax and various other exemptions

For more information, call or write:

Division of Veterans Services  
 Camp Keyes  
 #117 State House Station  
 Augusta, Maine 04333.....207-626-4464  
 Toll Free.....1-800-345-0116

## 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.

### Foster Grandparent Program

The Foster Grandparent Program provides part-time (20 hours a week) volunteer opportunities for people with low income age 60 and older to serve children with special or exceptional needs in their homes, schools, day care centers, institutions, hospitals, correctional facilities or specialized programs for developmentally disabled children. Volunteers receive a small stipend.

Contact the Foster Grandparent Program at the following locations:

*For all counties except York and Cumberland:*

Penquis CAP/FGP

262 Harlow Street, PO Box 1162

Bangor, Maine 04402-1162.....207-973-3684

### *Volunteer Opportunities (Cont.)*

*In York and Cumberland Counties:*

Foster Grandparent Program

Harbor Terrace, 284 Danforth Street

Portland, Maine 04102.....207-773-0202

### 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.

The **Maine Council of Senior Citizens-Alliance for Retired Americans** is an organization of retirees and semi-retirees who volunteer their time in a number of ways: members make phone calls to legislators, write letters to our congressional delegation and legislators, offer testimony before the Legislature, march on Washington, and advocate for other seniors.

### *Volunteer Opportunities (Cont.)*

For more information call 207-622-3151 or 1-800-452-8794 (toll free in Maine).

### **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  
33 Davis Street, PO Box 1288  
Presque Isle, Maine 04769.....207-764-6184

Penquis Coastal  
170 Pleasant Street, Suite A  
Rockland, Maine 04841.....207-596-0361

Health Reach RSVP  
PO Box 829  
Waterville, Maine 04903-0829.....207-861-3400

### ***Volunteer Opportunities (Cont.)***

RSVP of Eastern Maine  
268 Sylvan Road, Suite 2  
Bangor, Maine 04401-4221.....207-941-2803

Southern Maine RSVP  
136 Route 1  
Scarborough, Maine 04047.....207-396-6500

### **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 in Androscoggin, Aroostook, Cumberland, Hancock, Kennebec, Oxford, Penobscot, Somerset, Washington and York Counties. A small stipend is provided to volunteers who are income eligible. For more information, call or write the Cooperative Extension office nearest you.

### ***Volunteer Opportunities (Cont.)***

## Senior Medicare Patrol

Volunteers are trained to educate Maine's seniors about potential errors, fraud, waste and abuse in Medicare and MaineCare. Volunteers provide one-on-one help with Medicare and MaineCare questions and/or speak to senior groups and organizations. For further information, contact the SMP Coordinator at your local Area Agency on Aging at 1-877-353-3771.

## Service Corps of Retired Executives (SCORE)

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

## *Volunteer Opportunities (Cont.)*

## SCORE offices are listed below:

AUGUSTA SCORE  
SBA – 66 Sewall Street, Room 512  
40 Western Avenue  
Augusta, Maine 04330.....207-622-8509

BANGOR SCORE  
EMTC  
354 Hogan Road  
Bangor, Maine 04401.....207-825-3819

AROOSTOOK SCORE  
24 Sweden Street, Suite 101  
Caribou, Maine 04736.....207-492-8010

LEWISTON/AUBURN SCORE  
CareerCenter  
5 Mollison Way  
Lewiston, Maine 04240.....207-782-3708

DOWNEAST MAINE SCORE  
248 State Street  
Ellsworth, ME 04605.....207-667-5800

## *Volunteer Opportunities (Cont.)*

OXFORD HILLS SCORE

2 Market Square  
South Paris, Maine 04281.....207-743-0499

PORTLAND SCORE  
100 Middle Street  
Portland, Maine 04101.....207-772-1147

WESTERN MOUNTAIN SCORE  
c/o Oxford Federal Credit Union  
255 River Street  
PO Box 252  
Mexico, ME 04257.....207-369-9976

**Quick Reference:  
Addresses and Phone Numbers**

**Area Agencies on Aging**

The five Area Agencies on Aging in Maine are the central resource for elder services. They can help you either directly or by referring you to the appropriate agency in your area. **Call 1-877-353-3771 from anywhere in Maine to contact the Area Agency on Aging that serves the town you live in.**

**Aroostook Agency on Aging**

*(Aroostook County)*

33 Davis Street, PO Box 1288

Presque Isle, Maine 04769

- Voice.....207-764-3396
- TTY.....207-992-0150
- Toll Free.....1-800-439-1789
- Office Hours.....8am – 4:30pm, Monday – Friday

**Eastern Agency on Aging**

*(Hancock, Penobscot, Piscataquis and Washington Counties)*

450 Essex Street

Bangor, Maine 04401-3937

- Voice.....207-941-2865
- TTY.....992-0150

- Toll Free.....1-800-432-7812
- Office Hours.....8am – 4:30pm, Monday – Friday

**Spectrum Generations (formerly Senior Spectrum)**

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

One Weston Court, PO Box 2589

Augusta, Maine 04338-2589

- Voice.....207-622-9212
- Toll Free.....1-800-639-1553
- TTY.....207-623-0809
- Toll Free TTY.....1-800-464-8703
- Office Hours.....8am – 4:30pm, Monday – Friday

**SeniorsPlus**

*(Androscoggin, Franklin and Oxford Counties)*

8 Falcon Road, PO Box 659

Lewiston, Maine 04243-0659

- Voice.....207-795-4010
- Toll Free.....1-800-427-1241
- TTY.....207-795-7232
- Office Hours.....8am – 5pm, Monday – Friday

**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

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

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**Community Action Programs**

Contact these agencies for energy assistance, home weatherization or repair, transportation.

**Aroostook Community Action Program**

771 Main Street, PO Box 1116

Presque Isle, Maine 04769.....207-764-3721

Toll Free.....1-800-432-7881

**Coastal Economic Development Corp.**

34 Wing Farm Parkway

Bath, Maine 04530.....207-442-7963

Toll Free.....1-800-221-2221

**Community Concepts, Inc.**

PO Box 278 (Market Square)

South Paris, Maine 04281.....207-743-7716

***Community Action Programs (Cont.)***

**Kennebec Valley Community Action Program**

97 Water Street  
Waterville, Maine 04901.....207-859-1500

219 Cony, RFD 7, Box 1103  
Augusta, Maine 04330.....207-622-4761

26 Mary Street  
Skowhegan, Maine 04976.....207-474-8487  
Toll Free.....1-800-542-8227

**Penquis Community Action Program**

262 Harlow Street , PO Box 1162  
Bangor, Maine 04401.....207-973-3500  
Toll Free.....1-888-424-0151

**Peoples Regional Opportunity Program**

510 Cumberland Avenue  
Portland, Maine 04101.....207-874-1140  
Toll Free.....1-800-698-4959

**Waldo County Committee for Social Action**

9 Field Street, PO Box 130  
Belfast, Maine 04915.....207-338-3025  
Toll Free.....1-800-498-3025

***Community Action Programs (Cont.)***

**Washington-Hancock Community Action**

PO Box 280  
Corner of Main and Maple Streets  
Milbridge, Maine 04658.....207-546-7544  
Toll Free(9-11 a.m.).....1-800-828-7544

**Western Maine Community Action, Inc.**

Church Street , PO Box 200  
East Wilton, Maine 04234.....207-645-3764

**York County Community Action Corporation**

6 Spruce Street, PO Box 72  
Sanford, Maine 04073.....207-324-5762  
Toll Free.....1-800-965-5762

## Community Colleges

### Central Maine Community College

1250 Turner Street  
Auburn, Maine 04210.....207-755-5100  
Toll Free.....1-800-891-2002  
TTY.....207-755-5489

### Eastern Maine Community College

354 Hogan Road  
Bangor, Maine 04401.....207-974-4600  
Toll Free.....1-800-286-9357  
TTY.....207-641-4658...**OR**...207-974-4681

### Kennebec Valley Community College

92 Western Avenue  
Fairfield, Maine 04937-1375.....207-453-5000  
Toll Free.....1-800-528-5882  
TTY.....207-453-5163

### Northern Maine Community College

33 Edgemont Drive  
Presque Isle, Maine 04769.....207-768-2700  
TTY.....207-768-2817

## Community Colleges (Cont.)

### Southern Maine Community College

2 Fort Road  
South Portland, Maine 04106.....207-741-5500  
Toll Free.....1-877-282-2182  
TTY.....207-767-5667

### Washington County Community College

Calais Campus  
1 College Drive  
Calais, Maine 04619.....207-454-1000  
Toll Free.....1-800-210-6932  
TTY.....207-454-1016

### Eastport Campus

16 Deep Cove Road  
Eastport, ME 04631.....207-853-2518  
Toll Free.....1-800-806-0433

### York County Community College

112 College Drive  
Wells, Maine 04090.....207-646-9282  
Toll Free.....1-800-580-3820

## **Cooperative Extension County Offices**

### **Androscoggin and Sagadahoc Counties**

24 Main St.  
Lisbon Falls, ME 04252-1507  
(207)353-5550  
1-800-287-1458

### **Aroostook County**

22 Hall Street, Suite 101  
Fort Kent, ME 04743-7131  
(207)834-3905  
1-800-287-1421

Houlton Road  
P.O. Box 727  
Presque Isle, ME 04769-0727  
(207) 764-3361  
1-800-287-1462

Central Building  
P.O. Box 8  
Houlton, ME 04730-0008  
(207) 532-6548  
1-800-287-1469

### ***Cooperative Extension County Offices***

*(Cont.)*

### **Cumberland County**

P.O. Box 9300  
15 Chamberlain Avenue  
Portland, ME 04104-9300  
(207) 780-4205  
1-800-287-1471

### **Franklin County**

147 Farmington Falls Road  
Farmington, ME 04938-6403  
(207) 778-4650  
1-800-287-1478

### **Hancock County**

63 Boggy Brook Road  
Ellsworth, ME 04605-9540  
(207) 667-8212  
1-800-287-1479

### ***Cooperative Extension County Offices***

*(Cont.)*

**Kennebec County**

125 State St., 3<sup>rd</sup> Floor  
Augusta, ME 04330-5692  
(207) 622-7546  
1-800-287-1481

**Knox and Lincoln Counties**

377 Manktown Road  
Waldoboro, ME 04572  
(207) 832-0343  
1-800-244-2104

**Oxford County**

9 Olson Road  
South Paris, ME 04281-6402  
(207) 743-6329  
1-800-287-1482

*Cooperative Extension County Offices  
(Cont.)*

**Penobscot County**

307 Maine Avenue  
Bangor, ME 04401-4331  
(207)942-7396  
1-800-287-1485

**Piscataquis County**

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

**Somerset County**

7 County Drive  
Skowhegan, ME 04976-4209  
(207) 474-9622  
1-800-287-1495

**Waldo County**

992 Waterville Road  
Waldo, ME 04915  
(207) 342-5971  
1-800-287-1426

*Cooperative Extension County Offices  
(Cont.)*

**Washington County**

34 Center Street  
Machias, ME 04654  
(207) 255-3345  
1-800-287-1542

**York County**

21 Bradeen Street, Suite 302  
Springvale, ME 04083  
(207) 324-2814  
1-800-287-1535

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**Department of Health and Human Services  
Regional Offices**

Contact the Department of Health and Human Services Regional Offices about Food Stamps, Medical Assistance (MaineCare), Residential and Nursing Home Assistance, and Public Health Nursing. DHHS will contact the AT&T Language Line to make arrangements for an interpreter for anyone who needs one. *For up to the minute information on regional office locations and phone numbers, please check the website at [www.maine.gov/dhhs](http://www.maine.gov/dhhs).*

**Region I**

Biddeford

208 Graham Street  
Biddeford, Maine 04005-3350.....207-286-2400  
Toll Free.....1-800-322-1919  
Local/Out-of-State TTY.....1-800-606-0215  
Fax.....207-286-2408

Portland

161 Marginal Way  
Portland, Maine 04101-2438.....207-822-2000  
Toll Free.....1-800-482-7520  
Local/Out-of-State TTY.....1-800-720-1925  
Fax.....207-822-2146

## ***DHHS Regional Offices (Cont.)***

### Sanford

890 Main Street, Suite #208

Sanford, Maine 04073-3800.....207-490-5400

Toll Free.....1-800-482-0790

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-490-5463

## **Region II**

Augusta (*Call for street addresses and phones for the program you are trying to reach.*)

Augusta, Maine 04333.....207-624-8000

Toll Free.....1-800-452-1926

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-624-8074

### Farmington

114 Corn Shop Lane

Farmington, Maine 04938.....207-778-8400

Toll Free.....1-800-442-6382

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-778-8410

## ***DHHS Regional Offices (Cont.)***

### Lewiston

200 Main Street

Lewiston, Maine 04240-7098.....207-795-4300

Toll Free.....1-800-482-7517

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-795-4444

### Rockland

91 Camden Street

Rockland, Maine 04841-0201.....207-596-4200

Toll Free.....1-800-432-7802

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-596-4235

### Skowhegan

98 North Avenue, Suite 10

Skowhegan, Maine 04976-1996.....207-474-4800

Toll Free.....1-800-452-4602

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-474-4888

***DHHS Regional Offices (Cont.)***

South Paris

243 Main Street, Suite #6  
South Paris, Maine 04281.....207-744-1200  
Toll-Free.....1-888-593-9775  
Local/Out of State TTY.....1-800-606-0215  
Fax.....207-743-8798

**Region III**

Bangor

396 Griffin Road  
Bangor, Maine 04401-3095.....207-561-4100  
Toll Free.....1-800-432-7825  
Local/Out-of-State TTY.....1-800-606-0215  
Fax.....207-561-4122

Calais

392 South Street  
Calais, Maine 04619-1108.....207-454-9000  
Toll Free.....1-800-622-1400  
Local/Out-of-State TTY.....1-800-606-0215  
Fax.....207-454-9012

***DHHS Regional Offices (Cont.)***

Caribou

30 Skyway Drive, Unit 100  
Caribou, Maine 04736-2060.....207-493-4000  
Toll Free.....1-800-432-7366  
Local/Out-of-State TTY.....1-800-606-0215  
Fax.....207-493-4001

Ellsworth

17 Eastward Lane  
Ellsworth, Maine 04605-1718.....207-667-1600  
Toll Free.....1-800-432-7823  
Local/Out-of-State TTY.....1-800-606-0215  
Fax.....207-667-5364

Fort Kent

137 Market Street  
Fort Kent, Maine 04743.....207-834-7700  
Toll Free.....1-800-432-7340  
Local/Out-of-State TTY.....1-800-606-0215  
Fax.....207-834-7701

***DHHS Regional Offices (Cont.)***

Houlton

11 High Street

Houlton, Maine 04730-2012.....207-532-5000

Toll Free.....1-800-432-7338

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-532-7995

Machias

13 Prescott Drive

Machias, Maine 04654-9984.....207-255-2000

Toll Free.....1-800-432-7846

Local/Out-of-State TTY.....1-800-606-0215

Fax.....207-255-2022

**Division for the Blind & Visually Impaired  
of the Bureau of Rehabilitation Services in  
the Department of Labor**

Augusta

2 Anthony Avenue

73 State House Station

Augusta, ME 04333-0073.....207-624-5191

Toll Free.....1-800-760-1573

Bangor

45 Oak Street, Suite 1

Bangor, ME 04401.....207-561-4000

Toll Free.....1-888-545-8811

Ellsworth

248 State Street, Suite 3A

Ellsworth, ME 04605-1850.....207-664-2310

Toll Free.....1-800-371-7543

Lewiston

5 Mollison Way

Lewiston, ME 04240.....207-753-9099

Toll Free.....1-800-741-2991

*Division for the Blind & Visually Impaired of  
the Bureau of Rehabilitation Services in the  
Department of Labor (Cont.)*

Portland

185 Lancaster Street  
Portland, ME 04101.....207-822-0400 X600  
Toll Free.....1-800-315-1192

Presque Isle

66 Spruce Street  
Presque Isle, ME 04769-3222.....207-760-6347  
Toll Free.....1-800-635-0357

Rockland

279 Maine Street  
Rockland, ME 04841-9914.....207-594-1834  
Toll Free.....1-800-432-1680

**Employment Service Agencies  
(One Stop CareerCenters)**

**Androscoggin County**

CareerCenter  
5 Mollison Way  
Lewiston, Maine 04240.....207-753-9000  
Toll Free V/TTY.....1-800-741-2991  
TTY.....1-877-796-9833  
Fax.....207-783-5301

**Aroostook County**

CareerCenter  
66 Spruce Street, Suite 1  
Presque Isle, Maine 04769.....207-760-6300  
Toll Free V.....1-800-635-0357  
TTY.....1-888-697-2877  
Fax.....207-760-6350

CareerCenter  
88 Fox Street  
Madawaska, Maine 04756.....207-728-6345  
Toll Free .....1-800-437-1220  
Fax.....207-728-4491

***Employment Service Agencies (Cont.)***

CareerCenter  
91 Military Street  
Houlton, Maine 04730.....207-532-5300  
Toll Free V.....1-800-691-0033  
TTY.....1-888-697-2895  
Fax.....207-532-5301

**Cumberland County**

CareerCenter  
185 Lancaster Street, PO Box 738  
Portland, Maine 04104.....207-771-5627  
Toll Free.....1-877-594-5627  
TTY.....207-822-0412  
Fax.....207-822-0221

**Franklin County**

CareerCenter  
865 US Rt 2E  
Wilton, Maine 04294.....207-645-5800  
Toll Free.....1-800-982-4311  
TTY.....1-888-697-2895  
Fax.....207-645-2093

***Employment Service Agencies (Cont.)***

**Hancock County**

CareerCenter  
248 State Street, Suite 3A  
Ellsworth, Maine 04605.....207-664-2300  
Toll Free V/TTY.....1-800-371-7543  
TTY.....207-667-1576  
Fax.....207-667-4789

**Kennebec County**

CareerCenter  
2 Anthony Avenue, # 109 State House Station  
Augusta, Maine 04333-0011.....207-624-5120  
Toll Free.....1-800-760-1573  
TTY.....1-800-633-0770  
Fax.....207-624-5133

**Knox County**

CareerCenter  
91 Camden Street, Suite 201  
Rockland, Maine 04841-0201.....207-596-2600  
Toll Free.....1-877-421-7916  
TTY.....207-596-6251  
Fax.....207-594-1428

***Employment Service Agencies (Cont.)***

**Lincoln County**

CED  
3 Hall Street, P.O. Box 668  
Newcastle, Maine 04553.....207-563-8697  
Fax.....207-563-1289  
Open Tuesday, Thursday and Fridays

**Oxford County**

CareerCenter (Western Maine Community  
Action-Job Training)  
232 Main Street  
South Paris, Maine 04281.....207-743-7763  
Toll Free.....1-877-237-6171  
TTY.....1-888-313-9400

CareerCenter  
60 Lowell Street  
Rumford, Maine 04276.....207-364-3738  
Toll Free.....1-877-421-7915  
TTY.....207-369-9781  
Fax.....207-369-9315

***Employment Service Agencies (Cont.)***

**Penobscot County**

Training & Development Center  
45 Oak Street, St. 3  
Bangor, Maine 04401.....207-561-4050  
Toll Free.....1-888-828-0568  
Fax.....207-561-4066

CareerCenter  
One Industrial Drive, Suite 2  
East Millinocket, Maine 04430-1062.....207-746-9439  
Toll Free.....1-800-777-8173  
Fax.....207-746-9439

**Piscataquis County**

Training & Development Center  
50 Pine Crest Drive, P.O. Box 360  
Dover-Foxcroft, Maine 04426.....207-564-8358  
Toll Free.....1-800-350-4165  
Fax.....207-564-3263

***Employment Service Agencies (Cont.)***

**Sagadahoc County**

CareerCenter  
34 Wing Farm Parkway  
Bath, Maine 04530.....207-442-0300  
Toll Free.....1-888-836-3355  
TTY.....207-443-7449  
Fax.....207-442-0065

**Somerset County**

CareerCenter  
98 North Avenue, Ste 20  
Skowhegan, Maine 04976.....207-474-4950  
Toll Free.....1-800-760-1572  
TTY.....207-474-4902  
Fax.....207-474-4914

**Waldo County**

CareerCenter  
147 Waldo Avenue, Suite 101A  
Belfast, Maine 04915-6928.....207-338-5158  
Toll Free.....1-877-421-7917  
TTY.....207-338-4399  
Fax.....207-338-5000

Open Monday, Tuesday and Thursday

***Employment Service Agencies (Cont.)***

**Washington County**

CareerCenter

1 College Drive  
Calais, ME 04619.....207-454-7551  
Toll Free.....1-800-543-0303  
TTY.....1-888-697-2883  
Fax.....207-454-0349

CareerCenter  
15 Prescott Drive, Suite 1  
Machias, Maine 04654.....207-255-3198  
Toll Free.....1-800-292-8929  
TTY.....1-800-381-9932  
Fax.....207-255-4778

**York County**

CareerCenter  
110 Main Street, Suite 1400  
Saco, Maine 04072.....207-286-2650  
Toll Free.....1-800-760-1570  
TTY.....207-286-2680  
Fax.....207-286-2680

***Employment Service Agencies (Cont.)***

CareerCenter  
9 Bodwell Court

Springvale, ME 04073.....207-324-5460  
Toll Free.....1-800-343-0151  
TTY.....1-888-697-2913  
Fax.....207-324-7069

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## **Legal Services for the Elderly (LSE)**

The offices of Legal Services for the Elderly, except for the main office in Augusta, are housed at Area Agencies on Aging and serve the same counties.

### **Legal Helpline and all client calls**

Local/Out-of-State.....207-623-1797  
Toll Free V/TTY.....1-800-750-5353

### **LSE Business Offices:**

#### **Augusta**

9 Green Street, PO Box 2723

Augusta, Maine 04338.....207-621-0087

#### **Bangor**

450 Essex Street

Bangor, Maine 04401-3937.....207-941-2865

#### **Lewiston/Auburn**

465 Main Street, PO Box 659

Lewiston, Maine 04240.....207-795-4010

***LSE (Cont.)***

**Lewiston/Auburn**

465 Main Street, PO Box 659  
Lewiston, Maine 04240.....207-795-4010

**Presque Isle**

33 Davis Street, PO Box 1288  
Presque Isle, Maine 04769.....207-764-4883

**Saco**

333 Lincoln Street  
Saco, ME 04072.....1-800-400-6325

**Scarborough**

136 US Route One  
Scarborough, Maine 04074.....207-396-6500

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**Mental Health Service Providers**

Aroostook Mental Health Center  
One Vaughn Place, PO Box 1018  
Caribou, Maine 04736.....207-498-6431  
TTY.....207-764-3903

Community Counseling Center  
343 Forest Avenue  
Portland, Maine 04101.....207-874-1030  
TTY.....207-874-1043

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

Health Reach Network  
Senior Support Services  
9 Green Street  
Augusta, Maine 04330  
Voice/TTY.....207-621-3700

***Mental Health Service Providers (Cont.)***

Mid-Coast Mental Health Center  
PO Box 526, 12 Union Street  
Rockland, Maine 04841.....207-594-2541  
Toll Free.....1-800-540-2072  
TTY.....207-594-4975

Northern Maine Medical Center  
Aroostook Home Health  
Aftercare Program  
345 Market Street, PO Box 8  
Fort Kent Mills, Maine 04744.....207-834-4006  
Toll Free.....1-888-834-2990

Tri-County Mental Health Center  
1155 Lisbon Street, PO Box 2008  
Lewiston, Maine 04240.....V/TTY 207-783-9141  
Toll Free.....1-800-787-1155

Washington County Psychotherapy Associates  
BMHI Campus  
PO Box 926  
Bangor, Maine 04401.....207-941-4293

**Office of Elder Services**

The Office of Elder Services promotes optimal independence for Maine elders and adults with disabilities. They are responsible for many programs that assist older people and their families throughout the state including Adult Protective Services.

Office of Elder Services  
#11 State House Station  
Augusta, ME 04333-0011.....207-287-9200  
Toll Free Nationwide.....1-800-262-2232  
Toll Free TTY.....1-800-606-0215

NOTE:

The Office will provide interpreters at no cost to non-English speaking individuals seeking information about, participating in or applying for its programs.

## Senior Colleges

**Acadia Senior College**, University College at Ellsworth, 207-667-3897 or 800-696-2540.

**Augusta Senior College**  
University of Maine Augusta 207-621-3551

**Bridgton Senior College**, University of Southern Maine, Bridgton Memorial School, 207-647-5054.

**Coastal Senior College**  
University College at Thomaston 207-354-6906 or 800-286-1594

**Gold Leaf Institute**, University of Maine at Farmington, 207-778-7063.

**Lewiston-Auburn Senior College**, University of Southern Maine, Lewiston-Auburn College Campus, 207-753-6500.

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

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

## *Senior Colleges (Cont.)*

**Penobscot Valley Senior College**, University of Maine Center of Aging, Orono, 207-581-1947.

**SAGE**, University of Maine at Presque Isle, 207-768-9502

**Senior College UMaine Hutchinson Center**, University of Maine at Belfast, 207-338-8033.

**Sunrise Senior College**, University of Maine at Machias, 207-255-1200.

**Western Mountains Senior College**, Adult Education SAD 344, Bethel, 207-824-2780.

**York County Senior College**, University College at Sanford and Saco, 207-324-6012 or 800-696-3075.

## Social Security Offices

|                                |              |
|--------------------------------|--------------|
| Auburn.....                    | 207-782-5157 |
| Augusta.....                   | 207-622-1451 |
| Bangor.....                    | 207-990-4530 |
| Portland.....                  | 207-771-2851 |
| Presque Isle.....              | 207-764-3771 |
| Rockland.....                  | 207-596-6633 |
| Rumford.....                   | 207-364-3731 |
| Saco.....                      | 207-282-5956 |
| Waterville.....                | 207-872-2723 |
| Portsmouth, New Hampshire..... | 603-433-0716 |

**The nationwide toll free Social Security number is 1-800-772-1213. The national TTY number is 1-800-325-0778.**

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## Transportation Providers

### Aroostook Regional Transportation System

|                                      |                |
|--------------------------------------|----------------|
| Local bus service V/TTY.....         | 207-764-3384   |
| Local bus service V/TTY.....         | 1-800-442-3320 |
| (Medicaid Mileage Reimbursement).... | 1-800-621-1011 |

### Coastal Transportation Services

|                    |                |
|--------------------|----------------|
| Rockland Area..... | 207-596-6605   |
| Toll Free.....     | 1-800-289-6605 |
| Bath Area.....     | 207-443-6207   |
| Toll Free.....     | 1-800-444-6207 |

### Community Concepts Transportation

|                             |                |
|-----------------------------|----------------|
| Auburn.....                 | 207-795-6073   |
| Farmington (toll free)..... | 1-877-603-0594 |
| Rumford.....                | 207-364-3685   |
| South Paris.....            | 207-743-6905   |

### Downeast Transportation

|                     |              |
|---------------------|--------------|
| Ellsworth Area..... | 207-667-5796 |
|---------------------|--------------|

### Kennebec Valley Community Action Program

|                 |                |
|-----------------|----------------|
| Toll Free.....  | 1-800-542-8227 |
| Augusta.....    | 207-622-4761   |
| Waterville..... | 207-873-2122   |
| Skowhegan.....  | 207-474-8487   |

***Transportation Providers (Cont.)***

**Project Ride**

Penquis Community Action Program  
(Penobscot& Piscataquis Counties)  
Toll Free.....1-877-374-8396

**Western Maine Transportation Services**

Auburn  
Auburn.....207-784-9335  
Lisbon.....1-800-393-9335

**Regional Transportation Program**

Portland & Cumberland County.....207-774-2666

**Waldo County Committee for Social Action**

Belfast.....207-338-4769  
Toll Free.....1-800-439-7865

***Transportation Providers (Cont.)***

**Washington-Hancock Community Agency**

Milbridge.....207-546-7544  
Toll Free.....1-888-805-5552

**West Transportation, Inc.**

Milbridge.....207-546-2823

**York County Community Action Program**

Biddeford.....207-283-1446  
Sanford.....207-324-5762

**Independent Transportation Network**

Westbrook.....207-854-0505

|                                   |
|-----------------------------------|
| <b>University of Maine System</b> |
|-----------------------------------|

**University of Maine Augusta**

46 University Drive  
Augusta, ME 04330-9410.....207-621-3000  
Toll Free.....1-877-862-1234  
TTY.....207-621-3107 **OR** 1-800-316-3600

**University of Maine Augusta/Bangor**

216 Texas Avenue  
Bangor, ME 04401-4367.....207-262-7800

**University of Maine Augusta/Lewiston-Auburn**

51-55 Westminster Street  
Lewiston, ME 04240.....207-753-6600

**University of Maine Farmington**

Farmington, ME 04938.....207-778-7000

**University of Maine Fort Kent**

23 University Drive  
Fort Kent, ME 0473  
Toll Free.....1-888-879-8635

***University of Maine System (Cont.)*****University of Maine Machias**

9 O'Brien Avenue  
Machias, ME 04654-1397.....207-255-1200  
Toll Free.....1-888-468-6866

**University of Maine Orono**

Orono, ME 04469.....207-581-1110

**University of Maine Presque Isle**

81 Maine Street  
Presque Isle, ME 04769.....207-768-9400

**University of Southern Maine**

PO Box 9300  
Portland, ME 04104-9300.....207-780-4141  
Toll Free.....1-800-800-4876

## **Women, Work and Community**

Toll Free ..... 1-800-442-2092

Women, Work and Community assists women and men facing difficult changes in their lives. Services include counseling, referral and career exploration.

### **Augusta**

University of Maine Augusta  
46 University Drive, Stoddard House  
Augusta, Maine 04330-9410.....207-621-3440

Belfast Outreach.....207-338-0715

### **Bangor**

WWC-UCB  
216 Texas Avenue, Acadia Hall  
Bangor, Maine 04401.....207-262-7840

### **Bath**

WWC Bath/Brunswick Center, UMS  
9 Park Street  
Bath, Maine 04011.....207-386-1664

## ***Work, Women and Community (Cont.)***

### **Calais**

WWC, WCCC  
One College Drive  
Calais, ME 04619.....207-454-1045

### **Ellsworth**

WWC Mill Mall  
248 State Street, Suite 1  
Ellsworth, Maine 04605.....207-667-1834

### **Farmington**

WWC  
108 Perham Street, Suite A  
Farmington, Maine 04938.....207-778-2757

### **Houlton**

WWC  
18 Military Street  
Houlton, Maine 04730.....207-521-3130

***Work, Women and Community (Cont.)***

**Lewiston/Auburn**

WWC

Lewiston-Auburn College, UMA  
51-55 Westminster Street  
Lewiston, Maine 04240.....207-753-6612

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

**Millinocket**

WWC

28 Balsam Drive  
Millinocket, Maine 04462.....207-723-9331

**Portland**

WWC

175 Main Street  
South Portland, Maine 04106.....207-799-5025

**Presque Isle**

WWC

Northern Maine Technical College  
33 Edgemont Drive  
Presque Isle, Maine 04769.....207-764-0050

***Work, Women and Community (Cont.)***

**Saco**

WWC

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

**Skowhegan**

WWC

143 Madison Avenue, Suite 5  
Skowhegan, Maine 04976.....207-474-0788

**Thomaston**

WWC

Thomaston Center, UMS  
60 Main Street  
Thomaston, Maine 04861.....207-594-1834

**Waterville**

Box 13G, 19 Hillside Avenue  
Waterville, Maine 04901.....207-872-9482

## INTERNET RESOURCES

Aroostook Agency on Aging

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

Office of Elder Services

[www.maine.gov/dhhs/beas](http://www.maine.gov/dhhs/beas)

Office of MaineCare

[www.maine.gov/bms](http://www.maine.gov/bms)

Centers for Medicare and Medicaid Services

[www.medicare.gov](http://www.medicare.gov)

Eastern Agency on Aging

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

Legal Services for the Elderly

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

Maine Department of Health and Human Services

[www.maine.gov/dhhs](http://www.maine.gov/dhhs)

Maine Department of Labor

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

Maine Long Term Care Ombudsman Program

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

Maine State Housing Authority

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

Northeast Health Care Quality Foundation

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

## *INTERNET RESOURCES (Cont.)*

SeniorsPlus

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

Social Security Administration

[www.ssa.gov](http://www.ssa.gov)

Southern Maine Agency on Aging

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

Spectrum Generations

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

US Department of Veteran Affairs

[www.va.gov](http://www.va.gov)