

Legal Resources for Non-Lawyers

Disabilities, Discrimination and Rights in the Workplace

Contents:

Disabilities in the Workplace
Discrimination in the Workplace
Employee and Employer Rights
Sexual harassment
Workers' Compensation
State, Federal Agency Contacts
and Legal Aid Organizations



Materials available at the; Maine State Law and Legislative Reference Library
43 State House Station
Augusta, Maine 04333-0043

Phone: (207) 287-1600

TTY: (207) 287-6431

Fax: (207) 287-6467

Email: lawlib.reference@legislature.maine.gov

Website: <http://www.maine.gov/legis/lawlib/>

Compiled by Bob Michaud

2/16/2005

Updated 3/2009

Disabilities in the Workplace

The ADA and people with mental illness : a resource manual for employers / by Deborah Zuckerman, Kathleen Debenham, Kenneth Moore. Washington, DC : American Bar Association ; Alexandria, VA : National Mental Health Association, c1993
KF3469 .Z9 Z82 1993

The Americans with Disabilities Act : a guide for people with disabilities, their families, and advocates / National Institute on Disability and Rehabilitation Research. [Washington, D.C.] : The Institute, [1998?]
KF3469.Z9 A64 1998

The Americans with Disabilities Act : a practical guide to cost-effective compliance
--Revised edition, New York : Panel Publ., c1994
KF3469 .A4 1994

The Americans with Disabilities Act : a primer for small business / materials prepared by the Office of Legal Counsel, Equal Employment Opportunity Commission. [Washington, D.C.?] : U.S. Equal Employment Opportunity Commission, [2001?]
Y 3.EQ 2:2 AM 3/6

The Americans with Disabilities Act : questions and answers--[Washington, D.C.?] : U.S. Equal Employment Opportunity Commission : U.S. Dept. of Justice, Civil Rights Division, [2001]
Y 3.EQ 2:2 AM 3/2/2001

The Americans with Disabilities Act : your employment rights as an individual with a disability.
Washington, D.C.] : U.S. Equal Employment Opportunity Commission, [1991]
Y 3.Eq 2:2 Am 3/4

The Americans with Disabilities Act : your responsibilities as an employer. [Washington, DC] : U.S. Equal Employment Opportunity Commission, 1991
Y 3.Eq 2:2 Am 3/3

Americans with Disabilities Act handbook / Perritt, Henry H -- 4th ed., New York, N.Y. : Aspen Publishers, c2003
KF3469 .P47 2003

The Americans with Disabilities Act manual : state and local government services, employment, and public accommodations / John Parry, editor. Washington, D.C. : American Bar Association Commission on Mental and Physical Disability Law, c1992
KF480 .A9596 1992

Analysis of the Americans with Disabilities Act and the EEOC regulations / New York : Research Institute of America, c1991
KF480.Z9 A5 1991

Complying with the Americans with Disabilities Act in Maine / by Patricia M. McDonough, Linda D. McGill, Harry R. Pringle. Eau Claire, WI : National Business Institute, 1991
KF3469.Z99 M23 1991

Complying with the ADA : a small business guide to hiring and employing the disabled / by Jeffrey G. Allen. New York : J. Wiley, c1993
KF3469.A9 A55 1993

The Disabled in the workplace : analysis of the Americans with disabilities act / New York, N.Y. (90 Fifth Ave., New York 10011) : Research Institute of America, c1990
KF3469.A9 D572 1990

Disability discrimination : employment discrimination prohibited by the Americans with Disabilities Act of 1990. -- Feb. 1998 (rev.), [Washington, D.C.?] : U.S. Equal Employment Opportunity Commission Technical Assistance Program, 1998
Y 3.EQ 2:2 D 63/7/998

EEOC Enforcement guidance : the Americans with Disabilities Act and psychiatric disabilities / [Washington, D.C.] : Equal Employment Opportunity Commission, 1997
Y 3.EQ 2:2 EN 2/8/NOT

Facts about pregnancy discrimination. [Washington, D.C.?] : U.S. Equal Employment Opportunity Commission, [1994]
Y 3.EQ 2:2 P 91/994

Federal disability law in a nutshell / by Bonnie Poitras Tucker. St. Paul, Minn. : West Pub. Co., 1994
KF480.Z9 T83 1994

Federal law of employment discrimination in a nutshell / by Mack A. Player. St. Paul, MN : Thomson/West, c2004
KF3464.Z9 P55 2004

A guide to disability rights laws / [Washington, D.C.] : U.S. Dept. of Justice, Civil Rights Division, Disability Rights Section, [2002]
J 1.8/2:D 63/2/2002

Handbook on disability discrimination law / John Parry. Washington, D.C. : American Bar Association Commission on Mental and Physical Disability Law, c2003
KF480 .P37 2003

Handbook on mental disability law / Parry, John, 1948- -- Washington, DC : ABA Commission on Mental and Physical Disability Law, c2002
KF480.Z9 P38 2002

Injured and disabled employees in the workplace : presented Friday, June 2, 2000, Augusta Civic Center, Augusta / [Augusta, ME] : Maine State Bar Association, c2000
KF3469.A75 I65 2000

Legal rights of persons with disabilities : an analysis of federal law / Tucker, Bonnie P., 1939- -- Horsham, Pa. : LRP Publications, 1991
KF480 .T82 1991

Mental disabilities and the Americans With Disabilities Act : a practitioner's guide to employment, insurance, treatment, public access, and housing / John Parry, editor and primary author ; American Bar Association, Commission on Mental and Physical Disability Law / Washington, D.C. : The Commission, 1994
KF480.5.M46 P3 1994

Mental disability law : a primer / Parry, John, 1948- -- 5th ed. Washington, D.C. : The American Bar Association's Commission on Mental and Disability Law c1995
KF480 .M42 1995

Small employers and reasonable accommodation / Washington, D.C.? : U.S. Equal Employment Opportunity Commission, 1999?]
Y 3.EQ 2:8 EM 7/2

A Technical assistance manual on the employment provisions (Title 1) of the Americans with Disabilities Act / Equal Employment Opportunity Commission. [Washington, D.C.] : U.S. G.P.O., 1992
Y 3.Eq 2:8 T 22

Understanding the Americans with Disabilities Act / William D. Goren. Chicago, Ill. : ABA GP Solo, c2006
KF480 .G67 2006

Understanding the new disability and genetic discrimination laws, 2008 / Austin [Tex.] : Wolters Kluwer Law & Business/CCH, c2008
KF3469 .U53 2008

Discrimination in the Workplace

EEOC compliance manual / [Washington, D.C.] : U.S. Equal Employment Opportunity Commission, [1992-

Y 3.EQ 2:8 EQ 2/992/v.1

Employment discrimination / Lex K. Larson -- 2nd ed -- New York, N.Y. : M. Bender, 1994-

KF3464 .L37

Employment discrimination law / Barbara Lindemann -- 3rd ed -- Washington, D.C. : American Bar Association, Section of Employment Law : Bureau of National Affairs, c1996

KF3464 .L56 1996

Equal employment opportunity 1999 compliance guide / John F. Buckley. New York : Panel Publishers, c1999

KF3464 .B75 1999

The essential guide to federal employment laws / by Lisa Guerin & Amy DelPo. Berkeley, CA : Nolo ; [Alexandria, Va.] : Society for Human Resource Management, 2006

KF3455.Z9 G84 2006

Facts about pregnancy discrimination. [Washington, D.C.?] : U.S. Equal Employment Opportunity Commission, [1994]

Y 3.EQ 2:2 P 91/994

Facts about race/color discrimination / Washington, D.C.? : U.S. Equal Employment Opportunity Commission, [1999]

Y 3.EQ 2:2 R 11/999

Federal law of employment discrimination in a nutshell / Mack A. Player --5th. ed., St. Paul, MN : Thomson/West, c2004

KF3464.Z9 P55 2004

Guidebook to fair employment practices / Chicago, Commerce Clearing House

KF3464.Z9 C62

The Maine workplace resource guide to discrimination & harassment / Kelley M. Hashey -- 1st ed -- Bangor, ME : KH International, c1993

KF3464.Z99 M24 1993

Pregnancy and employment : the complete handbook on discrimination, maternity leave, and health and safety / Washington, D.C. : Bureau of National Affairs, 1987

KF3467 .Z9 P7 1987

Religion in the workplace : a comprehensive guide to legal rights and responsibilities / Michael Wolf -- Chicago, Ill. : Tort and Insurance Practice, American Bar Association, c1998
KF3466.5 .W65 1998

Employee and Employer Rights

Basics issues in employment in Maine / Peter Bennett -- Eau Claire, Wis. -- National Business Institute, 1990
KF3457.Z99 M2 1990

The common law of the workplace : the views of arbitrators -- Washington, D.C. -- Bureau of National Affairs, c1998
KF3424 .C66 1998

The complete policy handbook : legal policies that protect your company -- [Rev 1999 ed.] -- Ramsey, NJ : Alexander Hamilton Institute, c1996
KF3455.Z9 C65 1999

Concepts and procedures in whistleblower law / Stephen Martin Kohn -- Westport, Conn. : Quorum Books, 2001
KF3471 .K66 2001

Defending wrongful discharge claims under Maine law / Patricia McDonough Dunn -- [Eau Claire, Wis.] : National Business Institute, [1992]
KF3471 .D8 1992

Domestic partner benefits : an employer's guide / [by Todd A. Solomon]. Washington, D.C. : Thompson Pub. Group, c2008-
KF3509 .S54

Employee dismissal law and practice / Henry H Perritt. -- 4th ed -- New York : Wiley Law Publications, c1998
KF3471 .P47 1998

Employee lifestyle and off-duty conduct regulation / Marvin Hill -- Washington, D.C. -- Bureau of National Affairs, 1993
KF3540 .H55 1993

Employee privacy law / L. Camille Hébert -- Deerfield, IL : Clark Boardman Callaghan, c1993-
KF3455 .H4

The employee rights handbook : the essential guide for people on the job / Steven Mitchell Sack -- Rev. and updated -- New York : Warner Books, c2000
KF3455.Z9 S23 2000

The employer's legal handbook / Fred Steingold -- 8th ed-- Berkeley : Nolo, 2007
KF3455.Z9 S74 2007

Employment law answer book / Mark R. Filipp -- 5th ed -- New York : Panel Publishers, c2001
KF3319.3 .F54 2001

The essential guide to family and medical leave / by Lisa Guerin & Deborah C. England. Berkeley, Calif. : Nolo, 2007
KF3531.Z9 G84 2007

Family and Medical Leave Act, military family leave final regulations : 2008. Austin : Wolters Kluwer Law & Business, 2008
KF3531 .F36 2008

Family and medical leave in a nutshell / Kurt H. Decker -- St. Paul, Minn. : West Group, 2000
KF3531.Z9 D43 2000

Firing without fear : a legal guide for conscientious employers / Barbara Kate Repa -- 1st ed -- Berkeley, CA : Nolo, 2000
KF3471.Z9 R47 2000

The FMLA : Understanding the Family and Medical Leave Act / by Will Aitchison. Portland, Ore. : LRIS Publications, 2003
KF3531 .A937 2003

Guidebook to fair employment practices / Chicago, Commerce Clearing House
KF3464.Z9 C62

Labor law in a nutshell / Douglas L. Leslie -- 3rd ed -- St. Paul, Minn. : West Pub., 1992
KF3369.3 .L39 1992

The law of the workplace : rights of employers and employees. / Hunt, James W. -- 3rd ed., Washington, D.C. : Bureau of National Affairs, c1994
KF3319 .H83 1994

Legal guide to human resources / Boston : Warren, Gorham & Lamont, c1994-
KF3319 .L34

Maine guide to employment law / William C. Murphy -- 1st ed --[Orono, ME] : Bureau of Labor Education, University of Maine, 1995
KF3319.Z99 M23 1995

Maine labor and employment law / Robert W. Kline -- Eau Claire, Wis. : National Business Institute, 1994

KF3319.Z99 M21 1994

Occupational safety and health law / Mark A. Rothstein -- Eagan, MN : Thomson/West, c2005-
KF3570 .R67 2008

Occupational safety and health law handbook / authors, Melissa A. Bailey ... [et al.]. Lanham, Md. :
Government Institutes, 2008

KF3570 .O28 2008

Primer on individual employee rights / Alfred G. Feliu -- 2nd ed-- Washington, D.C. : Bureau of
National Affairs, 1996

KF3319 .F45 1996

Public employee privacy : a legal and practical guide to issues affecting the workplace / James
Baird -- [Chicago, Ill.] : Section of State and Local Government Law, American Bar Association
[c1995]

KF3455 .B35 1995

**The rights of employees and union members : the basic ACLU guide to the rights of
employees and union members** / Wayne N. Outten -- 2nd ed., completely rev.
and updated -- Carbondale : Southern Illinois University Press, c1994

KF3319.3 .O965 1994

**The rights of lesbians, gay men, bisexuals, and transgender people : the authoritative ACLU guide to the
rights of lesbians, gay men, bisexuals, and transgender people** / Nan D. Hunter, Courtney G. Joslin, Sharon
M. McGowan. New York : New York University Press, 2004

KF4754.5.Z9 H86 2004

The rights of public employees : the basic ACLU guide to the rights of public employees / Robert
M. O'Neil -- 2nd ed., completely rev. and updated-- Carbondale : Southern Illinois University
Press, c1993

KF5337 .O5 1993

Understanding the fair labor standards act : the FLSA... a compliance guide for employers / by
Michael Murphy and Mark Waterfill. Bloomington, IN : AuthorHouse, c2006

KF3490 .M87 2006

Understanding the new disability and genetic discrimination laws, 2008. Austin [Tex.] : Wolters
Kluwer Law & Business/CCH, c2008

KF3469 .U53 2008

A Working woman's guide to her job rights -- Washington, D.C. : U.S. Dept of Labor, Women's
Bureau, [1992]

L 36.110:55/992

The working woman's legal survival guide / Steven Mitchell Sack -- Paramus, NJ : Prentice Hall, c1998

KF3455.Z9 S233 1998

Your rights at work / Darien A. (Darien Auburn) McWhirter -- 2nd ed -- New York : Wiley, c1993

KF3319.6 .M39 1993

Your rights in the workplace / Barbara Kate Repa --5th ed., Berkeley, Calif : Nolo.com, 2000

KF3455.Z9 R47 2000

Sexual Harassment

Case dismissed : taking your harassment prevention training to trial / Carol Merchasin, Mindy Chapman, Jeff Polisky. [Chicago] : Section of State and Local Government Law American Bar Association, 2005

KF4758 .M47 2005

Preventing & addressing sexual harassment / [Washington, D.C. (725 17th St., Rm. 4102, NEOB, Washington 20503) : Office of Administration, Equal Employment Opportunity, [1995?]

Y 3.EQ 2:2 SE 9/3

Questions & answers about sexual harassment -- [Washington, D.C.?] : The U.S. Equal Employment Opportunity Commission, [1992]

Y 3.EQ 2:2 Q 3/2

Questions & answers for small employers on employer liability for harassment by supervisors / Washington, D.C.? : The U.S. Equal Employment Opportunity Commission, [2000?]

Y 3.EQ 2:2 EM 7/9

Sex discrimination in a nutshell / Thomas, Claire Sherman . 2nd ed -- St. Paul, Minn. : West Pub., 1991

KF4758.Z9 T48 1991

Sexual harassment : how to keep your company out of / Kenneth L. Lloyd -- New York : Panel Publishers, c1992

HD6060.3.U5 L56 1992

Sexual harassment in the public workplace -- [Chicago, IL] : Section of State and Local Government Law, American Bar Association, c2001

KF3467.A7 S49 2001

Sexual harassment in the workplace : how to prevent, investigate, and resolve problems in your organization / Ellen J. Wagner -- New York : American Management Association, 1992
HD6060.3 .W34 1992

Sexual harassment on the job : what it is & how to stop it / Petrocelli, William -- 3rd national ed.,
Berkeley : Nolo Press, 1998
KF3467.Z9 P47 1998

Sexual harassment training & education course, 1992 -- Augusta, Me. : Maine Merchants
Association, 1992
HD6060.3.U52 M2 1992

Maine Statute and Regulations on Sexual Harassment

Title 5 Maine Revised Statutes Annotated sections 4571 to 4576
(Fair Employment)

Title 26 Maine Revised statutes Annotated sections 806 and 807
(Sexual Harassment Policies)

The Maine Revised Statutes are available online at:
<http://www.mainelegislature.org/legis/statutes/>

Code of Maine Rules, Chapter 3 (Maine Human Rights Commission)
(Subsection 3.06 defines "Sexual Harassment")

94-348 MAINE HUMAN RIGHTS COMMISSION, available online at:
<http://www.maine.gov/sos/cec/rules/90/94/348/348c003.doc>

Chapter 3: EMPLOYMENT REGULATIONS OF THE MAINE HUMAN RIGHTS COMMISSION
3.06 SEX DISCRIMINATION
I. Sexual Harassment

- (1) Harassment on the basis of sex is a violation of Section 4572 of the Maine Human Rights Act. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of sexual nature constitute sexual harassment when:
 - a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
 - b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
 - c) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
- (2) An employer, employment agency, joint apprenticeship committee or labor organization (hereinafter collectively referred to as "employer") is responsible for its acts and those of its agents and supervisory employees with respect to sexual harassment. When the supervisor's harassment culminates in a tangible employment action, such as, but not limited to, discharge, demotion, or undesirable reassignment, liability attaches to the employer regardless of whether the employer knew or should have known of the harassment, and regardless of whether the specific acts complained of were authorized or even forbidden by the employer. When the supervisor's harassment does not culminate in a tangible employment action, the employer may raise an affirmative defense to liability or damages by proving by a preponderance of the evidence:

- a) that the employer exercised reasonable care to prevent and correct promptly any sexually harassing behavior, and
 - (b) that the employee unreasonably failed to take advantage of any preventive or corrective opportunities provided by the employer or to avoid harm otherwise.
- (3) With respect to persons other than those mentioned in paragraph 2 of this section, an employer is responsible for acts of sexual harassment in the workplace where the employer, or its agents or supervisory employees, knows or should have known of the conduct. An employer may rebut apparent liability for such acts by showing that it took immediate and appropriate corrective action.

Contact the Maine Human Rights Commission at:

**MAINE HUMAN RIGHTS COMMISSION
51 STATE HOUSE STATION
AUGUSTA, ME 04333-0051**

PHONE: 207-624-6050
TTY: 1-888-577-6690
FAX: 207-624-6063

Website: <http://www.maine.gov/mhrc/index.shtml>

Workers' Compensation

Advanced workers' compensation in Maine / Richard N. Hewes -- Eau Claire, Wis. : National Business Institute, 1994
KF3615.Z99 M237 1994

An employers' guide to workers' compensation insurance in Maine -- Augusta, Me. : Maine Bureau of Insurance, [1997]
KF3615.Z99 M225 1997

Facts about Maine workers' compensation laws / prepared and distributed by Maine Workers' Compensation Board : Augusta, Me.?: The Board, [1993?]
KF3615.Z99 M2451 1993

The law of workmen's compensation / Arthur Larson -- New York, Matthew Bender, 1952-
KF3615 .L3

Maine employer's guide: workers' compensation -- 2000 edition -- Naples, Me. : Northern New England Law Publishers, c1999
KF3615.Z99 M217 1999

Maine workers' compensation : statutes, rules, and commentary / Salem, N.H. : Butterworth Legal Publishers, c1992
KF3615.Z99 M2 1992

Maine workers' compensation law / [Eau Claire, Wi.] : Professional Education Systems, [1989]
KF3615.Z99 M236 1989

Workers' compensation and employee protection laws / Jack B.Hood -- 3rd ed -- St. Paul, Minn. :
West Group, 1999
KF3615.Z9 H64 1999

Workers' compensation and employee protection laws in a nutshell / Jack B. Hood, Benjamin A.
Hardy, Jr., Harold S. Lewis, Jr : St. Paul, Minn. : Thomson/West, c2005
KF3615.Z9 H64 2005

**Maine's Workers' Compensation Statutes are title 39-A available online
at:**

<http://janus.state.me.us/legis/statutes/39-A/title39-Ach0sec0.html>

State and Federal Resources for question on Employment and Discrimination

State of Maine Government Agencies

Maine Human Rights Commission

<http://www.maine.gov/mhrc/index.shtml>

**MAINE HUMAN RIGHTS COMMISSION
51 STATE HOUSE STATION
AUGUSTA, ME 04333-0051
PHONE: 207-624-6050
TTY: 1-888-577-6690
FAX: 207-624-6063**

Maine Bureau of Labor Standards

<http://www.maine.gov/labor/bls/>

**Bureau of Labor Standards
45 State House Station
Augusta, Maine 04333-0045
PHONE: 207-624-6400
TTY: 1-800-794-1110**

Maine Workers' Compensation Board

<http://www.maine.gov/wcb/>

27 State House **Workers' Compensation Board** Station
Augusta, ME 04333-0027
Telephone: (207) 287-3751 | Fax: (207) 287-7198

TTY: 877-832-5525

Toll Free (Maine Only) 1-888-801-9087

Federal Agencies

U. S. Department of Justice, Americans with Disabilities Act Information

<http://www.ada.gov/>

U. S. Equal Employment Opportunity Commission

<http://www.eeoc.gov/>

Legal Aid Organizations

Pine Tree Legal Assistance - Legal services to Maine people whose income is one hundred twenty-five percent of the federal income poverty guidelines or less.

Website: <http://www.ptla.org/index.html>

Neighborhood offices located in the following cities:

Augusta (207) 622-4731 or (207) 623-7777

Bangor (207) 942-8241

Lewiston (207) 784-1558

Machias (207) 255-8656

Portland (207) 774-8211

Presque Isle (207) 764-4349

Cumberland Legal Aid Clinic - Free legal services for financially-qualified clients in southern Maine provided by students from the University of Maine School of Law.

Website: <http://mainelaw.maine.edu/programs-centers/clac.jsp>

780-4370 (Greater Portland area)

1-877-780-2522 (toll free, outside of Greater Portland area)

Volunteer Lawyers Project

Website: <http://www.vlp.org>

The Volunteer Lawyers Project has been coordinating the pro bono activities of Maine's bar since 1983. Additionally, it has from the outset provided assistance to clients unable to obtain legal representation with various levels of pro se assistance.

The Volunteer Lawyers Project currently has 6 incoming telephone lines for clients to contact us. Four of these lines are reached by dialing **774-4348**, two lines can be reached by calling **1-800-442-4293**.



Website: <http://www.helpmelaw.org/>

Legal information website put together by the Volunteer Lawyers Project and Pine Tree Legal Assistance.

We provide legal information for low-income people in the State of Maine. This includes easy-to-read self-help information on topics such as divorce and tenants rights, Medicaid and food stamps, as well as information about free and low-cost legal services in Maine.

Maine Civil Liberties Union

401 Cumberland Avenue
Suite 105
Portland, ME 04101

Phone: 207.774.5444
Email: info@mclu.org

Website: <http://www.mclu.org/>

Provides lawyers for people whose constitutional rights have been violated or who have been the victim of illegal discrimination.

The Maine Lawyer Referral and Information Service.

Sponsored by the Maine Bar Association, for a \$25 fee, can put people in touch with a lawyer who will provide a half-hour initial consultation. The Lawyer Referral Service has a toll free phone number to its Augusta office. **1-800-860-1460**

Website: http://www.mainebar.org/lawyer_need.asp

The Disability Rights Center

Assists people with problems related to a disability. The Disability Rights Center has an office in Augusta and a state-wide toll free phone number.

Website: <http://www.drcme.org/>

P.O. Box 2007

Augusta, Maine 04338-2007

Telephone: **1-800-452-1948**

1-207-626-2774 (v/tty)

FAX: 1-207-621-1419

E-Mail: advocate@drcme.org



On the internet at: <http://211maineportal.communityos.org/>

About 2-1-1 Maine, Inc.
United Ways of Maine, in collaboration with Ingraham, have established 2-1-1 Maine, Inc. as an efficient and effective response to the growing complexities and needs in health, social economic and human services.

2-1-1 Maine is part of a national movement to centralize and streamline access to health and human service information and resources. The first 2-1-1 Call Center was initiated by United Way of Metropolitan Atlanta in 1997. Connecticut followed with a statewide system in 1998. In July 2000, the Federal Communications Commission approved 2-1-1 nationally for health and human services information and referral.

In July 2000, the 10 United Ways in Maine, state agency representatives and Ingraham formed a task force. They reviewed various models and surveyed information and referral services in Maine. In March 2003, 2-1-1 Maine, Inc. was incorporated, based on a consensus model with a central call center and regional resource coordinators. Over the next 18 months, working with an Advisory Board and Provider Council, 2-1-1 Maine, Inc. focused on building a statewide database and obtaining state designation. On June 27, 2005, 2-1-1 Maine, Inc. received designation from the Maine Public Utility Commission as the "sole entity entitled to use the 211 numbering code for access to information and referral services in Maine."

2-1-1 Maine, Inc. is a 501 (c)(3) whose mission is to connect anyone in Maine who wants to give help or get help with a full range of health and human services in their community.

When Should I dial 2-1-1?

2-1-1 represents a better and easier way to find answers to a wide range of issues including (but not limited to):

- Counseling
- Domestic violence programs
- Emergency shelter
- Substance abuse
- Elder care
- Health care
- Home care
- Legal assistance
- Consumer help
- Energy assistance
- Maternal/child health services
- Alzheimer's resources
- HIV/AIDS testing
- Veterans services
- Senior services
- Suicide prevention
- Transportation
- Voting information

- Crisis intervention
- Financial assistance
- Parenting education programs
- Disability services
- Child care
- Child development
- Children's health and insurance
- Basic needs-food, clothing, shelter