

Yarmouth Resource Guide

November 2009 Edition

YarmouthCAN

(Yarmouth Cares About Neighbors)

Agencies, organizations and programs in this Resource Guide have a common goal of helping people in our community. Its completeness and accuracy relies on input and feedback from the organizations and people it contains—as well as from those who use the Guide.

www.YarmouthCAN.org
207-838-2261

The *Yarmouth Resource Guide* was compiled by YarmouthCAN as part of an effort to connect resources with the people who need them. The accuracy and completeness of this Guide is dependent on input and feedback from providers and from those that use the Guide. While we will make every attempt to update information as it becomes available, we cannot assure that the Guide lists all potential service providers or that the services described herein will be available at any particular point in time. YarmouthCAN has no control of nor responsibility for any of the agencies, organizations, programs or individuals identified in this Guide and, accordingly, makes no representations as to the extent or quality of any services that they may provide.

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2-1-1 Maine

Contact: Karen Turgeon, Program Director

Phone: 2-1-1

Hours of Service: 24/7

Email: info@211maine.org

Website: 211maine.org

Areas Served: Maine

Services/Programs: Referrals and Information

Eligibility Varies by program

Description: “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 Amistad Community – Maine Warm Line

- Address:** P.O. Box 992, Portland
- Phone:** WARM LINE: 1-866-771-WARM (9276)
772-9276
- Website:** www.amistadinc.org/warmline.php
- Hours:** Everyday (including weekends and holidays):
5 p.m. - 8 a.m.
- Areas:** Entire State of Maine
- Services:** Phone-in Support
- Description:** The Warm Line is a place to call when you need someone to connect to. Reasons to call might be needing support, feeling isolated or learning about some recovery skills. “Some called because they are frightened, sad or had a great day or wanted to share a success.”

Casco Bay YMCA

- Address:** 14 Old South Freeport Road, Freeport
- Contact:** Scott Krouse, Branch Executive Director
- Phone:** 865-9600
- Fax:** 865-0484
- Hours:**
- Memorial Day through Labor Day:**
Monday - Friday 5:30 a.m. - 9 p.m.
Saturday 7 a.m. - 7 p.m.
Sunday 9 a.m. - 5 p.m.
- Labor Day through Memorial Day:**
Monday - Friday 5:30 a.m. - 9 p.m.
Saturday 7 a.m. - 8 p.m.
Sunday 9 a.m. - 5 p.m.
- Email:** skrouse@cumberlandcountymmca.org
- Website:** www.cumberlandcountymmca.org
- Fees:** Varies
Scholarships available
- Services/Programs:** Mentoring
Education
Transportation (some)
Teen Programs
Holiday Family Support
Recreation
Parenting Programs
Childcare
Elder Programs
Scholarships
Spiritual

Description:

“The Casco Bay YMCA is committed to building strong kids, individuals, families, and communities through programs and services that promote a healthy spirit, mind, and body for all regardless of ability to pay.”

Core Values: The Casco Bay YMCA welcomes all people regardless of age, race, gender, religious affiliation, or socioeconomic background. The organization identifies and responds to community needs in areas including recreation, aquatics-based programming, adaptive services for those with disabilities, child care, outdoor and camping opportunities, arts and humanities programming, teen development, community development, and community health and wellness. Our programs promote the character values of being honest, respectful, responsible and caring.

The Children's Initiative, Community Counseling Center

Contact: Rebecca Sargent Brown, LMSW-CC

Address: 343 Forest Avenue, Portland

Phone: 874-1030 Ext. 305

Fax: 874-1044

Email: brownr11@commcc.org

Website: www.commcc.org

Hours of Service: Monday - Thursday 7:30 a.m. - 7:30 p.m.
Friday 7:30 a.m. - 5 p.m.
Saturday 9 a.m. - 1 p.m.

Fee: Variable/Insurance Reimbursable

Services/Programs: Education
Parenting Programs
Counseling

Description: The Children's Initiative provides information, training and treatment for children and families exposed to violence and other traumatic events. Individualized training around the effects of violence and traumatic events on children is available to community organizations of Greater Portland. This is a four-year federal-grant-funded program through Community Counseling Center in partnership with thirteen other partner organizations. Yarmouth is one of eleven communities targeted for services with this grant; clinicians have been specifically trained in treatment scientifically proven to help children and adolescents recover from traumatic experiences.

Community Counseling Center

Address: 343 Forest Avenue, Portland

Phone: 874-1030

Fax: 874-1044

Website: www.commcc.org

Hours of Service: Monday - Thursday 7:30 a.m. - 7 p.m.
Friday 7:30 a.m. - 5 p.m.
Saturday 8 a.m. - 1 p.m.

Fee: Variable/Insurance Reimbursable

Services/Programs: Education
Teen Programs
Parenting Programs
Counseling

Description: The Community Counseling Center (CCC) offers a broad array of behavioral health, counseling, education, prevention and family services to the Greater Portland area and throughout Maine. The CCC mission is to develop and provide quality, outcome-based services that enhance the emotional strength and well being of Maine residents throughout their lives. In addition to outpatient, crisis, and case management services, CCC's specialized programs focus on veterans and their families, trauma, seniors, children, LGBTQ youth, refugees and immigrants and the Deaf community.

Compassion Life Line

Address: 31 Riverbend Drive, Yarmouth

Contact: C. P. Payson

Phone: 847-3234/847-3640

Email: cprt2004@yahoo.com

Services/Programs: Food

Falmouth Food Pantry

Address: Falmouth Road, Falmouth (next to Town Hall)

Contacts: Carrie Penrose
Dotty Blanchette

Phone: 632-2687

Hours: Monthly:
First and third Mondays 8 a.m. - 10 a.m.
Second and fourth Thursdays 5 p.m. - 7 p.m.

Email: carriepenrose@gmail.com

Areas Served: Cumberland County residents

Services/Programs: Food and personal items
Holiday Support

First Baptist Church

Address: 346 Main Street, Yarmouth

Contact: Keith Monk

Phone/Fax: 846-5814

Email: fbcyarmouthme@hotmail.com
keithmalcolmmonk@hotmail.com

Areas Served: Yarmouth, Pownal/Freeport, Falmouth, Cumberland

Services/Programs: Spiritual
Teen Programs
Fuel Assistance (periodically)
“The Food Share” on Sundays 5 - 6 p.m.: enter through the side door on Center Street

Description: “First Baptist Church exists to glorify God by making and developing disciples of Jesus Christ in Yarmouth and neighboring communities. We offer youth programs, small group fellowship and prayer meeting that are open to all. We occasionally have food and/or funds available for emergency assistance. Food ministry provides “The Food Share” every Sunday 5 - 6 p.m. Selections will include meats, deli, bread, and sweets.”

First Parish Congregational Church, United Church of Christ

Address: 116 Main Street, Yarmouth

Contacts: Kent Allen, Pastor
Barbara Stevens, Administrator

Phone: 846-3773

Hours: **Office hours:**
Monday - Friday 9 a.m. - 4 p.m.
Summer hours: 9 a.m. - noon
Food Pantry hours:
Tuesday and Friday 10 a.m. - noon
Wednesday 5 - 7 p.m.

Email: fpcc@firstparishyarmouth.org

Website: www.firstparishyarmouth.org

Areas served: Yarmouth residents are given priority

Services/Programs: Spiritual
Food Pantry (Yarmouth Community Food Pantry)
Holiday Baskets and Holiday Support
Fuel Assistance
Gas Cards

Description: “We are a church of the United Church of Christ that offers spiritual support, a food pantry, fuel and gas assistance and holiday support regardless of religious affiliation. Gas cards are available monthly. For fuel assistance, applicants must speak to the minister.”

First Universalist Church of Yarmouth

Address: 97 Main Street, Yarmouth

Contacts: Pat Wheeler, Office Manager
Rev. Jennifer Emrich, Minister

Phone: 846-4148

Fax: 846-4148 (call ahead)

Office Hours: Tuesday - Friday 8 a.m. - 1 p.m.

Email: office@uuyarmouth.org
yarmouthminister@yahoo.com

Services/Programs: Spiritual
Holiday Food Drive
Emergency Assistance with food and heat

Description: “We provide pastoral care, emergency assistance and spiritual growth to our membership. Traditionally we have donated mittens and hats to Yarmouth Schools and helped keep St. Barts food pantry supplied—especially around the holidays. We occasionally supply emergency food and oil assistance to non-members.”

General Assistance

- Address:** 30 Main Street, Freeport
- Contact:** Johanna Hanselman, GA Administrator for Yarmouth/Freeport
- Phone:** Johanna Hanselman: 865-4743 x 120
Back up: Judy Hawley (if Johanna is not available during business hours)
Emergency/After hours: Yarmouth Police Department, and they will contact Johanna
- Hours of Service:** Freeport Town Hall:
Monday - Thursday 7:30 a.m. - 5 p.m.

YPD: 24/7 and for emergencies
- Email:** jhanselman@freeportmaine.com
- Areas Served:** Yarmouth
- Services/Programs:** General Assistance
Food
Clothing – emergency
Fuel assistance
Medical – referrals to providers
- Eligibility:** State sets income requirements
- Description:** General Assistance is an emergency service that will meet the most basic needs (food, housing and heat)

Meals on Wheels (MOW)

- Address:** Mill Street, Yarmouth
- Contacts:** Jeanette March-Newton
Debbie Strachan
- Phone:** 846-6693
- Hours:** Monday, Wednesday, Thursday 9 a.m. - 1 p.m.
Tuesday and Friday 9 a.m. - 2 p.m.
- Areas Served:** Yarmouth, Pownal/Freeport, Falmouth, Cumberland
- Services/Programs:** Lunch-time food delivery (with exceptions, recipients must be 60 or older and housebound)
Elder Programs
- Description:** “MOW is one of many programs sponsored by SMAA Southern Maine Agency on Aging. Volunteers deliver mid-day meals to seniors who are unable to prepare meals for themselves. In addition to the home deliveries, we have congregate meals on Tuesday and Friday of each week for seniors interested on gathering with friends for a meal at the Yarmouth site.”

PROP

- Phone:** 553-5931
After hours/emergency: 2-1-1
- Hours of Service:** 24/7 by calling 2-1-1
- Email:** vfitzgerald@PROPeople.org
- Website:** Wherepeoplecomefirst.org
- Areas Served:** Greater Portland area
- Services/Programs:** Food
Women Affected by Substance Abuse
Fuel (LiHEAP)
Rent rebates
Tax help
YCS Scholarships
- Referrals/Resources to:
Medical Care
Holiday Food Drive
Education Opportunities
Transportation
Parenting Programs: Headstart and Aspire
Childcare
Counseling
Elder Programs
- Eligibility:** Varies by program
- Description:** PROP provides referrals and resources. Food vouchers as available; help with LiHEAP applications.

Regional Transportation Program

Address: 127 St. John Street, Portland

Phone: 1-800-244-0704 or 774-2666
Reservations are required; call to see what time RTP picks up in your area.

Fax: 828-8899

Website: www.rtprides.org

Eligibility: MaineCare for medical appointment transportation
Minimal fee for shopping transportation

Services: Transportation

Description: RTP offers rides to seniors and MaineCare for access to medicals. Service is provided by bus, van or volunteer driver. Family reimbursement program available as well. Senior Citizen shopping bus to Falmouth Shaw's once a week.

Rotary Club of Yarmouth

Contact: Carolyn Johnson, President

Address: P.O. Box 468, Yarmouth

Services: Education and literacy programs
Mentoring
Grants
Holiday Support
Elder Programs
Rotary Youth Leadership Awards (RYLA)

Description: The object of Rotary is to encourage and foster the ideal of service as the basis of worthy enterprise. Rotarians' service efforts focus on local community and international projects that address problems of literacy, health, hunger, clean water, and world understanding, goodwill and peace.

Sacred Heart Church

Address: 326 Main Street, Yarmouth

Contacts: Father Raymond Picard, Pastor
Erin Wyatt, Office Administrator
Mimi Rice and Cathy Martin, Outreach Activity

Phone: 846-5584

Fax: 846-6003

Hours: Monday - Friday 8:30 a.m. - 4:30 p.m.

Email: rectory@sheartparish.org

Website: www.sheartparish.org

Services/Programs: Food
Clothing
Counseling
Mentoring
Teen programs
Elder programs
Holiday Food Drive
Holiday Support
Recreation
Spiritual
Education
Parenting Programs

Description:

“Sacred Heart Parish of Yarmouth serves the faith community of this town, as well as neighboring Cumberland and North Yarmouth. It is administered jointly with the community of St. Jude’s Church of Freeport. It acts in coordination with the Roman Catholic Diocese of Portland. Its prime mission is to provide for the spiritual needs of people and to work cooperatively with other faith communities and groups to serve the local community. Sacred Heart Church in Yarmouth serves an estimated 800 families and individuals in this town and in neighboring Cumberland and North Yarmouth. At this time, the church meets the needs of its parishioners.”

St. Bartholomew's Episcopal Church

- Address:** 396 Gilman Road, Yarmouth
- Contacts:** Maggie Nason, Food Pantry
Angela Clark, Other assistance
- Phone:** 846-9244
- FAX:** 846-3907
- Hours of Service:** **Office:** Tuesday - Friday 9 a.m. - 3 p.m.
Sunday Services: 8 a.m. and 10 a.m.
- Email:** admin@stbartsyarmouth.org
- Website:** www.stbartsyarmouth.org
- Areas Served:** Yarmouth, North Yarmouth, Cumberland
- Services/Programs:** Food
Spiritual
Holiday Support
Holiday Food Drive
- Description:** "We offer groceries bagged weekly to our food pantry families, every week of the year. We also offer Thanksgiving baskets and Christmas baskets each year to our food pantry families, plus families in the Mabel Wilson School community (we serve Yarmouth, Cumberland and North Yarmouth in our direct outreach). We provide gifts for the children of our food pantry families, as well as those in a local gift program. Fuel assistance is available in cooperation with the Tri-community Interfaith Council. For more information about any of these services, please contact the church office."

Southern Maine Agency on Aging (SMAA)

- Address:** 136 Rte 1, Scarborough
- Contact:** Ask for Elder Advocates
- Phone:** 396-6500
- Fax:** 883-8249
- Hours:** **By Phone:**
Monday - Friday 9 a.m. - noon
Office Open:
Monday/Wednesday/Friday
- Email:** Contact via website
- Website:** www.smaaa.org
- Areas Served:** All Greater Portland area residents
- Services/Programs:** Food (see MOW)
Elder Programs
- Description:** For most services, recipients must be over 60; for health insurance counseling and personal finance help (“Money Minders”) recipients can be under 60. Elder advocates do limited outreach and help with filling out applications and home visits. Minor home maintenance information and referral for senior services and resources. Explaining Medicare seminars twice a month. Information on housing options (subsidized, senior, etc.).

Yarmouth Affordable Housing (YAH)

Address: 22 York Street, Yarmouth

Contact: Martha Dunlap

Phone: 846-9453

Area Served: Yarmouth

Services/Programs: Home Ownership

Description: “YAH is a nonprofit that helps preserve the long term affordability of two neighborhoods (John Howland Drive and West Elm/Portland Street). Applicants must be median income or below, have their own financing and not currently own a home.”

YarmouthCAN (Yarmouth Cares About Neighbors)

- Address:** P.O. Box 553, Yarmouth
- Contact:** Julia Martin, Director
- Phone:** 838-2261
- Hours:** **By Phone:**
Monday - Friday 8 a.m. to 5 p.m.
- After hours:**
Call and leave a message
For emergencies, contact Yarmouth Police
Department
- Email:** ycan@yarmouthcan.org
- Website:** www.yarmouthcan.org
- Areas Served:** Primarily Yarmouth, but no one will be turned away
- Services/Programs:** Information and referrals
Yarmouth Project Holiday coordination
Connecting resources with people who need them
- Description:** YarmouthCAN is a neighbor helping neighbor organization that works to connect available resources to the people who need them. YarmouthCAN works with local food pantries, fuel assistance programs and other helping organizations, with has committees that focus on fuel, food and senior needs to assess community needs and work to fill the gaps.

Yarmouth Chamber of Commerce

- Address:** 162 Main Street, Yarmouth
- Contact:** Carolyn Schuster, Managing Director
- Phone:** 846-3984
- Fax:** 846-5419
- Hours:** Monday - Friday 9 a.m. - 3 p.m.
- Email:** info@yarmouthmaine.org
- Website:** www.yarmouthmaine.org
- Area Served:** Yarmouth
- Services/Programs:** Scholarships
Business Support Services
Yarmouth Clam Festival
- Description:** An association of businesses and organizations formed to promote and support business development and community welfare, to provide a voice for business and to encourage the exchange of ideas and information.

Yarmouth Community Food Pantry at the First Parish Church

- Address:** Easy access via Storer Street
(at back of the First Parish Church, located at 116
Main Street, Yarmouth)
- Contact:** First Parish Church
- Phone:** 846-3773
- Hours:** Tuesday and Friday 10 a.m. - noon
Wednesday 5 - 7 p.m.
- Area Served:** Greater Yarmouth area
- Services/Programs:** Food
- Description:** A community food pantry serving the greater
Yarmouth area. Available items include food staples,
frozen meats and fresh produce. Easy access via
Storer Street, in back of the church, with off-street
parking and handicap accessibility.

Yarmouth Community Garden

Address: East Main Street, Yarmouth

Contacts: Marjorie Stone
Joy Ahrens

Phone: Marjorie Stone: 846-4123
Joy Ahrens: 846-9572

Email: Marjorie: jrogers3@maine.rr.com
Joy: jahrens1@maine.rr.com

Website: www.yarmouthcommunitygarden.org

Services/Programs: Seasonal food

Description: Organic vegetables provided weekly in growing season to food pantries, elder housing, Meals on Wheels, and individuals and families in need.

Yarmouth Community Services (YCS)

- Address:** 200 Main Street, Yarmouth
- Contact:** Marcia Noyes, Director
- Phone:** 846-2406
- Fax:** 846-2421
- Hours:** Monday - Friday 8:30 a.m. - 4:30 p.m.
- Email:** marcia_noyes@yarmouth.k12.me.us
- Website:** www.yarmouthcommunityservices.org
- Area Served:** Yarmouth
- Services/Programs:** Education
Teen Programs
Recreation
Childcare (seasonal)
Recreation
Scholarships – available based on PROP review
- Description:** Municipal and school-based services in parks, recreation and adult education: after school, enrichment, health, sports for youth. Health, enrichment for adults. Clearinghouse for some community services (loan closet, Yarmouth Community Garden, fuel assistance). Collaboration and cooperation with local and regional groups for health equipment (loan closet), holiday gifts and food (with GA and Lions).

Yarmouth Energy Savers Committee

Address: 400 East Elm Street, Yarmouth

Contact: Melissa Walsh Innes

Phone: 846-3877

Hours: Monthly meetings, fourth Monday of the month at 7 p.m. in the Town Hall Community Room

Email: melissawalshinnes@gmail.com

Areas Served: Yarmouth

Services/Programs: Education
Information

Description: “We are developing ways for Yarmouth residents to save money on their energy and utility bills. We would like to be a source of information for people looking to conserve energy and lower their carbon footprint.”

Yarmouth Fuel Fund

Address: 30 Main Street, Freeport (requests)
200 Main Street, Yarmouth (donations)

Johanna will come to meet people at Yarmouth Town Hall by appointment

Contacts: Requests for fuel: Johanna Hanselman, GA Administrator for Yarmouth/Freeport
Donations: Town Hall, Nat Tupper

Phone: Johanna Hanselman (fuel requests):
865-4743 x 120
Back up: Judy Hawley (if Johanna not available during business hours)
Emergency/After hours: Yarmouth Police Department, and they will contact Johanna

Nat Tupper (donations only): 846-9036

Hours of Service: During Freeport Town Hall hours:
Monday - Thursday 7:30 a.m. – 5 p.m.

Email: jhanselman@freeportmaine.com

Areas Served: Yarmouth

Services/Programs: Heating Fuel Assistance

Eligibility Must demonstrate financial need

Description: Fuel assistance

Yarmouth Health Council

Contact: Yarmouth Community Service

Phone: 846-2406

Area Served: Yarmouth

Services/Programs: Medically related services

Flu clinics

Medical equipment loan closet

School physicals

Yarmouth High School Interact Club

Address: Mailing: 21 Center Street, Yarmouth
Meetings: Yarmouth High School

Contacts: Angie Arndt
Cathy Robinson

Phone: Angie Arndt: 846-6601

Hours of Service: October - April of each school year

Email: Angie Arndt: aarndt@maine.rr.com
Cathy Robinson: cgr354@aol.com

Services/Programs: Holiday Food Drive
Clothing
Holiday Support
Recreation

Description: “Interact provides service (i.e., mailings, candle sales, holiday box prep) to organizations needing manpower. They also fund raise for local and international causes such as Safe Passage, CCC, Center for Grieving Children, Rotoplast, Fuel Assistance Fund, Operation Christmas Child, Habitat for Humanity, Maine Children’s Cancer Fund, YES Garden, and Good Shepard Fund.”

Yarmouth Lions Club

Contact: Brian Bicknell, President

Address: P.O. Box 512, Yarmouth

Phone: 846-4977

Services: Medical Care/Clinic
Holiday Food Drive
Holiday Support
Recreation
Elder Programs
Scholarships
Heating Oil

Description: “Involved in most programs involving eyesight. Also assist with heating issues. Support many local programs with money and support. Scholarships for local teens at Yarmouth High School. Support families at Christmas. Santa on The Green for kids.”

Yarmouth Police Department

Address: 200 Main Street, Yarmouth

Contact: Michael Morrill

Phone: 846-3332

Fax: 846-2433

Hours of Service: 24/7

Email: mmorrill@yarmouth.me.us

Website: www.yarmouth.me.us

Areas Served: Yarmouth

Services/Programs: Project Reassure

Description: Project Reassure provides a semblance of comfort, a means of security and support to senior citizens, people living alone, the infirmed, or the disabled.

Yarmouth Senior Housing (Bartlett Circle)

Mailing Address: 20 Thunder Road, North Yarmouth 04097

Contact: Sandra McCatherin

Phone: 829-4354

Email: smccatherin@maine.rr.com

Website: www.bartlettcircle.com

Area Served: Bartlett Circle, Yarmouth

Services/Programs: Housing at Bartlett Circle

Description: YSH is a nonprofit senior housing facility, Bartlett Circle, with services for residents only.

Additional Resources Available to Yarmouth Residents

This section of the Guide provides contact information for additional Portland, state-wide and/or national resources available to Yarmouth residents.

<i>Crisis Intervention</i>		
Adult Mental Health Services	For people with serious mental illness who have difficulty functioning	175 Lancaster St., Portland 822-0126 www.maine.gov/dhhs/mh
Child Abuse Reporting – DHHS	24/7 hotline	HOTLINE: 800-452-1999 www.maine.gov/dhhs
Child and Family Services (Region I)	Child-centered and family-focused system of care protects health and well-being of youth and families; child care subsidy vouchers	175 Lancaster St., Portland 822-0126 www.maine.gov/dhhs/bcfs/index.htm
Center for Grieving Children – Community Outreach and Education Program		555 Forest Avenue, Portland 775-5216 Emergency/after hours: 774-HELP (4357) Fax: 773-7417 www.cgcmaine.org/
Crisis Intervention	Ingraham 774-HELP	774-HELP (4357) Emergency/after hours: 774-HELP (4357) TDD Phone: 774-0700 Other Phone: 874-1055 (Youth Alternatives) Fax: 775-4034 www.ingraham.org

Cumberland County Sheriff		774-1444 Emergency/after hours: 911 www.cumberlandcounty.org
Family Crisis Services	Includes elder advocacy	874-8512 Emergency/after hours: 800-537-6066 TDD Phone: 874-1973 Email: familycrisis@familycrisis.org www.familycrisis.org
Mental Health Services – Youth Alternatives Ingraham	Support services for intensive case management, in-home support and outpatient services for mental illness and/or homelessness	523-5049 and ask to speak with a YAI representative www.yimaine.org/adultmentalhealth
My Choice – MAPS Adoption and Humanitarian Aid	Crisis pregnancy counseling; adoption options; referrals to parenting support services	277 Congress Street, Portland 775-4101 Emergency/after hours: 800-773-9595 Fax: 775-2255 Email: suel@mapsadopt.org www.mapsadopt.org
National Domestic Violence Hotline		HOTLINE: 800-799-7233 512-453-8117
National Runaway Hotline		HOTLINE: 800-786-2929 773-880-9860 TDD Phone: 800-621-0394 Fax: 773-929-5150 Email: info@1800runaway.org
National Hopeline Center	Suicide Prevention	HOTLINE: 800-784-2433 540-338-5756 Fax: 540-338-5746 www.hopeline.com

Outreach and Court Advocacy (Portland)	Family Crisis (Filing Protection from Abuse)	109 Middle Street, Portland 874-8512 Emergency/after hours: 800-537-6066 TDD Phone: 874-1973 Email: familycrisis@familycrisis.org www.familycrisis.org
Primary Care Support Services (Westbrook) – Counseling Services	Services include: Adult drug treatment court, center for life enrichment, crisis stabilization unit	12 Westbrook Common, Westbrook 856-1500 TDD Phone: 286-8062 Fax: 856-1518 www.counselingservices.org
Trauma Intervention Program – Community Counseling Center	Immediate, practical and emotional response in the first few hours following a tragedy	343 Forest Avenue, Portland 874-1030 TDD Phone: 874-1043 Fax: 874-1044 Email: tip@commcc.org www.commcc.org
Sexual Assault Response Services of Southern Maine	Hotline, support and advocacy – 24/7	Street address unpublished HOTLINE: 800-313-9900 TDD Phone: 888-458-5599 Fax: 828-1378 Email: infosars@sarsonline.org www.sarsonline.org
Sweetser Crisis Services		Street address unpublished 800-434-3000 Emergency/after hours: 888-568-1112 Email: info@sweetser.org www.sweetser.org
Victim – Witness Advocacy – Portland Police Department		109 Middle Street, Portland 874-8519

Dental Care		
Cumberland County Dental Associates	Affordable general dentistry	640 Brighton Ave., Portland 874-1028 www.communitydentalme.org
Dental Hygiene Clinic at University of New England	Dental hygiene care	Westbrook Campus, 716 Stevens Ave. 221-4900 www.une.edu
Health and Human Services Department of Public Health Division	Dental services, behavioral health and primary medical care for homeless or homeless in past year	20 Portland St., Portland 874-8445 www.portlandmaine.gov/hhs/phindigentcare.asp
Independent Denture Center	Affordable dentures	530 Roosevelt Trail, Windham 893-1346
Oasis Dental Clinic, Brunswick	Serves all of Cumberland County; must be over 18; income restrictions	66 Baribeau Dr., Brunswick 721-9277 www.oasishealthnetwork.com
Jessie Albert Memorial Dental Center	A Catholic Charities of Maine non-profit community-based dental center that provides comprehensive general dental care based on a sliding scale.	171 Congress, Bath. Open Monday - Thursday 7:30 a.m. - 4 p.m. 207-443-9721 or 888-304-8020 (toll free). Call for an appointment.

Eye Glasses		
American Optometric Association	Must meet income and eligibility requirements	1-800-365-2219 www.aoa.org

Disaster Relief, American Red Cross: Eye glasses for victims of disasters	Eye glasses for victims of disasters	2401 Congress St., Portland 874-1192 www.southernmaine.redcross.org
New Eyes for the Needy	New eye glasses purchased for low-income individuals through voucher program	973-376-4903 www.neweyesfortheneedy.org
Senior Eyecare Program	Promotes annual, dilated eye exams; eligibility requirements	800-222-EYES (3937) www.eyecareamerica.org
Vision USA	Basic health and vision care services; serves 16 counties of Maine	800-365-2219 www.aoa.org

Financial Assistance Services		
Departments of Health and Human Services		
Maine Department of Health and Human Services	Alternative Aid, ASPIRE, Emergency Assistance, Food Stamps, MaineCare, TANF	221 State Street, Augusta 287-3707 TDD Phone: 800-606-0215 800-606-0215 Fax: 287-3005 www.maine.gov/dhhs
Cumberland County Department of Health and Human Services	Alternative Aid, ASPIRE, Emergency Assistance, Food Stamps, MaineCare, TANF	161 Marginal Way, Portland 822-2000 TDD Phone: 888-720-1925 800-482-7520 Fax: 822-2069
Taxes		
Maine Revenue Services	Maine Tax and Rent Rebate	P.O. Box 9116, Augusta 04332-9116 626-8475 For forms: 624-7894 NetTalk (TTY): 624-7894 www.maine.gov/revenue
Social Security Administration		
Portland Office	Retirement, disability, survivors benefits, supplemental security income, social security numbers, Medicare	550 Forest Avenue, Portland 771-2851 TDD Phone: 800-325-0778 800-772-1213 www.ssa.gov

Fuel Assistance		
Citizens Energy Heat Assistance Programs	Helps low-income people who cannot afford to pay their heating bills	1-877-JOE-4-OIL

General Help		
Catholic Charities Maine	Non-discriminatory; helps individuals identify and deal with social and health problems that hinder their ability to become self sufficient.	781-8550 1-800-781-8550 www.ccmaine.org

Health Care Programs and Services		
Adult and Adolescent Immunization Clinic	TB testing; routine immunizations; other services	103 India St., Portland 874-8446 www.portlandmaine.gov/hhs/phinfdis ease.asp
Care Partners (Portland) – Maine Medical Center	Volunteer physicians, hospitals and other health care providers serve income eligible individuals	241 Oxford St., Portland 662-7000 www.mmc.org
CHANS Home Health Care	Home health and hospice care	60 Baribeau Dr., Brunswick 729-6782 www.midcoasthealth.com/chans
Emergency Medical Services – MMC	Emergency health care; serves 16 counties of Maine	22 Bramhall St., Portland 662-2381 www.mmc.org

Family Practice Center	Routine medical care	103 India St., Portland 874-2466 www.mmc.org
India Street Public Health	Comprehensive infectious disease program	103 India St., Portland 874-8446 www.portlandmaine.gov/hhs/phinfdis ease.asp
Maine Medical Center Out-Patient Clinics	Over two dozen clinics that focus on a variety of specific concerns	22 Bramhall St., Portland 662-2911 www.mmc.org
Portland Community Health Center	Opened in 2009, this new health center is taking new patients! The center serves all, regardless of insurance status, and offers comprehensive integrated health care including family medicine, pediatrics, counseling and dental hygiene.	180 Park Avenue, 1 st Floor, Portland 482-5000 to schedule an appointment or for more information Monday - Friday 8 a.m. - 4:30 p.m.

<i>Housing Programs and Emergency Housing Services</i>		
Emergency Shelters		
Emergency Shelter – Family Crisis Center	For people 18-years-of-age or older experiencing domestic violence; mothers may be accompanied by their children	Physical Address: Unpublished HOTLINE: 800-537-6066 874-1973 TDD Phone: 874-1973 Email: familycrisis@familycrisis.org www.familycrisis.org

Homeless Family Shelter – Health and Human Services Department, Social Services Division		Mailing Address: 196 Lancaster St., Portland 775-7911 Fax: 775-7917 www.portlandmaine.gov/hhs/socialservices.asp
Light House Shelter – Adolescents		Physical Address: 65 Elm St., Portland 774-3073 Fax: 842-3614 www.preblestreet.org
MAPS Residential Services – MAPS Adoption and Humanitarian Aid	A program for women 18 years of age and older who are homeless and pregnant or parenting their children	Address Unpublished 775-4188 Email: michelleh@stepstones4youth.org www.mapsadopt.org
Maine Stay – Residential for Homeless Adolescents	For people 16 to 21 years old who are homeless with a serious emotional disturbance and/or mental illness and substance abuse problems	842-6890 Other Phone: 874-1055 Fax: 842-6893 www.ingraham.org

<p>Friendship House</p>	<p>A short-term shelter for men who are in early recovery from substance abuse. Built on Christian values and a 12-step philosophy. Open to men who are at least 18 years of age, who are in early recovery, and who are mentally and physically capable of community living.</p>	<p>390 Lincoln Street, South Portland www.friendshomes.org Email: friend1@maine.rr.com 767-7403 Fax: 207-767-7403</p>
<p>Milestone Foundation – Emergency Shelter</p>	<p>Emergency shelter, detoxification, counseling, long-term extended care</p>	<p>Physical and mailing address: 65 India Street, Portland 775-4790 TDD Phone: 775-4790 Fax: 775-5231 Email: cheryls@milestonefoundation.org www.milestonefoundation.org</p>
<p>Preble Street Women’s Shelter</p>	<p>Emergency overnight shelter services for women</p>	<p>Phone: 874-6560 Other Phone: 775-0026 Fax: 842-3614 www.preblestreet.org</p>
<p>Other Housing Programs, Resources and Information</p>		
<p>Bridging Rental Assistance Program</p>	<p>Must meet eligibility requirements</p>	<p>Physical Address: Shalom House, 106 Gilman Street, Portland 874-1080 Fax: 874-1077 www.maine.gov/dhhs/mh/Housing/spc/eligibility.html</p>

Dayroom – Adult and Family Services	Accessible low-barrier services include day shelter, clothing, showers, laundry, mail, phone, counseling, housing assistance, and more	Address: 5 Portland Street, Portland Phone: 874-6560 Fax: 842-2974 www.preblestreet.org
Homeless Initiative – PROP Community	Serving people who are homeless or at immediate risk of becoming homeless; case management, housing counseling	510 Cumberland Avenue, Portland 874-1140 Other Phone: 800-698-4959 Fax: 874-1155 Email: mgeoffroy@propeople.org www.propeople.org
Homeless Prevention Program	Information and referral, rental and security deposit subsidies, landlord-tenant relations, case management, life skills education	34 Federal Street, Brunswick 729-6493 Fax: 729-5732 Email: info@tedfordhousing.org
Preble Street Resource Center – Homeless Initiative	Drop in or call in for appointment with a caseworker, immediate access to food programs and day or overnight shelter services	18 Portland Street, Portland 775-0026 Fax: 842-3614 www.preblestreet.org
Home Buyers, Home Repairs, Energy Services and Other Housing Resources		
Maine State Housing Authority	MaineHousing offers programs and services that make housing more affordable to Maine people	253 Water Street, Augusta 626-4600 TDD Phone: 800-452-4603 Other Phone: 800-452-4668 Fax: 626-4678 www.mainehousing.org

PROP	Several homeowner programs: central heating improvement; home energy assistance; home buyers education; weatherization	510 Cumberland Avenue, Portland 800-698-4959 553-5800 Fax: 874-1155 TTY: 874-1013 www.propeople.org
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<i>Independent Living</i>		
The STRIVE Program of PSL Services	STRIVE addresses issues facing young adults (ages 15-24) with disabilities, including: improving fundamental academic skills, developing leadership potential, improving economic opportunities through continuing education, and enhancing or upgrading work skills, integrating literary and social skills into occupational/vocational opportunities.	STRIVE PSL Services 28 Foden Road, South Portland 774-6278 Fax: 774-7695 Email: info@pslstrive.org

Literacy		
Literacy Volunteers of Greater Portland	Trains volunteers to provide free, confidential, student-centered literacy tutoring and Adult Education classroom support to low and non-literate adults as well as English as a Second Language (ESL) instruction.	http://www.lvaportland.org 780-1352 lvportland@gwi.net Mailing Address: P.O. Box 8585 Portland, ME 04104 Street Address: 142 High Street, Suite 514, Portland, ME 04101

Military Family Assistance		
Maine National Guard Family Assistance Center	Assistance for military families including emergency financial assistance, medical and legal referrals and youth and family counseling and other information	http://www.me.ngb.army.mil/family/ 1-888-365-9287

Pet Food Pantries		
Furry Friends Pet Pantry	If you are having trouble affording pet food or are able to make a food donation.	Wednesday 1 - 3 p.m.: Animal Refuge League of Greater Portland, 449 Stroudwater, Westbrook, 854-9771. Monday 1 - 3 p.m.: Camp Bow Wow, 49 Blueberry Road, Portland, 541-9247.

Poison Control		
Poison Control		HOTLINE: 800-222-1222 Maine Medical Center 22 Bramhall Sreet, Portland Fax: 662-5941 www.nnepc.org

Refugee Services		
Refugee Services: Case Management Services, City of Portland	Assistance with locating emergency and affordable housing; many other services available including food, crisis intervention, referrals.	190 Lancaster St., Portland 775-7915 www.portlandmaine.gov/hhs/socialservices.asp

Translation Services		
Language Line Services	24/7 over-the-phone interpretation (fee-based) of more than 170 languages	1-888-763-3364 Fax: 1-800-648-0170 translation@languageline.com www.languageline.com
Certified Languages International	24/7 over-the-phone interpretation (fee-based) of more than 150 languages	YCAN contact (discount may apply): Kevin Cunningham at (800) 362-3241 Ext. 308 Email: kevinc@certifiedlanguages.com 1-800-CALL-CLI (800-225-5254) http://www.certifiedlanguages.com/

<p>Maine Relay – Hamilton Relay (Hearing Impaired)</p>	<p>Hamilton Relay provides traditional relay services for the State of Maine including TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech, Spanish and CapTel®. No fee for local calls. For long distance calls, fee varies; call customer service to set up account.</p>	<p>Dial 7-1-1 (for voice) to use Hamilton Relay in Maine Toll free numbers: TTY (for hearing impaired): 1-800-437-1220 ASCII: 1-888-890-9254 Voice: 1-800-457-1220 Speech-to-speech: 1-888-890-9256 Spanish-to-Spanish: 1-888-890-9255 (At least one hearing-impaired; Includes Spanish-to-Spanish and translation from English-to-Spanish) http://www.hamiltonrelay.com/states/me.htm</p>
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<p><i>Transportation Services</i></p>		
<p>ITN Portland</p>	<p>“Dignified transportation for seniors” because “older adults urgently need reliable and affordable transportation.”</p>	<p>90 Bridge St., Westbrook, 854-0505 info@ITNPortland.org ITNPortland.org</p>

<p><i>Veterans Services</i></p>		
<p>Veterans Benefits Counselor</p>	<p>Benefits counselor available for veterans and dependents every Wednesday.</p>	<p>Portland Vet Center 475 Stevens Ave., Portland Wednesday 8 a.m. - 4 p.m.</p>

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