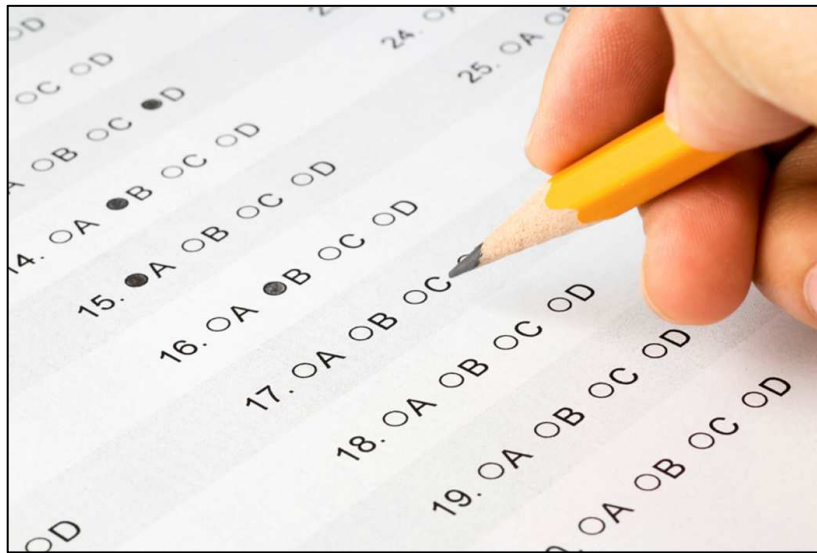


**Don't Just Guess What Your Future Will Be...
Find Help in Western Maine**

A Community Resource Guide For The Unemployed



**Listings for Franklin County, Oxford County,
Livermore & Livermore Falls**



United Way of the Tri-Valley Area

232 Broadway,
PO Box 126 Farmington, ME 04938
Phone: (207) 778-5048
Website: www.uwtva.org

Need Help?

Here are two local resources to turn to immediately:



Maine's Statewide Directory of over 9,000 resources

1. United Way and its community partners provide information and referral services to people in need. Call 2-1-1, visit www.211maine.org or contact the UNITED WAY serving your county to find out which organization can help you with your particular needs.

Check out your local United Ways for information and guidance:

United Way of the Tri-Valley Area

(Serving Franklin County, Livermore, and Livermore Falls)
(207) 778-5048

United Way of Mid-Maine

(Serving Northern Kennebec, Somerset and parts of Waldo Counties)
(207) 873-0686

United Way of Kennebec Valley

(Serving Southern Kennebec County)
(207) 623-3400

United Way of Oxford County

(Serving Oxford County)
(207) 743-5833

United Way of Androscoggin County

(Serving Androscoggin County)
(207) 795-4000

There are five other United Way's in Maine visit:

www.liveunited.org/myuw/local.cfm?id=browsecities&zip=00000&abbr=ME

2. Also check out the online resource serving Greater Franklin County:

The Community Connector

www.TheCommunityConnector.org



*Please note, information in this guide has been verified as of September, 2008. Resources are subject to change however, and the United Way of the Tri-Valley Area accepts no responsibility for the accuracy of the information after October 1, 2008.

Table of Contents

YOU CAN SURVIVE UNEMPLOYMENT!

Unemployment is probably one of the most difficult experiences you may ever have to endure. You can get through it though, with patience, effort and by taking advantage of the help available. You are not alone. Company's right sizing and streamlining operations often means they have laid off employees to remain competitive. Thousands of people in every type of position and industry are surviving unemployment.

Don't be passively unemployed. Take advantage of the organizations that offer services to assist you. Help comes from an array of services ranging from personal support such as counseling, to practical support with your finances. Essential help is available through job placement services and staying active in the community through volunteering.

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“WHY ME”

For most people, work is an important part of their identity and self-esteem. It's only natural to ask “why me?” Feeling rejected and depressed are common when you are hit by unemployment. Concerns about bills and the future outlook for you and your family may create a lot of anxiety and stress. Being afraid and angry at the world are common experiences and are shared by those who have lost their job.

But remember, you're not alone.

WHAT ABOUT MY FAMILY?

It's difficult to break the news to your family that you no longer have a job. It's just as rough on your family as it is on you. They probably feel just as helpless as you do...maybe even more so. Try to understand your family's feelings. There are ways you can support each other emotionally. Begin by talking about your problems and planning your next steps together.

Youngsters usually know when there is tension in the family. No matter what their ages, it's best to explain your unemployment situation and your plans to deal with it. You'll make it a lot easier for your children to understand why holidays and birthdays may have to be different this year.

WHAT CAN I DO WHILE WAITING TO GET BACK TO WORK?

If you're laid off temporarily and waiting to be called back, keeping yourself occupied is a primary part of survival. In fact, this is a good time to do all the things you've been putting off. Fix the faucets, give your car a tune-up, straighten out the basement, visit relatives and friends or volunteer your time to a community project. Volunteering is a particularly rewarding way to use your time. Every day, area newspapers carry announcements about a great variety of volunteer activities. Visit www.volunteermaine.org as well.

THERE'S NO EASY ANSWER...

Until you return to work or find a new job, there are ways to overcome anxiety. Talk out your problems with someone close to you. Try to get involved in an activity you enjoy. Work off your anger and frustration. Exercise is an excellent way to deal with tension. Also, do something for others. It will improve your self-esteem and provide a temporary distraction from your problems. Take one thing at a time. Don't try to resolve all your problems overnight.

MY JOB'S GONE WHAT CAN I DO?

You must, first of all, consider some realistic planning. Carefully explore where you want to go...what you want to do. Consider the possibility of job training. Set your goal and decide on a step-by-step approach to achieving it.

HELP IS AVAILABLE

Many community agencies may be able to help you. To get started, read this booklet and for further information call 2-1-1 or visit www.TheCommunityConnector.org.

General Assistance/Department of Health and Human Services

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, veteran's benefits, or Social Security. The application asks you to document your income, cash, bank accounts, cars, or other things of value and you will need to list all of your expenses, such as rent or mortgage, heating fuel, electricity, food and other things you must pay for. You must have receipts for the last 30 days. Contact your town office to have your application accepted for review. It may be turned down if you do not meet the guidelines for the program. The application is private and confidential.

Town Offices:

Avon Town Office
1116 Rangeley Road
P.O. Box 330
Avon, ME 04966
(207) 639-5326

Carrabassett Valley Town Office
1001 Carriage Road
Carrabassett Valley, ME 04947
(207) 235-2645

Carthage Town Office
703A Carthage Rd.
Carthage, ME 04224
Rt. 142
Carthage (207) 562-8874

Chesterville Town office
409 Dutch Gap Rd.
Chesterville, ME 04938
(207) 778-2433

Dixfield Town Office
46 Main St.
P.O. Box 808
Dixfield, ME 04224
(207) 562-8151

Farmington Town Office
153 Farmington Falls Rd.
Farmington, ME 04938
(207) 778-6539

Industry Town Office
1033 Industry Road
Industry, ME 04938
(207) 778-5050

Jay Town Office
99 Main St.
Jay, ME 04239
(207) 897-6785

Kingfield Town Office
38 School St.
Kingfield, ME 04947
(207) 265-4637

Livermore Falls Town Office
2 Main St
Livermore Falls, ME 04254
(207) 897-3321 or (207) 897-2016

Livermore Town Office
10 Crash Rd.
Livermore, ME 04253
(207) 897-3207

New Portland Town Office
901 River Road
P. O. Box 629
New Portland, ME 04954
(207) 628-4441

New Sharon Town Office
47 Main Street
P.O. Box 7
New Sharon, ME 04955
(207) 778-4046

New Vineyard Town Office
20 Lake Street
P.O. Box 262
New Vineyard, ME 04956
(207) 652-2222

Phillips Town Office
22 Main Street
P.O. Box 96
Phillips, ME 04966
(207) 639-3561

Rangeley Town Office
15 School Street
P.O. Box 1070
Rangeley, ME 04970
(207) 864-3326

Stratton/Eustis Town Office
88 Main St.
P.O. Box 350
Stratton, ME 04982
(207) 246-4401

Strong Town Office
14 So. Main Street
P.O. Box 263
Strong, ME 04983
(207) 684-4002

Temple Town Office
258 Temple Rd.
Temple, ME 04984
(207) 778-6680

Vienna Town Office
Rt. 41 West Vienna
P.O. Box 38
Vienna, ME 04360
(207) 293-2087

Weld Town Office
23 Mill Street
P. O. Box 87
Weld, ME 04285
(207) 585-2348

Wilton Town Office
158 Weld Road
PO Box 541
Wilton, ME 04294
(207) 645-4961

DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS)

The Department of Health and Human Services can provide various services to eligible individuals and families. Services include family assistance, food stamps, and Medicaid Programs. Income and assets are determining factors for eligibility. To obtain more information, or to apply for any of these programs, contact the Department of Health and Human Services in your area. To find which office your town is covered by, calling **1-800-442-6382** or visiting the website at: www.state.me.us/dhs/DHSoffices.shtm.

Any decision made by the Department of Health and Human Services with which you do not agree may be appealed by requesting a hearing. DHHS is required to provide you with special forms for this purpose. Contact the DHHS at **1-800-442-6382** or write to:

<p>Department of Health and Human Services 35 Anthony Avenue Augusta, ME 04333 (207) 624- 8000 TTY: 1-800-606-0215</p>	<p>Department of Health and Human Services 114 Corn Shop Lane Farmington, ME 04938 1-800-442-6382 TTY: 1-800-606-0215</p>	<p>Department of Health and Human Services 343 Main Street Suite 6 South Paris, ME 04281 1-888-593-9775 TTY: 1-800-606-0215</p>
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Financial Information and Assistance

FINANCIAL HELP

Savings can be depleted quickly when you are unemployed. Paying for basic needs like food, clothing, housing and medical care can become a serious problem. First, sit down with the entire family to discuss the situation. Look at the amount of family income from unemployment benefits and all the other sources, and then develop a budget to meet financial needs based on the reduced income. This can help to eliminate stress later. Help with budget counseling and planning may be available free of charge.

If your unemployment benefits run out prior to securing another job, it may be necessary to apply for government benefits. You may be entitled to food stamps, help from the Department of Human Services, the State Medical Program, State Emergency Relief and State Family Assistance. Information on these services can be obtained by contacting the Department of Health and Human Services office in your area.

UNEMPLOYMENT BENEFITS

If you are unemployed through no fault of your own, you may be eligible for unemployment benefits. It can take time to begin to receive any unemployment benefits for which you may be eligible. For this reason, you are encouraged to apply for unemployment as quickly as possible after you have been laid off.

When filing for unemployment benefits, be sure to bring the following information:

- Your Social Security Number (Card).
- Name and address of recent employer(s) for the past 18 months.
- The date when you started work.
- Separation notice or letter (layoff slip), if applicable. File a claim for unemployment insurance by calling any Unemployment Call Center. You can get a claim form from the Career Center or many Town Offices. You may also use a telephone, free of charge, at any Career Center to file a claim.

Maine Unemployment Centers:

Augusta 1-800-593-7660

Lewiston 1-800-593-7660

Skowhegan 1-800-593-7660

Presque Isle 1-800-593-7660

TTY 1-888-457-8884

SOCIAL SECURITY BENEFITS

If you are considering retirement, you and your dependents are eligible for retirement benefits as early as the first full month of your 62nd birthday, however the amount of benefits will be reduced permanently, depending on the number of months you received payments before you reach age 65. **Disability Benefits:** You are eligible for disability benefits before age 65 if you have a severe physical or mental condition that prevents you from working.

SURVIVOR'S BENEFITS

You may be eligible for these benefits if you are a member of a deceased worker's family and you meet certain qualifications. The size of your Social Security benefits depends on the amount paid into the system during your career. Visit your local Social Security office or call **1 (800) 772-1213** to find if you are entitled to benefits. You may be eligible for monthly payments of Supplemental Security Income (SSI) if you are 65 or older, or if you are blind or disabled at any age. Eligibility and payments amounts also depend on your income resources and living arrangements. For applications and eligibility information visit your local Social Security office or call **1 (800) 772-1213**.

PROPERTY TAX and RENT REBATE PROGRAM

If you cannot pay your tax bill, there is something you can do. Your city or town can decide that you don't have to pay some or all of it. Go to your town office or city hall and ask for a "**Tax Abatement**" form.

To be eligible for the general portion of the program you must have been a resident of Maine for all of the year you are applying, maintained a homestead in Maine for all of the year you are applying and lived in the homestead for six months of that year. Complete eligibility guidelines are printed in the application booklet. Go to your town office or city hall and ask for a "property tax and rent rebate" booklet.

VA Loan Service and Claims Section

1-800-827-6311

You may also think about selling your home, but there are many things to consider. You probably will not be able to sell the house quickly. Remember that rent may be higher than your existing mortgage payments and moving can be expensive. You may also be faced with a tax problem if there is any gain on the sale and you don't repurchase a home within 24 months. If in doubt, ask your credit counselor to evaluate the decision.

If foreclosure appears imminent, attempt to sell your house immediately, rent it out, or consider voluntarily giving the house back to the lender if you have little or no equity.

RENT OR MORTGAGE ARRANGEMENTS

Let your landlord know about your situation immediately. Try to negotiate partial payments for a few months. The landlord may be willing to work with you. You may be able to do some maintenance work in place of a portion of your rental cost. Look for less expensive housing. Remember to include moving expenses, deposits and family adjustments as you calculate costs. Consider moving in with family or friends and subleasing if you cannot break your lease. Consider getting a roommate or renting out a room in your apartment (if allowed under your lease).

If you are unable to make your mortgage payments because of unemployment, and extended strike, illness, or other circumstances beyond your control, contact your mortgage lender immediately to discuss your situation. It is best to talk in person with your lender if you can. You may be able to make special arrangements during your period of reduced income.

Check your escrow account. If it contains more money than you need to pay property taxes, the bank mortgage company must refund any excess beyond a two-month cushion. If you are unable to make arrangements with your lender, a few alternatives are suggested below.

If you have an FHA-insured mortgage, ask your mortgage lender to refer you to a HUD-approved home ownership counseling agency in your area. The agency will try to come up with some solutions.

If you have a VA mortgage, contact the VA Loan Service and Claims Section.

CREDIT COUNSELING

Consumer Credit Counseling Services (CCCS) of Maine is a fully accredited, nonprofit agency established in 1971. Their service provides Maine consumers with financial counseling, debt repayment plans, and consumer education. They are a community service, offering an effective alternative to bankruptcy. CCCS of Maine is a member of the National Foundation for Credit Counseling (NFCC) and The Council of Accreditation for Children and Family Services.

They provide: On-line Counseling, Credit Report Review, Client Services, and Education

DEBT MANAGEMENT

Programs for Homeowners and Resource Links. For more information call CCCS of Maine at:

1-866-889-9347 email at: cccs@cccsme.org

CREDITORS

Rule #1: Always contact your creditors immediately. Creditors appreciate hearing from you before you start missing payments. They are usually willing to work out payment arrangements to fit your budget. Call or write to explain your situation as soon as possible. Keep a record, with the date and content of each telephone conversation and always follow-up with a letter. Make sure to send it certified mail and request a return receipt. This will ensure that you communicate clearly with your creditors and have a record of your proposals. Different types of companies have different policies for handling delinquent accounts. Do not stop communications with your creditors. If they are not satisfied, you could be turned over to a collection agency. If that happens, they may be less willing to work out a repayment plan with you and may add on collection fees. You're better off to work with your original creditor earlier if at all possible. If that is not possible, try to work proactively with the collection agency. Make at least the minimum payments to any outstanding credit cards, and then stop using them for the time being.

YOUR CREDIT PROFILE

If you do not have a strong credit history, please carefully consider the following:

A number of nonprofit and other organizations provide financial management or budgeting classes or workshops that can help you rebuild or improve your credit.

Call Consumer Credit Counseling Service for specific programs and contact information:

1-866-889-9347 or

www.moneymanagement.org

Your rights when in debt.

Credit Counseling

Credit Counseling Centers, Inc **1-800-539-2227**

Office of Consumer Credit Regulation **1-800-332-8529**

The Fair Debt Collection Practices Act established rules for debt collection. It is illegal for debt collectors to use harassment, false statements, or unfair practices. The Federal Trade Commission has developed resources guides to help consumers find the appropriate agencies to contact about consumer-related matters. These guidelines contain a list of nonprofit, state and local agencies.

For more information regarding your legal rights and responsibilities, contact the Consumer Credit Counseling Service at: **1-866-889-9347** or your attorney.

AUTOMOBILE LOANS

Ask your lender about skipping one or two payments and “extending the loan.” They probably will require you to pay a minimum fee and perhaps the interest. Ask if the loan can be rewritten for lower monthly payments, but be aware this will increase the finance charges. Lower your car insurance premium by reducing your coverage, or by increasing the deductible on collision and comprehensive coverage.

If you make payments on your car, contact your lender, before making any changes in your insurance coverage. If you own your car, consider dropping the collision or comprehensive coverage temporarily until you have more income. Liability coverage is required by State of Maine law and cannot be dropped.

STUDENT LOANS

Contact “Sallie Mae” to consolidate student loans. They have programs based on income. **1-888-272-5543**. Ask for a ‘Flexible Payment Option.’ These options, however, could be expensive in the long run. You may request a ‘hardship deferment’ by calling the current holder of your loan. Some student loans that are not in default can be deferred for a maximum of three years due to disability, unemployment or other economic hardships.

LIHEAP (Low Income Home Energy Assistance Program)

This is a program that helps low-income families pay for home heating. In order to get LIHEAP, you must either be responsible for paying for your own heating bills or heat may be included in the rent. You do not have to deal directly with a utility company or other energy supplier, but there are exceptions. If you live in subsidized housing, you will not get LIHEAP unless you pay for your own heating bills directly to the utility company. For more information about LIHEAP, contact Western Maine Community Action Program at **1-800-645-9636** or Community Concepts at **1-877-603-0594**.

REACH PROGRAM

The purpose for the Reach Initiative is: minimize health and safety risks that result from high energy bills; increase efficiency of energy usage to low income families and target energy assistance to individuals who are most in need. For more information contact the Maine State Housing Authority (MSHA) or Western Maine Community Action Program at **1-800-645-9636** or Community Concepts at **1-877-603-0594** Rural Community Action Ministry: .

COMMUNITY ACTION PROGRAM (CAP)

Community Action Program agencies offer a number of programs which may help you. Including **health services and referrals, job training, housing information and referral, fuel assistance, insulation and furnace repairs, surplus food and transportation.** Contact: Western Maine Community Action Program **1-800-645-9636** Community Concepts **1-877-603-0594**.

SALVATION ARMY ASSISTANCE PROGRAM

The Salvation Army assists with people who are trying to assist themselves, but may need some help. Some assistance programs include: Eye glasses, oil assistance, prescription drug assistance, food and clothing. For more information on how to get any assistance in Greater Franklin County, see page 22 or contact the Portland office for additional local representatives in that area. For more information call: **(207) 774-6304**.

UTILITY ASSISTANCE

Lower your utility bills by using less electricity, gas and water. Turn off the lights and TV when not in use. Replace 100-watt light bulbs with 60watt bulbs or, better yet, compact fluorescent bulbs. Use the washing machine and dryer only when you have a full load; use cold water and air-dry clothes when practical. Set the thermostat at 68 degrees in the winter. Close vents in rooms you do not use. Use fans instead of air conditioners in the summer. Lower the thermostat on your hot water heater to 120 degrees. Turn off the heated drying cycle on your dishwasher. Consider making payment arrangements with the power company to have a yearly average divided in equal monthly payments, which will help keep high winter electricity bills down.

Remove unnecessary features from your phone service. Have friends or family members call you long-distance instead of collect or make calls when rates are the lowest. Write letters instead of calling. Cancel your TV cable premium channels or eliminate them altogether. Consider using a free email only provider or using the internet at your local library. These are just a few things you could do. You may qualify for help with your utility bills if you are having trouble paying them, or are threatened with a shutoff. Several programs help those with limited income to make utility payments. Also, assistance in weatherizing homes is available to keep utility costs down. For more information contact: **Public Utilities Commission at: 1-(800) 452-4699** or **Western Maine Community Action at 1-800) 645-9636**.

Job and Business Development

A NEW JOB

Job Search Services: Many people begin looking for another job as soon as they become unemployed. The information in this section is designed to help you in your search for a job.

Question: Where can I find answers to unemployment compensation questions?

Answer: The U.S. Department of Labor can be most helpful On-line at: www.dol.gov. Or call the toll-free customer information line at **1-866-487-9243**.

TIPS FOR FINDING EMPLOYMENT

List your skills and experience by reviewing your work history, education/training, interest, and talents (including any other activities such as volunteer work). Develop a resume of your skills and work history. Remember, even being a parent develops skills, organization, patience, etc.

JOB SEARCH HINTS AND HELPS

Talk to people you know, friends relatives, and acquaintances. Your union or professional associates can be valuable resources. Prepare for the interviewer. Dress appropriately for the interview, and be on time. Remember to send a thank you note after all interviews. Volunteering in areas of interest can sometimes lead to employment. Contact temporary employment agencies. Temporary jobs give you an opportunity to sharpen current skills or develop new ones. Check the local newspapers, trade/professional papers and journals. You will find many of these at your local library. Use the local library; they have directories, newspapers, photocopies, and possibly fax machines, personal computers and internet service. Use the internet to run job searches on a variety of employment web sites such as: Hotjobs@yahoo.com, AsktheHeadhunter.com, Monster.com, JobsInME.com.

SELF EMPLOYMENT

Women, Work, and Community:

Since 1978, providing community-based employability and entrepreneurship training support groups and services in Maine to displaced homemakers, single parents and other workers in transition. Classes and individual training in the basics of starting a business include developing a business plan.

Entrepreneurship Training Opportunities for those wishing to start and expand a successful business.

For more information call **1-800-442-2092**

The site nearest you:

Farmington: (207) 778-2757

Augusta: (207) 621-3434

Waterville: (207) 872-9482

The **Rural Microenterprise Assistance Partnership Project (RAMP)** provides rural Maine businesses and farm owners with information, advice and skills to help them grow and prosper. This program is designed to make expertise and services more accessible to small rural businesses. For more information call one of the following:

Women, Work, and Community
1-800-442-2092

The Maine Small Business Center
(207)-780-4420

Maine Women's Agricultural Network
(207) 388-2979

The **Women's Business Center at Coastal Enterprises, Inc. (CEI)** offers one-on-one business counseling and training in a full range of business issues and in business uses of the Internet, as well as assistance in obtaining financing to new and existing women business owners. Center staff are responsive, knowledgeable individuals who understand firsthand the opportunities and barriers faced by women business owners.

The **Women's Business Center** helps women build their business skills by providing access to timely, accurate, tailored information within a setting that respects each woman's life experience, management skills and learning styles. Opportunities for networking, peer support and mentoring are also available. The **Women's Business Center** is a joint venture of the Small Business Administration's Office of the Women's Business Ownership, Key Bank N.A. and Coastal Enterprises, Inc. Visit WBC on-line at www.ceimaine.org/women or contact Women's Business Center at:

Coastal Enterprises, Inc.
36 Water St., P.O. Box 268
Wiscasset, ME 04578
Phone: (207) 882-7552

The Maine Small Business Development Centers (Maine SBDC)

The Maine Small Business Development Centers hosted by Coastal Enterprises, Inc. are a partnership program of the United States Small Business Administration, in conjunction with the Maine Department of Economic and Community Development. They are administered by the University of Southern Maine.

Business counselors with the Maine SBDC at CEI will coach, counsel and advise aspiring and established small business owners about start-up, planning, cash flow, marketing, growth management, business use of the internet, and other practical issues of concern.

On-line at www.ceimaine.org/sbdc or **1-800-872-3838**

Contact Service Centers located in Augusta at **(207) 620-3521**

Career Centers

Career Centers located across Maine are set up to help you sort out your options and get to work quickly finding a new job or career. They can help you learn which industries and companies are hiring, evaluate your aptitude for, and interest in various careers, prepare a resume, and polish your interview presentation skills. You can upgrade your skills, or embark on a new career. The Career Center will place you in touch with the best education and training resources in your area. Computers and software are used to prepare resumes, search the Internet or check on-line job databases. You may also use the telephone, fax and copier for duplicating and sending resumes, calling about openings, and other employment related purposes. Job openings from all over Maine are offered in detail at Career Centers. At your local Career Center, they may even offer free access to a computerized database of jobs around the country.

Veterans are provide employment and/or training assistance and connections to other support services at the Career Center. People with disabilities can connect with the Career Center to receive help to overcome barriers to employment.

The Career Center provides support and connections for businesses and employers. Visit www.mainecareercenter.com or contact one of these Career Centers to find out more.

Wilton Career Center

65 US Route 2 East Wilton, ME 04294
Phone: (207) 645-5800 or 1-800-982-4311
Fax: (207) 645-2093
TTY: (207) 645-5806

Rumford Career Center

60 Lowell Street Rumford, ME 04276
Phone: (207) 364-3738 or 1-877-421-7915
Fax: 207-369-9315
TTY: 1-888-313-9400

Norway Career Center

232 Main St. South Paris, ME 04281
Phone: (207) 743-7763 or 1-877-237-6171
Fax: 743-4839

Lewiston Career Center

5 Mollison Way Lewiston, ME 04240
Phone: (207) 743-9000 or 1-800-741-2991
Fax: 783-5301
TTY: 753-9067

Employment Services and Information

Bonney Staffing & Training Center	1-800-398-5909
Manpower	(207) 784-9353
Project Staffing Inc	1-888-786-0791

If you have further questions on Career Center job fairs, call the Department of Labor at:

Phone: 1-888-457-8883

TTY: 1-800-794-1110

Besides working with Career Centers, network with friends and relatives to help get your name out. NETWORKING is important during these times and many times one will hear of an opportunity through networking!

EDUCATION

For news and information about the Maine Adult Education System go to www.umaine.edu contact your local high school.

Adult Education

This program is a network of people who like the relaxed and friendly approach to teaching and learning. They offer one night workshops, classes, assessment testing, GED's, six week courses, 15 week courses, vocational and college transitions courses and more. For more information, call your local school district:

M.S.A.D. # 9 Adult & Community Education (207) 778-3460
<http://www.fcae.msad9.k12.me.us/>

M.S.A.D. # 36/ Jay Adult & Community Education (207) 897-6384
<http://www.maineadulted.org/members.html>

M.S.A.D. # 58 Adult & Community Education (207) 678-2455
<http://www.mtaroadrunners.org>

M.S.A.D. # 44 Telstar Adult Education (207) 824-2780
<http://www.sad44.org/community/community.html>

M.S.A.D. # 43 Region #9 (207) 364-2012
<http://www2.umaine.edu/ithcra/Ithcra/Rumford/school.htm>

Oxford Hills (207) 743-8842
<http://www.sad17.k12.me.us/>

Rangeley Adult & Community Ed (207) 864-2028
<http://www.maineadulted.org/members.html>

Literacy Volunteers of Franklin & Somerset Counties offers tutoring free of charge to adults and teens who wish to learn to read and write. For more information call: (207) 778-3460.

University of Maine Cooperative Extension, provides people with research-based information to help live a fuller and more productive lives at little to no cost. For more information call your local branch:

Franklin County Branch: (207) 778-4650 or 1-800-287-1478.

Oxford County Branch: (207) 743-6329 or 1-800-287-1482.

Franklin County Community College Network/CMCC: College courses are now offered in Franklin County at various locations including Mt. Abram High School in Salem, Foster Technology Center in Farmington and at MSAD #9 Adult Learning Center in Farmington. Contact CMCC at:

1250 Turner St.

Auburn, ME 04210

(207) 755-5100 or locally (207) 491-2752

Legal Services

Pine Tree Legal Assistance is a nonprofit corporation providing legal assistance to people in the State of Maine whose income is 125% of the federal income poverty guidelines or less. There is no charge for their services, but you may be asked to help with the court costs. For more information, call the nearest Pine Tree office to you:

Augusta (207) 622-4731
Bangor (207) 942-8241
Portland (207) 774-8211

The **Volunteer Lawyers Project (VLP)** has been coordinating the pro bono activities of Maine's bar since 1983. Additionally, it has from the onset, provided assistance to clients unable to obtain legal representation with various levels of assistance. Contact **VLP** at **1-800-442-4293** or **(207) 774-4348**

Volunteer Lawyers Project

Mondays
Tuesdays
Wednesdays
Thursdays
Fridays

Telephone Intake Hours

8:45 - 12:00 & 1:00-4:00
8:45 - 12:00 & 1:00-4:00
8:45 - 12:00 & 1:00-4:00
8:45 - 12:00 & 1:00-4:00
8:45 - 12:00

Maine Equal Justice Partners (MEJP)

MEJP is dedicated to advocating on behalf of low-income people in Maine, to assure their access to basic rights and services; including health care, income support, food assistance, housing, child care, education and training, and fair working conditions. Maine Equal Justice provides a voice for low-income people through representation in the courts, the Legislature, and administrative agencies; legal policy research and analysis; and education and training about their legal rights and opportunities to participate in public policy reform. MEJP's also provides clear and easy to read fact sheets about food stamps, TANF, MaineCare, Parents as Scholars, Medicare and more. For more information contact MEJP at: **(207) 626-7058**

Other Legal Services:

Disability Rights Center	1-800-452-1948
Legal Services for the Elderly	1-800-750-5353
Lawyers Referral Service	(207) 622-1460
Franklin County District Attorney Office	(207) 778-5890

Children Services

Child Care

A number of child care facilities located in the greater Franklin County area offer free or low cost care for children from infant thru school-age or can point you in the right direction. For more information call:

Western Maine Community Action Family Child Care: (207) 645-9884 or 1-800-645-9636

Foster Tech. Center Nursery School Program (207) 778-3562

Finders-Seekers-Child Care Resource Center: (207) 645-9512 or 1-800-543-7008

Community Concepts HeadStart: (207) 645-3284 or (207) 779-0919

Franklin County Children's Task Force

Franklin County Children's Task Force is a non-profit organization committed to the prevention of child abuse and neglect through promotion of healthy child, family and community development some of the programs that are offered are below.

Parent Support: support groups, playgroups, and workshops. Young Parent Support Group: open group for parents under the age of 22.

Parent Education Classes: seven week class for parent education, Wednesdays at 6:00 p.m. to 7:30 p.m. at the Franklin Memorial Hospital. Certificate available upon completion.

Clothing Exchange: bring-a-bag-get-a-bag of children's clothes, newborn to sizes 4T, and maternity.

Parent Resource Library: books and videos to provide information to parents, children, and professionals.

Rhythms of Children: Infant/toddler play space – a group for parents and children ages 0 – 5 (particularly for children with disabilities).

Parent Warm Line: call toll-free or our local number and talk confidentially about parenting issues.

Contact the Franklin County Children's Task Force at:

**113 Church St.
Farmington, ME 04938
(207) 778-6960 or 1-888-429-6960 (toll free)
<http://www.fcctf.org>**

Big Brothers/Big Sisters of Franklin County

Big Brothers Big Sisters offers a preventative program based on one-to-one relationships between an adult volunteer and a child at-risk. The agency also provides alternative mentoring opportunities (site-based) with flexibility and also supports youth development activities. These programs are for children from ages 8 to 12 years old. For more information contact Big Brothers Big Sisters at:

**24 Falcon Dr
Auburn, ME 04210
(207) 782-5437
<http://www.childhealthcenter.org/>**

Parenting Issues and Crisis Hotline

Parents Anonymous Talk Line 1-800-249-5506
Franklin County Children's Task Force Parent Support Group (207)778-6960

Transportation

Community Concepts

Community Concepts offers transportation through a variety of programs including: door-to-door, escorted transportation services for seniors 60 or older for free, or at a reduced rate through the Elder Rides Program. The Elder Rides Program provides door-to-door escorted service to medical appointments, shopping, or social activities. Also MaineCare reimbursement program, and volunteer drivers program are available. Clients are encouraged to call 48 hours in advance to schedule their ride, which is provided by volunteer drivers. For more information contact:

Main Office: 1-877-603-0594
Farmington (207) 779-0594

Western Maine Transportation Services

Western Maine Transportation Services provides scheduled public transportation throughout the region. Look for the Green Bus. The Green Bus is handicapped accessible and is open to the public. A 48-hour advance notice is requested. Door to door service is available in many areas. The following is the monthly schedule.

Monday through Friday: Farmington - Wilton. Fixed-route service connecting Farmington and Wilton between 7:30 a.m. and 4:00 p.m. Daily door to door bus service from Farmington to Wilton.

Tuesday #1: Rangeley - Farmington. Service connecting Rangeley and Farmington; also serves Strong, Phillips, Temple and Wilton on demand. Call for pickup.

Tuesday #2: Kingfield - Farmington. Service connecting Kingfield and Farmington; also serves Carrabassett Valley, Stratton & Eustis on demand. Call for pickup.

Thursday: Jay - Farmington. Service connecting Jay and Farmington; also serves Wilton, Weld, Livermore Falls and Carthage on demand. Call for pickup.

Friday: Farmington - Lewiston/Auburn. Service connecting Farmington, Wilton, Jay, Livermore, Livermore Falls and Turner to the Lewiston-Auburn area. Leaving Farmington at 9:00 a.m. arriving in L/A at 11:00 a.m. Returning from L/A at 3:00 p.m., arriving back in Farmington at 5:00 p.m.

Monthly Maine Mall Run: Third Wednesday of every month, the Maine Mall Run leaves the Farmington area at 8:00 a.m., with pickups in Farmington, Wilton, Jay and Livermore. The bus arrives at the Maine Mall at 10:00 a.m. The return trip leaves the Maine Mall area at 2:00 p.m. and arrives back in Farmington at 4:00 p.m. Please call ahead to make reservations.

WMTS also offers a volunteer rides program, and a fee for service program.

For more information and to make reservations please call **Western Maine Transportation Customer Service Center: 1-(800) 393-9335.**

Go Maine

GO MAINE provides services and information to commuters and other travelers who live, work, or travel in the State of Maine: carpool ride matching, vanpool formation, transportation information and bicycling and walking information. For more information please call: **1-800-280-RIDE.**

Volunteering

Volunteering can provide the opportunity for valuable training, increase self-esteem by helping others, and may be a stepping stone to finding a job by putting you in touch with others in the community. Volunteer work can be used on your resume. Interested in doing volunteer work. but don't know where or how your efforts are needed? Contact your local United Way for volunteer opportunities:

Volunteer Maine

Volunteer Maine is a state-wide web-based volunteer database, the first of its kind in the nation. It serves as the state's virtual volunteer center linking agencies in the need of volunteer assistance with the volunteer looking for the volunteer opportunities-and it is totally free. Visit www.volunteermaine.org to find local listings of volunteer opportunities.

Franklin County Volunteer Network

An organization of volunteer programs which promote volunteerism through a network of coordinators and volunteers, sharing knowledge of volunteer opportunities in Franklin County and the surrounding towns, offering support and education to participants of volunteer programs. To contact the coordinator to find out about an opportunity call: **(207) 778-6697**

HealthReach RSVP

RSVP is charged with the dual purpose of engaging persons 55 and older in volunteer service to meet critical community needs and to provide a high quality experience that will enrich the lives of volunteers. Volunteers have a choice of assignments in 30 + agencies in Greater Franklin County. RSVP serves as a clearinghouse for volunteer opportunities. Orientation packets are provided to each volunteer. Individual agencies provide training.

**P.O. Box 829
Waterville, ME 04903
(207) 778-0427 or 1 (800) 427-1127
<http://www.maine-general.org/body.cfm?id=53>**

FOOD STAMPS

This program gives income eligible people assistance that they can use to buy food at grocery stores. Any household that meets the income, asset and other basic eligibility rules can get food stamps. A household may be one person or a group of people living, and buying and preparing food together. A person who is a boarder, or lives in an institution (with some exceptions), is ineligible to receive food stamps. You do not have to live with children, be on 'welfare' or be elderly or disabled to get food stamps. Many people work and get food stamps.

Here are some ways to cut food costs:

- Plan all meals-including lunches.
- Shop only once a week.
- Buy store brands whenever possible.
- Use coupons & shop stores which offer double coupons.
- Cut back on meats; eat more pasta, rice beans and vegetables.
- Use leftovers for another meal. Buy items on sale or in bulk quantities whenever possible.
- Eliminate snack foods.
- Consider visiting a food pantry or taking advantage of local food bank programs

FOOD PANTRIES AND SOUP KITCHENS

Many food pantries around the state assist people if they meet their income eligibility guidelines. For instance, at the end of the first week without a paycheck and with limited additional income, there are families that may become eligible the second week after the layoff. Also check with local churches, many offer community suppers through the year at a low cost, free of charge, or for a small donation. See Page 20 for a listing of local food pantries.

WOMEN, INFANTS & CHILDREN (WIC)

This federally funded program supplies supplemental foods and nutrition to women who are pregnant or nursing, have infants or children under the age of 5, meet income guidelines of this program, and who have a health or nutritional risk. There is a clause in the guidelines of this program that will allow persons who might normally be over the annual income levels and who experience a sudden loss of regular income (such as a layoff) to become eligible for WIC services. For more information about the WIC program call: **(207) 645-3270** or **1-800-645-9636**.

HOT MEAL PROGRAMS FOR CHILDREN

Most schools and some childcare centers offer hot lunch and breakfast programs for income eligible children. People with children should be aware that if they are without income or have a greatly reduced income their children may now become eligible for these programs. To apply, check with your child's school or childcare center administration.

SENIORSPLUS

Among other services provided, noontime meals are available at the SeniorsPlus Community Center (Monday through Thursday) and the Shadagee Housing in Phillips (Thursdays) at 12:00p.m. Seniors and unemployed seniors (age 60 and over) can get a hot meal on a donation basis. Suggested donation is \$3.50, but those who cannot pay, will get a meal whether they donate or not. Donations are private and done by a donation envelope. There is no stigma to not donating, and all are welcome. Meals are also delivered through the Meals on Wheels program. For more information, call **(207) 645-3315** or **1-800-427-1241** and ask for the Wilton Office.

FOOD BANKS

Abused Women's Advocacy Program (AWAP)

159A Main Street Farmington, ME 04938
(207) 778-6107
Serves: Franklin County
Hours: Mon. Through Fri. 8am-4pm

Bethel District Food Pantry

Philbrook Street, District Exchange
Bethel, ME 04217
Phone: 836-3700
Open by Request

Care & Share Food Closet FAEM

508 Fairbanks Neighborhood Ctr.
Farmington, ME 04938
Serves: Farmington, Chesterville, New Sharon, New Vineyard, New Portland & Temple
Hours: Mon, Tues, Wed, Fri 12-2 PM Thurs. 4-6PM
Phone: 779-1798

Carthage Food Pantry

Carthage Town Office, Carthage
Serves: Carthage and Weld
Hours: Tues. & Wed. 9-2pm and Thurs. 1-6 PM
Phone: 562-8874

Church of the Good Shepherd Food Bank

Basement of Rangeley Congregational Church
Main Street Rangeley
P.O. Box 1
Rangeley, Me 04970
Serves: Rangeley
Hours: Tues 10 a.m. to 12p.m. Last Tues of the month 4 - 6 p.m.
Phone: (207) 864-3394

Clearwater Ministry Food Pantry

6 Chick Road
P.O. Box 111
New Sharon, ME 04955
Serves: Industry
Hours: Mon. 9:00-11:00 a.m., Wed 4:00-6:00 p.m.
Phone: (207) 778-4523

Dixfield Food Pantry

C/O Dixfield Common Baptist Church
Coleman Road
Dixfield Me 04224
Hours: On Call Basis
Phone(207) 562-8027

Mexico Congregational Church

43 Main Street
Mexico, Me 04257
Hours Mon. through Fri. 8am- 5pm
Intake Procedure call in
Phone: (207)364-8603

**Mt. Vernon First Baptist Church
Food Bank**

321 Pond Rd.
Mt. Vernon, ME 04352
Serves: Mt. Vernon and Vienna
Hours: Sat. 10-12 p.m.
Phone: (207) 293-2273

Phillips Area Food Pantry

Russell Street
Phillips, ME 04960
Serves: Phillips, Avon, Madrid
Hours: Tues. and Thurs. 9:00-12:00 p.m.
Phone: 207 639-2423

Stratton/Eustis Food Pantry

Community Bldg. Main Street, Stratton, ME
Serves: Eustis, Coplin, Wyman, Stratton, Langtown,
and Coburn Gore
Hours: Third Thurs. of each month, 9 -1
Phone: 246-6231 or
Town Office 246-4401

United Methodist Economic Ministry

Rt 142 Salem, ME
Serves: Freeman, Salem, Kingfield, Casrabbasset
Valley, & Strong
Hours: Tues. & Thurs. 1-4 PM; Sat 10am-11pm
Phone: 678-2611

Oxford Hills Food Pantry

Christ Episcopal Church
Paris and Green Streets
Norway, Me 04268
Hours Mon., Wed. Fri. 9am to 11am
Phone: (207) 743-6430

**St. John's- St. Athanasius Church
Food Pantry**

126 Main Street Avenue, at Church,
Rumford, ME 04276
Hours: Tues. and Fri. 12pm to 3 pm
Phone: 207-364-4556

Tri-Town Ministerial Association

Church Street, Livermore Falls, ME
Serves: East Livermore, Livermore, Livermore Falls,
Jay
Hours: Tues. 2:00 to 4:00 pm and 6:00 to 8:00pm
Wed, Thurs. 2:00 to 4:00pm
Phone: 897-3063

Wilton Area Food Pantry

600 Main Street, Wilton, ME
Serves: Wilton, Weld, North Jay, Dryden, East
Wilton & East Dixfield
Hours: Tues.-Fri 10 AM-12 PM
Phone: 645-4885

Clothing and Housewares

SALVATION ARMY

The Salvation Army of Northern New England offers many services to those in need. Services offered by the Salvation Army: **Direct Assistance (Food & Housing, Life Skills - Education Classes, Christmas & Holiday Programs, Community Service Opportunities, “Keys for the Future”, Hearts, Hands, and Homes, Prison Ministry, Shelters.** For programs in your area, please contact your local Service Unit:

Local Salvation Army Contact Listing
11 North Pearl St., Augusta, ME 04330
207-623-3752

LOCAL SALVATION ARMY CONTACTS

Unit Name	Contact	Phone
Bethel	Maryvonne Wheeler	743-7716
Farmington	Valerie Roberts	779-1767
Livermore Falls	Ronda Palmer	897-6785
Livermore Falls	Linda Brackett	897-6384
Oxford Hills	Sharon Wilson-Cox	743-0633
Rangeley	Ethna Thomtson	864-3326
Rumford	Margraret McNeal	346-3825
Strong	Jim Webster	678-2611
Strong	Elaine Romanoski	639-2201
Wilton	Jeannine LeVigne	645-2304

LOCAL THRIFT STORES

Community Can Thrift Shop

2 South Main Street
Mechanic Falls, ME 04256
Phone: (207) 346-0955

Farmington Thrift Shop

217 Broadway
Farmington, ME 04938
Phone: (207) 778-9046

Franklin County Children’s Task Force Clothing Exchange

113 Church Street
Farmington, ME 04938
Phone: (207) 778-6960

Stephens Memorial Thrift Shop

181 Main Street
Norway, ME 04268
Phone: (207) 743-5933 ext. 777

Touch of Class

309 Wilton Road
Farmington, ME 04938
Phone: (207) 778-4492

Touch of Class II

206 Broadway
Farmington, ME 04938
Phone: (207) 778-3236

United Methodist Economic Ministries Thrift Shop/Food Pantry

Kingfield Road
Salem, ME 04983
Phone: (207) 678-2611

What Not Shop

240 Waldo Street
Rumford, ME 04276
Phone: (207) 364-2139

Health Services

MEDICAL ASSISTANCE

If you have lost your health coverage and you need medical care, speak with your doctor or hospital about making a payment plan. Also contact **Franklin Health Access**.

Franklin Health Access

Franklin Health Access serves the uninsured or underinsured in the Greater Franklin County Area. Franklin Health Access welcomes local people of all ages who have no health insurances and who meet the eligibility requirements. You may qualify for membership if you: do not currently have health insurance, meet certain household income guidelines based on family size, have lived in Franklin County, Livermore, Livermore Falls, or Vienna for three months or more. For more information contact Franklin Health Access:

111 Franklin Health Commons
Farmington, Me 04938
(207) 779-2772

VETERANS BENEFITS

Veterans: If you or a member of your immediate family has served in the U.S. Armed Forces, you may qualify for veteran's health benefits. Contact the Togus VA Office Center for more information at:

Togus VA Regional Office
1 VA Center
Togus, ME 04330
1-800-827-1000 or 1-877-421-8263

MAINE CARE PROGRAM

The State of Maine has the Medicaid program to help eligible people pay for a variety of medical services. If you are receiving TANF or Supplemental Security Income (SSI), you are automatically eligible for the Medicaid program. You may also qualify for the Medicaid program if you meet all but the income requirements for TANF or SSI.

CUB CARE

You may be eligible for another State of Maine program called "Cub Care" if you have children age 18 and under, or you are pregnant, and your gross family income is at or below the amounts listed on the application. (Note: even if your family income is above the amount indicated on the application, you are encouraged to apply. Certain expenses may be taken out of your total family income.) Applications are available by calling the **Department of Health and Human Services** at **1-800-442-6382**.

You can apply by sending in the application or you can take it in to your local DHHS office. Any income that you or your spouse is receiving should be listed in the 'Household Income' section and pay stubs for the past four weeks should be attached. For Cub Care, there is no need to list assets, since assets are only considered when a parent or adult is applying for benefits for themselves.

Androscoggin Home Care and Hospice (AHCH)

AHCH will serve anyone in the Franklin County and Livermore Falls area. AHCH offers skilled home care to assist both children and adults who need short term care in their recovery from illness, injury, surgery, or help with a changing medical condition. For more information contact AHCH at **(207) 645-5334**.

KATIE BECKETT OPTION is a category of Medicaid eligibility for children under the age of 18 who “have a medically determinable physical or mental impairment that results in marked or severe functional limitation.” In applying for Medicaid under this option, only your child’s income and assets are looked at. For more information, contact your DHHS office. **1-800-442-6382**.

HEALTH SCREENINGS: Healthy Community Coalition’s “Mobile Health Unit” offers health screenings such as blood pressure and cholesterol checks and health related information throughout Franklin County. The Mobile Health Unit can be visited weekly, on Tuesdays, from 12 PM to 4 PM in the Farmington Wal-Mart parking lot. For more information, or to find out where the “Mobile Health Unit” will be, visit the Healthy Community Coalition website at: www.FCHN.org/HCC or call **(207) 645-3136**

PRESCRIPTION DRUG ASSISTANCE

Limited assistance with medical prescriptions was developed by local healthcare providers, including your local hospital. They know that not having access to healthcare is a big problem for people in the community, so they decided to do something about it. For more information call: **1-877-626-1684**.

PRESCRIPTION MEDICATIONS: DHHS has a low cost drug program for elders (62+) and adults with disabilities. For more information, call **1-800-442-6382**... If your income and assets are very low, General Assistance office at your local town office may be able to help with prescription medications. Be prepared to list all of your income and expenses when you apply. There are programs through the pharmaceutical companies for reduced cost medications, Contact Franklin Health Access for more information (see page 23).

Maine RX Plus

This program is open to all Maine residents who are either 62 or older or at least 19 years of age and disabled and with incomes up to 350% of the Federal poverty level. You may also be eligible if your family income is higher, if you spend more than 5% of your family income on prescription drugs or 15% on medical expenses. For more information Contact DHHS at:

Phone: **1-866-796-2463**

TTY **(207) 287-1828** or **1-800-423-4331**

TDD **(207) 287-1828** or **1-800-423-4331**

RXCaresForME.org

RXCaresForME.org is a program that connects qualified, low-income people with discount prescription drugs, direct from the pharmaceutical manufacturer. For more information call: **1-888-477-2669**.

Medicare Prescription Drug Coverage (Medicare Part D)

Medicare Part D is the name of the Prescription Drug Benefit Program being offered to all Medicare beneficiaries. It started on January 1, 2006. Private health plans and Medicare HMOs apply to Medicare for approval to offer a Part D plan that covers prescription drugs. Medicare beneficiaries will then be able to compare the Part D plans and enroll directly into the plan of their choice. As this is a relatively new program, there are many questions and concerns being shared, such as: How much does it cost? Do I have to enroll? Is there help available to pay for these costs? For local information please contact SeniorsPlus at **(207) 645-3315** or **1-800-427-1241** and ask for the Wilton Office.

DENTAL ASSISTANCE

Community Dental is a non-profit agency operating in Farmington and Rumford. The center provides basic dental preventative, restorative and emergency care for all ages on a sliding scale fee based on income and family size MaineCare is also accepted. For more information or to schedule an appointment call:

Community Dental-Farmington

131 Franklin Health Commons, Suite I
Farmington, ME 04938
Phone: (207) 779-2659

Community Dental-Rumford

60 Lowell Street
Rumford, ME 04276
Phone: (207) 369-3600

Additional Health Care Information

CarePartners	1-877-883-1797
Franklin Memorial Hospital	1-800-398-6031 (207) 778-6031
Rumford Hospital	(207) 369-1000
Healthy Community Coalition	1-800-525-3136 (207)645-3136
Home Health Service Hotline	1-800-621-8222
Medicaid Program's Health Works	1-800-977-6740
Maine Poison Control Center	1-800-222-1222
Maine Low Cost Drug Program	1-866-796-2463

Mental Health and Substance Abuse Services

MANAGING STRESS

Below are many symptoms of stress. Many are common to all of us. They should not go on more than a few days. If you notice them beginning to be more and more intense you may want to seek help.

- Frequent deep mood changes**
- Changes in routine**
- Complaints of health problems**
- Trouble sleeping or sleeping excessively**
- Increased use of alcohol/drugs**
- Inability to make decisions**
- Feelings of hopelessness**
- Changes in appetite**
- Irritability**
- Isolation of friends and family**

Check with your local hospital to see about managing stress classes or call 2-1-1.

Above are normal reactions to stress, but if they go on too long or seem too intense to manage, help is available 24-hours a day by telephone or in person support and counseling. Call your nearest mental health center. Mental health centers are able to provide reduced cost services based on ability to pay and also accept Medicaid, Medicare, and most health insurance coverage. There are community mental health centers throughout Maine that provide outpatient counseling, emergency evaluation, and intervention.

Call the **Statewide Toll Free Crisis number** to find the help you need: **1-888-568-1112**

Care & Comfort

Care & Comfort's mission is to provide quality home health and mental health care. Services are delivered by skilled, compassionate professionals. Care & Comforts strives to meet and exceed nationally recognized standards of care while serving as a resource for the community. For more information call: **(207) 778-5515 or 1-866-397-3350**

Sweetser

Sweetser's Children's Case Management Services (case management) assists children who are diagnosed with an Axis I or II mental health diagnosis. The services are based on the client's strengths, family choice, and encourage natural support in participating in treatment planning. For more information contact Sweetser at: Phone: **(207) 645-2376**

Evergreen Behavioral Services

Counseling Center - Individuals, Families, Couples, Group, Substance Abuse, DEEP certified, Evaluations, Therapy, Consultations, Education, EAP, Chronic Pain Treatment, Eating disorders. For more information call: **(207) 778-0035 or 1-800-394-1900**

Tri-County Mental Health

Care is provided to children, adults, and elderly individuals from all ethnic, religious and socio-economic backgrounds. The severity of the problems people bring to the agency varies widely, from mild depression or anxiety to chronic mental illness, addiction, and profound developmental disabilities. For more information call: **(207) 778-3556 or 1-800-559-3556.**

SUPPORT GROUPS

Women, Work and Community offers ongoing support groups open to women in transition, with emphasis on assertive communication, making decisions, and overcoming self-defeating behaviors. For more information call: **1-800-442-2092**

There are many types of support groups. The following is a list of groups that you or your family may benefit from, or organization that offer groups.

Additional Alcohol and Drug Abuse Support

Alcoholics Anonymous	1-800-737-6237 or (207) 274-4335
Alanon	1-800-498-1844 or (207)-284-1844
Narcotics Anonymous Helpline	1-800-974-0062
New Directions	(207)938-4431
Substance Abuse, Information & Resource Center	1-800-499-0027
Central Maine Counseling	(207) 782-3386
Maine Tobacco Help Line	1-800-207-1230

Additional Mental Health Services and Support

Catholic Charities	1-800-781-8550
Crisis & Counseling Centers, Inc	1-888-568-1112
Evergreen Behavioral Services	1-888-568-1112
Tri-County Mental Health Service	1-800-304-HOPE
Maine Suicide and Crisis Hotline	1-888-568-1112
NAMI (National Alliance for the Mentally Ill) Maine	1-800-464-5767
Care & Comfort	1-866-397-3350
LEAP -- Life Enrichment Advancing People, Inc.	(207) 778-3443
Pathways Inc.	(207) 795-4085
AIDS Hotline	1-800-232-4636

Additional Support Groups

Aids/HIV	(207) 621-6201
Alzheimer's Support Group	(207)778-6591
American Cancer Society	1-800-ACS-2345
Autism Society of Maine	1-800-273-5200
Battered Women's Project	1-800-439-2323
Bereaved Parents	(207) 778-5911
Breast Cancer Support Group	1-800-398-6031 ext. 2430
Families in Transition	1-800-287-1482
Family Crisis Shelter	1-800-537-6066
Gaining Empowerment Allows Results (GEAR)	1-800-264-9224
Maine Center on Deafness, MCD	1-800-639-3884
Multiple Family Support Center	(207) 778-4235
New Hope for Women	1-800-552-3304
Parent Support Group	(207)778-6960
T.O.P.S. (Take Off Pounds Sensibly)	(207) 645-2124
The Center of Grieving Children	(207)775-5216
Widows/Widowers' Support	(207)778-778-4187

Domestic Violence and Sexual Abuse Services

Abused Women's Advocacy Project (AWAP)

AWAP advocates can help with: a confidential place to talk, information and resources, shelter and support groups, and assistance through the court system. AWAP also provides referral to other support systems and is a safe place when home isn't safe.

Farmington Office Phone: (207) 778-6107

Lewiston Office Phone: (207) 782-1785

Norway Office Phone: (207) 743-5806

Rumford Office Phone: (207) 369-0750

Peace in Our Families

Peace in Our Families is a community-wide task force in Greater Franklin County that aims to reduce the incidence and severity of domestic violence, sexual assault and other forms of interpersonal violence. To change cultural beliefs and behaviors about violence in all its forms and its impact on the individuals in the community; and mobilize all current and potential resources promoting healthy relationships.

Franklin Community Health Network

111 Franklin Health Commons

Farmington, ME 04938

(207) 779-3150 or (207)778-9522

Sexual Assault Victims Emergency Services (SAVES)

SAVES provides support to victims of sexual assault or abuse to help them recover from the assault and, if they choose to do so, work with the police and the courts to prosecute the offender. Trauma Recovery and Empowerment support groups are provided for both women and men, and support groups for teens are available through the high schools throughout Franklin County. SAVES School-Based Advocate spends one day each week in each of the high schools to meet with students who need support. Programs to help people understand and reduce the risk of sexual assault are offered to students and residents throughout Franklin County. For more information call SAVES at:

(207) 778-9522

SAVES Rape Crisis Hotline

1-800-871-7741

Housing and Shelters

Androscoggin County Habitat for Humanity

Androscoggin County Habitat for Humanity is an affiliate of Habitat for Humanity International, a nonprofit, ecumenical Christian housing organization. Habitat for Humanity works in partnership with local people in need to build and renovate decent, affordable housing. The houses are then sold to qualifying families at no profit and with no interest charged, allowing many to enjoy the pride and dignity of home-ownership. Without Habitat for Humanity's program, these families might not otherwise be able to own a home through traditional means. For more information call: **(207) 786-2598**

Community Concepts

Community Concepts is a Maine non-profit community action agency dedicated to helping people to help themselves. Housing programs offered by Community Concepts includes: Homeless Shelters, Section 8 Housing and Self-Help home building program, low income housing for Senior Citizens. For more information call: **(207) 743-7716**

Maine State Housing Authority (MSHA)

Persons needing housing information, rental assistance, or low interest loans to purchase or make home improvements, among other services can contact MSHA. Must meet income guidelines. A comprehensive list of homeless shelters is also available. Provides low-interest loans to purchase a home and to improve livability or energy efficiency of homes, including modifications to improve accessibility for persons with disabilities. Refers low income renters to housing providers assisted by MSHA and maintains a list of homeless shelters. For more information contact Maine State Housing at:

**353 Water St.
Augusta, ME 04330
1-800-452-4668**

Rural Community Action Ministry

RCAM reaches out to people of rural Maine who are in need and assists them to help themselves. RCAM also has Summer Mission/Work Groups come to Maine in the summer from all over the country to help RCAM's Housing Program rehabilitate community homes. RCAM's housing program is designed to respond to both the emergency and long term needs to maintain safe and adequate housing. For more information contact RCAM at:

**81 Church Hill Rd.
Leeds, ME 04263
(207) 524-3791 or (207) 224-7505**

Western Maine Community Action

Western Maine Community Action is one of the State's vital community action programs offering numerous ways to improve the community's quality of life including through housing and energy assistance programs. For more information please call **1-800-645-9636**.

Subsidized Apartments

Blueberry Hill Apartments

145 North St.
Farmington
(207) 947-6795
Low-income families.

Cranberry Peak

49 Old Dead River Rd.
Stratton
(207) 265-4006
Senior citizens and people with disabilities.

Ethel Walton Apartments

114 Thompson-Walton Court
Farmington
1-800-260-0201
Senior Citizens and people with disabilities.

Jay Elderly Housing

17 Lavoie St.
Jay
(207) 743-7961
For senior citizens and people with disabilities.

Rangeley Town House Apartments

4 School St.
Rangeley
(207) 621-7700; 1-866-621-7705
Apartments for senior citizens and people with disabilities.

Carrabec Park

62 West Kingfield Rd.
Kingfield, ME 04947
(207) 265-4006
Housing for the elderly and people with disabilities.

Deer Crossing (Hazel Thompson)

264 Titcomb Hill Rd.
Farmington
1-800-260-0201
Senior citizen and people with disabilities.

Fernwold Apartments

60 US Rt. 2
Wilton
(207) 772-8896
Low in-come families.

Jay Hill Apartments

446 Main St.
Jay
(207) 743-7961
Apartments for low in-come families.

Wilton Senior Housing

11 Eastern Ave.
Wilton
(207) 784-0142; 1-800-539-0142
Apartments for senior citizens and people with disabilities.

**For additional subsidized housing visit the
Maine Subsidized Housing Website:**

<http://www.mainehousing.org/DATASubsudizedHousingListing.aspx>

Shelters

Androscoggin County

Abused Women's Advocacy Project	Domestic Violence	(800) 559-2927	Auburn ME
Hope Haven Gospel Mission	General (separate family quarters)	(207) 783-6086	209 Lincoln Street, Lewiston ME
New Beginnings	Youth	(207) 795-4070	491 Main Street, Lewiston ME
Rural Community Action Ministry	General (mostly families)	(207) 524-5095	River Road, Leeds ME
St. Martin de Porres Residence	General	(207) 786-4690	Lewiston ME

Aroostook County

Battered Women's Project	Domestic Violence	(800) 439-2323	Caribou ME
Battered Women's Project	Domestic Violence	(800) 439-2323	Houlton ME
Battered Women's Project	Domestic Violence	(207) 764-2977	Fort Kent ME
Sister Mary O'Donnell Shelter	General & Youth	(207) 764-5114	745 Central Ave, Presque Isle ME

Cumberland County

City of Portland Family Shelter	Family	(207) 772-8339	54 & 55 Chestnut Street, Portland ME
Family Crisis Services-Portland	Domestic Violence	(800) 537-6066	Portland ME
Ingraham (Mainstay/Bridge)	Mental Illness	(800) 870-9998	237 Oxford Street, Portland ME
MAPS – Portland	Pregnant teens & women	(800) 640-7550	306 Congress Street, Portland ME
Milestone	Substance Abuse	(207) 775-4790	65 India Street, Portland ME
Oxford Street Shelter	General	(207) 761-2072	197 Oxford Street, Portland ME
Prebele Street Women's Shelter	Women	(207) 775-0026	5 Portland Street, Portland ME
Preble Street Lighthouse Shelter	Youth	(207) 775-0026	65 Elm Street, Portland ME
Preble Street Resource Center	Day Shelter	(207) 775-0026	5 Portland Street, Portland ME
Tedford Housing	General	(207) 725-4871	49 Cumberland Street, Brunswick ME
Tedford Housing	Families	(207) 729-4583	49 Cumberland Street, Brunswick ME
Youth Alternatives Girls Transitional	Youth (girls)	(207) 874-1175	137 Gray Road, Falmouth ME
Youth Alternatives Reardon's Place	Youth (boys)	(207) 874-1175	705 Westbrook Street, South Portland ME

Hancock County

HOME – Dorr House	Mental Illness, Substance Abuse	(207) 469-7961	90 Schoolhouse Rd, Orland ME
HOME – Emmaus	General	(207) 667-3962	Corner of Main & Water Streets, Ellsworth ME
HOME – Hospitality House	General	(207) 469-7961	15 First Street, Bucksport ME
HOME - St. Francis Inn	General	(207) 469-7961	East Orland ME
The Next Step	Domestic Violence – safe homes	(800) 315-5579	Ellsworth ME

Kennebec County

Bread of Life	General (space for families)	(207) 626-3479	155 Hospital Street, Augusta ME
Family Violence Project	Domestic Violence	(800) 890-7788	Augusta ME
Mid-Maine Homeless Shelter	General (space for families)	(207) 872-8082	28 Ticonic Street, Waterville ME

Knox County

Breakwater Teen Shelter	Youth	(207) 596-0359	218 Main Street, Rockland ME
Mid-Coast Hospitality House	General	(207) 594-1422	169 Old County Road, Rockport ME
New Hope for Women	Domestic Violence- safe homes	(800) 522-3304	Rockland

Oxford County

Galilee House	Women and children	(207) 744-0936	25 Deering Street, Norway ME
Oxford Hills Family Shelter	Family	(207) 739-6502	5 Porter Street, South Paris ME
Rumford Group Home	Youth	(800) 550-3551	346 Pine Street, Rumford ME
Strathglass Family Shelter	Family	(800) 866-5588	32 Erchles Street, Rumford ME

Penobscot County

Acadia Recovery Community Shelter	Substance Abuse	(800) 244-2555	179 Indiana Avenue, Bangor ME
Bangor Area Homeless Shelter	General	(207) 947-0092	263 Main Street, Bangor ME
My Choice – Bangor	Pregnant Teens & women	(800) 773-9595	181 State Street, Bangor ME
Shaw House	Youth	(207) 941-2874	136 Union Street, Bangor ME
Spruce Run	Domestic Violence	(800) 863-9909	Bangor

Piscataquis County

Womancare	Domestic Violence-safe homes	(800) 564-8165	Dover-Foxcroft ME
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Somerset County

Family Violence Project	Domestic Violence	(800) 890-7788	Somerset County ME
Youth and Family Services	Youth	(207) 474-8574	627 Middle Road, Skowhegan ME

Washington County

Kilun Kikin Emergency Shelter	General	(207) 853-6021	Perry ME
The Next Step	Domestic Violence	(800) 315-5579	Machias ME

York County

Caring Unlimited	Domestic Violence	(800) 239-7298	Sanford ME
York County Shelters	General (separate space for families)	(207) 324-1137	147 Shaker Hill Road, Alfred ME
You Are Never Alone (YANA)	Substance Abuse	(207) 283-0069	826 Portland Road, Saco ME

Public Libraries

Public libraries are a great resource for you and your family to use. Public libraries near you can help you connect to the resources you need. Visitors can use public access to the internet, or make copies of important paper work etc. Connection to your local library can be more helpful than you think!

Dixfield Public Library

40 Main Street
Dixfield, ME 04224
562-8838

Farmington Public Library

117 Academy Street
Farmington, ME 04938
(207) 778-4312

Livermore Public Library

Canton Road
Livermore, ME 04253
(207) 897-7173

New Vineyard Public Library

20 Lake Street
New Vineyard, ME 04956
652-2250

New Sharon Public Library

37 Library Rd.
New Sharon, ME 04955
(207) 779-1128

Phillips Public Library

Main Street
Phillips, ME 04966
(207) 639-2665

Strong Library

14 South Main Street
Strong, ME 04983
(207) 684-4003

Treat Memorial Library

56 Main Street
Livermore Falls, ME 04254
(207) 897-3631

Webster Library

Depot Street
Kingfield, ME 04947
(207) 265-2052

Weld Free Public Library

Church Street
Weld, ME 04285
(207) 585-2439

Wilton Free Public Library

104 Main Street
Wilton, ME 04294
(207) 645-4831

Safety and Emergency Services

American Red Cross

The American Red Cross, a humanitarian organization led by volunteers, guided by its Congressional Charter and the Fundamental Principles of the International Red Cross Movement, will provide relief to victims of disasters and help people prevent, prepare for, and respond to emergencies. The American Red Cross also offers CPR, First Aid, Babysitters Training, CPR for the Professional Rescuer, Blood Borne Pathogens and Disaster Training. For caregivers we offer a series of caregiving classes that are free of charge to anyone 65 and over or anyone caring for someone 65 or over. For more information contact the American Red Cross at:

United Valley Chapter
1180 Lisbon Street, Suite 2, Lewiston, ME 04240
(207) 795-4004

Emergency Management Agency in Franklin and Oxford County

Franklin County and Oxford County Emergency Management Agencies provide assistance to persons needing help due to man-made, natural or nuclear disasters, and inland security. They offer films on national disasters, information on medical self-help, and coordinated services for disaster relief. For more information contact the Emergency Management Agency nearest you at:

Franklin County Emergency Management Agency
140 Main Street, Farmington, ME 04938
(207) 778-5892

Oxford County Emergency Management Agency
26 Western Avenue, South Paris ME 04281
(207)-743-6336

NorthStar Emergency Medical Services

NorthStar provides regional ambulance service and emergency medical care to area residents as well as visitors-from auto accidents to snowmobile rescues, from medical emergencies to skiing emergencies, from Main Street residences to backwoods camps. With bases in Rangeley, Sugarloaf, Phillips, Farmington and Livermore, NorthStar is positioned to provide fast response when time is of the essence. For more information call: **(207) 779-2770** for non-emergency; for emergency dial **911**.

Med-Care Ambulance

Med-Care Ambulance Service is the primary emergency medical services agency for a majority of Oxford County. We provide emergency medical response to the towns of Andover, Byron, Canton Dixfield, Hanover, Mexico, Newry, Peru, Roxbury and Rumford in Oxford County, as well as to the town of Carthage in Franklin County. For more information call: **(207) 364-8748** for non-emergency; for emergency dial **911**.

Tri-County EMS

Tri-County EMS is committed to providing the highest quality Emergency Medical Services within the Androscoggin, Franklin, and Oxford Counties. This is achieved through an evolving Emergency Medical Services System in the region and the state. Our purpose is to integrate the components of the EMS system and foster fiscally responsible quality patient outcomes through multi-disciplinary collaboration.

Sheriff's Office

Franklin County Sheriff's Department: 1-800-773-2680
Androscoggin County Sheriff's Department: (207) 784-7361
Oxford County Sheriff's Department: (207) 743-9554 x3

Unemployment is probably one of the most difficult experiences you may ever have to endure.

You can get through it though, with patience, effort and by taking advantage of the help available.



United Way of the Tri-Valley Area

PO Box 126
232 Broadway
Farmington, ME 04938
(207) 778-5048
(207) 779-0577 Fax
www.uwtva.org
info@uwtva.org