



MAINE CAREGIVER RESOURCE GUIDE

AARP Real Possibilities in
Maine

I  CaregiversSM

MAINE CAREGIVER RESOURCE GUIDE



Caregiving may be one of the most important roles you will ever take on in your life. You may have become a caregiver suddenly or perhaps your role has evolved over time. No matter where you are in the continuum of caregiving—starting to plan, helping to coordinate a big move, or taking care of a family member in your home—having resources at your fingertips will make the process easier.

With many organizations offering different types of help and services, it can be a challenge to sort out the specific type of help or services best suited for your needs. AARP developed this resource guide with you—the caregiver—in mind as a starting point to help you find the services and supports you need throughout your caregiving journey.

We hope this resource guide can assist you in the following ways:

- > **Help you get the type of assistance you need.** This directory lists many government and nonprofit resources, which you can access both in-person and online.
- > **Help you connect with others.** You'll discover, if you have not already, that you're a part of a community of caregivers and caregiver supporters. You are truly not alone.
- > **Help take care of yourself.** This is vitally important but something that many caregivers often overlook. The act of caregiving can take a physical and mental toll on the caregiver. So, it's important that you make self-care a top priority.

Tips to Find Services and Supports

Here are a few pointers to keep in mind as you begin to look for resources and support.

Ask for help.

Friends and family will often ask you if there is anything that they can do to help. Use your network and ask others to help you look for resources and information in your area.

If possible, use the Internet.

The Internet is an easy and quick way to get information. Because information can vary, it is important not to rely on one site alone. Also, make sure the sponsoring organization is a reputable and reliable source of information.

Talk to a real person.

Many phone numbers will lead to voicemail. It's important to leave a message, but don't wait for someone to call you back. Keep in mind that some services have backlogs of calls to return. Keep calling back until you connect with someone who can help you. Usually a second request receives prompt attention.

Write down your questions in advance.

Before you call, write down specific questions and try to be as concrete and detailed as possible.

Keep track of your conversations.

Keep a notebook of who you talked to. Write down names, phone numbers, and notes from each call. You never know when you will need the information down the road.

No one person or organization has all the answers.

The person you get on the phone or the website you visit may have expertise in certain areas, but not in others. It is always smart to be prepared with other resources and organizations that can help.

Use your creativity.

Create your own personal resource network. This could include contacting community-based agencies to find out what kinds of support services are available in your area. Consider asking friends or other caregivers what resources they found to be useful.

Many services are local.

Services can vary widely from state to state and region to region. Make sure you look for resources that provide services where you live.

“As a caregiver, providing unpaid assistance with personal needs, chores, transportation, and/or medical care is not easy either emotionally or financially. Many caregivers like me are bound to need help somewhere along the line.”

—J. from Windham



MAINE LOCAL AND COUNTY RESOURCES

Following are local resources that can help to make caregiving easier. Some provide helpful information and others offer direct services such as help in the home, adult day care, social services and support groups.

Aging and Disability Resource Centers (ADRC)

The ADRC creates a single, coordinated system of information and access for all persons seeking long-term supports and services. The objectives are to reduce consumer confusion, build consumer trust and respect by enhancing individual choice and informed decision-making, and

break down barriers to community based living by giving consumer's information about the complete spectrum of private and public long-term care options.

You may call ADRC Maine at **1-877-353-3771** from anywhere in Maine.

You can directly contact the ADRC that serves the town you live in using the numbers that follow. Office Hours: 8:00 a.m.-4:30 p.m., Monday-Friday

Aroostook Agency on Aging (Aroostook County)

One Edgemont Drive, Suite 2, PO Box 1288, Presque Isle, ME 04769

Voice 207-764-3396
Toll Free 1-800-439-1789
TTY 207-992-0150

www.aroostookaging.org

Eastern Agency on Aging (Hancock, Penobscot, Piscataquis and Washington Counties)

450 Essex Street, Bangor, ME 04401-3937

Voice 207-941-2865
Toll Free 1-800-432-7812
TTY 207-992-0150

www.eaaa.org

SeniorsPlus (Androscoggin, Franklin and Oxford Counties)

8 Falcon Road, Lewiston, ME 04243-0659

Voice 207-795-4010
Toll Free 1-800-427-1241
TTY 207-795-7232

www.seniorsplus.org

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

One Weston Court, PO Box 2589, Augusta, ME 04338-2589

Voice 207-622-9212
Toll Free 1-800-639-1553
TTY 207-623-0809
Toll Free TTY 1-800-464-8703

www.spectrumgenerations.org

Southern Maine Agency on Aging (Cumberland, except Brunswick and Harpswell; and York Counties)

136 U.S. Route 1, Scarborough, ME 04074

Voice 207-396-6500
Toll Free 1-800-427-7411
TTY 207-883-0532
Fax 207-883-8249

www.smaaa.org

MAINE RESOURCES

Many of the organizations in your state can help provide you with the big picture of what is going on in the community. State organizations can refer you to local organizations that provide resources and services in your local community.

211 Maine

2-1-1 Maine is a comprehensive statewide directory of over 8,000 health and human services available in Maine. The toll-free 2-1-1 hotline connects callers to trained call specialists who can help 24 hours a day, 7 days a week.

Finding the answers to health and human services questions and locating resources is as quick and easy as dialing 2-1-1 or visiting www.211maine.org

Adult Protective Services (APS)

Provides education about and investigates allegations of elder abuse and neglect. Forms of abuse include physical, sexual abuse, financial exploitation and emotional and verbal abuse. If you or someone you know is being abused, neglected, exploited, or is unsafe, call Adult Protective Services to make a confidential report.

24-hour, toll-free 1-800-624-8404

Office of Aging & Disability
Services

SHS #11

41 Anthony Avenue
Augusta, ME 04333

Voice 207-287-9200

TTY Maine relay 711

HEALTH CARE

Finding a Care Provider

Get Better Maine

Get Better Maine is a program of the Maine Health Management Coalition (MHMC), which provides public information on Maine doctors and hospitals in order to allow people to make informed decisions about the care they receive. Their website offers comparative ratings on providers and hospitals in your area, as well as health resources for consumers and caregivers.

207-844-8106

www.getbettermaine.org

Help with Health Insurance

enroll207

enroll207 is a project of the Maine Health Access Foundation, the state's largest health care foundation. The purpose of enroll207 is to connect Mainers to certified assisters who can help review new options for health insurance through the Maine Health Insurance Marketplace.

150 Capitol Street, Suite 4

Augusta, Maine 04330

Voice 207-620-8266 (Maine
Health Access Foundation)

Fax 207-620-8269

www.enroll207.com

MaineCare

MaineCare (Medicaid) is a joint federal and state health care program for people with low income and limited resources to pay for health care. Through the Medicaid Waiver program, older adults who are eligible for nursing home payments can receive medical and support services that enable them to continue living at home.

Voice 207-287-3707

Fax 207-287-3005

www.maine.gov/dhhs/mainecare.shtml

State Health Insurance Program (SHIP)

The Maine SHIP is a health insurance assistance program funded by the Centers for Medicare and Medicaid Services (CMS). SHIP offers free health insurance counseling to those in Maine who have Medicare services, including:

- Additional information on Medicare
- How to enroll in the Medicare Savings Program
- How to detect and report errors
- Obtaining insurance

1-877-353-3771 (local office)
1-800-262-2232 (state office)

www.maine.gov/dhhs/oads/community-support/ship.html



Help with Prescription Medications

Maine Department of Health and Human Services

Low-cost drug program for older adults and people with disabilities.

For an application, contact the Maine Department of Human Services prescription drug information line: 1-866-796-2463 or 207-287-3707

www.maine.gov/dhhs/prescription_drugs.shtml

HOME CARE AND HOSPICE

Maine Hospice Council

A list of hospice and home health services throughout Maine.

293 Water Street, Suite 303
Augusta, ME 04330

Voice 207-626-0651

Fax 207-622-1274

www.maineospicecouncil.org



NUTRITION SERVICES

Maine Hunger Initiative

A food program offering daily soup kitchens and food pantries to all ages with low-income needs.

There are 80 food pantries and 3 soup kitchens in York & Cumberland counties. For more information, call

207-775-0026

www.preblestreet.org/what-we-do/advocacy-programs/maine-hunger-initiative

Maine Senior FarmShare

Program participants are qualified to receive a free share (\$50 worth) of first-quality, fresh, local produce from a Maine farm for 8 weeks during the growing season. Produce variety and deliver/pick-up method will vary depending on farm of choice. To take part in this program, you must:

1. Be a Maine resident, 60 years or older (55, if Native American)
2. Not be an immediate family member or live in the same household as the farmer
3. Meet income guidelines (updated annually)

For more information contact your local Area Agency on Aging/ADRC: 1-877-353-3771 or 207-287-7526

www.getrealmaine.com

Supplemental Nutrition Assistance Program (SNAP)

Offers monthly nutritional assistance for people with low income, as well as nutritional education.

Office for Family Independence
11 State House Station
19 Union Street
Augusta, ME 04333
207-624-4168

www.benefits.gov/benefits/benefit-details/1272

HOME AND COMMUNITY

Community Action Programs (CAP)

Assistance with a variety of programs including housing, fuel assistance, transportation, weatherization, and other basic needs.

Sample of services provided by CAP agencies:

- Fix ME Home Improvement program
- Keeping Seniors Home
- Weatherization projects
- Affordable ownership homes
- Temporary homeless assistance
- Home-based or micro business loan programs
- Incubator without walls project
- Home energy assistance
- Retired Senior Volunteer Program
- Religious Community Volunteers for Elderly and Disabled People

CAP Agencies by County

Aroostook County Action Program (ACAP)

P.O. Box 1116
444 Main Street
Presque Isle, ME 04769
1-800-432-7881 or 207-764-3721

87 W. Main Street
Fort Kent, ME 04743
207-834-5135

91½ Military Road
Houlton, ME 04730
207-532-5300

66 Fox Street
Madawaska, ME 04756
207-728-6345

Knox County:

Coastal Community Action Program (CCAP)

4 Union Street
Rockland, ME 04841
207-594-3648

Sagadahoc and Lincoln Counties:

Coastal Economic Development Corp. (CED)

38 Wing Farm Parkway
Bath, ME 04530
1-800-221-2221 or 207-442-7963

Androscoggin and Oxford Counties:

Community Concepts, Inc. (CCI)

16-19 Market Square
South Paris, ME 04281
207-743-7716

2 Court Street
Auburn, ME 04210
207-795-4065

Somerset and Kennebec Counties:

Kennebec Valley Community Action Program (KVCAP)

97 Water Street
Waterville, ME 04903
207-859-1500

22 Armory Street
Augusta, ME 04330
207-622-4761

26 Mary Street
Skowhegan, ME 04976
1-800-452-8227 or 207-474-8487

www.kvcap.org

Penobscot and Piscataquis Counties

Penquis Community Action Program (PCAP)

262 Harlow Street
P.O. Box 1162
Bangor, ME 04402-1162
207-973-3500

40A Main Street
Lincoln, ME 04457
207-794-3093

www.penquiscap.org

Cumberland County:

Opportunity Alliance

510 Cumberland Avenue
Portland ME 04101

207-874-1140 or toll-free (Maine only) 1-800-698-4959

www.opportunityalliance.org

Waldo County:

Waldo County Committee for Social Action (WCCSA)

P.O. Box 130
9 Field Street, Suite 435
Belfast, ME 04915
1-800-498-3025 or 207-338-6809

Washington and Hancock Counties:

Washington-Hancock Community Agency (WHCA)

Corner of Maine and Maple
Milbridge, ME 04658-0280
207-546-7544

Ellsworth Office: 207-664-2424
Machias Office: 207-259-5015

Franklin County:

Western Maine Community Action (WMCA)

P.O. Box 200, 20A Church Street
East Wilton, ME 04234
207-645-3764

www.wmca.org

York County:

York County Community Action Corporation (YCCAC)

6 Spruce Street
Sanford, ME 04073
207-324-5762

Biddeford: 207-283-2402

Kittery: 207-439-2699

Waterboro: 207-247-3665

Family Caregiver Support Program

This program, supported by the Administration on Aging, is for families caring for older adults, and for grandparents caring for grandchildren. Resources provided include:

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

For more information, contact your local Area Agency on Aging/ADRC: 1-877-353-3771 or 207-287-9200

Low Income Home Energy Assistance Program

Provides financial assistance for residents who are unable to pay utility bills. Weatherization resources also may be available.

MaineHousing
353 Water Street
Augusta, ME 04333
1-800-452-4668 or 207-626-4600

www.mainehousing.org/programs-services/energy/energydetails/low-income-home-energy-assistance-program

MaineHousing

MaineHousing provides grants or low-cost home improvement loans for health and safety related repairs and improvements. The program consists of a Home Repair Grant, Elderly Hardship grant and Septic Repair/Replacement loans.

1-800-452-4668 or 207-626-4600
www.mainehousing.org

Maine Veterans' Homes

Offers a complete range of long-term care and rehabilitative programs and services for veterans and their families.

40 Civic Center Drive
Augusta, ME 04330
1-800-278-9494

www.maineveteranshomes.org

Rural Repair and Rehabilitation Loans and Grants

The USDA's Very Low-Income Housing Repair program provides loans and grants to very low-income homeowners to repair, improve, or modernize their dwellings or to remove health and safety hazards.

USDA Rural Development State Office
967 Illinois Avenue, Bangor ME 04401
207-990-9160

www.payingforseniorcare.com/home-modifications/usda-rural-repair-grant.html

CHOOSING A SENIOR LIVING COMMUNITY

Assisted Living Directory

A list of Maine's assisted living facilities and services.

1-866-333-6550
www.assisted-living-directory.com/content/maine.htm

Maine Health Care Association

A description of long-term care facilities, as well as the option to enter your ZIP code to find a facility near you.

317 State Street
Augusta, ME 04330
207-623-1146

www.mehca.org/find-facility

Nursing Home Compare

Detailed information about every Medicare- and Medicaid-certified nursing home in the country. Enter your zip code to get comparative information on nursing homes in your area. Also provides information on other long-term care options.

www.medicare.gov/NursingHomeCompare/search.html

LEGAL SERVICES

Legal Services for the Elderly (LSE)

Provides free legal services statewide to people aged 60 and over. Priority is given to those who are socially or economically needy. LSE has offices in Augusta, Bangor, Lewiston, Presque Isle and Scarborough. Staff attorneys provide representation in matters concerning access to long-term care, physical abuse or financial exploitation, public benefits, evictions, foreclosure and other issues.

LSE provides free legal information and brief services from Helpline attorneys over the phone on a wide variety of issues. For clients who need extended assistance, LSE may make a referral to one of its regional offices.

5 WabonStreet, Augusta, ME 04330
Legal Helpline Statewide
1-800-750-5353
207-621-0087
<http://mainelse.org>

Maine Long-Term Care Ombudsman

The Maine Long-Term Care Ombudsman Program is a non-profit agency whose mission is to advocate for quality of life and quality of care for long-term care consumers. Federal law and Maine law authorize staff to investigate complaints made by or on behalf of long-term care consumers and to assist consumers in exercising their rights that are guaranteed by law.

The Maine Long-Term Care Ombudsman Program is here to help with information, guidance and advocacy. Our services are free and confidential.

61 Winthrop Street
Augusta, Maine 04330
1-800-499-0229 or 207-621-1079
www.maineombudsman.org

TRANSPORTATION SERVICES

Non-Emergency Transportation (NET)

This is a MaineCare program that provides contact information for rides to covered services.

For more information, contact MaineCare Member Services at:
1-800-977-6740

www.maine.gov/dhhs/oms/member/member_transportation.html

Rides in Sight

This program provides information about senior transportation options in local communities throughout the U.S.

Information is available through the program's website, as well as a hotline that is available Monday-Friday, 8:00 a.m. to 8:00 p.m. Eastern time.

Hotline: 1-855-60-RIDES
www.ridesinsight.org/Home/About

NATIONAL RESOURCES

The national resources below provide valuable information and can connect you to programs and services in your state and local community.

Alzheimer's Association

Information and support for people with Alzheimer's disease and their caregivers. Operates a 24/7 helpline and care navigator tools.

Maine Chapter: 207-772-0115
1-800-272-3900
www.alz.org

Alzheimers.gov

A free federal information resource about Alzheimer's disease and related dementias.

www.alzheimers.gov

ARCH Respite Network

The ARCH National Respite Network includes the National Respite Locator, a service to help caregivers and professionals locate respite services in their community.

www.archrespite.org

Caregiver Action Network

Information, educational materials, and support for family caregivers.

202-454-3970
www.caregiveraction.org

Eldercare Locator

A public service of the U.S. Administration on Aging that connects caregivers to local services and resources for older adults.

1-800-677-1116
www.eldercare.gov

Family Caregiver Alliance

Tools and resources for family caregivers, including the Family Care Navigator, a state-by-state list of services and assistance.

1-800-445-8106
www.caregiver.org

Medicare

Provides information about the Medicare program and how to find Medicare plans and providers. Caregivers will also find a tool on the website to compare home health care agencies and nursing homes.

207-370-0143

www.medicare.gov

National Academy of Elder Law Attorneys

A professional association of attorneys who specialize in legal services for older adults and people with special needs. Find a database of elder law attorneys by state.

www.naela.org

The National Clearinghouse for Long-Term Care Information

Information and tools to help plan for future long-term care needs.

www.longtermcare.gov

Social Security Administration

Information on retirement and disability benefits, including how to sign up for Social Security.

1-800-772-1213

www.ssa.gov

Veterans Administration

Provides supports and services for families caring for veterans. Connects caregivers with local caregiver supports programs for veterans.

1-800-827-1000

www.caregiver.va.gov

AARP RESOURCES FOR CAREGIVERS

AARP Caregiving Resource Center

One-stop shop for tips, tools and resources to use while caring for a loved one.

1-877-333-5885

www.aarp.org/caregiving
For Spanish visit
www.aarp.org/cuidar

AARP Caregiving Support Line

Connects you directly with an information specialist who can talk with you about services and support available in your community.

1-877-333-5885

For Spanish call 1-888-971-2013
Monday-Friday,
7:00 a.m.– 11:00 p.m., EST

Advance Directive Forms

Free, downloadable state-specific advance directive forms and instructions.

www.aarp.org/advancedirectives

AARP Caregiving App

Helps you manage your to-do list, calendar of appointments and support scheduling.

You can download it at
www.aarp.org/caregivingapp

AARP Rx App

Helps you manage your loved one's medications. You can also use it to help manage your own medications.

You can download it at
www.aarp.org/rxapp

I Heart Caregivers

An initiative to recognize family caregivers by providing them a place to share their stories and learn how they can help improve caregiver support in their state.

www.aarp.org/iheartcaregivers

Living Longer, Living Smarter

An educational series that helps caregivers and older adults create a plan for their future.

www.aarp.org/decide

AARP Benefits Quick Link

Find public benefits that can help you pay for food, medicine, health care, utilities and more by using AARP Foundation's Benefits QuickLINK tools.

www.aarp.org/quicklink



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Portland, ME 04101
1-866-554-5380
aarp.org/me

 facebook.com/aarpmaine

 twitter.com/aarpmaine