

# KvCAP

Building Stronger Individuals,  
Families and Communities

Kennebec Valley Community Action Program



# KVCAP Annual Report 2014

Creating Opportunity For 49 Years

## A Letter from the CEO & Board President

Dear Friends:

Looking back on 2014, we have much to be proud of here at KVCAP. We would like to thank the Board of Directors as well as our hard working, dedicated staff for all the work they do to assist individuals and families in Central Maine. Each new year is approached with hope for a better future for those living in the **91** communities we serve. With national and state economies remaining in transition, KVCAP programs have become even more essential with more people in need of our assistance. Highlights of this past year include:

- Child & Family Services provided *442,928 hours of preschool and child care services* to **482** children and their families, including *72,171 nutritious meals and snacks*.
- KVVan transported passengers *over 2.7 million miles, ensuring access to health care and other services*.
- *123* youth were served at the *South End Teen Center*.
- Energy & Housing Services *weatherized 187 homes*.
- Maine Families provided *home visits and support to 348 families*.
- *10,476* households received heating assistance in Kennebec, Somerset, Lincoln and Sagadahoc Counties.

As our **50th** year of serving Central Maine approaches, we continue to follow the mission of community action agencies. Our goal is to *assist people and families in becoming self-sufficient to reduce poverty*. We hope that you will be inspired to join us in our journey toward that goal.

Sincerely,

*Patricia L. Kosma*  
Chief Executive Officer

*Sheryl Gregory*  
President, Board of Directors



*Patricia L. Kosma*

Pat began her lifelong career for KVCAP in 1980 when she was hired as an Outreach Worker for the Energy Program. She has held numerous positions with increased levels of responsibility since she came to the Agency some thirty four years ago.

In 2008 Pat was appointed to the position of Chief Executive Officer. Her interest in fulfilling the Agency's mission and vision has always remained strong. She provides positive leadership to the Agency's Management staff as well as all employees. She is approachable and willing to listen to staff ideas while maintaining a common sense approach to problem solving.

Throughout her years of service Pat developed a significant presence in the community that attracted the attention of organizations, politicians, municipal officials, and leaders of state agencies. Her work significantly improved KVCAP's visibility and improved our connection with partners throughout the community.

Under Pat's leadership, KVCAP has continued to thrive and provide vital services even during difficult economic times. Just a few of her accomplishments include the development of the historic Gerald Hotel, which resulted in twenty-eight seniors residing in quality, affordable housing; the conversion of the Transportation Programs utilization of a brokerage model; the Agency's energy and weatherization expansion into Lincoln and Sagadahoc counties, and the Educare project that put early care and education on the map in Central Maine and serves over 200 children and their families.

Pat sincerely cares about the employees at KVCAP. She has always seen the potential in staff and has supported them in their personal and professional growth. She is a great role model, looked up to and loved by many.

The Board of Directors and all of the staff at KVCAP wish Pat well in her upcoming retirement.

## KVCAP Board of Directors

KVCAP is governed by a Board of Directors comprised of 18 volunteers from our service area. KVCAP bylaws ensure that the Board is representative of the communities it serves and brings together caring, dedicated community members from diverse professions, income levels, and backgrounds to support KVCAP's mission. Board members serve on various subcommittees and volunteer hundreds of hours to KVCAP. Together their efforts benefit over 35,000 people in four counties.

### 2014 Board Members

Sheryl Gregory, President

Heather Merrow, Vice-President

George Joseph, Secretary

Dr. Richard Staples, Treasurer

Bonny Akeley

David Bernier

Denver Brown

Anna Court

Rachel Crater

D. Dwight Dogherty

Lynn Duby

Martha Naber

Michele Pino

Julie Redwine

Jennifer Riggs

Betty St. Hilaire

Daniel Swain

## CSBG & Its Role In Community Action

Community Services Block Grant (CSBG) funds are administered through designated community action agencies (CAAs) nationwide, including all ten CAAs in Maine. CSBG is the cornerstone of community action and the driving force behind community action's mission to reduce and/or eliminate poverty.

CSBG funds a wide spectrum of innovative programs based upon the unique needs in each community. Funds are used to help address the causes and conditions of poverty, working with partners as well as providing services to those living in poverty.

CSBG allows KVCAP to operate the South End Teen Center, provide employment services, support WorkReady classes, augment foreclosure prevention and homeownership activities, expand public transportation, enhance child abuse prevention education, increase education/enrollment assistance to those seeking insurance through the Marketplace, and expand child care resources.

This past year CSBG also supported the creation of the Poverty Action Coalition (PAC). KVCAP worked in conjunction with the Mayor of Waterville and other community partners who are concerned about the growing number of families living in poverty. The PAC seeks to promote opportunity in our community through awareness, access and advocacy. The initial focus has been to raise the "poverty competency" of all of us.

The coalition partnered with Maine Adult Education to bring Dr. Donna Beegle, author of See Poverty, Be the Difference, to Central Maine to educate and inspire the over three hundred people that attended. Moving forward, the PAC will work with partners throughout the community to expand opportunities for people to make the journey out of poverty.

## Annual Report Dedication



In 2013, the State of Maine implemented a new system of delivering transportation services to MaineCare recipients. This changed the coordination of our services in Kennebec and Somerset counties and had a profound impact on both riders and providers of transportation. As the largest nonprofit transportation provider in the region, KVCAP felt the impact immensely. Using a new “brokerage” model and contracting with an out of state company created much turmoil and angst. Other than clients, no one felt this challenge more than our Transportation employees. In 2014, the brokerage contract was put out to bid once again in hope of developing a more harmonious and effective system. As a result, Penquis Community Action Program became the broker for our region and, once again, the system changed. This time the change was in a positive direction for all involved.

With this said, it again meant a tremendous change for our riders and staff. Through it all, KVCAP Transportation staff stepped up to the challenge working with Penquis staff to improve rider services. With their dedication, energy, hard work, and perseverance, KVCAP Transportation Services is continuing to provide the high quality, reliable transportation that it has always been known for.

This year’s KVCAP Annual Report is dedicated to the staff of KVCAP Transportation Services.

Thank you for your hard work, your positive attitude, and for *not going*, when the going gets tough! Your dedication to the needs of our clients is very much appreciated.

## Health Navigator

The Health Navigator program provides community education focusing on the Affordable Care Act. In addition, certified Health Navigators are available to provide assistance in applying for insurance and subsidies through the Marketplace.

### *First Year Accomplishments:*

- Assisted 1,973 people through outreach and/or appointment
- Participated in 79 outreach events/activities
- Provided 398 enrollment appointments
- 195 people successfully obtained affordable health insurance to meet their needs, with the majority receiving some level of subsidy

A 24 year old employed, but uninsured, mother of a 4 year old was convinced that insurance through the Marketplace would not be affordable for her family. She had decided to go without insurance and pay a penalty until she saw a flyer advertising KVCAP’s Health Navigator program. After meeting with a Navigator, she was shocked to learn that she could purchase insurance for herself and her son for less than \$50 a month.

A married couple in their 60's were both self-employed, yet lost insurance when the policy was discontinued and they did not have access to the internet. The couple attended an outreach event at a local library to learn more about the Affordable Care Act from a KVCAP Health Navigator. After attending the presentation, the couple made an appointment with a Navigator to help them complete their application. They chose a plan for under \$160/month and reduced their deductible by \$3000 per person.



## Employment Services



KVCAP Employment Services offers workshops as well as one-on-one and group support to unemployed/displaced workers. Services include job search skill development, information, education and referrals. Employment Services partners with Adult Education to offer WorkReady classes in Northern Kennebec and Somerset counties.

### *Accomplishments in Fiscal Year (FY) 2014:*

- 140 people were served
- 27 people enrolled in WorkReady
- 20 graduated from WorkReady and earned the credential
- 7 graduates reported that they have obtained employment
- 13 job search skill development workshops were conducted
- 62% of those served increased their job search skills

A recent WorkReady graduate wrote: “WorkReady definitely helped me with getting hired at a local health care facility. The personality tests and mock interviews gave me the confidence needed in my actual interview. This program exceeded my expectations and I would recommend it to everyone! Thanks again for allowing me this once in a life time experience that I have learned so much from, not only in my work environment, but also in my personal life experiences.”

## WorkReady Delivers Positive Results

One of the biggest challenges to someone seeking employment is building networking skills. The thought of widening one’s circle of acquaintances is often a huge obstacle to overcome.

A recent WorkReady graduate, who was receiving follow up services from KVCAP Employment Services mentioned how much she wanted to be employed by a particular organization but felt she was not able to get her foot in the door. As luck would have it, the local Chamber of Commerce was having one of their evening business events at this very organization! These events are one of the ways we suggest people can network with employers.

With coaching, she was able to take the step to attend the event and she again talked wistfully about how much she wanted to work for the agency. The staff members in attendance with her immediately began to introduce her to several people from the hosting organization, including the CEO.

She was able to speak with them about her passion, her expertise, and how she was a good fit for a position for which they were currently recruiting. She was urged by the staff to apply and she submitted her updated resume, prepared during the WorkReady class.

We are happy to report that she was hired and is currently enjoying her employment there!



# Energy & Housing Services

KVCAP Energy & Housing Services is dedicated to developing strategies for those struggling with economic insecurity and working with families in the community to improve energy efficiency, to reduce energy burden, to support affordable housing, to sustain opportunities for homeownership, and to collaborate with organizations and the community to help prevent hunger.

This is done through a variety of education/assistance programs, such as Low-Income Home Energy Assistance Program (LIHEAP), Low Income Assistance Program (LIAP), Emergency Crisis Intervention Program (ECIP), Central Heating Improvement Program (CHIP), Weatherization, Home Repair, CMP Line Extension Assistance Program, DEP Home Heating Oil Tank Replacement Program, Foreclosure Counseling, Homebuyer Education, Emergency Food Assistance, Keeping Seniors Home, and Affordable Housing Development.

## In Fiscal Year (FY) 2014,

- 10,476 households received heating assistance
- 187 homes were weatherized
- 176 homes received repairs or replacement to their heating system
- 45 oil tanks were replaced
- 95 homes were repaired for health and safety concerns

## Client Success Story

Lucinda and Raymond were living in a modified manufactured home. Due to the many additions and modifications there were numerous opportunities for increased energy efficiency and improved indoor comfort. There was also little to no insulation in the attic spaces. The household was using over \$3000 of fuel per year yet was still extremely cold during the winter. KVCAP provided Weatherization services by adding insulation, reducing airflow by 50%. This yielded a fuel savings of 40%. Through Efficiency Maine's Low Income Heat Pump Program, KVCAP also installed a high efficiency heat pump for further fuel savings. This family is extremely happy with the results and are looking forward to much warmer winters in their home.

## Cony Village

Cony Village LLC is a partnership between KVCAP and Bread of Life Ministries. Cony Village is an energy efficient housing community that combines smart growth with affordability in a centrally located neighborhood in the City of Augusta. A variety of home designs are available. To date, 12 homes have been built.



## *Homeownership Counseling and Education*

KVCAP staff assist in determining housing affordability for renters, homebuyers and homeowners. Services are free of charge regardless of income. Staff are certified in foreclosure prevention/intervention and will assist homeowners in financial crisis with home retention strategies and working with lenders to try to modify mortgages. Live and online homebuyer education courses are offered for a fee. Homebuyer education is part of the Maine HoMEworks network and can provide potential homebuyers with a certificate that may qualify them for reduced mortgage rates and fees.



Each June, KVCAP celebrates its energy and housing efforts during NeighborWorks America Week. KVCAP was the first chartered NeighborWorks organization in Maine, and receives financial, technical and training support from the national nonprofit to offer the highest quality energy and housing services.

In addition to events such as home buyer education courses, KVCAP celebrated this year's NeighborWorks Week by planting a tree in our Cony Village neighborhood in Augusta. The tree honors Bill, a resident who recently passed away, that worked tirelessly for neighborhood efforts like Cony Village's community garden.



## *The Emergency Food Assistance Program*

KVCAP coordinates the United State Department of Agriculture commodities distribution to 38 food banks and soup kitchens. Over 167,000 meals were served in soup kitchens and over 82,130 food boxes were distributed in Somerset and Kennebec counties.

## *Keeping Seniors Home*

Keeping Seniors Homes provides education and modifications to homes owned by seniors (55 and older), which may allow the senior to remain in their home and avoid moving into an assisted living facility unnecessarily.

## *Families in Transition*

The Families in Transition program provides support services, education and encouragement to tenants living in KVCAP's Augusta Transitional House. These services are specifically designed for low income homeless parent's age 18 through age 22. Energy & Housing Services works with the parent's as the landlord to insure the apartments are kept clean, safe and up to Housing Quality Standards. Social Services staff works with the clients to learn budgeting, financial planning and parenting skills. The parent meets with the same staff on a regular schedule, working together they create a list of goals to work on around what they want to achieve such as education, employment and housing to help them improve life for their children and themselves. One of the goals of the program is to help the parents in the two year housing program transition to a long term housing arrangement. This year, we have two families successfully obtain permanent housing. One your mother, Kayla and her 2 year old daughter Aleah have recently moved into their own apartment that is closer to family. Kayla will soon complete her post secondary education at Kaplan University and earn her Associate of Applied Science in Medical Assisting.



## Social Services



**Maine Families Home Visiting** works in partnership with **expectant parents and parents of babies and toddlers** to ensure safe home environments, promote healthy growth and development for babies and young children, and provide key connections to needed services. Participation is voluntary and free of charge.

In the last fiscal year, Maine Families served 348 families.

### *Health & Safety Outcomes*

- 89% of children had up to date **immunizations** (Maine rate 73%)
- 89% were up to date with **well-child check-ups**
- Home safety improved for 100% of families

### *What parents have to say:*

*“The information about the PERIOD OF PURPLE CRYING helped me prepare for this in my child’s development and gave me examples on how to deal with what was to come.”*

*“I was able to make toys for my child which helps my budget.”*

*“The Home Visitor helped me be more assertive & this has helped me get services I needed.”*

*“Maine Families has helped me gain confidence in parenting and they support my choices.”*



**The Family Enrichment Council of Kennebec/Somerset Counties** provides a variety of education for parents, children and providers. The mission of the Council is to prevent child abuse and neglect. In April, National Child Abuse Prevention Month, the Council participated in statewide events to spread awareness about child abuse and neglect. The Council provides Personal Body Safety (for school aged children), parent education for participants in the Kennebec Criminogenic Addiction Recovery Academy, the Kids First program for parents experiencing divorce, and Mandated Reporter Training for professionals.

- 2,335 children were served in school based programs
- 492 parents attended Parent Education programs
- 82 providers received Mandated Reporter training
- 696 people attended events for Child Abuse Prevention Month



### *What participants of the various programs have to say:*

#### **Personal Body Safety:**

*“Excellent job of presenting to this age group.”*

*“Great job of checking for understanding of previous information and involving students in conversations.”*

#### **Kennebec Criminogenic Addiction Recovery Academy**

*“Kids need a nurturing father.”*

*“I want to learn more, I am not alone in not knowing.”*

#### **Kids First**

*“Thank you for giving me new skills to use during the separation.”*

#### **Mandated Reporter Training**

*“The information that was shared today encourages me to be more proactive when reporting to the appropriate place.”*



## South End Teen Center

The South End Teen Center offers a safe after school environment for teens in grades 6-12, including meals/snacks, a computer lab, recreational activities, field trips and much more. The South End Teen Center (SETC) works in collaboration with and as a unit of the Waterville Boys and Girls Club to offer boys and girls club programs and resources. We also partner with Youth Matter by teaching the classroom component of Youth Empowerment Through Employment (YETE). During summer months, the SETC offers its Summer Blast series of field trips as well as a site for the Waterville School system's free summer lunch program.

### *Program Accomplishments:*

- *97% of the 123 members completed the school year and advanced to the next grade. The other 3% completed the school year*
- *All 6 seniors graduated with 3 enrolling in post-secondary education*
- *48 members enrolled in the Teen Stars program; 33 of them earned at least one reward during the year; 15 earned Teen Star status*
- *25% of members participated in 12 Community Service projects*
- *16 members successfully completed the Youth Empowerment Through Employment program*



### ***South End Teen Center Success Story***

The South End Teen Center was given an opportunity to assist teens to enroll in Driver's Education. The cost of driving school has soared beyond the means of

many families and therefore many teen center members cannot enroll in a driving course. They believe that their only option is to wait until age 18 to take the permit test on their own and practice driving with friends and family, with no professional instruction.

An anonymous donation from a community member led to the creation of the J&J/SETC Driver's Ed. SETC teens are chosen through an application process and must agree to pay \$50 toward the class to demonstrate their commitment to developing this life-long skill.

Two scholarships were awarded in year one and both teens earned a driver's permit. These teens are members who attend the SETC regularly, participate in community service projects, are involved in activities at school and help their families with part time jobs. They were thrilled to have this chance to get their driver's permit and are excited about the independence and opportunity having a license will afford them. The SETC is proud to assist youth in building the skills necessary to be productive, successful adults.

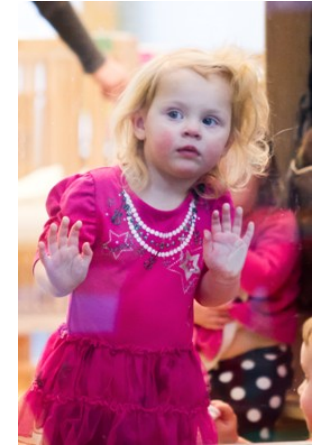


## Child & Family Services

### Early Head Start, Head Start, Child Care, Educare, Shared Services

**High Quality Early Care and Education.** Child & Family Services provides comprehensive, high quality early care and education for children (ages birth to 5 years) in public school based care, Educare Central Maine, and through home visiting throughout northern Kennebec and Somerset Counties. The program's overarching goal is to increase social competence and school readiness skills of children so they acquire the skills necessary for success in public school. Comprehensive services include nutritious meals, medical, mental and dental health supports, education and specialized services for children with disabilities. Families are supported in meeting individualized goals and parent education activities. A range of service options include preschool collaborations with public schools that offer integrated curriculum and easy transition to kindergarten. The program prioritizes low-income families eligible for Early/Head Start and child care, yet serves all income levels through a universal design.

**Maine Shared Service Alliance** is a statewide initiative focused on providing resources to improve the quality and financial stability of providers. This innovative private partnership pilot is creating an infrastructure to provide access to business and quality supports, while ensuring programs maintain their independent status.



### Program Highlights:

- Served 481 children and their families, providing over 442,928 hours of Early/Head Start preschool and child care services
- Completed over 470 child development screenings
- Served 72,171 nutritious meals and snacks
- Partnered with parents on 1,347 home visits
- 332 children received dental exams and 130 children received a lead screening
- 37 families received supports related to domestic violence and/or child abuse and neglect
- 85 families received transportation assistance
- 98 families received assistance with housing

## Transportation Services

KVCAP Transportation Services is the only large-scale provider of affordable, accessible public transportation in Kennebec and Somerset Counties. During the past year, over 260,000 rides were provided to more than 5,000 individuals and families, traveling over 2.7 million miles.

**Kennebec Explorer** is a flex-route public bus service operating throughout the Greater Waterville-Augusta Region. This redesigned service uses mid-sized, air conditioned buses with state-of-the-art accessibility. Routes offer convenient, affordable transportation for the general public. Fares are \$1 to \$3 and no advance notice or eligibility requirements apply. 83,000 passengers rode the bus last year, including 10,000 passengers with disabilities.

In 2013, Kennebec Explorer expanded commuter services between Waterville and Augusta, including service to the new Alford Center for Health (ACH) facility. The program has received many compliments on the new service that provides convenient and affordable access to work and medical care.

*For more information visit [www.kennebecexplorer.com](http://www.kennebecexplorer.com)*

### **Somerset Explorer/“Move More Kids” Public Bus System**

The Somerset Explorer provides flex-route public bus service throughout the greater Skowhegan area three days a week. During the summer months the program expands to include the Move More Kids summer bus program, which is free to the public.

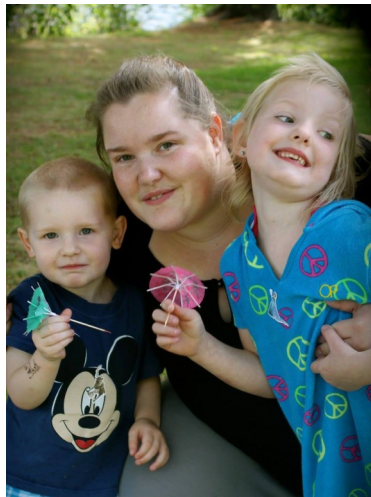
The results of Rider Surveys were very positive including one rider who stated the Somerset Explorer has “the best drivers you could ask for.”

**KV Van** offers door-to-door service for income eligible, elderly and/or disabled passengers traveling to doctor’s offices, hospitals, adult day care, community workshops, mental health facilities and other medical, therapeutic, and developmental services. Passengers ride in accessible vans and buses or in the private vehicles of volunteer drivers. More than 60 volunteer drivers transported passengers over 1.9 million miles in 2014. In total, the service provided over 180,376 rides and transported people over 2.7 million miles in the past year. Consumers must be referred through the MaineCare brokerage, have a referral from participating social service providers, meet income guidelines, or arrange for private payment. A recent caller stated that she “thinks it is wonderful that we would give her a ride to and from her appointment. I wish to thank you all for all the great work that you do.” For more information visit [www.kvcap.org/transportation/KVVan](http://www.kvcap.org/transportation/KVVan).



***Individual Achievement Award Winner– Jessica Ward***

Jessica Ward has been an active parent in KVCAP’s Head Start and Early Head Start programs, including serving on the Head Start Policy Council. Her daughter, Jacie, successfully transitioned to kindergarten in Fairfield in 2013. Joshua, her youngest child, has moved into a preschool classroom at Educare Central Maine. As a Head Start parent, Jessica earned an Associate’s degree from Kennebec Valley Community College and went on to complete a four-year degree program from the University of Maine at Augusta. After earning her Bachelor’s degree and gaining sustainable full-time employment, Jessica began to talk with Educare staff about resources to pursue her next goal – purchasing a home of her own. She was referred to KVCAP’s Homeownership Services division for housing counseling and education. Jessica completed Maine’s 10-hour homeownership preparation course in November 2013. Throughout the beginning of 2014, she worked with a pre-purchase counselor to assess her finances, credit and work towards applying for the USDA Rural Development Direct Home Loan Program. Today, Jessica has been approved for an affordable loan and is working with a realtor to find her dream house for her family.



## **Annual Community Champion Awards**

Congratulations to the following people/groups for positively impacting our communities:

***Senator Colleen Lachowicz***  
**Community Leader Award**

***Town of Fairfield***  
**Community Partnership Award**

***Kerri Marion***  
**Community Spirit Award**

***Jessica Ward***  
**Individual Achievement Award**

## The Gerald



In 2014, KVCAP saw the completion of a year-long project, The Gerald Senior Residence or “The Gerald” as it is commonly called by locals. The Gerald Hotel – considered the flagship building of downtown Fairfield – was purchased by KVCAP in late 2012 and the renovation/preservation by Sheridan Corporation began shortly thereafter and continued through most of 2013. This project was considered not only an affordable and historic housing development project, but also a catalyst for more development to occur in the town.

The project was spearheaded by developers Tom McDonald, of the Northern New England Housing Investment Fund and the Kennebec Valley Community Action Program. Other partners include Kennebec Savings Bank and Maine State Housing Authority.

The renovations included constructing 26 one-bedroom apartment units and 2 two-bedroom apartment units, all with contemporary kitchens and bathrooms while also preserving and maintaining the building’s historic features in accordance with National Park Service standards.

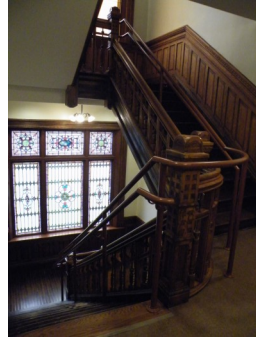
What was once the Grand Dining Room of the hotel is now a community room or “The Great Room.” It has been historically preserved and/or renovated to resemble its original look, including the murals on the



ceiling, elaborate trim work, and the paint color on the wall. There is also an activity room and several other common areas for reading, socializing or just relaxing.

Several of the units are ADA fully accessible and/or adaptable units and there is a new elevator. Residents also have access to high speed wireless internet throughout the building.

A front portion of the ground floor is separate from the residence and original plans included leasing this out as retail or office space. In May 2014, KVCAP leased this space to three local businessmen to have opened a shop called Meridian’s, that sells wine, craft beer, and locally grown or prepared “picnic-friendly” foods.



# Revenue & Expenses

(Based on Audited Fiscal Year 2013 Financial Statements)

## Revenue Breakdown by Department

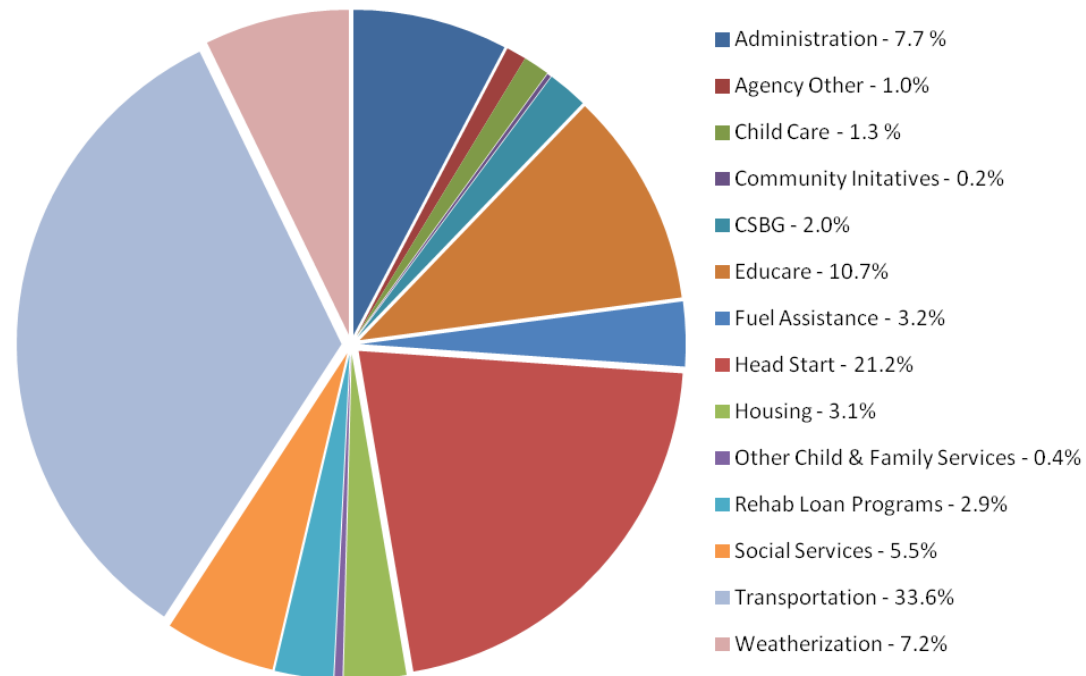
Total Revenue = \$17,534,780



- Agency - 1.05%
- Child and Family Services - 34.47%
- Community Services - 48.23%
- Energy & Housing - 16.25%

## Expense Breakdown by Service Area

Total Expenses = \$17,252,153



- Administration - 7.7%
- Agency Other - 1.0%
- Child Care - 1.3%
- Community Initiatives - 0.2%
- CSBG - 2.0%
- Educare - 10.7%
- Fuel Assistance - 3.2%
- Head Start - 21.2%
- Housing - 3.1%
- Other Child & Family Services - 0.4%
- Rehab Loan Programs - 2.9%
- Social Services - 5.5%
- Transportation - 33.6%
- Weatherization - 7.2%



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Families and Communities

Kennebec Valley Community Action Program

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*Directory of Services*

**Augusta**  
**622-4761**

**Skowhegan**  
**474-8487**

**Waterville**  
**859-1500**

**All Locations 1-800-542-8227**  
**[www.kvcap.org](http://www.kvcap.org)**

***Child Care—Early Head Start—Head Start***

Educare Central Maine 680-7211  
Fairfield 649-6652  
Hartland/St. Albans 649-6652  
Anson/Solon 649-2957  
MSAD# 54 Canaan, Norridgewock 649-2347  
MSAD# 54 Skowhegan 314-0780

***Social Services & Community Initiatives***

Employment Services 859-1584  
Health Navigator 859-1567  
Family Enrichment Council 859-1514 or 859-1580  
Families in Transition 859-8508 or 859-1542  
Maine Families 859-2537 or 859-8508

***Energy & Housing Services***

Emergency Food Assistance 859-1542  
Homeownership, Financial Counseling & Education 859-1637  
Home Energy & Fuel Assistance 1-800-542-8227  
Home Repair Loans & Grants 859-1635  
Keeping Seniors Home 859-1635

***Transportation Services***

All locations 1-800-542-8227

