

## **General Assistance**

Westbrook Community Center  
426 Bridge Street – Westbrook, ME 04092

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The City of Westbrook offers a General Assistance (GA) program that assists eligible residents, for a limited period of time, who are unable to provide basic necessities essential to maintain themselves or their families. Eligibility is determined according to income and guidelines. GA is administered in accordance with the City of Westbrook ordinance and Maine State Statute, Chapter 22. This program provides confidential financial assistance to Westbrook residents who are having difficulty meeting basic needs for shelter, food, fuel, electricity and medical expenses. This program is designed to be the program of “last resort” for residents of the community who are unable to provide for their basic needs. The department works with clients to self-sustain, utilizing a myriad of social services within Cumberland County. The program is funded by local property taxes with 70% reimbursement from the state. All assistance is granted in voucher form to local merchants. The City works with applicants to ensure that appropriate community referrals are made to support services.

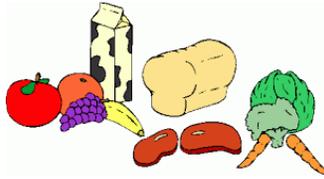
Office Hours: Monday – Friday, 8am – 4:30pm

**\*\*Applicants are seen by appointment only\*\***

The City is required to have someone available 24 hours a day to take applications in an emergency. If this is an EMERGENCY and the office is closed, please contact:

**Westbrook Public Safety (207)854-0654**

# FOOD PANTRIES



## SUNDAY

Stroudwater Food Pantry  
Stroudwater Christian Church  
1520 Westbrook St., Portland  
772-2193  
12-6pm

## MONDAY

Falmouth Food Pantry  
271 Falmouth Rd.  
632-2687  
1<sup>st</sup> & 3<sup>rd</sup> Monday, 8am – 10am

## TUESDAY

Westbrook Food Pantry  
426 Bridge St.  
12-2pm; 6-7:30pm  
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Falmouth Food Pantry  
271 Falmouth Rd.  
632-2687  
2<sup>nd</sup> & 4<sup>th</sup> Tuesday, 8am-10am

## WEDNESDAY

First Baptist Church  
360 Canco Rd., Portland  
829-3419  
11:30am-12:30pm  
(Meal is served during this time also.)

## THURSDAY

St. Luke's Cathedral  
143 State St., Portland  
772-5434  
9:30-11am  
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City of Hope Food Pantry  
105 Allen Ave., Portland  
878-2700  
10-11am  
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Preble Street  
252 Oxford St., Portland  
775-0026  
1:30-3pm  
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Falmouth Food Pantry  
271 Falmouth Rd.  
632-2687  
2<sup>nd</sup> & 4<sup>th</sup> Thursday, 4:30-6:30pm

## FRIDAY

Gray Community Food Pantry  
11 Yarmouth Rd., Gray  
657-4279  
1<sup>st</sup> & 3<sup>rd</sup> Friday, 2-4:30pm  
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Vinyard Church of Greater Portland  
715 Bridgton Rd., Westbrook  
854-8339  
6-7pm

## **PROJECT FEED**

Provides one week's worth of food and household supplies for individuals and families in Cumberland County. Clients are required to bring referral from social service agency.

202 Woodford Street, Portland.

Monday – Friday 1:00 – 3:00pm

## **COMMUNITY MEALS**

Wayside's Community Meals Program provides a free, nutritious meal in a welcoming setting. Meals are located in Portland and Westbrook and are open to all who wish to attend.

### **MONDAY**

**Woodfords Congregational Church / 202 Woodfords Street, Portland / Lunch 12pm**

### **TUESDAY**

**"NEW" Avesta / 409 Cumberland Avenue, Portland / Lunch 12pm**

**Salvation Army / 297 Cumberland Avenue, Portland / Dinner 5pm**

Open to seniors (55+) & families with children

**Westbrook LEARNS at the Westbrook Community Center / 426 Bridge Street, Westbrook / Dinner 5pm**

Open to Westbrook LEARNS students & their families (during school year only)

### **WENDESDAY**

**Westbrook Community Center / 426 Bridge Street, Westbrook / Dinner 5pm**

### **THURSDAY**

**Salvation Army / 297 Cumberland Avenue, Portland / Lunch 12pm**

Open to seniors (55+)

**Deering Center Community Church / 4 Brentwood Street, Portland / Dinner 5:30pm**

**St. Peter's Episcopal Church / 678 Washington Avenue, Portland / Dinner 5:30pm**

**"NEW" Williston-Immanuel United Church / 156 High Street / Dinner 5:30pm**

## **CLOTHING/BASIC NEEDS**

### **First Congregational Church UCC of South Portland Children's Pantry**

301 Cottage Road, South Portland

(207)799-3361

*Focus on children and newborns in Cumberland County. There may be furniture, toys, car seats, cribs and more. Free winter clothes during fall and winter.*

### **Furniture Friends**

15 Saunders Way, Westbrook

(207)210-5797

\*\*\*By referral only

*Free furniture bank for Cumberland County. There may be pots, pans, beds, couches, tables, lamps, etc. Donated items are distributed to qualifying, low income families.*

### **Jewish Family Services Food and Diaper Pantry**

1342 Congress Street, Portland

(207)772-1959

*Tuesdays and Thursdays by appointment only*

### **Nazarene Church Clothing Closet**

525 Highland Ave., South Portland

(207)767-0998

*1<sup>st</sup> & 3<sup>rd</sup> Thursdays each month ~ Open to all*

### **St. Elizabeth's Essentials Pantry**

143 State Street, Portland

(207)772-5434

*Tuesdays, 9-11am ~ Non-food, clothing, household items*

### **Salvation Army Portland Citadel Corps and Community Services**

297 Cumberland St., Portland

(207)774-4172

*Disaster aid, backpacks, Angel Tree Christmas Program, meals, shelter, winter jackets and more.*

### **State Street Church UCC**

159 State Street, Portland

(207)774-6396

*Clothing closet may have free winter boots, shoes, bedding, kitchenware, books, etc. During summer and fall, students can get free backpacks, notebooks and other school supplies.*

## **DHHS EMERGENCY ASSISTANCE PROGRAM**

The program is for families with children under the age of 21. No cash grants are made. Payments are made directly to providers of goods or services. Payments are made during a thirty-day period in a 12 month cycle. There is an overall limit of \$600. There is also a limit on amounts, as shown below. In order that we may process your application as quickly as possible, we ask that you include with your application **PROOF OF YOUR HOUSEHOLD'S INCOME** (last 8 pay stubs, etc.) and those items listed under each below.

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- |   |                |              |
|---|----------------|--------------|
| <b>1. <u>Natural Disasters such as fire, flood or storms:</u></b>   | <b>Maximum</b> | <b>\$350</b> |
| A. List of the assistance requested.  |                |              |
| B. A written estimate or repairs to be made.  |                |              |
| C. Cost of labor and materials is needed.   |                |              |
| D. Proof of the loss.   |                |              |
|   |                |              |
| <b>2. <u>Repairs/Replacement of septic systems, wells, chimney, plumbing, furnaces and heating stoves:</u></b>  | <b>Maximum</b> | <b>\$500</b> |
| A. A written estimate from a reputable repairman of the cost including labor and materials.   |                |              |
| B. Proof that you own the property.   |                |              |
| C. If requesting a heating stove, verification that chimney and hook-ups are safe and existing stove is unsafe.   |                |              |
|   |                |              |
| <b>3. <u>Evictions (not due to misuse of property):</u></b>   | <b>Maximum</b> | <b>\$250</b> |
| A copy of the eviction received from your landlord. This must be an official notice that if back rent/mortgage is not paid, you will be evicted. This must include the landlord's name, address and phone number. |                |              |
|   |                |              |
| <b>4. <u>Utility Shut Off:</u></b>  | <b>Maximum</b> | <b>\$150</b> |
| A copy of the shut off notice. This must be an active notice and be in the name of an Emergency Assistance eligible member of your household and be the result of a broken payment agreement.                     |                |              |
|   |                |              |
| <b>5. <u>Special equipment due to handicap which is not covered by MaineCare or Vocational Rehabilitation:</u></b>  | <b>Maximum</b> | <b>\$250</b> |
| A. A brief explanation of the disability.   |                |              |
| B. Statement from the doctor regarding the necessity for the equipment.   |                |              |
| C. An estimate of the cost of the equipment.  |                |              |

**CONTACT PORTLAND REGIONAL OFFICE AT (207)822-2071 OR 1-800-482-7520**

# **OPPORTUNITY ALLIANCE**

**190 Lancaster Street, Suite 310, Portland – (207)553-5800**

## **Heating Assistance**

Home Energy Assistance Program (HEAP) – For homeowners or renters who have high heating bills in relation to their income. HEAP benefits households by making a supplemental payment on their behalf directly to their fuel vendor, whether the fuel is oil, electricity, coal, gas, or wood. HEAP does not provide funds to heat a home for the entire winter. The program also provides assistance with utility expenses such as electric bills and water bills.

## **CHIP**

Central Heating Improvement Program (CHIP) – This program provides grant funds to repair or replace malfunctioning heating systems. Priority is given to those households that have no heat during the winter heating season. In order to qualify, a person must first apply for HEAP fuel assistance and be certified as income eligible. CHIP funds can also be used to repair or replace fuel oil storage tanks and chimney liners.

## **Public PreK Partnerships**

Head Start partners with the Public School System. Head Start and Department of Education funds are used to deliver this model. In these classrooms, transportation is provided by the school districts. To be eligible for these programs children must be 4 years of age and live in the identified school district. This is also a free program, income and family size is considered, however there are some slots available with no regard to income. Current partnerships are with Portland and Westbrook school districts.

## **Women, Infants and Children (WIC)**

The Opportunity Alliance administers the federal WIC program. WIC is a nutritional education program which provides supplemental foods to promote good health for pregnant, postpartum, and breastfeeding women, and infants and children up to age 5. (Fathers cannot receive direct benefits but are encouraged to apply on behalf of their young children.) WIC services are free to families living in Cumberland County and who meet liberal income guidelines.

## **Crisis Response Services**

Available 24 hours a day, 365 days a year, **1-888-568-1112** offers immediate access to crisis intervention, suicide prevention/intervention, crisis/supportive counseling, problem solving services to adults and children throughout the state. Crisis Response Services is a comprehensive 24-hour mental health crisis system offering phone and face-to-face crisis intervention and stabilization services for adults, children, and adolescents experiencing a crisis.

## **Cumberland County Homeless Prevention Program**

Assists families and individuals in finding, securing and maintaining housing. Housing case management allows families and individuals to access housing search resources and provides connection with other resources in the community as needed. We work in a collaborative effort to assist in reducing barriers which helps to maintain a more stable housing status.

## **HOUSING SUBSIDIES AND VOUCHERS**

**Bridging Rental Assistance Program (BRAP)** - BRAP is designed to assist individuals with housing assistance for up to 24 months or until they are awarded a Housing Choice Voucher (aka Section 8 Voucher), another federal subsidy, or alternative housing placement. Contact: Shalom House, 106 Gilman St., Portland (207)874-1080

**Home To Stay Program** – This program is for individuals and families who are homeless and seeking permanent housing. Contact: City of Portland, 196 Lancaster St., Portland (207)775-7911

**Housing Choice Vouchers** - MaineHousing's Section 8 Housing Choice Voucher program provides rental assistance to income-eligible tenants by subsidizing a portion of their monthly rent and utilities and paying it directly to their landlords. Contact: Maine Housing (207)626-4600

**Shelter Plus Care** - Program provides housing and supportive services to homeless individuals with disabilities, primarily those with severe and persistent mental illness, substance abuse, and HIV/AIDS. Contact: Shalom House, 106 Gilman St., Portland (207)874-1080

**Avesta Housing** – 307 Cumberland Ave., Portland (207)553-7777 [info@avestahousing.org](mailto:info@avestahousing.org)

**Westbrook Housing** – 30 Liza Harmon Dr., Westbrook (207)854-9779 [info@westbrookhousing.org](mailto:info@westbrookhousing.org)

**Prosperity Maine** – Supporting Immigrant Tenants Program to help with security deposits. (207)797-7890

## **VETERAN'S ASSISTANCE**

**Veteran's Emergency Financial Assistance Program** – Easterseals provides temporary assistance with: rent/mortgage payment; vehicle repair; heating/electric bills; groceries; financial literacy development; gas; job placement items. (207)828-0754 x 1004 [mvsreferrals@eastersealsme.org](mailto:mvsreferrals@eastersealsme.org)

**Homeless Veteran Reintegration Program** – Easterseals program for any unemployed or under employed veteran who is either homeless or at risk of being homeless and wanting to work towards gainful employment. (207)828-0754 x 1004 [mvsreferrals@eastersealsme.org](mailto:mvsreferrals@eastersealsme.org)

**Veteran's Housing Services** – Preble Street Veteran's Housing Services assists veterans and their families to find and maintain stable housing and works to end homelessness among veterans throughout Maine. (207)956-6556 [vhs@preblestreet.org](mailto:vhs@preblestreet.org)

## **LEGAL ASSISTANCE**

**Immigrant Legal Advocacy Project (ILAP)** – Help for low income immigrants seeking asylum. 489 Congress St., 3<sup>rd</sup> floor, Portland. (207)780-1593

**Pine Tree Legal** – Provides free legal services for low income Mainers. 88 Federal St., Portland. (207)774-8211

## HEALTHCARE

**Care Partners** – Helps people who don't qualify for public or private healthcare programs get the coverage they need. 241 Oxford St., Portland. (207)662-7967

**Family Caregiver Alliance** - Maine's Elderly and Adults with Disabilities Waiver is a Medicaid waiver that assists seniors and disabled persons remain living at home or within the community. This program allows certain family members, excluding spouses and legal guardians, to be hired and paid as the personal care provider. (207)287-9200

**Greater Portland Health** – Committed to offering everyone in the community high-quality, affordable care. Practices include primary medical, behavioral health and oral health. 180 Park Ave., Portland. (207)874-2141

**Portland Community Dental** – Provides accessible and affordable oral healthcare. 190 Park Ave., Portland. (207)874-1028

**Portland Community Free Clinic** – Provides healthcare at no cost to uninsured adults between the ages of 18-65. 103 India St., Portland. (207)874-9892

**Westbrook Lions Club** – Collects donated eye glasses, hearing aids and cell phones; provides funds to help people get eye glasses. Contact: [Westbrooklionsclub@gmail.com](mailto:Westbrooklionsclub@gmail.com)

## CUMBERLAND COUNTY HOMELESS SHELTERS

City of Portland Family Shelter	Family	207-772-8339	Portland
Family Crisis Shelter	Domestic Violence	800-537-6066	Portland
Milestone	Substance Abuse	207-775-4790	Portland
Oxford Street Shelter for men and women 18+	General	207-761-2072	Portland
Preble Street - Florence House	General - Women	207-699-4392	Portland
Preble Street - Joe Kreisler Teen Shelter	Youth	207-775-0026	Portland
Preble Street - Resource Center	Day Shelter - no overnights	207-775-0026	Portland
Tedford Housing - Family Shelter	Family	207-729-4583	Brunswick
Tedford Housing - Individual Shelter	General - Adults	207-725-4871	Brunswick

## **STATE OF MAINE CRISIS SERVICES AVAILABLE 24 HOURS**

### **Child Protective Intake**

Tel: (207) 626-8620  
Tel: (800) 452-1999 (in state only)  
TTY Users call Maine Relay 711

### **Adult Protective Intake**

Tel: (207) 532-5047  
Tel: (800) 624-8404 (in or out of state)  
TTY Users call Maine Relay 711

### **Mental Health Crisis**

Tel: (207) 626-3448  
Tel: (888) 568-1112 (in state only)  
TTY Users call Maine Relay 711

## **211 Maine**

**A comprehensive, statewide directory of over 8,000 health and human services available in Maine.**

The toll free 211 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 211, texting your zip code to 898-211 or visiting [211Maine.org](http://211Maine.org).