

Emergency Aid & Resource Hotlines

211 Maine

A free, confidential, and 24/7 information and referral service connecting people to health and human services, including emergency aid, housing, food, mental health services, and more.

- Address: 550 Forest Ave, Suite 100, Portland, ME 04101
- Phone: 211, (866) 811-5695, (877) 463-6207, Maine Relay 711
- Email: info@211maine.org
- Website: <https://211maine.org>
- Service Area: Maine

Adult Protective Services

Maine Adult Protective Services (APS) and Guardianship programs work to safeguard vulnerable adults from abuse, neglect, and exploitation while ensuring their well-being and dignity. APS investigates reports of mistreatment and connects individuals with essential support services, including healthcare, housing, and legal assistance. When individuals are unable to make informed decisions due to incapacity, guardianship may be established to ensure their needs are met while prioritizing their rights and autonomy. These programs play a critical role in advocating for and protecting at-risk adults across Maine.

- Address: 109 Capitol Street 11 State House Station Augusta, Maine 04333
- Phone: (800) 624-8404 or (207) 287-1234
- Email: N/A
- Website: <https://www.maine.gov/dhhs/oads/get-support/aps>
- Service Area: Statewide

Emergency Aid & Resource Hotlines

Central Maine Family Christmas Dinner

Christmas meal served on December 25; transportation provided for those in need..

- Address: Winslow Elementary School 285 Benton Ave Winslow, Maine 04901
- Phone: (207) 314-5144
- Email: shasta814@yahoo.com
- Website: <https://www.facebook.com/profile.php?id=100064758634439>
- Service Area: Waterville

City of Waterville General Assistance Program

The City of Waterville General Assistance Program provides temporary financial assistance to residents facing emergency needs such as housing, utilities, food, and other essential services. Designed as a safety net for individuals and families experiencing financial hardship, the program ensures access to basic necessities while helping recipients work toward long-term stability. Assistance is granted based on eligibility criteria and is intended to supplement other available resources. Administered by the city, the program offers confidential support and guidance to those in need, helping connect them with additional services when necessary.

- Address: 1 Common Street, Waterville, ME 04901
- Phone: (207) 680-4226
- Email: dmurray@waterville-me.gov
- Website: <https://www.waterville-me.gov/207/General-Assistance>
- Service Area: Waterville

Delta Ambulance

Delta Ambulance is a nonprofit emergency medical services provider serving central Maine with high-quality pre-hospital care and medical transportation. Offering both emergency response and non-emergency transport, Delta Ambulance is committed to patient-centered care, advanced medical expertise, and community health education. Staffed by highly trained paramedics and EMTs, the organization works closely with hospitals, fire departments, and first responders to ensure rapid, reliable, and compassionate medical services. Through continuous innovation and community engagement, Delta Ambulance plays a crucial role in enhancing public health and safety.

- Address: 29 Chase Avenue, Waterville, ME 04901
- Phone: (207) 861-4244 or (207) 861-4275
- Email: N/A
- Website: <http://deltaambulance.org/>
- Service Area: Waterville

Emergency Aid & Resource Hotlines - Cont.

Elder Abuse Institute of Maine

Provides 24/7 helpline, emergency shelter, and advocacy for individuals impacted by domestic abuse in Kennebec and Somerset counties.

- Address: 135 Maine Street, Suite A, #152, Brunswick, ME 04011
- Phone: (207) 805-3708
- Email: info@eaime.org
- Website: <https://eaime.org/our-work/>
- Service Area: Maine

Family Violence Project

Provides emergency shelter, a 24-hour helpline, and legal advocacy for survivors of domestic violence in Kennebec and Somerset counties.

- Address: P.O. Box 304, Augusta, ME 04332
- Phone: (877) 890-7788
- Email & Website: <https://www.familyviolenceproject.org>
- Service Area: Statewide

Heart of Maine United Way

Heart of Maine United Way supports individuals and families across the region by funding and coordinating programs that address essential needs in education, financial stability, and health. Through partnerships with local nonprofits, businesses, and volunteers, the organization works to create lasting, positive change in communities. By mobilizing resources, advocating for solutions, and supporting initiatives such as food assistance, housing stability, and early childhood education, Heart of Maine United Way strengthens the social safety net and improves the well-being of residents throughout its service area.

- Address: 700 Main Street, Bangor, ME 04401
- Phone: (207) 941-2800
- Email: info@homeunitedway.org
- Website: <https://homeunitedway.org/>
- Service Area: Central Maine

Emergency Aid & Resource Hotlines - Cont.

Kennebec Valley Community Action Program (KVCAP)

Offers housing, transportation, education, financial, and youth support services. Includes programs like Head Start, heating assistance, home repair, and foreclosure counseling.

- Address: 101 & 97 Water Street, Waterville, ME 04901
- Phone: (207) 859-1500 | 1-800-542-8227
- Email: info@kvcap.org
- Website: [KVCAP Directory of Services \(PDF\)](#)
- Service Area: Kennebec & Somerset Counties

Lifeline Service

Lifeline is a federal program designed to make phone and internet service more affordable for low-income households by providing a monthly discount of up to \$9.25. Consumers living on Tribal lands may qualify for an enhanced benefit of up to \$34.25 per month. Administered by the Universal Service Administrative Company (USAC), the program helps eligible individuals apply, maintain their benefits, and complete the required annual recertification process. To receive the discount, participants must apply for Lifeline and enroll with a participating phone or internet provider, which manages the service and assists with billing or device-related questions. Lifeline ensures that essential communication services remain accessible for those in need, helping individuals stay connected to family, work, healthcare, and emergency services.

- Address: N/A
- Phone: (800) 234-9473
- Email: LifelineSupport@usac.org
- Website: <https://www.lifelinesupport.org/>
- Service Area: Nationwide

Emergency Aid & Resource Hotlines - Cont.

Maine AARP

AARP Maine is a nonprofit, nonpartisan organization committed to empowering individuals aged 50 and older to choose how they live as they age. The organization focuses on advocacy, community engagement, and providing resources to enhance the quality of life for older Mainers. Through initiatives such as the Community Challenge grant program, AARP Maine supports quick-action projects aimed at making communities more livable by improving public spaces, transportation, housing, and digital connections. Additionally, AARP Maine recognizes and celebrates contributions to the community through awards like the Beacon Community Award and the Steadfast Advocate Award.

- Address: 53 Baxter Blvd. Suite 202 Portland, ME 04101
- Phone: (866) 554-5380
- Email: nbonam@aarp.org Website: <https://states.aarp.org/maine/>
- Service Area: Statewide

Maine Coalition to End Domestic Violence

The Maine Coalition to End Domestic Violence (MCEDV) works to support survivors, prevent abuse, and advocate for systemic change to end domestic violence across the state. Through partnerships with local resource centers, MCEDV provides crisis intervention, safety planning, shelter services, legal advocacy, and support groups for those affected by domestic violence. The coalition also engages in public education, training, and policy advocacy to raise awareness and strengthen protections for survivors. Committed to creating a future free from violence, MCEDV serves as a vital resource for individuals, families, and communities seeking safety and support.

- Address: PO Box 5188, Augusta, ME 04332
- Phone: (866) 834-4357
- Email: info@MCEDV.org
- Website: <https://www.mcedv.org/>
- Service Area: Waterville

Emergency Aid & Resource Hotlines - Cont.

Maine Council for Elder Abuse Prevention

The Maine Council for Elder Abuse Prevention (MCEAP) is a coalition of over 80 organizations and individuals dedicated to ending elder abuse in Maine. MCEAP offers resources and information on various forms of elder abuse, including neglect, physical, emotional, and financial exploitation, to assist victims and concerned individuals. The council encourages community involvement through initiatives like Elder Abuse Task Forces and Triads, and organizes events such as the Annual Elder Abuse Summit to raise awareness and promote prevention strategies. By fostering collaboration among members—including law enforcement, legal services, and advocacy groups—MCEAP aims to create a comprehensive approach to protect Maine's older adults.

- Address: N/A
- Phone: N/A
- Email: abooth@cityofbath.com
- Website: <https://elderabuseprevention.info/>
- Service Area: Statewide

Maine Crisis Line

The Maine Crisis Line provides free, confidential support 24/7 to individuals experiencing mental health crises, including thoughts of suicide or self-harm. By calling or texting 988, individuals connect with trained crisis specialists who offer immediate assistance and coordinate further care through local resources such as mobile crisis teams and stabilization facilities. The service is dedicated to ensuring that all Mainers have timely access to behavioral health support, fostering safety and well-being within the community.

- Address: 135 Maine Street, Suite A, #152, Brunswick, ME 04011
- Phone: (888) 568-1112, 711
- Email: N/A
- Website: <https://eaimc.org/our-work/>
- Service Area: Maine

Emergency Aid & Resource Hotlines - Cont.

Maine Department of Health and Human Services

The Maine Department of Health and Human Services (DHHS) is the state agency responsible for promoting the health, safety, and well-being of Maine residents through a wide range of programs and services. DHHS oversees public health initiatives, healthcare access, child and family services, behavioral health, substance use prevention, aging and disability support, and economic assistance programs. The department works to ensure that individuals and communities have the resources they need to lead healthy and stable lives, partnering with local organizations and stakeholders to enhance public welfare.

- Address: 109 Capitol Street 11 State House Station Augusta, Maine 04333
- Phone: (207) 287-3707
- Email: MMCHelp.DHHS@maine.gov
- Website: <https://www.maine.gov/dhhs/>
- Service Area: Statewide

Maine Department of Health and Human Services, Housing Services

The Maine Department of Health and Human Services (DHHS) offers various housing services to support individuals with disabilities and older adults in securing safe, affordable, and accessible housing. Programs include the Section 811 Project Rental Assistance, which provides housing for extremely low-income individuals with disabilities, and the Bridging Rental Assistance Program (BRAP), offering transitional housing subsidies for those with serious mental illness. Additionally, DHHS oversees the Permanent Supportive Housing Program (PSHP) to assist households with disabilities in achieving housing stability. For more information on these programs and eligibility requirements, visit the DHHS Housing Services page.

- Address: 67 Eustis Parkway, Waterville, ME 04901
- Phone: (207) 287-3707
- Email: OADS.Housing@maine.gov
- Website: <https://www1.maine.gov/dhhs/oads/get-support/housing-services>
- Service Area: Statewide

Emergency Aid & Resource Hotlines - Cont.

Maine Department of Health and Human Services - Office of Aging and Disability Services (OADS)

Supports older adults and people with disabilities through services such as in-home care, adult protective services, and long-term care options.

- Address: 11 State House Station, 41 Anthony Avenue, Augusta, ME 04333
- Phone: (207) 287-9200
- Email: OADS@maine.gov
- Website: <https://www.maine.gov/dhhs/oads>
- Service Area: Maine

Maine Housing Search

MaineHousingSearch.org is a free online rental listing service designed to connect individuals seeking housing with available rental options. The platform offers detailed listings, including photos, maps, and eligibility requirements, with both simple and advanced search options. Accessible 24/7, it is supported by a toll-free call center available Monday through Friday. Landlords benefit from increased visibility, real-time listing management, and reduced unwanted inquiries, while tenants can search by rent amount, location, and other preferences. The site includes market-rate rentals, subsidized housing, and special needs housing. Originally funded by MaineHousing and the Maine Department of Health and Human Services, the platform continues to receive support from partners such as the Smoke-Free Housing Coalition of Maine and the Maine Department of Environmental Protection, with additional resources provided through 2-1-1 Maine. Powered by Emphasys Software, MaineHousingSearch.org is a valuable tool for improving housing accessibility across the state.

- Address: N/A
- Phone: (877) 428-8844
- Email: info@myhousingsearch.com
- Website: <https://www.mainehousingsearch.org/>
- Service Area: Statewide

Emergency Aid & Resource Hotlines - Cont.

Maine Long-Term Care Ombudsman Program

The Maine Long-Term Care Ombudsman Program is a nonprofit agency dedicated to advocating for the quality of life and care of long-term care consumers. Providing free and confidential services, the program is authorized by federal and state law to investigate complaints and assist individuals in exercising their legal rights. It serves residents of nursing homes, assisted living facilities, and home care programs, as well as hospital patients facing barriers to long-term care access. The knowledgeable staff offers guidance on available services, payment options, and resolving service denials or reductions. Advocacy services are provided with strict confidentiality, ensuring that concerns are addressed only with the consumer's consent.

- Address: 41 Anthony Avenue Augusta, ME 04333
- Phone: (800) 499-0229
- Email: MLTCOP@MaineOmbudsman.org
- Website: <https://www.maineombudsman.org/>
- Service Area: Maine

Maine Veterans in Need

An all-volunteer nonprofit providing 24/7 emergency assistance to veterans across Maine. Services include food and gas cards, emergency lodging, phone services, and heating fuel. MVN bridges gaps when other agencies are unavailable, often responding within hours to stabilize crises. They collaborate with state and local partners to connect veterans to long-term support.

- Address: 62 Pegasus Street, Brunswick Landing, Suite 101, Brunswick, ME 04011
- Phone: (207) 751-5672
- Email: <https://maineveteransinneed.us/contact>
- Website: <https://maineveteransinneed.us/index>
- Service Area: Statewide

Emergency Aid & Resource Hotlines - Cont.

National Domestic Violence Hotline

The National Domestic Violence Hotline is a 24/7 confidential service offering support to individuals affected by domestic violence. Highly trained advocates provide free assistance, including crisis intervention, information, education, and referrals in over 200 languages. The organization envisions a world where all relationships are healthy and free from violence, aiming to empower those impacted by relationship abuse. Core values include integrity, thought leadership, excellence, collaboration, social justice, caring, and a survivor-centered approach. Since its inception, the hotline has responded to over 7 million contacts, relying on support from individuals, corporations, foundations, and federal grants to continue its mission.

- Address: PO Box 90249 Austin, Texas 78709
- Phone: (800) 799-7233
- Email: N/A
- Website: <https://www.thehotline.org/>
- Service Area: National

Salvation Army - Waterville Social Service Office

Assists with rent, heat, electric, clothing, food assistance and temporary housing. The Waterville location is by appointment only. A food pantry is operated out of the Augusta Office location, and open to the public anytime the office is open. The Salvation Army is a religious and social service organization, and a branch of the Christian church.

- Address: 179 Main Street, Waterville, ME 04901
- Phone: (207) 623-3752
- Email: Shannon.Davis@use.salvationarmy.org
- Website: <https://easternusa.salvationarmy.org/northern-new-england/augusta-capital-region/contact-us/>
- Service Area: Waterville

Emergency Aid & Resource Hotlines - Cont.

United Way of Kennebec Valley

Funds programs and initiatives that support food security, emergency assistance, youth development, and health services across the region.

- Address: 121 Commercial Street, Augusta, ME 04330
- Phone: (207) 626-3400
- Email: info@uwkv.org
- Website: <https://uwkv.org>
- Service Area: Central Maine