



**BRAIN INJURY
ASSOCIATION**
OF AMERICA - MAINE

Maine
Brain Injury and Stroke
**RESOURCE
DIRECTORY**



SEVENTH EDITION

biausa.org/maine



Brain Injury Association of America, Maine Chapter

126 Western Ave, #261
 Augusta, ME 04330
 Website: biausa.org/maine

The Maine Brain Injury and Stroke Resource Directory is intended to provide information and resources available to individuals with acquired brain injuries including stroke. The fluid nature of services and service providers makes it likely that contact information and service availability will change and that some services and/or providers may not be included. It is the responsibility of the user to verify and investigate services and providers to determine the best options for your individual situation.



Brain Injury Association of America, Inc.

Website: biausa.org
 National Brain Injury Information Center: 800-444-6443



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Disclaimer: The Brain Injury Association of America, Inc. (hereafter BIAA) and its Maine Chapter (hereafter BIAA-ME) have created this directory as a service to those in need of brain injury information and services. This directory includes paid advertising. BIAA and BIAA-ME do not endorse, recommend, or guarantee any services or service providers listed in this directory and are not liable or responsible for any claim, losses, or damages resulting from use of the agencies or services listed within this directory. The information contained in this directory is believed to be accurate but is not guaranteed. All content is provided "as is" without any warranty, expressed or implied. BIAA and BIAA-ME disclaims liability for any errors or omissions and disclaims any implied warranty or representation of accuracy or completeness in this directory.

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TABLE OF CONTENTS



- Brain Injury Association of America – Maine Chapter 2
- BIAA-ME Services and Support. 2
- About Brain Injury 3
- Brain Injury Definitions 4
- Rights and Protections of Persons with Acquired Brain Injury 4
- Maine Brain Injury Support Groups 6
- Brain Injury Fundamentals 7
- 211 Maine 8
- Insurance and Financial Assistance 8
- Important Federal Insurance and Financial Assistance Programs 9
- Important State of Maine Insurance and Financial Assistance Programs 10
- Guiding Principles When Selecting a Brain Injury Rehabilitation Program 11
- Brain Injury Medical, Rehabilitation, and Community Programs 13
- Certified Stroke Centers 17
- Brain Injury Specialty Services and Professionals 18
- State of Maine Brain Injury Agencies and Services. 26
- Skilled Nursing Facility Acquired Brain Injury Services 28
- Office of Behavioral Health Services (OBH) 28
- Other Important State Agencies and Services 28
- Adult & Child Protective Services 29
- Aging and Disability Resource Centers (ADRC). 30
- Prescription Drug Discount Programs 31
- Employment and Vocational Services 31
- Independent and Community Living 33
- Advocacy Organizations. 34
- Assistive Technology and Adaptive Equipment 34
- Communication Assistance Services 35
- Crisis Support and Services. 36
- Services for People Who Have Visual or Hearing Impairments 36
- Community Action Agencies 37
- Domestic Violence. 38
- Housing 39
- Library Services. 40
- Recreation 40
- Substance Use & Brain Injury 41
- Federal, State and Tribal Agencies 43
- Transportation 45
- Veterans Services 47
- Appendix A 49
- Appendix B 55

THE BRAIN INJURY ASSOCIATION OF AMERICA – MAINE CHAPTER (BIAA-ME)



Brain Injury Association of America – Maine Chapter

126 Western Avenue, #261

Augusta, ME 04330

E-mail: BIAMaine@biausa.org

Website: biausa.org/maine

For brain injury information and resource information, contact BIAA's Maine Brain Injury Information Center: Toll-free: 800-444-6443 Monday to Friday, 9 a.m. to 5 p.m. E-mail: MaineBrainInjuryInfo@biausa.org

The Brain Injury Association of America, Inc. (BIAA) is the country's oldest and largest nationwide brain injury advocacy organization. BIAA advances awareness, research, treatment, and education and works to improve the quality of life for all people affected by brain injury. We are dedicated to increasing access to quality health care and raising awareness and understanding of brain injury. We are the voice of brain injury.

BIAA-Maine Chapter (BIAA-ME) is available to serve the more than 10,000 Mainers affected by brain injury, their families, and the professionals who provide caring services after brain injury. Guided by a volunteer Advisory Board, BIAA-ME identifies the needs of Mainers with brain injuries and their families and works to ensure that a wide range of services and supports are available in the state. BIAA-ME provides advocacy, education, and information about brain injury to all those in need. A free monthly e-newsletter published by BIAA-ME helps keep Mainers informed about important issues and BIAA-ME events. Contact BIAA-ME to subscribe.

BIAA-ME serves people of all ages who have sustained a traumatic or acquired brain injury from many causes, including but not limited to:

Aneurysm and arteriovenous malformation (AVM)

Anoxia

Brain tumor

Concussion

Falls

Hypoxia

Hydrocephalus

Ischemia

Meningitis, encephalitis, and infections of the brain

Opioid and other substance overdose

Poisoning/Neurotoxic injury

Sports injury

Stroke

Surgery

BIAA-ME SERVICES & SUPPORT

MAINE BRAIN INJURY INFORMATION CENTER

E-mail: MaineBrainInjuryInfo@biausa.org

BIAA-ME offers free personalized information, direction to available services, and support through the Maine Brain Injury Information Center. A toll-free phone call connects persons living with a brain injury, family members or friends, professionals, and the public with an experienced brain injury specialist. Inquiries may also be e-mailed.

NEURO-RESOURCE FACILITATION (NRF)

BIAA-ME provides the Maine Acquired Brain Injury NeuroResource Facilitation program, a service supported through a contract with the Maine Department of Health & Human Services, Office of Aging and Disability Services. NeuroResource Facilitation services are personalized to each individual's situation using a collaborative process that involves participants (individuals living with a brain

injury and their personal support systems) working together with BIAA-ME facilitators (individuals who provide assistance in navigating systems) to achieve agreed upon goals. It is more intensive than the information and resources provided through the Maine Brain Injury Information Center. To access BIAA-ME NeuroResource Facilitation services, e-mail NRFMaine@biausa.org or call (800) 444-6443.

SUPPORT GROUPS

Brain injury support groups exist throughout Maine and serve to help Mainers living with a brain injury and their families to know that they are not alone. Being part of a strong local support network makes a huge difference in coping after you or a loved one sustains a brain injury.

BIAA-ME provides support group leader training to the 19 support groups that exist currently in Maine and helps link people with these support groups. In addition, BIAA-ME hosts a statewide virtual support group and co-hosts statewide virtual caregiver support groups. For more information, see the Resources and Support section of the website at biausa.org/maine.

BRAIN INJURY INFORMATION AND EDUCATION

BIAA-ME provides a wide variety of educational and informative resources for persons affected by brain injury, their families/caregivers, and the professionals who serve them. These resources include an annual conference, webinars, booklets, and brochures. BIAA-ME provides Brain Injury Fundamentals and Certified Brain Injury Specialist training throughout the state, offers educational programs for community service providers, and cross-trains substance use disorder professionals about co-occurring brain injury and brain injury professionals about co-occurring substance use disorders.

ADVOCACY

BIAA-ME fosters statewide advocacy to help the brain injury community work together to advocate for the services, supports, and funding needed by persons living with a brain injury and their families. BIAA-ME coordinates and supports the meetings of the Maine Acquired Brain Injury Advisory Council (ABIAC).

EVENTS TO RAISE AWARENESS AND FUNDS FOR BRAIN INJURY

BIAA-ME plans community events that offer individuals a way to help raise awareness of brain injury as well as funds to support the services offered through BIAA-ME. Check the event calendar at biausa.org/maine for details. If you are interested in holding an event to raise awareness and funds for brain injury in Maine, please e-mail development@biausa.org.

ABOUT BRAIN INJURY

Brain injury is a leading cause of death and disability in the United States. People who survive a brain injury face effects lasting from a few days to disabilities that last the rest of their lives. The severity of damage to the brain is a key factor in how much a person will be affected after brain injury. The severity of a brain injury is classified as mild, moderate, or severe based in large part on whether there is a loss of consciousness and how long that lasts.

Brain injury affects who we are and the way we think, act, and feel. It can change everything about us in a matter of seconds. The effects of a brain injury can be unpredictable, complex, and vary greatly from person to person. No two brain injuries are exactly the same. The effects of an injury depend on multiple factors including cause, physical location, and severity. Changes can be temporary or permanent, causing impairment or a complete disability. Each part of the brain serves a specific function and links with other parts of the brain to perform complex functions.

Brain injury can result in physical impairments such as speech, vision, hearing, headaches, paralysis, seizures, fatigue, and more. Cognitive issues like memory deficits, impaired concentration, slowed thinking, limited attention span, and impairments to perception, planning, writing, reading, and judgment are common after brain injury. Individuals may also experience emotional problems, such as mood swings, anxiety, depression, restlessness, lack of motivation, and difficulty controlling emotions.

Regardless of the severity of a brain injury, the early hours, days, and weeks after an injury can be confusing. A “good” day of progress may be followed by a “down” day. Setbacks are common and do not necessarily imply a permanent reversal of gains made. Individuals living with brain injuries may not be fully aware of the impact of their injuries. Recovery is often an unpredictable process involving time, specialized brain injury therapies and services, and family/community support.

After a brain injury, family and friends become an integral part of the life-long journey of the survivor. Learning a new language filled with medical and rehabilitation terms is often necessary to understand what happened, what services are available, and how services help persons with brain injury recover. Digesting information about the outcome of the brain injury, making the right decisions for accurate treatment for a successful recovery, acquiring benefits, planning for the future, and accepting this new situation can be very stressful for everyone who is involved.

The Maine Brain Injury and Stroke Directory lists resources available to Mainers who have experienced brain injury and their families to assist in navigating through the maze of needed services.

BRAIN INJURY DEFINITIONS

ACQUIRED BRAIN INJURY

An acquired brain injury (ABI) is an injury to the brain which is not hereditary, congenital, degenerative, or induced by birth trauma. An acquired brain injury is an injury to the brain that has occurred after birth. Common causes of ABI include stroke, near drowning, hypoxic or anoxic brain injury from opioid and other substance overdoses or tumor, neurotoxins, electric shock, or lightning strike.

TRAUMATIC BRAIN INJURY

A traumatic brain injury (TBI) is defined as an alteration in brain function, or other evidence of brain pathology, caused by an external force. Common causes of a TBI include motor vehicle crashes, sports injuries, assaults, and falls.

CONCUSSION

A concussion is a type of TBI caused by a bump, blow, or jolt to the head or by a hit to the body that causes the head and brain to move rapidly back and forth. This sudden movement can cause the brain to bounce around or twist in the skull, stretching and damaging the brain cells and creating chemical changes in the brain. Concussions are, simply put, an injury to the brain.

A concussion is usually not life-threatening. Even so, the effects of a concussion can be serious. Concussions can occur in any sport or recreational activity, from falls or other activities where a bump, blow, or jolt to the head occurs. Concussions may or may not involve loss of consciousness, can result in memory loss for events immediately before or after trauma, and can result in neurological deficits that may or may not be long-lasting or even permanent.

STROKE

A stroke occurs when blood flow to the brain is interrupted and the brain does not get the oxygen it needs, often with devastating consequences. Hemorrhagic strokes are caused by a burst blood vessel in the brain. Ischemic strokes are caused by blood clots that block blood flow to part of the brain.

Some people experience transient ischemic attacks (TIAs) or “mini-strokes” that result from a temporary blood clot. A TIA is often a warning sign that a stroke is likely to occur and should be taken seriously. While a stroke is most common in older adults, children and young adults also experience strokes. The severity of a stroke is often assessed using the National Institutes of Health (NIH) Stroke Scale.

RIGHTS AND PROTECTIONS OF PERSONS WITH ACQUIRED BRAIN INJURY

In 2021, Maine passed a law providing individuals with brain injury rights and basic protections in Title 34-B, Chapter 5, Subchapter 4, Section 5605 of the Maine Statute. This means greater protection for Mainers with

brain injury, including a defined statement of individual rights and access to a grievance/complaint process when things go wrong.

Below is a summary of the rights and protections:

1. Humane Treatment

A person with an acquired brain injury is entitled to dignity, privacy, and humane treatment.

2. Practice of Religion

A person with an acquired brain injury is entitled to religious freedom and practice without any restriction or forced infringement on that person’s right to religious preference and practice.

3. Communications

A person with an acquired brain injury is entitled to private communications.

4. Work

A person with an acquired brain injury engaged in work programs that require compliance with state and federal wage and hour laws is entitled to fair compensation for labor in compliance with regulations of the United States Department of Labor.

5. Vote

A person with an acquired brain injury may not be denied the right to vote.

6. Personal Property

A person with an acquired brain injury is entitled to the possession and use of that person’s own clothing, personal effects, and money, except when temporary custody of clothing or personal effects by a provider is necessary to protect the person or others from imminent injury or unless this right has been restricted pursuant to rules adopted pursuant to section 5604 of the Maine Statute.

7. Nutrition

A person with an acquired brain injury is entitled to nutritious food in adequate quantities, and meals may not be withheld for disciplinary reasons.

8. Medical Care

A person with an acquired brain injury is entitled to receive prompt and appropriate medical and dental treatment and care for physical and mental ailments and for the prevention of any illness or disability, and medical treatment must be consistent with the accepted standards of medical practice in the community, unless the religion of the person so prohibits.

9. Sterilization

A person with an acquired brain injury may not be sterilized, except in accordance with chapter 7.

10. Social Activity

A person with an acquired brain injury is entitled to opportunities for behavioral and leisure time activities that include social interaction in the community, as set out in section 5610.

11. Physical Exercise

A person with an acquired brain injury is entitled to opportunities for appropriate physical exercise, including the use of available indoor and outdoor facilities and equipment.

For more detail about the rights and basic protections of persons with an acquired brain injury in Maine, see: mainelegislature.org/legis/statutes/34-b/title34-bsec5605.html (accessed 11/28/2022).

If you believe your rights under this law have been violated and wish to file a grievance or complaint, contact:

Disability Rights Maine

160 Capitol Street, Suite 4
Augusta, ME 04330
Toll-free: 800-452-1948 (V/TTY)
Phone: 207-626-2774 (V/TTY)
Email: advocate@drme.org
Website: www.drme.org

MAINE BRAIN INJURY SUPPORT GROUPS

Support groups, even virtual ones, are a great resource for persons living with a brain injury, family members, and caregivers to share with and learn from others who face similar challenges. Each support group is different because it serves to meet the needs of those participating at any given time. Support groups may offer presentations about various aspects of brain injury, opportunities to share experiences and get support and suggestions from others in the group, social or recreational activities, and more.

Please note that contacts, dates, and times frequently change, especially as a result of the Covid-19 pandemic; we recommend you reach out to the group facilitator to confirm details prior to attending a group meeting for the first time. Please check the BIAA-ME website at biausa.org/maine to check for changes. Support group meetings may be held in-person, virtually, or in a hybrid format with both in-person and virtual options available.

VIRTUAL SUPPORT GROUPS

STATEWIDE

Phone: 207-522-6601 (Sarah Gaffney)
E-mail: sgaffney@biausa.org
When: First Wednesday of the month, 11 a.m.-12 noon

STATEWIDE BRAIN INJURY CAREGIVER

Phone: 207-444-9070 (Suzanne Morneault)
Phone: 207-522-6601 (Sarah Gaffney)
E-mail: suzanne@allthingsbecomenew.org
E-mail: sgaffney@biausa.org
When: Third Wednesday of the month, 11 a.m.-12 noon

Maine Brain Injury
INFORMATION CENTER
1-800-444-6443

www.biausa.org/maine

MaineBrainInjury@biausa.com

STATEWIDE CONCUSSION

Navigating Concussion Recovery
E-mail: moriah.hersey@mainehealth.org
When: Third Tuesday of each month, 12 noon-1 p.m.

YOUTH SURVIVORS NETWORK

For brain injury survivors age 16-25 from Maine, New Hampshire & Vermont
E-mail: dcampbell@mpf.org
When: Second Wednesday of the month, 4-5 p.m.

APHASIA VIRTUAL MEET UPS

Aphasia Center of Maine
Phone: 207-415-3133 (Annemarie Albiston)
E-mail: info@aphasiacenterofmaine.org
When: Every Monday at 10 a.m.

BREWER – STROKE

Second Thursday of the month, 4-5 p.m.
Phone: 207-973-8278 (Angela Wheelden)
E-mail: awheelden@northernlight.org

PORTLAND – BRAIN ANEURYSM

Last Thursday of the month, 6-7:30 p.m.
Phone: 207-495-2532 (Dave McCausland)
E-mail: dave@maineba.org

SCARBOROUGH – BRAIN TUMOR

Second Tuesday of the month, 3-4:30 p.m.
Phone: 207-662-1539 (Sara Cox)
E-mail: scox@mmc.org

YORK – STROKE

Fourth Monday of the month, 10-11:30 a.m.
Phone: 207-351-3721 (Susan Kelly-Westman)

IN-PERSON AND HYBRID SUPPORT GROUPS

AUGUSTA

HYBRID
Third Thursday of the month, 3:30-4:30 p.m.
Maine State Library (temporary offices)
242 State St.
Augusta, ME (use door D1)
Phone: 207-215-7064 (Lee Glynn)
E-mail: WLFGRP@aol.com

BREWER

Fourth Tuesday of the month, 4-5 p.m.
Brewer Center for Health and Rehabilitation
74 Parkway S.
Brewer, ME 04412
Phone: 207-989-7300
E-mail: sscott@nathealthcare.com (Samantha Scott)
E-mail: bosmall@nathealthcare.com (Bonny Small)

BRUNSWICK

First Tuesday of the month, 12 noon-1 p.m.
Adaptive Outdoor Education Center
675 Old Portland Rd.
Brunswick, ME 04011
Phone: 207-237-2676 (Aly LeBlanc)
Email: activitiesaoec@gmail.com

BRUNSWICK – STROKE

Communicate After Stroke Support Group
Brunswick Business Center
18 Pleasant St.
Brunswick, ME 04011
Phone: 207-373-6175 (Dimitra Voulgari-Toothaker)

CAMDEN

First Wednesday of the month, 10 a.m.-12 noon
Union Masonic Lodge
149 Sennebec Rd.
Union, ME 04862
Phone: 207-273-2090 (Carol Rohl)

FAIRFIELD

Second Thursday of the month, 3:30-4:30 p.m.
Maine Center for Integrated Rehabilitation (MCIR)
95 Skowhegan Rd.
Fairfield, ME 04937
Phone: 207-453-1330 (Shane McNear)
E-mail: shane.mcnear@rehabwithoutwalls.com

LEWISTON

First Thursday of the month, 6-8 p.m.
Goodwill NeuroRehab Services
618 Main St.
Lewiston, ME 04240
Phone: 207-795-6110 (Larry Marquis)
E-mail: larrysbasscharters@gmail.com

NORTHERN MAINE

Fourth Thursday of the month, 10-11 a.m.
Location varies, contact the organizer for details
Phone: 207-444-9070 or 207-540-5446 (Suzanne Morneault)
E-mail: suzanne@allthingsbecomenew.org

PORTLAND (WINGS)*

HYBRID
Third Tuesday of the month, 10-11:30 a.m.
Woodfords Congregational Church
202 Woodford St.
Portland, ME 04103
E-mail: braininjuryvoices@maine.rr.com (Carole Starr)
*New members (virtual or in-person) must contact Carole for instructions before attending

SKOWHEGAN

HYBRID
Fourth Friday of the month, 4:30-5:30 p.m.
Reflections
36 North Ave.
Skowhegan, ME 04976
Phone: 207-215-7064 (Lee Glynn)
E-mail: WLFGRP@aol.com

WESTERN MAINE – RUMFORD

First Tuesday of the month, 5-6:30 p.m.
Hope Association
85 Lincoln Ave.
Rumford, ME
Phone: 207-364-4561 (Jessica Hines)

BRAIN INJURY FUNDAMENTALS

Brain Injury Fundamentals is a training and certificate program designed by the Brain Injury Association of America (BIAA) to address the unique needs and challenges of those who care for or encounter individuals living with a brain injury. This includes non-licensed direct care staff, facility staff, family members, friends, first responders, and others in the community. The training course covers essential topics such as:

- *Cognition*
- *Guidelines for interacting and building rapport*



**ACADEMY OF CERTIFIED
BRAIN INJURY
SPECIALISTS**
A program of the Brain Injury Association of America

**NOW AVAILABLE
BRAIN INJURY
FUNDAMENTALS**

LEARN MORE AT [BIAUSA.ORG/FUNDAMENTALS](http://biausa.org/fundamentals)

- *Brain injury and behavior*
- *Medical complications*
- *Safe medication management*
- *Families coping with brain injury*

The Brain Injury Fundamentals course is grounded in adult learning principles to maximize participant engagement and application through an interactive workbook. Using real-life scenarios to anchor the course concepts, participants learn about the challenges people face following brain injury and the types of support they need.

For more information, visit: biausa.org/fundamentals

211 MAINE

During personal hardships and emergencies, 211 Maine can help you find programs and services that will assist you with basic needs such as transportation, food and clothing banks, shelters, financial and rental

assistance, household goods, and utility assistance. 211 Maine operators can also connect individuals to help with domestic violence issues, substance use disorder treatment, education, employment, and more.

Dial 211, text your zip code to 898-211, email info@211maine.org, or visit 211maine.org

INSURANCE & FINANCIAL ASSISTANCE

After a brain injury, assistance with paying for the costs of medical, rehabilitation, community and long-term care, and other financial obligations is often needed. Depending on an individual's unique situation, one or more federal and state options may be available to assist.

The best way to find out if you are eligible for any available program or benefit is to apply as soon after an injury as possible. If you are denied eligibility, be sure you understand why. Sometimes, amending the application or appealing the decision will be successful.

IMPORTANT FEDERAL INSURANCE & FINANCIAL ASSISTANCE PROGRAMS

PATIENT PROTECTION AND AFFORDABLE CARE ACT

Toll-free: 800-318-2596

Website: healthcare.gov

The Patient Protection and Affordable Care Act put in place comprehensive health insurance reforms that have improved access, affordability, and quality in health care for Americans. Any individual who is not eligible for Medicare may purchase a health insurance policy through Maine's federally-facilitated Marketplace.

To find Patient Protection and Affordable Care Act health insurance plan options in Maine, contact:

Maine Bureau of Insurance

34 State House Station
Augusta, ME 04333-0034

Phone: 207-624-8475

Toll-free: 800-300-5000

TTY: Maine Relay 711

Website: maine.gov/pfr/insurance

MEDICARE

Medicare is a health insurance program available through the Centers for Medicare and Medicaid Services (CMS). While most commonly used by people age 65 or older, younger people with disabilities resulting from brain injury and stroke may be eligible for Medicare. Medicare helps pay for health care costs but does not pay for all expenses or for long-term care.

SOCIAL SECURITY INCOME

Toll-free: 800-772-1213

Website: ssa.gov

Link to online forms: ssa.gov/forms

The Social Security Administration manages two cash benefit programs for people with disabilities. More than 60% of first-time applications for these programs are denied, so be prepared to appeal the denial and consider engaging a disability attorney to advocate on your behalf. There are multiple steps in the appeal

process, beginning with a request for reconsideration, moving to a hearing before an administrative law judge (an ALJ), and ultimately, if needed, a hearing in federal court. The success rates for people who have a hearing before an ALJ are nearly 60%, largely because applicants have representation from a disability attorney or a non-attorney disability advocate.

Social Security Disability Insurance (SSDI) provides disability insurance benefits for workers who have contributed to Social Security and become disabled or blind before reaching retirement age.

Supplemental Security Income (SSI) provides monthly cash income to low-income persons with limited work history and resources on the basis of age and disability. Apply online for benefits or contact the local office to apply in person. Social Security offices in Maine can be found below or use the Social Security Office Locator at ssa.gov/locator.

SOCIAL SECURITY ADMINISTRATION OFFICES IN MAINE

Auburn

600 Turner St., Suite 5

Auburn, ME 04210

Phone: 833-388-6432

TTY: 207-623-4190

Augusta

330 Civic Center Dr., Suite 4

Augusta, ME 04332

Phone: 866-882-5422

Bangor

202 Harlow St.

Room 10307

Bangor, ME 04401

Phone: 877-405-1448

TTY: 800-325-0778

Portland

1355 Congress St., Floor 2

Portland, ME 04102

Phone: 877-319-3076

TTY: 207-773-3981

Presque Isle

365 Main St.
Presque Isle, ME 04769
Phone: 866-837-2719
TTY: 800-325-0778

Rockland

169 Camden St.
Rockland, ME 04841
Phone: 855-269-9179
TTY: 207-594-4984

Saco

110 Main St., Suite 1450
Saco, ME 04072
Phone: 877-253-4715
TTY: 207-282-6404

Waterville

14 Colby St.
Waterville, ME 04901
Phone: 866-931-9169
TTY: 207-872-9230

Portsmouth, NH

Serves portions of Southern Maine including Kittery
215 Commerce Way, Suite 200
Portsmouth, NH 03801
Phone: 888-397-9796
TTY: 603-436-3086



IMPORTANT STATE OF MAINE INSURANCE & FINANCIAL ASSISTANCE PROGRAMS

MAINECARE – HEALTH INSURANCE

Office of MaineCare Services

11 State House Station
Augusta, ME 04333-0011
Toll-free: 855-797-4357
TTY: Maine Relay 711
Website: maine.gov/dhhs/oms

MaineCare (Maine’s Medicaid Program) is a health insurance program managed by the Maine Department of Health and Human Services (DHHS). It pays for the medical expenses of people who are unable to pay some or all of their own medical expenses. MaineCare eligibility is based on income, age, and family situations. MaineCare sends payments directly to health care providers rather than the person receiving services. A co-payment (a payment for a portion of the cost of some medical services made by the person receiving services) may be required.

MaineCare has services available to qualifying individuals 18 years and older who have sustained an acquired brain injury. In Maine, a qualifying acquired brain injury is an insult to the brain resulting directly or indirectly from trauma, infection, anoxia, or vascular lesions, and not of a degenerative or congenital nature, but which may produce a diminished or altered state of consciousness resulting in impairment of cognitive abilities and/or physical functioning. It can also result in the disturbance of behavioral or emotional functioning. These impairments may be either temporary or permanent and cause partial or total functional disability or psychosocial maladjustment. This does not include brain injuries that are induced by birth.

Children under age 19 with serious health conditions, such as severe brain injury, may be eligible for MaineCare through the Katie Beckett benefit even when the family income is higher than MaineCare limits.

To apply for MaineCare, contact the Maine DHHS or visit a local office. An eligibility specialist will help determine whether you are eligible for MaineCare and answer questions about the application process and benefits.

Reference: www.maine.gov/dhhs/oads/get-support/adults-with-brain-injury

MY MAINE CONNECTION

Office for Family Independence (OFI)

Maine Department of Health and Human Services
Toll-free: 855-797-4357
Interpreter services available upon request
Website: mymaineconnection.gov

Through My Maine Connection, information and applications are available for a wide range of programs and services offered by the state of Maine. Some of the programs and services include: MaineCare; Food Supplemental Nutrition Assistance Program (commonly known as the food stamp program or SNAP); Temporary Assistance for Needy Families; and a Child Care Subsidy program. Eligibility requirements vary by program.

CONSUMERS FOR AFFORDABLE HEALTHCARE

P.O. Box 2490
Augusta, ME 04338
Phone: 207-622-7083
Toll-free: 800-965-7476 Consumer Assistance Helpline
TTY: 877-362-9570
Website: mainecahc.org

Consumers for Affordable Health Care is a non-profit advocacy organization committed to helping all Maine residents obtain quality, affordable health care. Services include a Consumer Assistance Program that provides free assistance with healthcare questions such as understanding your coverage, coverage disputes, enrolling in MaineCare, or finding other healthcare coverage.

WORKERS’ COMPENSATION

Maine Workers’ Compensation Board

Physical Address:
442 Civic Center Dr., Suite 100
Augusta, ME 04330

Mailing Address
27 State House Station
Augusta, ME 04333
Toll-free: 888-801-9087 (Maine only)
TTY: Maine Relay 711
Website: maine.gov/wcb

Workers’ compensation is a type of insurance provided by employers for workers who are injured on the job. Benefits include but are not limited to payments for lost time from work due to an injury, payment of medical bills, drug prescriptions and related costs, and vocational rehabilitation. If you are injured at work, you must report the injury to your employer. Maine has five regional Workers’ Compensation Board offices located in Augusta, Bangor, Caribou, Lewiston, and Portland where you can get more information about Maine’s workers’ compensation laws and practices.

GUIDING PRINCIPLES WHEN SELECTING A BRAIN INJURY REHABILITATION PROGRAM

Careful selection of the services that best meet the needs of the persons with brain injury and their families is a critical step toward achieving maximum recovery. An equally vital step is to participate actively in the decision-making about the services being provided and monitoring service delivery whether in the hospital, rehabilitation facility, community residence, or other setting.

Active and ongoing participation means you will be better prepared to make solid, informed decisions and to maximize available resources.

Be Curious and Ask Questions

While you know your loved one best, you are likely not familiar with the wide range of programs, services, resources, and information in the brain injury rehabilitation field. Learn as much as you can about any program that might be appropriate for your loved one by asking questions about its staff, service philosophy, history, and method of collecting outcome data. If you do not understand something, ask someone at the program

to explain it in the detail you need. Like medicine, brain injury services are often as much an “art” as a “science” and can vary widely from program to program.

Learn From Others

When researching multiple programs and services, try to talk with individuals who have participated in each one. Support groups are often a good way to find people who have had experience with a program you are considering. Ask the facility or organization to provide references of individuals who have used their services. Sometimes, due to privacy concerns for those receiving services, you may not always be able to get references.

In many states, consumers can access information about the quality and performance of programs and facilities that are licensed or accredited. Ask prospective facilities how to obtain outcome data and quality information about their program.

You can also check out the program or service provider online, keeping in mind that those who have had negative experiences are most likely to complain, and their experiences may not be fully representative of the quality of a given provider.

Explore More Than One Program

Whenever possible, thoroughly consider several options. The closest program or the one that offers the most services may not necessarily be the best for your loved one’s individual needs. Be wary of anyone who tries to pressure you while paying attention to any time constraints that may result from limited availability or time-limited access to benefits. Remember that the quality of services cannot be judged solely by how nice the facilities or marketing materials appear.

Get It in Writing

Keep a log of who you spoke to, the date, time, and a summary of your conversation. Keep copies of all correspondence. There will be a lot of information, including new and technical terms to process, so it is easy to forget details. You may wish to record your conversations so you can refer to them later. Be sure to ask permission in advance; most professionals will readily agree to be recorded. Get any commitments in writing of the types, quantities, and costs of services

to be provided before you finalize your decision.

Know Your Financial Situation

Find out about public or private benefits your loved one may be eligible for and apply promptly. Depending on what kind of services are needed, talk with your insurance carrier and ask about deductibles and co-payments. Get a copy of your insurance policy or health plan and re-read it. Find out the extent of your financial obligations. Ask about the long-term implications of decisions you make today.

Before services begin, be prepared to fight denials by your insurance company. “No” does not always mean “no.” BIAA has published a free guide called “Navigating the Insurance Maze” that can be downloaded at biausa.org/insurance. Be prepared for ongoing negotiations with insurance representatives and contact the BIAA affiliate in your state to be referred to advocates who can help.

Get a written disclosure statement from the provider before services begin. The statement should document what services will be rendered and exactly who will be responsible for payment, co-pays, and deductibles. Get regular updates about where you stand financially with the payer and the service provider(s).

Be Involved, Stay Involved

The ultimate goal is to help your loved one succeed. Brain injury programs and services should promote self-determination and community integration to the fullest extent possible. Self-determination can be achieved by deciding how you wish to use your and your loved one’s time, energy, and resources. Voice your opinions, questions, and concerns promptly and respectfully.

Choosing brain injury programs and services may be the single most important decision you make emotionally, financially, and for your loved one’s outcome. Take the time to make good decisions. Once services begin, stay on top of what is being provided and what other options exist. Be an informed consumer.

Excerpted from Moderate to Severe Brain Injury: A Practical Guide for Families, ©2018 Brain Injury Association of America, Inc.

Appendix A provides a list of questions that may be helpful as you consider different program and service options.

BRAIN INJURY MEDICAL, REHABILITATION & COMMUNITY PROGRAMS

Brain injury program providers in Maine offer a diverse range of medical and rehabilitation services on an inpatient, outpatient, transitional residential, and community basis for adults and children. Some of the providers below are also service providers for the State of Maine Medicaid Waiver and other programs so you will find them listed more than once in this directory.



creative works
Creating communities of inclusion.

Creative Works has been supporting and inspiring people with disabilities at home, at work and in the community for over 50 years.

We’re here to support you every step of the way:

- Certified Brain Injury Care Coordinators
- Residential 24/7 Care
- In-Home Supports

207.879.1140 | beingcreativeworks.org

Augusta Center for Health and Rehabilitation

188 Eastern Ave.
Augusta, ME 04330
Phone: 207-622-3121
Website: augustacenterrehab.com
Dually certified facility with both skilled nursing and long-term care.

Barbara Bush Children’s Hospital at Maine Medical Center

22 Bramhall St.
Portland, ME 04102
Phone: 207-662-0111
Website: mmc.org/bbch

Brentwood Center for Health and Rehabilitation

370 Portland St.
Yarmouth, ME 04096
Phone: 207-846-9021
Website: thebrentwoodrehab.com

Brewer Center for Health and Rehabilitation

74 Parkway South
Brewer, ME 04412
Phone: 207-989-7300
Website: brewercenterrehab.com

Center for Integrated Neuro Rehabilitation (CINR)

159 Bennett Dr., Suite 1
Caribou, ME 04736
Phone: 207-498-3820
Website: amhc.org
An outpatient day treatment program. Additional location in Houlton.

Central Maine Therapy Services

Trolley Building
77 Bates St., Suite 210
Lewiston, ME 04240
Phone: 207-795-2122

Creative Work Systems - Maine Office

10 Speirs St.
Westbrook, ME 04092
Phone: 207-879-1140
Website: beingcreativeworks.org
Serves Southern and Central Maine
Residential and Day Services, Community Case Management.

Fox Rehabilitation

245 Commercial St., Suite 245
Portland, ME 04101
Phone: 877-407-3422
Outpatient at-home rehabilitation therapy services. Services include: Speech therapy, Occupational Therapy, Physical Therapy.

Goodwill NeuroRehab Services

Goodwill Northern New England

8 Science Park Rd.
Scarborough, ME 04074
Phone: 207-761-8402
Website: goodwillne.org/neurorehab

Goodwill NeuroRehab

Goodwill Northern New England

618 Main St.
Lewiston, ME 04240
Phone: 207-795-6110
Website: goodwillne.org/neurorehab

GT Independence

Toll-free Customer Service: 877-659-4500
Maine Contact: Sharlene Adams
Phone: 207-480-9271
sadams@gtindependence.com
Website: gtindependence.com
Self-directing and financial management service.

Maine Center for Integrated Rehabilitation – Brewer

Twin City Plaza
248 State St.
Brewer, ME 04412
Phone: 207-989-2034
Website: rehabwithoutwalls.com/maine
Outpatient Rehabilitation

Maine Center for Integrated Rehabilitation – Fairfield

95 Skowhegan Rd.
Fairfield, ME 04937
Phone: 207-453-1330
Website: rehabwithoutwalls.com/maine
Outpatient Rehabilitation

Maine Center for Integrated Rehabilitation – Rockland

91 Camden St., Suite 107
Rockland, ME 04841
Phone: 207-596-0133
Website: rehabwithoutwalls.com/maine
Outpatient Rehabilitation

Maine Strong Balance Center

400 Enterprise Dr., Suite 4
Scarborough, ME 04074
Phone: 207-303-0612
Website: mainestrongbalancecenter.com
Physical Therapy Outpatient Clinic
Additional locations in South Portland, Saco



Our results set us apart

We offer superior care and results for patients when compared to nursing homes. Research* tells the story. Connect with a higher level of care at New England Rehabilitation Hospital of Portland, a Joint Venture of Maine Medical Center and Encompass Health.

Learn more at ehc.rehab/portlandexp

 **New England Rehabilitation Hospital of Portland**
a Joint Venture of Maine Medical Center and Encompass Health

335 Brighton Avenue, Unit 201 • Portland, ME 04102
207.775.4000

*Dobson | DeVanzo analysis of research identifiable 20% sample of Medicare beneficiaries, 2005-2009
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Rebuilding Lives. Restoring Hope.

NeuroRestorative Maine is a leading provider of post-acute rehabilitation and support services for individuals with brain injuries and other neurological challenges. In a variety of locations and settings, we offer a continuum of care through our community-based programs.

- Neurorehabilitation
- Neurobehavioral services
- Supported living
- Transitional living
- Day treatment
- Outpatient clinic
- Respite
- Clubhouse

 For more information or to make a referral:
 800-743-6802
 neuroinfo@neurorestorative.com
 neurorestorative.com

MaineGeneral Health

35 Medical Center Pkwy.
Augusta, ME 04330
Phone: 207-248-0027
Website: mainegeneral.org
Physical Rehabilitation Unit – Inpatient Rehabilitation

NeuroRestorative Maine

Toll-free: 800-743-6802
Outpatient Clinic: Standish
Website: neurorestorative.com
Locations in Gorham, Westbrook, Kennebunk, Old Orchard Beach, and Sebago
Residential Services

Neuroscience Institute at Maine Medical Center

22 Bramhall St.
Portland, ME 04102
Phone: 207-662-0111
Toll-free: 877-339-3107
Website: mainehealth.org/Maine-Medical-Center/Services/Neuroscience-Institute

New England Rehabilitation Hospital of Portland

335 Brighton Ave.
Portland, ME 04102
Phone: 207-662-8301 Inpatient Service Inquiries
Phone: 207-662-8377 Outpatient Service Inquiries
Website: nerhp.org

Northern Light Eastern Maine Medical Center

489 State St.
Bangor, ME 04401
Phone: 207-973-7000
Website: northernlighthealth.org/Eastern-Maine-Medical-Center

Northern Maine General

Main Office
5 Carter St.
Eagle Lake, ME 04739
Phone: 207-444-5152
Website: nmgeneral.org

Penquis – Behavioral & Disability Supports

Formerly Charlotte White Services
Toll-free: 800-215-4942
Website: penquis.org

Rehab Without Walls – Home & Community Rehab Services

24 West Cole Rd., Suite 102
Biddeford, ME 04005
Phone: 207-282-3980
Website: rehabwithoutwalls.com
Serves York, Cumberland and parts of Androscoggin and Sagadahoc counties

RiverRidge Center

3 Brazier Ln.
Kennebunk, ME 04043
Phone: 207-985-3030
Website: genesisihcc.com/riverridge
Brain injury inpatient and outpatient neurorehabilitation

Saco Bay Orthopaedic and Sports Physical Therapy Neurologic Multidisciplinary Center

1274 Congress St., Third Floor
Portland, ME 04102
Phone: 207-888-0900
Website: sacobaypt.com
Physical therapy, occupational therapy, and speech-language pathology

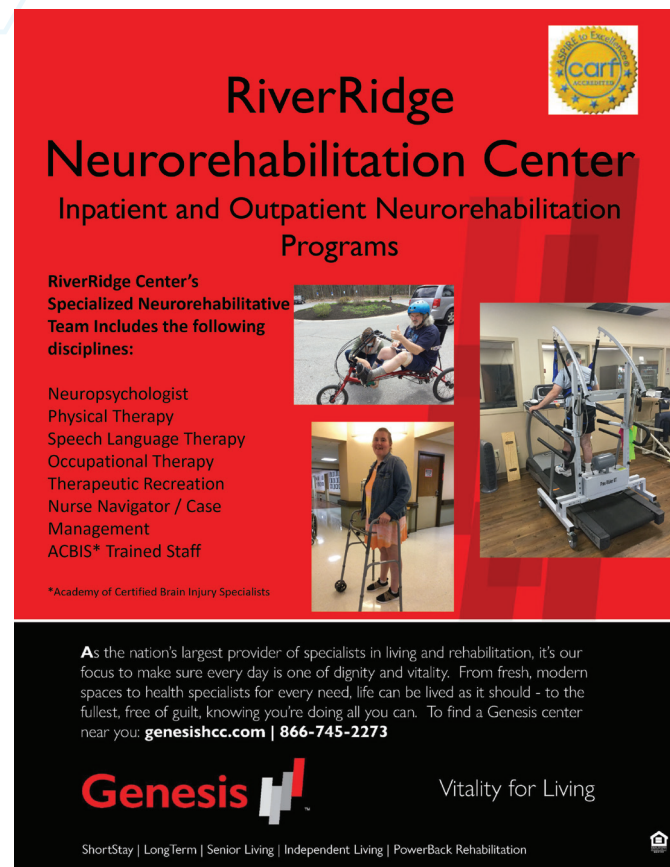
Scarborough NeuroDevelopment Center

144 US Rte. 1, Suite 4
Scarborough, ME 04074
Phone: 207-233-0332
Website: trainyourbrain.me
Speech-language pathology

NEW HAMPSHIRE

Northeast Rehabilitation Hospital at Pease

105 Corporate Dr.
Pease International Tradeport
Portsmouth, NH 03801
Phone: 603-501-5500
Website: northeastrehab.com
Inpatient and Outpatient



RiverRidge Neurorehabilitation Center
Inpatient and Outpatient Neurorehabilitation Programs

RiverRidge Center's Specialized Neurorehabilitative Team includes the following disciplines:

- Neuropsychologist
- Physical Therapy
- Speech Language Therapy
- Occupational Therapy
- Therapeutic Recreation
- Nurse Navigator / Case Management
- ACBIS* Trained Staff

*Academy of Certified Brain Injury Specialists

As the nation's largest provider of specialists in living and rehabilitation, it's our focus to make sure every day is one of dignity and vitality. From fresh, modern spaces to health specialists for every need, life can be lived as it should - to the fullest, free of guilt, knowing you're doing all you can. To find a Genesis center near you: genesisihcc.com | 866-745-2273

Genesis Vitality for Living

ShortStay | LongTerm | Senior Living | Independent Living | PowerBack Rehabilitation

Northeast Rehabilitation Hospital – Salem, NH

70 Butler St.
Salem, NH 03079
Phone: 603-893-2900
Website: northeastrehab.com
Inpatient and Outpatient

Northeast Rehabilitation Hospital at Southern New Hampshire Medical Center (SNHMC)

SNHMC West Campus
29 Northwest Blvd.
Nashua, NH 03063
Phone: 603-689-2400
Website: northeastrehab.com
Inpatient

Northeast Rehabilitation at The Elliot – Manchester, NH

1 Elliot Way, 7th Floor
Manchester, NH 03103
Phone: 603-663-7700
Website: northeastrehab.com
Inpatient



BRAIN INJURY RECOVERY PROGRAM

"I have to give it to them...they're all so good. The entire team. They all cared so much." - Jenna

OUR HOSPITALS HAVE EARNED DISEASE-SPECIFIC CARE CERTIFICATION IN BRAIN INJURY AND STROKE REHABILITATION

Certified Brain Injury Specialists
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20+ Outpatient Clinics, Home Care, Pediatric and Pain Management Services
in the Seacoast NH, Southern NH and Merrimack Valley MA

For more info, call (603) 893-2900 or visit www.NortheastRehab.com

Rebuilding lives through hope, compassion, and dedication to excellence.

Robin Hill Farm

P.O. Box 1067
Hillsboro, NH 03244
Phone: 207-590-4144
Website: robinhillfarm.com
Residential rehabilitation program

Rose Meadow Farm/Rose Meadow Garden

P.O. Box 1450
New Boston, NH 03070
Phone: 603-487-3590
Website: rosemeadowgroup.com
Supported residential program

CERTIFIED STROKE CENTERS

COMPREHENSIVE STROKE CENTER

Comprehensive Stroke Center certification from the Joint Commission recognizes hospitals that meet standards to treat the most complex stroke cases. Standards include all components of a Primary Stroke Center plus:

- Availability of advanced imaging techniques
- Availability of personnel trained in vascular neurology, neurosurgery, and endovascular procedures
- 24/7 availability of personnel, imaging, operating room, and endovascular facilities
- Neuroscience Intensive care facilities and capabilities
- Experience and expertise treating patients with large ischemic strokes, intracerebral hemorrhage, and subarachnoid hemorrhage

Maine Medical Center

Phone: 207-662-0111

PRIMARY STROKE CENTERS

Primary Stroke Center Certification recognizes hospitals that meet standards to support better outcomes for stroke care. Standards include:

- A dedicated stroke-focused program
- Staffing by qualified medical professionals trained in stroke care
- Individualized care to meet stroke patients' needs
- Patient involvement in their hospital care
- Coordination of post-discharge patient self-care
- Streamlined flow of patient information while protecting patient rights, security and privacy
- Collection of the hospital's stroke-treatment performance data
- Hospital team performance data
- Use of data to assess and continually improve quality of care for stroke patients

Central Maine Medical Center – Lewiston

Phone: 207-795-2480

Mid Coast Hospital – Brunswick

Phone: 207-373-6000

Northern Light Eastern Maine Medical Center – Bangor

Phone: 207-973-8278

PenBay Medical Center – Rockport

Phone: 207-301-8000

BRAIN INJURY SPECIALTY SERVICES & PROFESSIONALS

ATTORNEYS AND LEGAL ASSISTANCE

In the aftermath of a brain injury, the injured person and his or her family often need to seek the advice of an attorney. Medical treatment, such as brain injury rehabilitation, and long-term care services are expensive and may span many years. Individuals and families must address and make decisions on financial issues, estate planning, returning to work or school, establishing guardianship or a power of attorney, and other issues.

BIAA provides an interactive directory of Preferred Attorneys with experience handling brain injury cases. The directory is available on BIAA's website, and users may search for a local preferred attorney specializing in one of three practice areas: personal injury, civil rights, and financial issues. Visit biausa.org/preferredattorneys or call the BIAA-ME Brain Injury Information Center Toll-free at 800-444-6443 to find a lawyer who understands brain injury and is qualified to assist you and your loved one.

Excerpted and adapted from *Moderate to Severe Brain Injury: A Practical Guide for Families*, ©2018 Brain Injury Association of America, Inc.

Appendix B is a guide to help with selecting legal representation in the event that is helpful or necessary in your situation.

Berman & Simmons

85 Exchange St.
Portland, ME 04101
Phone: 207-774-5277
Website: bermansimmons.com
Additional locations in Bangor and Lewiston

Bernstein-Shur

45 Memorial Circle
P.O. Box 5057
Augusta, ME 04332
Phone: 207-623-1596
Website: bernsteinshur.com
Additional location in Portland



LIFE AFTER BRAIN INJURY: Getting Back to What Matters Most

When a traumatic brain injury strikes because of a fall, crash, product failure or medical mistake, we commit our unmatched legal expertise and resources to hold those responsible accountable and get our clients' lives back on track.

We'll be with you every step of the way.

BERMAN & SIMMONS TRIAL ATTORNEYS	PORTLAND	
	LEWISTON	800 244 3576
	BANGOR	bermansimmons.com

Law Offices of Joe Bornstein

5 Moulton St.
Portland, ME 04101
Phone: 207-772-4624
Website: joebornstein.com
Additional locations in Sanford, Biddeford, Windham, Lewiston, Augusta, and Bangor

Levey Wagley Putman & Eccher

161 Main St, 1-A
Winthrop, ME 04364
Phone: 207-377-6966
Website: leveyandwagley.com

Lanman Rayne Nelson Reade

231 US Route 1, Suite 201
Falmouth, ME 04105
Phone: 207-671-5454
Email: hello@lanmanrayne.com
Website: lanmanrayne.com

FREE LEGAL SERVICES

Maine Legal Services for the Elderly

5 Wabon St.
Augusta, ME 04330
Help Line: 800-750-5353
Phone: 207-621-0087
TTY: 711
Website: mainelse.org
Free legal advice for persons age 60+
Offices in Augusta, Bangor, Lewiston, Presque Isle, and Scarborough

Maine Volunteer Lawyers Project

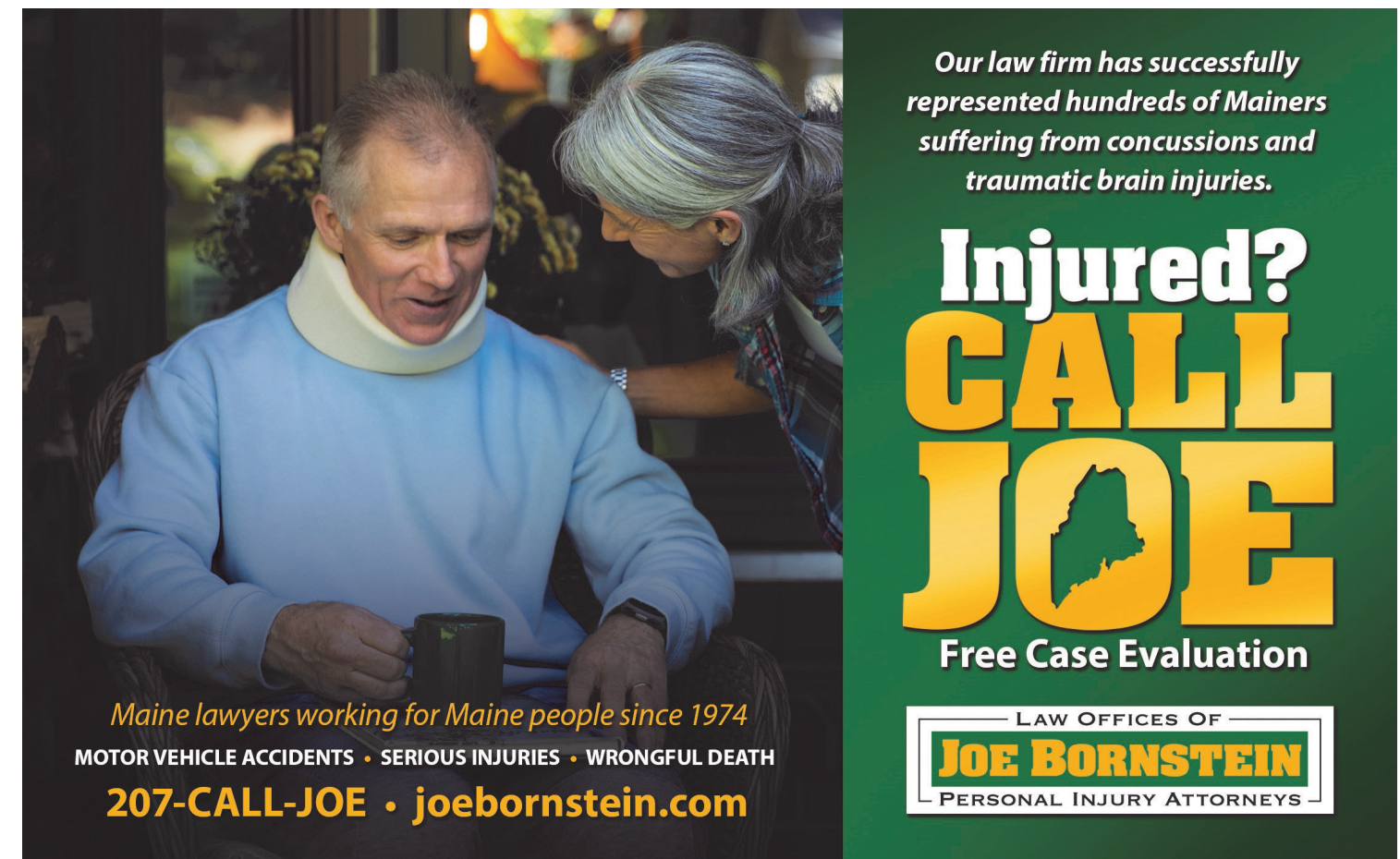
Phone: 800-442-4293 (Southern Maine)
Phone: 888-956-4276 (Aroostook, Hancock, Penobscot, Piscataquis, Somerset, Waldo, and Washington counties)
Email: intake@vlp.org
Website: vlp.org
Private attorneys take pro bono cases statewide. Civil cases only.

Pine Tree Legal Assistance

P.O. Box 547
Portland, ME 04112
Phone: 207-774-4753
Website: ptla.org
Additional locations in Augusta, Bangor, Lewiston, Presque Isle, and Machias

Cumberland Legal Aid Clinic

University of Maine School of Law
246 Deering Ave.
Portland, ME 04102
Phone: 207-780-4370
Toll-free: 877-780-2522 (outside Greater Portland area)
Clients pay a \$10 administrative fee. In some cases, clients may be asked to pay court and other significant costs. The Clinic does not otherwise charge for its services.



Our law firm has successfully represented hundreds of Mainers suffering from concussions and traumatic brain injuries.

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PERSONAL INJURY ATTORNEYS

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CHIROPRACTIC NEUROLOGY

Chiropractic neurology (also known as functional neurology) utilizes diagnostic and treatment approaches to measure and improve the function of the brain and nervous system through specific chiropractic adjustments, neuromuscular re-education exercises, stimulation of the vestibular (balance), auditory, visual or other sensory systems, and cognitive exercises.

MidCoast Chiropractic Neurology

331 Maine St., Suite 12
Brunswick, ME 04011
Phone: 207-406-4874
Website: midcoastbrain.com

Neurodoc4U Functional Wellness Solutions

Dr. Richard Mathews
Phone: 888-516-1533
Website: neurodoc4u.com

Portland Chiropractic Neurology

959 Congress St., Suite 1
Portland, ME 04102
Phone: 207-699-5600
Website: portchiro.com

CONCUSSION

Maine Concussion Management Initiative

11 Hills Beach Rd.
Biddeford, ME 04005
Phone: 207-577-2018
General inquiries: contactmcmi@gmail.com
Website: maineconcuisionmanagementinitiative.org
Additional location in Waterville

MidCoast Chiropractic Neurology

331 Maine St., Suite 12
Brunswick, ME 04011
Phone: 207-406-4874
Website: midcoastbrain.com

Neuropsychology and Concussion Management Associates, PA

220 Union St. (entrance on Huse St.)
Rockport, ME 04856
Phone: 207-594-2952
Website: ncmamaine.com
Additional location in Yarmouth

Northern Light Concussion Care

Northern Light Health Center
895 Union St., Suite 12
Bangor, ME 04401
Phone: 207-973-7979
Website: northernlighthealth.org

Portland Chiropractic Neurology

959 Congress St., Suite 1
Portland, ME 04102
Phone: 207-699-5600
Website: portchiro.com

Saco Bay Orthopaedic and Sports Physical Therapy

325 US Route 1, Unit A
Falmouth, ME 04105
Phone: 207-781-2741
Contact person: Sam Reid, DPT, OCS
Website: sacobaypt.com

Scarborough NeuroDevelopment Center

144 US Rte. 1, Suite 4
Scarborough, ME 04074
Phone: 207-233-0332
Website: trainyourbrain.me

COUNSELING RESOURCES

Counseling offers assistance and guidance in resolving personal, social, or psychological problems and difficulties. Some professional counselors specialize in specific challenges and populations such as brain

injury, marriage and family, children, and grief. Contact the resources below to identify qualified therapists to consider in your personal situation.

Counseling and Trauma Therapy Associates

Pam Kern, MS, LMSW-CC
222 Auburn St., Suite 201
Portland, ME 04103
Phone: 207-405-3911

Kennebec Behavioral Health (KBH)

67 Eustis Parkway
Waterville, ME 04901
Phone: 207-873-2136
Access Center Toll-free: 888-322-2136
Website: kbhmaine.org
Additional locations in Augusta, Farmington, Skowhegan, and Winthrop

Maine Office of Behavioral Health (OBH)

#11 State House Station
41 Anthony Ave.
Augusta, ME 04333
Crisis Hotline: 888-568-1112
Phone: 207-287-2595
TTY: Maine Relay 711
Website: maine.gov/dhhs/obh

Maine Psychological Association

P.O. Box 82
Saco, ME 04072
Phone: 207-621-0732
Email: asafford@mepa.org
Website: mepa.org
Use the 'Find a Psychologist tool' on the website to locate psychologists.

National Alliance on Mental Illness-Maine

52 Water St.
Hallowell, ME 04347
Toll-free: 800-464-5767
Email: info@namimaine.org
Website: namimaine.org

New Life Counseling

Jennifer Blanchette, PsyD
541 US Route 1, Suite 26
Freeport, ME 04032
Phone: 207-200-3985
Fax: 207-631-2017
Email: jen@newlifeofmaine.com
Website: newlifeofmaine.com

Tammy Miranda, LCPC, CBIS

110 Main St., Suite 1508
Saco, ME 04072
Phone: 207-602-8660

Tiffany Robinson, M.A., LCPC-C

6 Stoddard Lane
Hallowell, ME 04347
Phone: 207-200-1254
Serves: Augusta, Waterville, and Lewiston-Auburn

Tri-County Mental Health Services

1155 Lisbon St.
P.O. Box 2008
Lewiston, ME 04241
Phone: 207-783-9141
Crisis Line: 888-568-1112
Website: tcmhs.org
Additional locations in Bridgton, Oxford, Rumford, and Farmington

DRIVING EVALUATION AND CONSULTANTS

Individuals who have sustained a brain injury sometimes find that their driving skills are no longer the same. Family, friends, and caregivers may worry about whether a person living with a brain injury can drive safely. Because we take our driving skills for granted, it is easy to forget that driving is the most dangerous thing we do in our everyday lives. We might even think of it as the ultimate multitasking experience.

Brain injury can affect the many physical, cognitive, and behavioral skills needed to drive well, depending on the individual and the type of injury. Some states require physicians to report to the authorized state licensing agency if they have a patient for whom

driving may no longer be safe. Other states require licensed drivers to report any change in medical status before they resume driving.

A driving evaluation is a crucial step in determining a person's ability to drive following recovery from a brain injury. An individual may be referred for an evaluation and/or training through an inpatient rehabilitation program, a state-supported program, a private vocational counselor, or the Department of Veterans Affairs. In some cases, the program or organization making the referral can also cover the cost of the evaluation and any training that follows. Health insurance does not usually cover the cost of a driving evaluation.

Alpha One

127 Main St.
South Portland, ME 04106
Phone: 207-767-2189
Toll-free: 800-640-7200
Website: alphaonenow.org

Driving evaluations available in Portland only.

New England Rehabilitation Hospital of Portland

335 Brighton Ave.
Portland, ME 04102
Phone: 207-662-8377
Website: nerhp.org

Pathways Driving Rehabilitation Services

Heather Shields, OTR/L, CDRS
Brunswick, ME
Phone: 207-530-0307
Website: pathwaysrehabservices.com

NEUROLOGIC MUSIC THERAPY

Neurologic music therapy is the therapeutic application of music to cognitive, sensory, and motor functions that have been impaired due to brain injury and other neurologic conditions.

"Be Your Note" Music Therapy Services

7 Evergreen Dr.
Arundel, ME 04046
Phone: 207-467-3372
Website: beyournote.com

MedRhythms Therapy

P.O. Box 7944
Portland, ME 04101
Phone: 781-629-9713
Email: hello@medrhythmstherapy.com
Website: medrhythmstherapy.com

NEUROFEEDBACK

Neurofeedback, also known as electroencephalogram (EEG) feedback, is a therapeutic intervention using a computer-based program that assesses brainwave activity and then uses sound or visual signals to help people learn to regulate and improve their brain function after a brain injury.

Neuro Solutions of Maine

Dana Haddad, MA, CCC-SLP
444 Ward Hill Rd.
Troy, ME 04987
Phone: 207-570-6320

Peak Neurotherapy

Eric Heinz, LCPC, LADC
110 Auburn St.
Portland, ME 04103
Phone: 207-807-9210
Email: eric@peakneurotherapy.com
Website: peakneurotherapy.com

NEUROLOGISTS

A neurologist is a doctor specializing in the diagnosis and treatment of disorders of the nervous system, including the brain, spinal cord, and peripheral nerves.

Central Maine Neurology

10 High St.
Lewiston, ME 04240
Phone: 207-795-2927
Website: cmhc.org

Maine Medical Partners Neurosurgery

92 Campus Dr., Suite B
Scarborough, ME 04074
Phone: 207-883-1414
Website: mainehealth.org/Maine-Medical-Center/Services/Neuro/neurology

MaineGeneral Neurology

15 Enterprise Dr.
Augusta, ME 04330
Phone: 207-621-9550
Website: mainegeneral.org/medical-services/neurology
Additional location in Waterville

Mid Coast Medical Group Neurology

81 Medical Center Dr., Suite 1300
Brunswick, ME 04011
Phone: 207-373-6099
Website: midcoasthealth.com

Neurology Associates of York Hospital

233 York St., Suite A
York, ME 03909
Phone: 207-351-3987
Website: yorkhospital.com

Northern Light Neurology

Medi Maine Building
498 Essex St., Suite 105
Bangor, ME 04401
Phone: 207-947-0558
Website: northernlighthealth.org

Northern Light Inland Neurology

180 Kennedy Memorial Dr., Suite 201
Waterville, ME 04901
Phone: 207-861-7050
Website: northernlighthealth.org/Inland-Hospital

Pen Bay Neurology

4 Glen Cove Dr., Suite 102
Rockport, ME 04856
Phone: 207-301-5757
Website: mainehealth.org/Pen-Bay-Medical-Center/Services/Neurology-Stroke-Center

Southern Maine Healthcare Neurology

46 Barra Rd., Suite 101
Biddeford, ME 04005
Phone: 207-282-5509
Website: mainehealth.org/southern-maine-health-care

Redington Neurology

46 Fairview Ave., Suite 114
Skowhegan, ME 04976
Phone: 207-474-6943
Website: rfgh.net

St. Mary's Neurology Associates

99 Campus Ave., Suite 402
Lewiston, ME 04240
Phone: 207-777-4455
Website: stmarysmaine.com/departments-services/neurosciences/neurology-associates

NEUROPSYCHOLOGISTS

A neuropsychologist is a psychologist with specialized training in relationships between the brain and behavior. Neuropsychological testing is often recommended after a brain injury to identify strengths and weaknesses in a person's thinking skills. It involves tests that provide a baseline measure of a person's abilities. The testing also suggests ways to improve strengths while working around areas of weakness.

Neuropsychological services are also available at many of the programs listed under Brain Injury Medical, Rehabilitation, and Community Programs.

Acadia Hospital

Anthony Podraza, Ph.D.
268 Stillwater Ave.
Bangor, ME 04401
Phone: 207-973-6187
Mailing Address: P.O. Box 422, Bangor, ME 04402

Charles Whitehead, Ph.D.

94 Auburn St., Suite 109
Portland, ME 04103
Phone: 207-842-9288

David Marks, Ph.D.

251 Main St., Suite 1
Yarmouth, ME 04096
Phone: 207-747-5528

Goodwill NeuroRehab Services

618 Main St.
Lewiston, ME 04240
Phone: 207-795-6110
Website: goodwillne.org/neurorehab

Goodwill NeuroRehab Services

8 Science Park Rd.
Scarborough, ME 04074
Phone: 207-761-8402
Website: goodwillne.org/neurorehab

Maine Medical Center Neuropsychological Testing Services

216 Vaughn St.
Portland, ME 04102
Phone: 207-662-2763
Website: mainehealth.org

Merrin Psychological, PLLC

Jason Merrin, Ph.D., Psy.D.
P.O. Box 455
Wolfeboro Falls, NH 03896
Phone: 603-520-3797

Neuropsychology and Concussion Management Associates, PA

Kendra L. Bryant, Ph.D., ABPP
P.O. Box 1145
220 Union St. (Entrance on Huse St.)
Rockport, ME 04856
Phone: 207-594-2952
Website: ncmamaine.com
Additional location in Yarmouth

Neuropsychology Service, PA

277 State St., Suite 2A
Bangor, ME 04401
Phone: 207-990-2580
Website: neuropsychology-service.com

Northern Light Neuropsychology

Webber Medical Building East
417 State St., Suite 209
Bangor, ME 04401
Phone: 207-973-5831
Website: northernlighthhealth.org

SlapShelton Neuropsychology Group

28 West Cole Rd., Suite 101
Biddeford, ME 04005
Phone: 207-294-7471
Website: slapsheltonneuropsychologygroup.com

Shoreline Neurobehavioral Services, LLC

Austin Errico, Ph.D., CBIST, QBISP-T
Cara Orton, Psy.D., CBIS
Freeport, ME 04032
Email: draustinerrico@gmail.com

NEUROPSYCHIATRISTS

Neuropsychiatry is a medical subspecialty that combines Behavioral Neurology & Neuropsychiatry. A Neuropsychiatrist offers evaluation, differential diagnosis, prognosis, pharmacological treatment, psychosocial management, and neurorehabilitation of persons with complex neuropsychiatric and neurobehavioral conditions.

Jeffrey S. Barkin, M.D., P.A.

97A Exchange St., Suite 401
Portland, ME 04101
Phone: 207-775-2244

Portland Cognitive & Behavioral Neurology

Alyson Maloy, M.D.
449 Forest Ave., Suite 214
Portland, ME 04101
Phone: 207-222-3021

PHYSIATRISTS

A physiatrist is a doctor specializing in physical medicine and rehabilitation who works to enhance and restore functional ability and quality of life to those with physical impairments or disabilities.

Maine Medical Center/Maine Medical Partners

Stephanie C. Chan, M.D.
92 Campus Dr., Suite A
Scarborough, ME 04074
Phone: 207-885-0011

Maine General Psychiatry

442 Civic Center Dr., Suite 4
Augusta, ME 04330
Phone: 207-624-4800

SPEECH AND LANGUAGE PATHOLOGY

Speech-Language Pathologists (SLPs) provide evaluation and treatment for communication, fluency, voice, and swallowing disorders. Following a brain injury, a person may exhibit changes in cognitive-communication skills including memory, attention, problem-solving, organization, word retrieval, and other thinking skills. Other changes that a person may exhibit include difficulty articulating words, dysfluency (stuttering), and changes in voice or swallowing. Both inpatient and outpatient rehabilitation programs typically have speech-language pathologists on staff. Additional programs and private practices are listed here.

Center for Communication

Phone: 207-324-2888
Website: centerforcommunication.us

Lotus Speech & Wellness, LLC

Katherine D. Noyes, MS, CCC-SLP, CBIS, RYT-200
Phone: 207-405-3496
Email: katherine@LotusSLP.com
Website: lotusslp.com

Mark R. Hammond Associates, Inc.

222 Auburn St.
Portland, ME 04103
Phone: 207-623-2685

Toll-free: 888-477-3324

Website: mrhassociates.com
Additional locations in Biddeford, Hampden, and Sanford

Northeast Hearing and Speech

75 W Commercial St., Suite 205
Portland, ME 04101
Phone: 207-874-1065
Website: nehearingandspeech.org

University of Maine

Madelyn E. and Albert D. Conley Speech, Language and Hearing Center

5724 Dunn Hall
Orono, ME 04469
Phone: 207-581-2006
Website: umaine.edu/telespeech
Speech Therapy Telepractice Program

VISION CONSULTANTS

Vision consultants provide comprehensive vision evaluations, vision therapy, and specialized glasses when visual processing has been affected by brain injury.

Harbor View Eye Care

743 Broadway
South Portland, ME 04106
Phone: 207-799-3031
Website: harborvieweye.com

Douglas Henry, O.D., Ph.D.

168 East Ave.
Lewiston, ME 04240
Phone: 207-784-3564
Website: optometricassociates.com

Iris Network

189 Park Ave.
Portland, ME 04102
Phone: 207-774-6273
Email: info@theiris.org
Website: theiris.org

Maine Brain Injury INFORMATION CENTER
1-800-444-6443
www.biausa.org/maine
MaineBrainInjury@biausa.com

Neuro-Optometric Rehabilitation Association (NORA)

Website: noravisionrehab.org
Free doctor locator

STATE OF MAINE BRAIN INJURY AGENCIES & SERVICES

MAINE DEPARTMENT OF HEALTH AND HUMAN SERVICES

109 Capitol St.
11 State House Station
Augusta, ME 04333
Phone: 207-287-3707
TTY: Maine Relay 711
Website: maine.gov/dhhs

The Maine Department of Health and Human Services includes many agencies that provide services and benefits to individuals living with a brain injury, stroke, and other disabilities. Some of the most important ones are listed below. Be sure to ask about other services, benefits, or programs that may be available to meet your needs when meeting with an eligibility specialist at a local office or calling for information.

**OFFICE OF AGING AND DISABILITY SERVICES
Maine Department of Health and Human Services**

SHS #11, 41 Anthony Ave.
Augusta, ME 04333
Phone: 207-287-9200
Toll-free: 800-262-2232
TTY: Maine Relay 711
Website: maine.gov/dhhs/oads

The Maine Office of Aging and Disability Services (OADS) is the primary Maine state agency that supports Mainers living with a brain injury. In addition to services specifically designed for individuals living with brain injuries and their families, OADS provides adult protective, intellectual and developmental disability, long-term care, and aging and community services to the people of Maine. It is a division of the Maine Department of Health and Human Services. Through its online MaineLink pre-screening application,

OADS works to link Mainers with brain injury and other disabilities to available services.

Acquired Brain Injury Advisory Council

The Maine Acquired Brain Injury Advisory Council (ABIAC) provides independent oversight and advice and makes recommendations to the commissioner of the Maine Department of Health and Human Services. For more information, contact:

Maine DHHS Office of Aging & Disability Services

41 Anthony Ave.
Augusta, ME 04330
Phone: 207-287-9200
TTY: Maine Relay 711
Website: maine.gov/dhhs

Maine State Brain Injury Services

For individuals living with brain injuries and their families, Maine offers the following specific programs to those meeting functional and financial eligibility criteria. Please note that, except for the Outpatient Neurorehabilitation Services, you must first be eligible for MaineCare to access the following State of Maine services:

- Brain Injury Waiver (Home and Community Based Services for Adults with Brain Injury)
- Other Related Conditions Waiver (Home and Community Based Services for Adults with Other Related Conditions)
- Outpatient Neurorehabilitation Services
- Nursing Facility Acquired Brain Injury Services

BRAIN INJURY WAIVER: HOME AND COMMUNITY BASED SERVICES FOR ADULTS WITH BRAIN INJURY (SECTION 18)

Office of Aging and Disability Services

Maine Department of Health and Human Services
Phone: 207-287-9200
(Ask to speak to someone in Brain Injury Services)

The Maine Brain Injury Waiver Program may provide community-based services instead of placement in an institutional setting to eligible people who are

age 18 or older with an acquired brain injury through a MaineCare package of benefits known as the Maine Brain Injury Waiver. This program is called the "Maine Brain Injury Waiver Program" because the federal government has granted a waiver of the program requirements for Medicaid to the State of Maine to offer community-based services rather than institutional services. Community services available include assistive technology, care coordination, community/work reintegration, home support, non-medical transportation, career planning, and more.

To apply, an assessment by a neuropsychologist or physiatrist is required to determine eligibility. Once a completed application is received, OADS makes a referral to the Assessing Services Agency (ASA) to determine medical eligibility. Once medically eligible, the individual will be placed on a wait list. Once a person is awarded a funded offer and is able to start services under the Brain Injury Waiver, a person-centered plan will be developed with OADS staff.

HOME AND COMMUNITY BASED SERVICES FOR ADULTS WITH OTHER RELATED CONDITIONS (ORC) (SECTION 20)

Office of Aging and Disability Services (OADS)

Maine Department of Health and Human Services
Phone: 207-287-9200

MaineCare offers a package of benefits to eligible people aged 21 and older, with cerebral palsy, epilepsy, or any condition other than mental illness, that requires treatment similar to persons with intellectual disabilities, is likely to continue indefinitely, and results in substantial functional limitation in three or more major life activities (e.g. self-care, learning, understanding and use of language, or mobility). Commonly called the "Other Related Conditions Waiver," it provides community-based services instead of placement in an institutional setting.

The program is designed to maximize the opportunity for eligible MaineCare members to achieve the greatest degree of self-sufficiency and independence with service provider(s) chosen by the individual.

Conflict-free care coordination, services provided in the least restrictive modality and effective use of assistive technology for communication, environmental control, and safety are key aspects of this Medicaid waiver program.

Community services available include home support, physical, occupational and/or speech therapy, community and work supports, assistive technology, and more. In order to be eligible for the benefits in this package, an individual must meet the criteria to receive services in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID). After an application is received, an assessment will be conducted to determine eligibility. If the person is determined to be eligible for this waiver program, the individual will be placed on a wait list. Once a person is awarded a funded offer and is able to start services under the Other Related Conditions Waiver, a person-centered plan will be developed with OADS staff.

Additional Maine Medicaid waiver programs

In addition to the Maine Brain Injury Waiver Program, the State of Maine offers a number of other Medicaid waiver programs for individuals eligible for MaineCare (e.g., Home and Community Benefits for the Elderly and Adults with Disabilities, Residents of Nursing Facility, and Residents of Residential Treatment Facilities).

Be sure to ask about the eligibility requirements and benefit packages for these so you can choose the one that is best suited to meet your needs.

Outpatient Neurorehabilitation Services (Section 102 Clinics)

Eight outpatient neurorehabilitation treatment clinics are available throughout the state of Maine paid for through MaineCare to offer physical, occupational, and speech therapies and other services to help individuals living with a brain injury recover their physical, communicative, and cognitive abilities through a person-directed or person-centered plan of care.

To be considered for this state of Maine service, eligibility for MaineCare and a diagnosis of brain injury

are required. The clinic will assist in setting up an outpatient neurorehabilitation program. Individuals who are not eligible for MaineCare may also receive services from the programs listed below.

Center for Integrated Neuro-Rehab

159 Bennett Dr., Suite 1
Caribou, ME 04736
Phone: 207-498-3820
Website: amhc.org

Goodwill NeuroRehab Services

8 Science Park Rd.
Scarborough, ME 04074
Phone: 207-761-8402
Website: goodwillne.org/neurorehab

Goodwill NeuroRehab Services

618 Main St.
Lewiston, ME 04240
Phone: 207-795-6110
Website: goodwillne.org/neurorehab

Maine Center for Integrated Rehabilitation (MCIR) – Brewer

Twin City Plaza
248 State St.
Brewer, ME 04412
Phone: 207-989-2034
Website: rehabwithoutwalls.com/maine

Maine Center for Integrated Rehabilitation (MCIR) – Fairfield

95 Skowhegan Rd.
Fairfield, ME 04937
Phone: 207-453-1330
Website: rehabwithoutwalls.com/maine

Maine Center for Integrated Rehabilitation (MCIR) – Rockland

91 Camden St., Suite 107
Rockland, ME 04841
Phone: 207-596-0133
Website: rehabwithoutwalls.com/maine

NeuroRestorative Maine – Standish

Phone: 800-743-6802
Website: neurorestorative.com

RiverRidge Center

3 Brazier Ln.
Kennebunk, ME 04043
Phone: 207-985-3030
Website: genesisihcc.com/RiverRidge

**SKILLED NURSING FACILITY
ACQUIRED BRAIN INJURY SERVICES**

In Maine, two facilities provide skilled specialized brain injury nursing care funded by MaineCare. A functional assessment is required along with documentation from a physician or neuropsychologist. For more information, contact:

Office of Aging and Disability Services

Maine Department of Health and Human Services
Phone: 207-287-9200
(Ask to speak to someone in Brain Injury Services.)

OFFICE OF BEHAVIORAL HEALTH SERVICES (OBH)

Office of Behavioral Health Services

#11 State House Station
41 Anthony Ave.
Augusta, ME 04333
Phone: 207-287-2595
TTY: Maine Relay 711
Crisis Hotline: 888-568-1112
Website: www.maine.gov/dhhs/obh

OTHER IMPORTANT STATE AGENCIES & SERVICES

SERVICES FOR CHILDREN

Maine Department of Education

Child Development Services (CDS)
Physical Address: 146 State House Station



Mailing Address: 111 Sewell Street
Augusta, ME 04333
Phone: 207-624-6600
Website: maine.gov/doe/learning/cds

The Maine Child Development Services (CDS) provides both early intervention (birth through two years) and education services (for ages three through five years). The CDS system ensures the provision of special education rules, and federal and state regulations statewide, through a network of regional sites.

OFFICE OF SPECIAL SERVICES

Maine Department of Education
23 State House Station
Augusta, ME 04333
Phone: 207-624-6713
TTY: 888-577-6690
Website: maine.gov/doe/learning/specialed

The Maine Office of Special Services is responsible for the state's oversight and support for the delivery of all special education services provided in Maine under the federal Individuals with Disabilities Education Act (IDEA). This includes early intervention services to eligible children aged birth to under 3 years and their families, provided under IDEA, Part C, and Free

Appropriate Public Education to eligible children aged 3 to 20 years, provided under IDEA, Part B. The Office of Special Services is also responsible for meeting the state's responsibilities under IDEA.

CHILDREN WITH SPECIAL HEALTH NEEDS

Maine Center for Disease Control and Prevention

286 Water St., 7th Floor
Augusta, ME 04333
Phone: 207-287-5357
Toll-free: 800-698-3624
Website: maine.gov/dhhs/mecdc/population-health/mch/cshn

Office of Child and Family Services

Maine Department of Health and Human Services
Child and Family Services
2 Anthony Ave.
Augusta, ME 04333
Phone: 207-624-7900
Website: maine.gov/dhhs/ocfs

Children's Behavioral Health is a service of Maine Child and Family Services and focuses on behavioral health treatment and services for children from birth up to their 21st birthday. Services include providing information and assistance with referrals for children and youth. A Family Information Specialist will assist you in identifying information and resources for your child.

ADULT & CHILD PROTECTIVE SERVICES

**ADULT PROTECTIVE SERVICES –
HOTLINE: 1-800-624-8404**

Office of Aging and Disability Services

Department of Health and Human Services
11 State House Station
41 Anthony Ave.
Augusta, ME 04333
Phone: 207-287-9200
Toll-free: 800-262-2232
Crisis Hotline: 800-624-8404
Website: maine.gov/dhhs/oads/get-support/aps

Adult Protective Services (APS) provides or arranges for services to protect incapacitated and/or dependent adults in danger. APS staff also petition for Public Guardianship and/or Conservatorship of incapacitated adults when all less restrictive alternatives have failed.

CHILD PROTECTION – HOTLINE 1-800-452-1999

Office of Child and Family Services

Department of Health and Human Services

2 Anthony Ave.

Augusta, ME 04333

Phone: 207-624-7900

Toll-free: 877-680-5866

TTY: Maine Relay 711

Website: maine.gov/dhhs/ocfs/cw/index.shtml

AGING & DISABILITY RESOURCE CENTERS (ADRC)

The Maine Aging and Disability Resource Center is an initiative of the U. S. Department of Health and Human Services. In Maine, there are five Aging and Disability Resource Centers to help Mainers understand options for in-home, community-based, and long-term supports and services and answer questions about aging and disability resources.

For general Maine Aging and Disability Resource Center information:

Phone: 1-877-353-3771

Website: maine.gov/dhhs/oads/get-support/older-adults-disabilities/area-agencies-on-aging

Contact the Aging and Disability Resource Center near you with specific questions and to talk to an ADRC resource expert in person about your situation.

ANDROSCOGGIN, FRANKLIN, AND OXFORD COUNTIES

Seniors Plus

8 Falcon Rd.

Lewiston, ME 04243

Phone: 207-795-4010

Toll-free: 800-427-1241

Website: seniorsplus.org

Additional satellite offices in Wilton and Norway

AROOSTOOK COUNTY

Aroostook Agency on Aging

260 Main St., Suite B

Presque Isle, ME 04769

Phone: 207-764-3396

Toll-free: 800-439-1789

Website: aroostookaging.org

CUMBERLAND AND YORK COUNTIES

(Does not include Brunswick and Harpswell)

Southern Maine Agency on Aging

At the Sam L. Cohen Center

30 Barra Rd.

Biddeford, ME 04005

Phone: 207-396-6500

Toll-free: 800-427-7411

TTY/TDD: Maine Relay 711

Website: smaa.org

HANCOCK, PENOBSOT, PISCATAQUIS AND WASHINGTON COUNTIES

Eastern Area Agency on Aging

240 State St.

Brewer, ME 04412

Phone: 207-941-2865

Toll-free: 800-432-7812

Website: eaaa.org

KENNEBEC, KNOX, LINCOLN, SADAHOCS, SOMERSET AND WALDO COUNTIES

(Includes Brunswick and Harpswell)

Spectrum Generations, Home Office

One Weston Court, Suite 109

Augusta, ME 04330

Phone: 207-620-1654

Toll-free: 800-639-1553

TTY: 800-464-8703

Website: spectrumgenerations.org

Multiple locations across the counties

PRESCRIPTION DRUG DISCOUNT PROGRAMS

MAINE LOW COST DRUG PROGRAM FOR THE ELDERLY AND DISABLED AND MAINE RX PLUS

Maine Department of Health and Human Services

Toll-free: 866-796-2463

TTY/TDD: 207-287-1828

The state of Maine offers two prescription drug assistance programs for its residents. Both programs provide financial assistance to participants; however, they differ on the amount of assistance and eligibility requirements. There is no cost to enroll in either of these programs. Apply online at My Maine Connection or visit a local Maine Department of Health and Human Services office.

Maine Low-Cost Drug Program for the Elderly and Disabled (DEL) offers greatly reduced prescription drug and some over-the-counter drug costs for individuals aged 62 and older and to individuals aged 19 and older who meet eligibility requirements based on disability and income/asset limits.

Maine Rx Plus offers prescription drugs at a discount and is available to all Maine residents based on income/asset eligibility requirements only.

MedAccess Prescription Assistance Program

Phone: 207-662-7968

Toll-free: 877-275-1787

Website: mainehealth.org/Patients-Visitors/Billing-Insurance/Financial-Assistance/MedAccess

Funded by MaineHealth and offered through local hospitals, the MedAccess program helps patients and healthcare providers find low-cost prescription drug options. Programs such as pharmaceutical companies' patient assistance programs, low-cost generic programs, Medicare Part D, and state and local prescription programs can help save on medication costs.

EMPLOYMENT & VOCATIONAL ASSISTANCE

VOCATIONAL REHABILITATION (VR)

Vocational Rehabilitation (VR) is a program that helps people who have physical, mental, or emotional disabilities to get and keep a job. Register at the local Bureau of Rehabilitation Services as soon as possible, because funding for this service is limited, and there may be priority categories and waiting lists for VR services. Students with brain injuries who are receiving special education services are encouraged to register with the VR agency two years before high school graduation or before they turn age 21 to allow the VR counselor to participate in transition planning meetings.

Division of Vocational Rehabilitation (DVR)

Bureau of Rehabilitation Services

Maine Department of Labor

150 State House Station

Augusta, ME 04333-0150

Phone: 207-623-6799

TTY: Maine Relay 711

Website: maine.gov/rehab/dvr

DVR provides both direct VR services and contracts with agencies including, but not limited to, Goodwill Northern New England Workforce Services and Maine AgriAbility to provide eligible individuals with VR services.

Goodwill Workforce Services

Offers employment and training programs for job seekers in York, Cumberland, Sagadahoc, Lincoln, Knox, and Waldo Counties.

Phone: 207-930-7047

Email: intake@workforcesolutionsme.org

Website: workforcesolutionsme.org

Wabanaki Vocational Rehabilitation

88 Bell Rd.

Littleton, ME 04730

Phone: 207-532-2021

Website: maliseets.com/vr.htm

Applicants must be an American Indian with a disability living on or near a Federal reservation in Maine.

BENEFITS COUNSELING SERVICES

Benefits Counseling Services

Maine Medical Center Department of Vocational Services

Attn: BCS

22 Bramhall St.

Portland, ME 04102

Phone: 207-662-4757

Toll-free: 888-208-8700

Email: bcs@mainehealth.org (to receive a secure link to send your forms)

Website: benefitsandworkinme.org

Social Security disability beneficiaries who are working or considering work can meet with a Community Work Incentives Coordinator (CWIC), a trained professional who understands Social Security Work Incentives and knows the effect of employment on other benefit programs (e.g., MaineCare, Medicare, and Housing).

CLIENT ASSISTANT PROGRAM

Client Assistant Program

160 Capitol St., Suite 4

Augusta, ME 04330

Toll-free and TTY: 800-452-1948

Phone and TTY: 207-626-2774

Website: maine.gov/rehab/cap.shtml

The Maine Client Assistance Program (CAP) is a federally funded program that provides information, assistance, and advocacy to people with disabilities who are applying for or receiving services under the Federal Rehabilitation Act, including Vocational Rehabilitation, Independent Living Services, and Projects with Industry. The program is administered in Maine by Disability Rights Maine.

ONE-STOP CAREER CENTERS

U.S. Department of Labor

Employment and Training Administration

Toll-free: 877-872-5627

TTY: 877-889-5627

Website: careeronestop.org

The U.S. Department of Labor's Division of Employment and Training has One-Stop Career Centers in every state, including Maine. Services of these centers are available for anyone who wants to work. The centers provide assistance in career exploration, training and job searches.

Employment for ME

Website: employmentforme.org

Employment for ME provides one-stop access to a wealth of resources about work and disability. The content on this site is organized to help people easily find information and helpful resources related to the employment of Maine citizens with disabilities.

OnwardME

Website: onwardme.org

OnwardME.org is a one-stop shop platform that directs Mainers to information regarding essential life service, education/training, and jobs

PROTECTION AND ADVOCACY FOR BENEFICIARIES OF SOCIAL SECURITY (PABSS)

The PABSS agency in Maine is:

Disability Rights Maine

160 Capitol St., Suite 4

Augusta, ME 04330

Phone and TTY: 207-626-2774

Toll-free and TTY: 800-452-1948

Website: drme.org

PABSS is a free service in every state funded by Social Security that serves SSI/SSDI beneficiaries who want to work by helping to remove barriers to employment. PABSS can help answer questions and solve problems that make it hard for a beneficiary to find, keep a job, or reach an employment goal.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program (SCSEP) is a grant administered by the United States Department of Labor that provides work-training

opportunities for low-income persons aged 55 or older. The program is intended to be a transitional program, offering a "stepping stone" back into the workforce. In Maine, the SCSEP grant is administered by Associates for Training and Development (A4TD) and by the Office of Aging and Disability Services (OADS).

Associates for Training and Development (A4TD)

Administers the SCSEP grant in all but two counties in Maine

Physical Address: 26 Franklin St., Bangor, ME 04401

Mailing Address: P.O. Box 2578, Bangor, ME 04402

Phone: 207-577-6823

Website: a4td.org

Office of Aging and Disability Services (OADS)

Administers the SCSEP grant in Lincoln and Cumberland Counties

41 Anthony Ave.

Augusta, ME 04330

Phone: 207-287-9200

Email: SCSEP.OADS@maine.gov

TICKET TO WORK PROGRAM

Bureau of Rehabilitation Services

Maine Department of Labor

150 State House Station

Augusta, ME 04333

Phone: 207-623-7961

Toll-free: 888-457-8883 (choose option 4)

Maine Relay: call 711

Website: maine.gov/rehab/ticket/index.html

People over age 18 who receive Social Security assistance may be eligible for a program known as Ticket to Work. The goal of this program is to increase opportunities and choices for Social Security disability beneficiaries to obtain employment, vocational rehabilitation, and other support services. This program removes many of the barriers that made it difficult for people to go to work because their earned income would mean a loss of Medicaid benefits. The Social Security Administration automatically sends eligible students a "ticket" for this program. The ticket is valid at VR agencies as well as at other service providers.

INDEPENDENT & COMMUNITY LIVING

INDEPENDENT LIVING SERVICES PROGRAM

Bureau of Rehabilitation Services

Maine Department of Labor

Website: maine.gov/rehab/dvr/independent_living.shtml

The Maine Independent Living Services program assists people who have significant disabilities to live more independently in their homes and communities. Services may include but are not limited to: independent living skills training, home and vehicle modification, augmentative communication devices, mobility training, and counseling. Funding for this program comes from the federal government and is limited, so you may find that there is a waiting list for these services. Be sure to apply as soon as possible if you require this service. The program is provided under a contract from the State of Maine to Alpha One, with locations in Bangor, South Portland, and Presque Isle.

Centers for Independent Living

Centers for Independent Living (CILs) provide services to maximize the independence of individuals with disabilities and the accessibility of the communities in which they live. Core CIL services include: advocacy, independent living skills training, information and referral, and peer counseling. Many CILs also help people find housing and personal care assistance. Maine has three CILs operated by Alpha One in Bangor, South Portland, and Presque Isle.

Alpha One

127 Main St.

South Portland, ME 04106

Phone: 207-767-2189

Website: alphaonenow.org

ADVOCACY ORGANIZATIONS

Disability Rights Maine

160 Capitol St., Suite 4
Augusta, ME 04330
Toll-free: 800-452-1948 (V/TTY)
Phone: 207-626-2774 (V/TTY)
Email: advocate@drme.org
Website: www.drme.org

Disability Rights Maine (DRM) is Maine's designated Protection & Advocacy agency for people with disabilities. DRM represents people whose rights have been violated or who have been discriminated against based on their disability. DRM also provides training on rights and self-advocacy and advocates for public policy reform.

How can DRM assist me?

DRM can provide self-advocacy assistance and individual representation directly to individuals with disabilities when their legal issue is related to their disability. Some areas where DRM might be able to assist individuals with brain injury include:

- Requesting reasonable accommodations in housing, employment, and other areas
- Challenging service denials and helping clients access needed services
- Facilitating communication with government agencies and service providers
- Helping clients access self-directed care where appropriate
- Advocating for termination of guardianships and/or alternatives to guardianship
- Providing advocacy to address rights violations

ASSISTIVE TECHNOLOGY & ADAPTIVE EQUIPMENT

Assistive technology (AT) and adaptive equipment include items, equipment, apps and software programs, or other products that are designed to increase, maintain, or improve the functional

capabilities of persons with disabilities. Examples include communication devices, power lifts, wheelchairs, adapted vehicles, eye-gaze trackers, environmental controls, and smart home technology. In addition to improving safety, communication, and environmental control, these devices promote greater independence by helping people accomplish tasks that were previously impossible or very difficult to perform.

The service providers listed below may provide or assist with the identification, modification, funding, and/or acquisition of the AT that can make everyday life easier after a brain injury. Many offer loaner devices, device demonstrations, and device reuse.

Adapt-Able Living

Occupational Therapy
Brie Weisman, OTR/L ECHM, CAPS
Phone: 207-364-7056
Email: brieweisman@yahoo.com
Website: adapt-ableliving.com
Primarily serves Western Maine

Alpha One

Home accessibility consultation, offers personal and business loans through the Adaptive Equipment Loan Program (AELP)
127 Main St.
South Portland, ME 04106
Phone: 207-767-2189
Toll-free: 800-640-7200
Website: alphaonenow.org
Additional locations in Bangor and Presque Isle

AT4Maine

Assistive technology demonstration/loan program offered through Maine CITE
Phone: 207-621-3195
Website: at4maine.org

Disability Rights Maine

Telephone Equipment Loan Program (TEP)
Provides 'No' or 'Low' cost adaptive telecommunications equipment to any Maine resident who cannot use their home's conventional telephone due to physical or cognitive disability.

Maine Brain Injury INFORMATION CENTER

1-800-444-6443

www.biausa.org/maine

MaineBrainInjury@biausa.com

160 Capitol St., Suite 4
Augusta, ME 04330
Toll-free: 800-452-1948
Website: drme.org

Gallant Therapy Services

Adaptive Loan Program through partnership with Maine Cite
Ryan Gallant, OTR/L
Phone: 207-623-3900
Website: gallanttherapyservices.com

Happy at Home Seniors, LLC

Assistive technology and low vision consultation, senior home safety assessment
Sherry Boothby, OTR/L, CLVT, ECDCS, SHSS, MS
Phone: 207-558-1234
Email: Sherry@happyathomeseniors.com
Service area: One-hour radius from the town of Cumberland

Hillary Helps U Learn

Assistive technology consultation, evaluation and training for all ages
Hillary Goldthwait-Fowles, Ph.D, ATP
Phone: 207-467-5850
Email: hillary@hillaryhelpsulearn.com
Website: hillaryhelpsulearn.com

Iris Network

Assistive technology for persons who have visual impairments or blindness
189 Park Ave.
Portland, ME 04102
Phone: 207-774-6273
Website: theiris.org

Maine CITE Coordinating Center

Maine Cite is a program provided through the Maine Department of Education to help make assistive technology more available to Maine residents.
Mailing Address:
University of Maine Augusta
46 University Dr.
Augusta, ME 04330
Phone: 207-621-3195
TTY: Maine Relay 711
Website: mainecite.org

Pine Tree Society

Speech-Language and Assistive Technology Services
Linda Bonnar, CCC-SLP, ATP
Phone: 207-443-3341
Website: pinetreesociety.org

Seeing Hands Enterprises

Computer Access Specialist
Roger R. Cusson
Phone: 207-353-5007
Website: rogercusson.com/seeing-hands-enterprises
Email: roger@rogercusson.com

Spurwink ALLTECH

Consultation, assessment, demo & loaner program through partnership with Maine CITE
Lou Isom, CCC-SLP
Phone: 207-232-6421
Website: spurwinkalltech.org
Email: ALLTECHinfo@spurwink.org

COMMUNICATION ASSISTANCE SERVICES

MAINE RELAY – DIAL 711

Disability Rights Maine-Deaf Services (DRM)

1 Mackworth Island, Bldg. C
Falmouth, ME 04105
Phone/TTY: 207-797-7656
Contact: Elaine Williams, ewilliams@drme.org
Toll-free/TTY: 800-639-3884
Website: drme.org/deaf-services/commtech
Website: hamiltonrelay.com/state_711_relay/state.html

The Maine Relay Service is a free service available 24 hours a day, 365 days a year that provides a communications link between those who use a standard voice telephone and those who use specialized telephone equipment or assistance because they are deaf, hard of hearing, or have a speech or physical disability that prevents use of a standard telephone.

Specialized telecommunications equipment may be a Text Telephone (TTY), a telebraille telephone for someone who is deaf-blind, or other type of equipment to address a specific communication disability. There is no extra charge for the relay service. All calls are confidential and no record is kept of calls.

When a call is placed through the Maine Relay Service, a Communication Assistant (CA) provides the needed communication link between the two parties.

CRISIS SUPPORT AND SERVICES

MAINE CRISIS HOTLINE
888-568-1112

SUICIDE PREVENTION LIFELINE
Call or Text 988

Online Chat: 988lifeline.org

Crisis and Counseling Centers

24-hour Crisis Hotline Voice /TTY: 888-568-1112

Non-crisis questions: 207-626-3448

Website: crisisandcounseling.org

Full range of behavioral health services tailored to adults, youth, and families. Includes counseling and medication management for mental health, substance use disorder, and co-occurring disorders.

Intentional Warm Line

Phone: 866-771-9276

The Intentional Warm Line is available Toll-free from anywhere in Maine, 24 hours a day, seven days a week. It is a mental health peer-to-peer phone support line for adults, aged 18 and older, offering mutual conversations with a trained peer specialist who has life experience with mental health recovery. The focus

is to encourage and foster recovery, moving toward wellness and reconnecting with the community.

Sexual Assault Prevention and Response Services (SAPARS)

Serves Androscoggin, Franklin and Oxford Counties, and the communities of Bridgton and Harrison Helpline, call or text: 800-871-7741

Website: www.sapars.org

Email: info@sapars.org

SAPARS works to prevent and eliminate sexual violence and promote healing and empowerment for people of all genders and ages who are affected by rape, sexual assault, child sexual abuse, sexual exploitation, stalking, and sexual harassment

SERVICES FOR PEOPLE WHO HAVE VISUAL OR HEARING IMPAIRMENTS

BLIND AND VISUALLY IMPAIRED SERVICES

Catholic Charities Maine

Education services for blind and visually impaired children

P.O. Box 10660

Portland, ME 04104-6060

Phone: 207-781-8550

Website: ccmaine.org/education-services-for-blind-and-visually-impaired-children

Iris Network

Assistive technology for persons who have visual impairments or blindness

189 Park Ave.

Portland, ME 04102

Phone: 207-774-6273

Website: theiris.org

DEAF AND HARD OF HEARING SERVICES

Division for the Deaf, Hard of Hearing, and Late Deafened

Bureau of Rehabilitation Services

Maine Department of Labor

150 State House Station

Augusta, ME 04333

Video Phone: 207-470-7668

Website: maine.gov/rehab/dod/index.shtml

For services, contact the local vocational rehabilitation office nearest you.

Disability Rights Maine

Deaf Advocacy and Communication Access Program

1 Mackworth Island, Building C

Falmouth, ME 04105

Toll-free: 800-639-3884 (V/TTY)

Local Phone: 207-797-7656 (V/TTY)

Video Phone: 207-766-7111

Website: drme.org/deaf-services

Hear ME Now!

P.O. Box 896

Portland, ME 04104

Phone: 207-781-7199

Website: hear-me-now.org

The Maine Educational Center for the Deaf and Hard of Hearing

Governor Baxter School for the Deaf

1 Mackworth Island

Falmouth, ME 04105

Phone: 207-781-3165

Video Phone: 207-449-1476

COMMUNITY ACTION AGENCIES

Community Action Agencies are non-profit organizations that provide services to people with low incomes in Maine to help them escape poverty and achieve economic security. Through programs such as Head Start, job training, housing, food banks, energy assistance, and financial education, CAAs tailor their services to meet the needs of the individuals and communities they serve.

Website: mecap.org

Provides a list of all CAA agencies across Maine and the services provided by each CAA program.

ANDROSCOGGIN, FRANKLIN, AND OXFORD COUNTIES

Western Maine Community Action (WMCA)

20 Church St.

P.O. Box 200

East Wilton, ME 04234

Phone: 207-645-3764

Toll-free: 800-645-9636

Website: wmca.org

AROOSTOOK COUNTY

Aroostook County Action Program (ACAP)

771 Main St., P.O. Box 1116

Presque Isle, ME 04769

Phone: 207-764-3721

Website: acap-me.org

Additional locations in Fort Kent, Madawaska, Houlton

CUMBERLAND COUNTY

Opportunity Alliance

50 Lydia Ln.

South Portland, ME 04106

Access & Intake: 207-523-5049

Toll-free: 877-429-6884

Website: opportunityalliance.org

HANCOCK AND WASHINGTON COUNTIES

Downeast Community Partners

248 Bucksport Rd.

Ellsworth, ME 04605

Phone: 207-664-2424

Toll-free: 800-834-4378

Website: downeastcommunitypartners.org

Additional location in Machias

KENNEBEC, LINCOLN, SAGADAHOC, AND SOMERSET COUNTIES

Kennebec Valley Community Action Program (KVCAAP)

225 Western Ave.

Augusta, ME 04330

Phone: 207-622-4761

All Client Services: 800-542-8227

Website: kvcap.org

Additional locations in Waterville and Skowhegan

KNOX, PENOBSCOT, AND PISCATAQUIS COUNTIES

Penquis

262 Harlow St.
P.O. Box 1162
Bangor, ME 04401
Phone: 207-973-3500
Toll-free: 800-215-4942
TTY: 207-973-3520
Website: penquis.org
Additional locations in Dover-Foxcroft, Lincoln, and Rockland

WALDO COUNTY

Waldo Community Action Partners (WCAP)

9 Field St.
P.O. Box 130
Belfast, ME 04915
Phone: 207-338-6809
Website: waldocap.org

YORK COUNTY

York County Community Action Corporation (YCCAC)

6 Spruce St.
Sanford, ME 04073
Phone: 207-324-5762
Website: yccac.org

DOMESTIC VIOLENCE

Maine Coalition to End Domestic Violence

Statewide 24-hour Helpline: 866-834-HELP
Deaf or Hard of Hearing: 800-437-1220
Website: mcedv.org
Studies show a strong correlation between domestic violence and brain injury. Services available through the agencies below include emergency shelter, residential services and supportive housing, support groups, legal services, advocacy, violence intervention programs, and community education.

AROOSTOOK COUNTY

Hope & Justice Project

Helpline: 800-439-2323
Website: hopeandjusticeproject.org

CUMBERLAND COUNTY

Through These Doors

Helpline: 800-537-6066
Website: throughthesedoors.org

HANCOCK & WASHINGTON COUNTIES

Next Step Domestic Violence Project

Helpline: 800-315-5579
Website: nextstepdvproject.org

KENNEBEC & SOMERSET COUNTIES

Family Violence Project

Helpline: 877-890-7788
Website: newhopeforwomen.org

OXFORD, FRANKLIN & ANDROSCOGGIN COUNTIES

Safe Voices

Helpline: 800-559-2927
Website: safevoices.org

PENOBSCOT & PISCATAQUIS COUNTIES

Partners for Peace

Helpline: 800-863-9909
Website: partnersforpeaceme.org



WALDO, KNOX, LINCOLN & SAGadahoc COUNTIES

New Hope for Women

Helpline: 800-522-3304
Website: newhopeforwomen.org

YORK COUNTY

Caring Unlimited

Helpline: 800-239-7298
Website: caring-unlimited.org

Immigrant Resource Center of Maine

Serving refugee and immigrant communities through culturally and linguistically sensitive voices
Website: ircofmaine.org

HOUSING

211 MAINE

211 Maine is a free, confidential information and referral service that connects people of all ages across Maine to local services. 211 Maine is based in Maine and available 24 hours a day, seven days a week.

It can provide access to local emergency shelters; safe, affordable housing; new housing; energy and other utility assistance; or financial support for home repairs, and support services for people who are currently homeless.

Phone: dial 211 or text your zip code to 898-211
Website: 211maine.org

MaineHousing – Subsidized Housing

Maine State Housing Authority
26 Edison Dr.
Augusta, ME 04330
Phone: 207-626-4600
Toll-free: 800-452-4668
Website: mainehousing.org/programs-services/rental/subsidized-housing

MaineHousing is an independent state agency that bridges public and private housing finance, combining

them to benefit Maine’s low and moderate-income people. Financing from MaineHousing and other government sources has resulted in affordable apartments having been developed across Maine. In most cases, the rents for these apartments are pre-set. In some cases, the tenant pays a portion of their income towards rent. Eligibility requirements and income limits vary by property.

RENTAL HOUSING

Mainehousingsearch.org

Toll-free: 877-428-8844
Website: mainehousingsearch.org

Mainehousingsearch.org is Maine’s free rental listing service. It’s fast and easy to use and includes detailed listings with pictures, maps, and more. Listings are updated daily.

SECTION 811 SUPPORTIVE HOUSING FOR PERSONS WITH DISABILITIES

The Section 811 Supportive Housing for Persons with Disabilities program is a Department of Housing and Urban Development (HUD) supportive housing program that assists the lowest income people with significant and long-term disabilities to live independently in the community by providing affordable housing linked with voluntary services and supports.

The Section 811 Project Rental Assistance (PRA) is a HUD-funded program providing rental assistance to eligible, extremely low-income, disabled individuals between the ages of 18 and 62. The program is a partnership between MaineHousing and the Department. Applicants for 811 PRA Housing must also be eligible for home-based services provided through OADS.

Applicants must be extremely low-income, 30% of AMI or below, and the household must include at least one individual with a disability who is aged 18-62. Applicants must also be eligible for community-based, long-term care services as provided through the five MaineCare waivers: Sections 18, 19, 20, 21, and 29.

MaineHousing has assistance for approximately sixty 811 PRA units in four regions: Bangor, Augusta, Lewiston/Auburn, and Portland. However, MaineHousing will also expand the geographical selection to include parts of Aroostook County. Information can be found at MaineHousing's website: mainehousing.org/programs-services/rental/rentaldetail/section-811-pra.

LIBRARY SERVICES

Library for the Blind and Physically Handicapped

64 State House Station
Augusta, ME 04333
Phone: 207-287-5650
Toll-free: 800-762-7106
Website: maine.gov/msl/outreach/lbph

Maine State Library Outreach Services provides a variety of programs for residents with disabilities. These programs are administered by the Maine State Library and funded by the Federal Library Services and Technology Act (LSTA) through the Institute of Museum and Library Services (IMLS). Services include but are not limited to Books by Mail for Homebound Residents, NFB-Newsline, large print, talking books, online Talking Books, Braille and Audio Reading Downloads.

RECREATION

Access Navigators

An online guide with reliable accessibility information for local restaurants and cultural attractions.
273 Corporate Dr.
Portsmouth, NH 03801
Phone: 603-436-2551
Email: info@accessnavigators.com
Website: accessnavigators.com

Adaptive Outdoor Education Center

675 Old Portland Rd.
Brunswick, ME 04011
Phone: 207-237-2676

3000 Outdoor Center Rd.
Carrabassett Valley, ME 04947
Phone: 207-237-2676
Website: adaptiveoutdooreducationcenter.org

Aphasia Center of Maine

Provides recreational, educational, and emotional support to those affected by aphasia.
675 Old Portland Rd.
Brunswick, ME 04011
Phone: 207-415-3133
Email: info@aphasiacenterofmaine.org
Website: aphasiacenterofmaine.org
Additional location in Carrabassett Valley

Camp CaPella

8 Pearl Point Rd.
Dedham, ME 04429
Phone: 207-843-5104
Email: info@campcapella.org
Website: campcapella.org
Operates June-August
Boating, swimming, fishing, games, arts, crafts, dance
All ages, week-long camping, day and night camps

Central Maine Adaptive Sports

49 Ash St, Box 7251
Lewiston, ME 04243
(No phone)
Email: CMASports1@gmail.com
Web: CentralMaineAdaptiveSports.org

Complimentary Fishing License

A complimentary fishing license may be issued to any person with a brain injury. License is effective for the life of the holder.

Maine Department of Inland Fisheries and Wildlife

Physical Address: 353 Water St.
Mailing Address: 41 State House Station
Augusta, ME 04333
Phone: 207-287-8000
TTY: Maine Relay 711
Website: state.me.us/ifw/index.html

Love Your Brain Foundation

Offering free yoga classes for TBI survivors/caregivers
Website: loveyourbrain.com

Maine Adaptive Sports and Recreation

2 Main St / P.O. Box 853
Bethel, ME 04217
Phone: 207-824-2440
Email: info@maineadaptive.org
Website: maineadaptive.org
Year-round, free adaptive recreational programs

Pine Tree Society/Pine Tree Camp

114 Pine Tree Camp Rd.
Rome, ME 04963
Phone: 207-386-5990
Email: ptcamp@pinetreesociety.org
Website: pinetreesociety.org/camp.asp
Camping experience for children and adults.
Activities include swimming, hiking on accessible nature trails, drama, arts and crafts, archery, tennis, basketball on accessible courts, kayaking and fishing.

Portland Wheelers

P.O. Box 11314
Portland, ME 04104
Phone: 207-400-9370
Email: admin@portlandwheelers.org
Website: portlandwheelers.org
Free service providing adapted bike rides.

Spark Dance Program

37 W. Chops Point Rd.
Bath, ME 04530
Phone: 207-798-1995
Website: sparkdanceprogram.org

NEW HAMPSHIRE RECREATION PROGRAMS OPEN TO MAINE RESIDENTS

Krepfels Center

100 Campus Dr., Suite 24
Portsmouth, NH 03801
Phone: 603-570-2026
Website: krepfelscenter.org

Northeast Passage

Works together with the University of New Hampshire's College of Health and Human Services.
121 Technology Dr., Suite 161
Durham, NH 03824
Phone: 603-862-0070
Website: nepassage.org
Maine residents welcome. Services include community-based recreational therapy, private therapeutic recreation services, equipment rentals and trip facilitation.

SUBSTANCE USE AND BRAIN INJURY

The use of legal or illegal drugs increases the risk of an acquired brain injury and can negatively affect recovery from an Acquired Brain Injury. Substance use disorder (SUD) is a disease that affects a person's brain and behavior and leads to an inability to control the use of a legal or illegal drug or medication. It results when addiction causes changes in the brain's wiring, causing people to have intense cravings for the drug, making it hard to stop using the drug, despite life-threatening consequences.

Individuals with traumatic brain injury are at an increased risk for SUD as they have exposure to multiple risk factors:

- High rates of chronic pain
- Higher risk for pre- and post-substance abuse
- Injury-related behavioral changes
- Over-prescribing of opioids
- Treatment barriers

Due to these risk factors, individuals with traumatic brain injury are 11 times more likely to die of accidental poisoning or overdose. Professionals recognize that there is an increased risk for addiction or relapse post brain injury. Cognitive issues, depression, and decreased socialization can make these individuals more vulnerable.

Excerpted from TBI and Opioid Overdose: An Unrecognized Relationship presented by Lance Trexler, Ph.D., FACRM, a BIAA Webinar, October 13, 2020.



Are you Aware
addiction recovery
can happen at home?

To learn more, call **207-203-9097**
or visit **AwareRecoveryCare.com**



NON-LETHAL OPIOID OVERDOSE AND ACQUIRED BRAIN INJURY

It has been suggested that the opioid crisis is a nationwide public health emergency; an epidemic that is the deadliest drug crisis in American history. Opioids are the leading cause of death for Americans under 50 years of age. In 2021 Maine had 627 fatal overdoses, and a total of 9,534 reported overdoses.

Source: Maine Drug Data Hub 2022.

Non-lethal overdose can result in permanent brain damage. Opioids (or opiates) are depressants, slowing down a person's breathing and heart rate; in other words, an overdose causes the body to forget to breathe on its own. When that happens, an individual can sustain either a hypoxic brain injury (not enough oxygen) or an anoxic (no oxygen) brain injury. These types of brain injuries can cause a multitude of side effects, including loss of short term memory, difficulty concentrating, vision and/or hearing loss, loss of coordination and balance, issues with sequencing, problems with communication, and behavioral changes. The longer the brain is deprived

of the oxygen it needs, the higher the risk for more permanent brain damage.

Excerpted from the Brain Injury Association of Virginia: Opioids and Brain Injury, 2018.

TREATMENT STRATEGIES

A number of treatment models for addressing substance use/misuse have been proposed. Best practices for treatment of substance use/misuse within the brain injury population include:

- Abstinence
- Patient and family education
- Incentives to encourage participation and retention in programs
- Modification of Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) to make it more concrete and understandable
- Use of motivational interviewing techniques
- Interventions that support adaptive coping
- Use of community resources to maximize social interaction and minimize boredom

- Matching materials and interventions with cognitive deficits stemming from injury

Treatment for substance use disorders should be integrated into the treatment process as seamlessly as any other form of brain injury therapy and counseling. Other common rehabilitation strategies include:

- Small groups
- Journaling
- Role-play
- Presenting information in smaller chunks with repetition to allow for delayed processing time

Excerpted from Brain Injury Association of America: Non-Lethal Opioid Overdose and Acquired Brain Injury: A Position Statement of the Brain Injury Association of America, 2018.

FEDERAL, STATE & TRIBAL AGENCIES

FEDERAL

Substance Abuse and Mental Health Services Administration

Helpline: 800-662-4357
TTY: 800-487-4889
Text your zip code to 435748 (HELP4U)
Website: samhsa.gov
Website: findtreatment.samhsa.gov

The Substance Abuse and Mental Health Services Administration's (SAMSHA) national helpline is a free, confidential 24/7/365 day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations.

STATE

Office of Behavioral Health

41 Anthony Ave.
Augusta, ME 04333
Phone: 207-287-2595
TTY: Maine Relay 711
Website: maine.gov/dhhs/samhs

The Maine Office of Behavioral Health's (OBH) role is to support Maine residents with mental health, substance abuse, and co-occurring disorders in living not only symptom free, but with dignity, hope, and meaning. The Office partners with providers, communities, and individuals to offer support, resources, education, training, technical assistance, and services.

211 Maine Substance Abuse

Phone: dial 211 or 866-811-5695
Out of State: 877-463-6207
Website: 211maine.org/substance

2-1-1 is a telephone number available in Maine statewide 24/7/365. It is answered by real people who can help you in locating a variety of resources closest to your location. Calling 2-1-1 is always confidential. Services can also be located by accessing the 211 website. Resources are located by selecting Substance Abuse and Addiction and a zip code.

Maine Statewide Crisis

Phone: 888-568-1112
TTY: Maine Relay 711
If you are concerned about yourself or someone else, call the crisis hotline to connect to your closest crisis center.

The Maine Recovery Hub

Serves seventeen recovery community centers across Maine
Phone: 207-553-2575
Email: info@portlandrecovery.org
Website: portlandrecovery.org

PEER SUPPORT

Augusta Recovery and Re-Entry Center (ARRC)

2 Bangor St., Suite 2
Augusta, ME 04330
Phone: 207-226-3438
Email: info@thearrc.org
Website: thearrc.org

Maine Alcoholics Anonymous

Hotline: 800-737-6237
TTY: Maine Relay 711
Website: csoaamaine.org

Maine Narcotics Anonymous

Helpline: 800-974-0062
TTY: Maine Relay 711
Website: namaine.org

BEHAVIORAL HEALTH AND SUBSTANCE ABUSE PROGRAMS

Full listings of services in Maine can be found at www.samhsa.gov/find-treatment

Aroostook Mental Health Center

26 Service Locations
Phone: 207-554-2352
Website: amhc.org

Crisis and Counseling

10 Caldwell Rd.
Augusta, ME 04330
Phone: 207-626-3448
Website: crisisandcounseling.org

Crossroads

71 US Route One, Suite E
Scarborough, ME 04074
Phone: 877-978-1667
Website: crossroadsme.org

Day One

Primary focus is adolescents
525 Main St.
South Portland, ME 04106
Phone: 207-874-1045
Website: day-one.org

Kennebec Behavioral Health

67 Eustis Pkwy.
Waterville, ME 04901
Phone: 207-873-2136
Website: kbhmaine.org

Mid Coast Hospital Addiction Resource Center

66 Baribeau Dr.
Brunswick, ME 04011
Phone: 800-244-3805
Website: midcoasthealth.com/addiction

Pathways of Maine Inc.

62 Pegasus St., Suite 200
Brunswick, ME 04011
Phone: 207-373-0620
Website: pathwaysofmaine.com

Tri-County Mental Health

1155 Lisbon St.
Lewiston, ME 04240
Phone: 207-344-1903
Website: tcmhs.org

Wellspring

253 Hammond St., #255
Bangor, ME 04401
Phone: 207-941-1612
Website: wellspringmaine.com

INTEGRATED MEDICATION-ASSISTED TREATMENT (IMAT)

Individuals with substance use disorders may benefit from integrated medication-assisted treatment which combines talk therapy (either individual or group counseling) with medicines that can control cravings and lessen withdrawal symptoms. The medicines help a person feel normal again so they can focus on therapy and help rebuild their life. This therapy can continue as long as medically needed. The medicines that are used are:

- Buprenorphine (pronounced byoo-pre-nor-feen), also called suboxone
- Methadone (available only at a methadone clinic)
- Naltrexone (nal-trek-sohn)

The IMAT program helps patients get the care they need, close to home. Patients who need intensive services can get care by providers with special addiction training. More stable patients can get their IMAT treatment at primary care offices by doctors and behavioral health clinicians. If a patient's condition worsens, they can switch back to intensive care for more help until they become healthier and ready to return to receiving care at a primary care office. Website: mainehealth.org/services/behavioral-mental-health/opioid-use-disorder/imat-treatment-locations

Reference: www.mainehealth.org/services/behavioral-mental-health/opioid-use-disorder/imat-treatment-locations accessed 11/5/2020.

Wabanaki Public Health & Wellness

Wabanaki Public Health & Wellness (WPHW) serves four federally recognized tribes across five communities. These include the Houlton Band of Maliseet Indians, the Aroostook Band of Micmacs, the Passamaquoddy Tribe at Indian Township, the Passamaquoddy Tribe at Pleasant Point, and the Penobscot Nation.

Services through WPHW include Wabanaki Healing & Recovery, which provides treatment and recovery needs. Wabanaki Public Health provides public health services ranging from community wellness to injury and violence prevention. Wabanaki Health & Wellness provides behavioral health and housing support services. In addition, there is the Center for Wabanaki Research, Knowledge & Innovation. More information on these services and how to connect with the organization can be found by using the contact information below.

157 Park St., Suite #5
Bangor, ME 04401
Wabanaki Care Line: 844-844-2622
Email: hello@wabanakiphw.org
Website: wabanakiphw.org

TRANSPORTATION

Transportation services continue to be impacted by the Covid-19 Pandemic. Regular schedules and routes may be limited. For the safety of all passengers, you may be required to wear a face mask while in vehicles. Be sure to schedule rides at least two days prior to your appointment.

TRANSPORTATION BROKERS

MaineCare works with transportation brokers to schedule rides for non-emergency medical appointments. There are three transportation brokers for the State of Maine: ModivCare, Midcoast Connector, and Penquis. To schedule a MaineCare covered ride, you must call the transportation broker that coordinates rides for your county. Call at least two full business days before your medical appointment.

ANDROSCOGGIN, AROOSTOOK, CUMBERLAND, FRANKLIN, HANCOCK, OXFORD, WASHINGTON AND YORK COUNTIES AND THE TOWNS OF BRUNSWICK, HARPSWELL AND PATTEN

ModivCare

ModivCare has five different reservation numbers for scheduling rides; however, you can call any of the numbers and get the help you need. For the purposes of this Directory, one reservation line and one Ride Assist number are listed:
Reservation Line: 855-608-5178 (to schedule a ride)
Ride Assist: 855-608-5179 (for questions about a ride that has already been scheduled)
Website: modivcare.com

KNOX, LINCOLN, SAGadahoc, WALDO COUNTIES AND THE TOWNS OF BRUNSWICK AND HARPSWELL

Midcoast Connector

Toll-free: 855-930-7900 (option 1)
Website: waldocap.org

KENNEBEC, PENOBSHOT, PISCATAQUIS AND SOMERSET COUNTIES

Penquis

Toll-free: 855-437-5883 (Penobscot & Piscataquis Counties)
Toll-free: 844-736-7847 (Kennebec & Somerset Counties)
Website: penquis.org

REGIONAL TRANSPORTATION SERVICES

Aroostook Regional Transportation System, Inc.

Provides scheduled public bus service and also transportation for shopping and errands into the 4 hub communities in Aroostook County. When you make a reservation, please inform the dispatcher ahead of time if you use a wheelchair, cane, or walker.

P.O. Box 552
24 Houlton Road
Presque Isle, ME 04769
Phone: 207-764-1290 (Main Office)
Toll-free: 800-442-3320
Website: aroostooktransportation.org

Downeast Community Partners

248 Bucksport Rd.
Ellsworth, ME 04605
Phone: 207-664-2424
Toll-free: 800-834-4378
Website: downeastcommunitypartners.org

Downeast Transportation

Downeast Transportation offers commuter and scheduled bus service between and within communities throughout Down East Maine. Buses are equipped with wheelchair lifts.
P.O. Box 914
Ellsworth, ME 04605
Phone: 207-667-5796
Website: downeasttrans.org

Healthcare Access Transportation Program

Volunteer driver organization. Does not provide MaineCare reimbursed rides
Phone: 207-647-2483
Website: mainephilanthropy.org/redhen/org/119
Serves: Androscoggin, Cumberland, Oxford and York Counties

iTNPortland

Transportation for seniors and people with visual impairments in Greater Portland.
Dana Warp Mill
90 Bridge St., Suite 210
Westbrook, ME 04092
Phone: 207-854-0505
Website: itnportland.org

Kennebec Valley Community Action Program Transportation Services (KVCAP)

22 Armory St.
Augusta, ME 04330
Phone: 207-859-1500
Website: kvcap.org

Regional Transportation Program (RTP)

Provides county-wide transportation to residents of Cumberland County. This is a shared ride service, trips must be reserved in advance.
1 Ledgeview Dr.
Westbrook, ME 04092
Phone: 207-774-2666
Website: rtprides.org

RideSource

Primarily serves Oxford County, also able to serve Androscoggin, Franklin and Cumberland Counties.
Alcott St., Suite 102
Norway, ME 04268
Phone: 207-743-7433

United Wheelchair

Wheelchair Accessible/Wheelchair Service/Taxi Serves Central and Southern Maine.
192 Russell St.
Lewiston, ME 04240
Phone: 207-782-8400
Toll-free: 866-782-8400
Website: unitedambulance.com

Waldo Community Action Partners (WCAP)

Scheduled public bus service.
P.O. Box 130, 9 Field St.
Belfast, ME 04915
Phone: 207-338-6809
Website: waldocap.org

Western Maine Transportation Services

Scheduled public bus service, also seasonal shuttle bus service.
76 Merrow Rd.
Auburn, ME 04210
Toll-free: 800-393-9335
Website: wmatsbus.org

West's Transportation, Inc.

Scheduled bus service for Washington County.
P.O. Box 82
Milbridge, ME 04658
Phone: 207-546-2823
Toll-free: 800-596-2823
Website: westbusservice.com

York County Community Action Corporation (YCCAC)

Public transportation and contracted/special service transport.
Phone: 207-459-2932
Website: yccac.org/transportation

Health Affiliates Maine

P.O. Box 1150
Auburn, ME 04211
Phone: 207-333-3278
Email: Info@healthaffiliatesmaine.com
Website: healthaffiliatesmaine.com

Tri-County Mental Health Services

1155 Lisbon St.
P.O. Box 2008
Lewiston, ME 04241-2008
Phone: 207-783-9141
Toll-free: 888-304-4673
Crisis Line: 888-568-1112
Website: tcmhs.org

Maine Veteran's Project

207 Parkview Ave
Bangor, ME 04401
Phone: 207-262-6061
Website: maineveteransproject.org

Volunteers of America Northern New England

14 Maine Street
Suite 100
Brunswick, ME 04011
Phone: 207-373-1140
Email: info@voanne.org

VA MAINE HEALTHCARE SYSTEM

In addition to Togus VA Medical Center, 11 Community Clinics are found throughout the state of Maine. These provide the most common outpatient services, including health and wellness visits, without the challenges of visiting a larger medical center. A list of locations will be found at: maine.va.gov/locations.

SCREENING FOR TRAUMATIC BRAIN INJURY (TBI)

It is essential that service members and veterans are screened for TBI as early as possible because TBI becomes more difficult to treat the longer the condition goes unscreened and the complexity of diagnosing TBI and post-traumatic stress disorder (PTSD) become more challenging to distinguish.

VETERANS SERVICES


Confidential help for veterans and their families

U.S. Department of Veterans Affairs
VETERANS CRISIS LINE 800-273-8255
TOLL-FREE PHONE: 800-273-8255

VETERANS COUNSELING/MENTAL HEALTH

National Alliance on Mental Illness-Maine (NAMI)
52 Water Street
Hallowell, ME 04347
Toll-free: 800-464-5767
Website: namimaine.org

Brain Injury Association of America • Maine Chapter



BRAIN INJURY ASSOCIATION
OF AMERICA - MAINE

126 Western Avenue, #261
Augusta, ME 04330
E-Mail: MaineBIA@biausa.org
Website: biausa.org/maine

For brain injury information and resource information, contact BIAA's Maine Brain Injury Information Center:
Call 800-444-6443 Toll-free
Monday-Friday, 9 a.m.-5 p.m.
E-mail: MaineBrainInjuryInfo@biausa.org

To identify veterans who may have TBI, VA medical facilities have implemented a computer-based screening tool and require providers at VA medical facilities to use the tool to screen all veterans, including all Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND), who present for outpatient health care.

Togus VA Medical Center

1 VA Center
 Augusta, ME 04330
 Phone: 207-623-8411
 Toll-free: 877-421-8263
 Telephone care: 877-421-8263, ext. 7490
 Hours: M-F, 7:30 a.m. to 4 p.m.
 Website: maine.va.gov

Bureau of Maine's Veterans Services

For expert advice on applying for benefits and services, visit one of the field offices listed below:

17 State House Station
 Augusta, ME 04333-0117
 Phone: 207-430-6035
 Website: maine.gov/veterans
 For resources: maine.gov/veterans/resources/index.html

MILITARY ONESOURCE - 800-342-9647

One-stop shop for round-the-clock access to information and services on everything important to life in the military: benefits, resources, support, and confidential help. Service members, their families, and survivors are eligible for free access to the website, call center and online support 24/7/365, from anywhere in the world.

Toll-free: 800-342-9647
 Website: militaryonesource.mil

Resources & Education for Stroke Caregivers Understanding & Empowerment (RESCUE)

Department of Veterans Affairs
 Website: <https://www.cidrr8.research.va.gov/rescue/>

VET CENTER PROGRAM

U.S. Department of Veterans Affairs

The Vet Center Program welcomes home war veterans with honor by providing quality readjustment counseling in a caring manner. Vet Centers understand and appreciate Veterans' war experiences while assisting them and their family members toward a successful post-war adjustment in or near their community. There are five Vet Centers in Maine.

Toll-free: 877-927-8387, 24 hours/day
 Website: vetcenter.va.gov

VETERANS SPORTS AND RECREATION

House in the Woods

217 Skunk Hill Road
 Lee, ME 04455
 Phone: 207-570-4806
 E-mail: info@houseinthewoods.org

Travis Mills Foundation

647 Castle Island Road
 Mt. Vernon, ME 04352
 Phone: 207-480-3490
 E-mail: foundation@travismillsfoundation.org

VA Togus Adaptive Sports Program

1 VA Center
 Augusta, ME 04330
 Phone: 207-623-8411, ext. 5369
 Website: benefits.va.gov/togus

Veterans/No Boundaries

Maine Adaptive
 8 Sundance Ln.
 Newry, ME 02461
 Phone: 207-824-2440
 Website: maineadaptive.org

Warriors @ 45 North

Outdoor activities for active duty, veterans, and anyone who has served in the U.S. Armed Forces (Maine residents welcome)
 P.O. Box 132
 Pittsburg, NH 03592
 Email: warriorsat45n@gmail.com
 Website: warriors45north.com

APPENDIX A

SELECTING AND MONITORING BRAIN INJURY SERVICES

Questions To Make Informed Decisions and Monitor Brain Injury Services

The questions below may not apply to all programs or service providers in all settings. BIAA encourages you to select those questions that make sense for your particular situation. There may be other questions you feel are important as well, so add them. Write down the responses you get. Ask the same questions of each program or service provider you are considering, and then compare the responses. If you need more information or something is not clear, do not hesitate to ask.

Please do not be concerned about the amount of time it may take you to ask the questions you have selected. Selecting a program or service that meets your needs is important. Monitoring services once they have begun is also important. Refer to this guide from time to time and reflect on how well the program staff or service provider is doing what they said they would. Ask questions you did not consider during the selection process but which become important as things progress. Remember, information is power.

IN-PATIENT MEDICAL AND REHABILITATION PROGRAMS

Discharge Planning

Planning for discharge must begin at admission. It is imperative to have an understanding of what the next step is after discharge, as well as what kinds of services might be needed and their availability. Be clear about your intent to be involved in discharge decisions. As with other information, it is important to get discharge planning commitments in writing. It is virtually impossible for anyone to tell you the particular level of recovery that will be achieved. They can, however, commit to what they will do to achieve maximum recovery.

What are all the possible options after discharge?

- What is the role of the person with brain injury and their family in decisions about discharge?
- Where do you think the person will go after discharge?
- How and who decides when the individual is ready for discharge? What would make the program extend or shorten the anticipated discharge date? If this is done, how much notice is given, and what is the role of the individual and their family in this decision?
- What if a person decides to leave the program with or without advance notice?
- How does the program help research discharge options? Who does this?
- What kinds of follow-up after discharge are provided to the person with brain injury? What kinds of follow-up are offered to the family? Why is follow-up offered? How long is follow-up offered? What are the charges for this service and who generally pays?
- What is the average length of stay? What is the length of stay you expect for me/my loved one? How is that determined?
- How do I get a complete set of records for my files upon discharge? Is there a charge for this? How much does this cost and who pays?
- Where are people with brain injury the program served in the past?
- What happens if the place the person is expected to go after discharge falls through?
- What happens if it appears the person has no discharge options except with family, and the family is unable to provide the care or supervision needed, or for any other reason they feel they are not a viable discharge option?

- What does the program do to locate affordable community housing with a package of supports provided by a variety of state and community agencies to afford the individual the opportunity to live independently (i.e. transportation, recreation, vocational, educational and/or personal assistance)? How does the program assist in identifying and coordinating with community service providers?

QUESTIONS APPLICABLE TO ANY PROGRAM/ SERVICE/SERVICE PROVIDER

Financial Responsibilities / Arrangements

People with brain injuries have had to leave programs or service providers before they are ready because their funding has been exhausted. Large unexpected bills for brain injury services have surprised many people and dramatically changed their financial stability and status. The best way to prevent these occurrences is to stay informed about your continuing financial status both with the program or service provider and with any funding source(s) you have available.

- What is the daily cost of the program?
- What does this include (e.g., room and board, meals, medications, physician services, therapy, transportation)?
- What services are billed as extra (e.g., telephone, laundry)?
- How are charges calculated (e.g., per diem, per unit)?
- What sources of funding does the program accept?
- What agreement does the program have with my funding source?
- What do I need to do to get copies of all correspondence (including bills submitted and payments rendered) between the program and my funding source?



- Who is billed for services my funding source will not pay for? What happens if the second source does not pay?
- Am I (or is my insurance) billed for services that are planned or scheduled but not provided (e.g., if a therapy session or appointment is missed)?
- How do home visits or other leaves of absence affect payment? Is there a bed hold charge? If so, who is expected to pay if insurance will not?
- What assistance does the program offer to determine which other public or private insurance and financial benefits the individual may be eligible for? How will they help you apply and follow the application process for these?

Admission Planning

- What are the rights and responsibilities of people participating in this program? How does the program or service provider inform the individual of these? May I have a copy?

- How do you make decisions about who to admit into the program or service? What are the eligibility criteria?
- How will you get previous medical and other important (i.e., school) records and other information you may need in order to make this decision?
- I would like a proposed service or treatment plan before I decide. How can I get this?
- How do you involve the program or service I am in now in the admission and transition process? Be specific.
- If I choose this program or service, what do you need to do prior to admission? How long will that take? What do you need me to do?
- How can I arrange to spend some time observing the program? Note that depending upon the nature of the facility, program or service, this may not be possible given the patient confidentiality provisions of HIPAA, the Health Insurance Portability and Accountability Act of 1996.
- What is your understanding of the role my funding source has in the decision-making process about the program or service I select?
- What forms or contracts will I be expected to sign prior to admission or starting the service?
- How can I get a copy of each to read thoroughly before I sign?

Involvement with Family and Friends

The active involvement of family members and friends is often a key component to achieving maximum success. Depending upon the individual with brain injury's status and wishes, the type and location of services being received and other factors, more or less active involvement by family members and friends may be allowed.

- Assuming you have appropriate HIPAA releases where needed, how does your program or service involve family members and friends?
- How are family members and friends involved in progress meetings? How will we be informed enough in advance so we can plan to participate? Will there be a specific contact person for regular communication with me?
- What do I need to do to get copies of written reports regularly? Who is responsible for sending me these?
- How will you schedule regular conference calls for me to speak with the direct service providers if I cannot personally attend an in-person meeting?
- If I have a question about a particular area (e.g., physical therapy), what do I need to do to speak with that therapist directly?
- What kind of family training, support groups and/or therapy is offered? Is there a charge for participation?
- Since I live far away, what overnight arrangements are made for me to visit for a few days? How about for the person's friends?
- What arrangements are made for staff to explain services and reports to me in non-technical terms?
- What is your policy about visitors?
- What are your policies which would affect friendships the person being served makes with other people served by your program? What provisions are made for them to spend time together as they might choose?
- What arrangements are made if we wish to have conjugal visits?

Legal Considerations

- How does a legal settlement affect the program’s expectations about payment?
- Has the program ever recommended guardianship, conservatorship, or representative payees for people being served? Has the program ever recommended that these are no longer needed? If yes, what assistance is provided to the individual, family members, or friends who choose to pursue the recommendation?
- Is the program licensed, accredited, or certified? By whom? How can I contact them to learn more about what they require for licensing? Can I see the license?
- When was the last state or local inspection and what were the results?
- Is the program CARF brain injury accredited? Any other CARF accreditation? When was the last survey?
- Is the program accredited by the Joint Commission? At what level (1 year, 3 year, type 1)? When was the last survey?
- What recourse does the person being served have if they question or disagree with the quality or necessity of services being provided?
- What recourse do family members and friends have if they question or disagree with the quality or necessity of services received?
- What provisions are made for personal banking services? Where do you keep money that belongs to people being served in your program? How do you account for money which is put into your program’s care and who is responsible for this accounting?

PROGRAM

Every component of every program or type of brain injury service is not addressed here. For example,

specific questions about physical therapy or neuro-optometric services are not included. The components below are those which tend to have broad implications, that is, to touch more than one specific discipline, often simultaneously. You will also wish to ask questions about the philosophy and methodology used in specific disciplines that are central to the services needed in your individual situation.

Observations about aesthetics

- Are the facilities clean?
- Are people being served clean and dressed in a manner you are comfortable with? Do they appear to be well cared for?
- Does the staff seem attentive? Do they know people by name? Do they seem to care genuinely about people in the program?
- When food is part of the program/service, is the food appealing? How does the program accommodate special diets, personal preferences, or requests for a different meal schedule? Is there any charge for this?
- Do people being served seem comfortable with the way they are being treated?

Experience with people with brain injuries

- How many people with brain injuries has the program worked with in the past year? How many total individuals have they served?
- What is the average staff turnover rate? Do they recruit people who have experience in serving people with brain injury? What staff training is provided? How many ACBIS Certified Brain Injury Specialists (CBISs) are on staff?
- How long has the program been in existence? When did it begin to serve people with brain injury? Why was it established?

Program administration and organization

- Who is responsible for the overall supervision of the services rendered to people served? How often are they at the program? How much direct contact do they have with individual people served?
- What types of people will be working directly as part of the team?
- How does the program integrate the individuals expressed desires and goals in service planning? For example, if an individual dislikes cooking and will not be expected to cook at home, is cooking an expected program component? If it will take a person three hours to feed himself/herself and he/she determines it is a waste of energy preferred to use another way, how will the program support this decision, and what assistance will be provided to find ways to have feeding done by someone else – both at the program and at home?
- Is there a consistent schedule for an individual’s day? What involvement does the person have in directing the schedule and selecting the program components?
- What do people generally do during unscheduled times?
- What is the evening schedule?
- What is the weekend schedule?
- How is the need for specialized adaptive equipment identified? How is the equipment provided and paid for?
- What access do people being served and their families have to their records? If I wanted to see my record now, what would I have to do? What recourse do I have if I disagree with something in the record?

Medical services/medications

- Who is responsible for providing medical services? What is their background? Is the same person

available at different times, or are multiple medical practitioners used?

- How is my personal physician included in providing medical services while I am in the program?
- How does the program handle medical emergencies?
- How are routine medical issues (i.e., regular dental and ophthalmology services) provided?
- How would the program manage the special medical needs which have resulted from the injury?
- I have heard that people can have trouble with bedsores. How does this program avoid or prevent this?
- What is the policy for the use of psychotropic or other mood-altering medications? What role does the individual have in these decisions? What does the program do if they decline against medical advice? Does the program utilize the services of a neuropsychiatrist?
- Who monitors medications and medication interactions? How often is this reviewed? What steps are taken to assure that therapeutic levels of medications are maintained and not exceeded?

PROGRAM COMPONENTS

Cognitive services

- What approaches does the program use to address cognitive strengths and limitations?
- Is neuropsychological testing done? How much emphasis is placed in test reports on recommendations to build on an individual’s cognitive strengths? How much emphasis is placed on reporting test scores and the person’s limitations? When is retesting conducted?

- If a “cognitive therapist” or “cognitive remediation specialist” is a member of the team, what particular qualifications do they have? How is the effectiveness of cognitive services measured?

Behavioral interventions

- What approaches does the program use to address behavioral concerns? What role do the individual and their family play in determining the types of behavioral interventions used?
- What steps does the program take to assure that behavioral interventions are clearly understood by all staff and that the plan is being implemented consistently (even in the middle of the night)?
- How is the effectiveness of behavioral interventions measured?
- What role does medication play in “behavior management”?
- Are physical restraints used? If so, under what circumstances? What policies or protocols exist for the use of physical restraints? May I see a copy of these?
- Is a “secure” or locked unit available? When does the program recommend the use of these? Who decides when a person is ready for an open unit after being on a secure unit? How?
- At what point is an individual’s behavior deemed unacceptable to the program? How much notice does the program give the individual and their family? What efforts are made by the program to assist in locating a comparable program that can better meet the needs of the person?

Vocational services

- What is the extent of vocational services provided by the program?
- How are situational vocational evaluations conducted? How are job trials, training, or placement provided? How are job coaches used? For how long?

- What interface is there between the program and state vocational rehabilitation services?

Educational services

- What educational services are offered? To children? To college students? To adults?
- Does the program have a teacher on staff with expertise in educating children and adolescents with brain injury?
- What is the interface between the program and the person’s school?

Community Re-entry

- What components of the program take place in the community? How frequently is the individual in the community?
- How is the person’s ability to get around and to use community services and resources evaluated and addressed?
- What local resources are used by the program to address the needs of the individual?
- How does the program accommodate an individual’s request to participate in community activities (e.g., AA or league bowling)?
- What outreach does the program do to help educate the community about brain injury and its consequences?
- What does the program do to learn about the individual’s home community and to identify resources and contacts there? What linkages are made with these resources and contacts prior to discharge? Are any of these contacts part of any discharge planning? Is there any follow-up once discharge has occurred?
- What efforts are made to work with the person in their home, even if the program is “facility-based”? How often can this be expected – once for evaluation only or multiple times to prepare the person for the return home?



- What is the connection between the program and the local Independent Living Center?

Recreation

- How does the program accommodate the individual’s continued involvement in recreational interests and activities? Are modifications of activities or equipment suggested, and opportunity for situational exploration of the effectiveness of modifications included?
- What does the program do to support the individual’s desires to become active in new recreational pursuits?
- How does the program help the individual identify ways to participate in recreation and social opportunities within their community?
- What connection does the program have with: the local recreation department, community therapeutic recreation services, social support and activity groups or other community resources?

APPENDIX B

GUIDE TO SELECTING LEGAL REPRESENTATION

People who sustain brain injuries from vehicle crashes, medical malpractice, falls, defective products, or other incidents caused by another person’s carelessness often find it helpful to talk to an attorney. Medical treatment, such as rehabilitation, and long-term care services can be expensive and span many years.

Pursuing the corporation or the individual that caused a brain injury is a way to ensure justice and accountability. A lawsuit can also provide additional financial resources to aid with rehabilitation and long-term care if the injury causes a permanent disability. Sometimes a lawsuit will encourage the responsible party to take steps to prevent injuries to others in the future.

Consider an Attorney Soon After the Injury Occurs

It is important to contact an attorney as soon as possible after a person is injured. An attorney can determine whether or not the plaintiff has a case.

The plaintiff is the person bringing the suit. The plaintiff can be the injured person or the family (or estate) of the injured person.

The defendant is the party or parties that caused the brain injury. One of the most important reasons to get legal help is the difficulty of determining who is legally responsible for the injury. In a motor vehicle crash, the driver of an automobile, his employer, the automobile manufacturer, the local government or its employees, and the bartender at a local bar could all be liable.

An attorney can investigate the case, determine what kind of case to bring against which defendant, and begin preparing the case while the injured person and his or her family focus on rehabilitation and recovery.

A good lawyer will work to make sure someone with a brain injury receives full compensation for his or her injuries.

Choose Your Attorney Carefully

Choosing an attorney can have significant long-term implications. The attorney will seek to obtain full compensation for medical bills, lost income, and future care costs. The attorney may also seek damages for pain and suffering. Importantly, an experienced attorney can help to preserve any entitlements to federal and state benefits. Without careful planning, valuable benefits may be lost.

Choosing an attorney requires consideration of many factors, including education and training, knowledge of the consequences and treatment of brain injury, knowledge of how to structure and manage awards, and experience with similar cases. An attorney must have the financial resources to try the case as well as access to the best experts.

Attorneys Also Choose Their Cases Carefully

Most personal injury attorneys work under a contingent fee arrangement. This means the attorney receives no fee if the plaintiff is not compensated. Attorneys will often invest substantial time and money during the investigation, preparation, and resolution of the case. Because of the financial risk involved, attorneys may decline cases if they do not believe there is a reasonable likelihood of success.

Getting Started

Most brain injury attorneys offer a free consultation. If take your case, there is no attorney's fee if there is no compensation.

Once you have an appointment with an attorney, be prepared to answer the attorney's questions about the injury. You may also find it useful to have a written list of questions to ask the attorney.

During the consultation, you will want to ask about the attorney's legal background and experience with cases involving brain injury.

Be observant during the time you spend with your attorney. Pay attention to how the attorney and his or her office staff interact with you and your family, and determine if it is comfortable for you. Trust your instincts. Many personal injury cases take years to resolve, so the relationship between you and the attorney can be very important.

Here are some questions you may want to ask:

- How much of your practice is devoted to personal injury?
- Of your personal injury cases, how many are devoted to brain injury?
- How did you first become involved in brain injury cases?
- Based on the information you have, what are the strengths and weaknesses of my case?
- What additional information about my case do you need?
- Who else in your practice would you involve in my case? What role(s) would these people have? Describe their background and expertise.
- Who will be my primary contact with your practice?
- Are you or your law firm able and willing to advance as much as \$50,000 in the investigation, preparation, and presentation of my case?
- Have you been successful handling cases similar to mine in the past?
- What is your involvement with legal associations, local, state, or national brain injury associations, or other organizations?



Remarkable Care, Regardless of Setting.



Rehab Without Walls helps adult and pediatric individuals with a wide range of neuro and complex diagnoses by utilizing our skills at providing treatment in both a clinic setting and in a patient's every day life.



Home and Community NeuroSolutions

By providing care in the home, community, workplace, or school, RWW promotes greater health through the recovery process, all with industry-leading outcomes that dramatically improve functional skills and independence for patients. Our skilled therapists are dedicated to healing, educating, and empowering patients to take charge of their own care.

Contact Us to Schedule an Assessment and Patient Interview

Biddeford Office
p) 207.282.3980
f) 207-282-1991

Service Areas
Kittery to Greater Bangor



Maine Center for Integrated Rehab - Outpatient Program

Maine Center for Integrated Rehab (MCIR) is a specialized, interdisciplinary, coordinated, and outpatient-focused brain injury program. To achieve the best results for each patient, we create an intensive, customized therapy plan that addresses their unique medical, physical, cognitive, psychosocial, and educational needs.

Contact Us to Schedule an Assessment and Patient Interview

Twin City Plaza
248 State St.
Brewer, ME 04412
p) 207.989.2034
f) 207-989-5971

Fairfield
95 Skowhegan Rd.
Fairfield, ME 04937
p) 207.453.1330
f) 207-453-1333

Rockland
91 Camden St.
Rockland, ME 04841
p) 207.596.0133
f) 207-596-0144



We also offer other services in Maine.

Residential - 207.989.9638

Care Coordination - 207.282.3980

RehabWithoutWalls.com



**BRAIN INJURY
ASSOCIATION**
OF AMERICA - MAINE

Brain Injury Association of America, Maine Chapter
126 Western Ave, #261
Augusta, ME 04330
Website: biausa.org/maine