Brain Injury Association of America, Maine Chapter
60 Western Ave., Ste. 3, Box 221
Augusta, ME 04330
Website: www.biausa.org/maine

The Maine Brain Injury and Stroke Resource Directory is intended to provide information and resources available to individuals with brain injuries or 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: www.biausa.org
National Brain Injury Information Center: 1-800-444-6443


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.

Copyright ©2020 by Brain Injury Association of America, Inc. All rights reserved. Except as permitted under the United States Copyright Law of 1976, no part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without the written permission of the Brain Injury Association of America, Inc.
### TABLE OF CONTENTS

**The Brain Injury Association of America – Maine Chapter (BIAA-ME)** ........................................... 4-5

**BIAA-ME Services and Support**
- Maine Brain Injury Information Center
- Resource Facilitation
- Support Groups
- Education and Information About Brain Injury
- Social, Recreation, and Outreach Programs
- Advocacy
- Community and Individual Events to Raise Awareness and Funds for Brain Injury

**About Brain Injury** ......................................................................................................................... 5-7

**Brain Injury Definitions**
- Acquired Brain Injury
- Traumatic Brain Injury
- Concussion
- Stroke

**Maine Brain Injury Peer Mentoring and Support Groups** ................................................................. 7-9

**Brain Injury Fundamentals** ........................................................................................................ 9

**211 Maine** ....................................................................................................................................... 10

**Online Family Training** ................................................................................................................ 10

**Insurance and Financial Assistance** ............................................................................................. 10-12

**Important Federal Insurance and Financial Assistance Programs**
- Affordable Care Act
- Medicare
- Social Security Income
- Social Security Administration Offices in Maine

**Important State of Maine Insurance and Financial Assistance Programs**
- MaineCare – Health Insurance
- My Maine Connection
- Workers’ Compensation

**Guiding Principles When Selecting A Brain Injury Rehabilitation Program** ................................. 12-14

**Brain Injury Medical, Rehabilitation, and Community Programs** ................................................ 14-20

**Services for People who are Blind, Deaf, Have Visual or Hearing Impairments**
- Blind and Visually Impaired Services
- Deaf and Hard of Hearing Services

**Brain Injury Specialty Services and Professionals** ........................................................................ 20-27

**Attorneys and Legal Assistance**
**Chiropractic Neurology**
**Concussion**
**Counseling Resources**
**Driving Evaluation and Consultants**
**Neurologic Music Therapy**
**Neurofeedback**
**Neurologists**
**Neurosurgeons**
**Neuropsychologists**
**Physiatrists**
**Speech and Language Therapy**
**Vision Consultants**

---

**State of Maine Brain Injury Agencies and Services** ................................................................. 27-35

**Maine Department of Health and Human Services**
- Office of Aging and Disability Services
- Brain Injury Waiver: Home and Community Based Services for Adults with Brain Injury (Section 18)
- Home and Community Based Services for Adults with Other Related Conditions (ORC) (Section 20)
- Skilled Nursing Facility Acquired Brain Injury Services

**Office of Substance Abuse and Mental Health Services**

**Other Important State Agencies and Services**
- Services for Children
- Office of Special Services
- Children with Special Health Needs

**Adult and Child Protective Services**
- Adult Protective Services Hotline
- Child Protection Hotline

**State of Maine Aging and Disability Resource Centers**

**State Prescription Drug Discount Programs**
- Maine Low Cost Drug Programs for the Elderly and Disabled
- Maine Rx Plus

**Employment and Vocational Assistance**
- Benefits Counseling Services
- Client Assistance Program
- One-Stop Career Centers
- Protection and Advocacy for Beneficiaries of Social Security
- Ticket to Work Program

**Independent and Community Living**
- Independent Living Services Program
- Homeward Bound

**Advocacy Organizations** .............................................................................................................. 35-39

**Assistive Technology and Adaptive Equipment**

**Communication Assistance Services**

**Crisis Support and Services** ........................................................................................................ 39

**Community Action Agencies** ..................................................................................................... 40-41

**Senior Community Services Employment Program**.................................................................. 41

**Hospitals in Maine** ......................................................................................................................... 42-45

**211 Maine** ....................................................................................................................................... 46

**Library Services** ............................................................................................................................. 46

**Recreation** ..................................................................................................................................... 47-48

**Transportation** .............................................................................................................................. 48-49

**Veterans Services** ......................................................................................................................... 50-52

**Veterans Counseling/Mental Health**
**VA Maine Healthcare System**
- Screening for TBI
- Togus VA Medical Center

**Bureau of Maine Veterans Services**
**Goodwill Northern New England Job Connection**
**and Veterans Access Fund**
**Military OneSource**
**Vet Center Program**
**Veterans Sports and Recreation**

**Appendix A** ..................................................................................................................................... 53-58

**Selecting and Monitoring Brain Injury Services**

**Appendix B** ..................................................................................................................................... 59-60

**Guide to Selecting Legal Representation**
THE BRAIN INJURY ASSOCIATION OF AMERICA – MAINE CHAPTER (BIAA-ME)

Brain Injury Association of America, Maine Chapter
60 Western Ave., Ste. 3, Box 221
Augusta, ME 04330
E-mail: BIAMaine@biausa.org
Website: www.biausa.org/maine

For brain injury information and resources, contact BIAA’s Maine Brain Injury Information Center:
Toll-free phone: 1-800-444-6443
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. As the voice of brain injury, BIAA works to advance awareness, research, treatment, and education to improve the quality of life for all people affected by brain injury. The Association is dedicated to increasing access to quality health care and raising awareness and understanding of brain injury.

BIAA’s 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 AND SUPPORT

MAINE BRAIN INJURY INFORMATION CENTER
Toll-free phone: 1-800-444-6443
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 with a brain injury, family members or friends, professionals, and the public with an experienced brain injury specialist. Inquiries can also be e-mailed to: MaineBrainInjuryInfo@biausa.org.

RESOURCE FACILITATION

Resource facilitation is more intensive than the information and resources provided through BIAA’s Maine Brain Injury Information Center. BIAA-ME’s resource facilitation services are personalized to each
individual’s situation and uses a collaborative process that involves participants (individuals with 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.

SUPPORT GROUPS

Brain injury support groups exist throughout Maine and serve to help Mainers with 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 helps link people with the support groups that are available through the Maine brain injury community. A specialist from BIAA-ME frequently is a guest presenter at support groups throughout the state.

EDUCATION AND INFORMATION ABOUT BRAIN INJURY

BIAA-ME provides a wide variety of educational and informative resources for persons affected by brain injury and their families/caregivers including an annual conference entitled Defining Moments in Brain Injury, access to BIAA webinars, booklets and brochures and more. BIAA-ME also provides outreach to the 38 hospitals in Maine to assist them in helping patients make a smoother transition from the hospital.

SOCIAL, RECREATION, AND OUTREACH PROGRAMS

BIAA-ME offers social and recreational programs when community interest and resources permit. BIAA-ME participates in community health fairs and other outreach programs to help raise awareness of brain injury and the services available for Mainers. For details and a current schedule, check the BIAA-ME website at biausa.org/maine.

ADVOCACY

BIAA-ME offers advocacy on an individual basis through resource facilitation services to help persons with brain injury meet their needs in the community. BIAA-ME also fosters statewide advocacy to help the brain injury community work together to advocate for the services, supports and funding needed by persons with brain injury and their families.

COMMUNITY AND INDIVIDUAL EVENTS TO RAISE AWARENESS AND FUNDS FOR BRAIN INJURY

BIAA-ME plans community events such as Bowling for Brain InjuryTM that offer individuals a way to help to raise awareness of brain injury as well as funds to support the services offered through BIAA-ME. Check out 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 major 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 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, 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 inability to perform a function. 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 (e.g., 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), and 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 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. Individuals with brain injuries may not be fully aware of the impact of his or her 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 in the life-long journey of the survivor. Learning a new language filled with medical and rehabilitation terms is often necessary to understand what happened and what services are available and how they help persons with brain injury recover. Digesting information on 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 on all 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, 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 gunshot wounds, 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.

A concussion may be called a mild traumatic brain injury because concussions are 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. Concussion 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 transient.

Concussion is not always recognized as a brain injury. It is not always diagnosed and subsequent problems that a person may have are not always associated with the concussion.

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. A stroke may be hemorrhagic, caused by a burst blood vessel in the brain, or ischemic, caused by a blood clot that blocks blood flow to part of the brain.

Some people experience TIAs (transient ischemic attacks) 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
Support groups are a great resource for persons with 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 include 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; please check the BIAA-ME website at biausa.org/maine to check for changes. We recommend you reach out to the group facilitator to confirm details prior to attending a group meeting for the first time.

PEER MENTORING

Brain Injury Voices
Survivor volunteer group offering peer mentoring services.
Phone: 207-200-4210
Website: www.braininjuryvoices.org

SUPPORT GROUPS

AUGUSTA

Maine General Medical Center
35 Medical Center Parkway
Augusta, ME 04330
When: Third Wednesday of the month, 3-4 p.m.
Contact: Lee Glynn, 207-215-7064 or WLFGRP@aol.com

AUGUSTA – BRAIN TUMOR

Kelly’s Cause for Brain Tumors
Maine General Medical Center
35 Medical Center Parkway
Augusta, ME 04330
When: Meets 4 times per year, Wednesdays, 6-8 p.m.
Contact: Kelly Theberge, 207-215-4817 or kellyscause@hotmail.com

BOOTHBAY HARBOR

LincolnHealth St. Andrews Campus
6 St. Andrews Ln.
Boothbay Harbor, ME 04538
When: Second Tuesday of the month, 6-7:30 p.m.
Contact: Tom Wilson, 207-315-6365 or mortomcat@adelphia.net

BREWER – STROKE

Machias Savings Bank Conference Room
581 Wilson St.
Brewer, ME 04412
When: Meets monthly (dates/times vary)
Contact: Angela Wheelden, 207-973-8278 or awheelden@northernlight.org

BRUNSWICK

Mid Coast Hospital
123 Medical Center Dr.
Brunswick, ME 04011
When: First Friday of the month, 1-3 p.m. in the Community Room
Contact: Elizabeth Hyde, 207-373-6175

BRUNSWICK – Aphasia

Mid Coast Hospital
123 Medical Center Dr.
Brunswick, ME 04011
When: First and third Tuesday of each month, 1-2:30 p.m.
Contact: Cuyler Greene, 207-373-6177
CAMDEN
Camden Public Library
55 Main St.
Camden, ME 04843
When: First Wednesday of the month, 10 a.m. to 12 p.m.
Contact: Carol Rohl, 207-273-2090

CENTRAL MAINE – SKOWHEGAN
Skowhegan Free Public Library
9 Elm St.
Skowhegan, ME 04976
When: First Monday of the month, 3-4 p.m.
Contact: Lee Glynn, 207-215-7064 or WLFGRP@aol.com

FORT KENT
All Things Become New
Fish River Rural Health Education and Training Center
12 Bolduc Ave. (first driveway)
Fort Kent, ME 04743
When: Third Wednesday of the month, 10-11 a.m.
Contact: Suzanne Morneault, 207-444-9070

HANCOCK/WASHINGTON COUNTY
Dorcas Library
28 Main St.
Prospect Harbor, ME 04669
When: Last Wednesday of the month, 4-5 p.m.
Contact: Pat Boggs, 703-801-5795 or group4TBI@gmail.com

LEWISTON
WestSide NeuroRehab Services
618 Main St.
Lewiston, ME 04240
When: First Monday of the month, 6-8 p.m.
Contact: 207-795-6110

ONLINE – APHASIA
Aphasia Communication Group
When: Every Thursday, 10-11:30 a.m.
Contact: Dr. Judy Walker, judy.p.walker@maine.edu

ONLINE – APHASIA CAREGIVER
When: Every other Wednesday, 11 a.m. to 12:30 p.m.
Contact: Dr. Judy Walker, judy.p.walker@maine.edu

PORTLAND
New England Rehabilitation Hospital of Portland
335 Brighton Ave.
Portland, ME 04102
When: First Tuesday and third Monday of the month, 10 a.m. to 12 p.m.
Contact: Kathy Kroll, 207-662-8589

PORTLAND – BRAIN ANEURYSM
Maine Brain Aneurysm Awareness
Maine Medical Center
Dana Health Education Center, Room 9
22 Bramhall St.
Portland, ME 04102
When: Last Thursday of the month, 6-7:30 p.m.
Contact: Dave McCausland, 207-495-2532 or Dave@MaineBA.org

PRESQUE ISLE
All Things Become New
Northern Light A.R. Gould Hospital
140 Academy St.
Presque Isle, ME 04769
When: Second and fourth Thursday, 10-11 a.m.
Contact: Suzanne Morneault, 207-444-9070 or 207-540-5446

SCARBOROUGH
Goodwill NeuroRehab
8 Science Park Rd.
Scarborough, ME 04074
When: Third Thursday of the month, 6-8 p.m.
Contact: 207-761-8402

SCARBOROUGH – BRAIN TUMOR
Maine Medical Center Cancer Institute
100 Campus Dr.
Scarborough, ME 04074
When: Second Tuesday of the month, 5:30-7 p.m.
Contact: Sarah Vreeland, 207-662-1112

STANDISH
NeuroRestorative
234 Northeast Rd.
Standish, ME 04084
When: Last Friday of the month, 12:30-1:45 p.m.
Contact: 207-642-1265
WATERVILLE
Waterville Town Hall IT Room
1 Common St.
Waterville, ME 04901
When: Third Wednesday of every month,
5:30-7 p.m.
Contact: Lee Glynn, 207-215-7064 or
WLFGRP@aol.com

WESTERN MAINE – RUMFORD
Hope Association
85 Lincoln Ave. (enter from back parking lot)
Rumford, ME 04276
When: First Tuesday of every month,
6:15-7:45 p.m.
Contact: Catherine Johnson, 207-364-4561

YORK – STROKE
York Hospital, Living Well Center
127 Long Sands Rd.
York, ME 03909
When: Fourth Monday of every month,
10-11:30 a.m.
Contact: Susan Kelly-Westman, 207-351-3721

NEW HAMPSHIRE
PORTSMOUTH, NH (open to ME residents)
Cafeteria at Northeast Rehab Hospital at Pease
105 Corporate Dr.
Portsmouth, NH  03801
When: Second Monday of the month, 5-6 p.m.
Contact: Liz Barbin, 603-501-5572

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

• Cognition
• Guidelines for interacting and building rapport
• 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, maximizing 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. This essential program will help candidates understand different behaviors, manage medication safely, and provide support to families and friends.

For more information, visit biausa.org/fundamentals.

Now Available
Brain Injury Fundamentals
Learn More at www.biausa.org/fundamentals
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 upon 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.

**ONLINE FAMILY TRAINING**

Brain Injury Family Training modules for family members of adults who live in Maine and have recently experienced a brain injury are available on the Maine Office of Aging and Disability Services’ website at maine.gov/dhhs/oads/home-support/brain-injury/index.html. With brain injury Information, links, and resources for family members and survivors of brain injury, a downloadable PDF is also available.

**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 rent assistance, household goods, and utility assistance. They can also connect individuals with assistance related to domestic violence, 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 AND FINANCIAL ASSISTANCE**

**AFFORDABLE CARE ACT**

Toll-free phone: 1-800-318-2596
Website: www.healthcare.gov

The Affordable Care Act put in place comprehensive health insurance reforms that have improved access, affordability, and quality in health care for Americans. It requires individuals to have health insurance or pay a tax penalty. The requirement of the individual mandate can be met by having a plan with minimal essential coverage, either through an employer or another group, or by purchasing an individual policy through Maine’s federally-facilitated Marketplace. Any Maine resident who is not eligible for Medicare can buy an individual health insurance policy.

Contact the Maine Insurance Bureau for updated information on the Affordable Care Act and the health insurance options to Mainers.

To find the 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 phone: 1-800-300-5000
  TTY: Maine Relay 711
  Website: www.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.
The Social Security Administration manages two cash benefit programs for people with disabilities. Be aware that over 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 onto 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.

IMPORTANT STATE OF MAINE INSURANCE AND FINANCIAL ASSISTANCE PROGRAMS

MAINECARE – HEALTH INSURANCE

Office of MaineCare Services
11 State House Station
Augusta, Maine 04333-0011
Toll-free phone: 1-855-797-4357
TTY: Maine Relay 711
Website: www.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 Department of Health and Human Services 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.


WORKERS’ COMPENSATION

Maine Workers’ Compensation Board
442 Civic Center Dr., Ste. 1
27 State House Station
Augusta, ME 04333-0027
Phone: 1-207-287-3751
Toll-free phone: 1-888-801-087
TTY: Maine Relay 711
Website: www.maine.gov/wcb/employees.html

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 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 Worker’s 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

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

Careful selection of the services which best meet the needs of the person with brain injury and their family 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

MY MAINE CONNECTION

Apply online for MaineCare, food supplement, cash assistance, and/or child care.

Office of Family Independence
Maine Department of Health and Human Services
Toll-free phone: 1-800-442-6003
Website: www.maine.gov/mymaineconnection
hospital, rehabilitation facility, community residence or other settings.

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, managed care long, and under what conditions. 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.

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

BRAIN INJURY MEDICAL, REHABILITATION, AND COMMUNITY PROGRAMS

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

• Barbara Bush Children’s Hospital at Maine Medical Center
  22 Bramhall St.
  Portland, ME 04102
  Phone: 207-662-0111
  Website: www.mmc.org/bbch

• Brewer Center for Health & Rehabilitation
  74 Parkway South
  Brewer, ME 04412
  Phone: 207-989-7300
  Website: www.brewercenterrehab.com

• Center for Integrated Neuro-Rehab
  159 Bennett Dr., Ste. 1
  Caribou, ME 04736
  Phone: 207-498-3820
  Website: www.amhc.org

• Central Maine Medical Center
  300 Main St.
  Lewiston, ME 04240
  Phone: 207-795-2600
  Website: www.cmmc.org/inpatient-rehabilitation

• Coastal Rehab, LLC
  2 Davis Point Ln., Ste. 1A
  Cape Elizabeth, ME 04107
  Phone: 207-795-2600
  Website: www.cmmc.org/inpatient-rehabilitation
  Additional locations in Falmouth, Kennebunk, and Scarborough
Creative Work Systems – Portland
Main Office: Residential & Day Services, Community Case Management
619 Brighton Ave.
Portland, ME 04102
Phone: 207-879-1140
Website: www.creativeworksystems.org

Creative Work Systems – Saco
Residential Services
13 Lund Rd.
Saco, ME 04072
Phone: 207-282-8387
Website: www.creativeworksystems.org

Creative Work Systems – Saco
Day Services, Community Case Management, Employment Services
90 Industrial Park Rd.
Saco, ME 04072
Phone: 207-282-4173
Website: www.creativeworksystems.org

Creative Work Systems – Auburn
Serving Androscoggin, Sagadahoc, Kennebec, Franklin and Oxford Counties
29 Hampshire St.
Auburn, ME 04210
Phone: 207-795-6737
Website: www.creativeworksystems.org

Goodwill Northern New England
BaySide NeuroRehab Services and Pediatric NeuroRehab Services
8 Science Park Rd.
Scarborough, ME 04074
Phone: 207-761-8402
Website: www.goodwillnne.org/neurorehab

Goodwill Northern New England
WestSide NeuroRehab Services and Pediatric NeuroRehab Services
618 Main St.
Lewiston, ME 04240
Phone: 207-795-6110
Website: www.goodwillnne.org/neurorehab
• Maine Center for Integrated Rehabilitation (MCIR) – Brewer
  *Twin City Plaza*
  248 State St.
  Brewer, ME 04412
  Phone: 207-989-2034
  Website: www.rehabwithoutwalls.com/main

• Maine Center for Integrated Rehabilitation – Fairfield
  95 Skowhegan Rd.
  Fairfield, ME 04937
  Phone: 207-453-1330
  Website: www.rehabwithoutwalls.com/main

• Maine Center for Integrated Rehabilitation – Rockland
  91 Camden St.
  Rockland, ME 04841
  Phone: 207-596-0133
  Website: www.rehabwithoutwalls.com/main

• MaineGeneral Health
  *Physical Rehabilitation Unit*
  35 Medical Center Parkway
  Augusta, ME 04330
  Phone: 207-248-0027
  Website: www.mainegeneral.org

• NeuroRestorative Maine – Old Orchard Beach, Sebago and Standish
  Toll-free phone: 1-800-743-6802
  Phone: 207-229-0547 (Residential Services)
  Phone: 207-590-8399 (Day Services)
  Day Services: Phone: 207-590-8399
  Website: www.neurorestorative.com

• Neuroscience Institute at Maine Medical Center
  22 Bramhall St.
  Portland ME 04102
  Phone: 207-662-0111
  Toll-free phone: 1-877-339-3107
  Website: www.mmc.org/neuroscience-institute

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
• New England Rehabilitation Hospital of Portland
  335 Brighton Ave.
  Portland, ME 04102
  Phone: 207-662-8584 (Inpatient Service Inquiries)
  Phone: 207-662-8377 (Outpatient Service Inquiries)
  Website: www.nerhp.org

• Northern Light Eastern Maine Medical Center
  5489 State St.
  Bangor, ME 04401
  Phone: 207-945-7000
  Website: www.emmc.org

• Northern Maine General
  Main Office
  5 Carter St.
  Eagle Lake, ME 04739
  Phone: 207-444-5152
  Website: www.nmgeneral.com
  Additional location in Caribou

• Penquis/Charlotte White Services
  Main Office
  262 Harlow St.
  P.O. Box 1162
  Bangor, ME 04402
  Toll-free phone: 1-800-215-4942
  Website: www.penquis.org
  Additional locations in Dover-Foxcroft, Lincoln, and Rockland

• RiverRidge Center
  3 Brazier Ln.
  Kennebunk, ME 04043
  Phone: 207-985-3030
  Website: www.genesishcc.com/riverridge

• Saco Bay Orthopaedic and Sports Physical Therapy
  55 Spring St.
  Scarborough, ME 04074
  Phone: 207-396-5165
  Website: www.sacobaypt.com
  Additional locations throughout southern Maine

• Scarborough NeuroDevelopment Center
  144 US Rte. 1, Ste. 4
  Scarborough, ME 04074
  Phone: 207-219-8300
  Website: www.sndc.info
Rebuilding lives through hope, compassion, and a dedication to excellence.

Northeast Rehabilitation Hospital Network
Inpatient l Outpatient l Home Care l Pediatric Therapy
Visit www.northeastrehab.com for more info.

NEW HAMPSHIRE

• Northeast Rehabilitation Hospital at Pease
  105 Corporate Dr.
  Pease International Tradeport
  Portsmouth, NH 03801
  Phone: 603-501-5500
  Website: www.northeastrehab.com

• Northeast Rehabilitation Hospital – Salem, NH
  70 Butler St.
  Salem, NH 03079
  Phone: 603-893-2900
  Website: www.northeastrehab.com

• Northeast Rehabilitation Hospital at Southern New Hampshire Medical Center (SNHMC)
  Inpatient Only
  SNHMC West Campus
  29 Northwest Boulevard
  Nashua, NH 03063
  Phone: 603-689-2400
  Website: www.northeastrehab.com

• Northeast Rehabilitation at The Elliot – Manchester, NH
  1 Elliot Way, 7th Floor
  Manchester, NH 03103
  Phone: 603-663-7700
  Website: www.northeastrehab.com

• Robin Hill Farm
  P.O. Box 1067
  Hillsboro, NH 03244
  Phone: 603-464-3841
  Website: www.robinhillfarm.com

Maine Brain Injury Information Center
1-800-444-6443
www.biausa.org/maine
MaineBrainInjuryInfo@biausa.org
**SERVICES FOR PEOPLE WHO ARE BLIND, DEAF, 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: www.ccmaine.org/a-z-services/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: www.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  
  For services, contact the local vocational rehabilitation office nearest you.  
  Website: www.maine.gov/rehab/dod/index.shtml

- **Disability Rights Maine**  
  *Deaf Advocacy & Communication Access Program*  
  68 Bishop St., Ste. 3  
  Portland, ME 04103  
  Phone: 207-797-7656  
  Toll-free phone: 1-800-639-3884  
  Website: www.drme.org/deaf-services

**BRAIN INJURY SPECIALTY SERVICES AND 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-Maine Brain Injury information Center toll-free at 1-800-444-6443 to find a lawyer who understands brain injury and is qualified to assist you and your loved one.

Appendix B is a guide to help with selecting legal representation in the event that is helpful or necessary in your situation.
• Law Offices of Joe Bornstein
  913 Main St.
  Sanford, ME 04073
  Toll-free phone:
  1-866-275-4563 or 1-800-CALL-JOE
  Phone: 207-225-5563 or 207-CALL-JOE
  Website: www.joebornstein.com

• Maine Volunteer Lawyers Project
  For Civil Legal Matters and Family Law
  Telephone Support and Walk-in Family Law Clinics
  Website: www.vlp.org

• Pine Tree Legal Assistance
  88 Federal St.
  P.O. Box 547
  Portland, ME 04112
  Phone: 207-774-8211
  Website: www.ptla.org

• Center for Integrative Chiropractic Neurology
  5 School St., Ste. 201
  Ellsworth, ME 04605
  Phone: 1-888-516-1533
  Website: www.neurodoc4u.com

• MidCoast Chiropractic Neurology
  331 Maine St., Ste. 12
  Brunswick, ME 04011
  Phone: 207-406-4874
  Website: www.midcoastbrain.com

• Portland Chiropractic Neurology
  959 Congress St., Ste. 1
  Portland, ME 04102
  Phone: 207-699-5600
  Website: www.portchiro.com
CONCUSSION

The following providers offer services to prevent or treat concussions.

- **Eastern Maine Medical Center Sports Health**
  925 Union St., Ste. 3
  Bangor, ME 04401
  Phone: 207-973-9980
  Website: www.emmc.org/Sports-Health.aspx

- **Maine Concussion Management Initiative**
  460 Mayflower Hill
  Waterville, ME 04901
  Phone: 207-859-4460
  Website: www.colby.edu/mcmi

- **MaineOrtho**
  1601 Congress St.
  Portland, ME 04102
  Phone: 207-774-5113
  Website: www.maineortho.com
  Additional office in Norway

- **MidCoast Chiropractic Neurology**
  331 Maine St., Ste. 12
  Brunswick, ME 04011
  Phone: 207-406-4874
  Website: www.midcoastbrain.com

- **Neuropsychology & Concussion Management Associates, PA**
  220 Union St. (Entrance on Huse St.)
  Rockport, ME 04856
  Phone: 207-594-2952
  Website: www.ncmamaine.com

- **Portland Chiropractic Neurology**
  959 Congress St, Ste. 1
  Portland, ME 04102
  Phone: 207-699-5600
  Website: www.portchiro.com

COUNSELING RESOURCES

Counseling is the 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.

- **Maine Psychological Association**
  P.O. Box 5435
  Augusta, ME 04332
  Phone: 207-621-0732
  Toll-free phone: 1-800-287-5065
  Website: www.mepa.org

- **National Alliance on Mental Illness – Maine**
  52 Water St.
  Hallowell, ME 04347
  Toll-free phone: 1-800-464-5767
  Website: www.namimaine.org

- **Office of Substance Abuse and Mental Health Services**
  11 State House Station
  Augusta, ME 04333
  Phone: 207-287-2595
  Crisis Hotline: 1-888-568-1112
  Website: www.maine.gov/dhhs/samhs/mentalhealth

- **Tri-County Mental Health Services**
  1155 Lisbon St.
  P.O. Box 2008
  Lewiston, ME 04241-2008
  Phone: 207-783-9141
  Toll-free phone: 1-800-787-1155
  Website: www.tcmhs.org
People who have sustained a brain injury sometimes find that their driving skills are no longer the same. Family, friends, and caregivers may also be worried about whether a person with 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 brain injury. An individual may be referred for an evaluation and/or training through an inpatient rehabilitation program, a state-supported TBI program or trust fund, 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 phone: 1-800-640-7200
  Website: www.alphaonenow.org
  Additional locations in Bangor and Presque Isle

- New England Rehabilitation Hospital of Portland
  335 Brighton Ave.
  Portland, ME 04102
  Phone: 207-662-8584 (Inpatient Service Inquiries)
  Phone: 207-662-8377 (Outpatient Service Inquiries)
  Website: www.nerhp.org

- Pathways Driving Rehabilitation Services
  Brunswick, ME
  Phone: 207-530-0307
  Website: www.pathwaysrehabservices.com
  Offers services statewide

- "Be Your Note" Music Therapy Services
  7 Evergreen Dr.
  Arundel, ME 04046
  Phone: 207-467-3372
  Website: www.beyournote.com

- MedRhythms
  2 Davis Point Ln.
  Cape Elizabeth, ME 02134
  Phone: 781-629-9713
  Website: www.medrhythmstherapy.com

- Linda Cooke, LCSW, RVT
  11 Maine St., Ste. 2
  Kennebunk, ME 04043
  Phone: 207-467-9092
  Website: www.lindajcookelcsw.com

- Peak Neurotherapy
  110 Auburn St.
  Portland, ME 04103
  Phone: 207-807-9210
  Website: www.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 – Auburn**
  10 Minot Ave.
  Auburn, ME 04210
  Phone: 207-795-2927
  Website: www.cmmc.org
  Additional office in Topsham

- **Northern Light Inland Neurology**
  246 Kennedy Memorial Dr., Ste. 202
  Waterville, ME 04901
  Phone: 207-861-7050
  Website: www.inlandhospital.org

- **MaineGeneral Neurology**
  15 Enterprise Dr.
  Augusta, ME 04330
  Phone: 207-621-9550
  Website: www.mainegeneral.org
  Additional office in Waterville

- **Maine Medical Partners**
  49 Spring St.
  Scarborough, ME 04074
  Phone: 207-883-1414
  Website: www.mainemedicalpartners.org/neurology

- **Mid Coast Medical Neurology Group**
  81 Medical Center Dr., Ste. 2400
  Brunswick, ME 04011
  Phone: 207-373-6099
  Website: www.midcoasthealth.com

- **Neurology Associates of Eastern Maine**
  498 Essex St., Ste. 105
  Bangor, ME 04401
  Phone: 207-947-0558
  Website: www.neurologybangor.com

- **Neurology Associates of York Hospital**
  233 York St., Ste. A
  York, ME 03909
  Phone: 207-351-3987
  Website: www.yorkhospital.com/primary-and-specialty-locations/neurology-associates/

- **Pen Bay Neurology**
  4 Glen Cove Rd.
  Rockland, ME 04841
  Phone: 207-593-5757
  Website: www.penbayhealthcare.org

- **PrimeCare Neurology**
  26A West Cole Rd.
  Biddeford, ME 04005
  Phone: 207-282-5509
  Website: www.smhc.org

- **Redington Neurology**
  46 Fairview Ave., Ste. 6
  Skowhegan, ME 04976
  Phone: 207-474-6943
  Website: www.rfgh.net

- **St. Mary’s Neurology Associates**
  99 Campus Ave., Ste. 402
  Lewiston, ME 04240
  Phone: 207-777-4455
  Website: www.stmarysmaine.com/departments-services/neurosciences/neurology-associates

NEUROSURGEONS

A neurosurgeon is a surgeon who is expert in diseases and conditions of the nervous system.

- **Central Maine Neurosurgery**
  12 High St., Ste. 401
  Lewiston, ME 04240
  Phone: 207-795-2494 or 207-795-5767
  Website: www.cmmc.org
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.

• Maine Medical Center Neurosurgery Program
  22 Bramhall St.
  Portland ME 04102
  Phone: 207-662-0111
  Toll-free phone: 1-877-339-3107
  Website: www.mmc.org/neurosurgery-program

• Maine Medical Partners – Neurosurgery & Spine
  49 Spring St.
  Scarborough, ME 04074
  Phone: 207-855-0011
  Website: www.mainemedicalpartners.org/neurosurgery-spine

• Northern Light Neurosurgery
  417 State St.
  Bangor, ME 04401
  Phone: 207-973-9949
  Website: www.northernlighthealth.org/Locations/Northern-Light-Eastern-Maine-Medical-Center/Locations/Northern-Light-Neurosurgery

• Goodwill Northern New England
  The Neuropsychological Testing Center
  618 Main St.
  Lewiston, ME 04240
  Phone: 207-513-5115
  Website: www.goodwillnne.org/neurorehab

• Mark G. Kiefner, Ph.D.
  Neuropsychology and Psychotherapy
  225 Commercial St., Ste. 403
  Portland, ME 04101
  Phone: 207-400-2694

• Maine Medical Center Neuropsychological Testing Services – Portland
  216 Vaughn St.
  Portland, ME 04102
  Phone: 207-662-2763
  Website: www.mmc.org

• David Marks, Ph.D.
  251 Main St., Ste. 1
  Yarmouth, ME 04096
  Phone: 207-747-5528

• Merrymeeting Neuropsychological
  124 Main St.
  Brunswick, ME 04011
  Phone: 207-319-7660

• Neurobehavioral Services of New England – Portland
  335 Brighton Ave., Unit 201
  Portland, ME 04103
  Phone: 207-662-8660
  Additional location in Kennebunk
• NeuroConnections, LLC
Maureen Sanford, Psy.D.
120 Main St., Ste. #126
Saco, ME 04072
Phone: 207-352-5011
Website: www.neuroconnectionsllc.com

• Neuropsychology and Concussion Management Associates, LLC
P.O. Box 1145
220 Union St. (Entrance on Huse St.)
Rockport, ME 04856
Phone: 207-594-2952

• Neuropsychology Service, PA
277 State St., Ste. 2A
Bangor, ME 04401
Phone: 207-990-2580
Website: www.neuropsychology-service.com

• Northern Light Neuropsychology
417 State St., Ste. 209
Webber East
Bangor, ME 04401
Phone: 207-973-5831
Website: www.northernlighthealth.org/Eastern-Maine-Medical-Center

• Ann Palozzi, Psy.D.
7 Oak Hill
Scarborough, ME 04074
Phone: 207-883-4283

• Shoreline Neurobehavioral Services, LLC
Austin Errico, Ph.D.
45 Cunningham Rd.
Freeport, ME 04032
Phone: 207-908-9007

• Charles Whitehead, Ph.D.
86 Dartmouth St.
Portland, ME 04103
Phone: 207-842-9288

---

**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.

• Kennebec Medical Rehabilitation
147 Riverside Dr., #1
Augusta, ME 04330
Phone: 207-623-6355

• Maine Rehabilitative Healthcare
306 U.S. Route One B South
Scarborough, ME 04074
Phone: 207-883-3434
Website: www.mainerehabhealth.com

• New England Rehabilitation Hospital of Portland
335 Brighton Ave #201
Portland, ME 04102
Phone: 207-775-4000
Website: www.nerhp.org

• OA Center for Orthopedics – Portland
33 Sewall St.
Portland, ME 04102
Phone: 207-828-2100
Website: www.orthoassociates.com

---

**SPEECH AND LANGUAGE THERAPY**

• University of Maine
Madelyn E. and Albert D. Conley Speech, Language and Hearing Center
Speech Therapy Telepractice Program
344 Dunn Hall
Orono, ME 04469
Phone: 207-581-2003
Website: www.umaine.edu/telespeech
### Vision Consultants
- **Douglas Henry, O.D., Ph.D.**  
  168 East Ave.  
  Lewiston, ME 04240  
  Phone: 207-784-3564  
  Website: www.optometricassociates

- **Iris Network**  
  189 Park Ave.  
  Portland, ME 04102  
  Phone: 207-774-6273  
  Website: www.theiris.org

- **Robinson Center for Neuro-Visual Rehabilitation, LLC**  
  584 Roosevelt Trail, Ste. B  
  Windham, Maine 04062  
  Phone: 207-892-3216  
  Website: www.robinsonnvrehab.com

- **Seacoast Vision Care**  
  Neuro Optometrist/Concussion Center  
  25 Hannaford Drive  
  Scarborough, ME 04074  
  Phone: 207-396-6603  
  Website: www.seacoastvisioncare.com

- **Sebago Primary Eye Care Services**  
  Thomas V. Gordon, O.D.  
  436 North Main St.  
  Bridgton, ME 04009  
  Phone: 207-647-2001  
  Website: www.specs4me.com  
  Additional location in South Casco

### State of Maine Brain Injury Agencies and Services

#### Maine Department of Health and Human Services

221 State St., 11 State House Station  
Augusta, Maine 04333-0011  
Phone: 207-287-3707  
TTY: Maine Relay 711  
Website: www.maine.gov/dhhs

The Maine Department of Health and Human Services includes many agencies that provide services and benefits to individuals with 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  
TTY: Maine Relay 711  
Website: www.maine.gov/dhhs/oads

The Maine Office of Aging and Disability Services (OADS) is the primary Maine state agency that supports Mainers with brain injury. In addition to services specifically designed for individuals 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.

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

MaineCare offers a package of benefits to eligible people who are age 21 or older, with cerebral palsy, epilepsy, or any other 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). It provides community based services instead of placement in an institutional setting. This program is commonly called the “Other Related Conditions Waiver.”

It 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 with 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., Ste. 1
  Caribou, ME 04736
  Phone: 207-498-3820
  Website: www.amhc.org

- **Goodwill Northern New England**
  *Bayside NeuroRehab Services*
  75 Washington Ave.
  Portland, ME 04101
  Phone: 207-761-8402
  Website: www.goodwillnne.org/neurorehab

- **Goodwill Northern New England**
  *Westside NeuroRehab Services*
  618 Main St.
  Lewiston, ME 04240
  Phone: 207-795-6110
  Website: www.goodwillnne.org/neurorehab

- **Maine Center for Integrated Rehabilitation (MCIR) – Brewer**
  *Twin City Plaza*
  248 State St.
  Brewer, ME 04412
  Phone: 207-989-2034
  Website: www.rehabwithoutwalls.com/maine

- **Maine Center for Integrated Rehabilitation (MCIR) – Fairfield**
  95 Skowhegan Rd.
  Fairfield, ME 04937
  Phone: 207-453-1330
  Website: www.rehabwithoutwalls.com/maine

- **Maine Center for Integrated Rehabilitation (MCIR) – Rockland**
  91 Camden St.
  Rockland, ME 04841
  Phone: 207-596-0133
  Website: www.rehabwithoutwalls.com/maine

- **NeuroRestorative Maine - Standish**
  Phone: 1-800-743-6802
  Website: www.neurorestorative.com/state-location/standish

- **RiverRidge Center**
  3 Brazier Ln.
  Kennebunk, ME 04043
  Phone: 207-985-3030
  Website: www.genesishcc.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 SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES

Office of Substance Abuse and Mental Health Services
State House Station #11
Augusta, Maine 04333-0011
Phone: 207-287-2595
Website: www.maine.gov/dhhs/samhs

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 age birth to under age three and their families, provided under IDEA, Part C, and Free Appropriate Public Education to eligible children age three to 20, 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 phone: 1-800-698-3624
  Website: www.maine.gov/dhhs/mecdc/population-health/mch/cshn/

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

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 AND 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 phone: 1-800-262-2232
Crisis Hotline: 1-800-624-8404
Website: www.maine.gov/dhhs/oads/aps-guardianship

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 Avenue
Augusta, Maine 04333-011
Phone: 207-624-7900
TTY: Maine Relay 711
Website: www.maine.gov/dhhs/ocfs/programs.shtml#Abuse

STATE OF MAINE AGING AND DISABILITY RESOURCE CENTERS

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:
Toll-free phone: 1-877-353-3771
Website: adrcmaine.org

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 & OXFORD COUNTIES

Seniors Plus
8 Falcon Rd., P.O. Box 659
Lewiston, ME 04243
Phone: 207-795-4010
Toll-free phone: 1-800-427-1241
TTY: 207-795-7232
Website: www.seniorsplus.org

AROOSTOOK COUNTY

Aroostook Agency on Aging
1 Edgemont Dr., Ste. 2
Presque Isle, ME 04769
Phone: 207-764-3396
Toll-free phone: 1-800-439-1789
Website: www.aroostookaging.org
CUMBERLAND & YORK COUNTIES

Southern Maine Agency on Aging
136 US Route 1
Scarborough, ME 04074
Phone: 207-396-6500
Toll-free phone: 1-800-427-7411
TTY/TDD: Maine Relay 711
Website: www.smaaa.org

HANCOCK, PENOBSCOT, PISCATAQUIS & WASHINGTON COUNTIES

Eastern Area Agency on Aging
450 Essex St.
Bangor, ME 04401
Phone: 207-941-2865
Toll-free phone: 1-800-432-7812
Website: www.easternagencyonaging.org

KENNEBEC, SOMERSET, WALDO, KNOX & SAGADAHOC COUNTIES

Spectrum Generations
One Weston Court, Ste. 203
P.O. Box 2589
Augusta, ME 04338
Phone: 207-622-9212
Toll-free phone: 1-800-639-1553
TTY: 1-800-464-8703
Website: www.spectrumgenerations.org

STATE PRESCRIPTION DRUG DISCOUNT PROGRAMS

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

Maine Department of Health and Human Services
Toll-free phone: 1-866-796-2463
TTY/TDD: 207-287-1828

The 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 age 62 and greater and to individuals age 19 and older who meet eligibility requirements based on disability and income/asset limits.

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

Apply online at My Maine Connection or visit a local Maine Department of Health and Human Services office.

EMPLOYMENT AND VOCATIONAL ASSISTANCE

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.
The Voice of Help, Hope, and Healing

Division of Vocational Rehabilitation
Bureau of Rehabilitation Services
Maine Department of Labor
150 State House Station
Augusta 04333-0150
Phone: 207-623-6799
TTY: Maine Relay 711
Website: www.maine.gov/rehab/offices.shtml

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

Wabanaki Vocational Rehabilitation
88 Bell Rd.
Littleton, ME 04730
Phone: 207-532-2021
Website: www.maliseets.com/vr.htm

Eligibility requirements: applicant must be an American Indian with a disability living on or near a Federal reservation in Maine.

BENEFITS COUNSELING SERVICES

Benefits Counseling Services
c/o Maine Medical Center
22 Bramhall St.
Portland, ME 04102
Phone: 207-662-2088
Toll-free phone: 1-877-208-8700
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, Housing).

CLIENT ASSISTANT PROGRAM

Client Assistant Program
Maine Department of Labor
134 Main St. Ste. 2C
Winthrop, ME 04364
Toll-free phone and TTY: 1-800-773-7055
Phone and TTY: 207-377-7055
Website: www.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 C.A.R.E.S, Inc.

ONE-STOP CAREER CENTERS

U.S. Department of Labor
Employment and Training Administration
Toll-free phone: 1-877-872-5627
TTY: 1-877-889-5627
Website: www.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.

PROTECTION AND ADVOCACY FOR BENEFICIARIES OF SOCIAL SECURITY (PABSS)

The PABSS agency in Maine is:

Disability Rights Maine
160 Capitol St., Ste. 4
Augusta, ME 04330
Phone: 207-626-2774
Toll-free phone: 1-800-452-1948
Website: www.drme.org
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.

**TICKET TO WORK PROGRAM**

**Bureau of Rehabilitation Services**
Maine Department of Labor
150 State House Station
Augusta, ME 04333-0150
Phone: 207-623-7961
Toll-free phone: 1-800-698-4440
TTY: 1-888-755-0023
Website: www.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 AND COMMUNITY LIVING**

**INDEPENDENT LIVING SERVICES PROGRAM**

**Bureau of Rehabilitation Services**
Maine Department of Labor
Website: www.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**
Website: www.ilru.org/projects/cil-net/cil-center-and-association-directory-results/ME

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.

**HOMEWARD BOUND**

**Helping Disabled Adults Transition from Nursing Homes or Hospitals to Community Living**
Maine Long-Term Care Ombudsman Program
61 Winthrop St.
Augusta, ME 04330
Phone: 207-621-1079
Website: www.maineombudsman.org
Contact: mtlcop@maineombudsman.org

Office of Aging and Disability Services, Homeward Bound Program
Maine Department of Health and Human Services
Phone: 207-287-9233
Website: www.maine.gov/dhhs/oads/trainings-resources/initiatives/homeward-bound.html

Homeward Bound is designed to help eligible people get the extra assistance, guidance, and support needed to be as independent as possible.
Bound provides a team of professionals including a transition coordinator who helps arrange for the needed services and an advocate who helps keep the plan on track. The team works with each participant to evaluate the individual’s needs and create a plan for the home and community based services needed to transition back to the community.

To be eligible for Homeward Bound, individuals must be 18 or older, have resided in a nursing home or hospital for 90 days by time of discharge, received MaineCare for at least one day in this setting and qualify for nursing home level of care in the community. You can apply for and begin receiving services prior to the 90-day mark.

Services available in the Homeward Bound program are based on each person’s needs and may include MaineCare-funded home care services, household furnishings and supplies, moving expenses, help with a security deposit or first month’s rent, equipment that is not covered by other funding sources, and home modifications, specialized clinical assessments, independent living assistance, enhanced care coordination, technology services and more.

After the transition home, a Community Coordinator (usually the Transition Coordinator) will monitor the plan, address needs and work with the team to resolve issues. Homeward Bound assists with the transition planning and monitoring for the first year after the transition home. Home care services continue after the year has ended, but other services (e.g., enhanced care coordination) will stop. The goal of the program is for services to be set up to meet the individual’s needs even when Homeward Bound has ended.

Homeward Bound is Maine’s Money Follows the Person program, which is a demonstration project funded by the Centers for Medicare and Medicaid Services (CMS) to try to identify how best to help people transition back to the community and to improve Maine’s long-term care system.

Advocacy organizations offer support, education, and guidance to help individuals with brain injury and their families live life to the fullest, recognize and protect their rights, and get access to supports and services. Many of the organizations listed below provide advocacy services free-of-charge, while others may have fees for services. Be sure to ask when contacting the organization for assistance.

- **Brain Injury Association of America – Maine Chapter**
  60 Western Ave., Ste. 3, Box 221
  Augusta, ME 04330
  Website: [www.biausa.org/maine](http://www.biausa.org/maine)
  For brain injury information and resource information, contact BIAA’s Maine Brain Injury Information Center:
  Toll-free phone: 1-800-444-6443
  Monday to Friday, 9 a.m. to 5 p.m.
  E-mail: MaineBrainInjuryInfo@biausa.org
• Acquired Brain Injury Advisory Council
  Provides independent oversight and advice and to makes recommendations to the commissioner of the Maine Department of Health and Human Services.
  Maine Department of Health and Human Services
  221 State St., 11 State House Station
  Augusta, Maine 04333-0011
  Phone: 207-287-3707
  TTY: Maine Relay 711
  Website: www.maine.gov/dhhs

• Consumers for Affordable Health Care
  Advocating for quality, affordable health care for all Mainers
  Health Insurance Access and Coverage Helpline
  12 Church St., P.O. Box 2490
  Augusta, ME 04338-2490
  Consumer Assistance Helpline: 1-800-965-7476
  TTY: 1-877-362-9570
  Website: www.mainecahc.org

• C.A.R.E.S., Inc.
  134 Main St., #2C
  Winthrop, ME 04364
  Phone: 207-377-7055
  Toll-free phone: 1-800-773-7055
  Website: www.caresinc.org

• Disability Rights Maine
  160 Capitol St., Ste. 4
  Augusta, ME 04330
  Phone: 207-626-2774
  Toll-free phone: 1-800-452-1948
  Website: www.drme.org

• Maine Children’s Alliance
  303 State St.
  Augusta, ME 04330
  Phone: 207-623-1868
  Website: www.mekids.org

• Maine Developmental Disabilities Council
  139 State House Station
  Augusta, ME 04333
  Phone: 207-287-4213
  Toll-free phone: 1-800-244-3990
  Website: www.maineddc.org

• Maine Equal Justice Partners
  126 Sewall St.
  Augusta, ME 04330
  Phone: 207-626-7058
  Toll-free phone: 1-866-626-7059
  Website: www.mejp.org

• Maine Legal Services for the Elderly
  5 Wabon St.
  Augusta, ME 04330
  Toll-free phone: 1-800-750-5353
  Website: www.mainelse.org

• Maine Long-Term Care Ombudsman Program
  P.O. Box 128
  Augusta, ME 04332
  Phone: 207-621-1079
  Toll-free phone: 1-800-499-0229
  Website: www.maineombudsman.org
  Email: mltcop@maineombudsman.org

• Maine Parent Federation
  P.O. Box 2067
  Augusta, ME 04338
  Phone: 207-588-1933
  Toll-free phone: 1-800-870-7746
  Website: www.mpf.org

• Pine Tree Legal Assistance
  88 Federal St.
  P.O. Box 547
  Portland, ME 04112
  Phone: 207-774-8211
  Website: www.ptla.org
ASSISTIVE TECHNOLOGY AND ADAPTIVE EQUIPMENT

Assistive technology (AT) and adaptive equipment includes 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 boards, power lifts, wheelchairs, adapted vehicles, eye-gaze trackers, environmental controls, and alarm systems. In addition to improving safety, communications 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.

- **Alba-Technic, LLC**
  190 Route 133
  P.O. Box 296
  Winthrop, ME 04364
  Phone: 207-395-8205
  Website: www.albatechnic.com

- **Alpha One**
  127 Main St.
  South Portland, ME 04106
  Phone: 207-767-2189
  Toll-free phone: 1-800-640-7200
  Website: www.alphaonenow.org
  Additional locations in Bangor and Presque Isle

- **AT4Maine**
  Phone: 207-621-3195
  Website: www.at4maine.org

- **C.A.R.E.S, Inc.**
  134 Main St., #2C
  Winthrop, ME 04364
  Phone: 207-377-7055
  Toll-free phone: 1-800-773-7055
  Website: www.caresinc.org

- **Disability Rights Maine**
  AT Telephone Equipment Loan Program
  160 Capitol St., Ste. 4
  Augusta, ME 04330
  Toll-free Phone: 1-800-452-1948
  Website: www.drme.org

- **Goodwill Northern New England**
  Bayside NeuroRehab Services
  75 Washington Ave.
  Portland, ME 04101
  Phone: 207-761-8402
  Website: www.goodwillnne.org/neurorehab

- **Goodwill Northern New England**
  Westside NeuroRehab Services
  618 Main St.
  Lewiston, ME 04240
  Phone: 207-795-6110
  Website: www.goodwillnne.org/neurorehab

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

- **Maine Adaptive Sports & Recreation**
  8 Sundance Ln.
  Newry, ME 02461
  Phone: 207-824-2440
  Website: www.maineadaptive.org
### Maine AgrAbility

*UMaine Cooperative Extension*
138 Pleasant St., Ste. #1
Farmington, ME 04938
Toll-free phone: 1-800-287-1478
Email: Maine.AgrAbility@maine.edu
Website: www.extension.umaine.edu/agrability

### Maine Assistive Technology Solutions
24 Highland Ave.
Newport, ME 04953
Phone: 207-321-1015
Email: Kelleysmithatp@outlook.com

### Maine Bureau of Rehabilitation Services
*State of Maine Department of Labor*
150 State House Station
Augusta, ME 04333-0150
Phone: 207-623-6799
Website: www.maine.gov/rehab

### Maine CITE Coordinating Center
*Maine Department of Education*
225 Western Ave.
Augusta, ME 04330
Phone: 207-621-3195
TTY: Maine Relay 711
Website: www.maineceite.org

### Mainely Access
91 Auburn St., #1182
Portland, ME 04103
Phone: 207-650-8151
Website: www.mainelyaccess.com

### Mark R. Hammond Associates, Inc.
*Augmentative and Alternative Communication Services*
164 Spring Rd.
Augusta, ME 04330
Phone: 207-623-2685
Toll-free phone: 1-888-477-3324
Website: www.mrhassociates.com

### Mobility Technologies
*Ryan Beaumont*
74 Orion St.
Brunswick, ME 04011
Phone: 207-735-6181
Website: www.mobility-tech.com

### Mpower Loans
*Personal Loans & Business Loans*
Toll-free phone: 1-800-640-7200
TTY: 1-800-640-7200
Website: www.mpowerloans.org

### Pine Tree Society
149 Front St.
P.O. Box 518
Bath, ME 04530
Phone: 207-443-3341
Website: www.pinetreesociety.org

### Spurwink ALLTECH
901 Washington Ave., Ste. 100
Portland, ME 04103
Phone: 207-947-9180
Website: www.alltech-tsi.org

### Communication Assistance Services

#### Maine Relay – Dial 711

Disability Rights Maine-Deaf Services (DRM)
68 Bishop St., Ste. 3
Portland, ME 04103
Phone/TTY: 207-797-7656
Contact: Elaine Williams, ewilliams@drme.org
Toll-free phone/TTY: 1-800-639-3884
Website: www.drme.org/deaf-services/commtech
Website: www.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**
1-888-558-1112

**SUICIDE PREVENTION LIFELINE**
1-800-273-8255

**SUICIDE PREVENTION LIFELINE ONLINE CHAT**
www.suicidepreventionlifeline.org/talk-to-someone-now

- **Crisis & Counseling Centers**
  24-hour Hotline Voice /TTY: 1-888-568-1112
  Website: www.crisisandcounseling.org
  *If calling from a cellphone in Kennebec or Somerset County, call 207-621-2552*

- **Crisis & Counseling Center – Augusta**
  24-hour walk-in service
  10 Caldwell Rd.
  Augusta, ME

- **Crisis & Counseling Center – Skowhegan**
  24-hour walk-in service
  346 Water St.
  Skowhegan, ME

- **Crisis & Counseling Center – Winslow**
  Crisis Stabilization Unit for Children & Teens
  24-hour Hotline Voice /TTY: 1-888-568-1112
  *Refer a child or teen 24 hours a day by calling the toll-free crisis line. If calling from a cell phone in Kennebec or Somerset County, call 207-621-2552*
Community Action Agencies

Community Action Agencies are non-profit organizations that provide services to low income people 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.

There are nine community action programs in Maine.

- **Aroostook County Action Program (ACAP)**
  *Aroostook County*
  771 Main St.
  Presque Isle, ME 04769
  Phone: 207-764-3721
  Toll-free phone: 1-800-432-7881
  Website: www.acap-me.org

  40 Alfalfa Ave., Ste. 102
  Fort Kent, ME 04743
  Phone: 207-834-5135

  88 Fox St.
  Madawaska, ME 04756
  Phone: 207-728-6345

  91 Military St.
  Houlton, ME 04730
  Phone: 207-532-5300

- **Kennebec Valley Community Action Program (KVCAP)**
  *Somerset, Kennebec, Lincoln, and Sagadahoc Counties*
  Buker Community Center
  22 Armory St
  Augusta, ME 04330-4957
  Phone: 207-622-4761
  Website: www.kvcap.org

- **Midcoast Maine Community Action**
  *Sagadahoc and Lincoln Counties*
  34 Wing Farm Pkwy.
  Bath, ME 04530
  Phone: 207-442-7963
  Toll-free phone: 1-800-221-2221
  Website: www.midcoastmainecommunityaction.org

- **Opportunity Alliance**
  *Cumberland County*
  50 Lydia Ln.
  South Portland, ME 04106
  Toll-free phone: 1-877-429-6884
  Website: www.opportunityalliance.org

- **Penquis**
  *Penobscot, Piscataquis, and Knox Counties*
  262 Harlow St.
  P.O. Box 1162
  Bangor, ME 04402-1162
  Phone: 207-973-3500
  Toll-free phone: 1-800-215-4942
  TDD: 207-973-3520
  Website: www.penquis.org

  50 North St.
  Dover-Foxcroft, ME 04426
  Phone: 207-564-7116

- **Kennebec Valley Community Action Program (KVCAP)**
  *Somerset, Kennebec, Lincoln, and Sagadahoc Counties*
  Buker Community Center
  22 Armory St
  Augusta, ME 04330-4957
  Phone: 207-622-4761
  Website: www.kvcap.org

97 Water St.
Waterville, ME 04901-6339
Phone: 207-859-1500
Transportation: 207-877-5677

26 Mary St.
Skowhegan, ME 04976-9700
Phone: 207-474-8487
Transportation: 207-859-2501

62 Middle St.
(corner of Middle St. and Lincoln St.)
Wiscasset, ME 04578
Phone: 207-859-1500
EMPLOYMENT

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program (SCSEP) helps qualified older workers (age 55 and older) identify part-time training positions in public or 501(c)3 non-profit organizations in the local community. The program is intended to offer a “stepping stone” back into the workforce. It is a transitional program; positions are not intended to be permanent, and all assignments are temporary.

There is a waiting list for this program and it is not available in Lincoln or Cumberland Counties, with limited services in York County.

Associates for Training and Development (A4TD)
Toll free phone: 1-800-439-3307
Website: www.a4td.org

The Voice of Help, Hope, and Healing

40A Main St.
Lincoln, ME 04457
Phone: 207-794-3093

315 Main St., Ste. 205
Rockland, ME 04841
Phone: 207-596-0361
Toll-free phone: 1-800-215-4942

• Waldo Community Action Partners
  Waldo County
  9 Field St., P.O. Box 130
  Belfast, ME 04915
  Phone: 207-338-6809
  Website: www.waldocap.org

• Washington-Hancock Community Agency (WHCA)
  Washington and Hancock Counties
  248 Bucksport Rd.
  Ellsworth, ME 04605
  Phone: 207-664-2424
  Website: www.whcacap.org
  7 VIP Dr.
  Machias, ME 04654
  Phone: 207-259-5015
  TDD: 207-546-7607

• Western Maine Community Action (WMCA)
  Androscoggin, Franklin, and Oxford Counties
  20A Church St.
  P.O. Box 200
  East Wilton, ME 04234
  207-645-3764
  Website: www.wmca.org

• York County Community Action Corporation (YCCAC)
  York County
  6 Spruce St.
  Sanford, ME 04073
  Phone: 207-324-5762
  Toll-free phone: 1-800-965-5762
  Website: www.yccac.org

15 Oak St.
Springvale, ME 04083
Phone: 207-490-6900

15 York St.
Biddeford, ME 04005
Phone: 207-283-2402
Toll-free phone: 1-800-644-4202

120 Rogers Rd.
Kittery, ME 03904
Phone: 207-439-2699

15 Oak St.
Springvale, ME 04083
Phone: 207-490-6900

15 York St.
Biddeford, ME 04005
Phone: 207-283-2402
Toll-free phone: 1-800-644-4202

120 Rogers Rd.
Kittery, ME 03904
Phone: 207-439-2699

Website: www.waldocap.org
Website: www.wmca.org
Website: www.yccac.org
Website: www.a4td.org
HOSPITALS IN MAINE

In Maine, there are 33 non-profit general acute care hospitals, two private psychiatric hospitals, and one acute rehabilitation hospital along with two government-run hospitals, one owned by the municipality and one created through a regional hospital administrative district.

AUGUSTA

Maine General Medical Center
35 Medical Center Parkway
Augusta, ME 04330
Phone: 207-626-1000
Website: www.mainegeneral.org

Riverview Psychiatric Center
250 Arsenal St.
Augusta, ME 04330
Phone: 207-624-4600
Website: www.maine.gov/dhhs/riverview

BANGOR

Dorothea Dix Psychiatric Center
656 State St.
Bangor, ME 04401
Phone: 207-941-4000
Website: www.maine.gov/dhhs/DDPC

Northern Light Acadia Hospital
268 Stillwater Ave.
Bangor, ME 04401
Phone: 207-973-6100
Website: www.northernlighthealth.org/Acadia-Hospital

Northern Light Eastern Maine Medical Center
489 State St.
Bangor, ME 04401
Phone: 207-973-8998
Website: www.northernlighthealth.org/Eastern-Maine-Medical-Center

St. Joseph Hospital
360 Broadway
Bangor, ME 04401
Phone: 207-907-1000
Website: www.stjoeshaling.org

BAR HARBOR

Mount Desert Island Hospital
10 Wayman Ln.
P.O. Box 8
Bar Harbor, ME 04609
Phone: 207-288-5081
Website: www.mdihospital.org

Belfast

Waldo County General Hospital
118 Northport Ave.
P.O. Box 287
Belfast, ME 04915
Phone: 207-338-2500
Website: www.cgh.org

BIDDEFORD

Southern Maine Healthcare
1 Medical Center Dr.
Biddeford, ME 04005
Phone: 207-283-7000
Website: www.smhc.org

BLUE HILL

Blue Hill Memorial
57 Water St.
Blue Hill, ME 04614
Phone: 207-374-3400
Website: www.northernlighthealth.org/Blue-Hill-Hospital

BRIDGTON

Bridgton Hospital
10 Hospital Dr.
Bridgton, ME 04009
Phone: 207-647-6000
Website: www.bridgtonhospital.org
BRUNSWICK
Mid Coast Hospital
123 Medical Center Dr.
Brunswick, ME 04011
Phone: 207-729-0181
Website: www.midcoasthealth.com

CALAIS
Calais Regional Hospital
24 Hospital Ln.
Calais, ME 04619
Phone: 207-454-7521
Website: www.calaishospital.org

CARIBOU
Cary Medical Center
163 Van Buren Rd., Ste. 1
Caribou, ME 04736
Phone: 207-498-3111
Website: www.carymedicalcenter.org

DAMARISCOTTA
Miles Memorial
(Lincoln County Healthcare)
35 Miles St.
Damariscotta, ME 04543
Phone: 207-563-1234
Website: www.mileshealthcare.org

DOVER-FOXCROFT
Mayo Regional Hospital
897 West Main St.
Dover-Foxcroft, ME 04426
Phone: 207-564-8401
Website: www.mayohospital.com

ELLSWORTH
Northern Light Maine Coast Hospital
50 Union St., Ste. 100
Ellsworth, ME 04605
Phone: 207-664-5311
Website: www.northernlighthouse.org/Maine-Coast-Hospital

FARMINGTON
Franklin Memorial Hospital
111 Franklin Health Commons
Farmington, ME 04938
Phone: 207-778-6031
Website: www.fchm.org/fmh

FORT KENT
Northern Maine Medical Center
194 East Main St.
Fort Kent, ME 04743
Phone: 207-444-5973
Website: www.nmmc.org

GREENVILLE
Northern Light CA Dean Hospital
Pritham Ave.
P.O. Box 1129
Greenville, ME 04442
Phone: 207-695-5200
Website: www.northernlighthouse.org/C-A-Dean-Hospital

HOULTON
Houlton Regional Hospital
20 Hartford St.
Houlton, ME 04730
Phone: 207-532-2900
Website: www.houltonregional.org

LEWISTON
Central Maine Medical Center
300 Main St.
Lewiston, ME 04240
Phone: 207-795-2600
Website: www.cmmc.org

St. Mary’s Regional Medical Center
Campus Ave.
P.O. Box 291
Lewiston, ME 04240
Phone: 207-777-8100
Website: www.stmarysmaine.com
LINCOLN
Penobscot Valley Hospital
7 Transalpine Rd.
P.O. Box 368
Lincoln, ME 04457
Phone: 207-794-3321
Website: www.pvhme.org

MACHIAS
Down East Community Hospital
11 Hospital Dr.
Machias, ME 04654
Phone: 207-255-3356
Website: www.dech.org

MILLINOCKET
Millinocket Regional Hospital
200 Somerset St.
Millinocket, ME 04462
Phone: 207-723-5161
Website: www.mrhmoe.org

NORWAY
Stephens Memorial Hospital
181 Main St.
Norway, ME 04268
Phone: 207-743-5933
Website: www.wmhcc.org

PITTSFIELD
Northern Light Sebasticook Valley Hospital
447 North Main St.
Pittsfield, ME 04967
Phone: 207-487-4000
Website: www.northernlighthealth.org/Sebasticook-Valley-Hospital

PORTLAND
Maine Medical Center
22 Bramhall St.
Portland, ME 04102
Phone: 207-662-0111
Website: www.mmc.org

Northern Light Mercy Hospital
144 State Hospital
Portland, ME 04101
Phone: 207-879-3000
Website: www.northernlighthealth.org/Mercy-Hospital

New England Rehabilitation Hospital of Portland
335 Brighton Ave.
Portland, ME 04102
Phone: 207-662-8584 (Inpatient Service Inquiries)
Phone: 207-662-8377 (Outpatient Service Inquiries)
Website: www.nerhp.org

PRESQUE ISLE
Northern Light AR Gould Hospital
140 Academy St.
P.O. Box 151
Presque Isle, ME 04769
Phone: 207-768-4000
Website: www.northernlighthealth.org/A-R-Gould-Hospital

ROCKPORT
Penobscot Bay Medical Center
6 Glen Cove Dr.
Rockport, ME 04856
Phone: 207-921-8000
Website: www.penbayhealthcare.org

RUMFORD

LINCOLN
Penobscot Valley Hospital
7 Transalpine Rd.
P.O. Box 368
Lincoln, ME 04457
Phone: 207-794-3321
Website: www.pvhme.org

MACHIAS
Down East Community Hospital
11 Hospital Dr.
Machias, ME 04654
Phone: 207-255-3356
Website: www.dech.org

MILLINOCKET
Millinocket Regional Hospital
200 Somerset St.
Millinocket, ME 04462
Phone: 207-723-5161
Website: www.mrhmoe.org

NORWAY
Stephens Memorial Hospital
181 Main St.
Norway, ME 04268
Phone: 207-743-5933
Website: www.wmhcc.org

PITTSFIELD
Northern Light Sebasticook Valley Hospital
447 North Main St.
Pittsfield, ME 04967
Phone: 207-487-4000
Website: www.northernlighthealth.org/Sebasticook-Valley-Hospital

PORTLAND
Maine Medical Center
22 Bramhall St.
Portland, ME 04102
Phone: 207-662-0111
Website: www.mmc.org

Northern Light Mercy Hospital
144 State Hospital
Portland, ME 04101
Phone: 207-879-3000
Website: www.northernlighthealth.org/Mercy-Hospital

New England Rehabilitation Hospital of Portland
335 Brighton Ave.
Portland, ME 04102
Phone: 207-662-8584 (Inpatient Service Inquiries)
Phone: 207-662-8377 (Outpatient Service Inquiries)
Website: www.nerhp.org

PRESQUE ISLE
Northern Light AR Gould Hospital
140 Academy St.
P.O. Box 151
Presque Isle, ME 04769
Phone: 207-768-4000
Website: www.northernlighthealth.org/A-R-Gould-Hospital

ROCKPORT
Penobscot Bay Medical Center
6 Glen Cove Dr.
Rockport, ME 04856
Phone: 207-921-8000
Website: www.penbayhealthcare.org

RUMFORD

LINCOLN
Penobscot Valley Hospital
7 Transalpine Rd.
P.O. Box 368
Lincoln, ME 04457
Phone: 207-794-3321
Website: www.pvhme.org

MACHIAS
Down East Community Hospital
11 Hospital Dr.
Machias, ME 04654
Phone: 207-255-3356
Website: www.dech.org

MILLINOCKET
Millinocket Regional Hospital
200 Somerset St.
Millinocket, ME 04462
Phone: 207-723-5161
Website: www.mrhmoe.org

NORWAY
Stephens Memorial Hospital
181 Main St.
Norway, ME 04268
Phone: 207-743-5933
Website: www.wmhcc.org

PITTSFIELD
Northern Light Sebasticook Valley Hospital
447 North Main St.
Pittsfield, ME 04967
Phone: 207-487-4000
Website: www.northernlighthealth.org/Sebasticook-Valley-Hospital

PORTLAND
Maine Medical Center
22 Bramhall St.
Portland, ME 04102
Phone: 207-662-0111
Website: www.mmc.org

Northern Light Mercy Hospital
144 State Hospital
Portland, ME 04101
Phone: 207-879-3000
Website: www.northernlighthealth.org/Mercy-Hospital

New England Rehabilitation Hospital of Portland
335 Brighton Ave.
Portland, ME 04102
Phone: 207-662-8584 (Inpatient Service Inquiries)
Phone: 207-662-8377 (Outpatient Service Inquiries)
Website: www.nerhp.org

PRESQUE ISLE
Northern Light AR Gould Hospital
140 Academy St.
P.O. Box 151
Presque Isle, ME 04769
Phone: 207-768-4000
Website: www.northernlighthealth.org/A-R-Gould-Hospital

ROCKPORT
Penobscot Bay Medical Center
6 Glen Cove Dr.
Rockport, ME 04856
Phone: 207-921-8000
Website: www.penbayhealthcare.org

RUMFORD
211 MAINE

If you’re looking for access to safe, affordable housing, 211 Maine can help. Whether you’re in need of new housing, utilities assistance, or financial support for needed home repairs, we can direct you to the right resources. Start here to find local emergency shelters for individuals and families in crisis, as well as support services for people who are currently homeless.

If you are struggling to keep up with your energy and utility bills, a Maine-based specialist will connect you with programs in your area that can help you. Homeowners may be able to take advantage of programs that provide loans and grants for much-needed repairs, including testing for and removing health and safety hazards such as lead. For renters, we can refer to transitional housing options in your area.

Dial 211 or text your zip code to 898-211 to connect with a Maine-based Specialist today.
Website: www.211maine.org

- **Department of Health and Human Services**
  Homeless/Housing
  221 State St.
  Augusta, ME 04333-0040
  Phone: 207-287-3707
  Website: www.maine.gov/dhhs/housing_homeless.shtml

- **MaineHousing – Subsidized Housing**
  Maine State Housing Authority
  353 Water St.
  Augusta, ME 04330
  Phone: 207-626-4600
  Toll-free phone: 1-800-452-4668
  Website: www.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.

Mainehousingsearch.org – Find Rental Housing
Toll-free phone: 1-877-428-8844
Website: www.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 PRA (Project Rental Assistance) 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.

Section 811 PRA (project rental assistance) 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, i.e. 30% of AMI or below; and the household must include at least one individual with a disability who is 18 years of age or older but less than 62 years of age who has a disability. 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 (60) 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.

Website: www.mainehousing.org/programs-services/rental/rentaldetail/811-pra-program

LIBRARY SERVICES

Library for the Blind and Physically Handicapped
64 State House Station
Augusta, ME 04333
Phone 207-287-5650
Toll-free phone 1-800-762-7106
Website: www.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.
  Phone: 603-239-1282
  Website: www.accessnavigators.com

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

• **Aphasia Center of Maine**
  6027 Village on the Green #130
  Carrabassett Valley, ME 04947
  Phone: 207-237-2123 or 207-415-3133
  Website: www.aphasiacenterofmaine.org

• **Broken Wing Kenpo Rising**
  Adaptive Martial Arts
  Phone: 207-730-2097
  Email: Shawn Withers, withersbwk@gmail.com
  Email: John Pratt, prattbwk@gmail.com
  Website: www.facebook.com/bwkrising

• **Camp CaPella**
  8 Pearl Point Rd.
  Dedham, ME 04429
  Phone: 207-843-5104
  Website: www.campcapella.org

• **Central Maine Adaptive Sports**
  200 Lost Valley Rd.
  Auburn, ME 04210
  Phone: 207-784-1561, Ext. 113
  Website: www.cmasperports.org

• **Complimentary Fishing License**
  Effective for the life of the holder for any person who has an acquired brain injury
  Maine Department of Inland Fisheries & Wildlife
  284 State St.
  Augusta, ME 04333-0041
  Phone: 207-287-8000
  TTY: Maine Relay 711
  Website: www.state.me.us/ifw/index.html

• **Complimentary Fishing, Trapping, and Hunting License**
  Effective for the life of the holder for veterans with service connected disabilities
  Maine Department of Inland Fisheries & Wildlife
  284 State St.
  Augusta, ME 04333-0041
  Phone: 207-287-8000
  TTY: Maine Relay 711
  Website: www.state.me.us/ifw/index.html

• **Krempels Center**
  100 Campus Dr. #24
  Portsmouth, NH 03801
  Phone: 603-570-2026
  Website: www.krempelscenter.org

• **Love Your Brain Foundation**
  Offering free yoga classes for TBI survivors/caregivers
  Website: www.loveyourbrain.com

• **Maine Adaptive Sports & Recreation**
  8 Sundance Ln.
  Newry, ME 02461
  Phone: 207-824-2440
  Website: www.maineadaptive.org

• **Northeast Passage**
  121 Technology Drive, Ste. 161
  Durham, NH 03824
  Phone: 603-862-0070
  Website: www.nepassage.org
• Pine Tree Society/Pine Tree Camp
  149 Front St.
  Bath, ME 04530
  Phone: 207-443-3341
  Website: www.pinetreesociety.org/camp.asp

• Portland Wheelers
  P.O. Box 11314
  Portland, ME 04104
  Phone: 207-232-7740
  Website: www.portlandwheelers.org

• Saco Medically Oriented Gym
  895 Portland Rd.
  Saco, ME 04072
  Phone: 207-439-5104
  Website: www.sacome.themogroup.com

• VA Togus Adaptive Sports Program
  1 VA Center
  Augusta, ME 04330
  Phone: 207-623-8411
  Toll-free phone: 1-877-421-8263
  Website: www.maine.va.gov
  Website: www.va.gov/adaptivesports

• Veterans/No Boundaries
  Maine Adaptive Sports and Recreation
  8 Sundance Ln.
  Newry, ME 02461
  Phone: 207-824-2440
  Website: www.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: www.warriors45north.com

**TRANSPORTATION**

• Aroostook Regional Transportation System
  Phone: 207-764-3384
  Toll-free phone: 1-800-621-1011
  Website: www.aroostooktransportation.org

• Community Concepts Transportation
  Door-to-door transportation services to eligible residents of Androscoggin, Franklin and Oxford Counties through a network of volunteer drivers.
  240 Bates St.
  Lewiston, ME 04240
  Phone: 207-783-7489
  Toll-free phone: 1-800-866-5588
  TTY: 207-783-7951
  Website: www.community-concepts.org/transportation

• Downeast Transportation
  P.O. Box 914
  Ellsworth, ME 04605
  Phone: 207-667-5796
  Website: www.downeasttrans.org

• iTNPortland
  Transportation for seniors and people with visual impairments
  One Westbrook Common, Ste. 3
  Westbrook, ME 04092
  Phone: 207-854-0505
  Website: www.itnportland.org
• Kennebec Valley Community Action Program
  Transportation Services
  22 Armory St.
  Augusta, ME 04330
  Phone: 207-622-4761
  Website: www.kvcap.org
  Additional locations in Skowhegan and Waterville

• Penquis Transportation Brokerage
  (MaineCare Transportation Recipients)
  262 Harlow St.
  Bangor, ME 04402-1162
  Phone: 207-973-3500
  Penobscot and Piscataquis County
  Toll-free phone: 1-855-437-5883
  Kennebec & Somerset County
  Toll-free phone: 1-844-736-7847
  Website: www.penquis.org

• Penquis Lynx Mobility Services
  (Non-MaineCare Transportation Recipients)
  262 Harlow St.
  Bangor, ME 04402-1162
  Toll-free phone: 1-866-853-5969
  Website: www.penquis.org/services/transportation

• Regional Transportation Program
  127 St. John St.
  Portland, ME 04102-3072
  Phone: 207-774-2666
  Website: www.rtprides.org

• United Wheelchair
  Wheelchair Accessible/Wheelchair Service/Taxi
  192 Russell St.
  Lewiston, ME 04240
  Phone: 207-782-8400
  Website: www.unitedambulance.com

• Waldo Community Action Partners
  P.O. Box 130, 9 Field St.
  Belfast, ME 04915
  Phone: 207-338-4769
  Toll-free phone for MaineCare Reimbursed Transportation: 1-855-608-5176
  Website: www.waldocap.org

• Washington-Hancock Community Agency – Ellsworth
  248 Bucksport Rd.
  Ellsworth, ME 04605
  Phone: 207-664-2424
  Toll-free phone for non-emergency medical transportation: 1-877-374-8396
  Toll-free phone for MaineCare reimbursed transportation: 1-855-608-5176
  Website: www.whcacap.org

• Washington-Hancock Community Agency – Machias
  7 VIP Dr.
  Machias, ME 04654
  Phone: 207-259-5015
  Toll-free phone for non-emergency medical transportation: 1-877-374-8396
  Toll-free phone for MaineCare reimbursed transportation: 1-855-608-5176
  Website: www.whcacap.org

• West Transportation, Inc.
  Scheduled bus service for Washington County
  P.O. Box 82
  Milbridge, ME 04658
  Phone: 207-546-2823
  Toll-free phone: 1-800-596-2823
  Website: www.westbusservice.com

• Western Maine Transportation Services
  76 Morrow Rd.
  Auburn, ME 04210
  Phone: 207-333-9335, Selection 1
  Toll-free phone: 1-800-393-9335
  Website: www.wmtsbus.org
VETERANS SERVICES

Confidential help for veterans and their families.

U.S. Department of Veterans Affairs
VETERANS CRISIS LINE 1-800-273-8255

VETERANS COUNSELING/MENTAL HEALTH

- National Alliance on Mental Illness-Maine
  1 Bangor St.
  Augusta, ME 04330
  Toll-free phone: 1-800-464-5767
  Website: www.namimaine.org

- Tri-County Mental Health Services
  1155 Lisbon St.
  P.O. Box 2008
  Lewiston, ME 04241-2008
  Phone: 207-783-9141
  Toll-free phone: 1-800-787-1155
  Website: www.tcmhs.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 www.maine.va.gov/locations.

SCREENING FOR TBI

It is essential that service members and veterans are screened for TBI as early as possible. 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.

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 phone: 1-877-421-8263
Telephone care: 1-877-421-8263 x 7490
Monday to Friday, 7:30 a.m. to 4 p.m.

BUREAU OF MAINE 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: www.maine.gov/veterans

For a list of resources available to veterans in Maine, go to maine.gov/veterans/resources/index.html

- Bureau of Maine Veterans’ Services Field Office – Bangor
  35 State Hospital Dr.
  Bangor, ME 04401
  Phone: 207-941-3005
GOODWILL NORTHERN NEW ENGLAND JOB CONNECTION AND VETERANS ACCESS FUND

Goodwill NNE’s Veterans Job Connection helps veterans gain personal stability through work. This program takes a holistic approach for each person. Staff help people work through barriers to employment such as mental health issues, housing issues, soft skills, long-term unemployment and more.

The Goodwill NNE’s Veterans Access Fund is part of this program. You must apply for the Job Connection program in order to access the Veterans Access Fund. The Veterans Access Fund helps veterans in the Job Connection program with short-term needs when no other financial resources are available.

Website: www.goodwillnne.org/workforce/goodwills-veterans-fund

MILITARY ONESOURCE
1-800-342-9647

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 phone: 1-800-342-9647
Website: www.militaryonesource.mil

- Bureau of Maine Veterans Services Field Office – Caribou
  456 York St.
  Caribou, ME 04736
  Phone: 207-492-1173

- Bureau of Maine Veterans Services Field Office – Lewiston
  35 Westminster St,
  Lewiston, ME 04240
  Phone 207-783-5306

- Bureau of Maine Veterans Services Field Office – Machias
  7 Court St., Ste. 2
  Machias, ME 04654
  Phone: 207-255-3306

- Bureau of Maine Veterans Services Field Office – South Portland
  151 Jetport Blvd, Room 138W
  South Portland, ME 04106
  Phone: 207-822-2391

- Bureau of Maine Veterans’ Services Field Office – Springvale
  Springvale Vet Center
  628 Main St.
  Springvale, ME 04083
  Phone: 207-324-1839

- Bureau of Maine Veterans Services Field Office – Togus
  Veterans Administration Center
  Building 248, Room 110
  Togus, ME 04330
  Phone: 207-623-5732

- Bureau of Maine Veterans Services Field Office – Waterville
  National Guard Armory
  74 Drummond Ave.
  Waterville, ME 04901
  Phone: 207-872-7846
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, listed below.
Toll-free phone: 1-877-927-8387
Website: www.vetcenter.va.gov

- **Bangor Vet Center**
  615 Odlin Rd., Ste. 3
  Bangor, ME 04401
  Phone: 207-947-3391

- **Caribou Vet Center**
  456 York St.
  Caribou, ME 04736
  Phone: 207-496-3900

- **Lewiston Vet Center**
  35 Westminster St.
  Lewiston, ME 04240
  Phone: 207-783-0068

- **Portland Vet Center**
  475 Stevens Ave.
  Portland, ME 04103
  Phone: 207-780-3584

- **Sanford Vet Center**
  628 Main St.
  Springvale, ME 04083
  Phone: 207-490-1513

VETERANS SPORTS AND RECREATION

- **VA Togus Adaptive Sports Program**
  1 VA Center
  Augusta, ME 04330
  Phone: 207-623-8411, ext. 5369
  Website: www.benefits.va.gov/togus

- **Veterans/No Boundaries**
  **Maine Adaptive**
  8 Sundance Ln.
  Newry, ME 02461
  Phone: 207-824-2440
  Website: www.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: www.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.

QUESTIONS FOR THOSE IN NEED OF INPATIENT 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 which 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 OF 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?

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 otherwise 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?

**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, to know people being served by name and 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 and 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?

**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 themselves, and they decide this wastes energy they would prefer to use in another manner, how will the program support them in 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 are 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 (i.e. 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?

**Recreation:**

- 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?
- 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 in 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?
INTRODUCTION
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, or 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, and if they 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?
NOW AVAILABLE

BRAIN INJURY FUNDAMENTALS

AN ESSENTIAL ACBIS TRAINING AND CERTIFICATE PROGRAM FOR DIRECT CARE STAFF AND INDIVIDUAL CAREGIVERS.

The Brain Injury Association of America’s Academy of Certified Brain Injury Specialists (ACBIS) is pleased to announce the availability of Brain Injury Fundamentals, an essential training and certificate program designed exclusively for non-licensed direct care staff, family members, and individual caregivers. The training course covers essential topics such as cognition, medical complications, and medication safety and management.

WHO TAKES THE COURSE?

- Transitional/Residential Rehabilitation Workers
- Skilled Nursing Staff
- Nursing Assistants
- Inpatient Rehabilitation Facility Staff
- Home Health Aides
- Day Treatment Center Workers
- Adult Foster Care Workers
- Family Members

LEARN MORE AT WWW.BIAUSA.ORG/FUNDAMENTALS