What Do I DO?

The following is a guide to help you troubleshoot some common problems that you may face. The information below is current as of the development of this guide but is subject to change without notice. Family Futures Downeast is not responsible for any omissions in services or for contact information that has changed. Please contact agencies directly for updated information and schedules.

PLEASE try to fill in the blanks BEFORE an emergency happens.

If you need immediate help, CALL 911.

- 24 Hour Crisis Hotline 1-800-568-1112
- 1-800-315-5579-Domestic Abuse Hotline
My car is broke down.

- Who is my backup to give me a ride?
  1. Family/Friend_____________________________________________________
  2. Taxi: Gary’s-454-3609, City Cab-454-1123
     UBER/LYFT/OTHER CAB COMPANIES: _____________________________
  3. Downeast Community Partners -Logisticare-MaineCare Reimbursed appointments
     Phone 1-855-608-5175

- Help with repairs (if you are enrolled/participating in any of these services):
  1. Career Center: Machias 255-1900, Calais 454-7551
     My case worker is: _____________________________
  2. Vocational Rehab: Dept of Labor- 255-1927
     My case worker is: _____________________________
     My case worker is: _____________________________
  4. Your Case Manager:
     Name/Phone_____________________________________________________________________

- Who can I borrow money from for repairs:
  Name/Phone_____________________________________________________________________

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• Who can help me with paying for gas?

1. Career Center can provide mileage reimbursement to some participating students.

2. FedCap/TANF can provide mileage reimbursement to some participating students

3. Family/Friend

Name____________________________________________________________
Phone:____________________________________________________________

I might run out of food.

• Local Food Pantries:
  1. Calais Ecumenical Food Pantry, 513 Main Stree, Calais

     Phone 214-8553

     Hours of operation: Monday 3-5 PM, Thursday 10 am – Noon, Friday 1-3 PM

  2. WCCC Food Pantry: Dean of Students Melvin Adams

     Phone: 454-1000

     Hours of operation: Call As Needed

     Calais Church of God Food Pantry

     Phone: 454-0938

     Hours of Operation: Call for hours

  3. Labor of Love-Eastport Food Pantry, 137 County Road, Eastport
4. Pleasant Point – St. Ann’s Food Pantry

Phone: 853-2600

Hours of Operation: Monday – Thursday, 9 am – 3 pm

5. Indian Township Food Pantry

Phone: 796-6134

Hours of Operation: Monday – Friday, 10 am – 2:30 pm

6. Whiting Food Pantry, 960 US Rt. 1

Phone: 726-4722

Hours of Operation: ________________________________

7. Jonesport Food Pantry

Phone: 497-5985

Hours of Operation: Wednesdays 9-11 am

8. Cherryfield Food Pantry

Phone: 546-7424

Hours of Operation: Tuesday 9-Noon and 3:30 – 5 PM; Thursday 9 - Noon
9. Apply for WIC/DHHS:
   
   Phone 255-8280  454-3634

10. Apply for SNAP Benefits
   
   Phone 255-2000 for both Machias and Calais

11. DHHS Emergency Assistance
   
   Phone 255-2000 for both Machias and Calais

12. Town General Assistance:
   
   Town____________________________________________________________
   
   Phone____________________________________________________________

My utilities are going to be shut off. I am going to run out of Heating Fuel (Electric, Water, oil, propane, Etc.)

- Call and try to make an arrangement with the company.

- DHHS Emergency Funds
   
   Phone 255-2000

- Town Emergency Funds
   
   Phone____________________________________________________________
• LILHeap/Thaw Fund  Downeast Community Partners
  Phone 259-5015

• Arrearage Management Program (AMP):  Call DCP at  1-800-828-7544 or 664-2424
  To help with your electric payments

• Who can I borrow money from?

  Name________________________________________________________
  Phone:____________________________________________________________________

Resources available to WCCC students :  See Dean of Students

  1. Help with Childcare expense
  2. Food voucher for on campus café
  3. Help with transportation cost to get to classes(gas cards, taxi etc.)

I need to meet with someone to help me with budgeting my money

  • Financial counseling is available 907-0152

I need Help with paying for seasonal items

  • Back to School supplies & Backpacks:  Downeast Community Partners 546-7544,
    Some food Pantries and Churches, We Care Baby Center 255-8903
  • Thanksgiving meal
    Local Food Pantries often help with Holiday Meals
  • Christmas gifts for my children
    1. Addison Point

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2. Calais Lion’s Club
3. Machias Parish Hall
4. Baileyville Police
5. LAUNCH for tribal families

Issues Concerning My Children

- Childcare
  
  1. Current Childcare Provider

  Name_____________________________________________________

  Phone____________________________________________________

  Childcare is paid by________________________________________

  2. Backup Childcare Options

  Name_____________________________________________________

  Phone____________________________________________________

  Name_____________________________________________________

  Phone_____________________________________________________

Backup Childcare payment options for participating parents:

Career Center

Voc Rehab

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• **My child is having some problems.**

• My Child needs a medical doctor or Mental Health Counselor
  1. Health Centers that offer medical doctors and MH counselors:
     - St. Croix Health Center 796-5503
     - Eastport Health Center 853-6001
     - Lubec Medical Center 733-5541
     - Downeast Pediatrics-DECH 255-0403
     - Arnold Memorial Health Center 497-5614
     - Harrington Health Center 483-4502
     - Milbridge Medical Center 546-2391
     - Pleasant Point Health Center 853-0711
     - Passamaquoddy Health Center-Princeton 796-2321

  2. Other Agencies that offer MH counseling/consultation:
     - Community Health and Counseling 255-6786
     - AMHC 255-0996
     - ECCO program
       - www.ccc.maine.org go to services and programs then to ECCO

  3. Case manager can help make referral for medical or MH services

• **My child is acting out at home, in the community or at school.**

  1. **Case management agencies:**
     - Wings 255-0551
     - Community Health and Counseling 255-6786
     - AMHC 255-0996
     - MAS 259-1645

  2. **My Child needs a one to one worker/ Sec28 Home and Community**
Case manager makes referral

3. My family needs HCT-Home and Community Treatment Services (Sec65)
   Case manager makes referral

Issues Concerning My Physical or Mental Health

I am feeling anxious/overwhelmed/suicidal/homicidal

- 24 Hour Crisis Hotline 1-800-568-1112
- Family/Friends I can turn to

   Name/Phone__________________________________________________
   Name/Phone__________________________________________________
   Name/Phone__________________________________________________
   Name/Phone__________________________________________________

I need to see a doctor or mental health counselor

- Health Centers that offer medical doctors and MH counselors:
St. Croix Health Center          796-5503
Eastport Health Center          853-6001
Lubec Medical Center           733-5541
Downeast Pediatrics-DECH        255-0403
Arnold Memorial Health Center   497-5614
Harrington Health Center        483-4502
Milbridge Medical Center        546-2391
Pleasant Point Health Center    853-0711
Passamaquoddy Health Center-Princeton 796-2321

Other Agencies that offer MH counseling/consultation:
Community Health and Counseling 255-6786
AMHC 255-0996
UMM has onsite MH counselor available to students
Stacey Cherry 255-1200

Your Doctor
  1. Can make referrals
  2. Can make assessments and prescribe medications, if necessary

WCCC Students can see Susan Mingo to get a referral to AMHC for MH Counseling services.

I need an adult case manager

Sunrise Opportunities offers adult case management in Washington County 255-8596

I am concerned that I may need substance abuse supports.

  Your regular doctor can assist with the right intervention.
  WCCC students can see the Dean of Students for a referral for services.
  UMM students can contact: 255-1278
  Discovery House-Methadone Calais (207)454-1300
  Eastport Healthcare 207-853-6180
  AMHC Calais 1-800-244-6431
I have no insurance and need services/medications

1. Health Centers have sliding fee scales based on income.
2. Affordable Heathcare Act exchanges offer health insurance with subsidies based on income.
   Apply at: https://healthcare.gov

I need to know if I should go to the ER concerning a medication or health issue

1. Call local ER

   Calais Regional Hospital   454-7521

   Downeast Community Hospital   255-3356

2. During office hours call your regular doctor’s office

   Name/Phone__________________________________________

3. Can call pharmacist at your local pharmacy for med questions

   Rite Aid Calais   454-2262
Rite Aid Machias    255-3458  
Walmart Calais      454-8326  
Milbridge Pharmacy  546-2304  

Academic concerns

I need help filling out my FAFSA

1. Meet with financial aid office  
   WCCC-Linda Winchester    Phone 454-1000  
   UMM-Theresa Blyther 255-1200
2. Meet with Career Center staff  
3. Meet with Axiom Education & Training Center Staff  
4. Maine Education Opportunities Canter -Shelby Ross  
   255-1200

Where do I go to fill out my FAFSA

1. www.FAFSA.edu.gov

2. My FAFSA username is ____________________________

3. My FAFSA password is_____________________________

4. My FAFSA challenge question answers are
I forgot my FAFSA username and password

Use forgot my username/forgot my password options on www.fafsa.edu.org

You can also sign in using your student information

The website says I need to pay a fee to file my fafsa

1. You are not on the government fafsa website.

2. There are many non government websites that look like www.fafsa.edu.gov but are not.

3. You should never be charged a fee to file your fafsa.

4. Go to www.fafsa.edu.gov check spelling and continue

I need my tax information to file my FAFSA

Tax transcript can be retrieved at https://www.irs.gov/individuals/get-transcript

TAX HELP – 1-855-MY-TX-HELP

I have a question about my college bill

Make appointment with or call business office

1. WCCC Business office- 454-1000

2. UMM Business office UMM Switchboard 255-1200 ask for Barbie Holmes
3. **Career Center can call on your behalf**

*I need to miss class.*

- **Campus Handbooks**
  - UMM: [https://machias.edu/compliance/student-conduct-code/](https://machias.edu/compliance/student-conduct-code/)
  - WCCC: [https://www.wccc.me.edu/academics/programs/course-schedule/](https://www.wccc.me.edu/academics/programs/course-schedule/)

  1. Check to make sure you are complying with attendance policy
  2. Notify instructors, and gather your assignments, email homework to instructors. (If needed)

*I finished an assignment and sent it electronically but teacher did not receive*

  1. Check to make sure you are complying with teacher policy
  2. Notify instructors, resubmit work
  3. Always keep back up copy/paper copy
  4. Consider sending a confirmation email or requesting an electronic receipt when submitting work

*I received a letter from the college, and I do not know what it means.*

- Call the office from where it came
  1. WCCC 454-1000
  2. UMM 255-1200

*I have a condition that makes learning hard for me.*
Visit the Accessibility Specialist on Campus

- WCCC-See Trio Staff 454-1000
  UMM-Joellen Scribner  255-1200

1. Can put accommodations into place, if you have a mental health diagnosis, learning disability, developmental disability, intellectual disability or other condition that affects your ability to succeed in school.
2. Get a letter from your doctor, or other professional that verifies your condition.
3. Call and make an appointment with Accessibility specialist
4. Accommodations need to be redone before each semester.
5. If enrolled with Voc Rehab they can help with coordinating accommodations with your campus specialist.
6. Voc Rehab can help you work with campus personnel to provide documentation.

I am concerned about my grades.

- Instructor(s)
  1. Can discuss your progress, and ways to improve it.
  2. Can give more information, if necessary.
  3. Can offer advice on study habits, and the material

- WCCC TRIO
  1. Tutoring
  2. One-on-one help in all subjects
  3. Tips on good study habits
  4. Access to accessibility specialist.

- UMM Bonnie Fortini  255-1200  In charge of campus tutors

- AXIOM EDUCATION & TRAINING CENTER – 255-4917 (mention that you are an FFD student or alumni)
  1. Tutoring
  2. One-on-One help in all subjects
  3. Tips on good study habits
- Peer Tutor/Study group

- Online learning resources
  1. Vawlt writing lab  https://mycampus.maine.edu/web/vawlt/home
  2. Purdue Online Writing Lab  owl.english.purdue/owl/resource/747/01
  3. Statistics for Dummies
  4. Statrek.com  statistics
  5. www.grammarly.com  English helps
  7. UMM Learning resources  (WCCC students can also use)
     https://sites.google.com/maine.edu/umm-learner-resources/home

My significant other and I are having issues that make me feel unsafe.

- 1-800-315-5579-Domestic Abuse Hotline
- Your local police department  911
- Sexual Assault Hotline  1-800-871-7741
- NextStep Transitional Housing, 24 Hour Crisis Hotline, Shelter for adults and children.  (207) 255-4934
- Passamaquoddy Peaceful Relations:  853-2600

I need legal advice

- Pinetree Legal  (207) 255-8656
- Volunteer Lawyer’s Project  (207) 774-4348

I am unable to pay my rent/mortgage payment. I may become or am homeless.

- Subsidized Housing: Maine State Housing Authority – 1-800-664-259
- Voucher-Housing: DCP – 1-800-828-7544
- CALAIS RESIDENTS: Ruth Rogan Emergency Shelter: 214-8553
- PATH through AMHC:  207-498-6431
- Family/Friends I can stay with

  Name/phone  ________________________________________________________________

  Name/phone  ________________________________________________________________

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Name/phone ______________________________________________________________

- **Homeless Shelter – Statewide Number:** 1-800-452-4668
  - Location/phone__________________________________________________________

I Need to End my Employment:

- **Always leave on a positive note. Never burn a bridge!**

1. Communicate with your employer as soon as possible

2. Be honest in communicating why you are getting done

3. If possible give your employer a minimum of two weeks notice

4. Complete your remaining time at your job productively and professionally

5. If appropriate, thank your employer for the opportunity to have worked with them

6. If possible, make sure to say goodbye to your co-workers

**Additional community resources can be found at:**

1. **Maine Families Resource Guide**  [www.mainefamilieswc.org/community-resources](http://www.mainefamilieswc.org/community-resources)
2. **United Way:**  [https://211maine.org](https://211maine.org)