

A large purple circle with a gradient, containing the word 'PROP' in white and blue letters. The background is a light green color with a repeating pattern of smaller, semi-transparent 'PROP' logos.

PROP

**2009-2010
PROP
Directory of
Services**



FROM THE CEO

Dear Friend:

Welcome to PROP—*Where People Come First!*

When people ask me what PROP does, I usually respond, “*what do you need?*” Founded in 1965, PROP (*People’s Regional Opportunity Program*) is an agency comprised of various programs that serve everyone—from infants and children, to teens and young adults, to families, and senior citizens.

Last year, **PROP served more than 63,000 people**—12,000 through direct services, and an additional 51,000 through outreach and education. This amounted to \$11 million worth of services to families in need. Our mission is to transform lives and we’re here to help you or someone you know.

So, let me ask you, “*what do you need?*” I think you will find the answer in the pages of this Directory.

A handwritten signature in black ink that reads "Suzanne". The signature is fluid and cursive, written in a dark color.

Sincerely,
Suzanne McCormick
President & CEO



CONTACT US

HOURS OF OPERATION:

PROP offices are generally open:

Monday thru Friday

8:00 am – 5:00 pm

Individual program hours may vary,
please check with the program.

IN PERSON:

PROP Client Service Center

510 Cumberland Avenue
Portland, Maine 04101

Administrative Offices

2338 Congress Street, Suite A
Portland, Maine 04102

BY PHONE:

207 553-5800

800 698-4959

TTY 207 874-1013

BY FAX:

Client Service Center: 207 874-1155

Administrative Offices: 207 553-5888

ON THE WEB:

www.WherePeopleComeFirst.org

VIA TWITTER:

www.twitter.com/PortlandPROP

ON FACEBOOK:

Look for PROP in Groups on Facebook

MISSION

Transforming our community by helping people in need build better lives.

VISION

PROP will be recognized as an organization of distinction, where people come first, to seek help in building better lives and to be a part of helping others.

BOARD OF TRUSTEES: *(as of April 2009)*

Jeff Porter | Chair

Marc Doyon | Vice Chair

Lawrence Anton | Treasurer

Stephen Sawyer | Secretary

Suzanne McCormick | President & CEO

Julie Bassett, Esq.

Crispin Bolese

Charles Day

Brian Desjardins

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Hagos Tsadik

ABOUT PROP

Administration	7
Human Resources	13
Resource Development	19

CHILDREN & FAMILIES

Childcare	<i>see Child & Family Services</i>	8
Early Head Start	<i>see Child & Family Services</i>	8
Head Start	<i>see Child & Family Services</i>	8
Kids Katering		14
Night Light After-school Program		17
Women, Infants, Children (WIC) Nutrition		22

YOUTH

Maine Youth Action Network (MYAN)		16
---	--	----

SENIOR CITIZENS

Foster Grandparent Program		10
Senior Companion Program		20

THE COMMUNITY

Community Services Case Management		9
General Assistance Administration for towns		11
Healthy Maine Partnership (HMP)		12
Homelessness Prevention		13
Mental Health Services		17
Night Light After-school Program		17
Parkside Neighborhood Center		17
Supper Club		21

SUBSTANCE ABUSE PREVENTION

Drug Free Community Program		10
Substance Abuse Prevention Program		20
The Women's Project		21

FUEL ASSISTANCE

Keep ME Warm		14
Low Income Home Energy Assistance Program (LIHEAP)		15

HOUSING

Central Heating Improvement Program (CHIP)		7
Central Maine Power (CMP) Pole Program		9
Foreclosure Prevention		10
Home Ownership Education		12
Home Repair		13
Lead Hazard Control Program		14
Low Income Assistance Plan (LIAP)		15
Maine American Dream Initiative (MADI)		16
Portland Water District (PWD) Conservation Program		18
Portland Water District (PWD) Water Bill Credit Program		18
Rental Housing		18
Resident Services		19
Weatherization		22

2009-2010 PROP Directory of Services



ADMINISTRATION

OFFICE:

2338 Congress Street, Suite A
Portland, ME 04102

207 553-5800

Administration@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

PROP's administrative offices include agency management, finances, human resources, and resource development activities.



CENTRAL HEATING IMPROVEMENT PROGRAM (CHIP)

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5912

CHIP@ProPeople.org

PROGRAM REACH:

Cumberland County, York County

DESCRIPTION:

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



CHILD & FAMILY SERVICES

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101
207 553-5800

★ ★ ✦ Redbank Center
72 MacArthur Cir. East
So. Portland, ME 04106
207 771-8903

GFS CENTER LOCATIONS:

★ Bridgton Center
6 Meadow Street
Bridgton, ME 04009
207 553-5926

⊕ Riverton Center
1600 Forest Avenue
Portland, ME 04103
207 874-8210

★ Casco Center
919 Meadow Road
Casco, ME 04015
207 553-5924

★ Sagamore Center
21 Popham Street
Portland, ME 04102
207 553-5925

★ ★ Deering Place Center
510 Cumberland Ave.
Portland, ME 04101
207 553-5835

⊕ Westbrook Prides
Corner
375 Pride
Westbrook, ME 04092
207 797-5222

★ ★ East End Center
215 Congress Street
Portland, ME 04101
207 553-5950

⊕ Westbrook Saccarappa
110 Huntress Avenue
Westbrook, ME 04092
207 854-0847

★ ★ ✦ Gorham Center
37 College Avenue
Gorham, ME 04038
207 708-5672

Greater Portland
Parent Partners
215 Congress Street
Portland, ME 04101
207 553-5800

☆ Kaler School
165 South Kelsey
So. Portland, ME 04106
207 799-3214

Lakes Region Parent
Partner
18 B Depot Street
Bridgton, ME 04009
207 647-5054 x28

★ Kennedy Park Center
58 Body Street
Portland, ME 04101
207 553-5942

★ denotes
Head Start Centers

★ Parkside Center
85 Grant Street
Portland, ME 04101
207 553-5941

★ denotes
Childcare Centers

⊕ Presumpscot Center
69 Presumpscot Street
Portland, ME 04103
207 553-5942

⊕ denotes A Public
Pre-K Partnership

☆ denotes Before- and
After-School Program

✦ denotes Centers that
are accredited by the
National Association for
the Education of Young
Children (NAEYC)

PROGRAM REACH:

Cumberland County

DESCRIPTION:

PROP Child and Family Services provides Early Head Start, Head Start, and Child Care services to qualifying families throughout Cumberland County. Some programs run for a half day, part year, some are full day, full year, and others are family visiting programs. Families must meet certain criteria to be eligible to participate in these programs.

Our programs provide all children with a safe, nurturing environment, while supporting parents as they identify and meet their own goals and nurture the development of their children. We also provide referrals to comprehensive health services, support to parents in accessing other community resources and services, offer opportunities for parent involvement, and provide nutritious meals and snacks .

**CENTRAL MAINE POWER (CMP)
POLE PROGRAM**

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5905

PoleProgram@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

For income eligible homeowners (115% of medium income), this program provides a grant of up to \$2,800 to install a power pole to enable the home to connect to the power grid. *(Does not include mobile home poles.)*

**COMMUNITY SERVICES CASE
MANAGEMENT**

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5931

CommunityServices@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

Brief crisis intervention, assessment, work plan development and information and referral for individuals and families receiving services through all of PROP's programming.



DRUG FREE COMMUNITY PROGRAM

Part of Communities Promoting Health Coalition

OFFICE:

73 Deering Street
Portland, Maine 04101

207 553-5839

DrugFree@ProPeople.org

PROGRAM REACH:

Buxton, Gorham, Hollis, Raymond, Scarborough, Standish,
Westbrook, Windham

DESCRIPTION:

Drug Free Community Program strives to reduce substance abuse among youth, and over time among adults. Substances focused on include tobacco, marijuana and alcohol. Additionally DFC supports a sustainable regional substance abuse prevention and implementation process. Part of PROP's CPHC program.



FORECLOSURE PREVENTION

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5931

Foreclosure@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

A program designed to help individuals and families avoid losing their homes to foreclosure through budget counseling, financial literacy skills training, practical case management and advocacy.



FOSTER GRANDPARENT PROGRAM

OFFICE:

PROP Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 773-0202

FosterGrandparents@ProPeople.org

PROGRAM REACH:

Cumberland County, York County

DESCRIPTION:

Foster Grandparents share their experience and talent to help children develop the skills, confidence and strength to succeed in life. Children who need Foster Grandparents gain individual attention they might not otherwise receive, confidence, tutoring, advice and the life-changing opportunity to know the consistent love of a Foster Grandparent.

The Foster Grandparent Program is open to individuals age 60 and over. Income eligible applicants receive a non-taxable stipend* in return for volunteering 20-40 hours as well as meals and travel while volunteering.

All volunteers receive training prior to placement, attend monthly In-service meetings for continuing education, recognition and support.

**The non-taxable stipend is not counted as income when applying for programs such as Section 8 and other subsidized housing programs; food stamps; Fuel Assistance/LIHEAP and other programs that require documentation of income.*


**GENERAL ASSISTANCE
ADMINISTRATION**

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5932

GeneralAssist@ProPeople.org

PROGRAM REACH:

Town offices of Baldwin, Cape Elizabeth, Casco, Cumberland, Falmouth, Gray, Long Island, New Gloucester, Naples, North Yarmouth, Sebago, Standish, Windham

DESCRIPTION:

Through contracts with approximately 12 towns in Cumberland County, staff serve as the General Assistance Administrators assessing and granting funds to income-eligible individuals, linking them to additional services available through PROP.



HEALTHY MAINE PARTNERSHIPS (HMP)

Part of Communities Promoting Health Coalition

OFFICE:

73 Deering Street
Portland, Maine 04101

207 553-5839

HealthyMe@ProPeople.org

PROGRAM REACH:

Baldwin, Bridgton, Cape Elizabeth, Casco, Gorham, Harrison, Naples, Raymond, Scarborough, Sebago, South Portland, Standish, Westbrook, Windham

DESCRIPTION:

HMP strives to raise awareness of the importance of promoting tobacco-free lifestyles, increasing opportunities for physical activity, and encouraging healthy eating. HMP harnesses the resources of communities, schools and worksites to implement programs and activities that encourage healthy habits and lifelong wellbeing. The program collaborates with Smoke Free Housing, Maine Quit Line, and the Center for Tobacco Independence to increase its effectiveness in reducing tobacco use and encouraging cessation, and supports Power Vending and Maine Harvest Lunch to support the importance of healthy eating. HMP leads and supports Easy Adventures and March into May to promote physical activity in our communities and worksites. HMP is part of PROP's Communities Promoting Health Coalition (CPHC).



HOME OWNERSHIP EDUCATION

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5930

HomeOwnership@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

Classes providing information and skills to assist first-time home-buyers negotiate and manage the purchase of their home are offered in the evenings and weekends through-out the year.



HOME REPAIR

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5905

HomeRepair@ProPeople.org

PROGRAM REACH:

Cumberland County, York County

DESCRIPTION:

Home Repair is a program that provides zero interest deferred, forgivable loans to finance health and safety repairs for income eligible homeowners. Eligible repairs include roofs, heating systems, windows, electrical, chimneys, and other repairs necessary to bring a home up to federal and state health and safety codes.



HOMELESSNESS PREVENTION

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5932

Homelessness@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

In a partnership with Preble Street, practical case management is provided to residents in Cumberland County, outside of Portland, that are experiencing or at-risk of experiencing homelessness. Case managers work to identify and access appropriate stable housing for families in addition to providing information and referral to supportive mental health, health access, or substance abuse services.



HUMAN RESOURCES

OFFICE:

2338 Congress Street, Suite A
Portland, ME 04102

207 553-5800

HumanResources@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

Human Resources serves PROP employees and those interested in becoming employed by PROP.



KEEP ME WARM

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101
207 553-5900
KeepMeWarm@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

PROP is the regional provider of the Keep ME Warm Fund. This statewide fund, administered by the Maine Community Action Association solicits donations from individuals, businesses, and foundations that are redistributed to families in Maine. The Fund provides fuel assistance for families at, or below, 80% of their local median income. To donate to the Keep ME Warm Fund, please see Resource Development (page 17).



KID'S KATERING

OFFICE:

158 North Street
Portland, ME 04101
207 871-8810
Katering@ProPeople.org

PROGRAM REACH:

Greater Portland

DESCRIPTION:

Kid's Katering provides meals to numerous schools and Head Start locations in the Portland area. During the summer months Kid's Katering runs the largest USDA Summer Food Program in the state. Meals for children during the summer months are provided at 18 locations in Portland.



LEAD HAZARD CONTROL PROGRAM

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101
207 553-5905
Lead@ProPeople.org

PROGRAM REACH:

Cumberland County (*not including City of Portland*)

DESCRIPTION:

This program provides interest free, deferred/forgivable loans to reduce lead paint hazards in homes or apartment units constructed prior to January 1, 1978. For single family homeowners, there must be a child under the age of six years living in the home and the homeowner(s) must be income eligible. Apartment owners: unit must have a child under six years of age, tenants must be certified income eligible and be family sized apartment units (i.e. two bedrooms or more).

LOW INCOME ASSISTANCE PLAN (LIAP)

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101
207 553-5900
LIAP@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

This program provides income eligible households a credit or reduction in monthly electric bills. To qualify, one must apply and be certified eligible for the Low Income Home Energy Assistance Program (LIHEAP). Once the application is certified eligible by PROP staff, it is sent to CMP for its review. If approved by CMP, the applicant will receive a reduction in monthly electric bills.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101
207 553-5900
LIHEAP@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

LIHEAP provides a once-a-year benefit to cover a portion of the costs of purchasing heating energy. Heating energy includes fuel oil, kerosene, electricity, wood and coal. LIHEAP does not provide funds to heat a home for the entire winter. The program gives priority to persons who are elderly or who have children under the age of 2 years. All applicants will be screened for income eligibility.



MAINE AMERICAN DREAM INITIATIVE (MADI)

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5905

MADI@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

The Maine American Dream Initiative program (MADI) provides interest-free, deferred forgivable loans of up to \$9,000 to first-time low income homebuyers. This loan can be used for down payment assistance, gap financing or for closing costs. Eligible homeowners must have taken a homebuyer course and provide a certificate of completion to apply for MADI funds.



MAINE YOUTH ACTION NETWORK (MYAN)

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 874-0060

MYAN@ProPeople.org

www.MYAN.org

also look for MYAN in Groups on Facebook

PROGRAM REACH:

Statewide

DESCRIPTION:

MYAN believes in the power of youth-adult partnership to change the world, and works diligently to model and promote youth voice and youth involvement in local, state and national decision-making. Youth and adult staff at MYAN train, support, connect, and advocate for those middle and high school youth and adults who are working together in their own locations to create positive change, as well as with organizations who are interested in youth involvement. MYAN facilitates connections and resource-sharing across this Network through web and phone-based support, as well as through local and statewide training workshops and conferences on youth leadership and advocacy. The Network is strengthened by its community of diverse members. Everyone is invited and welcome to get connected to MYAN.



MENTAL HEALTH SERVICES

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5800

MentalHealth@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

PROP provides Mental Health services for children and youth from birth to age 20. Services include counseling, play therapy from licensed therapists, as well as referral to other resources.



NIGHT LIGHT AFTER-SCHOOL PROGRAM

OFFICE:

85B Grant Street
Portland, ME 04101

207 553-5940

NightLight@ProPeople.org

PROGRAM REACH:

Parkside Neighborhood/Portland

DESCRIPTION:

A positive youth development program for youth in grades K-8 that provides after-school programming three afternoons per week at the Parkside Neighborhood Center during the school year.



PARKSIDE NEIGHBORHOOD CENTER

OFFICE:

85B Grant Street
Portland, ME 04101

207 553-5940

Parkside@ProPeople.org

PROGRAM REACH:

Parkside Neighborhood/Portland

DESCRIPTION:

The Parkside Neighborhood Center works to strengthen individuals & families by offering educational and cultural opportunities that reach across boundaries to connect diverse neighbors and promote social and physical well-being. Programs include after-school programming, a weekly supper club, a gardening project and summer activities for youth. Donations of clothing, household items, baby gear, books and more are offered free to the commu-

nity on a quarterly basis. Community partners at the center include Community Policing, Communities Partnering for the Protection of Children, Head Start, Spiral Arts and University of Southern Maine.



PORTLAND WATER DISTRICT (PWD) CONSERVATION PROGRAM

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5905

PWDConservation@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

This program provides a grant of up to \$1,000 to repair or replace leaky plumbing, toilets, baths, water heaters and faucets that may be causing the water bill to be higher than necessary. Applicants must be a customer of the Portland Water District and pay the water bill directly. Income eligibility criteria does apply.



PORTLAND WATER DISTRICT (PWD) WATER BILL CREDIT PROGRAM

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5800

PWDCredit@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

This program offers a credit on water bills for customers of the Portland Water District (PWD). To qualify, a person must apply and be certified eligible for the Low Income Home Energy Assistance Program (LIHEAP). (see page 13)



RENTAL HOUSING

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5800

Rentals@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

Rental services are provided at:

- Anderson St., Portland 9 units
- Brackett St., Portland 5 units
- Cumberland Ave., Portland. 4 units
- Deering St., Portland. 16 units
- Grant St., Portland 16 units
- Gray St, Portland. 12 units
- Greenleaf St., Portland 3 units
- Hanover St., Portland 3 units
- Monroe St., Portland. 5 units
- Smith St., Portland. 20 units (*over 55 and disabled*)
- Brown St., Westbrook 10 units

PROP has developed 103 rental units in the cities of Portland and Westbrook, including Portland’s only “green” senior housing facility, Bayside East. All property management/rental information (except Gray Street) is available through Preservation Management: **207 774-0501**. For Gray Street rental information, contact Portland West: **207 775-0105**.

RESIDENT SERVICES

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101
207 553-5857
ResidentServices@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

Practical case management and housing retention services are offered to residents of buildings through contracts with building management. Staff assess resident need, offer skill-building information and resources and referral services to help residents remain in their homes.

RESOURCE DEVELOPMENT

OFFICE:

2338 Congress Street, Suite A
Portland, ME 04102
207 553-5804
Development@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

The Resource Development and Communication Department oversees all fundraising and marketing activities for PROP. The department maintains all communications for the organization, including the website and PROP's quarterly magazine, *PROPeople*.

 **SENIOR COMPANION PROGRAM**

OFFICE:

PROP Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 773-0202

SeniorCompanions@ProPeople.org

PROGRAM REACH:

Cumberland County, York County

DESCRIPTION:

Senior Companions are friendly visitors to frail elders in need of support to maintain their independence. During weekly four-hour visits Senior Companions assist with grocery shopping, provide transportation to medical appointments, help prepare meals and/or encourage participation in leisure activities such as taking a walk around the neighborhood, playing cards, listening to music. Senior Companions may also provide short periods of relief to primary caregivers.

The Senior Companion Program is open to individuals age 60. Income eligible applicants receive a non-taxable stipend* in return for volunteering 20–40 hours per week as well as assistance with meals and travel while volunteering. All volunteers receive training prior to placement, attend monthly In-service meetings for continuing education, recognition and support.

**The non-taxable stipend is not counted as income when applying for programs such as Section 8 and other subsidized housing programs; food stamps; Fuel Assistance/LIHEAP and other programs that require documentation of income.*

 **SUBSTANCE ABUSE PREVENTION**

*Through the Office of Substance Abuse
Part of Communities Promoting Health Coalition*

OFFICE:

73 Deering Street
Portland, ME 04101

207 553-5867

SubAbusePrev@ProPeople.org

PROGRAM REACH:

Baldwin, Bridgton, Cape Elizabeth, Casco, Gorham, Harrison, Naples, Raymond, Scarborough, Sebago, South Portland, Standish, Westbrook, Windham

DESCRIPTION:

Substance Abuse Prevention works to raise awareness of the importance of preventing substance abuse in youth and young adults. Collaborative efforts include working with law enforcement and community groups to reduce alcohol access. Retailers are trained to limit youth alcohol access. Parent media campaigns are created and supported to help raise awareness for parents. Additionally, MaineBAC.org is an on-line tool created to help reduce high risk drinking among young adults. The program harnesses the resources of communities, schools and worksites to implement programs and activities that promote youth empowerment and resiliency. Substance Abuse Prevention is offered through the Office of Substance Abuse. The program is part of PROP's Communities Promoting Health Coalition.



SUPPER CLUB

OFFICE:

85B Grant Street
Portland, ME 04101
207 553-5945
SupperClub@ProPeople.org

PROGRAM REACH:

Parkside Neighborhood/Portland

DESCRIPTION:

A weekly meal program offering food assistance, nutrition education and community building two evenings a week at the Parkside Neighborhood Center.



THE WOMEN'S PROJECT

OFFICES:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101
800 611-1588

DHHS Office
13 Prescott Drive
Machias, ME 04654
800 611-1779

WomensProject@ProPeople.org

103 Texas Avenue
Bangor, ME 04401
800 611-1779

PROGRAM REACH:

Statewide

DESCRIPTION:

Practical case management for women in all phases of substance abuse recovery serving clients throughout the state in offices located in Bangor, Machias, and Portland.



WEATHERIZATION

OFFICE:

Client Service Center
510 Cumberland Ave.
Portland, ME 04101

207 553-5902

Weatherization@ProPeople.org

PROGRAM REACH:

Cumberland County, York County

DESCRIPTION:

Weatherization is a program that provides zero interest loans and grants to finance the installation of energy efficiency measures. In order to qualify, a person must first apply for LIHEAP fuel assistance and be certified as income eligible. Eligible weatherization measures include insulation, air sealing, weather stripping and other like measures to reduce heating energy consumption. All homes must undergo an energy audit to determine the most cost effective methods of reducing heating energy consumption.



**WOMEN, INFANTS, CHILDREN (WIC)
NUTRITION PROGRAM**

OFFICE:

Client Service Center
510 Cumberland Avenue
Portland, ME 04101

207 553-5864

WICPortland@ProPeople.org

PROGRAM REACH:

Cumberland County

DESCRIPTION:

Healthy Foods, Nutrition Education. Parents of infants receive breastfeeding support or iron-fortified infant formula. Referrals for: health care, food banks, parenting help, child care, Food Stamps, TANF, heating assistance, transportation assistance, and clothing assistance. In the summer, vouchers are given for fresh fruits and vegetables from Maine farmers' market.



PROP

People's Regional
Opportunity Program
510 Cumberland Avenue
Portland, Maine 04101
800 698-4959
207 553-5800
TTY 207 874-1013
wherepeoplecomefirst.org

Where People Come First