



# NEW MAINER'S GUIDE TO GREATER PORTLAND



”

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*Beth Weisberger, Owner  
Gneiss Spice*

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*Welcome to the State of Maine. I represent the cities and towns in the greater Portland area in the U.S. House of Representatives.*

*I admire the courage and resilience needed to begin a new life in a new country, leaving loved ones behind and managing the challenges of a different language, climate, and culture. As you transition into the community, please know that my office—and those of my congressional colleagues—can be a resource for you and your loved ones who face challenges with a federal program or agency.*

*People coming to the United States to seek a safer, better life are providing vital contributions to our state's economy and cultural fabric. I'm proud that you've chosen to build a future in Maine and my office is here to support you.*

*Sincerely,*

*Chellie Pingree*

*Member of Congress*

*Maine's 1<sup>st</sup> Congressional District*

## Acknowledgements

I carried forward the vision of this Guide because of my gratitude to people who come here from all over the world. Because of you Maine has become global in scope. Because of this my family can truly call it home, just as it will become so for you. This Guide was created to welcome you. It exists because all of us believe in the work that we do. Thank you to our incredible team of volunteers and staff:

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Finally, thank you to my children Wesley and Bernard for “coming to work” with me while I supervised the project and to Greater Portland Immigrant Welcome Center for being such an open and welcoming place.

-Marin Magat | Content & Project Supervisor

***Do you have an organization that serves New Mainers in the Greater Portland area which is not listed in this guide?***

Contact us at [info@welcomeimmigrant.org](mailto:info@welcomeimmigrant.org) and we can see about including you in future editions of the guide.



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### **TIP: Explain out loud.**

Information passed through a *human connection* is more believable than anything that is written.

If you are a **New Mainer**, ask for help understanding this guide.  
If you are a **Friend of New Mainers**, use this guide to inform yourself, then have a conversation with a New Mainer, listen to what he or she needs, then offer to help.

**Dear New Mainers,**

**The Greater Portland Immigrant Welcome Center and the Portland Public Library have partnered in developing this “Welcome Guide”.**

It will introduce you to services and opportunities available in Greater Portland. We have made this guide to:

- Share valuable information in a reliable way
- Provide helpful resources in one place
- Take and keep at home and refer to it at any time

This guide is organized in sections to help with each phase of your integration process.

When you **Arrive in Maine**, you will need to find resources to help you meet your basic needs such as food and shelter. Once you begin **Settling In**, you can focus on long term needs such as permanent housing, healthcare plans, and developing language skills. You will also need access to **Economic, Social and Civic Integration** to find employment, opportunities to meet people, and explore ways to enjoy the area.



We have created this guide to help you, and we are here to support your integration efforts at any time. Please come visit us, and explore all that we have to offer for you and your family:

**Greater Portland Immigrant Welcome Center:** Call (207) 517–3401 or come to the welcome desk at 24 Preble Street, 3<sup>rd</sup> floor in downtown Portland.

**Portland Public Library:** Call (207) 871–1700 ext.725 or visit the Main Library at 5 Monument Square in downtown Portland. Staff at the reference desk can help you with this Guide and direct you to local resources.



**Welcome to Maine.**

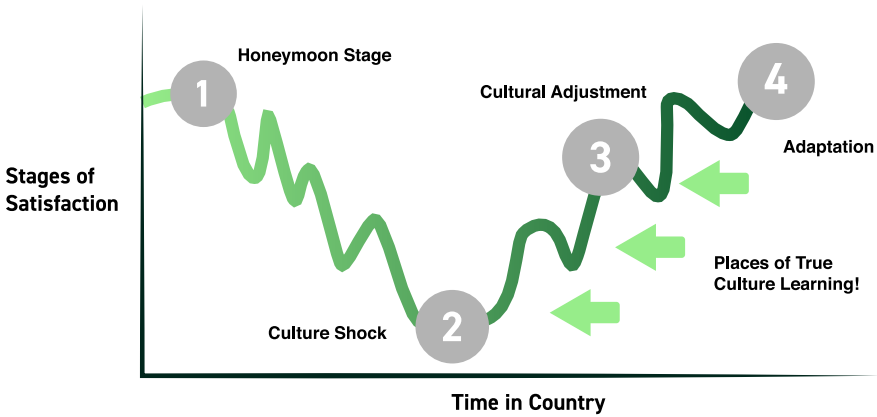
Alain J Nahimana,  
*Executive Director*  
Greater Portland  
Immigrant Welcome



Center  
Sarah Campbell,  
*Executive Director*  
Portland Public  
Library



Know that you may experience “**Stages of Integration**” as you adjust to life in the U.S. This process can take years. Don’t be surprised if a few months after arriving, you feel overwhelmed, frustrated, or sad. It is a normal part of adjustment that will get better once you learn more about your new home.



Adapted from "Maximizing Study Abroad", University of Minnesota

Dear Friends of New Mainers,

This guide is for you too.

Thank you service providers, residents, businesses, and local government. You are the people who support New Mainers. This guide will help you identify other members of the New Mainer support team. Use it to:

- Find colleagues
- Build collaborations
- Refer New Mainers to others on the team

## About Greater Portland

- Greater Portland is a region in southern Maine that surrounds the City of Portland. This guide contains information about Portland and its direct neighbors: the City of South Portland, the City of Westbrook, and the Town of Falmouth.
- More than a third of Maine's population live in Greater Portland, over 1/2 million people. Portland is Maine's largest city with a population of almost 67,000 (*2017 Census Bureau Population Estimate*). Portland is the urban and economic center of the state. Greater Portland has a four-season climate: Cold and snowy winters, wet springs, warm summers, and colorful autumns.
- In Greater Portland each city or town has its own local government, post office, and library. There is a shared bus system.
- Downtown Portland is on a peninsula. This is where most services are for New Mainers who have just arrived: General Assistance, Portland Adult Education, the housing shelters, and many locations for free food and clothing.

- **Westbrook General Assistance**  
426 Bridge St, Westbrook
- **South Portland General Assistance & City Hall**  
25 Cottage Rd, S. Portland
- **Falmouth General Assistance & Town Hall**  
271 Falmouth Rd, Falmouth
- **Westbrook Adult Education**  
125 Stroudwater St, Westbrook
- **South Portland Adult Education**  
637 Highland Ave, S. Portland
- **Greater Portland Immigrant Welcome Center**  
24 Preble St, Portland

- **Catholic Charities**  
80 Sherman St, Portland
- **Portland General Assistance**  
96 Lancaster St, Portland
- **Portland Public Library**  
5 Monumnet Square, Portland
- **City of Portland Family Shelter**  
54 Chesnut St, Portland
- **Preble Street Resource Center**  
252 Oxford St, Portland
- **Portland Adult Education & New Mainers Resource Center**  
14 Locust St, Portland
- **Greater Portland Transportation Center (METRO)**  
21 Elm St, Portland



## Pathways for Immigrants

*Are you a New Mainer? If so, you are one of many who have come to Maine from all over the world. As a New Mainer you may have come as a Refugee, Asylum Seeker, or through another immigrant status. Who supports you in your first months in Maine depends on this. This section introduces who your major service providers are and how to access their help.*

## Who are New Mainers?

The words “New Mainers” refer to people who have recently moved to Maine from other parts of the world. Maine has a long legacy of immigrants and ethnic minorities coming to the state including Europeans, French Canadians, Africans, Asians, Middle Easterners and Jews. There are around 50,000 immigrants in Maine from all over the world, which equals 4 percent of the total population (2017 American Community Survey estimates).

Portland has approximately 10,000 foreign-born residents which is 15 percent of the city’s population. From 2000-2013 the number of immigrants in Portland doubled. Currently, one-third of Portland Public Schools students are multilingual. About 60 different languages are spoken in students’ homes.

## Some Countries of Origin of Recent New Mainers:

Afghanistan  
Angola  
Azerbaijan  
Belgium  
Bulgaria  
Burkina-Faso  
Burma  
Burundi  
Cameroon  
Central African  
Republic  
Chad  
Congo  
Cuba  
Djibouti  
Egypt  
Eritrea

Ethiopia  
Guatemala  
Honduras  
Iran  
Iraq  
Ivory Coast  
Kazakhstan  
Mali  
Russia  
Republic of  
the Congo  
Rwanda  
Somalia  
Sudan  
Syria  
Tanzania  
Togo

Ukraine  
Uzbekistan  
Vietnam  
Many More!!

SCAN TO  
LEARN MORE



# Categories of Immigration Status

## Refugee vs. Asylum Seeker

Although anyone who comes to live permanently in a foreign country is an **Immigrant**, there are differences in the reasons why and how they come. This guide focuses on **Refugees** and **Asylum Seekers**, or others in similar situations who have minimal resources. To educate yourself on the many other categories of immigrants, go to [uscis.gov](https://uscis.gov).

A Refugee is someone “fleeing conflict or persecution” from their home country, many of whom are “forcibly displaced from their communities or are considered stateless.” Refugees come through the United Nations High Commission for Refugees (UNHCR), which supports and assists refugees (UNHCR website, 2018). A refugee entering the United States receives an employment authorization document which allows him/her to work immediately. In Maine the resettlement agency for refugees is Catholic Charities of Maine. Refugees are given many services and help from Catholic Charities of Maine.

An Asylum Seeker is someone who is fleeing his/her country due to conflict or persecution and is seeking asylum in another. Usually asylum seekers arrive in the US on a visitor, student or business visa or through border crossing. Once in the United States, they apply for asylum through the US Citizenship and Immigration Services (USCIS). Unlike refugees, asylum seekers do not have sponsoring organizations like Catholic Charities. In Maine, asylum seekers instead rely on local governments and non-profit organizations for basic needs in their first months of arrival. Cities and towns’ **General Assistance** programs provide stipends for housing, food, and other needs. The process of receiving asylum papers can take between 12 months to 5 or more years. Once Asylum Seekers get their Asylum approval, they are eligible to receive services from Catholic Charities Maine.

## Major Service Providers

*For refugees, **Catholic Charities Maine Refugee and Immigration Services (RIS)** will help supply your initial basic needs. For asylum seekers you may receive basic needs by applying for General Assistance (GA). GA offers “vouchers” rather than money. **Vouchers** are pieces of paper which can be exchanged for rent, food, and other non-food items. See the box on “How to apply for General Assistance.”*

### **Catholic Charities; Maine Refugee and Immigration Services (RIS)**

80 Sherman Street, Portland | (207) 871-7437

Catholic Charities is a large organization with many programs serving all Mainers. They run the Maine Refugee and Immigration Services (RIS), Maine’s only refugee resettlement program. RIS offers a range of services to refugees. RIS also helps asylees (asylum seekers who have been granted asylum) once they have received their asylum documents). [www.ccmaine.org/refugee-immigration-services](https://www.ccmaine.org/refugee-immigration-services)



## General Assistance (GA)

GA helps residents of each city or town get basic needs such as rent, food, medication, and other necessary things. New Mainers who are not served by Catholic Charities apply for help here.

Each city is required to provide this service. GA law requires that able-bodied individuals participate in a municipal work program in order to receive financial assistance. See the contact information of your city to apply.

Because General Assistance offers so many services for New Mainers, separate sections will also be included in other parts of this Guidebook.

### Portland General Assistance

196 Lancaster Street, Portland I (207) 775-7911

Hours: Mon–Wed and Fri 8am–4:30 pm; Thurs 8:00–11:30am  
(and 11:30am–4:30pm 2nd Thurs of every month ONLY.)

Note: Best time to apply is early morning or mid-week. Not Friday afternoon.

### Westbrook General Assistance

Westbrook Community Center, 426 Bridge Street, Westbrook  
(207) 854-0676

Call to schedule an appointment.

### South Portland General Assistance

City Hall, 25 Cottage Road, South Portland  
(207) 767-7617

Call to schedule an appointment.

### Falmouth General Assistance

Town Hall, 271 Falmouth Road, Falmouth  
(207) 699-5344

Call to schedule an appointment.

**TIP: There is a time limit for what GA provides.**

This may extend if you complete initial immigration paperwork. Ask during your intake what the rules are.

## How to Apply for General Assistance:

1. Find the GA in the city or town where you reside. For example, if you are staying in the Portland shelter go to the Portland GA.
2. Check the office hours (for Portland) or call to schedule an appointment (for South Portland, Westbrook, and Falmouth).
3. Go with enough time to wait in line and for the hour-long interview.
4. Bring the following:
  - Proof of identity for all members of your family (for example, passport, immigration documents, Social Security card, etc.)
  - Proof of household income (money earned by anyone in your family in U.S.) if you have any.

**Would you like a person to help you understand this Guide?  
You may call or bring your questions to:**

**Greater Portland Immigrant Welcome Center**

Call (207) 517-3401 or come to the welcome desk at 24 Preble Street 3rd Floor in downtown Portland.

**Portland Public Library**

Call (207) 871-1700 ext.725 or visit the Main Library at 5 Monument Square in downtown Portland. Staff at the reference desk can help you with this Guide and direct you to local resources.

**2-1-1 Maine**

Call 2-1-1 to reach a statewide directory of resources, including ones in this Guide. You can call 2-1-1 to reach the service or dial directly: (877) 463-6207 or (866) 811-5695. Or text your residential zip code to 898-211 to be connected to local and statewide resources. Open 24-hours a day. 2-1-1 has free interpreters! Tell the person who answers the phone and be prepared to wait a few minutes.



**Immigrant  
Welcome Center**

**GREATER PORTLAND**

24 Preble Street, Portland  
207-517-3401



5 Monument Square, Portland  
207-871-1700



## FIND IT ONLINE

Services are also listed online and may be more updated than this Guide. Search:

- **211Maine.com:** A way to search the online version of the 2-1-1 Maine directory
- **Google.com:** A commonly used search engine for anything

Preciso de ajuda?

Ma ubaahantahay caawimo?

Нужна помощь?

도움이 필요하다?

Cần giúp đỡ?

Besoin d'aide?

¿Necesitas ayuda?

؟دعاسم جاتحت

؟نتساوخ كمك

Unahitaji msaada?

ត្រូវការជំនួយ?

## How to Translate the Guide:

You may use the online translation service Google Translate.

# BASIC NEEDS WHEN YOU ARRIVE IN MAINE

**Basic needs are what you need to survive in your first months in Maine: Shelter, food, and clothing. This section lists where to go to get what you need. It also explains how to get free and low-cost healthcare and explains local transportation options.**

## TEMPORARY HOUSING

### Shelters

A **shelter** is a building set up for people without homes. This is a free place to sleep if you have nowhere else to go. You can shower there and get other kinds of support. Many asylum seekers stay in a shelter for a short time when they first arrive unless they have other arrangements.

#### Catholic Charities; Maine Refugee and Immigration Services (RIS)

80 Sherman Street, Portland | (207) 871-7437

Maine's only refugee resettlement program offers a range of services to refugees, including temporary housing.

[www.ccmaine.org/refugee-immigration-services](http://www.ccmaine.org/refugee-immigration-services)

#### City of Portland Family Shelter

54 Chestnut Street, Portland | (207) 772-8339

The Portland Family Shelter is Maine's largest shelter for families and provides temporary housing to families with children. They house many New Mainers including immigrants, refugees, and asylum seekers.

#### City of Portland Oxford Street Shelter

203 Oxford Street, Portland | (207) 761-2072

This is a shelter for people who have no place to stay.

#### Hope Acts; Hope House

14 Sherman Street, Portland | (207) 274-6005

Offer housing for single adult asylum seekers. 13 bedrooms in 5 apartments temporarily house asylum seekers and assist in their search for more permanent housing. Those interested in living at Hope House should call, email [carolyn@hopeacts.org](mailto:carolyn@hopeacts.org), or stop by 14 Sherman Street to fill out an application. Hope House also runs ASAP Program to help asylum seekers access medical services, find housing, complete job applications, and navigate local resources in Greater Portland. Also offer ESL classes.

<https://hopeacts.org/immigrant-support/hopehouse/hope-house-program/>

## FOOD AND CLOTHING

### Free Meals

Free meals served to people who need them are often called **community meals**. A **Soup Kitchen** is a place where these meals are served.





*“Soup Kitchen” is just an expression. Full meals are served, not just soup – and not in a kitchen!*

**Preble Street Soup Kitchens** Open every day, 365 days of the year

**Resource Center Soup Kitchen**

252 Oxford Street, Portland (207) 775-0026

Breakfast: 8–9:30am

Lunch: 11am–1pm

Dinner: 4:30–6pm

**Teen Center Soup Kitchen** \*For teenagers only

343 Cumberland Avenue, Portland

Breakfast: 8–9am

Lunch: 12noon–1pm

Dinner: 6–7pm

**Amistad Driscoll's Diner**

66 State Street, Portland (207) 773-1956

Breakfast: Mon–Fri, 9–10am

Lunch is served for \$2.00 Mon–Fri, 11:30am–1pm, or people can volunteer in exchange for a free lunch.

**First Parish Unitarian Universalist Church**

425 Congress Street, Portland (207) 773-5747

Dinner: First Sunday of the month at 5pm

**St. Vincent de Paul Soup Kitchen**

307 Congress Street, Portland (207) 772-1113

Lunch: Mon–Fri, 11am–12:30pm.



# Need help?



**PORTLAND  
PUBLIC  
LIBRARY**

5 Monument Square, Portland  
207-871-1700



**Immigrant  
Welcome Center**

**GREATER PORTLAND**

24 Preble Street, Portland  
207-517-3401

DIAL 2-1-1  
VISIT 211MAINE.ORG  
TEXT YOUR ZIP CODE TO 898-211



## Wayside Food Programs Community Meals

Various Locations | (207) 775-4939

Free meals in safe, neighborhood settings in Portland and Westbrook, locations vary by day. All locations are in Portland unless the name includes "Westbrook."

MONDAY	TUESDAY	WEDNESDAY	THURSDAY
<p><b>Woodfords Congregational Church</b> 202 Woodford Street Lunch 12 Noon</p> <p><b>East End Community School</b> 195 North Street Dinner 5pm Open to East End Community School students and their families (during school year only)</p> <p><b>Reiche Community School</b> 166 Brackett Street Dinner 5pm Open to Reiche students and their families (during school year only)</p> <p><b>Riverton Boys &amp; Girls Club House</b> 55 Riverton Drive Dinner 5pm Open to Riverton Boys &amp; Girls Club students and their families (during school year only)</p> <p><b>Sagamore Village Boys &amp; Girls Club House</b> 21 Popham Street Dinner 5pm Open to Sagamore Village Boys &amp; Girls Club students (during school year only)</p>	<p><b>Avesta</b> 409 Cumberland Avenue Lunch 12 Noon</p> <p><b>Hope Gateway United Methodist Community Center</b> 185 High Street Lunch 12 Noon</p> <p><b>Salvation Army</b> 297 Cumberland Avenue Dinner 5pm Open to seniors (55+) and families with children</p> <p><b>Westbrook Learns at the Westbrook Community Center</b> 426 Bridge Street, Westbrook Dinner at 5pm Open to Westbrook Learns students and their families (during school year only)</p>	<p><b>Westbrook Community Center</b> 426 Bridge Street Dinner 5pm</p> <p><b>My Place Teen Center</b> 755 Main Street, Westbrook Dinner 5pm</p>	<p><b>Salvation Army</b> 297 Cumberland Avenue Lunch 12 noon Open to seniors (55+) and families with children</p> <p><b>Deering Center Community Church</b> 4 Brentwood Street Dinner 5:30pm</p> <p><b>St. Peter's Episcopal Church</b> 678 Washington Avenue Dinner 5:30pm</p> <p><b>Williston-Immanuel United Church</b> 156 High Street Dinner 5:30pm</p> <p><b>Hope Gateway United Methodist Community Center</b> 185 High Street Dinner 5:30pm</p>

## Food Pantries

*A **Food Pantry** is where bags or boxes of food are offered for free to people who need it. They are usually run by neighborhood, nonprofit, or religious organizations. Most have rules such as being a resident: living in a specific area. Read the rules for each Food Pantry listed below before you go.*

### Portland Food Pantries

#### First Baptist Church Food Pantry

360 Canco Road (207) 773-3123

Wed: 11:30am–12:30pm

Rules: You can go only once a month; for Portland residents only. You will need proof of residence or a photo ID to receive food.

#### Front Street Food Pantry

36 West Presumpscot Street (207) 450-3579

Fri and Sun: 11am–11:45am

Rules: You will need a photo ID; for Portland residents only.

#### Jewish Family Services

1342 Congress Street (207) 772-1959

Tues and Thurs by appointment: Email Karli Efron at kefron@mainejewish.org

Rules: Visitors may pick up two bags of food per month. You will need a photo ID. Families and individuals from all over Cumberland and York Counties are welcome.

#### Preble Street Resource Center

252 Oxford Street (207) 775-0026

Thurs: 1:30–3pm.

#### Project FEED Food Pantry

202 Woodford Street (207) 761-3920

Mon–Fri: 1–3pm.

Rules: Visitors can go once every 2 months and need a referral form from a social service agency, church or synagogue before each visit. For emergency use only.

For Portland, South Portland, Westbrook, Falmouth and Scarborough residents only.

#### The Root Cellar

94 Washington Avenue (207) 774-3197

Mon–Fri: 9am–12noon

Rules: For one time, emergency use only. For East End residents only. Bring proof of residence.

### **Sacred Heart Food Pantry**

80 Sherman Street (207) 773-7746

Tues: 10am-11:30am

Rules: Bring a photo ID or a piece of mail with your current address.

### **Salvation Army Food Pantry**

297 Cumberland Avenue (207) 774-4172

Mon/Wed/Fri: 1pm-3pm.

Rules: Visitors may come every 30 days. Bring a photo ID.

### **St. Luke's Food Pantry; St. Luke's Cathedral**

143 State Street (207) 772-5434

Thurs: 9:30-11am

Rules: Visitors may come once a month only. Bring a photo ID. Use Park Street entrance.

### **Stroudwater Food Pantry**

Stroudwater Christian Church, 1520 Westbrook Street (207) 200-5985

Sun: 1-3pm

### **Wayside Food Programs Mobile Food Pantry**

Multiple Locations (207) 775-4939

- 577 Washington Avenue: 2nd Thurs of each month, 10:30am  
Rules: For residents of Washington Gardens and Front Street neighborhoods only.
- 284 Danforth Street: 3rd Wed of each month, 2pm  
Rules: For residents of Harbor Terrace and the West End only.
- 21 Popham Street: 4th Tues of each month, 10am  
Rules: For residents of Sagamore Village only

### **Williston-Immanuel United Church**

156 High Street (207) 775-2301

Most Thurs: 10am

Rules: Visitors must arrive before 10:00am to enter. Can get food and limited financial assistance.

### **White Memorial Seventh Day Adventist Church**

97 Allen Avenue (207) 797-4414

Thurs: 7:30am

## **Westbrook Food Pantries**

### **Westbrook Food Pantry**

426 Bridge Street (207) 591-8147

Tues: 12noon-2pm and 6pm-7:30pm

Rules: Application forms are available at the Pantry and online. Please bring a current piece of mail addressed to you or a rent receipt for each person over 18 in the household. A drivers license is only accepted if very recently issued. [www.westbrookfoodpantry.org](http://www.westbrookfoodpantry.org)



### **Vineyard Church of Greater Portland Food Pantry**

715 Bridgton Road (207) 854-8339

Fri: 6–8pm

Rules: For residents of Cumberland, Falmouth, Gray, North Portland, Westbrook, and Windham. Visitors will need to complete an income self-declaration form upon arrival.

### **South Portland Food Pantries**

#### **South Portland Food Cupboard**

130 Thadeus Street (207) 874-0379

Thurs: 8:30–11am

First Wednesday of every month 5–7pm

#### **South Portland Church of the Nazarene**

51 Landry Circle, Life Essentials Community Center, Landry Village (207) 767-2127 Open once a month, call to learn when: 1:30pm–3:30pm

Free bread every Thurs: 1:30pm–3:30pm Rules: For residents of South Portland only. Bring proof of residency.

#### **Wayside Mobile Food Pantry at Red Bank Village**

84 Westbrook Street (207) 775-4939

Fourth Wednesday of every month: 2pm

Rules: For residents of the Red Bank neighborhood only.

### **Falmouth Food Pantry**

#### **Falmouth Food Pantry**

Falmouth Town Hall at 271 Falmouth Road (207) 699-5305

First and Third Mon: 9–11am

Second, Third, and Fourth Tuesday: 9:30–11:30am

Second, Third, and Fourth Thursday: 4:30–6:30pm

Rules: For residents of Falmouth, Cumberland, Yarmouth, Portland, and Westbrook.

### **Food Assistance Programs**

*The State of Maine provides food programs for low-income people, including New Mainers.*

#### **WIC Nutritional Program; Opportunity Alliance**

190 Lancaster St, Portland (207) 553-5800 or 1 (800) 698-4959

WIC stands for Women, Infants, and Children. It is a statewide nutrition program which offers food benefits to families with children with certain income guidelines. Open to anyone living in Maine, including migrants working in Maine. Applicants can be any of the following:

- Women who are pregnant, breastfeeding, or had a baby in the last six months.
- Infants and children up to the age of five, including adopted and foster children.
- Fathers or mothers applying for their children.

### To Apply:

1. Check online to see if you fall into the income guidelines for this program: <https://wicuat.fns.usda.gov/wps/pages/preScreenTool.xhtml>
2. Make an appointment by phone or by filling out the online contact form: <https://www.maine.gov/dhhs/mecdc/health-equity/wic/contact.shtml>
3. Prepare for the hour-long appointment. For what to bring and what to expect go to: <https://www.maine.gov/dhhs/mecdc/health-equity/wic/Applicants/Where-do-I-apply.shtml>

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### Maine Supplemental Nutrition Assistance Program (SNAP); Maine Department of Health and Human Services (DHHS)

151 Jetport Boulevard, South Portland | (207) 822-2000 or (800) 442-6003. Provides food assistance benefits that help low income households buy the food they need for good health. In order to qualify for this benefit program, you must live in the state of Maine and fall into certain income guidelines. If you qualify, benefits start from the date you turn in your application. You can receive SNAP benefits within 30 days.

### To Apply:

1. Check online to see if you fall into the income guidelines for this program: <https://www.benefits.gov/benefit/1272>
2. Download and fill out an application: <http://www.maine.gov/dhhs/of/services/snap/index.html>
3. Return the application to the Department of Health and Human Services (DHHS) office in person, by e-mail: [portland.dhhs@maine.gov](mailto:portland.dhhs@maine.gov) or by fax: (207) 778-8429

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## Clothing

Many Food Pantries also have **Clothing Closets** where clothing and other things listed below are free or very inexpensive. Items are called “Used Clothing” because they are not new and have been worn by others. Although most donated clothing is usually clean, you may want to wash any items that you take home.

## Portland Used Clothing Resources

### Matthew 25 Project

307 Congress Street (207) 712-5239

Note: Emergency assistance for winter clothing, food, and fuel to neighbors in need. Call if you or someone you know is in need of assistance.



### **Preble Street Resource Center Clothing Closet**

38 Preble Street (207) 775-0026

Mon/Tue/Fri: 1-3pm, Thurs: 8-10am, Sat-Sun: 8am-12noon

### **The Root Cellar**

94 Washington Avenue (207) 774-3197

Thurs: 10:30-11:30am Note: For \$2, each person receives a large sized trash bag that can be used to fill with items found in the store.

### **St. Elizabeth's Jubilee Center, St. Luke's Cathedral**

143 State Street (207) 772-5434

Tues: 9-11:30am Note: Use Park Street entrance.

### **St. Vincent de Paul Soup Kitchen; Cathedral of Immaculate Conception**

307 Congress Street (207) 772-1113

Fri: 11am-12:30pm

Note: Clothing is available each Friday when the soup kitchen is open.

### **State Street Church UCC Clothing Closet**

159 State Street (207) 774-6396

Wed: 9-11am; closed the first Wednesday of every month

Note: Clothing, coats, jackets, boots, shoes, bedding, linens, toys, books, small household items are all available for free.

### **White Memorial Seventh Day Adventist Church**

97 Allen Avenue (207) 797-4414

Mon: 4-6pm

## **South Portland Used Clothing Resources**

### **Children's Closet; First Congregational Church UCC of South Portland**

301 Cottage Road (207) 799-3361

First and third Wednesday of every month: 9-11am,

First and third Saturday of every month: 9-11am Note: Clothing for infants and children, toys and home furnishings are available.

### **Life Essentials Community Center**

51 Landry Circle (207) 767-2127

Third Thursday of the month: 7:30am-1pm

### **South Portland Church of the Nazarene**

525 Highland Avenue (207) 767-2127

First Thursday of each month: 7:30am-1pm Note: Visitors may come once a month. Clothing for infants, children, adolescents and adults are available.



## FREE AND LOW-COST HEALTHCARE

### Clinics

**Clinics** cover the primary healthcare needs of populations in local communities. Primary healthcare includes health promotion, disease prevention, health maintenance, and treatment of illnesses, not medical emergencies that would require hospitalization or surgery. Medical clinics listed here are free or low-cost.

#### Portland Community Free Clinic (PCFC)

103 India Street, Portland (207) 874-8982

A health clinic that offers basic care to low-income and uninsured adults in Cumberland County. All services are free. Doctors, nurses and nurse practitioners give their time as volunteers. To become a patient at PCFC, you must:

- Be between the ages of 18 and 64
- Have a low level of income
- Have stable housing
- Have no health insurance
- Have no primary care giver (general doctor)
- Live in Cumberland County

**How to Become a Patient:** The Free Clinic cannot accept you if you just walk in from the street. Please call during office hours with questions, to register as a new patient, or to make an appointment.

**Office Hours:** Mon–Thurs 8:30am–5pm

#### Greater Portland Health

(207) 874-2141

##### **Locations:**

- 180 Park Avenue, Portland
- 100 Brick Hill Avenue, South Portland
- 63 Preble Street, Portland
- 59 Riverton Drive, Portland
- 211 Cumberland Avenue, Portland

Provides many services including primary medical, behavioral health, and oral health. They accept all insurances as well as those without insurance. Call for more information or to make an appointment.

[www.greaterportlandhealth.org](http://www.greaterportlandhealth.org)

#### Frannie Peabody Center

30 Danforth Street, Suite 311, Portland

(207) 774-6877 or (866) 701-3897

[info@peabodycenter.org](mailto:info@peabodycenter.org)

Case management, support services, behavioral health counseling, and housing assistance programs for people living with HIV/AIDS. Services to help people avoid becoming infected with the HIV/AIDS virus.

[www.peabodycenter.org](http://www.peabodycenter.org)



### **India Street Public Health Center**

103 India Street, Portland (207) 874–8446

A health center where doctors and nurses help Portland residents reduce health risks, prevent HIV and sexually transmitted diseases (STDs), and manage existing health conditions. Run by the City of Portland.

[www.portlandmaine.gov/399/India-Street-Public-Health-Center](http://www.portlandmaine.gov/399/India-Street-Public-Health-Center)

### **Maine Mobile Health Program (MMHP)**

PO Box 405, Augusta, ME 04332 or 9 Green Street, Augusta

(207) 622–9252 or 1 (888) 351–9634 [mmhp@mainemobile.org](mailto:mmhp@mainemobile.org)

A mobile health center connected to a network of health providers in Maine whose goal is to ensure healthcare for agriculture and aquaculture workers and their families. They offer clinics at farmworker camps and housing. They can:

Provide access to primary and preventive care, specialty care, dental, vision and mental health services

Help with the cost of health visits and prescriptions

Help schedule appointments

Provide transport to medical appointments

Offer interpretation

Provide health education

Send an email for more information and for eligibility information.

<http://www.mainemobile.org/>

### **Planned Parenthood**

443 Congress Street, Portland (207) 797–8881

A nationwide provider of reproductive health care. Some of their services include general health care, birth control, HIV services, pregnancy tests, sexually transmitted disease (STD) testing, treatment, and vaccines. <https://www.plannedparenthood.org/health-center/maine/portland/04101/portland-health-center-2940-91770>

### **The Root Cellar Adult Free Medical Clinic**

94 Washington Avenue, Portland (207) 774–3197 [info@therootcellar.org](mailto:info@therootcellar.org)

A medical doctor and nurse are at the Root Cellar one morning a week to see patients for medical needs. The clinic can write prescriptions and refer you to specialists. The clinic is connected to Mercy Hospital. Call to schedule an appointment.

[www.therootcellar.org](http://www.therootcellar.org)

### **The Root Cellar Pediatric Clinic**

94 Washington Avenue, Portland (207) 774–3197 [info@therootcellar.org](mailto:info@therootcellar.org)

A clinic for children with no insurance or with only catastrophic insurance. The clinic is open one afternoon a week and can provide necessary vaccines, primary care services (ongoing, non-emergency health care needs), and some specialty care services.

Call to schedule an appointment.

[www.therootcellar.org](http://www.therootcellar.org)

## Hospitals

*Hospitals offer specialized treatments and may admit inpatients for overnight stays. They are the place to go for emergency care (medical services that require immediate examination and treatment) or if you have nowhere else to go.*

**Maine Medical Center** 22 Bramhall Street, Portland (207) 662-0111  
A complete health care center for the people of greater Portland, the entire state of Maine, and northern New England. Free Care is provided to people at 175% of the poverty level whose insurance or government assistance will not pay for the care. Check if you are eligible for Free Care here: <https://mainehealth.org/patients-visitors/billing-insurance/financial-assistance/free-care>.

**Mercy Hospital** 144 State Street, Portland (207) 879-3000  
A not-for-profit community health care system sponsored by the Sisters of Mercy of the Americas. It is a member of EMHS, an organization that supports individuals and communities to improve health and well-being by providing high quality, cost effective services. Free Care is provided to people at 150% of the poverty level whose insurance or government assistance will not pay for the care.

### Interpretation Services:

Many large organizations, like the Hospitals, have free interpretation services. You may ask for an interpreter when you go there. At any organization, you may ask if there are interpretation services available. If there is no free service, such as at the Bureau of Motor Vehicles, you may bring someone to help or pay a private interpreter.

## TRANSPORTATION

*Methods of transportation include bus, bike, car, and walking. Greater Portland has several modes of public transit, including buses (local and regional) and trains (Amtrak-Downeaster – [amtrakdowneaster.com](http://amtrakdowneaster.com)). There are also organizations that support biking and walking. Portland has extensive trail systems that link the city. All buses have two bike racks and many bus routes connect to walking trails.*

### Bus

**Greater Portland Transit METRO**  
Downtown Transportation Center: 21 Elm Street, Portland  
(207) 774-0351 [info@gpmetro.org](mailto:info@gpmetro.org)



**Bus Service:** Greater Portland Transit METRO provides public transit services to Brunswick, Falmouth, Freeport, Gorham, Portland, South Portland, Westbrook and Yarmouth. Visit the transportation center for tickets and information.

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Visit their website for maps and schedules:

<https://gpmetro.org/35/Maps-Schedules>

**Interpreter Services:** Call (207) 774-0351 or visit the downtown transportation center to ask for interpretation. For more information or to read a ride brochure translated into multiple languages, go to:

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<https://gpmetro.org/166/Multi-Lingual-LEP-Information>

# Transit made for **YOU AND me.**

**New routes, vehicles, service, and a fresh new direction.**



METRO is Maine's largest public transit agency with service to Brunswick, Falmouth, Freeport, Portland, South Portland, Yarmouth, Westbrook, and NOW, Gorham.

GREATER PORTLAND  
**metro**

Sign up for alerts and check out updated schedules on our new website.

[gpmetro.org](https://gpmetro.org) | 207.774.0351

### **Title VI -- Your Rights under the Civil Rights Act of 1964:**

"No person in the United States shall, on the ground of race, color of national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program of activity receiving Federal financial assistance."

If you feel you have been discriminated against based on race, color or national origin, you may file a complaint with Greater Portland Transit District METRO. For more information on filing a complaint, visit [gpmetro.org](http://gpmetro.org) for information on METRO's Title VI Notification Procedures; call (207)774-0351; or visit their administrative offices at 114 Valley Street in Portland.

You can text gpmetro to 72345 to report harassment.

**Bus fare:** How much does it cost to ride the bus?

**Local Service:** Portland, Falmouth, Gorham, South Portland, and Westbrook:

- One Way Ride: \$1.50/\$.75 reduced fare\*
- Youth Fare (Ages 6–18): \$1.00
- Ages 5 and Younger: Free (for up to 2 children for each adult)

**Express Service** between Portland, Yarmouth, Freeport, and Brunswick:

- One Way Ride: \$3/\$1.50 reduced fare\*
- Youth Fare (Ages 6-18) \$2
- Ages 5 and Younger Free (for up to 2 children for each adult)

**\*Reduced Fare:** You must present proper identification:

Seniors: Medicare Card, Photo ID (with birthdate) or METRO Reduced Fare Card

Persons with Disabilities: Medicare Card or METRO Reduced Fare Card



Visit [gpmetro.org/163/Reduced-Fare](http://gpmetro.org/163/Reduced-Fare) to apply for a reduced fare card

**Transfers:** Transfers are free. If you need to take two buses to reach your destination, ask for a free transfer when you get on the bus. Transfers for METRO buses are valid in Portland and South Portland. They cannot be used for return trips.

**Don't Forget:**

- Wait at the bus stop at least five minutes before the bus is due to arrive
- Wait for riders to exit the bus before boarding



- Pull the yellow cord to request your stop
- All buses are wheelchair accessible and have bike racks
- Seats in the front of the bus are for seniors and persons with disabilities
- Please check to make sure you haven't left belonging on the bus. If you do lose something, please call customer service at 207-774-0351
- Never cross the street in front of a bus
- Tell the bus operator if you feel unsafe
- If the bus stop is covered with snow, go to the nearest intersection

**TIP:** Make sure you have the exact amount for bus fare. Bus drivers do not make change. Dollar bills and coins are accepted. Monthly passes, TenRide tickets, and Day Passes are available.

### **City of South Portland City Bus**

41 Thomas Street, South Portland (207) 767-5556

The City of South Portland offers a public bus system, with free transfers between South Portland Bus Service and METRO within the greater Portland service areas. Visit their website for maps and schedules.

<http://southportland.org/departments/bus-transportation>

### **ShuttleBus – Zoom**

13 Pomerleau Street, Biddeford (207) 282-5408

A weekday commuter service that connects Biddeford, Saco and Portland.

<http://www.shuttlebuszoom.com/>

### **Bike/Walk**

#### **Bicycle Coalition of Maine**

38 Diamond Street, Portland (207) 623-4511

Provide safe riding classes for adults and children.

<http://www.bikemaine.org/education-safety>

#### **Portland Gear Hub**

155 Washington Avenue, Portland (207) 761-7632

[ajudge@campketcha.org](mailto:ajudge@campketcha.org)

Bicycles for All Mainers Program: A free or low fee program for New Mainers to access bicycles and learn to ride safely. Participants who complete the program receive a refurbished bicycle, helmet, lights and other accessories, as well as training on safe riding and bicycle maintenance. Apply online at: <http://www.bikemaine.org/allmainersportlandgearhub.org>

#### **Portland Trails**

305 Commercial St., Portland (207) 775-2411 [info@trails.org](mailto:info@trails.org)

Greater Portland's extensive trail system for walking, bike riding, and snow activities. See the trail map online at: <http://trails.org/our-trails/classic-trail-map/>

## Walking: How to Be Safe

- Be aware of vehicle traffic at all times when you are walking across the street. In the U.S., people drive on the right side of the street, so look left, right and left again before crossing.
- When using crosswalks, pedestrians legally have the right-of-way, which means that cars must stop for pedestrians at all times. However, they sometimes don't, so make sure cars stop before you cross.
- Drivers have a harder time seeing at night, so be extra careful. You may want to wear reflective clothing or carry a flashlight if you plan to walk on a street that does not have a sidewalk.

## Biking: Bike Safety

- When on a bike, follow the same rules as vehicles while on the road: Bikes must travel in the same direction as cars, stop at stop signs and stop lights, and signal that they are going to turn.
- Pay attention to traffic and pedestrians stepping off sidewalks. Sidewalks are for people walking, not for bikes.
- Use city bike trails and designated bike lanes when they are an option.
- Wear a helmet to prevent head injury.
- When riding at night, add a front headlight and a rear red light to increase visibility.
- Lock up your bike securely when you leave it.
- Bike locks can be found at bike shops or sports stores:



## Ride Share

### **Regional Transportation Program (RTP)** (207) 774-2666

RTP is a ride sharing service that provides transportation to people who live in and visit Cumberland County. People who need a ride have to book rides in advance.

<http://rtprides.org/>

### **Uber**

Uber is an app that you can download for your phone. It works like a taxi service, but everything is done through the app. You provide your credit or debit card information, and you can request an Uber to pick you up wherever you are. After you get dropped off at your destination, your card will be charged for the ride. Uber rides between points on the peninsula in Portland generally average around \$5.

<https://www.uber.com/cities/portland-me>





## Lyft

Lyft is an app that you can download for your phone, like Uber. It works like a taxi service, but everything is done through the app. You provide your credit or debit card information, and you can request a Lyft to pick you up wherever you are. After you get dropped off at your destination, your card will be charged for the ride.

<https://www.lyft.com/rider/cities/portland-me>

When using rideshare there are a few basic safety tips everyone should follow. Confirm details when the car arrives. Pay attention to the make, model and color of the car, as well as the driver's name and photo. Match the license plate number on your phone to the one on the car that arrives and don't share too much personal information with your driver.

## TIP: How to Stay Warm in the Winter

Winter temperatures in Greater Portland are coldest in December, January, and February. High temperature hover around freezing and lows are 15–20° F (-6–10°C). Below freezing days happen an average of 10–20 days a year. During the winter, it often snows in Greater Portland, averaging 15–20 days a year.

There are ways to keep you and your family warm. When you go outside wear:

- A warm winter coat or “parka” (down fill is warmest)
- Warm hat (wool is warmest)
- Warm layers under your jacket, including a sweater and long underwear if it is below freezing. Long underwear is a closely fitting garment with long sleeves and/or legs to wear under normal clothing
- A warm scarf and wind-resistant gloves
- Warm water-resistant boots or shoes. Wear wool socks underneath – wool is much warmer than cotton and will keep your feet dryer than cotton socks
- A snowsuit (for children playing outside)

# SETTLING INTO THE COMMUNITY

Once your basic needs are met, you can begin settling in by finding more permanent housing. You can get connections to healthcare, such as dental and eye care. In your free time, start English classes or use the free internet at your local library. If you have kids, you can enroll them in school and get them involved with out-of-school activities.

## RENTAL HOUSING

*Rental housing is a place to stay that is not a temporary shelter.*

**Catholic Charities Maine Refugee and Immigration Services (RIS)** places refugees in rental housing right away. For asylum seekers, General Assistance (GA) offers “vouchers.” **Vouchers** are a piece of paper that can be exchanged for rent. Once you receive these you can look for an apartment or house. The amount of the vouchers determines what you can afford. If **GA does not have any available housing**, you may be asked to find your own. Know that when you rent, you are entitled to standards called **tenants rights**. Once you find housing, there is help to get free and low-cost furniture.

### **Catholic Charities, Maine Refugee and Immigration Services (RIS)**

80 Sherman Street, Portland (207) 871-7437

Maine’s only refugee resettlement program provides many services for refugees including housing.

[www.ccmaine.org/refugee-immigration-services](http://www.ccmaine.org/refugee-immigration-services)

### **General Assistance (GA)**

**GA** helps residents of each city or town get basic needs such as rent, food, medication, and other necessary things. **Gives vouchers for rent to those who are eligible.** See page 13 of this Welcome Guide for how to apply.

### **Portland General Assistance**

196 Lancaster Street, Portland (207) 775-7911

### **Westbrook General Assistance**

Westbrook Community Center, 426 Bridge Street, Westbrook  
(207) 854-0676

### **South Portland General Assistance**

City Hall, 25 Cottage Road, South Portland (207) 767-7617

### **Falmouth General Assistance**

Town Hall, 271 Falmouth Road, Falmouth (207) 699-5344

### Steps to Find Rental Housing:

1. Look online for apartments for rent. <https://maine.craigslist.org/> is a common source. You may need to look in several cities or towns.
2. Contact the landlord or agency in the listing. Ask if they accept payment from General Assistance. Many landlords do not. You may ask GA for help finding ones that do.
3. Ask if there is an application. If so, ask how to get it. Fill it out.
4. Ask if there is an application fee. If so, ask if the fee will be returned in the event you are not given the apartment.

### ProsperityME: The Center for Financial Education

309 Cumberland Avenue, Portland  
(207) 797-7890

Through its Supporting Immigrant Tenants program ProsperityME assists asylum seekers with security deposits. The program will pay up to \$1500 for families towards a security deposit. The note is a non-interest loan which the applicant will pay back once employed.

[www.prosperityme.org](http://www.prosperityme.org)



**TIP:** If you do not have a computer, use your local library's free computers. A librarian can help you understand how to use Craigslist.



## Need help?



5 Monument Square, Portland  
207-871-1700



**Immigrant  
Welcome Center**

GREATER PORTLAND

24 Preble Street, Portland  
207-517-3401

DIAL 2-11  
VISIT 211MAINE.ORG  
TEXT YOUR ZIP CODE TO 899-211



## “NEW WORDS”

**Security Deposit** is an amount of money you put down to “hold” your rental agreement. You give it to the landlord or manager so he or she will not rent the apartment to someone else. This is usually the same cost as the apartment you want to rent. For example, if your rent is \$900 per month, your security deposit will be \$900 also. When you move out of the apartment—and if the apartment is clean and the landlord does not find any damage—you are owed the \$900 back. Although GA will pay your rent, you will have to pay for your own security deposit.

**Landlord** is a person who owns a house or apartment building and rents it to other people. Sometimes the landlords of rental apartments live in another city or state. In this case you will rent from a manager and take your problems or complaints to him or her.

**Tenants** are the people who pay money to live in a rental property.

**Lease** is an agreement between you and your landlord, which includes the terms and conditions of your rental. It is one of the most important documents you will get when you rent an apartment. Read “What Is a Lease?” section in this Guide.

*New to the USA? Need help managing your money?*

prosperityme

The Center for Financial Education

*“The class is very crucial to refugees and immigrants because it educates them in money management in America, but it also opens up their minds to think beyond ‘just survival’ since a new start can be very hard and intimidating. It motivates them to surpass their limits.” - Daniella, Burundi*

- Financial Education Classes & Counseling • IDA Savings Program •
- Security Deposit Loans • Scholarships for Asylum Seekers •

We're moving in April! 62 Elm Street, Portland, Maine 04101 • Walk-ins welcome!  
207-797-7890 | [www.prosperityme.org](http://www.prosperityme.org) | [prosperityme@prosperityme.org](mailto:prosperityme@prosperityme.org)



## What is a Lease?

When you have found a place to rent, you should have a lease, which is an agreement between you and your landlord (the person you are renting from). The lease explains in detail the terms and conditions of your rental of the property. Not all leases will look the same, but they will contain the same kind of information, including:

- The address of the place you intend to rent. This is also the address where people can send you mail.
- The length of time of your lease. A yearly lease, for example, means that you agree to stay there for at least a year before moving out.
- How much you will pay each month in rent, who to mail your payment to, and when payment is due each month.
- How much you will be required to pay as a “security deposit.” The security deposit is money that the renter pays to the landlord only once, when the lease is signed. This payment means the rental property cannot be rented to someone else. The landlord keeps this money until the lease is finished, and then it is returned to you when you move out (unless there is damage to the rental unit that wasn’t there before).
- Consequences for ‘breaking the lease’ (leaving before the lease time is completed). For example, if you move before your lease is over you may not get your security deposit back.
- Pet policies, which will state whether you can keep a pet in the rented apartment or house.
- What is included in your rental fee, such as utilities (heat, electric, water, etc.), appliances (refrigerator, washer and dryer, stove, etc.), parking, etc.
- An explanation of when the landlord has the right to enter the apartment. This is when the landlord needs to enter the apartment to do repairs, to show the apartment to other people who are thinking about renting it, or if the landlord suspects that the tenant is breaking any laws. However, your landlord must follow the law and enter at reasonable times. He or she must tell you before he or she wants to enter, unless it is an emergency.

## Low Income Housing

*To build wealth can take time. Income may vary as you find your first job. If your income is low, Greater Portland has several options for affordable housing. What you pay depends on your income.*

**Public Housing:** offers individuals and families affordable housing to buy or rent. You may be eligible. The U.S. Department of Housing and Urban Development (HUD) decides who is eligible by whether they meet a certain income amount. If you are interested in applying for public housing call the Public Housing Authority (PHA) in the city where you live.

## Portland Housing Authority (PHA)

14 Baxter Boulevard, Portland (207) 773-4753

In addition to affordable housing, services for PHA housing developments include study centers for school-age children, adult English literacy classes, family support services, access to food pantries, health and wellness programs, and summer meals for youth.

<http://www.porthouse.org/>

## Westbrook Housing

30 Liza Harmon Drive, Westbrook (207) 854-9779

[www.westbrookhousing.org](http://www.westbrookhousing.org)

## South Portland Housing Authority

100 Waterman Drive Suite 101, South Portland (207) 773-4140

[www.spha.net](http://www.spha.net)

**Rental Assistance Vouchers:** The **Section 8** program, or the **Housing Choice Voucher (HCV)** program is the way the U.S. Government helps people who either cannot afford housing or cannot find good quality housing. Vouchers are used to pay for all or part of privately-owned rental housing.

Go to <http://mainesection8centralwaitlist.org/dup/> to learn more about the Section 8 Voucher and how to apply. You may print out an application from the website or pick one up at the Housing Authority in the city where you live.

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If you are given a housing voucher, you must first find an apartment or house where the owner agrees to rent to you under the program. The housing subsidy is paid directly from the Housing Authority to the landlord. You will then pay the remaining rent to the landlord.

Below is a chart of the maximum income limits for you and your family to be eligible for a voucher.

### Section 8 Income Limits Effective April 1, 2018

STATE:MAINE		-----SECTION 8 INCOME LIMITS-----								
PROGRAM		1 PERSON	2 PERSON	3 PERSON	4 PERSON	5 PERSON	6 PERSON	7 PERSON	8 PERSON	
Cumberland County, ME (part) HMFA										
FY 2018 MFI: 71300	EXTR LOW INCOME	15000	17150	20780	25100	29420	33740	38060	42380	
	VERY LOW INCOME	25000	28550	32100	35650	38550	41400	44250	47100	
	LOW-INCOME	39950	45650	51350	57050	61650	66200	70750	75350	





## Tenants Rights

*In the United States, there are standards for rental housing called tenant's rights.*

### **New Mainers Tenants' Association**

Help establish housing justice for New Mainers through programs, advocacy, and tenant organizing.

- **Housing Orientation Program:** Classes for New Mainers to learn about housing in the U.S. and understand their rights as tenants.
- **Housing Ambassadors Program:** Support individuals to represent New Mainers and advocate on their behalf for housing rights.

[sonia@newmainersTA.org](mailto:sonia@newmainersTA.org)

<https://newmainersta.org>

### **City of Portland's Office of Housing Safety**

Licensing and Registration Office,  
Room 307, City Hall, 389 Congress Street, Portland  
(207) 756-8131 or (207) 874-8557

Landlords are required to register their property with the City of Portland to ensure it meets safety standards. You may make complaints at the Licensing and Registration Office or by phone.

<https://www.portlandmaine.gov/1656/Housing-Safety>

### **Tenant Housing Rights and Landlord Responsibilities**

- The law says that a landlord cannot refuse to rent to you because of your race or color, the country you came from, your religion, your sex, a physical disability or your family status.
- If you break the rules of your lease, your landlord may end your lease or force you to move out.
- Your landlord may only increase your rent after your lease expires, unless your lease says otherwise.
- If your landlord doesn't maintain the rental in a livable condition during the entire time you live there, you have the right to withhold part of your rent from the date you noticed the breaking of the Warrant of Habitability.
- Your landlord cannot do anything against you related to knowing your legal rights and acting on them.



## Furniture

### Furniture Friends

Westbrook (207) 210-5797 [info@furniturefriends.org](mailto:info@furniturefriends.org)

Furniture Friends provides donated furniture for people in need throughout Scarborough, Cape Elizabeth, South Portland, Falmouth and Westbrook. Clients need a referral in order to get items.

<http://furniturefriends.org/>

## Used Clothing and Furniture for Low Prices

### Threads of Hope; Catholic Charities Thrift Store

Union Station Plaza, 244 St. John Street, Portland (207) 781-8555

Mon-Sun: 10am-6pm

### Goodwill Thrift Store

200 Larrabee Road, Westbrook (207) 887-8330

50 Market Street, South Portland (207) 741-2056

555 Maine Mall Road, South Portland (207) 553-2223

251 US Route 1, Falmouth (207) 347-8252

### Salvation Army Family Store

30 Warren Ave, Portland (800) 728-7825

Mon, Thurs-Sat: 9am-6pm., Tue-Wed: 9am-8pm.

## OUR HEALTHCARE SYSTEM

*In the United States, healthcare is usually paid through insurance. If you do not yet have insurance, these organizations can help you access medical care. This section also lists clinics where you can get dental or eye care for free or at a low cost. It also explains counseling and safety services and where to go for support. Health insurance is explained at the end.*

### Maine Access Immigrant Network (MAIN)

237 Oxford Street, Suite 25A, Portland (207) 552-1800 [info@main1.org](mailto:info@main1.org)

Multilingual access to health and social services for New Mainers.

- **Community Health Outreach Workers:** Help immigrants and refugees learn about the **Affordable Care Act** and assist them with their health insurance enrollment. Also make referrals to other community resources.
- **Healthy You Workshops:** Free monthly workshops about chronic disease and preventative health education. Taught by qualified health professionals and translated into French, Somali and Arabic.

[www.main1.org](http://www.main1.org)

### CarePartners

241 Oxford Street, Portland (207) 662-7967

Helps people who don't qualify for public or private healthcare coverage get the healthcare they need. Call 1 (877) 626-1684 for more information.

## Dental Clinics

*Dental clinics offer free or low-cost dental procedures and treatments to adults or children. They are usually connected to a university, community organization, or local government.*

### Children's Oral Health Program

Riverton School Community Center, 1600 Forest Avenue, Portland  
(207) 541-6627

Preventative dental services are provided by public health dental hygienists at all the Portland Public Schools or by appointment at the Riverton Community Center. Comprehensive dental care is provided by a Greater Portland Health dentist at the School-based Health Center located in Portland High School (284 Cumberland Ave.) *Call to make an appointment.*

<http://www.greaterportlandhealth.org/services/childrens-oral-health-program>

### Community Dental

190 Park Avenue, Portland (207) 874-1028

Provides a full range of accessible and affordable quality dental care to children, adults, and families in Maine. Visit their website for more information. [www.communitydentalme.org/](http://www.communitydentalme.org/)

### Greater Portland Health Oral Care

Multiple Locations (207) 874-2141

Provide high quality patient centered healthcare that is accessible, affordable, and culturally sensitive.

#### Locations:

- 59 Riverton Drive, Portland
- 180 Park Avenue, Portland
- 100 Brick Hill Avenue, South Portland
- 63 Preble Street, Portland
- 211 Cumberland Avenue, Portland

[www.greaterportlandhealth.org](http://www.greaterportlandhealth.org)

### The Root Cellar Dental Clinic

94 Washington Avenue, Portland (207) 774-3197 [info@therootcellar.org](mailto:info@therootcellar.org)

Features a team of local, practicing dentists, hygienists and dental assistants who volunteer their time to treat patients.

[www.therootcellar.org/](http://www.therootcellar.org/)

### University of New England Dental Hygiene Clinic

Coleman Dental Hygiene Building, 716 Stevens Avenue, Portland  
(207) 221-4900

Offers services to the public, functioning as both a community and teaching resource.

Hours: Open Mon-Fri 8am-4pm. September through April.

<http://www.une.edu/wchp/dental/patient-info>



## Eyecare

If you need glasses to read, Wal-Mart, CVS, Rite Aid, and other drug stores sell reading glasses for relatively cheap right in their stores. You'll have to visit an eye doctor for other types of glasses.

### **Casco Bay Eyecare**

152 Middle Street, Portland (207) 773–2020

[www.cascobayeye.com](http://www.cascobayeye.com)

### **Eyemart Express**

335 Maine Mall Road, South Portland (207) 771–7962

Affordable, quality prescription eye glasses.

<https://www.eyemartexpress.com/get-glasses/SOUTH-PORTLAND/04106>

### **Maine Eye Center**

15 Lowell Street, Portland (207) 774–8277

[www.maineeyecenter.com](http://www.maineeyecenter.com)

## Counseling and Safety Services

*Counselors are people who support our mental health: Our emotions, psychological, and mental well-being. They can help with trauma New Mainers have undergone in their past, the stress of migration and resettlement, and even everyday challenges associated with integrating into community, school, work, health care, and other systems. Mental health services can be underused by immigrants. These programs are free or low-cost and are here to support you.*

### **Refugee and Immigrant Counseling & Case Management (RICCM); Maine Behavioral Healthcare**

165 Lancaster Street, Portland (207) 874–1030

Works with children, youth, adults, elders, and families who have immigrated to the U.S. and have experienced emotional and/or behavioral difficulties. RICCM staff are members of the cultural communities they serve. Services include:

- Counseling
- Case management
- Specialized support groups

<https://mainehealth.org/maine-behavioral-healthcare/services/counseling-therapy-services-adult-child/refugee-services>

### **Center for Grieving Children**

555 Forest Avenue, Portland (207) 775–5216 [cgc@cgcmaine.org](mailto:cgc@cgcmaine.org)

Serves children who are grieving the death of a parent or other family member. They offer support groups and adult mentoring.

[www.cgcmaine.org](http://www.cgcmaine.org)

### **Cumberland County Crisis Response; Opportunity Alliance**

190 Lancaster Street, Portland (207) 774-4357 or 1 (888) 568-1112 Crisis response service available 24 hours a day, seven days a week to residents of Cumberland County. Individuals experiencing a mental health crisis can get immediate treatment by a team of professionals who are trained to respond to mental health crises. <https://www.opportunityalliance.org/emergency-services/>

### **Gateway Community Services**

501 Forest Avenue, Portland (207) 536-1590  
Provide mental health and community support services. Primarily serve refugees and immigrants but open to everyone in Maine. Offices in Portland, Lewiston, and Augusta. Services include:

- Youth Empowerment
- Case Management
- Counseling
- Personal care
- Services for Children with intellectual disability
- Behavioral Health Home services

[www.gatewaycommunityservice.org](http://www.gatewaycommunityservice.org)

### **Immigrant Resource Center of Maine (IRCM)**

265 Lisbon Street Suite 2 (2<sup>nd</sup> Floor), Lewiston or 24 Preble Street 3<sup>rd</sup> Floor, Portland (207) 753-0061 [info@ircm.org](mailto:info@ircm.org)

The IRCM's New Mainers Domestic Violence Partnership provides education and creates community responses to domestic and sexual violence in a culturally sensitive way.

<https://www.ircofmaine.org/>

### **Maine Behavioral Healthcare**

165 Lancaster Street, Portland (207) 874-1030

Help adults in drug addiction recovery and promotes mental and physical well-being. <https://mainehealth.org/maine-behavioral-healthcare>

### **Portland Recovery Community Center (PRCC)**

468 Forest Avenue, Portland (207) 553-2575

Offers a safe space and peer support for people recovering from all addictions. Some of their peer groups include:

- Alcoholics Anonymous (AA)
- Narcotics Anonymous (NA)
- Cocaine Anonymous (CA)
- Heroin Anonymous (HA)
- Addicts in the family
- Self-Management and Recovery Training

<https://www.portlandrecovery.org/>

### **Sexual Assault Response Services of Southern Maine (SARSSM)**

175 Lancaster St, Portland (207) 828-1035 [www.sarsonline.org/](http://www.sarsonline.org/)

Provides free and confidential services to victims of sexual assault. If



you need help with domestic abuse, call 1 (800) 871–7741 anytime, 24 hours a day, 7 days a week.

### Through These Doors (TTD)

(207) 874–1973

Provide services for victims of domestic abuse such as an emergency shelter, support groups, and counseling. Call 1 (800) 537–6066 anytime for a free, confidential helpline. <http://throughthesedoors.org/>

## HEALTH INSURANCE

*In the United States, medical care is expensive. Our health system is designed to be paid through health insurance. To enroll in health insurance, you pay the insurance company a set amount. The insurance company then pays all or part of your medical expenses, either directly or by reimbursing you. Often health insurance is linked to one's employment. Individuals can also buy their own. The State of Maine also offers free or low-cost health insurance to those who do not have it.*

**State Health Insurance:** The State of Maine has programs for helping Mainers with insurance:

- **MaineCare** helps people with low income pay for health care, like doctor visits and medication. Refugees and asylees with legal status can get MaineCare benefits.
- **Refugee Medical Assistance (RMA)** program provides eight months of health insurance coverage to certain qualified immigrants who are not eligible for MaineCare.
- **Emergency MaineCare** only pays for the health care services that are needed to stabilize (keep from getting worse) a serious health problem. Emergency MaineCare does pay for the cost for labor and delivery. It does not, though, pay for the expensive charges for an ambulance.
- **Marketplace Subsidies** help to pay for private insurance in the Health Insurance Marketplace if you have low income.

### To Apply:

Find out if you are financially eligible by calling or visiting:

### Maine Department of Health and Human Services (DHHS) Portland District Office

151 Jetport Boulevard, South Portland 822–2000 or (855) 797–4357

**Hours:** Mon–Fri, 8am–5pm

1. Fill out an application. These can be picked up at the office or printed off the website: <https://www.maine.gov/dhhs/mainecare.shtml>
2. You may be asked to bring documents to your appointment to prove your identity and that you are a lawfully admitted immigrant or refugee. DHHS advises: **“Do not delay applying because information or a document is not immediately available to you. This information can be obtained later in the interview process.”**

## Maine Equal Justice Partners

126 Sewall Street, August (207) 626-7058 or 1 (866) 626-7059

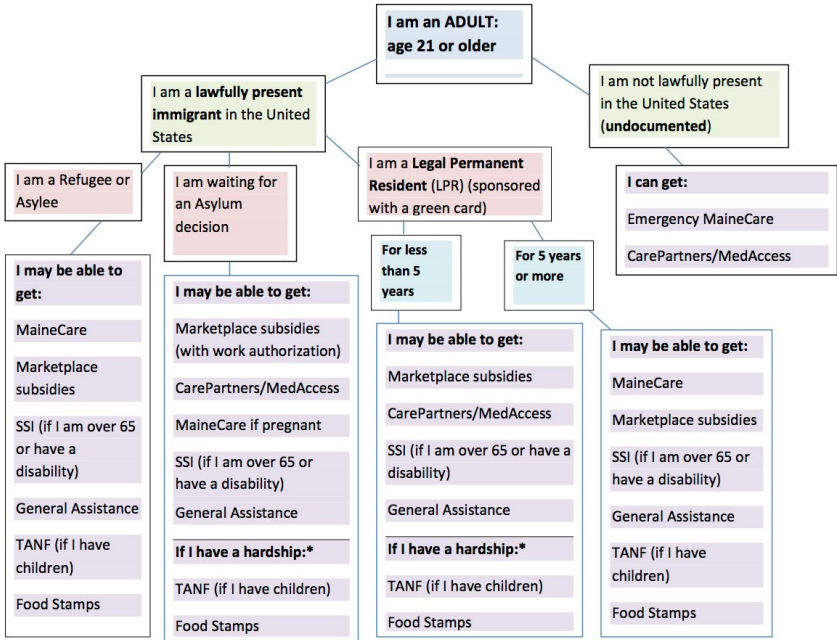
Support low-income people in Maine through legal services, advocacy, outreach, organizing, and education. Their website which explains “What you should know about public benefits,” including health insurance, is translated into 10 languages:

<https://www.mejp.org/content/information-immigrants>

**Employer Sponsored Health Insurance:** This refers to health insurance that an employer provides and is the most common way that Americans get health insurance. Employers that employ at least 50 full-time employees are required to provide health coverage for their workers. Benefits include your employer sharing the cost of the premium with you and that the employer does the work of choosing the plan options. You may ask about health insurance benefits when you interview for a job to learn if benefits are offered.

**Individual Health Insurance:** Individual health insurance is a policy purchased by an individual for themselves and their family based upon personal needs and budget. Companies like Aetna, UnitedHealthOne, and Humana offer coverage.

### What kind of HELP can I get to meet my basic needs?



Source: Maine Equal Justice Partners <https://www.mejp.org/content/information-immigrant>





## CHILDREN AND TEENS

*Do you have children? This section explains childcare, schools, and programs that are available to your children. Greater Portland has many different kinds of support for children of all ages, both in school and out-of-school.*

### Childcare

*Childcare is when someone other than you or your family and friends look after your children. This is very common in the United States, and there are excellent childcare options in and around Portland, where your child will be well taken care of. If you have young children and would like to take classes or work outside of your home, you may look for childcare.*

**Where to look for Childcare:** Asking people in your community is a good way to get advice about childcare. You can also look online:

#### **Child Care Choices; University of Maine's Cutler's Institute**

This website has a directory of childcare options. It can be searched by how close it is to your home, what age your children are, and what kind of program you are looking for. The site can be translated into one hundred languages. It also has a useful "Resources for Families" page. [www.childcarechoices.me](http://www.childcarechoices.me)

**Paying for Childcare:** Full-time care for a child in Maine costs several thousand dollars a year. It is more for infants. If you cannot pay for childcare on your own, the State of Maine has different programs to assist you:

#### **Head Start; The Opportunity Alliance**

(207) 523-5049

A federal program for children ages birth to five years of age that helps your child prepare to enter school. The focus of this program is to develop thinking skills, social, and emotional development.

*Note:* You must be "income eligible" to participate. This means your income falls into the Federal Poverty Guidelines. Federal Poverty Guidelines change each year and can be found online: <https://aspe.hhs.gov/poverty-guidelines>. There are, however, a few slots that are not income dependent.

#### **To Apply:**

1. Fill out the application online: <https://www.childplus.net/apply/en-usC1E991DB77AEECBC79CD5268C3E941DF/5C0A5B0F15BF367EC75952EAAB9C1A56>
2. Someone from the enrollment office will contact you within 3 working days to complete the application process.

[www.opportunityalliance.org/programs/early-childhood-education/](http://www.opportunityalliance.org/programs/early-childhood-education/)

## Maine's Child Care Subsidy Program; Department of Health and Human Services (DHHS)

(877) 680-5866 or (207) 624-7999 [CCSP.DHHS@maine.gov](mailto:CCSP.DHHS@maine.gov)

A program from the State of Maine that helps families pay for childcare so they can work, go to school, or participate in a job training program.

### To Apply:

1. Find out if you meet the income guidelines: <https://www.maine.gov/dhhs/ocfs/ec/occhs/step.htm>
2. Fill out an application at the Child Care Subsidy Program at your local Department of Health and Human Services (DHHS) Office (Office of Family Independence). You can also print the application off their website and return it to the office or send it by mail. <https://www.maine.gov/dhhs/ocfs/ec/occhs/step.htm>

**TIP:** Not all childcare centers accept Maine's child care subsidy. Contact the centers you are interested in to ask them. Some childcare centers will not have openings right away. You may have to wait or find another option.

## SCHOOLS

The American school system includes twelve mandatory grades divided into elementary, middle, and high school. Kindergarten is an optional first year in schools. Before schools begin, children can be enrolled in daycare and then Preschool (Pre-K). After high school, students may go on to higher education and degree programs.



Schools in the United States are either public or private. **Public schools** are run by the local government and are free to attend because they are paid for by local taxes and administered by local government. **Private schools**, sometimes called independent schools, often charge **tuition**,



or fee, for your children to attend, but they often offer scholarships and financial aid that can reduce the cost of attendance. Some families opt to educate their children at home. This is called **home schooling**.

## Public Schools by City

### Portland Public Schools

353 Cumberland Avenue, Portland (207) 874–8100

[www.portlandschools.org](http://www.portlandschools.org)

**Pre-Kindergarten:** The Portland Public Schools offers seven public pre-kindergarten classes, located at six locations. Children are eligible if they turn four years old on or before October 15 in the year of application and are residents of Portland. The free classes run from approximately 8:45 a.m. to 1:30 p.m.

#### **Registration:**

1. **Complete a Pre-registration Form:** Pick up at any of Portland Public Elementary Schools or at Central Office/Multilingual Center or download online: [https://www.portlandschools.org/families/school\\_enrollment/pre-kindergarten\\_classes](https://www.portlandschools.org/families/school_enrollment/pre-kindergarten_classes) Available in Acholi, Arabic, French, Khmer, Portuguese, Vietnamese, Spanish, and Somali.
2. Return the completed form to your neighborhood elementary school or the Central Office, located at 353 Cumberland Avenue, Portland. *Note:* For the best chance to be accepted, submit your form between the last Monday in February and first week in March. Forms received after the first week in March are placed on a waitlist according to date received and placed as space allows. Those who receive a slot will be notified by mail after the lottery by the end of March.

For more information call (207) 874–8113. For translation/interpretation services, you may call the Multilingual & Multicultural Center for assistance at (207) 874–8135.

**Kindergarten and Grade 1–12:** Portland has ten elementary schools, three middle schools, and four high schools. Where you live determines which elementary and middle schools your child will attend. Parents have a choice of high schools. You can register for your children to attend school anytime during the year. Kindergarten registration begins on the last Monday in February.

#### **Registration:**

Registration is done online. You can go to any of Portland's Public Elementary Schools to use the online registration kiosks, use the public library computers, or use your own device. If you need technical assistance navigating through the Online Registration call (207) 874–8237 to speak to someone who can help. *For translation/interpretation services, you may call the Multilingual & Multicultural Center for assistance at (207) 874–8135.*



**Mano en Mano**  
HAND IN HAND



## **EDUCATIONAL SERVICES** **SERVICIOS EDUCATIVOS**

Have you moved in the past  
3 years to work in any of  
these industries?

Se ha mudado usted a esta área durante  
los últimos 3 años para trabajar en una de  
estas industrias?



Fish/Shellfish Processing  
Procesamiento de Pesca



Agriculture  
Agricultura



Food Processing  
Procesamiento de Alimentos



Dairy Industry  
Lechería

Are you under the age of 21 or do  
you have children under the age  
of 21?

Tiene usted menos de 21 años de edad  
o tiene niños menores de 21 años  
edad?

If you've answered yes to either of  
these questions you could qualify for  
free educational services like:

Si usted respondió sí a algunas de estas pre-  
guntas usted y/o sus hijos podrían calificar  
para servicios educativos gratis como:

- ♦ Tutors for Children in School
- ♦ English Classes
- ♦ Summer Programs
- ♦ Enrichment Activities
- ♦ Referrals to Community-Based Programs
- ♦ Tutores para niños escolares
- ♦ Clases de Inglés
- ♦ Programas de Verano
- ♦ Actividades de Enriquecimiento
- ♦ Referidos a Programas Comunitarios

**For More Information Call/Para más información llame:**

**SEAN DOUGLAS**  
**207-598-8925**



1. Go to the Online Portal: You can find it through [www.portlandschools.org](http://www.portlandschools.org). Click on Families, and then School Enrollment. Choose the level of education your child needs: Pre-K, Kindergarten, or 1–12 Registration. Then “Click Here” to enter the Online Portal.
2. Fill out information about:
  - Household: address and phone numbers
  - Parent/Guardian: work and cell phone numbers, email addresses
  - Student: demographic and health/medication information
  - Emergency Contact: phone numbers
  - Prior School(s): including pre-k

### **Multilingual and Multicultural Center: Portland Public Schools**

353 Cumberland Avenue, Portland (207) 874–8135

[multilingualcenter1@portlandschools.org](mailto:multilingualcenter1@portlandschools.org)

Builds relationships among families, educators, and the community and helps multilingual parents register their children for school. It also offers a college readiness program for multilingual students and has translation and interpretation services. <https://mlc.portlandschools.org/>

#### **Portland Public Schools**

After you apply online, you will need to bring these to the school to complete the enrollment process:

- Original proof-of-birth document (this document will be returned to you)
- Child’s immunization records
- Proof of residency in Portland (electricity, cable, internet bill or lease agreement/title of primary residence)

**TIP:** If you move homes, remember that the school your child attends may change!

### **Westbrook Public School Department**

117 Stroudwater Street, Westbrook (207) 854–0800

<https://www.westbrookschoools.org/>

**Pre-Kindergarten:** This free public program is available at the Westbrook Community Center. To be eligible to be considered for this program, your child must be 4 years old on or before October 15th and have legal residence in Westbrook.

**Registration:** Fill out an application form by printing it out online: <https://www.westbrookschoools.org/pre-kindergarten-program> and Return it to: The Opportunity Alliance Family & Early Childhood Education Program, Attn: Linda Goyet, 215 Congress Street, Portland, ME 04101

You can also apply over the telephone by calling Linda Goyet at 553–5816. The pre-application is the initial step; you will be contacted by Linda Goyet to continue the application process.

**Kindergarten and Grade 1–12:** Westbrook has three elementary schools, a middle school, a high school, and a vocational school.

**Registration:** During the summer months, you can register children in any grade by contacting the school department's Registrar, at (207) 854–0810, ext. 2051. The Registrar's office is located at Westbrook High School. During the school year, please register students at their assigned school by contacting the appropriate school administrative assistant. Visit their website or email [wsd@westbrookschoos.org](mailto:wsd@westbrookschoos.org) for more information.

### **Westbrook Public Schools**

What you will need to complete your application:

- Parent/Guardian Identification (Driver's License, State Identification, Passport)
- Child's Official Birth Certificate, if available
- Child's Immunization Record
- Two documents that prove residence in Westbrook, for example, a real estate bill, rental agreement, utility bill, state assistance document, homeowners/renters insurance, or vehicle registration.

### **South Portland Public School Department**

130 Wescott Road, South Portland (207) 871–0555  
[www.spsd.org](http://www.spsd.org)

**Pre-Kindergarten:** There are two free pre-K classes at two different schools. For more information and to register, go to:  
<https://www.spsd.org/our-schools/south-portland-preschool/about-south-portland-preschool>

**Kindergarten and Grade 1–12:** South Portland has five elementary schools, a middle school, and a high school.

**Registration:** The school that your child should attend depends on where you live in South Portland. To find your school, go to [www.spsd.org](http://www.spsd.org), click on the Students and Parents tab, and then the Street Directory. To register your children, you will need to call their school(s) to make a registration appointment.



## South Portland Public Schools

What you will need to complete your application:

- The child's original birth certificate, if available
- A copy of the child's original immunization record
- Proof of residency

## Falmouth Public Schools

51 Woodville Road, Falmouth (207) 781-3200

[www.falmouthschools.org](http://www.falmouthschools.org)

**Kindergarten and Grade 1-12:** Falmouth has an elementary school, a middle school, and a high school.

**Registration:** Fill out enrollment forms and deliver them to the school. To find these forms, go to [www.falmouthschools.org](http://www.falmouthschools.org), and scroll down to the bottom of the home page. Click on School Enrollment. If your child will attend elementary school, you can create an account and fill out their online registration. For middle and high school, you will need to print out the application and return the completed forms by mail or in person.

## School Attendance

School in Maine is mandatory after age 7. This means you are legally responsible for your child's attendance. **Truancy** refers to students who have missed school without permission. Children are considered truant if they miss 7 or more days of school without an authorized excuse. A child is truant whether the days are full days or parts of days missed. The missed days do not have to be in a row.

*What is a valid absence?* Schools consider the following reasons to be an authorized excuse for missing school: the child is sick, there is a family emergency, or it is a religious holiday. You must call your child's school to tell them why your child is missing school, even if it is a valid absence.

If you have any questions or concerns about your child's attendance you may talk to your child's teacher or ask at the school office.

## Count ME In

482 Congress Street, Suite 303, Portland, (207) 747-9059

A resource and partner for schools who want to keep kids from missing too many days of school.

Find helpful resources for parents about why school attendance is important at: <https://countmeinmaine.org/newsite/explore-resources-for-families/>

**What is Expected of Parents:** In the United States you are expected to play an active part in your children's education. That means:

- Attend parent-teacher meetings when your child's teacher asks you to come and talk
- Attend school "Open Houses," evenings when all parents are invited to come to their children's school to meet their teachers and learn about their classes
- Help your children with their homework if you are able. Be sure they finish their homework before allowing them to do anything else
- Teachers see parents as collaborators and partners in a child's education. Generally, they are eager to hear your perspective and ideas, and welcome questions. In American culture, questions to better understand something are generally welcomed

## SCHOOL-BASED PROGRAMS

*These are programs within Portland Public Schools which offer support to New Mainers in middle and high school. You and/or your child may ask to be part of these programs.*

### **Jobs for Maine Graduates (JMG)**

65 Stone St, Augusta (207) 620-7180 [centraloffice@jmg.org](mailto:centraloffice@jmg.org)

A statewide program which has specialists at Portland high schools (Portland High School and Deering High School) and South Portland High School. Teach courses that help students achieve better grades and take advantage of opportunities for future success. Contact your child's guidance counselor about signing up for a JMG class.

<https://www.jmg.org/>

### **Make It Happen!; Portland Public Schools' Multilingual and Multicultural Center**

353 Cumberland Avenue, Portland (207) 874-8135

[multilingualcenter1@portlandschools.org](mailto:multilingualcenter1@portlandschools.org)

Helps multilingual students succeed academically, prepare for college, and apply to colleges and secure financial aid during senior year.

Students in grades 8-12 can join Make It Happen to be placed with a tutor who will work with the student after school. The program operates at all three high schools and all three middle schools in Portland.

For more information, visit their website or visit the Make It Happen classroom at your school. [https://mlc.portlandschools.org/programs/make\\_it\\_happen](https://mlc.portlandschools.org/programs/make_it_happen)





### **Portland Mentoring Alliance; Portland High School**

284 Cumberland Avenue, Portland (207) 842-5358

[alexia@portlandschools.org](mailto:alexia@portlandschools.org)

Matches Portland High School students with an adult mentor who provides the student with both social and academic support and helps the student prepare for college. Many students who request a mentor are immigrants. For more information, visit the Portland Mentoring Alliance office at Portland high school or their website.

<https://www.portlandmentoringalliance.org/>

### **Portland Empowered**

(207) 807-4283

Provides leadership opportunities for high school students and works to promote equal opportunities for all students in Portland public schools.

- Youth engagement partners: youth from Portland's three public high schools who organize within their schools and district-wide to co-construct the future of high school education in Portland
- Parent engagement partners: parents, grandparents, siblings, alumni, teachers, administrators, and community members who organize to ensure that parent voice is authentically incorporated into decision making in Portland's three public high schools

Run by the Muskie School of Public Service at the University of Southern Maine. <https://www.facebook.com/portlandempowered/>

<https://www.portlandempowered.org/>

## **OUT-OF-SCHOOL TIME**

### **After-school Programs**

*After school is over, there is time in the afternoon for your children to join out-of-school time programs. These programs help young people feel connected, supported, and engaged. They also keep them occupied. After school is the time of day that is the most dangerous and risky to youth if they are unsupervised. Some of these programs are free, others provide scholarships or offer them at a lower cost for New Mainers.*

### **Portland Parks & Recreation**

212 Canco Road, Portland (207) 808-5400 [recreation@portlandmaine.gov](mailto:recreation@portlandmaine.gov)

Before and after-school programs at 9 elementary schools. Activities include:

- Indoor and outdoor games
- Arts and crafts activities
- Outdoor adventures
- Healthy snacks
- Books

For information about schedules, fees, and how to apply, visit their website. <https://www.portlandmaine.gov/390/Recreation>

### **Westbrook Parks & Recreation**

426 Bridge Street, Westbrook (207) 854-0676

[gpost@westbrook.me.us](mailto:gpost@westbrook.me.us)

The Westbrook Community Center provides a variety of activities and programs for people of all ages, including summer camps for kids. Youth programming includes:

- After school programs
- Soccer leagues
- Open gym
- Basketball skills classes
- Family swim

Check their online catalog to see what currently is happening or contact [gpost@westbrook.me.us](mailto:gpost@westbrook.me.us) for more information.

<https://secure.rec1.com/ME/westbrook-me/catalog>

### **Westbrook's Awesome After School & Summer Camp Programs**

821 Main Street, Westbrook (207) 854-9408

This after school program includes martial arts, dance and sports. Free transportation is available from Westbrook and Gorham elementary schools.

<https://westbrookafterschoolprogram.com/>

### **South Portland Parks & Recreation**

21 Nelson Road, South Portland (207) 767-7650

[ajohnson@southportland.org](mailto:ajohnson@southportland.org)

After school programs for grades K-5 with activities including games, crafts, cooking, and homework help. Other youth programming includes:

- Swim lessons
- Dance classes
- Yoga
- Basketball league

For information about schedules, fees, and how to apply, visit their website.

<https://southportlandme.myrec.com/info/default.aspx>

### **Falmouth Parks and Community Programs**

Mason-Motz Activity Center, 190 Middle Road, Falmouth (207) 699-5302

Out-of-school activities run by the town of Falmouth include:

- Preschool open gym and dance
- Elementary musical theater and physical education
- Yoga for kids
- Nature groups
- Art classes
- Sports clinics

Visit their website for a brochure of current programs.

<https://www.falmouthme.org/parks-and-community-programs>



## Portland Public Library

5 Monument Square, Portland (207) 871-1700

A free public resource with a main location downtown and branches throughout the City.

- **Children's Library and Classes:** Each branch has a dedicated area just for kids (ages 0–12). Your children may use this anytime the library is open for reading, listening to music, and using kids' programs on the computers. There are free classes and programs. Children's books and other materials come in many languages, in print and online. You may ask the staff at the Children's Desk to help you get started.
- **Teen Library and After-School Programs:** The Main Library has a special place just for teens (ages 12–19) where they can read, watch movies, study, play games, connect, learn, and create. The Teen Library offers video game playing on PlayStation 4 in the lounge during selected hours and computers for teen use. There is a big after school program where teens do homework and take part in classes and activities.

## Walker Memorial Library

800 Main Street, Westbrook (207) 854-0630 [info@walkerlibrary.org](mailto:info@walkerlibrary.org)

Offers toddler story-time and dance programs for children. Programming for youth and teens include after school crafts, science experiments, and writer's workshops.

<https://walkerlibrary.org>

## South Portland Public Library

482 Broadway, South Portland (207) 767-7660

The South Portland Main Library has separate areas to serve children, teens, and adults.

- **Children's Programs:** Story time, baby play time, and legos
- **Teen Programs:** iMake crafts class and 3-D Pens class

<https://southportlandlibrary.com>

## Falmouth Memorial Library

5 Lunt Road, Falmouth (207) 781-2351

[fmllibrary@falmouthmemoriallibrary.org](mailto:fmllibrary@falmouthmemoriallibrary.org)

Weekly or monthly children's programming includes: Story time, Lego club, science explorations, robotics, arts and crafts.

<https://www.falmouthmemoriallibrary.org/>

## Boys and Girls Club

(207) 874-1069 [info@bgcmaine.org](mailto:info@bgcmaine.org)

**Locations:** 277 Cumberland Avenue, Portland

55 Riverton Drive, Portland

21 Popham Street, Portland

169 Broadway, South Portland

A free drop-in after school program with activities such as:

- Academic help
- Sports
- Games

<http://www.bgcmaine.org/>

### **LearningWorks AfterSchool (LWAS)**

181 Brackett Street, Portland (207) 775-0105 ext.164

[apichette@learningworks.me](mailto:apichette@learningworks.me)

Free, high-quality after school and summer programs for students in grades 2–5 who need more help to do well in school and come from families that cannot afford a paid after school enrichment or tutoring program. Note: Students are chosen by teachers at participating schools. Talk with your child's teacher if you think your child would be a good candidate.

<https://www.learningworks.me/our-programs/learningworks-afterschool-summer/>

### **My Place Teen Center**

755 Main Street, Westbrook (207) 854-2800

[donna@myplaceteencenter.org](mailto:donna@myplaceteencenter.org)

MPTC is a year round, free, out-of-school program for youth ages 10–18.

Some of the many programs at the center include:

- Youth Leadership Academy and mentoring
- Service learning and community projects
- Tutoring and homework assistance
- Study skills
- Wellness and nutrition
- Money management
- Preparation for higher education
- Job preparedness

<https://myplaceteencenter.org/>

### **Portland Community Squash (PCS)**

66 Noyes Street, Portland (207) 221-6454 [barrett@pcsquash.com](mailto:barrett@pcsquash.com)

Junior Squash League has two practices a week and matches every weekend. Participants switch between squash and wellness during practice. Healthy snacks, racquets, goggles, and court shoes are provided. High school youth have optional academic support once a week. Financial assistance is available. PCS also holds summer camps for middle and high schoolers. PCS members come from 30 countries and speak 17 languages.

<http://pcsquash.com/>

### **Rippleeffect**

159 State Street, Basement, Portland (207) 791-7870

[info@rippleeffect.net](mailto:info@rippleeffect.net)

Brings outdoor leadership guides to schools one afternoon a week to



teach leadership and outdoor skills, as well as engage in a community service project. Also hold summer camps on Cow Island with scholarships available.

<https://www.rippleeffectmaine.org/youth-program-list/2017/12/12/role-after-school-programs>

### **The Root Cellar**

94 Washington Avenue, Portland (207) 774-3197 [info@therootcellar.org](mailto:info@therootcellar.org)

Provides a free space where youth can drop in for food and games.

<http://www.therootcellarport.org/our-programs>

### **Soccer Maine**

PO Box 327, Windham (207) 239-7834 [administrator@soccermaine.com](mailto:administrator@soccermaine.com)

A nonprofit that promotes and administers recreational and competitive youth soccer programs across the state. Find their soccer clubs on their website. Teams in the Greater Portland area are the “Metro District.”

<http://soccermaine.com/administration/soccer-maine-club-directory/>

### **The Telling Room**

225 Commercial Street, Portland (207) 774-6064

[writers@tellingroom.org](mailto:writers@tellingroom.org)

A writing center that helps young people between the ages of 6–18 improve their writing skills, build confidence, and practice telling their stories.

- Writers Block: A free after school program that meets once a week between January and May. Participants in the program write on their own or participate in structured writing time. Separate programs for 6–11 year-olds and for 12–18 year-olds meet weekly.
- Young Writers and Leaders: A free after school program for international multilingual high school students. Students must apply, complete an interview, and be selected in order to participate in the program. The program runs for nine months.

<https://tellingroom.org/>

### **YES Basketball Program; USM**

Sullivan Gym, 66 Falmouth Road, Portland (207) 772-6644

[yesstoyou@maine.rr.com](mailto:yesstoyou@maine.rr.com)

Basketball programs include:

- Basketball Academy – skills and drills training
- Summer basketball league
- Fall, winter, and spring AAU (Amateur Athletic Union) leagues

<http://www.yesstoyouth.org/>

### **YMCA of Southern Maine**

70 Forest Avenue, Portland (207) 874-1111 Offer classes after school and on weekends for children and adults, including free swim classes.

Services include:

- A basketball gym

- Exercise room
- Pool
- Group exercise classes
- Swim lessons
- Yoga classes

To use the YMCA, you and your children must become members.

Membership costs at the YMCA change depending on how much you earn. The less money you make, the cheaper it costs to use the YMCA. If you have income, you will be asked for a document showing this when you apply.

**To apply:** Go to the YMCA or print the application from their website: <http://www.ymcaofsouthernmaine.org/>

SCAN TO  
LEARN MORE



## YOUTH SUPPORT PROGRAMS

*These are some of the many organizations that support youth in Greater Portland.*

### **Big Brothers Big Sisters**

625 Main Street, Westbrook (207) 773-5437

A mentoring program where kids aged 7–17 are matched with an older volunteer mentor in the community.

Community-based mentoring: Sends mentors and children out into the community weekly to participate in activities they both enjoy.

Site-based mentoring: Pairs adult mentors with children in elementary or middle school to meet at lunch, recess, or at an after-school program.

High school mentoring: Pairs high school students with children in an elementary or middle school.

Call for more information or download an application on their website.

<https://somebigs.org/programs/>

### **Blunt Youth Radio Project**

92 Bedford Street, Portland

A weekly WMPG radio talk show produced by high school students in Portland. Send them a message online for more information.

<http://www.bluntradioradio.org/contact-us/>

### **Breakwater School**

856 Brighton Avenue, Portland (207) 772-8689

A private school that also runs enriching after school programs and summer camps. Scholarships are available, and transportation is provided to and from some Portland schools.

[school.breakwaterlearning.org/](http://school.breakwaterlearning.org/)



## **Catholic Charities Maine, Refugee and Immigration Services (RIS) Mentoring Program**

(207) 523-2745

Matches young adults (ages 18–30) who have just arrived in Maine as refugees or asylees with volunteer mentors. Mentors support, guide, act as a friend, and help their mentee achieve his or her personal, academic, and career goals.

Call or email [kbrewer@ccmaine.org](mailto:kbrewer@ccmaine.org) for more information.

## **Maine Youth Action Network (MYAN)**

50 Lydia Lane, South Portland (207) 874-0060

A youth-led activist organization with:

- An Annual Youth Leadership Conference
- Youth policy boards
- Youth-Adult Partnership networking and training sessions
- Free youth taking action curriculum

<http://www.myan.org/>

## **Parkside Neighborhood Center; The Opportunity Alliance**

85B Grant Street, Portland (207) 553-5940

A drop-in center with classes and other events for residents of Parkside Neighborhood. Offers various educational and cultural opportunities such as assistance with basic needs, after-school programming, community events, employment and mentoring services, and health and budgeting classes.

[www.opportunityalliance.org/programs/community-initiatives/parkside-neighborhood-center/](http://www.opportunityalliance.org/programs/community-initiatives/parkside-neighborhood-center/)

## **Preble Street Teen Center**

343 Cumberland Avenue, Portland (207) 775-0026

[info@preblestreet.org](mailto:info@preblestreet.org)

A free drop-in center that offers:

- Three meals a day plus snacks to youth free of charge
- 24 Hour support
- Mental health and substance abuse counseling

<https://www.preblestreet.org/what-we-do/teen-services/teen-center/>

## **Street Academy; Portland Adult Education**

343 Cumberland Avenue, Portland (207) 874-8155

Located at the Preble Street Teen Center to support homeless youth gain education and employment by:

- Helping them enroll in and attend school
- Making sure they have transportation to school
- Providing job training
- Interview skills
- Job placement services
- Resume writing

[http://portlandadulted.org/programs\\_and\\_courses/street\\_academy](http://portlandadulted.org/programs_and_courses/street_academy)

### Youth Building Alternatives (YBA); LearningWorks

181 Brackett Street, Portland (207) 775-0105 ext. 142

[jbelanger@learningworks.me](mailto:jbelanger@learningworks.me)

Serves teens and young adults who have struggled to find their way in the traditional education system. Since 1994, they have helped high school dropouts aged 16–24 successfully transition to adulthood through an alternative education model that includes:

- HiSET exam preparation
- Construction skills training
- Leadership development
- Job skills
- Life skills

There is an interview process to be a part of YBA as space for participants is limited.

<https://www.learningworks.me/our-programs/youth-building-alternatives/>

### Youth MOVE Maine

185 Lancaster Street, Portland (207) 541-0900

[info@youthmovemaine.org](mailto:info@youthmovemaine.org)

A statewide, regionally based youth and young adult-driven organization. Support young people's efforts to improve policies in mental health and juvenile justice

Build skills for youth-adult partnerships

Have an advisory council for youth to work together on topics that matter to them and expand youth voice to effect policy and community perception

<https://youthmovemaine.org/>

## ADULT EDUCATION

*Education is a life-long journey. There are many opportunities for adult learning. All of the Adult Education organizations listed in the Learning English section offer many other types of classes. Southern Maine Community College also offers affordable courses. Some classes help adults gain new skills to ready them for employment. Others are to support non-work related interest such as creativity, health, and community. Look at the websites listed to find courses offered. Public Libraries have resources for learning English, as well as any other subject. They also have computers for public use and public events. See the Public Libraries section for more.*

### Learning English

*Adult education and English language programs can help those whose English is not their first language gain the skills they need to more effectively navigate their new environment. Learning to speak English is very important in order to be successful. More and more jobs are*





*requiring English proficiency as well as higher education. Because of this, there are many organizations and schools in Portland that offer English for Speakers of Other Languages (ESOL) classes. These classes may also be called English as a Second Language (ESL).*

### **The Greater Portland Immigrant Welcome Center (IWC)**

24 Preble Street, 3rd & 4th Floor, Portland (207) 517-3491

[info@welcomeimmigrant.org](mailto:info@welcomeimmigrant.org)

The iEnglish Project: A Digital Language Lab is a web-based learning and teaching platform to serve working adults with industry specific language training. The platform provides personalized courses adapt to individuals' interests, goals, and proficiency level, and career-aligned content to break down workplace barriers. Powered by Voxy.

<https://www.welcomeimmigrant.org/ienglish>

### **Portland Public Library**

5 Monument Square (207) 871-1700

A free public resource with a main library downtown and branches throughout the City. Offer print, audio, and digital resources to help you learn English on your own. You may ask the Research Desk for help getting started.

- On the computer, you can learn English by taking your own course (in one of 15 languages), by watching films, or by practicing your math, reading, writing, speaking, and grammar. The English learning online programs are available at all the library branches, or with a library card anywhere you can access the internet.
- The Main Library has most of the books on learning English as a Second Language (ESL), books for beginner English readers, visual dictionaries, and books in other languages. It also has CDs and DVDs about learning English.
- The Main Library offers 3 tables in the research area for students and tutors to use. It also has a quiet study area upstairs.

<https://www.portlandlibrary.com/topics/english-language-literacy/>

### **Portland Adult Education**

14 Locust Street, Portland (207) 874-8155

[adulted@portlandschools.org](mailto:adulted@portlandschools.org)

Classes are offered from 8:30 AM to 8:30 PM. Extensive free ESOL class schedule from literacy to College Preparation. An English Language Learning computer lab offers flexible learning for those who cannot attend classes or for students who wish to enhance their learning in a supported digital environment. Intensive language classes are also offered at some levels. Appointments are offered throughout the school year. For class and Language Lab schedule go to: [http://portlandadulted.org/programs\\_and\\_courses/english\\_learning](http://portlandadulted.org/programs_and_courses/english_learning)

### **Westbrook Adult Education**

125 Stroudwater Street, Westbrook (207) 854-0826

[greerl@westbrookschoools.org](mailto:greerl@westbrookschoools.org)

The Westbrook School Department has a strong ELL program with classes at 4 levels at different times of day and evening. Classes are held at the Westbrook Community Center, located at 426 Bridge Street in Westbrook. Call to make an intake appointment.

<http://westbrook.maineadulted.org/>

### **South Portland Adult Education**

637 Highland Avenue, South Portland (207) 767-3266 ext. 3834

[brenneda@spsd.org](mailto:brenneda@spsd.org)

Offers evening ESOL classes at South Portland High School twice a week. Daytime classes are offered at the Brick Hill Community Room at 80 Brick Hill Drive in South Portland twice a week. All classes are free, and students may enroll at any time by calling or emailing the Adult Ed office. Schedule online: <http://southportland.maineadulted.org/>

### **Scarborough Adult Learning Center**

Scarborough High School, 11 Municipal Drive, Scarborough

(207) 730-5040 [adulted@scarboroughschools.org](mailto:adulted@scarboroughschools.org)

Offer ESOL classes. Email, call, or visit their website for more information.

<http://scarborough.maineadulted.org/>

### **Hope House English Language Program (HHELP)**

14 Sherman Street, Portland (207) 274-6005 [diane@hopeacts.org](mailto:diane@hopeacts.org)

Provide beginner and intermediate English classes focused on written and spoken language instruction. <https://hopeacts.org/immigrant-support/hhelp/>

### **LearningWorks; English Language + Literacy**

181 Brackett Street, Portland (207) 775-0105

[revenson@learningworks.me](mailto:revenson@learningworks.me)

Offer free individualized one-on-one English tutoring and life-skills-based English conversation classes.

**To apply:** Visit their office or fill out an application online:

[www.learningworks.me](http://www.learningworks.me)



### **Salvation Army**

297 Cumberland Avenue, Portland (207) 774-4172

Offer ESL and Tools for Life goal-setting classes. FREE CHILDCARE is provided for student's children while parent(s) attend class. Email [mary.irace@use.salvationarmy.org](mailto:mary.irace@use.salvationarmy.org) for more information.



### **Southern Maine Community College (SMCC)**

2 Fort Road, South Portland (207) 741-5500

This is Maine's largest community college, with over 7,000 students, more than 45 degree programs, and the lowest tuition and fees in New England.

<https://www.smccme.edu/>

### **University of Southern Maine (USM)**

88 Bedford Street, Portland (207) 780-5670 [admitusm@maine.edu](mailto:admitusm@maine.edu)

Multi-campus public university and part of the University of Maine System with:

English for Speakers of Other Languages (ESOL) Program

Intensive English Language Program (IELP) to help those who wish to study at USM or other universities.

Visit their website or email [usmesol@maine.edu](mailto:usmesol@maine.edu) for more information.

<https://usm.maine.edu/esol>

### **Walker Memorial Library**

800 Main Street, Westbrook (207) 854-0630 [info@walkerlibrary.org](mailto:info@walkerlibrary.org)

Has access to multiple online resources to help adults learn English.

<https://walkerlibrary.org>

### **YMCA of Southern Maine, Portland**

70 Forest Avenue, Portland (207) 874-1111 In addition to a place to work out, the YMCA offers English as a Second Language (ESL) classes to community members at their Greater Portland Branch. FREE childcare offered during their class sessions. Call or email [sleighton@ymcaofsouthernmaine.org](mailto:sleighton@ymcaofsouthernmaine.org) for more information.

To use the YMCA, you must become a member. The YMCA charges a sliding scale, depending on your income. If you have income, you will be asked for a document showing this when you apply.

**To apply:** Go to the YMCA or print the application from their website:

<http://www.ymcaofsouthernmaine.org/main/financial-assistance/>

<http://www.ymcaofsouthernmaine.org/>

### **Public Libraries**

*Each city or town has its own public library you may use. Libraries have public computers you are allowed to use. **Lending** is when you are allowed to check out books, E-books, audiobooks, games, videos, and music for free for a certain amount of time. Library books and other materials come in many languages. You can also read newspaper and magazines from all over the world.*

## Portland Public Library

A free public resource with a main library downtown and branches throughout the City. All the branches have free computers with high-speed internet access and Microsoft Office for word processing, spreadsheets, etc. Computers have a time limit of 90 minutes with a 30-minute extension possible. Free Wi-Fi is available for those with their own devices. Printing is available for a small cost. Each branch has lending and free events, classes, and programs for children and adults. There is also a bookmobile (a little library inside a truck) which visits schools and other locations.

**Main Library** 5 Monument Square, Portland (207) 871-1700

**Hours:** Mon–Thurs 10am–7pm, Fri 10am–6pm, Sat 10am–5pm

The Main Library has more material for English language learning, more events and classes, an art gallery, and a few services other branches do not have (laptops you can check out for free for 90 minutes and faxing and color printing for a small cost.)

**Burbank Branch** 377 Stevens Avenue, Portland (207) 774-4229

**Hours:** Tues 10am–7pm, Wed–Fri 10am–6pm, Sat 10am–5pm

**Riverton Branch** 1600 Forest Avenue, Portland (207) 797-2915

**Hours:** Mon 1pm–6pm, Wed 9am–1pm, Thurs 1pm–8pm, Fri 9am–12noon, Sat 9am–1pm

**Peaks Island Branch** 129 Island Avenue, Peaks Island (207) 766-5540

**Hours:** Tues 2–8pm, Wed 10am–4pm, Fri 10am–2pm, Sat 8am–12noon

## Walker Memorial Library

800 Main Street, Westbrook (207) 854-0630 [info@walkerlibrary.org](mailto:info@walkerlibrary.org)

**Hours:** Mon/Wed/Fri 9am–5pm, Tues/Thurs 10am–7pm, Sat 9am–1pm

In addition to books, movies, and audiobooks, offer computers and online resources for kids, teens, and adults to learn. Photocopying and printing can be done for a small fee, and scanning is free. The Library provides technology assistance, book discussion groups, writers groups, and youth programming.

<https://walkerlibrary.org>

## South Portland Public Library

**Main Library:** 482 Broadway, South Portland (207) 767-7660

**Hours:** Tue–Thurs 10am–8pm, Fri–Sat 10am–pm

**Memorial Branch:** 155 Wescott Road, South Portland (207) 775-1835

**Hours:** Mon 10am–8pm, Wed 2–6pm, Fri 2–6pm, Sun 12noon–5pm

The Main Library has more books and most of the library's programming compared to the Memorial Branch which is located on the western side of South Portland. The libraries have free computer access, and printing for a small fee. Programs at the Main Library include author talks, Spanish language conversation groups, book groups, knitting groups, and programs for children and teens.

<https://southportlandlibrary.com>



## **Falmouth Memorial Library**

5 Lunt Road, Falmouth (207) 781-2351

[fmllibrary@falmouthmemoriallibrary.org](mailto:fmllibrary@falmouthmemoriallibrary.org)

**Hours:** Mon 9:30am–5pm, Tues/Wed 9:30am–8pm,  
Thurs–Sat 9:30am–5pm

Has books, DVDs, music CDs, large print books, audio books, magazines, and more. They have public computers, laptops, and internet access, as well as personal technology help.

<https://www.falmouthmemoriallibrary.org/>

### **How do I get a library card?**

It's easy and free. The library just wants to verify your name and local address. If your photo ID shows your current local address, that is all they need. Otherwise, bring a photo ID and one document with your name and local address, or two documents with your name and local address (mail, a bill, checkbook, or a lease) if you don't have a photo ID. If you live at a shelter, they will give you a letter to bring with your ID to get a temporary card.

### **Where can I return my items?**

Return means to give back an item you borrowed. You must return items to the library you borrowed from. For example, you cannot return a Portland Public Library book to the South Portland Public Library. There are book drops located outside each location to return items after closing. Items returned after closing will be checked in on the next business day.

### **How can I renew my items?**

Renew means to ask for more time for an item you borrowed. You may renew online at any time. You may also go to the library or call them during business hours.

### **What happens if I return my items late?**

There is a charge, called a **library fee**, for returning materials after they are due. Therefore, it is very important that you return the item by the day the library tells you. This fee can be \$0.25–2.00/day depending on what you borrowed, and from what library. If you lose or damage the item, you will be asked to pay for it. It is important to talk to the library and arrange a system to pay for the loss or damage.

## IMMIGRATION AND LEGAL SUPPORT

### Initial Immigration Process (For Asylum Seekers)

*If you are eligible for asylum, you may be allowed to stay in the United States. To apply for Asylum, you need to file a form within 12 months of arriving in the United States.*

Find out if you are eligible by visiting <https://www.uscis.gov/humanitarian/refugees-asylum/asylum/questions-and-answers-asylum-eligibility-and-applications>

1. Fill out this form: <https://www.uscis.gov/i-589> (Form I-589, Application for Asylum and for Withholding of Removal) within 12 months of arriving in the United States. There is no fee to apply for asylum.
2. If you are residing in Maine, send your application to:

**Vermont Service Center**

Attention: Asylum

75 Lower Welden Street St.

Albans, VT 05479-0589

### United States Citizenship and Immigration Services (USCIS)

176 Gannett Drive, South Portland (207) 253-3000

The local office for the U.S. government that processes citizenship and immigration requests. To speak with an immigration services officer, you must schedule an appointment online: <https://www.uscis.gov/about-us/find-uscis-office/field-offices/maine-portland-field-office>

### Immigration Legal Support

#### Immigrant Legal Advocacy Project

489 Congress Street, 3rd Floor, Portland (207) 780-1593 or 1 (800) 497-8505 [info@ilapmaine.org](mailto:info@ilapmaine.org)

Offer immigration information and legal assistance. Free or low-cost to low-income Maine residents. You are eligible for ILAP services if:

- Your income is at or below 200% of the annual federal poverty guidelines
- You live in Maine
- You need help with cases like Refugee issues, including permanent residency, family reunification, and travel documents; Family based immigration matters; Asylum; Domestic violence, trafficking, or crime victim issues; Citizenship issues (applying for, or proving citizenship); Removal defense; Temporary Protected Status (TPS); Work permits; Other matters where immigration status is an issue, such as access to driver's licenses or public benefits.

**Call to schedule an intake appointment:** (207) 780-1593 ext. 100. (If you call to make an intake appointment and no one is available at ILAP, please leave your name and phone number, and they will call you back.)

Know that ILAP cannot always serve everyone who needs help.  
[www.ilapmaine.org](http://www.ilapmaine.org)

Asylum, the manual on the asylum process, published by Maine Law and ILAP, provides a step-by-step guide to applying for asylum in the United States (U.S.) for individuals without lawyers. This manual is intended for individuals who are not in removal (deportation) proceedings.



Available in English, French, Spanish, and Arabic at:  
<https://ilapmaine.org/asylum-self-help>

Maine Law and ILAP also have a video series that covers the different aspects of the asylum process: <https://mainelaw.maine.edu/academics/clinics-and-centers/clac/refugee-and-human-rights/advocacy-and-outreach/asylum-video-series/>

### USCIS Immigrant Outreach – Portland Public Library

5 Monument Square, Portland (207) 871–1700 ext. 725  
 USCIS holds a series of information and outreach sessions at the Portland Public Library each year. USCIS personnel provide general information, case status updates, and answer questions about naturalization, citizenship, asylum-refugee, permanent residency, and other topics. Call the library reference desk for dates and times.

### Know Your Rights

Everyone has these constitutional rights, whether or not you are a U.S. Citizen:

- The right to remain silent when being questioned by a police officer or government agent.
- The right to be free from “unreasonable searches and seizures.” Your home or property cannot be searched without a warrant.
- The right to advocate for change. You have the right to free speech.

## LEGAL HELP FOR NON-IMMIGRATION MATTERS

### Pine Tree Legal Assistance

88 Federal Street, Portland (207) 774–8211 Offer free civil legal assistance to enforce basic human rights, including access to housing, food, income, safety, education, and healthcare. Can also help with legal advocacy, information about your rights, and community legal education.  
<https://ptla.org/>

**Integrating into life in Maine includes entering the workforce, continuing your education and career, and potentially buying a home. You are also on a path of citizenship and civic engagement. These activities take time, so keep referring back to this section.**

## ENTERING THE WORKFORCE

*To work legally in the U.S. you will need authorization. Your immigration status determines how you go about this. You will also need a Social Security number (SSN), a unique number given to you by the Federal government. Finally, a driver's license (or some other form of I.D.) will be necessary.*

### Employment Authorization

#### As a Refugee:

If you entered the United States as a refugee, you are authorized for employment as part of your refugee status. The port of entry where you entered the country should have issued you a Form I-94, Arrival-Departure Record, stamped to indicate "Employment Authorized."

U.S. Citizenship and Immigration Services (USCIS) will issue you an Employment Authorization Document (EAD) either at the port of entry or as soon as possible after your entry into the United States.

A refugee can apply for a Social Security card with the Form I-94 and an official government-issued identification document containing a photo (such as an unexpired foreign passport or driver's license). Once you have your Social Security card, you can use it to show your employer that you are eligible to be employed. You can also use an EAD issued to you by USCIS to prove your eligibility.

When you first apply for a job in the United States, your Form I-94 is proof of your work authorization for up to 90 days. If you use your I-94 to prove eligibility, you are required to present to your employer other evidence of eligibility within 90 days.

#### As Asylum Applicant:

Yes! You are allowed to work in the U.S. as an asylum applicant. You can work if:

1. You were granted asylum (or received "recommended approval" for a grant of asylum), *or*
2. You applied for asylum at least 150 days ago and still have not received an initial decision on your asylum application.

If you want to work after the 150 days have passed, you need to file an "I-765, Application for Employment Authorization". To access this form,



go to the [U.S. Citizenship and Immigration Services Website](http://www.uscis.gov) at [www.uscis.gov](http://www.uscis.gov). Click on the Forms tab on the left, and then you can download and print the I-765 Application from the list. The second PDF on the list is detailed instructions that can help you complete the application. Where you submit this form depends on your answer to Question 16, but under the tab Where to File, it will bring you to a webpage with instructions on finding the address. You should file to renew your employment authorization 3-6 months before it expires.

### **As Asylum Granted (As an Asylee):**

If you have been granted asylum you are authorized for employment as part of your status. An EAD will be issued to you after the Asylum Office, an immigration judge, or the Board of Immigration Appeals grants you asylum.

You may also apply for a Social Security card with the asylum approval notice or the Form I-94 that USCIS issued to you showing that you have been granted asylum, along with an official government-issued identification document containing a photo (such as an unexpired foreign passport or driver's license). Once you have your Social Security card, you can also use it to show your employer that you are eligible to be employed.

### **As a Green Card Holder:**

You do not need to apply for an EAD if you are a lawful permanent resident. Your Green Card (Form I-551, Permanent Resident Card) is evidence of your employment authorization.



# You are welcome here.

Unum is proud to partner with the Immigrant Welcome Center of Greater Portland. Thanks for all you do to support our newest neighbors.



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The advertisement features a collage of images and text. At the top center is the Clark Insurance logo, which consists of a stylized red and white "C" followed by the word "CLARK" in bold black letters and "INSURANCE" in smaller black letters below it. Below the logo is the headline "Supporting Maine's Economy" in a large, bold, black font. Underneath the headline are three main sections: "Employee Benefits" with a photo of a woman, "Business Insurance" with a photo of a man, and "Personal Insurance" with a photo of a man. Each section has a list of benefits or services in small boxes. At the bottom, there are three portraits of insurance agents: Chad Cote, Ben Millick, and Mona Freeman-Wilkinson, each with their name and phone number. The background is a light gray with various colored squares and images of people.

## Supporting Maine's Economy

As a Business Partner  
As a Philanthropic Leader  
As an Employer

Employee Benefits

Business Insurance

Personal Insurance

**Chad Cote**  
(207) 523-2288

**Ben Millick**  
(207) 523-2281

**Mona Freeman-Wilkinson**  
(207) 523-2288

Clark is happy to offer New Mainers informational interviews in an effort to offer interview practice and leverage our social networks. Contact James at [jbrissenden@clarkinsurance.com](mailto:jbrissenden@clarkinsurance.com) if interested. All are welcome!



207.774.6257

[www.clarkinsurance.com](http://www.clarkinsurance.com)

## Social Security Card

All U.S. citizens have a social security number (SSN). Generally, the only non-citizens who can have an SSN are non-citizens that are authorized to work. Your employer and financial institution will need your SSN for wage and tax reporting.



### To Apply:

1. Go to **Portland Social Security Office** 550 Forest Ave Suite 150, Portland
2. Show them your current U.S. immigration documents and your unexpired foreign passport. This is to prove your identity and work-authorized immigration status. Acceptable immigration documents include your:
  - Form I-551 (Lawful Permanent Resident Card, Machine-Readable Immigrant Visa)
  - Admission stamp showing a class of admission permitting work
  - Form I-94 (Arrival/Departure Record) or Form I-766 (Employment Authorization Document/EAD)

### United States Social Security Administration

Want to learn more? This link will take you to the Social Security website. You can click on the Multilingual Gateway that provides information on social security in 17 different languages.

<https://www.ssa.gov/people/immigrants/>



### TIP: Identity Theft

**Identity theft** is when your personal information is taken without your permission and used to steal from you or others. Personal information are documents which prove who you are, such as your social security card, driver's license, credit card, and bank cards. With these documents people could pretend they are you. They can take money out of your bank accounts, charge your credit card, or open false accounts under your name.

To protect yourself:

- Leave any cards you are not using in a secure place. Do not carry them with you. This includes your social security card, and credit and bank cards.
- Be careful of giving out your personal information, such as your social security number or bank account numbers. Identity thieves may make fake offers over email or phone.
- Keep your purse or wallet in a safe place at all times.
- Give your social security number only when necessary. Legitimate uses may be related to banking or immigration. You may ask why it is needed, how it will be used, and what will happen if you do not give it.

## Driver's License

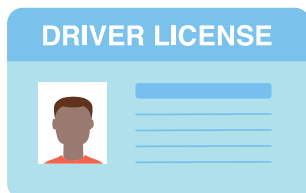
### The Maine Bureau of Motor Vehicles (BMV), Portland Office

125 Presumpscot Street, Portland (207) 822-6400

Issues Maine driver's licenses. Portland BMV is one of many locations throughout the state of Maine.

#### To apply:

- You will need a valid Social Security number or Maine State ID card. You must also prove that you currently live in Maine and have lived here for a minimum of 30 days.
- If you are undocumented, meaning you do not have a legal visa or work permit, you are not eligible for a Maine Driver's license or State identification card. Even if you have a driver's license from another state, Maine requires all applicants for driver's licenses to prove they are legally residing here. See this list of documents which prove eligibility: <https://www.maine.gov/sos/bmv/licenses/noncitizen.html>
- To get a driver's license, you will need to take 1) a driver knowledge test 2) a road test, and 3) have a vision screening test. You will need two forms of identification. The driver's knowledge and vision tests can be taken at any office of the BMV. When you are ready to take a road test, you need to mail the road test request card (found online at [www.maine.gov/sos/bmv](http://www.maine.gov/sos/bmv)) to the Augusta BMV: 29 State House Station, August, ME 04333



## Parking Restrictions

Cities designate restrictions or rules for parking. Look for signs posted with the time frame you are given permission to park for. Some spots require you to pay a small fee: around \$1/hour. There may also be days of the week when parking is not allowed during set blocks of time. The city reserves this time for maintaining the street. If you park for too long or where you are not allowed you may get a parking ticket. A parking ticket is a fine that you owe to the city. You can pay it online or in person at the city hall.

### Parking in the Winter: "Snow Bans"

When it snows, cities remove the snow from the streets to make roads safe for drivers. Snow bans are when the city restricts parking to certain places in order to plow other places. If you park on a section of street that is scheduled to be plowed, your car may be towed off the street at a charge to you. The person who owns the car is responsible for making sure their car is moved during snow bans.

Snow bans usually start between 10pm to 12am and continue to 6am the following morning. You can find out if there is a snow ban and where to park on the website of your city or town:



Portland



S. Portland



Westbrook



Falmouth

## FINDING A JOB

*Looking for and finding your first job can be difficult, especially in a new country. There are different job markets, languages, and processes. For help finding your way through this process go to local employment support organizations. In Maine, “networking” is a good way to find work. Once you find your first job, you will learn about worker’s rights and paying taxes.*

## Employment Support

*There is support for New Mainers to find jobs. Before applying for work, you may want to talk to someone at the following organizations to understand the local job market and how to best communicate your skills and abilities. If you are not getting a response from employers ask someone at these organizations to help you figure out why. To find a job, you may ask friends and acquaintances. You may also look at websites that post jobs such as: [Indeed.com](https://www.indeed.com), [Careerbuilder.com](https://www.careerbuilder.com), [Craigslist.com](https://www.craigslist.com), [Idealist.com](https://www.idealist.com), and [Nonprofitmaine.org](https://www.nonprofitmaine.org).*

### **New Mainers Resource Center/Portland Adult Education**

14 Locust Street, Portland (207) 874–8155 [nmrcmaine@gmail.com](mailto:nmrcmaine@gmail.com)

The New Mainers Resource Center (NMRC) works with Maine’s immigrants to overcome barriers to employment. NMRC also works with employers to help them hire and retain qualified workers. It does this by offering a range of services targeted at skilled professionals including:

- Career guidance and intensive case management
- Intensive on-the-job English and workplace communication and culture classes
- Connections to employers, informational sessions, job fairs
- Assistance with credential review (determining “equivalency”) and professional licensing
- Professional networking groups and support (Health, Finance, IT,

Engineering, etc.)

- Training on job search skills and assistance with job search process
- English courses related to specific professions
- Online computer tutorials and assistance with job search
- Coordination with other training and service providers, volunteer opportunities, internships, job shadows, mentoring, etc.
- Professional Clothes Closet with free business clothes for job interviews or new jobs
- Other services as needed

<https://nmrcmaine.org>

### **FedCap Rehabilitation Services**

220 Maine Mall Road, South Portland 1 (844) 562–0190

Offers services through Education, Workforce Development, Occupational Health, and Economic Development—helping more than 100,000 individuals a year graduate from high school, obtain vocational certification or a college degree, become work ready, obtain meaningful employment and achieve economic well-being.

<http://www.fedcap.org/>

### **Goodwill of Northern New England**

190 Lancaster Street, Portland (207) 775–5891

At the Portland Workforce Services Office employment specialists can help you assess and match your interest to good jobs. Call them for more information or visit their website. [www.goodwillnne.org/workforce/](http://www.goodwillnne.org/workforce/)

### **Maine Career Centers**

151 Jetport Boulevard, Portland (207) 822–3300 or 1 (877) 594–5627  
[portland.careercenter@maine.gov](mailto:portland.careercenter@maine.gov)

Provides a variety of free employment and training services to help you with your job search. Also have computer lab for free use. You may call them, go to the Center, or email them. You do not need an appointment.  
[www.mainecareercenter.gov](http://www.mainecareercenter.gov)

### **Staffing Agencies**

Private employment agencies also help place workers, particularly in the private sector. Companies like **Manpower**, **Adecco Staffing**, and **PeopleReady** are all agencies that can help place you in a job.

## **Networking**

**Networking** is using who you know and people you meet to find opportunities and further your career. In Maine, relationships are a big part of getting a job. Employers often hire someone they know and are comfortable with. You may ask people you know to be directed (a referral) to other people in your area of interest. There are also free or low-cost professional networking meetings and organizations in Greater Portland.



## Creative Portland

Portland (207) 370-4784 [info@creativeportland.com](mailto:info@creativeportland.com)

A local arts agency and nonprofit that grows Portland's creative industries, enterprises, and workforce. Their website lists several local professional groups:

<http://www.creativeportland.com/resources/professional-groups>

## 2 Degrees Portland

A network of people who want to sustain and grow the city's economy by welcoming creators, innovators, entrepreneurs, and thinkers to the area. Hold regular free networking events open to all.

<http://www.creativeportland.com>

## Empower the Immigrant Women

Portland

**Empower Conference:** A yearly conference that honors and supports immigrant women in our community.

**Empower Maine Women Network:** A network of diverse women supporting each other through monthly meetings.

[www.empowerimmigrantwoman.org/](http://www.empowerimmigrantwoman.org/)

## Maine Association of Nonprofits

565 Congress Street, Suite 301, Portland (207) 871-1885

[manp@nonprofitmaine.org](mailto:manp@nonprofitmaine.org)

A membership organization that provides training, leadership development and skill building programs as well as other forms of support to Maine's nonprofits. Host Meet-and-greets, a Nonprofit Job Board, and list networks on their website:

<http://www.nonprofitmaine.org/connect/networks-and-coalitions/>

## Portland Professional Connections

Portland Professional Connections matches foreign-trained professionals with established business people and community leaders, helping newcomers build connections, learn about the local job market, and build their professional network.. This informal networking program is presented by the Portland Office of Economic Opportunity and the Portland Regional Chamber of Commerce. For more information or to register as a connector or a connectee, visit <https://www.portlandofficeofopportunity.com/professional-connector-index>.

## Propel

A networking organization supporting the employment of young professionals. Host events, trainings, and peer ambassadors.

<http://www.propelportland.org/>

## Tech Maine

An online platform that promotes activities, events, news, and resources that support Maine's technology community. Lists several networking groups on their website:

<http://www.techmaine.com/groups>





## TIP: Employee Benefits

When you are employed, learn about your employer's **benefits**. Benefits are perks offered to employees in addition to their paycheck. Depending on the company, benefits may include health insurance, dental insurance, vision care, life insurance, paid vacation leave, personal leave, sick leave, child care, fitness, a retirement plan, and other optional benefits offered to employees and their families. However, not all jobs offer benefits.

**Life Insurance** A **life insurance policy** is a contract with an insurance company. In exchange for payments, the insurance company provides payment, known as a death benefit, to beneficiaries upon the insured's death. Beneficiaries are members of your family, or someone else you choose to receive this payment when you die. Check out this information by the State of Maine about life insurance [https://www.maine.gov/pfr/insurance/consumer/individuals\\_families/life\\_annuities\\_viaticals/life\\_ins/index.html](https://www.maine.gov/pfr/insurance/consumer/individuals_families/life_annuities_viaticals/life_ins/index.html)

## Worker's Rights

*In the United States, all workers have the right to work in a safe environment.*

### Employment Discrimination

Discrimination means unequal treatment. Workers have the right to work free from discrimination based on race, gender, age, physical ability, national origin, and/or sexual orientation.

#### Examples of discrimination:

- Being denied a promotion due to your age, gender, race, etc.
- A woman paying more for health insurance than a male because she could get pregnant
- Being fired because you report employee discrimination

**Who is protected against discrimination:** Workers who work for employers with fifteen or more workers are protected by federal law. If you work for a smaller employer, you still have protections under Maine's Human Rights Act.

#### What to do if you think you are experiencing employee

**discrimination:** The first thing to do is to report it to your supervisor or Human Resources Office. If they do not act, there are two places you can turn to for help to seek an attorney to help you decide if there is a claim:

**Equal Employment Opportunity Commission**  
<http://www.Eeoc.gov>



## Maine Human Rights Commission

<http://www.maine.gov/mhrc/>

[www.maine.gov/portal/employment/rights.html](http://www.maine.gov/portal/employment/rights.html)

**Note:** A claim should be made with the Maine Human Rights Commission no more than 300 days after the incident.

## Workers Compensation

If you are working in the United States, you may have a right to help if you are injured at work. This applies to both workers with immigration papers and **undocumented workers** who do not have immigration papers.

**Who is covered by Workers' Compensation:** If you are a worker and you are a documented immigrant, Workers' Compensation can give you the following protections:

- Money for your work-related medical bill
- Wages while you are out of work
- Job protection when you return from the injury

If you are an undocumented immigrant, you may only receive money for work-related medical bills

**What to do to file for Workers' Compensation:** Workers who are injured at work must begin by notifying their employer of the injury. Notify them as soon as you can after the injury. From there, the employer should start the compensation process.

## Sexual Harassment

**Sexual harassment** is any unwelcome advances, requests, comments or touching. While you are working in the United States you have the right to be free from sexual harassment.

## Reporting

First, you should report the sexual harassment to your supervisor. If the supervisor does not act, or if your supervisor is the one discriminating against you, then you should contact the agencies below:

## Maine State Employee Rights and Services Resource

<http://www.maine.gov/portal/employment/rights.html>

## Maine Human Rights Commission

<http://www.maine.gov/mhrc/>

**Note:** A claim should be made with the Maine Human Rights Commission no more than 300 days after the incident.

## Immigrant Worker Rights

If you are a legal immigrant, federal law states that employers cannot discriminate against you because of your immigration status. Employers cannot:

- Fire you or refuse to hire you because of your immigration status or because you are not a U.S. citizen
- Require you to show a permanent resident card or reject your lawful work papers
- Prefer to hire undocumented workers
- Discriminate against you because of your national origin or country of origin
- Retaliate against any employee who complains of the above treatment
- For more information about your rights or to file a complaint, call the Office of Special Counsel at 1 (800) 255-7688. Interpreters are available. Visit [www.usdoj.gov/crt/osc](http://www.usdoj.gov/crt/osc) for more information.

## Taxes

*What are taxes and why do we pay them? The government provides public goods and services for the community as a whole. To pay its bills, the government needs a source of income. The money that the government uses to pay its bills mostly comes from taxes. There are many types of taxes, including income, Medicare, Social Security, sales, and property.*

**Taxes as an Employee:** Federal and state income taxes are usually taken out (withheld) from each paycheck. When you start a new job, your employer will ask you to provide information on a Form W-4. This information will help your employer determine how much federal and state income tax to withhold from your wages.

**Self Employed:** Different tax rules apply to you if you are self-employed. Go to [www.irs.gov](http://www.irs.gov) or call the Federal Tax Question hotline at 1 (800) 829-1040 if you want additional information.

**Income taxes** are paid to the federal and most state governments and are based on both earned (from working) and unearned (from investments) income.

**Federal income taxes** are used to fund national defense, veterans and foreign affairs; social programs; law enforcement; and interest on the national debt.

**Social Security and Medicare tax** provide many benefits for employees and their dependents. These include retirement benefits and benefits for the disabled. Medicare tax provides medical benefits for some individuals when they reach the age of 65.

**Sales taxes** are determined by each state and are a percentage of the cost of the item purchased.

**Property taxes** are paid to the state or local governments based on the value of the property (home, car).

## Filing a Tax Return

*The United States income tax system relies on taxpayers to report their income, calculate what you owe, and file tax returns on time.*

- In most cases, taxpayers are required to submit their tax returns before midnight of April 15th each year. Tax payments must be mailed before midnight of April 15th each year
- If you have an Individual Taxpayer Identification Number or Adoption Taxpayer Identification Number, you cannot claim the earned income tax credit
- You need to keep copies of all of your tax return (Form 1040 and supporting documents). Federal law requires you to maintain copies of your tax returns and supporting documents for three years.

You file only one federal income tax return for the year, no matter how many jobs you had, how many W-2 forms (a statement showing how much your employer paid you and how much was withheld in taxes) you received from employers or how many states you lived in during the year.

Individuals will file either Form 1040, Form 1040 A or Form 1040 EZ. Which form you file depends on your filing status and the types/amounts of income, deductions and credits you report. These forms and schedules can be downloaded at [www.irs.gov](http://www.irs.gov) or you can call the forms line at 1 (800) 829-3676 for more help.

To file a return is to send in your completed tax forms (return) to the Internal Revenue Service, or the IRS. You can file your taxes electronically or by mail to the Internal Revenue Service Center for your area. The mailing address will be on the back page of the Form 1040 Instructions.

## Non-Resident Alien

If you are a non-resident alien, the rules and tax forms that apply to you are different from those that apply to United States citizens and resident aliens. To learn more, see <https://www.irs.gov/pub/irs-pdf/p519.pdf> on [www.irs.gov](http://www.irs.gov), or if you have questions, call 1 (800) 829-1040 to find out if United States income tax laws apply to you and which forms you should file.

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Look at these tax tips from Pine Tree Legal Assistance to find free help: <https://www.ptla.org/tax-tips>

## CAREER ADVANCEMENT

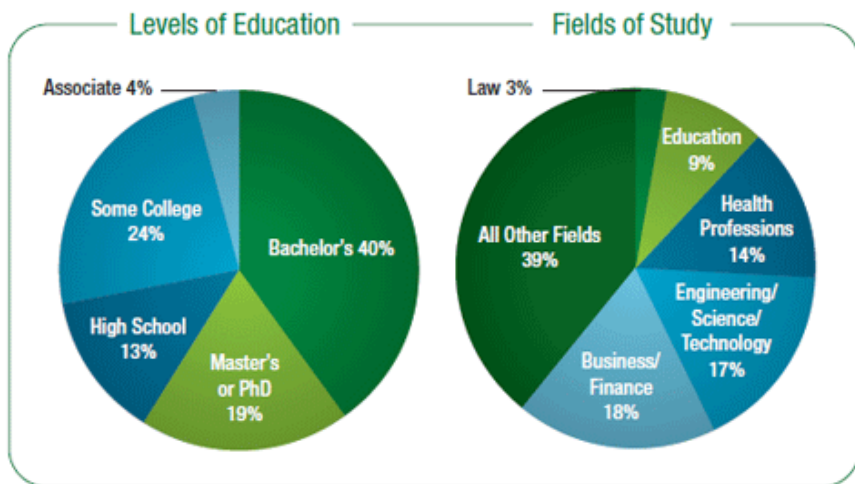
*For a first job you may not be very selective. For your second job, however, you may want a better fit for your skill set and experience or a higher wage. So in the meantime, you may want to update your professional credentials through recertification or through higher education opportunities. You may retrain yourself to enter into a new field or start a new business. Whatever stage you are in, keep your professional goals in mind and make use of local resources.*

### Recertification

If you have been trained in another country, it is likely that you may encounter obstacles to practice professionally in the United States. Many jobs require certifications from the city or state that can take lots of time and money.

The **National Association of Credential Evaluation Services** is an association of independent, non-governmental associations that provide credential evaluation to those who have completed some or all of the education outside of the United States. Their website lists organizations that can evaluate your credentials:

<http://www.naces.org/members.html>



### New Mainers Resource Center/Portland Adult Education

14 Locust Street, Portland (207) 874-8155 [nmrcmaine@gmail.com](mailto:nmrcmaine@gmail.com) The New Mainers Resource Center (NMRC) provides assistance with credential review (determining "equivalency") and professional licensing. <https://nmrcmaine.org>

## Higher Education Opportunities

*The U.S. job market has limited opportunities for people with a High School diploma, or, in other words, people who have graduated only from secondary school. Higher education and university, often called college in the U.S. can open more doors and lead to a higher salary. Financial Aid is available through the U.S. Government (FAFSA or FAME). In addition, there may be scholarships for New Mainers at colleges and universities.*

### Portland Adult Education

14 Locust Street, Portland (207) 874-8155

New Mainers can register for Portland Adult Education's many classes and programs including English and College Transitions, and HiSET (High School Diploma program).

<http://portlandadulthood.org/>

### Southern Maine Community College (SMCC)

2 Fort Road, South Portland (207) 741-5500

This is Maine's largest community college, with over 7,000 students, more than 45 degree programs, and the lowest tuition and fees in New England.

<https://www.smccme.edu/>

### University of New England (UNE)

716 Stevens Avenue, Portland (207) 283-0171

Located on the coast of Maine, UNE is an independent university committed to academic excellence.

<https://www.une.edu/>

### University of Southern Maine (USM)

88 Bedford Street, Portland (207) 780-5670 [admitusm@maine.edu](mailto:admitusm@maine.edu)

Multi-campus public university and part of the University of Maine System.

### Speakers of Other Languages (ESOL) Program:

Excellent higher education instruction in academic English to culturally diverse students. Some take English language courses as prerequisites for future academic courses, while others want to improve their English language skills for work or personal satisfaction. Visit their website or email [usmesol@maine.edu](mailto:usmesol@maine.edu) for more information.

<https://usm.maine.edu/esol>

<https://usm.maine.edu/prospective-students>

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## MONEY AND PERSONAL FINANCES

### Banking

Banks accept deposits from customers, raise “capital” from investors or lenders, and then use that money to make loans, buy securities and provide other financial services to customers. The advantages of putting money in a bank are:

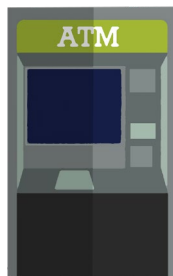
- Convenience
- Earning interest on your money
- Helps build your credit rating
- You can send money home
- Your money is safe from theft
- You may take out a loan and use other bank services

There are two common types of accounts:

- **Savings Account:** Deposit money and keep it safe. Earns your money interest, money paid regularly to you for the money you are lending.
- **Checking Account:** Allows you to buy things in stores or make online payments with a debit card. You can also make payments by check with this type of account. Most checking accounts do not earn interest.

### Bank Cards and ATM Machines

When you join a bank, you receive a plastic card, called an ATM Card, and a Personal Identification Number, or your PIN. With this PIN, you have access to your account in many locations 24 hours a day. ATMs are affiliated with certain banks located all throughout Greater Portland and allow you to withdraw money from them at any time. You can use ATMs that are affiliated with different banks but there is often an extra charge. When you open a checking account, your bank will give you a card called a Debit Card. You can use this card to pay for goods and services in many stores as well as online. The amount you spend will be taken directly out of your checking account.



### Opening an Account

In order to open a bank account there is specific information that the banks will need.

1. A confirmation of your name and birth, and you can use one of the following to do this:
  - Unexpired passport
  - Government-issued driver's license (including foreign licenses)
  - Consular ID
  - Birth certificate
2. To confirm your address, use a utility bill, lease, or current driver's license or municipal ID.
3. An identification number, which can be one of the following:
  - Social Security Number (SSN)
  - Individual Taxpayer Identification Number (ITIN)
  - Alien identification card number
  - Any other government-issued document that proves your nationality or residence, such as a passport or driver's license



**TIP:** Normal banking hours are Monday–Friday from 9–5, and some banks have hours open on the weekends.

**Online Banking:** Many banks now offer online platforms and apps to make managing your money even more convenient.

# The future is yours and we're excited to help you get there.



cPortCU.org  
1-800-464-0253

Federally insured by NCUA

## Individual Development Account

An **individual development account** is a savings account with a potential match. For each deposit that you make, you can receive matching funds. These funds can be used to buy a home, start a business, attend college, etc.

### Coastal Enterprises, Inc (CEI)

2 Portland Fish Pier, Suite 201, Portland (207) 535-2919 or (207) 504-5900

Offer people with low-incomes financing, business and industry expertise, and advocacy through public policy.

**Individual Development Accounts:** Offer one-to-one match if you:

- Are a refugee, asylee, Cuban or Haitian, victim of trafficking, or Amerasian
- Have income from a job that is within program guidelines, and
- Have less than \$10,000.00 in net assets (not including your home and one car)

#### Program requirements:

- Save money for a minimum of six months
- Attend a free 12-hour group financial education training

<https://www.ceimaine.org/consulting/business-counseling-development/startsmart/individual-development-account/>  
[www.ceimaine.org](http://www.ceimaine.org)



Coastal Enterprises

**Are you a New American  
interested in starting or  
expanding your business?**

CEI's STARTSMART program offers:

- Free Expert Business Advice
- IDA- Match Savings Account to help start a business or purchase a car
- Business loans to start or grow your business

**(207) 775-1984**

**[www.ceimaine.org](http://www.ceimaine.org)**







## ProsperityME

309 Cumberland Avenue, Suite 205 Portland (207) 797-7890

ProsperityME provides financial education courses to those who are brand new to the American financial system and to those who require a more in-depth knowledge of the tools needed to attain financial stability. Our multilingual financial counselors can assist with your unique needs as a newcomer. Courses and counseling sessions are free of charge to immigrants, refugees, asylees and others with low-income. Also assist asylees with matching savings funds in partnership with CEI.

[www.prosperityme.org](http://www.prosperityme.org)

**Citizenship Loan:** Some banks, such as **CPort Credit Union** and **Infinity Credit Union** offer a loan for citizenship just as they do for buying a car or a home and getting higher education and training. When you receive a loan of an amount of money you are charged an interest rate. This is an amount of money that must be paid monthly as long as you are borrowing the loan.



## TIP: Building Credit

To get a mortgage or other loan in the U.S. your “credit” matters. Your credit score is a grade you are given for the likeliness you will pay back the money you owe. You can build your credit score in many ways. The first step is often to get a credit card. You may also be able to get credit for the rent you pay. Ask your bank about credit-builder loans and other ways to increase your credit score.

For help rebuilding your credit, enroll in a **StartSmart** program:

## Coastal Enterprises, Inc (CEI)

2 Portland Fish Pier, Suite 201, Portland (207) 535-2919

[startsmart@ceimaine.org](mailto:startsmart@ceimaine.org)

**StartSmart Program:** A free business development program that helps immigrants start or grow a business. Interpreters are available. Download brochure in [English](#), [Spanish](#), [Somali](#), [Arabic](#), and [French](#) at: <https://www.ceimaine.org/advising/business-counseling-development/startsmart/>  
[www.ceimaine.org](http://www.ceimaine.org)

## Home Buying

*If you plan to stay in Greater Portland you may consider buying a home. A mortgage is the amount of money you pay per month on the amount of a housing loan. A mortgage can be less than renting. Buying a home also is an investment. If the value of your house goes up, you will earn money when you sell it.*

## Home Ownership Education

The **Maine State Housing Authority** partners with organizations to provide classes to assist first-time home-buyers negotiate and manage the purchase of their home. Classes are offered in the evenings and weekends throughout the year. Visit [www.mainehomeworks.org](http://www.mainehomeworks.org) to register for 10 homebuyer education classes. They are \$30 per person, \$50 per couple. If you aren't able to attend in person, they also have online workshops available.

The class covers:

- Budgeting to buy a home
- Credit score and credit report
- Shop for a mortgage loan
- Finding the right home
- Inspect before you buy
- Home mortgage loan process
- Loan closing process and expenses
- Being a homeowner

SCAN TO  
LEARN MORE



This online guide aims to help persons of low income gain an understanding of the options available when it comes to finding affordable housing and getting a mortgage:

[MortgageLoan.com](http://MortgageLoan.com)

## CPort Credit Union

1 (800) 464-0253

### Portland Locations:

- 50 Riverside Industrial Parkway (207) 878-6200
- 285 Forest Avenue (207) 200-2300

*Offers a free Beginner's Guide for Home buying workshop.*

[www.cportcu.org](http://www.cportcu.org)

## Portland Adult Education

14 Locust Street, Portland (207) 874-8155

Offer First-Time Homebuyer Seminars where students learn the steps to home ownership, including information about low interest rates and prices, and low and no down payment lending programs. Even if you believe that you are currently in no position to buy a home, this will help you put a plan in place.

[www.portlandadulthood.org](http://www.portlandadulthood.org)

## Habitat for Humanity

659 Warren Avenue, Portland (207) 772-2151 [info@habitatme.org](mailto:info@habitatme.org)

Builds communities of new energy efficient homes, with affordable financing. Also run the Restore store with low-cost furniture and building materials.

**Home Ownership Program:** A program which enables families to buy homes with affordable monthly payments, including subsidized financing. Families invest ~\$2,000 to pay for closing costs and volunteer ~275



hours of sweat-equity to help build their own home, as well as the homes of other Habitat families.

### **To apply:**

1. Find out if you are financially eligible. Have a minimum income of \$30,000 and a maximum income based on the family size listed online: <http://habitatportlandme.org/index.php/info/Qualifying-for-a-Home>
2. Call or email [homeownership@habitatme.org](mailto:homeownership@habitatme.org) to schedule an interview.
3. Go through an extensive screening process that determines eligibility based on three basic criteria:
  - Need of decent, stable and affordable housing
  - Willing to collaborate to build their home
  - Demonstrate the ability to pay by meeting our financial requirements

<http://habitatportlandme.org/index.php/info/Home-Ownership>

## **First Home Loan Program**

### **Maine State Housing Authority**

353 Water Street, Augusta (207) 626–4600

A program for first time home buyers to make it easier and more affordable to buy a home of your own. They provide low fixed interest rate mortgages and options for little or no down payment.

[www.mainehousing.org](http://www.mainehousing.org)

## **Starting a Business**

*Immigrants are more than twice as likely to start a business than their native-born counterparts. There are many processes to consider when starting your own business. These organizations can help.*

### **Coastal Enterprises, Inc (CEI)**

2 Portland Fish Pier, Suite 201, Portland (207) 535–2919

[startsmart@ceimaine.org](mailto:startsmart@ceimaine.org)

**StartSmart Program:** A free business development program that helps immigrants start or grow a business. Offer:

- **Expert Advice:** evaluate your business idea, develop a business plan, review location choices, help identify sources of financing, organize your bookkeeping, strengthen marketing and advertising
- **Financing:** rebuild your credit, apply for a business loan, invest in a [matched savings account](#)
- **Legal and Regulatory Requirements:** permits and licenses, taxes, insurance

**Interpreters are available.** Download brochure in English, Spanish, Somali, Arabic, and French at: <https://www.ceimaine.org/advising/business-counseling-development/startsmart/>  
[www.ceimaine.org](http://www.ceimaine.org)

### The City of Portland's Economic Development Department

389 Congress Street, Room 308, Portland (207) 874-8683

[edc@portlandmaine.gov](mailto:edc@portlandmaine.gov)

This department can support your business growth in Portland by helping with:

- Finding a site location
- Permitting, regulatory and licensing guidance
- Business technical assistance
- City commercial loan programs
- Job creation grants
- Tax increment financing

SCAN TO  
LEARN MORE



Check out their "Guide to Doing Business in Portland"

or visit their website for more information. <http://www.portlandmaine.gov/485/Economic-Development>

### The Greater Portland Immigrant Welcome Center (IWC)

24 Preble Street, 3<sup>rd</sup> & 4<sup>th</sup> Floor, Portland (207) 517-3401

[info@welcomeimmigrant.org](mailto:info@welcomeimmigrant.org)

**Business Hub:** Program designed to help immigrants start businesses. Offer networking, mentoring, and free co-working space.

[www.welcomeimmigrant.org](http://www.welcomeimmigrant.org)

### New Ventures Maine

175 Main Street, South Portland (207) 621-3440 or (207) 799-5025

[info@newventuresmaine.org](mailto:info@newventuresmaine.org)

Helps Maine people succeed in their jobs, businesses, and communities. They offer classes on starting a business, managing your money, and building your career. Some classes are specifically designed for New Mainers.

<https://newventuresmaine.org>

### Portland Public Library

5 Monument Square, Portland (207) 871-1700 ext. 725

The main branch of PPL hosts free monthly Business Data Workshops to assist people in finding in-depth information to help launch or grow a business. Call the reference desk for dates and times.

## CIVIC ENGAGEMENT

**Civic Engagement** is taking action to address issues of public concern. This is key part of being a democracy. There are many ways to be civically active. City council, school board, and other public meetings set aside time for the public to speak. You may tell them about what is important to you. You may write to newspapers who may choose to publish your opinion. You may run for office. Once you get citizenship, voting is an obvious first step to affect the issues you care about.

## EXAMPLES OF CIVIC ENGAGEMENT

### CIVIC

Community problem solving

Regular volunteering for a non-electoral organization

Active membership in a group or association

Participation in fund-raising run/walk/ride

Other fund-raising for charity

Run for Political office

Symbolic Non-Participation

### ELECTORAL

Regular voting

Persuading others to vote

Displaying buttons, signs, stickers

Campaign contributions

Volunteering for candidate or political organizations

Registering voters

### POLITICAL VOICE

Contacting officials

Contacting the print media

Contacting the broadcast media

Protesting

Email petitions

Written petitions and canvassing

Boycotting

Adapted from: Keeter, Scott; Cliff Zukin; Molly Andolina; Krista Jenkins (2002-09-19). "The civic and political health of a nation: a generational portrait" (PDF). Center for Information & Research on Civic Learning & Engagement.

MAINE INITIATIVES STANDS WITH

# NEW MAINERS IN OUR COMMUNITY

MAINEINITIATIVES.ORG

## Portland Empowered

(207) 807-4283

Provides leadership opportunities for high school students and works to promote equal opportunities for all students in Portland Public Schools.

Youth Engagement Partners: Youth from Portland's three public high schools who organize within their schools and district-wide to co-construct the future of high school education in Portland.

Parent Engagement Partners: Parents, grandparents, siblings, alumni, teachers, administrators, and community members who organize to ensure that parent voice is authentically incorporated into decision making in Portland's three public high schools

Run by the Muskie School of Public Service at the University of Southern Maine. <https://www.facebook.com/portlandempowered/>  
<https://www.portlandempowered.org/>

## Citizenship

Once you get asylum, you have one year to apply for a Green Card. Once you have a Green Card you have five years to apply for Citizenship. The Citizenship process includes is an application, an interview, and a test of English and civics. There are local resources to help you prepare.

## Portland Public Library

Main Branch 5 Monument Square, Portland (207) 871-1700

[reference@portlandpubliclibrary.org](mailto:reference@portlandpubliclibrary.org)

Offers free Immigration Outreach. Officers from the USCIS field office in South Portland provide status updates, general information and answer question. Also have free immigration resources, such as books and an online program, that assist you in your application process.

## Greater Portland Immigrant Welcome Center

24 Preble Street 3<sup>rd</sup> and 4<sup>th</sup> Floor, Portland (207) 517-3401

[info@welcomeimmigrant.org](mailto:info@welcomeimmigrant.org)

**Citizenship Initiative:** Identify immigrants eligible for Citizenship, determine the barriers preventing them from applying for Citizenship, and provide assistance through education and finance. Call or come to the office if you would like support with the Citizenship process.

<http://www.welcomeimmigrant.org/>

## Voting

*Citizenship comes with rights and responsibilities, one of which is voting. You may register to vote after your swearing-in ceremony or at your local city hall anytime. The U.S. is a **representative government**. This means we elect people into office who best represent our interests and concerns. As a democracy, everyone has influence. Your vote matters.*

### **Greater Portland Immigrant Welcome Center**

24 Preble Street 3<sup>rd</sup> and 4<sup>th</sup> Floor, Portland (207) 517-3401

[info@welcomeimmigrant.org](mailto:info@welcomeimmigrant.org)

**Voting Initiative:** Designed to educate immigrants about the importance of participating in the democratic process at all levels of government, ensure they are registered to vote and turn out to vote. Offer voter registration and civic education workshops. During elections, run voting drives helping with encouragement, translation, and transportation.  
<http://www.welcomeimmigrant.org/>

### **League of Women Voters of Maine (LWVME)**

(207) 622-0256 [lwvme@gwi.net](mailto:lwvme@gwi.net)

LWVME engages and informs voters, provides advocacy trainings, works for smooth and clean elections, is committed to reforming the country's campaign finance system, and does many other things to "empower voters and defend democracy".

<http://www.lwvme.org/>



**435 Congress Street  
Portland, ME 04101  
(207) 774-8408**

*Custom Design and Alterations for Men and Women  
Suits and Formal Wear Sales and Rentals*

# Appendix

## SAFETY & EMERGENCY

### Reporting Crimes

If you see a crime in progress or need to report an emergency, you may call 911 immediately. To report a crime, such as a stolen item, go to your nearest police station.

### Emergencies

In the case of an emergency, you must call 911 before doing anything else. You can call this number from any land line or charged cell phone as long as there is a signal.

Someone will answer your call and take your information while they send emergency responders to your location. This is an emergency number only and should not be used otherwise. If you must reach authorities in a non-emergency, see the phone numbers below.

- **Portland Police Non-Emergency:** (207) 874-8479
- **South Portland Police Non-Emergency:** (207) 874-8575  
Confidential Tips: Text (207) 347-4100
- **Westbrook Police Department:** (207) 854-0644, ext. 0  
Confidential Tips: Call (207) 591-8117.
- **Falmouth Police Department:** (207) 781-2300

### Emergency vs. Non-Emergency?

9-1-1 is the number to call for police, fire, or medical emergencies when immediate action is required. Somebody's health, safety or property is in danger or a crime is being committed. Examples of this are hearing gunshots or a fire in progress.

Call the non-emergency number in your town for situations where an immediate response or dispatch of the police is not required. Examples would be reporting a crime with no suspect, or a noisy party.

### Anonymous Tips

If you see something that may be illegal, the Portland Police Department invites you to tell them, **anonymously**. Anonymously means the lines are not traced: you can give information without anyone knowing it was you. You can give anonymous information about a crime by texting or calling:

**Text-A-Tip:** Text "GOTCHA" plus your message to 274637 (CRIMES) *Portland only*

**Call in a Tip:** Dial (207) 874-8584



## Poison Control

If you think someone may have eaten or drank something toxic or poisonous, call **the American Association of Poison Control Centers** at 1(800) 222-1222, available 24 hours a day. If the victim has collapsed or is not breathing, call 911 for an ambulance.

## Fire Safety

Take steps so a fire doesn't start accidentally.

- Always be aware of potential fire hazards in your home, anything that increase the chances of a fire starting: towels or curtains hanging too close to an unattended stove, high cooking temperatures, a dirty stove, exposed light bulbs, damaged wires, flammable materials close to a fireplace, unattended candles or heating appliances, dryer lint accumulation, and smoking indoors.
- Check that all electrical appliances, cords and outlets are in good condition and that there is not too much plugged into one outlet.
- Do not let children play with fire.
- Keep bedding, curtains and other combustible items at least three feet, or one meter, away from space heaters.
- Place at least one smoke alarm on each level of your home and in halls outside bedrooms. If you are renting, your landlord is required to provide smoke alarms. Smoke alarms can be purchased at home or hardware stores. Smoke alarms have batteries that need to be changed regularly.

Have a rehearsed escape plan from every room in the house.

In the event of a fire, call 911 and leave the house immediately!

## Child Safety

### Car Seats

There are strict laws in the U.S. about using child safety seats because car accidents are a leading cause of death of children here. Maine's Child Passenger Safety (CPS) law says:

- Children under 40 lbs. must ride properly secured in a child safety seat.
- Children between 40–79 lbs. who are less than 8 yrs. old must ride secured in an approved child restraint system.
- Children taller than 4 feet 9 inches who no longer use a child restraint system must wear a seat belt.
- Children under 12 yrs. old who weigh less than 100 lbs. must be secured in the rear seat of the vehicle, if possible.

In addition to these laws, The National Highway Traffic Safety Administration (NHTSA) recommends a few other considerations for child passenger safety:

- Children less than 12 months old should always ride in a rear-facing seat.
- Rear-facing car seats are best until a child reaches the top height or weight limit permitted by a car seat's maker.

- A shoulder belt should lie snug across the shoulder and chest, not cross the neck or face. Use a booster seat if necessary.
- Children should ride in the backseat to avoid injury caused in the airbag deployment zone.

<https://www.faleslaw.com/car-seat-safety-laws.html>

## Leaving a Child Alone in U.S.

When can children in the U.S. be left alone or alone with siblings? Depending on the laws and child protective policies in your area, leaving a young child unsupervised may be considered neglect, especially if doing so places the child in danger. Neglect is when a parent, intentionally or unintentionally, raises the possibility of harm for a child such that intervention by the community is needed. Not using a proper car safety seat is an example.

Maine does not give an exact age for leaving your child alone. Laws in other states are that a child has to be 8–10 years old. For leaving a child alone with siblings, some states suggest age 12. Ultimately, it is the parents who knows the level of responsibility a child is capable of. Here are some guidelines:

- Have the child memorize his or her full name, address, and telephone number.
- Post a list of emergency, local, and long distance numbers to call in the event of an emergency.
- Inform immediate neighbors that your child may be home alone on some days. Not only can a neighbor be a good resource in the event of an emergency, it can help alleviate potential calls to child protective services by unaware neighbors.
- Call the child at several times during the day while you are away.
- Teach the child how to work the locks on windows and doors and to lock them when at home.
- Tell the child not to go into other people's home (even neighbors) without your permission.
- Designate a "safe house" to run to if the child ever feels that he or she is in danger.
- Never allow a child to work the oven or stove without a parent or adult caretaker.
- Consider programs offered by schools, organizations, and churches for extended periods of home alone time. See the "Out-of-School Time" Section of this Guide.

<https://family.findlaw.com/parental-rights-and-liability/when-can-you-leave-a-child-home-alone-.html>

### **Anyone who babysits for your children should know:**

- How to use a telephone to call 911 in case of emergency.
- What to do in case of a fire. Practice your escape plan.
- How to reach an adult if there is an emergency.
- How to call Poison Center if needed: 1 (800) 222-1222

# DIRECTORY OF ORGANIZATIONS & COMMUNITY GROUPS

## Organizations For New Mainers

These organizations, and the programs listed, support New Mainers in many ways.

### The Greater Portland Immigrant Welcome Center (IWC)

24 Preble Street, 3<sup>rd</sup> & 4<sup>th</sup> Floor, Portland (207) 517–3401

[info@welcomeimmigrant.org](mailto:info@welcomeimmigrant.org)

The IWC would like to see immigrants excel economically as they integrate into the fabric of Maine. To make that possible, the IWC has invested in:

- **iEnglish Project:** A Digital Language Lab, a web-based learning and teaching platform to serve working adults with industry specific language training. Powered by the platform Voxy.
- **Immigrant Business Hub** designed to help immigrants start businesses.
- **Citizenship and Civic Engagement** to ensure immigrants are engaged in the democratic process.

[www.welcomeimmigrant.org](http://www.welcomeimmigrant.org)

### Catholic Charities Maine Refugee and Immigration Services (RIS)

80 Sherman Street, Portland (207) 871–7437

Catholic Charities is a large organization with many programs serving all Mainers. They run the Maine Refugee and Immigration Services (RIS), Maine's only refugee resettlement program. RIS offers a range of services to refugees. RIS also helps asylees (asylum seekers who have received their asylum documents).

- **Case management:** Basic needs, orientation, referrals, and a range of other support for up to 60 months from date of granted asylum.
- **Elder Services:** Support refugees and asylees age 60 and older connect to the community.
- **Employment Services:** Support all aspects of employment searches, including help with creating a resume, completing job applications, job interviewing skills, understanding the work culture in the USA, and connecting you with other employment resources in the community.
- **Legal Services:** Support refugees with Affidavit of Relationship (AOR), I–730s and Green card applications.

[www.ccmaine.org/refugee-immigration-services](http://www.ccmaine.org/refugee-immigration-services)

### New Mainers Resource Center/Portland Adult Education

14 Locust Street, Portland (207) 874–8155 [nmrcmaine@gmail.com](mailto:nmrcline@gmail.com)

The New Mainers Resource Center (NMRC) works with Maine's immigrants to overcome barriers to employment. NMRC also works with employers to help them hire and retain qualified workers. It does this by offering a range of services targeted at skilled professionals including:

- Career guidance and intensive case management
- Intensive on-the-job English and workplace communication and culture classes

- Connections to employers, informational sessions, job fairs
- Assistance with credential review (determining “equivalency”) and professional licensing
- Professional networking groups and support (Health, Finance, IT, Engineering, etc.)
- Training on job search skills and assistance with job search process
- English courses related to specific professions
- Online computer tutorials and assistance with job search
- Coordination with other training and service providers, volunteer opportunities, internships, job shadows, mentoring, etc.
- Professional Clothes Closet with free business clothes for job interviews or new jobs
- Other services as needed

NMRC participants also take advantage of the other classes and programs offered at Portland Adult Education, such as English and Job Skills classes, the Computer Learning Lab, College Transitions and HiSET (High School Diploma program) and by community partners.  
<https://nmrcmaine.org>

### **Portland Adult Education**

14 Locust Street, Portland (207) 874–8155

New Mainers can also register for Portland Adult Education’s many other classes and programs including high school credentials, computer courses, a language lab, and college preparation.

<http://portlandadulthood.org/>

### **Amjambo Africa! Ladder to the Moon Network**

24 Preble Street, Portland (207) 517–3402

[georges@laddertothemoonnetwork.org](mailto:georges@laddertothemoonnetwork.org)

A monthly newspaper that communicates in English, Swahili, French, and Kinyarwanda to profile New Mainers and educate Mainers about the history and culture of people from Africa.

<http://www.laddertothemoonnetwork.org/newspaper.html>

### **Cultivating Community**

62 Elm Street, Suite 1, Portland (207) 761–4769

[info@cultivatingcommunity.org](mailto:info@cultivatingcommunity.org)

Refugee and Immigrant Farmer Training: A program which helps New Americans of all ages learn sustainable farming practices and connect to the local food economy to sell the food they grow.

<https://www.cultivatingcommunity.org/>

### **Empower the Immigrant Women**

Portland

**Empower Conference:** A yearly conference that honors and supports immigrant women in our community.

**Empower Maine Women Network:** A network of diverse women supporting each other through monthly meetings.

[www.empowerimmigrantwoman.org/](http://www.empowerimmigrantwoman.org/)

### **Hope Acts; Hope House**

14 Sherman Street, Portland (207) 274–6005 [carolyn@hopeacts.org](mailto:carolyn@hopeacts.org)

**Hope House:** Offers housing for single adult asylum seekers. 13 bedrooms in 5 apartments temporarily house asylum seekers and assist in their search for more permanent housing. Those interested in living at Hope House should call, email, or come in to fill out an application.

**ASAP Program:** help asylum seekers access medical services, find housing, complete job applications, and navigate local resources in Greater Portland. ASAP offers one-on-one assistance from social work interns Monday through Thursday from noon to 3pm, by appointment or walk in. For more information, call or email.

**ESL Classes:** Provide beginner and intermediate English classes focused on written and spoken language instruction.

<https://hopeacts.org/immigrant-support/hopehouse/hope-house-program/>

### **Immigrant Legal Advocacy Project (ILAP)**

489 Congress Street, 3<sup>rd</sup> Floor, Portland (207) 780–1593 or 1 (800) 497–8505 [info@ilapmaine.org](mailto:info@ilapmaine.org)

Provide free and low-cost immigration information and legal assistance to low-income Maine residents. Serve individuals whose cases involve issues like asylum and refugee concerns including permanent residency, family reunification, travel documents, domestic violence, and temporary protected status.

<http://www.ilapmaine.org/>

### **Immigrant Resource Center of Maine (IRCM)**

265 Lisbon Street Suite 2 (2<sup>nd</sup> Floor), Lewiston or 24 Preble Street 3<sup>rd</sup> Floor, Portland (207) 753–0061 [info@ircm.org](mailto:info@ircm.org)

Promotes the empowerment of immigrants and a multi-cultural environment by serving as cultural brokers, barrier reducers, skill enhancers, and problem solvers. Some of their many programs include:

- Monthly community education workshops for newly arrived refugees, secondary migrants, and asylum seekers in Portland and Lewiston and Auburn.
- A New Mainers Domestic Violence Partnership to provide education and create community responses to domestic and sexual violence.
- Post-resettlement services ranging from language service to job trainings.
- Cultural presentations and workshops for service providers and community members throughout the state.
- Community conversations and dialogues, including Youth to Youth Dialogues (between youth new to the US and those whose families have been here for a long time) and Police Youth Dialogues to increase trust between police and youth.

<https://www.ircofmaine.org/>

### **In Her Presence**

(207) 347-9891 [contact@inherpresence.org](mailto:contact@inherpresence.org)

Hold trainings and workshops relating to education, health, leadership, entrepreneurship, English language acquisition, and more to connect and empower immigrant women and girls.

<https://inherpresence.org/>

### **Maine Immigrant Rights Coalition**

24 Preble Street, 3<sup>rd</sup> Floor, Portland (207) 517-3404

A coalition of over 50-member organizations who collaborate to improve the legal, social, and economic conditions of Maine's immigrants.

<https://www.maineimmigrantrights.org>

### **New Mainers Tenants' Association**

[sonia@newmainersTA.org](mailto:sonia@newmainersTA.org)

Help establish housing justice for New Mainers through programs, advocacy, and tenant organizing.

**Housing Orientation Program:** Classes for New Mainers to learn about housing in the U.S. and understand their rights as tenants.

**Housing Ambassadors Program:** Support individuals to represent New Mainers and advocate on their behalf for housing rights.

<https://newmainersta.org>

### **City of Portland Office of Economic Opportunity (OEO)**

389 Congress Street, Portland [jtrujillo@portlandmaine.gov](mailto:jtrujillo@portlandmaine.gov)

OEO is responsible for implementing and overseeing a Strategic Plan for Inclusion for the City of Portland. They convene and leverage public and private partners to assure communication and collaboration so that racially & ethnically diverse communities, including immigrants, and other underserved populations have access to jobs, related support services, and other economic opportunities. They strive to foster a strong sense of belonging by cultivating Economic Inclusion, Cultural/Social Inclusion, Civic Inclusion & Welcome-ability.

<https://www.portlandofopportunity.com/>

### **ProsperityME: The Center for Financial Education**

309 Cumberland Avenue, Portland (207) 797-7890

ProsperityME empowers, through education and counseling, members of refugee and immigrant communities to invest in themselves to build financial stability, careers, businesses and wealth. PME is the only immigrant organization that provides financial education specifically to immigrants, refugees and asylees and asylum seekers. They:

- Provide financial group education, financial counseling and coaching
- Serve asylum seekers with scholarships for higher education (pays up to 5,000 per students who are ineligible for any state or federal aid to pursue their dream career)
- Assist newly arrived asylum seekers with security deposits for housing
- Provide business assistance for start-ups and workshops on career development
- Assist asylees with matching savings funds in partnership with CEI

[www.prosperityme.org](http://www.prosperityme.org)

## **Women United Around the World**

Portland [info@womenunitedaroundtheworld.org](mailto:info@womenunitedaroundtheworld.org)

Help female immigrants adjust to living in a new place. Offer welcome packets, professional industrial sewing classes, and leadership development programs.

[www.womenunitedaroundtheworld.org/](http://www.womenunitedaroundtheworld.org/)

## **Helpful Links**

Matches unaccompanied minors with potential guardians and safe housing. The organization also enlists a volunteer attorney to help file a guardianship petition in preparation for filing an immigration petition. Email Lucky Hollander at [lucky.hollander@gmail.com](mailto:lucky.hollander@gmail.com) or Toby Hollander at [thollander33@yahoo.com](mailto:thollander33@yahoo.com).

## **Welcoming Immigrants Network (WIN) of Greater Portland**

A group of individual people and organizations that meets monthly to offer help to immigrants. Email Cush Anthony at [cush@maine.rr.com](mailto:cush@maine.rr.com) or Lucky Hollander at [lucky.hollander@gmail.com](mailto:lucky.hollander@gmail.com). <https://www.facebook.com/ImmigrantSupportNetworkGreaterPortlandMaine/>

## **Community Organizations by Ethnicity**

*Groups of immigrants have come to Maine from all over the world. Many have created organizations that offer a sense of belonging and support.*

### **Angolan Community of Maine**

Brings Angolan people together in their new home in Maine.

<https://www.facebook.com/Angolan-community-of-Maine-530314953829703/>

### **Burundi Community Association of Maine**

Brings Burundian people together in their new home in Maine.

<https://www.facebook.com/Burundi-Community-Association-of-Maine-642770582437166/>

### **Congolese Community of Maine (COCOMAINE)**

(207) 807–2256 [cocomaine2012@gmail.com](mailto:cocomaine2012@gmail.com)

Helps integration of Congolese people and assist them during their transition to life in Maine. Promotes Congolese culture through events and forums. <https://www.facebook.com/Congolese-Community-of-Maine-201848326560842/>

### **Mano en Mano**

2 Portland Fish Pier, Suite 302, Portland (207) 546–3006

[info@manomaine.org](mailto:info@manomaine.org)

Supports the Spanish-speaking communities in Southern and Midcoast Maine through:

- A drop-in resource center
- Community orientations and connections to local services such as employment, housing, and food
- Home visitation

- Case management
- Educational programming to ensure migrant students reach academic standards
- Scholarships for higher education

<https://www.manomaine.org/>

### **New England Arab American Organization**

PO Box 1812, Portland (207) 347-0249 or (207) 409-1079

[info@neaao.org](mailto:info@neaao.org)

Acts as a bridge between Arab Americans and the American culture with services such as:

- Parenting groups
- Workshops on topics like health and leadership
- Community support groups

[www.neaao.org](http://www.neaao.org)

### **Rwanda Community Association of Maine**

(207) 699-8870 [info.rwandansinme@gmail.com](mailto:info.rwandansinme@gmail.com)

Provides integration guidance and support to Rwandan immigrants in Maine.

### **Somali Community Center**

68 Bishop Street, Suite 2, Portland [Somalicommunityme@gmail.com](mailto:Somalicommunityme@gmail.com)

Supports the Somali Community in Maine through:

- Community dialogues between Muslim women and native Mainers
- Sewing and alteration classes
- A Somali youth soccer team
- Youth leadership building retreats

<https://somalicenter.org/>

### **Somali Bantu Community Association of Maine, Lewiston**

145 Pierce Street, Suite 101, Lewiston (207) 784-5556

Helps the Somali Bantu community transition to life in Maine through a variety of educational and empowerment programs. Programs include:

- Farming assistance
- Basket weaving
- Conflict resolution programming
- Health education

[www.sbcmala.org](http://www.sbcmala.org)

### **South Sudanese Community of Maine**

Brings South Sudanese people together in their new home in Maine.

<https://www.facebook.com/SSCofMaine/>

## **Religious Groups**

*Some community groups who support New Mainers have religious connections. Churches, synagogues, mosques, and other religious institutions are a place to find spiritual support and community. They may also offer to help with transportation, community connections, and other kinds of support. Most religious groups offer child care during services.*



**Note:** Many religious groups are welcoming New Mainers in their congregations and providing supportive programs and services. The groups listed here are a representation.

## **Muslim**

### **Islamic Society of Portland**

73 Portland Street, Portland (207) 842–5953

Established in 1999 to provide religious support for the fast-growing immigrant community in Portland.

### **Maine Muslim Community Center/Masjid Bilaal**

118 Anderson Street, Portland (207) 797–6626 [masjidsbilaal@gmail.com](mailto:masjidsbilaal@gmail.com)

Helps organize the Muslims of Portland and the surrounding communities, and to welcome the new Muslims to Islamic environments by Islamic education and counseling. [mainemuslims.com](http://mainemuslims.com)

## **Jewish**

### **Congregation Bet Ha'am**

81 Westbrook Street, South Portland (207) 879–0028

[www.bethaam.org](http://www.bethaam.org)

### **Etz Chaim Synagogue**

267 Congress Street, Portland (207) 773–2339

[info@etzchaim-portland.org](mailto:info@etzchaim-portland.org)

[www.etzchaim-portland.org](http://www.etzchaim-portland.org)

### **Jewish Community Alliance of Southern Maine**

1342 Congress Street, Portland (207) 772–1959

[jca@mainejewish.org](mailto:jca@mainejewish.org)

A support organization for Jewish life and continuity locally, in Israel, and throughout the world. Run a daycare and provide family services, cultural events, clubs and classes, and adult Jewish learning opportunities.

<https://www.mainejewish.org/>

### **Shaarey Tphiloh Synagogue**

400 Deering Avenue, Portland (207) 773–0693 [maineshul@gmail.com](mailto:maineshul@gmail.com)

<http://www.mainesynagogue.org/wp/>

## **Christian**

### **Bethel Christian Center**

36 Patrick Drive, Westbrook (207) 854–9700 [info@bccmaine.org](mailto:info@bccmaine.org)

Brings together refugees, immigrants, and Americans to worship together without cultural barriers. Hold services in English and African languages.

<http://bccmaine.org/>

### **El Ministerio Hispano**

Sacred Heart/Saint Dominic Parish, 65 Mellon Street, Portland  
(207) 773-7746

Offers services for members of the Hispanic Community of Maine including pastoral attention, referrals to services, support for detainees' families, connection to families in home countries in cases of emergency (when possible), visitation of detainees, and advocacy and crisis intervention. Contact Sr. Patricia at (207) 615-2522 or pporarsm@yahoo.com, Rosario Starratt at (207) 312-4716, or Juse O. Perez at josseperez@yahoo.com.

<https://portlanddiocese.org/ministries/hispanic-ministry>

### **FBC Westbrook**

733 Main Street, Westbrook (207) 854-8394 [info@fbcwestbrook.com](mailto:info@fbcwestbrook.com)

Christian ministry that offers services in French, Lingala, Portuguese.

<http://fbcwestbrook.com/>

### **First Parish in Portland; Unitarian Universalist**

425 Congress Street, Portland (207) 773-5747

[office@firstparishportland.org](mailto:office@firstparishportland.org)

Hold monthly community dinners and a variety of classes and committees to help the congregation put their faith into action in the community.

<http://firstparishportland.org/>

### **First Russian Baptist Church**

211 Mosher Road, Gorham (207) 892-8324 [frbcgorhamme@gmail.com](mailto:frbcgorhamme@gmail.com)

Holds services in Russian for the large community of Russian immigrants in the suburbs of Portland.

<http://frbcme.org/language/en/>

### **HopeGateWay**

509 Forest Avenue, Portland (207) 899-2435 [hello@hopegateway.com](mailto:hello@hopegateway.com)

HopeGateWay is a United Methodist community of people of all ages and backgrounds. They have a sizable immigrant population within their congregation. They also have an active youth group and children's ministry that is welcoming to all.

<http://hopegateway.com/home>

### **Kingdom Hall of Jehovah's Witnesses**

355 Canco Road, Portland (207) 773-6171

100 Strout Street, South Portland (207) 799-2521

Has a very active community and welcomes New Mainers.

[www.jw.org](http://www.jw.org)

### **Portland Peninsula and Island Parishes**

307 Congress Street, Portland (207) 773-7746

[portlandpeninsula@portlanddiocese.org](mailto:portlandpeninsula@portlanddiocese.org)

Five parishes each with a unique mission and a proud tradition. The Cathedral and Sacred Heart parishes have become home to large numbers of African New Mainers. Saint Louis Parish is home to many

Eastern Europeans.

**The Cathedral of the Immaculate Conception**

307 Congress Street, Portland (207) 773-7746

**Saint Louis Parish**

279 Danforth Street, Portland (207) 773-7746

**Saint Peter Parish**

72 Federal Street, Portland (207) 773-7746

**Sacred Heart/Saint Dominic Parish**

65 Mellen Street, Portland (207) 773-7746

**Note:** Offers weekly masses in Spanish

<https://portlandcatholic.org/>

**White Memorial Seventh-Day Adventist Church**

97 Allen Ave, Portland (207) 797-4414

Have a food pantry and clothing donation.

<https://www.portlandsda.org/>

**Williston-Immanuel United Church**

156 High Street, Portland (207) 775-2301 [office@williston-immanuel.org](mailto:office@williston-immanuel.org)

Williston-Immanuel United Church is affiliated with both the United Church of Christ and the American Baptist Churches USA. They have a long history of supporting neighbors in need, many times New Mainers. Community Assistance Program: Assist people with food staples, diapers, cleaning supplies and financial assistance. See Basic Needs section for details.

<http://williston-immanuel-united.org/>

**Other Faiths**

**Baha'ai**

550 Auburn Street, Portland (207) 317-5927

**Maine Hindu Temple**

719 Main Street, Westbrook (207) 370-0475

[info@mainehindutemple](mailto:info@mainehindutemple).

[www.mainehindutemple.org](http://www.mainehindutemple.org)

## NOTES:

[illegible]

**NOTES:**

This image shows a full page of blank handwriting practice paper. It features approximately 28 evenly spaced horizontal blue lines across the entire page, providing a guide for letter height and placement. The lines are consistent in color and thickness throughout.

**NOTES:**

**WELCOME!**  
**WE SPEAK YOUR LANGUAGE**



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5 Monument Square | 207.871.1700 | [www.portlandlibrary.com](http://www.portlandlibrary.com)

When we share our stories, we share who we are — our similarities and our singularities. Coffee By Design supports the Greater Portland Immigrant Welcome Center and all those whose stories lead them here to Maine.

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# Need help?

Preciso de ajuda?

Ma ubaahantahay caawimo?

Нужна помощь?

도움이 필요하다?

Cần giúp đỡ?

Besoin d'aide?

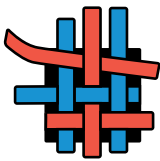
¿Necesitas ayuda?

؟ةدعاسم جاتحت

؟نتساوخ ككم

Unahitaji msaada?

ត្រូវការជំនួយ?



**Immigrant  
Welcome Center**

**GREATER PORTLAND**

24 Preble Street, Portland



5 Monument Square, Portland

