



CITY OF PORTLAND  
Parks Commission

# HOMELESS SERVICES RESOURCE GUIDE

# **EMERGENCY CONTACTS**

## **Emergency**

**9-1-1**

## **Portland Police Department**

Non-Emergency Line: (207) 874-8479

## **Portland Fire Department**

Non-Emergency Line: (207) 874-8400

## **Homeless Outreach and Mobile Engagement Team**

### **H.O.M.E TEAM**

**Monday through Saturday 9:00 AM – 9:00 PM: Phone: (207) 838-8904**

**Outside of Those Hours Phone: (207) 775-4790 EXT. 192**

65 India Street, Portland, Maine 04101

HOME Team Mission Statement: The Homeless Outreach and Mobile Engagement (HOME) Team provides outreach and community supports to those with chronic health, mental health and substance use disorders living on the streets of Portland. Services include daily outreach, mobile health care, crisis intervention, referrals, and transportation for individuals who are homeless, highly intoxicated, experiencing mental illness or engaging in disruptive behavior. The HOME Team reports more than 10,000 contacts with homeless individuals each year, resulting in 2,500 transports to shelters, substance use treatment programs, emergency medical care.

<http://milestone-recovery.org/programs>

# **SHELTERS FOR ADULTS AND YOUTH & FAMILIES**

## **City of Portland, Social Services Division**

**Phone: (207) 775-7911**

196 Lancaster Street, Portland, Maine 04101

Mission Statement: The Social Services Division strives to provide quality programs to low-income Portland residents that encourage dignity, self-respect, and self-reliance in the transition from public assistance to self-sufficiency.

## **City of Portland, Family Shelter: Healthy Community Connection**

**Phone: (207) 772-8339**

54 & 55 Chestnut Street, Portland, ME 04103

Mission Statement: The Healthy Community Connector runs programs and events to support healthy lifestyles that prevent disease and improve quality of life. HCC also helps neighborhoods grow and thrive—building a stronger and healthier community for everyone. Our mobile health unit and community outreach efforts appear in every town and corner of our community, offering screenings and health information, and task forces, volunteers, and health advocates take on the issues that matter in our towns and neighborhoods.

## **City of Portland, Oxford Street Shelter**

**Phone: (207) 482- 5224**

203 Oxford Street, Portland, ME

129 bed emergency shelter for men 18 and over, services include housing placement assistance, mental health services, substance abuse services, police on-site for safety. Toiletries, linen, emergency supplies and community referrals available.

## **Community Housing of Maine**

**Phone: (207) 879-0347**

One City Center, 4<sup>th</sup> Floor, Portland, Maine 04101

Mission Statement: Creating homes and inclusive communities is more than just CHOM's tagline. We are proud to watch residents of our housing transform and truly be included as part of the community.



**Greater Portland Family Promise**

**Phone: (207) 200-8672**

70 Forest Ave, Portland, ME 04101

<https://greaterportlandfamilypromise.org/>

Mission Statement: Greater Portland Family Promise, an affiliate of the national Family Promise program, is dedicated to addressing the needs of families facing homelessness in the Greater Portland, Maine area. Through an interfaith network and connections with existing community resources, Family Promise provides housing, meals, case management and community for children and their families experiencing homelessness

**Homeless Shelter Directory**

<https://www.homelesshelterdirectory.org/maine.html>

For shelter information in towns outside of Portland, Maine.

## **TRANSITIONAL HOUSING FOR WOMEN**

### **Through These Indoors**

**Hotline always available: (866) 864-4657**

Portland Location: Location not available online due to security. Speaking with a specialist on the hotline will set up individual in need with address and room availability.

Our shelter is a temporary home available to women 18 years and older, with or without children, experiencing domestic violence.

Shelter services include: basic needs (food, clothing, personal care items) and in-house education programs.

Individual advocacy/case management is available which includes personalized safety planning; emotional support; information and education about the dynamics of domestic abuse; referrals and connections to both internal and community resources needed to maintain safety and further self-empowerment; assistance with applying for and obtaining permanent housing.

### **Florence House**

**Phone: (207) 699-4392**

190 Valley Street, Portland, Maine

This is a program to help chronically homeless women in Portland to find permanent, safe, supported housing.

## **RECOVERY PROGRAMS**

### **Milestone Foundation Emergency Shelter**

65 India Street, Portland, Maine

Phone: (207) 775-4790

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

The mission of Milestone Recovery is to provide the best quality of services to empower individuals with substance use and behavioral health disorders to attain stability, dignity, recovery and an enhanced quality of life. We offer emergency shelter, medically managed detoxification, community-based outreach and health services, housing assistance, and long-term treatment in Portland and Old Orchard Beach, Maine.

### **Pine Tree Recovery Center**

17 Bishop Street, Portland, Maine 04103

Phone: (207) 618-9611

<https://www.pinetreerecovery.com/>

Accepts a variety of insurances.

Medical detox is the foundation of permanent recovery. At Pine Tree Recovery Center, we help clients heal and recreate their lives with a holistic, multi-pronged approach and clinically sophisticated medical drug and alcohol detox and addiction treatment including Intensive Outpatient Programs.

### **Portland Recovery Community Center**

**Phone: (207) 553-2575**

468 Forest Ave, Portland, Maine 04101

Mission Statements: Portland Recovery Community Center is a safe haven for people in addiction recovery and offers a home for meetings and activities devoted to addiction recovery. It is operated by staff and volunteers who are passionate about recovery, and every activity is designed to help people with their daily recovery efforts.

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

### **Liberty Bay Recovery Center**

**Phone: (855) 607-8758**

343 Forest Ave, Portland, Maine 04101

Open 24 Hours A Day!

Mission Statement: Liberty Bay Recovery goes beyond typical addiction treatment programs. We tailor treatments to fit individual needs. We not only help individuals heal physically, but also to rebuild their personal lives. Our mission is simple: find recovery, celebrate life, and achieve success. This is why we're a rehab Portland Maine believes in.

### **Salvation Army Adult Rehab Center**

**Phone: (207) 774-7818**

88 Preble St, Portland, Maine 04101

For over 100 years, The Salvation Army's Adult Rehabilitation Centers and Harbor Light Programs have offered spiritual, emotional, and social assistance to those who have lost the ability to cope with their problems and provide for themselves. Our free programs provide housing, food, counseling, community, and employment as we work to treat the symptoms, and ultimately the root causes, of prolonged alcohol and drug dependence.

## **Additional Notes:**

- All members of the community are welcome to use public parks and open spaces.
- Parks and other public spaces are key spaces for functional communities
- Everybody is welcome to use parks for recreation, relaxation, rest and leisure.
- Those experiencing homelessness are part of our community.
- Public parks and open spaces can be a more comfortable space for those experiencing homelessness.
- Know the rules of the park; call the parks or police department when necessary.
- High volumes of public complaints may strain park resources.
- Anyone can experience homelessness.
- Each person experiencing homelessness is unique.
- Those experiencing homelessness may face issues, such as extreme poverty, physical and mental health concerns and/or addiction. Such barriers and limited community resources make homelessness difficult to overcome.
- Depending on individual circumstances and available community resources, securing housing can take longer than six months.
- We will see less unsheltered homelessness as our community works to resolve homelessness.
- Become familiar with the organizations that serve those experiencing homelessness.
- Provide support and/or volunteer for local organizations that work to resolve homelessness.
- Public complaints may result in the displacement of those experiencing homelessness and make it more difficult for organizations to engage people in resolving their homelessness.