



Wabanaki Legal News

Volume 7 Issue 2

www.ptla.org/wabanaki/wabanaki.htm

A Newsletter of Pine Tree Legal Assistance

Summer 2003

Discrimination Case

In 2002, Pine Tree Legal Assistance assisted two Native Americans in filing discrimination complaints with the Maine Human Rights Commission. One of them was a 16 year-old member of the Mi'kmaq Nation in Eskasoni, and the other was a member of the Penobscot Indian Nation. These complaints stemmed from incidents that occurred in the summer of 2001 at Delia's Branch Grocery in Columbia, Maine. The staff of the Maine Human Rights Commission met with the parties and helped them find common ground. As part of those settlements, Kathy Greene, the owner of Delia's Branch Grocery, asked to make a statement, which follows:

My name is Kathy Greene and I own and operate a small convenience store in Columbia, Maine, known as Delia's Branch Grocery. In the summer of 2001, we had two incidents that show that society still has a way to go in stamping out discrimination against Native Americans. I am not exactly sure what happened (peoples' memories of events two years ago are not always as sharp as they could have been at the time) but essentially, on different days, two Native Americans have accused our store clerks of saying that we "do not rent videos" to Native Americans. This is not our policy and never has been. However, as owner of the store, it is my responsibility to see that these things do not happen. I have personally apologized to the individuals involved and for the hurt that was caused. I also have addressed this issue with the clerks involved, and told them that this was not how things were dealt with here.

The population in Columbia Falls almost triples in the summer. Tourists and people here for the blueberry harvest become an important part of our economy. During the rest of the year, frankly, our area is economically weak. We appreciate, and need, your business. The issue that cropped up in the summer of 2001 was about unfair treatment in renting videos. We have addressed that issue and we are committed to treating all our customers fairly regarding renting videos and in everything else we do. As for the rest of what we do, including cashing paychecks, selling sandwiches, and groceries, no one has had a complaint beyond the occasional customer gripes that you have in any store. Frankly, we need each other. If you come into Delia's Store this summer, and if you have a complaint, come see me, Kathy Greene, and I will try to make it right. Thanks for listening.



Outreach

Staff of the Native American Unit travel on a regular basis to the Tribal communities in Presque Isle, Houlton, Indian Island, Pleasant Point, and Indian Township to meet with clients. We travel to the communities at least quarterly to meet with people and/or present workshops. If you have a question or want to meet with us, please call to arrange a date and time. Call 1-800-879-7463 and ask for Danny or Judith. Also, outreach dates will be posted in the tribal offices at least one week prior to our visit.



Fair Housing: Your Right To Rent or Own a Home

Have you ever had an experience like this?:

You called a landlord about an apartment and were given information about costs and what was included in the rent. When you showed up to look at the apartment, however, you were told that it was rented, or that the security deposit was more than you had been told at first, or that heat and hot water were not included in the rent.

If this situation, or something similar, sounds familiar, you may be the victim of housing discrimination.

It is against the law for any one, even a neighbor, to harass or intimidate you because you want to buy or rent property.

Pine Tree Legal Assistance has recently received a grant from HUD for education and outreach on fair housing issues. **If you have questions or concerns in this area, please call the Native American Unit at 1-800-879-7463 (942-1060 if using TTY equipment).** Pine Tree can help you file a complaint with HUD. You may find it helpful to talk to a Pine Tree advocate at the very beginning of the process.

In addition, Pine Tree can provide a speaker to talk to your group about fair housing issues. For more information, please call Anne Hazelton in Augusta at 622-4731 (623-7770 TTY). Or you can call Judith Plano in the Native American Unit.

Where can I get help?

To report discrimination, first contact Pine Tree Legal Assistance at 1-800-879-7463 (942-1060 TTY) or call or write to either of these two government offices. You can
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("Fair Housing" continued from front page)

file an on-line complaint with HUD at the web address listed below.

Maine Human Rights Commission
51 State House Station
Augusta, Maine 04333-0051
Phone: 207-624-6050
TTY/TTD: 207-624-6064
FAX: 207-624-6063
www.state.me.us/mhrc/FILING/charge.htm

HUD Office of Fair Housing
U.S. Dept. of Housing & Urban Development
Thomas P. O'Neill, Jr. Federal Bldg.
10 Causeway Street, Room 321
Boston, MA 02222-1092
Phone: 1-800-827-5005 or (617) 994-8300
TTY (617) 565-5453
FAX: (617) 565-7313
www.hud.gov/complaints/housediscrim.cfm.

What will happen if I file a complaint?

In general, you can expect the process of filing a complaint to follow along these lines, regardless of whether you file with the Maine Human Rights Commission (MHRC) or HUD.

You must file a complaint with the MHRC within 6 months of the landlord's illegal act. You must file your complaint with HUD within one year of that act. After you file your complaint, both HUD and the MHRC will send a copy to the landlord, to get his response. An investigator will then look into your case. HUD may end up referring your case to the MHRC.

You will have a chance to settle your problem during the investigation. If you reach an agreement, both sides have to follow it. If you do not agree, then further steps must be taken. This could involve an administrative hearing at HUD or a formal decision by the MHRC.

In certain cases you can end up taking your complaint to either state or federal court. If HUD or the MHRC believes your case has merit, you can often get a lawyer appointed to handle your case for free.

To read more about Fair Housing Issues, go to Pine Tree's Web site at
www.ptla.org/ptlasite/cliented/housing/fairhousing.htm.



New Tax Scam Targets Potential Recipients of Advance Child Tax Credit

The Internal Revenue Service has issued a consumer alert, warning taxpayers about a new scam targeting potential recipients of the Advance Child Tax Credit. A taxpayer receives a telephone call from a person who promises to speed up the payment of the Advance Child Tax Credit checks. The catch is the taxpayer must agree to a \$39.99 charge to a credit card. If the taxpayer agrees

to the charge and provides a credit card number or other sensitive personal information, she could find a much larger charge to her account. By the time the taxpayer realizes something is wrong, the scam operator is long gone, possibly victimizing another taxpayer.

Nobody can "speed up" the payment of tax benefits. Taxpayers do not have to take any action to get the new benefit, which features an advance payment for up to \$400 per qualifying child. The Treasury Department and IRS will perform all the calculations and automatically mail a notice and a check to each eligible taxpayer, beginning the week of July 25.

If you run into this latest tax scam or suspect tax fraud or abuse in some other situation, report it to your nearest Internal Revenue Service office. When in doubt, get help from the IRS or a tax professional. You can call the IRS tax fraud hotline at 1-800-829-0433. More information on tax scams may be found on the IRS Web site at www.irs.gov. Go to The Newsroom page and then click on the "Scams/Consumer Alerts" link under the Topics sidebar.



Free Legal Help with Tax Problems

Pine Tree Legal Assistance can help low-income taxpayers who are having tax problems with the IRS, including audits. In addition, clinics are being planned to help low-income Native American taxpayers prepare their taxes for the first time and to help with any questions about the Earned Income Credit. For more information, call Paul Harrison at 1-800-879-7463.



Legislative Update

Unemployment benefits for part-time workers:

The Legislature recently passed, and Governor Baldacci signed, a bill to give unemployment insurance benefits to people who choose to work part-time and not full-time. Until passage of this bill, these workers did not qualify for benefits, even if they were eligible in every other way, just because they were only able to work part-time. This is the same legislation that was passed by the legislature and vetoed by then Governor King twice last year.

This bill would help anyone who is only available for part-time work. It would be particularly helpful for families who can only work part time because they need to care for a child with special needs, or an ill parent or spouse.





Pine Tree Case Summaries

The following are summaries of some of the cases Pine Tree Native American Unit attorneys have handled over the last six months. You can call attorneys Judith Plano or Mike Guare or paralegal Danny Mills at 1-800-879-7463.

Housing:

The client rented a trailer in a trailer park. There were problems from the beginning. For the first few weeks the water pressure was so low that the client's family had to drive to a relative's house an hour away to bathe. There was no hot water in the kitchen. There was mold throughout the trailer. Because there was no heat in the bedrooms the whole family slept in the living room. The Client called code enforcement a week after he moved in. Because repairs were never made to the trailer, the client stopped paying rent. In May, code enforcement inspected the entire park. Before the inspection, the landlord sent a notice asking residents not to let the inspectors into their trailers. The client did let the inspector in. The landlord then sued to evict the client for non-payment of rent.

The client contacted Judith Plano and went to a court hearing on the eviction. Judith introduced pictures of the trailer and the client testified to all the problems. Pine Tree also presented evidence of retaliation for notifying the code enforcement officer. The judge ruled in favor of the client on this ground. The client was not evicted.

Another client rented an apartment. Because of problems with the apartment, the client never moved in. The landlord refused to return the security deposit. The client lived in homeless shelters because she did not have the funds for a security deposit. The client contacted Pine Tree. After many letters from the client to the property manager and letters and phone calls from Pine Tree to the property manager, the security deposit was returned and the client was able to rent another apartment.

In a third case, the client was being evicted from public housing as his teenaged son was no longer living with him. In an informal hearing at the housing offices, Judith made the argument that the client was the "remaining member of a tenant family" and as such was considered a "family" by HUD regulations. Judith explained that the housing authority could not evict him, but had to offer him a smaller unit instead. The administrator argued that there were no smaller units and that the client was not a family. Judith referred the administrator to the HUD regulations.

Judith and the client received a letter the next week saying that the client would have to move, but that, because there were no smaller units, the client could have



Pine Tree Legal Assistance is a non-profit organization that gives free legal help to poor people with civil (non-criminal) legal problems.

Due to federal budget cuts, Pine Tree has lost some staff. As a result, Pine Tree has had to limit the types of cases that it handles. We have given high priorities to the following kinds of case:

- ✦ Eviction from public housing
- ✦ Home foreclosures
- ✦ Domestic violence
- ✦ Problems with Medicare or Medicaid
- ✦ Loss, reduction or denial of government benefits (food stamps, TANF, Social Security, etc.)
- ✦ Tax Problems

If you are low-income and need legal help in one of these areas, call the nearest Pine Tree office. If you are a farmworker with employment problems, call the Farmworker Unit at 1-800-879-7463.

Pine Tree also has a Native American Unit in Bangor. The number is 1-800-879-7463. Call the unit if you are a low-income Native American with civil legal problems.

Judith Plano Honored as Special Education Advocate of the Year

At its annual awards banquet May 15th, the Maine Administrators of Services for Children with Disabilities (MADSEC) honored Pine Tree attorney Judith Plano as Special Education Advocate of the Year. Now working in Pine Tree's Bangor office as staff attorney in the Native American Unit, Judith has a long history of work on behalf of children with special needs as a school teacher, and as an attorney with the Disability Rights Center doing special education law. Congratulations to Judith for this well-deserved honor.



a Section 8 voucher for a one-bedroom unit. The client was very pleased, as a Section 8 voucher gives him more options than public housing. He can take his voucher anywhere and has many more choices for housing

Social Security:

The clients received a written notice from the Social Security Administration that monthly benefits for their child were being terminated because the child had turned 18. However, the child was still a full-time high school student and therefore eligible for benefits. Pine Tree helped the client in sending the necessary documents to Social Security. Social Security then promptly restored the child's benefits on a retroactive basis.





Border Crossing Rights Between The United States and Canada For Aboriginal People

This is an excerpt from a publication of the American Indian Law Alliance. All of the information can be viewed on the web at www.ptla.org/native/jaytreaty.htm. In addition, printed pamphlets can be obtained by contacting the American Indian Law Alliance at 611 Broadway, Suite 632, New York, NY 10012; e-mail: aila@ailanyc.org; (212) 477-9100 or Aboriginal Legal Service of Toronto, 415 Yonge Street, Suite 803, Toronto, ON M5B 2E7; e-mail: alst@web.ca; (416) 408-4041. This information is meant to be used as a reference only, and does not represent the totality of Jay Treaty issues and border crossing rights. If you have further questions, please contact an attorney.

Since 1794, Aboriginal Peoples have been guaranteed the right to trade and travel between the United States and Canada, which was then a territory of Great Britain. This right is recognized in **Article III of the Jay Treaty**, also known as the **Treaty of Amity, Commerce and Navigation of 1794** and subsequent laws that stem from the Jay Treaty.

If you were born in Canada and have at least 50% Aboriginal blood, you may be entitled to certain rights and benefits in the United States.

Once you have proven that you have at least 50% Aboriginal blood...

You have the right to:

- Cross the U.S./Canadian border freely.
- Live and work in the U.S.
- Be eligible for public benefits, such as Medicaid, Supplemental Security Income (SSI), Medicare, Unemployment Benefits and other Public Assistance, provided you meet the appropriate agency guidelines.
- Register for college or university in the United States as a "domestic student" rather than as a "foreign student" (with the appropriate fee adjustment).

You do not have to:

- Be processed for an alien registration card (also known as a green card or Form I-551).
- Obtain a work permit.
- Register for the military.

The U.S. Government cannot:

- Deport you.
- Exclude you from entry.
- Deny you services.

What You Need to Cross the U.S. Border to Live and/or Work:

When you cross the border with intent to live or work in the U.S., you should be prepared to prove that you have at least 50% Aboriginal blood. At the border, you may be asked for **any** or **all** of the following documents:

- ✓ A letter from your band office stating that you have at least 50% Aboriginal blood (also referred to as blood quantum). (This is the document most often requested by the INS.)
- ✓ Your Certificate of Indian Status Card (the card with the red stripe along the top).
- ✓ Your long form birth certificate.
- ✓ A photo ID.



Electronic Benefits Transfer (EBT)

The following article was written by the Maine Equal Justice Partners. It can be viewed on their website at www.mejp.org/.

There is a change in the TANF and Food Stamps Programs. Starting in June 2003 TANF benefits will no longer be sent as a check and food stamp coupons won't be mailed either. Instead, you will receive a card that looks similar to a credit card that will allow you to access your TANF benefits at banks, ATM machines, and many stores. This is called Electronic Benefits Transfer (EBT). (If you live in York or Cumberland County this system started prior to June.) You will be able to use your card to make purchases, as well as use it to get cash back. There is never an additional cost to make a purchase at a store with your EBT card. However, sometimes there are additional costs to get cash. See the section on costs below.

Your EBT card will also give you access to your Food Stamps. You will no longer receive the Food Stamp coupons in the mail. Instead you will use your EBT card whenever you make a food purchase at grocery stores and most convenience stores. Look for the Quest(r) sign on the door or window of the store.

How do I use the EBT card?

The EBT card works the same as a Debit card that many people have to get money from their checking or savings accounts. In order to use the card you must use a four digit Personal Identification Number, referred to as your PIN.

You will be sent the EBT card and a couple days later you will receive an envelope with your PIN that has been randomly chosen for you. You can change your PIN to a number that you choose. To do so, just call Customer Service at 1-800-477-7428. It is important to memorize your PIN or keep it written in a place separate from your EBT card so that no one else can use your card. You can change your PIN to a number that has meaning to you so that it is easier to remember. If you enter your PIN four times incorrectly, your card will stop working until the next day.

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To make a purchase, you or the store clerk will swipe your card through a machine. You will then enter your confidential PIN. Do not tell your PIN to the clerk. They will give you a keypad to enter the number yourself. If you want cash back with your purchase, you will either tell the clerk how much you want back or you will be able to enter the amount of cash back on the machine. Not all stores allow you to receive cash back. Stores that do allow you to receive cash back usually have a dollar limit.

If you are making a purchase of both food and non-food items and want to use a combination of your Food Stamps and TANF benefits to pay for your purchase, you will have to swipe your card through the machine twice and enter your PIN twice.

If a store does not have an EBT machine, or if the machine is not working, they may use a paper voucher. Also, many Farmers Markets will accept your EBT card for purchases and, if they don't have a machine, they can use a paper voucher. When using a paper voucher, you will not need to use your PIN. You will need to sign your name on the paper voucher. Be sure you do not tell the clerk your PIN or write it on the paper voucher.

How will I know how much money or Food Stamps I have available?

Every time you make a purchase or take cash out of your TANF benefit account, you will get a receipt showing the balance in your account(s). The card will not allow you to withdraw more cash or use more Food Stamps than you have in your account.

You can also find out the balance in your account(s) by calling Customer Service at 1-800-477-7428. This is a toll free call. You will get a recording when you call, and you will be able to use your touch-tone phone or voice commands to select different options. You will be able to get the information you want without speaking to a live person. However, live Customer Service representatives staff this phone line 24 hours a day, seven days a week. If you need to speak to a live person, you will be able to do so.

Will I be able to use my old Food Stamp coupons after June 1st?

If you have some of your Food Stamp coupons left over, they can be used for up to 7 years. However, you may run into a problem after a while with the store having coupons to give as change.

When will my benefits be available?

Your TANF benefits will be available at 12:01 a.m. on the first day of each month. Your Food Stamps will be available at 12:01 a.m. sometime between the 10th and 14th of the month, depending on your date of birth. Once it has been established, it will always be the same date

each month.

The only time you will receive mail regarding your TANF or Food Stamp amounts will be after recertification or when your benefit amounts change.

If you need verification of your income in order to apply for Subsidized Housing, HEAP or other benefits, you will need to keep the award letter that you get whenever your benefit levels change. If you no longer have the award letter you can sign an authorization for the agency to get this information directly from DHS.

Does it cost me anything to use my EBT card?

There is never a cost to use your EBT card for Food Stamp purchases. However, remember you can only buy allowable food items with your Food Stamp benefits and you cannot get cash back from your Food Stamp account.

Sometimes it costs money to access your TANF benefits. Normally, if you make a purchase at a store that allows you to get cash back, there will be no additional cost. However, if you go to an ATM machine, a bank, or use the Customer Service counter at Hannaford, Shaw's or other supermarkets, there may be costs.

There are two different types of costs:

1. FEES. The state charges a fee of 65 cents in some circumstances. ~~You don't need to pay the state for the~~ first two cash withdrawals each month. However, after the first two cash withdrawals a month, the state will charge 65 cents for each additional withdrawal, whether at an ATM machine or at the Customer Service counter at your local supermarket. To avoid this fee you can get cash back when making a purchase, and no fee will be charged.

2. SURCHARGES. At many banks you will incur a surcharge when using your EBT card to get your cash TANF benefits. Slide your card in the ATM and enter your PIN. At this point if there is a surcharge to use the machine, a message will appear that says how much the surcharge will be. If you decide you don't want to pay the surcharge, you can cancel the transaction and there will be no surcharge. If you continue with the transaction, the surcharge will be automatically deducted from your account. Surcharges vary from bank to bank and some can be as high as \$2.00 per transaction. A list of which banks have surcharges and which banks don't will be available at regional DHS offices and at training sessions.

What if my EBT card is lost or stolen?

If you lose your EBT card, you can get it replaced by calling the Customer Service line at 1-800-477-7428. You will need to give them your date of birth and the last four digits of your Social Security number. Your new EBT card will be mailed out the next business day. You get your original card plus one free replacement per year.

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After that there may be a fee of between \$1.00 and \$5.00 to get your card replaced.

If your EBT card is stolen, call Customer Service and they can put a freeze on your account, send you a new card and you can change your PIN. That way, if someone tries to use your card, your old PIN will not work.

Can I still get Direct Deposit to my checking account?

If you have been getting your TANF benefits deposited to your checking account, this will not change. You will get an EBT card for your Food Stamps only. If you want, you can contact DHS and ask them to stop your direct deposit and put your TANF benefits on your EBT card.

If you have not been getting direct deposit to your checking account but would like to start it, contact your TANF eligibility worker and ask them to set it up.

When to Call Customer Service (1 800 477 7428 Toll Free)

Customer Service is available 24 hours a day, 7 days a week to answer any questions you may have about how to get your benefits. The customer service number is first answered by a computer. You will be asked to enter your card number. If you do not have a touch-tone phone, you will be given the option of speaking your option choices and card number into the phone. If your card has been lost or stolen and you don't know your card number, you will be given directions on how to proceed.

Call Customer Service if:

- ✓ You have questions or problems using your EBT card or PIN
- ✓ You want to change your PIN
- ✓ Your card is lost or stolen
- ✓ You think there is a mistake with a transaction

You can also call Customer Service to find out:

- ✓ Your Food Stamp or TANF account balance(s)
- ✓ A list of your last ten transactions

You can also get information about your account on the Web at www.pinetreecard.com. If you are having problems with your Electronic Benefits and can't get help from Customer Service, please contact Pine Tree Legal Assistance at 1-800-879-7463 or Maine Equal Justice at 626-7058.



We Want To Hear From You!

If you have comments, articles or ideas on how this Newsletter can be helpful to you, please let us know.

Please send articles or letters to:

Wabanaki Legal News, Pine Tree Legal Assistance, Coe Building, 61 Main Street, Room 41, Bangor, ME 04401. Or you can send e-mail to csamp@ptla.org.



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The articles in this paper are meant to give information, *NOT to give legal advice*. No one should interpret any law without the help of an attorney who has been told all the facts.



INDEX of COMMUNITY RESOURCES



CRISIS (available 24 hours a day)



- ◆ Child Abuse/Neglect 1-800-452-1999
- ◆ Adult Abuse/Neglect 1-800-624-8404
- ◆ Domestic Violence:
 - Houlton Band of Maliseets 532-6401
 - Pleasant Point 853-2613
 - Penobscot County 1-800-863-9909
 - Aroostook County 1-800-439-2323
 - Washington County 1-888-604-8692
- ◆ Infoline Emergency Social Services Referral: 1-800-204-2803
- ◆ Mental Crisis Hotline: 1-888-568-1112
- ◆ Poison Control Center: 1-800-442-6305
- ◆ Rape Crisis:
 - Penobscot County 1-800-310-0000
 - Aroostook County 1-800-550-3304
 - Washington County 1-800-228-2470
- ◆ Youth Crisis Stabilization: 1-800-499-9130



LEGAL SERVICES (Other than Pine Tree):



Maine Lawyer Referral and Information Service:

For a \$20.00 fee, you can be referred to a lawyer in your area for a one half-hour consultation or review of your paperwork.

Telephone: 207-622-1460 or 1-800-860-1460

www.mainebar.org/iris_main.asp



Tel-Law:

Tel-Law has a number of different recorded messages to answer your basic questions about the law. It operates 24 hours a day. There is no fee other than the fact that it is a toll call outside the Augusta calling area.

Telephone: 207-622-1470

www.mainebar.org/lris_tellaw.asp



Volunteer Lawyers Project:

If you meet the Pine Tree eligibility requirements, the Volunteer Lawyer's Project can give you legal advice or informational materials for free, or will refer you to a private lawyer who may handle your case without charge. Normal intake hours are M-Th 8:45-12:00 & 1:00-4:00 & Fr 8:45-12:00.

Telephone: 207-774-4348 or 1-800-442-4293

www.vlp.org/



Legal Services for the Elderly:

If you are age 60 or over, Legal Services for the Elderly can give you free legal advice or limited representation.

Telephone: 1-800-750-5353 or 207-623-1797

www.mainele.org/



Penquis Law Project:

This group gives legal representation to low and moderate income residents of Penobscot and Piscataquis Counties in the following kinds of cases: Protection From Abuse, Divorce and Separation, Child Support Enforcement, Alimony, Parental Rights and Responsibilities, Wills, and Powers of Attorney. ~~The fee depends on several factors,~~ including your annual income and the complexity of your case.

Telephone: 207-973-3671

www.penquiscap.org/penquis.nsf/webpages/Law+Project



University of Maine Student Legal Services:

If you are an undergraduate student at the University of Maine at Orono, you can get free or reduced cost civil legal services.

Telephone: 207-581-1789



Chief Advocate, Department of Corrections:

The Advocate refers civil cases of inmates of the State correctional system, including the Maine State Prison and Maine Correctional Center, to attorneys under contract with the Department of Corrections. This office also gives paralegal and advocacy services for Maine State Prison inmates and works to resolve complaints informally.

Telephone: 207-287-4393



Patient Advocate, Department of Behavioral and Developmental Services:

The Advocate refers civil cases of patients at state mental institutions or clients of the Department of Behavioral and Developmental Services to attorneys under contract with the Department.

Telephone:

Penobscot and Washington Counties:

Aroostock County:

207-941-4180

207-554-2132

1-800-772-1213



SOCIAL SECURITY (State-wide)

s3abaca.ssa.gov/pro/foi/foi-home.html

Bangor Area

Presque Isle Area

990-4530

764-3771



DISCRIMINATION:

Housing Discrimination

1-800-827-5005

www.hud.gov/complaints/housediscrim.cfm

Maine Human Rights Commission

624-6050

www.state.me.us/mhrc/index.shtml

ME Civil Liberties Union

774-5444

www.mclu.org/



DISABILITIES:

Disability Rights Center

1-800-452-1948

www.drcme.org/



CONSUMER RESOURCES:

✂ Maine Attorney General's Consumer Law Guide:

This Guide offers valuable and comprehensive information on many consumer topics. It can be viewed and downloaded online.

www.maine.gov/ag/?r=clg

✂ Consumer Mediation Service:

The Attorney General's Office gives this service free of charge. If you want to file a consumer complaint against a business call between 9:00 a.m. and 12:00 p.m. weekdays. Or write to: Attorney General's Consumer Information and Mediation Service, 6 State House Station, Augusta, ME 04333.

Telephone: 626-8849

www.state.me.us/ag/consumer/mediation.html

✂ Lemon Law Arbitration:

If you buy a car that has serious defects, the Attorney General's Lemon Law Arbitration Program can help you.

Telephone: 626-8848

www.state.me.us/ag/consumer/lemonlaw.html

✂ Utility Complaints:

The Consumer Assistance Division of the Maine Public Utilities Commission can help you settle problems with any utility in the State.

Telephone: 1-800-452-4699

www.state.me.us/mpuc/CAD/cad.htm

✂ Low Income Telephone Service Help:

If you qualify for Food Stamps, Medicaid, TANF, SSI or Fuel Assistance, call your local telephone company to see if you qualify for a reduction on your monthly telephone bill.

✂ Employment/Labor Information:

Career Centers: (www.mainecareercenter.com/)

Bangor 561-4050 or 1-888-828-0568

Calais 454-7551 or 1-800-543-0303

Houlton 532-5300 or 1-800-691-0033

Machias 255-1900 or 1-800-292-8929

Presque Isle 760-6300 or 1-800-635-0357

State Bureau of Labor Standards

624-6400

(wage or child labor complaints)

www.state.me.us/labor/bls/wagehour.htm

US Dept. of Labor (Wage and Hour Division)

1-866-

www.dol.gov/esa/whd/ toll-free number:

487-9243

✂ Housing:

Maine State Housing Authority

1-800-452-4668

www.mainehousing.org/



Insurance:

Bureau of Insurance 624-8475
or 1-800-300-5000

www.state.me.us/pfr/ins/ins_index.htm

Mobile Homes:

Manufactured Housing Board 624-8633

www.hud.gov/offices/hsg/sfh/mhs/mhssaa.cfm

Manufactured Housing Association 623-2204

(mediation for mobile home residents) or 1-800-698-3335

Maine State Housing Authority 1-800-452-4668

(if renting a mobile home) TTY 1-800-452-4603

www.mainehousing.org/1stbuyer.html

US Department of Housing and Urban Development 1-800-347-3735

(Manufactured Housing and construction standards)

COMMUNITY ACTION PROGRAMS (CAPS):

These agencies give information, outreach, job training, educational programs, day care, housing information and referral, fuel/energy assistance, insulation and furnace repair, surplus food, transportation and Emergency Crisis Intervention Program benefits. Not all services are given by all agencies.

Aroostook County Action Program

771 Main St. 91 Military St.
Presque Isle, ME 04769 Houlton, ME 04730
1-800-432-7881 532-9536
or 764-3721
www.acap-me.org/

Penquis Community Action Program

262 Harlow Street,
Bangor, ME 04401
973-3500
www.penquiscap.org/



Washington-Hancock Community Agency

2 Maple Street
PO Box 280
Milbridge, ME 04658-0280
546-7544
www.whacap.org/

TRIBAL GOVERNMENT and AGENCIES

◆ Aroostook Band of Micmac Indians 764-1972
www.micmac.org/

◆ Houlton Band of Maliseet Indians 532-4273
www.maliseets.com/ (In State) 1-800-564-8524
(Out of State) 1-800-545-8524

◆ Penobscot Indian Nation 827-7776
www.penobscotnation.org/

◆ Passamaquoddy Tribe
Indian Township 796-2301
<http://www.peopleofthedawn.com/> Pleasant Point
www.wabanaki.com/ 853-2600



PENOBSCOT TRIBAL COURT SYSTEM

Court Administrator (George Tomer) 827-5639
Clerk of Courts 827-5639
Assistant Clerk of Courts (Sheila Sapiel) 827-5639
Tribal Prosecutor (C. Peter Bos) 827-5639
Probation Officer (George Tomer) 827-5639

Regular Sessions: First Wednesday of the month.
Special Sessions as needed.



PASSAMAQUODDY TRIBAL COURT SYSTEM

Indian Township Division:

Clerk of Courts (Wanda Doten) 796-5600
Probation Officer (Dana Newell) 796-7929

Pleasant Point Division:

Clerk of Courts (Dorothy A. Barnes) 853-2600, ext 252
Probation Officer (Edward J. Nicholas) 853-2600, ext 249

Regular Sessions: One Friday per month at each division. Special Sessions as needed.



OTHER TRIBAL AGENCIES

◆ Tribal Governors Council 941-6568

◆ Maine Indian Tribal-State Commission 622-4815



HEALTH SERVICES

◆ Penobscot Indian Health Center 827-6101

◆ Maliseet Health Center 532-2240

◆ Micmac Health Center 764-6968

or 764-7219

◆ Pleasant Point Health Center 853-0644

Emergency Services 853-2551

www.wabanaki.com/Tribe/depts/Health/Health.htm or 853-4811

◆ Indian Township Health Center 796-2321



DOMESTIC VIOLENCE

Native American Services:

◆ Pleasant Point: 853-2600, ext 250
(office number)
Hotline: 853-2613
Or call the Tribal Police: 853-2551

◆ Houlton Band of Maliseets:

During Office Hours (M-F 8-4): 532-6401

After hours: 694-1353

Or call the Houlton Police: 532-2287

Other Domestic Violence Services:

Penobscot County 947-0496
Spruce Run 1-800-863-9909

Washington County

Peaceful Choices 1-888-604-

(Machias Hotline) 8692

www2.whacap.org/services/peaceful_choices.shtml 255-4785

Aroostook County

Battered Women's Project 1-800-439-2323



MENTAL HEALTH AND SUBSTANCE ABUSE

Wabanaki Mental Health Association, NPC 990-0605
or 990-4346 or 941-8964
Fax#: 990-4784



HELPFUL NATIVE AMERICAN WEB SITES

Directory of Indian Legal Services Programs in the US:

www.judicare.org/nails.html

Native Web: www.nativeweb.org/NativeTech/Nipmuc/

Pine Tree Legal Assistance: www.ptla.org

Index of Native American Resources on the Internet:

www.hanksville.org/NAresources/

Native Links: www.johnco.com/native/

Aboriginal Links:

www.bloorstreet.com/300block/aborcan.htm

American Indian Internet Resources:

www.geocities.com/CapitolHill/Congress/5156/nativeresources.html