



#### What is a Comprehensive Service Delivery Approach?

Our entire team is committed to a comprehensive service delivery approach model. That means that our clients are connecting to all of the programs and services they need. We offer more than 40 programs and services in the areas of:

##### Early Care & Education

We provide families with comprehensive and affordable high quality prenatal, infant, toddler and preschool education, and child development programs.

##### Economic Development

We provide resources to assist individuals and families reach their goals. Our team provides the supports and resources to help achieve economic stability and sustainability.

##### Energy & Housing

We keep people warm, safe, and dry in their homes with a variety of programs that offer education or assistance in the areas of heating, energy efficiency, home purchase, rental assistance, home repair, and assistance for those facing foreclosure or eviction.

##### Prevention & Wellness

We build a stronger, healthier community by partnering with local and statewide organizations to offer prevention services that focus on nutrition, oral health, substance use, tobacco, and obesity.

#### Above Ground Storage Tanks

Provides assistance to homeowners with replacing older oil tanks with newer, DEP approved tanks.

#### Adult Job Services

Provides guidance, connections, and support in areas such as: job search, high school completion, college preparation and transition, occupational training (like CNA and CDL certifications), paid on-the-job training and work experience in high-wage, high-demand careers, transportation to/from and child care during training or work.

#### Aroostook CA\$H Coalition

ACAP serves as a coalition member for the Aroostook CA\$H Coalition led by the United Way of Aroostook. Through the use of volunteers, the program prepares tax returns and connects the participants to community resources.

#### Arrearage Management Program

Assists individuals in arrears with their electrical bill by forgiving balance due once program requirements have been met.

#### Back Pack Program

This annual program provides low-income students with backpacks and school supplies as they start the new school year.

#### Breakthrough Youth

25 session curriculum for youth, ages 14-24, that teaches personal responsibility, financial literacy, and pregnancy prevention.

#### Central Heating Improvement Program

Provides Home Energy Assistance Program eligible households assistance with heating system evaluations, repairs, replacements, and conversions. Priority is given to individuals in no-heat situations.

#### Child Care

Provides child care from infancy to 6 years of age to children at State of Maine Level 4 Quality Rated and licensed facilities in Caribou, Fort Kent, Presque Isle, and Houlton. Child care is a fee-based program and we accept many forms of voucher payments.



#### Child Care Food Program

Sponsors licensed child care providers, meeting USDA food and nutritional guidelines, to receive reimbursement for meals served to children in their care.

#### Coaching Services

This cross-agency resource offers personal guidance, support, and advocacy for individuals and families as they face obstacles or work on goal attainment.

#### Collaborative Youth Programming

Evidence-based curriculum to build resiliency available to schools, clubs, and other organizations that serve youth. Free programming includes: substance use prevention, restorative practices, and respectful conversations.

#### Community Closet

The Community Closet is a place for the community to donate gently used clothing and for others in need to select clothing for themselves or their family. The Closet is located at our 771 Main Street in Presque Isle office and is accessible 24/7 365 days a year.

#### Community Cupboards

Community Cupboards have been established throughout Aroostook County with the motto of "give what you can and take what you need." Cupboards are free and available 24/7 365 days a year in most locations. See our website for all locations.

#### Connecting with Opportunities Initiative

Assists customers who are unemployed and have been directly or indirectly affected by opioid use.

#### Dislocated Worker Job Services Program

This program is designed to help workers who have been laid off get back to work as quickly as possible and overcome barriers to employment. A variety of individualized services are available to assist with re-entry into the workforce.

#### Drug Free Aroostook

This collaboration with community partners provides education resources and evidence-based programming for reducing the use of alcohol, marijuana, and other drugs.

#### Early Intervention Services

Provides opportunities for children ages 3-5 years old with developmental delay and/or disabilities to develop skills and strategies necessary to build solid foundations for school readiness in a small, low ratio setting to address goals identified on their Individual Educational Program (IEP). Classrooms are approved State of Maine Special Education preschool programs and are available in Fort Kent, Presque Isle, Caribou, and Houlton.



#### Energy Crisis Intervention Program

Provides assistance to Home Energy Assistance Program eligible households by providing emergency fuel or preventing an electrical disconnect. Available November 1 to April 30.

#### Family Development Accounts

A matched savings account program for income eligible families for post-secondary education, small business development, home purchase/repair, vehicle purchase/repair, or emergency savings.

#### Head Start & Early Head Start

A comprehensive child development program serving eligible families of children prenatally through age 5. Comprehensive services include: developmentally appropriate early childhood education, health, nutrition, and family support services.

#### Healthcare Navigation Program

Provides free assistance from Certified Healthcare Navigators with all aspects of Maine's Health Insurance Marketplace, including determining eligibility, comparing, and explaining options, and applying and enrolling in coverage.

#### Heat Pump Program

Provides qualifying HEAP-eligible homeowners with a single head heat pump to assist with energy costs. This program is first come, first serve.

#### Home Energy Assistance Program

Provides financial assistance to income and program-eligible households to help address energy costs.

#### Home Repair Network Program

Offers 0%, deferred or forgivable loans and grants to income eligible homeowners for essential home repairs including septic and wells as well as accessibility and energy saving improvements. Priority is given to qualifying emergency repairs with consideration then given to household composition and income.

#### Homeowner Assistance Fund

This is a federal program to help homeowners impacted by COVID-19 catch up on mortgage and utility bills as well as other housing costs.

#### Homeownership Education

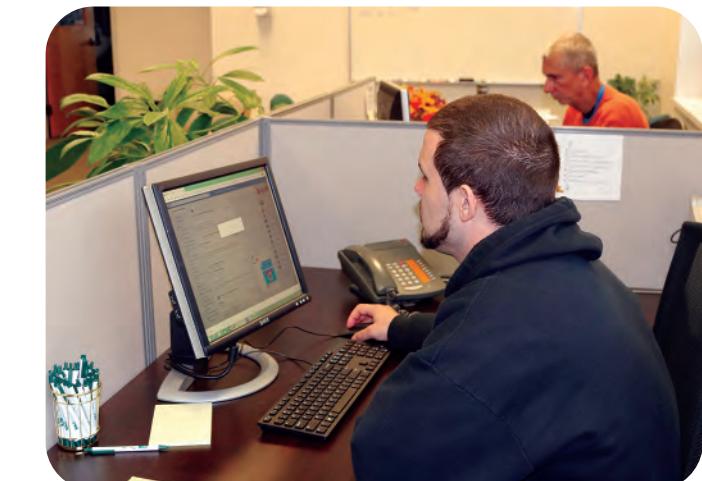
We offer an 8-hour class designed to educate aspiring and existing homeowners on essentials of successful home ownership.

#### Homeownership Support Counseling

Foreclosure prevention counseling services to homeowners who are at risk of falling behind on their mortgage payments or are facing foreclosure.

#### Hope & Prosperity Resource Center

The Hope & Prosperity Resource Center is a warm and safe place to access a variety of services based on an individual's needs. Individuals and families have the ability to access the center's technology where they are able to meet with a coach or job counselor, utilize the tech centers to search for employment, housing and/or apply for other needed services, and access a meal, all in one location.



#### Lead Hazard Reduction Program

Provides inspections of buildings to detect the presence of lead paint on interior and exterior surfaces. Subsidy for lead testing and the abatement of lead hazards may be available to households in pre-1978 housing with a child under age 6. Landlords may qualify for 5-year deferred/forgivable loans for abatement of lead hazards.

## Low-Income Assistance Program

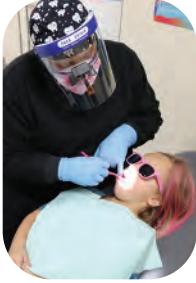
Assists HEAP-qualified customers with electric bill payments.

## Navigation Services

Need assistance, but unsure exactly what programs and services you may qualify for? The ACAP navigators listen, assess, and refer clients to all ACAP services and those of other agencies that may benefit the individual or family.

## Oral Health

Provides oral health education to people of all ages throughout Aroostook County in cooperation with other social service and health care providers. Coordinates a consolidated School Oral Health Program and is a resource for oral health programs in all elementary schools in Aroostook County.



## Parenting Classes

Early Childhood STEP (Systematic Training for Effective Parenting) parenting class is a seven-week program that uses curriculum designed to provide: looking at long-term goals of parenting, information about how children think, feel, and behave, skills to increase enjoyment and effectiveness as a parent, skills that develop a child's self-esteem and confidence, support for parents as a person, and effective ways to teach cooperation and discipline.

## Prevention Services

These evidence based programs provide services to individuals across the life span with a focus on tobacco use, prevention, substance use prevention and nutrition and wellbeing.

## Restorative Practices

Provides alternatives to detention and suspension for youth involved with conflicts at school and in the community. Restorative Circles promote accountability and repair relationships. Referrals can come from Department of Corrections, schools, families, community organizations and concerned community members.

## SNAP Education

This evidence-based program supports SNAP eligible individuals to lead healthier lives by practicing good nutrition, physical activity, and healthy lifestyles, all while making their food dollars stretch further. SNAP-Ed works by building partnerships with community organizations.



## Supplemental Food for Women, Infants and Children (WIC)

WIC is a complete nutrition care program for families, (pregnant, post-partum, nursing women, children birth to age 5). The program offers: nutrition education; breastfeeding education, support and counseling including supplies and electric pump loaner program; health screenings and referrals; and financial support to purchase healthy foods and infant formula. Young children cared for by foster-parents, grandparents, father, or guardian can apply.

## Weatherization

Purchases and installs a variety of energy conservation materials for income-eligible households.

## Youth Homeless Demonstration Project Mobile

### Diversion

Serves youth between 12-24 years of age who are currently homeless by directing them immediately to shelter while providing navigation services.

## Youth Homeless Demonstration Project Rapid

### Rehousing

Provides young people with life skills, along with financial assistance and supports to move to independent living arrangements.

## Youth Job Services Program

Job counselors work with eligible youth (ages 18-24) to identify education and career goals, and assists them with achieving those goals, including tutoring, financial education, and matching with a local mentor. In addition, this program offers support services such as child care assistance, program follow-up, comprehensive guidance and counseling, including substance use counseling when necessary, and entrepreneurial skills training. Eligible youth up to age 24.

## What is ACAP?

For over five decades, when people in Aroostook County have faced challenges, Aroostook County Action Program (ACAP) has been the local agency to help. ACAP, a 501c3 nonprofit organization, is 1 of 10 community action programs in the state and 1 of approximately 1,100 nationwide. All these years later, we remain committed to our vision of "Making Life Better" in Aroostook County.

## Who Do We Serve?

We serve the community of Maine's largest county. From moms-to-be and our youngest children, to families and individuals, to our eldest generations, ACAP programs collectively impact a vast population in Northern Maine.

## What Do We Do?

At ACAP, we work to make that difference for individuals and families across Aroostook County. We offer more than 40 programs and services with the goal of servicing everyone through our Whole Family and Comprehensive Service Delivery Approach. This model connects individuals, families, and the community in areas of Early Care and Education, Economic Development, Energy and Housing, and Prevention and Wellness. Rather than trying to fit a customer into a program, we let the customer lead the way and offer to walk beside them in their journey through a supportive coaching experience.

## Our Mission

Aroostook County Action Program leads or collaborates to provide services that support, empower and improve lives.



Aroostook County Action Program

*We Make Life Better!*

## Office Locations

771 Main Street, Presque Isle  
88 Fox Street, Madawaska  
40 Alfalfa Avenue, Fort Kent  
91 Military Street, Houlton

207-764-3721 • 800-432-7881  
TTY 207-764-3721



[www.acap-me.org](http://www.acap-me.org)

ACAP provides equal opportunity in employment and services.

ACAP is a member of Maine Community Action and the Community Action Partnership.

