

## INCOMING CALLS

Over 10,000 per year

### 1 LSE HELPLINE

M-F, 9-12, 1-4 caller speaks with Intake Paralegal.  
All other times, voicemail with callback next business day.

### 2 LSE PARALEGAL ROUTES CALLS

50% Non-legal, caller referred to appropriate social service provider, or state agency.  
50% Legal, LSE Paralegal determines caller's eligibility.

### 3 ELIGIBILITY

Eligible caller's intake information processed.  
Ineligible callers referred to appropriate legal service provider or private bar.

### 4 URGENCY/PRIORITY

Emergency calls get immediate attention and referral to the nearest LSE office.  
Non-emergency calls are handled in the order received.  
Callers usually hear from Helpline attorney within 3-5 business days.

# LSE HELPLINE

## 1-800-750-5353

**A single statewide toll-free number for Maine Seniors**

Helpline Attorney services range from information provided in a single phone conversation to several hours of service provided over a several week period. The Helpline Attorneys can do things like review documents, write letters and make phone calls on behalf of clients.

LSE's Helpline Attorneys help seniors when their basic human rights are at stake. This includes helping seniors to maintain safe housing, obtain access to publicly funded health care services including long term care services, preserve their public benefits, and respond to overwhelming financial challenges including bankruptcy and foreclosure.

Individuals with problems in areas that LSE does not handle are referred to a private attorney, at a reduced fee if possible and appropriate. LSE maintains a panel of over 200 referral attorneys.

- 1 LSE's Helpline 24/7 service ensures statewide access and overcomes service barriers such as lack of transportation.
- 2 Because over half the calls received regard non-legal issues, LSE maintains a referral list of providers of services specifically for Maine seniors.
- 3 To be eligible for LSE's free services, callers must be Maine residents who are 60 years of age or older.
- 4 Typical emergency issues are elder abuse, financial exploitation, facility discharges, MaineCare reductions or denials of service, evictions, and foreclosures.