

## Tammy Hodgman

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**From:** Robert J. Burns  
**Sent:** Wednesday, May 20, 2026 10:02 AM  
**To:** Tammy Hodgman  
**Subject:** FW: Maine Wire exposes legitimate business in Windham

For correspondence in the Council Agenda.

### Robert Burns

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**From:** Lilly MacVane <[nlilly00@gmail.com](mailto:nlilly00@gmail.com)>  
**Sent:** Wednesday, May 20, 2026 9:44 AM  
**To:** [scollins@pressherald.com](mailto:scollins@pressherald.com); [scollins@metln.org](mailto:scollins@metln.org); [desk@newscentermaine.com](mailto:desk@newscentermaine.com)  
**Cc:** [attorney.general@maine.gov](mailto:attorney.general@maine.gov); [info@sebagolakeschamber.com](mailto:info@sebagolakeschamber.com); TownCouncil <[TownCouncil@windhammaine.us](mailto:TownCouncil@windhammaine.us)>; [Editor@thewindhameagle.com](mailto:Editor@thewindhameagle.com); [jlawlor@pressherald.com](mailto:jlawlor@pressherald.com)  
**Subject:** Re: Maine Wire exposes legitimate business in Windham

**Warning: Unusual sender** <[nlilly00@gmail.com](mailto:nlilly00@gmail.com)>

You don't usually receive emails from this address. Make sure you trust this sender before taking any actions.

The owner of Home Support Services comment in the post :

To Whom It May Concern,

I am the owner of Home Support Services, LLC, a family-owned in-home eldercare company that has been serving Maine residents for nearly 25 years. I am writing to express my disappointment and concern regarding the way our company was portrayed following a recent visit by John Featherston.

On Monday at approximately 1:00 p.m., Mr. Featherston came to our office apparently for the purpose of determining whether our company was legitimate. According to the characterization that followed, because he received no answer at the door, our business was apparently labeled a "zombie company."

This conclusion was both inaccurate and troubling.

At no point that day was our office vacant. There were between three and five people in the office throughout the day. That included me, our Administrator and the Client Services Supervisor. On that particular occasion, we were working in another section of the office on computer-related matters and did not hear the knock at the door. Additionally, the employee who would normally have been stationed in the reception area had left work at noon.

Given our office layout and location, it is not unreasonable that a knock at the front door may not have been heard. I am disappointed that, after receiving no response, additional reasonable efforts do not appear to have been made to determine whether someone was present. Simply trying the door handle, knocking again, or making further attempts to establish contact could have prevented an incorrect assumption from being made.

I take particular issue with the implication that our company may be fraudulent. Home Support Services, LLC has spent nearly a quarter-century building trust with clients, families, and employees. We employ

qualified caregivers and provide important services to members of our community. A casual assumption based on an unanswered door has the potential to damage a reputation that has taken decades to build. I have also been troubled by broader commentary that appeared to group home healthcare agencies alongside discussions of fraud in Maine. Such broad characterizations risk unfairly casting suspicion on many legitimate, hardworking businesses and professionals who dedicate themselves to serving vulnerable individuals and families every day.

I am offended by the treatment our company received and believe an acknowledgment or apology is warranted. At a minimum, I would hope for a correction or clarification reflecting the facts surrounding this incident.

Sincerely,

Ben Noyes

Owner

Home Support Services, LLC

The Maine Wire then went onto their podcast to bash Home Support Services and used the office sign as the background for the video.

Home Support Services is just another small family own company that makes Maine , Maine!! False Stories like this by the Maine Wire do nothing but harm.

On Tue, May 19, 2026 at 10:12 PM Ann Snell Noyes <[retroredhead65@gmail.com](mailto:retroredhead65@gmail.com)> wrote:

Hello! I would like to create awareness of a video posted by The Maine Wire regarding the investigation of fraudulent home health care services in Windham. A small business, Home Health Services, was unfairly portrayed as being one of the illegitimate companies billing MaineCare for millions of dollars. The Maine Wire's efforts to expose these illegal businesses are warranted. However, Home Support Services has become a victim of irresponsible journalism by this news outlet.

Please see the forwarded email below for info regarding Home Support Services credibility. Also the comments in the linked video below tell a story. Thank you so much for your time.

<https://www.facebook.com/share/v/1C6SFTsLtF/?mibextid=wwXlfr>

----- Forwarded message -----

From: **Ann Snell Noyes** <[retroredhead65@gmail.com](mailto:retroredhead65@gmail.com)>

Date: Tue, May 19, 2026 at 5:44 PM

Subject: Maine Wire exposes legitimate business in Windham

To: Lilly Noyes <[nlilly00@gmail.com](mailto:nlilly00@gmail.com)>, [robinson@themainewire.com](mailto:robinson@themainewire.com) <[robinson@themainewire.com](mailto:robinson@themainewire.com)>, [jon@themainewire.com](mailto:jon@themainewire.com) <[jon@themainewire.com](mailto:jon@themainewire.com)>, [editor@themainewire.com](mailto:editor@themainewire.com) <[editor@themainewire.com](mailto:editor@themainewire.com)>, <[barbara.bagshaw@legislature.maine.gov](mailto:barbara.bagshaw@legislature.maine.gov)>

You should have knocked louder on the door for Home Support Services. At the time you were at their door, there were 5 employees in the office. They did not hear you. They do have a security system that alerts them when the door is opened. Had you called their business number, you would have reached an actual person. Home Support Services has been operating for over 20 years. It is a family business with over 300 clients serving numerous counties. The owners of the business are born, raised and reside in the state of Maine. In regards to investigative reporting, you have made a grave error. You have

grouped a longstanding, legitimate business in with hundreds of organizations bilking Maine taxpayers out of millions of dollars. Your efforts to expose such businesses are warranted. However, in this instance, you failed to perform due diligence. In my opinion, Home Support Services deserves an apology for you broadcasting and featuring their business ONLY in this video. If you're going to exercise your First Amendment rights as a member of the press, then you are obligated to verify the content you are posting. You totally dropped the ball on this one, Jon Fetherston. Shame on you.