

Emergency Services Guide

2010-2011

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Available in PDF form online at

www.gryphon.org

and

www.kalamazoounitedway.org



Get Connected. Get Answers.



EMERGENCY SERVICES GUIDE

Gryphon Place and the Greater Kalamazoo United Way are pleased to send you the 15th annual *Emergency Services Guide* for Kalamazoo County.

Please know that you and the people you serve can **call 2-1-1** to obtain this information--and more!

Over fourteen years ago staff from non-profit and government agencies, community centers, and churches asked us to create a simple guide to food, housing and utility help in Kalamazoo County. For ease of use, the *Emergency Services Guide* includes many emergency services, but not all. For information and referrals from a more extensive and detailed database of health and human services in Kalamazoo County, please call 2-1-1 or consult the 2-1-1 database online at www.KalamazooUnitedWay.org (click on How To Get Help then click on Emergency Services Guide) or www.gryphon.org (click on Local Resources).

When you use the *Emergency Services Guide*, you:

- prevent a person in need from traveling all over the county in search of services that do not exist.
- give accurate and honest information.
- have a simple, user-friendly tool.
- can see the limitations of financial help for housing, utilities and other needs in Kalamazoo County.

Please use the *Guide* to give accurate information to people seeking assistance. When no assistance is available from the sources listed here or from 2-1-1, please let seekers know. We all want to be helpful to those in need, but giving false hope does not help. Offer your time and compassion, and the gift of accurate information.

Denise Hartsough, Director
Community Investment
Greater Kalamazoo United Way

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Request for
Financial Aid for Rent
Assistance

Do you have an Eviction
Notice?

7 day
Notice to Quit
or
No Eviction Notice

Court
Summons

Court
Judgment

Go To Page 4
Community Housing Information
Center

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Department of Human Services

It is rare for someone who is at the
Court Judgment stage to be able to
salvage their rental situation.
You have the 10 days to resolve it.

Have you contacted Department of
Human Services?

Yes

No

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Department of Human Services

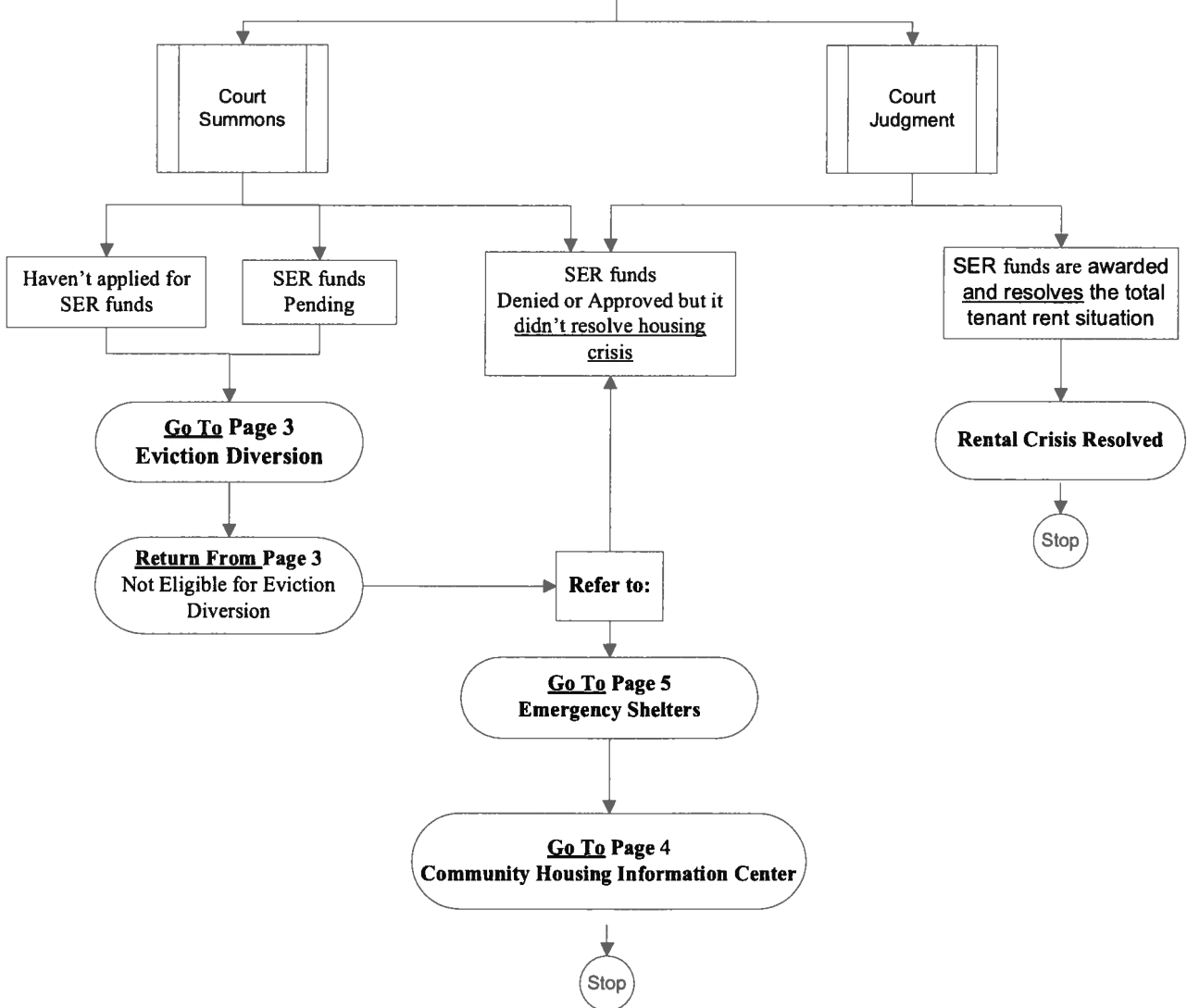
What is the status of SER?
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Housing Page 2



Housing Financial Assistance through the State of Michigan
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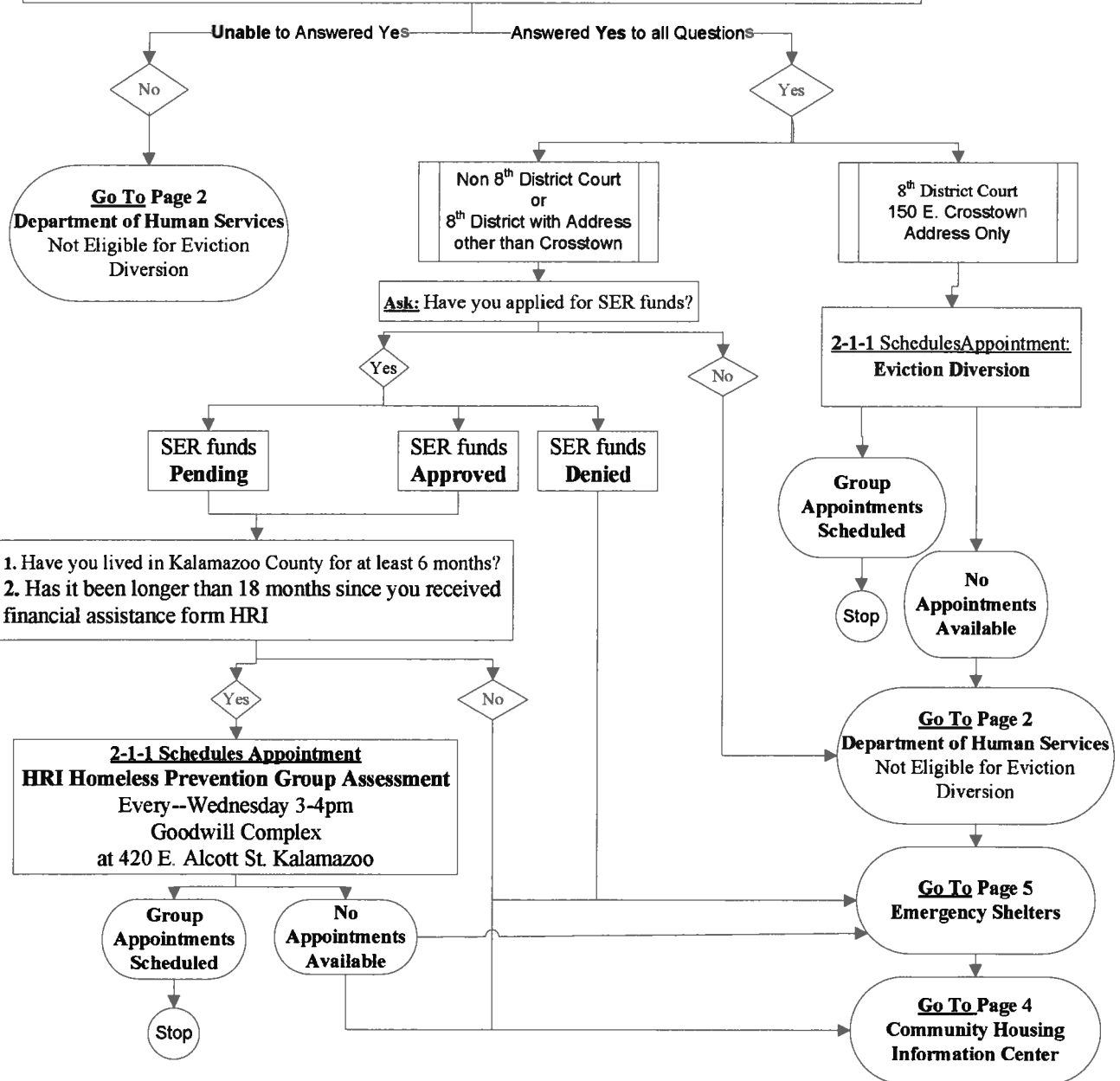
Department of Human Services
State Emergency Relief (SER) funds 337-4900



Eviction Diversion Screening



Eviction Diversion, Questions
 1. Do you have dependable income to pay next month's rent if your eviction is resolved at this unit?
 2. Is the unresolved rent owed less than 3 months?
Must answer Yes to all Questions



Community Housing Information Center



There are No financial resources available at the Community Housing Information Center

Housing Information that is available at the Center

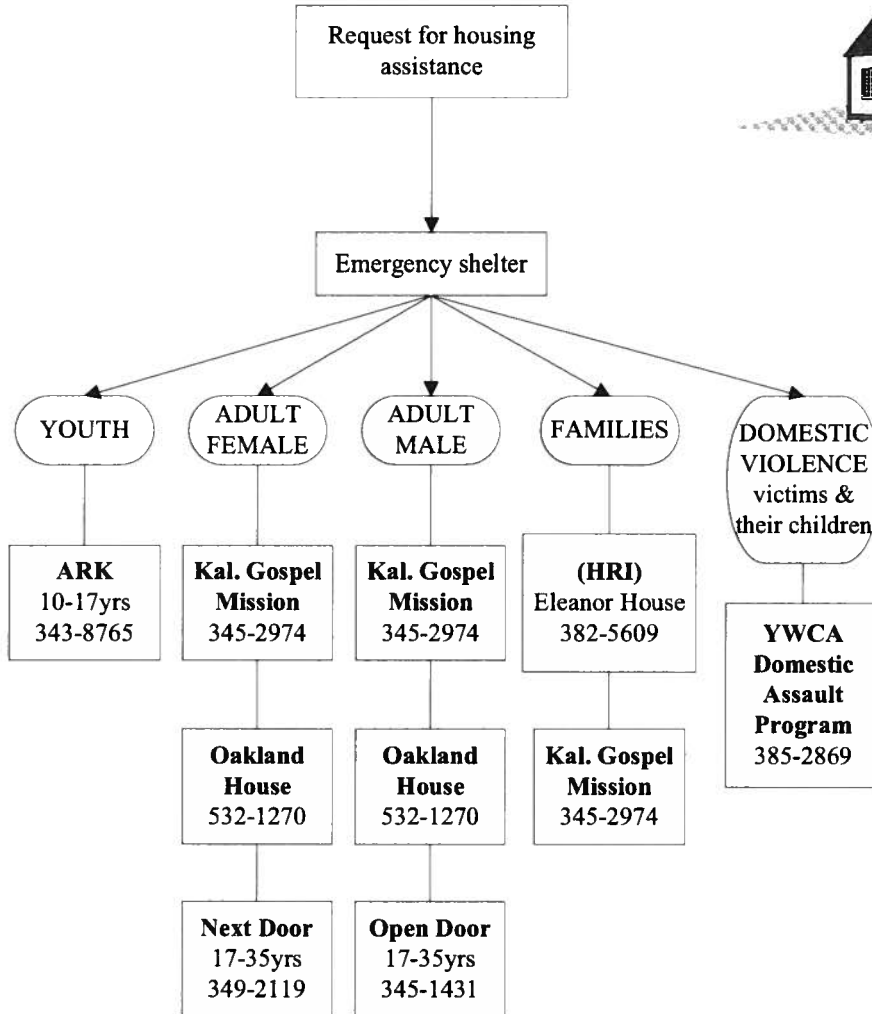
Information about:

- 1. Affordable alternative housing options and vacancies
2. Eviction/foreclosure process
3. Determining an affordable housing budget.



Community representatives and/or information will be available from the agencies listed above.

Housing Assistance



Housing Assistance

Housing Resources Inc.
(HRI)
382-0287

Eleanor House
382-5609

Kalamazoo
Gospel Mission
345-2974

Oakland House
(KCMHSAS)
532-1270

ARK
343-8765

Next Door (Females)
349-2119

Open Door (Males)
345-1431

YWCA
Domestic Assault Program
385-2869

ADULTS & FAMILIES

Housing Resources, Inc.
382-0287

420 E. Alcott Suite 200
www.housingresourcesinc.org

ELIGIBLE: Kalamazoo County residents experiencing a housing emergency.

SERVICE: Clearinghouse for emergency housing assistance. The services include general housing information & counseling, referral to appropriate community agencies, emergency shelter placements, advocacy services (e.g., landlord/tenant intervention), housing options (assistance with securing emergency, transitional, and permanent housing), & limited financial assistance. Due to limited resources, 1 out of 10 people receive financial grants.

Community Housing Information Center

Open every Wednesday from 4-5pm.

HIR staff in collaboration with multiple community partners are available at the Goodwill/HRI campus. Information regarding housing solutions for both renters and homeowners is available. Staff will answer general housing questions and provide housing information for tenants, landlords and community agencies. No appointment is necessary. Note: No financial resources will be available during the Community Housing Hour.

Grant minimum eligibility requirements:

1. Kalamazoo Co. resident for at least 6 months.
2. Must have financial resources to sustain housing.

HRI also provides supportive services and rental assistance to homeless individuals and families making a transition to permanent housing and to tenuously housed persons to help stabilize their housing and prevent homelessness.

Primary financial assistance for resolving evictions is done in collaboration with community partners participating in the Eviction Diversion Project with 8th District Court and Department of Human Services. Contact 2-1-1 for eligibility and screening.

HRI operates the Rickman House, permanent subsidized housing for homeless single adults, primarily with mental illness, along with Pinehurst Townhomes, Summit Park Apts. and Rosewood, permanent housing for families with low incomes.

CONTACT: Galyn Barnum
gbarnum@housingresourcesinc.org

Eleanor House (HRI)

382-5609
522 Eleanor Street

ELIGIBLE: Homeless families with children from Kal. Co.

SERVICE: Provides 24-hr. shelter for **families in need of emergency shelter**. Housing search assistance & support services available to help rapidly re-house homeless families. Will accept two-parent and single-parent families. Must wait six months before repeated use.

Number of beds: 6 rooms (24 person capacity)

CONTACT: Jeanette Weatherspoon
jweatherspoon@housingresourcesinc.org

ALL AGES / FAMILIES TOO

Kalamazoo Gospel Mission

345-2974
448 N. Burdick

ELIGIBLE: Persons 18 and older. Younger persons if accompanied by a legal guardian.

SERVICE: Offers emergency shelter and longer term services. Has housing units and programs for men, men w/children, women, women with children and married couples with or without children.

Number of beds: 234 (75 for longer term programs)

Three meals a day provided on site
Monday - Sunday.

CONTACT: Women Ext. 231
Men Ext. 227

18 YEARS & OLDER

Oakland House (KCMHSAS)

532-1270
1207 Oakland Drive

ELIGIBLE: Adults 18 yrs. and older

SERVICES: Provides an 14-bed shelter for vulnerable, hard to place single persons. Assistance is provided to help the person set goals to address barriers to housing.

Meal served at breakfast and dinner. Residents are asked to leave by 8am and can return at 4pm, curfew at 6pm.

Number of beds: 14

CONTACT: Erica Northup

Housing Assistance

Housing Resources Inc.
(HRI)
382-0287

Eleanor House
382-5609

Kalamazoo
Gospel Mission
345-2974

Oakland House
(KCMHSAS)
532-1270

ARK
343-8765

Next Door (Females)
349-2119

Open Door (Males)
345-1431

YWCA
Domestic Assault Program
385-2869

FEMALES 17 - 35 YEARS

Next Door Shelter for Women
349-2119
1215 W. North Street

ELIGIBLE: Women 17-35 yrs. Does not accept pregnant women.

SERVICE: Provides room and board for six single women between 17 and 35 yrs. It is a structured individualized program including job search, budgeting and goal setting.

Number of beds: 6

CONTACT: Stephanie Hoffman

Eligibility for both
Open or Next Door Shelters

1. Single between 17 and 35 yrs. old.
2. Working or able to work a minimum of 35 hours per week.
3. Not receiving any Disability or SSI payments.

MALES 17 - 35 YEARS

Open Door Shelter for Men
345-1431
414 Ranney Street

ELIGIBLE: 17-35 yrs. Males only.

SERVICE: Provides room and board for six single men between 17 and 35 yrs. It is a structured individualized program including job search, budgeting and goal setting.

Number of beds: 6

CONTACT: John Smith

YOUTH 10 - 17 YEARS

ARK, The (CFS)
(800) 873-TEEN
343-8765
990 W. Kilgore

ELIGIBLE: 10-17yrs. Adolescent homeless youth, runaways, and youth in crisis.

SERVICES: Provides 24-hr emergency shelter and crisis intervention. Voluntary shelter for up to 14 days; counseling for youth & family at shelter, and in convenient community locations.

Outreach services, including workshops and support groups.

Number of beds: 13

CONTACT: The ARK

DOMESTIC VIOLENCE VICTIMS AND THEIR CHILDREN

YWCA Domestic Assault Program
385-2869
353 East Michigan

ELIGIBLE: Domestic violence victims and their children

SERVICE: Provides 24 -hr. shelter. Also provides counseling, support groups, advocacy and information and referral. Maximum stay 5 weeks.

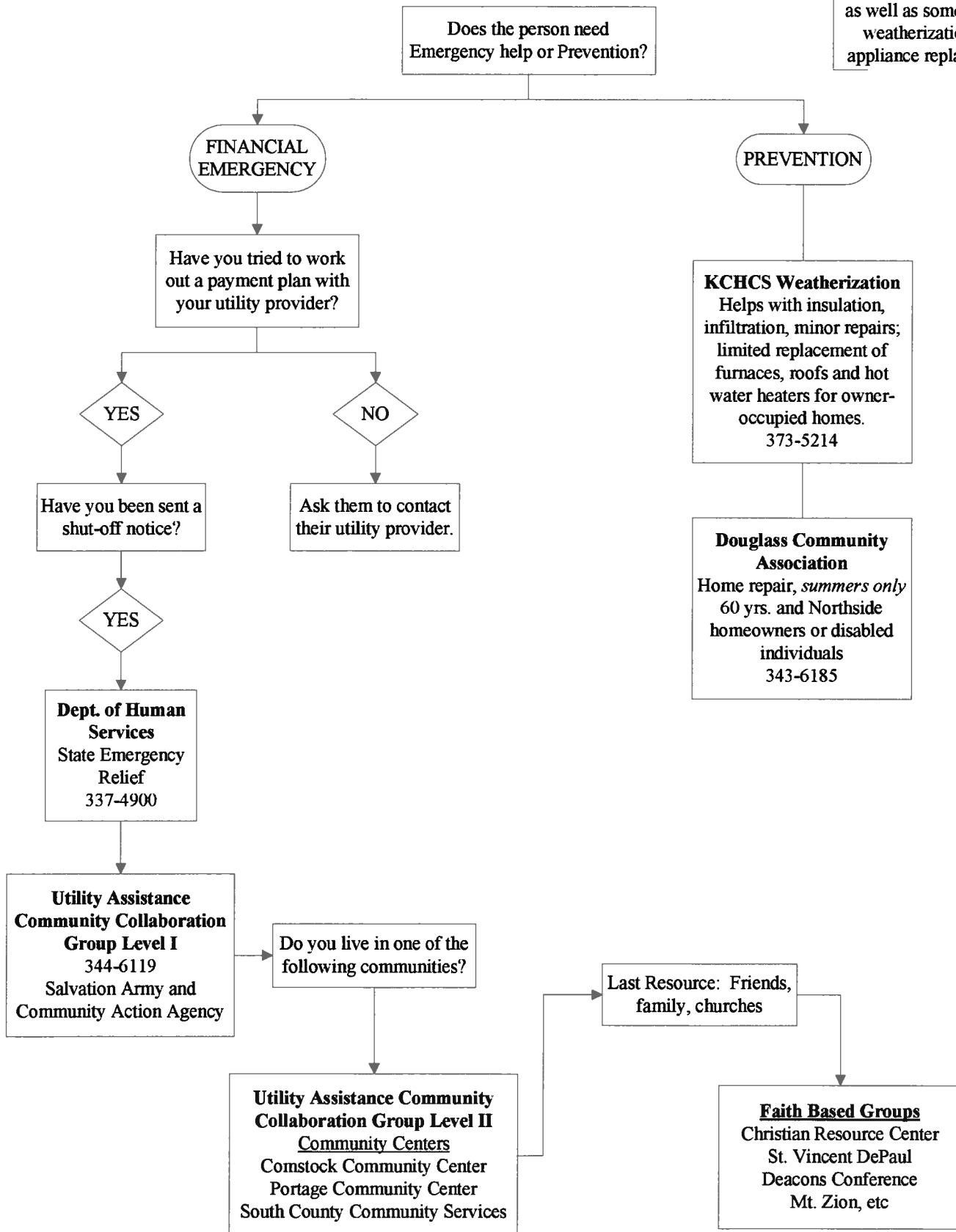
Number of beds: 40-45

CONTACT: Misty Moon-Larthridge



Utility Assistance

For financial assistance with electric, heating oil, gas, propane, and water, as well as some repairs, weatherization and appliance replacement.



Utility & Fuel Assistance

Michigan Department of
Human Services
337-4900
322 E. Stockbridge Ave.

Salvation Army
344-6119

Community Action
Agency KCHCS
373-5066

**Michigan Department of
Human Services**
(DHS formerly , FIA, DSS)
337-4900 (Main #)
322 E. Stockbridge Ave.

ELIGIBLE: Kalamazoo County Residents

SERVICES:

State Emergency Relief (SER): There is an application process to qualify for this financial assistance. One criterion is that the solution to the problem be sustainable. Services available under this program can include assistance with funeral costs, shelter related issues, utilities (electric, heat, water), and home ownership services, ie, mortgages, property taxes, and home repairs.

Emergency Services (ES): Help with unusual circumstances beyond SER requirements ie, medically necessary phone installation, heat, utilities, maximum dollar amounts apply.

CONTACT: Clinton Lewis 337-5004
Tim Charron 337-4981

In addition, see:

Community Centers under Other Emergency Needs & Community Centers.

Utility Assistance Community Collaborative: Salvation Army & Community Action Agency

Salvation Army
344-6119
1700 S. Burdick

ELIGIBLE: Low income persons or families in financial crisis

SERVICES: Provides emergency assistance for utilities, food, clothing, personal needs, diapers and disaster relief.

For utilities assistance:

1. Client must be a resident of Kal. Co.
2. Must be in an affordable situation.
3. Client contributes money to the solution to the extent possible.
4. Client received a shut off notice and has already been in contact with DHS.

CONTACT: Maria Almaguer or
Major Donald Tekutz

**Community Action Agency
Emergency Financial Assistance
(KCHCS)**

Call Salvation Army as the entry point to accessing community funds for utility assistance.

3299 Gull Rd, Wing 2 Floor 3

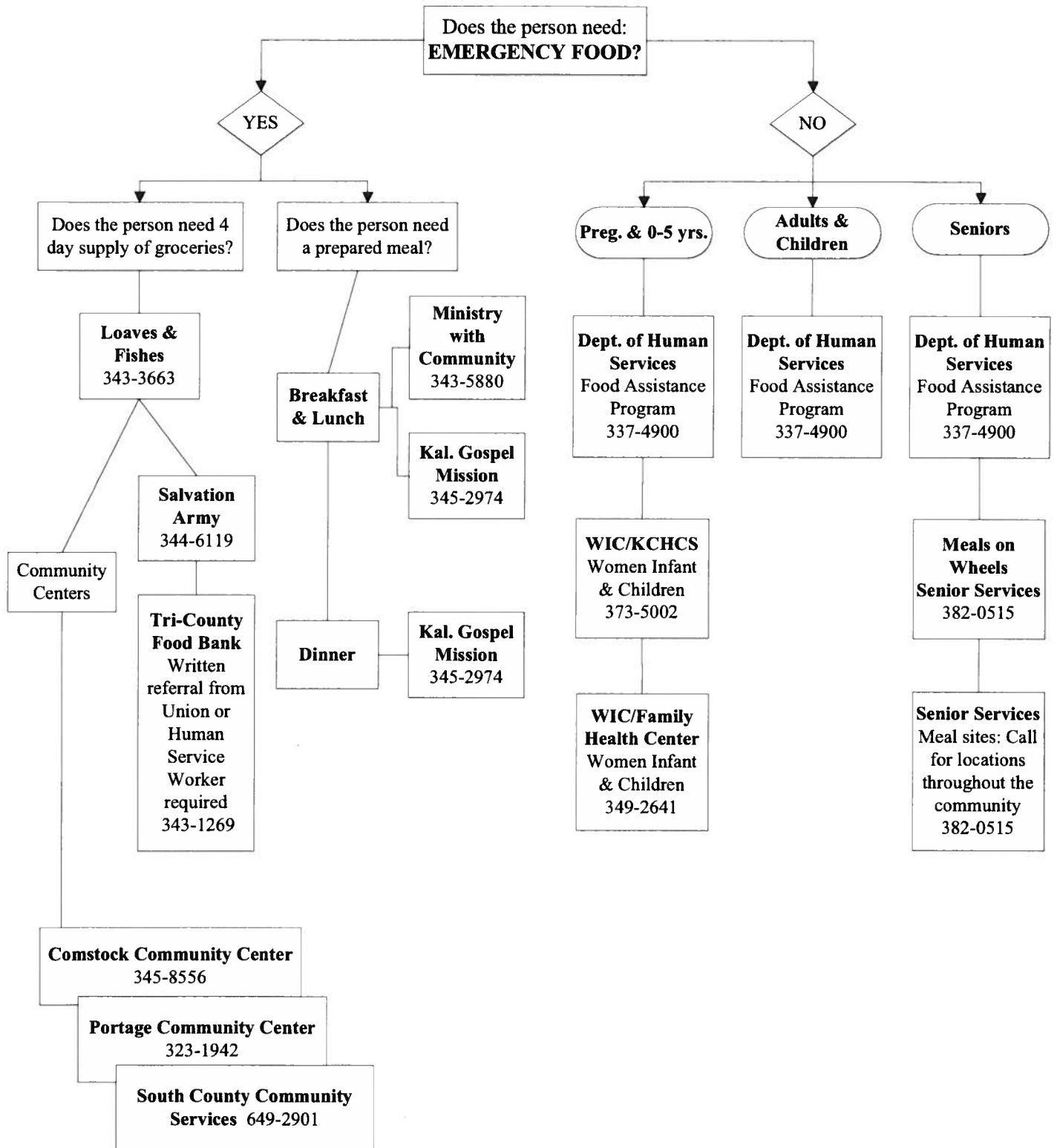
ELIGIBLE: Low-income families and individuals in financial crisis

SERVICES: Provides financial assistance with housing, heating, and energy emergencies.

For Utility Assistance--Client must

1. be a resident of Kalamazoo County.
2. have decisions from DHS and Sal. Army
3. be income-eligible under grant guide lines.
4. provide proof of emergency, for example, a shutoff notice.

Food Distribution



Emergency Food

Kalamazoo Loaves
& Fishes
343-3663

WIC / KCHCS
373-5002

Michigan Department of
Human Services
337-4900

Ministry
with Community
Drop In Center
343-5880

Kalamazoo Gospel
Mission
345-2974

Senior Services
382-0515

Salvation Army
344-6119

In addition, see:
Community Centers
under *Other Emergency
Needs & Community
Centers*

Kalamazoo Loaves & Fishes
343-3663
913 E. Alcott

ELIGIBLE: Any Kal. Co. resident in need of emergency food.

SERVICE: Provides 4 days of groceries, based on client self declaration of need. Client should call 343-3663 between 9am-3pm to schedule pick-up from one of 27 pantry sites.

Referrals from human service agencies required for those needing additional food assistance within any 30 day period. Caseworkers can call 343-3672

CONTACT: Art Cole--488-2617 ext 207

WIC / KCHCS
373-5002
3299 Gull Rd.

ELIGIBLE: Pregnant/lactating women and infants/preschoolers, based on income and screening for medical/nutritional risks. Proof of income required.

SERVICES: WIC coupons for milk, cheese, eggs, juice, peanut butter, dried beans, peas, infant cereal, and formula.

Michigan Department of Human Services
337-4900 (Main #)
322 E. Stockbridge Ave.

ELIGIBLE: Low income

SERVICES: Provides food assistance.

CONTACT: Clinton Lewis 337-5004
Kelly Richards 337-5154

Tri-County Food Bank
343-1269
3330 Miller Road.

ELIGIBLE: Anyone with a written referral from their union's services rep. or a human services worker.

SERVICES: 40 lbs. bag of food 1x/month

Ministry with Community
Drop-in Shelter
343-5880
440 N. Church St.

ELIGIBLE: All

SERVICE: Open 365 days/year 6:30a-5:30p; breakfast 8-9a; hot lunch 1:30-2:30p; also available are phones, showers, laundry, counseling, help with housing and employment and other services.

CONTACT: Phil Boothroyd, Amanda Rosdo

Kalamazoo Gospel Mission
345-2974
448 N. Burdick

ELIGIBLE: All ages in need of a hot meal

SERVICE: Provides meals Monday-Sunday
Breakfast: 7:00 am
Lunch: 12:30 pm; Sun. 1pm
Dinner: 6 pm: chapel/ meal; Sat/Sun 6pm

CONTACT: Ext. 247 Tyra Swanson

Meals On Wheels
Senior Services, Inc.
382-0515
918 Jasper St.

ELIGIBLE: Homebound older adults 60+ yrs. who have difficulty with meal preparation.

SERVICES: Provides food delivery to those who are home bound. Cost sharing fee based on ability to pay and number of meals per day. Main meal is mid-day. Light supper, if needed, is available.
Offers congregational meal sites at various locations in Kalamazoo County.

CONTACT: Jessica Jones

Salvation Army
344-6119
1700 S. Burdick

ELIGIBLE: Low income persons or families in financial crisis.

SERVICES: Provides emergency assistance for utilities, food, clothing, and disaster relief.

CONTACT: ~~Major~~ Major Donald Tekutz



Other Emergency Needs & Community Centers

Michigan Department of
Human Services
337-4900

Kalamazoo Deacons
Conference
344-7333

Family Health Center
488-0813

Healthcare for the
Homeless Clinic
385-2217

Douglass Community
Association
343-6185

Comstock
Community Center
345-8556

Portage Community
Center
323-1942

South County
Community Services
649-2901

**Michigan Department of
Human Services**
(DHS-formerly FIA, DSS)
337-4900
322 E. Stockbridge Ave.

ELIGIBILITY: If presently receiving services through DHS, contact DHS worker. If person is receiving services for the first time, the person must go through intake. Response time for ES funds should be as soon as possible; at the end of the month the response time may be a bit slower. If a client is having special problems that need to be addressed, they may call the worker's supervisor. Intentional violators of any DHS programs are temporarily ineligible for services.

SERVICES: Provides income supportive services, medical assistance, FIP, emergency needs for life threatening situations, children's & adult protective services, foster care, adoption, food assistance, basic adult services, & services to delinquent youth (committed by Family Division of Circuit Court).

Emergency Services (ES): Help with unusual circumstances beyond SER requirements ie, medically necessary phone installation, heat/utilities, maximum dollar amounts apply.

State Emergency Relief (SER): There is an application process to qualify for this financial assistance. One criterion is that the solution to the problem be sustainable. Services available under this program can include assistance with funeral costs, shelter related issues, utilities (electric, heat, water), and home ownership services, ie, mortgages, property taxes, and home repairs.

CONTACT: Clinton Lewis 337-5004
Rob Peck 337-5001

Kalamazoo Deacons Conference
344-7333
1010 N. Westnedge

ELIGIBLE: Anyone

SERVICE: Problem solving and support for people seeking clothing, furniture and appliances. For financial assistance, guest must have paperwork a) from DHS and HRI for evictions, b) from DHS and Salvation Army for utilities assistance. Amount available is generally \$75.

Emergency Prescription Assistance Program

Family Health Center
488-0813
117 W. Patterson

ELIGIBLE: Kalamazoo Co. residents without prescription coverage who do not have a primary care physician.

SERVICE: Emergency prescription assistance 1x per year, 8am to 8pm daily.

**Healthcare for the Homeless Clinic
Family Health Center**
385-2217
431 N. Rose

ELIGIBLE: Persons, living in transitional shelter, outdoors or with relatives temporarily.

SERVICES: Primary health care, assistance for prescription drugs (only for Family Health Center patients), and health education.

HOURS: M-F 8:30am to 5pm Walk-ins welcomed.

CONTACT: Willis Cain

Other Emergency Needs & Community Centers

Michigan Department of
Human Services
337-4900

Kalamazoo Deacons
Conference
344-7333

Family Health Center
488-0813

Healthcare for the
Homeless Clinic
385-2217

Douglass Community
Association
343-6185

Comstock
Community Center
345-8556

Portage Community
Center
323-1942

South County
Community Services
649-2901

Douglass Community Association
343-6185
1000 W. Paterson

ELIGIBLE: Northside homeowners 60yrs or older or disabled individuals, living in City of Kalamazoo census tracts 1-5.

SERVICES: Minor home repair and exterior painting (June-Sept. only).

CONTACT: O'Neal Ollie

Portage Community Center
323-1942
325 E. Centre

ELIGIBLE: Residents of the City of Portage or Portage school district.

SERVICES: Emergency assistance: food, clothing, financial, WIC coupons, holiday food baskets and immunizations.

CONTACT: Keith Howell
Diane Schrock

South County Community Services
649-2901
101 S. Main St.,
Vicksburg, MI 49097

ELIGIBLE: Residents of southern Kalamazoo County (including Vicksburg, Schoolcraft, Climax, Fulton, Scotts and surrounding townships).

SERVICES: Emergency food, clothing, financial assistance, WIC, prescription help, medical equipment, senior transportation, Christmas baskets.

CONTACT: Lauren Ritter &
Jan Neblock-VanStratt

Community Centers

Comstock Community Center
345-8556
6330 King Hwy

ELIGIBLE: Kal. Co. residents. Emergency Financial Assistance restricted to Comstock Township residents and/or Comstock School District only.

SERVICES: Food (T-Th 1-3pm). Financial (\$50/household 1x/year). Prescription help for seniors. Health clinic and holiday assistance.

CONTACT: Mary Gustas & Sue Benson