

# Emergency Services Guide

**2010-2011**

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Available in PDF form online at

[www.gryphon.org](http://www.gryphon.org)

and

[www.kalamazoounitedway.org](http://www.kalamazoounitedway.org)



*Get Connected. Get Answers.*



## EMERGENCY SERVICES GUIDE

Gryphon Place and the Greater Kalamazoo United Way are pleased to send you the 15<sup>th</sup> 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](http://www.KalamazooUnitedWay.org) (click on How To Get Help then click on Emergency Services Guide) or [www.gryphon.org](http://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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# Housing Assistance Homeless Prevention



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

**Go To Page 2**  
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

**Go To Page 2**  
Department of Human Services

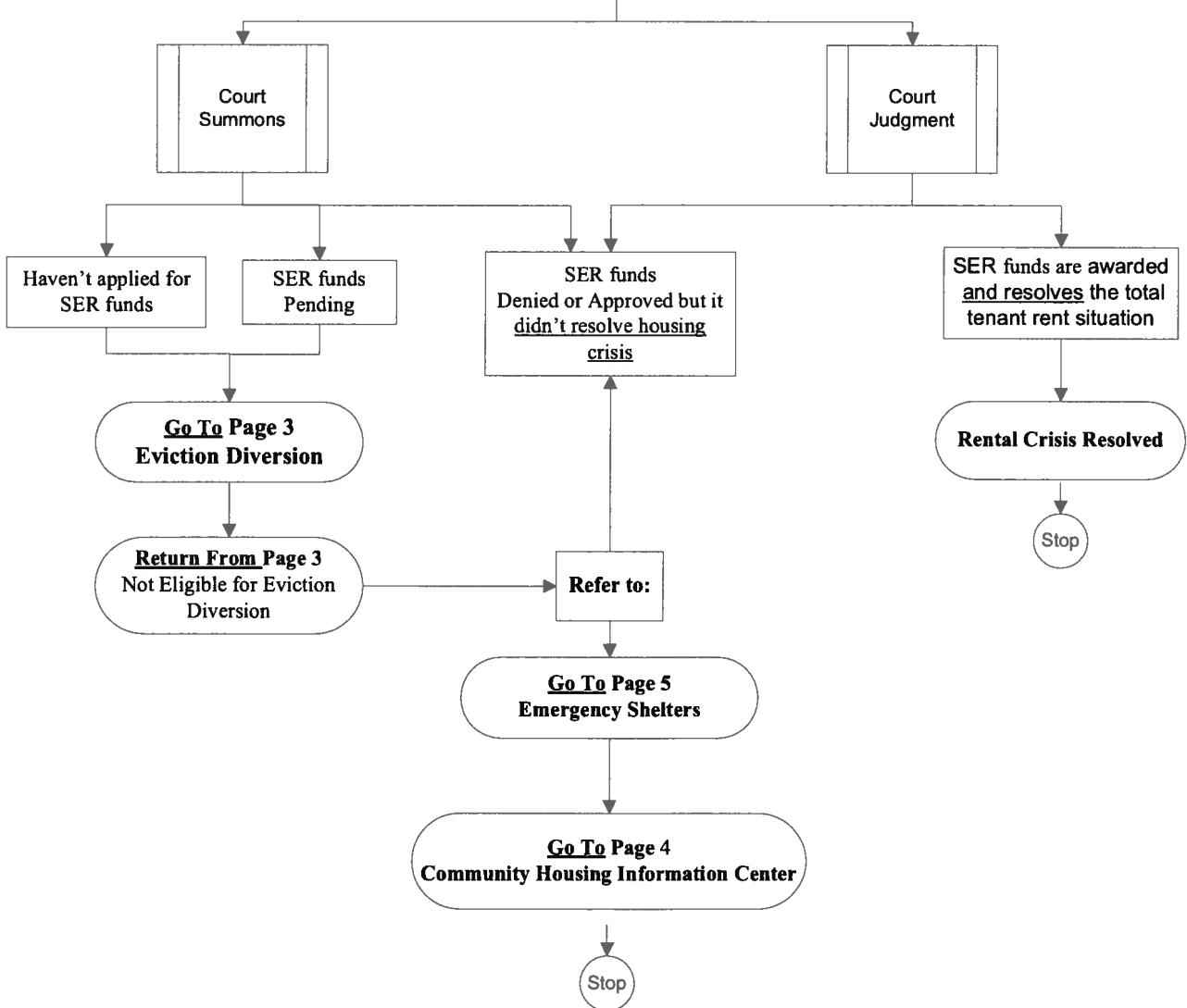
What is the status of SER?  
**Go To Page 2**  
Department of Human Services

Housing Page 2

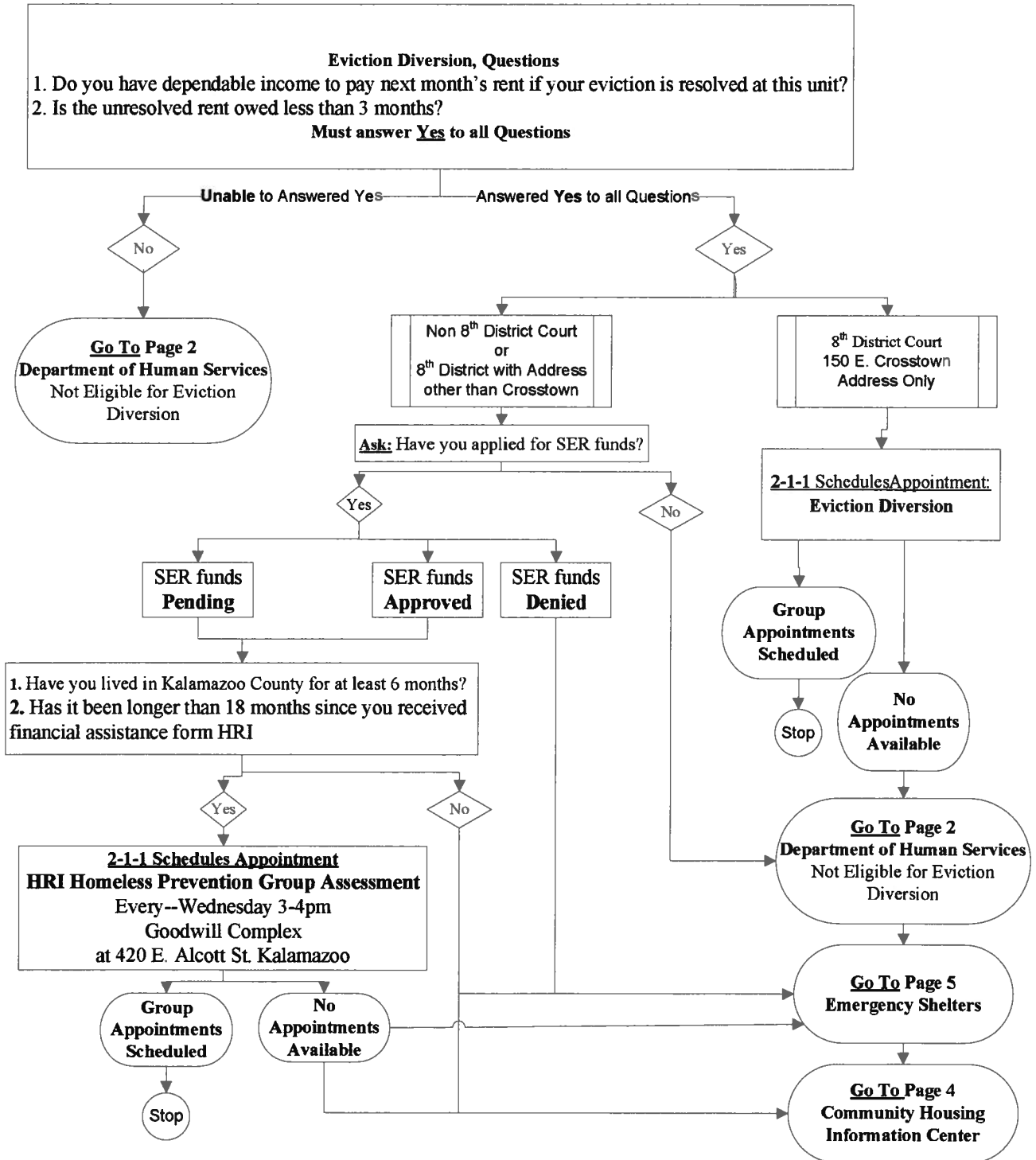


Housing Financial Assistance through the State of Michigan  
Continued from previous page

Department of Human Services  
State Emergency Relief (SER) funds 337-4900



# Eviction Diversion Screening



Community Housing Information Center



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

Housing Information that is available at the Center

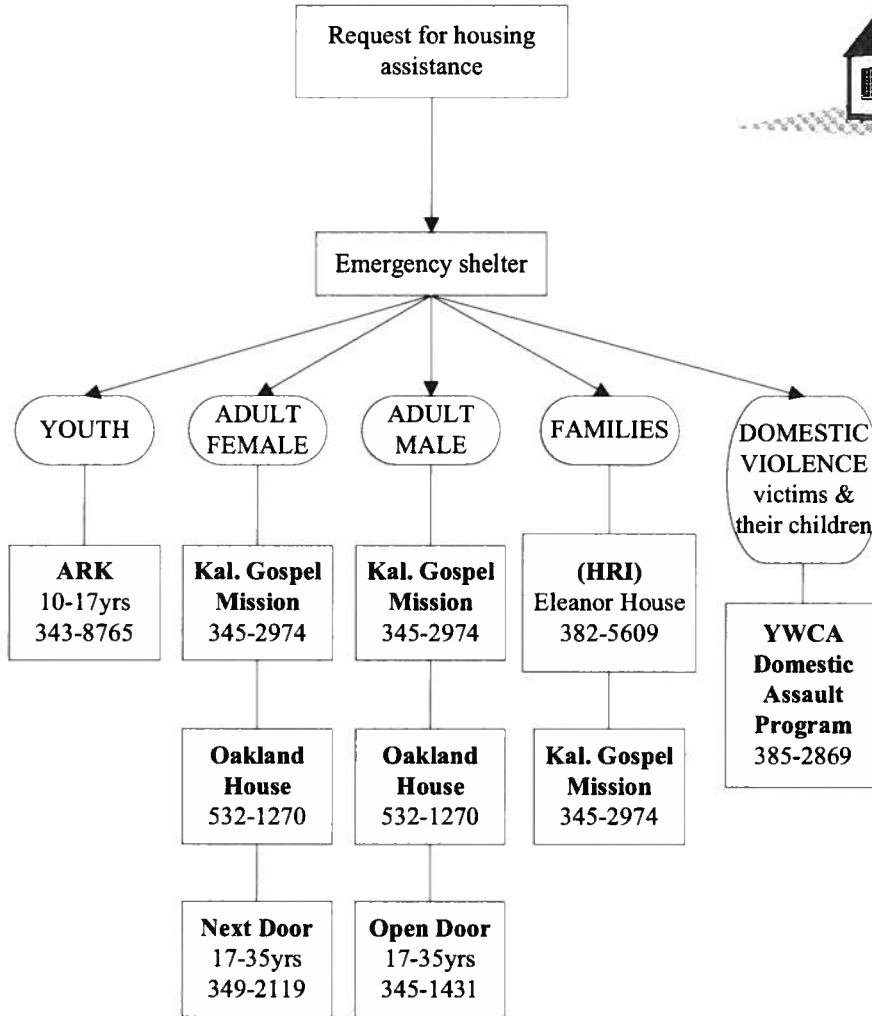
Information about:

- 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  
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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.

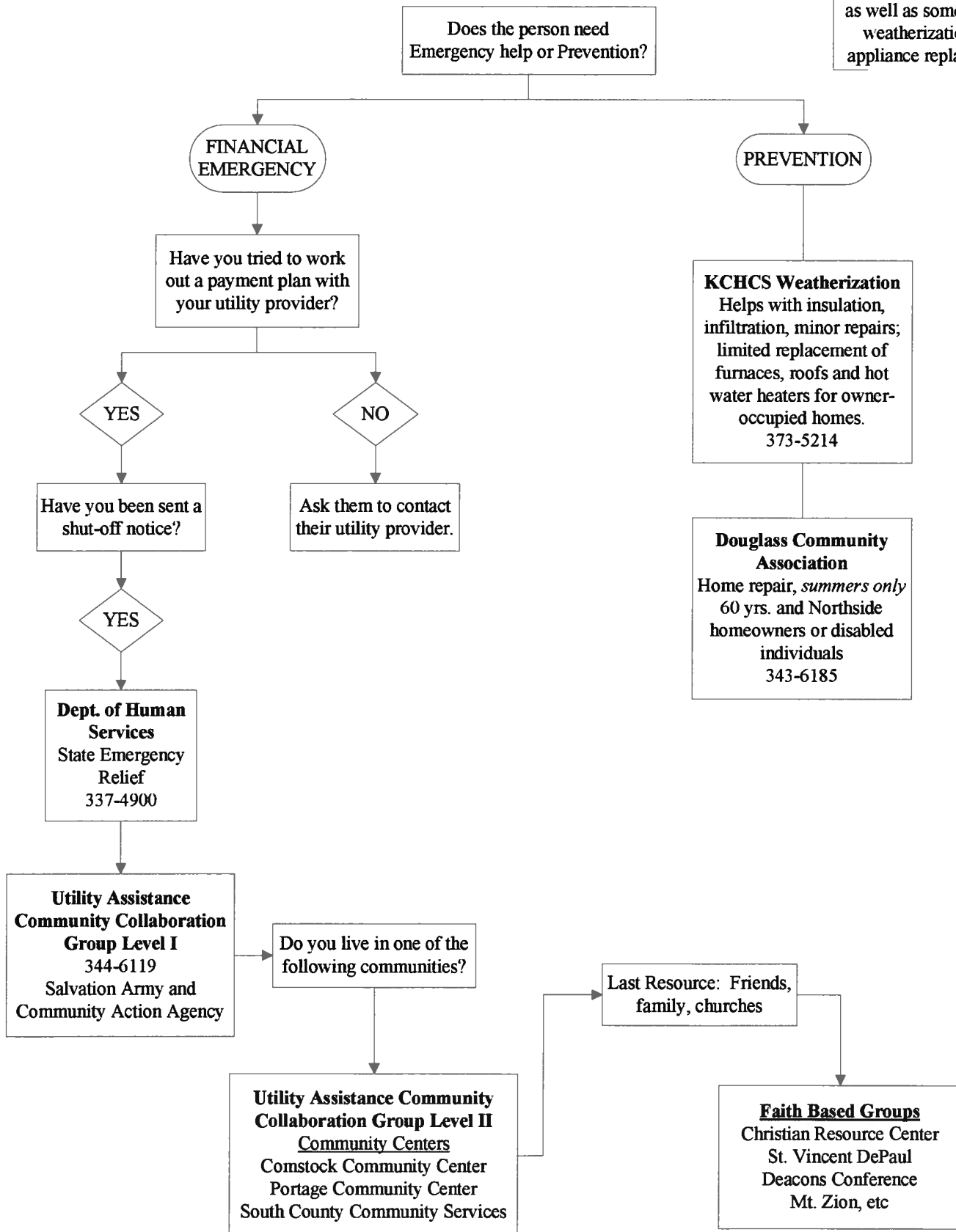
*Number of beds: 40-45*

**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

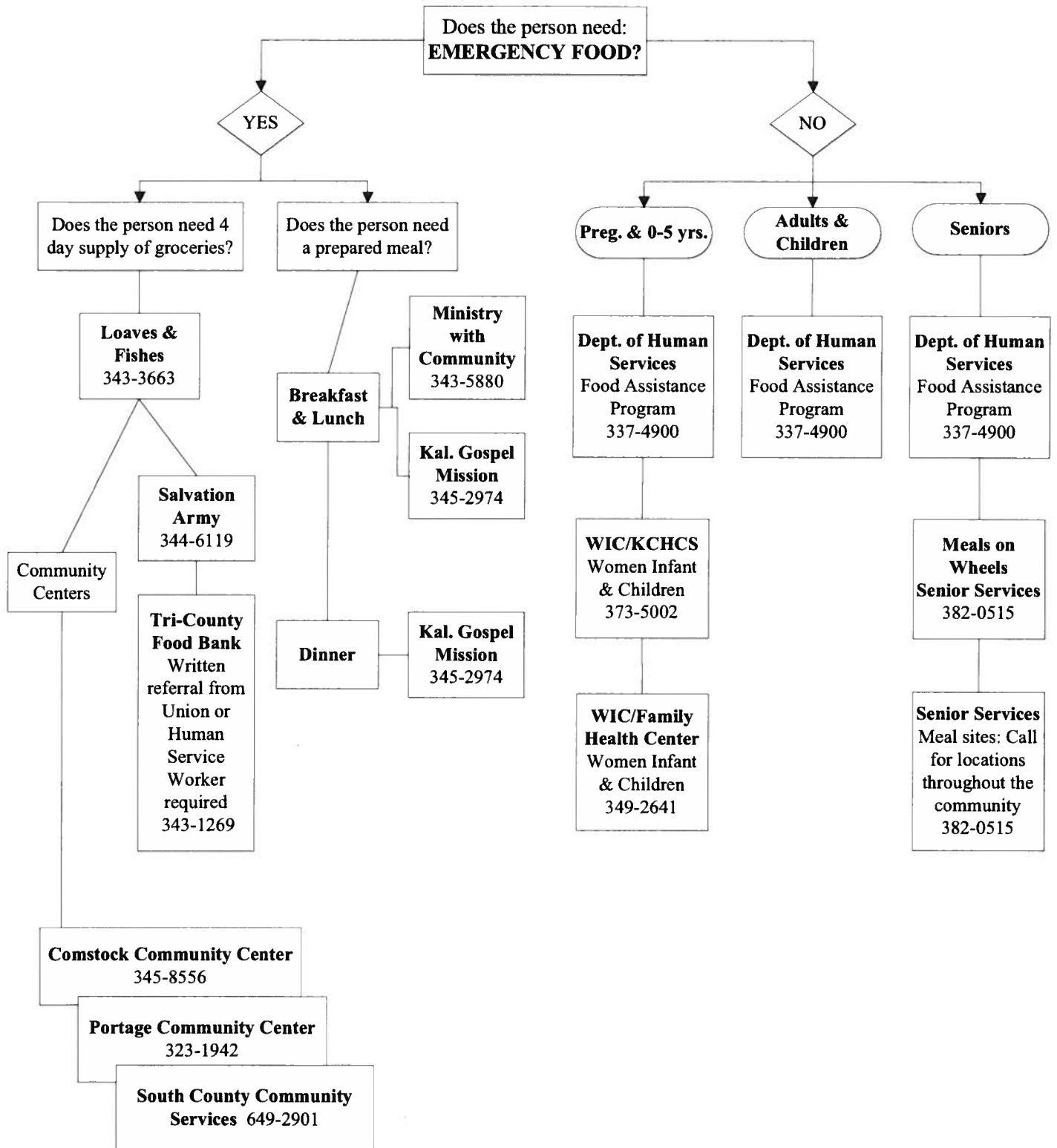
**ELIGIBLE:** Low-income families and individuals in financial crisis

**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