

Emergency Services Guide

2011-2012

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Available in PDF form online at
www.gryphon.org
and
www.kalamazoounitedway.org



Get Connected. Get Answers.

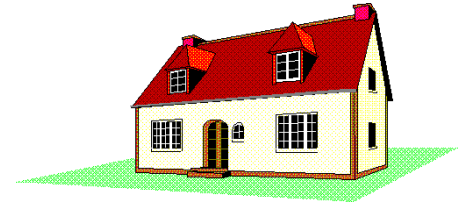


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Housing Assistance

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?

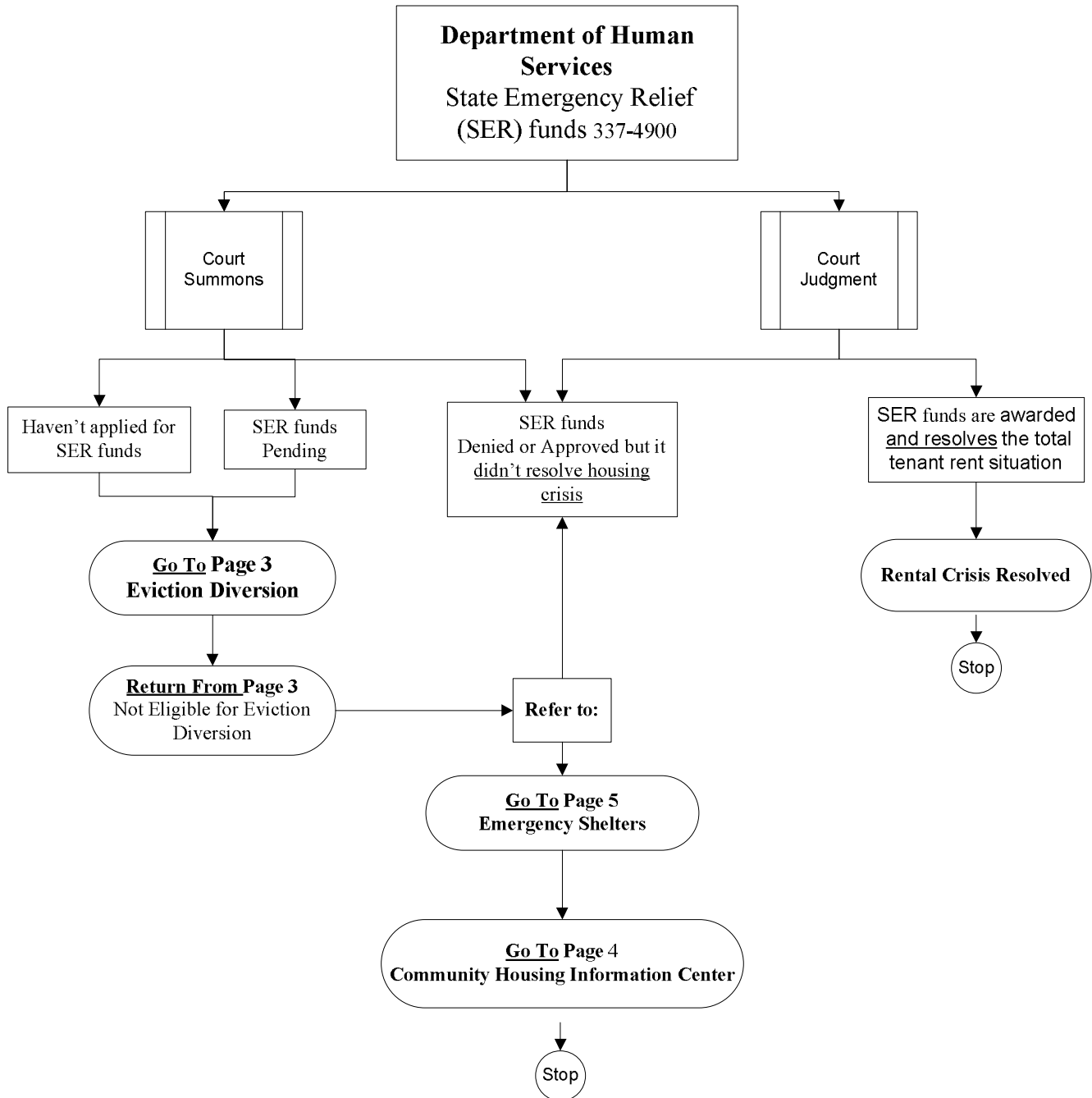
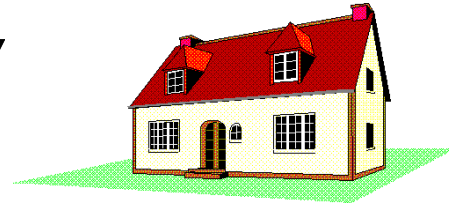
Yes

No

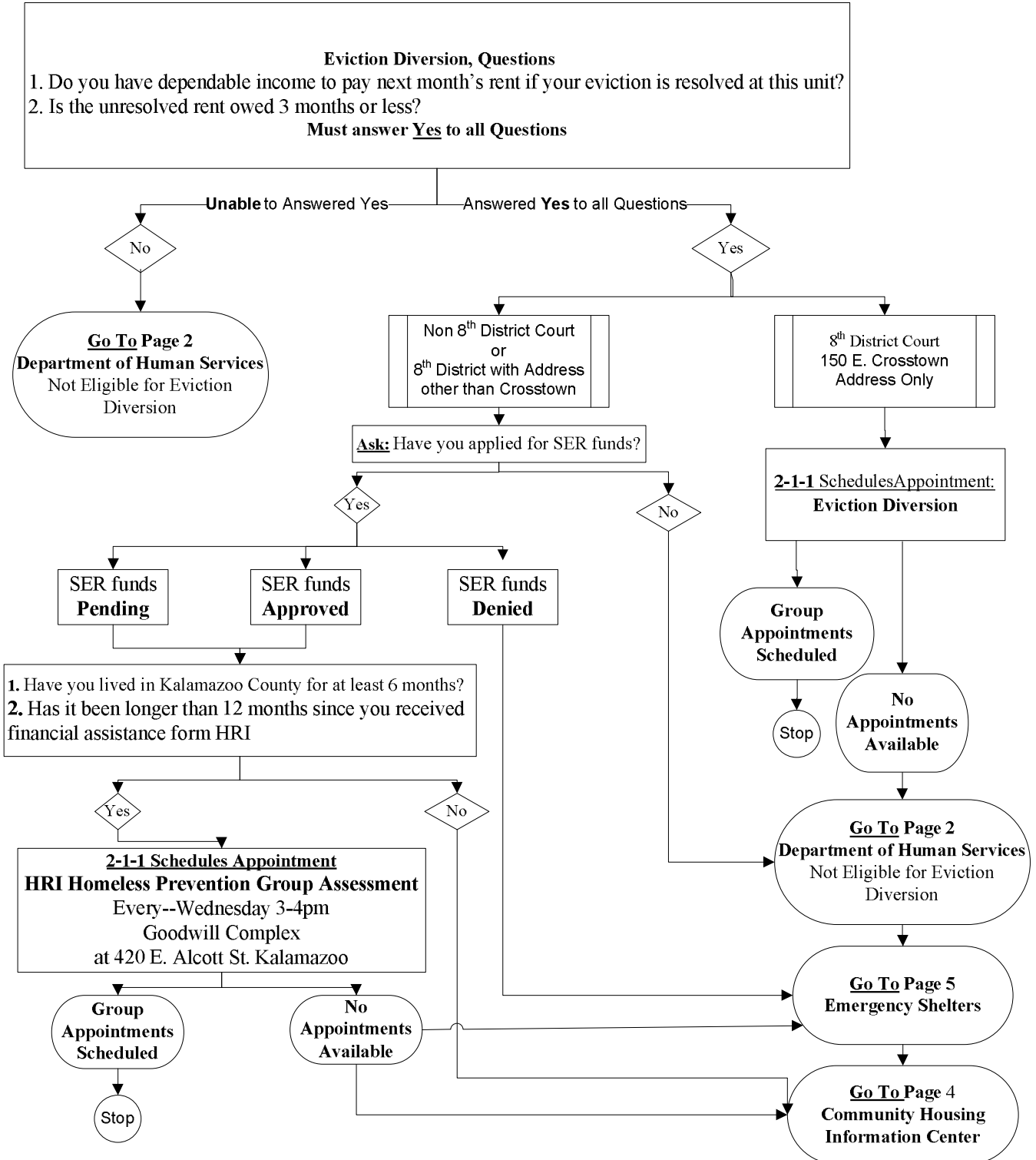
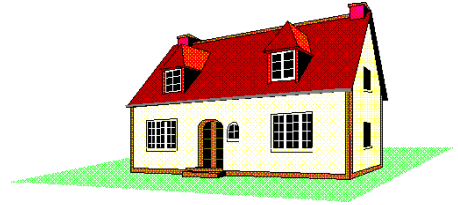
Go To Page 2
Department of Human Services

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

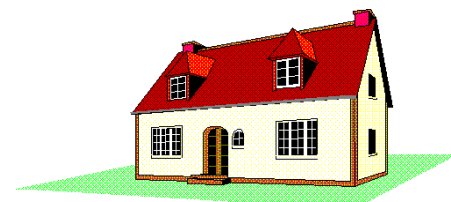
Housing Financial Assistance
through the
State of Michigan
Continued from previous page



Eviction Diversion Screening



Community Housing Information Center

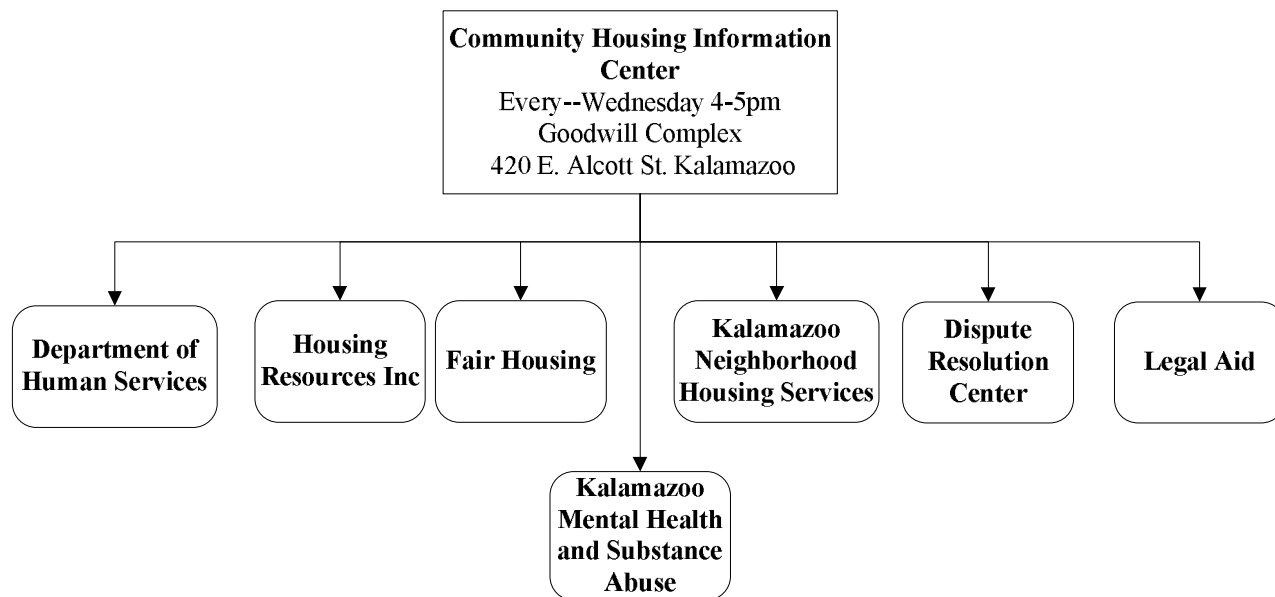


There are No financial resources available
at the
Community Housing Information Center

Housing Information that is available at the Center

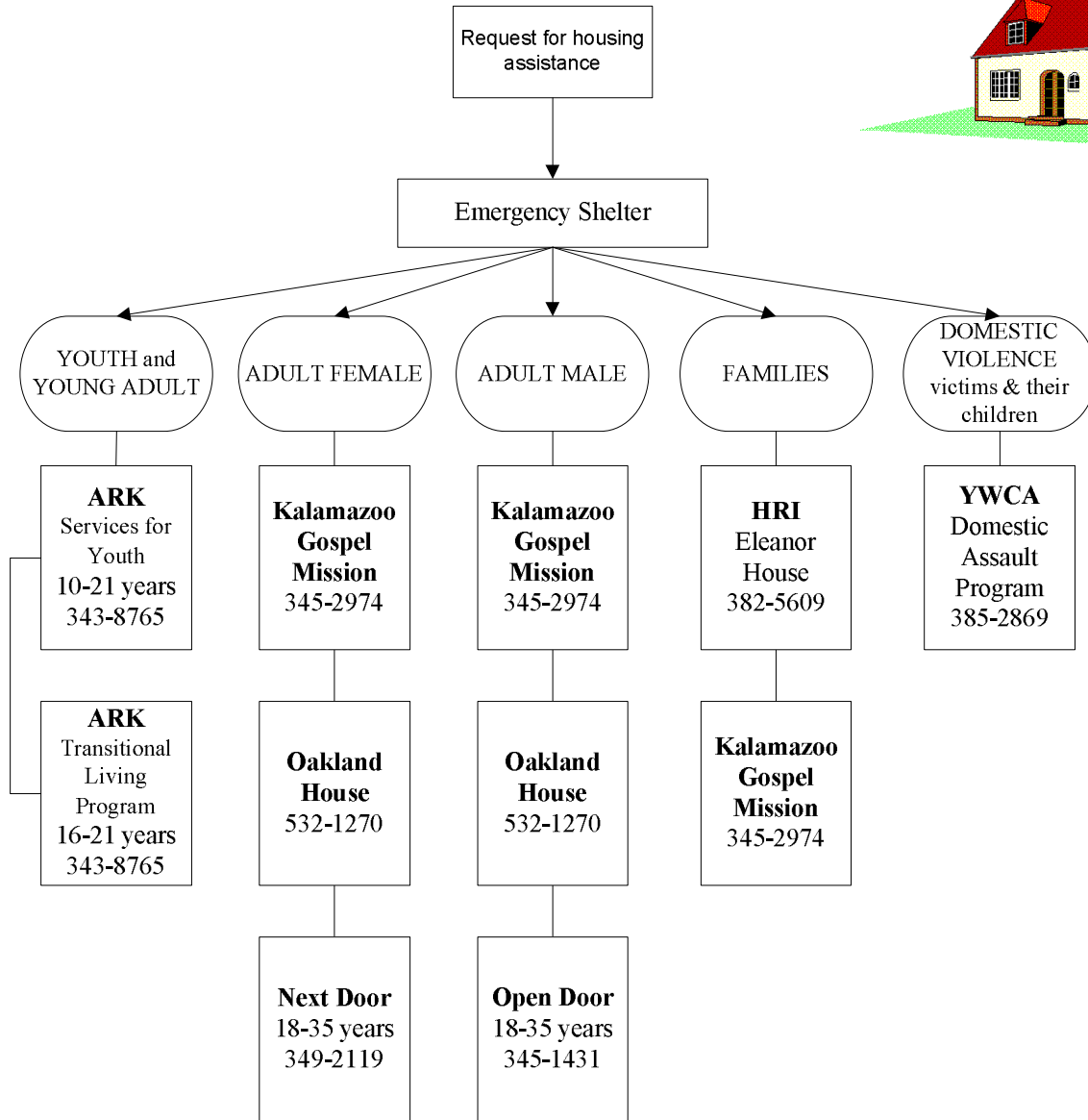
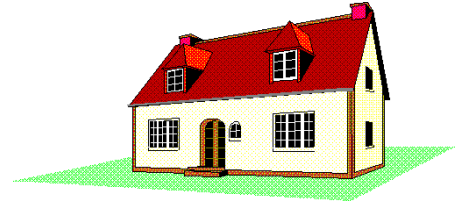
Information about:

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 information, 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.

Rent Assistance

ELIGIBLE: Grant minimum eligibility requirements:

1. Kalamazoo Co. resident for at least 6 months.
2. Must have financial resources to sustain housing.
3. Has not received financial assistance in past 12 months.

Rent Assistance (cont.)

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.

Single Room Occupancy

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
Rapid Re-housing Center HRI**
382-5609
522 Eleanor Street

ELIGIBLE: Homeless families with children from Kalamazoo County

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, and goal is to transition into stable housing within 30 days.

Number of beds: 6 rooms (24 person capacity)

CONTACT: Jeanette Weatherspoon

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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

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FEMALES 18- 35 YEARS
Next Door Shelter for Women
349-2119
1215 W. North Street

ELIGIBLE: Women 18-35 yrs. Does not accept pregnant women.

SERVICE: Provides room and board for six single women between 18 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 18 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 18- 35 YEARS
Open Door Shelter for Men
345-1431

414 Ranney Street

ELIGIBLE: 18-35 yrs. Males only.

SERVICE: Provides room and board for six single men between 18 and 35 yrs. It is a structured individualized program including job search, budgeting and goal setting. *Number of beds: 6*

CONTACT: Timothy Moore

YOUTH 10 - 17 YEARS
ARK Services for Youth (CFS)
(800) 873-8336
343-8765

990 W. Kilgore
www.arkforyouth.org

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 21 days; counseling for youth & family at shelter, and in convenient community locations.

Outreach services, including workshops and support groups. *Number of beds: 13*

CONTACT: ARK Services for Youth
www.arkforyouth.org

YOUTH AND YOUNG ADULTS
ARK Services for Youth (CFS)

269-381-9800

1819 Gull Rd

www.arkforyouth.org

ELIGIBLE: 16-21 yrs.

SERVICES: Case management, rental assistance, and housing resources. Also provides outreach services and Drop-in Center.

Contact: Ark Services for Youth
www.arkfor youth.org

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.

Does the person need
Emergency help or Prevention?

FINANCIAL
EMERGENCY

PREVENTION

Have you tried to work
out a payment plan with
your utility provider?

YES

NO

Have you been sent a
shut-off notice?

Ask them to contact
their utility provider.

YES

**Dept. of Human
Services**
State Emergency
Relief
337-4900

KCHCS Weatherization
Helps with insulation,
infiltration, minor repairs;
limited replacement of
furnaces, roofs and hot
water heaters for owner-
occupied homes.
373-5214

**Douglass Community
Association**
Home repair, *summers only*
60 yrs. and Northside
homeowners or disabled
individuals
343-6185

**Utility Assistance
Community Collaboration
Group Level I**
344-6119
Salvation Army and
Community Action Agency

Do you live in one of the
following communities?

**Utility Assistance Community
Collaboration Group Level II**
Community Centers
Comstock Community Center
Portage Community Center
South County Community Services

Last Resource: Friends,
family, churches

Faith Based Groups
Christian Resource Center
St. Vincent DePaul
Deacons Conference
Mt. Zion, etc



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.

Salvation Army helps to access community funds for utility assistance in collaboration with the 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, case management, 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 John Mowers

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

Call Salvation Army for help in accessing community funds for utility assistance in collaboration with the Community Action Agency.

3299 Gull Rd, Wing 2 Floor 3

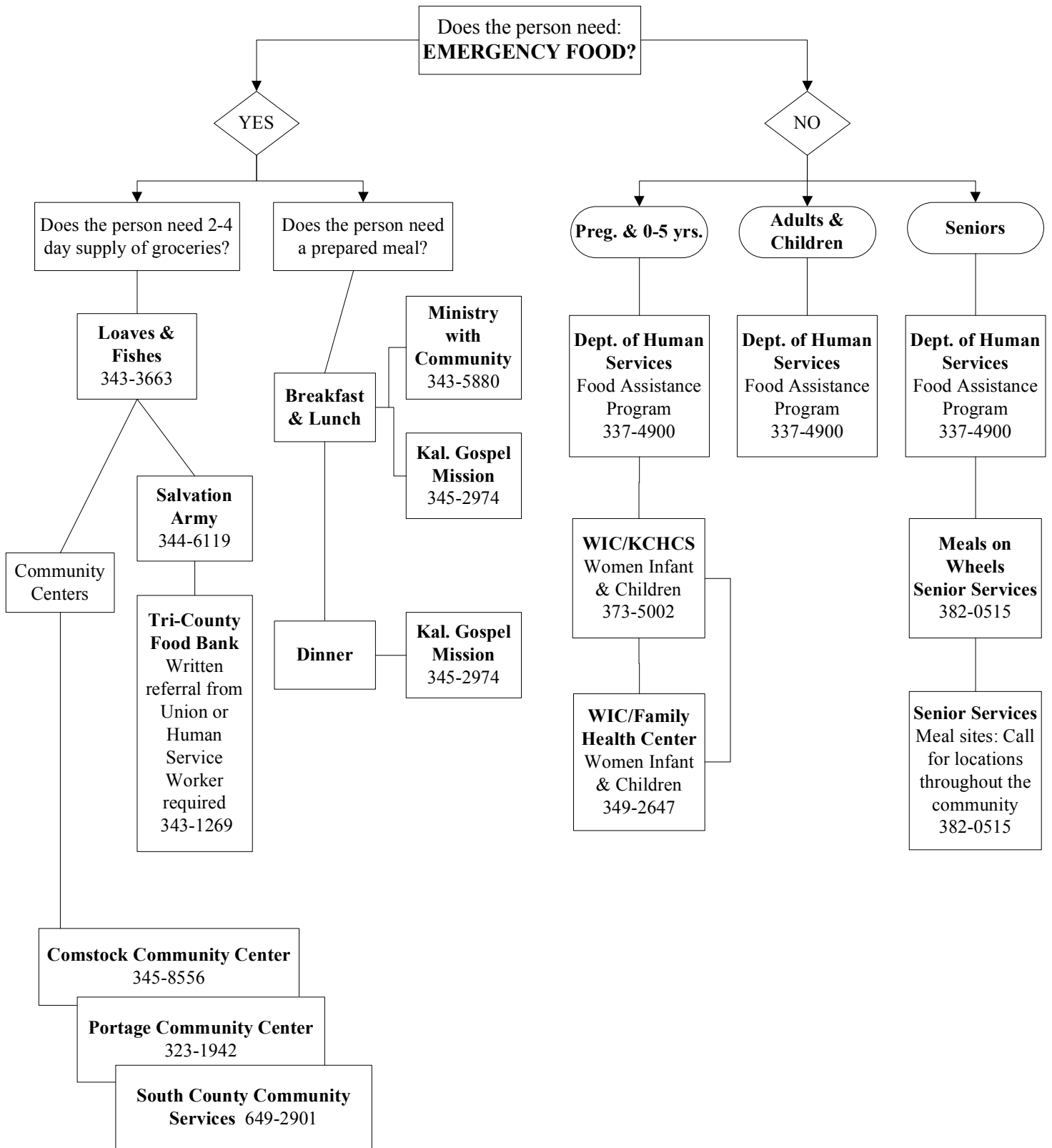
ELIGIBLE: Low-income families and individuals in financial crisis

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

Family Health Center
KCHCS / WIC
349-2647

KCHCS / WIC
373-5002

Ministry
with Community
Drop In Center/ Re-
source Center
343-5880

Michigan Department of
Human Services
337-4900

Salvation Army
344-6119

Kalamazoo Gospel
Mission
345-2974

Senior Services
Meals on Wheels
382-0515

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

Kalamazoo Loaves & Fishes
343-3663
913 E. Alcott

ELIGIBLE: Any Kalamazoo County resi-
dent 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 26
pantry sites.

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

CONTACT: Art Cole--488-2617 ext 207

Family Health Center
Kalamazoo County Health and
Community Services (KCHCS)
WIC
349-2647
117 W. Paterson St.

ELIGIBLE: Pregnant/lactating women and
infants/preschoolers up to age 5, based on
income, family size, and screening for
medical/nutritional risks. Proof of income
required.

SERVICES: WIC benefits for milk,
cheese, whole grains, fresh fruits & vegeta-
bles, juice, cereal, infant food and formula.
Nutrition education, breastfeeding support
and referrals.

Contact: Irene Allgaier

Kalamazoo County Health and Community
Services (KCHCS)
WIC
373-5002
3299 Gull Rd.

ELIGIBLE: Pregnant/lactating women and in-
fants up to age 5, based on income and family
size. Screening for medical/nutritional risks.
Proof of household income required.

SERVICES: WIC gives free food: milk,
cheese, cereal, beans, tortillas, eggs, juice,
bread, brown rice, fruits & vegetables, infant
formula and jarred baby foods. WIC also pro-
vides breast feeding support, nutrition info,
immunizations, and connects you with other
helpful agencies.

Ministry with Community
Drop-in Shelter / Resource Center
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, coun-
seling, help with housing and employment and
other services.

CONTACT: Phil Boothroyd, Michael Padley

Emergency Food

Kalamazoo Loaves
& Fishes
343-3663

Family Health Center
KCHCS / WIC
349-2647

KCHCS / WIC
373-5002

Ministry
with Community
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Michigan Department of
Human Services
337-4900

Salvation Army
344-6119

Kalamazoo Gospel
Mission
345-2974

Senior Services
Meals on Wheels
382-0515

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

Michigan Department of Human Ser- vices

337-4900 (Main #)
322 E. Stockbridge Ave.

ELIGIBLE: Low income

SERVICES: Provides food assistance.

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

Salvation Army

344-6119
1700 S. Burdick

ELIGIBLE: Low income persons or fami-
lies in financial crisis.

SERVICES: Provides emergency assis-
tance for utilities, case management, per-
sonal needs, diapers, food, clothing, and
disaster relief.

CONTACT: Maria Almaguer or
Major John Mowers

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

Senior Services, Inc.

Meals On Wheels

382-0515
918 Jasper St.

ELIGIBLE: Homebound older adults 60+
yrs. who have difficulty with meal prepa-
ration.

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 congregate meal sites at various lo-
cations in Kalamazoo County.

CONTACT: Jessica Ward

Other Emergency Needs & Community Centers

Michigan Department of
Human Services
337-4900

Kalamazoo Deacons
Conference
344-7333

Family Health Center
349-2641

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.

**Family Health Center
Emergency Prescription Assistance
Program**

349-2641 x456
117 W. Patterson

ELIGIBLE: Kalamazoo Co. residents without prescription coverage who do not have a primary care physician, and who meet income guidelines.

SERVICE: Emergency prescription assistance 1x per year, 8am to 8pm M-Th; 8-6 Fr; 9-1 Sat.

**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: Mon 8-4; T,W,Th 8-noon.
Walkins welcomed.

CONTACT: Mary Hoekstra, Director of Behavioral Health

Other Emergency Needs & Community Centers

Michigan Department of
Human Services
337-4900

Kalamazoo Deacons
Conference
344-7333

Family Health Center
349-2641

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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

COMMUNITY CENTERS

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

Comstock Community Center

345-8556
6330 King Hwy

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

SERVICES: Food (T-Th 1:30-3:30). Financial (\$50/household 1x/year). Health clinic and holiday assistance.

CONTACT: Mary Gustas & Kim Phillips

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