

Emergency Services Guide

2009-2010

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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 14th 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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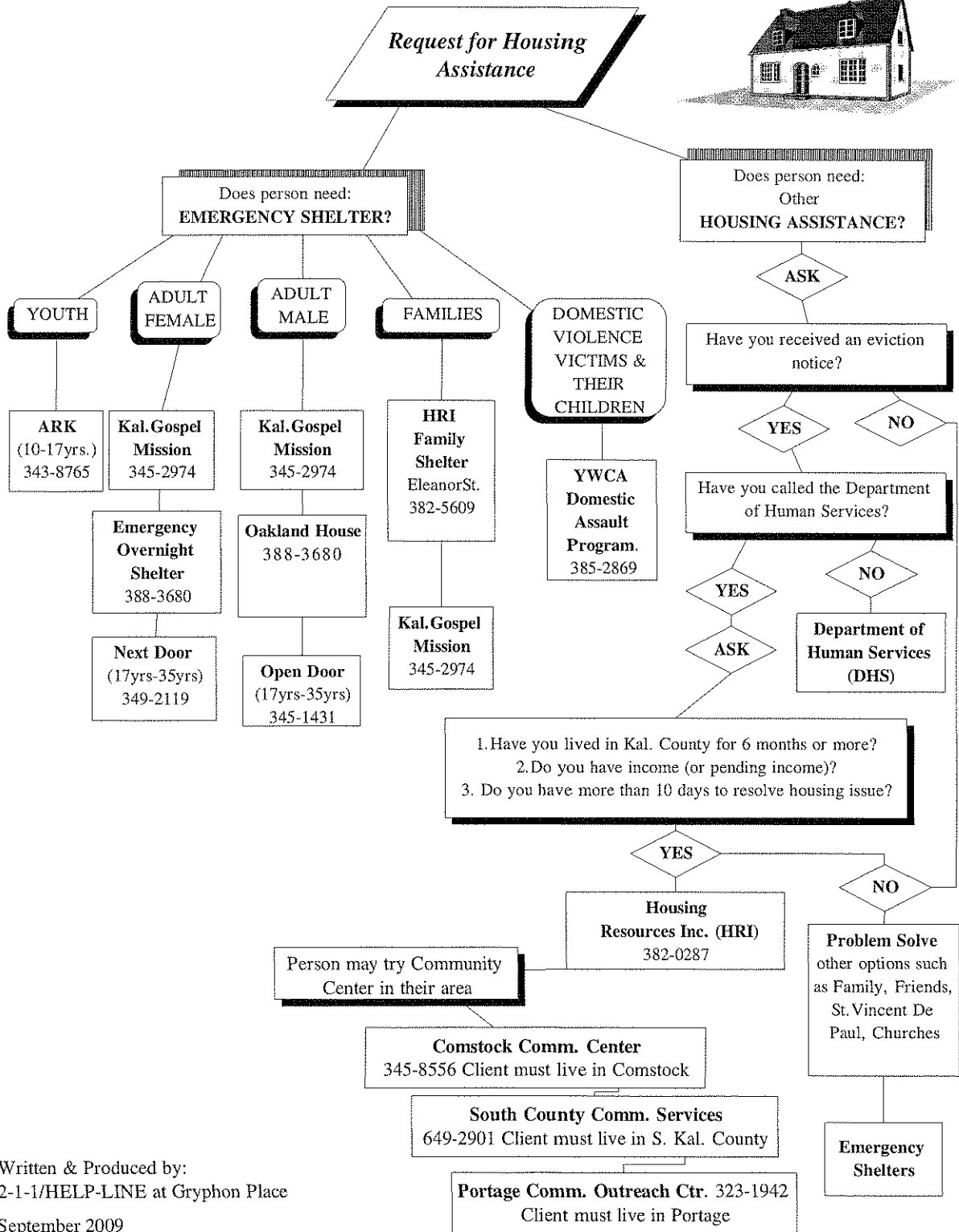
Available in PDF format online at

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Housing Assistance



Written & Produced by:
 2-1-1/HELP-LINE at Gryphon Place
 September 2009

Housing Assistance

Housing Resources
Inc.
(HRI)
382-0287

HRI Family Shelter
382-5609

Kalamazoo
Gospel Mission
345-2974

Emergency Overnight
Shelter (KCHCS)
388-3680

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 place-
ments, 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.

Grant minimum eligibility requirements:

1. Kalamazoo Co. resident for at least 6 months.
2. Must be a sustainable solution.
3. Client must have income or pending income.

HRI also provides supportive services and rental
assistance to homeless families making a transition
to permanent housing and to tenously housed
persons to help stabilize their housing and
prevent homelessness. 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
gbarnam@housingresourcesinc.org

Families

Family Shelter (Housing Resources)
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 stabilize 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 yrs. & 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

HRI Family Shelter
382-5609

Kalamazoo
Gospel Mission
345-2974

Emergency
Overnight
Shelter (KCHCS)
388-3680

ARK
343-8765

Next Door
(Females)
349-2119

Open Door
(Males)
345-1431

YWCA
Domestic
Assault
Program
385-2869

Females 17-35 yrs.

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 yrs.

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

Domestic Violence Victims & 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

Youth 10-17 yrs.

ARK, The (CFS)

(800) 873-TEEN
343-8765
990 W. Kilgore

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

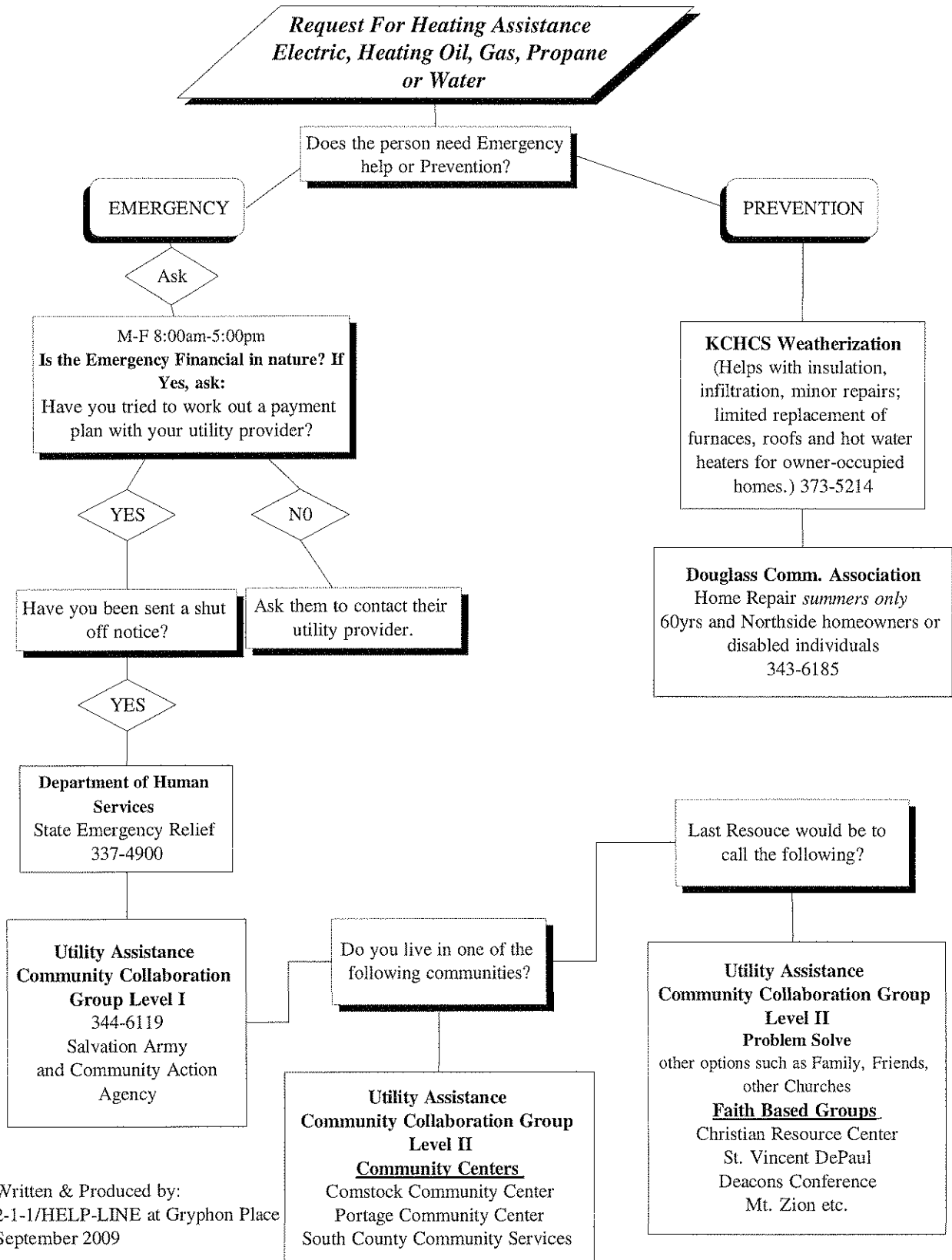
SERVICES: Provides 24-hr emergency shelter and crisis intervention. Voluntary shelter for up to 14 days; counseling for youth & family at shelter, and in convenient community locations.

Outreach services, including workshops and support groups.

Number of beds: 13

CONTACT: The ARK

Utility Assistance



Written & Produced by:
2-1-1/HELP-LINE at Gryphon Place
September 2009

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

**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

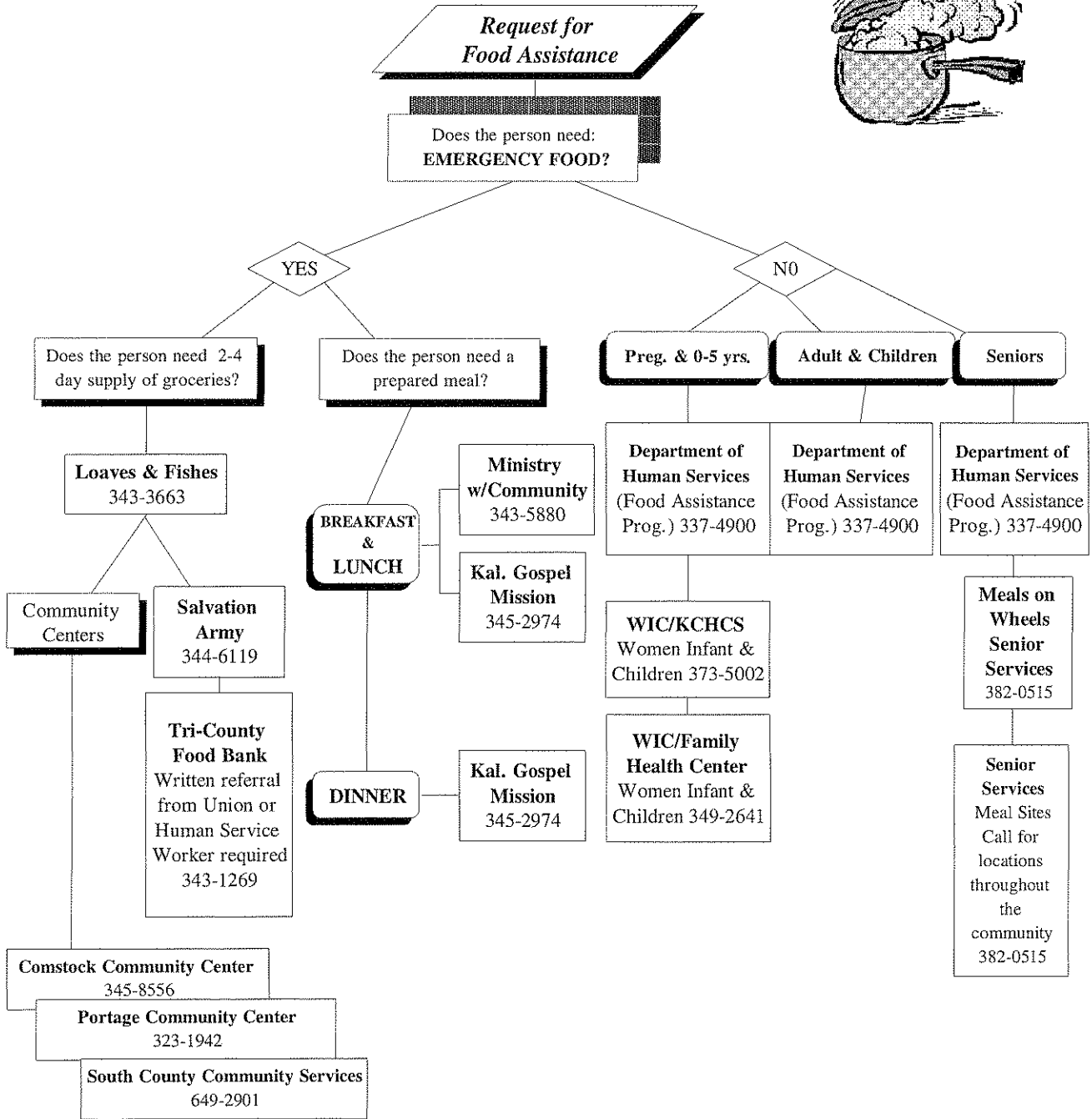
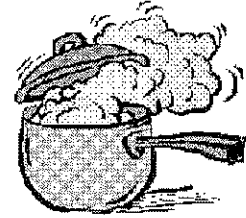
SERVICES: Provides financial assistance with housing, heating, and energy emergencies.

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.

SEE:
Community Centers for more information.

Food Distribution



Written & Produced by:
2-1-1/HELP-LINE at Gryphon Place
September 2009

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

Gospel Mission
345-2974

Senior Services
382-0515

Salvation Army
344-6119

Comstock
Community Center
345-8556

Portage Community
Center
323-1942

South County
Community Services
649-2901

Kalamazoo Loaves & Fishes

343-3663
913 E. Alcott

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

SERVICE: Provides 2-4 days of groceries
based on client self-referral. Client should
call between 9am-3pm to schedule pick-up
from one of 23 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 employ-
ment 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

Senior Services, Inc.

Meals On Wheels

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 congregate 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: Maria Almaguer or
Major Donald Tekutz

Other Emergency Needs & Community Centers

Michigan Department of Human Services 337-4900	<p>Michigan Department of Human Services (DHS-formerly FIA, DSS) 337-4900 322 E. Stockbridge Ave.</p>	<p>Kalamazoo Deacons Conference 344-7333 1010 N. Westnedge</p>
Kalamazoo Deacons Conference 344-7333	<p>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.</p>	<p>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.</p> <p>CONTACT: Kal. Deacons Conf.</p>
Family Health Center 488-0813	<p>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).</p>	<p>Family Health Center Emergency Prescription Assistance Program 488-0813 117 W. Patterson</p>
Comstock Community Center 345-8556	<p>Emergency Services (ES): Help with unusual circumstances beyond SER requirements ie, medically necessary phone installation, heat/utilities, maximum dollar amounts apply.</p>	<p>ELIGIBLE: Kalamazoo Co. residents without prescription coverage who do not have a primary care physician.</p> <p>SERVICE: Emergency prescription assistance 1x per year, 8am to 8pm daily.</p>
Douglass Community Association 343-6185	<p>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.</p>	<p>CONTACT :Family Health Center</p>
Portage Community Center 323-1942	<p>CONTACT: Clinton Lewis 337-5004 Rob Peck 337-5001</p>	
South County Community Services 649-2901		
Healthcare for the Homeless Clinic 385-2217		

Other Emergency Needs & Community Centers

Michigan Department
of Human Services
337-4900

Kalamazoo Deacons
Conference
344-7333

Family Health Center
488-0813

Comstock
Community Center
345-8556

Douglass Community
Association
343-6185

Portage Community
Center
323-1942

South County
Community Services
649-2901

Healthcare for the
Homeless Clinic
385-2217

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

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

Free Clinic of Kalamazoo
344-0044
2918 Portage Rd.

ELIGIBLE: Uninsured Kal. County residents

SERVICES: Walk-in Clinics: M-F 9am-5pm,
T and Th. evenings 5-9pm, registration until
7pm. Acute medical care, dental screening,
prescription assistance, vision referral,
health education and community referrals.

CONTACT: Robyn Hagen

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

ELIGIBLE: Persons, living in transitional
shelter, outdoors or with relatives tempo-
rarily.

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

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

CONTACT: Willis Cain