

Emergency Services Guide

2015-2016

Available in PDF form online for copying and distributing at
www.gryphon.org and www.uwbckr.org



**United Way of the Battle Creek
and Kalamazoo Region**

uwbckr.org



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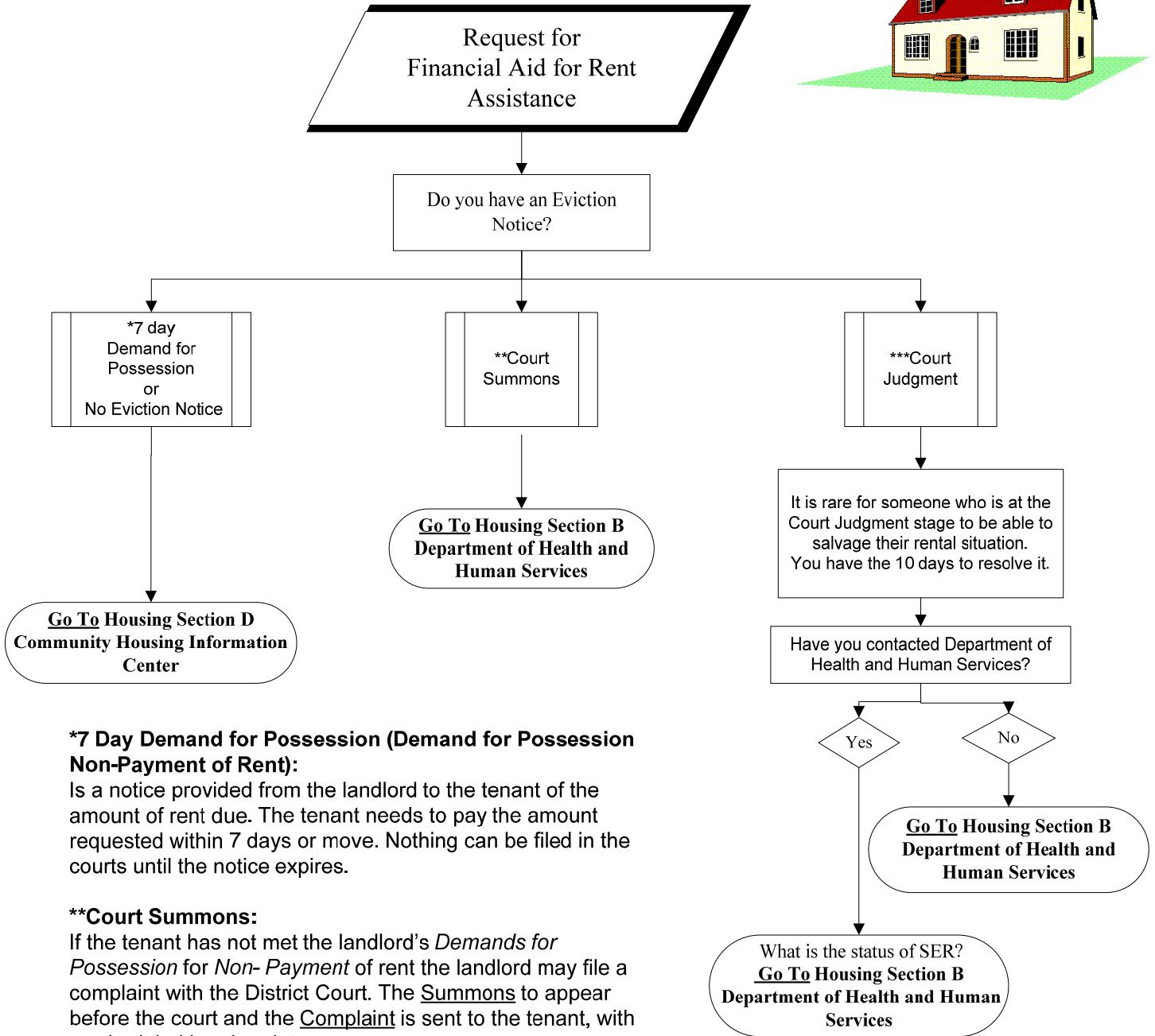
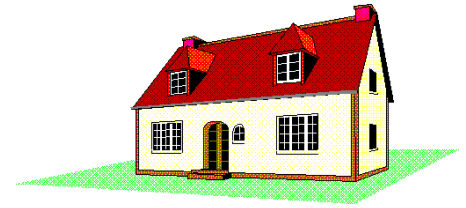
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Housing Assistance Homeless Prevention

Housing Section A



***7 Day Demand for Possession (Demand for Possession Non-Payment of Rent):**

Is a notice provided from the landlord to the tenant of the amount of rent due. The tenant needs to pay the amount requested within 7 days or move. Nothing can be filed in the courts until the notice expires.

****Court Summons:**

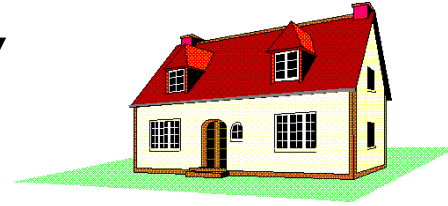
If the tenant has not met the landlord's *Demands for Possession* for *Non-Payment* of rent the landlord may file a complaint with the District Court. The Summons to appear before the court and the Complaint is sent to the tenant, with a scheduled hearing date.

*****Court Judgment:**

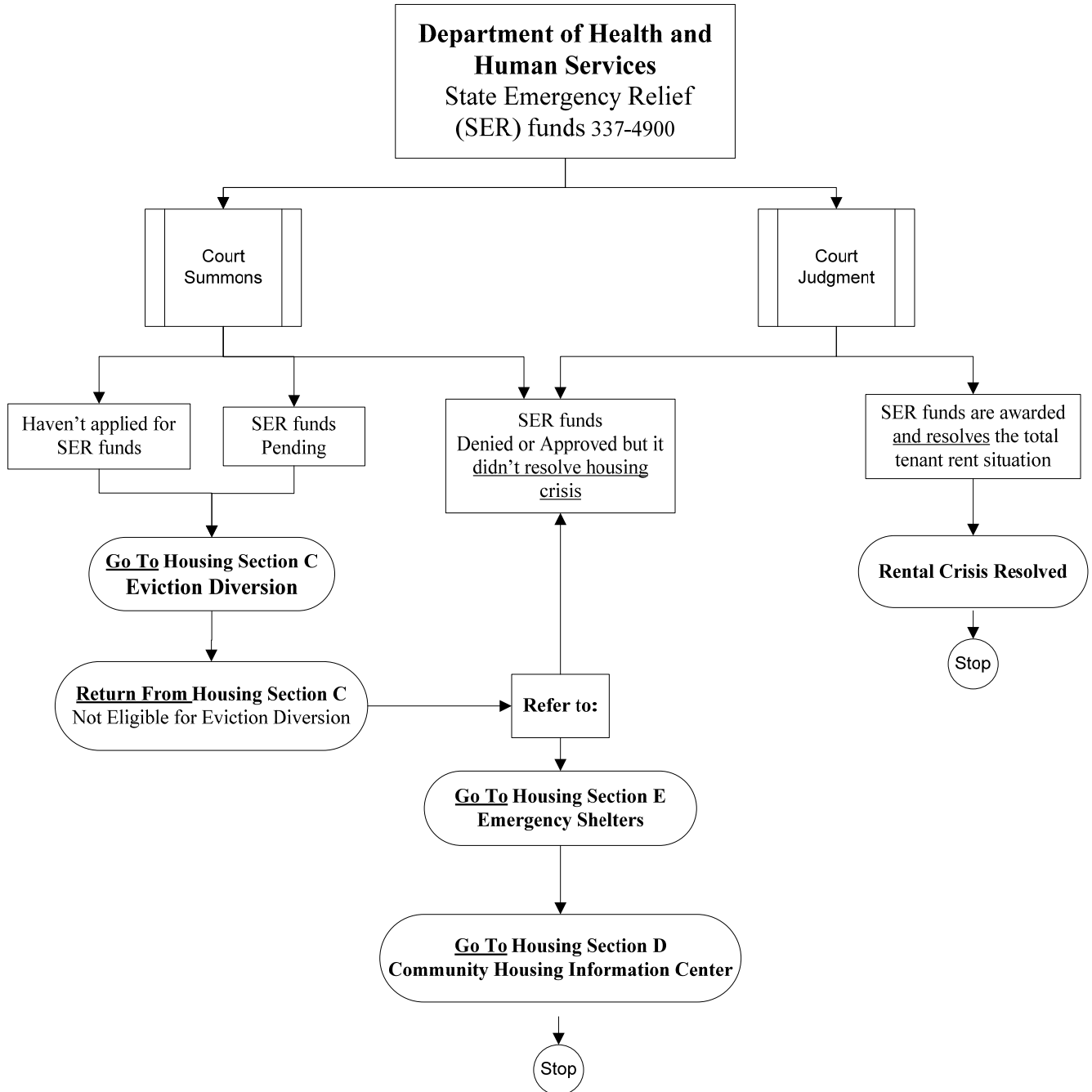
At this point a tenant has been in front of a judge and a ruling has been made. If the tenant receives a Judgment, (see Housing Page 2) for post Judgment services.



Housing Section B

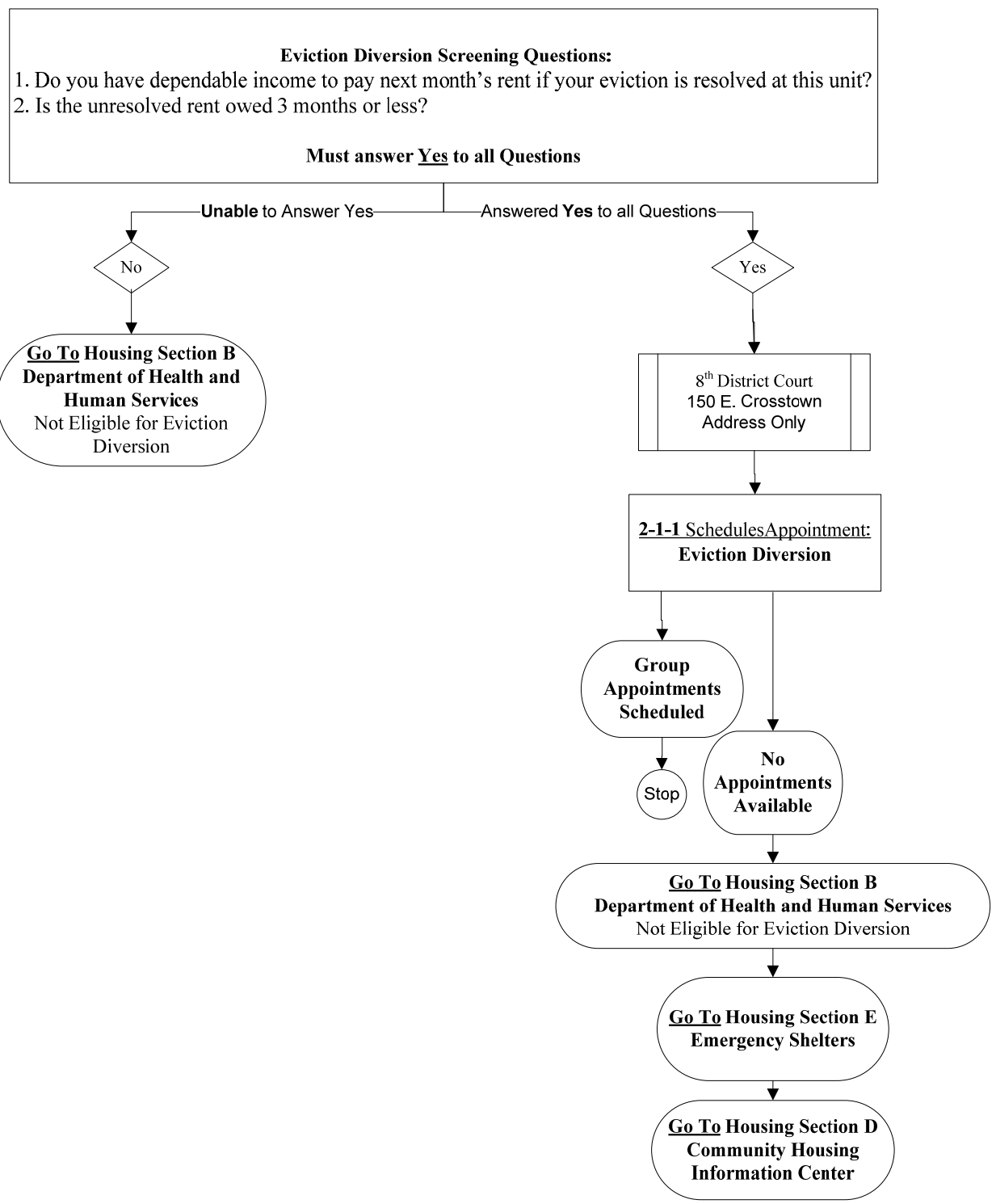


Housing Financial Assistance through the State of Michigan
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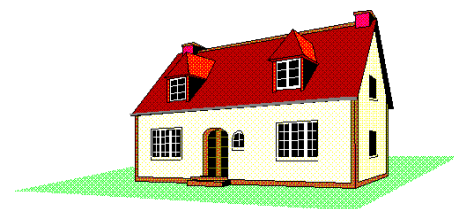
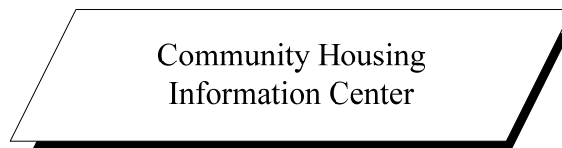


Housing Section C

Eviction Diversion Screening



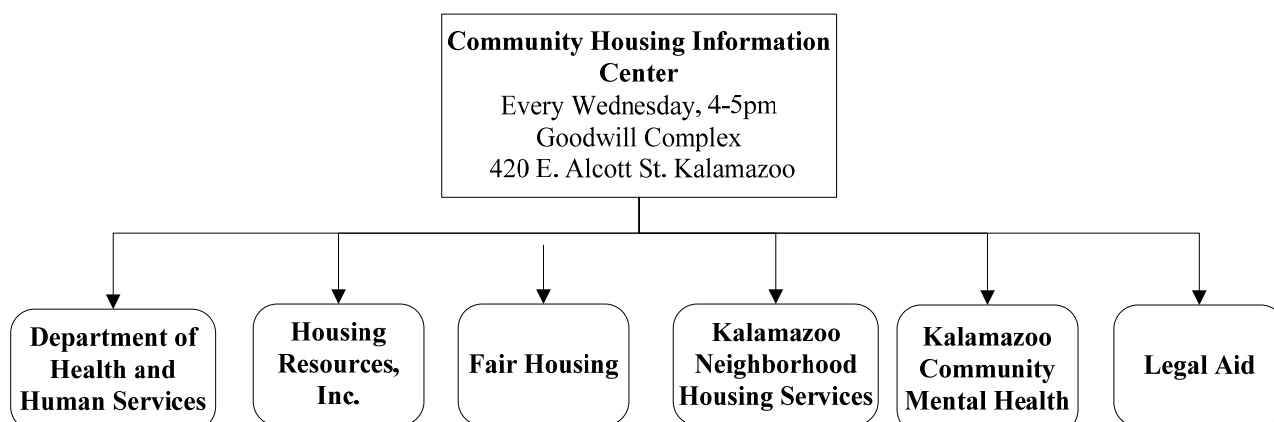
Housing Section D



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

Information is available about the following:

1. Affordable alternative housing options and current vacancies
2. Eviction/foreclosure process
3. Determine affordable housing options
4. Homeless Preference Voucher Process
5. Subsidized Housing options

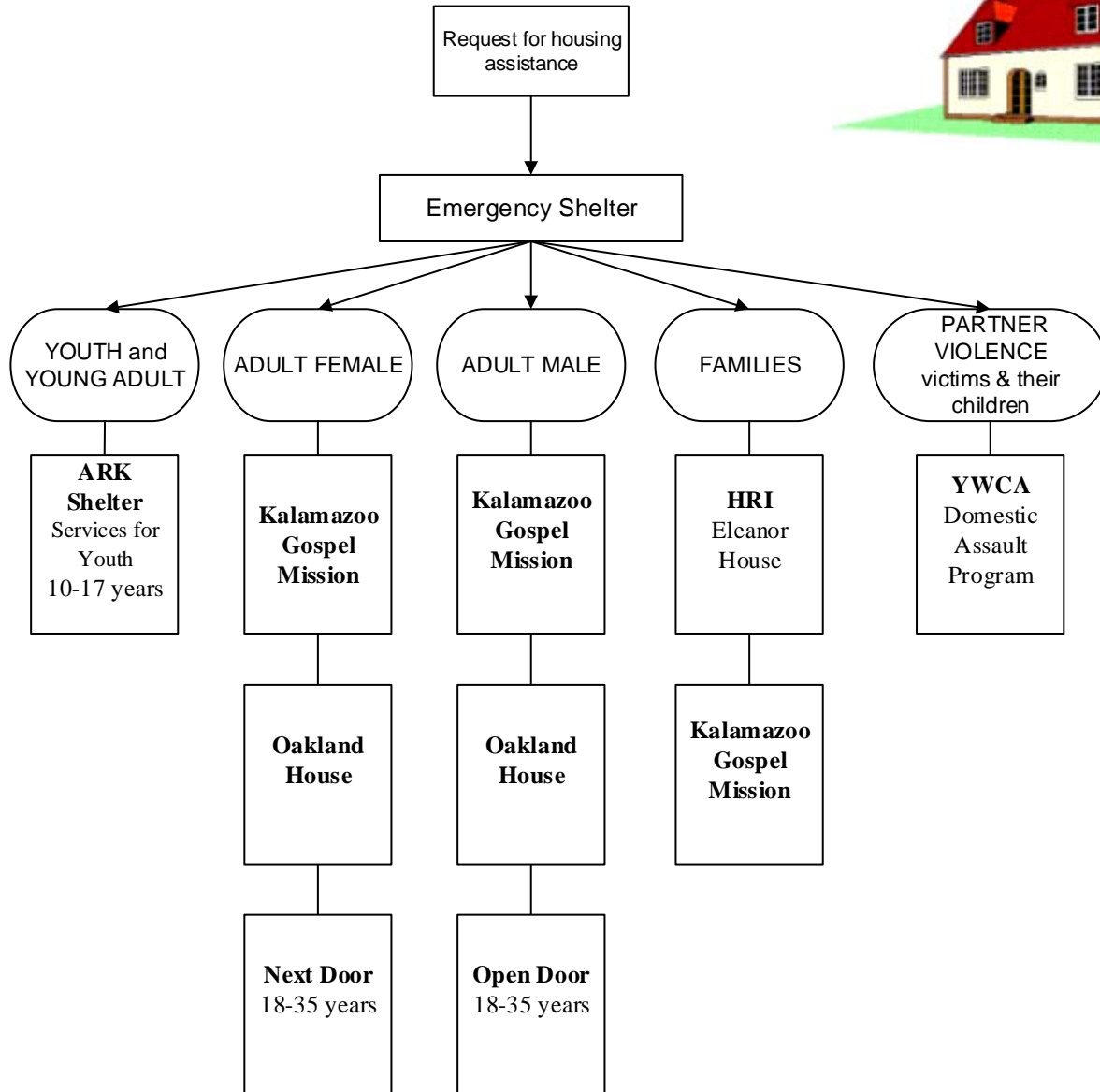


Community representatives and/or information will be available from the agencies listed above.



for additional information dial 2-1-1 or go to
www.gryphon.org and select Local Resources

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
385-3587

ADULTS & FAMILIES

Housing Resources, Inc.
382-0287
420 E. Alcott Suite 200
www.housingresourcesinc.org

ELIGIBLE: Kalamazoo County residents experiencing a housing emergency

SERVICE: Housing Resources Inc. is designated as the Housing Resource Assessment Agency (HARA) as well as the clearinghouse for emergency housing information and assistance. The menu of services includes general housing information & counseling, referral to appropriate community agencies, emergency shelter information, advocacy services (e.g. landlord/tenant intervention), affordable housing options (assistance with securing emergency, transitional, and permanent housing), & limited financial assistance. Due to limited resources, 1 out of 10 people receive financial assistance grants.

Community Housing Hour

Open every Wednesday from 4-5pm.
HRI 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 Eligibility:

- Ability to stabilize housing
- Ability to get utilities turned on in client name
- Ability to engage in a lease with a landlord

Rent Assistance

HRI provides supportive services and rental assistance to families whose head of the household has a disability and is 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.

**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. Goal is to transition into stable housing within 30 days.
Number of beds: 6 rooms (24 person capacity)



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385-3587

ALL AGES / FAMILIES
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 a 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

INTIMATE PARTNER VIOLENCE
VICTIMS AND THEIR CHILDREN
YWCA Domestic Assault Program

345-5595
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:*
48
24-hour crisis line. Housing resources,
rental assistance for victims of intimate
partner violence and nurse examiner
services for victims of sexual assault



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349-2119

Open Door (Males)
345-1431

YWCA
Domestic Assault Program
385-3587

FEMALES 18- 35 YEARS

Next Door Shelter for Women

349-2119
1215 W. North Street
3pm-10pm

ELIGIBLE: Homeless single women 18-35 yrs who are working or willing to work.

SERVICE: Provides room and board for six single women in a structured individualized program including job search, budgeting and goal setting.

Number of beds: 6

MALES 18- 35 YEARS

Open Door Shelter for Men

345-1431
414 Ranney Street

ELIGIBLE: Homeless single men 18-35 yrs who are working or willing to work

SERVICE: Provides room and board for six single men in a structured individualized program including job search, budgeting and goal setting.

Number of beds: 6

YOUTH AND YOUNG ADULTS

ARK Services for Youth (CCDOK)

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.arkforyouth.org

YOUTH 10 - 17 YEARS

ARK Shelter Services for Youth (CCDOK)

(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*



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?

KCHCS Weatherization
Helps with insulation,
infiltration, limited
replacement of furnaces,
and hot water heaters for
owner-occupied homes.
373-5066

YES

NO

Ask them to contact
their utility provider.

Nov. 1-May 31

June 1-Oct. 31

Do you have a past
due bill or shut off
notice?

Do you have a shut
off notice?

YES

YES

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

**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

Salvation Army
344-6119

Community Action
Agency KCHCS
373-5066

Michigan Department of Health and Human Services

(DHS formerly FIA,/DSS)
337-4900
322 E. Stockbridge Ave.

ELIGIBLE: Kalamazoo County Residents

SERVICES:

State Emergency Relief (SER): All energy-related State Emergency Relief (SER) requests, including furnace repairs, heat, and electricity services must fall within this season the CRISIS SEASON which now runs from November 1 through May 31 each year. Any requests for funds covering those services made between June 1 and October 31 will be denied. 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

In addition, see:

Community Centers under **Other Emergency Needs & Community Centers.**

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. A shut off notice will be required from June 1st thru Oct 31 (no DHS Decision Notice required)
3. No shut off notice required from Nov 1 thru May 31 (a DHS Decision Notice required)
4. Client must have a source of income to sustain their utilities after receiving financial assistance
5. Client must meet 150% of Fed. Poverty Level Guidelines
6. Client must have made 3 payments in any of the last six months that equal their high one month bill
7. Policy—Services, once every 18 months
8. Client may be required to contribute to resolve their energy emergency

Community Action Agency Emergency Financial Assistance (KCHCS)

3299 Gull Rd, Wing 2 Floor 3
373-5066

ELIGIBLE: Low-income families and individuals in financial crisis

SERVICES: Provides financial assistance with 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



Utility & Fuel Assistance

Kalamazoo County
Health & Community
Services—
Weatherization
373-5066

Community
Homeworks
998-3275

KCHCS Weatherization

373-5066
3299 Gull Rd.

ELIGIBLE: Low-income Kalamazoo
County renters and homeowners

SERVICES:

Weatherization: A free service to qualified applicants. Includes insulation and air sealing the home to help reduce energy bills and improve home comfort. It may include repair or replacement of combustion appliances (furnace, water heater, etc. - replacements only available to owners) and roof repair/replacement available as funding permits. The complete process from application to having the work done can take 2 to 3 months.

True North Community Services

1-800-379-0221,
or call 2-1-1 for information
www.truenorthservices.org

ELIGIBLE: Must have a past due notice,
shut-off notice or service that has already
been disconnected.

Household income at or below 150% of
Federal Poverty Level

SERVICES: Seasonal program providing
emergency assistance with utility bill
payments including gas, electric and
deliverable fuels (propane, wood and coal)
for families and individuals in a crisis
situation.

TrueNorth is not a local organization so all
communication will be via phone/email/
fax/mail.

Community Homeworks

998-3275
810 Byrant St.

ELIGIBLE: Low-income homeowners in
Kalamazoo County who are Consumers
Energy Customers

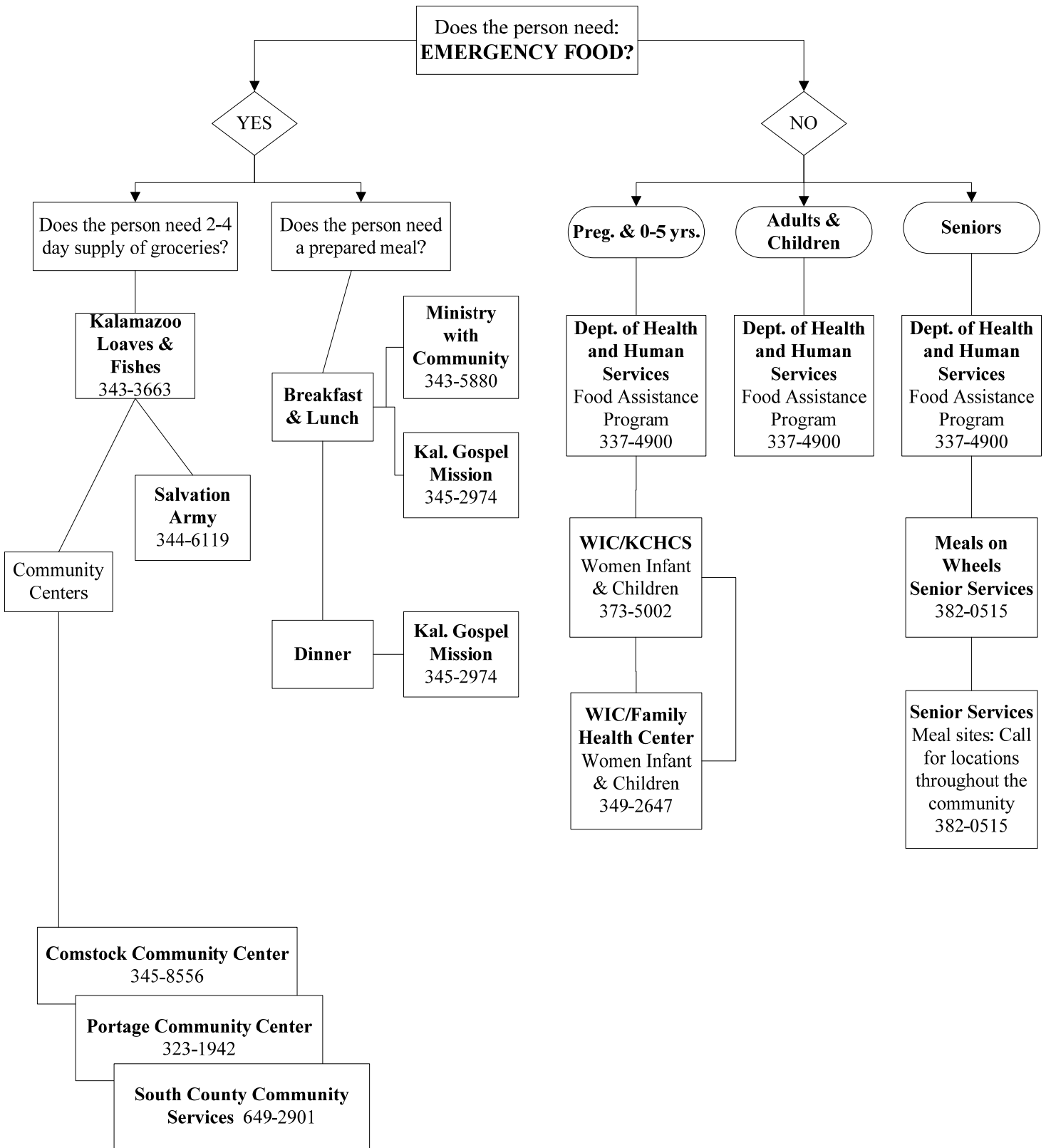
SERVICES: **Weatherization and Energy Efficiency:** consists of some or all of the following services: air sealing, wall and attic insulation, weather stripping, furnace and hot water heater replacement, CO safety analysis, installation of high efficiency showerheads and faucet aerators, CFL's, pipe wrap, and programmable thermostats.

Emergency and Critical Home Repair:

Addresses urgent issues of health and safety, removal of blight, and property deterioration, with focus on plumbing, electrical, mechanical and structural. Does not help with appliance repair such as stoves, washers and dryers or refrigerators.



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/
Resource 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
901 Portage St

ELIGIBLE: Any Kalamazoo County
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-
1pm 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.
Caseworkers can call 488-8918
Information about Mobile Food Pantry
sites available by calling Loaves and
Fishes for dates and locations.

Family Health Center—Site
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
requested.

SERVICES: WIC benefits include milk,
eggs, cheese, whole grains, fresh fruits &
vegetables, juice, cereal, infant food and
formula, and more. WIC offers nutrition
education, breastfeeding support and
referrals as needed.

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

ELIGIBLE: Pregnant/lactating women and
infants 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
provides breast feeding support, nutrition info,
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,
counseling, help with housing and employment
and other services.



Emergency Food

Kalamazoo Loaves
& Fishes
343-3663

Family Health Center
KCHCS / WIC
349-2647

KCHCS / WIC
373-5002

Ministry
with Community
Drop In Center/
Resource 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

Michigan Department of Health and Human Services

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

ELIGIBLE: Low income

SERVICES: Provides food assistance
through the MIBridges program

Salvation Army

344-6119
1700 S. Burdick

ELIGIBLE: Low income persons or
families in financial crisis

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

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

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.
Also offers information about Senior
Commodities Programs and Project Fresh
for Farmer's Market coupons.



Other Emergency Needs & Community Centers

Michigan Department of Health and 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 Health and 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.

Kalamazoo Deacons Conference
344-7333
1010 N. Westnedge

ELIGIBLE: Anyone

SERVICE: Problem solving and support for people seeking clothing, furniture and appliances, prescription assistance and other financial help as available.

**Family Health Center
Emergency Prescription Assistance Program**
349-2641 x456
117 W. Paterson

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: T,W, Th 8-5.;Appointments only



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

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)

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)
including holiday assistance

South County Community Services
649-2901
105 S. Kalamazoo 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

Portage Community Center
323-1942
325 E. Centre

ELIGIBLE: Residents of the City of
Portage or Portage school district. Refer to
Services below

SERVICES: Services open to Kalamazoo
County residents include:
Food (Kal. Loaves & Fishes pantry) must
call L&F to get put on our pantry list
Clothing and WIC (call for days available)

Services open to City of Portage Residents
and PPS District ONLY:
Emergency financial services (eviction,
utility assistance, and prescription
assistance).
Holiday assistance (most recent available
by calling 211)

ADDITIONAL RESOURCE

Gryphon Place 2-1-1

Dial 2-1-1 or 552-3432 (if unable to
call 2-1-1)

SERVICES: Provides 24 hour Information
and Referral assistance to residents of
Kalamazoo County. Maintains
comprehensive list of local agencies and
programs, including seasonal services such
as the Summer Food Program, Double Up
Bucks and Holiday Assistance.

