

# **Renaissance Community Homes Inc. & Renaissance House Inc.**



# **Consumer Handbook**

**Revised 2016**



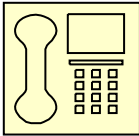
## CONSUMER HANDBOOK

Name: \_\_\_\_\_ Mental Health Agency: \_\_\_\_\_

Advocate: \_\_\_\_\_

Case Manager: \_\_\_\_\_

Phone #: \_\_\_\_\_ FAX: \_\_\_\_\_



### Introduction

Welcome to Renaissance Community Homes Inc. We are pleased to have you as a consumer. This handbook is designed to help you be successful with your services from us. We urge you to read it or have someone help you go through it. This handbook should help answer any questions you may have about your services.

If you have any questions about the services you are receiving, please see \_\_\_\_\_.

If you have other issues and do not have an assigned Case Manager/Service Coordinator, you can contact your Mental Health Agency at \_\_\_\_\_. You may call the District Manager for Renaissance Community Homes Inc. by dialing \_\_\_\_\_. Once again, welcome to Renaissance Community Homes Inc. We look forward to working with you.

Respectfully,

*Scott Brown*

Executive Director

**Our Mission:**

Quality Services for Quality of Life

**Our Purpose:**

Our purpose is to work with contractual agencies to provide residential services, and assistance with, and emphasis on people with mental illness and/or developmental disabilities, who also may have co-occurring disorders, to facilitate successful transition into the community.

**Our Vision:**

Renaissance Community Homes Inc. is committed to being recognized for providing quality assisted living services. We will accomplish this by listening to and advocating for the people we serve.

**Our Core Values:**

Renaissance Community Homes Inc. believes in the following core values:

- All people have the right to be treated with dignity and respect.
- All people should have access to needed services that achieve optimum outcomes.
- All people should be empowered to exercise informed choice.
- All people we serve will have their protected health information kept private.
- To advocate for consumers who cannot advocate for themselves.
- To assure consistent quality care in all our programs by:
  - a. Communication with consumers, stakeholders and employees
  - b. Comprehensive staff training
  - c. Providing a therapeutic environment
  - d. Proposing realistic, relevant, and measurable goals for the people we assist
  - e. Consistent site review and monitoring

Renaissance Community Homes Inc. engages in activities that are conducted in accordance with these core values and with the utmost integrity.

In addition, Renaissance Community Homes Inc. is committed to:

- The continuous improvement of organizational management, service delivery and fiscal accountability.
- Diversity and cultural competence in all Renaissance Community Homes Inc. activities and associations.
- Adapting to budgetary process changes while maintaining the same high quality care.

## **What is Renaissance Community Homes Inc.?**

Since 1973 Renaissance has provided quality care for the citizens of Michigan. Beginning with Renaissance House, specialized residential has been the main focus of the services provided. Over the years we have expanded this focus to include Supported Independent Living Programs.

Assisting people either with developmental disabilities or mental illness, we primarily contract with local Community Mental Health Agencies. We currently provide services in six counties in Southeast Michigan.

The goal of Renaissance Community Homes Inc. is customer satisfaction. The administrative office of Renaissance Community Homes Inc. is located at 25 East Main Street, Milan, Michigan 48160. Phone Number is (734) 439-0464



## **Responsibilities of Renaissance Community Homes Inc.**

It is the responsibility of Renaissance Community Homes Inc. to provide you with Personal Care and Community Living Supports consistent with your person centered plan and in accordance with all rules and guidelines established by applicable licensing, accreditation and certification agencies. These agencies shall include, but not be limited to: Michigan Department of Community Health, Federal Medicaid, Adult Foster Care Licensure and the Commission on Accreditation of Rehabilitation Facilities (CARF). Renaissance recognizes and fully supports the Home and Community Based Waiver and will continue to meet the standards as they evolve to stay in compliance.

## **Responsibilities of Consumers**

Consumers of Renaissance Community Homes Inc. are responsible for service participation in accordance with the rules, guidelines and regulations established in this handbook.

## **How Do I Get Into Renaissance Community Homes Inc.?**

If you want to be in a Renaissance Community Homes Inc. program, you will be referred by your Community Mental Health Case Manager or Placement Coordinator who will help you to apply and talk with you about the home. The Case Manager will collect information about you, such as reports from schools, hospitals, or other residential programs you've participated in. Renaissance supports your right to choose where you live. We encourage you to come and tour the home, see the room(s) available. And meet your possible roommate and make sure the home meets your needs. The Case Manager/Placement Coordinator may give you a tour of the program and an interview. You will be told during your tour if any of our programs are full and you would have to be placed on a waiting list. If you are interested in the program, a referral will need to be filled out by your Case Manager/Placement Coordinator and turned in. This information will be given to the Renaissance Community Homes Inc. District Manager, which will decide (with your Case Manager/Placement Coordinator) if you meet clinical & compatibility requirements. The District Manager will work with your Case Manager/Placement Coordinator on Care Needs Planning that is consistent with your Person Centered Plan. You will be notified by your Case Manager/Placement Coordinator about the decision. If you are accepted, a starting date will be set. If you are not accepted, you will be given the reason why and will be given suggestions for other programs to apply to. If you choose you don't want to live here notify your Case Manager or the Home Manager to request new housing or other options.

### **Entrance Criteria for Renaissance Community Homes Inc. (Admission Policy)**

#### **ADMISSION CRITERIA**

1. All consumers of this program shall be diagnosed with a mental illness, developmental disability or be dually diagnosed (mental illness with developmental disability)
2. Acceptable behavior will include any and all, that can be addressed through an individualized treatment plan as developed by the treatment team except for any behavior which requires a restraint or isolation or may be harmful to others.
3. Acceptable secondary characteristics are any which do not require 24 hour nursing care.
4. This facility shall not deny admission to an individual because of his race, religion, color, sexual orientation or national origin.
5. A written assessment plan and a resident care agreement must be completed at the time of admission. Renaissance will need to ensure that all identified needs are met and any barriers can be accommodated.
6. The physical plant of this facility is:
  - a. ☐ The home is not physically capable of accommodating wheelchairs. We cannot accept individuals who require the use of a wheelchair.
  - b. ☐ This facility is wheelchair accessible and can accept persons requiring adaptive equipment to assist ambulation.
7. The Renaissance Community Homes Inc. District Manager (in consultation with the Executive Director) shall determine if admission criteria have been met, and allow admittance into the program.

#### **DISCHARGE CRITERIA**

1. Any person shall be discharged upon his own request if he is seen as an autonomous individual who needs no guardian.
2. Anyone who has a guardian will be discharged upon the request of the guardian.
3. Any resident who becomes unsafe to himself and/or others will be discharged.
4. Any resident whose condition requires intensive nursing care will be discharged.
5. Any resident whose behavior has changed such as to make this facility an inappropriate placement will be discharged.
6. Any resident who absent from the program for more than thirty days in a one hundred and eighty-day period, or when services are no longer needed or authorized, may be discharged. This programs funding is based on residents being in the facility and receiving treatment. Extended absences cause a loss of funding as well as a loss of opportunity for other consumers of mental health services who may need to live in this setting.

7. We shall provide a resident and his/her designated representative with a 30-day written notice before discharge from the home. The written notice will state the reasons for discharge. A copy of the written notice shall be sent to the resident's designated representative and responsible agency.
8. Only in emergency situations shall a 24-hour discharge notice could take place. Very specific criteria (as described in the Michigan Adult Foster Care licensing rules) must be met for this to occur.

#### RESIDENT FUND POLICIES

1. It is the policy of Renaissance Community Homes Inc. to keep all entrusted resident funds (unearned) locked at all times. The manager and assistant manager will have the keys while in the home.
2. Records will be kept in accordance with the policies of the responsible mental health agency and the Michigan Department of Human Services.
3. Renaissance programs will not hold earned income. Medicaid rules require that consumers have full access to earned income. Renaissance will assist you in finding a way to secure these earned funds.

#### REFUND FOR UNUSED MONTHLY CHARGES

It is the policy of Renaissance Community Homes to return the unused portion of prepaid monthly charges as follows:

1. Determined from the official date of discharge.
2. Discharge may be for any reason.
3. Refund to be mailed within five (5) working days of discharge.
4. Only days in the home, using 12 o'clock midnight, will be charged for.
5. Daily charges will be factored by: monthly charge x 12 divided by 365.
6. Refunds will be to the person or organization from which they were received, or to the person or organization designated by original payer.

#### VISITATION POLICY

Guardians may visit the facility at anytime during waking hours. Friends of the residents may visit the home between 7 a.m. and 10 p.m. daily. However, visitors may visit at any time. Please notify the manager or staff on duty if you want visitors at other times or to secure a private meeting place for you and your visitors. If you do not know how to contact your guardian, friends or family. We will help you, ask the home manager or staff on duty for assistance.

#### GRIEVANCE PROCEDURE

The company grievance procedure is covered later in this handbook.

#### STAFFING RATIOS

There will be no less than 1 staff person for every 8 residents at any time during waking hours. There may be up to two (2) staff on duty during sleeping hours.

The routine staffing ratio for this program is:

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#### PURPOSE/OBJECTIVE/GOALS

This home will provide a safe and structured environment for clients, staffed in accordance with the person centered plans of consumers served.

It is the purpose of this facility to aid clients in achieving maximum ability in all areas of daily living and social communication skills, and to aid in the client's progress toward a

less restrictive living situation. This is accomplished by raising clients' self-worth and feeling of confidence in dealing with life's everyday stressors. Inclusion in all house activity programs provide clients with all aspects of everyday life in a structured setting.

### **Individual Planning**

Each person who attends Renaissance Community Homes Inc. will have a “Person Centered Plan” which is developed by the Case Manager/Service Coordinator or Local School District. Renaissance Community Homes Inc. is part of your “Circle of Support” and will provide input into your plan. Renaissance Community Homes Inc. staff may also participate in your planning meetings with your permission.



### **Services Available**

Since 1973, Renaissance has provided quality care for the citizens of Michigan. Beginning with Renaissance House, specialized residential care has been the main focus of the services we provide. Over the years, we have expanded this focus to include supported independent living programs through Community Living Supports services. Assisting people either with developmental disabilities or mental illness, we primarily contract with local Community Mental Health Agencies. We currently provide services in six counties in Southeast Michigan.

Renaissance currently assists people with Developmental Disabilities or Mental Illness in Washtenaw, Lenawee, Jackson, Livingston, & Hillsdale Counties. We operate Specialized Residential Adult Foster Care homes and provide Community Living Support services in apartment settings. Renaissance also works with people with Co-occurring disorders.

### **Staff Qualifications**

All staff members who are employed by Renaissance Community Homes Inc. meet, at a minimum, the requirements for Direct Care Staff as defined by the Michigan Adult Foster Care Rules. In addition, all employees are subject to background checks and employment screenings. CPR and First Aide training is provided to all staff members who work directly with consumers.

### **The People Who Assist Me**

- Staff Role~ The employees of Renaissance Community Homes Inc. are there to assist you in reaching your goals. They also have the responsibility to assure and advocate for your health and safety. This is accomplished by following your Person Centered Plan. The staff are trained to meet the needs of the people they assist. This training includes CPR and First Aid, their role as Support Staff, Recipient Rights, Environmental Emergencies, Mental Illness and Developmental Disabilities, Maintaining Health, Interacting with People and Passing Medications.
- Corporate Leadership Committee~ In an effort to consistently provide quality services, Renaissance Community Homes Inc. has a leadership committee. This committee's purpose is to review policies & procedures that guide our operations. This committee also looks at Quality Improvement projects, and Health and Safety procedures.
- Gifts, Loans and Selling Personal Belongings to Staff~ All employees of Renaissance Community Homes Inc. are paid for the job they do. They are not to accept gifts from the people they assist. They are also not allowed to borrow money, or buy items from the people we assist

### **Costs for Services**

Costs for services shall be determined by the referring Community Mental Health Authority and Renaissance Community Homes Inc.

- Cost of Care~ Renaissance Community Homes Inc. accepts payment at the beginning of each month for the cost of care agreed upon among the consumer, the Responsible Mental Health Agency, and ourselves.

*Please Make Checks Payable To:*

Renaissance Community Homes

25 E. Main Street

PO Box 166

Milan, MI 48160

(734) 439-0464

- If We Are Your Payee~ Please feel free to discuss your personal funds with your program manager. All personal funds are accounted for either by receipts or your signature stating that you have received the funds. They are reconciled on a monthly basis. Please speak to your program manager about availability of funds outside of business hours.
- Personal Needs and Clothing~ In most programs, you are responsible for the supply of clothing and specific personal care products. In group home settings, Renaissance Community Homes Inc. will provide basic personal care products like soap, shampoo, toothpaste etc. If you are in need of clothes and are unable to pay for them, please talk to your program manager and supports coordinator.
- Medical Bills~ You are responsible for your own medical bills. If you need assistance, please talk to your program manager and your supports coordinator.
- Budgeting~ Assistance with your budgeting skills is a service that we provide, often it is directed in your person centered plan. Renaissance Community Homes can work with you in setting a realistic budget for your personal funds. Please talk to your supports coordinator, guardian/concerned other, and program manager about this subject.





### **Consumer Rights**

A right is something everyone has. It tells how you should be treated and that right cannot be broken by anyone.

By law, people with disabilities have the right to:

- Be treated nicely at all times, and treated as a person.
- Live in a setting that is physically accessible for me.
- A safe and clean home.
- Have access to all the common areas of the house when desired, including the kitchen, bathroom, laundry room. This also includes access to food items as appropriate.
- Get meals that are healthy and good for me. Food storage is unlocked and there are some food snack items available.
- Meals and Menus are reviewed and agreed upon by housemates and staff. Meal times and meal items can be adjusted.
- Can choose to have my meals with everyone or eat alone. If I want to eat later, I can. I can have my meal saved for me or have an alternate choice. Please see the manager or a staff on duty.
- Go to the church of my choice or not to go to church if I do not want to.
- Go to a doctor or dentist when I need to go and to go as soon as I need to go.
- Get people to help me with the way I talk, walk, do things with my hands, help me with the way I act or the way I feel, working with other ancillaries, agencies to meet my needs.
- Accept help and training without it being forced on me.
- Have some time to myself and a place to be by myself for privacy.
- Right to privacy. Meaning I can talk on the phone in private, and your private information will not be discussed in front of others. Or information left out for people to see.
- Use the telephone, write letters or talk to anyone about anything I want to discuss as long as I do it in a responsible way and do not violate the rights of others, and can have a private area if needed.
- Keep things of my own that I choose to have.
- Socialize and be friends with both men and women.
- Join activities or do things that will help me grow and be the best person I can be, and be able to control my activities and schedule.
- Have a job and make money.
- Be treated like everyone else under the law.
- Not to get hit, hurt, yelled at or have anyone say terrible things about me.
- Go to school or work and meet or work with other people and go out on activities.
- Help decide the things that will affect me. And how to address it in my care plan. If I refuse, I will be informed of the risks by the appropriate source.
- Ask someone like my family, friends, advocates or anyone else to talk with me or for me and help me do things, and can assist me with finding self-help support systems.
- Manage and spend my own money.
- Have information in my file kept private. Signed releases for those who can have information regarding me.
- Complain if I don't agree with something. I also have the right to talk about my complaints without being threatened by others. Can seek legal entities for appropriate representation.
- Not be given medications to control my behavior, be tied up, held down or locked up unless it is needed to keep me from hurting myself or others or unless I have agreed to a written plan that everyone follows.
- Learn about how laws are made, join in on community decisions, vote for the people who make the laws and be able to tell them about the laws.
- Say no to being a part of any study or experiment. If there is a study, it will be discussed with me, my

- parents or guardian before being implemented.
- Choose how to finish and decorate my own room/living space.
- Attend festivities and or have foods that relate to my culture if I desire.
- If I have belongings that I want locked up I will notify the Home Manager and they will assist me with acquiring a lockbox or equivalent to secure my belongings.

If you believe that your rights have been violated, you should tell someone. You can talk to a Case Manager/Service Coordinator or any RCHI Staff and ask for help. Any restrictions need to be addressed in the IPOS/Treatment Plan. And must include a plan of how/when to reinstate as soon as possible.

*It is the intention of Renaissance Community Homes Inc. & to have a resident rights policy that is consistent to the policies and procedures as stated in Chapter 7 of the Michigan Mental Health Code. This policy does not supersede agreements with specific Responsible Mental Health Agencies concerning Recipient Rights. Employees need to be aware of all local Recipient Rights Policies that regulate the program they work in. These policies are available at each program site.*

#### **Conflicts of Interest**

Any possible or potential conflicts of interest determined before or during the provision of services will be disclosed to the individual, his/her guardian and/or legal representative.

#### **Conditions for Maintaining Services**

Participation in programs at Renaissance Community Homes Inc. is dependent upon availability of adequate funding. It is expected that participants will follow the rules, regulations and guidelines associated with participation as outlined in this handbook.



**DANGEROUS INSTRUMENTS AND WEAPONS** – Knives, guns or dangerous instruments are not allowed at Renaissance Community Homes Inc. For everyone's safety, if one is brought or kept at the program, it will be taken away and maintained by the District Manager until it can be safely removed from the program. If you attempt to use anything as a weapon, it will be cause for development of a behavior management plan and/or discharge from the program. Law enforcement (the police) may be involved.

**SMOKING** – Smoking is permitted outside of Adult Foster Care homes in designated areas. Please use ashtrays for disposing of smoking materials. Smoking is allowed at the following times:



**PETS** - Most programs do not have high maintenance pets (cats, dogs, etc...), and do not accept new ones into the home. Allergy considerations must be made for all people living and working at the home.

### **Behavior Support**

Behaviors that affect the safety of a consumer or other consumers or that are inappropriate for the home will be dealt with in one of two ways.

(1) If it is determined that a behavior management program is needed, the team, with the input of the consumer, will develop a plan. The plan will not be implemented until it is approved by the local Community Mental Health Authority through their Behavior Management Committee. A Behavior Management Plan is a tool to help you learn to control a behavior that keeps you from living to your fullest potential.

(2) If it is determined that Renaissance is unable to assist in the reduction of unsafe behaviors, a discharge from the group home or termination of service provision may occur.



### **Grievance/Mediation Procedure**



Do you know how to make a complaint? See the home manager or staff on duty for assistance or where to find the information. Each consumer is entitled to air their grievances. A grievance procedure can be explained as the opportunity for people to provide input to the administration and the opportunity to be heard if there is a problem.

The Grievance Procedure can be used by the consumer, a family member or a guardian/advocate, if there is a problem, if you don't agree with something or if you believe your rights have been violated. Any time there is a grievance, someone can help you fill out a Complaint / Suggestion / Evaluation form. After the grievance is resolved, then you will receive a copy of the results. If you file a grievance, it will not have any effect on your current or future services from Renaissance Community Homes Inc., Inc.

Input from all consumers is important. It is a way for consumers to change things they do not like as well as to tell administration the services they need or do not like. Once a year, you will receive a survey about the services you receive. You can complete it on your own, take it home and have someone help you fill it out, or ask someone here to help you.

### **Steps of Grievance Procedure**

All programs will post a sign "complaint forms are located at" in a conspicuous location. A supply of complaint forms should be readily available and in a "safe zone" identified as to where they may be left. The "safe zone" must only be accessible by program management. This could be in a form of a locked box or closet.

If an employee/consumer/Responsible Mental Health Agency/Stakeholder feels that he/she has a complaint, he/she should proceed in the following manner to resolve the situation:

1. Complete complaint form
2. Submit complaint to program manager, leave in safe zone if after hours or mail to the corporate office for anonymous complaint.

After a complaint is submitted to RCH, whoever receives the complaint will review the complaint assessing the following:

- Immediate or prompt response needed – contact Program Manager or Area Supervisor
- Other Issues – forward to the District Manager or Operations Manager.

The Leadership Committee reviews all identified complaints & resolutions quarterly. All Complaints and Resolutions will be routed to the Operations Manager at the administrative office. Fax# 734.439.0258

If a complainant feels that the resolution is not satisfactory, then they can call or contact the administrative office to express the concern. At this point the Executive Director will assign a neutral unbiased employee to look into the complaint and make a recommendation. Determinations of the Executive Director are final.

### **HIPAA (How we protect your health information)**

Our Privacy Commitment to you: We care about your privacy. The information we collect about you is private. Only people who have the right and the need to see your information may do so. Unless you give us your permission in writing, we will only reveal your information for purposes of treatment, business operations or when we are required by law to do it.

- **Treatment.** We may disclose medical information about you to coordinate your care with others. For example, we may share medication information with an emergency room that needs to treat you.
- **Payment.** We may use and disclose information so the care you get can be properly billed and paid for. For example, we may give an insurance or community health agency details of the treatment we give you so they will pay for it.
- **Business Operations.** We may need to use and disclose information for our business operations. For example, we may use information to review the quality of care you get.
- **Exceptions.** For certain kinds of records, your permission may be needed even for release for treatment, payment and business operations. For example, psychotherapy notes are protected by the therapist.
- **As Required By Law.** We will release information when we are required to do so by law. For example, for law enforcement, national security, court orders, communicable disease reporting, disaster relief, review of our activities by the government or to avoid a serious threat to the health and safety of others.

\*Releases will be good for 1 year from date signed.

**Your Privacy Rights:** You have the following rights regarding the health information we keep about you.

- **Your Right to Inspect and Copy.** In most cases, you have the right to look at or get copies of your records. You may be charged a fee for the cost of copying your records.
- **Your Right to Amend.** You may ask us to change your records if you feel there is a mistake. We can deny your request for certain reasons, but we must give you a written reason for our denial.
- **Your Right to a List of Disclosures.** You have the right to a list of disclosures made after this notice takes effect. This list will not include the times we disclose information for treatment, payment or health care operations, or information that was shared with your permission.
- **Your Right to Request Restrictions on Our Use or Disclosure of Information.** You may ask for limits on how your information is used or disclosed. We are not required to agree with such request.
- **Your Right to Request Confidential Communications.** You may request that we share information with you in certain way or place, such as mailing information to a family member's address instead of your home. You do not have to give us a reason for this request.

**Please Read Our "Notice of Privacy Practices" carefully**



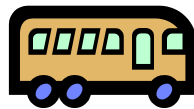
### Nondiscrimination Clause/Civil Rights Practices

Renaissance Community Homes Inc. does not discriminate in the delivery of services based on gender, race, national origin, creed, religion, sexual orientation, socioeconomic status, language, age or disability. We adhere to all regulations and rules addressing nondiscrimination.

Renaissance Community Homes Inc. shall be in compliance with the Civil Rights Acts of 1964, and all other laws, rules, and regulations dealing with Civil Rights.

### Workplace Violence

Renaissance Community Homes Inc. has a zero tolerance for both workplace violence and substance abuse. Any act of violence will be dealt with severely and promptly to protect others who are served and employed. Should either be detected, corrective action will be taken.



### Transportation

Renaissance Community Homes Inc. assists consumers with their transportation needs in a variety of ways. To secure transportation, you must speak to a representative from the entity funding your services (CMH) at RCHI. You can also access the community through public transportation.

### Health and Safety Practices

The staff members of Renaissance Community Homes Inc. will promote safe, healthy environments for all consumers.

RCHI will insure that all reasonable steps are taken to adhere to local, state and federal laws/standards as expressed by administrative rules, legislative acts and professional or governmental agencies.

#### **ACCIDENTS:**

Renaissance Community Homes Inc. prides itself in having limited accidents. Any injury must be reported to a Supervisor immediately.

#### **CONTAGIOUS ILLNESS:**

RCHI recognizes that consumers may come in contact with minor or serious illnesses as a condition of the setting. Infection from a communicable disease can present a significant medical problem. RCHI desires to protect the health of non-infected consumers and participants as well as ensure the right of individuals who may be infected with either a short-term or a life threatening communicable disease.

The health of the individual consumer is the responsibility of the consumer, caregiver and/or guardian. It is the responsibility of RCHI staff members to ensure the safety and well-being of all consumers who receive services from us. All RCHI consumers/consumers are required to complete an emergency medical authorization upon entry into RCHI programs. This form may be updated at the time of your individual program plan.

### **HOUSE AND PROGRAM MEETINGS**

Renaissance staff and consumer representatives hold regularly scheduled meetings to review program, safety and health related issues. The meetings also cover:

- Consultations with CMH professionals having appropriate expertise in the area of health and safety practices, treatment methodologies, etc.
- all reported or observed concerns relevant to health and safety of individuals served and personnel
- emergency drills
- staffing concerns
- recommendations for policies and practices to the Agency via the administrative channel



### **EMERGENCY DRILLS AND PROCEDURES**

Drills will be conducted on an ongoing basis for all types of emergencies. Staff and consumers are expected to participate in all safety drills and comply with instructions given in company policies and program specific procedure.

### **SUMMARY**

Thank you for taking the time to go through this manual. It is written so you will know the program rules and what is expected of you as a consumer. If you have any questions, please ask someone.

We hope your relationship with Renaissance Community Homes Inc. meets your expectations. If we can do anything for you, please let us know.

It is our mission to help you meet your potential. We appreciate the opportunity to assist you in your goals.



## Community Resource Contact Numbers

### **Care Management/ Care Coordination**

Community Support & Treatment Services	734-222-3400
Lenawee Community Mental Health	517-263-8905
Livingston Community Mental Health	517-546-4126
LifeWays	517-789-1200
Monroe Community Mental Health	734-243-7340

### **Counseling/ Mental Health Support**

CSS Behavioral Health Services	734-971-9780
Chelsea Behavioral Health Services	800-328-6261
Community Support & Treatment Services	734-222-3400
Health Access	800-440-7548
Psychiatric Emergency Services	734-996-4747
St. Joseph Behavioral Services	734-786-2300

### **Education**

Washtenaw Literacy Program	734-879-1320
U.S. Department of Education	202-245-7468
Learning Resource Center (LLRC)	734-973-4380
Michigan Department of Education	517-373-0923

### **Employment**

Job Accommodation Network	800-ADA-WORK
Employment, Training, Community Service	734-544-3053

### **Emergency Services**

Community Action Agency	734-544-6850
CSS Emergency Food Program	734-662-4462
Aid in Milan	734-439-8420
American Red Cross	734-971-5300
Department of Human Services	734-481-2000
Salvation Army	734-668-8353
Shelter Association of Washtenaw	734-662-2829
S.O.S Community Crisis Center	734-484-4300
Washtenaw County Emergency Services	734-484-7201
Safe house Center	734-995-5444
Pregnancy Help Center	734-975-4357
Planned Parenthood	734-973-0710
Domestic Violence Hotline	800-799-7233
Suicide Prevention	800-273-TALK
Adult Protective Services	734-481-9110

### **Legal Services**

Legal Resource Center	734-994-0160
Legal Services of SE Michigan	734-665-6181
Legal Hotline	800-347-5297
Memorial Advisory & Funeral Planning	734-665-9516
B & B Payee Services	734-480-1347
CSS Tax Assistance Program	734-712-3625

### **Housing**

Ann Arbor Housing Commission	734-994-2828
Ypsilanti Housing Commission	734-482-4300
Department of Housing & Development	<a href="http://www.hud.com">www.hud.com</a>

### **Information Referral & Advocacy**

211	
Center for Independent Living	734-971-0277
Alliance for the Mentally Ill	517-485-4049
ARC/ Michigan	800-292-7851
Michigan Disability Rights Coalition	800-760-4600
Michigan Protection & Advocacy	800-288-5923
United Cerebral Palsy MI	800-828-2714
Michigan Department of Civil Rights	800-482-3604

U.S. Department of Justice	800-514-0301
Washtenaw Association of Advocacy	734-662-1256

### **Meals/ Food Assistance**

Jewish Community Center	734-971-0990
Whitmore Lake	734-449-8480
Baker	734-994-2902
Miller Manor	734-662-7511
Pittsfield Sr. Center	734-822-2117
Turner Resource Center	734-998-9353
Aid In Milan	734-439-8420
Chelsea/ Manchester	734-475-0160
Dexter	734-426-5397
Motor Meals of Ann Arbor	734-998-6686
Saline	734-429-9274
Ypsilanti Meals on Wheels	734-487-9669

### **Dental Services**

Community Dental Center	734-998-9640
Hope Dental Clinic	734-480-9575
U of M Dental School	734-763-6933

### **Health Services**

Chelsea Community Hospital	734-475-1311
Hope Medical Center	734-481-0111
Medical Loan Closet	734-482-7121
Neighborhood Health Clinic	734-544-6900
New Hope Outreach	734-998-6085
Packard Community Clinic	734-971-1073
St. Joseph Saline	734-429-1500
Washtenaw County Health Department	734-544-6700

### **Prescription Assistance**

CSS Medicare/Medicaid Assistance	800-803-7174
Washtenaw County Prescription Plan	734-544-6886

### **Medicaid Help & Information**

CSS	800-803-7174
Medicare	800-633-4227
Michigan Peer review	800-365-5899

### **Social Security Administration**

SSA	734-929-0054
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### **Support Groups**

Al-Anon	734-995-4949
Arbor Hospice	734-662-5999
St. Joseph's Grief Counseling	734-327-3400
Jewish Family Services	734-769-0209

### **Transportation**

AATA	734-973-6500
Huron Valley Ambulance	800-872-1111
People's Express	734-216-6073
Western Washtenaw Value Express	734-475-9494

### **Recreation/ Fitness**

Ann Arbor YMCA	734-996-9622
Chelsea Community Wellness	734-475-4100
Saline Recreation Complex	734-429-3502
Washtenaw Health & Fitness	734-975-9950
Washtenaw County Parks & Rec.	734-971-6337

## **Community Resource**

### **Numbers Jackson/Hillsdale**

**Utilize 211 for any specific questions Jackson /Hillsdale:**

**Public Health Dept: 788-4422**

**Hillsdale- 437-7395**

**Lifeways- 789-1200**

**Hillsdale- 439-9327**

**Social Security Administration- 784-0583**

**Community Connections: I -800-284-8288**

**Department of Human Services: 780-7600**

**Hillsdale- 439-2200**

**Medical/ Health Care: Allegiance- 788-4800**

**U-M Medical Center- (734) 936-4000**

**Hillsdale Community Health Center- 437-4451**

**Poison Control- (800) 222- 1222**

**Dental Center for Family Health 784-9385**

**Hillsdale- Michigan Dental Clinic- 437 -2654**

**Community Action Agency- 784-4800**

**Hillsdale- 437-3346**

**Michigan Works- 841 -5627**

**Hillsdale- 437-3381**

**Jackson Transit Authority- 787 -8363**

**Hillsdale Dial a Ride- 431-3385**

**St. Vincent DePaul- 784-0609**

**Salvation Army- 782-1185**

**Hillsdale- 437-4240**

**American Red Cross-782-9486**

**Michigan Rehabilitation Services-780 -7450**

**St. Johns Knights of Columbus- 784-0553**

**Lions Club- 787-1704**

**Drop-In Center- 788-9147**

**Hillsdale- 439-9730**

**Jackson District Library- 788-4099**

**Hillsdale- 437-6470**

**Jonesville- 849-9701**

**Airport Rd- 782-4129**

**Chamber of Commerce- 782-8221**

**Hillsdale- 439-4341**

**Jackson Fairgrounds- 788-4405**

**Hillsdale-437-3622**

**Crouch Center- 788-4364**

**JCC (Potter Center) 796-8600**

**JTV- 787-8817**

**Hillsdale College- 437 -4981**

**Volume One Books- 437-2228**

**Cornerstone Christian Church- 782-1774**



## PUBLIC HEALTH DEPARTMENT

Phone: 788-4420

**Services**  
 Children's Special Health Care ..... 788-4422  
 Health Education ..... 788-4655  
 Hearing/Vision Clinic ..... 788-4420  
 Immunization Hotline ..... 788-4368  
 Infant/Maternal Support Services ..... 788-4619  
 Michigan Child Health Insurance ..... 1-888-988-6300  
 Medicaid ..... 1-800-642-3195  
 WIC Program ..... 788-4384

## COUNSELING AND SUPPORT

AWARE: Domestic Violence ..... 783-2861  
 Born Free ..... 782-9995  
 Catholic Charities ..... 782-2551  
 Early Headstart ..... 784-4800  
 First Call for Help ..... 789-1211  
 Families First ..... 782-4889  
 Family Services & Children's Aid ..... 787-7920  
 Kid Center ..... 784-2855  
 Community Connections: 1-800-284-8288 ext 332

## EMERGENCY NEEDS

Grace Haven ..... 782-2980  
 Love, INC (In the Name of Christ) ..... 782-9766  
 Interfaith Shelter ..... 789-8735  
 Salvation Army ..... 782-7185

## CHILDCARE

Jackson Child Care Center ..... 788-9212  
 Joey's Junction ..... 817-0096  
 Tomlinson Childcare ..... 787-6219  
 Child Care Referral  
 ChildCare Network ..... 817-6829

## FAMILY SUPPORT

Autism Society - Jackson Chapter ..... 750-1417  
 Birthline ..... 784-9187  
 Building Strong Families - MSU Ext. .... 788-4292  
 Center For Women ..... 787-4673  
 Child and Parent Center ..... 788-4445  
 Disability Connections ..... 782-8034  
 Families First ..... 782-4889  
 Family Support Subsidy ..... 796-4533  
 Friend of the Court ..... 788-4570  
 Joey's Junction ..... 817-0096  
 Respite Care (Journeys of Michigan) ..... 796-4535  
 Respite Care (disability connections) ..... 782-6054  
 Social Security Administration ..... 1-800-772-1213

## MEDICAL/HEALTHCARE

Footo Hospital ..... 788-4800  
 Chelsea Hospital ..... (734) 473-1312  
 Sperry Hospital ..... (517) 364-1099  
 St. Joseph's Hospital ..... (734) 712-3456  
 U-M Medical Center ..... (734) 936-4090  
**Clinics**  
 Center for Family Health ..... 784-9385  
 Footo Works ..... 786-7252  
 Jackson Hearing Clinic ..... 787-1468  
 Planned Parenthood ..... 784-1700  
**Emergency**  
 Emergency Dispatch ..... 911  
 Poison Control ..... (800) 222-1222  
 Footo Hospital ..... 788-4816

## DENTAL

Center for Family Health Dental Clinic ..... 784-9385  
 \* U-M Dental School ..... 1-888-707-2560

## EDUCATION

Adult Education ..... 841-2200  
 Early Childhood Program ..... 768-5136  
 Headstart ..... 788-6010  
 Jackson County I.S.D. .... 768-2800  
 Kyle Torrant Center ..... 787-8910  
 McCulloch ..... 841-3964  
 Preschool & Learning ..... 784-7557  
 Sharp Park Preschool ..... 841-2829

## OTHER HELPFUL AGENCIES

Community Action Agency ..... 784-4860  
 Jackson Transportation Authority ..... 787-8361  
 MI Assistive Tech. Resource ..... (800) 274-7426  
 PERC - Parent Ed. & Resource Ctr. .... 782-6054  
 St. Vincent DePaul ..... 784-4609  
 St. Vincent Day Adventist Comm. Serv. .... 784-4538

Central Michigan

# 211

Get Connected. Get Answers.

(517) 789-1211 or (866) 561-2500

www.centralmichigan211.org

## DEPT. OF HUMAN SERVICES

Child Day Care Assistance ..... 750-7400  
 Child Prevention Services ..... 790-7670  
 Child Protective Services (24 hr. E) ..... 750-7600  
 Foster Care, Adoption ..... 780-7600  
 Food Stamp ..... 780-7460  
 Medicaid Financial Services ..... 750-7400  
 Volunteer Services ..... 780-7666 or 780-7600

### **Consumer Acknowledgement**

**This handbook was reviewed with me. I understand its contents and agree to adhere to all rules included in this handbook.**

**Signature:** \_\_\_\_\_  
**Consumer/Guardian**

**Date:** \_\_\_\_\_ **Witness:** \_\_\_\_\_