

COMMUNITY RESOURCE GUIDE

Helpful Telephone Reference

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COMMUNITY RESOURCE GUIDE

Helpful Telephone Reference

ADVOCACY

Battered Women’s Justice Project800-903-0111
www.bwjp.org

Better Business Bureau..... 248-644-9100 or 800-955-5100
Mediates disputes between consumer and businesses; provides reports on charitable organizations; reviews misleading ads and offers a variety of pamphlets on consumer subjects.
www.easternmichigan.bbb.org

Bureau of Automotive Regulations (MI Dept. of Information Center)800-292-4204
This resource handles complaints and referrals relating to automotive issues.

Childhelp.....(1-800-4-A-CHILD) – 800-422-4453
Use this number to report child abuse.
www.childhelp.org

Civil Rights800-482-3604

Common Ground Sanctuary Legal Clinic.....248-456-0909
Volunteer attorneys assist people with legal concerns covering topics such as child custody, divorce and finance-related issues. Other services include advice, referrals and counseling at no charge
www.commongroundhelps.org
Common Ground Sanctuary Administration
1410 South Telegraph
Bloomfield Hills, MI 48302

Legal Hotline for Older Michiganians800-347-5297
Free legal advice over the telephone for MI residents that are age 60 and older.
Legal Hotline for Older Michiganians
115 West Allegan Street, Suite 720
Lansing, MI 48933

Michigan Department of Civil Rights – Detroit.....313-456-3700
An agency for civil rights, that deals with discrimination in employment, housing, public accommodations and education.
www.michigan.gov/mdcr/
Service Center – Cadillac Place
3054 West Grand Boulevard, Suite 3-600
Detroit, MI 48202

Mother's Against Drunk Driving (M.A.D.D.) - Michigan.....517-487-6233

Victim's Services800-323-6233

Provide victim assistance, public awareness (red ribbon campaign), college scholarships and networks with police and community groups.

www.mi.state@MADD.org or the national website: www.madd.org

Oakland County Bar Association248-334-3400

Provides lawyer referral service, speaker bureau, public education seminars.

www.ocba.org

*Oakland County Bar Association
760 S. Telegraph Rd., Suite 100
Bloomfield Hills, 48302*

Oakland Livingston Human Service Agency (OLHSA) - Oakland County248-209-2600

Community Action Agency that assists low-income, disabled, older citizens (age 60 and older) with such needs as transportation and other family support services, chores, food programs, home repairs and weatherization, etc.

<http://www.olhsa.org/>

*OLHSA Oakland County
196 Cesar E. Chavez Ave.
Pontiac, MI 48343*

United Way 211 dial (2-1-1) or 800-552-1183

United Way provides informational and referral resource, with links to more than 5,000 health and human services, as well as volunteer and donor opportunities throughout Southeast Michigan.

www.uwsem.org or national website: www.211.org

United Way for Southeastern Michigan.....248-226-9200

600 Woodward Ave., Ste. 300

Detroit, MI 48226

Victim Assistance (Common Ground) (24 HOURS) 248-456-0909 or 800-231-1127

Provides support and advocacy services for victims of crime and their families. Includes on-site advocacy, death notification, personal protection order assistance and accompaniment for victims to hospitals, police stations and court rooms.

ANIMALS

Cranbrook Institute of Science Organization for Bat Conservation248-645-3232

Able to provide referral information regarding bats, and they have bat exhibits and collections.

<http://science.cranbrook.edu/science/conservation/> or <http://www.batconservation.org/>

Department of Natural Resources (DNR) – Southfield Operations248-359-9040

A wildlife management agency.

www.michigan.gov/dnr

Michigan Animal Rescue League248-335-9290

Shelter for dogs, cats, stray animals that are rehabilitated, (if needed), and then place for adoption.

www.michigananimalrescueleague.org

Michigan Animal Rescue League

790 Featherstone

Pontiac, MI 48342

Michigan Humane Society – Southeast Michigan.....248-283-1000

Education about animal ownership and also offer pet adoptions. They will loan educational films and materials to schools, as well as offer pet visitation to nursing homes and assist in veterinary care for indigent owners’ pets.

www.michiganhumane.org

MI Humane Society Administrative Office

30300 Telegraph Road, Suite 220

Bingham Farms, MI 48025

Michigan Wildlife Licensed Rehabilitators by County

A list of licensed wildlife rehabilitators by county and types of wildlife.

www.michigandnr.com/dir/

Oakland County Animal Control.....248-391-4102

An agency that provides services including: animal bite investigations, investigation of cruelty towards animals, patrol of areas for stray animals or livestock, pet adoptions and more.

www.oakgov.com/petadoption/animal_control

Oakland County Pet Adoption Center248-391-4100

1700 Brown Road

Auburn Hills, MI 48326

CRISIS SUPPORT

Common Ground (24 hour crisis line) 248-456-8150 or 800-231-1127

Confidential help line for youth, adults, and families in crisis, including counseling and referrals to over 4,500 sources of help.

www.commongroundhelps.org

Common Ground Sanctuary Administration

1410 South Telegraph

Bloomfield Hills, MI 48302

Common Ground Sanctuary Shelter for Runaway Youth248-547-2260

A 24-hour a day temporary shelter for children ages 10-17 that have run away or have been forced to leave home. Counseling and support groups are available.

www.mhweb.org/oakland/common.htm

Common Ground Sanctuary Shelter for Runaway Youth

1222 South Washington Street

Royal Oak, MI 48067

HAVEN 24 hour Crisis Support Line – Oakland County..... 248-334-1274 or 877-922-1274

TTY Line.....248-334-1290

Provides immediate assistance to women faced with domestic violence or sexual assault.

www.haven-oakland.org

National Domestic Violence Hotline..... (800-799-SAFE) or 800-799-7233

TTY Line.....800-787-3224

24 hour a day hotline for victims of domestic violence.

www.ndvh.org

National Runaway Switchboard..... (800-RUN-AWAY) or 800-786-2929

www.1800runaway.org

National Suicide Prevention Lifeline..... (800-273-TALK) or 800-273-8255

TTY Line..... (800-799-4TTY) or 800-799-4889

www.suicideprevention

Oakland County, Michigan Self-help Meeting Directory

www.mhweb.org/oakland/selfhelp_a-z.htm

CULTURAL

Birmingham-Bloomfield Symphony Orchestra248-645-2276

Local concerts are performed throughout the year.

www.bbso.org

Birmingham-Bloomfield Symphony Orchestra

1592 Buckingham

Birmingham, MI 48009

Detroit Story League.....see website for contacts

Provide storytellers and supports a storytelling festival.

www.detroitstorytelling.org

Greater West Bloomfield Historical Society.....248-682-2279

This society is a museum that offers tours, workshops and displays regarding the history of the greater West Bloomfield area. They also publish maps, newsletters and conduct research on the early settlers of the area.

www.gwbhs.org

Greater West Bloomfield Historical Society

3951 Orchard Lake Road

Orchard Lake, MI 48323

North Oakland County Storytellerssee website for contacts

Provide storytellers to all interested.

www.northoaklandcountystorytellers.org

DEPENDENCY/ADDICTIONS

Alcoholics Anonymous of Oakland County (Pontiac)248-332-3521

Offers a 24 hour hotline (staffed by AA volunteers), maintain support groups and offer public awareness messages about alcoholism.

Alanon Family Group of Oakland County248-706-1020

The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope, in order to solve their common problems. This resource provides information regarding alcoholism and listings for local support group meetings.

www.oaklandafg.org

Oakland County Alanon Family Groups

Phoenix Square Office Building

3720 Elizabeth Lake Road (one block west of Cass Lake Road)

Waterford, MI 48328

Debtors Anonymous – Farmington Hills and surrounding areas734-489-0252

To provide assistance to individuals and family members who may have a gambling problem.

Eating Disorders Support.....248-898-7979

To offer education and fellowship for patients, families, and their friends.

Activities: Meetings at William Beaumont Hospital in Royal Oak.

First Aid for Smokers248-424-7124

To help smokers quit; non-smoking kits.

Jewish Family Services248-592-2300

Services include addiction recovery treatment, and also assist in behavioral addictions and co-dependency. Provides special expertise for those coping with both mental and substance abuse.

www.jfsdetroit.org

6555 W Maple Rd

West Bloomfield, MI 48322-4926

Maple Grove (Henry Ford Health Systems).....248-661-6100

A treatment center for those with chemical dependency; also treats youth with dependency.

www.henryford.com/maplegrove

6773 W. Maple Road

West Bloomfield MI 48322

Michigan Problem Gambling Helpline800-270-7117

To provide assistance to individuals and family members who may have a gambling problem.

Activities: 24-hour help line, treatment programs, counseling

Oakland County, Michigan – Chemical Dependency & Help Sitessee website

A website which provides service phone numbers for numerous health agencies and organizations, which provide help and support for those suffering from a chemical dependency.

www.oaklandweb.com/organizations/chemabuse.htm

Samaritan Counseling Center.....248-474-4701

Services include counseling for an alcohol or drug dependent individual in a factual, caring and non-judgmental manner.

www.samaritancounselingmichigan.com

Nardin Park

United Methodist Church

29887 W. Eleven Mile Rd

Farmington Hills, MI 48336

Stop Smoking (Metro Detroit area).....800-633-7377

To assist those who wish to stop smoking. Seminars held through William Beaumont Hospital in Royal Oak

Support for Smokers.....248-937-3314

To provide the education and support needed to quit smoking and to learn how others have dealt with the difficulties of smoking. Meetings are through Huron Valley-Sinai Hospital in Commerce.

Weight Watchers (Commerce and surrounding areas)248-937-3314

To improve the quality of life for our members, employees, and the communities we serve by offering a variety of innovative services which encourage healthy lifestyle choices.

DISABILITY

- American Council for the Blind**.....800-424-8666
 An information and referral service for those suffering from blindness.
- American Paralysis Association**.....800-225-0292
- American Parkinson’s Disease Association**800-223-2732
- Arthritis Foundation**.....800-283-7800
- Deaf Community Advocacy Network (Deaf CAN!) – Oakland County**248-332-3331
 Provide parenting programs, advocacy information and sign language interpretation.
- Easter Seal Society – Oakland County**.....248-451-2900
 Provide physical and recreational therapy, medical equipment rental, infant and toddler car seat rental, scoliosis screening and summer therapy programs for people with disabilities.
- Freedom Work Opportunities**248-887-1597
 Provide job training and coaching for disabled adults.
- Leader Dogs for the Blind**248-651-9011
 Provide blind persons with instructions as to how to travel with a leader dog.
- Library Services for the Blind**800-992-9012
- New Horizons Rehabilitation Services, Inc. – Oakland County**248-585-9593
 Employment programs, job placement, workshops, vocational testing and evaluation services.
- Queen for a Day – West Bloomfield and surrounding areas**248-577-0800
 A group which works to raise self-esteem and confidence in girls that are coping with cancer. They offer home visits “tea parties” and makeovers.

DISASTER RESPONSE/EMERGENCY PREPAREDNESS

American Red Cross – Pontiac and surrounding areas 800-448-3543 or 248-332-4663
Offer health and safety educational programs, collection and distribution of blood and coordination of volunteer community services.

www.redcross.org

Department of Homeland Security.....(1-800-BE-READY) or 800-237-3239
Provides preparedness and response activities and programs to help families plan for emergencies.

www.dhs.gov/dhspublic

Federal Emergency Management Agency (FEMA).....800-480-2520
The agency provides emergency preparedness checklists and other preparedness materials, which are also provided through the Red Cross.

www.fema.gov

Michigan Department of Community Health Office of Public Health Preparedness..see website

www.michigan.gov/ophp

Oakland County Emergency Preparedness and Response248-858-5300
Hold meetings and offer special programs to insure community preparedness in the event of a crisis or disaster situation by coordinating emergency medical services on county-wide basis.

Poison Control Center800-222-1222

www.1-800-222-1222.info

U. S Centers for Disease Control and Prevention.....(800-CDC-INFO) or 800-232-4636
TTY Line.....800-874-2646

www.cdc.gov

EDUCATIONAL/CHILD and FAMILY SERVICES

A Step Forward (Common Ground).....248-399-9795

Transitional shelter for youth ages 16-20 who are homeless and seeking self-sufficiency. Offers counseling, job training, educational, medical and financial assistance.

Bethany Christian Services (Southeast Michigan).....248-414-4080

Provide adoption services, foster care, and orphan care.

www.bethany.org

Bethany Christian Services

30685 Barrington Street– Suite 140

Madison Heights, MI 48071

Child Abuse and Neglect Council – Oakland County248-332-7173

Work to address and correct child abuse and neglect.

Compassionate Friends – Lakes Area Chapter.....248-738-2612

Support group for bereaved families following the death of a child.

www.compassionatefriends.org

Common Ground Sanctuary.....248-547-2260

A 24-hour a day temporary shelter for children ages 10-17 that have run away or have been forced to leave home. Counseling and support groups are available.

www.mhweb.org/oakland/common.htm

Common Ground Sanctuary Shelter for Runaway Youth

1222 South Washington Street

Royal Oak, MI 48067

Families in Transition – Oakland County248-680-0796

Support group for families experiencing separation and divorce.

Graduated Apartment Program (Common Ground).....248-366-9272

Subsidized apartment living for youth ages 17-22 with a goal of independent living. Peer mentoring and skill development with graduated monitoring/supervision and 24 hour staff available.

Immigration Services (Arab American Chaldean Council)248-559-1990

Assist in the application process for citizenship and family unification petitions.

In-Home Counseling (Common Ground)248-456-8150

In-home and out-patient counseling for youth ages 10-17 and their family. The aim is to address issues which may separate families.

Jason Foundation (Havenwyck Hospital) – 24 Hour line800-778-2275

A community assistance resource line for the awareness, education and prevention of youth suicide.

http://jasonfoundation.com/aboutus/index_locations.php

Havenwyck Hospital

1525 University Drive

Auburn Hills, MI 48326

Jewish Family Services.....248-592-2300

Services include:

- Addiction Recovery
- Counseling
- Domestic violence intervention
- Psychiatric services (including support for Russian speaking clients)
- Therapy for families in transition
- Healthy Start Programs to increase the bond between baby and new parents,
- Mentoring programs for youths ages 7-17 by caring adults
- Immigration/Citizenship Services, providing assistance with translation, document preparation

www.jfsdetroit.org

6555 W Maple Rd

West Bloomfield, MI 48322-4926

Oakland Community College Womencenter.....248-522-3643

Helps women identify their personal and social needs and assist them in developing the skills to meet them through education and participation. Our programs take the form of workshops, seminars, supportive groups, conferences, peer counseling, and information, resource, and referral services.

www.oaklandcc.edu/womencenter

Orchard Ridge Campus Building J Room 309

27055 Orchard Lake Rd.

Farmington Hills, MI 48334-4579

Oakland County Child Care Council..... 248-681-9192 or 248-333-9595

List of child care providers, child care training and newsletters.

<http://oaklandchildcare.org/>

2111 Cass Lake Rd, Suite 104

Keego Harbor, MI 48320

550 Hulet Dr., Suite 101

Bloomfield Hills, MI 48302

Oakland County Division of Community and Home Improvement248-858-0493

Offers home rehab programs, commercial assistance programs and emergency shelter programs for the homeless.

Oakland Family Services..... 248-858-7766 or 248-544-4004

Services and programs include:

- Adolescent Mood Management: Brief, evidence-based intervention for youth ages 14-17. Helps youth identify unhealthy anger expression, learn to reduce symptoms of stress and learn effective ways to cope with anger.
- Behavioral health services
- Adoption
- Older adult services
- Employee assistance programs
- Comprehensive child and parent services
- School readiness and educational services

www.oaklandfamilyservices.org

Oakland Family Services, *continued*

*Oakland Family Services
Central Administration
114 Orchard Lake Road
Pontiac, MI 48341*

*Oakland Family Services
2351 W. Twelve Mile Road
Berkley, MI 48072*

Oakland Livingston Human Service Agency (OLHSA) - Oakland County248-209-2600

Community Action Agency that assists low-income, disabled, older citizens (age 60 and older) with such needs as transportation and other family support services, chores, food programs, home repairs and weatherization, etc.

<http://www.olhsa.org/>

*OLHSA Oakland County
196 Cesar E. Chavez Ave.
Pontiac, MI 48343*

Parents of Hope (New Hope Center for Grief Support).....248-334-0115

Offers faith based support for parents who have lost children.

www.newhopecenter.net

*New Hope Center for Grief Support
315 Griswold
Northville, MI 48167*

Parents of Murdered Children – Metro Detroit Chapter248-360-9692

www.pomc.org

*Parents of Murdered Children – Metro Detroit Chapter
20043 Northlawn Street
Detroit, MI 48221*

REALife – Royal Oak (Common Ground).....248-336-9272

Provides outpatient counseling to youth ages 12-22 who are runaways or homeless. Survival aid, including first aid kits and hygiene packets are also available.

Samaritan Counseling Center.....248-474-4701

A pastoral counseling center which uses theology and psychology while serving clients in an atmosphere of care and respect. Organized in 1986 by twelve local mainstream Protestant congregations. Services include counseling for anger management, anxiety management, addiction counseling, and marriage workshops.

www.samaritancounselingmichigan.com

*Nardin Park
United Methodist Church
29887 W. Eleven Mile Rd
Farmington Hills, MI 48336*

Sanctuary (Common Ground)..... (24 HOURS) 248-547-2260

A short term “safe shelter” for youth ages 10-17 in crisis. Sanctuary provides care and inpatient counseling. Outpatient counseling is available for their families.

- Sarah’s Tent (Jewish Family Services)248-592-2300**
Provides a monthly group meeting for those considering Judaism or who are in an interfaith relationship.
- SaYes Theater Troupe (Common Ground).....248-547-2260**
A group of young people ages 15-20 who perform scenarios about common family or peer interactions. Topics range from substance abuse to sexual assault.
- Secretary of State (Arab American Chaldean Council).....248-559-1990**
The A.A.C.C. and the Secretary of State work together to administer driving tests and permits in Arabic. Must pre-register.
- Street Outreach Program (Common Ground)..... 248-336-9272 or 800-231-1127**
Peer mentors and counselors offer confidential counseling and advocacy to youth on the streets in school, police stations and medical facilities. This program educates about homelessness, depression, suicide, STDs, substance abuse, date rape, and birth control. Assistance with job placement, food and clothing are also available.
- Team Up! (Oakland Family Services)..... 248-624-3811 or 248-858-7766**
A four-week educational series for those wanting to learn more about addiction and recovery.
- Teen 2 Teen Talk Line (Common Ground).....248-292-0194**
Staffed by trained teen volunteers, this phone line is available weekdays from 4:00pm to 10:00pm and offers anonymous and confidential peer support.
- West Bloomfield Youth Assistance.....248-592-1278**
Counseling and youth programs offered to those beginning to experience problems.
*West Bloomfield Youth Assistance (serving West Bloomfield School District)
c/o West Bloomfield High School
4925 Orchard Lake Road
West Bloomfield, Michigan, USA, 48323*
- Women’s and Teen’s Pregnancy Center – Oakland County248-338-4357**
Provide overall aid, care and service to pregnant women and teens. Referral source for medical services, adoption and foster care placement.
- Women, Infants and Children – Oakland County.....248-526-2438**
Food and nutrition program for pregnant women, infants and children under the age of 5.
- Women’s Survival Center of Oakland County248-338-4488**
Provides crisis intervention, employment counseling, free legal information clinic and low cost day care services.
- Young Mothers’ Support Group – Pontiac Office.....248-451-1772**
– South Office/OLSHA248-542-5860
Offers a bi-weekly support group to aid young mothers in raising their children.

EMERGENCY ASSISTANCE PROGRAMS

EMPLOYMENT/JOB PLACEMENT ASSISTANCE

JOBSTART – OLSHA Job Placement – Oakland County313-209-2663

For clients age 18 and up with their own transportation. Offers employment training in marketable skills, as well as GED tutoring and English as a second language. The goal is to overcome barriers to employment.

Operation ABLE800-922-4473

Employment opportunities for adults age 45+.

State of Michigan “No Worker Left Behind” Initiativesee website

Offers free training to workers who have lost their jobs or who are ready to advance beyond low-skilled jobs.

www.michigan.gov/NWLFB

ENGLISH AS A SECOND LANGUAGE

Workforce Investment Act- (Arab American and Chaldean Council).....248-559-1990

Training project with services such as career counseling, resume writing skills, interview skills, job search and placement.

ENVIRONMENTAL

MSU Cooperative Extension Services – Oakland County248-858-0880

Through speakers and workshops, provides the public with information and assistance regarding land use problems, natural resources, farming and gardening.

FINANCIAL ASSISTANCE

Credit and Debt Counseling Services..... 248-547-5005 or 800-547-5005

Emergency Financial Assistance (Jewish Family Services)248-592-2300

Will provide assistance to meet short term financial needs of individuals and will work to help establish and monitor goals designed to get people on their feet.

Financial Management Education – Oakland County248-209-2694

Classes are open to anyone in Oakland County who would like to develop better money management skills. Topics covered include credit and budgeting, managing debt and choosing insurance.

Salvation Army – Pontiac.....248-334-2407

Tax Credit Initiative/Tax Prep – Oakland County..... 248-209-2791 or 248-209-2768

For anyone who is NOT self-employed and earns \$38,000 per year or less to ensure they receive all available tax credits to them.

Temporary Assistance to Needy Families – Oakland County248-209-2659

Oakland County families with children under 18 or pregnant in need of child care and/or transportation service, counseling, rent or mortgage assistance, dental needs, etc.

FOOD ASSISTANCE

FISH of Greater Pontiac248-334-5555

Operates a 24-hour emergency answering service through which people in need can get food and referral to short-term shelter or other crisis needs.

*FISH of Greater Pontiac
3882 Highland Road
Waterford, MI 48328*

Focus HOPE Food Program – Pontiac Office..... 248-542-5860 or 800-482-9250

Distribution of supplemental food orders to adults 60 and older.

Food Assistance – Oakland County.....248-209-2655

Food distributed on a quarterly basis. This is a non-emergency food program.

Gleaners Community Food Bank of Oakland County 248-332-7135 or 866-453-2637

www.gcfb.org
*(Food Pantry)
120 E. Columbia
Pontiac, MI 48230*

God’s Helping Hands (food pantry).....248-852-7400

www.orion.lib.mi.us/ghn/home.htm
*Star-Batt
Rochester Hills, MI 48309*

Hospitality House248-960-9975

A food pantry which will provide perishable and non-perishable food, basic hygiene and housekeeping items.

Lighthouse of Oakland County –.....248-920-6000 ... or Emergency Services: 248-920-6100

www.lighthouseoakland.org
*Lighthouse of Oakland County
46156 Woodward Avenue
Pontiac, MI 48342*

Meals on Wheels (Oakland County) 248-263-1455 or 800-852-7795

www.aaalb.com
*The Area Agency on Aging I-B Central Office (Oakland County)
29100 Northwestern Hwy, Suite 400
Southfield, MI 48034*

Meals on Wheels (Bloomfield Township & surrounding areas).....248-723-3500

www.bloomfieldtpw.org/Services/SeniorServices/TransportationAndNutritionServices.htm
*Bloomfield Township Senior Services Center
4315 Andover Rd.
Bloomfield Hills, MI 48302*

Meals on Wheels (Kosher).....248-592-2336

Provide kosher meals five days a week to Jewish clients.

www.jewishdetroit.org

*Jewish Family Services of Metropolitan Detroit
15000 W. 10 Mile Road
Oak Park, MI 48337*

Open Door Outreach Center (food pantry).....248-360-2930

*7170 Cooley Lake Road
Waterford, MI 48327*

Salvation Army Bed and Bread (mobile food truck).....248-443-5500

*16130 Northland Drive
Southfield, MI 48075*

Waterford Emergency Food Closet.....248-682-9450

*Waterford Senior Center
3621 Pontiac Lake Road
Waterford, Mi 48328*

FURNITURE ASSISTANCE

Furniture Bank of Oakland County.....248-332-1300

The Furniture Bank is the only organization in Southeastern Michigan that distributes home furnishings to families and individuals in crisis, without charge. This organization accepts donations of household furniture from the public.

*333 N. Perry Street
Pontiac, MI 48342*

Salvation Army Family Store248-681-8751

The Salvation Army provides quality goods at reasonable prices.

www.satruck.org

*Salvation Army Thrift Store
3232 Orchard Lake Road
Orchard Lake, MI 48324-1633*

RENT/MORTGAGE/UTILITY ASSISTANCE

Intake and Service Center..... 248-209-2687 or 800-482-9250

Financial assistance is provided through several programs such as rent/mortgage assistance and utility payment assistance.

Emergency Utility Assistance – Oakland County 248-209-2687 or 800-482-9250

Will provide financial assistance for utilities for low income residents of Oakland County.

Oakland County Community and Home Improvement Division248-858-5402

Provides low cost and low down-payment home assistance.

Tax Credit Initiative/Tax Prep – Oakland County..... 248-209-2791or 248-209-2768

For anyone who is not self-employed and earns \$38,000 per year or less to ensure they receive all available tax credits to them.

THAW (The Heat and Warmth Fund) – Oakland County 248-209-2687 or 800-482-9250
Client must be in shut off status or have received a noticed of pending shut off for hear or utility services. Client must be at or below 150% of poverty income.

Walk for Warmth Utility Assistance – Oakland county 248-209-2687 or 800-482-9250
Similar to THAW, but client must be at or below 200% of poverty income.

SHELTERS/ HOMELESS ASSISTANCE

Coalition on Temporary Shelter (COTS)313-831-3777
26 Peterboro
Detroit, MI 48201
www.cotsdetroit.org

Common Ground(24 HOUR) 248-456-0909 or 800-231-1127

Grace Center for Hope - Pontiac.....248-334-2187

Haven (Spouse Abuse Shelter for Women and Children).....248-334-1274

Lighthouse PATH248-335-1950

Oakland County Protective Service (24 HOUR) 248-975-5010

HIV/AIDS

Counseling – Oakland Livingston Human Service Agency 248-858-9675 or 248-858-8081

Provides case management and individual or group counseling through a partnership with the Visiting Nurses Association of Michigan.

Housing Assistance – Oakland County248-209-2672

Services provided to HIV positive individuals who are in need of housing assistance such as back rent, past due mortgages, security deposits or utility assistance.

In-Home Support– Oakland County248-209-2675

Provides AIDS/HIV patients from Oakland County light housekeeping, meal preparation, persona care and errands.

Nutrition Counseling – OLHSA 248-858-9675 or 248-858-8081

Evaluation of a client’s needs working with a registered dietician.

Testing – Oakland County248-338-2214

Offers free, anonymous, confidential HIV/AIDS testing.

Transportation for Medical/Support Services – Oakland County.....248-20902664

Provides transportation to medical, dental, or therapy appointments for clients living with HIV/AIDS.

HOME BUYING/HOME IMPROVEMENT GUIDANCE

Homebuyer Education – Oakland County248-209-2692

Classes will cover credit, budgeting, lending, mortgages and the role of a realtor.

Housing Counseling– Oakland County..... 248-858-5402 or 888-350-0900 ext 85402

Services and programs include:

- Counseling and advice to tenants and homeowners for issues with home repairs, return of security deposits, and budgets.
- Community outreach activities to increase home ownership for low income, disabled and minority families.
- Mortgage default resolution services.
- Reverse mortgage counseling to allow seniors to stay in their home.

Weatherization Assistance – OLHSA248-209-2760

NOT an emergency program...Once determined eligible, an agency inspector does an energy audit and determines what type of work needs to be done.

<http://www.olhsa.org/>

OLHSA Oakland County

196 Cesar E. Chavez Ave.

Pontiac, MI 48343

MEDICAL/DENTAL ASSISTANCE

Children’s Clinic248-334-0024

Free or reduced cost care for services

Easter Seals.....248-745-1501

Intake and Service Center – Pontiac Office 248-209-2687 or 800-482-9250

Provides medical and dental (appointment, possibly prescription) assistance.

North Oakland Medical Center Family Practice.....248-857-7432

Sliding fee scale for services.

Oakland County Health Division 248-858-1280 or 888-350-0900

Pontiac Osteopathic Hospital.....248-334-0024

Free for uninsured children.

St. Joseph Outpatient Clinic248-858-3069

Sliding fee scale for services.

Tri-County Dental Health Council.....248-559-7767

Referral service for low income patients.

United Way First Call for Help248-456-8800

Assistance for prescriptions.

MENTAL HEALTH SERVICES and SUPPORT

Alliance for the Mentally Ill of Oakland County248-203-1998
Provides support groups and educational meetings.

Anti Stigma (Arab American Chaldean Council).....248-559-1990
A campaign to reduce and eliminate negative beliefs attached to seeking mental health services.
Offered through the Behavioral Health Department of the A.A.C.C.

Crisis Residential Unit (Common Ground)..... 24 HOURS: 248-456-1991
Provides adults with short-term voluntary psychiatric and substance abuse care.

Crisis Screening Unit (Common Ground) 24 HOURS: 248-456-1991
Provides services for adults and children, including mental health, substance abuse assessment and evaluation for psychiatric hospitalization. Walk-in, self-referral and mobile crisis transport accepted. Call in advance, if possible.

Jason Foundation (Havenwyck Hospital)..... 24 HOURS: 800-778-2275
A community assistance resource line for the awareness, education and prevention of youth suicide.

Oakland County Special Olympics email only: somi@somi.org
Provides training and competition for athletes with mental retardation.

Psychiatric Support (Jewish Family Services) 248-592-2300
Offers psychiatric evaluation and medication management. Also, offer intensive case management and psychiatric support for Russian speaking clients struggling with mental illness.

Stress Management (Arab American Chaldean Council)..... 228-559-1900
Provides clients with translation and interpretation, employment, distribution of household items, clothing and emergency food.

TELEPHONE SUPPORT SERVICES

Oakland County Community Mental Health Authority (Common Ground).....248-456-8140
Offers information and referrals to the above services.

Teen 2 Teen Talk Line (Common Ground).....248-292-0194
Staffed by trained teen volunteers, this phone line is available weekdays from 4:00pm – 10:00pm and offers anonymous and confidential peer support.

OLDER ADULT SERVICES

Activities for Seniors and Adults (West Bloomfield Parks & Rec.)248-451-1900

The W.B. Parks and Recreation Department offers seasonal activities; contact them for a free booklet or review their website at www.westbloomfieldparks.org

Adult Protective Services800-996-6228

For investigation of allegations of abuse, neglect or exploitation and provides protection to vulnerable adults. Policy requires that investigations begin within 24 hours after the complaint is received.

Alzheimers Association (Detroit Area Chapter)248-351-0280

www.alzgm.org

Area Agency on Aging Region 1-B 248-357-2255 or 800-852-7795

Single source of information and referral to local services for assistance with older adult issues. Information includes: personal care, prescriptions expenses, and homemaking, delivered meals, assisted living, care management, senior centers, home health agencies, adult day services, chore services, support services and legal assistance.

Community Care: Offers personal care, homemaking, respite for caregivers, adult day services, home delivered meals and transportation.

In Home Service: Personal care, homemaking and respite care offered on a financial contribution basis.

MI Choice: For nursing home patients assessed as able to return home if supportive services are provided and financial guidelines are met.

Rapid Response: Provides access to short-term care services for older adults or their caregivers due to an emergency situation, such as discharge from a hospital, or during a family crisis, generally 4-6 weeks, no longer than 12 weeks.

Respite Program: Designed to give caregivers an extended rest from the challenges of caring for an older adult or disabled loved one.

Beaumont Helping Hands (W, Beaumont Hospital).....248-551-0776

This program provides personal care/bathing, light housekeeping, errands, companionship and meal preparation.

Blue Cross Blue Shield of Michigan Senior Help Line.....800-327-9148

Brown Adult Day Care Program.....248-661-6390

www.jhas.org/mcp.htm

Jewish Family Services.....248-592-2300

Care Connection: Provides assistance to older adults in managing their daily activities. Services may include bill paying, personal care, homemaking, escorted transportation and counseling.

Counseling: Helps older adults deal with the challenges of aging, retirement, communication and bereavement.

ElderLink Hotline: Information and resources for the Jewish and general community.

Holocaust Survivor Assistance: JFS helps Holocaust survivors file claims for indemnification and restitution, provides counseling, emergency financial aid, home care and escorted transportation.

Jewish Family Services, *continued*

Home Care: Assists older adults in maintaining their independence in their own homes by providing homemaking, personal care, and respite care.

Immigration and Citizenship Services: Assists with translation, document prep assistance and offers classroom instruction to help prepare individuals for naturalization.

Kosher Meals on Wheels: Provides kosher meals five days a week to Jewish clients.

Supportive Communities: Assists individuals in remaining in their homes longer while promoting physical and emotional well-being, reducing isolation and involving older adults in their community.

Transportation: Professional drivers provide rides for medical, legal, immigration and shopping.

Chore Services - Pontiac Residents248-209-2676
- Oakland County248-634-8011

Serves those 60 and older (or younger, if disabled) with periodic heavy house cleaning, snow removal, yard or home repair.

Citizens for Better Care (Metro Detroit)800-833-9548
 Answers nursing home questions.

Eye Disease Information & Free Care – Seniors only800-222-3937
 This program does not provide glasses.

Family Support Services – Oakland County248-209-2675
 Provides light housework, meal preparation, grocery shopping and such.

Food Stamps800-221-5689
 Available for Seniors who meet income eligibility requirements.
www.michigan.gov/dhs or www.foodstamphelp.org

Geriatric Evaluation Clinic248-551-1756
 Geriatric specialists provide a comprehensive, multi disciplinary evaluation for older adults with multiple health problems, memory or emotional concerns or difficulty walking.

Greater Bloomfield Senior Association248-723-3500
 Serving Orchard Lake, West Bloomfield, Bloomfield Hills, and Bloomfield Townships. Offers extended day trips, bingo, dances, parties, classes and card playing opportunities.

Home Injury and Safety – Oakland County 248-634-3370 or 248-634-7236
 Provides residents age 60 and over with safety devices and conducts safety assessments for older adults.

Home Safety Loan “Closet” – Oakland County 248-634-3370 or 248-634-7236
 This group will loan durable medical equipment such as walkers, wheelchairs, or hospital beds for those over age 60.

La Amistad Senior Center – Pontiac Office248-858-2307
– Novi Office248-347-0421
 Seniors aged 60 and older are provided with bingo, pool, day trips, exercise classes etc.

Lawyer Referral Service – State Bar of Michigan	800-968-0738
Legal Hotline for Seniors	800-347-5297
Medicare Equipment Claims	800-377-8255
Michigan Medicare-Medicaid Assistance (MI Dept. of Community Health)	800-803-7174
Assists families and caregivers in understanding Medicare (Elderly) and Medicaid (Lower Income) health coverage; explains eligibility, enrollment, coverage, claims and appeals.	
Michigan Office of Services to the Aging	517-373-8230
www.miseniors.net	
Oakland county Health Division Services to the Aging	248-858-0213
Services include home visits and telephone counseling to determine assistance needs, immunization clinics.	
www.co.oakland.mi.us/seniors	
Oakland County Senior Prescription Savings Program	877-321-2652
www.oakgov.com/pdc/index.html	
Prescription Assistance (Wm. Beaumont Hospital)	800-328-2241
Provides information about prescription assistance programs, answers questions about eligibility and can register patients for Medicare D (prescription drug assistance).	
Senior Citizen Advisory Council	248-209-2671
An advisory group that meets once per month to address concerns of seniors and works to get laws changed, etc.	
Senior Citizen Services (Arab American Chaldean Council)	248-559-1990
Will assist with social services, translation/interpretation and (in cooperation with Focus HOPE), food distribution.	
Senior Resource Line (Wm. Beaumont Hospital)	800-328-2241
Offers information about hospital programs and services, community resources, financial issues, housing options, care options, planning for the future, health issues, and prescription programs.	
Translation Services (Spanish) - Pontiac	248-858-2307
Translation service provided for adults age 60 and over to assist them in getting services they need.	
Visiting Physicians Association	888-742-0285
Multi-specialty physicians who make home visits.	
www.visitingphysicians.com	
West Bloomfield Parks-n-Rec	248-451-1900
Provide a variety of programs, seminars, and day trips for those 55 and over.	
www.westbloomfieldparks.org	

OTHER QUICK REFERENCES

A.A.R.P. Legislative Information Line	800-826-8683
Alcoholics Anonymous	800-252-6465
Alzheimer Association	248-351-0280
American Cancer Society	800-227-2345
American Council for the Blind.....	800-424-8666
Amtrak Railways	800-872-7245
Arson Control Tip Line	800-442-7766
Consumer Information Service	800-878-3256
Consumer Product Safety Commission	800-638-2772
Energy Assistance	800-292-5650
Federal (only) Legislative Update.....	800-998-0180
Greater West Bloomfield Coalition for Youth	www.gwbcoalition.org
Greater West Bloomfield Historical Society.....	www.gwbhs.com ...or... 248-682-2279
Hispanic Counseling (El Centro LaFamilia	248-858-5320
Huron Clinton Metroparks Authority	800-477-2757
Jewish Community Center	248-661-1000
League of Women Voters – Oakland County.....	248-548-1097
Lighthouse of Oakland County.....	248-920-6000
Lions International Eyeglass Recycling.....	800-747-4448
Medicaid & Medicare Fraud	800-447-8477
Michigan Department of Transportation Roadwork Hotline	800-641-6368
Michigan Education Trust (M.E.T.)	800-638-4543
Michigan State Parks Reservation Hotline.....	800-447-2757
Michigan Construction Safety Hotline (MIOSHA)	800-866-4674
Motor City Central Pkg. (Metro Airport pkg. status).....	800-642-1978
National Center for Missing Children	800-843-5678
National Child Abuse Hotline	800-422-4453
National Poison Control Hotline	800-222-1200
Oakland County Health Department – Pontiac.....	248-858-1280
Oakland County Health Department – Walled Lake	248-926-3300
Poison Control – Children’s Hospital (24 HOURS)	313-745-5437
Secretary of State – West Bloomfield.....	248-476-4538
Social Security	800-772-1213
State of Michigan Income Tax Refunds.....	800-827-4000
U.S. Postal Inspection (Mail Fraud).....	800-654-8896
Vanished Children’s Alliance	800-826-4743
Veterans’ Services – Walled Lake	248-929-3368
Welfare Fraud Hotline	800-222-8558
West Bloomfield Chamber of Commerce	248-626-3636
West Bloomfield Community Education	248-865-4488
West Bloomfield Family Aquatic Center	248-451-1901
West Bloomfield Friends of the Library	248-232-2234
West Bloomfield Main Library.....	248-682-2120
West Bloomfield Parks & Recreation	248-451-1900
West Bloomfield Post Office	248-626-3109
West Bloomfield Youth Assistance.....	248-592-1278

TRANSPORTATION

Oakland County Veteran’s Services248-858-0785

SMART Bus.....866-962-5515

www.smartbus.org

West Bloomfield Cab Company248-851-3399

West Bloomfield Parks-n-Rec Transportation.....248-706-2411

In conjunction with SMART, offers rides to West Bloomfield seniors ages 55 and over, and persons under the age of 55 with a physical and/or mental disability. Available for medical transport, banks, beauty shops, dry cleaners, grocery store, restaurants, etc.

UTILITY COMPANIES

Ameritech Special Needs800-482-8254

AT&T Residential Services.....800-222-0300

Comcast Cable.....248-855-6971

Consumers Energy.....800-477-5050

Detroit Edison.....800-477-4747

VETERAN AFFAIRS

VA Connect.....866-992-4100

A pension program set aside for veterans and their spouses. Services offered include Alzheimer care, transportation, medication, reminders, light housework, etc.