



# HUMAN SERVICES BOARD

July 31, 2014

# **CITY OF PORTAGE HUMAN SERVICES BOARD**

## **A G E N D A**

**Thursday, July 31, 2014  
(6:30pm)**

**Conference Room #1**

### **CALL TO ORDER**

### **APPROVAL OF MINUTES:**

- \* May 1, 2014

### **OLD BUSINESS:**

- \* 1. Human/Public Service Application/Summary/Criteria Review

### **NEW BUSINESS:**

- \* 1. Enhancement of Human Services Information & Referral
- 2. Kalamazoo Transit Authority LAC update – Maye

### **STATEMENT OF CITIZENS:**

### **ADJOURNMENT:**

### **MATERIALS TRANSMITTED**

Star (\*) indicates printed material within the agenda packet.

**CITY OF PORTAGE HUMAN SERVICES BOARD**  
Minutes of Meeting, May 1, 2014

**CALL TO ORDER:** 6:35 p.m.

**MEMBERS PRESENT:** Shawn Havens, Effie Kokkinos, Elma (Pat) Maye, Nadeem Mirza, Edward Morgan, and Amanda Woodin

**MEMBERS EXCUSED:** Woodin moved and Kokkinos supported excusing Diane Durian and Ray LaPoint. Motion passed 6-0.

**MEMBERS ABSENT:** Sandra Sheppard, Kitu Kumya (Youth Advisory Representative)

**STAFF PRESENT:** Elizabeth Money, Neighborhood Program Specialist

**APPROVAL OF MINUTES:** Havens moved and Morgan supported approval of the minutes as submitted. Motion passed 6-0.

**OLD BUSINESS:** None.

**NEW BUSINESS:**

1. **Human/Public Service Application/Summary/Criteria Review- Sheppard:** Maye excused herself from discussion due to a conflict of interest as her employer, the Fair Housing Center of Southwest Michigan, is a sub-recipient of grant funds from the CDBG Program. Morgan, Havens, and Woodin all expressed concern over Board rankings using the criteria review questions #1 and #3 relating to Basic Needs/Critical Needs. Board members felt that these two questions needed further clarification and perhaps a summary of what specifically these needs were to address. Concerns that Board members had different understandings of basic/critical needs warrants clarification on these two review questions. Woodin indicated that it was difficult for her to place some organizations like Gryphon Place/211 in that they do not provide a basic need/direct service but they are an essential step to connecting with organizations that do. Kokkinos indicated that since you must go through 211 to receive help from places like HRI, then she gives them 50 points on basic needs criteria. There is no question on the criteria that grants points for emergency services outside of housing. Two applicants, Gryphon/211 and the YWCA provide emergency services (suicide hotline and victim services respectively) and perhaps reviewing basic needs and, if possible, expanding the criteria would resolve this dilemma. Mirza felt unclear on some organization's numbers with regards to Portage residents and that if the question is asked, then specific information must be provided. It was noted that at least two applicants did not or could not track resident information on at least one of their programs/functions. If an organization can't provide exact numbers for all their programs, a question arose if it would be better to have them explain why they can't track numbers and determine a method to assign points rather than have an estimate. The Board felt that greater clarity in the criteria and perhaps further review of all the materials would streamline the application process and the review. Further discussion would occur at the next Board meeting with city staff working on draft revisions discussed during this meeting.
2. **Kalamazoo Transit Authority LAC update - Maye:** Maye had nothing new to report as the group had not met again since the last Board meeting.
3. **Summer Meeting Schedule:** Morgan moved and Kokkinos supported canceling the June and July Board meetings. Motion passed 6-0.
4. **April 18, 2014 report to City Council – Information Only:** The Board was given a copy of the memo from Board Chair Sheppard to the City Council in the Agenda packet.

**STATEMENT OF CITIZENS:** None

**ADJOURNMENT:** There being no further business before the Board, Woodin moved and Mirza supported adjournment. Motion passed 6-0. Meeting adjourned at 7:12 p.m.

Respectfully Submitted,

Elizabeth Money, Neighborhood Program Specialist

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## CITY OF PORTAGE

## COMMUNICATION

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**TO:** Human Services Board

**DATE:** July 25, 2014

**FROM:** Vicki Georgeau,  Director Community Development

**SUBJECT:** Human Services Funding

During the May 1, 2014 Human Services Board meeting, the Board discussed potential revisions to the Human Services Funding application form and Evaluation Criteria to improve the process of scoring and ranking grant applications. Concerns over evaluation criteria included: no specific provision for scoring emergency services; differentiating between basic human needs and critical needs; and concerns that precise numbers were not always provided for Portage residents served. As requested by the Board, the following information and revisions are offered for consideration.

As background for the Board with regard to basic human needs versus critical needs, Criterion #3 that addresses critical needs was part of the original evaluation tool developed by the Board. The documents listed in the table for this criterion were later added to assist with determining the extent to which a need was prevalent within Portage. Criterion #1 was added in 2009 to correspond to the Board-developed mission statement that was incorporated into Section 2-272 of the City Code. In addition to criterion #1, the Board also added the mission statement at the beginning of the Evaluation Criteria tool for reference in reviewing grant applications. Applicants providing a Basic Human Need were to be awarded additional points with higher weight in comparison to the other criterion. Staff has reviewed the documents listed in criterion #3 (and question #17 on the application) and while the referenced documents provide great detail regarding Portage needs, it is apparent that criterion #1 and #3 overlap and have a degree of redundancy. It is recommended that the Board consider eliminating criterion #3 from the evaluation criteria and question #17 from the application.

In addition, it is recommended that the Board eliminate the points awarded for the "None of the above" category in criteria #2-5. Fulfilling basic human needs, providing unique/unduplicated human services, and assisting disadvantaged citizens are important criteria for funding. Applicants not meeting these criteria, either directly or indirectly, should not be awarded points. Finally, city staff will continue to work with applicants to ensure applications are complete. In this regard, application question #20 should be revised to state it is required to track Portage residents served and if this information cannot be tracked, then the program cannot be funded.

Neighborhood Program Specialist Money will be in attendance at the July 31<sup>st</sup> Board meeting to assist the Board with questions or comments in regard to this matter.

**Attachments:** Human Services Funding Evaluation Criteria (with revisions)  
Human Services Application form excerpt (with revisions)

## HUMAN SERVICES FUNDING EVALUATION CRITERIA

In addition to the criteria listed below, which apply to the service(s) to be provided with the funding requested, the following Mission Statement for the Human Services Board will also serve as a guide to the Board in its review and recommendation of funding applications:

*The mission of the Human Services Board is to facilitate the satisfaction of the basic human needs of all Portage citizens by educating and advising the City Council, Portage human service agencies, and the community at large.*

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### 1. EXTENT TO WHICH THE PROGRAM ADDRESSES A BASIC HUMAN NEED (QUESTION 15 ON APPLICATION)

(Select only one that most closely fits)

"Basic Human Needs" are considered to include:	Score
Provision of housing (e.g. emergency, transitional, permanent, homelessness prevention such as eviction, foreclosure, and/or utility shut-off prevention)	50
Provision of food (e.g., direct food distribution, food bank/pantry, Meals on Wheels)	40
Provision of <del>transportation or health and safety care</del> services (e.g., <del>emergency services, accessibility, health care, crisis intervention, etc.</del> ) and <del>direct free/low-cost assistance to individuals/families</del>	30
Provision of job training, <del>educational services, transportation, or recreational services</del> quality of life <del>enhancements</del>	20
Provision of clothing (e.g. direct, free/low-cost clothing and/or distribution)	10
None of the above	0

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### 2. ACCESSIBILITY OF THE PROGRAM SERVICE TO PORTAGE RESIDENTS (QUESTION 16 ON APPLICATION)

5 = Not Accessible to 25 = Easily Accessible

(Select only one that most closely fits)

"Accessibility" can be considered to be:	Score
Services located in Portage	25
Services regularly provided in Portage (e.g. at PCOC, City Hall, Senior Center, Portage Schools, Police Court offices and other similar locations) at a facility located in Portage or at the citizen's location)	20
Services accessible after normal (8 a.m.-5 p.m.) business hours, 24-hour phone hot line, or other methods	15
Services available / accessible via public bus routes and/or transportation by agency	10
None of the above	5

### 3. EXTENT TO WHICH THE PROGRAM ADDRESSES A CRITICAL NEED IN PORTAGE (QUESTION 17 ON APPLICATION)

5 = Not A Critical Need to 25 = Critical

(Select only one that most closely fits)

"Critical Need" can be generally considered to be such if identified high or medium priority in one or more of the following official, published documents:	Score
City of Portage FY 2011-15 CDBG Consolidated Plan and/or annual City Council goals	25
City of Portage Comprehensive Plan, Capital Improvement Plan, Recreation Plan or Portage 2025 Visioning Project Final Report	20
Local (e.g., Portage and/or Kalamazoo County-specific) needs analysis/reports regarding human/public services	15
State or national needs analysis/reports regarding human/public services	10
None of the above	5

**4.3. DOES APPLICANT HAVE WORKING RELATIONSHIPS / COLLABORATIONS WITH OTHER ORGANIZATIONS SERVING PORTAGE RESIDENTS?**  
(QUESTION 18 ON APPLICATION)

5 = Fragments Service Delivery to 25 = Coordinates or Improves Service Delivery

(Select only one that most closely fits)

"Coordinates or Improves Service Delivery" can be generally considered to be:	Score
Services are unique in community and not duplicated by others	25
Services are similar to others but carefully coordinated to avoid duplication	20
Services are similar to others but Information and Referral is routinely provided to avoid fragmentation	15
Services are similar to others and some fragmentation of services occurs	10
None of the above	5

**5.4. OF PORTAGE RESIDENTS SERVED, ARE MAJORITY ECONOMICALLY OR SOCIALLY DEPRIVED, SENIOR CITIZENS, OR PERSONS WITH DISABILITIES?**  
(QUESTION 19 ON APPLICATION)

5 = No Special or Unusual Needs to 25 = Economically or Socially Deprived

(Select only one that most closely fits)

"Economically or Socially Deprived" can be generally considered to be:	Score
Clientele is extremely low income and/or disabled and/or victim of abuse and/or other situation	25
Clientele is low income and/or senior citizens	20
Clientele is vulnerable or at risk of one of the above	15
Clientele is in need of services	10
None of the above	5

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**6.5. NUMBER PERCENT OF PORTAGE CLIENTS SERVED**  
(QUESTION 20 ON APPLICATION)

5 = Few to 25 = Many

(Select only one that most closely fits)

"Many" clients served can be considered to be:	Score
Portage clients equals 51-100% of clients served by agency	25
Portage clients equals 31-50% of clients served by agency	20
Portage clients equals 16-30% of clients served by agency	15
Portage clients equals 7.6-15% of clients served by agency	10
Portage clients equals 10-7.5% of clients served by agency	5
Portage clients equals >1%	0

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**7.6. AMOUNT OF OUTREACH EFFORTS**  
(QUESTION 21 ON APPLICATION)

5 = No Outreach to 25 = Extensive Outreach Efforts to People in Needs

(Select only one that most closely fits)

"Extensive Outreach" can be considered to be: regular newsletter distribution; cable access PSAs; advertisements/marketing campaigns; service listing in I&R databases/directories (2-1-1, United Way, etc.); presentations to community organizations/schools; open houses; coordination/provision of services with/at other agencies; participation in community collaborative efforts (e.g., MPCB, KLAHP, etc.)	Score
Utilizes 5 or more methods of outreach to Portage residents	25
Utilizes 4 methods of outreach to Portage residents	20
Utilizes 3 methods of outreach to Portage residents	15
Utilizes 2 methods of outreach to Portage residents	10

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Utilizes 1 method of outreach to Portage residents	5
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**8-7. USE OF UNPAID VOLUNTEERS**  
(QUESTION 22 ON APPLICATION)

5 = No Use to 25 = Extensive Use

(Select only one that most closely fits)

"Extensive Use of Unpaid Volunteers can be generally considered to be:	Score
Unpaid volunteers equals 51% or more of the agency's full-time equivalent (FTE) employees	25
Unpaid volunteers equals 31-50% of the agency's FTE employees	20
Unpaid volunteers equals 21-30% of the agency's FTE employees	15
Unpaid volunteers equals 11-20% of the agency's FTE employees	10
Unpaid volunteers equals 0-10% of the agency's FTE employees	5

NOTE: If unpaid volunteers are inappropriate due to the type of services provided by organization, applicant ~~get~~ **score of fifteen receives 15 points.**

**8. 9** For new programs/agencies in the community for less than five years, use criterion 9(A).  
For programs/agencies in the community for five or more years, use criterion 9(B).  
(QUESTION 23 ON APPLICATION)

**98(A). ABILITY OF AGENCY TO RECEIVE OTHER FUNDING OR**

5 = Extensive to 25 = Limited

(Select only one that most closely fits)

"Limited" ability to receive other funding for "new" applicants can be generally defined as follows:	Score
Grant request equals 51% or more of the agency's budget	25
Grant request equals 31-50% of the agency's budget	20
Grant request equals 11-30% of the agency's budget	15
Grant request equals 6-10% of the agency's budget	10
Grant request equals 0-5% of the agency's budget	5

**98(B). ABILITY OF AGENCY TO LEVERAGE OTHER FUNDING**

5 = Limited to 25 = Extensive

(Select only one that most closely fits)

"Extensive" leveraging of other funding for "previous" applicants can be generally defined as follows:	Score
Grant request equals 0-5% of the agency's budget	25
Grant request equals 6-10% of the agency's budget	20
Grant request equals 11-30% of the agency's budget	15
Grant request equals 31-50% of the agency's budget	10
Grant request equals 51% or more of the agency's budget	5

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14. Please list the individual program(s) and funding level for which you are seeking City of Portage funding and indicate the specific intended use of City funds requested (e.g. staff salaries, new program, replacement of lost revenue, etc.):

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15. For the program(s) to be funded, describe how the service(s) meets a basic human need (e.g. the provision of: housing, food, ~~clothing, transportation services, health care and safety~~ services, job training, educational services, ~~transportation, or quality of life~~ enhancements, recreational services, and clothing):

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16. For the program(s) to be funded, describe how the service(s) are accessible to Portage residents:

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b. Do any other organizations in Portage or Kalamazoo County provide the service(s)?  
Yes \_\_\_\_\_ No \_\_\_\_\_

c. If yes, please list other agencies which provide same or similar services:

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19. 18. For the program(s) to be funded are the majority of clients economically or socially deprived, senior citizens, or persons with disabilities? Yes \_\_\_\_\_ No \_\_\_\_\_ Please explain:

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20. 19. For the program(s) to be funded, the grantee is it is required that you to track the number of Portage residents served :

a. Is your agency able to track the number of clients served who reside in the City of Portage? Yes \_\_\_\_\_ No\* \_\_\_\_\_

\*If the response is "No" then the service does not qualify for funding.

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b. Indicate the total number of Portage clients served in the most recently completed year:

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c. Indicate the total number of Portage clients served in the most recently completed year (if new service, please indicate):

## CITY OF PORTAGE

## COMMUNICATION

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**TO:** Human Services Board

**DATE:** July 25, 2014

**FROM:** Vicki Georgeau, <sup>jk</sup> Director Community Development

**SUBJECT:** Enhancement of Human Services Information & Referral

During the June 24, 2014 City Council meeting, and in response to citizen concerns regarding panhandling within the community, the City Administration and Department of Public Safety have reviewed options to be utilized in seeking compliance with the local ordinance in regard to panhandling. In addition to panhandlers, city staff periodically encounter homeless persons within the community on private and public property. Importantly, a cooperative approach will be taken and efforts will be made by city staff to provide information and referrals to human service resources. To ensure a comprehensive and effective response to these encounters, City Council has requested input from the Human Services Board.

As background information, the City of Portage has provided considerable resources via annual grants from its General Fund and through the Community Development Block Grant Program for over 20 years to human service agencies that provide housing, food, and other financial assistance to Portage citizens in need. Members of the Board may also recall that city General Fund grants have been awarded to the Gryphon Place 2-1-1 service since its inception in Kalamazoo County and this funding was granted in an effort to support 2-1-1 as the primary access point or “portal” to information regarding a wide range of human services available in the community. In addition, the city has had a long standing partnership with the Portage Community Center (PCC) as the primary human service agency located within the city. In regard to these two organizations and their services, city staff consistently refer citizens to 2-1-1 and the PCC for accessing human services assistance.

Attached are 2-1-1 cards and brochures that are used by public safety and other city staff to refer citizens in need to assistance. In addition to 2-1-1 and PCC referrals by city staff, in 2012 the Board developed the attached *Human Services Information & Referral Resources* brochure. A direct mailing of this brochure was provided to over 200 churches, medical offices, day care centers and public and private schools within the community. In addition, the brochure has been promoted through the media and is available via the city website and at City Hall. The continued dissemination and use of this brochure is recommended. However, a recent review of the brochure determined revisions are necessary to ensure the information is current, and a “Draft” version is also enclosed for Board review and approval.

In addition to printed information and referral materials, it is noted that Portage Police Officers and other public safety staff have received a variety of training that has prepared officers during interactions with citizens in need, whether it be victims of domestic violence, persons with mental illness and other disabilities. This training assists public safety staff in providing an appropriate response to a variety of scenarios. In addition, the Department of Public Safety also has a working relationship with a variety of service agencies, including Kalamazoo Community Mental Health, which makes available a case worker to assist with citizens that need a more in depth response and assistance. Efforts to provide training of public safety staff and to foster partnerships with agencies such as Kalamazoo Community Mental Health will be ongoing.

Finally, in recent weeks, the Department of Community Development has met with the Gryphon Place, PCC, Housing Resources, Inc. and the Affordable Housing Partnership (the regional planning agency for housing assistance services) staff to discuss additional enhancements to respond to persons in need that are homeless or at risk of becoming homeless. Through these discussions, a basic protocol could be developed for city staff to follow when encounters with homeless persons or persons at risk of being homeless occur. This protocol could include, but is not limited to the following:

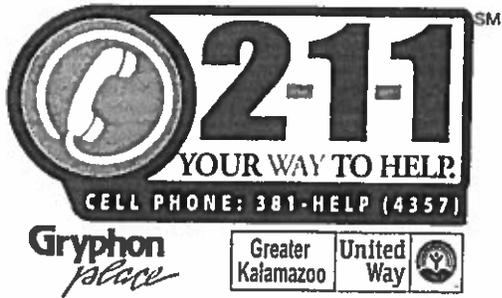
- A brief set of questions to determine if the citizen has immediate or non-immediate needs for shelter, food and/or medical care. Information and referral to human service resources can then be tailored based on the responses received;
- Development of easy to read and retain print materials that refer citizens to the primary access points to assistance (i.e. 2-1-1 and PCC), plus information (phone numbers and addresses) regarding agencies that provide emergency shelter, emergency health care, meal sites or food pantries. Such materials could be the size of a fold-out business card or bookmark.
- Development of a periodic training schedule for various city staff regarding the above protocol to ensure a consistent and informed response to citizens in need.

Based on the above, review and input from the Human Services Board is requested. In particular, the Board is requested to:

- review and comment on the revisions to the *Human Services Information & Referral Resources* brochure so that the document can be updated and disseminated within the community can continue;
- review and comment on the development of the recommended protocol noted above; and
- review and comment on other ways in which city staff may enhance its information and referral to citizens in need within the community.

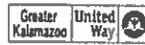
Neighborhood Program Specialist Money will be in attendance at the July 31<sup>st</sup> Board meeting to assist the Board with questions or comments in regard to this matter.

Attachments: 2-1-1 card (English and Spanish versions); 2-1-1 brochure  
*Human Services Information & Referral Resources* brochure (current)  
*Human Services Information & Referral Resources* brochure (draft with revisions)



**Call the 24-hour 2-1-1/HELP-Line**

- To find appropriate community resources\*
- During times of crisis
- For volunteer opportunities in our community
- You may locate local services by visiting [www.gryphon.org](http://www.gryphon.org) (select link to local resources)



Gryphon Place  
 Administration: 381-1510



**Conectarse. Obtener Respuestas**



**Llame a la línea de ayuda continua 2-1-1/HELP-Line**

- Para encontrar recursos comunitarios apropiados
- Durante tiempos de crisis
- Para encontrar oportunidades como voluntario en nuestra comunidad



Gryphon Place  
 Administración: 381-1510



# 2-1-1<sup>★</sup>

Get Connected. Get Answers.



service of Gryphon Place  
04 South Westnedge  
Kalamazoo, MI 49008



# 2-1-1<sup>★</sup>

Get Connected. Get Answers.



**GIVE HELP | GET HELP**

**Thousands of programs. One call.**

*When you don't know where to turn...*

**DIAL 2-1-1 or 381-HELP**

**24 hours a day / 7 days a week**



# GIVE HELP | GET HELP Thousands of programs. One call

FOOD

SHELTER

UTILITIES

TRANSPORTATION

DOMESTIC VIOLENCE

HEALTH CARE

RENT/MORTGAGE ASSISTANCE

CHILD ABUSE/NEGLECT

SUBSTANCE ABUSE

SUICIDE

*are only some of the issues  
that may prompt a call*

# 2-1-1<sup>★</sup>

Get Connected. Get Answers.

Gryphon Place

United Way  
Greater Kalamazoo  
United Way

## GET HELP



Knowing you need help is one thing. Finding someone who can help you is another. In times of need, you can simply dial **2-1-1**.

Whether it's day or night, a caring crisis specialist is ready to assist you in finding the help you need. Just one call will put you in touch with thousands of programs and hundreds of local agencies.

You may also use the Gryphon Place website to access a database of agencies and programs that serve the community.

[www.gryphon.org](http://www.gryphon.org) select "LOCAL RESOURCES"

Call the 2-1-1/HELP-Line:

- For referrals to health and human services
- During times of crisis
- For volunteer opportunities in the community



The 2-1-1/HELP-Line is a free service for people in Kalamazoo County.

For more information, visit [www.gryphon.org](http://www.gryphon.org) or

[www.kalamazoounitedway.org](http://www.kalamazoounitedway.org)



## For Citizens Seeking Assistance:

- ◆ For Life-Threatening Emergencies: Call 9-1-1
- ◆ For Crisis Counseling: Call 2-1-1 (or 269-381-4357) for the Gryphon Place 24-hour crisis intervention help line.
- ◆ For Information & Referral to Health and Human Services: Call 2-1-1, the Gryphon Place 24-hour help line. In addition to the 2-1-1 help line, a searchable database is available on the Gryphon Place website at [www.gryphon.org](http://www.gryphon.org).
- ◆ To receive direct assistance, contact the following local human service agencies:
  - Portage Community Center at 269-323-1942 or [www.portagecommunitycenter.org](http://www.portagecommunitycenter.org).
  - Kalamazoo County Health and Community Services at 269-329-5200 or [www.kalcounty.com](http://www.kalcounty.com).
  - Michigan Department of Human Services at 269-337-4900 or [www.michigan.gov/dhs](http://www.michigan.gov/dhs).

## Human Services Information & Referral Resources



Department of Community Development  
7900 South Westnedge Avenue  
Portage, MI 49002



## City of Portage

7900 South Westnedge Avenue • Portage, Michigan 49002  
[www.portagemi.gov](http://www.portagemi.gov)

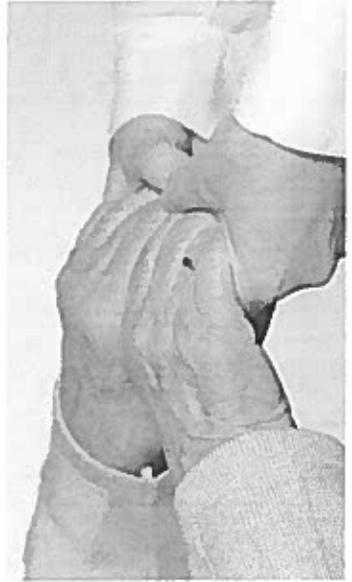
## Human Services Information & Referral Resources

This brochure has been developed to help citizens connect with a variety of services, programs and opportunities that may be of assistance to persons in need.

From time to time, Portage citizens may find themselves, or someone they know in need of assistance, which may include, but is not limited to:

- ◆ Crisis intervention
- ◆ Food Assistance
- ◆ Housing Assistance
- ◆ Utility Assistance
- ◆ Health Care Assistance
- ◆ Youth Assistance
- ◆ Senior Assistance

Whether you are seeking assistance for yourself or a family member, or if you have come into contact with someone in need, the following information and resources are provided for consideration.



## For Organizations Providing Assistance to Citizens in Need:

The following resources may be of assistance to your organization with making appropriate referrals for citizens in need. These resources include a 24-hour help line, a searchable database, written guides and "service maps", annual forums and a weekly information center, all of which provide valuable information regarding human services available in the community.

### 2-1-1 Help Line

The Gryphon Place maintains a 24-hour help line that provides crisis intervention, information and referrals for a variety of health and human services, and volunteer opportunities. Also available is a searchable database through the Gryphon Place website. For more information, call 2-1-1, 269-381-4357 or visit [www.gryphon.org/211](http://www.gryphon.org/211).

### Emergency Services Guide

This guide is prepared by the Greater Kalamazoo United Way and Gryphon Place to assist health and human service providers with directing consumers to appropriate resources for:

- ◆ Housing Assistance
- ◆ Utility Assistance
- ◆ Food Assistance
- ◆ Other Emergency Needs & Community Centers

For more information, call 269-343-2524 or visit [www.kalamazoounitedway.org](http://www.kalamazoounitedway.org).

### Service Maps

Maps or flow charts have been developed by the United Way to summarize and outline human services provided in the community. For more information, call 269-343-2524 or visit [www.kalamazoounitedway.org](http://www.kalamazoounitedway.org).

### Health Care, Youth Development and Mentoring Resources

The United Way and Gryphon Place have prepared additional resource information to assist service providers and consumers with health care, youth development and mentoring resources:

- ◆ Navigating Health Care Guide
- ◆ Navigating Health Care Brochure
- ◆ Youth Out of School Time Guide
- ◆ Youth Mentoring Guide

For more information, call 269-343-2524 or visit [www.kalamazoounitedway.org](http://www.kalamazoounitedway.org).

### Annual Forums

The United Way facilitates four annual forums to provide updates regarding: 1) Energy Assistance; 2) Housing Assistance; 3) Medical/Dental Assistance; and 4) Food Assistance. These forums are held for human service providers and other organizations. Information regarding the Annual Forums can be obtained by calling 269-343-2524 or at the following website: [www.kalamazoounitedway.org](http://www.kalamazoounitedway.org).

### Community Housing Information Center

A weekly "housing hour" is provided at Housing Resources Inc. and includes agencies that provide information regarding housing assistance, human services, legal aid and health care assistance. The housing hour is open to service providers and consumers. For more information, call 269-382-0287 or visit [www.housingresourcesinc.org](http://www.housingresourcesinc.org).

## For Citizens Seeking Assistance:

- ◆ For Life-Threatening Emergencies: Dial 9-1-1
- ◆ For Crisis Intervention services call the Gryphon Place HELP-Line at 269-381-HELP (4357). This service is available 24-hours a day.
- ◆ For Information & Referral to Health and Human Services: Dial 2-1-1, the Gryphon Place 24-hour help line. In addition to the 2-1-1 help line, a searchable database is available on the Gryphon Place website at [www.gryphon.org](http://www.gryphon.org).
- ◆ To receive direct assistance, contact the following local human service agencies:
  - Portage Community Center at 269-323-1942 or [www.portage-communitycenter.org](http://www.portage-communitycenter.org).
  - Kalamazoo County Health and Community Services at 269-373-5200 or [www.kalcounty.com](http://www.kalcounty.com).
  - Michigan Department of Human Services at 269-337-4900 or [www.michigan.gov/dhs](http://www.michigan.gov/dhs).
  - Kalamazoo County Community Mental Health and Substance Abuse Services at 269-373-6000 or [www.kazoocmh.org](http://www.kazoocmh.org).

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Human Services  
Information &  
Referral Resources



City of Portage

7900 South Westnedge Avenue • Portage, Michigan 49002

[www.portagemi.gov](http://www.portagemi.gov)

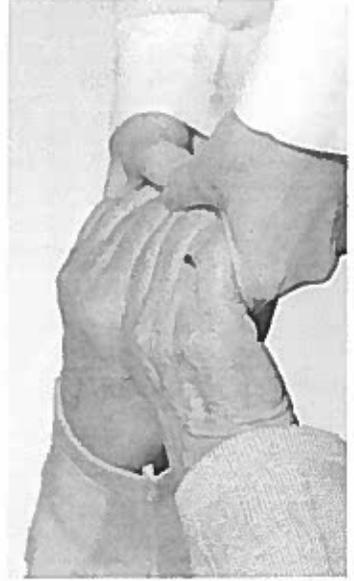
## Human Services Information & Referral Resources

This brochure has been developed to help citizens connect with a variety of services, programs and opportunities that may be of assistance to persons in need.

From time to time, Portage citizens may find themselves, or someone they know in need of assistance, which may include:

- ◆ Crisis intervention
- ◆ Food Assistance
- ◆ Housing Assistance
- ◆ Utility Assistance
- ◆ Health Care Assistance
- ◆ Youth Assistance
- ◆ Senior Assistance

Whether you are seeking assistance for yourself or a family member, or if you have come into contact with someone in need, the following information and resources are provided for consideration.



## For Organizations Providing Assistance to Citizens in Need:

The following resources may be of assistance to your organization with making appropriate referrals for citizens in need. These resources include a 24-hour help line, annual forums and a weekly housing information center, all of which provide valuable information regarding human services available in the community.

### Dial 2-1-1

The Gryphon Place provides a 24-hour service to anyone looking for community resources that might help address whatever life stressor the person may be facing. The information and referral service offers a variety of information about health and human service, and volunteer opportunities. Also available is a searchable database through the Gryphon Place website. For more information Dial 2-1-1 or visit [www.Gryphon.org](http://www.Gryphon.org).

### Emergency Services Guide

This guide is prepared by the Gryphon Place to assist health and human service providers with directing consumers to appropriate resources for:

- ◆ Housing Assistance
- ◆ Utility Assistance
- ◆ Food Assistance
- ◆ Other Emergency Needs & Community Centers

For more information, call 269-343-2524 or visit [www.Gryphon.org](http://www.Gryphon.org).

### Annual Forums

The United Way facilitates four annual forums to provide updates regarding: 1) Energy Assistance; 2) Housing Assistance; 3) Medical/Dental Assistance and 4) Food Assistance. These forums are held for human service providers and other organizations. Information regarding the Annual Forums can be obtained by calling 269-343-2524.

### Community Housing Information Center

A weekly "housing hour" is provided at Housing Resources Inc. every Wednesday at 4:00 pm at 420 East Alcott Street, Suite 200 in Kalamazoo.

The housing hour hosts agencies that provide information regarding housing assistance, human services, legal aid, health care assistance and more. The housing hour is open to service providers and consumers. For more information, call 269-382-0287 or visit [www.housingresourcesinc.org](http://www.housingresourcesinc.org).

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