

A GUIDE TO PEACE OF MIND

# Kalamazoo Hope Essentials Booklet

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[contact@kalamazoohope.org](mailto:contact@kalamazoohope.org)

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

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## **About the Essentials Booklet**

Kalamazoo Hope's Essentials Booklet is a condensed version of KHOPE; it was made to provide quick access to core, essential resources without the need to access its website. In short, it is meant to help someone start a new life.

In mind when the list was made were individuals without a home, in abusive relationships and trying to escape, those who are caught in human trafficking, and other extreme scenarios. Virtually all of the resources include physical addresses as well as telephone and internet contact information.

Should you find yourself in such a serious situation, Kalamazoo Hope wishes it could do more to help; however, please know that there are many individuals and organizations in the Kalamazoo County area (and beyond) who seek and are eager to help you be safe, survive, and grow as an individual.

# Kalamazoo Hope Essentials Booklet

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## **Disclaimer**

Kalamazoo Hope is an online mental health service intended to help individuals begin to understand psychological health and connect with related resources; however, as a disclaimer, it is not meant to be used as a substitute for working with a trained and licensed psychological health professional.

Furthermore, Kalamazoo Hope is not a part of any government body in Kalamazoo County or elsewhere; in addition, the presence of any business, organization, or other party on this website does not mean that it endorses Kalamazoo Hope, or vice-versa, merely that Kalamazoo Hope sees it as providing a service that could assist certain individuals.

Finally, Kalamazoo Hope disavows responsibility for the practices of any organization or individual listed on this website, as well as any outcome which may arise from the use of this website or the services found on it.

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# Kalamazoo Hope Essentials Booklet

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## **Sections**

- 1) Benefits - 5
- 2) Computer, ID, Mail, and Telephone Assistance - 6
- 3) Employment - 9
- 4) Food - 10
- 5) Health Services - 11
- 6) Helplines - 13
- 7) Housing and Shelter - 14
- 8) Organizations – 16
- 9) Transportation Services and Assistance - 19

# Kalamazoo Hope Essentials Booklet

---

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## 1) Benefits

Medicaid (provided through the Michigan Department of Health & Human Services)  
322 E. Stockbridge Ave.  
Kalamazoo, MI 49001  
(269)-337-4900 (Kalamazoo County MDHHS), 1-855-ASK-MICH (1-855-275-6424)  
<https://www.michigan.gov/mdhhs>

Medicare  
Medicare Contact Center Operations  
P.O. Box 1270  
Lawrence, KS 66044  
1-800-MEDICARE (1-800-633-4227) <https://www.medicare.gov/>

Michigan Department of Health and Human Services (MDHHS)  
322 E. Stockbridge Ave.  
Kalamazoo, MI 49001  
(269)-337-4900 (Kalamazoo County MDHHS), 1-855-ASK-MICH (1-855-275-6424)  
<https://www.michigan.gov/mdhhs/>

Social Security  
317 S. Drake Rd.  
Kalamazoo, MI 49009  
1-866-331-9088 (Kalamazoo County), 1-800-772-1213 <https://www.ssa.gov/>

# Kalamazoo Hope Essentials Booklet

---

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## 2) Computer, ID, Mail, and Telephone Assistance

Without access to the Internet, identification, a telephone, or mail, obtaining assistance and benefits can be extremely difficult; hopefully these resources with help make a significant change in people's lives.

EveryOne On – a nonprofit organization which helps various individuals (such as those utilizing food benefits, living in subsidized housing, and/or on SSI) obtain low-cost Internet access and computers.

718 7th Street NW

Second Floor

Washington, DC 20001

(877)-947-4321 <http://www.everyoneon.org/>

Kalamazoo County Clerk/Register Office - one can obtain a copy of a birth certificate here (if one was born in Kalamazoo County), as well as marriage records.

201 W. Kalamazoo Ave.

Kalamazoo, MI 49007

(269) 383-8840 <https://www.kalcounty.com/clerk/>

Kalamazoo County ID – this county-issued card is specifically meant to provide identification to various individuals, such as those without a home and/or with limited income. A discount program is available.

Kalamazoo, MI 49007

(269) 383-8840 <https://www.kalcounty.com/clerk/>

Kalamazoo Public Library (KPL) – along with free access to computers and Wi-Fi, KPL has free lockboxes meant to store a phone or mobile device while it is charging. In addition a phone can be found on the lower level for free local phone calls. Kalamazoo Public Library has additional branches in northern Kalamazoo County.

315 S. Rose St.

Kalamazoo, MI 49007

(269)-342-9837 <http://www.kpl.gov/>

# Kalamazoo Hope Essentials Booklet

---

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Ministry with Community – can provide assistance in numerous areas, including obtaining documents. While a picture ID is needed for mail (which can be held up to 10 days), there is a program for individuals who do not currently have one.

500 N. Edwards St.

Kalamazoo, MI 49007

(269)-343-6073 <https://www.ministrywithcommunity.org>

Portage District Library (PDL) – located in the southern half of Kalamazoo County, the PDL is close to the [Portage Community Center \(PCC\)](#). A nearby bus stop services both locations.

300 Library Ln.

Portage, MI 49002

(269) 329-4544 <http://portagelibrary.info/>

Out Proud Safe (OPS) – assists LGBTQ individuals 13-24 in obtaining various resources; mail service is available.

629 Pioneer Street

Kalamazoo, MI 49008

(269)-598-7527 <http://outproudsafe.org/>

SafeLink Wireless Free Wireless Program

P.O. Box 220009

Milwaukie, OR 97269

1-800-SAFELINK (1-800-723-3546)

<https://www.safelinkwireless.com/Enrollment/Safelink/en/NewPublic/index.html>

# Kalamazoo Hope Essentials Booklet

---

www.kalamazoohope.org

United States Postal Service (USPS) – one can utilize the General Delivery service to have one's mail held for up to thirty days at a local post office; one would need to fill out USPS Revised PS Form 1527, Application for General Delivery Service.

[http://about.usps.com/postal-bulletin/2010/pb22280/html/updt\\_018.htm](http://about.usps.com/postal-bulletin/2010/pb22280/html/updt_018.htm)

Those writing would need to use the following format:

(Your Name)

General Delivery

(City), MI (00000-9999)

With 00000 being your zip code

[https://pe.usps.com/text/pub28/28c2\\_033.htm](https://pe.usps.com/text/pub28/28c2_033.htm)

To determine which post office would work for you, contact the USPS at 1-800-ASK-USPS (1-800-275-8777); there may be a long wait.



# Kalamazoo Hope Essentials Booklet

---

www.kalamazoohope.org

## 3) Employment

Action Employment Services (AES) – primarily serving individuals with disabilities (but open to all), AES is a component of [InterAct of Michigan](#), and seeks to help individuals 18 and older who wish to locate and retain employment (including those with long-term psychological conditions). Action Employment Services also works with the [Social Security Ticket to Work Program](#). One does not need to be a client of InterAct.

610 South Burdick Street  
Kalamazoo, Michigan 49007  
(269)-381-3700

<http://www.interactmich.org/our-programs/action-employment-services>

Manpower

310 Balch St.  
Kalamazoo, MI 49001  
(269)-382-5954

<https://www.manpower.com>

MRC Industries, Inc – works not just to provide employment to individuals with disabilities, but also to help them grow, be a part of the community, more self-sufficient, and independent in ways which work for the individual. Also, through MRC artWorks, earning income through one's [artwork](#) is an option.

2538 S. 26th St.  
Kalamazoo, MI 49048  
(269)-343-0747

<http://www.mrcindustries.org>

ONEplace (within Kalamazoo Public Library Central Location) – lists various job openings related to nonprofit services.

315 S. Rose Street  
Kalamazoo, MI 49007  
(269)-553-7910

<http://www.kpl.gov/oneplace/>

Trillium

5555 Gull Road #207  
Kalamazoo, MI 49048  
(269)-345-4400

<https://www.trilliumstaffing.com>

# Kalamazoo Hope Essentials Booklet

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## 4) Food

Kalamazoo Gospel Mission

448 N. Burdick

Kalamazoo, MI 49007

(269)-345-2974 <https://www.kzoogospel.org/>

Kalamazoo Loaves & Fishes

901 Portage Street

Kalamazoo, MI 49001

(269)-488-2617 <http://www.kzoolf.org>

Senior Services, Inc. - on Wheels/Food For All – deliver meals to one’s home; available for all individuals in Kalamazoo County, regardless of age.

918 Jasper Street

Kalamazoo, MI 49001

(269)-382-0515 <https://seniorservices1.org>

Michigan Food Assistance Programs (through MDHHS)

322 E. Stockbridge Ave.

Kalamazoo, MI 49001

(269)-337-4900 <https://www.michigan.gov/mdhhs>

Ministry with Community

500 N. Edwards St.

Kalamazoo, MI 49007

(269)-343-6073 <https://www.ministrywithcommunity.org>

# Kalamazoo Hope Essentials Booklet

---

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## 5) Health Services

Battle Creek VA Medical Center  
5500 Armstrong Rd.  
Battle Creek, MI 49037  
(269)-966-5600 <https://www.battlecreek.va.gov/>

Catholic Charities Dioceses of Kalamazoo – offers a vast range of resources to pregnant women and parents of young children; all services are provided free of cost through the Caring Network program.

1441 South Westnedge  
Kalamazoo, MI 49008  
1-800-873-8336 or (269)-381-9800 <http://www.ccdok.org>

Community AIDS Resource and Education Services (CARES) – provides free HIV testing (with or without appointment) and information related to its treatment, along with additional resources.

629 Pioneer Street  
Suite 200  
Kalamazoo, MI 49008  
1-800-944-2437 or (269) 381-2437 <http://caresswm.org/>

Family Health Center – has multiple facilities throughout Kalamazoo County.

117 W. Paterson Street  
Kalamazoo, MI 49007  
(269)-349-2641 <http://www.fhckzoo.com>

Integrated Services of Kalamazoo (ISK)

615 E. Crosstown Parkway  
Kalamazoo, MI 49001  
(269)-373-6000 <https://iskzoo.org/>

InterAct of Michigan

610 South Burdick Street  
Kalamazoo, Michigan 49007  
(269)-381-3700 <http://www.interactmich.org/>

# Kalamazoo Hope Essentials Booklet

---

www.kalamazoohope.org

Kalamazoo County Health and Community Services Department  
3299 Gull Road  
Kalamazoo, MI 49048  
(269)-373-5200 <http://www.kalcounty.com/hcs>

Kalamazoo Valley Community College (KVCC) Dental Hygiene Clinic  
(Services available September through June)  
7676 West O Avenue  
Kalamazoo, MI 49003  
(269)-488-4338 [https://kvcc.edu/programs/health\\_careers/dh\\_clinic.php](https://kvcc.edu/programs/health_careers/dh_clinic.php)

Medicare – Prescription Extra Help  
Centers for Medicare & Medicaid Services  
7500 Security Blvd  
Baltimore, MD 21244  
1-800-MEDICARE (1-800-633-4227)  
<https://www.ssa.gov/benefits/medicare/prescriptionhelp>

Michigan Drug Prices  
P.O. Box 30479  
Lansing, MI 48909  
1-866-755-6479 <http://www.michigandrugprices.com>

Planned Parenthood – Kalamazoo Health Center  
4201 W. Michigan Ave  
Kalamazoo, MI 49006  
(269)-372-1200 <https://www.plannedparenthood.org>

Rx Outreach  
P.O. Box 66536  
Saint Louis, MO 63166  
1-888-RXO-1234 (1-888-796-1234) <http://www.rxoutreach.org/>

# Kalamazoo Hope Essentials Booklet

---

www.kalamazoohope.org

## 6) Helplines

All of these lines operate 24 hours a day, 7 days a week.

2-1-1 – aids individuals in locating assistance.

2-1-1 or 1-844-875-9211 <http://www.mi211.org/>

Childhelp – provides immediate assistance in relation to child abuse (interpreters available).

1-800-4-A-Child (1-800- 422-4453) <https://www.childhelp.org/>

National Domestic Violence Hotline

1-800 799-SAFE (1-800-799-7233) <http://www.thehotline.org>

National Suicide Prevention Lifeline

1-800-LIFELINE (1-800-273-8255) <https://suicidepreventionlifeline.org/>

Rape, Abuse & Incest National Network (RAINN)

1-800-656-HOPE (1-800-656-4673) <https://www.rainn.org/>

Safe Call Now (for first responders, corrections staff, and medical professionals)

1-(206)-469-3020 <https://www.safecallnow.org/>

The Trevor Project (LGBTQ)

1-866-488-7386 <http://www.thetrevorproject.org>

Veterans Crisis Line

1-800-LIFELINE (1-800-273-8255) <https://www.veteranscrisisline.net/>

# Kalamazoo Hope Essentials Booklet

---

www.kalamazoohope.org

## 7) Housing and Shelter

Catholic Charities Dioceses of Kalamazoo – offers several housing and shelter programs to individuals 10-24, as well as subsidized housing for those 62 years of age or older (18 if one has mobility limitations) though Baraga Manor Apartments (located in Otsego).

1441 S. Westnedge Ave.  
Kalamazoo, MI 49008  
1-800-873-8336 or (269)-381-9800  
<http://www.ccdok.org>

Community AIDS Resource and Education Services (CARES) – provides free HIV testing and assistance with various resources, including housing.

629 Pioneer Street  
Suite 200  
Kalamazoo, MI 49008  
1-800-944-2437 or (269)-381-2437  
<http://caresswm.org/>

Open Doors  
P.O. Box 50102  
Kalamazoo, MI 49005 (mailing address)  
811 S. Westnedge Ave.  
Kalamazoo, MI 49008 (property management/support center)  
(269)-343-6064 <http://www.opendoorskalamazoo.org>

Out Proud Safe (OPS) – assists LGBTQ individuals 13-24 obtain various resources. OPS works with over 20 LGBTQ-friendly organizations and offers case management services; mail service is available.

629 Pioneer Street  
Kalamazoo, MI 49008  
(269)-598-7527 <http://www.outproudsafe.org/>

# Kalamazoo Hope Essentials Booklet

---

www.kalamazoohope.org

U.S. Department of Housing and Urban Development (HUD)

Detroit Field Office

McNamara Federal Building

477 Michigan Avenue, Floors 16 & 17

Detroit, MI 48226

1-800-955-2232 (Michigan: 1-313-226-7900) <https://portal.hud.gov/hudportal/HUD>

YWCA Victim Services

YWCA Kalamazoo

353 E. Michigan Ave

Kalamazoo, MI 49007

(269)-385-2869 or (269)-385-3587

<http://ywcakalamazoo.org/caring-for-victims-of-assault-violence/>

# Kalamazoo Hope Essentials Booklet

---

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## 8) Organizations

Bethany Christian Services – provides assistance related to adoption and foster care, as well as counseling services.

6687 Seeco Drive

Kalamazoo, MI 49009

(269)-372-8800 <https://www.bethany.org/kalamazoo>

El Concilio Kalamazoo (formerly the Hispanic American Council)

930 Lake St.

Suite A

Kalamazoo, MI 49001

(269)-385-6279 <https://elconciliokzoo.org/>

Gryphon Place Conflict Services

3245 South 8th Street

Kalamazoo, MI 49009

(269)-381-1510 <http://www.gryphon.org/services/conflict-services>

Kalamazoo County Bar Association Legal Outreach Clinics (Free Legal Clinics)

(These occur at various locations and times; please contact for more details)

Contact:

Kalamazoo Public Library Law Library

315 S. Rose Street,

Lower Level

Kalamazoo, MI 49007

269-553-7920

<https://michiganlegalhelp.org/organizations-courts/find-lawyer/kalamazoo-county-bar-association>

Kalamazoo County Veterans Service Office

3299 Gull Rd.

Kalamazoo, MI 49048

(269)-373-5361 <https://www.kalcounty.com/hcs/veterans.htm>



# Kalamazoo Hope Essentials Booklet

---

www.kalamazoohope.org

Kalamazoo Public Library (Central Branch) – has more locations in Kalamazoo County.

315 S. Rose St.

Kalamazoo MI 49007

(269)-342-9837 <http://www.kpl.gov/>

Ministry with Community

500 North Edwards Street

(269)-343-6073 <https://www.ministrywithcommunity.com/>

Legal Aid of Western Michigan

201 W. Kalamazoo Ave.

Ste. 427

Kalamazoo, MI 49007

(888)-783-8190 or (269)-344-8113 <https://www.lawestmi.org/>

Michigan Advocacy Program (MAP)

15 S. Washington Street

Ypsilanti, MI 48197

(734)-665-6181

<https://miadvocacy.org/>

<https://michiganlegalhelp.org>

OutFront Kalamazoo (LGBTQ)

340 S. Rose St.

Kalamazoo, MI 49007

(269)-349-4234 <https://www.outfrontkzoo.org/>

Portage Community Center (PCC)

325 E. Centre Avenue

Portage, MI 49002

(269)-323-1942 <http://www.portagecommunitycenter.org>

Recovery Institute of Southwest Michigan, Inc.

1020 South Westnedge Avenue

Kalamazoo Michigan 49008

(269)-343-6725 <https://www.recoverymi.org/>

# Kalamazoo Hope Essentials Booklet

---

www.kalamazoohope.org

Senior Services of Southwest Michigan  
918 Jasper Street  
Kalamazoo, MI 49001  
(269)-382-0515 <http://www.seniorservices1.org>

# Kalamazoo Hope Essentials Booklet

---

www.kalamazoohope.org

## 9) Transportation Services and Assistance

Metro – Kalamazoo County’s bus system; offers a picture ID to individuals who have a disability (with medical verification and a picture ID) or are 62 years old or more (with proof of age or by filling out a certification of reduced fare); while it may only have limited acceptance, it is a picture ID from the City of Kalamazoo (one will also be able to ride the bus system at half fare). The Kalamazoo Metro bus station is a short distance away, which itself is across the street from the [Kalamazoo Gospel Mission](#).

530 N. Rose Street

Kalamazoo, MI 49007

(269)-337-8222 or (269)-337-8446

<http://www.kmetro.com/metro-connect>

Metro Connect (part of Metro) - provides point-to-point shuttle transportation throughout Kalamazoo County and to the Battle Creek VA Medical Center, with a notable discount to those with disabilities and/or 62 years of age or older (the former set up through the ADA office). Tickets can be purchased at the Metro station or order by phone.

530 N. Rose Street

Kalamazoo, MI 49007

(269)-337-8222 (Metro station/order tickets)

(269)-337-8446 (ADA office)

(269)-350-2970 (Scheduling/Dispatch)

<http://www.kmetro.com/metro-connect>

Medicaid (Michigan Department of Health & Human Services)

Certain Medicaid plans include transportation assistance for services.

322 E. Stockbridge Ave.

Kalamazoo, MI 49001

(269)-337-4900 (Kalamazoo County MDHHS), 1-855-ASK-MICH (1-855-275-6424)

<https://www.michigan.gov/mdhhs>

Ministry with Community – under certain circumstances, is able to provide transportation.

500 N. Edwards St.

Kalamazoo, MI 49007

(269)-343-6073

<https://www.ministrywithcommunity.org>

# Kalamazoo Hope Essentials Booklet

---

www.kalamazoohope.org

Portage Community Center (PCC)

325 E. Centre Avenue

Portage, MI 49002

(269)-323-1942 <http://www.portagecommunitycenter.org>