

FINDING YOUR WAY: Gracious Grounds

*A roadmap to disability-related social
systems and resources in Ottawa County*





Introduction

This resource guide was created to highlight the agencies, programs, employers, and organizations that may be useful to current and prospective residents as they determine the building blocks of independence, and design a supported and successful life at Gracious Grounds. Gracious Grounds staff regularly receive inquiries regarding what resources and programs are available in Ottawa County. This guide was developed in response to those questions, and serves to share the many resources available. The navigation tips and helpful hints give insight into how to move with a little more ease through what can be a complex system.

QR Codes

Throughout this guide there are QR Codes next to each website link so you can connect to the website quickly with your mobile device.

What is a QR Code?

A QR Code allows you to access a website by scanning it with your smartphone or tablet.

How to Use One:

- 1** Open your photo app as though you are going to take a picture.
- 2** Hold your device over the QR Code so that it's clearly visible within your smartphone's screen.
- 3** The phone will scan the code.
Note: On some devices, you may have to press a button to snap a picture in order for the device to read the QR code.
- 4** A small link will pop up. Click the link and your device will navigate to the intended destination.

Use this QR Code to access the Gracious Grounds website:



TABLE OF CONTENTS

Michigan Department of Health and Human Services (MDHHS): MI Bridges	3–5
Michigan Department of Health and Human Services (MDHHS): Home Help	6
Community Mental Health: Community Living Supports and IDD Programs.....	7–8
Healthcare	9–11
Resource Navigation	12–13
Social Security	14–15
Employment	16–17
Education.....	18
Food.....	19–20
Transportation.....	21–22
Social and Recreational Opportunities	23–24

Michigan Department of Health and Human Services (MDHHS): MI Bridges

Description

The Michigan Department of Health and Human Services (MDHHS) provides a variety of services to the residents of Michigan. MDHHS offices are located in every county; however, it is highly recommended that people work with MDHHS benefits online. MI Bridges is the online site that connects Michigan residents to MDHHS. You are able to apply for benefits, upload verification documents, manage your case, and explore resources from this site. You can use your computer, tablet or mobile phone to access this site at any time and apply for healthcare coverage, food assistance benefits, cash assistance, and utilities assistance through State Emergency Relief (SER) funds.

Eligibility

Eligibility for MI Bridges is based on a number of factors including: monthly income, countable cash assets, and number of individuals in your household.

Contact Info

- To apply online go to: <https://tinyurl.com/mdhhsbridges>
- To apply for benefits in person, go to the Ottawa County MDHHS Office located at:
12185 James St., Ste. 200
Holland, MI 49424
Phone: 616-394-7200
- You can also call General Information at: 517-241-3740.
- Hearing impaired callers may contact the Michigan Relay Center at 711 and ask for the number above.



Helpful Hints

- Applying online is the best method to apply because you can quickly communicate with a MDHHS worker. Without an online account, you would have to wait for these messages to come by mail. If you experience any problems with the MI Bridges online assistance application, call the MI Bridges Help Desk at 844-799-9876. If you need help with using MI Bridges online, MI Bridges Navigators are available for one-on-one assistance. Go to “Help” on the website and search for partners.
- If you prefer to apply in person you will be required to complete an application form. It is recommended that you complete the application before you come to the office. Make sure you take any and all required documents, such as your birth certificate or driver’s license, with you to your appointment.



- Application Form in English: <https://tinyurl.com/stateemer>
- After you complete an application your case is assigned to an MDHHS specialist who will conduct a phone interview to clarify any information and assess your eligibility for the programs you requested. At this time the specialist may let you know about any other documents you will need to submit. You will be asked to show proof of much of the information you provided on your application. Most proof, or verification, must be “current” and dated within the last 30 days. They may need to contact a third party, such as your landlord or employer, in order to verify your situation. Your signature on your application for assistance gives the specialist permission to do so. You will have 10 days to return this required documentation. If you need an extension or are having trouble getting these required documents, contact the specialist to get an extension or explore other options for verification. Otherwise, you risk your application being denied.
- If applying for Cash, Food, Medical & Emergency Assistance, have the following documents and information on hand:
 - Social Security numbers for everyone in the household who is applying
 - Income (current or date it stopped)
 - Application or receipt of unemployment compensation benefits
 - Assets (bank account statements, 401(k) and other investment account balances, investment accounts, trust funds, etc.)
 - Shelter expenses (rent receipt, mortgage payment, property tax bill, homeowner insurance, heat, electric, phone, water, etc.)
 - Medical or health insurance card
 - Unpaid Medical bills
 - Shutoff notices for shelter, heat or utilities
 - Immigration status
 - Marriage certificate
 - Divorce decree
 - Paternity acknowledgment
 - Pregnancy, expected date of delivery, and number of children expected

Additional Information

MDHHS has to respond with a determination on whether or not you will receive benefits within the following timeline:

Programs	Approval Time Limit
Expedited Food Assistance Program	7 days
State Emergency Relief	10 days
Food Assistance Program	30 days
Family Independence Program	45 days
Medical Assistance	45 days
State Disability Assistance	60 days
Medical Assistance (Disability-Related)	90 days

Reporting Responsibilities

It is your responsibility to report changes that might affect your eligibility or benefit amount within 10 days of the change. This includes changes to your income, job status, assets, and family and living arrangements. Your specialist will tell you if different reporting rules apply to you.

Redetermination of Eligibility

After your case is opened, your eligibility will be re-determined from time to time. You will have your redetermination paperwork mailed to your home or sent to your MI Bridges account 30 days prior to the due date. You will fill out a redetermination form, provide new verification of information, and be interviewed, if necessary. Some programs do not require an interview. Each program has its own requirements.

Repayment of Benefits

If you or anyone in your household receives benefits they are not eligible for, all adults in the household are responsible for paying back the extra benefits, even if they no longer live in the home. The benefits must be paid back even if MDHHS makes the error. MDHHS may keep part or all of your benefits to repay the benefits you received in error.

What steps do I take if I disagree with an action taken on my case?

First, discuss it with your caseworker. If this does not resolve your issue, you may contact your caseworker's supervisor. In some instances, you may also have the right to ask for an administrative hearing. Your caseworker or supervisor can tell you if an administrative hearing is an option. You can find the phone number for your local MDHHS office online at:

<https://tinyurl.com/county-off>



Is it possible to request a different caseworker?

Yes, but only after you have already worked with both your caseworker and your caseworker's supervisor to resolve the problems you are having. If you have done that, and you still want a different caseworker, you may submit a written request to the county director or district office manager for his or her consideration. In your request, include the reason for the request and the steps you have already taken to resolve the problem. A list of county directors and district office managers can be found at:

<https://tinyurl.com/ottcoun>



My case is closed but I need additional information, who should I contact?

Contact the local office that most recently handled your case.

If I am not a member of a case how can I get information about a case?

Confidentiality laws do not allow MDHHS to release case information to anyone who is not a member of that case. Sometimes, a member of the case can authorize another person to receive case information. The case member (who must be 18 or older) should contact his or her caseworker to find out if this is possible, and if so, how to arrange it. However, you may report information about any case at any time

Michigan Department of Health and Human Services (MDHHS): Home Help

Description

The Home Help program provides funding for qualified individuals to hire someone to assist them with their activities of daily living. It is designed to support individuals who wish to live independently, rather than live in an adult foster care home, home for the aged, or nursing facility. The Home Help program will pay for a direct care worker, friend or family member to provide the following activities of daily living:

- Eating or Feeding
- Bathing
- Dressing
- Grooming
- Moving throughout the home
- Transferring from one position to another
- Using the toilet
- Administering or setting up medicine
- Laundry
- Light housework
- Meal preparation/clean up
- Shopping for essential items
- Travel for shopping/laundry
- Complex Care (including catheters, leg bags, colostomy care, bowel program, suctioning, specialized skin care, range of motion exercises, peritoneal dialysis, wound care, respiratory treatment, ventilators, or injections).

Eligibility

Assistance is available if you are eligible for Medicaid and require physical assistance with at least one activity of daily living. An adult services worker will complete an assessment in your home to determine whether you qualify for assistance through the Home Help program.

Contact Info

If you or your loved one needs help, contact the Adult Services unit at the Ottawa county Michigan Department of Health & Human Services office here: 616-394-7200

To find out more visit: <https://tinyurl.com/indepenliv>



Community Mental Health (CMH)

Description

Community Mental Health (CMH) is a public provider of services for people with intellectual/developmental disabilities, serious mental illness, and/or substance use disorders.

Eligibility

CMH services are available to residents of Ottawa County who have Medicaid or are uninsured, and who are eligible for services as defined by the Michigan Mental Health Code.

Contact Info

Administrative Office: 12265 James Street
Holland, MI 49424
Phone: 616-392-1873

Services Available

Community Living Services (CLS)

Community Living Supports are supports used to increase or maintain personal self-sufficiency, facilitating an individual's achievement of his goals of community inclusion and participation, independence or productivity. The supports may be provided in the participant's residence or in community settings (including, but not limited to, libraries, city pools, camps, etc.)."

Eligibility Determination for CLS

CLS services are assessed by using the tools provided by CMH. The tools include the CLS assessment, the psychosocial, the Intervention and Template/Guide, the Net Analysis Tool for Support Time, the Weekly Schedule, the Level of Care Grid, and the UM Guide Sheet. These tools were

developed to be used as a guide for service requests, and are to be utilized by case holders to obtain a full picture of a consumer's CLS needs. The goal of these tools is to provide a comprehensive and complete review of the medical necessity of CLS in each of the areas assessed (Behavioral Supports, Community Integration, etc.). These tools will also assist case holders in developing a CLS plan which will be incorporated into a consumer's individualized plan of service. Once the services are determined to meet medical necessity criteria and the authorizations are approved, the plan will be able to be signed off on and will become effective at that time.

continued on next page

To access the Supports Needs assessment tool go to: <https://tinyurl.com/micmhsupport>

Contact

To learn more about CLS in Ottawa County please visit:

<https://tinyurl.com/comlivesup>



Helpful Hints For CLS

- When going through the evaluation process:
 - Indicate any areas of complete independence. This includes tasks that are successfully completed with zero prompts or assistance.
 - Be very clear in identifying any portion of a task that involves the aid of prompts or support to be successfully completed. (e.g. Grocery shopping independently - Consider each step: Deciding meals to make, creating a grocery list, getting to/from store, transporting groceries through the store and into the residence, price comparison shopping, staying within purchasing budget, locating items in the store, paying for items, stamina for the duration of the task, and the frequency of trips needed to effectively meet any limitations, etc.)
- Anyone who is denied for services has the right to appeal the decision and ask for a second evaluation.
- An individual or family may request to work with an independent agency, in place of CMH, for case management.
- When transferring to Ottawa County, having an existing case manager assist with verifying the need for services that are currently provided may be helpful in the evaluation process.
- The Community Living Supports Handbook addresses many of the questions that you may have regarding CLS, denial and appeals, self determination, etc. Community Living Supports (CLS) Handbook (cmhcm.org) <https://www.cmhcm.org/resources/community-living-supports-handbook.html>



Mental Health Supports

Community Mental Health (CMH) is a public provider of services for people with intellectual/developmental disabilities, serious mental illness, and/or substance use disorders.

To access a complete guide to the services provided, go to: <https://tinyurl.com/micmhealth>



Eligibility

Services are available to residents of Ottawa County who have Medicaid or are uninsured, and who are eligible for services as defined by the Michigan Mental Health Code.

Contact

Ottawa County Access Center
(616) 393-5681

Toll-free: 1-877-588-4357

TTY: Michigan Relay 711

cmhaccesscenter@miottawa.org

Health and Wellness

Ottawa Health Link is a CMH program focused on providing health and wellness opportunities for people living with Intellectual and Developmental Disabilities (IDD) in Ottawa County. The program is working to address barriers to wellness faced by people living with IDD. Members gain access to appropriate fitness facilities, low impact exercise opportunities, diet and nutritional education, outdoor activities and social engagement.

Eligibility

IDD individuals who are over 18 years old, and receiving services with CMH. Gracious Grounds residents have previously used HealthLink to receive free memberships to Planet Fitness and Spring Lake Fitness and Aquatic Center.

Contact

This is a grant-funded program, reach out to your CMH Supports Coordinator Aide to determine availability or if similar programs are available.

If you are having a mental health crisis, at any time during the day or night call: Helpline 24/7 Mental Health Support 1-866-512-(4357)

Healthcare

Pathways to Better Health

Ottawa Pathways to Better Health is a program designed to help people access community services to improve their health and decrease unnecessary hospitalizations and emergency department visits. Each Pathways participant is paired with a Community Health Worker (CHW) who will help identify individual needs and goals and serve as a link to health and social services. There is no fee for qualifying individuals.

Eligibility

- 18 years old (or older) or pregnant
- Lives in Ottawa County (including 49417 zip code)
- Has Medicare and/or Medicaid (enrolled or eligible)
- And has two or more self identified chronic health conditions (such as diabetes, depression, anxiety, heart disease, arthritis, asthma, hypertension, or long-term pain)

What is a Community Health Worker (CHW)?

A Community Health Worker (CHW) is a trusted member of your community who understands your needs and will link you to health and social services. CHWs walk alongside clients to set goals and assist in achieving them. A CHW will:

- Meet with you at your convenience
- Help you set goals
- Guide you through the healthcare system
- Connect you to medical care for your specific needs (primary care doctor, dental, mental health, specialty, substance abuse treatment)
- Help you manage your health conditions and prescriptions
- Help you reduce hospital and emergency room visits

- Connect you to community services and resources (food, clothing, housing, financial and utility assistance, transportation, education, employment)
- And much more

Contact

For more information, or to sign up to be a participant, call (616) 393-5601 or visit <https://www.miottawa.org/OPBH/>



Medicaid/Medicare

Medicaid provides health coverage to eligible low-income adults, children, pregnant women, elderly adults, and people with disabilities. Medicaid is carried out by states according to federal requirements. Medicaid plans cover medically necessary services such as an ambulance, chiropractic, doctor visits, emergency care, family planning, health checkups, hearing and speech, home health care, hospice care, hospital care, shots, lab and x-ray tests, medical supplies, medicines, mental health services, physical and occupational therapy, podiatry, prenatal care and delivery, surgery, and vision.

Medicare is the federal health insurance program for people who are 65 and older, certain younger people with disabilities, and people with End-Stage Renal Disease. There are three parts of Medicare that cover specific services. Medicare Part A covers inpatient hospital stays, care in a skilled nursing facility, hospice care, and some home health care. Medicare Part B covers certain doctor's services, outpatient care, medical supplies, and preventative services. Also helps cover the cost of prescription drugs, including shots or vaccines. Medicare Part D helps cover the cost of prescription drugs, including shots or vaccines.

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Eligibility

Medicaid - All of the health care programs in Michigan have an income test, except Children's Special Health Care Services, and some of the programs also have an asset test. These income and asset tests may vary with each program. For some of the programs, the applicant may have income that is over the income limit and still be able to obtain health care benefits when their medical expenses equal or exceed their deductible (formerly known as spend-down) amount.

Medicare - Generally, Medicare is for people 65 or older. You may be able to get Medicare earlier if you have a disability, End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant), or ALS (also called Lou Gehrig's disease).

Helpful Hints:

- Medicare-Medicaid Assistance Programs (MMAP): There are special programs that can help you understand and select Medicare and Medicaid plans, and provide free health insurance counseling for people with Medicare. MMAP counselors can help explore Medicare options and help individuals sign up for new Medicare plans. To find an MMAP counselor, go to: <https://mmapinc.org/> or Call 1-800-803-7174 to speak to a program representative.
- Contact your insurance carrier and ask if they cover services such as nutrition counseling and gym memberships.

Love in Action: Health and Dental Clinic

The Love in Action Health Clinic provides access to quality care and referrals to area adults who are uninsured or unable to afford it (underinsured) regardless of geographical location

The Love in Action Dental Clinic provides basic dental services and referrals for adults 18 years or older who are either uninsured or under-insured and meet financial eligibility on intake. Licensed dentists, hygienists, and compassionate dental staff volunteer their time to provide basic care.

Contact

326 N Ferry St, Grand Haven, MI 49417.
For an appointment, complete the online form found at <https://tinyurl.com/liadental> or call 616.846.2701.



Priority Health Medicare: Papa Pals

Papa services include visits from Papa Pals, friendly helpers who can provide companionship and support both in-person and virtually. Papa Pals are supported by social care specialists who provide an extra layer of help with things like navigating your benefits, the health care system, your community resources, and meal delivery if you have Covid. For those who do not qualify for CLS, Papa Pals is an alternative means of assistance with cooking, cleaning, transportation, or other tasks that CLS might include.

Eligibility

Benefits are dependent on your Priority Health Plan. Contact a representative for details.

Contact

Call Papa directly to schedule a visit at 833-680-959 (TTY 711)
<https://tinyurl.com/phpapapals>



LifeCircles PACE

LifeCircles PACE provides an in-home alternative to traditional nursing home living through all-inclusive services and support in homes and at our day centers.

Eligibility

- People wishing to enroll in LifeCircles PACE must meet the following criteria:
- Be age 55 or older
- Live in anywhere in Muskegon County and portions of Ottawa and Allegan Counties
- Meet the State of Michigan's Nursing Home Level of Care Criteria
- Be able to live safely in their home with community and LifeCircles PACE supports

Contact

Muskegon: 560 Seminole Road, Muskegon, MI 49444.
Phone: 231-733-8686

Holland: 12330 James St, Suite H-10, Holland, MI 49424.
Phone: 616-582-3100

<https://lifecircles-pace.org/>



Mental Health Resources

Community Mental Health (CMH)

see CMH chapter.

Mosaic Counseling

Mosaic Counseling offers hope and healing for all by providing accessible and affordable professional counseling services.

Eligibility

If you live, work, worship, or attend school in Ottawa County, we will not turn you away. Or, if your employer partners with Mosaic for their EAP (Employee Assistance Program) be sure to tell us that when you call.

Contact

Grand Haven Office:
1703 S. Despelder St.
Grand Haven, MI 49417.

Phone: 616-842-9160.

<https://tinyurl.com/mosaiccoun>



Pine Rest Christian Mental Health Services

Pine Rest Christian Mental Health Services is a nonprofit organization. Services include psychiatric urgent care, inpatient and partial hospitalization, residential, outpatient and teletherapy services, addiction treatment and recovery, extensive child and adolescent programs, senior care services, as well as specialized assessment and treatment clinics.

Eligibility

Speak to an agency representative to determine specific requirements.

Contact

For a full list of locations and departments, go to <https://tinyurl.com/pinerestcontact>

Available 24 hours a day, 7 days a week by calling 800.678.5500 or 616.455.5000

<https://www.pinerest.org>



Resource Navigation

Disability Network Lakeshore

Gracious Grounds partners with Disability Network Lakeshore (DNL) and highly recommends reaching out to them if assistance is needed with navigating resources available for adults with disabilities. Services include assessing readiness for independent living, finances, circle of support and guardianship, skill development, employment, life transitions, social security, assistance animals, and connecting you with any other resources you may need. DNL operates under five umbrellas:

- *Information and Referral:* As a network, they have connections with other agencies, government programs, non-profits, and businesses, which collectively have access to a vast array of resources and services. Feel free to contact them with questions.
- *Transition:* They help people with disabilities transition in and out of schools, the workforce, and nursing homes.
- *Peer Support:* You are not alone. There are a number of people in the West Michigan lakeshore area with disabilities. They help connect people with disabilities for social support to join them in their journeys together.
- *Advocacy:* Disability Network Lakeshore believes people with disabilities are most independent when they learn to speak on their own behalf. DNL offers education and coaching that helps individuals effectively communicate their specific needs and interests. On a systems level, DNL seeks to learn from other service providers. They strive to understand their processes and constraints and then work to build collaborative relationships that recognize the diversity of disability.
- *Skills Development:* They want to empower people with disabilities. Having access to training programs, they can help teach you basic and advanced skills for living independently.

Eligibility

DNL serves people with any kind of disability, including some that may be “invisible,” such as learning disorders. Instead of focusing solely on the disability, they address the needs of the whole person so they can achieve a more balanced life.

Contact

For more information, visit the Disability Network Lakeshore website: <https://www.dnlakeshore.org/> or call 616-396-5326



The Bureau of Services for Blind Persons (BSBP)

The State Vocational Rehabilitation agency serves persons who are blind or visually impaired.

BSBP provides the following services:

- Glasses for children whose best visual acuity is 20/70 or worse with best correction from birth to age 13 in partnership with the schools
- Braille and Talking Book Library
- Workforce development, vocational rehabilitation, and pre-employment transition services.
- Independent living services for seniors
- BSBP Training Center: a residential facility located in Kalamazoo that teaches independent living and workforce skills.

Contact

Call: 800-292-4200 or 517-241-1100
TTY: 888-864-1212 or 517-241-1092
<https://tinyurl.com/mibsbpersons>



The ARC Advocacy and Resource Center of Ottawa County

The Arc provides information on disability related issues and community resources. Services include family support, information and referral, special education advocacy, and alternatives to guardianship. The ARC lends an understanding and

listening ear to individuals who are overwhelmed with the demands of caring for a loved one with a disability at any age.

Contact

Address: 665 136th St. #90 Holland, MI 49424
Call Toll Free: 1-800-678-0995
Phone: 616.738.8570
Visit their website at:
<https://arc-resources.org/>



Community Access Line of the Lakeshore

Give the Community Access Line of the Lakeshore a call if you're a senior, family caregiver or person living with a disability in need of assistance to understand and navigate the ever-changing programs and services available to help you.

Contact

<https://www.call-211.org/>
Open: 24 hours a day, 7 days a week
Contact 231-733-1155 or 877-211-5253
Text your zip code to 898211*
Email 211info@call-211.org



Disability Benefits 101 Michigan (DB101)

DB101 helps people with disabilities understand the connection between work and benefits, including offering benefits planning estimator tools.

Contact

Website: <https://mi.db101.org/>
442 Century Lane
Holland, MI 49423



The Michigan Department of Civil Rights Division on Deaf, DeafBlind, and Hard of Hearing

The state office provides technical support, information and referral services, accommodations, and interpreter information and services mostly on a statewide advocacy level.

Contact

Video Phone: 313-437-7035
Email: DODDBHH@michigan.gov
<https://rb.gy/ktjzn>



State of Michigan's Disability Resources Website

Provides a list of state programs and services for individuals who have a disability.

Find it at: <https://tinyurl.com/smdrw>



Social Security Information

Description

The Social Security Administration (SSA) administers two programs that provide benefits to persons with a disability:

- The Social Security Disability Insurance (SSDI) program [Title II of the Social Security Act] provides payment of benefits to eligible individuals.
- The Supplemental Security Income (SSI) program (Title XVI of the Social Security Act) provides SSI payments to individuals with a disability (including children under age 18) who have limited income and resources.

The major difference is that SSI determination is based on age/disability, and limited income and resources, whereas SSDI determination is based on disability and work history. It is possible to have both benefits if you have both limited income and a work history.

Comparison of SSI and SSDI

Factor	SSI	SSDI
Eligibility Based On	Age (65+) OR blindness (any age) OR disability (any age) AND limited/no income and resources	Disability AND sufficient work history through own/family employment
When Benefits Begin	1st full month after the date the claim was filed or, if later, the date found eligible	6th full month of disability; 6-month period begins with the first full month after the date SSA decides the disability began
Health Insurance	Automatically qualifies for Medicaid upon receipt (in most states)	Automatically qualifies for Medicare after a 24-month waiting period from time benefits begin (no waiting period for persons with Lou Gehrig's disease/ALS)

Eligibility

The Social Security Act prescribes rules for deciding if an individual is eligible for benefits. For more details about how children and adults can qualify for benefits, please go to: <https://tinyurl.com/ssabdq>

The Social Security Administration defines disability as the inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment(s) which can be expected to result in death, or which has lasted or can be expected to last for a continuous period of not less than 12 months. A child under age 18 would be considered a person with a disability if he or she has a medically determinable physical or mental impairment or combination of impairments that causes marked and severe functional limitations, and that can be expected to cause death or that has lasted or can be expected to last for a continuous period of not less than 12 months.

Contact

Holland Social Security Association office: 877-223-6062. People who are deaf or hard of hearing may call the toll-free "TTY" number at: 800-325-0778

Helpful Hints

- There are several ways you can apply for SSI and SSDI benefits at the same time. You can apply online at the following link: <https://tinyurl.com/ssaapply> Then click 'apply for disability'
- If you are not able to complete the application in one setting, it is very important that you save what you have completed in the application process, so you can go back and complete the rest of the application at a later date.
- You can also apply by calling the Social Security office. The representative will make an appointment with you to complete your application over the telephone. You can also schedule an in person interview to receive the help applying for disability benefits.
- The Social Security Administration created a checklist to help you get ready for your appointment or when filing online. Make sure you have the following:



- Your Social Security card or a record of your Social Security Number
 - Your birth certificate or other proof of your age
 - Information about the home where you live, such as your mortgage or your lease and landlord's name
 - Payroll slips, bank books, insurance policies, burial fund records, and other information about your income and the things you own
 - The names, addresses, and telephone numbers of doctors, hospitals, and clinics you have been to if you are applying for SSI because you are disabled or blind
 - Proof of U.S. citizenship or eligible noncitizen status
 - Medical records already in your possession. SSA will help get the rest of your records
 - Workers' compensation information, including the settlement agreement, date of injury, claim number, and proof of other disability awarded payment amounts
 - Names and dates of birth of your minor children and your spouse
 - Dates of marriages and divorces
 - Checking or savings account number, including the bank's 9-digit routing number
 - Name, address, and phone number of a person to contact if SSA is unable to reach you
- An estimated 70% of applicants are denied the first time they apply for Social Security Disability benefits. Please do not get discouraged if you are denied benefits. It is important and helpful to seek out an attorney that specializes in disability benefits that can help you in the appeal process. Contact the Office of Hearing Operations if denied benefits: 1-800-772-1213 or TTY: 1-800-325-0778

Employment

Disability Network Lakeshore (DNL)

DNL offers a variety of employment services to help individuals with disabilities prepare to join the workforce for the first time, return to work, or maintain employment. DNL also provides resource navigation and other services noted in the Resource Navigation chapter of this guide.

Eligibility

DNL serves people with any kind of disability, including some that may be “invisible,” such as learning disorders.

Contact

Info@dnlakeshore.org Phone: (616) 396-5326 Visit <https://tinyurl.com/dnlemploy> to learn more



Michigan Rehabilitation Services (MRS)

MRS is a statewide network of vocational rehabilitation (VR) professionals developing creative, customized solutions that meet the needs of individuals and business. MRS delivers individualized services that assist potential employees with differing abilities to prepare for, pursue and retain careers.

Eligibility

A person with a disability may be eligible for MRS if the disability causes problems in preparing for, finding, or keeping a job. MRS can also help with wage reporting.

Contact

To find a location, go to: <https://tinyurl.com/mrsoffloc> OR For more information about MRS or a listing of MRS offices, call toll free 800-605-6722 or TTY 888-605-6722 OR Email: LEO-MRS-CustomerAssistance@michigan.gov

Visit the MRS website at: <https://tinyurl.com/michmrs>



Beyond 26

Beyond26 supports adults with disabilities in finding employment through individualized advocacy and networking. Beyond26 does this by reaching out to local businesses, finding volunteer opportunities, and growing their community of partners. Beyond26 is a faith-based endeavor that reaches a wide range of jobseekers and employers in West Michigan.

Eligibility

Individuals with a diagnosed disability. Other factors, such as receiving transition services and relying on the support of a caregiver to complete activities of daily living may be considered.

Contact

3040 Invanrest Ave. SW, Suite 2, Grandville, MI 49418 Phone: 616-884-6400 <https://tinyurl.com/b26contact>



Visit their website at:

<https://tinyurl.com/b26about>

Pioneer Resources

Pioneer Resources offers a diverse array of individualized supports. Several of their services are funded through Medicaid. Referrals to their programs come from a variety of areas, but many come from HealthWest (previously Muskegon Community Mental Health) or Ottawa County Community Mental Health, and PACE/LifeCircles. Services include supported housing, transportation services, employment & training opportunities, recreational programs & camps, autism services, senior programming, and low income housing.

Eligibility

Individuals with disabilities and seniors.

Contact

12330 James St.
Holland, MI 49424

Phone: 616-582-3120
<https://tinyurl.com/piorcontact>



More information can be found at:
<https://tinyurl.com/piorabout>

West Michigan Works!

West Michigan Works! offers comprehensive job placement solutions. They help with unemployment services, training, career education, as well as permanent job placement. They are part of the statewide Michigan Works! system, serving job seekers of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa counties.

Eligibility

Any job seeker in the state of Michigan. Certain programs and services may have additional requirements.

Contact

Holland Service Center:
12331 James St, Suite 130,
Holland, MI 49424
Phone: (616) 396-2154
Visit their website at:
<https://www.westmiworks.org/>



Local Employers:

List of employers who have employed or currently employ GG residents:

- Kenzie's Be Cafe
- Tropical Smoothie Café
- Epi Bread Co
- Walmart
- Meijer
- Heartwood Lodge
- Holiday Inn
- Baymont Inn
- Pizza Hut
- Culvers
- Mulligan's Hollow
- Orchard Market
- Christian Haven
- Tri-Cities Historical Museum
- Grand Pines Assisted Living
- Lake Effect Kitchen
- Cintel
- Booked for the Season

Education

Noorthoek Academy

Noorthoek Academy provides an affordable college experience, offering lifelong education in the arts and sciences for adults with intellectual disabilities. Students can take in-person or Zoom classes. It is recognized for excellence by the Kennedy Foundation and is in partnership with Grand Rapids Community College. Students can earn an honorary degree.

Eligibility

Must be age 18 or older, completed four years of high school, and have an intellectual disability.

Contact

Noorthoek Academy
143 Bostwick Ave. NE, Grand Rapids, MI 49503-3295
Executive Director: LindaVantol@grcc.edu
Phone: 616-234-4123
<https://tinyurl.com/nacontact>

Visit the website at:
<https://www.noorthoekacademy.org/>



Jayhawk Academy

Jayhawk Academy supports adults with unique needs, 18 years of age and over, advance and obtain an independent lifestyle through educational, career and employment coaching. The academy is offered through Muskegon Community College. Classes include: Responsibility & Accountability, Interacting with Others, Computer and Internet Skills, Habits of Wellness Planning for Success, Confidence & Communication and Job Shadowing/ In-Class Experience.

Eligibility

Students must be able to:

- Attend class on the main campus of Muskegon Community College
- Navigate the MCC campus and be willing to participate in student activities
- Engage with MCC Faculty, Staff and Students
- Comprehend at a fifth grade level for reading, writing and math
- Participate with the Jayhawk Academy "Pop-N-Stop" Popcorn Business
- Independently maintain proper hygiene/ bathroom etiquette, and administer personal medication (if necessary)

Contact

221 S. Quarterline Rd,
Muskegon, MI 49442
Phone: 231-773-9131
or Toll Free 866-711-4622
<https://tinyurl.com/jayhawkacec>



Food

Supplemental Nutrition Assistance Program (SNAP)

SNAP, formerly known as food stamps, provides funds to buy groceries. These funds can be loaded onto a Bridge Card, also known as an Electronic Benefit Transfer (EBT) card, and can be used to purchase groceries like you would using a credit or debit card. SNAP benefits can be used to buy food, seeds, and plants. It cannot be used to buy alcohol, tobacco, non-food items, vitamins, or prepared hot foods.

Eligibility

Participants must be a U.S. citizen, or a non-citizen meeting one of the following criteria: 1) have lived in the U.S. for at least 5 years, 2) receive disability-related assistance or benefits, or 3) are under the age of 18. Eligibility is based on all members of a household. Everyone who lives together and purchases and prepares food together is considered a member of the same household. The program reviews the household's expenses, assets, and income to determine eligible benefits.

Contact

Refer to the Michigan Department and Health and Human Services MiBridges chapter on page 3 in this book and apply through MiBridges.

SNAP Double Up Food Bucks (DUFB) Program

People who receive SNAP are often automatically eligible for other programs, such as the Double Up Food Bucks (DUFB) program. At participating DUFB grocery stores and farmer's market locations, shoppers who have SNAP can get up to \$20 in tokens to purchase Michigan-grown fruits and vegetables.

To learn more and see which retailers participate in the program, visit: <https://doubleupfoodbucks.org/>



SNAP Gardens

SNAP can be used to purchase food-producing plants and seeds. Go to this link to find out more information: <https://www.snapgardens.org/>

Love in Action

Love in Action is a ministry that works with a network of church partners, volunteers, and partner organizations to help our neighbors in need. Love in Action does this through many different programs. Together we empower thriving in the Tri-Cities! Love in Action provides food, clothing, medical care, shelter, and other services to those who experience times of need.

Food Pantry

Love in Action partners with local area churches to provide a week's worth of free, healthy, and nutritious food to individuals when they are in need. Eligibility: Anyone in need of food, there are no financial or household restrictions. Pantry access may be utilized once every other week. Sign-up may be done over the phone, or in person. Once signed up, an appointment is made with the food pantry chosen. Food pantry information can be found here: Food Pantries (loveinactiontricity.org)

Food Truck

Love in Action partners with Feeding America and other sponsors to provide fresh and shelf-stable, nutritious food. Eligibility: There are no eligibility requirements. The food truck schedule can be found here: <https://tinyurl.com/liaftruck>

Community Co-op

Love in Action offers a paid membership-based program that provides access to specific resources and services that include: 1. a member's only market 2. work with a partner for setting and completing individual goals 3. resources for clothing, appliances, and furniture. Eligibility: Monthly fee. \$5 per individual or \$10 per multi-person household.

Shopping at the market is included at no additional cost. Participate. Participate in LIA programs such as budgeting and cooking classes. Serve. Volunteer through the Co-op for 2 hours a month. Find out more at: <https://tinyurl.com/liacoop>

Contact

326 N. Ferry Rd, Grand Haven, MI 49417
Phone: 616-846-2701
To Learn More about Love In Action:
<https://loveinactiontricity.org/>



Lake Effect Kitchen

Lake Effect Kitchen provides weekly meal prep services. Meals are available to order online on a weekly schedule. Most meals are fully cooked and reheatable. Orders are due on Sunday for Tuesday delivery.

Eligibility

Available to anyone. Cost dependent on the meal subscription plan.

Contact

1430 Fulton St, Grand Haven, MI 49417
Phone: 616-935-7229
<https://lakeeffectkitchen.com/>



Local Food Pantries:

A food pantry is a distribution center where individuals and families can receive food. Because every community is different, there are many different types of pantries

Eligibility

Contact the food pantry for their specific eligibility requirements

Contact

Dial 211 from your phone to speak to a representative from United Way 211 Call Center for information on food pantries in your area.

Helpful Hint

A majority of insurance plans cover nutrition-related services from registered dietitians (RDs), including major names like Blue Cross Blue Shield, Medicare, United Healthcare, and Aetna. Contact your insurance provider to determine available coverage.

Transportation

Harbor Transit

Harbor Transit is a curb-to-curb transportation service serving the City of Ferrysburg, City of Grand Haven, Grand Haven Township, Village of Spring Lake, and Spring Lake Township. In addition to on-demand ride services offered year-round, they provide a number of seasonal services like the Lakeshore Trolley and Beach Express, helping visitors and year-round residents alike get where they need to go. Hours of operation: Monday–Friday: 6am–6pm, Saturday: 9am–4pm, Sunday: 8am–4pm

Eligibility

Any community member in the above mentioned service areas.

Contact

Call Harbor Transit an hour before you'd like to ride, or 24 hours in advance of an appointment, and they will take you there

Phone: 616-842-3220.

440 N Ferry Street, Grand Haven, MI 49417

<https://www.harbortransit.org/>



Helpful Hints

- Rides are currently free as of Summer 2023. Check here for current rates and service hours: [Rider Info–Harbor Transit](#)
- Service is limited on the weekends
- Sunday transportation must be requested on or before Tuesday each week

Wheels to Work

Wheels to Work helps individuals get to work - reliably and affordably. Their shared fare plan is designed so that you pay a small cost, and your employer does the same. You will be picked up at one of their hubs and dropped off where you work.

Eligibility

Your employer must be part of the rideshare program and you will be responsible for paying

a portion of the fee. Click here for participating employers: <https://tinyurl.com/wtwpe>



Contact

755 36th St SE, Grand Rapids, MI 49548 Phone: 616.340.1558

<https://www.ridewheelstowork.com/>

Dual Special Needs Plan

A Dual Eligible Special Needs Plan is a managed care plan for people who qualify for both Medicare and state Medicaid assistance or Medicaid. A D-SNP combines multiple coverages and coordinates Medicare and Medicaid benefits to make them easily accessible to people who have both. Dual health plans usually include transportation assistance. These plans include many extra benefits and features to help make life easier. You typically get a set number of one-way rides to health appointments at no cost to you. Transportation coverage may include appointments with health providers, adult day care and other community services, and picking up prescriptions and medical supplies.

Eligibility

Enrolled in a Dual Special Needs Plan. Each insurance carrier will have specific requirements.

Contact

Call your Medicare or Medicaid provider.

Vehicle Purchase Assistance through Michigan Department of Health and Human Services (MDHHS)

MDHHS may help with purchasing a vehicle or making repairs to a vehicle.

Eligibility

Limited to assistance with one vehicle purchase per lifetime up to \$4,000. Eligibility requirements can be found here: <https://innocademy.com/wp-content/uploads/2022/12/Vehicle-Purchase-12.9.pdf>

Vehicle Repairs

The State Emergency Relief (SER) Program provides immediate help to individuals and families facing conditions of extreme hardship or for emergencies that threaten health and safety. The amount paid by MDHHS may not exceed \$900 (this may change) including any repairs done in the previous 12 months by MDHHS/MI Works. The repair is expected to make the vehicle safe and roadworthy (verification will be required). The cost of the vehicle repairs will not exceed the vehicle's retail value.

Eligibility

Local Department of Human Services specialists make eligibility determinations for this program due to many variables. Find more information here: <https://innocademy.com/wp-content/uploads/2022/12/Vehicle-Repair-12.9.pdf>

Contact

12185 James St., Ste. 200, Holland, MI 49424
Apply for benefits through MI Bridges at: <https://tinyurl.com/mibridgesapply>

Helpful Hints

Transportation for medical appointments:

- Can be arranged through most private health insurance companies, including Blue Cross Blue Shield and Priority Health.
- Good Samaritans provides medical transportation. More information and cost can be found here: Welcome to Good Samaritans Medical Transport, LLC (gsmtonline.com)
- Community Health workers through the Pathways to Better Health provide medical transportation.
- Medicaid medical plans provide transportation. They will sometimes accommodate same day visits, but it is recommended you schedule them in advance to ensure availability.

Social and Recreational Opportunities

The Momentum Center

The Momentum Center offers social and recreational activities for people with mental illness, addictions and disabilities. There is an adult and teen program. The adult program focuses on mental health, disabilities and addictions. No referral or clinical diagnosis is necessary. <https://tinyurl.com/momencen>



Pioneer Resources

Leisure and Recreation Club (LARC): LARC offers a diverse array of activities, some including meals, for persons with disabilities as well as seniors. There is a \$1 annual membership and transportation is provided. Monthly activities are free to Gracious Grounds residents and can be found on their Holland events calendar. <https://tinyurl.com/pionc>



Covenant Life Church

Special needs ministry provides an inclusive program that works with parents to find the right balance for each individual student. Student areas have Sensory-Friendly rooms equipped with swings, as well as magnetic walls, ipads, and other sensory items to help engage individuals of all abilities. Call: 616-443-5497 or email Dknott@ghclc.org. Website: <https://tinyurl.com/covlsnmin>



CMH Events

A directory of free or low-cost community events and activities that promote health, wellness, and social wellbeing in Ottawa County. All events are open to the public and do not require tickets or registration: <https://tinyurl.com/micmhe>



Loutit Library

Local Grand Haven library that offers many free events <https://www.loutitlibrary.org/>



Spring Lake District Library

<https://sllib.org/>



Tri-Cities Historical Museum

Free Admission to the museum. <https://www.tri-citiesmuseum.org/>



City Parks

The Grand Haven area has over 60 public parks.
<https://tinyurl.com/ghoutdoor>



Events Around Town

Provide information and updates to events happening in Grand Haven.
<https://visitgrandhaven.com/events/>



Sidekicks West Michigan

A nonprofit organization that offers individuals with and without disabilities the education and tools to gain independence and build friendships through guided adventures in inclusive settings throughout West Michigan. Registration required. Check out their catalog for prices and outings. <https://tinyurl.com/skwestm>



Tri-Cities Family YMCA in Grand Haven

Membership includes access to the pool, fitness center and classes, health and wellness programs, and recreation. Discounted membership rate available for Gracious Grounds residents. Call: 616-842-7051 or visit: <https://tcfymca.org/>



Friendship Club at Second Reformed Church

Community members with disabilities are paired with a friend from Second CRC. Weekly meetings focus on praise time, simple Bible lessons and refreshments. Contact: Info@secondcrcgrandhaven.org or visit <https://tinyurl.com/scrcfc>



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