



# **Homeless Assistance Programs Housing Resource Packet**



Dear Allegan County Housing Seeker:

Accessing affordable, safe, and decent housing in Allegan County is not an easy task. The rental market is flooded with numerous households applying for the same units when an apartment or home is advertised “for rent.” Persons who have criminal histories that include felonies, violent, or drug crimes, poor credit histories, limited finances, and unreliable or no transportation face additional barriers to obtaining housing. Unfortunately, there are no immediate housing solutions for those experiencing homelessness in Allegan County.

The Homeless Assistance Programs (HAP) at OnPoint have strict program guidelines that must be met before financial assistance and/or case management services can be provided. To see if you may qualify, please contact the HAP Line at **269-686-4703** or email us at [housing@onpointallegan.org](mailto:housing@onpointallegan.org). HAP staff will complete an informational screening with you to determine if you may be eligible for our grant-funded programs. Those who are eligible will proceed with an assessment to determine service needs and be assigned to the best program to assist with helping you meet those needs.

Enclosed in this packet you will find helpful information, community resources, a housing list of landlords/apartment complexes including subsidized (income based) rentals, and a worksheet to keep track of your housing search and applications.

We wish you all the best in your Housing Search!

Sincerely,

OnPoint’s Homeless Assistance Program Team

## Homeless Assistance Program Overview

- The Homeless Assistance Program at OnPoint provides case management and financial assistance for Allegan County Residents who are homeless or are facing a court-ordered eviction in Allegan County. Using housing resources provided as well as outside rental listings, clients with the support of their housing case manager search for affordable housing that meets their needs. In all cases, case managers work collaboratively with clients to develop a plan for affordable permanent housing. Financial assistance is available based on current funding availability and program requirements.

## Who Qualifies

- In general, individuals must be homeless, at risk of becoming homeless, or be in a court ordered eviction in Allegan County and meet income limits to qualify to schedule an appointment. See homeless definition below for further information.
  - Homeless definitions
    - Category 1 – Has a primary nighttime residence that is a public or private place not meant for human habitation; or Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
    - Category 2 – Residence will be lost within 14 days of the date of application for homeless assistance, no subsequent residence has been identified; and the individual or family lacks the resources or support networks needed to obtain other permanent housing.
- To see if you qualify for services call our housing line at 269-686-4703 or email [housing@onpointallegan.org](mailto:housing@onpointallegan.org) to speak with our Coordinated Entry Case Manager.

## Information to Bring to Appointment

- If an appointment is scheduled with you, you will need to bring the following information:
  - Proof of household income for the last 30 days (paycheck stubs, award letter, or bank statement showing direct deposits)
  - Proof of emergency (court judgment, homeless shelter verification, eviction letter from people you are staying with)
  - Proof of residency (ID, DHHS Award Letter, Utility Bill, Lease agreement, etc. showing Allegan County Address)
  - Photo ID for everyone over 18 in your household
  - Social Security cards for everyone in your household
  - Birth Certificate for all household members
- If you do not have all your documentation at the time of the appointment, do not let that prohibit you from coming to your appointment. Our staff can assist you to obtain missing documentation.

*\*Please Note: An appointment with us does not guarantee financial assistance with your housing emergency. \**

## Emergency Shelter Information

Allegan County does not have an emergency shelter unless you are experiencing Domestic Violence. If you are fleeing DV please call Sylvia’s Place at (269) 673-8700. If you are experiencing homelessness and need shelter, please contact one of the out-of-county shelters listed below to see if they have space available.

SHELTER	PRIMARY SERVICE AREA	POPULATIONS SERVED	CONTACT PHONE:
<b>Gateway Mission</b> Formally known as <b>(Holland Rescue Mission)</b>	Ottawa Co. but will serve Allegan Co. residents	Men’s Center  Women & Children’s Center	616-928-3413  616-928-3469

<b>Sylvia's Place</b>	Allegan	DV survivors	269-673-8700
<b>Resilience</b>	Ottawa and Allegan Counties	DV survivors	1-800-848-5991 Spanish line: 1-866-728-2131 Safe E-mail: GinnyP411@gmail.com
<b>The Open Door</b>	Kalamazoo but will serve Allegan County residents	Men	269-345-1431
<b>The Next Door</b>	Kalamazoo but will serve Allegan County residents	Women	269-345-1431
<b>Kalamazoo Gospel Mission</b>	Kalamazoo but will serve Allegan County residents	Families	269-345-2974
<b>Mel Trotter</b>	Located in Kent but serve all	Men's Shelter Youth Shelter (18-24)  Family Shelter (Pathway Home Family Shelter)	616-454-8249
<b>Family Promise</b>	Located in Kent Co. but serve all	Families	616-475-5220
<b>Degage</b>	Located in Kent Co. but serve all	Women and children	616-454-1661
<b>The Deborah House</b>	Located in Kent Co. but serve all	Pregnant Women and women with young children	616-452-6330
<b>The Ark</b>	Located in Kalamazoo Co. but serve all	Youth 10-17	269-381-9800
<b>The Bridge of Arbor Circle</b>	Located in Kent but serve all	Youth 10-17	616-451-3001

*If you need assistance with transportation to a shelter out-of-county, please contact the housing line 269-686-4703 to see if we have any resources to help you get to shelter.*

## **Housing Assistance Programs**

*\*Please note that just because a program is listed below does not guarantee that OnPoint currently has funding or availability in that program to assist you. Please contact the housing team directly if you have any questions. \**

- **Emergency Solutions Grant (ESG)**
  - Provides Case Management and short-term financial assistance to those who are literally homeless or facing a court-ordered eviction. Financial assistance may include eviction prevention assistance, or assistance with the first month's rent and/or security deposit depending on availability of funding.
  - To be eligible for this program the person must meet all the following criteria:
    - Category 1 or Category 2 homeless, or Facing Court Ordered Eviction
    - Be below 30% Area Median Income for Allegan County
    - Rental Unit must be rent reasonable and under Fair Market Rate for Allegan County
    - Rental Unit must pass Habitability Standard inspection
  
- **COC Program Permanent Supportive Housing (PSH)**
  - This program combines long term rental assistance with supportive services to help persons maintain permanent housing.
  - Program Participants will have their full rent paid to landlord by OnPoint, however, they will be expected to pay a portion of their income towards rent to OnPoint and pay for their own utilities.
  - To be eligible for this program you must be:
    - Chronically Homeless or Literally Homeless
    - Have a household member with a disability
    - Low-income

- There are a limited number of program slots available for this funding. When a slot becomes available, case managers use a prioritization protocol to determine who will be offered a slot.
  - Rental units under this program must be determined to be rent reasonable and pass a Housing Quality Standards inspection.
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- **COC Program Rapid Rehousing Program (RRH)**
    - This program provides up to 24 months of rental assistance with required case management services while enrolled in program.
    - Program Participants will have their full rent paid to landlord by OnPoint, however, they will be expected to pay a portion of their income towards rent to OnPoint and pay for their own utilities.
    - To be eligible for this program you must be:
      - Literally Homeless
      - Low Income
    - There are a limited number of program slots available for this funding. When a slot becomes available, case managers use a prioritization protocol to determine who will be offered a slot.
    - Rental units under this program must be determined to be rent reasonable and pass a Housing Quality Standards inspection.
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- **MDHHS Rapid Rehousing Program (RRH)**
    - Provides Case Management and short-term financial assistance for up to 18 months to those who are literally homeless.
    - Program Participants will have their full rent paid to landlord by OnPoint and will not be required to pay a portion of rent, but they will be responsible to pay for their own utilities.
    - There are a limited number of program slots available for this funding. When a slot becomes available, case managers use a prioritization protocol to determine who will be offered a slot.
    - Rental units under this program must be determined to be rent reasonable and pass a Housing Quality Standards inspection.

- **Supportive Services Only (SSO)**

- Supportive Services Only is a program that provides light touch case management services to assist level 1 homeless households navigating finding housing. There is no financial assistance provided in this program.
- To be eligible for Housing Stability Services you must meet the following criteria:
  - Be an Allegan County Resident
  - Be Level 1 Homeless

## **Subsidized Housing/Income Based Housing Descriptions**

- **Rural Development Authority Subsidized Apartments**

- There are several apartment complexes in the county with subsidized (income based) rent through the Rural Development Authority. These apartments have income limits that limit this assistance to low-income renters. Tenants approved for an apartment in one of these complexes will pay a portion of their income towards rent and utilities.
- Please see subsidized housing lists for apartment information.
- Applications for these apartments at each individual apartment site. Applications are subject to each complexes tenant screening process.
- This type of rental subsidy stays with the apartment complex and is not transferable to another rental.

- **Housing Choice Voucher (HCV) *Formerly known as Section 8***

- Also known as a tenant-based voucher, this program provides rent subsidies for very low-income renters who find their own housing through private landlords, property management companies, or apartment complexes. Tenants approved for this program will pay a portion of their income towards rent and utilities.
  - The waiting list for this program has been closed by The Michigan State Housing Development Authority (MSHDA) as of July 1<sup>st</sup>, 2024, and will remain closed for the foreseeable future. This means that this program will not be taking new applications for the waiting list or issuing any new vouchers.



- **Project Based Voucher (PBV)**

- This program attaches rental assistance to specific housing units in the county. Tenants will pay a portion of their rent and utilities based on their income. Applicants must be willing to live in the complex where PBV is available.
- MSHDA's PBV program targets extremely low-income individuals/families meeting the sub populations: At Risk of Homeless, Chronically Homeless, Domestic Violence Victim, Disabled, and other Special Needs as specified. For information on what target populations are eligible for PBV units available contact each apartment complex directly.
- Those seeking to apply for a Project Based Voucher unit should contact each individual apartment complex for more information. OnPoint can assist with Project Based Applications for those who are Category 1 or 2 homeless and enrolled in our housing programs.

### Housing Resources

*\*Please note that this is not a comprehensive list of all the landlords in the County. You may locate landlords during your housing search that are not on this list. It is meant to be a starting place and does not speak to the current availability of rental units. \**

<b>Non-Subsidized Landlord List</b>		
<i>*Rents charged by landlords in this category may not be affordable*</i>		
Name	Number	Location
12th Street Apartments	269-673-4364 Fax: 269-686-0293	349 12th St, Plainwell / Office located at 500 Streeter St. Allegan MI
Allegan Real Estate	269-673-4565	Varies
Aspen Park Apartments	616-477-5511	810 S. Farmer Otsego
Baseline Estates Mobile Home Park	616-244-2050	123 Merson St, Gobles
Beech Lane Apartments	269-673-4364	1626 N 10 <sup>th</sup> St, Martin
Brenmor Properties	312-961-5567	Fennville
Brookside Terrace Apartments	269-685-8400	653 Brookside Dr, Otsego
BVW Property Management	616-594-0797	332 E. Lakewood Blvd Ste. 400, Holland
Carini & Associates (Victoria Carini)	616-836-2603	587 E. 8 <sup>th</sup> St Holland
Country Acres Mobile Home Park	616-396-4200	5904 142 <sup>nd</sup> Ave, Holland
Country Knoll Apartments	269-685-6772 Fax: 269-685-0933	333 12th St, Plainwell
Country Meadows Mobile Home Park	616-631-0065	1249 M-222, Martin

Cornerstone Real Estate Management	616-741-9600	9 E. Main Ave Zeeland, MI
Crown Pointe Apartments	616-499-4028	1180 Matt Urban Dr, Holland
Dover Farms Manufactured Home Community	269-672-94-50	1166 Hawthorn Dr, Martin, MI 49070
Emerald Park Apartments	269-685-9274	326 Cross Oaks Dr, Plainwell
Fisher Property Preservation	269-348-7445	PO Box 207, Martin
Georgian Apartments/MTH Property Management	517-668-1800	517 Union St, Plainwell
Gun River East Mobile Home Park	269-685-5896	687 E 10 <sup>th</sup> St, Plainwell
Gun River West Mobile Home Park	269-685-5895	1066 Miller Rd, Plainwell
H &H Property Management	269-673-7422	422 Water St. Allegan, MI
HHI Management	616-395-9311	400 136th Ave Ste 207, Holland, MI 49424
High Pointe Apartments	269-482-2932	700 Vista Ct, Allegan
Heritage Village Apartments	269-792-6314	426 E. Maple St, Wayland
Homecrest Villa Mobile Home Community	269-686-7642	1599 June Ave, Allegan
Hunters Glen Mobile Home Park	1-888-449-3436	1132 Hunters Glen Blvd, Wayland
Keystone Properties	616-396-3518	Holland, Saugatuck
Lakeshore Property Management	616-392-8883	Holland
Lexington Square Apartments/MTH Property Management	269-561-5608/517-668-1800	325 South St, Fennville
Lighthouse Property Management	616-257-9577	202 44 <sup>th</sup> St. SW Grand Rapids
Lincoln Estates Mobile Home Park	888-500-7071	1139 Lincoln Ave, Holland
Maple Grove Mobile Home Park	616-217-3001	1696 143 <sup>rd</sup> Ave, Dorr
Mill Race Apartments	269-694-6911	611 Morrell St, Plainwell
Mill Street Village Apartments	269-792-9388	403 Mill St, Wayland
Mystic View Apartments	269-236-5575	980 Owen St, Pullman
Oak Lane Apartments	269-673-4364	400 E. Main St, Hopkins
Oak Meadow Apartments	269-673-7422	743-747 Grand St, Allegan
Olde Mille Heights	269-857-4557	712 N. Maple St, Saugatuck
One Property Management LLC	616-259-0160	Varies
Orchard Hills Village Mobile Home Park	269-561-5494	2400 56 <sup>th</sup> St, Fennville
Otsego Manor	269-694-6911	416 Garfield, Otsego
Peter Antkoviak II	269-673-8468	Allegan
Pine Crest Mobile Home Park	269-680-6022	1168 W. Bridge St., Plainwell
Pine Grove Terrace Apartments	269-673-5310	120 Sunset Dr, Allegan
Pritchard Estates Apartments	269-673-3770	602 Hooker Rd, Allegan

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Rabbit River Mobile Home Park	616-631-0065	3471 Homer Dr, Wayland
Ridgewood Oaks Apartments	269-857-4331	1039 N. Maple St, Saugatuck
Sawmill Sr. Estates Apartments	269-792-7500	1185 Eagle Dr, Wayland
Shangrai La Mobile Home Park	269-857-1191	6180 Blue St Hwy, Saugatuck
Spring Brook Apartments	616-499-4407	1074 W. 32 <sup>nd</sup> St, Holland
Swan Lake Mobile Estates	269-363-2734	4319 Swan Lake Dr, Allegan
Village East Manufactured Housing	269-686-0683	1260 Lincoln Rd, Allegan
Village Green Apartments	616-301-6118	532 N. Forest St, Wayland
Walnut Lane Apartments	626-691-3590	1125 144th Ave, Wayland
Washington Manor Apartments	269-694-6911	360 Washington St, Otsego
Watson Mobile Home Community	269-694-6608	1362 E M-89, Otsego
Waveland Property Management	616-796-1203	Varies
West Michigan Property Management	616-260-0705	Holland
West Town Apartments	269-685-8400	720 Benhoy Ave, Plainwell
Westbury Apartments	269-792-6477	201 Hickory St, Wayland
Windemuller Property Management LLC	616-848-7160	Holland
Windsor Woods Village Mobile Home Park	888-820-8996	1135 Superior St, Wayland
Woodridge Apartments	269-561-2782	5640 Landsburg Rd, Fennville

### Subsidized/ Project Based Voucher (PBV) Apartment Complexes - Housing Based on Income

Name	Number	Address	# of Bdrms	Subsidy Info
Beech Lane Apartments	269-673-4364	1626 N 10th Martin	1, 2	30% of Income
Bridgeport Apartments	269-673-2948	510 Colonial Dr Allegan	1, 2, 3	30% of Income
Brookside Terrace Apartments	269-685-8400	653 Brookside, Otsego	1, 2	30% of Income
Emerald Park Apartments	269-685-9274	326 Cross Oaks Plainwell	2 & 3	PBV
HHI Management	616-395-9311	Allegan, Fennville, Douglas, Plainwell	1, 2, 3	PBV
Harbor Village Apartments	616-396-7621	287 W 40 <sup>th</sup> Ave, Holland	1, 2, 3	30% of Income
Heritage Village Apartments	269-792-6314	426 E. Maple, Wayland	1, 2, 3, 4	30% of Income
Lexington Square Apartments	269-561-5608	325 South St, Fennville	1, 2, 3	PBV
Maple Lane Apartments	269-561-2782	510 Maple St, Fennville	2	30% of Income
Maple Tree Apartments	269-673-4364	500 Streeter Ave, Allegan	1, 2, 3	30% of Income
Meadow Lanes Apartments	616-396-2555	287 Meadow Lane, Holland	1, 2, 3, 4	PBV
Mill Race Apartments	269-694-6911	611 Morrell St, Plainwell	1, 2	30% of Income

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Mystic View	269-236-5575	980 Owen St, Pullman	3	PBV
Oak Lane Apartments	269-673-4364	400 E. Main St, Hopkins	1, 2	30% of Income
Olde Mille Heights	269-857-4557	712 N. Maple St, Saugatuck	1, 2, 3	30% of Income
Otsego Manor	269-694-6911	414 Garfield St, Otsego	1, 2, 3	30% of Income
Pine Grove Terrace Apartments	269-673-5310	120 Sunset Dr, Allegan	1, 2	30% of Income
Ridgewood Oak Apartments	269-857-4331	1039 N. Maple, Saugatuck	1, 2, 3, 4	30% of Income
Walnut lane	269-792-6314	1125 144th Ave, Wayland	1, 2	30% of Income
Washington Manor	269-694-6911	350 Washington St, Otsego	1, 2	30% of Income
Westbury Apartments	269-792-6477	201 Hickory St, Wayland	1, 2, 3	30% of Income
West Town Apartments	269-685-8400	720 Benhoy Ave, Plainwell	1, 2, 3	30% of Income
Woodridge Apartments	269-561-2782	5640 Landsburg Rd, Fennville	1, 2, 3, 4	30% of Income

<b>Housing for Seniors or Persons with Disabilities</b>			
<b>Name</b>	<b>Number</b>	<b>Address</b>	<b># of Bedrms</b>
Baraga Manor Apartments	269-694-9711	301 Washington St, Otsego	1
Emerald Woods Apartments	269-685-9274	326 Cross Oaks Dr, Plainwell	1, 2
Grand Ravine Senior Housing	269-673-7155	725 Grand St, Allegan	1, 2
The Harbours Apartments	269-857-2237	67 Wiley Rd, Fennville	1, 2
Heritage Village II	269-792-6314	428 East Elm St, Wayland	1
Koehler Crossing Apartments	269-685-1907	1100 N. Main St, Plainwell	1
Rivers Run Apartments	269-673-4915	515 Streeter St, Allegan	1, 2
Lexington Square Senior Apartments	269-561-5608	325 South St, Fennville	1, 2
Sawmill Sr. Estates Apartments	269-792-7500	1185 Eagle Dr, Wayland	1, 2
Allegan Senior Residences	269-685-9274	330 Trowbridge St, Allegan	1, 2

### Housing Search Worksheet

It is very important to keep a list of the apartments and landlords you apply for housing with so that you can follow up on your application. It is important to update any changes to your address and contact information with each site so that you do not miss crucial mailings or phone calls from landlords.

Name and Location of Rental	Contact Information	Rent Amount and Utilities to be paid	Notes

## Application Fees and Security Deposits

Most housing providers charge a non-refundable application fee generally ranging from \$15-50. This fee can sometimes be charged per adult household member. If you feel you have reasons you might be denied such as poor credit, criminal history, or previous evictions it is important to discuss this with the landlord prior to applying and paying the application fee. If you applied and are denied at an apartment complex; request information from the landlord about their appeals process as sometimes you can appeal certain denials. If you feel you have been discriminated against, please contact the Fair Housing Center of West Michigan at 616-451-2980.

Landlords generally charge first month's rent and security deposit to move in. Security deposits can be up to 1.5 times the rent per Michigan Law. *What exactly is considered a security deposit?* Any prepayment of rent, other than for the first full rental payment period established in the lease, and any refundable fee or deposit are considered by law to be part of the security deposit. Sometimes the lease requires that both the first and last months' rent be paid before a tenant moves in. If this is the case, last month's rent would be considered a security deposit. Additional fees or deposits may also be charged to hold the rental property, to run credit checks, for pets, for cleaning, for keys, for mailboxes, for storage, and for other reasons. While these fees or deposits may not be called "security deposits" in the lease, if they are otherwise refundable, they are still considered by law to be part of the security deposit and subject to the strict rules that Michigan has adopted, including the limit on the total amount that a landlord may collect. If they are not considered refundable then they are a separate fee from the security deposit and are not considered part of the 1.5 times the rent limit.

## Housing Search Tips

- **Where should you look for housing?**
  - When considering where to look for housing look at factors such as how far you'll be from work, school, doctor's offices, childcare and/or the grocery store. Think about how dependable your transportation is and whether the location is a realistic option for you.
- **How to search for housing:**
  - Online: Facebook Marketplace, Craigslist, Zillow, ForRent.com, ApartmentFinder.com etc.
  - Look in local newspapers, some landlords still advertise the old fashion way.
  - Look for "For Rent" signs as you travel around the county.
- **How much rent can you afford?**
  - Generally, you'll need to budget around 40% or more of your income towards rent.
  - It is recommended that you spend no more than 40% of your total income on housing costs. Housing costs includes rent, utilities, tenant required maintenance, etc. To calculate your affordable housing cost:
    - Take total monthly income X 0.4 = This amount will equal your affordable rent target.
  - We recommend creating a budget of all your expenses going out every month to see if you can afford housing costs with your current expenses.
- **Beware of Scams!**
  - Use the internet with caution. Although craigslist is a good place to find rentals, there are many ads that are scams. If it sounds too good to be true, it probably is.
  - Watch out for listings that do not provide any contact information.
  - Never give out personal information or banking information over email, or the phone.
  - Ask to see the unit before putting any money down on a rental.
- **Watch for Discrimination**
  - Laws prohibit housing discrimination based on race, color, religion, national origin, gender, familial status, disability, marital status, and age.
  - Report any discrimination to the Fair Housing Center of West Michigan at 616-451-2980

## Other Community Resources

- **Allegan County Health Department**

- Variety of health care services and support to residents of Allegan County. Medicaid and Sliding Scale Fee.
- Community Links Program: Allegan County Community Links is about bridging the gap between individuals, communities, and the Health and Social Service Systems. We work to connect community members through referrals to get the services they have difficulty locating within the community.
  - Allegan County Community Health Workers provide referrals, information on community services, and assistance with receiving services to residents of the community. Some areas we work to link you to include:
    - Food/Meal assistance
    - Primary Medical and Dental care
    - Clothing and furniture
    - Utilities
    - Transportation
    - Housing
    - Education
    - Financial Education and Resources
    - Support groups
    - Domestic Violence education, case management, SA therapy, and therapy for children who have witnessed abuse
    - Support and treatment for substance abuse/mental health issues
    - Crisis Intervention
    - Legal
- For more information:
  - Go to <https://www.allegancounty.org/health>
  - Call 269-673-5411

- **Allegan County Senior Services**

- In 2006, the citizens of Allegan County voted to provide for its senior citizens through a Senior Millage.
- These funds provide the following services:
  - Adult Day Care
  - Home Delivered Meals
  - In Home Supports
  - Personal Emergency Response Systems
  - Senior Transportation
- For more information:
  - Go to <https://www.allegancounty.org/departments/senior-services>
  - Call 269-673-3333



- **Allegan County Transportation (ACT)**

- Transportation provided to and from work, agency services, appointments, or whatever your needs may be.
- For more information:
  - Go to <https://www.allegancounty.org/departments/transportation-services>
  - Call 269-673-4229

- **Allegan County Veteran Services**

- Allegan County Department of Veteran Services is committed to providing services and assistance to those distinguished men and women, and their families, who have honorably served and protected our country.
- Their knowledgeable and caring staff can assist you filing claims with the Veterans Administration for:
  - Compensation
  - Pension
  - Aid & Attendance
  - Surviving Spouse Benefits
  - Burial Benefits
  - Applications for VA Health Care
  - Obtaining Discharge Documents
  - Medals Request
  - Resources to obtain food, shelter for homeless vets
- Other services available through our office include:
  - The Allegan County Veterans Relief Fund
    - The Veterans Relief Fund can assist Veterans whose income is less than or equal to their expenses, who have at least one day of wartime service (actual combat duty is not a requirement), and any type of discharge other than dishonorable. This fund can assist veterans financially with emergency needs such as:
      - Rent/mortgage assistance
      - Necessary utilities, heat, electricity, etc.
      - Food Vouchers
      - Personal needs
      - Car Repairs, tires, etc.
      - Car payments
  - MI Veterans Trust Fund
    - The Michigan Veterans Trust Fund can assist veterans with 180 days of wartime service (actual combat duty is not a requirement), who were honorably discharged, and who have the financial means to sustain themselves except for this emergency. This fund can assist veterans financially with emergency needs such as:
      - Rent/mortgage assistance
      - Car Repairs, tires, etc.
      - Necessary utilities, heat, electricity, etc.
      - Car payments, insurance
      - Personal needs such as dentures, etc.

- West Michigan Veterans Assistance Program
        - The West Michigan Veteran's Assistance Program is available to ALL Veterans that have served 180 days and have an honorable or medical discharge. The program offers various services including:
          - Gas cards
          - Assistance with housing and utilities
          - Clothing and personal care items
          - Food and Pet Pantry
          - Prescription Assistance
          - Medical Co-pays
          - Dental care
          - Eye exams and reading glasses
          - Household items
          - Cleaning supplies
      - Budget training Referrals
      - Holiday Assistance
      - Meijer Food Voucher Program
    - For more information:
      - Go to <https://www.allegancounty.org/departments/veteran-services>
      - Call 269-673-0501
- **Allegan Homeless Solutions**
  - Who they are:
    - They started as a group of service providers who saw a need to help those who were slipping through the cracks and not able to escape being homeless.
    - They focus on the gaps in services provided to the homeless and those facing homelessness in Allegan County and are 100% driven by volunteers and service providers.
  - For more information:
    - Go to [www.alleganhomelessolutions.org](http://www.alleganhomelessolutions.org)
    - Email [info@alleganhomelessolutions.org](mailto:info@alleganhomelessolutions.org)
- **Allegan Ministerial Association**
  - The AMA fund was created for the purpose of assistance those in need within the 49010 zip code. It helps with the following:
    - Utility Bill Assistance
      - Those seeking assistance with utility bills where they will be turned off would need to bring deification, a past due utility bill or a cutoff notice. We will make a check payable directly to the utility company in the amount of \$50.00. The person would need to mail the check with their bill to be posted to their account.
    - Rent Assistance
      - Those seeking assistance with rent due to an eviction notice, should bring that statement along with denitrification. The check would be made payable directly to

the landlord in the amount of \$100. The person would either bring the check to the court hearing or give it to the landlord.

- Hotel Stay
  - This service is typically available to those who are homeless and need a one-night stay in a hotel, especially during cold nights. When possible, this service is given in conjunction with the person contacting HARA to get long-term assistance and to be placed in housing. The person would need to bring identification with them and understand that this offer is available every 6-months.
- Gas Cards
  - We do usually have gas cards from Village Market Express in the amount of \$25 available upon request to those having an urgent need. The person must show identification when they come to pick it up.
- Other Needs
  - On a case-by-case basis, the AMA has assisted with rental deposits, filling small portable propane tanks, providing up to 7 nights in an Allegan County Campground, and non-addictive prescriptions from \$50 to \$100.
- For more information:
  - Go to <https://alleganchurches.org/the-ama-fund/>
  - 269-673-4631
- **American Red Cross of Southwest Michigan**
  - Disaster Response, Preparedness Education, Health and Safety Training, Blood Services, and Services to Armed Forces.
  - For more information:
    - Go to <https://www.redcross.org/local/michigan.html>
    - Call 269-353-6180
- **CARES Southwest Michigan**
  - Cares is a Sexual Wellness Agency that provides free health and wellness resources for the Southwest Michigan community as well as specialty case management for those living with HIV.
  - For more information:
    - Go to [www.caresswm.org](http://www.caresswm.org)
    - Call 269-381-2437
- **Catholic Charities Diocese of Kalamazoo**
  - The Ark Shelter
    - The Ark helps youth and families who are in crisis become stable, develop strong and healthy relationships, and develop positive, achievable goals for the future. The Ark seeks to provide a safe place for youth and families to work on their goals, to reunite youth with their families, to empower youth to identify healthy lifestyle behaviors and to develop positive decision-making skills. The Ark Shelter is physically located in Kalamazoo but serves youth and their families in nine counties across southwest Michigan.

- Outreach Services
  - Community Outreach - We offer prevention services to youth who are precariously housed in their own community.
  - Drop-in Centers – Drop-Ins are offered in all nine counties -- contact us at 269-381-9800 to learn when they will occur as times and locations vary each month.
  - Community Education Staff members are available to come to your school or organization to provide information about all the services offered by The Ark.
  
- Permanent Supportive Housing
  - The Ark Cottages includes units for older homeless youth ages 18-24 when entering the program.
- For more information:
  - Go to [www.ccdok.org](http://www.ccdok.org)
  - Call 269-381-9800
  
- **Christian Neighbors Douglas**
  - Christian Neighbors Douglas provides the following service, program, and annual events:
    - New Outerwear for Children and Adults
      - Sponsored by the Delano Foundation and caring community members. Qualifying clients will receive new winter coats, snowsuits, hats, and mittens from October through March. Children may receive a new coat every two years, and adults a new coat every five years.
    - Thanksgiving Baskets
      - Referrals for those in need are made by area churches or other caring individuals. There is also a sign-up program for Christian Neighbors' clients. The baskets provide a wonderful dinner with all the trimmings.
    - Gift of Love Hearts
      - The Heart program provides an opportunity for you to buy a Christmas gift for someone less fortunate. In November paper hearts decorating Christmas trees will be on display in most areas: churches, schools, banks, and Lake Vista. Each heart lists an individual's clothing need.
    - Holiday Food
      - All the "fixings" for a Christmas dinner are provided to clients. There is a sign-up program for clients.
    - Heating and Electric Assistance
      - With funding from the Delano Foundation, The Kalamazoo Diocese and community donations, this program provides financial assistance with heating and electricity for clients who have a shut off notice or have no propane.
      - Budget counseling is recommended to clients.
    - Rent Assistance
      - Christian Neighbors will work together with other agencies, churches, and clients to help with eviction notices.
      - \*Budget counseling is recommended to clients.

- Baby Layettes
  - Qualifying moms with new babies receive a complete layette which includes: new boy's or girl's clothing, diapers, sleepers and bedding. A snowsuit is added for the winter.
- Back to School Program
  - Clients may begin to sign-up in early July, and clothing is distributed in August. CN provides children with a new outfit for school. New jeans, shirts, underclothing and socks are given to each child. Each child also receives a backpack with school supplies.
- Senior Program
  - Sponsored and totally funded by the: Dr. Walter & Marie Baleiko Memorial Trust. This program was developed to enrich the lives of seniors in the Saugatuck/Douglas/Fennville area. Home visitations, financial assistance for medications, transportation to the doctors, lap blankets and many other services are provided. Senior "Fresh Produce Vouchers" provides fresh fruits, vegetables and/or milk.

- **Christian Neighbors SE**

- Food Pantry assistance for residents of Plainwell and Otsego school districts.
  - Clients can shop the food pantry once per calendar month and receive enough food for three meals each day for five days. When available, diapers, personal hygiene products, cleaning supplies, paper supplies and over-the-counter medications can also be selected.
- Assistance for residents of Plainwell, Otsego and Martin School Districts
  - Rental assistance (first month's rent, security deposit, back rent, eviction)
  - Utility shut-offs or payments (preventing loss of utilities or loss of winter protection plan, fuel oil or propane)
  - Medical payment assistance (doctor visits, vision, dental, some prescriptions)
  - Prescription Costs (no pain, narcotic or controlled substances, no exceptions)
  - Landlord/Utility Vendor Mediation
- State Emergency Relief Forms (SER)
  - DHHS requires the use of the MI Bridges web site for requesting state emergency relief (SER). Christian Neighbors is a Community Navigation partner with DHHS. We can help you complete the SER application, and we can fax any supporting documentation to DHHS for you. Always follow up with your DHHS case worker to make sure they received all necessary items.
  - Referral service to other human services agencies in Allegan County
- Education
  - Online Courses:
    - Budgeting Course
    - Savvy Seniors
  - In Person Courses
    - Take Control Classes: Six week course on basic financial skills offered throughout the year. Receive a gas voucher after each class you attend (1 per household)

- Financial Mentoring: One-to-one confidential financial counsel from trained volunteers. How you would like to improve your finances. You will then be matched up with a trained volunteer to assist you with reaching your goals.
    - A Matter of Balance: Managing Concerns About Falls: Award winning program designed to manage falls and increase activity levels.
  - Veteran's Assistance
    - Their Veteran's Services Assistant is here to aid other Veterans (and spouses) in navigating benefits and Veteran services. Walk in hours are the first and third Tuesday of each month from 10:00 am – 12:00 pm. No appointment is necessary.
  - For more information:
    - [www.christianneighbors.org](http://www.christianneighbors.org)
    - 269-685-4166
- **Community Action of Allegan County (CAAC)**
  - Services:
    - Food Assistance: The Emergency Food Assistance Program (TEFAP) provides emergency food assistance at no cost to those experiencing income challenges.
    - Utility Assistance: This program assists income eligible households by providing payment for metered and deliverable fuel bills in order to avert a household crisis.
    - Early Education: These services provide comprehensive services to support the social and emotional development of children aged 0 to 5.
    - Housing Workx: This program connects high school students and adult learned to career opportunities in growing industries.
    - Senior Services: This program assists individuals 60 years of age and older with Home Delivered Meals, Project Fresh Coupons, the Commodity Supplemental Food Program and Transportation Assistance.
    - Weatherization: This program provides professionally trained crews to perform on-site home energy audits to identify outside drafts and inspect heating and cooling systems for efficiency.
  - For more information:
    - Go to [www.communityactionallegan.org](http://www.communityactionallegan.org)
    - Call 269-673-5472
- **Community Action House**
  - Provides area families and individuals with food, clothing, and the opportunity to build necessary skills to achieve a stable and prosperous life.
  - Financial Wellness:
    - Community Action House provides courses, services, and counseling at no cost to community members for home buying education, financial capability, and foreclosure intervention.
  - Community Kitchen:
    - The Community Kitchen serves hot meals, seven days a week, to everyone needing a meal.
  - Food Club & Opportunity Hub

- Food Club is a membership-based grocery store that provides choice, flexibility, and access to healthy foods along with membership perks and support at the Opportunity Hub.
  - Foreclosure Intervention:
    - Assist homeowners understand the mortgage foreclosure process through foreclosure counseling.
    - Forbearance and home retention information and options
    - Loan modifications, navigating negotiations with lender and mortgage company.
    - Individualized housing counseling, including budgeting.
    - Group courses and workshops at no cost to area residents
    - We can help you understand your options, develop realistic paths forward, assist in communicating with your mortgage company or lender, and provide ongoing follow up, referrals, and general support.
  - For more information:
    - Go to <https://www.communityactionhouse.org/>
    - Call 616-392-2368
- **Department of Health and Human Services (DHHS)**
  - Child day care assistance, cash assistance/employment training services, healthcare coverage, state emergency relief (SER) for home/burial, Children’s Protective Services/Foster Care.
  - For more information:
    - Go to <https://www.michigan.gov/mdhhs>
    - Call 269-673-7700
- **Fair Housing Center of West Michigan**
  - The Fair Housing Center of West Michigan is a private, non-profit fair housing organization committed to providing comprehensive fair housing services, including education, outreach, research, advocacy, and enforcement. The Fair Housing Center is the front door to housing choice, ensuring that everyone in our community has equal opportunity to choose housing that’s right for them. Through education, research, and advocacy, they prevent housing discrimination, remove barriers that allow it to persist, and restore housing choice when discrimination happens.
  - They work with tenants, homeowners, and home seekers as well as professionals, companies, and social service agencies related to housing. These include landlords, realtors, lending institutions, insurance agents, and more.
  - Their mission is to prevent and eliminate illegal housing discrimination, to ensure equal housing opportunity, and to promote inclusive communities. We achieve our objective through education, outreach, research, advocacy, and enforcement.
  - For more information:
    - Go to <http://www.fhcwm.org/>
    - Call 616-451-2980

- **Gryphon Place 2-1-1**

- Gryphon Place is part of the statewide 2-1-1 information and referral system, which connects people to a variety of resources, including housing or utility payment assistance.
- For more information:
  - Go to [www.gryphon.org](http://www.gryphon.org)
  - Call 269-381-1510 or 211

- **Home Repair Services**

- HRS is a HUD approved agency offering foreclosure intervention counseling, reverse mortgage counseling, and monthly financial education workshops on topics like budgeting, credit, fair housing, banking basics, and more. This service is not income-based and is available to anyone in the West Michigan area.
- Services:
  - Financial Literacy
  - Foreclosure Prevention Counseling
  - Pre-Counseling Assessment
- For More Information:
  - Go to <http://www.homerepairservices.org/>
  - Call 616-241-2601

- **InterCare Community Health Network**

- At InterCare, they are focused on providing comprehensive, high-quality care for all in a safe, courteous environment where every team member treats you with respect and dignity and strives to provide you with outstanding patient experience every time! InterCare offers a wide array of programs and services aimed at improving the overall health of the diverse communities within their service area.
- They offer primary medical care including wellness and prevention services to keep you healthy; acute care for your immediate medical needs; and regular health maintenance and chronic disease management services to support your long-term well-being.
- In addition to medical services, InterCare also offers dental services (cleanings and treatment), obstetrics, pediatrics, women's health, and referrals for specialty services. InterCare now also offers some specialty services. This includes medical treatment for substance use disorders (SUD) as well as counseling and outpatient addiction therapy.
- InterCare also offers both brief and long-term mental health counseling services at all of its locations as well as psychiatric evaluations and treatment. Our care is provided by health care professionals who work collaboratively to coordinate all aspects of your care.
- Recognizing that individuals and families often struggle with other factors in their lives that affect their health, InterCare also has team members who can assist with arranging for transportation, following up on your hospital or emergency room visits, help you obtain health insurance coverage, or help you find other support services such as nutrition, housing, or other assistance.
- For more information:
  - Go to <https://www.intercare.org/>
  - Call 855-869-6900



- **Kalamazoo Neighborhood Housing Services, Inc**

- KNHS is a non-profit offering a variety of specialized loan products and financial education services to anyone in the county and beyond. Whether you're a homeowner looking to repair your credit, or a renter trying to save for your first home, KNHS can help. They also have a dedicated Foreclosure Counseling service if you are facing a home foreclosure. They offer the opportunity for low- and moderate-income households to achieve sustainable, affordable homeownership.
- Services:
  - Financial Literacy
  - Foreclosure Prevention Counseling
  - FSS/Key To Own Counseling
  - Homebuyer Education - Group
  - On-Line Homebuyer Education
  - Pre-Purchase / Individual Counseling
- For more information:
  - Go to <https://knhs.org/>
  - Call 269-385-2916

- **Lakeshore Habitat for Humanity**

- Lakeshore Habitat equips low- to moderate-income families and individuals to become successful homeowners through financial and homeownership classes.
- For more information:
  - Go to [www.lakeshorehabitat.org](http://www.lakeshorehabitat.org)
  - Call 616-393-8001

- **Legal Aid of Western Michigan**

- Legal Aid is a nonprofit law firm providing free legal advice and representation in a broad range of areas including consumer cases, family matters, housing problems, government benefits, and much more. They also share plain-language information about the law.
- For more information:
  - Go to <https://lawestmi.org/location/holland-2/>
  - Call 616-394-1380

- **Legal Assistance Center (ACLAC)**

- The LAC helps individuals with a variety of types of civil cases including divorce, child support, parenting time, custody, paternity, personal protection orders, guardianship, landlord-tenant, small claims, court-fee waivers, and judgment collection. Assistance includes providing tools, information, and forms to assist an individual in the advancement of their civil case.
- For More Information:
  - Go to <https://www.allegancounty.org/courts-law-enforcement/legal-assistance-center-aclac>
  - Call 269-686-5221

- **Love In the Name of Christ**

- Love INC is a Network of Ministries
  - Love In the Name of Christ is not the ministry in and of itself, but simply the clearinghouse, discovering needs, matching resources, and equipping and encouraging partner churches in their involvement within the network.
  - People with unmet needs (food, clothing, baby supplies, etc.) can gain access to resources through a personal intake appointment at Love in the Name of Christ during office hours. At that time, appropriate referrals will be made to Love INC network resources.
- LIFE Skills Program: This program offers support in multiple areas of one's life, such as physical, emotional, spiritual, and relational needs. The program is a weekly class and mentoring program that runs year-round. By attending classes and meeting weekly goals, participants earn vouchers for regular access to pantry resources while being supported in accomplishing their long-term goals. It is a relational program that provides support, financial guidance, opportunities for personal growth, and weekly accountability.
- Homes of Hope: A transitional housing program offered by Love INC and a network of area churches that provides a caring and supportive environment for homeless families in the face of economic hardship to gain self-sufficiency and permanent housing, while seeing God's love, growing hope, and preserving dignity. Program participants find themselves surrounded by a supportive team living out God's love, educational classes, and access to pantries with material goods to meet basic needs.
- For more information:
  - Go to [www.loveincnwa.org](http://www.loveincnwa.org)
  - Call 269-751-2533

- **People Helping People**

- People Helping People desires to be a safe, welcoming, and Christ-centered resource destination where:
  - People are valued and needs are met.
  - There are quality opportunities to worship, live, work, learn, play and flourish.
  - Connections with the broader Pullman community are enhanced.
- The Linking Center:
  - Youth programming serves Pullman children ages preschool through senior year of high school. From after-school drop-in hours to partnerships with community agencies, to weekly Bible study nights, Pullman youth can engage with caring volunteers who provide a positive influence on their lives.
- Pantry Services and Family Sources:
  - One of the greatest ways that People Helping People serves families in the Pullman community is through meeting daily needs. Faithful staff and volunteers work with community members to navigate DHHS resources, apply for utility assistance and receive food or other personal necessities. To this end, we ensure that the families we serve receive the food, hygiene and other necessities they need to thrive.
- Worship Center
  - PHP now offers Sunday morning worship in the Worship Center and also partners with a Spanish speaking congregation to offer a Sunday worship experience in this facility.

- For more information:
  - [www.phppullman.org](http://www.phppullman.org)
  - 269-236-2001
- **Positive Options**
  - Positive Options provides free, confidential, and compassionate care for men and women facing an unplanned pregnancy. They offer:
    - Pregnancy Testing
      - We offer free and confidential pregnancy testing to women facing an unplanned pregnancy. Our pregnancy testing is lab-quality and is administered by medical professionals.
    - Ultrasounds
      - We schedule ultrasounds if your pregnancy test is positive, and you meet the medical assessment criteria made by our health care professional.
    - Referrals
      - Referrals to OB/GYN Physicians, Adoptions, and post abortive services.
    - Pregnancy Loss Support
      - A safe place to discuss pregnancy loss of any kind. We help provide comfort, encouragement, and practical help.
    - Just for men, guys- we are here for both of you.
      - We have experienced men who are available to talk with you about any questions or concerns you may have about this pregnancy or being a dad.
    - Free Prenatal and Parenting Classes
      - Moms and dads are both invited to join us for free online sessions about pregnancy and parenting.
- **Project Hope**
  - Project Hope Thrift Store:
    - Provides clothing, household goods, furniture and appliances at very low or no cost.
  - Annetta's Pantry:
    - Provides food at no cost for those in need in NE Allegan County
  - Compassionate Care:
    - When clients have a need or there is a crisis in their life, they are referred to the Compassionate Care Director. The director works with local churches and area agencies to find the necessary resources to meet the client's needs.
    - May potentially help with car repairs, prescriptions, utility, housing, etc. Their Backpack and Client Christmas Gift Ministries are also part of the Compassionate Care program.
  - For more information:
    - [www.projecthope-dorr.org](http://www.projecthope-dorr.org)
    - 616-681-4673

- **Martin Area Resource Center**

- The Martin Area Resource Center, MARC for short, is classified as an emergency Food Bank. The main objective of MARC is to provide food for those in need in local communities and beyond.
  - Clients can do their own shopping in a grocery store style Food Bank and are able to shop for the food they want and need.
  - Households are allotted food by pounds. The more members in the home the more food that is available to them.
  - Clients have access to the Food Bank once a month, either by Appointment or Distribution on the first Tuesday of each month.
- Clothing Bank:
  - Free quality used clothing in a variety of sizes, available to anyone in need.
- Household Assistance:
  - Household goods, furniture, appliances, and linens are available as donated.
- Christmas Assistance:
  - Each year the Christmas project provides toys and gifts to children residing in the Martin School District.
- Backpacks and School Supplies:
  - Available every fall to those children who need them.
- For more information:
  - Go to [www.martinresource.org](http://www.martinresource.org)
  - Call 269-672-5605

- **MSU Extension**

- MSU Extension's goal is that every Michigan resident has the opportunity to participate in personal finance and home ownership education. They educate a diverse audience regardless of their financial status. MSU Extension has certified housing and money management counselors that deliver trusted, unbiased education that is easy to understand and can demystify common money and home ownership best practices. Their university programs and resources help Michigan residents navigate the financial life of themselves and their families.
- Services:
  - Financial Literacy
  - FSS/Key To Own Counseling
  - Homebuyer Education - Group and Individual
  - On-Line Homebuyer Education
  - Online Homebuyer Education available!
  - Pre-Counseling Assessment
  - Pre-Purchase / Individual Counseling
- For more information:
  - Go to <https://www.canr.msu.edu/mimoneyhealth/>
  - Call 616-632-7874

- **Outfront Kalamazoo**

- Since 1987, OutFront Kalamazoo has worked to advance social justice, build coalitions, change hearts and open minds so that all people in southwest Michigan can live authentically and free from discrimination - regardless of their gender identity or sexual orientation. They provide a safe and welcoming environment with a wide range of programs and services. They offer a place to be seen and heard and an opportunity to join with others who desire to live unapologetically, #AlwaysOutFront.
- Supports for Adults 18+:
  - PROUD FAMILIES is a peer support group for parents or guardians of LGBTQ+ youth, so they may find support, build community, and address the challenges they face while raising LGBTQ+ children.
  - PRIDE RECOVERY is a weekly 12-Step peer support group meeting for LGBTQ+ individuals to help one another in addiction recovery. This group meets Sundays from 11 am -noon.
  - QUEER WOMEN'S COMMUNITY (QWC) is a peer-directed group for lesbians, bisexuals, transgender, queer, intersex, asexual, and questioning women. This group offers a space for queer women to explore and discuss the topics that matter most to us. Queer Women's Community aims to build authentic and lasting bonds through this shared experience. This group is especially for women in Kalamazoo and the surrounding areas. Join this group to meet new people, learn about events, and stay in touch! OutFront Kalamazoo created a group called Queer Women's Community (QWC) to advocate, support and build a community for LGBTQ+ women. OutFront Kalamazoo's mission is to create a just, inclusive, equitable, and supportive environment in Southwest Michigan for people of all sexual orientations and gender identities and expressions.
  - QUEER MEN'S COMMUNITY is a peer-directed group for gay, bisexual, transgender, queer, intersex, asexual, and questioning men. This group offers space for queer men to explore and discuss the topics that matter most to us. Queer Men's Community aims to build authentic and lasting bonds throughout this shared experience. Some topics of discussion may include community belongingness, sex and dating, relationships and intimacy, health, gay history, current events and pop culture, identity in the workplace, religion and spirituality, homophobia, oppression, and body image.
  - TRANSCEND is a peer support group for transgender and gender non-conforming / gender-fluid individuals, 18+ and older. The group provides a safe space to talk with one another about experiences, struggles and challenges. This group meets the 2nd Wed from 6:30-8 pm and 4th Sunday from 4:00-6:00 pm of each month.
  - TRANSLATION is a support group for cis partners (18+) of transgender and nonbinary individuals. As a group, Translation strives to provide a safe and supporting environment for partners of transgender and nonbinary people. Translation will provide support, mentoring, resources, education, advocacy, and group social interaction. Meetings will take place the 3rd Sunday of the month from 4-6 pm. This group is a safe, confidential place for people to express needs, victories, concerns, and life experiences. The word translation defined means the process of translating text or words from one language to another -- or moving something from one place to another. This definition connects heavily to the importance of communication, transformation, growth of knowledge, and understanding -- and often this work is shared with others to deepen understanding.

- TRANSFORMING PARENTS is a peer-led group for parents of trans and gender-expansive people of all ages to build community and support one another on their parenting journeys. Meetings will be the second Sunday of the month, 3-5pm
  - Supports for Youth
    - Connections offers an opportunity to meet and share with other gay, lesbian, bisexual, transgender, queer, questioning, asexual, pansexual or allied youth. A safe environment where your individuality and suggestions are respected and you can discuss anything in confidence. A place for friendship, support, acceptance, education, and access to accurate information and potential resources.
    - Big Pride is a partnership with Big Brothers Big Sisters of Southwest Michigan for youth (age 6 to 16) who identify as lesbian, gay, bisexual, transgender, queer, or questioning. LGBTQ+ mentors (Bigs) are matched with LGBTQ+ youth (Littles) to help guide and support them through their teen years. Youth must have parent/guardian support to participate in the program. Regular information sessions are scheduled separately for youth and parents/guardians interested in finding out more about the program and how to apply to be a Big or a Little.
    - Host Homes is designed to address the housing needs of LGBTQIA+ youth (ages 13-18) experiencing homelessness. OutFront provides case management care and helps connect youth with caring adults who can provide safe housing and support. For more information, visit our Host Homes Page, email Dell, or call 269-349-4234
    - Discord: This private server gives LGBTQIA+ youth a space to hangout, build friendships, provide support for one another, and share the things that make them laugh. This server is monitored daily by Outfront Kalamazoo staff and volunteers.
  - Shelter:
    - Legacy House offers transitional housing for LGBTQ+ youth ages 18-24, who are navigating homelessness. They are committed to doing their part to support those in the community affected by the epidemic of homelessness, by providing residents with services, resources, and skill-building to encourage and facilitate healthy, sustainable, and holistic transitions into independence and interdependence.

- **Resilience**

- Services for Survivors of Domestic Violence (All services are confidential and free of charge)
  - Immediate Support
    - Their trained advocates are available 24 hours a day via our Help Line.
    - Walk-in support is available at their Holland Program Office (411 Butternut Dr.) Monday through Friday, 9am-5pm
  - One-on-One Advocacy (Case Management)
    - Appointments can be set up to meet with an advocate in person or virtually within 24 hours Monday through Friday. Their advocates empower you to meet personal goals, overcome barriers, and provide an opportunity for you to talk and process your next steps. They provide important resources, information, and safety planning, whether you are still in the relationship, are considering leaving, or have already left.
- Services for Sexual Assault Survivors
  - Sexual Assault Exams

- If you've been sexually assaulted, know that they believe you and it is not your fault. Call their 24-hour Help Line to schedule a free and confidential sexual assault exam. Trauma-informed nurses and advocates are available 24/7 to perform timely and comprehensive exams for adults and teens. Their advocate will guide and support you throughout the process.
  - Sexual Assault Advocacy
    - Appointments can be set up to meet with an advocate in person or virtually within 24 hours Monday through Friday. Their advocates empower you to meet personal goals, overcome barriers, and provide an opportunity for you to talk and process your next steps. Their Advocacy services are free and confidential.
  - Trauma Therapy
    - Whether the sexual assault or sexual abuse was three days ago or thirty years ago, trauma therapy can help. In therapy, you will learn coping skills, reduce trauma symptoms, process trauma, and increase feelings of safety. Starting therapy can be nerve-racking but they are there every step of the way. Therapy is free and they don't bill insurance.
  - Support Groups
    - The Sexual Assault support group is meant to be a peer-led safe place for survivors to discuss their experiences, learn coping strategies, deepen your understanding of sexual assault and trauma, and empower you through the power of social support. This group meets Wednesdays from 6-7PM via Zoom.
- Housing Support
  - Emergency Safe Shelter
    - Staffed around the clock, Ginny's Place is a safe and confidentially located residential shelter for adults and children fleeing unsafe homes.
  - Supportive Housing
    - The Supportive Housing program offers individual advocacy and assistance with cost-of-living expenses for families facing homelessness due to domestic violence. This home-based program empowers you to rebuild your safety and stability by helping you find safe, affordable housing while providing support and education.
- Stalking
  - Legal Advocacy
    - Appointments can be set up to meet with an advocate in person or virtually within 24 hours Monday through Friday. Their advocates provide important resources, information on navigating the legal system, courtroom accompaniment, and safety planning. Our Advocacy services are free and confidential.
  - Personal Protection Order Assistance
    - Your safety is important. They can help you walk through the paperwork to file a Personal Protection Order (PPO), both domestic and non-domestic. Walk-in appointments are available at their Holland Program Office Monday through Friday from 9AM-5PM.
- For more information:
  - Go to [www.resiliencemi.org](http://www.resiliencemi.org)
  - Call the 24-hour help line: English: 1-800-848-5991 / Spanish: 1-866-728-2131

- **Salvation Army (Holland)**

- Pathway of Hope
  - The Salvation Army's Pathway of Hope initiative provides individualized services to families with children who desire to take action to break the cycle of crisis and vulnerability that repeats generation after generation. It seeks to address the root causes of poverty in addition to The Army's history of compassionate serving. By helping families overcome challenges like unemployment, unstable housing, and lack of education, they can lead families down a path toward increased stability and, ultimately, self-sufficiency.
- Assistance
  - Depending on funding availability they offer assistance with utilities, rent, food and more.
- Seasonal Assistance
  - Families with school-aged children can sign up to receive school supplies in August.
- Christmas Assistance
  - Christmas food and gifts (ages 17 & under)
- For more information:
  - Go to <https://centralusa.salvationarmy.org/holland/>
  - Call 616-392-4461 or email [gldholland@usc.salvationarmy.org](mailto:gldholland@usc.salvationarmy.org)

- **Sylvia's Place**

- Sylvia's Place offers survivors of domestic violence a safe place to seek shelter along with food, clothing, hygiene products. Also, they help survivors heal with safety planning, domestic violence education, counseling, and support. They help survivors navigate the legal system to get justice through case management, legal advocacy, personal protection orders, and court accompaniment. Once survivors feel grounded and ready to reclaim their lives, they help with employment search and housing referrals. They aim to help survivors every step of the way.
- For More Information
  - Go to <https://sylviasplace.com/>
  - Call 269-673-8700

- **St. Vincent de Paul Ministry**

- St. Vincent de Paul Ministry offers several services for those in need – Food Pantry Services, Financial Assistance, Goods & Services and Advocacy & Resources.
  - Food Pantry Services
    - Clients may receive food orders once a month and more often with prior approval. There are shelf-stable foods and perishable foods such as meat, eggs, and butter. Personal care items and nonprescription medication are also usually available.
  - Financial Assistance
    - Emergency financial aid may be available for the following:
      - Housing
      - Utilities
      - Medical
      - Dental
      - Auto



- Home Repair
      - Requests for financial assistance require completion of a form. Applications are received during office hours and submitted to our Board on Thursday afternoon for decisions based on available funds, organizational guidelines, and other factors. Clients are notified of decisions as quickly as possible.
      - Assistance is provided by the household even if multiple families or unrelated adults live at the same address. Payments are made directly to a utility company, landlord, etc. For some requests it may be necessary to contact additional agencies, landlords, utility companies, etc., to verify information or make payment arrangements.
    - Goods & Services
      - Assistance in locating appliances, furniture, household items, clothing, and various services will be provided as needed.
    - Advocacy & Resources
      - Referrals may be made to other agencies and organizations for needs that are better served by those organizations. In addition to material and emotional assistance, one of our founding offerings is spiritual support. Through the pure and simple power of prayer, you can help yourself or a neighbor in need find strength, hope, and guidance.
  - For more information:
    - Go to <https://stvincentdepaulministry.org/>
    - Call 269-694-9005
- **Volunteers of America**
  - Supportive Services for Veterans Families (SSVF)
    - Helps very low-income veterans and their families to prevent homelessness, or rapidly rehouse those who already are homeless. Case management and legal assistance, in addition to direct aid with rent, utilities, moving costs, etc.
  - For more information:
    - Go to [www.voami.org](http://www.voami.org)
    - Call 877-509-8387
- **West Michigan Works**
  - West Michigan Works! is part of the statewide Michigan Works! system and the workforce development agency in West Michigan that provides workforce solutions. They serve the employers and job seekers of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon, and Ottawa counties by creating workforce solutions. They partner with employers, educators, economic developers, and community organizations to create a qualified workforce that meets our region’s current and future talent needs and fuels our shared economic future. They offer comprehensive job placement solutions, they help with unemployment services, training, career education, as well as permanent job placement.
  - For more information:
    - Go to [www.westmiworks.org](http://www.westmiworks.org)
    - Call 269-686-5079