

If you have an emergency,  
please call the  
**Crisis Hotline**  
at 313-224-7000.

The Arc of Western Wayne County advocates for the rights and full participation of all children and adults with intellectual and developmental disabilities.

# The Take Charge Helpline

Disability and Health Information  
24 Hours a Day  
7 Days a Week

Just pick up the phone and dial into The Take Charge Helpline to access over 200 disability and health related topics.

The Take Charge Helpline will provide you with general information on each topic, as well as how to contact someone for additional information and/or assistance.

The topic information is also available online at The Arc's web site, [www.thearcww.org](http://www.thearcww.org). If you have questions or would like to order Helpline brochures, you can contact The Arc at 734-729-9100 or email to [info@thearcww.org](mailto:info@thearcww.org).

Visit us online at  
**[www.thearcww.org](http://www.thearcww.org)**  
for additional Helpline  
topics and information!



## Here is how it works

Dial 888-929-9444 using a touch tone phone.

A voice message will answer your call and ask you to enter the topic number for the information you would like to listen to. Just enter the four digit topic number listed in the directory.

After your first message ends, you can enter another topic number if you would like to listen to more information.

If you need help, or additional instruction on how to use The Take Charge Helpline, simply enter 1500 for information.

You can call The Arc of Western Wayne County at 734-729-9100 if you have further questions concerning the topic after listening to the recorded message.

## Key Pad Shortcuts

**ABC 2** BACKUP. If you would like to hear a message repeated, press the number 2 key.

**GHI 4** GO. If you decide not to listen to a topic you have entered, press the number 4 key.

**JKL 5** JUMP. If you want to skip ahead in the topic message you are listening to, press the number 5 key.

**PRS 7** REPEAT. If you missed the first part of a message and you would like it repeated, press the number 7 key.

**#** CANCEL. If you make a mistake entering a number, press the pound (#) key. Then enter the correct topic number.

# 888-929-9444



A free service offered by  
The Arc of  
Western Wayne County

The  
**Arc**  
[thearcww.org](http://thearcww.org)

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The Detroit Wayne County  
Community Mental Health Agency.



## Community Mental Health Agencies

1279	Michigan Department of Community Health
1239	The Detroit-Wayne County Community Mental Health Agency
1210	The Detroit-Wayne County Community Mental Health Agency's Intake Process
1219	Community Living Services
1238	Consumer Link Network
1213	Synergy Partners
2119	Care Link Network
2120	Gateway Community Health

## Recipient Rights

1420	Recipient Rights
1421	Your Right to Notice
1422	Your Right to Consent
1423	Your Right to Competency
1424	Your Right to Dignity and Respect
1425	Your Right to be free from Abuse and Neglect
1426	Your Rights regarding Fingerprints, Photographs, Audiotape, Videotape and the use of One Way Glass
1427	Your Right to Confidentiality
1428	Your Right to Access Your Record
1429	Your Environmental & Civil Rights
1430	Your Treatment Rights
1431	Your Right to Person Centered Planning
1432	Your Rights regarding Mail, Phone, Visitors, Religion and Miscellaneous Materials
1433	Your Rights regarding Personal Property
1434	Your Rights regarding Money
1435	Your Rights regarding Freedom of Movement
1436	How to File a Recipient Rights Complaint
1437	Investigation of Recipient Rights Complaints
1438	How to Appeal a Recipient Rights Decision
1439	What is Recipient Rights Mediation?

## Advocacy Organizations

1253	The Arc of Western Wayne County
1228	The Arc of Northwest Wayne County
1226	The Arc Detroit
1227	ARC Downriver
1225	The Arc Dearborn Dearborn Heights
1224	The Arc Michigan
1280	Michigan Alliance for Families
1230	The Autism Society of Michigan
2139	National Alliance for the Mentally Ill, Michigan
1242	Office of Children's Ombudsman
1233	Michigan Protection and Advocacy
1280	The Senior Alliance
1281	The Detroit Area Agency on Aging
1279	Michigan Commission for the Blind
3306	Long Term Care Ombudsman

## Services for People with Developmental Disabilities

1416	Self Determination
1415	Person Centered Planning
1414	Supports Coordination
1413	Respite Care
1445	State Plan Services
1446	HAB Waiver Services
1447	B Waiver Services
1442	Independent Facilitation of Person Centered Plan
1443	Brokering
1444	Individual Budgets

## Services for People with Mental Illness

2204	Seeking Treatment for Mental Illness
2202	Assertive Community Treatment
2206	Outpatient Behavioral Health Services
2207	Outpatient Therapy
2208	Clubhouse Programs
2209	Day Treatment Programs
2210	Drop In Centers
2211	Psychosocial Rehabilitation
2212	Residential Treatment
2213	Transitional Housing
2214	Recovery

## Services for Senior Citizens

3300	Adult Day Services
3301	Caregiver Support
3302	Friendly Reassurance
3303	Geriatric Assessment
3304	Hearing Impaired and Deaf Services
3305	Grandparents raising Grandchildren
3307	Personal Emergency Response System
3310	Vision Services
3311	Home Care
3312	Senior Apartments

## Special Education

1603	What is Special Education?
1627	Special Education Eligibility
1604	What is IDEA?
1620	Individualized Education Planning Committee (IEPC)
1621	Individualized Education Program (IEP)
1611	Special Education Mediation
1612	Due Process Hearing
1600	What is Transition?
1602	Transition Services
1626	Resources for Parents
1223	Wayne County Regional Educational Services Agency
1623	Early On Services
1624	Head Start Program

## Guardianship & Alternatives to Guardianship

1403	What is Guardianship?
1449	What is Conservatorship?
1408	Types of Guardianship for People with Developmental Disabilities
1451	Types of Guardianship for People with Mental Illness and Senior Citizens
1409	How to File for Guardianship for People with Developmental Disabilities
1452	How to File for Guardianship for People with Mental Illness and Senior Citizens
1410	Responsibilities of Guardian for People with Developmental Disabilities
1453	Responsibilities of Guardian for People with Mental Illness and Senior Citizens
1411	Changes in Guardianship
1404	Representative Payee
1405	Special Needs Trusts
1406	Protective Order
1407	Advocacy for People with Developmental Disabilities and Mental Illness
1450	Advocacy for Senior Citizens
1418	Power of Attorney
1419	Patient Advocate Designation

## Employment

1801	Michigan Rehabilitation Services
1804	Employment for People with Disabilities
1805	Ticket to Work
1806	Benefits Planning Assistance and Outreach
1807	Working while Disabled
1808	Substantial Gainful Activity

## Financial Support

1333	The Social Security Administration
1304	What is Supplemental Security Income (SSI)?
1305	How to Apply for SSI
1306	Your Income and SSI
1310	What is Social Security Disability Insurance (SSDI)?
1311	SSDI Payments
1314	What is Medicare?
1315	The Michigan Department of Human Services
1300	What is Medicaid?
1301	Applying for Medicaid
1302	Your Assets and Medicaid
1303	What is Medicaid Spend Down?
1316	What is Adult Home Help Services
1317	Applying for Adult Home Help Services
1319	Food Stamps
1320	The Family Support Subsidy
1328	Veterans Benefits
1325	Children's Special Healthcare Services

ABC	GHI	JKL	PRS	#
2	4	5	7	#
Backup	Go	Jump	Repeat	Cancel