

If you have an emergency,
please call the
Crisis Hotline
at 800-241-4949.

The Arc 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.
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.

Visit us online at
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 Western Wayne County at
734-729-9100 if you have further questions
concerning the topic after listening to the recorded
message.

Key Pad Shortcuts

- 2** ^{ABC} BACKUP. If you would like to hear a
message repeated, press the number 2
- 4** ^{GHI} GO. If you decide not to listen to a topic
you have entered, press the number 4 key.
- 5** ^{JKL} JUMP. If you want to skip ahead in the
topic message you are listening to, press the
number 5 key.
- 7** ^{PRS} 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
Western Wayne County

Funded by
Detroit Wayne Integrated Health Network



Community Mental Health Agencies

- 1279 Michigan Department of Health and Human Services.
- 1239 Detroit Wayne Integrated Health Network
- 1210 Detroit Wayne Integrated Health Network Intake Process

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 Filing a Recipient Rights Complaint
- 1437 Investigation of Recipient Rights Complaints
- 1438 Appealing a Recipient Rights Decision

Advocacy Organizations

- 1253 The Arc Western Wayne County
- 1228 The Arc 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
- 1601 What is Transition and the IEP
- 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 Assets and Medicaid
- 1303 What is Medicaid Spend Down?
- 1316 Adult Home Help Services
- 1317 How to apply for Adult Home Help Services
- 1319 Food Stamps
- 1320 The Family Support Subsidy
- 1328 Veterans Benefits
- 1325 Children's Special Healthcare Services

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