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.

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.

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

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

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

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

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.

Visit us online at www.thearcww.org for additional Helpline topics and information!

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

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 Fingerprint, 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
2111  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 Planning 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
1623  Wayne County Regional Educational Services Agency
1624  Head Start Program

Guardian & 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
1303  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

Backup  Go  Jump  Repeat  Cancel