

Emergency Services

(Centralized Intake for) Adult and Child Protective Services

5321 28th Ct. SE

1-855-444-3911

Grand Rapids, MI 49546

Service: Statewide centralized intake office receives all calls of suspected abuse, neglect or exploitation of adults (and children.) Call center is staffed 24 hours/day, every day of year. For adult concerns, centralized intake notifies the local Department of Human Services supervisor who determines need for follow-up investigation.

American Red Cross

782-9486

United Church of Christ

801 S Mechanic St.

Jackson MI 49203

Service: Disaster relief and preparedness, including help for one family burn-outs.

Smoke detectors: will install up to 3 smoke detectors per household at no cost to family.

Aware Inc.

783-2861

706 E. Michigan Ave

Jackson, MI 49201

Service: Provides 24 hour/seven days a week crisis intervention and information to assist domestic violence and sexual assault victims. Services include counseling, advocacy, support groups, and community presentation. Temporary emergency shelter is available for domestic violence victims and their children. All services are confidential.

Catholic Charities of Jackson

782-2551

Personal Needs and Linen Closet

407 S. Mechanic

Jackson, MI 49201

Service: personal need items (soap, shampoo, blankets, sheets, towels, toilet paper, deodorant, toothpaste/ toothbrush) available, limit 5 items per household per month.

Eligible: Low income residents of Jackson County resident in need may receive help once per month. ID required.

Hours: Fridays, 9 A.M. – 12 noon (second and fourth Fridays of the month)

Central Michigan 211 **211**

From cell phones or pay phones: 1-866-561-2500

Service: provides free 24 hour information and referral phone service that links people in need with the organization that can assist with their need.

Serves Jackson, Clinton, Eaton, Genesee, Hillsdale, Ingham, Lenawee, Livingston, and Shiawassee counties.

Community Action Agency

McHugh Center **784-4800**

1214 Greenwood Ave.

Jackson, MI 49203

Community Services: help with utility bills or other one-time emergency needs *as funds permit*. *DHHS denial letter required

Dept. of Health and Human Services **780-7400**

State Emergency Relief (SER) program

301 E. Louis Glick Highway

Jackson, MI 49201

Service: SER program may help those who have court-ordered evictions, utility shut-offs, and emergency home repairs, if guidelines met.

Eligibility: person must complete SER application (form DHS 1514) at office or online at www.michigan.gov/mibridges . Proof of assets is required. * Due to COVID-19 Pandemic: Lobbies are now closed. Clients needing to make contact with MDHHS should call for more information.

Energy related requests (furnace repairs and utility assistance) must be filed between November 1 through May 31.

Hours: 8 AM – 5 PM Monday through Friday

Jackson City Police Department **788-4100**

216 E. Washington Ave.

Jackson, MI 49201

Service: law enforcement services within city limits.

Jackson Community Ambulance **787-5700**

Service: Emergency medical transportation

Eligibility: medically necessary ambulance transportation (can't safely arrive any other way).

Fee: Medicare, Medicaid, private insurance or private pay.

Jackson County Sheriff Department **788-4200**

212 W. Wesley St.

Jackson, MI 49201

Service: law enforcement services with countywide jurisdiction.

Jackson Emergency Dispatch **911**

Jackson Interfaith Shelter **789-8735**

414 South Blackstone St.

Jackson, MI 49201

Service: provides meals, rooms, clothing, and client advocacy for the homeless, 90-day limit.

“Lifeline”: see **“Personal Emergency Response Systems”**

LifeWays Access **789-1200**

1200 N. West Ave.

or 24-hour Crisis line: 800-284-8288

Jackson, MI 49203

Service: 24-hour crisis line for general crisis intervention, hotlines, mental health crisis lines, suicide prevention hotlines and referral services.

Love, INC. **782-9766**

Service: provides **emergency assistance** in coordination with area churches, as funds permit, for medications, bus fare, water shut-offs, and birth record and state ID assistance.

Hours: Mondays and Thursdays: 10 AM-2 PM

Jackson Personal Care Ministry

First Baptist Church

784-3151

201 S. Jackson St.

Service: personal need items (soap, shampoo, other hygiene items, paper products and cleaning supplies) available. Quantities limited per family.

Eligibility: Jackson resident, ID required.

Hours: Thursdays 5 PM-6:30 PM

Mission of Hope Cancer Fund **782-4643**

745 Lansing Ave.

Jackson, MI 49202

Service: help with needs pertaining to cancer treatment, such as insurance premiums, lodging, medical equipment, prescriptions, and travel.

Eligibility: must have cancer diagnosis confirmed by doctor, and actively undergoing cancer treatment at time of request.

St. Vincent de Paul Society Store

1509 E. Michigan Ave.

784-0609

Jackson, MI 49202

Service: Provides clothing, bedding, furniture and spiritual help for people in need. Household starter kits available once per year, need ID.

Hours: Mondays - Fridays, 9:00 AM – 7 PM, Saturdays 9-3 PM

1812 Spring Arbor Rd.

784-0721

Jackson, MI 49203

Service: Provides clothing, bedding, furniture and spiritual help for people in need. Household starter kits available once per year, need ID.

Hours: Mondays - Fridays, 9:00 AM – 7 PM, Saturdays 9-3 PM

Salvation Army

782-7185

806 E. Pearl St.

Utility bill help: 1-855-929-1640

Jackson, MI 49201

Service: Community food pantry and emergency help with utility bills *as funding permits* and by appointment only. Generally need to have shut-off notice or past due balance, applied for and received approval through DHHS for SER assistance for utility bill help.

Veteran's Trust Fund Call Center

1-800-642-4838

Service: temporary emergency help to veterans. Assistance may be provided by phone from Lansing office, but if in-person assistance is necessary, appointment may be scheduled in Lansing or in the Jackson office.

See also: Counseling, Energy and Utility Assistance, Financial Services, Food and Nutrition, and Medication Assistance.