

# THE LRE COMMUNITY NEWSLETTER

March 2024



## Community Advisory Panel

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The Lakeshore Regional Entity's **Community Advisory Panel (CAP)** is a group of people who are passionate about the behavioral health system in West Michigan and have partnered with Lakeshore Regional Entity to improve and enhance the quality of these services.

Please take some time to read the wonderful stories inside our spring newsletter highlighting some of the events, activities and resources available in our West Michigan Community!

We love to share encouraging stories and inspiring artwork from all over West Michigan! If you would like to have your artwork, stories, or poetry featured in a future issue, please send it to **LRE Customer Services: 5000 Hakes Drive, Norton Shores MI, 49441**. You can also email written pieces and pictures to [marih@lsre.org](mailto:marih@lsre.org).



# Upcoming Events



*May*  
**Mental Health  
Awareness Month**

Observed nationally since 1949, Mental Health Month is an opportunity to promote education and support, leading to increased well-being. This is also a great chance to work toward reducing the stigma that is often a barrier to people asking for help for a mental illness. Local events may be held through your Community Mental Health and other Michigan organizations. For more information, visit the National Alliance on Mental Illness (NAMI) at [www.nami.org](http://www.nami.org).

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## **September 12, 2024 – Mark Your Calendar!!**



Each year, we draw more than 2,000 advocates from across Michigan to the Capitol Building to support public behavioral healthcare. This rally aims to highlight the need for increased funding for mental health services, raises awareness of behavioral health needs in health and policy discussions and works to banish behavioral health stigmas.

There are more than 300,000 citizens in Michigan who seek behavioral health services. Join us on Thursday, September 12, 2024 as we rally together on the Capitol Lawn for increased mental health funding and the need for behavioral health to be continually included in policy discussions.



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## **Virtual Job Fair: April 17th**

Every third Wednesday of the month from 9am-4pm, West Michigan employers are hiring at the virtual job fair! Register to speak directly with hiring managers about your skills and qualifications, and hear more about their open positions. Registration is open from April 8th to April 15th. To register and view available jobs, please visit [www.westmiworks.org/job-seekers/virtual-job-fair/](http://www.westmiworks.org/job-seekers/virtual-job-fair/)

# Let's Talk About....

## Grievances and Recipient Rights



### I have a complaint, what do I do about it?

If you are unhappy about something that has to do with the services you receive, you have the right to make a complaint and have someone address it. A complaint is sometimes called a "Grievance". Grievances are things that are NOT protected by a law or statute such as:

- Interaction with your provider, doctor, worker, or any staff
- The quality of the care you receive
- The place you receive care (the condition of the building, safety issues, etc.)
- Anything you are unhappy about EXCEPT a decision to make a change to your services

If you want to talk to someone about a grievance, the Customer Services Specialist at your local Community Mental Health (CMH) is ready to help! Anyone can file a complaint at any time by calling the number for your CMH listed below or asking your provider for a grievance form.

### I think my rights have been violated. Who do I talk to?

A Right is not something you earn; it is something that is given to you and protected by Federal, State, or Local law or statute. A few examples of the rights you have as a person that receives services from the CMH are:

- The right to be free from abuse, neglect, or exploitation
- The right to make decisions in your own care
- The right to privacy and confidentiality
- The right to access your medical records

If you believe your rights have been violated, your CMH Rights Advisor is ready to listen! You may ask the front desk for a complaint form, ask to speak with the Rights Advisor in person, or call the number to your CMH below.

#### **Network 180:**

Grievance: 866-411-0690  
Rights: 616-336-3765

#### **OnPoint (Allegan):**

Grievance: 877-608-3568  
Rights: 269-628-5715

#### **West Michigan CMH:**

Grievance: 800-992-2061  
Rights: 231-845-6294

#### **HealthWest:**

Grievance: 231-720-3201  
Rights: 231-724-1107

#### **Ottawa CMH:**

Grievance: 616-393-5752  
Rights: 616-393-5763

# Resources

## Local organizations meeting the needs of West Michigan

Are you in need of help with affordable housing, food, basic necessities, rent assistance, advocacy, employment, crisis living, or overall education on meeting your needs? The following organizations are available to and ready to help!

### **Emergency/Crisis Shelter**

Gateway Mission: Meets your immediate needs such as food, financial guidance, advocate services, on-site childcare, shelter, clothing, employment and housing search assistance, and recovery services.

Website: <https://www.hopefoundhere.org/our-services/emergency-shelter/>

Phone: 616-396-2200

Email: [info@hopefoundhere.org](mailto:info@hopefoundhere.org)

Resilience: Offers emergency shelter for people experiencing domestic violence, sexual assault, and/or stalking. Serves Allegan and Ottawa counties, but often helps survivors relocating in or out of the area for safety reasons.

1. Emergency Shelter: Staffed around the clock, Ginny's Place provides safe and confidentially located emergency shelter for women, men, and children that are fleeing unsafe homes. If you are in need of shelter, please call our 24-Hour Help Line: 1-800-848-5991

2. The Supportive Housing: 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 survivors who are already involved in Resilience programming to rebuild their life by helping find safe, affordable housing while providing support and education.

Website: <https://resiliencemi.org/safe-housing/>

Phone: 616.392.2829

### **Housing Assistance**

Jubilee Ministries: Serving the greater Holland area through development of attainable housing options, helping people to become home owners through a qualifying mortgage program.

Website: <https://www.jubileeministriesinc.com/mission>

Phone: 616.392.8191

Email: [info@jubileeministriesinc.com](mailto:info@jubileeministriesinc.com)



## Resources Continued...

Good Samaritan Ministries: Serving Ottawa County and surrounding areas  
Assists with both immediate and long-term housing solutions. We help vulnerable individuals and families achieve housing and financial stability by providing: (1) Housing Assessment and Resource Team (HART): homelessness prevention assistance for those at risk of homelessness, housing search assistance for anyone seeking stable affordable housing, rapid re-housing for those currently homeless, referral to shelter services or other housing assistance, supportive services that can help to stabilize housing, (2) Community Housing Partnership (CHP): provides short-term rent assistance to homeless individuals and families in the community. Housing assistance is paired with case management, a housing plan, mentoring support, home maintenance education, and aftercare services.

Website: [www.GoodSamMinistries.com](http://www.GoodSamMinistries.com)

Phone: 616-392-7159

Email: [info@GoodSamMinistries.com](mailto:info@GoodSamMinistries.com)

### **Clothing, rent, food, and other basic needs**

Salvation Army: Serving all of Western Michigan through assistance with utilities, rent, food, and vouchers for clothing/household items.

Website: [www.salvationarmy.org](http://www.salvationarmy.org)

Phone: Holland: 616-392-4461

Grand Rapids: 616-742-0351

Plainwell: 800-729-7825

Ludington: 231-843-3711

Muskegon: 231-733-3284

### **Life Skills and Advocacy**

Doors of Hope: Holland and surrounding area

Building relationships, removing the barriers of generational poverty and crisis living, and encouraging independence. We do this by offering life skills coaching, budgeting, resource referral, advocacy, and community teams.

Website: <https://coahm.org/doors-of-hope/>

Phone: 616.748-6017

Email: [doorsofhope@coahm.org](mailto:doorsofhope@coahm.org)





# The LRE Board of Directors

The Lakeshore Regional Entity Board of Directors **meeting is on the 4th Wednesday of each month.** Unless otherwise noted, prior to each Board meeting a Work session is scheduled for 11am. The Board meetings are held in person at the GVSU-Muskegon Innovation Hub, 200 Viridian Dr., Muskegon, MI 49440.

## Upcoming Board Meetings

March 27, 2024

April 24, 2024

May 22, 2024

For more information on the LRE Board meetings please visit [www.lsre.org](http://www.lsre.org)

## The LRE Website

For more information on your Consumer rights, please visit [www.lsre.org](http://www.lsre.org). Once there you will be able to:

- [File an Appeal](#)
- [File a Grievance](#)
- [Learn More about the CAP](#)

For more information or to talk to our Customer Services specialist, please call 800.897.3301

