

# Community Resource Reference Guide

Looking for support, assistance, and resources available to the Novi community? The following information is provided by the City of Novi as a public education service. The City of Novi does not endorse any private company, non-profit organization or service; this guide was created to simply inform consumers of the availability of the services. As a consumer you are encouraged to independently research and ask for references.

## Caregiver Resources

### **Family Caregiver Alliance**

FCA offers a wide range of caregiver resources, including caregiving tips, information and encouragement about taking care of yourself as a caregiver, connections to community organizations and agencies, and overviews of health conditions.

Website: <https://www.caregiver.org/>

### **Trualta: Free Online Learning and Community for Family Caregivers** (AgeWays)

Trualta provides practical, expert guidance to help you manage the challenges of caregiving — and take care of yourself in the process.

Website: <https://www.ageways.org/caregiver-services/trualta-family-caregiver-online-learning/>

## General Resource and Assistance Information

### **Michigan 2-1-1 (United Way)**

2-1-1 is a free service that connects Michigan residents with help and answers from thousands of health and human services agencies and resources in their communities. 2-1-1 is a confidential service, and can help with accessing food, housing and paying bills.

Website: [www.mi211.org/](http://www.mi211.org/)

Phone: **2-1-1 (toll-free) or (844) 875-9211**

### **AgeWays Nonprofit Senior Services** (formally Area Agency on Aging 1-B)

AgeWays offers trusted programs and resources to support older adults, family caregivers, and adults with disabilities, helping them live safely, independently, and with dignity.

Website: <https://www.ageways.org/>

Information & Assistance Line > Monday–Friday, 8 a.m.–5 p.m. at **(800) 852-7795**.

**AgeWays Nonprofit Senior Services publication** “Connect,” is an 80-page information and resource guide full of articles to help older adults and their families understand and navigate long-term care resources and options for families in Livingston, Macomb, Monroe, Oakland, St. Clair and Washtenaw counties.

<https://www.ageways.org/caregiver-services/resource-guide/>

### **Oakland Connects – Oakland County Health Department**

Oakland Connects is a free program that helps guide residents through services in the county. Our team of certified Community Health Workers are committed to connecting you to programs that support your health in all ways! Oakland Connects is available to anyone who lives or works in Oakland County.

NOC Hours: Monday - Friday: 8:30AM - 5PM

Contact Information – **(800) 848-5533**

<https://www.oakgov.com/community/oakland-connects>

## Home Repair Program

### **City of Novi Minor Home Repair**

City of Novi Minor Home Repair program helps qualified low-income homeowners of single family and mobile homes in the city make needed repairs and improvements to their residences.

<http://www.cityofnovi.org/Community/Home-Repair-and-Home-Buying-Programs.aspx>

To find out more about the program or if you have questions on the application or checklist, please contact Brian Keesey of McKenna by phone: **(248) 596-0920**.

## Housing Assistance

### **Community Housing Network**

Community Housing Network is a nonprofit organization committed to providing homes for people in need.

Website: <https://communityhousingnetwork.org/>

Phone: **(248) 269-1335** - Troy Office

### **Housing Resource Center**

A free service and the best first step for anyone in a housing challenge with trained specialists can help recommend options connecting callers to programs and resources to address housing needs.

Website: <https://communityhousingnetwork.org/housing-resource-center/>

Phone: **(248) 928-0111**

### **Oakland County Housing Counseling**

HUD Certified Housing Counselors offer free housing information, education, and referrals in a confidential setting. Call to speak with an advisor > **(248) 858-5402**

Website: <https://www.oakgov.com/community/neighborhood-housing-development/help-with-housing/housing-counseling>

### **MI Options Long-Term Options Counseling**

With the right foundation from MI Options, you can look at the future with confidence and peace of mind. A trained expert can help you navigate what kind of care you or a loved one might need as you age, what it will cost, and how to stay at home and maintain independence. Learn your options now, so you can make a plan and stay in control.

To schedule an appointment or receive a referral call, **1-800-803-7174**.

Website: <https://www.michigan.gov/mdhhs/adult-child-serv/adults-and-seniors/acls/long-term-services-and-supports>

## Legal Resources

### **Ask the Lawyer – OAS Expert Advice Program**

Glick Law Firm hosts free 30-minute sessions to answer your questions about probate avoidance, tax avoidance, wills, power of attorney, asset protection, estate planning and more. This program is presented by the City of Novi. Call **248.347.0414** to make an appointment for a phone consultation.

### **Lakeshore Legal Aid Hotline**

Lakeshore Legal Aid is a not-for-profit law firm providing a range of free civil legal services to people who are low-income and seniors in our communities.

Website: <https://lakeshorelegalaid.org/services/>

**(888) 783-8190**

### **Michigan Legal Help**

A website for those who are handling their legal needs without a lawyer.

Website: <https://michiganlegalhelp.org/organizations-and-courts/self-help-centers>

## **MI Options Medicare Counseling**

Medicare can feel overwhelming, especially when plans, costs, and rules change every year. You don't have to figure it out alone. The AgeWays MI Options Medicare Assistance Program provides unbiased help with Medicare — at no charge. Our certified SHIP (Michigan's State Health Insurance Assistance Program) counselors and trained volunteers provide free, unbiased one-on-one support to help you understand your benefits, compare options, and make decisions that protect both your health and your wallet.

\*Phone: **248-347-0414** to schedule an appointment thru Older Adult Services

## **Mental Health Resources**

### **Oakland Community Health Network**

Oakland Community Health Network (OCHN) leads a provider service network that assists approximately 30,000 Oakland County citizens at more than 400 service sites across the county.

Website: <https://www.oaklandchn.org/>

Non-emergency Service Access Phone: **(248) 464-6363**

Customer Services Phone: **(800) 341-2003**

**Immediate Help: 988**

### **Easter Seals/MORC**

Easter Seals Michigan serves all ages. They provide services for mental health, substance abuse, autism, behavioral health, senior services and more.

Website: <https://morc.easterseals.com/>

Phone: **248-475-6300** | 800-75-SEALS (toll-free)

## **Outdoor Services**

**LawnGuru** offers on-demand outdoor services. Homeowners can place an order via smart phone, online registration or by calling **(855) 807-8974**. More information > <https://lawnguru.co/>

**PLOW & MOWZ** offers on-demand outdoor home services. Homeowners can use Plow & Mowz to schedule one-time or recurring weekly service via smart phone, online or by calling **(800) 489-8128**. More information > <https://www.plowzandmowz.com/>

**LawnStarter** offers on-demand lawn care services: <https://www.lawnstarter.com/> or by calling **(866) 822-1766**.

**Next Door** Many residents have found landscape/lawn care services using the hyperlocal social networking service Next Door <https://nextdoor.com/>. Next Door is the private social network for just your neighborhood. Using this free service, you can ask your neighbors for recommendations.

## Report Elder Abuse and Neglect

### Michigan Department of Health and Human Services

If you suspect abuse, neglect or exploitation, call **(855) 444-3911** any time day or night to make a report. Staff will investigate allegations within 24 hours after the report is received.

Website: [https://www.michigan.gov/mdhhs/0,5885,7-339-73971\\_7119-15663--,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-73971_7119-15663--,00.html)

## Financial Scams/Identity Theft

### Successful Aging thru Financial Empowerment (SAFE) (WSU)

SAFE helps older adults recover financially and emotionally after being victimized by financial scams or identity theft.

Website: <https://iog.wayne.edu/outreach/success-after-financial-exploitation--safe->

Phone: **(313) 335-7644**

### Identity Theft Resource Center

The ITRC, a non-profit founded in 1999, supports victims of identity theft, fraud, and scams and offers identity protection education — free of charge.

Website: <https://www.idtheftcenter.org/>

## Transportation

Novi's transportation provider is **People's Express** (PEX). PEX has been operating curb-to-curb transportation services for over 30 years and is for everyone. All Novi residents can take advantage – regardless of age, ability, or income. For anything from doctor visits, rides to and from the library, grocery shopping, or even to work, residents 14 and older can schedule rides with PEX. Residents younger than 14 must be accompanied by a guardian.

Novi residents 55+ ride FREE within the service boundary. Veterans of any age ride FREE to anywhere within Oakland County AND anywhere within the service boundary.

**To schedule a ride, call (877) 214-6073**, Monday – Friday from 8am-7pm, excluding holidays.

Reservations must be made at least THREE full business days in advance.

PEX Website: <https://peoplesexpress.org/oakland>

### myride2.com

Need a ride to outside Novi's area? Myride2 is a Transportation service that helps coordinate rides for seniors and disabled adults in Oakland and Macomb counties.

Website: <https://www.myride2.com/>

Phone: **(855) 697-4332**

## Veterans Services

### Oakland County Veterans' Services

Oakland County Veterans' Services helps veterans and their families obtain and maintain all veterans related benefits from federal, state and local government agencies.

Website: <https://www.oakgov.com/government/veterans>

**(248) 858-0785** – Pontiac Office

**(248) 655-1250** – Troy Office

**Michigan Paralyzed Veterans of America (MPVA)**

MPVA assists its members to experience enhanced quality of life through programs such as advocacy and legislation, educational scholarships, loan closet, peer support services and more.

Website: <https://www.michiganpva.org/>

Phone: **(800) 638-6782**