



**MICHIGAN RESOURCE GUIDE
FOR PERSONS WITH
TRAUMATIC BRAIN INJURY
AND THEIR FAMILIES**

UPDATED 2013

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This document was prepared by the Center for Data Management and Translational Research at the Michigan Public Health Institute. Thanks to all who reviewed drafts of this document and who submitted information.

This document was supported in part by a grant from the Department of Health and Human Services (DHHS) Health Resources and Services Administration, Maternal and Child Health Bureau (Grant H21MC06747). The contents are the sole responsibility of the authors and do not necessarily represent the official view of DHHS.

Version 8 - 2013



MY HEALTH CARE INFORMATION

Dear user: We have added this portable profile to the Michigan Resource Guide. As you contact public and private providers, many will ask you questions about your history or health care/rehabilitation needs. We suggest that you fill it out in pencil and change the information to keep it up-to-date. We hope that this will help you organize your personal health care information.

This information is about (name): _____

This book belongs to: _____ Phone: (_____) _____

If this book gets lost, please send it to this address:

(Street) (City) (State) (Zip)

My medical condition(s) is/are: _____

My risk factors due to TBI are: _____

IN CASE OF EMERGENCY

Emergency contact: _____ Phone: (_____) _____

My hospital: _____ City: _____

My medical doctor: _____ Phone: (_____) _____

I have a guardian (circle one): NO or YES (if yes, complete below)

Guardian name: _____ Phone: (_____) _____

I have advanced directives (circle one): NO or YES

My last flu shot was (date): _____

My last pneumonia shot was (date): _____

I have allergies to: _____

MY INSURANCE FOR PROBLEMS RELATED TO MY INJURY

Name of Insurance: _____ Claim #: _____

Case manager name: _____ Phone: (_____) _____

MY INSURANCE FOR PROBLEMS NOT RELATED TO MY INJURY

Name of Insurance: _____ Policy #: _____

MEDICATION INFORMATION

My Pharmacy: _____ Phone: (_____) _____

My Medications:

Medication Name	Medication Dosage	Why I take this medication	When I take this medication

REHABILITATION INFORMATION

My Rehab Doctor: _____ Phone: (_____) _____

My Rehab Program Contact: _____ Phone: (_____) _____

Equipment I use in order to be independent: _____

The company/person that fixes my equipment: _____

Company/person's Phone: (_____) _____

I am independent in the following tasks: _____

I need help with the following tasks: _____

MY MAJOR MEDICAL EVENTS

Test or treatment performed	Location of treatment	Date

FREQUENTLY CALLED NUMBERS

Organization	Phone Number	Notes

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INTRODUCTION



HOW TO USE THIS GUIDE

The goal of the *Michigan Resource Guide for Persons with Traumatic Brain Injury and Their Families* is to help direct people to appropriate state and local services. In Michigan, many traumatic brain injuries (TBI) (about 30%) are caused by car crashes. The services provided to such persons with TBI through automobile insurance companies are typically very good and comprehensive. This *Guide* is primarily meant for the remaining 70% of persons with TBI who are dependent on other forms of medical coverage and financial aid.

The *Guide* presents information on **financial aid, medical care insurance or aid, housing, education, vocational rehabilitation, legal aid and advocacy, mental health, and transportation services**. Sections I-III offer information followed by a listing and description of agencies or resources that provide services or information relating to the topic. **Note that not all resources or programs are available to everyone.** For such programs, eligibility criteria are listed along with a description of the program.

TIP

Agencies or resources are listed in alphabetical order rather than in order of importance. In some sections, there are many agencies or resources listed and you might not know whom to call first. Hints provided in boxes labeled 'TIP' are meant to guide you through the process.

Section I explains what TBI is, its symptoms, and the impacts on individuals and families. The section presents information on the number of individuals who get a TBI. Important laws about the rights of persons with disabilities are described. **This section also supplies a list of important organizations that provide general information, advocacy and other services** to individuals with TBI and their families. A list of books written by persons with TBI is also included.

Section II provides information on frequently needed services that are available in Michigan. To help readers get services in their community, information about state agencies and other resources are listed. **This list does not include *all* direct service providers in your area. The organizations listed are statewide organizations that should be able to put you in touch with service providers and other resources in your area.**

Section III gives information on potential sources of financial aid to pay for needed services. Eligibility information for these state and federal programs is given. Financial aid and medical care coverage programs specifically for children and veterans are also discussed.

Section IV provides an overview of the main agencies and resources described throughout the *Guide*. **If you are looking for a specific service, turn directly to the tables in Section IV to find agencies that offer the service, referral or financial aid.** Also check the appropriate section as listed in the Table of Contents, as some resources are not in the tables.

Section V lists the contact information for all agencies and resources discussed in the *Guide*, along with the pages on which they are discussed. The frequently called numbers table in the front of this Guide under “My Healthcare Information” is provided for you to make a note of numbers you call often.

Section VI is a glossary. Since many of the programs listed in this *Guide* come from federal or state statute, the terms may be confusing or unclear. This glossary is meant to help you understand these terms.

Please note: At the time this *Guide* was published, the accuracy of all contact and program information was verified; however, changes in addresses, telephone numbers and programs do occur.

Some steps to follow when looking for services:

- ◆ Identify current needs for treatment and services
- ◆ Contact the appropriate organizations
- ◆ Communicate with your insurer
- ◆ Identify other possible funding sources

Tips to help in the application process:

- ◆ Maintain a journal to chart progress
- ◆ Keep your paperwork organized
- ◆ Ask for copies of all records/paperwork
- ◆ Have documents, such as your insurance card or medical information, available
- ◆ Keep a list of contact information (names, phone numbers, and addresses) for all persons you talk with
- ◆ Keep written records of all communications and write down the name of the person you speak to
- ◆ When calling organizations, ask if there is a person available who specializes in TBI

WHAT IF A NEEDED SERVICE IS DENIED?

It is not uncommon for a request for services or financial aid to be initially denied, and later approved upon appeal. Whether dealing with state agencies or private insurers, consumers or their advocates have a right to appeal any denial that they feel was made in error. Many agencies have on-site advocates who can help settle disagreements and other concerns that individuals may have regarding delivery or denial of services, financial support, or other matters related to the agency. Ask someone from the agency how to file an appeal or complaint. It is important to have documentation of services, denials and other important records to support your appeal or complaint.

TIP

You or your advocate may have to be persistent to make sure your medical problems are taken seriously.

Having an advocate may be very important for persons with TBI. Advocacy support may involve appealing denials of service or financial coverage, or explaining limitations in detail. A person with TBI may have a range of advocacy needs. Often, a family member or other person may act as an advocate to assist in getting needed services. You may also want to seek out the services of

an advocacy organization or even a lawyer. Advocacy organizations can help you understand why services were denied and whether or not you are entitled to services. They can also offer advice on what steps to take next, and if similar services are available elsewhere. In some cases, such as in denial of Social Security benefits, obtaining a legal advocate to assist in the appeals process is wise. See the section on Advocacy Organizations and Legal Services on page 17 of this *Guide*.

SECTION I

OVERVIEW OF TRAUMATIC BRAIN INJURY



WHAT IS TRAUMATIC BRAIN INJURY?

A traumatic brain injury (TBI) is defined as a change in brain function, or other evidence of physical changes/disruption of normal function (brain pathology), caused by an external physical force. However, not all bumps on the head result in TBI. TBI may or may not be combined with loss of consciousness, an open wound, or skull fracture. Typical causes of TBI:

- ◆ Falls
- ◆ Assault
- ◆ Motor vehicle-traffic
- ◆ Struck by/against
- ◆ Sports injury

ACQUIRED BRAIN INJURY

An acquired brain injury (ABI) is an injury to the brain that occurs after birth, which is not hereditary, congenital, degenerative, or induced by birth trauma. TBI is a type of ABI. Typical causes of ABI:

- ◆ Stroke
- ◆ Near drowning
- ◆ Seizure disorders
- ◆ Electric shock
- ◆ Lightning
- ◆ Substance abuse
- ◆ Infectious disease
- ◆ Tumor
- ◆ Toxic exposure

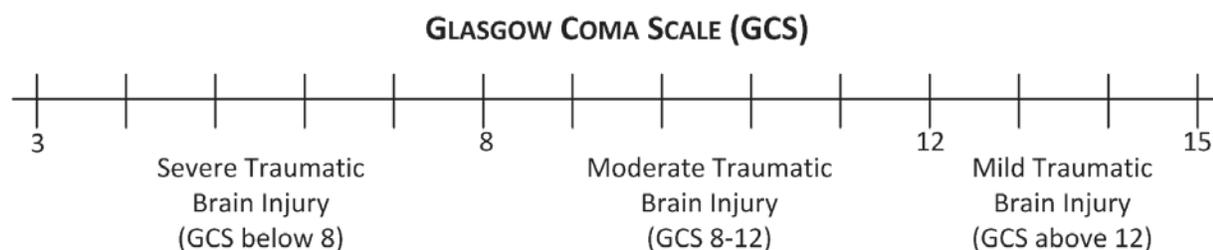
SEVERITY OF BRAIN INJURY

Based on the length of time the person was unconscious, without memory, or confused, TBI can be classified as “mild,” “moderate,” or “severe.” Usually, someone with a mild TBI will recover fully. However, since there are cases of people with mild TBI who have lasting disability from their injury, it is important not to dismiss the potential seriousness of such an event. Also, if a person experiences mild TBI more than once – the results may be worse than if only one mild TBI occurs.

Emergency personnel evaluating an individual who recently sustained a brain injury typically assess the severity of a brain injury by using an assessment called the **Glasgow Coma Scale (GCS)**. The scale, which generates a score

between 3 and 15, comprises three tests: eye opening, verbal responses, and motor responses.

Note: There may be no correlation between the initial GCS score and the initial level of brain injury and a person's short or long-term recovery or functional abilities.



MILD TRAUMATIC BRAIN INJURY

The occurrence of an injury caused by a blow or jolt to the head involving any one of the following:

- ◆ Any period of loss of consciousness does not exceed 30 minutes
- ◆ Post-traumatic amnesia does not exceed 24 hours
- ◆ Initial Glasgow Coma Scale score of 13-15

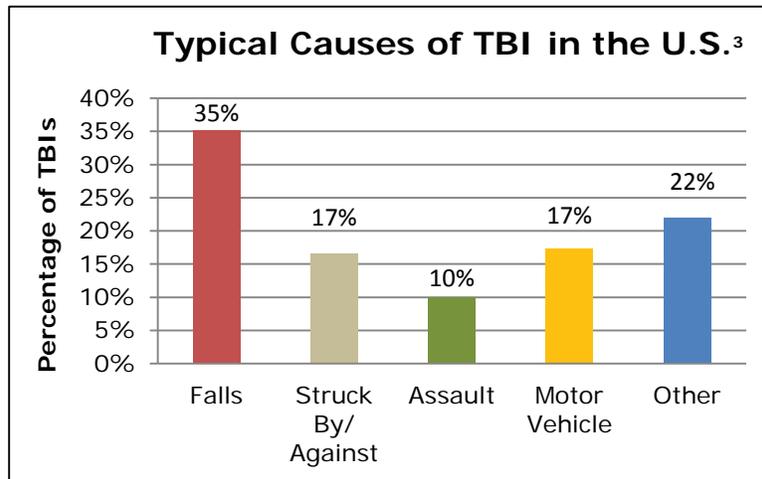
TRAUMATIC BRAIN INJURY IS COMMON

Over 52,000 people die from TBI in the United States each year and 275,000 are hospitalized. Many more are treated and released from hospital emergency departments, seek care in a doctor's office, or do not seek care at all.¹ Michigan data show that each year about 12,000 Michiganders have a serious TBI - one that leads to hospitalization and/or death. Men are more likely than women to sustain a TBI at any age. In Michigan, the elderly, babies, and young adults are at particular risk for TBI.²

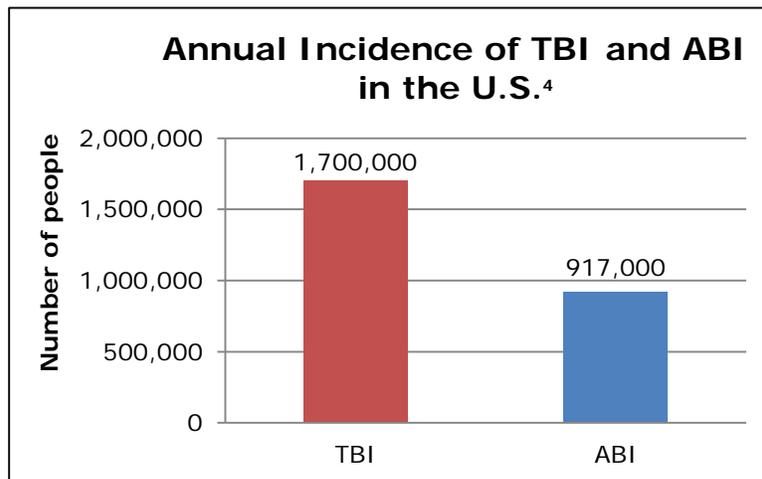
¹Faul M, Xu L, Wald MM, Coronado VG. Traumatic brain injury in the United States: emergency department visits, hospitalizations, and deaths 2002-2006. Atlanta (GA): Centers for Disease Control and Prevention, National Center for Injury Prevention and Control; 2010.

²2003 to 2008 Hospital Discharges from the Michigan Inpatient Database and Mortality Data from the MDCH Division of Vital Records and Health Statistics.

This graph shows the leading causes of TBI in the United States by percentage.



This graph shows the estimated average annual number of TBI and ABI in the United States.



EFFECTS OF TRAUMATIC BRAIN INJURY

The brain is a very complex organ, and each injury is different. Therefore, the path to recovery and rehabilitation is difficult to predict. The symptoms of TBI may not be obvious at first, especially when combined with serious physical injuries. Outcomes can range from no apparent effect to severe impairment. Friends and family should note that if the person experiences mild TBI more than once, the results may be worse than if only one mild TBI occurs. It is important to acknowledge the potential seriousness of such events.

³ Centers for Disease Control and Prevention. National Center for Injury Prevention and Control (2010). What are the Leading Causes of TBI? <http://www.cdc.gov/traumaticbraininjury/causes.html>

⁴ Centers for Disease Control and Prevention. National Center for Injury Prevention and Control (2010). Facts Annual Number of TBIs. http://www.cdc.gov/traumaticbraininjury/pdf/tbi_blue_book_annualnumber.pdf

Depending on the severity of the injury, long term effects in both children and adults may include: ^{5, 6, 7, 8}

Cognitive and Sensory Problems

- ◆ Slow thinking
- ◆ Difficulty with memory
- ◆ Impairments in judgment, concentration, learning new information
- ◆ Inability to do several tasks at once; easily distracted
- ◆ Trouble handling information from the senses (e.g., sight, sound, taste, smell, touch and balance)
- ◆ Language and communication difficulties
- ◆ Loss of personal safety skills
- ◆ Difficulty reading/writing/drawing

Physical Problems

- ◆ Headaches or pain
- ◆ Stiffness or weakness
- ◆ Lack of coordination/balance
- ◆ Problems with sleep/fatigue
- ◆ Slurred speech/no speech
- ◆ Problems with planning movement for eating, dressing, walking
- ◆ Trouble swallowing
- ◆ Seizures
- ◆ Trouble going to the bathroom

Behavioral and Emotional Problems

- ◆ Irritability, impatience
- ◆ Impulse control, difficulty with anger management
- ◆ Increased stress and anxiety
- ◆ Inability to read social cues and self-monitor responses to other people
- ◆ Trouble starting or completing tasks
- ◆ Violence
- ◆ Persistent crying
- ◆ Excessive mood swings or personality changes
- ◆ Lowered self esteem
- ◆ Isolation
- ◆ Inappropriate sexual behavior

Psychiatric Problems

- ◆ Depression
- ◆ Attention deficit and hyperactivity disorder (ADHD)
- ◆ Obsessive compulsive disorder

⁵NIH Consensus Statement. (1998). Rehabilitation of Persons with Traumatic Brain Injury. Web site: <http://consensus.nih.gov/1998/1998TraumaticBrainInjury109Program.pdf>, p. 2-4.

⁶NIH Consensus Statement. (1998). Rehabilitation of Persons with Traumatic Brain Injury. Web site: <http://consensus.nih.gov/1998/1998TraumaticBrainInjury109Program.pdf>, p. 17-21.

⁷National Resource Center for Traumatic Brain Injury. (2000). The Brain Injury Source Book: Answers to Questions Most Often Asked. Richmond, Virginia: Virginia Commonwealth University, p. 14-15.

⁸Centers for Disease Control and Prevention. U.S. Department of Health and Human Services (1999). Facts about Concussion and Brain Injury: Where to get help. Version 2: 6-8.

EFFECTS ON FAMILIES



Families of persons with TBI are affected when changes in personality, behavior, or physical ability become obvious and persist. Emotional or sexual relationships with the injured person may change. Family members may have to spend a lot of time caring for the injured person. The physical and emotional strain of caregiving may cause rifts and resentment among family members. This may lead to anxiety, stress, guilt, loneliness and depression.⁹ If the injured person was the main financial provider, the family could also experience income losses *every year* – made worse if other family members no longer have time to work because they have to care for the individual. During this stressful time, a family member may have difficulty finding and getting desperately needed benefits.

TIP

Many of the references listed in this *Guide* are websites. The Internet can be the fastest and easiest way to find information.

If you do not have a computer, you may be able to access the Internet from a computer at your local public library.

Family members may need support to fulfill their new roles, including emotional and social support from others in similar situations, and the chance to take a break from caregiving tasks. In addition, they may need help and advice to get crucial benefits. Family members may need to be their own advocates in seeking care and social support for themselves.

IMPORTANT LAWS



THE AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (ADA) is a federal law that protects millions of Americans with disabilities from discrimination and reaffirms their civil rights. The ADA is designed to make American society more accessible to people with disabilities. Some of the

⁹Kreutzer, J.S., (1998). Consequences of Traumatic Brain Injury for the Family. NIH Consensus Development Conference on Rehabilitation of Persons with Traumatic Brain Injury, p. 14.

guarantees under the ADA include:

Employment: The ADA oversees all business practices including hiring, firing, wages and benefits. Businesses must provide reasonable accommodations to meet the needs of employees with disabilities unless these changes would produce undue difficulty or expenses, which are determined by specific guidelines.

Public Services: The ADA specifies that state and local government entities (e.g., school systems, park districts, etc.), including public transportation systems (e.g., buses, trains, etc.), provide equal access to their services and programs for individuals with disabilities.

Public Accommodations: All new and existing public accommodations that provide services to people must be accessible to individuals with disabilities. Public accommodations include facilities such as restaurants, hotels, grocery stores, and retail stores, as well as privately owned transportation systems.

Telecommunications: Telephone companies must provide relay service to individuals who use telephone systems for the deaf (TTY).

An ADA Information Line is available for general ADA information, answers to specific technical questions, and free ADA materials and information about filing a complaint.

ADA Information Line: (800) 514-0301

ADA Information Line (TTY): (800) 514-0383

Website: <http://www.ada.gov/>

FAIR HOUSING ACT

Title VIII of the Civil Rights Act of 1968 makes it illegal to discriminate in matters related to buying, financing, or renting homes and apartments because of race, national origin, disability, or other characteristics. For more information on the Fair Housing Act, please refer to page 31 in the Living and Care Arrangements section.

INDIVIDUALS WITH DISABILITIES EDUCATION ACT (IDEA)

This act sets requirements for special education in public schools. For more information about IDEA, please see the Public Education section on page 43.

OLMSTEAD DECISION

This important Supreme Court decision held that unnecessary segregation of individuals with disabilities in institutions is discrimination. Please refer to page 31 in the Living and Care Arrangements section for more information about the Olmstead Decision.

PERSONS WITH DISABILITIES CIVIL RIGHTS ACT (PUBLIC ACT 220 OF 1976)

This Michigan law prohibits discrimination based on disability in the areas of employment, housing, public accommodations (businesses serving the public), public services, and education. Moreover, it specifies that reasonable accommodations must be made for persons with disabilities in these areas. Anyone who is denied equal opportunity in these areas may file a complaint with the Michigan Department of Civil Rights. Please see page 19 for more information.

GENERAL RESOURCES

A number of national and statewide agencies and organizations offer information and referrals for individuals with TBI. Although the type of service available differs for each agency, these agencies are a good starting point for learning more about TBI, locating a specific resource, or determining the types of services needed.

BRAIN INJURY ASSOCIATION OF AMERICA (BIAA)

BIAA is a nonprofit organization that brings together persons with TBI, their families and friends, concerned professionals, and their communities. There are state affiliates throughout the country. This agency is a

good overall referral source for information, services, and products (such as audiotapes, books, and videos).

Phone Number: (703) 761-0750

National Brain Injury Information Center: (800) 444-6443

Website: www.biausa.org

Additional Contact Information: See page 82

BRAIN INJURY ASSOCIATION OF MICHIGAN (BIAMI)

BIAMI works to improve the lives of those affected by brain injury through education, advocacy, research, and local support groups. They also seek to reduce the number of brain injuries through prevention. BIAMI is a key source of information for brain injury services in Michigan. Books, videos, and customized information packets, as well as an annual educational conference, serve as resources for families and persons with brain injury. Local chapters and support groups throughout Michigan offer individuals with brain injury and their families support, local information, and activities.

Phone Number: (810) 229-5880

National Brain Injury Information Center: (800) 444-6443

Website: www.biami.org

Additional Contact Information: See page 82

CENTERS FOR INDEPENDENT LIVING (CIL)

There are 15 CIL in communities throughout Michigan. CIL provide services to integrate people with disabilities into the community. Services offered may include advocacy; resource and referral information pertaining to housing, transportation, community services and programs; peer counseling; independent living skills training; support groups; and recreational events. Some CIL offer services specifically designed to meet the needs of persons with TBI.

Phone Number: To locate the nearest CIL, look in your phone book or contact the Disability Network/Michigan (517) 339-0539

Website: www.dnmichigan.org (see member locator for local office contact information)

Additional Contact Information: See page 83

DEPARTMENT OF HUMAN SERVICES (DHS) – ADULT SERVICES

DHS - Adult Services provides Adult Protective Services; Independent Living Services that includes Home Help Services; and Adult Community Placement, which assists in locating Adult Foster Care Homes (AFC) and Homes for the Aged (HA) for adults who are unable to live independently. AFC/HA services include authorizations for the Medicaid Personal Care Supplement to these facilities.

To be eligible:

- ◆ Adult Protective Services are available to all vulnerable adults who are at risk of harm from abuse, neglect, or exploitation regardless of the adult's income and assets.
- ◆ Information and referral services are available to everyone, including information on Adult Foster Care and Homes for the Aged.
- ◆ Medicaid eligibility is required to receive DHS direct services, such as Home Help Services and the Adult Foster Care/Home for the Aged Medicaid Personal Care Supplement. DHS – Adult Services staff may assist customers in applying for Medicaid.

Phone Number: Check the phone book for your local DHS office or call the Lansing office and ask for the phone number for the county in which you live (517) 373-2035

Website: <http://www.michigan.gov/dhs>

Additional Contact Information: See page 85

DISABILITY.GOV

This website is a comprehensive source for disability-related information and resources at the federal level. The site also has a state and local resources map to assist visitors in finding disability-related information in their own states and localities. The website includes nine subject

tabs with information in the following areas: benefits, civil rights, community life, education, employment, health, housing, technology, and transportation.

Website: www.disability.gov

Contact Information: See page 86

EPILEPSY FOUNDATION OF MICHIGAN

Epilepsy Foundation of Michigan provides education and consultation services, public awareness, camp programs, support services, advocacy, and employment guidance for people with epilepsy, their families, and the general public.

Phone Number: (800) 377-6226

Website: www.epilepsymichigan.org

Additional Contact Information: See page 86

MICHIGAN DEPARTMENT OF COMMUNITY HEALTH (MDCH) TRAUMATIC BRAIN INJURY (TBI) GRANT

The MDCH TBI Grant is funded by the State of Michigan and the federal Health Resources and Services Administration-Maternal and Child Health Bureau to improve public services for TBI in Michigan. The Grant produces information for people with TBI, their families, and service providers (including this *Guide*). To learn more about the Grant, visit www.michigan.gov/tbi. Free online training about TBI is available at www.mitbitraining.org.

Phone Number: (517) 335-5322

Website: www.michigan.gov/tbi

Additional Contact Information: See page 90

NATIONAL RESOURCE CENTER FOR TRAUMATIC BRAIN INJURY (NRC FOR TBI)

This is a national nonprofit center committed to providing practical

and relevant information to persons with TBI and their families. The NRC for TBI is a valuable resource for many different services and questions. The NRC for TBI produces a guide titled *The Brain Injury Source Book: Answers to Questions Most Often Asked by Family & Survivors*.

Phone Number: (804) 828-9055

Website: www.tbinrc.com

Additional Contact Information: See page 94

UNITED CEREBRAL PALSY (UCP) OF MICHIGAN

This nonprofit organization provides information about housing, special education, employment, technology and equipment, public benefits, and transportation. UCP Michigan has expertise in cerebral palsy, disability rights, and disability services. Anyone with a disability can call UCP for assistance.

Phone Number: (517) 203-1200

(800) 828-2714 (Michigan Only)

Website: www.ucpmichigan.org

Additional Contact Information: See page 97

UNITED WAY

United Way organizations serve people in their community directly or in collaboration with other local nonprofit organizations. United Ways frequently offer a program called "First Call for Help." This is a local telephone number (dial 2-1-1) that people in need may call and immediately be referred to the community service(s) that can help them. In Michigan, there are approximately 60 local United ways.

Phone Number: (517) 371-4360 or call 2-1-1 for resources

Website: www.uwmich.org

Additional Contact Information: See page 97

BOOKS WRITTEN BY PERSONS WITH TRAUMATIC BRAIN INJURY OR THEIR FAMILIES



The following are several books written by persons with TBI or their family members. You may contact the Brain Injury Association of Michigan for these and other books available through their lending library.

Becker, S. (2004). *I Had Brain Surgery, What's Your Excuse?* New York, NY: Workman Publishing Company Inc.

Cramer, Jody. (2005). *An Excellent Life.* Lake Mary, FL: Strang Communications Company.

Crimmins, C. E. (2000). *Where is the Mango Princess?* New York, NY: Knopf-Random House, Inc.

Fryer, E.E. (2005). *My Lost Summer.* Morrisville, NC: Lulu, Inc.

Osborn, C. L. (1997). *Over My Head: A Doctor's Own Story of Head Injury from the Inside Looking Out.* Riverside, NJ: Andrews McMeel Publishing.

Rocchio, C. (2004). *Ketchup on the Baseboard.* Wake Forest, NC: Lash & Associates Publishing/Training, Inc.

Schoenbrodt, L. (2001). *Children with Traumatic Brain Injury - A Parent's Guide.* Bethesda, MD: Woodbine House (The Special Needs Collection).

Swanson, K. L. (1999). *I'll carry the Fork! Recovering a Life after Brain Injury.* Bend, CA: Rising Star Press.

Taylor, J.B. (2006). *My Stroke Of Insight.* New York, NY: Viking.

Warrington, J. (2005). *A Caregiver's Triumph.* Lake Mary, FL: Creation House.

Warrington, J. (2006). *The Humpty Dumpty Syndrome.* Lake Mary, FL: Creation House.

Woodruff, L. & Woodruff, B. (2007). *In an Instant.* New York, NY: Random House.

SECTION II

COMMONLY NEEDED SERVICES



ADVOCACY ORGANIZATIONS AND LEGAL SERVICES

Persons with TBI often need an advocate to help them get the services they need, beginning as soon as they are injured. As well as helping to obtain services, an advocate can assist with day-to-day issues (such as helping to correct a phone bill error). An advocate can be a family member, friend or neighbor, but occasionally the need for help from an organization that specializes in advocacy, or even a lawyer, may be necessary. Your social worker, case manager or minister may also be able to help with advocacy needs.

ADVOCACY ORGANIZATIONS

Advocacy organizations can help to determine what services persons with TBI qualify for. Many informal support groups focus on advocating for rights of people with TBI or other disabilities. There are also professional organizations which focus on enabling individuals with disabilities.

LEGAL SERVICES

Services of an attorney may be required to advocate for fair medical treatment, services, and compensation for persons with TBI and their families. To help you find the right lawyer, here are some helpful questions to ask:

- ◆ Do the circumstances surrounding the injury allow for compensation or benefits?
- ◆ How long does it take, on average, to settle a TBI case?
- ◆ Does this lawyer specialize in TBI cases, securing government benefits, workers' compensation, or discrimination?
- ◆ What fees does the lawyer charge and for which services? Is it possible to pay the lawyer only if the case is successful?

TIP

There might be community organizations serving specific cultural groups in your area. These groups may be able to provide information, support, advocacy, or assistance in interacting with service providers. Look in your local phone book for such organizations (for example, social services organizations).

BRAIN INJURY ASSOCIATION OF MICHIGAN (BIAMI)

BIAMI provides information to families and individuals with a brain injury on how to select an attorney as well as a list of attorneys who have indicated that they serve persons with brain injury. In addition, BIAMI provides testimony on issues that impact persons on the state or national level.

The **TBI Ombudsperson** program, through the Brain Injury Association of Michigan, was created as a result of the Michigan TBI Grant to help those who sustain a brain injury and their families. This program focuses on assisting individuals with TBI and their families navigate through public and private systems. The TBI Ombudsperson can assist with the following:

- ◆ Advocate for the rights of people who sustain a brain injury who are in nursing homes, hospitals, group homes, foster care or TBI facilities.
- ◆ Educate people with brain injuries, their families, providers, and the public on issues related to brain injury.
- ◆ Assist in finding appropriate facilities for persons with brain injury.
- ◆ Provide emotional support for the person with a brain injury and their family and friends. Just lend a listening ear!
- ◆ To increase knowledge of available public services.
- ◆ To advocate with government agencies for support for people with brain injuries and their families.

Phone number: (810) 229-5880 (M-F, 8:30 a.m. - 5:00 p.m.)

National Brain Injury Information Center: (800) 444-6443

Website: www.biami.org

Additional Contact Information: See page 82

CENTERS FOR INDEPENDENT LIVING (CIL)

These centers, located throughout Michigan, provide services designed to maximize self-sufficiency and independence of people with disabilities. Services offered may include resource and referral information pertaining to housing, transportation, and community services; peer counseling; independent living skills training; advocacy; support groups; and recreational events.

Phone number: (517) 339-0539

Website: www.dnmichigan.org

Additional Contact Information: See page 83

MICHIGAN DEPARTMENT OF CIVIL RIGHTS (MDCR)

MDCR investigates discrimination complaints and enforces the Elliot-Larsen Civil Rights Act and the Persons with Disabilities Civil Rights Act. MDCR also provides information to help the public understand their civil rights in the areas of employment, housing, public accommodations (businesses serving the public), public services, and education. If you believe someone has discriminated against you in any of the areas protected by law, you or your representative may contact the nearest MDCR office for assistance. A civil rights representative will answer your questions and advise you regarding the filing of a complaint or offer you other alternatives, as appropriate, to address your concern. Complaints can be filed electronically on the MDCR website or by calling the number below.

Phone Number: (800) 482-3604

TTY: (877) 878-8464 or visit the MDCR website to find local contact information

Website: www.michigan.gov/mdcr

Additional Contact Information: See page 90

MICHIGAN DISABILITY RIGHTS COALITION (MDRC)

The mission of the MDRC is to be a disability justice movement working to transform communities. This organization has a statewide network that advocates on behalf of Michigan's disability community, by working to build opportunities for people with disabilities so they may live fully interactive lives within their chosen communities, now and in the future. Full citizenship is the expected role that people with disabilities will play, and their hopes and dreams parallel those of citizens without disabilities. Its areas of focus are assistive technology, housing, leadership development, long term care, and recovery.

Phone Number: (800) 760-4600

TTY Phone Number: (517) 333-2477

Website: www.copower.org

Additional Contact Information: See page 92

MICHIGAN LEGAL AID

MichiganLegalAid.org is a state-wide guide to free legal services for low income persons and seniors in civil (not criminal) cases. The guide is made possible through the generosity of the Michigan Poverty Law Program, the State Bar of Michigan, the Michigan State Bar Foundation, and the Legal Services Corporation. Using the website, you can locate information on all of the free civil legal aid programs, including basic eligibility and contact information. The website also has links to related sites on the web and legal education documents that give you basic information on a number of common legal problems.

Website: www.MichiganLegalAid.org

Additional Contact Information: See page 92

MICHIGAN LONG TERM CARE OMBUDSMAN PROGRAM

The Long Term Care Ombudsman Program was created to help address the quality of care and quality of life experienced by residents who reside

in licensed long term care facilities such as nursing homes, homes for the aged, and adult foster care facilities. The Long Term Care Ombudsman can investigate complaints, suggest remedies, and assist with resident rights, payment issues, guardianship, and nursing home placement. In addition, the Ombudsman actively works to improve the long term care system, representing the interests of long term care residents and monitoring the development of federal, state, and local laws, regulations, and policies.

The Ombudsman Program is authorized in the Older Americans Act and the Older Michiganians Act and is housed in the Michigan Office of Services to the Aging.

Phone Number: (866) 485-9393

Website: www.michigan.gov/ltc

Additional Contact Information: See page 92

MICHIGAN PROTECTION AND ADVOCACY SERVICE, INC. (MPAS)

This private, nonprofit organization provides information and advocacy for people with disabilities in Michigan. MPAS offers information and referral services to all Michigan residents.

Phone Number: (517) 487-1755

TTY Phone Number: (800) 288-5923

Website: www.mpas.org

Additional Contact Information: See page 92

UNITED CEREBRAL PALSY (UCP) OF MICHIGAN

This nonprofit organization provides information about housing, special education, employment, technology and equipment, public benefits, and transportation. UCP Michigan has expertise in cerebral palsy, disability rights, and disability services, but anyone with a disability can call UCP for assistance.

Phone Number: (517) 203-1200

TTY Phone Number: (800) 828-2714 (Michigan Only)

Website: ucpMichigan.org

Additional Contact Information: See page 97

UNITED WAY

United Way organizations serve people in their community directly or in collaboration with other local nonprofit organizations. United Ways frequently offer a program called “First Call for Help.” This is a local telephone number (dial 2-1-1) that people in need may call and immediately be referred to the community service(s) that can help them. In Michigan, there are approximately 60 local United ways.

Phone Number: (517) 371-4360 or call 2-1-1 for resources

Website: www.uwmich.org/

Additional Contact Information: See page 97

ASSESSMENT AND REHABILITATION

The goal of rehabilitation is to help people regain the most independent level of functioning possible. Rehabilitation focuses on the body’s natural healing processes and the brain’s relearning abilities for maximum recovery. Rehabilitation also involves learning new ways to make up for abilities that are permanently compromised by TBI. This may include changing the home, school and/or work environments to fit the needs of the individual with TBI (see sections on “Living and Care Arrangements,” page 31 and “Assistive Technology,” page 26 in this *Guide*).

TIP

Recreation is an important part of recovery. Contact your local or county recreation department for information about local programs.

All functions of the body (such as staying awake, breathing, vision, physical movement, speech, memory, behavior, and emotions) are controlled by the brain. Damage from TBI may affect one or more of these functions. Rehabilita-

tion programs should be designed to meet each person's unique needs. **It is very important that the therapists treating the person with TBI be trained specifically in TBI rehabilitation.**

Assessing the injury is an important part of the rehabilitation process. Physical problems that may result from TBI include impaired movements, weakness and reduced motor coordination, speech and swallowing difficulties, and possibly even paralysis. It may take several assessments to evaluate the full impact of TBI on physical functioning. Because emergency hospital treatment may affect initial assessment, it may be important to assess the full impact of TBI on physical functioning in the weeks or months following the injury.¹⁰

TIP

There are numerous providers of brain injury rehabilitation services in Michigan. This *Guide* does not make recommendations regarding specific service providers. To obtain a list of rehabilitation service providers in Michigan and for advice on finding the best one for you, contact BIAMI.

Following the assessment, rehabilitation may be short-term (a few weeks or months) or long-term (several years). In general, most physical recovery occurs within the first 12-18 months of injury, although improvements may continue after that time.¹¹ **Physical therapy** may include regaining strength and control of body movements and improving coordination of body movements. **Occupational therapy** involves relearning everyday tasks (for example, dressing and bathing). **Speech therapy** focuses on language and swallowing.¹² Rehabilitation therapies may also be extended to focus on independent living, working, and driving.

Cognitive functioning refers to brain behaviors such as thinking, problem solving, personality, intelligence, language, memory, and emotional regulation. A **neuropsychological evaluation** examines cognitive and emo-

¹⁰NIH Report of the Consensus Development Panel (1998). Mechanisms Underlying Functional Recovery Following Traumatic Brain Injury. Rehabilitation of Persons with Traumatic Brain. Web site: <http://consensus.nih.gov/1998/1998TraumaticBrainInjury109program.pdf>, p. 41.

¹¹National Resource Center for Traumatic Brain Injury. (2000). The Brain Injury Source Book: Answers to Questions Most Often Asked. Richmond, Virginia: Virginia Commonwealth University, p. 130.

¹²National Resource Center for Traumatic Brain Injury. (2000). The Brain Injury Source Book: Answers to Questions Most Often Asked. Richmond, Virginia: Virginia Commonwealth University, p. 112.

tional functioning and could take more than one session. A person with TBI may need evaluations by a psychologist more than once in a 1-2 year span. **Future care could depend on this evaluation.**

Cognitive rehabilitation is recommended as part of a rehabilitation program.¹³ However, cognitive rehabilitation services are *not* always covered by insurance. If the rehabilitation therapists are trained and experienced in TBI rehabilitation, they will include cognitive rehabilitation goals with their physical rehabilitation goals.

Rehabilitation of the person with TBI also requires evaluation and treatment of emotional and behavioral adjustment.¹⁴ This may require the involvement of a social worker, psychologist, and/or psychiatrist. Such services should address the personal wellbeing of the individual as well as his/her interactions with others, and his/her participation in the family and the community at large.

REHABILITATION AGENCIES AND PUBLIC RESOURCES

BRAIN INJURY ASSOCIATION OF MICHIGAN (BIAMI)

BIAMI works to improve the lives of those affected by brain injury through education, advocacy, research, and local support groups. They also seek to reduce the number of brain injuries through prevention. The *Brain Injury Association National Directory of Brain Injury Rehabilitation Services Resource Guide* is available through the national website - www.biausa.org. The *Michigan Brain Injury Facilities & Services Directory* is available through BIAMI.

Phone Number: (810) 229-5880

National Brain Injury Information Center: (800) 444-6443

Website: www.biami.org

Additional Contact Information: See page 82

¹³Cicerone, K., Dahlberg, C., Malec, J., Langenbahn, D., Felicetti, T., Kneipp, S. (2005). Evidence-Based Cognitive Rehabilitation: Updated Review of the Literature From 1998 Through 2002. *Arch Phys Med Rehabil*, 86.

¹⁴Klonof, P. (2010). *Psychotherapy after brain injury*. New York: Guilford, p. 1.

MEDICAID TRAUMATIC BRAIN INJURY MEMORANDUM OF UNDERSTANDING PROGRAM (TBI MOU)

Medicaid will cover limited post-acute, comprehensive, intensive, goal-directed, inpatient or outpatient rehabilitation services for individuals 18 years or older with TBI. Services must be authorized by MDCH Medical Services Administration. Services are provided by agencies who contract with MDCH.

To be eligible: Beneficiaries must meet financial and medical eligibility criteria. The hospital acute care case manager and Department of Human Services case worker will need to submit medical records and other documents for determining eligibility. For more information contact the Home and Community-Based Services Section within MDCH.

Phone Number: (517) 241-8474

Website: www.michigan.gov/mdch

Additional Contact Information: See page 88

PUBLIC SCHOOLS - SPECIAL EDUCATION AND EARLY INTERVENTION SERVICES

Michigan law requires each public school system to make available certain aids and services for infants, toddlers, children, or youth who have disabilities. If a person has a disability, including brain injury, the law requires the public school system to obtain consent from the parent/guardian and determine if the child is eligible for, and needs, certain special education or early intervention services. For each student who is determined to be eligible, the public school system then develops an Individualized Education Program (IEP). This plan is based on federal law and state standards. It lists the services, including therapies, the school will provide for that child. Michigan's special education and early intervention services are described in more detail in the Public Education section on page 43 of this *Guide*.

To be eligible: Special education in Michigan is available for individuals up through age 25. A school-based multidisciplinary evaluation team is

formed that includes the school professionals and parent(s). The team gathers information and then determines whether the individual has a disability that will make learning difficult without accommodations or special services. Persons with TBI who require special education or early intervention services most often qualify for those services with documentation of a TBI and adverse effects to their educational performance. A student with a Traumatic Brain Injury (TBI) may also receive services for a Physical Impairment (PI), Other Health Impairments (OHI), Learning Disabilities (LD), or Speech and Language Impairments (SLI).

Phone Number: (517) 373-0923 (children over 3 years with disabilities)
(517) 335-4864 (children with disabilities age 0-3 years)

Website: www.michigan.gov/mde

Additional Contact Information: See page 95

ASSISTIVE TECHNOLOGY



Assistive technologies (also known as adaptive technologies or adaptive equipment) are any item, piece of equipment, or product that is used to increase, maintain, or improve functional abilities of individuals with disabilities. Assistive technologies may aid persons with TBI with day-to-day tasks or with work, school, and household chores. Assistive technologies may be bought at stores, through catalogs, or on the Internet.

Some of these technologies can be changed or customized, or may require special training. A word of caution; some of these products are quite expensive and may not be covered by insurance. Also, many health plans require prior approval, so check with your insurer before purchasing assistive technologies.¹⁵

The resources listed below include some organizations and programs that provide funding specifically for assistive technology. In addition, some types of

¹⁵Gerald, C. W. (1995). *Use of assistive technology in vocational rehabilitation of persons with traumatic brain injury*. In M. Ashley and D. Krych (Eds.), *Traumatic Brain Injury Rehabilitation*, p. 129-160. Boca Raton: CRC Press.

assistive technology may be provided or covered through other programs. These programs are discussed elsewhere in the *Guide* and include:

- ◆ Children’s Waiver Program (see page 36)
- ◆ Community Mental Health Services Programs (see page 37)
- ◆ Medicaid (see page 67)
- ◆ Michigan Rehabilitation Services (see page 59)
- ◆ MI Choice Program (see page 39)
- ◆ MDCH Crime Victim Compensation Program (see page 64)
- ◆ No-Fault Automobile Insurance (see page 63)
- ◆ Special Education Services through local public schools (see page 25)

Also, some automobile companies have “Mobility Programs” that provide assistance and cash reimbursement to help cover the cost of installing adaptive driver or passenger equipment in a newly purchased vehicle. To find out more about such programs contact the vehicle manufacturer directly through their website or ask at a local dealership.

ASSISTIVE TECHNOLOGY AGENCIES AND RESOURCES

ABLEDATA

ABLEDATA provides objective information about assistive technology products and rehabilitation equipment using a searchable list of information on over 40,000 different assistive technology products (including reviews from users). The list is maintained for the National Institute of Disability and Rehabilitation Research of the U.S. Department of Education and is most accessible via its web page (www.abledata.com). Publications are also available by calling their toll free number. ABLEDATA does not produce, distribute, or sell products or a catalog, but does provide links, an assistive technology library, news about conferences, and many more resources.

The ABLEDATA Information Center is open Monday through Friday from 8:00 a.m to 5:30 p.m. Eastern time (except federal holidays) to answer your questions on assistive technology.

Phone Number: (800) 227-0216

TTY Phone Number: (301) 608-8912

Website: www.abledata.com

Additional Contact Information: See page 81

BRAIN INJURY ASSOCIATION OF AMERICA (BIAA)

The BIAA produces the online *Catalog of Portable Electronic Devices for Memory and Organization*. The *Catalog* provides product information on portable electronic devices that are being used to help with memory and organization. Products included in the catalog are divided into 6 categories:

Voice organizers - reminder devices using voice input and output

Medication reminders - medicine beepers, time pieces

Smartphones - cell phones with personal digital assistant (PDA) functions built-in

Watches - time pieces for reminders

General - other helpful devices

PDA devices - handheld computers

Phone Number: (703) 761-0750

National Brain Injury Information Center: (800) 444-6443

Website: www.biausa.org

Additional Contact Information: See page 82

CHILDREN WITH SPECIAL NEEDS FUND

This fund was created through individual donations and is administered through the Michigan Department of Community Health (MDCH). It pays for things that cannot be obtained through state or federal programs. The amount of funding and services available can vary from year to year. Partial or full funding may be provided for the following: wheelchair ramps into homes, van lifts and tie downs, therapeutic tricycles, air conditioners, adaptive recreational equipment, and electrical service upgrades necessitated by the eligible child's equipment. Additional requests may be considered.

To be eligible: A child must be a Michigan resident to receive benefits from this fund. Families with a child enrolled in, *or who is medically eligible to enroll in*, the Children’s Special Health Care Services (CSHCS) Program may apply to the Children with Special Needs Fund. Families with a child with a severe disability or illness should contact the Fund to learn about eligibility and services.

Phone Number: (800) 359-3722 (CSHCS family phone line)
(517) 241-7420 (Contact the fund directly)

Website: www.michigan.gov/csnfund

Additional Contact Information: See page 83

MICHIGAN’S ASSISTIVE TECHNOLOGY PROGRAM

Michigan Disability Rights Coalition houses the state’s Assistive Technology Program, a federal initiative that funds systems-level training, device demonstrations, online equipment reuse/exchange, and policy change efforts.

Phone Number: (800) 760-4600 or (517) 333-2477

Website: www.copower.org

Additional Contact Information: See page 94

MICHIGAN’S ASSISTIVE TECHNOLOGY (AT) XCHANGE

AT Xchange is a Michigan-based website that gives individuals a place to buy, sell, or give away assistive technology for those with a disability.

Phone Number: (800) 760-4600 or (517) 333-2477

Website: www.atxchange.org

Additional Contact Information: See page 82

MICHIGAN’S INTEGRATED TECHNOLOGY SUPPORT (MITS)

The overall purpose of MITS is to provide information services, support materials, technical assistance, and training to local and intermediate

school districts in Michigan to increase their capacity to address the needs of students with disabilities for assistive technology. MITS is a statewide project that has an extensive lending library to assist with choosing appropriate technology for the special needs of the students.

Phone Number: (517) 908-3930

Website: <http://mits.cenmi.org>

Additional Contact Information: See page 94

UNITED CEREBRAL PALSY (UCP) OF MICHIGAN

UCP Michigan runs two loan funds to help individuals with disabilities purchase assistive technology:

- ◆ The **Michigan Assistive Technology Loan Fund** supports the purchase of needed technology through low interest loans.

- ◆ The **Michigan Employment Loan Fund (formerly The Michigan TeleWork Loan Fund)** reduces or eliminates barriers to employment through low interest loans that enable people with disabilities to purchase the computer technology and/or equipment that they need to work from home for an employer, or to establish their own home-based businesses. In addition, employers may obtain loans to purchase such equipment on behalf of employees with disabilities who work from home. Loans are credit-based and must be paid back.

To be eligible: Michigan residents with disabilities may apply. Having cerebral palsy is not a requirement. Family members may apply on behalf of the individual with a disability. In the case of the Michigan Employment Loan Fund, employers may apply on behalf of the individual with a disability.

Phone Number: (517) 203-1200

(800) 828-2714 (Michigan Only)

Website: www.ucpmichigan.org

Additional Contact Information: See page 97

The **Upper Peninsula Assistive Technology Center** assesses individuals with disabilities to determine what assistive technology will work for

them, and helps them look for funding and set-up and use the devices and/or software. The Center provides ongoing support to ensure success with assistive technology devices and/or software.

To be eligible: Upper Peninsula residents are eligible for Center services. Having cerebral palsy is not a requirement.

Phone Number: (906) 226-9903

Website: www.ucpatcenter.org

Additional Contact Information: See page 96

LIVING AND CARE ARRANGEMENTS (INCLUDING HOUSING AND LONG TERM CARE)

Living and care needs may change because of the physical, emotional, and/or cognitive problems caused by TBI. For instance, persons with TBI may not be able to remember things, may get confused or be unable to focus or make decisions. As a result, it may be necessary to oversee their safety while cooking, using electrical appliances, and answering the door or the telephone.



There are several questions to ask when planning living and care arrangements:

- ◆ Does the individual want to live and function independently?
- ◆ Could the individual live independently with support services?
- ◆ What type of and how much help is needed to meet physical and safety needs?
- ◆ Should there be limitations on access to car keys, weapons, or alcohol?
- ◆ What type of living situation would meet social, intellectual, and cognitive needs?
- ◆ How much energy and assistance can family and friends provide?

The Olmstead Decision: In 1999, the United States Supreme Court held in *Olmstead v. L.C.* that the unnecessary segregation of individuals with disabilities in institutions constitutes discrimination based on disability. The court ruled

that the Americans with Disabilities Act (ADA) may require states to provide community-based services rather than institutional placements for individuals with disabilities. This ruling provides an important foundation for housing rights for family members and individuals with TBI.

Fair Housing Act: Title VIII of the Civil Rights Act of 1968, or the Fair Housing Act, prohibits discrimination in the sale, rental, and financing of dwellings, and in other housing-related transactions, based on race, color, national origin, religion, sex, familial status, and handicap (disability).

If you or someone associated with you:

- ◆ Have a physical or mental disability that substantially limits one or more major life activities,
- ◆ Have a record of such a disability, or
- ◆ Are regarded as having such a disability

Your landlord must:

- ◆ Let you make reasonable modifications to your dwelling or common use areas, at your expense, if necessary for the disabled person to use the housing. (Where reasonable, the landlord may permit changes only if you agree to restore the property to its original condition when you move.)
- ◆ Make reasonable accommodations in rules, policies, practices, or services if necessary for the disabled person to use the housing.

In Michigan, persons with TBI have the following options to meet their living and care needs:

Changes to the home: When an individual with TBI is ready to return home, family members might need to adapt the home in order to enable the person to move about and safely accomplish daily tasks. For example, adding a ramp, widening doorways or making modifications to a bathroom might be required. Many contractors have the knowledge and experience needed to make these changes (when hiring a contractor, be sure to check their references, credentials, and license by the State of Michigan, Consumer and Industry Services). Also make sure the contractor is insured.

Some apartment complexes have apartments designed to meet the needs of individuals who have a physical disability. The Centers for Independent Living

(CIL) maintain lists of housing units for persons with disabilities for most areas of the state.

Financial aid to support independent living:

Housing aid, including low interest loans, may be available through federal and state housing programs to support living independently. Home renovation funding sources may also be available if eligibility requirements are met. Rental assistance programs, such as the Housing Choice Voucher (Section 8), may be available through your local public housing authority (see page 42) or Michigan State Housing Development Authority (MSHDA) representative (see page 41).

TIP

Consult your occupational therapist for help deciding what changes to the home might be helpful for a person with TBI. A local service organization or high school may offer assistance with the building of wheelchair ramps or other needed changes to the home.

Home health care: People with more severe TBI may continue to need help after returning home from the hospital. There are private agencies that provide in-home nursing services. Funding may be available from the State of Michigan for those eligible. The hospital social work department or discharge planners may be good referral sources for in-home nursing services.

Home Help: Home Help Services assist individuals with functional limitations due to physical or cognitive impairments remain independent for as long as possible. Home Help provides assistance for Medicaid beneficiaries to hire someone to assist with activities of daily living (eating, toileting, bathing, grooming, dressing, trans-

TIP

There are a variety of settings in which someone with TBI can receive supportive services, including their own home, someone else's home, adult foster care, home for the aged, assisted living, or a nursing facility. If you need help finding your own home or apartment, consider contacting the local CIL for assistance. If you are interested in supportive living, consider visiting different types of settings in your community before choosing.

ferring, mobility) and instrumental activities of daily living (medication, meal preparation, shopping, laundry, housework).

Assisted living: Assisted living is a general term for a range of housing facilities in which residents maintain varying degrees of independence. Residents may live independently and cook and eat on their own or they may have the option of joining other residents for meals in a cafeteria within the facility. Facility staff members are available to provide assistance to residents with things such as reminding residents about medications, organizing activities, and periodically checking on them. Ask the facility if they are licensed by the state.

Adult Foster Care (AFC): Adult Foster Care homes provide supervision, personal care, and protection, in addition to room and board, for 24 hours a day, five or more days a week to individuals who are developmentally disabled, mentally ill, physically handicapped or aged who cannot live alone but who do not need continuous nursing care. These facilities vary in size and may serve individuals of specific ages, gender or disabilities. The Michigan Department of Human Services, Bureau of Children and Adult Licensing (BCAL) licenses all adult foster care homes in Michigan.

TIP

Adult foster care and nursing facilities must be licensed by the state. To determine if a facility is licensed or to find a licensed facility in your area call (517) 334-8408 or visit www.michigan.gov/bhs.

Homes for the Aged (HFA): Homes for the Aged provide 24-hour room, board, protection and supervised personal care to individuals who are 60 years of age or older who cannot live alone but do not need continuous nursing care. The Michigan DHS, Bureau of Children and Adult Licensing (BCAL) licenses all Homes for the Aged in MI.

HFA facilities are composed of:

- ◆ 21 or more unrelated, non-transient individuals 60 years of age or older.
- ◆ 20 or fewer individuals 60 years of age or older that is operated in conjunction with and as a distinct part of a licensed nursing home.

Note: HFA is restricted to providing care to persons who are 60 years of age or older. Persons under age 60 must have an age waiver from BCAL in order to reside in a HFA.

Nursing facilities: Sometimes a more restrictive and structured environment is necessary, regardless of the age of the person with TBI. These facilities are licensed by the State of Michigan to provide 24-hour nursing and medical care for people who do not require hospitalization, but need round-the-clock monitoring or care. Some facilities may also provide rehabilitation and/or recreational services.

LIVING AND CARE AGENCIES AND RESOURCES

BRAIN INJURY ASSOCIATION OF MICHIGAN (BIAMI)

BIAMI provides articles, including issues to consider when selecting living and care arrangements, as well as lists of organizations to assist families in determining care options.

Phone Number: (810) 229-5880

National Brain Injury Information Center: (800) 444-6443

Website: www.biami.org

Additional Contact Information: See page 82

CENTERS FOR INDEPENDENT LIVING (CIL)

CIL provide services designed to maximize self-sufficiency and independence of people with disabilities. Services offered include resource and referral information about housing, transportation, and community services; peer counseling; independent living skills training; advocacy; support groups; and recreational events.

Phone Number: Look in your phone book or contact Disability Network/Michigan (517) 339-0539

Website: www.dnmichigan.org (see Member Locator for local office contact information)

Additional Contact Information: See page 83

CHILDREN'S WAIVER PROGRAM (CWP)

The CWP is a federal entitlement program that provides Medicaid funded home and community-based services to children (under age 18) who are eligible for, and at risk of, placement into an Intermediate Care Facility for the Mentally Retarded (ICF/MR).

Children with developmental disabilities who have challenging behaviors and/or complex medical needs are served through this program.

The CWP enables children to remain in their parents' home or return to their parents' home from out-of-home placements, while receiving regular Medicaid State Plan services (for instance, case management, private duty nursing) and waiver services, regardless of their parents' income.

The waiver services include the following:

- ◆ Family training
- ◆ Non-family training
- ◆ Specialty services (for example, music, recreation, art, and massage therapy)
- ◆ Community living supports
- ◆ Transportation
- ◆ Respite care
- ◆ Environmental accessibility adaptations
- ◆ Specialty medical equipment

The program has the capacity to serve 435 children statewide. Although the program is at capacity, a waiting list is maintained using a priority rating system to add new children to the program when openings occur.

To request more information about eligibility or to submit a prescreen application for the program, contact your local Community Mental Health Services Program.

Phone Number: (517) 374-6848

Website: <http://www.macmhb.org/BoardList.html>

Additional Contact Information: See page 84

COMMUNITY MENTAL HEALTH SERVICES PROGRAMS (CMHSPs)

The Michigan Department of Community Health (MDCH) contracts with CMHSPs to provide a range of mental health services to eligible individuals. CMHSPs are located throughout Michigan. CMHSPs can assist qualifying individuals with residential services ranging from independent living, supported independent living, and more structured situations for people with severe mental disorders and diseases.

To be eligible: Persons with TBI who have a serious mental illness (such as depression, mood disorder due to head trauma, or others), or who have experienced their TBI before age 22, should contact their CMHSP for an assessment or intake. Individuals must meet specified severity and eligibility criteria.

Phone Number: (517) 374-6848

Website: www.macmhb.org

Additional Information: See page 84

DEPARTMENT OF HUMAN SERVICES (DHS) - ADULT SERVICES

DHS - Adult Services provides protection, advocacy, and case management services.

- ◆ Home Help Services (HHS) provide funding to Medicaid eligible individuals with physical or cognitive limitations who require hands-on assistance with instrumental activities of daily living (IADL) and at least one activity of daily living (ADL). This allows those individuals to hire providers to assist with their IADL (medication, meal preparation, shopping, laundry, housework) and ADL (eating, toileting, bathing, grooming, dressing, transferring, and mobility) needs.
- ◆ Adult Community Placement (ACP) provides pre-placement services for adults who can no longer live independently because of age, physical health limitations or cognitive impairments, and are in need of a more structured environment. Case management services are provided through the State of Michigan for people on Medicaid and Supplemental Security Income (SSI) who are in AFC and HFA facilities.

- ◆ Adult Protective Services (APS) provides protection to vulnerable adults (age 18 and older) who are or are believed to be at risk of harm from abuse, neglect, or exploitation. APS is available 24 hours a day by calling the state-wide, Centralized Intake for Abuse and Neglect phone number at (855) 444-3911.

Eligibility: Information and referral services are available to everyone. Medicaid eligibility is required for direct services (HHS, ACP). DHS, Adult Services staff may assist customers in applying for Medicaid. APS is available to vulnerable adults who are at risk of harm, regardless of asset and income levels.

Phone Number: (517) 373-2035

Website: www.michigan.gov/dhs

Additional Contact Information: See page 85

HEALTH CARE ASSOCIATION OF MICHIGAN (HCAM)

HCAM is a nonprofit association representing more than 300 nursing homes and other long term care organizations operating within the State of Michigan. Information on adult foster care and nursing facilities is available through this association.

Phone Number: (517) 627-1561

Website: www.hcam.org

Additional Contact Information: See page 87

HOUSING AND URBAN DEVELOPMENT (HUD)

HUD is a federal agency that provides money for housing programs. There are programs to help finance adaptations to the home to accommodate people with disabilities. There are also programs to provide rental assistance for people with low incomes or disabilities. You may contact HUD for more information about these programs, but your first contact in this regard should be the local public housing authority (see contact information section). The HUD website provides contact information for local public housing authorities throughout the country. There are several HUD offices in Michigan.

Phone Number: See Michigan offices on page

Website: www.HUD.gov

Additional Contact Information: See page 87

LEADINGAGE

LeadingAge (formerly known as Michigan Association of Homes and Services for the Aging) represents nonprofit facilities and organizations that provide care and services to seniors. The spectrum of providers includes subsidized and market rate housing, unlicensed assisted living, adult foster care, homes for the aged, nursing homes, and home and community-based services.

Phone Number: (517) 323-3687

Website: www.leadingagemi.org

Additional Contact Information: See page 88

MI CHOICE PROGRAM

The Medicaid MI Choice Waiver Program for the elderly and adults with disabilities provides services and support to allow an individual who needs nursing facility level of care to receive services in that person's home. Services covered include supports coordination, homemaker and chore services, home-delivered meals, personal care, adult day care, modifications to the home, non-medical transportation, specialized equipment or medical supplies, a personal emergency response system, training, counseling and respite care. The program also provides transition services to nursing facility residents who have barriers to returning to community living.

To be eligible: Applicants must be eligible for Medicaid, meet the criteria for nursing facility level of care, and need and receive at least one MI Choice service in addition to supports coordination. For more information contact the MDCH Home and Community-Based Services Section.

Phone Number: (517) 241-8474

Website: www.michigan.gov/mdch (Search for "MI Choice Program")

Additional Contact Information: See page 89

MICHIGAN ASSISTED LIVING ASSOCIATION (MALA)

The Michigan Assisted Living Association is a non-profit organization that represents over 4,200 assisted living, residential care, and vocational programs. Because not all living facilities in Michigan are licensed, this Association can provide information about options and how to choose a facility.

Phone Number: (800) 482-0118

Website: www.miassistedliving.org

Additional Contact Information: See page 90

MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS - BUREAU OF HEALTH CARE SERVICES (LARA - BHCS)

LARA - BHCS includes the Health Professions Division, Long Term Care Division, and Health Facilities Division.

- ◆ The **Health Professions Division** regulates health professionals in Michigan who are licensed, registered, or certified under Articles 7 and 15 of the Michigan Public Health Code and pharmacy related facilities.

Phone Number: (517) 335-0918

Website: www.michigan.gov/healthlicense

Additional Contact Information: See page 91

- ◆ The **Health Facilities Division** coordinates the certification program on behalf of the Centers for Medicare and Medicaid Services (CMS) for some provider and supplier types. The aim of the Division is to simplify the system and to ensure fairness and efficiency while protecting Michigan's healthcare consumers.

Phone Number: (517) 241-2629

Website: www.michigan.gov/healthfacilities

Additional Contact Information: See page 91

- ◆ The **Long Term Care Division** is responsible for ensuring nursing home residents receive the highest quality of care and quality of life. The Division also ensures the quality of life is in accordance with all state and federal requirements.

Phone Number: (517) 241-4712 (Lansing)

(313) 465-0340 (Detroit)

(989) 732-8062 (Gaylord)

Website: www.michigan.gov/longtermcare

Additional Contact Information: See page 92

MICHIGAN QUALITY COMMUNITY CARE COUNCIL (QC3)

The QC3 is a public body that offers Home Help consumers a tool for finding, choosing, and hiring a personal care provider. This “registry,” or list, will have names of providers and their special traits, such as the language they speak and the services they are willing to provide. The QC3 offers resources to assist consumers in their role as employer of their in-home provider. They also offer a variety of job-related trainings and support to Home Help providers in an effort to improve skills and job retention.

To be eligible: Eligibility for Home Help services also requires Medicaid eligibility and is determined by the Department of Human Services (DHS). If eligible, DHS will approve the services you need and the hours of care needed.

Phone Number: (800) 979-4662

Website: www.mqcc.org

Additional Contact Information: See page 93

MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY (MSHDA)

MSHDA administers several federally-funded housing programs, including Housing Choice Voucher (Section 8) rental subsidies, grants to small communities and nonprofit organizations, and assistance to homeless service providers. Additionally, the MSHDA website has a housing locator system and a directory of subsidized housing.

Phone Number: To find the Housing Choice Voucher (Section 8)

Office nearest to you call (517) 373-9344

Central Office (517) 373-8370

Detroit Office (313) 456-3540

TTY (800) 382-4568

Website: www.michigan.gov/mshda

Additional Contact Information: See page 93

PUBLIC HOUSING AUTHORITIES

Local public housing authorities are responsible for providing affordable housing for persons with low income and/or disabilities in their area. Funding comes from mostly federal sources. You may contact HUD for more information about these programs, but your first contact in this regard should be the local public housing authority. The HUD website provides contact information for local public housing authorities throughout the country. There are several HUD offices in Michigan.

Phone Number: See Michigan offices on page

Website: www.HUD.gov

Additional Contact Information: See page 95

SHELTER PLUS CARE

This program links rental assistance and supportive services to individuals and their families. The program serves hard-to-serve homeless persons with disabilities over the age of 18. Services are provided by private agencies under contract with the State of Michigan.

Phone Number: (313) 465-4360

Website: www.michigan.gov/mdch (Search for "Shelter Plus Care.")

Additional Contact Information: See page 96

PUBLIC EDUCATION



People with TBI who have not graduated from high school and are 25 years old or younger may be eligible for special education services in Michigan. The Individuals with Disabilities Education Act (IDEA) is a federal law that requires school districts to provide, at no cost, special education services to eligible persons with disabilities, including brain injuries.

Michigan law requires each public school system to develop an educational plan for each eligible infant, toddler, child, and youth with a disability. These programs are called the Individualized Family Service Plan (IFSP) and the Individualized Education Program (IEP). The school is required to organize necessary accommodations and services, which may include rehabilitation services from other agencies, to meet the needs of the individual.

**All children & students are
in general education first.**

EARLY CHILDHOOD

Early childhood means those weeks, months, and years in the life of a child from birth through eight years of age. Programs may be available through your school district or other local agencies with a focus on:

- ◆ Assessment and services for disabilities and/or developmental delays
- ◆ Reading
- ◆ School readiness
- ◆ Parenting

Refer to resources on the following pages under the Michigan Department of Education, Early On, and Project Find.

INDIVIDUALIZED FAMILY SERVICE PLAN (IFSP)

The IFSP is an intervening plan for infants and toddlers (from birth up to 36 months of age) who are experiencing developmental delays *or* who have a

diagnosed physical or mental disability that may result in developmental delay. When possible and appropriate, services must be provided in natural environments, including the home, community settings, and settings that are normal for children of the same age without disabilities. Family participation is an integral part of early intervening services that result in positive outcomes for the child.

The infant or toddler's progress is reviewed every 6 months and evaluated annually, or as needed. Evaluations are done by professionals who interact with the child. The results of the evaluations, along with any other available information from the ongoing assessment with the child and family, are used to determine which services are needed.

INDIVIDUALIZED EDUCATION PROGRAM (IEP)

All children are in general education first.

For eligible children and students, a plan for appropriate services is written in an Individualized Education Program (IEP). In Michigan, the IEP is meant for all students from pre-school (at least three years of age) through high school graduation or age 25. The aim is to make sure all the requirements for the child's education are fulfilled and respond to the individual needs of the child. The services offered to each child will vary depending on the type, level, and severity of the disability. The IEP determines the types of educational programs and services the child is eligible to receive. IEPs *are* transferable between school districts.

Development of the IEP will be carried out by a group of people who know the child best. This group is called the IEP team, and consists of school personnel (such as general and special education teachers and an administrative representative from the school district), family members (the parent/guardian and the student when appropriate), and other professionals who have

TIP

If a parent or guardian requests that their child be tested for special education eligibility, the school has 30 school days to complete an evaluation and hold an Individualized Education Program (IEP) meeting to assess and determine the child's needs.

knowledge or expertise regarding the child. The student's eligibility and need for specific accommodations and/or services is reviewed every three years or as needed, depending on the child. The type of re-evaluation is determined by the IEP team.

TRANSITION PLANNING

The federal law, IDEA, requires transition and/or career planning for students who are eligible for special education. A transition plan arranges an appropriate course of study as students move from adolescence to adulthood. Students agree to learn academic, vocational, and life skills necessary for independent or semi-independent living, including plans for college and employment.

ACCOMMODATIONS AND SUPPORTS

Students who do not qualify for special education services through IDEA may still benefit from accommodations under the rules of the Americans with Disabilities Act. **Accommodations** are defined as techniques and materials that allow students with disabilities to complete school or work tasks with greater ease by reducing the effects of the disability. An accommodation is any change in how a student accesses and demonstrates learning that does not substantially change the instructional content.

COLLEGE/POSTSECONDARY EDUCATION

Section 504 of the Rehabilitation Act of 1973 applies to any public school (pre-kindergarten through college) that receives federal funding and states "no otherwise qualified individual with a disability ... shall, solely by reason of her or his disability, be excluded from participation in, be denied benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

If a student goes on to college and requires accommodations because of a disability, the student must "self-identify" that they need accommodations. Their needs can be verified by a former IEP, Section 504 plan, or a letter from a doctor, clinical rehabilitation worker, licensed social worker, or psychologist. If the college will not make the accommodations, the student or their guardian will need to follow the rules under the Americans with Disabilities Act for requesting accommodations or to file a complaint.

EDUCATION AGENCIES AND RESOURCES

BRIDGES4KIDS

Bridges4Kids is a non-profit organization that provides information and referral services for parents and professionals looking for help for a child. Their extensive website provides information and links to organizations on topics like child development, education issues, disability, gifted children, at-risk children, parenting, and teaching.

Phone: No longer operating a toll-free phone line

Website: www.bridges4kids.org

Additional Contact Information: See page 82

CENTER FOR EDUCATIONAL NETWORKING (CEN)

CEN is an Individuals with Disabilities Education Act mandated state initiative of the Michigan Department of Education, Office of Special Education (MDE, OSE). CEN provides the statewide communication framework for all the Michigan mandated activities projects. The work of CEN supports education stakeholder awareness efforts, including websites and technology, print documents, and event coordination. CEN produces publications for the OSE, including the guidance and technical assistance periodical, *FOCUS on Results*.

The CEN website features a calendar of education-related events, education-related news, and links to all the other mandated activities projects, initiatives, and resources.

Phone Number: (888) 463-7656 or (517) 908-3900

Website: www.cenmi.org

Additional Contact Information: See page 83

EARLY ON[®]

Early On[®] Michigan is the system of early intervention services for infants and toddlers, from birth to three years of age, with disabilities or delays,

and their families. For eligible children, services may include the following:

- ◆ Assistive technology
- ◆ Physical therapy
- ◆ Audiology
- ◆ Psychological services
- ◆ Family training and home visits
- ◆ Service coordination
 - Health services
 - Social work
 - Medical services (diagnostic or evaluation purposes)
 - Special instruction
 - Nursing services
 - Speech-language
 - Nutrition services
 - Transportation
 - Occupational therapy
 - Vision

The website of *Early On*[®] contains numerous links to additional information and resources for children in Michigan.

Phone Number: (800) EarlyOn (800-327-5966)

TTY Phone Number: (517) 668-2505

Website: www.michigan.gov/earlyon

Additional Contact Information: See page 86

PUBLIC SCHOOL, SCHOOL DISTRICT, OR INTERMEDIATE SCHOOL DISTRICT

Parents may request an evaluation from the special education office at their local school to see if their child is eligible for the IEP or IFSP programs described in the beginning of this section.

To be eligible: Special education in Michigan is available for individuals through age 25. A school-based multidisciplinary evaluation team, which includes input from the parent(s)/guardian(s), determines whether the individual has a disability that will make learning difficult without special

services. Persons with a TBI who require special education services most often qualify for those services through one of the following categories: Traumatic Brain Injury (TBI), Physical Impairments (PI), Other Health Impairments (OHI), Learning Disabilities (LD), or Speech and Language Impairments (SLI).

Phone Number: (517) 335-4865 (ages 0-3 years with disabilities)
(517) 373-0923 (over 3 years with disabilities)
Contact your local school district

Website: www.michigan.gov/mde

Additional Contact Information: See page 87

MICHIGAN ALLIANCE FOR FAMILIES

Michigan Alliance for Families provides information, support, and education for families who have children (birth through 26 years of age) who receive (or may be eligible to receive) special education services. Their goal is to increase the involvement of families in their children's education. To do this, they offer learning opportunities across the state, leadership mentoring, and support.

The work of the Michigan Alliance for Families is based upon requirements of the Individuals with Disabilities Education Act (IDEA) for the state to improve results for children with disabilities, called a 'mandated activities project' and is funded with IDEA dollars through the Michigan Department of Education, Office of Special Education. The current grant is administered by the Arc Michigan. Michigan also has a Parent Training Information Center that is funded by the U.S. Department of Education, Office of Special Education Programs (OSEP).

Phone Number: (800) 552-4821

Website: www.michiganallianceforfamilies.org

Additional Contact Information: See page 89

MICHIGAN DEPARTMENT OF EDUCATION (MDE)

The Michigan Department of Education (MDE) is Michigan's state agency for public education. The MDE is made up of several offices. Two of those offices are described here because they oversee many programs important for children with disabilities, including those with TBI.

The Michigan Office of Special Education oversees the administrative funding of education and early intervention programs and services for students with disabilities. A free appropriate public education (FAPE) is provided to eligible children and youth from age 3 through age 21, according to federal statute and regulations, state statute, administrative rules, and standards.

The federal law, Individuals with Disabilities Education Act (IDEA), established two separate age segments for students with special needs. IDEA Part B refers to special education services for students ages 3 through 21. IDEA Part C refers to early intervention services for infants and toddlers with disabilities from birth to age 3. Michigan special education services extend from birth through 25 (beyond the federal requirement of 21).

The OSE is tasked with implementing and monitoring Part B improvement plans. The OSE has developed a system to advance evidence-based practices in the field of education to support diverse learners. There are 'mandated state initiatives' funded under the IDEA law that address needs identified by new federal and/or state mandates, systemic compliance findings or stakeholder-based concerns.

The second office within MDE that is relevant to families and children with disabilities is the Office of Great Start (OGS), which manages IDEA Part C services through its Early On[®] program. Some infants and toddlers ages birth to three years may be eligible for special education services. The Office of Great Start focuses on ensuring that all children birth to age eight, especially those in highest need, have access to high-quality early learning and development programs and enter kindergarten prepared for success. The MDE website contains useful summaries and links to these and other programs.

Phone Number: (517) 373-3324

Website: www.michigan.gov/mde

Additional Contact Information: See page 90

PROJECT FIND

Project Find refers individuals for a free evaluation to help identify specific characteristics or disabilities that may prevent a young person from learning. The evaluation is the first step in getting the help needed. A free evaluation is available for individuals from birth through age 25.

For those who qualify after the evaluation, the public school system helps find special programs and educational services to meet the individual's needs so he/she can receive the best possible education.

Phone Number: (800) 252-0052

TTY Phone Number: (517) 668-2505

Website: www.projectfindmichigan.org

Additional Contact Information: See page 94

NATIONAL DISSEMINATION CENTER FOR CHILDREN WITH DISABILITIES (NICHCY)

NICHCY is a national information center that provides information on disabilities and disability related issues, focusing on children and youth, birth to age 22. It offers a wealth of information, including easy-to-read information on IDEA, the law authorizing early intervention services and special education. There are State Resource Sheets that provide names and contact information of disability agencies and organizations in each state. It produces many articles and publications, a newsletter, and user-friendly personalized assistance.

Phone Number: (800) 695-0285 (Voice/TTY)

Website in English: www.nichcy.org

Website in Spanish: www.nichcy.org/espanol/

Additional Contact Information: See page 94

U.S. DEPARTMENT OF EDUCATION

This federal department establishes policy for, administers, and coordinates most federal assistance to education for 50 million students in approximately 99,000 public elementary and secondary schools. In school year 2012-13 an estimated \$571 billion was spent related to students' education.¹⁶

Within this federal department are two important offices that support state Departments of Education: the Office of Special Education and Rehabilitation Services (OSERS) and within OSERS, the Office of Special Education Programs (OSEP). Their respective websites provide links to a wide variety of educational resources.

Phone Number: (800) USA-LEARN (800-872-5327)

Website: www.ed.gov/parents

OSERS: www.ed.gov/osers

OSEP: www2.ed.gov/about/offices/list/osers/osep/index.html

Additional Contact Information: See page 97

TRANSPORTATION

TBI may affect an individual's driving skills. A person with TBI should consult with a physician before starting to drive again. A driving evaluation may be necessary. The Secretary of State can conduct evaluations for a fee. In addition, modifications to vehicles may be needed to accommodate the physical changes resulting from an injury. Please note: If you have acquired your injury since the last time you got your driver's license, reapply up to 90 days before your birthday (the day your license expires) in order to have time to appeal a possible denial of license.

TIP

The local Secretary of State's office can provide handicap parking permits. The local transit office may have information about public transportation or volunteer transportation services for people with disabilities.

¹⁶Institute of Education Sciences. Fast Facts. <http://nces.ed.gov/fastfacts/display.asp?id=372>

TRANSPORTATION AGENCIES AND RESOURCES

AMERICAN RED CROSS

The American Red Cross is an organization led by volunteers. They provide relief to victims of disasters and help people prevent, prepare for, and respond to emergencies. The American Red Cross also provides community services, such as transportation, helping the homeless, and food and nutrition education.

Phone Number: (800) RED-CROSS (800-733-2767)

Website: www.redcross.org

Additional Contact Information: See page 81

LOCAL PUBLIC TRANSIT AGENCIES

Michigan provides some transportation in all 83 counties. There are several urbanized public transit agencies across the state and several non-urbanized transit agencies. The Michigan Department of Transportation (MDOT) administers funding programs to these agencies. Specific information about local public transit services can be obtained by contacting MDOT's Passenger Transportation Division.

Phone Number: (517) 373-2090

Website: www.michigan.gov/mdot

Additional Contact Information: See page 88

MEDICAID

Medicaid reimburses some transportation expenses of Medicaid beneficiaries for travel to medically necessary health services. If you are enrolled in a Medicaid HMO, contact your HMO. If you are enrolled in a Medicaid Fee for Service plan, contact your local Department of Human Services caseworker.

To be eligible: Expenses reimbursed are those paid to a third party (bus

or taxi fare, for example) rather than for the individual's gasoline costs. The person with TBI must already be on Medicaid.

Phone Number: (800) 803-7174 (Michigan Medicare/Medicaid Assistance Program Counselor)

Website: www.mmapinc.org

Additional Contact Information: See page 88

SUBSTANCE USE DISORDERS

TBI can be associated with alcohol and drug abuse problems. Abuse of alcohol and drugs may become a problem and interfere with recovery during treatment and rehabilitation. Alcohol or drug abuse may cause or increase depression and loneliness, and may further impair judgment and memory. If alcohol or drug abuse was a problem prior to TBI, tolerance of alcohol may be drastically lowered and the risk for acquiring another TBI is increased.¹⁷

ALCOHOL AND DRUG ABUSE AGENCIES AND RESOURCES

COORDINATING AGENCIES (CA)

MDCH Bureau of Substance Abuse and Addiction Services contracts with regional CAs for access and referral to substance abuse services. Each CA has an Access Management System (AMS) that ensures proper screening of individuals to arrange for referrals to appropriate substance abuse treatment services. These screenings can be done in person. Some CAs will conduct the screening by phone, depending on the needs of the person seeking services.

To be eligible: Individuals who receive public funding must be screened through the AMS to be authorized for the available substance abuse benefits. Eligibility is based on the need for alcohol or drug abuse treatment.

Phone Number: (517) 373-4700

¹⁷National Resource Center for Traumatic Brain Injury. (2000). *The Brain Injury Source Book: Answers to Questions Most Often Asked*. Richmond, Virginia: Virginia Commonwealth University, p. 82-84.

Website: www.michigan.gov/mdch-bsaas
Additional Contact Information: See page 84

MENTAL HEALTH

Mood swings, anxiety, depression, and disruptive behaviors are some of the emotional results of TBI that some people may experience. Psychological impairments may appear for numerous reasons: (1) due to neurological damage from TBI, (2) as a result of the traumatic event, and (3) due to dramatic changes in lifestyle following TBI (loss of housing, employment, and peers). Primary care physicians can help decide if assistance for psychological difficulties is needed.¹⁸

MENTAL HEALTH AGENCIES AND RESOURCES

COMMUNITY MENTAL HEALTH SERVICES PROGRAMS (CMHSPs)

CMHSPs provide respite care for persons with severe and persistent mental illnesses, and for persons with developmental disabilities – regardless of their ability to pay. The amount of respite that your family receives will vary depending on your family's needs. Respite may be the only support need identified by your family. Treatment from the CMHSP is not required to receive respite care services.

To be eligible: Your local CMHSP can determine whether your family is eligible for Community Mental Health Services, including respite care services. Eligibility for services is determined based on several factors, including the nature and severity of the disability. Priority is generally given to families with the greatest need for this service. If your family is found to be eligible for respite, the cost of respite services will be decided based on your family's ability to pay as determined by CMHSP guidelines.

Phone Number: (517) 374-6848

Website: www.macmhb.org

Additional Contact Information: See page 84

¹⁸National Resource Center for Traumatic Brain Injury. (2000). *The Brain Injury Source Book: Answers to Questions Most Often Asked*. Richmond, Virginia: Virginia Commonwealth University, p. 126-127.

CAREGIVER SUPPORT AND RESPITE RELIEF

Research and experience have shown that family involvement is very valuable throughout a person's rehabilitation and can even improve a person's level of recovery. However, caring for a family member who has a TBI may be overwhelming. Caregivers may have questions, and may need support to "stay healthy" in the caregiver role. Support groups for individuals with TBI and their caregivers exist statewide. The availability of support groups may vary according to the region. Some groups will focus more on advocacy and problem solving, while others may focus on personal support.

Time off - respite relief - becomes a necessity to prevent "burn-out" and stress between family members as the family meets these new challenges and responsibilities. Respite relief offers caregivers some time for themselves and is generally short-term care - spanning from a few hours to an entire weekend. Emergency or telephone crisis services and/or access to an advocate (social worker, case manager) can also assist a family caregiver during stressful times.

CAREGIVER SUPPORT AGENCIES AND RESOURCES

ARCH NATIONAL RESPITE NETWORK

This organization runs an online National Respite Locator Service. The service helps parents, caregivers, and professionals find respite services in their state and local area to match their specific needs.

Phone Number: (919) 490-5577

Website: www.archrespite.org

Additional Contact Information: See page 81

AREA AGENCIES ON AGING (AAA)

AAAs are regional planning, advocacy, and administrative agencies. The Michigan Office of Services to the Aging (OSA) contracts with 16 regional AAAs and more than 1,300 local community-based agencies offering older adults and family caregivers services in specified geographic regions of the state. Many of these services (including respite care) are also available to adults with disabilities of any age through designated state or

federal programs.

Phone Number: (517) 373-8230

Website: www.michigan.gov/miseniors

Additional Contact Information: See page 82

BRAIN INJURY ASSOCIATION OF MICHIGAN (BIAMI)

BIAMI has local chapters and support groups throughout the state to provide support and encouragement to families and individuals with brain injury. Most groups meet monthly and provide information and assistance, as well as some recreational activities. Additional statewide activities include the “Spring Fling” in May and conferences throughout the year.

Phone Number: (810) 229-5880

National Brain Injury Information Center: (800) 444-6443

Website: www.biami.org

Additional Contact Information: See page 82

BRIDGES4KIDS

Bridges4Kids is a non-profit organization that provides information and referral services for parents and professionals looking for help for a child.

Phone Number: No longer operating a toll-free phone line

Website: www.bridges4kids.org

Additional Contact Information: See page 82

COMMUNITY MENTAL HEALTH SERVICES PROGRAMS (CMHSPs)

CMHSPs provide respite care for eligible families. The amount of respite that your family receives will vary depending on your family’s needs. Respite may be the only support need identified by your family. Treatment from the CMHSP is not required to receive respite. (See page 54.)

To be eligible: Your local CMHSP can determine whether your family is eli-

gible for Community Mental Health Services, including respite care services. Eligibility for services is determined based on several factors, including the nature and severity of your child's disability. Priority is generally given to families with the greatest need for this service. If your family is found to be eligible for respite, the cost of respite services will be decided based on your family's ability to pay as determined by CMHSP guidelines.

Phone Number: (517) 374-6848

Website: www.macmhb.org

Additional Contact Information: See page 84

FAMILY CENTER FOR CHILDREN AND YOUTH WITH SPECIAL HEALTH CARE NEEDS (FCCYSHCN)

FCCYSHCN is a program that provides emotional and informational support to families of children with disabilities or special medical needs. FCCYSHCN provides families with connections to other parents and also offers information regarding community resources. There are several regional support groups throughout the state.

Phone Number: (800) 359-3722

Website: www.michigan.gov/cshcs

Additional Contact Information: See page 86

VOCATIONAL REHABILITATION AND EMPLOYMENT



Individuals may lose certain work skills and abilities after TBI. Learning or relearning skills and abilities is often necessary to resume employment. Some questions to consider before returning to work include:

- ◆ If the individual chooses, is he/she healthy enough to consider returning to work?
- ◆ Would the individual be able to achieve his/her goal of returning to work if the hours were reduced from what they were previously?
- ◆ Would the individual be able to achieve his/her goal of returning to work if special equipment or supervision were provided?
- ◆ Would a redesign of duties and responsibilities enable the individual to return to work?

TIP

It is possible to work and maintain Social Security and Medicaid benefits. Refer to the programs "Freedom to Work" and "Ticket to Work," described on pages 49 and 50.

Individuals with TBI may not only need help finding a job, but keeping it. A variety of job supports may be necessary, such as assistive technology, mentoring, coaching, job site adaptations, and scheduling accommodations.

VOCATIONAL REHABILITATION AND EMPLOYMENT AGENCIES AND RESOURCES

BUREAU OF SERVICES FOR BLIND PERSONS (BSBP)

BSBP (formerly Michigan Commission for the Blind) provides training and other services to individuals who are blind or visually impaired to achieve employment and/or independence. BSBP is a state government agency, funded by state and federal funds, with services provided in all 83 counties of the state. BSBP provides counseling and training in skills for daily living without vision. Depending on an individual's needs and eligibility for

specific services, BSBP may also provide some types of adaptive equipment, computer software, and postsecondary education.

To be eligible: Applicants must live in Michigan and must meet specific criteria for legal blindness.

Phone Number: (517) 373-2062

TTY Phone Number: (517) 373-4025

Website: www.michigan.gov/bsbp

Additional Contact Information: See page 58

DEPARTMENT OF HUMAN SERVICES - MICHIGAN REHABILITATION SERVICES (MRS)

This is a state government program that helps persons with any disability, except legal blindness, to prepare for, enter into, retain, or regain employment. MRS also includes the Business Network Unit that specializes in complex case management and promotion for state and national businesses. The purpose of this program is to maximize productivity and minimize costs associated with disabilities resulting from work-related injuries that could prevent people from returning to work. In addition, MRS assists employers in finding and retaining qualified workers with disabilities. This helps employers save time and money but also maintain a motivated, reliable and dependable workforce.

To be eligible: Applicants with TBI may be eligible for services based on medical, psychiatric, or psychological reports from their physician. Medical reports should identify the diagnosis, type of impairment, functional limitations, and recommendations for treatment. Applicants should be prepared to show a Social Security card or resident alien work visa.

Phone Number: (800) 605-6722

TTY Phone Number: (888) 605-6722

Website: www.michigan.gov/mrs

Additional Contact Information: See page 85

FREEDOM TO WORK MEDICAID

Michigan residents with disabilities may now work, earn more money, and save more of their earnings without losing their Medicaid coverage. The new Freedom to Work (FTW) Medicaid program under Michigan Public Act 32 of 2003 removes limits that may have kept some individuals with disabilities from working or returning to work.

To be eligible: Applications for Freedom to Work Medicaid are made through county Department of Human Services (DHS) offices by asking for "Freedom to Work Medicaid" or "PEM 174." People on Medicaid or eligible for Medicaid, with qualifying disabilities, aged 16 through 64 years old may be eligible. There are additional income and asset limitations. Some individuals with disabilities that access Medicaid through what is known as a "spend-down" or "deductible" are not eligible.

Phone Number: (517) 373-2035 (Ask for your county information)

Website: www.michigan.gov/dhs

Additional Contact Information: See page 87

MICHIGAN WORKS!

Michigan Works! agencies oversee a variety of programs to help employers find skilled workers and to help job seekers find satisfying careers. There are programs to help people who face serious barriers to employment to obtain help to get and keep a job.

Phone Number: (800) 285-9675

Website: www.michiganworks.org

Additional Contact Information: See page 93

TICKET TO WORK

Ticket to Work is a voluntary program that offers Social Security beneficiaries with disabilities a variety of choices in obtaining the support and services they need to help them go to work and achieve their employment goals. If you receive Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits based on disability or

blindness, and would like to work or increase your current earnings, this program can help you get vocational rehabilitation, training, job referrals, and other ongoing support and services to do so.

To be eligible: Applications for this program should be made directly to Maximus, Inc., a private company working with the Social Security Administration to help manage the Ticket to Work program. Maximus, Inc. can answer questions about the Ticket to Work program and can provide the contact information for area Employment Networks.

Phone Number: (866) 968-7842

TDD Number: (866) 833-2967

Website: www.yourtickettowork.com

Additional Contact Information: See page 96

UNITED CEREBRAL PALSY (UCP) OF MICHIGAN – MICHIGAN TELEWORK LOAN FUND (MTLF)

The MTLF provides low interest loans that enable people with disabilities to purchase computer technology and/or equipment they need to work from home for an employer or to establish their own home-based businesses. In addition, employers may obtain loans to purchase such equipment on behalf of employees with disabilities who work from home.

To be eligible: Michigan residents with disabilities and their employers are eligible to apply. Having cerebral palsy is not a requirement.

Phone Number: (517) 203-1200

(800) 828-2714 (Michigan Only)

Website: www.michiganloanfunds.org

Additional Contact Information: See page 93

SECTION III

FINANCIAL SUPPORT FOR HEALTH CARE AND LOST INCOME



INTRODUCTION

This section reviews sources of financial coverage for both health care and lost income for the individual and family members. The first three sources of financial assistance listed below (Michigan No-Fault Automobile Insurance, Crime Victim Compensation Program, and Workers' Compensation) are available to certain individuals based on the events that led to the brain injury.

Traditional health care coverage should cover most medical expenses related to brain injuries. Depending on the type of insurance policy, expenses related to rehabilitation and durable medical equipment, such as wheelchairs and walkers, may be covered.

TIP

Most insurance programs have specific time limits for filing claims or reimbursement. Be sure to keep all records and written documentation.

Many employers offer private long term care insurance as part of an overall benefits package. Disability benefits are also offered by many employers to cover those who become disabled due to an accident or illness not related to their job. Check with your employer to see if you are covered under special long term care or disability benefits plans.

Many individuals lack long term care and disability insurance. Individuals who do have private health care coverage could lose it if they are not able to work after a brain injury. Therefore this section includes an overview of the types of public assistance for which individuals living with brain injury may qualify.

NO-FAULT AUTOMOBILE INSURANCE

Michigan has the most comprehensive no-fault auto insurance system in the nation. If the vehicle you were injured in was insured in Michigan, you/your injured family member will be provided with medical care and rehabilitation related to the injury for as long as these services are necessary. You will also be eligible for wage loss benefits and \$20 per day for replacement services for up to three years. Moreover, a pedestrian or bicyclist in an accident involving a motor vehicle will also be covered. Note: There may be a time limit for filing

claims. Individuals covered by this program may not be eligible for other public programs mentioned in this *Guide*.

The Michigan Department of Licensing and Regulatory Affairs, Department of Insurance and Financial Services has published a consumer's guide to no-fault automobile insurance in Michigan. This guide is to help consumer's understand your no-fault insurance policy, explain the mandatory coverages required under no-fault, and optional coverages. The guide also provides an explanation of different factors that affect the cost of your insurance and offers you suggestions for lowering your insurance rates. The Guide can be accessed online at http://www.michigan.gov/documents/cis_ofis_noflt_gd_25094_7.pdf

Phone Number: (877) 999-6442

Website: www.michigan.gov/difs

Additional Information: See page 94

MICHIGAN DEPARTMENT OF COMMUNITY HEALTH'S CRIME VICTIM COMPENSATION PROGRAM

The Crime Victim Compensation Program provides financial help to physically injured victims of a crime. Assistance is available for unpaid medical bills, loss of earnings or support, burial payments, rehabilitation assistance, and counseling. This program is a last resort funding resource with a limited reimbursement available to each eligible victim or victim's family.

To be eligible: The person must be the victim of a crime that occurred in Michigan, and as a result of that crime, must have sustained physical injury. The crime must be reported to law enforcement within 48 hours of its occurrence, and the victim must cooperate with police investigation and prosecution of the offender(s). The claim must be filed within one (1) year of the date of the crime. (More information is available from the agency.)

Phone Number: (517) 373-7373

Website: www.michigan.gov/crimevictim

Additional Contact Information: See page 90

WORKERS' COMPENSATION

Workers' Compensation is a mandate under the Workers' Disability Compensation Act. It pays for all reasonable and necessary medical care for a work-related injury. If TBI occurs while performing job-related duties, the employer must be informed as soon as possible. A worker has up to 2 years to file a claim with his or her employer. If the employer does not report the injury, the worker can contact the Workers' Compensation Agency directly. In most circumstances, workers can be reimbursed for out-of-pocket payments to treat a covered work injury. Loss of wages caused by the work-related injury may also be paid.

Phone Number: (888) 396-5041

Website: www.michigan.gov/wca

Additional Contact Information: See page 100

SOCIAL SECURITY ADMINISTRATION (SSA)

In addition to providing retirement benefits, the Social Security Administration of the United States government provides benefits to persons with disabilities through the two programs described below.

Phone Number: (800) 772-1213

(TTY): (800) 325-0778

Website: www.ssa.gov

Additional Information: See page 96

TIP

There are federal and state sources of cash assistance and coverage of health care costs for people with disabilities. In addition to applying for social security disability benefits, you should contact your local DHS office to see if you qualify for other resources.

Social Security Disability Insurance (SSDI) protects workers and families against loss of income due to disability. The amount of payment depends on how much the number holder has worked and paid into the Social Security system via taxes. Some Michigan government agencies may refer to this category of benefits as "Retirement, Survivor and Disability Insurance" or "RSDI."

To be eligible: In order to qualify, a person must have a disability that is expected to keep them from working for at least one year, or have a condition that will result in death. The condition must qualify as a disability as

determined by Social Security law. Beneficiaries must be below the age of 65 years. Certain family members of workers with disabilities are also entitled to benefits (such as spouses and unmarried children under the age of 18 years). There are also survivor benefits when the family financial provider dies.

Supplemental Security Income (SSI) provides financial assistance to people with disabilities who have limited income and resources even if they have not worked. Payments are not based on previous earnings and are meant to supplement current earnings or other income. Both children and adults can qualify for SSI. Those who qualify for SSI, also qualify for Medicaid, and possibly for food stamps and other forms of assistance.

To be eligible: In order to qualify, a person must have a disability that is expected to keep them from working for at least one year, or have a condition that will result in death. Also, the person must be below the age of 65 years and meet the income/resources criteria for the program. Social Security law determines if a disability qualifies a person for benefits.

MEDICARE

Medicare is health insurance for people age 65 or older, under age 65 with certain disabilities, and any age with end-stage renal disease (permanent kidney failure requiring dialysis or a kidney transplant).

Most people get their Medicare health care coverage in one of two ways. Your costs vary depending on your plan, coverage, and the services you use.

Phone Number: (800) 633-4227 (If you are on Medicare and have questions)
 (800) 803-7174 (Michigan Medicare/Medicaid Assistance Program (MMAP) Counselor)

Website: www.mmapinc.org

Additional Contact Information: See page 88

Original Medicare Plan	
Part A (Hospital)	Part B (Medical)
Medicare provides this coverage. Part B is optional. You have your choice of doctors. Your costs may be higher than in Medicare Advantage Plans.	

+

Part D (Prescription Drug Coverage)
You can choose this coverage. Private companies approved by Medicare run these plans. Plans cover different drugs. Medically necessary drugs must be covered.

+

Medigap (Medicare Supplement Insurance) Policy
You can choose to buy this private coverage (or an employer/union may offer similar coverage) to fill in gaps in Part A and Part B coverage. Costs vary by policy and company.

OR

Medicare Advantage Plans like HMOs and PPOs
Called "Part C," this option combines your Part A (Hospital) and Part B (Medical)
Private insurance companies approved by Medicare provide this coverage. Generally, you must see doctors in the plan. Your costs may be lower than in the Original Medicare Plan, and you may get extra benefits.

+

Part D (Prescription Drug Coverage)
Most Part C plans cover prescription drugs. If they don't, you may be able to choose this coverage. Plans cover different drugs. Medically necessary drugs must be covered.

MEDICAID

Medicaid is a public program for eligible persons with limited income and assets who may also be disabled. Examples of services that may be covered by Medicaid are inpatient and outpatient hospital services, routine physical exams, mental health services, home health care, pharmacy, dental care, and transportation. Accessing Medicaid services begins with contacting the local Department of Human Services (DHS) office. Persons with disabilities who are already on Medicare may still be eligible for Medicaid coverage.

To be eligible: Medicaid has certain income and asset requirements. A person's eligibility for Medicaid is determined by DHS. Those who qualify for SSI also qualify for Medicaid.

Phone Number: (800) 803-7174 (Michigan Medicare/Medicaid Assistance Program (MMAP) Counselor)

(800) 642-3195 (Medicaid Beneficiary Helpline)

Website: www.mmapinc.org

Additional Contact Information: See page 88

DEPARTMENT OF HUMAN SERVICES (DHS)

DHS is a state department that determines whether or not individuals may be eligible for Medicaid programs. DHS also runs programs to provide financial and food assistance to low income families and individuals. (Medicaid was described above. Services provided by DHS-Adult Services are described on pages 13 and 17). Other programs available through DHS are described below. It is best to ask for the program you are interested in by name.

Phone Number: (517) 373-2035

Website: www.michigan.gov/dhs

Additional Contact Information: See page 85

Adult Medical Program (AMP), also known as the Adult Benefit Waiver, provides health insurance coverage to persons between the ages of 18 and 65, including basic medical, mental health, and substance abuse benefits. Some counties require an individual to be enrolled within the county health plan to receive AMP benefits. This program is only available during open-enrollment periods. Please contact your local DHS office to inquire about eligibility and application information.

Family Independence Program (FIP) provides cash assistance to families with children and pregnant women to help them pay for living expenses, such as rent, heat, utilities, clothing, food, and personal care items. Help with transportation, childcare and other needs related to employment and training may be provided. FIP has a time limit of 60 Temporary Assistance to Needy Families (TANF) funded months, with some exceptions.

To be eligible: Children in the family must be under age 18, or age 18 or 19 and attending high school full-time and expected to graduate before age 20. A person must be a Michigan resident and intend to remain in Michigan. In addition, you cannot be receiving cash assistance from another state. There are additional eligibility requirements not included here.

Food Assistance Program (FAP), formerly known as Food Stamps, provides financial assistance to low-income persons to purchase food. Benefits are issued using electronic technology and a debit card known as the Bridge Card.

To be eligible: Generally, eligibility for food assistance depends on the financial situation of all members of the household group. All persons who live together and purchase and prepare food together are considered to be members of the same household group.

State Disability Assistance (SDA) offers temporary cash assistance for living expenses while individuals with a disability are waiting for approval of SSI benefits, or if the disability is likely to last between 90 days to 1 year only. SDA may also be provided to the caretaker of a person with a disability.

To be eligible: To receive SDA, a person must be disabled, caring for a disabled person, or age 65 or older. It is necessary for a DHS specialist to certify that you are disabled. A person must be a Michigan resident and intend to remain in Michigan and not be receiving cash assistance from another state. There are additional eligibility requirements not included here.

DENTAL SERVICES - MICHIGAN DEPARTMENT OF COMMUNITY HEALTH (MDCH)

The Division of Family and Community Health in MDCH offers the two dental assistance programs described below.

Dental Treatment Fund for Persons with Developmental Disabilities:

Dental services are provided by a private dentist or community dental clinic who is reimbursed for services. Dental providers have to be part of the Delta Dental Plan network and submit treatment plans to Delta for approval.

To be eligible: Individuals must have a developmental disability and be referred by a Community Mental Health Services Program (CMHSP). (See page 37 for eligibility information for CMHSP services.)

Phone Number: (517) 335-8388

Website: www.michigan.gov/oralhealth

Additional Contact Information: See page 85

Dental Lifeline Network: This program provides extensive dental treatment (not just cleaning and check-up). Patients are linked to volunteer private dental offices through a referral network. Extensive treatments, such as orthodontics, must be medically necessary. Sometimes there is a waiting list for services.

To be eligible: Persons must be permanently disabled, chronically ill, or elderly, and meet income criteria.

Phone Number: (800) 850-5913 (Note: Macomb, Monroe, Oakland, St. Clair, Lenawee, Livingston, Lapeer, Washtenaw, and Wayne Counties only)
(866) 263-4067 (All other Michigan Counties)

Website: www.nfdh.org

Additional Contact Information: See page 85

BENEFITS AND SERVICES FOR MILITARY VETERANS

TBI is being called the “hallmark injury” faced by veterans in Iraq and Afghanistan. TBI may be caused by improvised explosive devices (IEDs), mortars, vehicle accidents, grenades, bullets, mines, and falls. The extent of damage from brain injury is not always realized until the soldier comes home to his or her community; and even then it might not be recognized as a brain injury.

If you were exposed to a blast injury and are experiencing symptoms of brain injury, further screening and/or evaluation may be right for you.

Veterans and Family Members

Michigan is proud of you and grateful for your sacrifices. For more information about services that may be available to you, you are encouraged to contact the Joint Veterans Council of Michigan at (800) 772-4323, or www.michigan.gov/vetbenefits.

RESOURCES FOR VETERANS IN MICHIGAN

BRAIN INJURY ASSOCIATION OF MICHIGAN (BIAMI)

BIAMI works to improve the lives of those affected by brain injury through education, advocacy, research, and local support groups. In 2007, BIAMI created a Veteran's Program specifically to help combatants returning from Iraq and Afghanistan with TBI.

Phone Number: (800) 772-4323

Website: www.biami.org

Additional Contact Information: See page 82

DEPARTMENT OF VETERANS AFFAIRS (VA)

Veterans of the United States Armed Forces may be eligible for a broad range of programs and services provided by the federal Department of Veterans Affairs (VA), including:

- ◆ Disability benefits
- ◆ Education and training
- ◆ Health care
- ◆ Dependent and survivor benefits
- ◆ Home loan guarantee

To be eligible: Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions. Active service means full-time service, other than active duty for training, as a member of the Army, Navy, Air Force, Marine Corps, or Coast Guard, or as a commissioned officer of the Public Health Service, Environmental Science Services Administration, or National Oceanic and Atmospheric Administration, or its predecessor, the Coast and Geodetic Survey.

Those seeking a VA benefit for the first time must submit a copy of their service discharge form (DD-214, DD-215, or for WWII veterans, a WD form), which documents service dates and type of discharge. The veteran's service discharge form should be kept in a safe location accessible to the veteran and next of kin or designated representative. Or, they must

give their full name, military service number, and branch and dates of service.

Phone Number: (800) 827-1000 (VA Benefits)
(877) 222-8387 (Health Care Benefits)

Website: www.va.gov

Additional Contact Information: See page 97

DEFENSE AND VETERANS BRAIN INJURY CENTER (DVBIC)

The DVBIC is a collaboration between the Departments of Defense and Veterans Affairs. It serves active duty military, their dependents, and veterans with TBI. It develops and provides TBI-specific evaluation, treatment, and follow-up care. The DVBIC produces a number of materials that are helpful for understanding TBI and how to best treat and manage the long-term effects of TBI. Research conducted by the DVBIC has helped define optimal care for survivors of TBI.

Phone Number: (800) 870-9244

Website: www.dvbic.org

Additional Contact Information: See page 84

MICHIGAN VETERANS COUNTY COUNSELORS AND VETERANS SERVICE ORGANIZATIONS (VSOs)

The Michigan Veterans County Counselors and the VSOs are valuable resources to assist our veterans in understanding and obtaining deserved benefits. A list of key VSOs in Michigan is in Section V of this *Guide* (see *page*).

Phone Number: (517) 335-6523 (Contact the Michigan Department of Military and Veterans Affairs)

Website: www.michigan.gov/veterans (click on "County Contacts for Veterans")

Additional Contact Information: See page 98

MICHIGAN VETERANS TRUST FUND

This trust fund provides *temporary* grants for emergencies or hardships to eligible wartime veterans, and their families, residing in the state. The trust fund cannot provide assistance for long-term problems or chronic financial difficulties. The assistance must be essential and not for the relief of an inconvenience, or the purchase of a want or desire.

Phone Number: (517) 373-3130

Website: www.michigan.gov/vetbenefits

Additional Contact Information: See page 98

JOINT VETERANS COUNCIL OF MICHIGAN

The Joint Veterans Council of Michigan was formed in 2005 to help coordinate the resources available to returning veterans. The Council's mission is to coordinate, collaborate, leverage, and integrate available resources to assist all past, present, and future veterans in Michigan, as well as their families.

Phone Number: (800) 455-5228

Website: www.michigan.gov/vetbenefits

Additional Contact Information: See page 98

PROGRAMS SPECIFICALLY FOR CHILDREN

MI CHILD AND HEALTHY KIDS PROGRAMS

MI Child is for uninsured children under 19 years of age. It is a state-wide program that provides health care coverage to children who have not had comprehensive employer based health coverage in the last 6 months. MI Child covers inpatient and outpatient care, regular checkups, immunizations, emergency care, dental, mental health, and substance abuse services. There is a small monthly premium for MI Child coverage. Healthy

Kids is free Medicaid coverage for children.

To be eligible: There is one application process for MI Child and Healthy Kids. Eligibility is determined through the MI Child application. Each program has its own financial eligibility criteria. You can apply for MI Child and Healthy Kids through the website or by calling the toll-free phone number below to request an application. Applications are also available at local health departments and DHS offices.

Phone Number: (888) 988-6300

Website: www.michigan.gov/michild

Additional Contact Information: See page 89

CHILDREN'S SPECIAL HEALTH CARE SERVICES (CSHCS)

This program provides payment for specialized medical care and treatment for individuals with certain conditions. This service is available to children from birth to 21 years of age (or longer under certain conditions).

To be eligible: Medical eligibility is determined by submitting a medical report to the CSHCS state office. The CSHCS office at the local health department can help parents or individuals obtain a medical report that determines eligibility.

Phone Number: (800) 359-3722

Website: www.Michigan.gov/cshcs

Additional Contact Information: See page 83

CHILDREN'S WAIVER PROGRAM (CWP)

The CWP is a federal entitlement program that provides Medicaid funded home and community-based services to children (under age 18) who are eligible for, and at risk of, placement into an Intermediate Care Facility for the Mentally Retarded (ICF/MR).

Children with developmental disabilities and who have challenging behav-

iors and/or complex medical needs are served through this program.

The CWP enables children to remain in their parents' home or return to their parents' home from out-of-home placements while receiving regular Medicaid State Plan services (case management, private duty nursing) and waiver services, regardless of their parents' income.

The waiver services include:

- ◆ Family training
- ◆ Non-family training
- ◆ Specialty services (such as music, recreation, art, and massage therapy)
- ◆ Community living supports
- ◆ Transportation
- ◆ Respite care
- ◆ Environmental accessibility adaptations
- ◆ Specialty medical equipment

The program has a capacity to serve 435 children statewide. Although the program is at capacity, a waiting list is maintained using a priority rating system to add new children to the program when openings occur.

To request more information regarding eligibility or to submit a prescreen application for the program contact your local Community Mental Health Services Program.

Phone Number: (517) 374-6848

Website: www.macmhb.org

Additional Contact Information: See page 84

SECTION IV

SUMMARY OF SERVICES OFFERED BY SELECTED GOVERNMENT AND PRIVATE AGENCIES



TABLE 1: SOURCES OF FINANCIAL SUPPORT¹ FOR SERVICES

Agency Name	General Income/Support	Assessment & Rehabilitation	Assistive Technology	Living & Care	Transportation	Mental Health	Alcohol and Drug Abuse	Caregiver Support
Children's Special Health Care Services		✓	✓	✓	✓			✓
Children's Waiver		✓	✓	✓		✓		✓
Community Mental Health Services Programs		✓	✓	✓		✓	✓	
Department of Human Services	✓		✓	✓	✓			
Housing and Urban Development (through MSHDA and/or Local Public Housing Authority)				✓				
MDCH - Crime Victim Compensation Program	✓	✓	✓			✓		
Medicaid		✓	✓	✓	✓	✓	✓	
Medicaid TBI Memorandum of Understanding		✓	✓	✓				
Medicare		✓	✓			✓	✓	
MI Child & Healthy Kids		✓			✓			
MI Choice Program		✓	✓	✓		✓	✓	✓
No-Fault Automobile Insurance	✓ (for 3 Years)	✓	✓	✓	✓	✓	✓	✓
Social Security Benefits	✓							
Workers' Compensation ²	✓	✓	✓	✓	✓	✓		✓

¹ The term "financial support" does not imply a cash benefit in all instances.

² Workers' Compensation is for work related injuries.

TABLE 2: SELECTED MICHIGAN SERVICE PROVIDERS

Agency Name	Advocacy and/or Legal Assistance	Assessment & Rehabilitation	Assistive Technology	Living & Care	Public Education	Transportation	Alcohol & Drug Abuse	Mental Health	Caregiver Support & Respite	Vocational Assistance
Coordinating Agencies	I/R; D						I/R; D			
Area Agencies on Aging			I/R	I/R		D	I/R	I/R	I/R; D	I/R
Brain Injury Association of MI	I/R; D			I/R	I/R				I/R; D	
Centers for Independent Living	D	D	I/R	I/R		I/R; D			I/R; D	I/R
Community Mental Health Services Programs		I/R; D	I/R; D	I/R; D		I/R; D	I/R; D	D	I/R; D	I/R; D
Department of Human Services - Adult Services	I/R; D ¹		I/R; D ²	I/R; D		I/R	I/R	I/R	I/R	
LARA - MI Rehabilitation Services	I/R	D	D	I/R	I/R	I/R	I/R	I/R	I/R	D
Epilepsy Foundation of MI	I/R	I/R	I/R	I/R	I/R			D	I/R	I/R
Medicaid TBI Memorandum of Understanding	I/R; D	D	I/R							
MI Department of Education		I/R		I/R	I/R					

¹ Direct Services for Advocacy only² Sometimes available through physical Disability Services Program³ Services available to veterans only**LEGEND**

I/R = Information and Referral Services

D = Direct Services (actual provider of service such as counseling, etc.)

TABLE 2: SELECTED MICHIGAN SERVICE PROVIDERS (continued)

Agency Name	Advocacy and/or Legal Assistance	Assessment & Rehabilitation	Assistive Technology	Living & Care	Public Education	Transportation	Alcohol & Drug Abuse	Mental Health	Caregiver Support & Respite	Vocational Assistance
MI Disability Rights Coalitions	I/R	I/R	I/R	I/R						
MI Legal Aid Services	I/R									
MI Long Term Care Connections	I/R	I/R	I/R			I/R	I/R	I/R	I/R	I/R
MI Protection and Advocacy Services	I/R; D	I/R	I/R	I/R		I/R	I/R	I/R	I/R	I/R
MI Quality Community Care Council				I/R; D					I/R; D	
MI State Housing Development Authority				I/R; D						
Public Housing Development Authority				I/R; D						
Public Transit Agencies						I/R; D				
School District		D	D		D	D	I/R	I/R	I/R	I/R; D
United Cerebral Palsy (UCP Michigan)			I/R; D		I/R					I/R
United Way	I/R	I/R	I/R			I/R	I/R	I/R	I/R	I/R
Veterans Affairs, Department of ³		D	D	D		I/R	D	D	D	D

¹ Direct Services for Advocacy only

² Sometimes available through physical Disability Services Program

³ Services available to veterans only

LEGEND

I/R = Information and Referral Services

D = Direct Services (actual provider of service such as counseling, etc.)

SECTION V
CONTACT INFORMATION FOR AGENCIES,
RESOURCES AND PROGRAMS



ORGANIZATIONS AND CONTACT INFORMATION

ABLEDATA27

8630 Fenton Street, Suite 930
Silver Spring, MD 20910
(800) 227-0216
(301) 608-8912 (TTY)
E-mail: abledata@macrointernational.com
Website: www.abledata.com

Adult Medical Program (AMP)68

See Department of Human Services on page 85. When calling, ask for information regarding the Adult Medical Program.

American Red Cross52

Contact information for your local chapter is available in the phone book or visit the website and select "find your local Red Cross."
You can also call the American Red Cross National Headquarters at
(800) 773-2767
Website: www.redcross.org
Local chapter number: _____

Americans with Disabilities Act (ADA) Information Line9

U.S. Department of Justice
(800) 514-0301
(800) 514-0383 (TTY)
Website: www.ada.gov

ARCH National Respite Network55

Chapel Hill Training-Outreach Project, Inc.
800 Eastowne Dr. Suite 105
Chapel Hill, NC 27514
(919) 490-5577
Website: www.archrespite.org

Area Agencies on Aging (AAA)55

To find the AAA in your area, go to the website:

www.michigan.gov/miseniors. (Click, "Search for Agencies", "Area Agency on Aging.") You

can also call the Michigan Office of Services to the Aging (OSA) at (517) 373-8230 and ask for the contact information for the AAA in your area.

Local AAA: _____

Assitive Technology (AT) Xchange29

Website: www.atxchange.org

Email: ATX@prosynergy.org

Brain Injury Association of America (BIAA) 11, 28

1608 Spring Hill Road, Suite 110

Vienna, VA 22182

Main Office: (703) 761-0750

National Brain Injury Information Center: (800) 444-6443

Website: www.biausa.org

Brain Injury Association of Michigan (BIAMI) 12, 18, 24, 35, 56, 71

7305 Grand River, Suite 100

Brighton, MI 48114

Main Office: (810) 229-5880

National Brain Injury Information Center: (800) 444-6443

Veterans: (800) 772-4323

E-mail: info@biami.org

Website: www.biami.org

Local chapter or support group: _____

Bridges4Kids46, 56

Website: www.bridges4kids.org

E-mail: info@bridges4kids.org (Email Bridges4kids for more information and referral specialists)

Center for Educational Networking (CEN)46

6412 Centurion, Suite 130
Lansing, MI 48917
(888) 463-7656
(517) 908-3900
Email: info@cenmi.org
Website: www.cenmi.org

Centers for Independent Living (CIL)..... 19, 35

Look in your phone book or contact the Disability Network/Michigan.
(517) 339-0539
Website: www.dnmichigan.org (See Member Locator for local office contact information)
Local CIL: _____

Children with Special Needs Fund28

You may contact the Fund directly at: (517) 241-7420; or call the CSHCS Family Phone Line at (800) 359-3722.
You may also call and ask to speak to the Children with Special Health Care Services Program at your local health department (listed in the phone book under "County Government").
Email: csnfund@michigan.gov
Website: www.michigan.gov/csnfund

Children’s Special Health Care Services (CSHCS).....74

Contact your local health department listed in the phone book under "County Government."
MDCH-CSHCS
P.O. Box 30734
Lansing, MI 48909-8234
(800) 359-3722
Email: cshcsfc@michigan.gov
Website: www.Michigan.gov/cshcs
Local contact for CSHCS: _____

Children’s Waiver Program (CWP)74

This program is provided by the Community Mental Health Services Programs (CMHSP). See Community Mental Health Services Programs below.

Community Mental Health Services Programs (CMHSPs) 37, 54, 56

The phone number for your local CMHSP is available in the phone book. Look under “County Government” or possibly under “Mental Health Services” in the yellow pages.

Or, you may contact:

Michigan Association of Community Mental Health Boards (MACMHB)

426 South Walnut

Lansing, MI 48933

(517) 374-6848

Website: www.macmhb.org

Local CMHSP: _____

Coordinating Agencies (CA) - Substance Abuse53

There are several regional Coordinating Agencies in Michigan. You may call the MDCH Bureau of Substance Abuse and Addiction Services at (517) 373-4700.

Website: www.michigan.gov/mdch-bsaas

Local CA: _____

Crime Victim Compensation Program64

See Michigan Department of Community Health - Crime Victim Compensation Program on page 90.

Defense and Veterans Brain Injury Center (DVBIC)72

Walter Reed Army Medical Center

Building 1, Room B209

6900 Georgia Avenue NW

Washington, DC 20307-5001

(800) 870-9244

Website: www.dvbic.org

Dental Services - Michigan Department of Community Health69, 70

Dental Treatment Fund for Persons with Developmental Disabilities

MDCH Oral Health Program

(517) 335-8388

Website: www.michigan.gov/oralhealth

Dental Lifeline Network

(800) 850-5913 (Note: Macomb, Monroe, Oakland, St. Clair, Lenawee, Livingston, Lapeer, Washtenaw, and Wayne Counties only)

(866) 263-4067 (all other Michigan counties)

Website: www.nfdh.org

Department of Human Services (DHS)68

Every county in the state has a local DHS office and contact information is available in the phone book under "State Government" or "County Government." You may also call the Lansing office at (517) 373-2035 and ask for the phone number for the county in which you live.

Website: www.michigan.gov/dhs

Local DHS office: _____

Department of Human Services (DHS) - Adult Services13, 37

Contact your local Department of Human Services office (see Department of Human Services). When calling, ask to speak with an adult services worker.

Adult Protective Services can be contacted by calling the local Department of Human Services office or by contacting the 24 hour Abuse and Neglect phone line at (855) 444-3911.

Department Of Human Services - Michigan Rehabilitation Services (MRS)59

For the address and phone number of the local office nearest your county of residence, call the Customer Service Desk:

(800) 605-6722

(888) 605-6722 (TTY)

You can also search using the Office Locator on the MRS website:

www.michigan.gov/mrs

Local contact: _____

Disability.Gov 13

Website: www.disability.gov

Early On® 46

(800) 327-5966

(517) 668-2505 (TTY)

Email: eoreferral@edzone.net

Website: www.michigan.gov/earlyon

Epilepsy Foundation of Michigan 14

25200 Telegraph Rd., Suite 110

Southfield, MI 48033

(800) 377-6226

Email: info@epilepsymichigan.org

Website: www.epilepsymichigan.org

Family Center for Children and Youth with Special Health Care Needs (FCCYSHCN) 57

Cadillac Place

3056 W. Grand Boulevard, Suite 3-350

Detroit, MI 48207-6056

(800) 359-3722

Email: cshcsfc@michigan.gov

Website: www.michigan.gov/cshcs

Family Independence Program (FIP) 68

See Department of Human Services on page 85. The FIP is also referred to as cash assistance.

Food Assistance Program (FAP) 69

See Department of Human Services on page 85.

Freedom to Work Medicaid60

Contact the Department of Human Services (Page 85).

Health Care Association of Michigan (HCAM).....38

7413 Westshire Drive
Lansing, Michigan 48917
(517) 627-1561
Website: www.hcam.org

Housing and Urban Development (HUD).....38

Federal contact information:

451 7th Street S.W.
Washington, DC 20410
(202) 708-1112
(202) 708-1455 (TTY)
Email: MI_Webmanager@hud.gov
Website: www.hud.gov

Michigan offices:

McNamara Federal Building
477 Michigan Ave., Suite 1700
Detroit, MI 48226
(313) 226-7900

99 Monroe Ave. NW
Suite 402
Grand Rapids, MI 49503
(616) 456-2100

Phoenix Building
801 S. Saginaw, 4th Floor
Flint, MI 48502
(810) 766-5112

Intermediate School Districts (ISD)47

Look in the yellow pages of the telephone book under "schools" to locate your local ISD. You may also look up local schools and intermediate school districts on the web at: <http://cepi.state.mi.us/EEM/>
Information Desk: (517) 335-0505
Email: cepi@michigan.gov
Local ISD: _____

LeadingAge39

201 North Washington Square, Suite 920
 Lansing, MI 48933
 (517) 323-3687
 Website: www.leadingagemi.org

Local Public Transit Agencies52

(517) 373-2090
 Website: www.michigan.gov/mdot

Medicaid.....52, 67

For questions about **eligibility**, contact the Department of Human Services (see Department of Human Services on page 85). Or, contact a Michigan Medicare/Medicaid Assistance Program (MMAP) Counselor at (800) 803-7174.

Website: www.mmapinc.org

For questions after you have applied and are approved for Medicaid, contact Michigan's Medicaid Beneficiary Helpline at (800) 642-3195.

Medicaid Traumatic Brain Injury Memorandum of Understanding Program (TBI MOU).....25

Capitol Commons Center
 400 S. Pine
 Lansing, MI 48933
 (517) 241-8474
 Website: www.michigan.gov/tbi

Medicare66

To enroll in Medicare, contact your local Social Security office (see Social Security Administration on page 96).

If you are on Medicare and have **questions**, contact Medicare directly at (800) 633-4227.

Or, older adults, persons with disabilities and their caregivers who re-

ceive Medicare or Medicaid may contact a Michigan Medicare/Medicaid Assistance Program (MMAAP) Counselor at (800) 803-7174.

Website: www.mmapinc.org

MI Child and Healthy Kids73

You can apply for MI Child and Healthy Kids through the website or by calling a toll-free phone number to request an application. Applications are also available at local health departments and DHS offices.

(888) 988-6300

Website: www.michigan.gov/michild

Or, contact your local Department of Human Services (DHS) office (see DHS on page 85). When calling, ask for information regarding MI Child and Healthy Kids.

MI Choice Program.....39

Program agents are located throughout the state. To find a local agent, visit the following website or contact the Michigan Department of Community Health at (517) 241-8474.

Website: www.michigan.gov/mdch (Search for "MI Choice Program.")

Local program agency: _____

Michigan Alliance for Families (a program of The Arc Michigan).....48

1819 South Wagner Road, P.O. Box 1406

Ann Arbor, MI 49106-1406

(800) 552-4821

Email: info@michiganallianceforfamilies.org

Website: www.michiganallianceforfamilies.org

Sherri Boyd, MAF Director

The Arc Michigan

1325 South Washington Ave.

Lansing, Michigan 48910-1652

Phone: (800) 292-7851 ext 105

E-mail: sherri@michiganallianceforfamilies.org

Michigan Assisted Living Association (MALA)40

15441 Middlebelt Road
 Livonia, MI 48154
 (800) 482-0118
 Email: MALA@miassistedliving.org
 Website: www.miassistedliving.org

Michigan Assistive Technology Loan Funds30

For information or to apply on-line visit www.michiganloanfunds.org. Or, information can be obtained from United Cerebral Palsy Michigan (see United Cerebral Palsy Michigan on page 97).

Michigan Department of Civil Rights (MDCR).....19

(800) 482-3604
 (877) 878-8464 (TTY)
 Website: www.michigan.gov/mdcr
 Local MDCR office: _____

Michigan Department of Community Health - Crime Victim Compensation Program64

Lewis Cass Building
 320 S. Walnut Street
 Lansing, MI 48913
 (517) 373-7373
 Website: www.michigan.gov/crimevictim

Michigan Department of Community Health (MDCH) - Traumatic Brain Injury (TBI) Grant14

TBI Project Director, Michael Daeschlein: (517) 335-5322
 Website: www.michigan.gov/tbi
 Free online training about TBI is available at: www.mitbitraining.org
 E-mail: info@mitbitraining.org

Michigan Department of Education (MDE)49

Michigan Department of Education
 608 W. Allegan Street

P.O. Box 30008
Lansing, MI 48909
(517) 373-3324
E-mail: MDEweb@michigan.gov
Website: www.michigan.gov/mde

Michigan Department of Licensing and Regulatory Affairs - Bureau of Services for Blind Persons (BSBP)58

BSBP central office is located in Lansing. There are also eight field offices throughout Michigan and the BSBP Training Center in Kalamazoo. Call the numbers below to be connected to your local office.

Bureau of Services for Blind Persons
201 N. Washington Square, 2nd Floor
P.O. Box 30652
Lansing, MI 48909
(517) 373-2062
(517) 373-4025 (TTY)
Website: www.michigan.gov/bsbp
Local BSBP office: _____

Michigan Department of Licensing and Regulatory Affairs - Bureau of Health Care Services (LARA - BHCS)..... 40, 41

BHCS

P.O. Box 30070
Lansing, MI 48909
(517) 335-1980
Email: bhcsinfo@michigan.gov
Website: www.michigan.gov/bhcs

Health Facilities Division

P.O. Box 30664
Lansing, MI 48909
(517) 241-2629
Website: www.michigan.gov/healthfacilities

Health Professions Division

P.O. Box 30664
Lansing, MI 48909
(517) 335-0918
Website: www.michigan.gov/healthlicense

Long Term Care Division

P.O. Box 30664
Lansing, MI 48909
(517) 241-2629
(313) 465-00340 (Detroit)
(989-732-8062 (Gaylord)
Website: www.michigan.gov/longtermcare

Michigan Disability Rights Coalition (MDRC).....20

3498 East Lake Lansing Road., Suite 100
East Lansing, MI 48823
(800) 760-4600
(517) 333-2477
Website: www.copower.org

Michigan Legal Aid20

Look in the phone book under “Legal Aid” to find the number for local services or visit www.MichiganLegalAid.org.

Michigan Long Term Care Ombudsman Program20

(866) 485-9393
Website: www.michigan.gov/ltc

Michigan Protection and Advocacy Service, Inc. (MPAS)21

4095 Legacy Parkway
Suite 500
Lansing, MI 48911
(800) 288-5923 (voice or TTY)
(517) 487-1755
Website: www.mpas.org

Michigan Rehabilitation Services (MRS)59

See Department of Human Services - MRS on page 85.

Michigan Quality Community Care Council (QC3)41

3186 Pine Tree Road
Lansing, MI 48911
(800) 979-4662
Website: www.mqccc.org

Michigan State Housing Development Authority (MSHDA).....41

735 East Michigan Avenue
Lansing, MI 48909
or
P.O. Box 30044
Lansing, MI 48909
(517) 373-8370
(800) 382-4568 (TTY)
(313) 465-3540 (Detroit Office)

To find the **Housing Choice Voucher (Section 8)** office nearest you:

Call: (517) 373-9344

E-mail: mshdaWebMaster@michigan.gov (address is case sensitive)

To find information about a variety of MSHDA programs:

Website: www.michigan.gov/mshda

Local Housing Choice Voucher (Section 8) office: _____

Michigan TeleWork Loan Fund (MTLF)61

For information or to apply on-line visit www.michiganloanfunds.org. Or, information can be obtained from United Cerebral Palsy Michigan (see United Cerebral Palsy Michigan on page 97).

Michigan Works!60

(800) 285-9675
Website: www.michiganworks.org

- Michigan’s Assistive Technology Program29**
- (800) 760-4600
 (517) 333-2477
 Website: www.copower.org/assistive-tech.html
- Michigan’s Integrated Technology Support (MITS).....29**
- 6500 Centurion Drive, Suite 220
 Lansing, MI 48917
 (517) 908-3930
 E-mail: info@mitsweb.org
 Website: www.mits.cenmi.org
- National Dissemination Center for Children with Disabilities.....50**
- (800) 695-0285 (Voice/TTY)
 Website in English: www.nichcy.org
 Website in Spanish: www.nichy.org/espanol/
- National Resource Center for Traumatic Brain Injury (NRC for TBI)..14**
- P.O. Box 980542
 Richmond, VA 23298-0542
 (804) 828-9055
 Website: www.tbinrc.com
- No-Fault Automobile Insurance.....64**
- Contact your insurance claims manager, or
 Licensing and Regulatory Affairs, Department of Insurance and Financial
 Services
 P.O. Box 30220
 Lansing, MI 48090-7720
 (877) 999-6442
 Website: www.michigan.gov/difs
- Project Find.....50**
- 13109 Schavey Rd., Suite 4
 DeWitt, MI 48820
 (800) 252-0052
 (517) 668-2505 (TTY)

Email: eoreferral@edzone.net
Website: www.projectfindmichigan.org

Public Housing Authorities42

Check the phone book under “City Government” or “County Government” for the housing commission in your area. The HUD website, www.hud.gov, provides a link to listings of local public housing authorities. Your local Michigan State Housing Development Authority (MSHDA) should also be able to provide contact information.

Local public housing authority: _____

Public Schools - Special Education & Early Intervention Services25

For special education services, parents should contact the local school district administrative office and ask to speak with the administrator responsible for special education services. MDE can help locate the appropriate local official to be contacted. Parents may also contact their Intermediate School District (ISD). Michigan’s ISDs are responsible for overseeing the delivery of special education services. Look in the yellow pages of the phone book under “Schools.”

Michigan Department of Education
P.O. Box 30008
Lansing, MI 48909
(517) 335-4865 (For children with disabilities ages 0-3 years)
(517) 373-0923 (For children over 3 years with disabilities)
Website: www.michigan.gov/mde (Search for “Special Education.”)
Local administrator for special education: _____

Public Transit Agencies52

For information regarding local public transit service in your area contact the Michigan Department of Transportation at:

State Transportation Building
425 W. Ottawa Street
P.O. Box 30050
Lansing, MI 48909
(517) 373-0471

Website: www.michigan.gov/mdot (Search for “public transit providers.”)

Shelter Plus Care42

Monica Bellamy (MDCH): (313) 456-4360

Website: www.michigan.gov/mdch (Search for “Shelter Plus Care.”)

Social Security Administration (SSA)65

Find your local Social Security office in the phone book under “Federal Government” or call one of these toll-free numbers:

(800) 772-1213

(800) 325-0778 (TTY)

Website: www.ssa.gov

Local Social Security office: _____

For eligibility questions while your disability claim is pending, call the Michigan Disability Determination Service Hotline, (800) 753-9157.

Social Security Disability Insurance (SSDI)65

See Social Security Administration on this page.

State Disability Assistance (SDA)69

See Department of Human Services on page 85. When calling, ask for information regarding the State Disability Assistance program.

Supplemental Security Income (SSI)66

See Social Security Administration above.

Ticket to Work61

Maximus, program manager, Toll-free line: (866) 968-7842

Maximus, program manager, Toll-free TDD line: (866) TDD-2WORK, (866) 833-2967.

Website: www.yourtickettowork.com

United Cerebral Palsy Assistive Technology Center in Michigan’s Upper Peninsula30

UCP Michigan, Assistive Technology Center

321 E. Ohio St.
Marquette, MI 49855
(906) 226-9903
Website: www.ucpatcenter.org

United Cerebral Palsy (UCP) of Michigan 15, 21, 30

3401 E. Saginaw, Suite 216
Lansing, MI 48912
(800) 828-2714 (Michigan Only)
(517) 203-1200
Website: www.ucpmichigan.org

United Way..... 15, 22

Locate your local United Way office in the business pages of the phone book or call this number for a list of local offices: (517) 371-4360 or call 2-1-1 for resources

Website: www.uwmich.org
Local contact: _____

U.S. Department of Education 51

Office of Special Education and Rehabilitative Services
U.S. Department of Education
400 Maryland Ave. SW
Washington, DC 20202
(202) 245-7468
Website: www.ed.gov/osers

Veterans Affairs (VA), Department of..... 71, 73

VA Benefits: (800) 827-1000

Health Care Benefits: (877) 222-8387
Website: www.va.gov

VA Regional Office
McNamara Federal Building
477 Michigan Avenue
Detroit, MI 48226
(800) 827-1000

Veterans Integrated Service Network 11: Veterans in Partnership
(Serves Michigan's Lower Peninsula and portions of Illinois and Indiana)
P.O. Box 134002
Ann Arbor, MI 48113-4002
(734) 222-4300

Veterans Integrated Service Network 12: VA Great Lakes Health Care System (Serves Michigan's Upper Peninsula, Wisconsin, Illinois, and Northwest Indiana)
P.O. Box 5000, Building 18
Hines, IL 60141-5000
(708) 202-8400

Michigan Department of Military and Veterans Affairs
3423 N. Martin Luther King Jr. Blvd.
Lansing, MI 48906
517-335-6523
Website: www.michigan.gov/dmva

To contact a **Veterans County Counselor** (county level points of contact for veterans information), call the Michigan Department of Military and Veterans Affairs (listed above) or go to the website, www.michigan.gov/veterans, and click on "County Contacts for Veterans" on the left-hand margin of the window.

Local contact: _____

For more information about the **Michigan Veterans Trust Fund**, contact your County Counselor or (517) 373-3130.
Website: www.Michigan.gov/vetbenefits

For more information about services available in Michigan, also try contacting the **Joint Veterans Council of Michigan** at (800) 455-5228
Website: www.Michigan.gov/vetbenefits

Veterans Service Organizations.....72

The VA produces a Directory of VSOs that may be accessed on its website, www1.va.gov/vso/. Contact information for many VSOs active in

Michigan are listed below.

The American Legion

477 Michigan Avenue, Room 1210
Detroit, MI 48226
(313) 964-6640

www.legion.org

American Red Cross

Joseph Moffatt, Executive Director
AFES Room, NE 2-038
2025 E. Street, NW
Washington, DC 20006
(202) 303-5834

www.redcross.org

AMVETS

5489 Main St.
Dryden, MI 48428
(810) 796-3876

www.amvets.org/michigan

Catholic War Veterans

477 Michigan Avenue, Room 1225
Detroit, MI 48226
(313) 471-3896

Disabled American Veterans

477 Michigan Avenue, Room 1200
Detroit, MI 48226
(313) 964-6595

Jewish War Veterans

Jack Weiss
477 Michigan Avenue, Room 1225
Detroit, MI 48226
(313) 471-3897

Marine Corps League

James Tuohy
477 Michigan Avenue, Room 1232
Detroit, MI 48226
(313) 964-6830

james.tuohy@vba.va.gov

Military Order of the Purple Heart

Cynthia Cranford
477 Michigan Avenue, Room 1226
Detroit, MI 48226
(313) 964-6888

cynthia.cranford@vba.va.gov

Paralyzed Veterans of America

Charles Henning
477 Michigan Avenue, Room 1233
Detroit, MI 48226
(313) 471-3996

charlesh@pva.org

Polish Legion of American Veterans

John Kozlowski
Michigan Commander
mi@plav.org

www.plav.org

Veterans of Foreign Wars

Dan Crocker
477 Michigan Avenue, Room 1215
Detroit, MI 48226
(313) 964-6510

daniel.crocker@vba.va.gov

Vietnam Veterans of America

Phil Smith
477 Michigan Avenue, Room 1231
Detroit, MI 48226
(313) 961-9568

phil.smith@vba.va.gov

Workers' Compensation Agency65

To report an injury or apply for benefits, contact:
Michigan Department of Labor and Economic Growth
Workers' Compensation Agency
P.O. Box 30016
Lansing, MI 48909
888-396-5041
Website: www.michigan.gov/wca

If a **Notice of Dispute** is received from the workers' compensation insurance company, obtain an Application for Mediation by contacting:
State of Michigan Workers' Compensation Agency
P.O. Box 30016
Lansing, MI 48909
(888) 396-5041

If **benefits are denied** by a magistrate, obtain information on how to appeal this decision by contacting:
Workers' Compensation Appellate Commission
P.O. Box 30468
Lansing, MI 48909
(517) 373-8020

SECTION VI

GLOSSARY OF TERMS



GLOSSARY

A

Acquired brain injury (ABI) - an injury to the brain that has occurred after birth and includes: TBI, stroke, near suffocation, infections in the brain, and others. The term does not apply to brain injuries that are congenital (present since birth) or degenerative (progressive deterioration of brain tissue), or brain injuries caused by birth trauma.

Advocacy - the act of pleading or arguing in favor of something such as a cause, idea or policy; active support.

Advocate - to argue for a cause, or plead on another's behalf for education, legal or vocational rights; or a person who argues for their own, or another person's rights.

Assistive Technology - any technology that enables someone to do something that they normally cannot do. A special device which assists in the performance of self care, work or play/leisure activities or physical exercise.

Attorney (specializing in TBI cases) - advocates for fair medical treatment, services and compensation for persons with TBI and their families.

B

Beneficiary - the person named to receive benefits.

C

Case manager - a person who assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet an individual's health needs to promote quality, cost-effective outcomes.

Chronic - marked by long duration or frequent recurrence.

Clinical psychiatrist - provides psychotherapy, counseling and consultation to

persons with TBI and their family members; can prescribe medication.

Cognitive - refers to functions of the brain and how one thinks or reasons.

Concussion - another term for mild TBI. (See definition of mild TBI below.)

Criteria - standard on which a judgement or decision may be based.

I

IDEA - "Individuals with Disabilities Education Act." Authorized in 1991 it includes "traumatic brain injury" as a disability category for those students requiring special education services.

L

Long term care - the medical, social, personal care, and supportive services needed by people who are unable to care for themselves due to a chronic illness or condition. It's different from acute health care because assistance is required for an indefinite period of time, and because recovery of function may be incomplete.

M

Medicaid - a jointly funded, federal-state health coverage program for certain low-income people.

Medicare - a federal health insurance program for people age 65 and over, those who have permanent kidney failure, and certain people with disabilities.

Mild traumatic brain injury - disruption of the normal function of the brain caused by a blow or jolt to the head. Mild TBI is the same thing as a concussion. After a mild TBI, some people lose consciousness or are "knocked out," but you can have a mild TBI without losing consciousness. Some people are simply dazed or confused. Sometimes whiplash can cause a mild TBI. Although

mild TBI is not usually life threatening, in some cases the effects can be serious.¹⁹

N

Neurologist - physician who diagnoses and treats disorders of the nervous system.

Neuropsychiatrist - physician who specializes in treating disorders of the brain, nerves and muscles; can prescribe medication.

Neuropsychologist - evaluates the relationship between brain and behavior; conducts extensive testing and counseling; does not prescribe medication.

Neurosurgeon - physician who may perform brain surgery; often coordinates patient care in acute hospitalization.

O

Occupational therapy (OT) - the use of self-care, work, and play activities to increase independent function, enhance development, and prevent disability. OT may include the adaptation of a task or the environment to achieve maximum independence. An **occupational therapist** is a professional who helps a person to regain skills in activities of daily living (such as dressing, eating, and bathing) and routine "occupations" (such as cooking, shopping, scheduling, and driving).

P

Physiatrist (PMR) - physician who specializes in physical medicine and rehabilitation; an expert in neurologic and physical rehabilitation, trained to diagnose and treat disabling conditions.

Physical therapy (PT) - treatment that uses physical agents such as exercise

¹⁹Centers for Disease Control and Prevention. U.S. Department of Health and Human Services (2007). Facts about Concussion and Brain Injury: Where to get help. Web site: <http://0-www.cdc.gov.mill1.sjlibrary.org/ncipc/tbi/default.htm#PDF>.

and massage to restore or facilitate recovery of physical abilities. A **physical therapist** is a professional who treats injury or physical dysfunction with exercises and other physical treatments to restore or facilitate recovery of physical abilities.

Prepaid Inpatient Health Plan (PIHP) - used to describe the local entity that the Michigan Department of Community Health contracts with to provide Medicaid managed mental health services and supports.

Psychiatrist - a physician who specializes in the treatment of behavioral disorders and mental disease; can prescribe medication.

Psychologist - a person who studies the science of mental process and behavior and conducts extensive testing and counseling; cannot prescribe medications.

R

Recreation therapy (RT) - treatment to help persons with TBI learn new leisure and recreational skills or adapt old ones to improve quality of life. A **recreation therapist** is a professional who helps persons with TBI learn new recreational skills to improve quality of life.

Referral - to send or direct for treatment, aid, information or decision.

Rehabilitation - the return of function after injury or illness, often with the assistance of a variety of medical professionals.

Rehabilitation services- services that help a person recover and improve from TBI.

Reimburse - to pay back.

Resource - a source of supply, support or information.

Respite care - a means for taking over the care of a person temporarily (a few

hours to a few days) to provide a period of relief for the primary caregiver.

S

Social worker - advocates and arranges post-hospital or post-rehabilitation services and programs for persons with TBI and their families. Also provides counseling for persons with TBI and family members.

Speech/language therapist - evaluates and treats communication skills, including writing, speaking and understanding written and spoken language.

T

TBI nurse specialist - organizes and oversees day to day care.

To be eligible - requirements that need to be met in order to be eligible for, or to enroll in a program.

V

Vocational - related to, or being in training for a skill or trade to be pursued as a career.

Vocational specialist - facilitates development of employment skills and locating a job or returning to work.

This *Guide* and other materials may be downloaded free of charge from www.michigan.gov/tbi.

There is a small fee for **printed** copies of the *Guide* to help cover shipping and handling. Free distribution is available for individuals with TBI or family members, nonprofit organizations, and State agencies.

To order additional copies of this *Guide*, contact:

Brain Injury Association of Michigan
7305 Grand River, Suite 100
Brighton, MI 48114
Phone: (810) 229-5880
Toll free: (800) 444-6443
Fax: (810) 229-8947
Email: info@biami.org

Or

Michigan Public Health Institute
2501 Jolly Rd. Suite 180
Okemos, MI 48864
Phone: (517) 324-7381
Fax: (517) 324-6098

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300 copies printed at \$5.79 each with a total cost of \$1,738.