

Referring MIHP Beneficiaries to Other Services and Supports: A Basic Guide to Identifying Community Resources

MIHP providers must identify the resources available for low-income pregnant women and infants in their respective service areas so they can assist beneficiaries to access the services and supports they need. While many of these resources are available statewide, others are specific to a particular county or community. This guide offers suggestions for obtaining generic community resource and referral directories, as well as suggestions for zeroing in on resources related to the specific needs of MIHP beneficiaries.

Community Resource and Referral Directories

Suggestions for locating generic community resource and referral directories are given below:

1. Local Agencies Serving Low-Income Families

Local agencies such as the Local Health Department, Michigan Department of Human Services county office, or Community Action Agency, may maintain county or community-specific resource and referral directories that are available to the public.

a. Local Health Department Map/Directory

<http://www.michigan.gov/mdch/0,1607,7-132--96747--,00.html>

b. Michigan Department of Human Services (DHS) County Offices

<http://www.michigan.gov/dhs/0,1607,7-124-5461---,00.html>

c. Community Action Agencies (CAAs) in Michigan

<http://www.mcaaa.org>

2. Great Start – What’s Happening in your County

<http://www.migreatparents.org/>

Intermediate School District offices maintain online Great Start resource directories for families with children birth to 5 years by county.

3. 2-1-1 – Michigan Association of United Ways

<http://www.uwmich.org/2-1-1>

2-1-1 is the health and human service equivalent of 9-1-1 to give or get help. Residents in 46 Michigan counties (81% of the population) can now dial 2-1-1 and be connected to a live call specialist who can refer them to community programs such as rent and utility assistance, food, shelter, substance abuse services, counseling, clothing, furniture, free tax preparation and much more. This free service is available 24/7, 365 days a year. Service providers make up a significant percentage of callers. Web site identifies counties that currently have 2-1-1 service.

4. Local United Way Offices

<http://www.uwmich.org/>

Local UW offices may operate resource and referral phone lines or provide online or hardcopy community resource directories.

Resource and Referral Info Related to Specific Needs of MIHP Beneficiaries

Resources are listed under the following categories:

1. Basic Needs (cash, food, shelter, utilities, clothing, furniture, baby items, etc.)
2. Car Seats
3. Child Abuse and Neglect
4. Child Care
5. Chronic Disease
6. Dental Health
7. Developmental Delays and Disabilities - Birth to Three Years
8. Domestic Violence/Intimate Partner Violence
9. Family Planning/Interconception Health
10. Food/Nutrition/Breastfeeding
11. Infant Health and Safety
12. Kinship Care
13. Maternal-Child Health Home Visiting Programs
14. Parent Education and Support
15. Perinatal Depression/Mood Disorders
16. Prenatal Care
17. Smoking Cessation
18. Social Networking Sites
19. Substance Abuse (alcohol and drugs)
20. Transportation

1. Basic Needs

Michigan Department of Human Services (DHS) County Offices

<http://www.michigan.gov/dhs/0,1607,7-124-5461---,00.html>

DHS county offices administer the following programs: cash assistance, food assistance, medical assistance, child care subsidy, and emergency relief (utility shut-off, eviction notice, burial, or other emergency). DHS also provides information about other community resources to meet basic needs including: emergency food, shelter/housing, utility assistance, baby equipment and supplies, clothing, furniture, appliances (repair and access), and weatherization.

Community Action Agencies (CAAs) in Michigan

<http://www.mcaaa.org>

CAA services include programs that address education, emergency services, employment, health, housing, linkages, income management, nutrition, and self-sufficiency. Michigan's 30 CAAs and two limited purpose agencies provide weatherization services in every county.

Michigan State Housing Development Authority (MSHDA)

http://www.michigan.gov/documents/HCV_intro_156548_7.htm

MSHDA administers the federally-funded Housing Choice Voucher Program (formerly known as Section 8) to help eligible low-income households pay their rent. Potential applicants need to contact their local Housing Agent. (See web site for Housing Agent contact list). There are long waiting lists in most counties.

SafeLink Wireless Lifeline Service

<https://www.safelinkwireless.com/EnrollmentPublic/benefits.aspx>

SafeLink provides a free wireless phone and a free cellular plan (68 minutes per month) to individuals who meet income guidelines or who participate in one of the following assistance programs: Medicaid, Federal Public Housing Assistance/Section 8, Food Stamps, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Security Income (SSI), National School Lunch (free program only) or Temporary Assistance for Needy Families (TANF).

2. Car Seats

Office of Highway Safety Planning (OHSP) - Michigan State Police

www.michigan.gov/ohsp

This site can be used to locate certified technicians who will inspect a child's safety seat and show caregivers how to correctly install and use it. To locate a technician, click on "Car Seats, Seat Belts and Impaired Driving" in the left-hand column. Then click on "Child Safety Seat Fitting Stations" under "Car Seats." Enter zip code to find the child safety seat inspection station and technician nearest you. Technicians also may have information about local programs that provide car seats for low-income families. There are no State programs that provide car seats for low-income families at this time.

3. Child Abuse and Neglect

Report Abuse Now – Michigan Department of Human Services (DHS)

<http://www.michigan.gov/dhs/0,1607,7-124-5452---,00.html>

This site explains how to report suspected child or adult abuse/neglect by calling the state hotline number or the DHS county office. DHS Children's Protective Services (CPS) is responsible for investigating reports of suspected child abuse and neglect, and for helping children and families involved with CPS get the services they need.

Safe Delivery Program – Michigan Department of Human Services (DHS)

[Safe Delivery Program](#)

Michigan's Safe Delivery of Newborns law allows the anonymous surrender of a newborn from birth to 72 hours of age, to an emergency service provider (a uniformed or otherwise identified employee of a fire department, hospital, or police station who is on the premises and on duty or a paramedic or emergency medical technician responding to a 9-1-1 call).

4. Child Care

Great Start CONNECT

<http://www.greatstartforkids.org/content/great-start-connect>

Great Start CONNECT is an online statewide database of licensed or registered child care and early education programs in Michigan. Families can access this database 24 hours a day, seven days a week to quickly and conveniently search for and contact child care providers who match their needs.

Child Development and Care Program (child care subsidy) – Michigan Department of Human Services (DHS)

http://www.michigan.gov/dhs/0,1607,7-124-5453_5529_7143-15306--,00.html

Low-income families may qualify for a subsidy if they need child care for employment, high school completion, or family preservation (treatment activity for a health or social condition). They must apply for the subsidy through DHS.

5. Chronic Disease

Refer beneficiary to her medical care provider and Medicaid Health Plan (MHP), as needed.

Certified Diabetes Educators in Michigan

www.michigan.gov/mihp

This site includes a link to a list of certified diabetes educators in Michigan, under the heading of "MIHP Links." The list is kept current by MDCH.

Diabetes & Kidney Disease – Michigan Department of Community Health

http://www.michigan.gov/mdch/0,1607,7-132-2940_2955_2980---,00.html

This site includes multiple resources on diabetes.

6. Dental Health

Local Health Department Map/Directory

<http://www.michigan.gov/mdch/0,1607,7-132--96747--,00.html>

Department of Human Services (DHS) County Offices

<http://www.michigan.gov/dhs/0,1607,7-124-5461---,00.html>

For information on dental services for Medicaid, MIChild or Healthy Kids beneficiaries, contact the local health department or DHS county office.

Oral Health – Michigan Department of Community Health

http://www.michigan.gov/mdch/0,1607,7-132-2942_4911_4912_6226---,00.html

This site lists oral health resources, including *Find a Dentist: Michigan Oral Health Directory*, a county-by-county listing of dental clinics and services for low-income persons.

7. Developmental Delays and Disabilities – Birth to Three Years

Early On® Michigan – Michigan Department of Education (MDE)

<http://www.1800earlyon.org/>

Early On is Michigan's statewide interagency support system for families with children birth to 36 months who have developmental delays or disabilities. When a child is referred to *Early On*, a comprehensive developmental evaluation is conducted. If the child is determined eligible, an [Individualized Family Service Plan \(IFSP\)](#) is developed to guide the early intervention process with families. The IFSP contains information about the services necessary to facilitate a child's development and enhance the family's capacity to support the child's development. Through the IFSP process, family members and service providers work as a team to plan, implement, and evaluate services specific to the family's concerns, priorities, and available resources. A service coordinator helps the family by coordinating the services outlined in the IFSP. For additional information, see the MIHP *Early On* online training module at www.michigan.gov/mihp.

Children's Special Health Care Services (CSHCS) – Michigan Department of Community Health (MDCH)

[Click here for more information about Children's Special Health Care Services.](#)

Children's Special Health Care Services is a program within MDCH that provides certain approved medical service coverage to some children and adults with special health care needs. Children must have a qualifying medical condition and be under 21 years of age.

The Family Center for Children and Youth with Special Health Care Needs

(Parent-Directed Section of Children's Special Health Care Services [CSHCS])

[Family Support Network of Michigan \(FSN\)](#)

Parents who have successfully adapted to their children's special health care needs are a critical source of support for other parents of children with special needs. Through its Family Support Network of Michigan, The Family Center provides trained "support parents" who offer health resource information, emotional support, and help in navigating CSHCS to **all** Michigan families who have children with special needs. Enrollment in CSHCS is not required to use these services. Contact The Center at **1-800-359-3722** or cshcsfc@michigan.gov.

8. Domestic Violence/Intimate Partner Violence

State of Michigan Domestic Violence Program Interactive Map Selector

http://www.michigan.gov/som/0,1607,7-192-29941_30586_240-2884--,00.html

This site provides contact info for Michigan domestic violence programs by county.

Michigan Coalition Against Domestic and Sexual Violence

<http://www.mcadsv.org/help/locate.php>

This site includes a list of Michigan programs providing services to domestic violence and sexual assault survivors by county or city, along with other resource information.

National Domestic Violence Hotline

[National Domestic Violence Hotline](#)

1-800-799-SAFE (7233)

TTY: 1-800-787-3224

Help is available to callers 24 hours a day, 365 days a year. Hotline advocates are available for victims and anyone calling on their behalf to provide crisis intervention, safety planning, information and referrals to agencies in all 50 states, Puerto Rico and the U.S. Virgin Islands. Assistance is available in English and Spanish with access to more than 170 languages through interpreter services.

9. Family Planning/Interconception Health

Michigan Family Planning (Title X) – Michigan Department of Community Health (MDCH)

[Family Planning](#)

The Michigan Family Planning Program makes available general reproductive health assessment, comprehensive contraceptive services, related health education and counseling, and referrals as needed to every citizen of the state. While services are available to anyone, the primary target population is low-income women and men. Individuals with income levels at or below poverty can receive the full array of program services at no cost. No one is denied services because of inability to pay. Site includes *MDCH Title X Family Planning Clinic Directory* and consumer brochure.

Michigan Federally Qualified Health Center (FQHC) Directory

<http://www.wheretofindcare.com/FederallyQualifiedHealthCenters/Michigan-MI/City.aspx>

FQHCs are required to directly provide or contract for family planning services.

Plan First! Family Planning Program – Michigan Department of Community Health (MDCH)

[Plan First!](#)

Plan First! offers contraception and limited health care services to Michigan women 19 through 44 years of age, who are not currently Medicaid eligible, and whose family income is at or below 185% of the federal poverty level. Most MIHP beneficiaries lose their Medicaid coverage 60 days postpartum, so MIHP providers refer them to "Plan First!" at that time. Program description and consumer brochure are available at web site.

10. Food/Nutrition/Breastfeeding

Special Supplemental Nutrition Program for Women, Infants and Children (WIC) – Michigan Department of Community Health (MDCH)

WIC

The WIC Program provides supplemental foods, nutrition education and referrals to health care, at no cost, to low-income pregnant, breastfeeding and postpartum women, infants, and children up to age 5 who are determined to be at nutritional risk. To find local WIC agency see web site below or call: 1-800-26-BIRTH.

MDCH WIC Agency List (by county)

http://www.michigan.gov/mdch/1,1607,7-132-2942_4910_4920-14165--,.00.htm

Food Assistance Program (FAP) (formerly called Food Stamps) – Michigan Department of Human Services (MDHS)

http://www.michigan.gov/dhs/0,1607,7-124-5453_5527---,.00.html

The FAP is funded by the U.S. Dept. of Agriculture to supplement the food purchasing power of low-income individuals and families. Eligibility for food assistance depends on the financial situation of all members of the household group. FAP benefits can be used to buy eligible food at any Food and Nutrition Service (FNS) authorized retail food store or approved meal provider. MDHS determines eligibility for the FAP. DHS county offices are listed at <http://www.michigan.gov/dhs/0,1607,7-124-5461---,.00.html>.

Michigan State University Extension (MSUE) Nutrition Programs

http://www.msue.msu.edu/portal/default.cfm?pageset_id=25744&page_id=25770&msue_portal_id=25643 (to locate county and regional MSUE offices)

Breast Feeding Initiative (BFI)

<http://bfi.fcs.msue.msu.edu/>

Many new mothers know the value of breastfeeding, but unfortunately run into barriers during their breastfeeding experience. The BFI empowers and supports mothers to overcome these barriers. The BFI program utilizes peer counselors to provide breastfeeding support to mothers throughout the first year of their infant's life. The program combines the strengths of MSUE and WIC in an effort to reverse declining breastfeeding rates among low-income women.

Expanded Food and Nutrition Education Program (EFNEP)

<http://efnep.anr.msu.edu/>

EFNEP provides nutrition education to low-income families with children. MSU Extension instructors provide education in a way that is fun and interesting to help families maximize their resources.

Family Nutrition Program

<http://msustatewide.msu.edu/resource.asp?ResourceID=614&ListTitle=>

The Family Nutrition Program (FNP) is a service of the Food Stamp Nutrition Education Program, which provides nutrition education to anyone eligible for or receiving food stamp benefits. The Michigan goal for FSNEP is to improve eating and lifestyle behaviors as a preventative approach to reducing diet-related health problems.

Food and Nutrition Program Helpline

<http://www.foodstamphelp.org/index.html>

1 (800) 481-4989 or 1 (810) 244-8044

The Center for Civil Justice (CCJ) operates a statewide toll-free Food and Nutrition Program Helpline with support from the USDA-funded Food and Nutrition Program at MSU Extension. Michigan residents may call the Helpline for a confidential eligibility pre-screening, counseling about the application process, and information on various food, nutrition, and educational resources. Callers are encouraged

to call back if they encounter any barriers. For more information, contact: Center for Civil Justice, 810-244-8044.

Angel Food Ministries

<https://www.angelfoodministries.com/hosts.asp?name=&city=&state=&zip=48842&miles=20&search=Search>

Angel Food Ministries is a non-profit, non-denominational organization providing food relief and financial support to communities throughout the US. Angel Food is available in a quantity that can fit into a medium-sized box at \$30 per unit. Each month's menu is different than the previous month and consists of both fresh and frozen items with an average retail value of approximately \$60. One unit of food assists in feeding a family of four for about one week or a single senior citizen for almost a month. There are no qualifications, minimums, income restrictions, or applications.

Local Food Banks

To identify local food banks, check with the:

- **Department of Human Services (DHS) County Office**
<http://www.michigan.gov/dhs/0,1607,7-124-5461---,00.html>
- **Community Action Agency**
<http://www.mcaaa.org>

11. Infant Health and Safety

Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) – Michigan Department of Community Health (MDCH)

http://www.michigan.gov/mdch/0,1607,7-132-2945_5100_29285_29672-73102--,00.html

Refer the infant beneficiary to his or her Medicaid Health Plan (MHP) for EPSDT services, including well-child visits; hearing, vision, and blood lead screening; developmental/behavioral assessment, immunizations; and others. For a complete description of EPSDT services, go to web site above and scroll down to *EPSDT Policy Bulletin MSA 02-10, August 1, 2002*.

Children's Hospital of Michigan Regional Poison Control Center

1 800 222-1222

<http://www.childrensdmc.org/PoisonControl>

The Center provides immediate telephone advice on possible poisoning, toxic substance or any other environmental hazard, toll-free, 24 hours a day, seven days a week. Web site provides links to five video shorts on Household Hazardous Materials.

Healthy Homes Section and Childhood Lead Poisoning Prevention Program – Michigan Department of Community Health (MDCH)

http://www.michigan.gov/mdch/0,1607,7-132-2940_2955_2983---,00.html

This site gives information about blood lead testing, lead poisoning treatment, and lead poisoning prevention services in Michigan.

Safe Kids Michigan – Michigan Department of Community Health (MDCH)

http://www.michigan.gov/mdch/0,1607,7-132-54783_54879-51182--,00.html

State and local Safe Kids Coalitions work to create an environment where children 14 and under are free from accidental injury. One of their activities is dissemination of injury prevention information to children, caregivers, organizations, schools, and community groups.

12. Kinship Care

Kinship Care Resource Center – Michigan State University

<https://www.msu.edu/~kinship/index.html>

Kinship care is the provision of full time nurturing and protection of children by adults other than parents (often grandparents) who have a family relationship bond with the children. The Kinship Care Resource Center is a centralized location where relative caregivers for children and professionals can receive assistance. Assistance includes publications (e.g., guides for kinship families, info on filing for guardianship, etc.), referrals to kinship support groups around the state, and links to other resources.

AARP Grandparents Data Base – Michigan Search Results

http://www.giclocalsupport.org/pages/search_results.cfm?state=MI&city=&zip=&radius=&submit=Search

Data base of kinship care resources in Michigan.

13. Maternal-Child Health Home Visiting Programs

Local Health Department Map/Directory

<http://www.michigan.gov/mdch/0,1607,7-132--96747--,00.html>

Some counties have other maternal-child health home visiting programs besides MIHP, such as the Healthy Start or Nurse-Family Partnership Program. At the time of MIHP case closure, you may wish to refer a beneficiary to another maternal-child health home visiting program that serves families with toddlers. Check with the Local Public Health Department to identify any other programs operating in your service area.

14. Parent Education and Support

NOTE: There are many different parent education and support programs serving families with very young children (birth to three years) in Michigan. These include Early Head Start, Building Strong Families (MSU Extension), Parents As Teachers, Healthy Families America, Nurturing Parenting Programs, family resource centers, play groups, and many others. However, few of these programs are available statewide. Every county has a different mix of parenting education and support programs offered by various agencies.

A good place to begin looking for parenting programs in a given county is the Great Start web site that identifies community resources for families with children birth to five years, including "Community Parenting" resources.

Great Start – What's Happening in your County

<http://www.migreatparents.org/>

This site lists resources for families with children birth to 5 years by county.

Parent Helpline

1-800-942-4357

The toll-free Parent Helpline is run by the State of Michigan 24 hours a day, 7 days a week. Callers do not have to give their names to get free support, guidance and referrals. Operators are trained to help with emotional crises.

15. Perinatal Depression/Mood Disorders

NOTE: The *Edinburgh Postnatal Depression Scale (EPDS)* is incorporated within the *MIHP Maternal and Infant Risk Identifiers*. Use the beneficiary's EPDS score to determine whether or not to refer her for a mental health assessment. If her score does not indicate that she needs an assessment, but your clinical impression is that an assessment is in order, go ahead and make the referral.

Medicaid Health Plans

www.michigan.gov/mihp (scroll down to *Medicaid Health Plan Contacts for MIHP*)

Medicaid Health Plans cover up to 20 out-patient mental health sessions per year for beneficiaries with mild to moderate mental health disorders, including depression and anxiety. Refer a beneficiary with a low to moderate EPDS score to her Medicaid Health Plan (MHP) for a mental health assessment.

Community Mental Health Services Programs – Michigan Department of Community Health (MDCH)

http://www.michigan.gov/mdch/0,1607,7-132-2941_4868_4899-178824--,00.html

Community Mental Health Services Programs (CMHSPs) provide mental health services for persons with serious mental health disorders. Refer a beneficiary with a high EPDS score directly to the local Community Mental Health Services Program for a mental health assessment. If at any time, a beneficiary appears to be in crisis or you are concerned about her safety or the safety of her family members, contact the CMHSP or take her to a local hospital immediately.

Perinatal Depression Resources for Consumers and Health Care Providers

www.michigan.gov/mihp

This list of services and supports for women with perinatal depression in Michigan includes treatment specialists, support groups, and online resources.

16. Prenatal Care

If a beneficiary needs a prenatal care provider, refer her to her Medicaid Health Plan (MHP). If she has not yet enrolled in an MHP (or is in the voluntary population and chooses not to enroll in an MHP), identify potential prenatal care providers through the following web sites:

- **Local Health Department Map/Directory**
<http://www.michigan.gov/mdch/0,1607,7-132--96747--,00.html>
- **Michigan Federally Qualified Health Center Directory**
<http://www.wheretofindcare.com/FederallyQualifiedHealthCenters/Michigan-MI/City.aspx>
FQHCs are required to directly provide or contract for family planning services.
- **How Can I Get Free or Low Cost Health Care for Me and My Family? – Michigan Department of Community Health (MDCH)**
http://www.michigan.gov/mdch/0,1607,7-132-2943_52115---,00.html

17. Smoking Cessation

Michigan Tobacco Quit Line – Michigan Surgeon General

1-800-480-7848

http://www.michigan.gov/surgeongeneral/0,1607,7-216-33084_33091_33302---,00.html

The Quit Line provides cessation services to Michigan residents that want to quit using tobacco. It offers a personal health coach and participant toolkits to help tobacco users gain confidence and motivation they need to quit for good. Web site lists free resources.

18. Social Networking Sites

Text4baby

<http://text4baby.org>

Text4baby is a free mobile information service designed by the National Healthy Mothers, Healthy Babies Coalition to promote maternal and child health. Pregnant women and new mothers who participate receive weekly text messages on their cell phones to help them through pregnancy and baby's first year.

MyMIHP

<https://twitter.com/MyMIHP>

This Twitter site offers real-time information on research related to pregnancy and infancy, product safety recalls, and other issues affecting the population served by MIHP.

19. Substance Abuse (alcohol and drugs)

Bureau of Substance Abuse and Addiction Services – Michigan Department of Community Health (MDCH)

[Substance Abuse](#)

This site provides information about alcohol, drug, and gambling addictions. Click on “Get Help Now” at top of page to locate treatment services in a particular county.

Designated Women’s Substance Use Disorder Treatment Programs – Michigan Department of Community Health (MDCH)

[Designated Women's Treatment Programs](#)

In Michigan, pregnant women are a priority population for substance use disorder treatment. This site lists women’s treatment programs around the State.

20. Transportation

MIHP providers and Medicaid Health Plans (MHPs) both offer transportation for MIHP beneficiaries. Guidelines for determining which party is responsible for providing transportation for a particular beneficiary are detailed in the *MIHP Operations Guide* (Chapter 5, Reimbursement for MIHP Services) at www.michigan.gov/mihp.