

OAKLAND COUNTY

RESOURCES

Surviving the Katrina Hurricane



SURVIVING HURRICANE KATRINA

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REGISTERING WITH FEMA

You must register within 60 days

(800) 621-FEMA (3362)

(800) 462-7585 for hearing impaired

www.FEMA.gov

Note: You may find it faster and easier to register through their website

SALVATION ARMY

National Information

(888) 363-2769

(248) 443-5500

(248) 322-2500

114 E 4th Street

Royal Oak

(248) 443-9770

(248) 552-9585

26235 Greenfield Road

Southfield

Pontiac Office

(248) 334-2407

RED CROSS

(888) 782-9322

www.redcross.org

The Red Cross can immediately place persons in 14 day housing.

Red Cross Missing Unification Number

(877) 568-3317

Red Cross Southeast Michigan Chapter

(800) 774-6066

They are giving out vouchers for evacuees to buy food and clothing

100 Mack between Woodward and John R

(248) 322-2500

1605 South Telegraph Road

Bloomfield Hills 48032

FINDING MISSING FAMILY MEMBERS

Salvation Army
(877) 568-3317 Family and Relatives
(800) 915-5413 Assistance to Register
Online Registration: www.redcross.org

National Next of Kin Registry
<http://nokr.org/nok/restricted/home.htm>

Red Cross Missing Unification Number
(877) 568-3317

SATERN
(800) 725-2769
Broadcasts messages to network of radio operators and checks shelters
www.satern.org

National Center for Missing & Exploited Children (NCMEC)
Special Katrina missing persons hotline
(888) 544-5475
www.missingkids.com

VITAL PERSONAL RECORDS

Louisiana

Office of Public Health – Vital Records

Note: Obtain copies of Birth Records, Marriage Licenses, Divorce Decrees

(225) 342-8093

(504) 568-5152

(800) 454-9570

www.vitalweb@dhh.la.gov

[www.oph.dhh.state.la.us/recordstatistics/vital records](http://www.oph.dhh.state.la.us/recordstatistics/vital%20records)

Mississippi

Department of Health – Vital Records

Note: Obtain copies of Birth Records, Marriage Licenses, Divorce Decrees

(601) 576-7981

www.msdh.state.ms.us/

DRIVER & VEHICLE RECORDS

Louisiana

Office of Motor Vehicles – Driver & Vehicle Services

(225) 925-6388 Baton Rouge

(877) 368-5463 Toll Free

www.state.la.us

Mississippi
Motor Vehicle Commission
(601) 987-3995
www.mmvc.state.ms.us/
E-mail: day@mmvc.state.ms.us/

SOCIAL SECURITY

(800) 772-1213
Social Security Administration (SSA) is reissuing checks to SSI and SSDI recipients who have a dire need. Contact closest SSA office to request reissuance. Recorded information and services are available 24 hours a day, including weekends and holidays.

Office Hours: Monday – Friday 7:00 am- 7:00 pm

(800) 325-0778 for the deaf and hard of hearing

Website for lost monthly benefits:
<http://www.ssa.gov/emergency/>

Pontiac:
1280 Pontiac Lake Road
between Opdyke Road and Perry Road, near the University Drive and I-75 interchange

Royal Oak:
1515 East Eleven Mile Road
1 Block west of Campbell Road, 1 mile east of Main Street, 2 miles east of Woodward Avenue, and ¾ miles west of I-75 north side of 11 Mile Road; next to Taco Bell

Farmington Hills
23580 Orchard Lake Road

Sterling Heights
44400 Van Dyke Avenue

HOUSING

Department of Human Services
The lead agency in the state of Michigan for housing and registration for emergency services.
(248) 975-5400
www.michigan.gov/dhs

Oakland County Offices

Baldwin Road District
1685 Baldwin Road
Pontiac 48340
(248) 975-5400

Heights District
30755 Montpelier
Madison Heights 48071

Walled Lake District
195 Ladd Road
Walled Lake 48390

Saginaw Street District
235 N. Saginaw
Pontiac 48342

Red Cross:

(888) 782-9322

www.redcross.org

The Red Cross can immediately place persons in 14 day housing.

Additional Red Cross Contacts:

(866) GET-INFO

(313) 833-8816

(800) 776-6066 to get or give help.

Evacuees can self-report to Red Cross at 100 Mack Avenue in Detroit at John R Street near the medical center.

HUD

(800) 955-2232

For displaced public housing residents and section 8 voucher holders.

www.hurricanehousing.org

(800) 917-3490

To offer space in your home for housing or to request housing in a volunteer's home.

Lighthouse Emergency Services

(248) 920-6100

For individuals staying in Oakland County to find permanent housing.

FIRE / POLICE / EMS EMERGENCY

Dial 9-1-1

OAKLAND COUNTY POLICE (non emergency)

(248) 796-5500

FIRE (non emergency)

(248) 796-5659

OAKLAND COUNTY CRISIS RESPONSE ORGANIZATION

(248) 456-0909 to request a debriefing

OAKLAND COUNTY EMERGENCY RESPONSE and PREPAREDNESS

(248) 858-5300

OAKLAND COUNTY HEALTH DIVISION

(800) 848-5533

(248) 858-1404

SOUTHFIELD CITY EMERGENCY MANAGEMENT

(248) 796-5992

DOCTORS / MEDICAL ATTENTION

Oakland Primary Health Services (OPHS)
46 North Saginaw Street near Huron Street
Pontiac 48341

(248) 322-6747

Hours 8:00 am – 8:00 pm Monday thru Friday

Fees: **Free doctor office visits for Katrina Evacuees**

Please indicate you were referred by Common Ground Sanctuary

Providence Hospital (St. John's Health)
16001 West 9 Mile Road
Between Southfield Road and Greenfield Road
Southfield 48075

(248) 849-3000

www.stjohn.org/providence

Note: This hospital is offering free shuttle service from the Ramada Inn

Hours: Emergency Room open 24 hours a day, 7 days a week

Fee: **Free medical attention to evacuees of Katrina**

City of Detroit Health Department

Dial 3-1-1

(313) 876-4000

Nurse on Call Line

(248) 858-1406

(800) 848-5533

Hours: 8:30 am – 5:00 pm

message service available

MEDICINE / PRESCRIPTIONS

Oakland Primary Health Services (OPHS)
46 North Saginaw Street near Huron Street
Pontiac 48341
(248) 322-6747
Hours 8:00 am – 8:00 pm Monday thru Friday
Fees: **Free** prescription assistance following a doctor visit
Please indicate you were referred by Common Ground Sanctuary

Lighthouse Emergency Services
(248) 920-6100

MEDICAL EQUIPMENT

Lighthouse Emergency Services
(248) 920-6100

Common Ground Sanctuary
1410 South Telegraph Road
Bloomfield Hills 480323
(248) 456-8158 x226
Contact: Bill Sullivan
Donated items such as wheelchairs, adult diapers, side rails, rubber gloves, etc...
Fee: **Free**

DENTAL

Oakland County Health Division Dental Program
(248) 858-1307

County Dental
(248) 559-7767

TELEPHONE CRISIS INTERVENTION

Common Ground Sanctuary Crisis Line
(248) 456-0909 or (800) 231-1127
Crisis Counselors available 24/7
1410 South Telegraph Road near Orchard Lake Road
Bloomfield Hills 48302
Fee: **Free**

PSYCHIATRIC EMERGENCY

Common Ground Sanctuary Psychiatric Screening Unit
(248) 456-1991

Psychiatric Screeners available 24/7
44590 Woodward Avenue near South Boulevard
Pontiac 48341

Fee: **Free**

Note: *This psychiatric service is for those who are in danger of hurting themselves or another.*

COUNSELING

For Children and Adolescents:

Easter Seal

Common Ground Sanctuary will serve as the intake for children seeking counseling and refer the child to the correct Easter Seal's office in their area. Contact one of the following numbers to speak with a professional that can direct you.

(248) 456-0909

(800) 231-1127

Fee: **Free**

Common Ground Sanctuary

Telephone Crisis Line

Crisis counselors available 24/7 to talk

(248) 456-0909

(800) 231-1127

Fee: **Free**

Common Ground Sanctuary

In-home Counseling Program for youths 10 – 21 years old

1410 South Telegraph Road

Bloomfield Hills 48032

(248) 456-8150 x267

Contact: Megan Clor

www.commongroundsanctuary.org

Fee: **Free**

Counseling and Development Clinic

38345 West 10 Mile Road, Suite 150A

Farmington Hills 48335

(248) 478-0466 Dr. Alex Costinew

Fees: **Free**

Marital counseling and stress management. Counseling for sexual abuse, grief, attention deficit evaluation, psychotherapy, posttraumatic stress disorder (PTSD), trauma-based issues, parenting education, domestic violence, suicide, psychological testing.

Oakland Family Services (Pontiac)
114 Orchard Lake Road
Pontiac 48341
(248) 858-7766
www.oaklandfamilyservices.org
General counseling services
Fee: Ability to pay

Oakland Family Services (Farmington)
23332 Orchard Lake Road, Suite A
Farmington 48336
(248) 473-1290
www.oaklandfamilyservices.org
General counseling services
Fee: Ability to pay

Catholic Social Services Administration (Pontiac)
50 Wayne Street, 3rd Floor
Pontiac 48342
(248) 334-3595
www.cssoc.org
Individual, family and marital counseling. Counseling for depression, grief, sexual abuse & incest. Also, older adult counseling & day care services and adoption & foster care issues, as well as substance abuse and gambling addiction counseling & treatment. Also, anxiety, co-dependency, teen pregnancy counseling. Brief therapy (3 - 6 months) for teens ages 12 - 19. Hispanic outreach services, counseling for high risk adolescents and treatment for eating disorders.
Fees: Sliding scale, will work with the client, will not turn anyone away

Catholic Social Services (Pontiac)
53 Franklin Boulevard
Pontiac
(248) 334-3595
www.cssoc.org
Individual, family, marital counseling for depression, grief, sexual abuse & incest. Also, older adult counseling & day care services and adoption & foster care issues, as well as substance abuse and gambling addiction counseling & treatment. Also, anxiety, co-dependency, teen pregnancy counseling. Brief therapy (3 - 6 months) for teens ages 12 - 19. Hispanic outreach services, counseling for high risk adolescents and treatment for eating disorders.
Fees: Sliding scale, will work with the client, will not turn anyone away

Catholic Social Services (Royal Oak)
1424 East 11 Mile Road
Royal Oak 48067
(248) 544-4044
www.cssoc.org

Individual, family, marital counseling for depression, grief, sexual abuse & incest. Also, older adult counseling & day care services and adoption & foster care issues, as well as substance abuse and gambling addiction counseling & treatment. Also, anxiety, co-dependency, teen pregnancy counseling. Brief therapy (3 - 6 months) for teens ages 12 - 19. Hispanic outreach services, counseling for high risk adolescents and treatment for eating disorders.

Fees: Sliding scale, will work with the client, will not turn anyone away

Gateway Counseling Center
1467 East 12 Mile Road
Madison Heights
(248) 414-3382

Individual, family, and group counseling. Play therapy with children. Substance abuse counseling and didactic/therapeutic group. Alcohol and drug assessments for clients and will perform substance abuse evaluation for drivers license. Domestic violence group and group for substance & alcohol abuse for young people (ages 17-25).

Fees: \$55 initial intake, \$10 per session

Oakland University Counseling Center
250 Education Center
Rochester 48309
(248) 370-2633
www.oakland.edu

Personal and career counseling to students & community. Instructional center for grad students. Sessions are supervised by licensed professional counselors. Grief, depression, career, anxiety, self-esteem.

Fees: **Free**

Note: First register with office then a counselor will call to set up an appointment

SUICIDE SUPPORT

Common Ground Sanctuary
1410 South Telegraph Road
Bloomfield Hills 48032
(248) 456-0909
(248) 456-8158 x227
Contact: Molly Suhr

Meets: *Every 2nd and 4th Tuesday of each month, between 7:00 pm – 9:00 pm.*

A support group for anyone suffering the loss of a loved one to suicide.

Fee: **Free**

DOMESTIC VIOLENCE and VICTIM ISSUES

Common Ground Sanctuary
1410 South Telegraph Road
Bloomfield Hills 48032
(248) 456-0909
(800) 231-1127

www.commongroundsanctuary.org

Assists individuals and their families who are victims of crime such as domestic violence, sexual assault, drunk driving, and other traumatic events. Services include: crisis intervention, telephone and face-to-face counseling, advocacy in the court system, transportation to home or hospital, accompaniment to hospital, courtroom and police station proceedings, help with personal protection orders and crime compensation forms, information and referral, and advocacy. Also facilitates support groups for survivors of suicide victims and for individuals who have lost someone due to a homicide. Additionally, Growth & Healing Group is a 10-week support program for girls ages 13-18 who are victims of sexual assault/incest.

Availability: 24 hours a day, 7 days a week

Fee: **Free**

FAMILY SUPPORT SERVICES

Oakland Livingston Human Service Agency (OLHSA)

Assistance and support for mothers and children on various issues, AIDS support and housing issues.

(248) 209-2600 Pontiac

(800) 482-9250 Outside Pontiac

(248) 209-2646 Financial referrals

www.olhsa.org

Fee: **Free**

Department of Human Services (DHS)

Aid to Dependent Children (ADC), Medicaid, state medical program, state disability program, food benefits, day care payments, adult home help services, physical disability services, child and adult protective services, state emergency relief services.

(248)975-4800 Bloomfield Hills

(248)975-5200 Pontiac / Saginaw Street

(248)669-7600 Walled Lake

(248)583-8700 Madison Heights

(248)975-5400 Pontiac / Baldwin Street

www.michigan.gov

Fee: **Free**

ALCOHOLIC ANONYMOUS (AA) MEETINGS

24 Hour Hotline:

(248) 332-3521

ANONYMOUS CHILDREN of ALCOHOLICS (ACOA)

(248) 988-0873

NARCOTIC ANONYMOUS (NA) MEETINGS

(248) 543-7200

YOUTH SERVICES

For Children and Adolescents Seeking Counseling:

Easter Seal

Common Ground Sanctuary will serve as the intake for children seeking counseling and refer the child to the correct Easter Seals office in their area. Contact one of the following numbers to speak with a professional that can direct you.

(248) 456-0909

(800) 231-1127

Fee: **Free**

“REALife” Street Outreach Program

1229 South Washington Avenue

Royal Oak 48067

(248) 366-9272

"A safe and confidential place to be, with no commitment". Counseling Services, Job Application Assistance, Referrals, Education Assistance, Support Groups, Social Skills, Voicemail, Clothing, First Aid Kits, Food, Safer Sex Kits, Hygiene Products. Also programs for Substance Abuse, Legal Advocacy, Abuse Assistance, Suicide Prevention and Crisis Counseling.

Hours: Monday & Tuesday by appointment, Wednesday - Friday 3:00 pm – 10:00 pm

Saturday 11:00 am – 6:00 pm

Contact: Melissa Hope

Fee: **Free**

The Sanctuary

1222 South Washington Avenue

Royal Oak 48067

(248) 547-2260

www.commongroundsanctuary.org

Offers a 9-bed emergency shelter for troubled, runaway, or homeless youth between the ages of 10 – 17 years. Maximum length of stay is 2 weeks. Services include meals, individual and family counseling, limited transportation assistance, substance abuse education and prevention, and recreational activities. Goal of program is to reunite the family. Post-shelter counseling is available for up to 2 years if necessary. Note: outpatient counseling is also available.

Hours: 24 hours a day, 7 days a week

Fee: **Free**

AFTER SCHOOL PROGRAMS

Baldwin Avenue United Methodist Church
212 Baldwin Avenue
Pontiac, MI
(248) 332-6101

BOARD of EDUCATION

Oakland County Schools
(248) 209-2282

Ferndale Board of Education
(248) 547-2302
725 Pinecrest Drive
Ferndale

Pontiac Board of Education
(248) 745-5247
650 North Saginaw Street
Pontiac

Berkley Board of Education
(248) 837-8000
2211 Oakshire Avenue
Berkley

Detroit Board of Education
(313) 494-2201
9027 John C Lodge Freeway
Detroit

FOOD

The following agencies have verified that they have the capacity to handle the needs of evacuees:

Capuchin Soup Kitchen
6333 Medbury
Detroit
(313) 925-0514

Hours: Monday – Friday 8:30 am – 3:30 pm

Note: *Please have picture identification and social security card, if available.*

Lighthouse Emergency Services
(248) 920-6100

Baldwin Avenue United Methodist Church
212 Baldwin Avenue
Pontiac
(248) 332-6101

Hours: Monday – Thursday 8:30 am – 4:30 pm, Fridays 8:00 am – 4:00 pm

St. Vincent De Paul
(877) 788-4623

Eastside Emergency Center
(313) 824-3060

Crossroads of Michigan
14641 East Jefferson Avenue
Detroit

(313) 822-3930

Hours: Monday and Tuesday 9 am- 4:30 pm, Wednesday 1:15 pm – 4:30 pm
Thursday and Friday 9 am – 4:30 pm

Most Holy Trinity Church
(313) 965-4450

Fort Street Presbyterian Church
(313) 961-4533

CLOTHING

Detroit Rescue Mission
(313) 366-3409

Note: *Monday, Wednesday and Friday 11:00 am to 1:00 pm*

Lighthouse Emergency Services
(248) 920-6100

Capuchin Soup Kitchen
6333 Medbury Street, Detroit
(313) 925-0514

Hours: Monday – Friday 8:30 am – 3:30 pm

Note: *Please have picture identification and social security card, if available.*

Baldwin Avenue United Methodist Church
(248) 332-6101

Core City Neighborhoods (City of Detroit)
(313) 894-8431

St. Vincent De Paul
877-788-4623

Eastside Emergency Center
(313) 824-3060

Crossroads of Michigan
14641 East Jefferson Avenue
Detroit

(313) 822-3930

Hours: Mon., Tues, Thurs., Fri. 9:00 am- 4:30 pm, Wed. 1:15 pm – 4:30 pm

Most Holy Trinity Church
(313) 965-4450

Fort Street Presbyterian Church
(313) 961-4533

BABY ITEMS

Lighthouse Emergency Services
(248) 920-6100

LAUNDRY FACILITIES

Baldwin Avenue United Methodist Church
(248) 332-6101

FURNITURE

(248) 332-1300
Furniture Bank of Oakland County
333 North Perry
Pontiac 48342

BANKING

TCF Bank:
(248) 443-4680
17535 West 12 Mile Road
Lathrup Village
Contact: Preston Banks, Branch Manager
Note: Call for assistance with setting up an account with limited or no identification.

LEGAL ASSISTANCE

Michigan

Common Ground Sanctuary Legal Clinic
1410 South Telegraph Road
Bloomfield Hills 48032

(248) 456-0909

Hours: Tuesday evenings between 6:30 pm and 8:00 pm

Note: You may speak with an attorney and receive advice and direction, however the attorney may not represent. Attorney referrals are given.

Fee: **Free**

Alabama

(800) 534-6154

Louisiana

(800) 310-7029

Mississippi

(866) 255-4495

INTERNET ACCESS

Southfield Public Library
26000 Evergreen Road
Lathrup Village
(248) 796-4200

Hours: Monday – Thursday 9:30 am – 9:00 pm

Fridays and Saturdays 9:30 am – 5:30 pm, Sundays 1:00 pm – 5:00 pm

Fee: **Free**

Pontiac Public Library
60 East Pike Street
Pontiac
(248) 857-7667

Hours: Monday – Friday 9:00 am – 8:00 pm, and Saturdays 10:00 am – 2:00 pm

Fee: **Free**

TRANSPORTATION

Detroit Department of Transportation
(313) 933-1300

SMART Bus Customer Service
(248) 451-2700
(866) 962-5515

www.smartbus.org

MAP of OAKLAND COUNTY

Oakland County map courtesy of Oakland County Road Commission

www.google.com (type in *google maps* and hit enter)

www.mapquest.com

www.maps.yahoo.com

JOB FINDING ASSISTANCE

Department of Labor

Can be contacted for job assistance or to receive disaster unemployment benefits

(866) 487-2365

www.dol.gov

Oakland County Workforce Development
1200 North Telegraph Road, Department 437
Pontiac 48341
(248) 858-5520

Hours: Monday through Friday 8:30 am – 5:00 pm

Oak Park Career Center
22180 Parklawn
Oak Park 48237
(248) 691-8437
Hours: Monday through Friday 8:00 am – 5:00 pm

Road Commission of Oakland County
www.rcocweb.org

WESTERN UNION

(248) 557-0030
21500 Northwestern Highway # 3501
Southfield

(248) 355-5967
25291 Telegraph Road
Southfield

(248) 262-3949
4000 Town Center
Southfield

Fee: **50 % off wiring fees to affected areas**

LOST or ABANDONED PETS of KATRINA

Humane Society
(800) HUMANE-1
to report pets that need to be rescued
<http://www.uan.org>
<http://www.petsmartcharities.org>.
<http://www.pets911.com>

The Texas Federation of Humane Societies is coordinating shelter services for pets of Hurricane Katrina victims. For more information email Pat Nordyke, Executive Director.

E-mail: txfederation@austin.rr.com

UNITED WAY TEL-HELP (2-1-1)

Southeastern Michigan
United Way
Tel-Help
Connecting people with services
(313) 226-9442
(800) 552-1183
www.uwsem.org/katrina

Louisiana

United Way

Connecting people with services

(800) 794-COPE (2673) when calling from outside Louisiana

Dial 2-1-1 when calling from inside Louisiana

Texas

United Way

Connecting people with services

(888) 312-4567 when calling from outside Texas

Dial 2-1-1 when calling from inside Texas

FINANCIAL ASSISTANCE

Federal Emergency Management Agency (FEMA)

(800) 621-FEMA (3362)

www.fema.gov/

FEMA has a variety of services available.

U.S. Department of Labor

Those affected by the disaster may apply for unemployment benefits. The Department of Labor can also refer callers to temporary jobs. People can qualify for disaster unemployment benefits even if they would not qualify for traditional unemployment insurance. Call the phone numbers for the appropriate state where you originally resided.

Alabama Residents

(866) 487-2365

(866) 500-0017

(866) 234-5382

Mississippi Residents

(888) 844-3577

Louisiana Residents

(800) 818-7811

For evacuees and those who are housing evacuees and are in need of financial assistance, apply at www.modestneeds.org

LOUISIANA SHELTER INFORMATION*Special Needs Shelter Information Triage Phone Numbers*

Alexandria	(800) 841-5778
Baton Rouge	(800) 349-1372
Houma/Thibodau	(800) 228-9409
Shreveport	(800) 841-5776
Monroe	(866) 280-7287
Slidell/Hammond	(866) 280-7724
Lake Charles	(866) 280-2711

UNITED STATES POSTAL SERVICE (USPS)

To have mail forwarded, call
(800) ASK-USPS (275-8777)
<http://moversguide.usps.com/?referral+usps>

PERSONAL NOTES