

List of Resources for Genesee County Residents

Hotlines and Helplines

Adult Protective Services

Adult Protective Services investigators protect vulnerable adults from abuse, neglect and exploitation. If you suspect abuse, neglect or exploitation, call and allegations will be investigated within 24 hours

<https://www.michigan.gov/mdhhs/adult-child-serv/abuse-neglect/adult-ps>

1 (855) 444-3911

BlackLine: BIPOC Helpline

A space for peer support, counseling, witnessing and affirming the lived experiences to folxs who are most impacted by systematic oppression with an LGBTQ+ Black femme lens. Blackline prioritizes BIPOC.

<https://www.callblackline.com/>

Call or Text 1 (800) 604-5841

Boys Town National Hotline

A 24-hour crisis, resource and referral line for both children and parents that handles questions or issues on a number of topics, including: bullying, abuse, depression, running away and substance abuse.

<http://www.boystown.org/hotline/Pages/default.aspx>

Call 1-800-488-3000 or text VOICE to 20121

Valley Area Agency on Aging

<https://valleyareaaging.org/living-at-home/>

CHAAT Program

Chatting Helps Aging Adults Thrive seeks to address the isolation and loneliness issues among seniors. CHAAT will have a volunteer place a no-cost friendly call once a week to check-in and chat.

(810) 249-0820

KISS Program

Keeping Independent Seniors Safe is a phone system that keeps seniors and their loved ones worry-free. Participants in the KISS program can call the KISS office or receive a telephone call every Monday through Friday between the hours of 8:00 a.m. and 12:00 p.m. to make sure that the participant is alright. Special arrangements can be made for participants that need weekend coverage.

(855) 561-5477

Childhelp USA - Child Abuse Hotline

A hotline staffed by professional crisis intervention counselors that offers crisis intervention, information, and referrals to support services. The calls are confidential and anonymous.

<https://childhelpline.org/>

1-800-422-4453 (Call or Text)

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Crisis Text Line

This line provides access to a live, trained crisis counselor via text messages. The counselor will text back asking about your crisis and help to create a safety plan.

<https://www.crisistextline.org>

Text HOME to 741741. Messenger and Whatsapp options also available.

The Disability Network

The Network provides information about disability-related issues, resources and services to people with disabilities, families, professionals and the general public. The staff listens and helps develop strategies for resolving barriers in areas such as: Housing and Employment issues, transportation resources, benefits and funding resources, legal rights and more.

<https://disnetwork.org/services/information-and-referral/>

(810)742-1800

Food Bank of Eastern Michigan – SNAP Assistance

This hotline provides help applying for SNAP benefits from a Food Bank of Eastern Michigan SNAP Specialist. Over the phone assistance is available, and in-person appointments are available upon request.

<https://www.fbem.org/programs/bridge-cardsnap-outreach/>

(810) 239-4441

Genesee Health System Emergency Hotline

The Genesee Health System Hotline is in place to help with any mental health emergency. Whether a situation is an emergency or not is up to the person making the call, but GHS encourages anyone who feels that they are having a mental health emergency to call.

<https://genhs.org/learning-center/suicide-prevention/>

(810) 257-3740 or Text FLINT to 741741

Legal Services of Eastern Michigan

LSEM delivers free civil legal assistance to those living in poverty, with a special emphasis placed on issues that affect survival needs of low-income people. Please have all documents relating to your legal problem available at the time of your first interview.

<https://www.lsem-mi.org/>

1-800-322-4512

LGBT National Hotline

Provides a safe space that is anonymous and confidential where callers can speak on many different issues and concerns including, but limited to, coming out issues, gender and/or sexuality identities, relationship concerns, bullying, workplace issues, HIV/AIDS anxiety, safer sex information, suicide,

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and much more. Limited hours: M-F 4pm – Midnight EST, Saturdays Noon -5pm.

<https://www.lgbthotline.org/>

Youth: 1 (800) 246-7743 **All Ages:** 1 (888) 843-4564

Seniors: 1 (888) 234-7243 **Coming Out Support:** 1 (888) 688-5428

Michigan 2-1-1

Michigan 2-1-1 is a free service that connects Michigan residents with help and answers from thousands of health and human services agencies and resources right in their communities—quickly, easily, and confidentially. This includes a listing of food pantries in the area, and information on homeless shelters. Call 211 or (866) 561-2500, or text your zip code to 898211

<https://centralmichigan211.org/>

Michigan Problem Gambling Helpline

The network is a single national access point to local resources for those seeking help for a gambling problem. Help is 100% confidential. Phone call, text and online chat services are all available.

<https://www.ncpgambling.org/help-treatment/help-by-state/michigan/>

1-800-270-7117

National Alliance on Mental Illness Helpline

The number connects you to a HelpLine volunteer who can help answer questions, offer support and provide practical next steps. Available Monday – Friday from 10am to 10pm.

<https://www.nami.org/help>

1-800-950-6264 or text “HelpLine” to 62640

National Domestic Violence Hotline

The hotline provides tools and support to help survivors of domestic violence live free of abuse.

The staff are highly-trained experts offering free, confidential crisis intervention information, education and referral services.

<https://www.thehotline.org/about/>

1-800-799-7233 or Text START to 88788

National Runaway Safeline

The safeline is for runaway and homeless youth, their families, teens in crisis and others who might benefit from having a trained staff member listen and offer non-directive, non-judgemental support.

There is someone available 24/7.

<https://www.1800runaway.org/>

1-800-786-2929

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National Suicide Prevention Lifeline

The Lifeline provides free and confidential calls 24/7. A trained crisis worker at a local Lifeline network crisis center will listen, provide support, and get you the help that you need.

<https://988lifeline.org/>

Dial or text 988

RAINN – National Sexual Assault Hotline

The hotline allows you to chat one-on-one with a RAINN support specialist, who can help with confidential support, talk you through what happened, resources for next steps and long term supports and information about laws and resources. An online chat hotline is also available.

<https://www.rainn.org/about-national-sexual-assault-online-hotline>

1-800-656-4673

National Substance Abuse Hotline

The Hotline is available 24/7 for anyone dealing with a substance use or mental health crisis. The specialists can provide information on alcoholism, drug addiction and mental health. This can include treatment suggestions, crisis support and intervention.

<https://nationalrehabhotline.org/>

1-866-210-1303

National Teen Dating Abuse Helpline

This helpline connects teens and young adults (along with their family and friends) to trained advocates, to answer questions and concerns about dating and relationships. The advocates can connect callers to nearby resources, plan for safer relationships, and can just listen to your concerns.

<https://www.loveisrespect.org/>

1-866-331-9474 or text LOVEIS to 22522

Veterans Crisis Line

This helpline offers confidential support from responders with the Department of Veterans Affairs. This is available to all veterans, service members, National Guard and Reserve, and their family and friends. Online chat is also available.

<https://www.veteranscrisisline.net/>

988 then press 1 or Text 838255