



THE CENTER  
— *for* —  
GROWTH AND INDEPENDENCE

# GUIDE TO SERVICES

# Hello and Welcome!

This booklet is intended to provide you a brief overview of The Center for Growth and Independence (TCGI) programs and services.

We strive to provide quality personalized services for our participants and their families based on their expressed preferences and needs.

Thank you for your interest in considering TCGL as a way to achieve your goals!



# WHO WE ARE

501(c)(3) nonprofit organization incorporated in 1972 located in Benton Harbor, Michigan. We believe in promoting inclusion and independence so everyone can live their best life possible.

TCGI is governed by a volunteer Board of Directors that is representative of the community. The directors oversee the policies, fiscal management, and effectiveness of the organization.

TCGI is accredited by CARF, the Commission of Accreditation of Rehabilitation Facilities. TCGI is funded by United Way of Southwest Michigan, Medicaid, private contracts, private donations, and the State of Michigan.

# WHO WE SERVE

Since 1972, we have served thousands of individuals with developmental disabilities, physical barriers, mental illness, severe emotional disturbance, and prior criminal backgrounds throughout Berrien, Cass, Van Buren, and Kalamazoo counties.

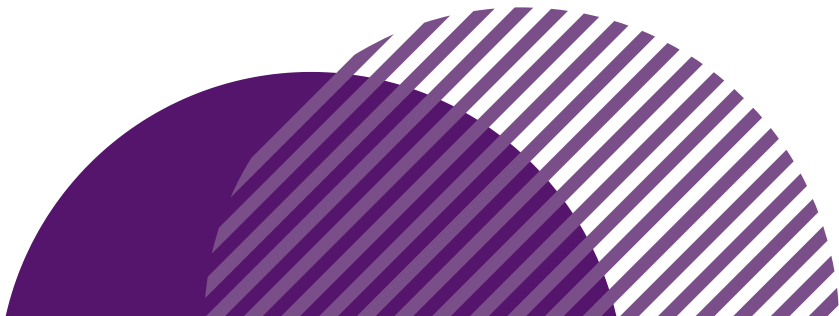


## **TCGI Mission:**

**FOCUSING ON PEOPLE'S ABILITIES  
TO ENHANCE THEIR QUALITY OF LIFE.**

## **TCGI Vision:**

**INCLUSION AND INDEPENDENCE  
FOR EVERYONE.**



**SERVICES  
IN YOUR HOME,  
YOUR COMMUNITY,  
OR OUR FACILITY.**

**TCGI Facility:**

1440 E. Empire Ave  
Benton Harbor, MI 49022



# LEARN ABOUT OUR SERVICES

## **COMMUNITY LIVING**

We help people, one-on-one or in a group, with daily living activities.

## **SEMI-INDEPENDENT LIVING**

We help people live on their own by providing support.

## **SUPPORTED EMPLOYMENT**

We help people find a job, help on-site if needed, and help reach their career goals.

## **VOCATIONAL EVALUATIONS**

We help people identify their skills, talents, and qualifications for entering the workforce.

## **RESPIRE CARE**

We help people take a break from caring for loved ones.



## HOW TO ACCESS SERVICES:

Most TCGI services are obtained through referral sources from Community Mental Health Authorities, Michigan Rehabilitation Services (MRS), insurance companies, physicians, and therapists. The Program Managers are responsible for acceptance decisions for services. Any denials must go through the Program Manager.

## TCGI GENERAL ENTRANCE CRITERIA:

- Have an identifiable documented mental health, cognitive, physical, or vocational barrier

- Willing to participate in TCGI services

Must consent to services; however, consent may be revoked at any time.

- Have psychological/mental health report, if applicable

- Are safe in the community (if in a group setting)

- Documentation of guardianship, if appropriate

- If receiving work services have Employment Eligibility Verification Documents as required by the Department of Homeland Security I-9 form

- Have other documents related to disability, if applicable



## **ARE PEOPLE PAID FOR THE WORK THEY DO AT TCGI?**

Individuals who are enrolled in the skill-building program are paid in accordance with the Department of Labor regulations. TCGI holds a sub-minimum wage certificate and generally pays individuals according to their level of productivity. The wage paid for a specific job is determined by a Community Prevailing Wage Survey.

## **WHAT SPECIAL TRAINING DOES STAFF HAVE?**

All TCGI program staff receives training in Safety, CPR, First Aid, Behavior Modification and Crisis Management, Limited English Proficiency, Person-Centered Planning, Diversity, and Recipient Rights. Specific training for staff depends on the requirements of the position. For example, some staff positions may require a professional degree or certifications. Throughout the year staff receives opportunities to increase their skills and to maintain industry-best practices.

## **IS TCGI A STATE OR GOVERNMENT AGENCY?**

TCGI is not a government or public corporation. It is a private 501(c)3 not-for-profit organization and is registered with the Michigan Department of Consumer and Industry Services Bureau of Commercial Services.





## **HOW DO I GET INTO TCGI?**

Usually, the first step is to contact your primary service providers such as Michigan Rehabilitation Services (MRS) or Community Mental Health Authority. Tell them what you want to do. They may help you develop a plan to obtain what you need.

## **WHAT WILL THIS COST ME?**

The cost of services depends on which service is requested. Many of our services are funded through programs such as Medicaid. Others are funded by state and local agencies such as MRS. Some programs which are recreational in nature may have a service fee attached if no other funding source is available. TCGI is a United Way Partner Agency and receives funds for certain programs along with grants for special projects.

## **WHAT STAFF WILL I WORK WITH AT TCGI?**

You will have a Program Manager at TCGI to help put your person-centered plan into action and to ensure that your goals are achieved or maintained. TCGI staff follows the person-centered plan that has been developed by you and your Community Mental Health Authority.

## **IS TRANSPORTATION AVAILABLE FOR TCGI PROGRAMS?**

TCGI provides transportation for most programs offered. Please speak with your Program Manager for more details.



## **NON-DISCRIMINATION STATEMENT**

It is the policy of TCGI to provide equal employment/service opportunities to all eligible persons without regard to race, religion, color, national origin, citizenship, age, sex, marital status, sexual orientation, or disability.

## **CONFLICT OF INTEREST AND CORPORATE COMPLIANCE**

TCGI is committed to providing appropriate services to all eligible individuals and families receiving those services. TCGI has adopted conflict of interest policies to ensure that no one employed or volunteering for the organization has an unfair advantage to benefit from working with individuals receiving TCGI services. The organization also follows policies required for corporate compliance which includes fiscal review, independent financial audit, HIPAA, technology guidelines, and a code of professional ethics.

## **PERFORMANCE OUTCOME**

TCGI annually measures the outcomes of services provided in each program. Information gathered will reflect the effectiveness, efficiency, and satisfaction of services. This information is analyzed to improve or change services to reflect the needs of the individuals receiving services, the community, and the rehabilitation industry.



## **DURATION OF SERVICES**

Each person entering TCGI services must have a plan for services. TCGI supports person-centered planning and the individual's right to choose services based on their needs, desires, and expected outcomes. The plan will contain dates for the start, reviews, and expected end of services. Length of a plan depends on the type of service the individual chooses and their rate of achievement.

## **ALTERNATIVES FOR SERVICES**

If a person receiving TCGI services needs or desires additional services, supports, or training that may not be available from the organization, TCGI or the referring counselor may give the name of other providers offering that additional service or program.

## **INELIGIBILITY FOR SERVICES**

In the event that TCGI determines an individual ineligible for its services, the person and their referring counselor will be notified in writing of the decision, reason, and alternative services will be suggested.



## CONTACT US

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