



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's programs and services.

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

Thank you for your interest in considering The Center 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.

The Center 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.

The Center is accredited by CARF, the Commission of Accreditation of Rehabilitation Facilities. The Center 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 disabilities and other barriers. We believe in promoting inclusion and independence so everyone can live their best life possible.



**SERVICES AT WORK,
IN YOUR HOME, OR
IN YOUR COMMUNITY.**

The Center's Facility:

1440 E. Empire Ave
Benton Harbor, MI 49022



LEARN ABOUT OUR SERVICES

COMMUNITY LIVING

We assist people to access their community while providing training and support in daily living activities.

SEMI-INDEPENDENT LIVING

We help people to live in their own home as independently as possible.

SUPPORTED EMPLOYMENT

We help people find or maintain their community job.

RESPIRE CARE

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

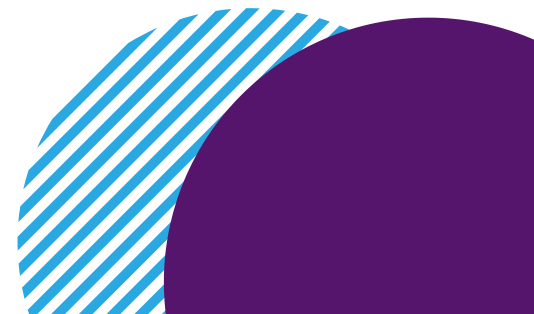


HOW TO ACCESS SERVICES:

We accept referrals through CMHA and/or the State of Michigan.

THE CENTER GENERAL ENTRANCE CRITERIA:

- Referred by a contracting agency.
- Consent to receive services. It can be revoked (taken back) at any time.
- Safe in the community or will allow an employee to assist.
- Not harmful to self or others.
- Independent in personal care needs or will allow an employee to assist.
- Are Motivated, Reliable, and Dependable to participate in services.



WHAT SPECIAL TRAINING DO EMPLOYEES HAVE?

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

WHAT WILL MY SERVICES LOOK LIKE AT THE CENTER?

Once The Center receives a referral to provide services, a Program Manager will contact you to schedule an intake (orientation) appointment. During the appointment, we will discuss your person-centered plan along with many other documents to better serve you. The Program Manager will match you with a Direct Support Professional (DSP) to guide you through working toward your goals.

IS TRANSPORTATION AVAILABLE FOR THE CENTER PROGRAMS?

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



NON-DISCRIMINATION STATEMENT

Be the change you wish to see! The Center for Growth and Independence believes that together, we are unstoppable and can bring change we wish to see! We believe that equity is not always about treating everyone the same- it is about treating people in such a way that the outcome for each person can be the same, and despite a person's age, race, ethnicity, gender, gender identity, religion, sexual orientation, socio-economic status, or physical, mental, or developmental abilities every person is included and empowered at The Center.

CONFLICT OF INTEREST AND CORPORATE COMPLIANCE

The Center is committed to providing excellent services! The Center has adopted policies and procedures to ensure compliance and conflict of interests. The Center also practices a strict code of conduct and follows a Quality Improvement Plan that incorporates a Corporate Compliance Plan.

PERFORMANCE OUTCOME

To ensure Respite, Community Living Supports (CLS), Semi-Independent Living (SIL), and Supported Employment (SE) provide quality services that promote independence, The Center has developed an outcome management report that focuses on four categories: Access, Satisfaction, Effectiveness, and Safety. See the Outcome Management Procedure for more information.



DURATION OF SERVICES

The Center supports person-centered planning and the individual's right to choose services based on their needs, desires, and expected outcomes. The duration of services is determined on an individual basis and will be established during the person-centered planning process; however, you may choose to end your services at any time.

ALTERNATIVES FOR SERVICES

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

INELIGIBILITY FOR SERVICES

In the event that The Center 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

269-487-9820

1440 E. Empire Ave

Benton Harbor, MI 49022

www.thecentergi.org

TAMI GOULD

Executive Director

269-487-9827

tgould@thecentergi.org

COURTNEY DRISCOLL

Interim Director of Services

269-487-9833

cdriscoll@thecentergi.org

NIKKI BOYD

Program Manager

269-487-9829

nboyd@thecentergi.org

MORGAN VIRSIK

Program Manager

269-487-9832

mvirsik@thecentergi.org



THE CENTER

for

GROWTH AND INDEPENDENCE



United Way of
Southwest Michigan

