

## We are Here to Assist You With:

Your satisfaction is very important to us. We are here to help you with any problems or questions you might have regarding your services. Just give us a call or email and we are more than willing to assist you with:

**Appeals • Complaints • Recipient Rights Referrals • Filing a Grievance • State Fair Hearings  
Family Subsidy • General Questions Regarding • Your Services**

If you feel your rights have been violated, please call **Recipient Rights** at: **888-339-5595**

## Other Important Numbers:

### Detroit Wayne Integrated Health Network

707 W. Milwaukee St.  
Detroit, MI 48202

### General Office

313.833.2500

### Centralized Access Center 24-Hour Crisis

Toll Free: 800.241.4949  
Local: 313.224.7000  
TTY: 866.870.2599

### Customer Service, Consumer Affairs and Community Outreach

Toll Free: 888.490.9698  
Local: 313.833.3232  
TTY: 800.630.1044

### Grievances and Appeals

Toll Free: 888.490.9698  
Fax: 313.833.4280

### Family Support Subsidy

Toll Free: 888.490.9698  
Local: 313.344.9099  
Fax: 313.833.4150

### Office of Recipient Rights

Toll Free: 888.339.5595  
TTY: 888.339.5588  
Fax: 313.833.2043

## Our Core Values:

We operate with ethics, integrity and professionalism. We work with compassion and treat all people with respect, kindness and dignity. We are responsive to the needs of those we serve through flexibility, cutting-edge services and best practices. We value inclusion. We are guided by the values of our Jewish heritage. We are responsible stewards of our financial and other resources. We value collaboration and seek to further relationships that provide quality services to as many people as possible. We are committed advocates and leaders in the community.

## Our Mission:

JVS Human Services helps metro Detroiters and their families maximize their potential by providing counseling, training and supportive services for people with disabilities, job seekers, seniors and others in need. Our approach is rooted in Jewish values and the steadfast belief that the best way to help people is to make it possible for them to help themselves.

## How to Reach Us:

### We are available to assist you:

Monday - Friday  
8:00am - 4:30pm

Toll Free: 855.867.9937  
Local: 313.833.8100  
TTY: 313.833.8321

waynecountycustomerservice@jvshumanservices.org  
jvshumanservices.org