



**Process Changes at the Main Office  
in Response to the CDC Guidelines on Social Distancing  
Effective Immediately – March 18, 2020**

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**Visits To The Main Office Are By Appointment  
Only**

**Information is changing very rapidly. Please visit our web site frequently for the most current announcements and process updates.**

- **Neighbors Seeking New Enrollment, Current Clients Re-Enrolling and All Document Updates will be conducted over the phone.**
  - Contact our main office at 248-651-5836. Please leave the following information:
    - Name
    - Address
    - Phone Number
  - We will return calls in the order we receive them. We will be completing these services over the phone. All clients are required to provide the following documentation during enrollment and re-enrollment/document updates:
    - Current Michigan State ID (Must be in Our Service Area)
    - Previous Year's Federal Income Tax Return (1040)
    - Official Documentation for All Household Members (ID's, Birth Cert., Guardianship Papers, etc.)
    - All Current Income Information:
      - Employment Pay Stubs, Unemployment Pay Stub, Workers Comp. Stub



- DHS Statement for Bridge Card, WIC, SNAP and/or any other Michigan Governmental Supplement Program
- Social Security Letter(s)
- Pension/401K/IRA statement
- Child Support
- We are encouraging clients to take a photo of each of these documents and send to the following email address [ranhappt@gmail.com](mailto:ranhappt@gmail.com). We will print them and place in the client folder.
- The alternative is to make a copy of the documents, place them in an envelope with a note documenting your name, phone number and Neighborhood House Documentation Updates. Mail documents to 1720 South Livernois Rd, Rochester Hills, MI 48307.
  - You may also drop this envelope in our mailbox located at the entrance to our parking lot at the main office 1720 South Livernois Rd, Rochester Hills, MI 48307

## ➤ **Case Management, DHS, Utility, Budget Coaching, Career Mentoring Appointments**

- We will make every effort to conduct these appointments over the phone.
- Your Case Manager will determine if the appointment requires a face to face.
- If your Case Manager requests a face to face and you are uncomfortable coming to the main office, your Case Manager will discuss alternatives with you.

**We are actively sanitizing and making every effort to prevent any contamination.**