A FLINT COMMUNITY SURVEY

From Crisis to Recovery: Household Resources
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A FLINT COMMUNITY SURVEY

From Crisis to Recovery:

The “From Crisis to Recovery: Household Resources” survey was presented in December 2017 to residents in the Flint community who rely on HELP Centers, Point-Of-Distribution-Sites (PODS), and/or the Access and Functional Needs (AFN) home delivery services for bottled water. These residents were asked questions regarding their use of bottled water to inform subsequent discussions about the importance of bottled water services in the City of Flint. Results are presented in this report. A brief description of participants is given, followed by discussions of bottled water use and filter use and maintenance. Finally, program-specific findings are presented. A brief summary is provided below.

Characteristics of Survey Participants

1. This survey benefits from the responses of many Flint residents who receive bottled water from one of three State-supported programs. These programs were instituted as a part of the Flint Water Crisis response.

2. There is strong support for the continuation of these programs, and for the provision of bottled water.

Community input regarding the use of bottled water, due to lead in water

1. The extent to which residents have their water tested, and the frequency of water testing, raise concerns about resident understanding of the importance of water quality monitoring and access to water testing kits. Lack of knowledge regarding the composition of their own service line is also indicative that residents who participated in this survey have not benefited from programs that would help them understand their level of risk.

2. Survey responses indicate that residents expend extra effort to feel safe with their water.
3. Survey participants use water for many daily tasks. Households with pregnant women and young children are more likely to use bottled water for most tasks, when compared to the survey population as a whole.

**Community input regarding filter use and maintenance**

1. Answers to the questions regarding filters, use, and maintenance provide insight as to the effectiveness of the CORE Program to educate residents on filter use and maintenance. A significant percentage of participants (51%) either don’t have a water filter installed in their home, or they lack experience/confidence in filter use and maintenance.

**Program specific findings**

1. Flint residents who took the survey at the HELP Centers were more likely to feel knowledgeable about testing their water for lead, to have a faucet filter installed, and to feel confident about filter maintenance, when compared to the overall survey population.
BACKGROUND

This survey was initially proposed by participants of the Resource Recovery Workgroup* on December 5, 2017. Input was collected from the Access and Functional Needs* (AFN) service providers and Communications Workgroup*. These groups all operate under the Flint Action Coordination Team* (FACT). A first draft was presented to the AFN service providers on December 6, 2017. Feedback and additional questions were offered, and a second draft was presented to the Communications Workgroup on December 7, 2017. The purpose of the survey was to request input from residents who use State-funded bottled water services through the Points of Distribution Sites* (PODS), HELP Centers*, and AFN programs. The results of this survey were intended to help FACT leadership better understand the programs and services that Flint residents need to move from crisis to recovery.

A copy of the survey document is provided in the Appendix to this report.

*A glossary is provided at the end of this report, with background information about resources and organizations such as the Resource Recovery Workgroup, the Access and Functional Needs service, and the Communications Workgroup.

METHODOLOGY AND ANALYSIS

The survey was administered from December 11-15 and 18-22, by program staff at PODS, HELP Centers and AFN recipient homes, in cooperation with the Food Bank of Eastern Michigan and the City of Flint. Data entry of survey responses began on December 13, and was completed on January 6, 2017.

This report includes responses from 2,029 surveys and includes representation from all nine wards of the City of Flint.

Some surveys were excluded from analysis, based on the following criteria:

1. The survey was blank, or the respondent only included contact information. (15)
2. The survey respondent indicated that she/he had previously completed this survey. (96)
3. The survey was returned late, after data analysis was complete. (23)
4. The survey was within a set that were submitted together, had similar handwriting, and identical responses. This suggested that responses had been recorded by the same individual. (77)
Data summaries are provided in the Appendix and are categorized by program type (AFN/HELP Centers/PODS) and two demographic subpopulations (homes with seniors of 60+ years and homes with children 0-6 years/pregnant women).

A limitation of this study is that the Ward 6 AFN service provider declined to participate.

RESULTS

I. Characteristics of Survey Participants

A. This survey benefits from the responses of many Flint residents who receive bottled water from one of three State-supported programs. These programs were instituted as a part of the Flint Water Crisis response.

Residents of all nine wards of the City of Flint participated in the survey. 770 residents completed the survey at a PODS, 645 residents completed the survey at a HELP Center, and 614 residents completed the survey through the AFN program. One third (33%) of the households surveyed had at least one child under the age of six, and one third (34%) had a household member over the age of 60. The medical community in Flint has indicated that these two populations should be most careful regarding exposure to lead, recommending that until the risk of lead exposure is fully resolved in Flint, bottled water is likely the safest choice. (According to responses to survey questions 2 and 6.)

To qualify for service line replacement, residents must have an active water account. The majority of residents (82.3%) indicated having an active water account. (According to responses to survey question 14.)

B. There is strong support for the continuation of these programs, and for the provision of bottled water.

Figure 1 illustrates the extent to which survey participants desired continued support from the State for various resources, as part of the response to the Flint water crisis/recovery through the year 2018. While all resources had a high percentage of support, the resources called for by at least two-thirds of survey participants were: bottled
water (93%); faucet filters (84.1%); PODS throughout the city (83.8%); replacement filter cartridges (76.1%); water delivery to those in need (75.7%); recycle bags for empty water bottles (71.3%); water bill assistance (68.6%); and blood lead testing (66.8%). (According to responses to survey question 16.)

II. Community input regarding the use of bottled water, due to lead in water

A. The extent to which residents have their water tested, and the frequency of water testing, raises concerns about resident understanding of the importance of water quality monitoring and access to water testing kits. Lack of knowledge regarding the composition of their own service line is also indicative that residents who participated in this survey have not benefited from programs that would help them understand their level of risk.

PERCENTAGE OF RESPONDENTS THAT BELIEVE THE STATE OF MICHIGAN SHOULD PROVIDE THE FOLLOWING RESOURCES

Figure 1. Survey participants indicated which resources should continue through 2018. Data taken from responses to survey question 16.
Figure 2 illustrates the proportion of survey participants whose household water had been tested for lead at least once since the beginning of the water crisis. Surprisingly, **40% of the participants reported never having had their water tested for lead**. Looking more specifically at those whose water had been tested, only 29% reported having had their water tested in the past 6 months. Looked at in another way, Figure 2 shows that **for more than half of the survey participants, household water had not been tested for lead in the past year**. Not knowing the level of lead in their own water, residents may err on the side of caution, choosing to trust bottled water more than filtered tap water.

None of the State supported bottled water distribution programs included in this study offered water testing kits.

![Figure 2: Breakdown of survey participants according to whether or not their water has been tested for lead, and when the most recent testing had been done. Data taken from responses to survey questions 7 and 8.]

Figure 3 illustrates whether or not survey respondents know how to test their water for lead, and Figure 4 compares the differences between AFN, PODS, and HELP Center programs. Survey respondents who participate in the AFN program are least likely to describe themselves as knowing how to test their water for lead (55.8% saying "no", as opposed to 44.2% saying "yes"). A **sense of understanding regarding household water testing is much greater for those respondents who participate in the HELP Center program** (82.9% saying "yes" and 17.1% saying "no"). The overall population revealed that 734 individuals (38.9%) indicated not knowing the steps for testing their water for lead, whereas, 1151 individuals (61.1%) indicated knowing the steps for testing their water for lead.
Figure 5 illustrates survey participant self-reported knowledge of their service line composition. Overall, **70% of participants reported not knowing the composition of their service line** (i.e. copper, galvanized metal or lead).

Figure 3. Thirty-nine percent of survey participants reported not knowing the steps involved in testing their water for lead. Data taken from responses to survey question 9.

Figure 4. Percentage of each population that reported knowing the steps involved in testing water for lead (those who receive water from PODS, Help Centers, AFN deliveries). Data taken from responses to survey question 9.
B. Survey responses indicate that residents expend extra effort to feel safe with their water.

Figure 6 shows the number of times residents who completed the survey at one of the PODS or HELP Centers reported visiting a water pick up site each week. Residents picking-up bottled water at the PODS and HELP Centers made on average 2 trips per week to get bottled water.

Figure 5: Survey respondent familiarity with the composition of their service line. Data taken from responses to survey question 10.

Figure 6: Distribution of the number of cases needed each week for survey participants accessing PODS and Help Centers. Taken from responses to survey question 4.
Figure 7 illustrates the number of cases of bottled water used by households per week, by program and special population. Overall, survey participants use an average of 14.7 cases per week (indicated by a red line on the Figure 7.) Those who took the survey at Help Centers reported using more cases per week (22.0 average), compared to the PODS (16.7 average.) Those who receive bottled water delivery to their homes through the AFN service reported using an average of 5.7 cases per week. The AFN program limits each recipient household to 4 cases per week, which may explain why AFN survey participants report a bottled water need that is much lower.

Figure 7 also illustrates the extent to which households that have children under the age of 6 and/or pregnant women use more cases of water each week. (The ways in which these households use more water are illustrated in Figure 9.)
C. Survey participants use water for many daily tasks. Households with pregnant women and young children are more likely to use bottled water for most tasks, when compared to the survey population as a whole.

Figure 8 illustrates the variety of activities for which households used bottled water. Overall, most survey participants reported that they used bottled water for cooking (96%) and brushing teeth (91.2%). It is important to note that the % of survey participants overall who indicated that they used bottled water to make baby formula is low only because not all participants had infants in their homes. While slightly more than 20% of survey participants overall reported using bottled water for making baby formula, a closer look at the data (see Figure 9) showed that for households with children and pregnant women, nearly half (48.1%) reported using bottled water for this purpose.

Figure 8. Extent to which bottled water was used for different activities, as reported by survey respondents. Taken from responses to survey question 5.
III. Community engagement regarding filter use and maintenance

The State of Michigan Department of Environmental Quality (MDEQ) supported by the City of Flint established the Community Outreach Resident Education (CORE) Program to ensure that Flint residents know how to properly install, use and maintain water filters. According to FAQ page on the City of Flint's website, the CORE Program provides educational information regarding Flint's water quality, filter utilization, installation, and maintenance, as well as other important services available to the residents of Flint.

A. Answers to the questions regarding filters (use and maintenance) provide insight regarding the effectiveness of the CORE Program to educate residents on filter use. A significant percentage of respondents (51%) either don't have a water filter installed in their home, or they report low confidence in filter use.
Figure 10 illustrates the percentage of survey participants who reported having a filter installed in their home (85.1%), as opposed to those who did not (14.9%). It should be noted that having a filter installed does not necessarily mean that a filter is in use. Filters could be set for water to bypass, and residents could not use water from their tap at all. For those survey participants who said that a filter was installed in their home, they also reported how often they changed their filter. This is shown in the breakdown pie chart to the right in Figure 10. The majority (70%) of those with an installed filter (or, as shown in Figure 10, 60% of all respondents) reported changing the filter cartridges when the light changes color on the filter. Of particular concern are the 5% of participants who have a filter installed, and either wait 6 months or longer to change the cartridge, or never change the filter cartridge at all.

**Figure 10.** Extent to which survey respondents have a filter installed, and their trigger for changing the filter cartridge. Taken from responses to survey question 13.
Figure 11 shows the confidence level for properly changing a filter cartridge among survey participants who indicated having a filter installed. When asked how confident they were in replacing filter cartridges, many (49%) reported fairly high levels of confidence. However, a significant number of people with filters (about 36%) ranked their confidence level between "not at all" confident to "somewhat confident". When coupled with the percentage of those who reported not having a water filter installed in their home, at least half of the 2000+ survey participants were ill-equipped to use point-of-use filters as a tool in protecting them from lead in their tap water.

Figure 11. Most Flint residents (51%) either do not have filters installed in their homes or are no more than somewhat confident in their ability to properly maintain them.
IV. Program specific findings

A. Flint residents who took the survey at the HELP Centers were more likely to feel knowledgeable about testing their water for lead, to have a faucet filter installed, and to feel confident about filter maintenance, when compared to the overall survey population.

When compared to Flint residents who received bottled water from PODS or AFN deliveries, residents who took the survey at the HELP Centers were most likely to self-identify as feeling knowledgeable regarding how to test their water for lead (82.9%). See Table 1. The HELP Center respondents were also more likely to have a faucet filter installed (90.5%), and to report feeling confident in filter maintenance (71.8%).

Knowing the steps involved in testing for lead, having a filter installed, and feeling confident in the use and maintenance of that filter, are all measures of a resident’s understanding of how to protect their household water quality. As can be seen in Table 1, participants in the HELP Centers appear to be most familiar with lead in water testing and the use of filters.

**TABLE 1. COMPARISON OF HELP CENTERS, PODS, AND AFN RECIPIENTS**

<table>
<thead>
<tr>
<th>Program</th>
<th>Reported knowing how to test water for lead</th>
<th>Reported having a filter installed in home</th>
<th>Reported high confidence in filter maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>HELP Centers</td>
<td>82.9%</td>
<td>90.5%</td>
<td>71.8%</td>
</tr>
<tr>
<td>PODS</td>
<td>56.9%</td>
<td>83.4%</td>
<td>59.3%</td>
</tr>
<tr>
<td>AFNs</td>
<td>44.2%</td>
<td>81.8%</td>
<td>43.0%</td>
</tr>
</tbody>
</table>
CONCLUSION

This report is not intended to provide specific recommendations; however, we encourage government officials and community leaders to use this data to better inform programs and services moving forward.

The effects of the water crisis continue to impact the daily lives of Flint residents. Flint residents are expending extra effort to protect their household from lead exposure. While most residents surveyed have a faucet filter installed, a significant portion of the population surveyed indicated they do not have a faucet filter installed. A reported lack of confidence in using and maintaining faucet filters underscores gaps in the CORE Program and indicates that Flint residents are not sufficiently protected from the potential of large-scale lead releases, particularly as service lines continue to be replaced through 2020.

The extent to which residents have their water tested and the frequency of water testing raises concerns about resident understanding of the importance of testing to monitor water quality. None of the State-supported bottled water distribution programs included in this study offer water testing kits, which furthers concern about resident access to the testing kits.

It is evident that the State-supported bottled water programs are still a critical resource for a large number of Flint residents, with bottled water being used for a variety of daily tasks. Given the ongoing risk to public health, the widespread infrastructure damage both internal and external to households, and the work that still must be done in order to restore trust and confidence in Government, the free bottled water supported by the State is an essential resource that should continue as one of many efforts to move Flint forward from crisis to recovery.
ACKNOWLEDGEMENTS

This report could not have been possible without the residents of Flint, who have, in the midst of their own struggles, given the time to participate in this survey. Their voices are critical to Flint’s recovery.

We also gratefully acknowledge

- **Survey taskforce:** Minister Rigel Dawson, Tom Haley, Mona Munroe-Younis, Curtis Pomilia, Jameca Patrick-Singleton, Dr. Laura Sullivan, Rev. Monica M. Villarreal
- **Translator:** Aurora Sauceda
- **Data entry team:** Dr. Elizabeth Collardey, Carma Lewis, Mona Munroe-Younis, Curtis Pomilia, Joseph Schipani, Dr. Laura Sullivan, Rev. Monica M. Villarreal
- **Final report team:** Carma Lewis, Mona Munroe-Younis, Curtis Pomilia, Dr. Laura Sullivan, Rev. Monica M. Villarreal
- **Support team:** Flint residents, Program staff of PODS, HELP Centers, and AFN, Food Bank of Eastern Michigan, Resource Recovery Workgroup, AFN service providers, Communications Workgroup

GLOSSARY

**Access & Functional Needs:** Homebound individuals with disabilities and other special needs may require special assistance including home water delivery. **Call 810-410-1138 for more information and eligibility.**

**Communications Workgroup:** The communication workgroup’s primary goal is to provide the most accurate, vetted and up-to-date information as possible. The group is responsible for identifying communications channels that will reach the large majority of the community this includes Flint Cares. **This group meets at the Neighborhood Engagement Hub 3216 Martin Luther King Ave, Flint MI 48505.**
Point of Distribution Sites:

**FACT:** The Flint Action Coordination Team was organized by Mayor Karen Weaver with the guidance of the Greater Flint Health Coalition. The Flint water crisis has had major public health, education, child and family services, and economic implications throughout the City of Flint. The Flint Action Coordination Team convenes the various working groups and stakeholders from the community in developing an organized, long-term response to the many issues created by lead-contaminated water. Consultants help facilitate these meetings and coordinate activities to ensure collaboration among multiple municipal, state, federal, civic, neighborhood, nonprofit, academic, and private sector organizations working on issues related to the impact of the Flint water crisis.

**HELP Centers:** Community organizations have established three HELP Centers that are open to all residents regardless of income. HELP Centers offer nutritional support/food, bottled water, mental health services and physical health referrals. HELP Centers are located at: Bethel UMC (1309 N Ballenger Hwy), Asbury UMC (1653 Davison Rd.), Greater Holy Temple C.O.G.I.C (6702 N Dort Hwy).

**PODS:** There are currently 4 Point of Distribution Sites (PODS) on north, south, east and west Flint. Locations include: Ward 1- Mt. Carmel Church (1610 W Pierson Rd.), Ward 4-2804 N. Franklin Ave (parking lot), Ward 6- West Court Street Church of God (2920 W. Court St.), Ward 9- Eastown Bowl Bowling Alley (3001 S. Dort Hwy).

**Resource Recovery Workgroup:** The goal of this group is to provide the community with the various types of resources needed throughout the water crisis. Resources include water, nutrition, physical and behavioral health services. **This group meets at the Food Bank of Eastern Michigan’s Hunger Solution Center 1938 Howard Ave, Flint, MI 48503.**

The glossary information is accurate as of February 16, 2018.
## Genesee County Community Resources

### Advocacy
- **Disability Network** M-F: 9-5  
  742-1800  
- **Valley Area Agency on Aging** M-F: 8-5  
  239-7671  
- **Priority Children** M-F: 9-5  
  234-5007  
- **Communication Access Center for the Deaf and Hard of Hearing, Sign Language Interpreter Source**  
  239-3112  

### Clothing & Some Baby Furniture
- **Carriage Town Ministries** M-F: 8-5  
  233-8787  
- **Heartbeat** M-F: 10-2:45 (baby clothing & furniture)  
  232-3101  
- **Bristol Road Church of Christ**  
  Tue: 10:30-12:30 Baby clothing ONLY serves zip codes 48507 & 48529  
  238-3627  
- **Greater Flint Outreach Center** F: 9-12  
  767-4064  
- **LOVE Inc.** (intake & referral) M, T: 9-4, W: 9-3  
  235-4990  
- **Eastside Mission** (clothing ONLY)  
  T-Th: 9:30-12:30  
  767-5312  
- **Catholic Charities Community Closet** M-F: 1-4  
  265-7025  

### Counseling
- **Genesee Health System Mental Health Crisis Line** 24/7  
  257-3740  
- **Catholic Charities** M-Th: 8:30-8; F: 8-4:30  
  232-9950  
- **Consumer Services**  
  237-0799  
- **Easter Seals (children)**  
  238-0475  
- **Hope Network**  
  232-2766  
- **Oakland Psychological**  
  Grand Blanc: 695-0055  
  Flint: 732-0560  
- **TTI (Treatment & Training Innovations)**  
  232-6081  

### Employment
- **GST Michigan Works!** M-F: 8:30-5  
  233-5974  
- **Job Corps (ages 16-24)** M-F: 8-5  
  232-9102  
- **Mott Community College Workforce Education Center**  
  232-2555  

### Financial Assistance
- **Department of Health and Human Services (DHHS) By District**  
  - **Union Street District**  
    125 E. Union Street  
    760-7300  
  - **Clio Road District**  
    4809 Clio Road  
    787-7101
FINANCIAL ASSISTANCE

Adult Services
760-2202

Adult & Child Protective Services
Abuse & Neglect 24/7 Hotline
855-444-3911

Salvation Army Social Services
M-F: 8:30-4:00 No Walk Ins, Utility shut off & housing evictions only
232-2196

FOOD LINES

GCCARD (food distribution-bring bag) M-F: 9-3
789-3746

Crossover Downtown (free food)
M-F: 10-2:30
234-2479

Greater Flint Outreach Center
(bring own bag) 767-4064
1938 S. Dort Highway, Th: 9-12
G5200 Clio Rd. (old James Lumber Bldg.)
F: 9-12

FOOD: PANTRIES AND INTAKE CENTERS

Eastside Mission T, Th: 9:30-12:30
767-5312

Bristol Road Church of Christ
Tue: 10:30-12:30 ONLY serves
zip codes 48507 & 48529
238-3627

Greater Flint Outreach Center
767-4064

LOVE Inc. (intake & referral) M, T: 9-4, W: 9-3
235-4990

Outreach East M, W 10-3; T, Th: 1-6
(Davison, Otisville, Goodrich ONLY)
653-7711

St. Mary Catholic Church
T: 1-2:30 (Serving Parishioners & Neighborhood Residents)
232-4012

FOOD: SANDWICH PROGRAM

Bread of Life 2608 Maplewood M-F: 12-1
785-6911

My Brother’s Keeper M, W, Th, F: 11-12:30
234-1163

WIC (WOMEN, INFANTS, CHILDREN)

GCHD McCree
257-3612

GCHD Burton
742-2255

FOOD: PREPARED MEALS

Carriage Town Ministries (must attend religious service at 6 pm, dinner at 5:30 pm) M-Sat
233-8787

North End Soup Kitchen M-Sat: 4-5, Sun: 1-2
785-6911

Eastside Mission Hot Meal M-Th: 9:30-12:30
(neighborhood residents ONLY)
767-5312

First Presbyterian Church Sun: 8 am
234-8673

Salvation Army (Prepared Meals) M - F
Summer Only: Breakfast: 8:30-9:30;
Lunch 11:30-1:30
School Year: T-F Dinner: 4-5 (18 and Under)
789-4003

Center for Hope Soup Kitchen
M-Sat: 12-1; Sun 1:30-2:30
785-6911
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<th>HEALTHCARE</th>
<th>HOUSING: RAMP/HOME MODIFICATIONS</th>
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<td>Genesee Community Health Center</td>
<td>UAW Labor Rep. at United Way</td>
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<tr>
<td>496-5777</td>
<td>(Genesee County)</td>
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<td>American Red Cross (very limited)</td>
<td>762-5831</td>
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<td>232-1401</td>
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<td>Genesee County Free Clinic</td>
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<td>Walk-ins acceptable T: 1-2:30 &amp; 5-6:30;</td>
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<tr>
<td>W: 1-2:30</td>
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<tr>
<td>(By appointment only during T &amp; F: 9-11)</td>
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<td>235-4211</td>
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<td>GCHD Burton Health Center M, W, Th, F: 8-4; T: 1-4</td>
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<td>742-2255</td>
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<td>Hamilton Health Network-Dental M-F: 8-5:30</td>
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<td>785-0863</td>
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<td>8:30-5:30</td>
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<td>789-9141</td>
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<td>767-5750</td>
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<td>Flint VA Outpatient Clinic</td>
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<tr>
<td>Veterans services only</td>
<td></td>
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<td>M-Th: 8-12 &amp; 1-3:45; F: 8-12</td>
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<tr>
<td>720-2913</td>
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<td>MI Child Health Insurance Program M-F: 8-7</td>
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<td>888-988-6300</td>
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<td><a href="http://www.medicare.gov">www.medicare.gov</a></td>
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<td>GCCARD Weatherization</td>
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<td>Lead Safe Homes</td>
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<td>One Stop Housing Resource Center</td>
<td>Prescriptions for Seniors (VAAA)</td>
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<tr>
<td>600-4525</td>
<td>239-7671</td>
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**SHELTERS**

Carriage Town Ministries (Men Only)
233-8787

Carriage Town Family Center
(Women & Children)
238-6827

My Brother’s Keeper of Genesee County
234-1163

Shelter of Flint
(Women & Children, Fathers with children)
239-5433

Transitional Living Program (Ages 17-20)
(Also known as Traverse Place)
341-6328

YWCA Safehouse Domestic Violence
(Women & Children)
238-7621

**SUBSTANCE ABUSE**

Genesee Health System (formerly CMH) for screening & referral
257-3740

Odyssey House
(Residential Substance Abuse Treatment Program)
238-7226

Life Challenge (18 & up) Men Only
(Residential Substance Abuse Treatment Program)
Limited to 1 year of services.
424-9039

**TRANSPORTATION**

Jewish Community Services Highway to Health
(Out of town: Saginaw, Detroit, Ann Arbor, Lansing)
Local – Genesee County Only
767-5922

Mass Transportation Authority
767-0100

*Your Ride* – call for individual city number
(Burton, Clio, Davison, Fenton, Flint East & West, Flushing, Grand Blanc, Mt. Morris, Otisville, Swartz Creek)
767-0100

**UTILITIES**

Department of Health and Human Services (DHHS)
By District See below

General Information M-F: 8-5
760-2200

Union Street District
760-7300

Clio Road District
787-7101

Catholic Outreach
(Water, Consumers, Evictions)
234-4693

GCCARD (Neighborhood Services)
768-4675

Salvation Army (Kearsley St.)
232-2196

**SAFE WATER AND HOMES**

Community Outreach and Resident Education
In Home Water Filter Check or Installation
810-238-6700

*Lead Safe Home Program*
Free Home Inspections and Repairs
1-866-691-LEAD (5323) or
www.michigan.gov/leadsafe

*Substance Abuse*
Genesee Health System (formerly CMH) for screening & referral 257-3740

*Odyssey House*
(Residential Substance Abuse Treatment Program) 238-7226

*Life Challenge* (18 & up) Men Only
(Residential Substance Abuse Treatment Program) Limited to 1 year of services. 424-9039
THE LEAD SAFE HOME PROGRAM

If you live in the city of Flint, there is a program that can help you live in a healthier home. Genesee Health System can help you and your family apply for the Michigan Lead Safe Home Program. The Lead Safe Home Program is a FREE program for City of Flint residents who have Medicaid-enrolled children up to the age of 19 or a pregnant woman living in the home. The program includes a comprehensive assessment of your home to identify and then safely remove lead hazards at no cost to the homeowner. Let Genesee Health System help you and your family be a healthier you. Please call 810-257-3777 and ask about the Lead Safe Home Program.

FLINT WATER CRISIS SERVICE

Free or low-cost health coverage for children under the age of 19, or pregnant women of any age, Call the MI Child and Healthy Kids hotline at 1-888-988-6300 or apply online at www.michigan.gov/mibridges Health care coverage & services for eligible people up to age 21 years and pregnant women exposed to the Flint water since April 2014 call 1-855-789-5610 or apply online at www.michigan.gov/mibridges

FLINT LEAD REGISTRY • Get Connected. Get Supported. Get Counted. • flintregistry.org • 833-GO-FLINT
INSTALLING A BRITA FILTER

WHAT’S IN YOUR BOX
A. Filter Cartridge
B. Filter Base
C. Adapters (you may or may not need one of these)
D. Rubber Washers (these match up with the adapters)

ADAPTER INSTALLATION
Every sink faucet has a round tip at the end that can be removed. Unscrew and remove it. If your faucet has threads on the OUTSIDE, you will not need an adapter or rubber washer. If your faucet has threads on the INSIDE, you will need to use one of the adapters (C) and the matching rubber washer (D). Find the adapter that fits your faucet best and screw it on.

FILTER INSTALLATION
Step 1
Place the filter base (B) under your faucet with the cartridge cup to the left of your faucet. Twist the mounting collar onto the faucet and tighten by hand. Do not over tighten or use pliers.

Step 2
Place your hand under the filter base cartridge cup. With the filter cartridge (A), align the pegs on the bottom of the cartridge with the holes in the cartridge cup and push down until you hear a click.
USING YOUR FILTER
There is a white filter handle on the right side of the filter base. Move the handle towards the Brita logo (front of the base) to use the filter. Only run COLD water through the filter at all times. When you use your filter for the first time ONLY, run cold water for five minutes. After that, your filter is ready for use whenever you turn on your faucet.

FILTER SETTINGS
Filtered Water – Brita water drop in front of the filter base handle
Unfiltered Water Stream – Single water drop in the middle of the filter base handle
Unfiltered Water Spray – Three water drops behind the filter base handle

CHANGING YOUR FILTER
Each time you use your filter, a light will signal.
GREEN – Your filter is working
YELLOW – Your filter is working, but you will need to change it soon.
RED – It is time to change your filter. Press the filter cartridge release button at the back of the filter cup and pull the cartridge up. Revisit step 2 to place a new cartridge in the filter cup.

REMOVING YOUR FILTER
Should you need to remove your filter unit, simply unscrew the filter mounting collar from the faucet.
INSTALLING A PUR FILTER

WHAT’S IN YOUR BOX
A. Filter Unit
B. Filter Cartridge
C. Adapters (you’ll only need one of these)
D. Rubber Gaskets (they match up with the adapters)

ADAPTER INSTALLATION
Every sink faucet has a round tip at the end that can be removed. Unscrew and remove the aerator on your faucet. Try out the different adapters (C) to find the one that best fits your faucet. Once you find the best fit, put the rubber gasket (D) on the adapter and screw the adapter onto your faucet.

FILTER INSTALLATION
Step 1
Unscrew the top of the filter unit (A).

Step 2
Remove your filter cartridge (B) from its plastic wrapping and place the cartridge into the top of the filter unit (A). The ‘front’ arrow on the filter cartridge should line up with the PUR logo on the front of your filter unit. Screw the top of the filter unit back on.
Step 3
Install the filter unit onto the adapter attached to your faucet by simply pushing it on until you hear a click.

USING YOUR FILTER
There is a black lever on the side of your filter unit. When it is flat, you are NOT using your filter. To use your filter, turn the black lever down and only run COLD water through the filter at all times. When you use your filter for the first time ONLY, run cold water for five minutes. After that, your filter is ready for use whenever you turn on your faucet.

CHANGING YOUR FILTER
Each time you use your filter, a light will flash on the front six times.
GREEN – Your filter is working
YELLOW – Your filter is working, but you will need to change it soon.
RED – It is time to change your filter. Revisit step 2 once you have your new filter cartridge.

REMOVING YOUR FILTER
Should you need to remove your filter, there is a quick release option. There are small white buttons on each side of the adapter. Squeeze them in at the same time and the filter unit will come off.
WHEN SHOULD YOU USE FILTERED OR UNFILTERED WATER?

FILTERED WATER — COLD WATER ONLY
• Cooking
• Washing fruits and vegetables
• Brushing kids’ teeth
• Pets’ water bowls

UNFILTERED WATER
• Washing your hands
• Washing dishes, clothes
• Mopping floors, cleaning countertops
• Showers, baths (people and pets)
• Brushing adults’ teeth

FOR MORE INFORMATION

If you live in the City of Flint and need a free water filter or replacement filter cartridge, they are available at one of the water resource sites. If you are unable to visit a water resource site, call 810-257-3600 or United Way 211.

To get a free water test, visit a water resource site, Flint City Hall, or call the Flint Water Plant at 810-787-6537.

If you live outside of the City of Flint and would like to purchase a filter to protect you and your family from lead or other chemicals, make sure you get a filter that is NSF-approved. Look for this symbol on the box:
FLINT SENIOR RESOURCES

THE VALLEY AREA AGENCY ON AGING (VAAA) has community workers available for nutrition education and counseling for homebound seniors as well as making referrals for faucet and in-home pipe replacement. VAAA can also provide transportation for blood testing, to medical appointments, and to the grocery store. VAAA will also assist with water testing, water and filter delivery. Please call VAAA Direct Water Line at 810-249-0833.

FREE DENTAL CLEANINGS FOR SENIORS VAAA has partnered with Mott Community College of Dental Hygiene to provide free oral health cleanings for local seniors. Mott Community Dental Clinic is located at 1401 East Court Street, Flint. Please call 810-762-0317 to schedule an appointment.

BLOOD LEAD TESTING Walk-in screening is available for children and adults at the Genesee County Health department. For more information call 810-257-3833.

TRANSPORTATION MTA Rides to Wellness provides residents and their families with accessible transportation to medical facilities outside the normal fixed route bus service. Hours are 9am–5pm Monday through Friday. Call 810-767-0100.

MOBILE FOOD PANTRIES are available at various locations throughout the city of Flint that offer free fresh fruits and vegetables to any Flint resident. Call 2-1-1 for monthly locations or go to the Food Bank of Eastern Michigan website at www.fbem.org.

COMMUNITY HELP CENTERS are each open 1 day a week from 10am-2:00pm. Pick up water, food, personal care items, receive physical and mental health services. Free and available to everyone, no income requirements.

THE THREE LOCATIONS ARE:

Monday – Bethel United Methodist Church 1309 N. Ballenger Hwy, Flint
Tuesday – Asbury United Methodist Church 1653 Davison Rd, Flint
Thursday – Greater Holy Temple COGIC 6702 N. Dort Hwy, Flint
Special thanks for assistance with the publication of this report: