



## Step by Step Guide

### Upon Intake

1. Participant comes into a participating police station.
2. Officer on duty greets participant with compassion, has them take a seat and let them know an angel will be arriving shortly.
3. Officer on duty calls the HNH angel coordinator, identifies what location.
  - a. Lisa Boska 586-855-4701
    - i. Backups Kelley Nahas 586-808-4999, Diane Engardio 586-630-6057
4. Angel Coordinator then calls the volunteer angel.
5. Angel is then dispatched to the location and will give the coordinator an ETA
6. Angel arrives wearing the HNH shirt and the officer will hand her the “Angel Kit”.
  - a. Angel kits consist of all documents, forms, a blanket and some comfort items.
7. Angel will then assist participant with filling out the
  1. **Participant Intake Form**
  2. **Behavioral Health Consent Form**
  3. **Angel will begin placing calls for a bed**  
**Extremely Important! Please follow these steps:**
    - a. **Carefully take a picture of the front and back of the TWO forms and text it to Lisa @ 586-855-4071. If that is not possible, please have the Police Department make a hard copy to take with you and get it to Lisa ASAP.**
    - b. **For MCOSA Participants (Macomb County) Please ask the Police Department to FAX the signed Behavioral Consent Release Form to the Access Center at 586-948-0223.**
  4. **Please put the forms in the HNH envelope and send with the participant. NO FORMS ARE TO BE LEFT AT THE POLICE DEPARTMENT!**

### No Insurance/Medicaid

- Identify what county participant is a resident of
- Then call the following numbers for placement during business hours. Location times will vary.

#### **Macomb County**

Macomb County office of Substance Abuse

M-F 8am-7pm

Saturday- Limited hours

(586) 948-0222

After business hours if detox is needed call Harbor Light 586-954-1838 (available 24/7)

#### **Oakland County**

PACE Unit

(248) 858-5200 or (888) 350-0900, ext. 85200

**Monroe and Wayne Counties (excluding City of Detroit)**

Southeast Michigan Community Alliance (SEMCA)  
(800) 686-6543

**City of Detroit (Wayne County)**

Health Services Technical Assistance,  
Addiction Treatment Services, Inc. (800) 467-2452

**Livingston and Washtenaw Counties**

Washtenaw Community Health Organization  
(734) 544-3050 or (800) 440-7548

**Private Insurance**

Please take a picture of the front and back of the participant's insurance card and call Katie Donovan for placement direction 586-556-2602.

**Placement**

If the angel finds an appropriate program placement for the participant, AND they do not have transportation, the angel may call Lisa at 586-855-4701 to arrange transportation.

The participant is not to leave until a subsequent plan of help has been established. For example, if a bed cannot be found and all methods have been exhausted, CARE can assign them a peer recovery coach. The angel will then keep in touch with the participant until placement is made. CARE of Southeastern Michigan 586-576-6359.

The angel will then log details into the Participant Log Form and send the information to Lisa via text 586-855-4071 before you leave.

**Emergency/Distress**

If the participant needs medical attention, call 911.