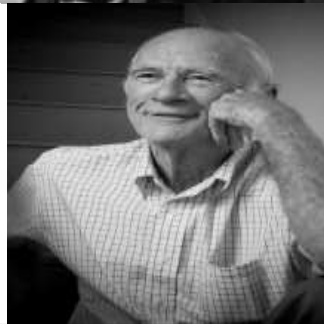




Serving Polk and Burnett Counties and the  
St Croix Chippewa Indians of Wisconsin

**877-485-2372**

**[www.adrcnwwi.org](http://www.adrcnwwi.org)**



# Resource Guide

## **Resource Guide Information**

Inclusion/Exclusion policy applies to requests for addition of agency/organization information to this Resource Guide. If you have questions regarding this policy, or its application in screening inclusion requests, please contact the ADRC. Inclusion does not constitute an endorsement of or liability for any agency/organization or its services, nor should exclusion be construed to constitute disapproval. ADRC staff reserve the right to remove or exclude any agency/organization from their database for any reason.

Every effort is made to provide accurate information in this guide. Please be aware that services and phone numbers may change after the guide has been printed. Please visit our website- [www.adrcnwwi.org](http://www.adrcnwwi.org) -for the most current Guide.

The ADRC does not endorse any provider or service outside of the scope of the ADRC primary services. It is always advisable to contact a number of providers, ask several questions, and find a provider you are most comfortable with.

| <b>ADRC of Northwest Wisconsin Staff Directory</b> |                                |                       |
|--|--------------------------------|-----------------------|
| <b>Staff Name</b>                                  | <b>Position</b>                | <b>Primary Office</b> |
| Laura Neve   | Director                       | Balsam Lake & Siren   |
| Angie Heyer  | Accounting and Clerical        | Siren                 |
| Carrie Myers                                       | Resource Specialist            | Balsam Lake           |
| Kari Broten  | Fiscal Support Specialist      | Balsam Lake           |
| Christi Arcand                                     | Disability Benefits Specialist | Balsam Lake           |
| Yvonne Lindus                                      | Disability Benefits Specialist | Siren                 |
| Karen Nichols                                      | Elder Benefit Specialist       | Siren                 |
| Kayli Williamson                                   | Elder Benefit Specialist       | Balsam Lake           |

|                 |  |                        |
|-----------------|--|------------------------|
| Angie Joy       | ADRC<br>Supervisor   | Balsam Lake            |
| Danielle Turner | Information &<br>Assistance<br>Specialist                                  | Balsam Lake            |
| Nicole Rossow   | Information &<br>Assistance<br>Specialist /<br>Tribal Liaison              | Balsam Lake            |
| Kim Feit        | Information &<br>Assistance<br>Specialist                                  | Siren                  |
| Barb Engelhart  | Dementia Care<br>Specialist /<br>Information &<br>Assistance<br>Specialist | Siren & Balsam<br>Lake |
| Kysa Marten     | Information &<br>Assistance<br>Specialist                                  | Balsam Lake            |
| Sarah Polk      | Transportation<br>Coordinator  | Balsam Lake            |

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# **ABOUT THE ADRC of NORTHWEST WISCONSIN**

## **Mission**

To provide older adults and people with physical or developmental/intellectual disabilities the resources needed to live with dignity and security, and achieve maximum independence and quality of life. The goal of the Aging and Disability Resource Center is to empower individuals to make informed choices and to streamline access to the right and appropriate services and supports.

## **What is an ADRC?**

The Aging and Disability Resource Center, known as the ADRC, provides the general public with a warm and welcoming office to contact for information and assistance on issues affecting older people and people with disabilities, regardless of income.

The ADRC is the first place to go with your aging and disability questions. We are an



“information station” where you can receive accurate, unbiased information.

By enabling people to find resources in their communities and make informed decisions about long term care, ADRCs help people conserve their personal resources, maintain self-sufficiency and delay or prevent the need for potentially expensive long term care.

ADRCs also serve as the single access point for publicly funded long term care, including Family Care and IRIS.

It is never too early to start asking questions. We encourage you to call us and begin planning for your future needs. Of course, we can also assist you with questions or challenges you may be facing now.

## **What kind of appointments do you offer?**

We offer:

- Office appointments
- Telephone consultation

- Home visits for people who aren't able to come in to the office
- Flexible appointment scheduling

### **Who uses the ADRC?**

We provide assistance to adults (including disabled students 17.5 years old) and the elderly. We serve people with physical or development disabilities, mental health or substance abuse issues, and the elderly. We offer guidance and assistance to caregivers and family members of loved ones, spouses, medical providers and discharge planners, professionals in the community...anyone who cares about or is assisting an elderly or disabled individual.

### **Is there a fee for your services?**

Most services offered by the ADRC are provided free of charge. However, meal services (Senior/congregate dining and home delivered meals) as well as transportation services provided by the ADRC do charge a fee. The staff of the ADRC may refer you to

other providers outside of the ADRC, and those providers may charge for their services.

**Do I have to be considered “low income” to get help from the ADRC?**

No, you do not. We assist all people - regardless of income.

**What areas does the ADRC of Northwest WI serve?**

The ADRC of Northwest Wisconsin serves Polk County, Burnett County, and the St Croix Chippewa Indians of Wisconsin.

**How can I contact the ADRC?**

The best way to contact us is by calling 877-485-2372, or you can try:

- Email: [adrc@co.polk.wi.us](mailto:adrc@co.polk.wi.us)
- Walk-in at your local office. Regular business hours are:
  - Balsam Lake Office
    - Monday – Friday, 8:30 a.m. to 4:30 p.m.
  - Siren Office

- Monday – Friday, 8:30 a.m. to 4:30 p.m.
- Visit our website at: [www.adrcnwwi.org](http://www.adrcnwwi.org)

## **Where are your offices?**

### **Balsam Lake Office:**

Polk Co. Govt. Center  
100 Polk Co Plaza, #60  
Balsam Lake, WI 54810  
Local fax: 715-485-8460

### **Siren Office:**

Burnett Co. Govt. Center  
7410 Co. Road K, #180  
Siren, WI 54872  
Local fax: 715-349-8644

## **What services do you offer?**

We provide a number of services to the elderly and disabled in our communities. In 2012, the Aging Programs of Polk and Burnett Counties merged with the ADRC. One call now connects you to the following services:

- **Benefits Counseling** - Specialists can provide accurate and current information about private and government benefits and

programs you may be eligible for. People ages 18-59 work with the Disability Benefits Specialists, while those ages 60 and over work with the Elder Benefits Specialists.

- **Caregiver Support** - Providing assistance for family members who are caring for an elderly relative.
- **Dementia Care Specialist** - Information, resources, connections and dementia screening.
- **Health and Wellness** - Connecting you to resources designed to support your health and safety.
- **Help Paying for Long-Term Care** - The ADRC is the entry-way to publicly funded long-term care programs (FamilyCare and IRIS). We determine if you are eligible and then help you to determine which program best meet your needs.
- **Information and Assistance** - Providing you with knowledge about services, programs, and solutions for disability and long-term care issues.

- **Options Counseling** - Offering information about the choices available to meet your long-term care needs.
- **Senior Dining/Home Delivered Meals** - Congregate dining is offered at 10 sites throughout Polk and Burnett Counties. Home delivered meals are available for people age 60 years or older and who are considered home-bound. Donation requested.
- **Transportation** - Available to people over 60 and disabled adults. Intended for medical or nutritional trips. Co-pay required.
- **Vital Connections** - If you or someone you know is at risk of abuse or neglect, losing housing or heat, the ADRC is here to help connect you to someone who will respond to your urgent situation.

## **ADRC's in Surrounding Counties**

ADRC of Douglas County  
1316 N 14<sup>th</sup> St, Superior, WI

866-946-2372

ADRC of Barron, Rusk and Washburn Counties  
Offices in Barron, Ladysmith and Spooner, WI

888-538-3031

ADRC of Dunn County  
808 Main Street, Menomonie, WI

715-232-4006

ADRC of St Croix County  
1752 Dorset Lane, New Richmond, WI

800-372-2333

ADRC of Eau Claire County  
721 Oxford Ave. Rm 1130, Eau Claire, WI

888-338-4636

ADRC of Chippewa County  
711 N. Bridge Street Room 118, Chippewa Falls, WI

888-400-6920

Visit the following website to find your local Aging and  
Disability Resource Center

<https://www.dhs.wisconsin.gov/adrc/consumer/index.htm>

## **Aging and Disability Resources in**

### **Minnesota**

Senior Linkage Line 800-333-2433

Free statewide information and assistance service  
provided by the MN Board on Aging.

Disability Linkage Line 866-333-2466

Metropolitan Center for Independent Living offers up to  
date information about community resources related to  
people with disabilities.

MN LinkVet

888-546-5838

Information and assistance for veterans and their families in regard to state and federal resources available

## **Abuse and Neglect**

**If an emergency, please call 9-1-1.** Report suspected abuse, neglect, or self-neglect of an older person or adult with a disability. Callers may choose to be anonymous. Adult Protective Services provides intervention for victims of physical abuse, financial abuse, neglect and self-neglect.

Burnett County Health and Human Services  
Adult Protective Services 715-349-7600

CRA (Community Referral Agency) 800-261-7233  
Provides services and support to victims of domestic violence and sexual assault. Serves Polk and Burnett Counties.

Long Term Care Ombudsman 800-815-0015  
For complaints, questions and/or concerns regarding the care and the rights of residents in nursing homes or group homes.

Polk County Community Services Division  
Adult Protective Services 715-485-8400

Wisconsin Division of Quality Assurance  
For reporting allegations of abuse or neglect by facility



staff or home health care workers

800-642-6552

## **Advocacy/Community**

### **Organizations**

- AARP Wisconsin 866-448-3611  
Madison, WI office
- AgrAbility of Wisconsin  
Services for individuals and families engaged in farming and coping with disability. Provided at your home or farm. 608-262-9336  
or TTY 800-947-3529
- AIDS Resource Center of Wisconsin 800-750-2437  
Eau Claire, WI office
- American Cancer Society 877-423-9122  
Altoona, WI office
- Arthritis Foundation 800-242-9945  
West Allis, WI office
- Autism Society of Wisconsin 888-428-8476  
Menasha, WI office
- Brain Injury Alliance of Wisconsin 800-882-9282  
Madison, WI office
- Brain Injury Resource Center of Wisconsin  
Muskego, WI office

262-770-4882

**Coalition of Wisconsin Aging Groups (CWAG)**

Milwaukee, WI office

800-366-2990

or TTY 888-758-6047

**Disability Rights Wisconsin**

Rice Lake, WI office

715-736-1232

or 877-338-3724

or TTY 888-758-6049

**Down Syndrome Association of Wisconsin**

St Francis, WI office

866-327-3729

**Epilepsy Foundation of Western Wisconsin**

Eau Claire, WI office

800-924-2105

**Family Care & IRIS Ombudsman**

For complaints, questions and/or concerns regarding the care and the rights of people (ages 18-59) receiving

Family Care or IRIS.

715-736-1232

or 877-338-3724

**See Independent Living Centers****Long Term Care Ombudsman/ Family Care/IRIS**

For complaints, questions and/or concerns regarding the care and the rights of residents in nursing homes, group homes, and people age 60 and older receiving Family Care.

800-815-0015

**The Arc Eau Claire (developmental disabilities)**

Eau Claire, WI office

715-514-1825

United Cerebral Palsy West Central Wisconsin, Inc.  
Eau Claire, WI office 888-845-5775

Wisconsin Board for People with Developmental  
Disabilities  
Madison, WI office 888-332-1677

Wisconsin Statewide Parent-Educator Initiative  
Family Engagement Liaisons) work with parents,  
educators and school districts to promote positive  
partnerships and provide support to families of children  
with special needs 612-810-5608

## **Alzheimer's Disease, Dementia and Memory Loss**

### **Alzheimer's Disease**

Alzheimer's Association Helpline 800-272-3900  
Nation-wide, 24/7 hotline

Alzheimer's Association of Greater Wisconsin  
Chippewa Falls, WI 715-720-7611

### **Dementia Care Specialist**

The [Dementia Care Specialist \(DCS\)](#) provides  
information, resources, connections, and dementia  
screenings to people living with dementia or Alzheimer's,  
their families or caregivers, and professionals who work

with people who have dementia or Alzheimer's. Please call for more information or to speak with the DCS.

- ADRC of Northwest Wisconsin 877-485-2372  
Serves Polk and Burnett County
- St Croix Chippewa Indians of Wisconsin Aging Unit 800-236-2195 ext 5150  
Serves members of federally recognized tribes

### **Lending Library** 877-485-2372

The ADRC of NW WI has educational resources available to borrow (for free for a limited time) or purchase (at a discounted rate) for individuals affected in some way by dementia, memory loss and/or Alzheimer's disease—professionals, family, family caregivers as well as the individuals themselves.

### **Alert and Location Devices**

Polk County Sheriff's Department 715-485-8300  
Project Lifesaver is a public safety program designed to protect and locate missing persons due to wandering. Families can enroll at risk individuals in this program and purchase a receiver in which the at risk individual wears. Through this receiver the Polk County Sheriff's Department can locate this individual if lost. Serving Polk and Burnett Counties.

MedicAlert+Safe Return Identification Program  
Alzheimer's Association's 24 hour nationwide emergency response service for individuals with

Alzheimer's or a related dementia who wonders. Service alerts a community support network and gives first responders important medical and demographic information. \$55 initial enrollment fee plus \$35 annual/renewal fee. 800-272-3900

Comfort Zone 800-272-3900  
 Web-based location management service provided through the Alzheimer's Association. Cost of services packages start at \$42.99/month plus an initial \$45 activation fee and cost of location device.

### **Memory Care Units – Provide specialized, facility-based care**

Amery Memory Care 715-268-4800  
 Amery, WI

Comforts of Home 715-483-1707  
 St Croix Falls, WI

Golden Age Manor “Judy’s Cottage” 715-268-7107  
 Amery, WI

Riverbend Assisted Living 715-268-9949  
 Amery, WI

### **Memory Clinics - For the evaluation of memory problems**

Memory/Dementia Clinics help individuals suspected of having Alzheimer's disease or a

related dementia get a precise diagnosis through thorough and complete testing of the brain. It is important to understand the specific cause of dementia because there are many causes of dementia and each can be very different in signs, symptoms, progression, and treatment. Each clinic may vary in the specific services they provide and diagnostic process—we encourage you to explore which clinic will best meet your needs. The Alzheimer’s Association recommends that the following elements be included in a thorough evaluation for Alzheimer’s disease and related dementias: medical history, laboratory tests, status evaluation, neuropsychological examination, physical examination, psychiatric evaluation and neurological examination.

Essentia Health Duluth Clinic 218-786-1216  
3<sup>rd</sup> St Building, Duluth, MN

Fairview Chisago Lakes Memory Assessment Clinic 651-257-8499  
Chisago City, MN

Marshfield Clinic 866-333-1996  
For appointments at Rice Lake or Eau Claire centers

Mayo Clinic Health System Memory Care Clinic

|  |              |
|--|--------------|
| Eau Claire, WI   | 715-838-1900 |
| Neurological Associates of St Paul<br>Maplewood, MN          | 651-221-9051 |
| Noran Neurological Clinic<br>Blaine, MN                      | 612-879-1500 |
| Northland Neurology and Myology (Saint Luke's)<br>Duluth, MN | 218-722-1122 |
| Spooner Health System Memory Clinic                          | 715-939-1687 |
| UW Family Medicine Clinic<br>Eau Claire, WI                  | 715-839-5175 |

For additional clinics in the Minneapolis and St Paul, MN twin cities area contact the ADRC of Northwest Wisconsin at 877-485-2372 or the Alzheimer's Association Minnesota-North Dakota Chapter Helpline at 1-800-272-3900. For a list of clinics in other parts of Wisconsin contact the ADRC.

## **Day Break Services**

Day time services provided outside of the home.

|                                       |              |
|---------------------------------------|--------------|
| Day Friends                           | 715-485-8762 |
| Balsam Lake, WI – Weekdays, 7:30-3:30 |              |

|                |              |
|----------------|--------------|
| Happy Day Club | 715-416-2942 |
|----------------|--------------|

Spoooner, WI

Adult Day Care/Respite 715-463-5353  
 Continuing Care Center at Burnett Medical  
 Center, Grantsburg, WI  
 See also – In Home Help and Respite Care

## **Memory Cafés**

Memory Cafes are local gatherings for people with memory concerns and their care partners. They can relax and have fun in a safe, supportive place.

Amery Memory Café 715-720-7611  
 1:00-2:30pm on the 3<sup>rd</sup> Thursdays of each  
 month at the Amery Area Community Center,  
 please RSVP to the number listed.

Spoooner Memory Café 715-635-4460  
 9:30-11:00am on the 2<sup>nd</sup> Tuesday of the month  
 at Nick's Family Restaurant, first time  
 participants please call to register

## **Research Opportunities**

Individuals interested in participating in research studies or interested in donating their brain (after death) for research purposes, can contact the following organizations.

Alzheimer's Association 800-272-3900  
<http://www.alz.org/research/overview.asp>



Alzheimer's Disease Research Center at UW  
 Madison 608-263-2582  
[www.adrc.wisc.edu](http://www.adrc.wisc.edu)

## **Support Groups**

ADRC of Northwest Wisconsin 877-485-2372  
 Caregiver Support Group at Peace Lutheran Church  
 in Dresser, WI. 3<sup>rd</sup> Tuesday of every month from 2-  
 3:30pm and at the Grantsburg Public Library 4<sup>th</sup>  
 Thursday of every month from 10:30am-12pm  
 (starting March 2019).

Alzheimer's Caregiver Support Group  
 Telephone support group the 4<sup>th</sup> Tuesday of every  
 month from 10am-11am. Pre-registration is required  
 in order to get the call-in information.  
 800-272-3900

Amery Area Community Center 715-635-6601  
 Dementia Caregiver Support Group, 1<sup>st</sup> Wednesday  
 of every month at 10a.m. Contact: Sharlene  
 Bellefeuille (Alzheimer's Association)

Amery Memory Care 715-268-4800  
 Family Caregiver Support Group, the last  
 Wednesday of every other month. Open to  
 residents, family members and community members

Family Caregiver Call-In 877-416-7083

Free telephone support group for family caregivers on the 2<sup>nd</sup> Tuesday of each month from 1-2:30pm. Call the number to the right to reserve a spot and get the call-in phone number.

Spoooner Health Care System                      715-635-6601  
 Alzheimer's Caregiver Support Group meets the 1<sup>st</sup>  
 and 3<sup>rd</sup> Wednesday of every month 6-7:0030pm.  
 Contact:     Sharlene     Bellefeuille     (Alzheimer's  
 Association)

## **Assisted Living Facilities**

Assisted living services are provided in a variety of settings. Dependent upon the services offered, and number of people living in the facility, different licenses are overseen by local agencies or the State of Wisconsin. When calling facilities, it is advisable to discuss the services they are licensed to provide, the number of people they are licensed to have in the facility, and any further specific questions you may have. Touring facilities is also recommended. Visit Wisconsin DHS for more information:

<https://www.dhs.wisconsin.gov/guide/assisted-living.htm>

## **Adult Family Home**

Supervision, room and board provided. Private and semi-private rooms. Homes have 2 to 4 residents. Licensed or certified.

ADRC of Northwest Wisconsin                      877-485-2372

## **Assisted Living/Residential Care**

### **Apartment Complex**

Often serve people who are more independent than people living in CBRFs or nursing homes. Services vary by facility but may include noon meals, light housekeeping, emergency call systems, personal care assistance, socialization, and transportation.

Evergreen Village 715-268-6640  
Amery, WI

Riverbend Assisted Living 715-268-9949  
Amery, WI

The Royal Oaks 715-294-1600  
Osceola, WI

### **Community Based Residential Facilities**

#### **(CBRF)**

24-hour supervision, meals, medication monitoring, personal care, semi-private, private rooms or apartments. Facilities generally have 5-25 residents.

State licensed.

Amery Memory Care 715-268-4800  
Amery, WI

Clear Lake Manor 715-263-2399  
Clear Lake, WI

Comforts of Home

|  |              |
|--|--------------|
| • St Croix Falls, WI                           | 715-483-1707 |
| Countryside Acres<br>Webster, WI               | 715-866-4411 |
| Hearthside Assisted Living<br>Osceola, WI      | 715-294-1100 |
| Kapes Lakeside Assisted Living<br>Siren, WI    | 715-349-5273 |
| Riverbend<br>Amery, WI                         | 715-268-9949 |
| Shady Knoll Home<br>Grantsburg, WI             | 715-463-5425 |
| Sophie's Manor<br>Centuria, WI                 | 715-640-3330 |
| Traditions of Frederic<br>Frederic, WI         | 715-327-4888 |
| United Pioneer Home – Lawson Manor<br>Luck, WI | 715-472-2164 |

## **Consumer Protection/Fraud**

Burnett County Sheriff's Department 715-349-2121

Better Business Bureau of Wisconsin, Inc.

800-273-1002

Department of Agriculture, Trade and Consumer  
Protection

Madison, WI office 800-422-7128

Office of the Commissioner of Insurance

Madison, WI office 800-236-8517

Polk County Sheriff's Department 715-485-8300

US Senate Special Committee on Aging - Fraud  
Hotline 855-303-9470

Wisconsin Do Not Call List 866-966-2255

## **Deaf and Hard of Hearing**

Audient Alliance 866-956-5400 ext. 2

National program providing hearing aids at a reduced cost to those in need. Qualification is based on annual household income. Call for current income guidelines and to apply.

Center for Independent Living Western Wisconsin

Rice Lake, WI office - Serves Polk Co 715-736-1800  
or Voice/TTY 866-419-1260

Hike Fund, Inc. 352-688-2579

Provides low-income children from birth up to the age of 20 years with hearing aids and assistive devices.

Miracle-Ear Foundation 800-441-2148

Gift of Sound Program provides hearing aids and hearing support services to families or individuals with low income, who are unable to afford the costs of quality hearing instruments, and who have exhausted all possible resources for their hearing health. Application fee for adults (age 19 and older) is \$150.

### Office for the Deaf and Hard of Hearing

Eau Claire, WI office

855-359-5252

or TTY 888-701-1254

### North Country Independent Living

Superior, WI office – Serves Burnett Co 715-392-9118

or Voice/TTY 800-924-1220

### Starkey Hearing Foundation

Starkey Hearing Foundation Hear Now Program provides assistance for low-income U.S. residents with no other resources to acquire hearing aids. For qualification guidelines and an application visit: [http://www.starkeyhearingfoundation.org/programs#/hear\\_now](http://www.starkeyhearingfoundation.org/programs#/hear_now).

Voice/TTY 800-328-8602

Telecommunications Equipment Purchase Program Helps persons who are deaf, hard of hearing, deaf with low vision, or deaf/blind purchase telecommunication equipment.

608-231-3305

or TTY 800-251-8345

Wisconsin Public Service Commission – Madison, WI office

### Wisconsin Lions Foundation Hearing Project

The WLF Hearing Project helps Wisconsin residents who are hard of hearing, cannot afford to purchase a hearing instrument, and do not qualify for any existing state-funded financial assistance programs.

877-463-6953

### Wisconsin Telecommunication Relay Systems

Allows a text telephone to be used by someone who may be deaf, hard of hearing, or speech impaired to call or be called by virtually anyone using a voice telephone. Calls may be placed 24 hours a day, 7 days a week. All calls are confidential. Free service but data or long distance charges may apply. Individuals who are deaf, hard of hearing or speech impaired who do not have a text telephone but do have a computer and internet may use the Sprint IP Relay system.

- Voice to TTY 711 or 800-947-6644
- TTY 711 or 800-947-3529
- Spanish to Spanish 711 or 800-833-7813
- Spanish to English 711 or 877-490-3723
- Sprint IP Relay System visit [www.sprintip.com](http://www.sprintip.com)

## **Dental Resources**

Dental providers listed serve all patients, regardless of ability to pay or insurance status. Wait lists may apply.

- Affordable Dentures** 715-855-1020  
Eau Claire, WI office
- Donated Dental Services** 866-812-9840  
West Allis, WI office – Assists in locating volunteer dentists in your area. Wait list of 12-18 months after application. Applications available on [www.wda.org](http://www.wda.org). Only serves Polk County at this time.
- HyLife, LLC** 715-554-0279  
In home tooth brushing and between the teeth cleaning—services can be provided monthly, every other week, or weekly
- Medical Assistance**  
For a list of up-to-date dental providers who are accepting Medical Assistance for payment, contact:
- **Burnett County Health & Human Services** 715-349-7600
  - **Polk County Human Services** 715-485-8400
- Rice Lake Dental Center** 715-236-8900  
Rice Lake, WI
- NorthLakes Community Clinic**
- Turtle Lake, WI 715-986-2599
  - Hayward, WI 715-634-2541
  - Balsam Lake, WI 715-554-0120
- Cleanings, extractions, initial abscess care, and fillings only



## Sharing and Caring Hands Dental Clinic

612-338-4640

Minneapolis, MN-Extractions and fillings provided free of charge on a first come first serve basis to individuals with little to no dental coverage when a dentist is available. Call to find out when the dentist will be available next.

## Union Gospel Mission

651-789-7605

Free dental clinic for individuals with no insurance. Dental services available include comprehensive exam, cleanings, fillings and tooth extractions.

## **Emergency Needs – Housing, Gas, Food**

911 – Police, Sheriff, Fire and Rescue emergencies, call 911.

### American Red Cross

- St Croix Valley Chapter 651-439-0031  
Bayport, MN office - Serves Polk County
- Western WI Chapter 877-618-6628  
Altoona, WI office - Serves Burnett County

### Burnett County Health & Human Services

715-349-7600

### Harvest of Hope Fund

608-836-4633

Emergency needs for food, home heating fuel, medical expenses, re-training, and other immediate situations for farm families. Madison, WI office

### Interfaith Caregivers of Burnett County

May be able to provide wood for heating to elderly or disabled in crisis 715-866-4970

Modest Needs Grants 844-667-3776

<https://www.modestneeds.org/for-applicants/>

Offers grants for working individuals/families who don't qualify for public assistance programs. Grants can be used to pay for an unexpected or emergency expense or monthly bills an individual can no longer afford to pay because of an unexpected expense. Applications only accepted online at <https://www.modestneeds.org/for-applicants/>. Applicant's must have regular access to a computer, internet and a scanner or fax machine.

### Polk County Community Services Division

715-485-8400

Rural Housing, Inc. 888-400-5974

Madison, WI office – Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills.

See Housing-Shelters for emergency housing/shelters

## Workforce Resource Emergency Assistance Program 855-792-5439

Can help with past due rent, security deposit, first month's rent, and utility disconnects notices. Must have an eviction or disconnect notice and one or more minor children living in the home.

## **Energy and Utility Assistance**

### Energy Assistance Program

Provides financial assistance with heating bills, furnace tuning and replacement, and weatherization for income-eligible households.

- Burnett County Department of Human Services 715-349-7600
- Polk County Community Services Division 715-485-8480

### Energy Star Focus on Energy 800-762-7077

Provides financial incentives to make home improvements and heating and cooling improvements that will decrease your home's energy use. Financial incentives range from \$100-\$2,400.

### EveryoneOn

[www.everyoneOn.org](http://www.everyoneOn.org) or 877-947-4321

Non-for profit company that partners with internet providers to provide low cost internet to individuals on at least one public assistance program. Also connect

individuals to lower cost computers, tablets and other tech equipment.

### Lifeline & Link-Up Program

To apply, contact your local telephone company . These programs are designed to help people on low- or fixed-incomes by reducing phone or cell phone bills and assisting with telephone service connection and installation. Eligible customers must have proof of low-income status or be receiving benefits from one of the following: Wisconsin Works, Medicaid, Supplemental Security Income (SSI), FoodShare, Energy Assistance, or Homestead Credit.

Rural Housing, Inc.

888-400-5974

Madison, WI office – Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills.

SafeLink Wireless

800-977-3768

Free cellular service and cell phone through Lifeline for people with low-incomes.

See Housing-Weatherization Section

Tomorrow's Home Foundation Heating and Cooling Assistance Grant

<http://www.tomorrowshomefoundation.org/>

Grant program available to assist low-income mobile and manufactured homeowners with critical repairs to their primary residence. This grant is for the

replacement of furnaces, water heaters and (medically necessary) air conditioners. Grant recipient must pay at least 10% of costs. Grants given up to \$2,000. Visit website above or email laurie@housingalliance.us for grant application.

USDA Rural Development 715-635-8228  
 Spooner, WI - Provides low-interest loans that can be used for home weatherization. Grants also available for elderly 62 years of age and older to remove or eliminate health and safety hazards.

US Department of Energy  
<http://www.energy.gov/energysaver/incentives-and-financing-energy-efficient-homes>

Information about tax credits, rebates, and savings programs available through the U.S. Department of Energy

## **Employment**

Department of Vocational Rehabilitation (DVR)

- Ladysmith, WI office  
 Serves Burnett County 877-387-3879  
 or TTY 888-877-5939
- Rice Lake, WI office  
 Serves Polk County Voice & TTY 800-228-2587

Great Lakes Inter-Tribal Council Vocational  
 Rehabilitation 800-236-2195 ext 5305  
 Serves St Croix Chippewa Indians of WI

North Country Independent Living 800-924-1220  
 Strength based individual employment services for people with disabilities who wish to find integrated employment in their community.

Stout Vocational Rehabilitation Institute  
 Menomonie, WI - Private pay vocational evaluation and training 715-232-2513

Softec Education, INC 715-688-9629  
 WITC campus/branch in Burnett County providing accelerated training and education on skills needed for employment by local businesses and industry.

West CAP Skills Enhancement Program  
 800-606-9227  
 715-265-4271  
 SEP is designed to assist with the cost of short term training—tech school, certification programs, or the last two years of a four year degree program.

West CAP Adult Literacy Program  
 715-265-4271 ext 1314  
 One-on-one tutoring program for adults that want to improve their literacy skills for personal or job related goals.

Wisconsin Job Center and Wisconsin CEP Inc.  
 Spooner, WI office – Serves Burnett County  
 715-635-2175

or TTY 711

## Wisconsin Senior Employment Program (WISE)

WISE is an employment training program for low income, unemployed individuals aged 55 years and older. Program contact for Polk and Burnett Counties is Joanne Jacobson from Experience Works out of Spooner, WI 715-635-2298

## Work Force Resource

Coordinates a number of different programs related to employment training and finding a job include: vocational training programs through WITC, FSET, W-2, and WIO programs.

Polk County Job Center Balsam Lake, WI

Serves Polk County 715-485-3115  
or TTY 711

Burnett Office in Siren, WI

Serves Burnett County 715-718-4840

Both Workforce Resource locations has computers available for free to individuals to work on job search related activities-resume, job search, job application. Also available to anyone: webinars about interviewing and finding jobs, courses for basic computer skills, help with computers and information about local job openings.

## Wisconsin Indianhead Technical College

Accommodation Specialist

Assists in identifying accommodation needs and developing an accommodation plan for students with disabilities interested in attending WITC.

Rice Lake Campus 715-234-7082 ext 5522

New Richmond Campus 715-246-6561 ext 4393

## **Family Care**

Services are provided to those who qualify to provide an alternative to nursing home-based care. Eligibility is based upon functional assessment, as well as income and assets.

ADRC of Northwest Wisconsin 877-485-2372

Serves Polk & Burnett Counties and the St Croix Chippewa Indians of WI

## **Food and Nutrition Programs**

Commodity Supplement Program for Seniors

715-977-1191

West CAP program provides Free box of commodity foods each month, individuals must be 60 years of age or older and meet income guidelines. Limited # served at each distribution site. Serves Polk County only.

Congregate Dining for Seniors

Offered at sites throughout Polk and Burnett Counties

ADRC of Northwest Wisconsin 877-485-2372



## FoodShare

Provides monthly benefits to help low-income households buy food.

- Great Rivers Consortium 888-283-0012
- FoodShare Screening and Application Assistance 715-496-3121  
Local FoodShare Outreach Specialist

Harvest of Hope Fund 608-836-4633

Emergency needs for food, home heating fuel, medical expenses, re-training, and other immediate situations for farm families. Madison, WI office

## Home-Delivered Meals

Available in Polk and Burnett Counties

ADRC of Northwest Wisconsin 877-485-2372

## **Food Pantries (by city)**

### Amery

- Amery Area Food Pantry 715-268-5999  
230 Deronda Street (Old hospital)  
Leave message. Call before 12:00pm on Wednesday for appt. Open Thursdays from 2:00pm-6:00pm. Serves Amery school district.
- Ruby's Pantry 715-268-7390  
Congregation Church, 201 Harriman Ave North  
9-10:30am the 2<sup>nd</sup> Saturday of each month, \$20 donation appreciated. Serves all of Polk County with multiple locations, dates and times.

## Clear Lake

- Lifeline Food Pantry 715-263-3846  
560 5<sup>th</sup> St. (Old high school)  
Wed. 1-5pm; Thur. 12-4pm. Serves Clayton and Clear Lake school districts

## Cumberland

- Ruby's Pantry  
1330 2<sup>nd</sup> Ave (Elementary School)  
9-10:30 the 1<sup>st</sup> Saturday of each month, \$20 donation appreciate Serves all of Polk County with multiple locations, dates and times
- Cumberland Food Pantry  
Police Department, 1356 2<sup>nd</sup> Ave.  
Fridays 1-3pm. Serves Cumberland School District and surrounding small communities

## Danbury

- Ruby's Pantry  
4<sup>th</sup> Ave and Peet St. (Township Garage)  
10-11:30am on the 1<sup>st</sup> Saturday of each month, \$20 donation appreciated

## Dresser

- People Loving People 715-501-4657  
103 East Main Street  
Mon. 11:00-1:00; Wed. 2:00-5:00; Sat. 11:00-1:00. Open to all.

## Frederic

- Family Pathways Food Shelf 715-327-4425  
Hwy 35, across from Larsen Chevrolet

Call for appointment. Monday and Thursday  
9:00am-6:00pm; Wednesday 12:00-6:00pm;  
Saturday 9:00am-12:00pm

## Grantsburg

- Grantsburg Area Food Shelf  
Village Hall/Policy Garage  
Thursday 9:30-11:30am ; Emergencies –  
Tuesday, 9:30-11:30am. Serves Grantsburg  
school district. No cost.
- Feed My Sheep Ministry                      715-463-5699  
Grace Baptist Church, Hwy 70  
Distribution – 1<sup>st</sup> Saturday of each month at 9:00  
until food is gone. Bring boxes. \$12 donation

## Luck

- Loaves and Fishes  
DBS Lions Hall, 300 North 1<sup>st</sup> Street  
Tuesdays and Thursdays, 11:00am-1:00pm.  
Serves Luck & Unity school districts.
- Ruby's Pantry  
210 E Park Ave (Home and Away Ministries)  
3<sup>rd</sup> Tuesday of the month, 12-1:30. \$20 donation  
appreciated

## Osceola

- The Open Cupboard                              715-294-4357  
402 2<sup>nd</sup> Avenue  
Call for appointment. Open Mon and Wed 9-  
noon, Thurs 11-4pm  
Serves Osceola and Dresser school districts.

## Siren

- Ruby's Food Shelf 715-349-7829  
24534 State Hwy 70/35 (Ruby's Secondhand)  
Monday 10:00am-2:00pm; Wednesday  
10:00am-4:00pm; Friday 10:00am-2:00pm  
Serves Siren and Webster school districts. No  
cost.

## Spooner

- Ruby's Pantry  
780 Elm St. (School Vocational Area)  
9-10:30am 2<sup>nd</sup> Saturday of each month, \$20  
donation appreciated.
- Washburn County Food Pantry 715-635-9309  
1649 Cottonwood Ave., Spooner  
Tuesday, 9:00-11:00 and Thursday 1:00-3:00.  
Will serve border communities of Burnett Co.  
(A&H, Bashaw area)

## St Croix Falls

- Family Pathways 715-483-2920  
2000 US Hwy 8, North Country Mall  
M, T, Th, and F: 9am-5pm, W: 12:00pm-6pm
- St Croix Falls Food Pantry 715-483-9494  
809 Pine Street, Call United Methodist Church  
Monday 9:00-11:00 and Wednesday 3:00-6:00  
and Friday 9:00am-10:00am. Serves SCF  
school district and Unity school district

## Turtle Lake

- Food Pantry 715-986-2241

200 W Martin Ave

Thursdays 1-3pm. Services Turtle Lake School District

## Webster

- Indianhead Community Action Agency  
Connections (next to Holiday gas station)  
Mon, Tues, and Fri 10-3pm Serves all of  
Burnett Co. No cost. 715-866-8151
- Second Harvest Monthly Food Distribution  
Connections in Webster (next to Holiday)  
3<sup>rd</sup> Thursday of each month, 10:30-4pm. Open  
to anyone in need of food.
- Lions Club of Web Lake  
Connections (next to Holiday)  
1<sup>st</sup> Thursday of each month 10:30am-1:00pm
- St Croix Chippewa Commodities Distribution  
24663 Angeline Ave.  
Monday – Thursday, 7:30-4:30. Closed 1<sup>st</sup> week  
of each month. Native American income eligible  
only. 715-349-2195

## Free Community Meals

Alliance Church of the Valley 715-483-1100  
1259 State Rd 35, St. Croix Falls; 4<sup>th</sup> Tues. of every  
month, 5-6:30

Burnett County Churches 715-866-8646

Alternates between churches in Siren, Webster, and Danbury, last Tuesday of each month from 5-6pm, Jan-Oct.

### Deronda Lutheran

1239 65<sup>th</sup> Ave, Amery; 2<sup>nd</sup> Thursday of the month, 5-6pm

### Georgetown Lutheran Church

715-857-5580

877 190<sup>th</sup> Ave, Balsam Lake; 3<sup>rd</sup> Thursday of the month, 12:00pm

### Little Falls Lutheran

715-268-9577

1272 44<sup>th</sup> Ave, Amery; 4<sup>th</sup> Thursday of the month 5-6:30pm

### United Methodist Church

715-755-2275

306 River St., Osceola; Last Wed. of every month (no meal Nov. & Dec.), 5:30-6:30

### United Methodist Church

715-468-2405

135 Reinhart Dr., Shell Lake; 2<sup>nd</sup> Wednesday of every month, 4:00-6:00

### West Denmark Lutheran Church

715-472-2383

2478 170<sup>th</sup> St., Luck; Potluck meal for visitors, guest and those unable to bring food; Last Sunday of each month, 5:00

## **Grocery Delivery**

Amazon

[www.amazon.com](http://www.amazon.com)

Order many grocery items online at [www.amazon.com](http://www.amazon.com) and searching or click the Department tab and grocery at the bottom of the list.

Amery Dick's Fresh Market 715-268-7513  
\$3.00 charge, in-town deliveries only. Delivery on Tuesdays, call by Monday at 3pm.

Clear Lake Nilssen's 715-263-2513  
No charge, in town deliveries only. Delivery on Wednesdays, call by Tuesday at 7pm.

Frederic Grocery Store 715-327-4855  
\$2.50 charge, in town deliveries only. Delivery on Monday and Wedensdays, call by 12 the day of.

Interfaith Caregivers of Polk County 715-825-9500  
Pick up and food delivery from local food pantries

Interfaith Caregivers of Burnett County  
715-866-4970  
Delivers food from local food pantries to individuals in need.

Osceola Dick's Fresh Market 715-294-2158  
\$3.00 charge. Delivery on Tuesdays mornings, call by Monday evening.

Austad's Supervalve 715-986-2244

No charge; delivers in Turtle Lake, Clayton and Almena. Delivery Monday-Friday 9-2pm, call by 4pm the day before delivery.

## Walmart Grocery Pickup

St Croix Falls 715-483-1399

Pine City, MN 320-6295845

Pick out/order yours groceries at <https://www.walmart.com/>. You will be prompted to pick a store and also reserve a pick up time. They will shop for your groceries and load them into your vehicle for you.

## **Health Insurance Programs**

### [ADRC of Northwest Wisconsin](#)

877-485-2372

Elder Benefits Specialists (for people ages 60+) and Disability Benefits Specialists (for people ages 18-59) can provide general information on public and private insurance options. This could include Wisconsin Medical Assistance, SeniorCare, Medicare, SSI MA, etc.

### Forward Health Member Services 800-362-3002

For people already receiving Wisconsin Medical Assistance (MA, Medicaid, BadgerCare+, SSI MA). Answers questions regarding coverage, billing and prior authorization. Also provides referrals to dentist/dental services who accept Medicaid.



## Health Insurance Marketplace

Apply for health coverage, compare options, and enroll in a plan in one place. 800-318-2596

Or [www.healthcare.gov](http://www.healthcare.gov)

## Health Insurance Marketplace Navigators and Certified Application Counselors

Individuals trained and able to help consumers, small businesses, and their employees as they look for health coverage options through the Marketplace, including completing eligibility and enrollment forms. These individuals and organizations are required to be unbiased. Their services are free to consumers.

- Polk County Public Health Department  
715-485-8500  
Serves Polk and Burnett Counties-call for appointment
- Northwest Wisconsin CEP, Inc. 715-635-2175  
Serves Burnett County residents-call for an appointment
- NorthLakes Community Health Clinic  
715-986-2599  
Turtle Lake—Call for an appointment

## Medical Assistance (Medicaid, MA)

- Great Rivers Consortium 888-283-0012  
Serves Polk and Burnett Counties

## Medicare & Medicare Part D Information

- [ADRC of Northwest Wisconsin](#) 877-485-2372
- Disability Drug Benefit Helpline 800-926-4862
- Medicare National Information Line  
800-633-4227
- Medicare Part D Information Line  
866-456-8211

### Medicare Fraud

- Coalition of Wisconsin Aging Groups (CWAG)  
800-366-2990
- Medicare National Information Line  
800-633-4222
- Senior Medicare Patrol  
877-272-8720

MediGap Insurance Helpline 800-242-1060

WI DHS - Information on supplemental insurance policies and health insurance questions.

### Office of the Commissioner of Insurance for WI

Madison, WI office – Regulates and enforces insurance laws, agent licensing and investigates complaints.  
800-236-8517

Senior Care 800-657-2038

A prescription program for Wisconsin residents age 65 or older. There are three levels of program participation, dependent upon income.

- [ADRC of Northwest Wisconsin](#) 800-485-2372

Elder Benefits Specialists can also answer questions and may be able to assist with application materials, if needed.

## **Health & Wellness Programs**

[ADRC of Northwest Wisconsin](#) 877-485-2372

Various programs offered throughout the year, including Stepping On, Powerful Tools for Caregivers, Healthy Living with Diabetes, Tai Chi: Moving for Better Balance and Living Well with Chronic Conditions Program.

Amery Centennial Hall Circuit Breakers Fitness Center 715-268-6605

Amery, WI – Amery Centennial Hall  
Open to adults age 21 and older, \$10/month

Amery Regional Medical Center 715-268-8000  
Amery, WI

Burnett Medical Center 715-463-5353  
Grantsburg, WI

Fitness Centers--Check your phone book/yellow pages for local fitness centers.

Osceola Medical Center 715-294-2111  
Osceola, WI

Ruby's Well Care Center Beauty Salon Service

Free service available to low income residents of Polk and Burnett counties that includes haircuts, styling and other services as products are available. Second Tuesday of the month from 9am-12noon by appointment only. 715-472-7770

Special Olympics of Burnett County 715-491-4862  
Year round sports training and competition in a variety of Olympic-type sports for children and adults with cognitive disabilities; 8 years of age and older

Special Olympics of Polk County 715-491-4862  
Year round sports training and competition in a variety of Olympic-type sports for children and adults with cognitive disabilities; 8 years of age and older

St Croix Regional Medical Center 800-642-1336  
St Croix Falls, WI

### Wisconsin Well Woman Program

WWWP provides preventive health screening services to women, ages 45-64, with little or no health insurance coverage. WWWP pays for mammograms and Pap tests. Income guidelines apply.

- Burnett County Health and Human Services –  
Public Health 715-349-7600
- Polk County Public Health Department  
715-485-8500

### **Foot and Nail Care**

Burnett Medical Center 715-463-5353

\$25 per session

Lean On Me Home Care 715-463-5004  
 \$20/person at the Lean On Me Office, \$40/person in home and \$35/person in the home if providing the service for more than one individual.

Ruby's Well Care Center 715-472-7770  
 Luck, WI-Free nail and foot care/trimming, 2<sup>nd</sup> Tuesday of every month, call to make an appointment

Smilin' Feet 715-416-0694  
 Foot care, massage, reflexology in home services; Serving Webster and Danbury areas; costs vary.

## **Home Health Care**

Licensed home health agencies offer in-home skilled nursing, therapy services and personal care.

Adoray Home Health & Hospice 800- 359-0174  
 Baldwin, WI office – Serves Polk and Burnett County

Allina Home Health Care and Hospice  
 St Paul, MN Office—Services Polk County  
 800-261-0879

Good Samaritan Society Home Health  
 St Croix Falls, WI office—Serves Polk and Burnett Counties  
 715-483-5505

- Hearts of Gold 715-468-2931  
Shell Lake, WI office
- Indianhead Home Health Services 715-532-1545  
Serves Polk and Burnett Counties as well as Barron,  
Douglas, Rusk and Washburn and Sawyer Counties.
- Indianhead Medical Center – Home Health  
Shell Lake, WI office – Serves portions of Burnett  
County 715-468-7833
- Interim HealthCare 715-377-9617  
Hudson, WI office-serves Polk County
- Spoooner Health System – Home Care  
Spoooner, WI office – Serves portions of Burnett  
County 715-635-1238

## **Hospice**

Health care and support services for the terminally ill and their families. Can be provided in-home or in care facilities.

- Adoray Home Health & Hospice 800- 359-0174  
Baldwin, WI office – Serves Polk and Burnett County
- Allina Home Health Care and Hospice  
St Paul, MN Office—Services Polk County  
800-261-0879
- Heartland Hospice 888-633-6522

Eau Claire/Roseville Office--Serves Polk County

Interim HealthCare 715-377-9617  
Hudson, WI office – Serves Polk County

Regional Hospice 715-635-9077  
Spooner/Grantsburg, WI office – Serves Burnett  
County

St Croix Hospice 651-735-3656  
Oakdale, MN office – Serves Burnett and Polk  
Counties

## **Housing – Assistance/Ownership**

Movin' Out 877-861-6746  
Madison, WI office – Member of household must  
have permanent disability

Indianhead Community Action Agency  
Ladysmith, WI office – Serves Burnett County  
715-532-5594

Salvation Army of Burnett County 715-349-8744  
Siren, WI-Administer Tenant Based Rent Assistance  
program for Burnett County

Salvation Army of Polk County 715-485-1221  
Clear Lake Office-Administers Permanent  
Supportive Housing program for Polk County

Rural Housing, Inc. 888-400-5974

Madison, WI office – Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills

USDA Rural Development 715-635-8228  
 Spooner, WI office – Serves Burnett and Polk Counties

Wild Rivers Habitat for Humanity 715-483-2700  
 Serves Polk and Burnett Counties

Wisconsin Housing and Economic Development Authority 800-755-7835  
 Offers a tax deferral loan program for elderly

## **Housing – Renting**

Subsidized apartments may have income, age and/or disability guidelines to qualify for housing.

Amery Housing Authority 715-268-2500

Burnett County Housing Authority 715-866-8231  
 Offers apartments in Siren and Webster, WI

Catholic Charities Bureau 888-276-0246  
 Offers apartments in Siren and Amery, WI

Clear Lake Housing Authority 715-263-3370

Croix Management 651-465-6841  
 Offers apartments in Grantsburg, WI



- Dak Management/Parkview Apartments  
608-348-7755  
Apartments in St Croix Falls, WI
- Frederic Housing Authority  
715-327-8490
- Grantsburg Housing Authority  
715-463-2475
- Horizon Management Group  
800-944-4866  
Offers apartments in Clear Lake and Star Prairie, WI
- Good Samaritan Society-HUD Housing  
St Croix Falls, WI—rent includes all utilities except  
phone, also includes free laundry  
River Town Heights is open to seniors (62+) and  
disabled adults (18+) with mobility impairment  
and Forest Heights-open to seniors (62+)  
715-483-1917  
715-557-0559
- Impact 7  
715-357-3334  
Offers apartments in Amery, Balsam Lake, and  
Centuria
- Luck Housing Authority  
715-472-2032
- Meridian Group, Inc/Hometown Village Apartments  
715-635-3031  
Centuria, WI
- Milltown Apartments  
715-825-2026

- Osceola Housing Authority 715-294-3629
- Paramark/Osceola Village Apartments  
715-294-3560
- Pioneer Apartments 715-472-2164  
Luck, WI
- Polk County Housing Authority 715-294-4243  
Offers apartments in Osceola, Dresser, St Croix  
Falls, Milltown, Balsam Lake and Clear Lake, WI
- Ridgeview Apartments 715-263-2544  
Clear Lake, WI
- Sunny View Apartments, E. Fuller Inc.  
Offers apartments in Milltown, WI 715-634-2040
- St Croix Tribal Housing Authority  
800-236-2195 ext 5130
- Tenant Resource Center 608-257-0143  
Housing problems and questions
- WestCap 800-606-9227  
715-265-4271  
Glenwood City, WI office – Offers rentals in St Croix  
Falls, WI
- WIHousingSearch.org

Free, up-to-date listings of rental housing throughout WI

[wihousingsearch.org](http://wihousingsearch.org)

or 877-428-8844

## **Housing – Shelters**

- Benjamin House 715-736-2437  
Rice Lake, WI; emergency shelter
- CRA (Community Referral Agency) 800-261-7233  
Provides services and support to victims of domestic violence and sexual assault. Also offers shelter. Serves Polk and Burnett Counties.
- Grace Place 715-247-2944  
New Richmond, WI – Salvation Army shelter; offers emergency housing
- Northwoods Homeless Shelter 715-268-5730  
Primarily serves Polk County families or other individuals when possible; offers emergency housing or Crisis Line 715-554-0137
- Serenity Home Shelters 715-485-1221  
Office located in Clear Lake--3 different non-emergency transitional shelter locations in Polk County.
- Faith House 715-349-8744  
Siren, WI—Salvation Army Shelter; non emergency

# **Housing – Modifications, Repairs & Weatherization**

## **Modifications**

Center for Independent Living Western Wisconsin  
Rice Lake, WI office - Serves Polk Co

715-736-1800

or Voice/TTY 866-419-1260

Interfaith Caregivers of Burnett County

Serves Burnett County

715-866-4970

Interfaith Caregivers of Polk County 715-825-9500

Milltown, WI office – Serves Polk County

North Country Independent Living

Superior, WI office – Serves Burnett Co

715-392-9118

or Voice/TTY 800-924-1220

Tomorrow's Home Foundation Helping Hand  
Assistance Program

<http://www.tomorrowshomefoundation.org/>

Grant program available to assist low-income mobile and manufactured homeowners who need critical home repairs that are essential to remain in the home. Grant recipient must pay at least 10% of costs. Grants given up to \$2,500. Visit website

above or email [laurie@housingalliance.us](mailto:laurie@housingalliance.us) for grant application.

## Travis Roy Foundation Quality of Life Grant

Vehicle and home modifications and adaptive equipment grants for spinal cord injury survivors with paraplegia and quadriplegia. Apply online or print an application at:

<http://www.travisroyfoundation.org/sci/grants/application/>

## USDA Rural Development

715-635-8228

Spooner, WI – low interest loans for very-low-income homeowners to repair, improve or modernize homes and grants for elderly (62 years of age and older) very-low-income homeowners to remove health and safety hazards

## Wild Rivers Habitat for Humanity

715-483-2700

A Brush With Kindness program - Serves Polk and Burnett Counties

## **Repairs**

### Interfaith Caregivers of Burnett County

Serves Burnett County

715-866-4970

### Interfaith Caregivers of Polk County

715-825-9500

Milltown, WI office – Serves Polk County

## Home Repair Program

715-726-4580

Loan program designed to assist low and moderate income households with repairs to their homes

Administered by the Chippewa County Housing Authority, Chippewa, WI—Serves Barron, Buffalo, Chippewa, Clark, Dunn, Eau Claire, Pepin, Peirce, Polk and St Croix counties

### Northwest Regional Housing Program

Provides financial assistance to low and moderate income households needing to make home improvements or wishing to purchase a home.

Spooner, WI-Serves Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer and Washburn counties  
715-635-2197

USDA Rural Development 715-635-8228

Spooner, WI – low interest loans for very-low-income homeowners to repair, improve or modernize homes and grants for elderly (62 years of age and older) very-low-income homeowners to remove health and safety hazards

## **Weatherization**

Indianhead Community Action Agency

Ladysmith, WI office – Serves Burnett County

715-532-5594

WestCap

800-606-9227

715-265-4271

Glenwood City, WI office – Serves Polk County. Individual must be eligible for Energy Assistance through WHEAP. WHEAP makes direct referral to WestCap with those individuals who qualify for weatherization assistance.

## **Independent Living Centers**

Provides information and referral, peer support, independent living skills training and advocacy services for people with disabilities. ADA consultation, adaptive equipment and home modifications, financial and medical benefits consultation, housing and transportation information.

Center for Independent Living for Western Wisconsin

Menomonie Office - Serves Polk Co

800-228-3287

North Country Independent Living

Superior, WI office – Serves Burnett Co

715-392-9118

or Voice/TTY 800-924-1220

## **In-Home Help**

This section includes agencies that provide personal care and supportive home care services. Personal care includes “hands-on” services administered to the consumer’s body such as bathing, grooming, and

hygiene. Supportive home care includes services that are done around the consumer's environment such as laundry, cooking, house cleaning, and meal preparation. Medical assistance does not pay for supportive home care services but they may pay for personal care services. Community Supported Living (CSL) programs offer similar services as in home help agencies but are provided on a more flexible schedule and can include more education, to assist the individual in learning a new skill. CSL is also charged differently because of the flexibility in which services can be provided.

### Because There's No Place Like Home, LLC

715-417-2055

Serves Western Wisconsin including Polk and Burnett counties. Accepts private pay and long term care insurance.

### Center of Independent Living of Western Wisconsin

800-228-3287

Serves Polk County (and Barron, Rusk, St Croix, Dunn, Chippewa, Pierce, Pepin, Eau Claire and Clark Counties). Provides personal and supportive home care services. Will hire, train and background check family and friends to provide supportive home care and personal cares. Accepts private pay, MA, and long term care insurance.

### Comfort Keepers

715-381-6730



Serves Polk, St Croix, Pierce, Barron, Burnett ( on a case by case basis), Dunn, Eau Claire, Chippewa and Washington (MN) Counties. Accepts private pay, long term care insurance, and VA.

In Home Foot and Nail Care Services—see the Health and Wellness section

Innovative Services, Inc. 715-919-2147  
 Community Supported Living (CSL) Program serves residents within a 30 mile/30 minute radius of the Siren and St Croix Falls offices; beyond 30 miles or 30 minutes service determined on case by case basis.

IntegriCare 715-205-3746  
 Services those living within 10 miles of Barron County in Polk County. Accepts private pay and works with IRIS/Family Care

Interfaith Caregivers of Burnett County  
 715-866-4970

Interfaith Caregivers of Polk County 715-825-9500

Lean on Me Home Care 715-463-5004  
 Grantsburg, WI office-Serves Polk and Burnett.  
 Accepts private pay, medical assistance, and long term care insurance.

Lutheran Social Services 715-552-2490

Community Supported Living Program serves Polk County. Open to inquiries for services from Burnett County but can't guarantee immediate start of services at this time.

### Peaceful Living

715-386-7071

Hudson, WI office-Serves Polk County. Accepts private pay, medical assistance and long term care insurance. Accepts medical assistance and private pay.

North County Independent Living 800-924-1220  
Serves Burnett County (and Douglas, Bayfield, Ashland, Iron, Washburn, Sawyer, and Price Counties). Provides personal and supportive home care. Will hire, train and background check family and friends to provide supportive home care and personal cares. Accepts private pay, MA, and long term care insurance.

Serenity Care Agency, LLC 715-308-3800  
Boyceville, WI—Serves within a 45 mile radius of Boyceville. Provides personal care and supportive home care services. Accepts private pay and will work with long term care insurance.

Spirit of the Heart 715-441-0159  
Centuria, WI-Serves within 30 minutes or 20 miles of Centuria. Provides personal care and supportive

home care services. Accepts private pay and will work with long term care insurance.

Touching Hearts at Home 715-245-1944  
Woodville, WI office – Serves Polk County. Accepts private pay and long term care insurance.

## **Legal Assistance**

Legal representation is not guaranteed by these resources.

Coalition of Wisconsin Aging Groups (CWAG)  
Milwaukee, WI office 800-366-2990  
TTY 888-758-6047

Consumer Law Clinic – UW Madison 608-263-6288  
The CLC handles individual and class action lawsuits in state and federal court covering a variety of consumer protection issues, including misrepresentation and fraud, credit scams, predatory lending, unfair debt collection practices and "fringe banking" abuses by rent-to-own and payday loan companies. Staffed by law students.

Disability Rights Wisconsin 715- 736-1232  
Rice Lake, WI office 877-338-3724  
TTY 888- 758-6049

Elder Rights Project 844-614-5468  
Provides free civil legal service to victims of elder abuse who are Wisconsin residents, 60 years of age and older, regardless of income.

Tenant Resource Center 608-257-0143

Tenant Resource Center (TRC) offers free housing counseling for tenants and landlords interested in learning more about their rental rights and responsibilities under Wisconsin law. Madison, WI office

Upper Midwest Pension Rights Program

North St. Paul, MN office – Serves WI, MN, SD, ND. Helps to locate missing pensions. Answers questions about pension benefits.

866-783-5021

Wisconsin Guardianship Support Center

Toll free helpline provides information on the following subjects: guardianships, powers of attorney, protective placement and other advance directives

855-409-9410

Wisconsin Hispanic Lawyers Association

414-331-2679

Can assist individuals in finding a Spanish speaking lawyer and/or a lawyer with knowledge of issues facing Hispanic individuals and communities.

Wisconsin Judicare, Inc. 800-472-1638

Wausau, WI office - Legal services for persons with low-incomes; also provides Indian Law Office for tribal members of recognized tribes in Wisconsin

Wisconsin State Bar Association Lawyer Referral & Information Services 800-362-9082

- Modest Means Program-Assists people whose income is too low to afford usual legal fees, but too high to receive free legal assistance. Call State Bar for further details and qualifiers.

## **Medical Equipment and Assistive Devices**

The following businesses or organizations sell, rent, or loan durable medical equipment and/or assistive devices/technology. Check with each to find out what specifically they carry or can order. Keep in mind Polk and Burnett Counties are in a competitive bidding area for mail order diabetic supplies; when purchasing these supplies be sure to purchase from a competitive bidding contract supplier.

Contact Medicare to find all suppliers of medical equipment and supplies in your area or to find suppliers in the area that carry the specific product you need.

Website: [Medicare.gov](http://Medicare.gov); Toll Free Number: 800-633-4227; TTY: 877-486-2048

ADRC of NW WI Loan Closet 877-485-2372  
Balsam Lake and Siren, WI—Items available for rent for up to 6 months include: Walkers, shower benches, bath chairs, toilet riser, commode, wheelchairs, cane, grab bar, grab it/reacher, shoe

horns. Most items available at both locations, call ahead to check on availability. No cost to rent. Not Medicare Certified.

Apria Health Care 800-277-4288  
Rice Lake, WI office – Serves Burnett and Polk Counties, Medicare Certified

Balsam Lake Pharmacy 715-485-3374  
Balsam Lake, WI—Medicare Certified

Chet Johnson Drug 715-268-8121  
Amery, WI office – Limited in-store supply, but will order in. Medicare Certified Provider for all durable medical equipment except wheelchairs

Center for Independent Living Western Wisconsin  
Menomonie, WI office - Serves Polk Co  
Assistive technology loan and demonstration program  
800-228-3287

Frederic Pharmacy 715-327-4208  
Frederic, WI—Medicare Certified

Hope Gospel Mission Bargain Center and Building Center 715-839-9498  
Eau Claire, WI—Used items for sale at discounted rate such as hospital beds, motorized wheel chairs,

manual wheel chairs etc. Call to check for availability of items.

**Handi Medical Supply** 800-514-9979  
 St Paul, MN office – Will provide mail-order supplies and equipment to Polk and Burnett Counties. Larger items (beds, wheelchairs, etc.) can only be delivered and serviced to southern Polk and Amery area. Medicare Certified.

**Home Health Resources** 715-268-9164  
 Amery, WI office—Medicare Certified

**Home Medical Products and Services**  
 Rice Lake, WI office—purchase and/or rent medical equipment. Medicare Certified 800-528-9969

**J&B Medical** 800-737-0045  
 Incontinence supply provider for Medicaid recipients in WI. Medicare Certified

**Lincare (Respiratory/Oxygen supplies)** 855-483-1927  
 St Croix Falls, WI office – Serves Burnett and Polk Counties. Medicare Certified

**Luck Pharmacy** 715-472-2122  
 Luck, WI—Medicare Certified

**North Country Independent Living**  
 Superior, WI office – Serves Burnett Co  
 715-392-9118

or Voice/TTY 800-924-1220

Siren Pharmacy 715-349-2221

Siren, WI—home health products in store and can order in other items not on hand. Not Medicare certified

Stout Vocational Rehabilitation Institute

UW-Stout, Menomonie, WI – Wheelchair clinics offered once a month

715-232-2513

Travis Roy Foundation Quality of Life Grant

Vehicle and home modifications and adaptive equipment grants for spinal cord injury survivors with paraplegia and quadriplegia. Apply online or print an application at:

<http://www.travisroyfoundation.org/sci/grants/application/>

Wood River Pharmacy 715-463-2525

Grantsburg, WI—Medicare Certified

Yellow River Pharmacy 715-866-8644

Webster, WI—Medicare Certified

## **Medication Management**

Medication management options that are available include licensed home health care agencies,



medication dispensing boxes and individual packaging of medication by pharmacies.

**Licensed Home Health Agencies**—see Home Health Care.

**Medication Dispensing Equipment**—see Personal Emergency Response Systems

## **Pharmacies**

Pharmacies that provide the option of individually packing medication in bubble packs. Most offer different options in regards to packaging; please call pharmacy for options/prices and they can help you decided which will work best for your particular circumstance.

|   |              |
|---|--------------|
| Balsam Lake Pharmacy<br>Balsam Lake, WI | 715-485-3374 |
| Chet and Sons Drug<br>Amery, WI         | 715-268-8121 |
| Frederic Pharmacy<br>Frederic, WI       | 715-327-4208 |
| Luck Pharmacy<br>Luck, WI               | 715-472-2122 |
| Siren Pharmacy<br>Siren, WI             | 715-349-2221 |

|                                       |              |
|---------------------------------------|--------------|
| Wood River Pharmacy<br>Grantsburg, WI | 715-463-2525 |
| Unity Pharmacy<br>Balsam Lake, WI     | 715-825-4498 |
| Yellow River Pharmacy<br>Webster, WI  | 715-866-8644 |

## **Mental Health/AODA and Substance Abuse**

Alcoholics Anonymous 715-931-8262  
District 23 of the NW Wisconsin/UP AA. Covers Polk and Burnett Counties. Call for meeting locations, times and contacts. Meetings offered in several communities. Visit <http://www.area74.org/meetings.html> for meeting information as well.

Amery Behavioral Health 715-268-8000  
Includes Inpatient Short-Stay for adults ages 55 and over.

Burnett County Health and Human Services  
715-349-7600

Burnett County Mental Health Crisis Line  
888-636-6655

Counseling Agencies

Check your phone book for local listings of counseling agencies. Counselors may have their own practices and offices, or may work in joined agencies, clinics or hospitals.

Women's 12 Step Support Group      715-566-1992  
 Group meets every Tuesday at 10am at New Beginnings Alano Club in Siren and is for women with hurts, habits and hang-ups.

Friendship Line      800-971-0016  
 24 hour toll free crisis intervention hotline and warm line for non-urgent calls for people age 60 and older and adults of all ages living with a disability.

Gamblers Anonymous Area 8A Minnesota  
 Area 8A Minnesota serves and provide information about meetings available in Northwest Wisconsin. Contact the number or visit [www.minnesotaGA.com](http://www.minnesotaGA.com) to find a list of local meetings.      855-222-5542

Hopeline      Text HOPELINE to 741741  
 Text-in (versus voice call-in) free service for help and hope –for anyone in any type of situation, providing them access to 24/7 emotional support and information

Mental Health Task Force of Polk County  
[mentalhealthpolk.org](http://mentalhealthpolk.org)

Website provides information and links to local resources, including Burnett Co. and Chisago Co. (MN)

### NAMI of Polk County

Centuria, WI – monthly meetings at Fristad Church-  
[namiconnectionspolkcounty@gmail.com](mailto:namiconnectionspolkcounty@gmail.com)

NAMI of Wisconsin 800-236-2988  
 Madison, WI office

Narcotics Anonymous <https://www.na.org/>  
 Visit the na.org website to find a local meeting.

National Suicide Prevention Hotline 800-784-2433

Polk County Community Services 715-485-8400

Polk County Mental Health Crisis Line  
 888-552-6642

Solstice Warmline 608-422-2383  
 Non-clinical service for individuals with mental health and/or substance abuse issues just needing someone to talk to. Open Mon-Fri 4-10pm and Sat/Sun 2-10pm.

St Croix Tribal Mental Health/AODA  
 715-349-2195 ext. 264

Trevor Project 866-488-7386  
 Suicide prevention crisis line for LGBTQ

Veterans Crisis Line 800-273-8255 press 1  
 Suicide prevention crisis line for veterans and their families and friends to call. Online chat is available at [www.veteranscrisisline.net/chat](http://www.veteranscrisisline.net/chat) or to text, text to 838255.

Wisconsin Addiction Recovery Helpline  
 Call 2-1-1 or 866-944-4673  
 Text zip code to 898211  
 Live Chat at: [www.addictionhelpwi.com](http://www.addictionhelpwi.com)

Free and confidential services provided by Wisconsin DHS and managed by Wisconsin 211. Helpline specialist help callers find and navigate local resources.

Wisconsin Council on Problem Gambling  
 Green Bay, WI office 800-426-2535

Wisconsin Sowing the Seeds of Hope Program  
 Wisconsin Farm Center - Madison, WI - Counseling assistance to farmers 800-942-2474

## **Nursing Homes – Skilled Nursing Facilities**

For options in paying for nursing home care, information on area nursing homes, or other options to nursing home placement, contact: [ADRC of Northwest Wisconsin](http://www.adrc.org) at 800-485-2372

Maple Ridge Care Center 866-333-6002  
 Spooner, WI 715-635-1415

|  |              |
|--|--------------|
| Christian Community Home<br>Osceola, WI                            | 715-294-1100 |
| Continuing Care Center at Burnett Medical Center<br>Granstburg, WI | 715-463-5353 |
| Frederic Nursing & Rehab<br>Frederic, WI                           | 715-327-4297 |
| Golden Age Manor<br>Amery, WI                                      | 715-268-7107 |
| Good Samaritan Society<br>St Croix Falls, WI                       | 715-483-9815 |
| United Pioneer Home<br>Luck, WI                                    | 715-472-2164 |
| Willow Ridge<br>Amery, WI  | 715-268-8171 |

## **Personal Emergency Response Systems**

Personal Emergency Response Systems allow individuals to call for assistance at the touch of a button. Call button can be worn as a pendant or wristband. Additional features may be available. In addition, to the pendant or wristband, individuals in need can get a pill box that will dispense medications needed for that day and time and alarms when accessed.

- Comfort Keepers** 715-381-6730  
Eau Claire, WI office  
Personal emergency response, camera surveillance, motion detectors pressure sensitive floor mats and med management dispensing systems available
- CWS Cabin Watch** 715-483-0083  
St Croix Falls, WI office  
Surveillance systems and personal emergency response-no med management dispensing systems.
- Guardian Alert Plus 911/Logic Mark** 866-541-8387  
Personal emergency response system for veterans that requires no landline, no cell phone and has no monthly fees. Provided free to eligible veterans through the VA. Lower private pay price for non-eligible veterans.
- Healthcomm** 800-525-6237  
Remote monitoring/telehealth monitoring, personal emergency response systems, vitals monitoring, medication management systems, fall detectors/auto call options. Monthly fee.
- Home Medical** 800-528-9969  
Rice Lake, WI  
Freedom Alert personal emergency response system. \$299.95 for the whole system; no monthly fees.

## Life Assist USA

In home personal emergency response, GPS locator, fall detectors/auto call options, med management dispensing systems available

Madison, WI office-Serves Polk Co. 888-860-8098  
 Grantsburg, WI--Serves Burnett and northern Polk  
 Co 715-222-6370  
 715-463-5606

## LifeFone/Touching Hearts at Home 715-245-1944

Personal emergency response system at home, on the go (with 3G cellular), fall detectors/auto call options; different package options ranging in price-\$24.95-\$46.95/month. No activation or equipment fees.

Woodville, WI office-Serves southern parts of Polk County

## Philips Life Line 800-368-2925

St Croix Falls, WI office

Mobile and in home personal emergency response, fall detectors/auto call options, locator and med management dispensing system

## Safe Living Technologies/VRI 800-860-4230

Does not require a landline for service, Personal emergency response and med management dispensing systems available

## Stealth Optimum Security 715-483-3900



St Croix Falls, WI—serves Polk, Burnett and St Croix Counties

Security systems, surveillance systems, personal emergency response, motion detectors, fall detectors/auto call options, and medication reminder system (no medication dispensing system)

## **Project Lifesaver**

Polk County Sheriff's Department      715-485-8300

Project Lifesaver is a public safety program designed to protect and locate missing persons due to wandering. Families can enroll at risk individuals in this program and purchase a receiver in which the at risk individual wears. Through this receiver the Polk County Sheriff's Department can locate this individual if lost. Serving Polk and Burnett County.

## **Reduced Rate Healthcare**

### **Direct Access Testing/Cash Labs**

Area facilities below offer Cash Labs/Direct Access Testing at a discounted cash price for common lab tests, have a financial assistance program available to patients needing medical care but are unable to afford the medical expenses and/or offer. Contact individual facility for more information.

Amery Hospital and Clinics

715-268-0241

Amery, Clear Lake, Luck and Turtle Lake Clinic  
Locations--Direct Access (Lab) Testing and financial  
assistance program available.

Burnett Medical Center 715-463-5353  
Grantsburg, WI-- Direct Access Testing and financial  
assistance program, Community Care Program,  
available

Osceola Medical Center 715-294-2111  
Osceola, WI- Offers Cash Labs/Direct Access  
Testing and financial assistance program,  
Community Care Fund, available.

### **Free Clinics**

Rice Lake Area Free Clinic 715-736-3733  
Rice Lake, WI-Every Tuesday night from 5-9pm;  
services are free to individuals with no health  
insurance and who make less than 200% of the  
Federal Poverty Level

Ruby's Well Care Center 715-472-7770  
Luck, WI--Every Tuesday from 4-7pm. Please call  
for an appointment, walk in appointments not  
guaranteed as appt times vary based on provider  
availability. Prevention based clinic providing  
referral services, patient support and prescription  
services.

## **Representative Payee Services**

House Calls of Menomonie, Inc. 715-232-6475

Menomonie, WI office

Lutheran Social Services of WI and Upper  
Michigan, Inc.

Superior, WI office 715-394-4173 ext. 107

Payee Services, Inc. 715-233-0203  
Menomonie, WI office

Polk Burnett Payee, Inc. 715-554-0028  
Siren, WI office

Superior Vocations Center, Inc. 715-392-6171  
Superior, WI office

Twin Ports Guardianship and Payee  
Superior, WI office 715-392-3137  
or 866-271-1312

## **Respite Care**

Respite care options can include day break services, facility-based care, or in-home respite care.

Adult Day Care/Respite 715-463-5353  
Continuing Care Center at Burnett Medical Center,  
Grantsburg, WI-In facility respite care services only.

American Parkinson Disease Association-WI  
Chapter 608-345-7938  
Caregiver respite program for Parkinson patients  
that provides a \$500/yr stipend to Parkinson patients

to be used for respite care services. No financial requirements but must not be receiving any other funded or subsidized respite care services.

**Community Homestead** 715-294-3038  
 Osceola, WI--Day program for individuals with disabilities to learn skill development, decision making, social growth and responsibility. Must be able to care for their basic needs or know how to ask for help. \$25/half day. Transportation accommodated on a case by case basis.

**Day Friends** 715-485-8762  
 Day respite for individuals with dementia located in Balsam Lake, WI – Weekdays, 7:30-3:30. Transportation available.

**Happy Day Club** 715-416-2942  
 Day respite care program for individuals with dementia located in Spooner, WI

**Interfaith Caregivers of Burnett County**  
 715-866-4970

**Interfaith Caregivers of Polk County** 715-825-9500

See In Home Help Agencies for a local list of agencies that may provide in home respite care.

See Assisted Living Facilities and Nursing Homes for local facilities that may provide facility based respite care services.

## **Senior Centers**

Provide recreation activities for older adults, cards, crafts, dancing, trips, movies, exercise, etc. Listed alphabetically, by city:

|                                  |                                 |
|----------------------------------|---------------------------------|
| A&H Area                         | 715-635-7199                    |
| Amery                            | 715-268-6605                    |
| Balsam Lake                      | 715-268-7649<br>or 715-485-3306 |
| Cushing                          | 715-488-2467                    |
| Frederic                         | 715-327-8623                    |
| Grantsburg                       | 715-463-2940                    |
| Luck                             | 715-472-8285                    |
| Siren                            | 715-349-7810                    |
| St Croix Valley (St Croix Falls) | 715-483-1901                    |
| Webster                          | 715-866-5300                    |

# **Senior Dining – Home Delivered**

## **Meals and Meal Sites**

For information or to sign up for meals, please contact the ADRC of Northwest Wisconsin. Current menus:

<http://www.adrcnwwi.org/dining.htm>

### **Home Delivered Meals**

ADRC of Northwest Wisconsin 877-485-2372

### **Meal Sites (Congregate Dining)**

ADRC of Northwest Wisconsin 877-485-2372

A&H Area 715-635-7199

A&H Senior Center, 28315 County Rd H, Webster,  
WI

Amery 715-268-6818

Congregational Church, 201 Harriman Ave. N,  
Amery, WI

Grantsburg 715-463-2940

118 Madison Ave West, Grantsburg, WI

Milltown 715-825-5025

301 2<sup>nd</sup> Ave SW

Siren 715-349-2845

23943 State Road 35, Siren, WI

Webster

- Webster Senior Center 715-866-5300

7421 West Apple St, Webster, WI

St Croix Tribe Elder Congregate Dining

Dabury Nutrition Site, 7530 Riversmeet Rd  
715-656-3227

Land Lake Nutrition Site, 4460 HWY 70, Hertel  
715-349-2849

## **Social Security & SSI**

For information about Social Security, Medicare or Supplement Security Income (SSI), contact:

Social Security Administration

- Eau Claire Office 866-815-2924
- Rice Lake Office 888-823-3923
- Superior Office 877-628-6578

Wisconsin SSI Office 800-362-3002

Madison, WI office – This phone number is used for Forward Health member services as well. Please listen to options, and choose SSI when offered.

## **Support Groups**

### **AA/AI-Anon/NA/Addiction Meetings**

See Mental Health/AODA and Substance Abuse

### **Alzheimer's and Caregivers**

See Alzheimer's Disease, Dementia & Memory Loss

### **Brain Injury**

- Traumatic Brain Injury Support Group

Welcomes members from Polk, Burnett and  
surrounding areas 715-327-4474

## **Cancer**

- Cancer Support Group 715-243-2800  
Held at St Croix Regional Medical Center the  
last Tuesday of every month 10-11am;  
registration not required

## **Caregivers**

- ADRC of Northwest Wisconsin 877-485-2372  
Peace Lutheran Church, Dresser, WI and  
Grantsburg Public Library, Grantsburg, WI  
(starting March 2019)
- Caregiver Teleconnection 866-390-6491  
Connects family caregivers with trusted  
professionals and other caregivers and provides  
education through one hour, free “tele-learning”  
sessions. More info at  
[www.caregiverteleconnection.org](http://www.caregiverteleconnection.org)
- Family Caregiver Call-In 877-416-7083  
Free telephone support group for family  
caregivers on the 2<sup>nd</sup> Tuesday of each month  
from 1-2:30pm. Call the number to the right to  
reserve a spot and get the call-in phone number.

## **Cardiac**

- Amery Regional Medical Center 715-268-7191
- Osceola Medical Center 715-294-1111

## **Chronic Pain**



- Chronic Pain Support Group 800-642-1336  
St Croix Regional Medical Center

## **Diabetes**

- Amery Hospital and Clinic 715-268-8000
- St Croix Regional Medical Center  
800-642-1336
- Burnett Medical Center 715-463-5353

## **Hurts, Habits and Hangups**

- Women's 12 Step Support Group 715-566-1992  
Group meets every Tuesday at 10am at New Beginnings Alano Club in Siren and is for women with hurts, habits and hang-ups.

## **Down Syndrome**

- Down Syndrome Association of WI  
866-327-3729

## **Grief**

- New Life Christian Community 715-557-1431
- Regional Hospice 715-635-9077
  - Support groups meet in Spooner and Grantsburg Area
- St Croix Regional Medical Center 715-483-3261  
ext 2016

## **Mental Illness**

- NAMI of Wisconsin 800-236-2988  
Madison, WI office
- Polk County Human Services 715-485-8400

## Multiple Sclerosis

- Polk County Self-Help Group 800-344-4867  
3<sup>rd</sup> Saturday of the month, 2-4pm at the Good Samaritan Center, St Croix Falls
- Superior MS Group 715-398-5043  
218-391-6262  
2<sup>nd</sup> Tuesday of the month at 6pm at North Country Independent Living Center, Superior, WI
- MS Connection  
<http://www.msconnection.org/Support/Support-Groups>  
Online support groups, blogs, one-on-one peer support programs
- MS Self-Help Group 763-742-8572  
2<sup>nd</sup> Tuesday of the month, 6-7:30pm at the Larsen Family Public Library, Webster, WI

## Parkinson's

- Parkinson's Foundation Helpline 800-473-4636  
Help people with PD, caregivers and healthcare providers navigate every aspect of Parkinson's, offer emotional support, share current information and resources.

## Tax Assistance

Organizations listed offer free tax preparation assistance during the tax season-January through April.

## IRS Volunteer Income Tax Assistance

800-906-9887

Free tax help to people who make less than \$54,000 annually, persons with disabilities and limited English speaking taxpayers who need assistance preparing their own tax returns. Contact for local volunteers during the tax preparation season.

## AARP Tax Aide Program

888-227-7669

Free tax help to primarily seniors but will help low income adults needing assistance. Multiple locations through Polk and Burnett Counties available only end of January –April 15<sup>th</sup>. During this time contact the number above or the ADRC of NW WI at 877-485-2372.

# Transportation

## **Adaptations**

### A&J Mobility

715-874-6630

Eau Claire, WI – Automobile and van adaptations

### Travis Roy Foundation Quality of Life Grant

Vehicle and home modifications and adaptive equipment grants for spinal cord injury survivors with paraplegia and quadriplegia. Apply online or print an application at:

<http://www.travisroyfoundation.org/sci/grants/application/>

## **Automobile Purchase/Repair Assistance**

Jump Start Program 715-265-4271

WestCAP - Glenwood City, WI office – Vehicle purchase assistance for people with low incomes. Serves Polk and Burnett County Residents.

## **Disabled Parking Permits/Applications**

Wisconsin Department of Motor Vehicles

- Disabled Parking License Plates 608-264-7169
- Temporary Disability Parking Permit 608-264-7169
- Permanent Disability Parking Permit 608-264-7169
- General Questions/Concerns 608-264-7477

## **Employment Related Transportation**

- St Croix Tribal Transportation WETAP

800-236-2195 ext 5113

Serves low income individuals needing employment related transportation in Burnett County.

## **Lift-Equipped/WC Accessible Vans – Non-Emergency**

- ADRC of NW WI Van 877-485-2372  
For shopping, errands and socialization trips schedule by the ADRC of NW WI.

- Handi-Lift-Cumberland, WI 800-989-7433
- Heartland Transportation, LLC 715-949-1313
- Endeavors-Balsam Lake, WI 715-554-2983  
715-554-2585

No employment related transportation provided.

- Wheels To Go Transportation-Centuria, WI  
715-553-3232

## **Medical Assistance (MA, Medicaid, BadgerCare) Transportation**

MTM 866-907-1493  
or TTY 800-855-2880

## **Medical Appointment Transportation**

- [ADRC of Northwest Wisconsin](#) 877-485-2372  
Burnett and Polk County residents  
\*\* Charges for transportation provided by ADRC drivers will apply
- Amery Hospital and Clinic 715-268-8000  
Transportation to and from Amery Hospital and Clinic (Amery only, Would Health Center and Behavior Health within a 20 mile radius of these locations. Patients must be ambulatory. \$2.00 donation requested but not required. Ask for registration and scheduling
- Burnett County Veterans Service Office

Offers transportation for Burnett County Veterans to and from VA Medical Center in Minneapolis, MN. Riders must be ambulatory and call a minimum of 3 days in advance.

715-349-2179

- Greater Minnesota Van Service 800-258-1210  
Transportation to/from medical appointments at Abbott Northwestern and United Hospitals. Pick up at St Croix Regional Medical Center and Burnett Medical Center- \$60 round trip. Call 48-72 hours in advance for trip requests.

## **Transportation for any Reason- Ambulatory Only**

- Interfaith Caregivers of Burnett County  
Volunteer drivers serve Burnett County elderly/disabled 715-866-4970
- Interfaith Caregivers of Polk County  
Volunteer Drivers serve Polk County elderly/disabled No employment related transportation provided. 715-825-9500
- New Freedom Volunteer Driver Transportation Program  
Volunteer Drivers serve Polk and Burnett county residents with a barrier to providing own transportation  
Polk County call 800-228-3287  
Burnett County residents call 800-924-1220

Individuals on Family or IRIS from Polk and  
Burnett County call

800-228-3287

- **New Freedom Voucher Program**  
Eligible individuals qualify for vouchers that can be used like checks for transportation services
  - Center for Independent Living for Western Wisconsin (Polk residents) 800-228-3287
  - North County Independent Living (Burnett residents) 800-924-1220 Ext. 20
- **Northwest Transportation Specialists**  
Serve Siren, Amery and Hayward surrounding areas 715-349-7021

## **Tribal Programs and Services**

The St Croix Chippewa Indians of Wisconsin offer various programs and services to tribal members. Please contact the St Croix Tribal Governmental Offices for more information.

| <b>St Croix Tribal Governmental Offices</b><br>800-236-2195<br>24663 Angeline Avenue, Webster WI 54893<br><a href="http://www.stcciw.com">www.stcciw.com</a> |                |                  |
|--|----------------|------------------|
| <b>Department</b>  | <b>Contact</b> | <b>Extension</b> |
| Aging Unit   | Erica Doriott  | 5108             |
| Behavior Health  | Receptionist   | 5264             |
| Caregiver  | Aging Unit     | 5108             |

|                           |  |                          |
|---------------------------|--|--------------------------|
| Program Manager           |  |                          |
| Clinic                    | Receptionist<br><i>or</i> Direct Toll Free | 5150<br>877-455-<br>1901 |
| Community Health          | Casey Denver                               | 5139                     |
| Construction              | Delores Staples                            | 5212                     |
| Dementia Care Specialist  | Dianna Stumph                              | 5150                     |
| DNR                       | Gaynell Lemieux                            | 5185                     |
| Education                 | Karen Washington                           | 5303                     |
| Elder Advocate Program    | Maryann Morrison                           | 5140                     |
| EPA                       | Sarah Slayton                              | 5240                     |
| Finance/Per Capita Office | Receptionist                               | 5299                     |
| Food Distribution         | Jake Reynolds                              | 5271                     |
| Handymen                  | Chalah Mosay                               | 5168                     |
| Head Start                | Terri Moritz                               | 5246                     |
| Historical Preservation   | Wanda McFaggen                             | 5238                     |
| Housing                   | Natasha Breeden-Reynolds                   | 5130                     |
| Human Resource Director   | Jackie Mallory                             | 5150                     |



|                                       |  |  |
|---------------------------------------|--|--|
| Indian Child Welfare/ Human Services  | Receptionist   | 5150                                   |
| Director of Health and Human Services | Jackie Lowe  | 5257                                   |
| Interstate Office                     | Jennifer Taylor  | 5337                                   |
| Legal                                 | Receptionist   | 5100                                   |
| Patient Benefits Assistance           | Kayla Anderson   | 5256                                   |
| Police Department                     | Frank Taylor<br><i>or</i> Dispatch<br><i>or</i><br>NON-EMERGENCY | 80-7006<br>80-7000<br><br>715-349-8638 |
| Travel                                | Nikki Cadotte  | 5318                                   |
| Tribal Benefits                       | Kelly Bertuliet  | 5306                                   |
| Tribal Court                          | Receptionist   | 5100                                   |
| Tribal Enrollment                     | Carmen Bugg  | 5274                                   |
| Vocational Rehabilitation             | Molly Lonetti  | 5305                                   |
| Youth                                 | Mark Soulier   | 5310                                   |

## **Veteran's Services**

Assistance to Needy Veterans Grants

Provides limited financial assistance to those in need and who have exhausted all other sources of aid. Apply through your County Veteran Service Office

- Polk County 715-485-9243
- Burnett County 715-349-2179

**Burnett County Veteran's Service Office**

715-349-2179

**Guardian Alert Plus 911/Logic Mark 866-541-8387**

Personal emergency response system for veterans that requires no landline, no cell phone and has no monthly fees. Provided free to eligible veterans through the VA. Lower private pay price for non-eligible veterans.

**Polk County Veteran's Service Office**

715-485-9243

**Supportive Services Veterans Grant**

Grant provides 1<sup>st</sup> month's rent and security deposit or 2 month's back rent for Veterans who are homeless or soon to be evicted. Must provide DD 214 form.

- Indianhead Community Action  
Agency/Connections Webster, WI; serves Burnett Co. 715-866-8151
- Veterans Assistance Foundation Inc.  
Serves Polk Co. 866-823-8387

**Veterans Crisis Line**

800-273-8255 press 1

Suicide prevention crisis line for veterans and their families and friends to call. Online chat is available at [www.veteranscrisisline.net/chat](http://www.veteranscrisisline.net/chat) or to text, text to 838255.

## Veteran Outreach and Recovery Program

715-558-2557

Treatment and recovery support program for veterans who are homeless and have a behavioral health disorder. Outreach and Recovery Specialists (ORSs) work with the veterans to ensure they have stable housing, connect them to proper treatment and follow-up to ensure that the treat is continual and effective.

## **Vision – Blind or Low Vision**

Center for Independent Living Western Wisconsin

Rice Lake, WI office - Serves Polk Co

715-736-1800

or Voice/TTY 866-419-1260

Hadley School for the Blind

800-323-4238

Winnetka, IL office – Offers distance learning courses

Office for the Blind and Visually Impaired

Madison, WI office – Rehabilitation services are provided by the Office for the Blind and Visually Impaired (OBVI) to help individuals who are blind or visually impaired to achieve their own goals of

independent living. OBVI staff visit individuals in their homes, conduct group trainings, and teach techniques and technologies for use in daily living (home management, personal care, Orientation & Mobility, and communications). Resources and referrals also provided. 888-879-0017

### North Country Independent Living

Superior, WI office – Serves Burnett Co

715-392-9118

or Voice/TTY 800-924-1220

### National Federation of the Blind Newsline

Free access to newspapers, magazines and TV listings on the phone and on the web.

866-504-7300

### The Low Vision Store-Northern Wisconsin

St Paul, MN; Features hundreds of items designed to make living easier for those with low vision or blindness.

800-871-8780

### Wisconsin Council of the Blind & Visually Impaired

- Madison, WI office 608-255-1166  
Free white canes. Other services, resources and referrals available.
- Sharper Vision Store 800-783-5213  
Features hundreds of items designed to make living easier for those with changing vision or blindness.

Wisconsin Talking Book & Braille Library

Milwaukee, WI office

800-242-8822

## **Youth - Disabled**

### **Aging and Disability Resource Center**

**877-485-2372**

The Aging and Disability Resource Center of Northwest Wisconsin assists with the transition process of disabled youth to adulthood starting at 17.5 years of age and offers a single entry point for information and assistance on issues affecting students and adults with disabilities regardless of income. It is generally advised to contact the ADRC when the youth is 17.5 years so that adequate time is left for planning and preparing for applying for, and transitioning to, adult disabled status and programming.

### **Advocacy and Education**

Polk/Burnett County Community on Transition

A coalition of transition professionals, teachers, and related agencies facilitated by the ADRC of Northwest Wisconsin and focused on increasing awareness around available local resources for families and youth in transition.

**877-485-2372**

Wisconsin Statewide Parent-Educator Initiative

Family Engagement Liaisons) work with parents, educators and school districts to promote positive partnerships and provide support to families of children with special needs.

612-810-5608

Wisconsin Transition Improvement Grant

<https://www.witig.org/resources-for-parents.html>

608-921-1400

## **Decision Making Supports**

Options for youth who will need assistance making decisions as an adult should be connected with when the youth turns 17.5 years of age

### **Adult Protective Services**

For information and assistance with the guardianship process—guardianship of estate and person

Polk County Community Services Division

715-485-8400

Burnett County Health and Human Services

715-349-7600

## **Health and Wellness**

Special Olympics of Burnett County 715-491-4862

Year round sports training and competition in a variety of Olympic-type sports for children and adults with cognitive disabilities; 8 years of age and older

Special Olympics of Polk County 715-491-4862

Year round sports training and competition in a variety of Olympic-type sports for children and adults with cognitive disabilities; 8 years of age and older

**Independent Living Supports** –See  
Independent Living Centers Section

## **Long Term Care Programs**

Voluntary long term care Medicaid waiver programs for individuals with disabilities who need services— supported employment, in home help, independent living skills training, adult family home setting etc. --- on a long term basis, with no other means to pay for them.

Children’s Long Term Care Waiver is for children birth to 18. Children/families on the Children’s Long Term Care Waiver program will be directly referred to the ADRC at 17.5 years of age to determine eligibility for adult long term care waiver programs.

### Children’s Long Term Care Waiver

Polk County Community Services Division (Polk  
County) 715-485-8400

Burnett County Health and Human Services (Burnett  
County) 715-349-7600

### Family Care/IRIS

ADRC of Norwest Wisconsin 877-485-2372

## **Mental and Behavioral Health**

Burnett County Mental Health Crisis Line

888-636-6655





individuals with any disability secure and maintain employment in the community. In school youth should be connected to this service 2 years before graduation.

### Division of Vocational Rehabilitation (DVR)

- Ladysmith, WI office 877-387-3879  
Serves Burnett County or TTY 888-877-5939
- Rice Lake, WI office Voice & TTY 800-228-2587  
Serves Polk County

### Great Lakes Inter-Tribal Council Vocational Rehabilitation

St Croix Chippewa Indians of WI

800-236-2195 ext 5305

### Project Search-Rice Lake 715-468-2939

One school year long internship with on the job training and on site classroom learning at Rice Lake Weighing Systems. For students in their last year of high school and young adults with intellectual disabilities between the ages of 18-24. There are 17 Project Search sites in WI, to see full list visit:

<http://www.projectsearch.us/GetINVOLVED/FindaProgram.aspx>

See the Employment Section for additional resources.

University of Wisconsin System Coordinators of Services for Students with Disabilities List

<https://www.wisconsin.edu/disability-resources/coordinators/>

Connect with and research services provided at each UW College as youth are exploring post-secondary institutions/options

## Wisconsin Technical Colleges Disability Services Coordinators List

<http://www.wistechcolleges.org/preparing-college/special-accommodations/student-services-contacts>

Connect with and research services provided at each WTC as youth are exploring post-secondary institutions/options

## **Notes**

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