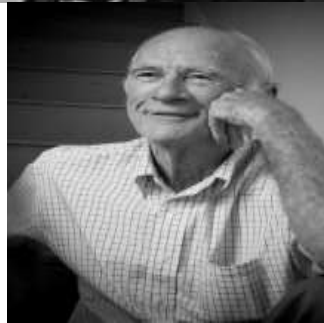




Serving Polk and Burnett Counties and the  
St Croix Chippewa Indians of Wisconsin

**877-485-2372**

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



# Resource Guide

Last updated 01/29/2018



<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
Laurie Ince	Bookkeeping and Data Entry	Balsam Lake
Carrie Myers	Resource Specialist	Balsam Lake
Kari Broten	ADRC Specialist	Balsam Lake
Christi Arcand	Disability Benefits Specialist	Balsam Lake
Wanda Washkuhn	Disability Benefits Specialist	Siren
Danielle Butzler	Elder Benefit Specialist	Balsam Lake
Karen Nichols	Elder Benefit Specialist	Siren
Angie Joy	Lead Information & Assistance Specialist Lead	Balsam Lake
Nicole Rossow	Information & Assistance Specialist	Balsam Lake
Kysa Marten	Information & Assistance Specialist	Balsam Lake
Barb Engelhart	Dementia Care Specialist / Information & Assistance Specialist	Siren & Balsam Lake
Carol Zygowicz	Office Support Specialist	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	888-400-6920



711 N. Bridge Street Room 118, Chippewa Falls, WI

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 715-349-7600  
Adult Protective Services

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

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.

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 715-485-8400  
Adult Protective Services

Wisconsin Division of Quality Assurance 800-642-6552  
For reporting allegations of abuse or neglect by facility staff or home health care workers.

## **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 Eau Claire, WI office	800-750-2437
American Cancer Society Altoona, WI office	877-423-9122
Arthritis Foundation West Allis, WI office	800-242-9945
Autism Society of Wisconsin Menasha, WI office	888-428-8476
Brain Injury Alliance of Wisconsin Madison, WI office	800-882-9282
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
<b>See Independent Living Centers</b>	
Long Term Care Ombudsman/ Family Care 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 612-810-5608  
Family Engagement Liaisons) work with parents, educators and school districts to promote positive partnerships and provide support to families of children with special needs.

## **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 715-720-7611  
Chippewa Falls, WI <http://www.alz.org/gwwi/>

### **Dementia Care Specialist**

ADRC of Northwest Wisconsin 877-485-2372  
The [ADRC 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.

**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**

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 Counties.

MedicAlert+Safe Return Identification Program 800-272-3900  
The Alzheimer's Association's 24 hour nationwide emergency response service for individuals with Alzheimer's or a related dementia who wanders. Service alerts a community support network and gives first responders important medical and demographic information. \$55 initial enrollment fee plus \$35 annual/renewal fee.

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 Amery, WI	715-268-4800
Comforts of Home St Croix Falls, WI	715-483-1707
Golden Age Manor – “Judy’s Cottage” Amery, WI	715-268-7107
Riverbend Assisted Living Amery, WI	715-268-9949

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

Essentia Health Duluth Clinic 3 <sup>rd</sup> St Building, Duluth, MN	218-786-1216
Marshfield Clinic For appointments at Rice Lake or Eau Claire centers	866-333-1996
Mayo Clinic Health System Memory Care Clinic Eau Claire, WI	715-838-1900
Spoooner Health System Memory Clinic	715-939-1687
UW Family Medicine Clinic Eau Claire, WI	715-839-5175

### **Day Break Services**

Day time services provided outside of the home.

Day Friends Balsam Lake, WI – Weekdays, 7:30-3:30	715-485-8762
Happy Day Club Spoooner, WI	715-416-2942
Adult Day Care/Respite Continuing Care Center at Burnett Medical Center, Grantsburg, WI	715-463-5353

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.

Spoooner Memory Café	715-635-4460
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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

**Amery Memory Café**

715-720-7611

1-2:30pm on the 3<sup>rd</sup> Thursday of the month meeting at the Amery Area Community Center. 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

**Alzheimer's Caregiver Support Group**

800-272-3900

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.

**Amery Area Community Center**

715-720-7611

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.

**Spooner Health Care System**

715-720-7611

Alzheimer's Caregiver Support Group meets the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of every month 6-7:00-8:30pm. 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:

<http://www.dhs.wisconsin.gov/bgaconsumer/assistedliving/index.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 715-483-1707  
• St Croix Falls, WI

Countryside Acres 715-866-4411  
Webster, WI

Hearthside Assisted Living 715-294-1100  
Osceola, WI

Kapes Lakeside Assisted Living 715-349-5273  
Siren, WI

Riverbend 715-268-9949  
Amery, WI

Shady Knoll Home 715-463-5425

Grantsburg, WI

Sophie's Manor Centuria, WI	715-640-3330
Traditions of Frederic Frederic, WI	715-327-4888
United Pioneer Home – Lawson Manor 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 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.	866-956-5400 ext. 2
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. Provides low-income children from birth up to the age of 20 years with hearing aids and assistive devices.	352-688-2579
Miracle-Ear Foundation 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.	800-441-2148
Office for the Deaf and Hard of Hearing Eau Claire, WI office	715-502-9355

North Country Independent Living 715-392-9118  
 Superior, WI office – Serves Burnett Co or Voice/TTY 800-924-1220

Starkey Hearing Foundation Voice/TTY 800-328-8602  
 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#/hearnow>.

Telecommunications Equipment Purchase Program 608-231-3305  
 Helps persons who are deaf, hard of hearing, or TTY 800-251-8345  
 deaf with low vision, or deaf/blind purchase telecommunication equipment.  
 Wisconsin Public Service Commission – Madison, WI office

Wisconsin Lions Foundation Hearing Project 877-463-6953  
 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.

### 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. Local community colleges or universities with dentistry or dental hygiene programs may offer certain services at lower cost but services are often provided by a student supervised by a professional.

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

Accepts Medicaid and has sliding fee scale for private pay

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

Interfaith Caregivers of Burnett County 715-866-4970

May be able to provide wood for heating to elderly or disabled in crisis

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.

### Salvation Army

- Balsam Lake, WI office 715-485-1221  
 Serves Polk County
- Siren, WI office 715-349-8744  
 Serves Burnett County

Serenity Home 715-485-1221  
 Balsam Lake, WI – Transitional homeless shelter for men and women

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.

### 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](mailto: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.

## U.S. 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**

## 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

## ICAA's Skills Enhancement Program

715-532-1605

Indianhead Community Action Agency's program will provide financial assistance to help individuals to pursue short term certificates up to a 2 year technical college degree. Tuition and fees, books, supplies, transportation costs, child care costs are some of the expenses this program can pay for. Serves Burnett County.

## North Country Independent Living

800-924-1220

Strength based individuals employment services for people with disabilities who wish to find integrated employment in their community.

## 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. 715-635-2175  
 Spooner, WI office – Serves Burnett County or TTY 711

Wisconsin Senior Employment Program (WISE) 715-635-2298  
 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

### Work Force Resource

Coordinates a number of different programs related to employments training and finding a job including: 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 applications. Also available to anyone: webinars about interviewing and finding jobs, courses for basic computer skills, help with computers and information about local job openings.

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

## **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.

- Burnett County Department of Human Services 715-349-7600
- Polk County Community Services Division 715-485-8400
- 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

Tuesday 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
- **Second Harvest Monthly Food Distribution** 715-566-1992  
Chicken Coop Church, 12119 North Fork Dr, Grantsburg  
3<sup>rd</sup> Wednesday of each month from 4-6pm  
Soup supper served during this time as well

### 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  
Mon-Fri 8am-5pm  
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** 715-866-8151  
Connections (next to Holiday gas station)  
Monday, Tuesday and Friday, 10:00-3:00. Serves all of Burnett Co. No cost.
- **Second Harvest Monthly Food Distribution**  
Connections in Webster (next to Holiday)  
3<sup>rd</sup> Thursday of each month, 10:30-3:30. 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-1:30pm
- **St Croix Chippewa Commodities Distribution** 715-349-2195  
24663 Angeline Ave.  
Monday – Thursday, 7:30-4:30. Closed 1<sup>st</sup> week of each month. Native  
American income eligible only.

#### **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.

**Chicken Coop Church** 715-566-1992  
Soup in the Coop every Sunday 4-5pm, 12119 North Ford Dr, Grantsburg, WI

**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**

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

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

Austad's Supervalu 715-986-2244  
No charge; delivers in Turtle Lake, Clayton and Almena. Delivery Monday-Friday 9-2pm, call by 4pm the day before delivery.

## **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
- Spooner CEP, Inc.—Tasha Hagberg 715-635-2175  
Serves Burnett County residents-call for an appointment
- St Croix Regional Medical Center Clinics 715-483-0745  
Serves Polk and Burnett Counties-Call for appointment  
St Croix Falls Clinic and Ingalls Clinic (Webster)
- Workforce Resource-Bonnie Burke 715-236-2419  
Serves Polk and Barron Counties-call for 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

800-236-8517

Madison, WI office – Regulates and enforces insurance laws, agent licensing and investigates complaints.

#### 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 and Living Well with Chronic Conditions Program.

### Amery Area Community Center Circuit Breakers Fitness Center

Amery, WI – Amery Centennial Hall

715-268-6605

Open to adults age 21 and older, \$10/month	
Amery Regional Medical Center (ARMC) Amery, WI	715-268-8000
Burnett Medical Center Grantsburg, WI	715-463-5353
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
Fitness Centers--Check your phone book/yellow pages for local fitness centers.	
Osceola Medical Center Osceola, WI	715-294-2111
St Croix Regional Medical Center St Croix Falls, Unity, Luck and Webster-Steady as You Go Classes	800-642-1336
<b>Wisconsin Well Woman Program</b>	
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
<b>Foot and Nail Care</b>	
Burnett Medical Center \$25 per session	715-463-5353
Lean On Me Home Care \$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.	715-463-5004
Smilin' Feet Foot care, massage, reflexology in home services; Serving Webster and Danbury areas; costs vary.	715-416-0694

## **Home Health Care**

Licensed home health agencies offer in-home skilled nursing, therapy services and personal care (when there is a skilled care need).

Adoray Home Health & Hospice Baldwin, WI office – Serves Polk and Burnett County	715-684-5020
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 Shell Lake, WI office	715-468-2931
Indianhead Home Health Services Serves Polk and Burnett Counties as well as Barron, Douglas, Rusk and Washburn and Sawyer Counties.	715-532-1545
Indianhead Medical Center – Home Health Shell Lake, WI office – Serves portions of Burnett County	715-468-7833
Interim HealthCare Hudson, WI office-serves Polk County	715-377-9617
Spooner Health System – Home Care Spooner, 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 Baldwin, WI office – Serves Polk and Burnett County	715-684-5020
Allina Home Health Care and Hospice St Paul, MN Office—Services Polk County	800-261-0879
Interim HealthCare Hudson, WI office – Serves Polk County	715-377-9617
Regional Hospice Spooner/Grantsburg, WI office – Serves Burnett County	715-635-9077
St Croix Hospice Oakdale, MN office – Serves Burnett and Polk Counties	651-735-3656

## **Housing – Assistance/Ownership**

Movin' Out Madison, WI office – Member of household must have permanent disability	877-861-6746
Indianhead Community Action Agency Ladysmith, WI office – Serves Burnett County	715-532-4222
Salvation Army of Burnett County Siren, WI-Administer Tenant Based Rent Assistance program for Burnett County	715-349-8744

Salvation Army of Polk County Balsam Lake Office-Administers Permanent Supportive Housing program for Polk County	715-485-1221
Rural Housing, Inc. Madison, WI office – Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills.	888-400-5974
USDA Rural Development Spooner, WI office – Serves Burnett and Polk Counties, Rural Direct Loan Program to assist low and very low income applicants to obtain decent, safe and sanitary housing.	715-635-8228
Wild Rivers Habitat for Humanity Serves Polk and Burnett Counties	715-483-2700
Wisconsin Housing and Economic Development Authority Offers a tax deferral loan program for elderly	800-755-7835
WestCap  Glenwood City, WI office – Administers Tenant Based Rent Assistance program for Polk County and offers first time homebuyer education classes and foreclosure intervention workshops.	800-606-9227 715-265-4271

## **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 Offers apartments in Siren and Webster, WI	715-866-8231
Catholic Charities Bureau Offers apartments in Siren and Amery, WI	888-276-0246
Clear Lake Housing Authority	715-263-3370
Croix Management Offers apartments in Grantsburg, WI	651-465-6841
Dak Management/Parkview Apartments St Croix Falls, WI	877-219-7282
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	715-483-1917 715-557-0559
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+)	
Impact 7 Offers apartments in Amery, Balsam Lake, and Centuria	715-357-3334
Luck Housing Authority	715-472-2032
Meridian Group Inc/Hometown Village Apartments Centuria, WI	715-635-3031
Milltown Apartments	715-825-2026
Osceola Housing Authority	715-294-3629
Paramark/Osceola Village Apartments	715-294-3560
Pioneer Apartments Luck, WI	715-472-2164
Polk County Housing Authority Offers apartments in Osceola, Dresser, St Croix Falls, Milltown, Balsam Lake and Clear Lake, WI	715-294-4243
Ridgeview Apartments Clear Lake, WI	715-263-2544
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 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	608-257-0143
WestCap Glenwood City, WI office – Offers rentals in St Croix Falls, WI	800-606-9227 715-265-4271
WIHousingSearch.org <a href="http://wihousingsearch.org">wihousingsearch.org</a> or Free, up-to-date listings of rental housing throughout WI	877-428-8844

## **Housing – Shelters**

CRA (Community Referral Agency)	800-261-7233
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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

Northwoods Homeless Shelter 715-268-5730  
Primarily serves Polk County families or Crisis Line 715-554-0137  
or other individuals when possible

Serenity Home 715-485-1221  
Balsam Lake, WI – Transitional homeless shelter for men and women

Faith House 715-349-8744  
Siren, WI—Salvation Army Shelter

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

### **Modifications**

Center for Independent Living Western Wisconsin 800-228-3287  
Menomonie, WI office - Serves Polk Co

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

Interfaith Caregivers of Polk County 715-825-9500  
Milltown, WI office – Serves Polk County

North Country Independent Living 715-392-9118  
Superior, WI office – Serves Burnett Co 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 715-866-4970  
Serves Burnett County

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 715-635-2197  
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

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 715-532-4222  
Ladysmith, WI office – Serves Burnett County

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 800-228-3287  
Menomonie Office - Serves Polk Co

North Country Independent Living 715-392-9118

Superior, WI office – Serves Burnett Co

or Voice/TTY 800-924-1220

## **In-Home Help**

This section includes agencies that provide personal care and supportive home 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, . long term care insurance, and VA.

### **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 (case by case), Dunn, Eau Claire, Chippewa and Washington (MN) Counties. Accepts private pay and long term care insurance.

### **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

Serves 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.

- 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.
- 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.
- 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)** 800-366-2990  
Milwaukee, WI office 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.
- ICAA Legal Assistance for Victims Program** 715-415-0397  
Free legal representation for divorce/separation, child custody and placement, child support, unemployment compensation, immigration issues, access to fair and affordable housing and other areas that ensure safety and independence for victims. Serves Burnett County.
- Upper Midwest Pension Rights Program** 866-783-5021  
North St. Paul, MN office – Serves WI, MN, SD, ND. Helps to locate missing pensions. Answers questions about pension benefits.

Wisconsin Guardianship Support Center 855-409-9410  
Toll free helpline provides information on the following subjects: guardianships, powers of attorney, protective placement and other advance directives

Wisconsin Judicare, Inc. 800-472-1638  
Wausua, 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 Does  
not provide referrals for pro-bono (free) legal help 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; 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. \$25 deposit is required for all rentals. 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 800-228-3287  
Menomonie office - Serves Polk Co  
Assistive technology loan and demonstration program and keeps list of use equipment for sale

Gospel Mission Bargain Center and Building Center 715-839-9498  
Eau Claire, WI—Used items for sale at very discounted rate such as hospital beds, motorized wheel chairs, manual wheel chairs etc. Call to check for availability of items.

Frederic Pharmacy Frederic, WI—Medicare Certified	715-327-4208
Handi Medical Supply 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.	800-514-9979
Home Health Resources Amery, WI office—Medicare Certified	715-268-9164
Home Medical Products and Services Rice Lake, WI office—purchase and/or rent medical equipment. Medicare Certified	800-528-9969
J&B Medical Incontinence supply provider for Medicaid recipients in WI. Medicare Certified	800-737-0045
Lincare (Respiratory/Oxygen supplies) St Croix Falls, WI office – Serves Burnett and Polk Counties. Medicare Certified	855-483-1927
Luck Pharmacy Luck, WI—Medicare Certified	715-472-2122
North Country Independent Living Superior, WI office – Serves Burnett Co Assistive technology loan and demonstration program	715-392-9118 or Voice/TTY 800-924-1220
Siren Pharmacy Siren, WI—home health products in store and can order in other items not on hand. Not Medicare certified	715-349-2221
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: <a href="http://www.travisroyfoundation.org/sci/grants/application/">http://www.travisroyfoundation.org/sci/grants/application/</a>	
Wood River Pharmacy Grantsburg, WI—Medicare Certified	715-463-2525
Yellow River Pharmacy Webster, WI—Medicare Certified	715-866-8644

## **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 Balsam Lake, WI	715-485-3374
Chet and Sons Drug Amery, WI	715-268-8121
Frederic Pharmacy Frederic, WI	715-327-4208
Luck Pharmacy Luck, WI	715-472-2122
Siren Pharmacy Siren, WI	715-349-2221
Wood River Pharmacy Grantsburg, WI	715-463-2525
Unity Pharmacy Balsam Lake, WI	715-825-4498
Yellow River Pharmacy 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.

Chicken Coop Church Women's 12 Step Support Group 715-566-1992  
Group meets every Tuesday at 12pm and is for women with hurts, habits and hang-ups.

Gamblers Anonymous Area 8A Minnesota 855-222-5542  
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.

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

Polk County mentalhealthpolk.org  
Burnett County <http://www.healthyburnett.org> and Community Action Groups

NAMI of Polk County namiconnectionspolkcounty@gmail.com  
Centuria, WI – monthly meetings at Fristad Church

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

National Suicide Prevention Hotline 800-784-2433

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

Polk County Community Services Division 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 Council on Problem Gambling 800-426-2535  
Green Bay, WI office

Wisconsin Sowing the Seeds of Hope Program 800-942-2474

Wisconsin Farm Center - Madison, WI - Counseling assistance to farmers

## **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](#) at 800-485-2372

Maple Ridge Care Center Spooner, WI	866-333-6002 715-635-1415
Christian Community Home Osceola, WI	715-294-1100
Continuing Care Center at Burnett Medical Center Granstburg, WI	715-463-5353
Frederic Nursing & Rehab Frederic, WI	715-327-4297
Golden Age Manor Amery, WI	715-268-7107
Good Samaritan Society St Croix Falls, WI	715-483-9815
United Pioneer Home Luck, WI	715-472-2164
Willow Ridge 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 Hudson, WI office Personal emergency response, camera surveillance, motion detectors, pressure sensitive floor mats and med management dispensing systems available	715-381-6730
CWS Cabin Watch St Croix Falls, WI office Surveillance systems and personal emergency response-no med management dispensing systems.	715-483-0083
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.

- Healthcom** 800-525-6237  
Remote monitoring/telehealth monitoring, personal emergency response systems, vitals monitoring, medication management systems, fall detection/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 detection/auto call options, medication 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 detection/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 detection/auto call options, locator and medication dispensing system
- 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 detection/auto call options and medication reminder system (no medication dispensing system)
- Safe Living Technologies/VRI** 800-860-4230  
Does not require a landline for service, Personal emergency response system, fall detection/auto call options, medication adherence systems and remote patient vital signs monitoring and nurse triage services available. 24/7 customer care and call center.
- 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--Tuesdays 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  
Luck, WI office

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

Twin Ports Guardianship and Payee 715-392-3137



Superior, WI office

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

608-229-7628

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  
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)**

A&H Area 877-485-2372  
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, Milltown, WI

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 715-656-3227

Dabury Nutrition Site, 7530 Riversmeet Rd

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/Al-Anon/NA/Addiction Meetings**

See Mental Health/AODA and Substance Abuse

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

See Alzheimer's Disease, Dementia & Memory Loss

### **Amery Regional Medical Center**

Various options - See Health and Wellness Programs

### **Brain Injury**

- Traumatic Brain Injury Support Group 715-327-4474  
Welcomes members from Polk, Burnett and surrounding areas

### **Burnett Medical Center**

Various options - See Health and Wellness Programs

### **Caregivers**

- ADRC of Northwest Wisconsin 877-485-2372  
Peace Lutheran Church, Dresser, WI
- 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.
- See Alzheimer's Disease, Dementia and Memory Loss

### **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

### **Hurts, Habits and Hangups**

- Chicken Coop Church Women's 12 Step Support Group 715-566-1992  
Group meets every Tuesday at 12pm 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**

- Margaret S. Parmly Residence 651-257-0575  
Chisago City, MN
- Burnett County  
4<sup>th</sup> Thursday of the month at 2pm alternating months between Burnett Medical  
Center and Larson Family Public Library in Webster, WI  
Contact: Beverly Sandberg 715-220-3193

### **St Croix Regional Medical Center**

Various options – See Health and Wellness Programs

## **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.

**Car Care Ministry**

715-268-7390 ext 15

One time only non-emergency volunteer car repair program available for many repairs but not all repairs. With an appointment, participants agree to taking a Money Management God's Way Course.

**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

**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 715-554-2584

**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 or 715-485-8592  
\*\* 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 15 mile radius of these locations. Patients must be ambulatory. \$2.00 donation requested but not required.
- Burnett County Veterans Service Office 715-349-2179  
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.
- 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- \$48 round trip. Call 48-72 hours in advance for trip requests.

**Transportation for any Reason-Ambulatory Only**

- Badger Transportation Week Day/Day Time # 715-651-7174  
Nights/Weekends # 715-434-4444

Will serve anyone but charge \$.50/unloaded mile from Rice Lake (their office location) will apply in addition to loaded per mile charge. Cash or check at the time of service for private pay. Call at least 24 hours in advance for ride.

- Interfaith Caregivers of Burnett County 715-866-4970  
Volunteer drivers serve Burnett County elderly/disabled
- Interfaith Caregivers of Polk County 715-825-9500  
Volunteer Drivers serve Polk County elderly/disabled
- New Freedom Volunteer Driver Transportation Program 800-228-3287  
Volunteer Drivers serve Polk and Burnett county residents with a barrier to providing own transportation
- 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 715-349-7021  
Serve Siren, Amery and Hayward surrounding areas

## **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.

St Croix Tribal Governmental Offices		
800-236-2195		
24663 Angeline Avenue, Webster WI 54893		
www.stcciw.com		
Department	Contact	Extension
Aging Unit	Sheli Fornengo	5116
Behavior Health	Receptionist	5264
Caregiver Program Manager	Erica Doriott	5108
Clinic	Receptionist or Direct Toll Free	5150 877-455-1901
Community Health	Julie Steiner	5331
Construction	Delores Staples	5212
Dementia Care Specialist	Erica Doriott	5108
Disability Benefit Specialist	Lisa Ludwig	800-472-7207
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	Jack Reynolds	5271
Handymen	Challah Mosay	5168
Head Start	Terri Moritz	5246
Historical Preservation	Wanda McFaggen	5238
Housing	Natasha Breeden-Reynolds	5130
Human Resource Director	Michelle Emery	5151
Indian Child Welfare/ Human Services	Receptionist	5150
Secretary of Health and Human Services	Sarah Cormell	5257
Interstate Office	Jennifer Taylor	5337
Legal	Jeff Cormell	5118
Patient Benefits Assistance	Kayla Anderson	5256
Police Department	Frank Taylor or Dispatch or NON-EMERGENCY	80-7006 80-7000  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 you 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 715-736-1800  
Rice Lake, WI office - Serves Polk Co 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 888-879-0017  
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.

North Country Independent Living 715-392-9118  
Superior, WI office – Serves Burnett Co or Voice/TTY 800-924-1220

National Federation of the Blind Newsline 866-504-7300  
Free access to newspapers, magazines and TV listings on the phone and on the web.

The Low Vision Store-Northern Wisconsin 800-871-8780  
St Paul, MN; Features hundreds of items designed to make living easier for those with low vision or blindness.

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

877-485-2372

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.

Wisconsin Statewide Parent-Educator Initiative

612-810-5608

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

Wisconsin Transition Improvement Grant

608-921-1400

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

### **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

**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
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## **Mental and Behavioral Health**

Burnett County Mental Health Crisis Line	888-636-6655
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### 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

### 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.

See the Mental Health/AODA Substance Abuse section for additional resources.

### TeenLine

Text TEEN to 839863 or call 800-TLC-TEEN

Teen helping teens find support and work through life things with someone who understands—another teen. Available by text 4-7pm every day and available by phone 4-8pm.

**Supplemental Security Income (SSI)**—See Social Security and SSI Section

## **Vocational Training, Employment Supports and Post-Secondary Supports**

Vocational Rehabilitation professionals provide different levels of employment supports and training to help 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
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### 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