

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.

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

We offer:

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



**BALSAM LAKE OFFICE (Polk County)**

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**Aging and Disability  
Resource Center  
and  
Aging Programs**



# YOU HAVE QUESTIONS... WE HAVE ANSWERS

## 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.

## Who uses the ADRC?

We provide assistance to adults (including 17.5 year olds) and the elderly. We serve people with physical or developmental 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.

## What areas do you serve?

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

## What services does the ADRC provide?

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

### • **Benefits Counseling**

Specialists can provide accurate and current information about private and government benefits and programs you may be eligible for.

### • **Dementia Care Specialist**

A resource for people living with dementia or Alzheimer's, their caregivers and loved ones, and associated professionals. Also for anyone concerned about signs/symptoms.

### • **Caregiver Support**

Providing assistance for family members who are caring for an elderly relative.

### • **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 meets 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 choice available to meet your long-term care needs.

### • **Senior Dining/Meals on Wheels**

Congregate dining offered at nine sites, and home delivered meals available for people 60 years or older and who are considered home-bound. Donation requested.

### • **Transportation**

Available to elderly, age 60 years or older, or individuals with a disability. 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.

My disabled child is turning 18. Now what?

Who will help Mom with the housekeeping?

Who do I call for rides to medical appointments?

I was approved for disability but Medicare won't start for 2 years. What do I do until then?

Do I qualify for Meals on Wheels?

I need more help at home but I don't think I'm ready for a nursing home. What can I do? Who can help? Who pays for all of this???

Medicare A, Medicare B, Medicare D. What does it all mean???

How do I apply for disability benefits?