

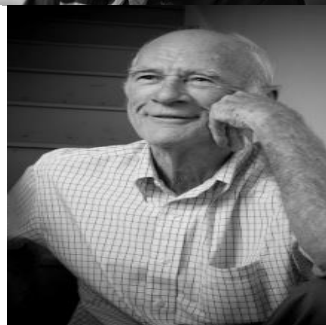


Aging & Disability Resource Center  
of Northwest Wisconsin

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 06/24/2020



<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
Sabrina Naglosky	ADRC/Aging Unit Supervisor	Siren
Angie Heyer	Accounting and Clerical	Siren
Kari Broten	Fiscal Support Specialist	Balsam Lake
Carrie Myers	Dementia Care Specialist	Balsam Lake
Christi Arcand	Disability Benefits Specialist	Balsam Lake
Yvonne Lindus	Disability Benefits Specialist	Siren
Karen Nichols	Elder Benefit Specialist	Siren
Kayli Williamson	Elder Benefit Specialist	Balsam Lake
Angie Joy	ADRC Supervisor	Balsam Lake
Nicole Rossow	Information & Assistance Specialist, Tribal Liaison, Support Staff Supervisor	Balsam Lake
Nancy Anderson	Information & Assistance Specialist	Siren
Danielle Butzler	Information & Assistance Specialist	Balsam Lake
Kysa Marten	Information & Assistance Specialist	Balsam Lake
Barb Engelhart	Dementia Care Lead, Information & Assistance Specialist	Siren & Balsam Lake
Sheri Valleen	Transportation Coordinator	Balsam Lake
Nicole Coulter	Administrative Assistant	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

## ADA Information Line

800-514-0301  
Or TTY 800-514-0383

To get answer to technical questions, obtain general ADA information, order ADA informational materials, or learn how to file a complaint.

## 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

## See Independent Living Centers

## Long Term Care Ombudsman/ Family Care/IRIS

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

800-815-0015

Respite Care Association of Wisconsin Madison, WI	608-222-2033
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 Aging Advocacy Network Madison, WI office	715-677-6723
Wisconsin Board for People with Developmental Disabilities Madison, WI office	888-332-1677
Wisconsin Kinship Navigator Online resource for relative caregivers of children to access information and resources	<a href="http://www.dcf.wisconsin.gov/kinship/navigator">www.dcf.wisconsin.gov/kinship/navigator</a>
Wisconsin Statewide Parent-Educator Initiative Family Engagement Liaisons) work with parents, educators and school districts to promote positive partnerships and provide support to families of children with special needs.	612-810-5608

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

### **Alzheimer's Disease**

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

Alzheimer's Association of Greater Wisconsin 715-720-7611  
Chippewa Falls, WI <http://www.alz.org/gwwi/>

### **Dementia Care Specialist**

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

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

### **Lending Library**

877-485-2372

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

## **Alert and Location Devices**

### **Project Lifesaver**

Polk County Sheriff's Department

715-485-8300

Burnett County Sheriff's Department

715-349-2121

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 local member agencies can locate this individual if lost.

### **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.

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

Amery Memory Care

715-268-4800

Amery, WI

Comforts of Home

715-483-1707

St Croix Falls, WI

Kapes Lakeside Assisted Living and Memory Care

715-349-5273

Siren, WI

Golden Age Manor – “Judy's Cottage”

715-268-7107

Amery, WI

Riverbend Assisted Living

715-268-9949

Amery, WI

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

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

Clinic location and details provided by the Wisconsin Alzheimer's Institute and the Alzheimer's Association Minnesota-North Dakota Chapter.

Essentia Health Duluth Clinic 3 <sup>rd</sup> St Building, Duluth, MN	218-786-1216
Fairview Chisago Lakes Memory Assessment Clinic Chisago City, MN	651-257-8499
Kinisi Institute of Movement St Croix Falls, WI	715-483-0241
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
Neurological Associates of St Paul Maplewood, MN	651-221-9051
Noran Neurological Clinic Blaine, MN	612-879-1500
Northland Neurology and Myology (Saint Luke's) Duluth, MN	218-722-1122
Spooner Health System Memory Clinic	715-939-1687
UW Family Medicine Clinic Eau Claire, WI	715-839-5175

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

### **Day Break Services**

Day time services provided outside of the home.

Day Friends Balsam Lake, WI – Weekdays, 7:30-3:30	715-485-8762
Happy Day Club Spooner, 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  
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 and at the Grantsburg Public Library 4<sup>th</sup> Thursday of every month from 10:30am-12pm.

**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** 715-268-7089  
Dementia Caregiver Support Group, 1<sup>st</sup> Wednesday of every month at 10a.m. Contact: Gloria Bauer

**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

**Early Stage Support Group** 715-635-4460  
DNR Service Center, Spooner, WI---Support group for the caregiver and individual with dementia (in the early stage) to attend together; meeting 3<sup>rd</sup> Monday of the month at 1:30pm. Call Trisha to register at 715-635-4460

**Trinity Lutheran Church** 715-416-2942  
Spooner, WI—Caregiver Support Group that meets the 1<sup>st</sup> Monday of the month at 9am

## **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. It is also advisable to view the facilities most recent survey results and complaints filed. Search facilities at

<https://www.forwardhealth.wi.gov/WIPortal/subsystem/public/DQAProviderSearch.aspx> .

Visit Wisconsin DHS for more information:

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

### **Adult Family Home**

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

ADRC of Northwest Wisconsin

877-485-2372

### **Assisted Living/Residential Care Apartment Complex**

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

Evergreen Village

715-268-6640

Amery, WI

Riverbend Assisted Living

715-268-9949

Amery, WI

The Royal Oaks

715-294-1600

Osceola, WI

### **Community Based Residential Facilities (CBRF)**

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

Amery Memory Care

715-268-4800

Amery, WI

Clear Lake Manor

715-263-2399

Clear Lake, WI

Comforts of Home

715-483-1707

St Croix Falls, WI

Countryside Acres

715-866-4411

Webster, WI

Eagle Ridge Senior Living

715-294-8000

Osceola, WI

Hearthside Assisted Living

715-294-1100

Osceola, WI

Kapes Lakeside Assisted Living Siren, WI	715-349-5273
Riverbend Amery, WI	715-268-9949
Shady Knoll Home Grantsburg, WI	715-463-5425
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	866-956-5400 ext. 2
National program providing hearing aids at a reduced cost to those in need. Qualification is based on annual household income. Call for current income guidelines and to apply.	
Center for Independent Living Western Wisconsin Rice Lake, WI office - Serves Polk Co	715-736-1800 or Voice/TTY 866-419-1260
Hike Fund, Inc.	352-688-2579
Provides low-income children from birth up to the age of 20 years with hearing aids and assistive devices.	



**Miracle-Ear Foundation**

800-441-2148

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

**Office for the Deaf and Hard of Hearing**  
Eau Claire, WI office

715-502-9355

**North Country Independent Living**  
Superior, WI office – Serves Burnett Co715-392-9118  
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, deaf with low vision, or deaf/blind purchase telecommunication equipment.  
Wisconsin Public Service Commission – Madison, WI office

or TTY 800-251-8345

**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**  
Eau Claire, WI office

715-855-1020

Chippewa Valley Free Clinic	715-839-8477
Eau Claire, WI—Dental services only provided Tuesday 5-8pm serving uninsured individuals at or below 200% of the federal poverty level. Proof of income required.	
Donated Dental Services	866-812-9840
West Allis, WI office – for individuals with a permanent disability or is 65 years of age or older with limited income and doesn't have access to dental insurance of any kind. Assists in locating volunteer dentists in your area. Wait list of 12-18 months after application. Applications available on <a href="http://www.wda.org">www.wda.org</a> .	
Hope Dental Clinic	651-789-7605
St Paul, MN--Free dental clinic for individuals with no insurance. Dental services available include comprehensive exam, cleanings, fillings and tooth extractions.	
HyLife, LLC	715-554-0279
In home tooth brushing and between the teeth cleaning—services can be provided monthly, every other week, or weekly	
Lake Superior Community Health Center Superior, WI	715-394-5411
Marshfield Rice Lake Dental Center Rice Lake, WI	715-236-8900
NorthLakes Community Clinic	
Accepts Medicaid and has sliding fee scale for private pay	
Turtle Lake, WI	715-986-2599
Hayward, WI	715-634-2541
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.	

## **Energy and Utility Assistance**

### Energy Assistance Program

Provides financial assistance with heating bills, furnace tuning and replacement, and weatherization for income-eligible households. Also provides critical/emergency assistance.

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

### Energy Star Focus on Energy

800-762-7077

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

### EveryoneOn

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

Non-for profit company that partners with internet providers to provide low cost internet to individuals on at least one public assistance program. Also connect individuals to lower cost computers, tablets and other tech equipment.

- Harvest of Hope Fund** 608-836-4633  
Critical/Emergency needs for food, home heating fuel, medical expenses, re-training, and other immediate situations for farm families. Madison, WI office
- Heat for Heroes** 800-891-9276  
Assistance for heating costs, electric costs and energy related crisis situations for Veterans. Must apply for Wisconsin Home Energy Assistance Program (WHEAP) first.
- Helpline** 608-267-3595  
Internet and phone helpline, answered by the Public Service Commission of Wisconsin's Consumer Affairs staff who are trained to talk through issues residents experience related to access or maintaining reliable internet or phone service. Can help apply for Lifeline/Linkup program as well as locate discounts or other programs offered by local providers in their area, or as a last result finding nearby free Wi-fi spots.
- HomeNet through Foundation for Rural Housing, Inc.** 608-291-2608  
Financial resource for in-home internet access during the school year. Must have at least 1 child in middle or high school in the home, be under the 80% county median income and have access to a device that is internet accessible
- Interfaith Caregivers of Burnett County** 715-866-4970  
May be able to provide wood for heating to elderly or disabled
- 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 internet, phone or cell phone bills and assisting with the phone 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. Can call Helpline (listed above) for assistance.
- 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.
- 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 or discounted cell phone service. Free phones only available for individuals enrolled in a Medicaid HMO or living on federally recognized tribal land. Call to see if you qualify and to apply for this program. Proof of Medicaid coverage needed to apply.

Salvation Army of Polk County 715-263-2900  
Emergency utility assistance with a disconnect notice. Must apply to the Energy Assistance Program first.

See Housing-Weatherization Section

Tomorrow's Home Foundation Heating and Cooling Assistance Grant  
<http://www.tomorrowshomefoundation.org/>

Grant program available to assist low-income mobile and manufactured homeowners with critical repairs to their primary residence. This grant is for the replacement of furnaces, water heaters and (medically necessary) air conditioners. Grant recipient must pay at least 10% of costs. Grants given up to \$2,000. Visit website above or email laurie@housingalliance.us for grant application.

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

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.

Workforce Resource Emergency Assistance Program 855-792-5439  
Can help with past due rent, security deposit, first month's rent, and utility disconnect notices. Must have an eviction or disconnect notice and one or more minor children living in the home.

## **Employment**

Division of Vocational Rehabilitation (DVR)

- Hayward, WI office 715-634-0523  
Serves Burnett County
- 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 715-635-0967

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.

- Senior Community Service Employment Program** 715-939-1400  
 Spooner, WI—A job training and placement program for low-income people age 55 and older.
- Softec Education, INC** 715-688-9629  
 WITC campus/branch in Burnett County providing accelerated training and education on skills needed for employment by local businesses and industry.
- Stout Vocational Rehabilitation Institute** 715-232-2513  
 Menomonie, WI - Private pay vocational evaluation and training
- 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.

## **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**

### ADRC of Northwest Wisconsin Nutrition Program

Meals on Wheels of Northwest Wisconsin 877-485-2372

ADRC Dining Program 877-485-2372

#### Dining Sites Include:

- A&H Senior Center, 28315 County Rd H, Webster 715-635-7199
- Amery Congregational Church, 201 Harriman Ave. N, 715-268-6818
- Grantsburg Senior Center, 118 Madison Ave West 715-463-2940
- Milltown Community Center, 301 2<sup>nd</sup> Ave SW 715-825-5025
- Siren Senior Center, 23943 State Road 35 715-349-2845
- Webster Senior Center, 7421 West Apple St 715-866-5300

### 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.

### FoodShare

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

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

### Harvest of Hope Fund 608-836-4633

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

### St Croix Tribe Elder Congregate Dining

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

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

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

### Amery

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

## Clear Lake

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

## Cumberland

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

## Danbury

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

## Dresser

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

## Frederic

- Family Pathways Food Shelf 715-327-4425  
Hwy 35, across from Larsen Chevrolet  
Call for appointment  
Monday and Thursday 9:00am-6:00pm; Wednesday 12:00-6:00pm; Saturday 9:00am-12:00pm

## Grantsburg

- Grantsburg Area Food Shelf  
Village Hall/Policy Garage  
Thursday 9:30-11:30am ; Emergencies – Tuesday, 9:30-11:30am  
Serves Grantsburg school district. No cost.

## 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  
Monday and Wednesday 9am-12pm and Thursday 11-4:00pm  
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)  
9:30-11am 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, 10:00-4:00pm. Open to anyone in need of food.
- Webster and Siren Lions Club  
Connections (next to Holiday)  
1<sup>st</sup> Thursday of each month 10:00-1:00pm
- 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.
- Deronda Lutheran**  
 1239 65<sup>th</sup> Ave, Amery; 4<sup>th</sup> Tuesday 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
- United Methodist Church** 715-755-2275  
 306 River St., Osceola; Last Wed. of every month (no meal Nov. & Dec.), 5:30-6:30
- United Methodist Church** 715-468-2405  
 135 Reinhart Dr., Shell Lake; 2<sup>nd</sup> Wednesday of every month, 4:00-6:00
- West Denmark Lutheran Church** 715-472-2383  
 2478 170<sup>th</sup> St., Luck; Potluck meal for visitors, guest and those unable to bring food; Last Sunday of each month, 5:00

## **Grocery Delivery**

### **Amazon**

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

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

- Amery Dick's Fresh Market** 715-268-7513  
 \$3.00 charge, in-town deliveries only. Delivery on Tuesdays, call by Monday at 3pm.
- Clear Lake Nilssen's** 715-263-2513  
 No charge, in town deliveries only. Delivery on Wednesdays, call by Tuesday at 7pm.
- Frederic Grocery Store** 715-327-4855  
 \$2.50 charge, in town deliveries only. Delivery on Monday and Wedensdays, call by 12 the day of.
- Groceries and Grub** 715-503-0044  
 Shop & deliver groceries up to 15 miles of Luck, Webster, Danbury, Siren, and Frederic grocery stores. "Shop & Drop" fee: \$15 up to 7.5 miles. Add \$2/mile if over 7.5 miles from the grocery store, up to 15 miles. Call a day before delivery with your grocery list. Webster & Danbury: Mondays & Thursdays. Luck & Frederic: Tuesdays & Fridays. Siren: Wednesdays.
- Interfaith Caregivers of Burnett County** 715-866-4970  
 Delivers food from local food pantries to individuals in need one day per month
- Interfaith Caregivers of Polk County** 715-825-9500  
 Pick up and food delivery from local food pantries and grocery shop for you
- 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.

**Walmart Grocery Pickup** St Croix Falls 715-483-1399  
 Pine City, MN 320-6295845

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

## **Healthcare-Reduced Rate**

### **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**

**Chippewa Valley Free Clinic** 715-839-8477  
 Eau Claire, WI—Services are free to individuals who are uninsured or underinsured and are at or below 200% of the Federal Poverty Level. Proof of income required.

**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.

## **Health Insurance Programs**

### **ADRC of Northwest Wisconsin**

877-485-2372

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

### **Forward Health Member Services**

800-362-3002

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

### **Health Insurance Marketplace**

Apply for health coverage, compare options, and enroll in a plan in one place.

800-318-2596

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

### **Health Insurance Marketplace Navigators and Certified Application Counselors**

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

- Polk County Public Health Department 715-485-8500  
Serves Polk and Burnett Counties-call for appointment
- Northwest Wisconsin CEP, Inc. 715-635-2175  
Serves Burnett County residents-call for an appointment
- NorthLakes Community Health Clinic 715-986-2599  
Turtle Lake—Call for an appointment 888-834-4551

### **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 888-818-2611

### **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, Healthy Living with Diabetes, Tai Chi: Moving for Better Balance 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) 715-268-8000  
 Amery, WI

Burnett Medical Center 715-463-5353  
 Grantsburg, WI

Family Caregivers Rock [familycaregiversrock@outlook.com](mailto:familycaregiversrock@outlook.com)  
 Nonprofit that supports the health and wellness of family caregivers by granting wishes to family caregivers. Serving Polk County.

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

Osceola Medical Center 715-294-2111  
 Osceola, WI

Ruby's Well Care Center Beauty Salon Service 715-472-7770  
 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.

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

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

St Croix Regional Medical Center 800-642-1336  
 St Croix Falls, Unity, Luck and Webster-Steady as You Go Classes

## Wisconsin Well Woman Program

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

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

## Foot and Nail Care

Burnett Medical Center  
\$25 per session  
715-463-5353

Medi-Pedi Professional Foot Care  
651-238-0932

In-home professional foot care service. \$45/session that includes travel to your home, foot bath, foot massage, and nail trimming. Additional foot/nail care services available for minimal fee. Services areas south of Luck and west of Bone Lake in Polk County

Ruby's Well Care Center  
715-472-7770

Luck, WI-Free nail and foot care/trimming, 2<sup>nd</sup> Tuesday of every month, call to make an appointment

Smilin' Feet  
715-416-0694

Foot care, massage, reflexology in home services; Serving Webster and Danbury areas; costs vary.

## **Home Health Care**

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

Adoray Home Health & Hospice  
800- 359-0174

Baldwin, WI office – Serves Polk County, Luck and south

Allina Home Health Care and Hospice  
800-261-0879

St Paul, MN Office—Services Polk County

Good Samaritan Society Home Health  
715-483-5505

St Croix Falls, WI office—Serves Polk and Burnett Counties

Hearts of Gold  
715-468-2931

Shell Lake, WI office

Indianhead Home Health Services  
715-532-1545

Serves Polk and Burnett Counties as well as Barron, Douglas, Rusk and Washburn and Sawyer Counties.

Indianhead Medical Center – Home Health  
715-468-7833

Shell Lake, WI office – Serves portions of Burnett County

Interim HealthCare  
715-377-9617

Hudson, WI office-serves Polk County

Spooner Health System – Home Care  
715-635-1238

Spooner, WI office – Serves portions of Burnett County

## **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 most of Polk County but not north of Frederic	800-359-0174
Allina Home Health Care and Hospice St Paul, MN Office—Services Polk County	800-261-0879
Heartland Hospice Eau Claire/Roseville Office--Serves Polk County	888-633-6522
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**

Movin' Out Madison, WI office – Member of household must have permanent disability	877-861-6746
Harvest of Hope Fund Emergency needs for food, home heating fuel, medical expenses, re-training, and other immediate situations for farm families. Madison, WI office	608-836-4633
Indianhead Community Action Agency Ladysmith, WI office – Serves Burnett County	715-532-4222
Modest Needs Grants <a href="https://www.modestneeds.org/for-applicants/">https://www.modestneeds.org/for-applicants/</a> 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 <a href="https://www.modestneeds.org/for-applicants/">https://www.modestneeds.org/for-applicants/</a> . Applicant's must have regular access to a computer, internet and a scanner or fax machine.	844-667-3776
Salvation Army of Burnett County Siren, WI-Administer Tenant Based Rent Assistance, Rapid Rehousing and Homeless Prevention programs for Burnett County	715-349-8744

Salvation Army of Polk County	715-263-2900
Clear Lake Office-Administers Permanent Supportive Housing program for Polk County and will provide rent assistance only if an eviction notice has been received. For rent assistance, individuals must contact and apply for assistance through Rural Housing, Inc and Workforce Resource Emergency Assistance Program first. No mortgage assistance provided.	
Rural Housing, Inc.	888-400-5974
Madison, WI office – Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills.	
USDA Rural Development	715-635-8228
Spooner, WI office – Serves Burnett and Polk Counties, Rural Direct Loan Program to assist low and very low income applicants to obtain decent, safe and sanitary housing.	
West CAP	715-265-4271
Section 8 Housing Voucher Program, Rapid Rehousing, and Tenant-Based Rental Assistance (for Polk County and program is based on funding availability).	
Wild Rivers Habitat for Humanity	715-483-2700
Serves Polk and Burnett Counties	
Wisconsin Housing and Economic Development Authority	800-755-7835
Offers a tax deferral loan program for elderly	
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.	

## **Housing – Renting**

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

Amery Housing Authority	715-268-2500
Burnett County Housing Authority	715-866-8231
Offers apartments in Siren and Webster, WI	
Catholic Charities Bureau	888-276-0246
Offers apartments in Siren and Amery, WI	
Clear Lake Housing Authority	715-263-3370
Croix Management	651-465-6841
Offers apartments in Grantsburg, WI	
Dak Management/Parkview Apartments	877-219-7282
St Croix Falls, WI	

Department of Agriculture, Trade and Consumer Protection-Consumer Protection Hotline	800-422-7128
A resource for tenants and landlords interested in learning more about their rental rights and responsibilities under Wisconsin law	
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	
HUD Housing Discrimination Hotline	800-669-9777
TDD Line for Hearing Impaired	800-927-9275
Get information about your Fair Housing Rights and file a complaint about housing discrimination	
HUD Public and Indian Housing Customer Service Center	800-955-2232
Provides general information about programs operated by the Office of Public and Indian Housing (HUD programs).	
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	715-651-2053
Offers apartments in Balsam Lake, Centuria, Almena and Deer Park	
Luck Housing Authority	715-472-2032
Meridian Group Inc/Hometown Village Apartments	715-635-3031
Centuria, WI	
Milltown Apartments	715-825-2026
Osceola Housing Authority	715-294-3629
Paramark/Osceola Village Apartments	715-294-3560
Pioneer Apartments	715-472-2164
Luck, WI	
Polk County Housing Authority	715-294-4243
Offers apartments in Osceola, Dresser, St Croix Falls, Milltown, Balsam Lake and Clear Lake, WI	



Ridgeview Apartments 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
WestCap Glenwood City, WI office – Offers rentals in St Croix Falls, WI	800-606-9227 715-265-4271
WIHousingSearch.org Free, up-to-date listings of rental housing throughout WI	<a href="http://wihousingsearch.org">wihousingsearch.org</a> or 877-428-8844

## **Housing – Shelters**

Benjamin House Rice Lake, WI; <b>emergency shelter</b>	715-736-2437
CRA (Community Referral Agency) Provides services and support to victims of domestic violence and sexual assault. Also offers shelter. Serves Polk and Burnett Counties.	800-261-7233
Faith House Siren, WI—Salvation Army Shelter	715-349-8744
Grace Place New Richmond, WI –Salvation Army shelter; <b>offers emergency housing</b>	715-247-2944
Northwoods Homeless Shelter Primarily serves Polk County families or Crisis Line or other individuals when possible; <b>offers emergency housing</b>	715-268-5730 715-554-0137
Serenity Home Transition Housing Salvation Army of Polk County Office located in Clear Lake-Serenity HomeTransition Housing includes 3 different locations in Polk County. Non-emergency	715-263-2900
Warming Center Rice Lake—only open from 6pm-10am for individuals needing a place to sleep. Open to individuals and families.	715-651-8740

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

### **Modifications**

Center for Independent Living Western Wisconsin Menomonie, WI office - Serves Polk Co	800-228-3287
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Interfaith Caregivers of Burnett County 715-866-4970  
Serves Burnett County; minor home repair projects only

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 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.

## **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.

**Wild Rivers Habitat for Humanity**

715-483-2700

Home Preservation program helps with exterior work including painting, patching, minor repair, landscaping and replacement of exterior building materials for maintaining good or sound condition. Also provides the Critical Home Repair program that includes more extensive interior or exterior work to address health and safety issues or code violations. Serves Polk and Burnett Counties

**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.

**Wild Rivers Habitat for Humanity**

715-483-2700

Weatherization Program helps with work that needs to be done to improve the energy efficiency and indoor air quality of a home. Includes a energy audit, testing of the home upon completion of work and homeowner education. Serves Polk and Burnett Counties

**Independent Living Centers**

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

**Center for Independent Living for Western Wisconsin**

Menomonie Office - Serves Polk Co

800-228-3287

**North Country Independent Living**

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** 715-706-1112  
Serves Western Wisconsin including Polk and Burnett counties. Accepts private pay and long term care insurance.
- Center of Independent Living of Western Wisconsin** 800-228-3287  
Serves Polk County (and Barron, Rusk, St Croix, Dunn, Chippewa, Pierce, Pepin, Eau Claire and Clark Counties). Provides personal and supportive home care services. Will hire, train and background check family and friends to provide supportive home care and personal cares. Accepts private pay, MA, and long term care insurance.
- Comfort Keepers** 715-381-6730  
Serves Polk, St Croix, Pierce, Barron, Burnett (case by case), Dunn, Eau Claire, Chippewa and Washington (MN) Counties. Accepts private pay, long term care insurance, and VA.
- In Home Foot and Nail Care Services—see the Health and Wellness section**
- Innovative Services, Inc.** 715-919-2147  
Community Supported Living (CSL) Program serves residents within a 30 mile/30 minute radius of the Siren and St Croix Falls offices; beyond 30 miles or 30 minutes service determined on case by case basis.
- IntegriCare** 715-205-3746  
Services those living within 10 miles of Barron County in Polk County. Accepts private pay and works with IRIS/Family Care
- Interfaith Caregivers of Polk County** 715-825-9500
- International Quality Homecare** 855-447-4762  
Serving Polk and Burnett Counties providing, personal care, homemaker, transportation, respite care, services. Accepts private pay, Medicaid, VA, and private 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 Country 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.
- Serenity Care Agency, LLC** 715-308-3800  
Boyceville, WI—Serves within a 45 mile radius of Boyceville. Provides personal care and supportive home care services. Accepts private pay and will work with long term care insurance.

**Spirit of the Heart** 715-441-0159  
 Centuria, WI-Serves within 30 minutes or 20 miles of Centuria. Provides personal care and supportive home care services. Accepts private pay and will work with long term care insurance.

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

## **Legal Assistance**

Legal representation is not guaranteed by these resources.

**Coalition of Wisconsin Aging Groups (CWAG)** 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 Hispanic Lawyers Association 414-331-2679  
 Can assist individuals in finding a Spanish speaking lawyer and/or a lawyer with knowledge of issues facing Hispanic individuals and communities.

Wisconsin Judicare, Inc. 800-472-1638  
 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 and Assistive Technology Kit 877-485-2372  
 Balsam Lake and Siren, WI—Items available for rent for up to 6 months include: Walkers, shower benches, bath chairs, toilet riser, commode, wheelchairs, cane, grab bar, grab it/reacher, shoe horns. Most items available at both locations, call ahead to check on availability. No rental fee. Not Medicare Certified. Also available are various assistive technology/devices to try out before purchasing. No items available for purchase but information available on where to go to purchase the equipment.

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

Because There is No Place Like Home Medical Supply Store 715-246-9040  
 New Richmond, WI—new and used durable medical equipment for purchase or rent.

CaptionCall 877-557-2227

An amplified and captioning phone that is a no cost service for those with hearing loss. It is a small important tool for people with hearing loss to stay socially connected to family and friends. Ensures accurate communication with healthcare providers, 911, and helps people live independently longer. You can reach by website at CaptionCall.com, toll free as listed above, or account manager for Western Wisconsin email [dpalichat@captioncall.com](mailto:dpalichat@captioncall.com) or 715-829-7093.

- 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 discounted rate such as hospital beds, motorized wheel chairs, manual wheel chairs etc. Call to check for availability of items.
- Frederic Pharmacy** 715-327-4208  
Frederic, WI—Medicare Certified
- Handi Medical Supply** 800-514-9979  
St Paul, MN office – Will provide mail-order supplies and equipment to Polk and Burnett Counties. Larger items (beds, wheelchairs, etc.) can only be delivered and serviced to southern Polk and Amery area. Medicare Certified.
- Home Health Resources** 715-268-9164  
Amery, WI office—Medicare Certified
- Home Medical Products and Services** 800-528-9969  
Rice Lake, WI office—purchase and/or rent medical equipment. Medicare Certified
- J&B Medical** 800-737-0045  
Incontinence supply provider for Medicaid recipients in WI. Medicare Certified
- Lincare (Respiratory/Oxygen supplies)** 855-483-1927  
St Croix Falls, WI office – Serves Burnett and Polk Counties. Medicare Certified
- Luck Pharmacy** 715-472-2122  
Luck, WI—Medicare Certified
- North Country Independent Living** 715-392-9118  
Superior, WI office – Serves Burnett Co or Voice/TTY 800-924-1220  
Assistive technology loan and demonstration program
- Siren Pharmacy** 715-349-2221  
Siren, WI—home health products in store and can order in other items not on hand. Not Medicare certified
- Stout Vocational Rehabilitation Institute** 715-232-2513  
UW-Stout, Menomonie, WI – Wheelchair clinics offered once a month

## Travis Roy Foundation Quality of Life Grant

Vehicle and home modifications and adaptive equipment grants for spinal cord injury survivors with paraplegia and quadriplegia. Apply online or print an application at: <http://www.travisroyfoundation.org/sci/grants/application/>

Wood River Pharmacy 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, Outpatient Therapy and Counseling age 5+, Structure Outpatient Program (intensive group therapy program), and programs for Change (intensive outpatient program for people with alcohol and other substance abuse conditions). Referral from an Amery Hospital and Clinic provider required.

**Burnett County Health and Human Services** 715-349-7600

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

### **Counseling Agencies**

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

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

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

**Gamblers Anonymous Area 8A Minnesota** 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](http://mentalhealthpolk.org)

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

**NAMI of Polk County** [namicconnections@polkcounty@gmail.com](mailto:namicconnections@polkcounty.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.

New Beginnings Alano Club Siren, WI—Hosts AA and NA group meetings	715-349-2588
Polk County Community Services Division	715-485-8400
Polk County Mental Health Crisis Line	888-552-6642
Solstice Warmline 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.	608-422-2383
St Croix Tribal Mental Health/AODA	715-349-2195 ext. 264
Trevor Project Suicide prevention crisis line for LGBTQ	866-488-7386
Veterans Crisis Line Suicide prevention crisis line for veterans and their families and friends to call. Online chat is available at <a href="http://www.veteranscrisisline.net/chat">www.veteranscrisisline.net/chat</a> or to text, text to 838255.	800-273-8255 press 1
Wisconsin Addiction Recovery Helpline	Call 2-1-1 or 866-944-4673 Text zip code to 898211 Live Chat at: <a href="http://www.addictionhelpwi.com">www.addictionhelpwi.com</a>
Free and confidential services provided by Wisconsin DHS and managed by Wisconsin 211. Helpline specialist help callers find and navigate local resources.	
Wisconsin Council on Problem Gambling Green Bay, WI office	800-426-2535
Wisconsin Sowing the Seeds of Hope Program Wisconsin Farm Center - Madison, WI - Counseling assistance to farmers	800-942-2474
<b><u>Nursing Homes – Skilled Nursing Facilities</u></b>	
For options in paying for nursing home care, information on area nursing homes, or other options to nursing home placement, contact: <a href="http://www.adrc.org">ADRC of Northwest Wisconsin</a> 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
Divine Rehabilitation and Nursing at St Croix 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. Other systems available as well.

CWS Cabin Watch St Croix Falls, WI office Surveillance systems and personal emergency response-no med management dispensing systems.	715-483-0083
Dose Health Smart phone compatible medication dispenser and medication call/text reminder services—Dose Remind and Dose Remind + Click. Visit <a href="http://www.dosehealth.com">www.dosehealth.com</a> for more information.	844-300-6212
FirstCall Medical Monitoring St Croix Electric Cooperative, Hammond, WI—personal emergency response system; landline and/or cellular phone; fall detection; equipment is leased and participants charged a monthly fee for service.	800-924-3407
Guardian Alert Plus 911/Logic Mark 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.	866-541-8387
Healthcom Remote monitoring/telehealth monitoring, personal emergency response systems, vitals monitoring, medication management systems, fall detection/auto call options. Monthly fee.	800-525-6237
Home Medical Rice Lake, WI Freedom Alert personal emergency response system. \$299.95 for the whole system; no monthly fees.	800-528-9969

**Rise and Shine Call In** 715-825-9500  
 Program available through Interfaith Caregivers of Polk County. Enroll in the program by calling the number above and call in each day before 11am. If they don't hear from you they will call you and follow steps (if needed) to ensure you are ok.

### Life Assist USA

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

Madison, WI office-Serves Polk Co. 888-860-8098

Grantsburg, WI--Serves Burnett and northern Polk Co 715-222-6370

715-463-5606

### LifeFone/Touching Hearts at Home

715-245-1944

Personal emergency response system at home, on the go (with 3G cellular), fall 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 med management 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, med 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

Burnett County Sheriff's Department

715-349-2121

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.

## **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. Menomonie, WI office	715-233-0203
Polk Burnett Payee, Inc. Siren, WI office	715-554-0028
Superior Vocations Center, Inc. Superior, WI office	715-392-6171
Twin Ports Guardianship and Payee Superior, WI office	715-392-3137 or 866-271-1312

## **Respite Care**

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

Adult Day Care/Respite Continuing Care Center at Burnett Medical Center, Grantsburg, WI-In facility respite care services only.	715-463-5353
American Parkinson Disease Association-WI Chapter 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.	608-345-7938
Amery Assisted Living and Memory Care Amery—facility based respite care for 28 consecutive days or less	715-268-4800
Because There's No Place Like Home, LLC Serves Western Wisconsin including Polk and Burnett counties. Accepts private pay and long term care insurance.	715-706-1112
Community Homestead 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.	715-294-3038
Day Friends Day respite for individuals with dementia located in Balsam Lake, WI – Weekdays, 7:30-3:30. Transportation available.	715-485-8762
Happy Day Club Day respite care program for individuals with dementia located in Spooner, WI	715-416-2942
Interfaith Caregivers of Polk County	715-825-9500

Respite Care Association of Wisconsin 608-222-2033  
 Madison, WI--Caregiver Respite Grant Program to help with planned or emergency  
 respite care needs

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

## **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

### **Brain Injury**

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

### **Cancer**

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

### **Caregivers**

- ADRC of Northwest Wisconsin 877-485-2372  
Peace Lutheran Church, Dresser, WI and at the Grantsburg Public Library, Grantsburg, WI (starting March 2019)
- Caregiver Teleconnection 866-390-6491  
Connects family caregivers with trusted professionals and other caregivers and provides education through one hour, free "tele-learning" sessions. More info at [www.caregiverteleconnection.org](http://www.caregiverteleconnection.org)
- 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
- Chronic Illness/Pain Support Group 715-825-4100  
North Valley Lutheran Church, 1988 220<sup>th</sup> Ave, Centuria; Contact Suzanne for meeting dates and times.

### **Diabetes**

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

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

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

### **Down Syndrome**

- Down Syndrome Association of WI 866-327-3729

## Grief

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

## Mental Illness

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

## Multiple Sclerosis

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

## Other

- Northwest Wisconsin Ostomy Support Group 715-537-6756  
Rice Lake, WI.

## Parkinson's

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

## Tax Assistance

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

### IRS Free File Software

<https://apps.irs.gov/app/free/file>

Free federal return filing online for individuals with adjusted gross income of \$66,000 or less. Eligibility varies with each company.

### IRS Volunteer Income Tax Assistance

800-906-9887

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

### AARP Tax Aide Program

888-227-7669

Free tax help to primarily seniors but will help low income adults needing assistance.



## Transportation

### Adaptations

A&J Mobility 715-874-6630  
Eau Claire, WI – Automobile and van adaptations

Mobility Works 715-438-4030  
Eau Claire, WI—New/used wheelchair accessible vehicles, vehicle adaptations,  
accessible vehicle rental

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/>

### 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 715-554-2983  
No employment related transportation provided. 715-554-2585
- Midwest Ridesource 715-796-7433  
Star Prairie—serving within a 30 mile radius providing stretcher, wheelchair and  
ambulatory transportation for any transportation need.
- Wheels To Go Transportation-Centuria, WI 715-553-3232

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

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

### Medical Appointment Transportation

- [ADRC of Northwest Wisconsin](#) 877-485-2372  
Burnett and Polk County residents 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, Wound Health Center and Behavior Health within a 20 mile radius of these locations. Patients must be ambulatory. \$2.00 donation requested but not required. Ask for registration and scheduling
- Burnett County Veterans Service Office 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- \$60 round trip. Call 48-72 hours in advance for trip requests.
- Midwest Ridesource 715-796-7433  
Star Prairie—serving within a 30 mile radius providing stretcher, wheelchair and ambulatory transportation for any transportation need.

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

- 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. No employment related transportation provided.
- New Freedom Volunteer Driver Transportation Program  
Volunteer Drivers serve Polk and Burnett county residents with a barrier to providing own transportation
  - Polk County call 800-228-3287
  - Burnett County residents call 800-924-1220
  - Individuals on Family or IRIS from Polk and Burnett County call 800-228-3287
- New Freedom Voucher Program  
Eligible individuals qualify for vouchers that can be used like checks for transportation services
  - Center for Independent Living for Western Wisconsin (Polk residents) 800-228-3287
  - North County Independent Living (Burnett residents) 800-924-1220
- 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.

<p>St Croix Tribal Governmental Offices 800-236-2195</p>
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24663 Angeline Avenue, Webster WI 54893

www.stcciw.com

<b>Department</b>	<b>Contact</b>	<b>Extension</b>
Aging Unit	Jennifer Bearheart	5108
Behavior Health	Receptionist	5264
Caregiver Program	Lisa Reynolds	5116
Clinic	Receptionist or Direct Toll Free	5150 877-455-1901
Community Health	Casey Denver	5139
Construction	Delores Staples	5212
Dementia Care Specialist	Dianna Stumph	5150
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	Jake Reynolds	5271
Handymen	Challah Mosay	5168
Head Start	Diane Johnson	5246
Historical Preservation	Wanda McFaggen	5238
Housing	Natasha Breeden-Reynolds	5130
Human Resource Director	Jackie Mallory	5100
Indian Child Welfare/ Human Services	Receptionist	5150
Health and Human Services Director	Jackie Lowe	5257
Interstate Office	Jennifer Taylor	5337
Legal	Receptionist	5100
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	Karen Johnson	715-635-0967
Youth	Mark Souiler	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

Heat for Heroes 800-891-9276

Assistance for heating costs, electric costs and energy related crisis situations for Veterans. Must apply for Wisconsin Home Energy Assistance Program (WHEAP) first.

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 715-866-8151  
Webster, WI; serves Burnett Co.
- Veterans Assistance Foundation Inc. 866-823-8387  
Serves Polk Co.

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** 800-242-8822  
 Milwaukee, WI office

## **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 Kinship Navigator** [www.dcf.wisconsin.gov/kinship/navigator](http://www.dcf.wisconsin.gov/kinship/navigator)  
 Online resource for relative caregivers of children to access information and resources

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

### **Health and Wellness**

Special Olympics of Burnett County 715-491-4862

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

Special Olympics of Polk County 715-491-4862

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

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

### **Long Term Care Programs**

Voluntary long term care Medicaid waiver programs for individuals with disabilities who need services—supported employment, in home help, independent living skills training, adult family home setting etc. --- on a long term basis, with no other means to pay for them. Children's Long Term Care Waiver is for children birth to 18. Children/families on the Children's Long Term Care Waiver program will be directly referred to the ADRC at 17.5 years of age to determine eligibility for adult long term care waiver programs.

#### **Children's Long Term Care Waiver**

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

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

#### **Family Care/IRIS**

ADRC of Norwest Wisconsin 877-485-2372

### **Mental and Behavioral Health**

Burnett County Mental Health Crisis Line 888-636-6655

#### **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)

- Hayward, WI office 715-634-0523  
Serves Burnett County
- Rice Lake, WI office Voice & TTY 800-228-2587  
Serves Polk County

Employment Resources, INC. 608-246-3444

Provides benefits counseling and support, employment counseling, pre-driving training and employer training for individuals with disabilities.

#### Great Lakes Inter-Tribal Council Vocational Rehabilitation

St Croix Chippewa Indians of WI 715-635-0967

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