

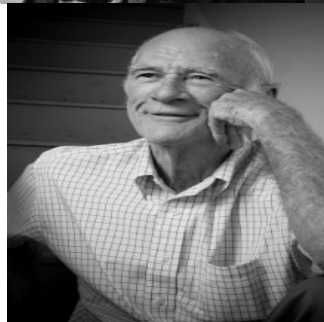


Aging & Disability Resource Center  
of Northwest Wisconsin

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

## **Resource Guide Information**

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

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

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

ADRC of Northwest Wisconsin Staff Directory		
Staff Name	Position	Primary Office
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 Benefits Specialist	Siren
Nicole Coulter	Administrative Assistant	Balsam Lake

Kayli Williamson	Elder Benefits 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

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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 866-946-2372  
1316 N 14<sup>th</sup> St, Superior, WI

ADRC of Barron, Rusk and Washburn Counties  
Offices in Barron, Ladysmith and Spooner, WI  
888-538-3031

ADRC of Dunn County 715-232-4006  
808 Main Street, Menomonie, WI

ADRC of St Croix County 800-372-2333  
1752 Dorset Lane, New Richmond, WI

ADRC of Eau Claire County 888-338-4636  
721 Oxford Ave. Rm 1130, Eau Claire, WI

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

Adult Protective Services

715-349-7600



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

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

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

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

## Advocacy/Community Organizations

AARP Wisconsin 866-448-3611  
 Madison, WI office

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 800-750-2437

Eau Claire, WI office

American Cancer Society

877-423-9122

Altoona, WI office

Arthritis Foundation

800-242-9945

West Allis, WI office

Autism Society of Wisconsin

888-428-8476

Menasha, WI office

Brain Injury Alliance of Wisconsin

800-882-9282

Madison, WI office

Brain Injury Resource Center of Wisconsin

Muskego, WI office

262-770-4882

Coalition of Wisconsin Aging Groups (CWAG)

Milwaukee, WI office

800-366-2990

or TTY 888-758-6047

Disability Rights Wisconsin 715-736-1232  
 Rice Lake, WI office 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  
 608-222-2033  
 Madison, WI

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 715-677-6723  
Madison, WI office

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

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

## Alzheimer's Disease, Dementia and Memory Loss

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

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

## Dementia Care Specialist

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

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

Lending Library 877-485-2372

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

## Alert and Location Devices

### 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.

## **MedicAlert+Safe Return Identification Program**

Alzheimer's Association's 24 hour nationwide emergency response service for individuals with Alzheimer's or a related dementia who wonders. Service alerts a community support network and gives first responders important medical and demographic information. \$55 initial enrollment fee plus \$35

annual/renewal fee.

800-272-3900

Memory Care Units – Provide specialized,

Facility-based care

Amery Memory Care

715-268-4800

Amery, WI

Comforts of Home

715-483-1707

St Croix Falls, WI

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

Amery, WI

Riverbend Assisted Living

715-268-9949

Amery, WI

Memory Clinics - For the evaluation of  
Memory problems

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

Essentia Health Neurology-Duluth Clinic

218-786-3935

3<sup>rd</sup> St Building, Duluth, MN

Fairview Chisago Lakes Memory Assessment Clinic

651-257-8499

Chisago City, MN

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 at 877-485-2372 or the Alzheimer's Association Minnesota-North Dakota Chapter Helpline at 1-800-272-3900. For a list of clinics in other parts of Wisconsin contact the ADRC.



## Day Break Services

Day time services provided outside of the home.

Day Friends 715-485-8762

Balsam Lake, WI – Weekdays, 7:30-3:30

Happy Day Club 715-416-2942

Spoooner, WI

Adult Day Care/Respite 715-463-5353

Continuing Care Center at Burnett Medical  
Center, Grantsburg, WI

See also – In Home Help and Respite Care

## Memory Cafés

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

Amery Memory Café 715-720-7611

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

Spoooner Memory Café 715-635-4460

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

## Research Opportunities

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

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

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

## Support Groups

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

## Alzheimer's Caregiver Support Group

Telephone support group the 4<sup>th</sup> Tuesday of every month from 10am-11am. Pre-registration is required in order to get the call-in information.

800-272-3900

Amery Area Community Center 715-268-7089  
 Dementia Caregiver Support Group, 1<sup>st</sup> Wednesday  
 of every month at 10a.m. Contact: Sharlene  
 Bellefeuille (Alzheimer's Association)

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

Early Stage Support Group 715-635-4460  
 DNR Service Center, Spooner, WI---Support group  
 for the caregiver and individual with dementia (in the  
 early stages) 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  
 meetings 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 learn about any violations they might have been cited for. 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-Osceola, WI 715-294-1600

## 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 Amery, WI	715-268-4800
Clear Lake Manor Clear Lake, WI	715-263-2399
Comforts of Home St Croix Falls, WI	715-483-1707
Countryside Acres Webster, WI	715-866-4411
Eagle Ridge Senior Living Osceola, WI	715-294-8000
Hearthside Assisted Living Osceola, WI	715-294-1100
Kapes Lakeside Assisted Living Siren, WI	715-349-5273
Riverbend Amery, WI	715-268-9949

Shady Knoll Home 715-463-5425  
Grantsburg, WI

Sophie's Manor 715-640-3330  
Centuria, WI

Traditions of Frederic 715-327-4888  
Frederic, WI

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 855-359-5252  
or TTY 888-701-1254

North Country Independent Living

Superior, WI office – Serves Burnett Co 715-392-9118  
Or Voice/TTY 800-924-1220

### Starkey Hearing Foundation

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

Voice/TTY 800-328-8602

### Telecommunications Equipment Purchase Program

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

608-231-3305

Or TTY 800-251-8345

Wisconsin Public Service Commission – Madison, WI office

### Wisconsin Lions Foundation Hearing Project

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

877-463-6953



## Wisconsin Telecommunication Relay Systems

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

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

## Dental Resources

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

Affordable Dentures 715-855-1020

Eau Claire, WI office

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 – Assists in locating volunteer dentists in your area. Wait list of 12-18 months after application. Applications available on [www.wda.org](http://www.wda.org). Only serves Polk County at this time.
- HyLife, LLC** 715-554-0279  
 In home tooth brushing and between the teeth cleaning—services can be provided monthly, every other week, or weekly
- Lake Superior Community Health Center**  
 Superior, WI 715-394-5411
- Marshfield Rice Lake Dental Center** 715-236-8900  
 Rice Lake, WI
- NorthLakes Community Clinic**  
 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.

Hope Dental Clinic 651-789-7605  
 Free dental clinic for individuals with no insurance. Dental services available include comprehensive exam, cleanings, fillings and tooth extractions.

## 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  
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. Can call Helpline (listed above) for assistance.

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 telephone service Connection and installation. Eligible customers must have proof of low-income status or be receiving benefits from one of the following: Wisconsin Works, Medicaid, Supplemental Security Income (SSI), FoodShare, Energy Assistance, or Homestead Credit.

## 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/>.

Applicants 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](mailto:laurie@housingalliance.us) for grant application.

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

U.S. Department of Energy  
<http://www.energy.gov/energysaver/incentives-and-financing-energy-efficient-homes>  
 Information about tax credits, rebates, and savings programs available through the U.S. Department of Energy.

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.

## Employment

Department of Vocational Rehabilitation (DVR)

- Ladysmith, WI office  
 Serves Burnett County 715-532-2709
- Rice Lake, WI office  
 Serves Polk County Voice & TTY 800-228-2587

## Great Lakes Inter-Tribal Council Vocational

Rehabilitation 715-635-0967

Serves St Croix Chippewa Indians of WI

North Country Independent Living 800-924-1220

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

## Senior Community Service Employment Program

715-939-1400

Spooner, WI—a job training and placement program for low-income people age 55 and older.

## Stout Vocational Rehabilitation Institute

Menomonie, WI - Private pay vocational evaluation and training 715-232-2513

Softec Education, INC 715-688-9629

WITC campus/branch in Burnett County providing accelerated training and education on skills needed for employment by local businesses and industry.

## West CAP Skills Enhancement Program

800-606-9227

715-265-4271

SEP is designed to assist with the cost of short term training—tech school, certification programs, or the last two years of a four year degree program.



## West CAP Adult Literacy Program

715-265-4271 ext. 1314

One-on-one tutoring program for adults that want to improve their literacy skills for personal or job related goals.

## Wisconsin Job Center and Wisconsin CEP Inc.

Spoooner, WI office – Serves Burnett County  
715-635-2175  
or TTY 711

## Wisconsin Senior Employment Program (WISE)

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

## Work Force Resource

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

Polk County Job Center Balsam Lake, WI

Serves Polk County 715-485-3115  
or TTY 711

Burnett Office in Siren, WI  
Serves Burnett County

715-718-4840

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

## Wisconsin Indianhead Technical College Accommodation Specialist

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

Rice Lake Campus      715-234-7082    ext. 5522

New Richmond Campus 715-246-6561 ext. 4393

## Family Care

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

ADRC of Northwest Wisconsin      877-485-2372  
Serves Polk & Burnett Counties and the St Croix  
Chippewa Indians of WI

## Food and Nutrition Programs

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.

## Congregate Dining for Seniors

Offered at sites throughout Polk and Burnett Counties

ADRC of Northwest Wisconsin 877-485-2372

## FoodShare

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

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

Harvest of Hope Fund 608-836-4633

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

## St Croix Tribe Elder Congregate Dining

Danbury 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. Open Mon and Wed 9-noon, Thurs 11-4pm  
Serves Osceola and Dresser school districts.

## Siren

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

## Spooner

- Ruby's Pantry  
780 Elm St. (School Vocational Area)  
9:30-11am 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**  
Connections (next to Holiday gas station)  
Mon, Tues, and Fri 10-3pm Serves all of Burnett  
Co. No cost. 715-866-8151
- **Second Harvest Monthly Food Distribution**  
Connections in Webster (next to Holiday)  
3<sup>rd</sup> Thursday of each month, 10:30-4pm. Open to  
anyone in need of food.
- **Webster and Siren Lions Club**  
Connections (next to Holiday)  
1<sup>st</sup> Thursday of each month 10:30am-1:00pm
- **St Croix Chippewa Commodities Distribution**  
24663 Angeline Ave.  
Monday – Thursday, 7:30-4:30. Closed 1<sup>st</sup> week  
of each month. Native American income eligible  
only. 715-349-2195



## Free Community Meals

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

**Burnett County Churches** 715-866-8646  
Alternates between churches in Siren, Webster, and Danbury, last Tuesday of each month from 5-6pm, Jan-Oct.

**Deronda Lutheran**  
1239 65<sup>th</sup> Ave, Amery; 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 Wednesdays, 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 Polk County 715-825-9500

Pick up and food delivery from local food pantries

## Interfaith Caregivers of Burnett County

715-866-4970

Delivers food from local food pantries to individuals in need one day a month.

## 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--Every Tuesday from 4-7pm. Please call  
 for an appointment, walk in appointments not  
 guaranteed as appt times vary based on provider  
 availability. Prevention based clinic providing  
 referral services, patient support and prescription  
 services.

## Health Insurance Programs

[ADRC of Northwest Wisconsin](#) 877-485-2372  
 Elder Benefits Specialists (for people ages 60+) and  
 Disability Benefits Specialists (for people ages 18-59)  
 can provide general information on public and private  
 insurance options. This could include Wisconsin  
 Medical Assistance, SeniorCare, Medicare, SSI MA,  
 etc.

Forward Health Member Services 800-362-3002  
 For people already receiving Wisconsin Medical  
 Assistance (MA, Medicaid, BadgerCare+, SSI MA).  
 Answers questions regarding coverage, billing and  
 prior authorization. Also provides referrals to  
 dentist/dental services who accept Medicaid.

## Health Insurance Marketplace

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

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

## Health Insurance Marketplace Navigators and Certified Application Counselors

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

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

## Medical Assistance (Medicaid, MA)

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

## Medicare & Medicare Part D Information

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

## Medicare Fraud

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

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

Senior Care 800-657-2038

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

- [ADRC of Northwest Wisconsin](#) 800-485-2372  
Elder Benefits Specialists can also answer questions and may be able to assist with application materials, if needed.

## Health & Wellness Programs

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

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

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

Amery, WI – Amery Centennial Hall

Open to adults age 21 and older, \$10/month

Amery Regional Medical Center 715-268-8000

Amery, WI

Burnett Medical Center 715-463-5353

Grantsburg, WI



## 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  
Osceola, WI

715-294-2111

## Ruby's Well Care Center Beauty Salon Service

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

715-472-7770

## Special Olympics of Burnett County 715-491-4862

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

## Special Olympics of Polk County 715-491-4862

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

St Croix Regional Medical Center  
St Croix Falls, WI

800-642-1336

## Wisconsin Well Woman Program

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

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

## Foot and Nail Care

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

## 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.

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

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

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

Hearts of Gold                                    715-468-2931  
 Shell Lake, WI office

Indianhead Home Health Services    715-532-1545  
 Serves Polk and Burnett Counties as well as Barron,  
 Douglas, Rusk and Washburn and Sawyer Counties.

Indianhead Medical Center – Home Health  
 Shell Lake, WI office – Serves portions of Burnett  
 County    715-468-7833

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

## Spoooner Health System – Home Care

Spoooner, WI office – Serves portions of Burnett  
County 715-635-1238

## Hospice

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

Adoray Home Health & Hospice 800- 359-0174  
Baldwin, WI office – Serves most of Polk County but  
not north of Frederic

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

Heartland Hospice 888-633-6522  
Eau Claire/Roseville Office--Serves Polk County

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

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

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

## Housing – Assistance

Movin' Out 877-861-6746

Madison, WI office – Member of household must have permanent disability

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

Indianhead Community Action Agency

715-532-4222

Ladysmith, WI office – Serves Burnett County

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.

Salvation Army of Burnett County 715-349-8744

Siren, WI-Administer Tenant Based Rent Assistance, Rapid Rehousing and Homeless Prevention programs for Burnett County

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  
608-348-7755

Apartments in 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

St Croix Falls, WI—rent includes all utilities except phone, also includes free laundry

River Town Heights is open to seniors (62+) and disabled adults (18+) with mobility impairment and Forest Heights-open to seniors (62+)

715-483-1917

715-557-0559

## Impact 7

715-651-2053

Offers apartments in Balsam Lake, Centuria, Almena and Deer Park

## Luck Housing Authority

715-472-2032

Meridian Group, Inc/Hometown Village Apartments  
Centuria, WI

715-635-3031

## Milltown Apartments

715-825-2026

## Osceola Housing Authority

715-294-3629

## Paramark/Osceola Village Apartments

715-294-3560

## Pioneer Apartments

715-472-2164

Luck, WI

## Polk County Housing Authority

715-294-4243

Offers apartments in Osceola, Dresser, St Croix Falls, Milltown, Balsam Lake and Clear Lake, WI

Ridgeview Apartments 715-263-2544  
Clear Lake, WI

Sunny View Apartments, E. Fuller Inc.  
Offers apartments in Milltown, WI 715-634-2040

St Croix Tribal Housing Authority  
800-236-2195 ext 5130

WestCap 800-606-9227  
715-265-4271  
Glenwood City, WI office – Offers rentals in St Croix  
Falls, WI

WIHousingSearch.org  
Free, up-to-date listings of rental housing throughout  
WI [wihousingsearch.org](http://wihousingsearch.org)  
or 877-428-8844

## Housing – Shelters

Benjamin House 715-736-2437  
Rice Lake, WI; **emergency shelter**

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

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

Grace Place 715-247-2944  
 New Richmond, WI –Salvation Army shelter; **offers emergency housing**

Northwoods Homeless Shelter 715-268-5730  
 Crisis Line 715-554-0137

Primarily serves Polk County families or other individuals when possible; **offers emergency housing**

Serenity Home Transition Housing

715-263-2900

Salvation Army of Polk County Office located in Clear Lake-Serenity HomeTransition Housing includes 3 different locations in Polk County. Non-emergency

Warming Center 715-651-8740

Rice Lake—only open from 6pm-10am for individuals needing a place to sleep. Open to individuals and families.

## Housing – Modifications, Repairs & Weatherization

Modifications

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

715-736-1800

or Voice/TTY 866-419-1260

## Interfaith Caregivers of Burnett County

Serves Burnett County

715-866-4970

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

Milltown, WI office – Serves Polk County

## North Country Independent Living

Superior, WI office – Serves Burnett Co

715-392-9118

or Voice/TTY 800-924-1220

## Tomorrow's Home Foundation Helping Hand Assistance Program

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

Grant program available to assist low-income mobile and manufactured homeowners who need critical home repairs that are essential to remain in the home. Grant recipient must pay at least 10% of costs. Grants given up to \$2,500. Visit website above or email [laurie@housingalliance.us](mailto:laurie@housingalliance.us) for grant application.

## Travis Roy Foundation Quality of Life Grant

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

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

USDA Rural Development 715-635-8228  
 Spooner, WI – low interest loans for very-low-income homeowners to repair, improve or modernize homes and grants for elderly (62 years of age and older) very-low-income homeowners to remove health and safety hazards

## Repairs

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

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

Home Repair Program 715-726-4580  
 Loan program designed to assist low and moderate income households with repairs to their homes  
 Administered by the Chippewa County Housing Authority, Chippewa, WI—Serves Barron, Buffalo, Chippewa, Clark, Dunn, Eau Claire, Pepin, Peirce, Polk and St Croix counties

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

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

USDA Rural Development 715-635-8228  
 Spooner, WI – low interest loans for very-low-income homeowners to repair, improve or modernize homes and grants for elderly (62 years of age and older) very-low-income homeowners to remove health and safety hazards

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

WestCap 800-606-9227  
 715-265-4271  
 Glenwood City, WI office – Serves Polk and Burnett Counties. 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

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

## In-Home Help

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

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

715-706-1112

Serves Western Wisconsin including Polk, Barron, St. Croix, Burnett, Pierce Washburn, and Dunn Counties. Provides personal and supportive in-home cares. Accepts private pay, IRIS, Includa, and long term care insurance.



Center of Independent Living of Western Wisconsin  
800-228-3287

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

Comfort Keepers 715-381-6730

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

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

Innovative Services, Inc. 715-919-2147

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

IntegriCare 715-205-3746

Serves 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  
Provides supportive, 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.

Peaceful Living  
715-386-7071  
Hudson, WI office-Serves Polk County. Accepts private pay, medical assistance and long term care insurance. Accepts medical assistance and private pay.

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

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

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

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

## Legal Assistance

Legal representation is not guaranteed by these resources.

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

Consumer Law Clinic – UW Madison 608-263-6288  
 The CLC handles individual and class action lawsuits in state and federal court covering a variety of consumer protection issues, including misrepresentation and fraud, credit scams, predatory lending, unfair debt collection

practices and "fringe banking" abuses by rent-to-own and payday loan companies. Staffed by law students.

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

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

Tenant Resource Center 608-257-0143  
 Tenant Resource Center (TRC) offers free housing counseling for tenants and landlords interested in learning more about their rental rights and responsibilities under Wisconsin law. Madison, WI office

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

866-783-5021

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

## Wisconsin Hispanic Lawyers Association

414-331-2679

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

## Wisconsin Judicare, Inc.

800-472-1638

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

800-362-9082

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

## Medical Equipment and Assistive Devices

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

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

Website: Medicare.gov; Toll Free Number: 800-633-4227; TTY: 877-486-2048

**ADRC of NW WI Loan Closet** 877-485-2372

Balsam Lake and Siren, WI—Items available for rent for up to 6 months include: Walkers, shower benches, bath chairs, toilet riser, commode, wheelchairs, cane, grab bar, grab it/reacher, shoe horns. Most items available at both locations, call ahead to check on availability. No cost to rent. Not Medicare Certified.

**Apria Health Care** 800-277-4288

Rice Lake, WI office – Serves Burnett and Polk Counties, Medicare Certified

**Balsam Lake Pharmacy** 715-485-3374

Balsam Lake, WI—Medicare Certified

**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](http://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  
Menomonie, WI office - Serves Polk Co  
Assistive technology loan and demonstration  
program

800-228-3287

Frederic Pharmacy 715-327-4208

Frederic, WI—Medicare Certified

Hope Gospel Mission Bargain Center ad Building  
Center 715-839-9498

Eau Claire, WI—Used items for sale at discounted rate such as hospital beds, motorized wheel chairs, manual wheel chairs etc. Call to check for availability of items.

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

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

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

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

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

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



## North Country Independent Living

Superior, WI office – Serves Burnett Co

715-392-9118

or Voice/TTY 800-924-1220

## Siren Pharmacy

715-349-2221

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

## Stout Vocational Rehabilitation Institute

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

715-232-2513

## Travis Roy Foundation Quality of Life Grant

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

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

## Wood River Pharmacy

715-463-2525

Grantsburg, WI—Medicare Certified

## Yellow River Pharmacy

715-866-8644

Webster, WI—Medicare Certified

## Medication Management

Medication management options that are available include licensed home health care agencies, medication dispensing boxes and individual packaging of medication by pharmacies.

Licensed Home Health Agencies—see Home Health Care.

Medication Dispensing Equipment—see Personal Emergency Response Systems

### Pharmacies

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

Balsam Lake Pharmacy 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

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

855-222-5542



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

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

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

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

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

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

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

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

## Nursing Homes – Skilled Nursing Facilities

For options in paying for nursing home care, information on area nursing homes, or other options to nursing home placement, contact: [ADRC of Northwest Wisconsin](#) 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 Grantsburg, 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.

Comfort Keepers 715-381-6730

Eau Claire, WI office

Personal emergency response, camera surveillance, motion detectors pressure sensitive floor mats and med management dispensing systems available

CWS Cabin Watch 715-483-0083

St Croix Falls, WI office

Surveillance systems and personal emergency response-no med management dispensing systems.

Dose Health 844-300-6212

Smart phone compatible medication dispenser and medication call/text reminder services—Dose Remind and Dose Remind + Click. Visit [www.dosehealth.com](http://www.dosehealth.com) for more information.



**Guardian Alert Plus 911/Logic Mark 866-541-8387**  
 Personal emergency response system for veterans that requires no landline, no cell phone and has no monthly fees. Provided free to eligible veterans through the VA. Lower private pay price for non-eligible veterans.

**Healthcomm 800-525-6237**  
 remote monitoring/telehealth monitoring, personal emergency response systems, vitals monitoring, medication management systems, fall detectors/auto call options. Monthly fee.

**Home Medical 800-528-9969**  
 Rice Lake, WI  
 Freedom Alert personal emergency response system. \$299.95 for the whole system; no monthly fees.

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

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

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

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

Woodville, WI office-Serves southern parts of Polk County

**Philips Life Line 800-368-2925**

St Croix Falls, WI office

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

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

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

**Stealth Optimum Security 715-483-3900**

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

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

## Project Lifesaver

Polk County Sheriff's Department 715-485-8300

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.

715-233-0203

Menomonie, WI office

Polk Burnett Payee, Inc.

715-554-0028

Siren, WI office

Superior Vocations Center, Inc.

715-392-6171

Superior, WI office

Twin Ports Guardianship and Payee

Superior, WI office

715-392-3137  
or 866-271-1312

## Respite Care

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

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

American Parkinson Disease Association-WI  
Chapter 608-345-7938  
Caregiver respite program for Parkinson patients that  
provides a \$500/yr stipend to Parkinson patients to  
be used for respite care services. No financial  
requirements but must not be receiving any other  
funded or subsidized respite care services.

Amery Assisted Living and Memory Care 715-268-4800  
Amery—facility based respite care for 28 consecutive  
days or less

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

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

Transportation available.

Happy Day Club 715-416-2942

Day respite care program for individuals with dementia located in Spooner, WI

Interfaith Caregivers of 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
Milltown	715-825-2103
Osceola	612-319-7985
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  
Welcomes members from Polk, Burnett and surrounding areas 715-327-4474

## Cancer

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

## Caregivers

- ADRC of Northwest Wisconsin 877-485-2372  
Peace Lutheran Church, Dresser, WI and Grantsburg Public Library, Grantsburg, WI (starting March 2019)
- Caregiver Teleconnection 866-390-6491  
Connects family caregivers with trusted professionals and other caregivers and provides education through one hour, free “tele-learning” sessions. More info at [www.caregiverteleconnection.org](http://www.caregiverteleconnection.org)
- See support groups in the Alzheimer’s Disease, Dementia and Memory Loss section

## 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

- American Childhood Cancer Organization  
<https://www.acco.org/24-hour-online-support/>
  - Offers resources, books, videos, kits, 24-hour peer support, local groups, finding hope, how to get involved and how to advocate.
- New Life Christian Community           715-557-1431
- Grief Anonymous  
<https://griefresourcenetwork.com/events/>
  - Offers on-going and enduring grief support for individuals who are dealing with the loss of a loved one. Registration is free.
- GriefShare                                 <https://www.griefshare.org/>
  - Offers weekly support groups around the world. Join a group at any time and attend as many meetings as you like.
- 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

- American Foundation for Suicide Prevention

<https://afsp.org/ive-lost-someone>

Offers healing conversations

- 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  
Rice Lake, WI 715-537-6756

### 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  
715-554-2585

No employment related transportation  
provided.

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

Medical Assistance (MA, Medicaid,  
BadgerCare) Transportation

MTM

866-907-1493

or TTY 800-855-2880

Medical Appointment Transportation

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

Burnett and Polk County residents

\*\* Charges for transportation provided by ADRC  
drivers will apply

- Amery Hospital and Clinic 715-268-8000

Transportation to and from Amery Hospital and  
Clinic (Amery only, Would Health Center and  
Behavior Health within a 20 mile radius of these  
locations. Patients must be ambulatory. \$2.00  
donation requested but not required. Ask for  
registration and scheduling

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

715-349-2179

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

## Transportation for any Reason- Ambulatory Only

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



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

## Tribal Programs and Services

The St Croix Chippewa Indians of Wisconsin offer various programs and services to tribal members.

Please contact the St Croix Tribal Governmental Offices for more information.

<b>St Croix Tribal Governmental Offices</b> <b>800-236-2195</b> <b>24663 Angeline Avenue, Webster WI 54893</b> <b>www.stcciw.com</b>		
<b>Department</b>	<b>Contact</b>	<b>Extension</b>
Aging Unit	Jennifer Bearheart	5108
Behavior Health	Receptionist	5264
Caregiver Program Manager	Lisa Reynolds	5116
Clinic	Receptionist <i>or Direct Toll Free</i>	5150 877-455- 1901
Community Health	Casey Denver	5139
Construction	Delores Staples	5212
Dementia Care Specialist	Dianna Stumph	5150
DNR	Gaynell Lemieux	5185
Education	Karen Washington	5303

Elder Advocate Program	Maryann Morrison	5140
EPA	Sarah Slayton	5240
Finance/Per Capita Office	Receptionist	5299
Food Distribution	Jake Reynolds	5271
Handymen	Chalah Mosay	5168
Head Start	Terri Moritz	5246
Historical Preservation	Wanda McFaggen	5238
Housing	Natasha Breeden-Reynolds	5130
Human Resource Director	Jackie Mallory	5150
Indian Child Welfare/ Human Services	Receptionist	5150
Director of Health and Human Services	Jackie Lowe	5257
Interstate Office	Jennifer Taylor	5337
Legal	Receptionist	5100
Patient Benefits Assistance	Kayla Anderson	5256

Police Department	Frank Taylor <i>or</i> Dispatch <i>or</i> 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 Soulier	5310

## Veteran's Services

### Assistance to Needy Veterans Grants

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

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

### Burnett County Veteran's Service Office

715-349-2179

**Guardian Alert Plus 911/Logic Mark 866-541-8387**  
 Personal emergency response system for veterans that requires no landline, no cell phone and has no monthly fees. Provided free to eligible veterans through the VA. Lower private pay price for non-eligible veterans.

**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.

**Polk County Veteran's Service Office**  
 715-485-9243

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

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

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

## Veteran Outreach and Recovery Program

715-558-2557

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

## Vision – Blind or Low Vision

Center for Independent Living Western Wisconsin

Rice Lake, WI office - Serves Polk Co

715-736-1800

or Voice/TTY 866-419-1260

Hadley School for the Blind

800-323-4238

Winnetka, IL office – Offers distance learning courses

Office for the Blind and Visually Impaired

Madison, WI office – Rehabilitation services are provided by the Office for the Blind and Visually Impaired (OBVI) to help individuals who are blind or visually impaired to achieve their own goals of independent living. OBVI staff visit individuals in their homes, conduct group trainings, and teach techniques and technologies for use in daily living (home management, personal care, Orientation & Mobility, and communications). Resources and referrals also provided.

888-879-0017

## North Country Independent Living

Superior, WI office – Serves Burnett Co

715-392-9118

or Voice/TTY 800-924-1220

## National Federation of the Blind Newsline

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

866-504-7300

## The Low Vision Store-Northern Wisconsin

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

800-871-8780

## Wisconsin Council of the Blind & Visually Impaired

- Madison, WI office 608-255-1166

Free white canes. Other services, resources and referrals available.

- Sharper Vision Store 800-783-5213

Features hundreds of items designed to make living easier for those with changing vision or blindness.

## Wisconsin Talking Book & Braille Library

Milwaukee, WI office

800-242-8822

## Youth - Disabled

Aging and Disability Resource Center

877-485-2372

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

Advocacy and Education

Polk/Burnett County Community on Transition

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

877-485-2372

Wisconsin 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

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

612-810-5608

## Wisconsin Transition Improvement Grant

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

608-921-1400

## Decision Making Supports

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

## Adult Protective Services

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

Polk County Community Services Division

715-485-8400

Burnett County Health and Human Services

715-349-7600

## Health and Wellness

Special Olympics of Burnett County 715-491-4862

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

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

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

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

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

**Children’s Long Term Care Waiver**

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

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

**Family Care/IRIS**

ADRC of Norwest Wisconsin      877-485-2372

## Mental and Behavioral Health Burnett County Mental Health Crisis Line

888-636-6655

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

## Polk County Mental Health Crisis Line

888-552-6642

## Solstice Warmline

608-422-2383

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

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

## TeenLine

**Text TEEN to 839863 or call 800-TLC-TEEN**

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

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

Vocational Training, Employment Supports and Post-Secondary Supports  
 Vocational Rehabilitation professionals provide different levels of employment supports and training to help individuals with any disability secure and maintain employment in the community. In school youth should be connected to this service 2 years before graduation.

### Division of Vocational Rehabilitation (DVR)

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

### Great Lakes Inter-Tribal Council Vocational Rehabilitation

St Croix Chippewa Indians of WI

800-236-2195 ext 5305

### 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

