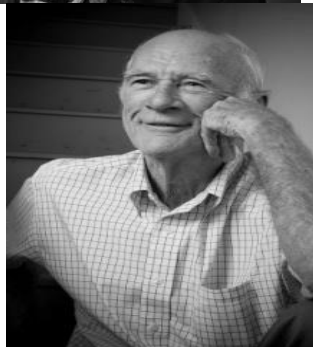




Serving Polk and Burnett Counties and the  
St Croix Chippewa Indians of Wisconsin

**877-485-2372**

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



# **Resource Guide**

Last updated 10-27-2020



<b>ADRC of Northwest Wisconsin Staff Directory</b>		
<b>Staff Name</b>	<b>Position</b>	<b>Primary Office</b>
Laura Neve	Director	Balsam Lake & Siren
Sabrina Naglosky	ADRC/Aging Unit Supervisor	Siren
Angie Heyer	Accounting and Clerical	Siren
Kari Broten	Fiscal Support Specialist	Balsam Lake
Carrie Myers	Dementia Care Specialist	Balsam Lake
Christi Arcand	Disability Benefits Specialist	Balsam Lake
Yvonne Lindus	Disability Benefits Specialist	Siren
Karen Nichols	Elder Benefits Specialist	Siren
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
Leslie Peterson	Resource Specialist	Balsam Lake
Nicole Coulter	Administrative Assistant	Balsam Lake

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# **ABOUT THE ADRC of NORTHWEST WISCONSIN**

## Mission

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

## What is an ADRC?

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

The ADRC is the first place to go with your aging and disability questions. We are an “information station” where you can receive accurate, unbiased information.

By enabling people to find resources in their communities and make informed decisions about long term care, ADRCs help people conserve their personal resources, maintain self-sufficiency and delay or prevent the need for potentially expensive long term care. ADRCs also serve as the single access point for publicly funded long term care, including Family Care and IRIS.

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

## What kind of appointments do you offer?

We offer:

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

## Who uses the ADRC?

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

### Is there a fee for your services?

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

### Do I have to be considered "low income" to get help from the ADRC?

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

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

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

### How can I contact the ADRC?

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

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

### Where are your offices?

#### **Balsam Lake Office:**

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

#### **Siren Office:**

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

### What services do you offer?

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

- **Benefits Counseling** - Specialists can provide accurate and current information about private and government benefits and programs you may be eligible for. People ages 18-59 work with the Disability Benefits Specialists, while those ages 60 and over work with the Elder Benefits Specialists.
- **Caregiver Support** - Providing assistance for family members who are caring for an elderly relative.
- **Dementia Care Specialist** - Information, resources, connections and dementia screening.
- **Health and Wellness** - Connecting you to resources designed to support your health and safety.
- **Help Paying for Long-Term Care** - The ADRC is the entry-way to publicly funded long-term care programs (FamilyCare and IRIS). We determine if you are eligible and then help you to determine which program best meet your needs.
- **Information and Assistance** - Providing you with knowledge about services, programs, and solutions for disability and long-term care issues.
- **Options Counseling** - Offering information about the choices available to meet your long-term care needs.
- **Senior Dining/Home Delivered Meals** - Congregate dining is offered at 10 sites throughout Polk and Burnett Counties. Home delivered meals are available for people age 60 years or older and who are considered home-bound. Donation requested.
- **Transportation** - Available to people over 60 and disabled adults. Intended for medical or nutritional trips. Co-pay required.
- **Vital Connections** - If you or someone you know is at risk of abuse or neglect, losing housing or heat, the ADRC is here to help connect you to someone who will respond to your urgent situation.

### ADRC's in Surrounding Counties

ADRC of Douglas County 1316 N 14 <sup>th</sup> St, Superior, WI	866-946-2372
ADRC of Barron, Rusk and Washburn Counties Offices in Barron, Ladysmith and Spooner, WI	888-538-3031
ADRC of Dunn County 808 Main Street, Menomonie, WI	715-232-4006
ADRC of St Croix County	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

[www.dhs.wisconsin.gov/adrc/consumer/index.htm](http://www.dhs.wisconsin.gov/adrc/consumer/index.htm)

## **Aging and Disability Resources in Minnesota**

Senior Linkage Line

800-333-2433

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

Disability Linkage Line

866-333-2466

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

MN LinkVet

888-546-5838

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

## **Abuse and Neglect**

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

Burnett County Health and Human Services

715-349-7600

Adult Protective Services

CRA (Community Referral Agency)

800-261-7233

Provides services and support to victims of domestic violence and sexual assault. Serves Polk and Burnett Counties.

Elder Rights Project

844-614-5468

Provides free civil legal service to victims of elder abuse who are Wisconsin residents, 60 years of age and older, regardless of income.

Long Term Care Ombudsman	800-815-0015
For complaints, questions and/or concerns regarding the care and the rights of residents in nursing homes or group homes.	
Polk County Community Services Division	715-485-8400
Adult Protective Services	
Wisconsin Division of Quality Assurance	800-642-6552
For reporting allegations of abuse or neglect by facility staff or home health care workers.	

## **Advocacy/Community Organizations**

AARP Wisconsin	866-448-3611
Madison, WI office	
ADA Information Line	800-514-0301
To get answer to technical questions, obtain general ADA information, order ADA informational materials, or learn how to file a complaint.	
	TTY: 800-514-0383
AgrAbility of Wisconsin	608-262-9336
Services for individuals and families engaged in farming and coping with disability. Provided at your home or farm.	
	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	262-770-4882
Muskego, WI office	
Coalition of Wisconsin Aging Groups (CWAG)	800-366-2990
Milwaukee, WI office	TTY: 888-758-6047

<b>Disability Rights Wisconsin</b>	715-736-1232
Rice Lake, WI office. Helps people across Wisconsin gain access to benefits, supports and services, and experience opportunity through its advocacy services and legal expertise.	877-338-3724 TTY 888-758-6049
<b>Down Syndrome Association of Wisconsin</b>	866-327-3729
St Francis, WI office	
<b>Epilepsy Foundation of Western Wisconsin</b>	800-924-2105
Eau Claire, WI office	
<b>Family Care &amp; IRIS Ombudsman</b>	877-338-3724
Rice Lake, WI. Disability Rights Office. For complaints, questions or concerns regarding the care and the rights of people (ages 18-59) receiving Family Care or IRIS.	
<b>See Independent Living Centers</b>	
<b>Long Term Care Ombudsman</b>	800-815-0015
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.	
<b>Respite Care Association of Wisconsin</b>	608-222-2033
Madison, WI	
<b>The Arc Eau Claire (developmental disabilities)</b>	715-514-1825
Eau Claire, WI office	
<b>United Cerebral Palsy West Central Wisconsin, Inc.</b>	888-845-5775
Eau Claire, WI office	
<b>Wisconsin Aging Advocacy Network</b>	715-677-6723
Madison, WI office	
<b>Wisconsin Board for People with Developmental Disabilities</b>	888-332-1677
Madison, WI office	
<b>Wisconsin Kinship Navigator</b>	<a href="http://dcf.wisconsin.gov/kinship/navigator">dcf.wisconsin.gov/kinship/navigator</a>
Online resource for relative caregivers of children to access information and resources.	
<b>Wisconsin Statewide Parent-Educator Initiative</b>	612-810-5608
Family Engagement Liaisons work with parents, educators and school districts to promote positive partnerships and provide support to families of children with special needs.	

## Alzheimer's Disease, Dementia and Memory Loss

Alzheimer's Association Helpline 800-272-3900

Nation-wide, 24/7 hotline

Alzheimer's Association of Greater Wisconsin 715-720-7611

Chippewa Falls, WI

[www.alz.org/wi](http://www.alz.org/wi)

### **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

Serves members of federally recognized tribes

ext 5150

**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**

Project Lifesaver is a public safety program designed to protect and locate missing persons due to wandering. Families can enroll at risk individuals in this program and purchase a receiver in which the at risk individual wears. Through this receiver local member agencies can locate this individual if lost.

Polk County Sheriff's Department 715-485-8300

Burnett County Sheriff's Department 715-349-2121

MedicAlert+Safe Return Identification Program 800-272-3900

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

## Memory Care Units

Amery Memory Care Amery, WI	715-268-4800
Comforts of Home St Croix Falls, WI	715-483-1707
Kapes Lakeside Assisted Living and Memory Care Siren, WI	715-349-5273
Golden Age Manor – “Judy’s Cottage” Amery, WI	715-268-7107
Riverbend Assisted Living Amery, WI	715-268-9949

## Memory Clinics

*Memory/Dementia Clinics help individuals suspected of having Alzheimer’s disease or a related dementia get a precise diagnosis through testing of the brain. It’s 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. The Alzheimer’s Association recommends that the following elements be included in a thorough evaluation for Alzheimer’s disease and related dementias: medical history, laboratory tests, status evaluation, neuropsychological examination, physical examination, psychiatric evaluation and neurological examination.*

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

Essentia Health Neurology-Duluth Clinic 3rd St Building, Duluth, MN	218-786-3935
Fairview Chisago Lakes Memory Assessment Clinic Chisago City, MN	651-257-8499
Kinsi 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

Spooner Health System Memory Clinic	715-939-1687
UW Family Medicine Clinic	715-839-5175

Eau Claire, WI

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

### **Day Break Services**

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

Happy Day Club	715-416-2942
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Spooner, WI

Adult Day Care/Respite	715-463-5353
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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.*

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

Amery Memory Café	715-720-7611
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1-2:30pm on the 3rd Thursday of the month meeting at the Amery Area Community Center. First time participants please call to register.

### **Research Opportunities**

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

Alzheimer's Association	800-272-3900
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[www.alz.org/research](http://www.alz.org/research)

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

### **Support Groups**

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

<b>Alzheimer's Caregiver Support Group</b>	800-272-3900
Telephone support group the 4th Tuesday of every month from 10am-11am. Pre- registration is required in order to get the call-in information.	
<b>Amery Area Community Center</b>	715-268-7089
Dementia Caregiver Support Group, 1st Wednesday of every month at 10a.m. Contact: Gloria Bauer	
<b>Amery Memory Care</b>	715-268-4800
Family Caregiver Support Group, the last Wednesday of every other month. Open to residents, family members and community members.	
<b>Early Stage Support Group</b>	715-635-4460
DNR Service Center, Spooner, WI---Support group for the caregiver and individual with dementia (in the early stage) to attend together; meeting 3rd Monday of the month at 1:30pm.	
<b>Trinity Lutheran Church</b>	715-416-2942
Spooner, WI—Caregiver Support Group that meets the 1st Monday of the month at 9am.	

## **Assisted Living Facilities**

*Assisted living services are provided in a variety of settings. Dependent upon the services offered, and number of people living in the facility, different licenses are overseen by local agencies or the State of Wisconsin. When calling facilities, it is advisable to discuss the services they are licensed to provide, the number of people they are licensed to have in the facility, and any further specific questions you may have. Touring facilities is also recommended. It is also advisable to view the facilities most recent survey results and complaints filed.*

Search facilities at [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov)

Visit Wisconsin DHS for more information: [www.dhs.wisconsin.gov](http://www.dhs.wisconsin.gov)

### **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 Amery, WI	715-268-6640
Riverbend Assisted Living Amery, WI	715-268-9949
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 Grantsburg, WI	715-463-5425
Sophie's Manor Centuria, WI	715-640-3330
Traditions of Frederic Frederic, WI	715-327-4888
United Pioneer Home – Lawson Manor Luck, WI	715-472-2164



## **AODA and Substance Abuse**

Burnett County Health and Human Services	715-349-7600
Polk County Community Services Division	715-485-8400
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
Wisconsin Addiction Recovery Helpline	Call 2-1-1 866-947-2211
Text zip code to 898211	
Live Chat at: <a href="http://211wisconsin.communityos.org/">211wisconsin.communityos.org/</a>	
Free and confidential services provided by Wisconsin DHS and managed by Wisconsin 211. Helpline specialist help callers find and navigate local resources.	

## **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. Qualification is based on annual household income.	
Center for Independent Living Western Wisconsin Rice Lake, WI office - Serves Polk Co	715-736-1800 Voice/TTY: 866-419-1260

<b>Hike Fund, Inc.</b>	352-688-2579
Provides low-income children from birth up to the age of 20 years with hearing aids and assistive devices.	
<b>ICanConnect – WI</b>	844-638-5800
Free communications technology designed for people with <u>combined vision and hearing loss</u> . Installation, training and technical support are also available. Qualification based off of income.	
<b>Miracle-Ear Foundation</b>	800-441-2148
Gift of Sound Program provides hearing aids and hearing support services to families or individuals with low income and who have exhausted all possible resources for their hearing health. Application fee for adults (age 19 and older) is \$150.	
<b>Office for the Deaf and Hard of Hearing</b>	715-502-9355
Eau Claire, WI office	
<b>North Country Independent Living</b>	715-392-9118
Superior, WI office – Serves Burnett Co	
	Voice/TTY: 800-924-1220
<b>Starkey Hearing Foundation</b>	
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:	Voice/TTY: 800-328-8602
<a href="http://www.starkeyhearingfoundation.org/">www.starkeyhearingfoundation.org/</a>	
<b>Telecommunications Equipment Purchase Program</b>	608-231-3305
Helps persons who are deaf, hard of hearing, or deaf with low vision, or deaf/blind purchase telecommunication equipment.	TTY: 800-251-8345
Wisconsin Public Service Commission – Madison, WI office	
<b>Wisconsin Telecommunication Relay Systems</b>	
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 24/7. All calls are confidential. 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	<a href="http://www.sprintip.com">www.sprintip.com</a>

**Wisconsin Lions Foundation Hearing Project**

877-463-6953

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

## Dental Resources

*Dental providers listed serve all patients, regardless of ability to pay or insurance status.*

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

**Affordable Dentures**

715-855-1020

Eau Claire, WI office

**Chippewa Valley Free Clinic**

715-839-8477

Eau Claire, WI—Dental services only provided Tuesday 5-8pm serving uninsured individuals at or below 200% of the federal poverty level. Proof of income required.

**Donated Dental Services**

866-812-9840

West Allis, WI office – for individuals with a permanent disability or is 65 years of age or older with limited income and doesn't have access to dental insurance of any kind. Assists in locating volunteer dentists in your area. Wait list of 12-18 months after application.

[www.wda.org](http://www.wda.org)**Hope Dental Clinic**

651-789-7605

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

**HyLife, LLC**

715-554-0279

In home tooth brushing and between the teeth cleaning services can be provided monthly, every other week, or weekly.

**Lake Superior Community Health Center**

715-394-5411

Superior, WI

**Marshfield Rice Lake Dental Center**

715-236-8900

Rice Lake, WI

**NorthLakes Community Clinic**

Accepts Medicaid and has sliding fee scale for private pay

Turtle Lake, WI

715-986-2599

Hayward, WI

715-634-2541

**Sharing and Caring Hands Dental Clinic**

612-338-4640

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

## **Energy and Utility Assistance**

**Energy Assistance Program**

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

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.

877-947-4321

**Harvest of Hope Fund**

608-836-4633

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

**Heat for Heroes**

800-891-9276

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

**Helpline**

608-267-3595

Internet and phone helpline, answered by the Public Service Commission of Wisconsin's Consumer Affairs staff who are trained to talk through issues residents experience related to access or maintaining reliable internet or phone service. Can help apply for Lifeline/Linkup program as well as locate discounts or other programs offered by local providers in their area, or as a last result finding nearby free wi-fi spots.

<b>HomeNet through Foundation for Rural Housing, Inc.</b>	<b>608-291-2608</b>
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.	
<b>Interfaith Caregivers of Burnett County</b>	<b>715-866-4970</b>
May be able to provide wood for heating to elderly or disabled.	
<b>Lifeline &amp; Link-Up Program</b>	<b>608-267-3595</b>
To apply, contact your local telephone company. These programs are designed to help people on low- or fixed-incomes by reducing internet, phone or cell phone bills and assisting with the phone service connection and installation. Eligible customers must have proof of low-income status or be receiving benefits from one of the following: Wisconsin Works, Medicaid, Supplemental Security Income (SSI), FoodShare, Energy Assistance, or Homestead Credit.	
<b>Modest Needs Grants</b>	<b>844-667-3776</b>
Offers grants for working individuals/families who don't qualify for public assistance programs. Grants can be used to pay for an unexpected or emergency expense or monthly bills an individual can no longer afford to pay because of an unexpected expense. Applications only accepted online at <a href="http://www.modestneeds.org">www.modestneeds.org</a> Applicants must have regular access to a computer, internet and a scanner or fax machine.	
<b>Rural Housing, Inc.</b>	<b>888-400-5974</b>
Madison, WI office – Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills.	
<b>SafeLink Wireless</b>	<b>800-977-3768</b>
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.	
<b>Salvation Army of Polk County</b>	<b>715-263-2900</b>
Emergency utility assistance with a disconnect notice. Must apply to the Energy Assistance Program first.	
<b>See Housing-Weatherization Section</b>	
<b>Tomorrow's Home Foundation Heating and Cooling Assistance Grant</b>	
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 <a href="mailto:laurie@housingalliance.us">laurie@housingalliance.us</a> for grant application. <a href="http://www.tomorrowshomefoundation.org/">www.tomorrowshomefoundation.org/</a>	

<b>USDA Rural Development</b>	715-635-8228
<p>Spoooner, 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.</p>	
<b>U.S. Department of Energy</b>	
<p><a href="http://www.energy.gov/energysaver/services/incentives-and-financing-energy-efficient-homes">www.energy.gov/energysaver/services/incentives-and-financing-energy-efficient-homes</a> Information about tax credits, rebates, and savings programs available through the U.S. Department of Energy.</p>	
<b>Workforce Resource Emergency Assistance Program</b>	855-792-5439
<p>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.</p>	

## Employment

<b>Division of Vocational Rehabilitation (DVR)</b>	
<ul style="list-style-type: none"> <li>• Hayward, WI office Serves Burnett County</li> <li>• Rice Lake, WI office Serves Polk County</li> </ul>	<p>715-634-0523 Voice &amp; TTY 800-228-2587</p>
<b>Great Lakes Inter-Tribal Council Vocational Rehabilitation</b>	715-635-0967
<p>St Croix Chippewa Indians of WI</p>	
<b>ICAA's Skills Enhancement Program</b>	715-532-1605
<p>Indianhead Community Action Agency's program provides financial assistance to help pursue short term certificates up to a 2 year technical college degree. Tuition and fees, books, supplies, transportation, and child care are some of the expenses this program can pay for. Serves Burnett County.</p>	
<b>North Country Independent Living</b>	800-924-1220
<p>Strength based individual's employment services for people with disabilities who wish to find integrated employment in their community.</p>	
<b>Senior Community Service Employment Program</b>	715-939-1400
<p>Spoooner, WI—A job training and placement program for low-income people age 55 and older.</p>	

<b>Softec Education, INC</b>	715-688-9629
WITC campus/branch in Burnett County providing accelerated training and education on skills needed for employment by local businesses and industry.	
<b>Stout Vocational Rehabilitation Institute</b>	715-232-2513
Menomonie, WI - Private pay vocational evaluation and training.	
<b>West CAP Skills Enhancement Program</b>	800-606-9227
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.	
<b>West CAP Adult Literacy Program</b>	715-265-4271
One-on-one tutoring program for adults that want to improve their literacy skills for personal or job related goals.	
<b>Wisconsin Job Center and Wisconsin CEP Inc.</b>	715-635-2175
Spooner, WI office – Serves Burnett County	
	TTY 711
<b>Wisconsin Senior Employment Program (WISE)</b>	715-635-2298
WISE is an employment training program for low income, unemployed individuals aged 55 years and older. Program contact for Polk and Burnett Counties is Joanne Jacobson from Experience Works out of Spooner, WI.	
<b>Work Force Resource</b>	
Coordinates a number of different programs related to employments training and finding a job including: vocational training programs through WITC, FSET, W-2, and WIO programs.	
<ul style="list-style-type: none"> <li>• Polk County Job Center Balsam Lake, WI</li> <li>• Burnett County Office in Siren, WI</li> </ul>	
Both Workforce Resource locations has computers available for free to individuals to work on job search related activities-resume, job search, job applications. Also available to anyone: webinars about interviewing and finding jobs, courses for basic computer skills, help with computers and information about local job openings.	
	Polk: 715-485-3115 TTY 711
	Burnett: 715-718-4840

## **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.

<b>ADRC of Northwest Wisconsin</b>	877-485-2372
Polk & Burnett County 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

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 2nd Ave SW 715-825-5025

Siren Senior Center, 23943 State Road 35 715-349-2845

Webster Senior Center, 7421 West Apple St 715-866-5300

Commodity Supplement Program for Seniors 715-977-1191

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

Serves Polk County only.

### Foodshare

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

- Great Rivers Consortium 888-283-0012

- FoodShare Screening and Application Assistance 715-496-3121
- Local FoodShare Outreach Specialist

Harvest of Hope Fund 608-836-4633

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

Madison, WI office

### St Croix Tribe Elder Congregate Dining

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 715-268-5999

- *Amery Area Food Pantry*

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 2nd 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 5th St. (Old high school) Wed. 1-5pm; Thur. 12-4pm  
Serves Clayton and Clear Lake school districts.

### Cumberland

- *Ruby's Pantry*

1330 2nd Ave (Elementary School)  
9-10:30 the 1st Saturday of each month, \$20 donation appreciated. Serves all of Polk County with multiple locations, dates and times.

- *Cumberland Food Pantry*

Police Department, 1356 2nd Ave. Fridays 1-3pm  
Serves Cumberland School District and surrounding small communities.

### Danbury

- *Ruby's Pantry*

4th Ave and Peet St. (Township Garage)  
10-11:30am on the 1st 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 1st Street Tuesdays and Thursdays,  
11:00am-1:00pm. Serves Luck & Unity school districts.

- *Ruby's Pantry*

210 E Park Ave (Home and Away Ministries)

3rd Tuesday of the month, 12-1:30. \$20 donation appreciated

## Osceola

- *The Open Cupboard*

715-294-4357

402 2nd Avenue. Call for appointment Monday and Wednesday  
9am-12pm and Thursday 11-4:00pm Serves Osceola and Dresser  
school districts.

## Siren

- *Ruby's Food Shelf*

715-349-7829

24534 State Hwy 70/35 (Ruby's Secondhand)

Monday 10:00am-2:00pm; Wednesday 10:00am-4:00pm;

Friday 10:00am- 2:00pm

Serves Siren and Webster school districts. No cost.

## Spooner

- *Ruby's Pantry*

780 Elm St. (School Vocational Area)

9:30-11am 2nd Saturday of each month, \$20 donation appreciated.

- *Washburn County Food Pantry*

715-635-9309

1649 Cottonwood Ave., Spooner

Tuesday, 9:00-11:00 and Thursday 1:00-3:00. Will serve border  
communities of Burnett Co. (A&H, Bashaw area)

## St Croix Falls

- *Family Pathways*

715-483-2920

2000 US Hwy 8, North Country Mall

M, T, Th, and F: 9am-5pm, W: 12:00pm-6pm

- *St Croix Falls Food Pantry*

715-483-9494

809 Pine Street, Call United Methodist Church

Monday 9:00-11:00 and Wednesday 3:00-6:00 and Friday

9:00am-10:00am. Serves SCF school district and Unity school  
district

## Turtle Lake

- *Food Pantry*

715-986-2241

200 W Martin Ave Thursdays 1-3pm

Services Turtle Lake School District

## Webster

- *Indianhead Community Action Agency* 715-866-8151

Connections (next to Holiday gas station). Monday, Tuesday and Friday, 10:00-3:00. Serves all of Burnett Co. No cost.

- *Second Harvest Monthly Food Distribution*

Connections in Webster (next to Holiday). 3rd Thursday of each month, 10:00-4:00pm. Open to anyone in need of food.

- *Webster and Siren Lions Club*

Connections (next to Holiday). 1st Thursday of each month 10:00-1:00pm

- *St Croix Chippewa Commodities Distribution* 715-349-2195

24663 Angeline Ave.

Monday – Thursday, 7:30-4:30. Closed 1st week of each month.

Native American income eligible only.

## Free Community Meals

### Alliance Church of the Valley

715-483-1100

1259 State Rd 35, St. Croix Falls; 4th 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 190th Ave, Balsam Lake; 3rd Thurs. 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; 2nd Wednesday of every month, 4:00-6:00

### West Denmark Lutheran Church

715-472-2383

2478 170th 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.

<b>Amery Dick's Fresh Market</b>	715-268-7513
\$3.00 charge, in-town deliveries only. Delivery on Tuesdays, call by Monday at 3pm.	
<b>Clear Lake Nielsen's</b>	715-263-2513
No charge, in town deliveries only. Delivery on Wednesdays, call by Tuesday at 7pm.	
<b>Frederic Grocery Store</b>	715-327-4855
\$2.50 charge, in town deliveries only. Delivery on Monday and Wednesdays, call by 12 the day of.	
<b>Groceries and Grub</b>	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.	
<b>Interfaith Caregivers of Burnett County</b>	715-866-4970
Delivers food from local food pantries to individuals in need one day per month.	
<b>Interfaith Caregivers of Polk County</b>	715-483-8500
Pick up and food delivery from local food pantries and grocery shop for you.	
<b>Osceola Dick's Fresh Market</b>	715-294-2158
\$3.00 charge. Delivery on Tuesdays mornings, call by Monday evening.	
<b>Austad's Supervalu</b>	715-986-2244
No charge; delivers in Turtle Lake, Clayton and Almena. Delivery Monday-Friday 9- 2pm, call by 4pm the day before delivery.	
<b>Walmart Grocery Pickup</b>	
St Croix Falls	715-483-1399
Pine City, MN	320-629-5845
Pick out/order yours groceries at <a href="http://www.walmart.com/">www.walmart.com/</a> . 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, and Community Care Program available.

**Osceola Medical Center** 715-294-2111

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

### **Free and Reduced Clinics**

**Chippewa Valley Free Clinic** 715-839-8477

Eau Claire, WI—Services are free to individuals who are uninsured or underinsured and are at or below 200% of the Federal Poverty Level. Proof of income required.

**Rice Lake Area Free Clinic** 715-736-3733

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

**Ruby's Well Care Center** 715-472-7770

Luck, WI-Tuesdays 4-7pm. Please call for an appointment, walk in appointments not guaranteed as apt times vary based on provider availability. Prevention based clinic providing referral services, patient support and prescription services.

### **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 715-349-7600

• Polk County Public Health Department 715-485-8500

**Hair, Skin and Nails**

<b>Burnett Medical Center</b>	715-463-5353
\$25 per session	
<b>Medi-Pedi Professional Foot Care</b>	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	
<b>Ruby's Well Care Center</b>	715-472-7770
Luck, WI-Free nail and foot care/trimming, 2nd Tuesday of every month, call to make an appointment.	
<b>Ruby's Well Care Center Beauty Salon Service</b>	715-472-7770
Free service available to low income residents of Polk and Burnett counties that includes haircuts, styling and other services as products are available. Second Tuesday of the month from 9am-12pm by appointment only.	
<b>Smilin' Feet</b>	715-416-0694
Foot care, massage, reflexology in home services; Serving Webster and Danbury areas; costs vary.	

**Health Insurance Programs**

<b>ADRC of Northwest Wisconsin</b>	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.	
<b>Forward Health Member Services</b>	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.	
<b>Health Insurance Marketplace</b>	<a href="https://www.healthcare.gov/">https://www.healthcare.gov/</a>
Apply for health coverage, compare options, and enroll in a plan in one place.	800-318-2596

### Health Insurance Marketplace Navigators and Certified Application Counselors

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

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

### Medical Assistance (Medicaid, MA)

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

### Medicare & Medicare Part D Information

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

### Medicare Fraud

- Coalition of Wisconsin Aging Groups (CWAG) 800-366-2990
- Medicare National Information Line 800-633-4222
- Senior Medicare Patrol 888-818-2611

### MediGap Insurance Helpline 800-242-1060

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

### Office of the Commissioner of Insurance for WI 800-236-8517

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

### Senior Care 800-657-2038

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

- ADRC of Northwest Wisconsin 877-485-2372  
Elder Benefits Specialists can also answer questions and may be able to assist with application materials, if needed.

## Health Promotion and Workshops

ADRC of Northwest Wisconsin	877-485-2372
Various programs offered throughout the year, including Stepping On, Powerful Tools for Caregivers, Healthy Living with Diabetes and Living Well with Chronic Conditions Program.	
Amery Area Community Center Circuit Breakers Fitness Center	715-268-6605
Amery, WI – Amery Centennial Hall Open to adults age 21 and older, \$10/month	
Family Caregivers Rock	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.	
St Croix Regional Medical Center	800-642-1336
St Croix Falls, Unity, Luck and Webster-Steady as You Go Classes	

## Home Health Care

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

Adoray Home Health & Hospice	800-359-0174
Baldwin, WI office – Serves Polk County, Luck and south	
Allina Home Health Care and Hospice	800-261-0879
St Paul, MN Office—Services Polk County	
Good Samaritan Society Home Health	715-483-5505
St Croix Falls, WI office—Serves Polk and Burnett Counties	
Hearts of Gold	715-468-2931
Shell Lake, WI office	
Indianhead Home Health Services	715-532-1545
Serves Polk and Burnett Counties as well as Barron, Douglas, Rusk and Washburn and Sawyer Counties.	
Indianhead Medical Center – Home Health	715-468-7833
Shell Lake, WI office – Serves portions of Burnett County	
Interim HealthCare	715-377-9617
Hudson, WI office-serves Polk County	
Spoooner Health System – Home Care	715-635-1238
Spoooner, WI office – Serves portions of Burnett County	



## Hospice

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

<b>Adoray Home Health &amp; Hospice</b>	800-359-0174
Baldwin, WI office - Serves most of Polk County but not north of Frederic.	
<b>Allina Home Health Care and Hospice</b>	800-261-0879
St Paul, MN Office - Services Polk County	
<b>Heartland Hospice</b>	888-633-6522
Eau Claire/Roseville Office - Serves Polk County	
<b>Interim HealthCare</b>	715-377-9617
Hudson, WI office - Serves Polk County	
<b>Regional Hospice</b>	715-635-9077
Spooner/Grantsburg, WI office - Serves Burnett County	
<b>St Croix Hospice</b>	651-735-3656
Oakdale, MN office - Serves Burnett and Polk Counties	

## Housing – Assistance

<b>Department of Agriculture, Trade and Consumer Protection-Consumer Protection Hotline</b>	800-422-7128
A resource for tenants and landlords interested in learning more about their rental rights and responsibilities under WI law.	
<b>Harvest of Hope Fund</b>	608-836-4633
Emergency needs for food, home heating fuel, medical expenses, re-training, and other immediate situations for farm families. Madison, WI office	
<b>Home Repair Program</b>	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	
<b>Indianhead Community Action Agency</b>	715-532-4222
Ladysmith, WI office – Serves Burnett County	

<b>Modest Needs Grants</b>	<b>844-667-3776</b>
Offers grants for working individuals/families who don't qualify for public assistance programs. Grants can be used to pay for an unexpected or emergency expense or monthly bills an individual can no longer afford to pay because of an unexpected expense. Applications only accepted online at <a href="http://www.modestneeds.org">www.modestneeds.org</a> Applicants must have regular access to a computer, internet and a scanner or fax machine.	
<b>Movin' Out</b>	<b>877-861-6746</b>
Madison, WI office. Offers information, advice, referrals, and resources for home ownership, home repair for safety and accessibility, or rental housing for households with low to moderate incomes. Primarily serves income-qualified households that include a person who has a permanent disability of any kind, whether intellectual, physical, or mental health.	
<b>Salvation Army of Burnett County</b>	<b>715-349-8744</b>
Siren, WI-Administer Tenant Based Rent Assistance, Rapid Rehousing and Homeless Prevention programs for Burnett County.	
<b>Salvation Army of Polk County</b>	<b>715-263-2900</b>
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.	
<b>Rural Housing, Inc.</b>	<b>888-400-5974</b>
Madison, WI office – Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills.	
<b>USDA Rural Development</b>	<b>715-635-8228</b>
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.	
<b>West CAP</b>	<b>715-265-4271</b>
Section 8 Housing Voucher Program, Rapid Rehousing, and Tenant-Based Rental Assistance (for Polk County and program is based on funding availability).	
<b>Wild Rivers Habitat for Humanity</b>	<b>715-483-2700</b>
Serves Polk and Burnett Counties	

Wisconsin Housing and Economic Development Authority Offers a tax deferral loan program for elderly	800-755-7835
Workforce Resource Emergency Assistance Program 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.	855-792-5439

## **Housing – Renting**

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

Amery Housing Authority	715-268-2500
Burnett County Housing Authority Offers apartments in Siren and Webster, WI	715-866-8231
Catholic Charities Bureau Offers apartments in Siren and Amery, WI	888-276-0246
Clear Lake Housing Authority	715-263-3370
Croix Management Offers apartments in Grantsburg, WI	651-465-6841
Dak Management/Parkview Apartments St Croix Falls, WI	877-219-7282
Frederic Housing Authority	715-327-8490
Grantsburg Housing Authority	715-463-2475
Horizon Management Group Offers apartments in Clear Lake and Star Prairie, WI	800-944-4866
HUD Housing Discrimination Hotline TDD Line for Hearing Impaired Get information about your Fair Housing Rights and file a complaint about housing discrimination.	800-669-9777 800-927-9275
HUD Public and Indian Housing Customer Service Center Provides general information about programs operated by the Office of Public and Indian Housing (HUD programs).	800-955-2232
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 Offers apartments in Balsam Lake, Centuria, Almena and Deer Park	715-651-2053
Luck Housing Authority	715-472-2032
Meridian Group Inc. /Hometown Village Apartments Centuria, WI	715-635-3031
Milltown Apartments	715-825-2026
Osceola Housing Authority	715-294-3629
Paramark/Osceola Village Apartments	715-294-3560
Pioneer Apartments Luck, WI. Allegiant Property Management	888-393-3282
Polk County Housing Authority Offers apartments in Osceola, Dresser, St Croix Falls, Milltown, Balsam Lake and Clear Lake, WI	715-294-4243
Ridgeview Apartments Clear Lake, WI	715-263-2544
Sunny View Apartments, E. Fuller Inc. Offers apartments in Milltown, WI	715-634-2040
St Croix Tribal Housing Authority	800-236-2195 ext. 5130
WestCap Glenwood City, WI office – Offers rentals in St Croix Falls, WI	800-606-9227 715-265-4271
WIHousingSearch.org Free, up-to-date listings of rental housing throughout WI	877-428-8844

## **Housing – Shelters**

Benjamin House Rice Lake, WI; emergency shelter	715-736-2437
CRA (Community Referral Agency) Provides services and support to victims of domestic violence and sexual assault. Also offers shelter. Serves Polk and Burnett Counties.	800-261-7233
Faith House Siren, WI—Salvation Army Shelter	715-349-8744
Grace Place New Richmond, WI. Salvation Army shelter; emergency housing.	715-247-2944

Northwoods Homeless Shelter Primarily serves Polk County families or other individuals when possible; offers emergency housing.	715-268-5730 Crisis Line 715-554-0137
Serenity Home Transition Housing Salvation Army of Polk County Office located in Clear Lake- Serenity Home Transition Housing includes 3 different locations in Polk County. Non-emergency.	715-263-2900
Warming Center Rice Lake—only open from 6pm-10am for individuals needing a place to sleep. Open to individuals and families.	715-651-8740

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

### **Modifications**

Center for Independent Living Western Wisconsin Menomonie, WI office- Serves Polk Co	800-228-3287
Home Modification Occupational Therapy Alliance Occupational therapy home evaluations, attendant care evaluations, functional evaluations, accessible design services, adaptive equipment, wheelchair ramps and lifts, construction management. Medicare and private pay option.	269-978-8340
Interfaith Caregivers of Burnett County Serves Burnett County; minor home repair projects only	715-866-4970
Interfaith Caregivers of Polk County Milltown, WI office – Serves Polk County	715-483-8500
North Country Independent Living Superior, WI office – Serves Burnett Co	715-392-9118 TTY 800-924-1220
Tomorrow's Home Foundation Helping Hand Assistance Program <a href="http://www.tomorrowshomefoundation.org/">www.tomorrowshomefoundation.org/</a> Grant program available to assist low-income mobile and manufactured homeowners who need critical home repairs that are essential to remain in the home. Grant recipient must pay at least 10% of costs. Grants given up to \$2,500. Visit website above or email laurie@housingalliance.us for grant application.	

<p><b>Travis Roy Foundation Quality of Life Grant</b> <a href="http://www.travisroyfoundation.org/">www.travisroyfoundation.org/</a></p> <p>Vehicle and home modifications and adaptive equipment grants for spinal cord injury survivors with paraplegia and quadriplegia. Apply online or print an application.</p>	
<p><b>USDA Rural Development</b></p> <p>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.</p>	715-635-8228
<b>Repairs</b>	
<p><b>Interfaith Caregivers of Burnett County</b></p> <p>Serves Burnett County</p>	715-866-4970
<p><b>Interfaith Caregivers of Polk County</b></p> <p>Milltown, WI office – Serves Polk County</p>	715-483-8500
<p><b>Home Repair Program</b></p> <p>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.</p>	715-726-4580
<p><b>Movin' Out</b></p> <p>Madison, WI office. Offers information, advice, referrals, and resources for home ownership, home repair for safety and accessibility, or rental housing for households with low to moderate incomes. Primarily serves income-qualified households that include a person who has a permanent disability of any kind, whether intellectual, physical, or mental health.</p>	877-861-6746
<p><b>Northwest Regional Housing Program</b></p> <p>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.</p>	715-635-2197
<p><b>USDA Rural Development</b></p> <p>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.</p>	715-635-8228

**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

Glenwood City, WI office – Serves Burnett and Polk counties.

715-265-4271

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 an 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**

800-228-3287

Menomonie Office- Serves Polk Co

**Home Modification Occupational Therapy Alliance**

269-978-8340

Occupational therapy home evaluations, attendant care evaluations, functional evaluations, accessible design services, adaptive equipment, wheelchair ramps and lifts, construction management. Medicare and private pay option.

**North Country Independent Living**

715-392-9118

Superior, WI office – Serves Burnett Co

TTY

800-924-1220

## **In-Home Help**

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

**Because There’s No Place Like Home, LLC** 715-706-1112

Serves Western Wisconsin including Polk, 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 (case by case), Dunn, Eau Claire, Chippewa and Washington (MN) Counties. Accepts private pay, long term care insurance, and VA.  
**In Home Foot and Nail Care Services**—see the Healthcare-Reduced Rate Section

**In Home Care Support Services** 866-452-3875

Provides non-medical home care services for participants who require assistance to meet their daily living needs, ensure adequate functioning in their home, and permit safe access to the community. Also, housekeeping, meal preparation, shopping and similar activities.

**Innovative Services, Inc.** 715-919-1093

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.



<b>IntegriCare</b>	715-205-3746
Services those living within 10 miles of Barron County in Polk County. Accepts private pay and works with IRIS/Family Care.	
<b>Interfaith Caregivers of Polk County</b>	715-483-8500
<b>International Quality Homecare</b>	855-447-4762
Serving Polk and Burnett Counties providing, personal care, homemaker, transportation, respite care, services. Accepts private pay, Medicaid, VA, and private insurance.	
<b>Lutheran Social Services</b>	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.	
<b>North Country Independent Living</b>	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.	
<b>Peaceful Living</b>	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.	
<b>Serenity Care Agency, LLC</b>	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.	
<b>Spirit of the Heart</b>	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.	
<b>Touching Hearts at Home</b>	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.*

<p><b>Coalition of Wisconsin Aging Groups (CWAG)</b> Milwaukee, WI office</p>	<p>800-366-2990 TTY 888-758-6047</p>
<p><b>Consumer Law Clinic – UW Madison</b> 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.</p>	<p>608-263-6288</p>
<p><b>Disability Rights Wisconsin</b> Rice Lake, WI office</p>	<p>715- 736-1232 877-338-3724 TTY 888- 758-6049</p>
<p><b>Elder Rights Project</b> Provides free civil legal service to victims of elder abuse who are Wisconsin residents, 60 years of age and older, regardless of income.</p>	<p>844-614-5468</p>
<p><b>ICAA Legal Assistance for Victims Program</b> Free legal representation for divorce/separation, child custody and placement, child support, unemployment compensation, immigration issues, access to fair and affordable housing and other areas that ensure safety and independence for victims. Serves Burnett County.</p>	<p>715-415-0397</p>
<p><b>Upper Midwest Pension Rights Program</b> North St. Paul, MN office – Serves WI, MN, SD, ND. Helps to locate missing pensions. Answers questions about pension benefits.</p>	<p>866-783-5021</p>
<p><b>Wisconsin Guardianship Support Center</b> Toll free helpline provides information on the following subjects: guardianships, powers of attorney, protective placement and other advance directives.</p>	<p>855-409-9410</p>
<p><b>Wisconsin Hispanic Lawyers Association</b> Can assist individuals in finding a Spanish speaking lawyer and/or a lawyer with knowledge of issues facing Hispanic individuals and communities.</p>	<p>414-331-2679</p>

Wisconsin Judicare, Inc. Wausau, WI office - Legal services for persons with low-incomes; also provides Indian Law Office for tribal members of recognized tribes in Wisconsin.	800-472-1638
Wisconsin State Bar Association Lawyer Referral & Information Services Does not provide referrals for pro-bono (free) legal help • 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.	800-362-9082

## **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: [www.medicare.gov/](http://www.medicare.gov/); Toll Free Number: 800-633-4227; TTY: 877-486-2048*

ADRC of NW WI Loan Closet and Assistive Technology Kit 877-485-2372

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

Apria Health Care 800-277-4288

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

Balsam Lake Pharmacy 715-485-3374

Balsam Lake, WI—Medicare Certified

Because There is No Place Like Home Medical Supply Store 715-246-9040

New Richmond, WI - new and used durable medical equipment  
for purchase or rent.

<b>CaptionCall</b>	<b>877-557-2227</b>
An amplified and captioning phone that is a no cost service for those with hearing loss. It is a small important tool for people with hearing loss to stay socially connected to family and friends. Ensures accurate communication with healthcare providers, 911, and helps people live independently longer. You can reach by website at CaptionCall.com, toll free as listed above, or account manager for Western Wisconsin 715-829-7093 or email dpalichat@captioncall.com	
<b>Chet Johnson Drug</b>	<b>715-268-8121</b>
Amery, WI office – Limited in-store supply, but will order in. Medicare Certified Provider for all durable medical equipment except wheelchairs.	
<b>Center for Independent Living Western Wisconsin</b>	<b>800-228-3287</b>
Menomonie office - Serves Polk Co Assistive technology loan and demonstration program and keeps list of use equipment for sale.	
<b>Gospel Mission Bargain Center and Building Center</b>	<b>715-839-9498</b>
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.	
<b>Frederic Pharmacy</b>	<b>715-327-4208</b>
Frederic, WI—Medicare Certified.	
<b>Handi Medical Supply</b>	<b>800-514-9979</b>
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.	
<b>Home Health Resources</b>	<b>715-268-9164</b>
Amery, WI office—Medicare Certified.	
<b>Home Medical Products and Services</b>	<b>800-528-9969</b>
Rice Lake, WI office—purchase and/or rent medical equipment. Medicare Certified.	
<b>J&amp;B Medical</b>	<b>800-737-0045</b>
Incontinence supply provider for Medicaid recipients in WI. Medicare Certified.	
<b>Lincare (Respiratory/Oxygen supplies)</b>	<b>855-483-1927</b>
St. Croix Falls, WI office – Serves Burnett and Polk Counties. Medicare Certified.	
<b>Luck Pharmacy</b>	<b>715-472-2122</b>
Luck, WI—Medicare Certified	

North Country Independent Living Superior, WI office – Serves Burnett Co Assistive technology loan and demonstration program.	715-392-9118 TTY 800-924-1220
Siren Pharmacy Siren, WI—home health products in store and can order in other items not on hand. Not Medicare certified.	715-349-2221
Stout Vocational Rehabilitation Institute UW-Stout, Menomonie, WI – Wheelchair clinics offered once a month.	715-232-2513
Travis Roy Foundation Quality of Life Grant Vehicle and home modifications and adaptive equipment grants for spinal cord injury survivors with paraplegia and quadriplegia. Apply online or print an application.	<a href="http://www.travisroyfoundation.org/">www.travisroyfoundation.org/</a>
Wood River Pharmacy Grantsburg, WI—Medicare Certified	715-463-2525
Yellow River Pharmacy Webster, WI—Medicare Certified	715-866-8644

## Medication Management

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

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

**Medication Dispensing Equipment-** see Personal Emergency Response Systems  
**Pharmacies**

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

Balsam Lake Pharmacy Balsam Lake, WI	715-485-3374
Chet Johnson 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

<b>Amery Behavioral Health</b>	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.	
<b>Burnett County Mental Health Crisis Line</b>	888-636-6655
<b>Counseling Agencies</b>	
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.	
<b>Friendship Line</b>	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.	
<b>Hopeline</b>	Text
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	HOPELINE to 741741
<b>Mental Health Task Force</b>	
Websites provides information and links to local resources, including Burnett Co. and Chisago Co. (MN)	
Polk County	<a href="http://www.mentalhealthpolk.org/">www.mentalhealthpolk.org/</a>
Burnett County	<a href="http://www.healthyburnett.org/">www.healthyburnett.org/</a>
<b>NAMI of Polk County</b>	<a href="mailto:namiconnectionspolkcounty@gmail.com">namiconnectionspolkcounty@gmail.com</a>
Centuria, WI – monthly meetings at Fristad Church	
<b>NAMI of Wisconsin</b>	800-236-2988
Madison, WI office	

National Suicide Prevention Hotline	800-784-2433
Polk County Community Services Division	715-485-8400
Polk County Mental Health Crisis Line	888-552-6642
Solstice Warmline	608-422-2383
Non-clinical service for individuals with mental health and/or substance abuse issues just needing someone to talk to. Open Mon-Fri 4-10pm and Sat/Sun 2-10pm.	
St Croix Tribal Mental Health/AODA	715-349-2195 ext. 264
Trevor Project	866-488-7386
Suicide prevention crisis line for LGBTQ	
Veterans Crisis Line	800-273-8255 press 1
Suicide prevention crisis line for veterans and their families and friends to call. Online chat is available at <a href="http://www.veteranscrisisline.net/">www.veteranscrisisline.net/</a> or text 838255	

## **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 NW Wisconsin at 800-485-2372*

Maple Ridge Care Center	866-333-6002
Spooner, WI	715-635-1415
Christian Community Home	715-294-1100
Osceola, WI	
Continuing Care Center at Burnett Medical Center	715-463-5353
Grantsburg, WI	
Frederic Nursing & Rehab	715-327-4297
Frederic, WI	
Golden Age Manor	715-268-7107
Amery, WI	
Divine Rehabilitation and Nursing at St Croix	715-483-9815
St Croix Falls, WI	
United Pioneer Home	715-472-2164
Luck, WI	
Willow Ridge	715-268-8171
Amery, WI	

## **Personal Emergency Response Systems**

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

<b>CWS Cabin Watch</b>	<b>715-483-0083</b>
St. Croix Falls, WI office. Surveillance systems and personal emergency response-no med management dispensing systems.	
<b>Dose Health</b>	<b>844-300-6212</b>
Smart phone compatible medication dispenser and medication call/text reminder services - Dose Remind and Dose Remind + Click. Visit <a href="http://www.dosehealth.com/">www.dosehealth.com/</a> for more information.	
<b>FirstCall Medical Monitoring</b>	<b>800-924-3407</b>
St Croix Electric Cooperative, Hammond, WI - personal emergency response system; landline and/or cellular phone; fall detection; equipment is leased and participants charged a monthly fee for service.	
<b>Guardian Alert Plus 911/Logic Mark</b>	<b>866-541-8387</b>
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.	
<b>Healthcom</b>	<b>800-525-6237</b>
Remote monitoring/telehealth monitoring, personal emergency response systems, vitals monitoring, medication management systems, fall detection/auto call options. Monthly fee.	
<b>Home Medical</b>	<b>800-528-9969</b>
Rice Lake, WI. Freedom Alert personal emergency response system. \$299.95 for the whole system; no monthly fees.	
<b>Rise and Shine Call In</b>	<b>715-825-9500</b>
Program available through Interfaith Caregivers of Polk County. Enroll in the program by calling the number above and call in each day before 11am. If they don't hear from you they will call you and follow steps (if needed) to ensure you are ok.	



**Life Assist USA**

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

Madison, WI office-Serves Polk Co.

888-860-8098

Grantsburg, WI--Serves Burnett and northern Polk Co

715-222-6370

715-463-5606

**LifeFone/Touching Hearts at Home**

715-245-1944

Personal emergency response system at home, on the go (with 3G cellular), fall detection/auto call options; different package options ranging in price-\$24.95-\$46.95/month. No activation or equipment fees. Woodville, WI office-Serves southern parts of Polk County.

**Philips Life Line**

800-368-2925

St Croix Falls, WI office. Mobile and in home personal emergency response, fall detection/auto call options, locator and med management dispensing system.

**Stealth Optimum Security**

715-483-3900

St Croix Falls, WI—serves Polk, Burnett and St Croix Counties. Security systems, surveillance systems, personal emergency response, motion detectors, fall detection/auto call options and medication reminder system (no medication dispensing system).

**Safe Living Technologies/VRI**

800-860-4230

Does not require a landline for service, Personal emergency response system, fall detection/auto call options, med adherence systems and remote patient vital signs monitoring and nurse triage services available. 24/7 customer care and call center.

**Project Lifesaver**

Polk County Sheriff's Department

715-485-8300

Burnett County Sheriff's Department

715-349-2121

Project Lifesaver is a public safety program designed to protect and locate missing persons due to wandering. Families can enroll at risk individuals in this program and purchase a receiver in which the at risk individual wears.

## Representative Payee Services

House Calls of Menomonie, Inc. Menomonie, WI office	715-232-6475
Lutheran Social Services of WI and Upper Michigan, Inc. Superior, WI office	715-394-4173 ext. 107
Payee Services, Inc. Menomonie, WI office	715-233-0203
Polk Burnett Payee, Inc. Siren, WI office	715-554-0028
Superior Vocations Center, Inc. Superior, WI office	715-392-6171
Twin Ports Guardianship and Payee Superior, WI office	715-392-3137 866-271-1312

## Respite Care

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

<b>Adult Day Care/Respite</b> Continuing Care Center at Burnett Medical Center, Grantsburg, WI-In facility respite care services only.	715-463-5353
<b>American Parkinson Disease Association-WI Chapter</b> Caregiver respite program for Parkinson patients that provides a \$500/yr stipend to Parkinson patients to be used for respite care services. No financial requirements but must not be receiving any other funded or subsidized respite care services.	608-345-7938
<b>Amery Assisted Living and Memory Care</b> Amery-facility based respite care for 28 consecutive days or less.	715-268-4800
<b>Community Homestead</b> Osceola, WI--Day program for individuals with disabilities to learn skill development, decision making, social growth and responsibility. Must be able to care for their basic needs or know how to ask for help. \$25/half day. Transportation accommodated on a case by case basis.	715-294-3038
<b>Day Friends</b> Day respite for individuals with dementia located in Balsam Lake, WI – Weekdays, 7:30- 3:30. Transportation available.	715-485-8762

Happy Day Club Day respite care program for individuals with dementia located in Spooner, WI	715-416-2942
In Home Care Support Services Offers in home respite services for elderly and handicapped.	866-452-3875
Interfaith Caregivers of Polk County	715-825-9500
Respite Care Association of Wisconsin Madison, WI--Caregiver Respite Grant Program to help with planned or emergency respite care needs.	608-222-2033
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
	715-485-3306
Cushing.....	715-488-2467
Frederic.....	715-327-8623
	715-327-8859
Grantsburg.....	715-463-2940
Luck.....	715-472-2341
Milltown.....	715-825-2103
Osceola.....	651-319-7985
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/AI-Anon/NA/Addiction Meetings**

#### 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.

[www.area74.org/](http://www.area74.org/)

#### Gamblers Anonymous Area 8A Minnesota

855-222-5542

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

#### Narcotics Anonymous

[www.na.org/](http://www.na.org/)

Visit the na.org website to find a local meeting.

#### New Beginnings Alano Club

715-349-2588

Siren, WI—Hosts AA and NA group meetings

#### Wisconsin Council on Problem Gambling

800-426-2535

Green Bay, WI office. The 24-hour Helpline provides information and referrals for gamblers, family members and concerned friends or employers of gamblers who have difficulties because of their gambling.

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

See Alzheimer's Disease, Dementia & Memory Loss

### **Brain Injury**

#### Traumatic Brain Injury Support Group

715-327-4474

Welcomes members from Polk, Burnett and surrounding areas

**Cancer**

Cancer Support Group 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 at the Grantsburg Public Library, Grantsburg, WI (starting March 2019)

Caregiver Teleconnection 866-390-6491  
 Connects family caregivers with trusted professionals and other caregivers and provides education through one hour, free “tele-learning” sessions. More info at [www.wellmedcharitablefoundation.org/](http://www.wellmedcharitablefoundation.org/)

See Alzheimer’s Disease, Dementia and Memory Loss

**Cardiac**

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

**Chronic Pain**

Chronic Pain Support Group 800-642-1336  
 St Croix Regional Medical Center  
 Chronic Illness/Pain Support Group 715-825-4100  
 North Valley Lutheran Church, 1988 220th 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  
 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****Grief Anonymous**

715-557-1431

Offers on-going and enduring grief support for individuals who are dealing with the loss of a loved one. Registration is free.

**GriefShare**[griefshare.org/](http://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****NAMI of Wisconsin**

800-236-2988

Madison, WI office

**Polk County Human Services**

715-485-8400

**American Foundation for Suicide Prevention**

Offers healing conversations [www.afsp.org/ive-lost-someone](http://www.afsp.org/ive-lost-someone)

**Multiple Sclerosis****Polk County Self-Help Group**

800-344-4867

3rd Saturday of the month, 2-4pm at the Good Samaritan Center, St Croix Falls

**Superior MS Group**

715-398-5043

2nd Tuesday of the month at 6pm at North Country Independent Living Center, Superior, WI

218-391-6262

**MS Connection**

[www.nationalmssociety.org/](http://www.nationalmssociety.org/)

Online support groups, blogs, one-on-one peer support programs

**MS Self-Help Group**

763-742-8572

2nd Tuesday of the month, 6-7:30pm at the Larsen Family Public Library, Webster, WI

**Other****Northwest Wisconsin Ostomy Support Group**

715-537-6756

Rice Lake, WI

**Parkinson's****Parkinson's Foundation Helpline**

800-473-4636

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

**Tax Assistance**

*Organizations listed offer free tax preparation assistance during the tax season (Jan-Apr)*

**AARP Tax Aide Program**

888-227-7669

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

**IRS Free File Software**<https://www.irs.gov/>

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.

**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:

[www.travisroyfoundation.org/](http://www.travisroyfoundation.org/)

**Disabled Parking Permits/Applications****Wisconsin Department of Motor Vehicles**

Disabled Parking License Plates

608-264-7169

Temporary Disability Parking Permit

608-264-7169

Permanent Disability Parking Permit

608-264-7169

General Questions/Concerns

608-264-7477

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

ADRC of NW WI Van 877-485-2372

For shopping, errands and socialization trips schedule by the ADRC of NW WI.

Handi-Lift-Cumberland, WI 800-989-7433

Heartland Transportation, LLC 715-949-1313

Endeavors-Balsam Lake, WI 715-554-2983

No employment related transportation provided. 715-554-2585

Midwest Ridesource 715-796-7433

Star Prairie—serving within a 30 mile radius providing stretcher, wheelchair and ambulatory transportation for any transportation need.

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

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

MTM 866-907-1493

TTY

800-855-2880

**Medical Appointment Transportation**

ADRC of Northwest Wisconsin 877-485-2372

Burnett and Polk County residents 715-485-8592

\*Charges for transportation provided by ADRC drivers will apply

Amery Hospital and Clinic 715-268-8000

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

Burnett County Veterans Service Office 715-349-2179

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

Greater Minnesota Van Service 800-258-1210

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



Midwest Ridesource Star Prairie—serving within a 30 mile radius providing stretcher, wheelchair and ambulatory transportation for any transportation need.	715-796-7433
<b>Transportation for any Reason-Ambulatory Only</b>	
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.	715-483-8500
<b>New Freedom Volunteer Driver Transportation Program</b> Volunteer Drivers serve Polk and Burnett county residents with a barrier to providing own transportation	
Polk County	800-228-3287
Burnett County	800-924-1220
Individuals on Family or IRIS from Polk and Burnett County	800-228-3287
<b>New Freedom Voucher Program</b> Eligible individuals qualify for vouchers that can be used like checks for transportation services	
Center for Independent Living for Western Wisconsin (Polk)	800-228-3287
North County Independent Living (Burnett)	800-924-1220
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.*

St. Croix Tribal Governmental Offices

800-236-2195

24663 Angeline Avenue, Webster WI 54893

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

<b>Department</b>	<b>Extension</b>
Aging Unit	5108
Behavioral Health	5264
Benefits	5306
Clinic	877-455-1901

Community Health	5139
Construction	5211
Education	5303
Elder Advocate	5140
Enrollment	5274
Enterprises	5348
Environmental Services	5240
Finance	5129
Food Distribution	5270
Head Start	5246
Housing	5327
Human Resources	5182
Human Services/ICW	5127
Intergovernmental Affairs	5208
Interstate	5226
Legal	5138
Maintenance	5180
Planning and Development	5170
Travel	5318
Tribal Administrator	5113
Tribal Council Assistants	5428
Tribal Court	5100
Tribal Police	7006 715-349-8638

## **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

<b>Heat for Heroes</b>	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.	
<b>Guardian Alert Plus 911/Logic Mark</b>	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.	
<b>Polk County Veteran's Service Office</b>	715-485-9243
<b>Supportive Services Veterans Grant</b>	
Grant provides 1st 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.	
<ul style="list-style-type: none"> <li>• Indianhead Community Action Agency/Connections Webster, WI; serves Burnett Co.</li> <li>• Veterans Assistance Foundation Inc. Serves Polk Co.</li> </ul>	715-866-8151
	866-823-8387
<b>Veterans Crisis Line</b>	800-273-8255 press 1
Suicide prevention crisis line for veterans and their families and friends to call. Online chat is available at <a href="http://www.veteranscrisisline.net/">www.veteranscrisisline.net/</a> or text 838255.	
<b>Veteran Outreach and Recovery Program</b>	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**

<b>Center for Independent Living Western Wisconsin</b>	715-736-1800
Rice Lake, WI office - Serves Polk Co	TTY
	866-419-1260
<b>Hadley School for the Blind</b>	800-323-4238
Winnetka, IL office – Offers distance learning courses	

<b>ICanConnect – WI</b>	844-638-5800
Free communications technology designed for people with <u>combined vision and hearing loss</u> . Installation, training and technical support are also available. Qualification based off of income.	
<b>Office for the Blind and Visually Impaired</b>	888-879-0017
Madison, WI office – Rehabilitation services are provided by the Office for the Blind and Visually Impaired (OBVI) to help individuals who are blind or visually impaired to achieve their own goals of independent living. OBVI staff visit individuals in their homes, conduct group trainings, and teach techniques and technologies for use in daily living (home management, personal care, Orientation & Mobility, and communications). Resources and referrals also provided.	
<b>North Country Independent Living</b>	715-392-9118
Superior, WI office – Serves Burnett Co	
	TTY
	800-924-1220
<b>National Federation of the Blind Newsline</b>	866-504-7300
Free access to newspapers, magazines and TV listings on the phone and on the web.	
<b>The Low Vision Store-Northern Wisconsin</b>	800-871-8780
St Paul, MN; Features hundreds of items designed to make living easier for those with low vision or blindness.	
<b>Wisconsin Council of the Blind &amp; Visually Impaired</b>	
•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.	
<b>Wisconsin Talking Book &amp; Braille Library</b>	800-242-8822
Milwaukee, WI office	

## Youth - Disabled

**Aging and Disability Resource Center** 877-485-2372

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

**Advocacy and Education** 877-485-2372

**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.

**Wisconsin Kinship Navigator** [www.dcf.wisconsin.gov/kinship/navigator](http://www.dcf.wisconsin.gov/kinship/navigator)

Online resource for relative caregivers of children to access information and resources

**Wisconsin Statewide Parent-Educator Initiative** 612-810-5608

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

**Wisconsin Transition Improvement Grant** 608-921-1400

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

### **Decision Making Supports**

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

### **Adult Protective Services**

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

Polk County Community Services Division 715-485-8400

Burnett County Health and Human Services 715-349-7600

### **Health and Wellness**

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

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

Special Olympics of Polk County 715-491-4862

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

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

**Long Term Care Programs**

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

**Children’s Long Term Care Waiver**

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

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

Family Care/IRIS 877-485-2372

ADRC of Northwest Wisconsin

**Mental and Behavioral Health**

Burnett County Mental Health Crisis Line 888-636-6655

Hopeline Text

Text-in (versus voice call-in) Free service for help and hope – HOPELINE to  
for anyone in any type of situation, providing them access to 741741  
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 section for additional resources

TeenLine Text TEEN to

Teen helping teens find support and work through life things 839863

with someone who understands— another teen. Available by 800-852-8336  
text 4-7pm every day and available by phone 4-8pm.

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

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

Vocational Rehabilitation professionals provide different levels of employment supports and training to help individuals with any disability secure and maintain

employment in the community. In school youth should be connected to this service 2 years before graduation.

### Division of Vocational Rehabilitation (DVR)

•Hayward, WI office 715-634-0523

Serves Burnett County

•Rice Lake, WI office Voice & TTY

Serves Polk County

800-228-2587

### Employment Resources, INC.

608-246-3444

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

### Great Lakes Inter-Tribal Council Vocational Rehabilitation

715-635-0967

St Croix Chippewa Indians of WI

### 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:

[www.projectsearch.us/GetINVOLVED/FindaProgram.aspx](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.