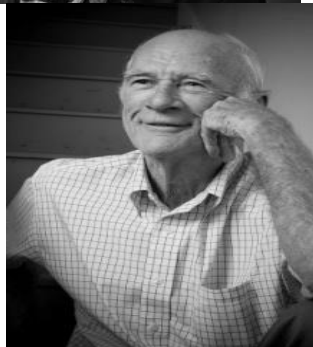




Serving Polk and Burnett Counties and the
St Croix Chippewa Indians of Wisconsin

877-485-2372

www.adrcnwwi.org



Resource Guide

Last updated 10-27-2020

Resource Guide Information

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

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

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

ADRC of Northwest Wisconsin Staff Directory

Staff Name	Position	Primary Office
Laura Neve	Director	Balsam Lake & Siren
Sabrina Naglosky	ADRC/Aging Unit Supervisor	Siren
Angie Heyer	Accounting and Clerical	Siren
Kari Broten	Fiscal Support Specialist	Balsam Lake
Carrie Myers	Dementia Care Specialist	Balsam Lake
Christi Arcand	Disability Benefits Specialist	Balsam Lake
Yvonne Lindus	Disability Benefits Specialist	Siren
Karen Nichols	Elder Benefits Specialist	Siren

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

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.

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.

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
- Regular business hours are:
Monday – Friday, 8:30 a.m. to 4:30 p.m.
- Visit our website at: www.adrcnwwi.org

Where are your offices?

Balsam Lake Office:

Polk Co. Govt. Center, 100 Polk Co Plaza, #60,
Balsam Lake, WI 54810

Local fax: 715-485-8460

Siren Office:

Burnett Co. Govt. Center, 7410 Co. Road K, #180
Siren, WI 54872

Local fax: 715-349-8644

What services do you offer?

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

- **Benefits Counseling** - Specialists can provide accurate and current information about private and government benefits and programs you may be eligible for. People ages 18-59 work with the Disability Benefits Specialists, while those ages 60 and over work with the Elder Benefits Specialists.
- **Caregiver Support** - Providing assistance for family members who are caring for an elderly relative.
- **Dementia Care Specialist** - Information, resources, connections and dementia screening.
- **Health and Wellness** - Connecting you to resources designed to support your health and safety.
- **Help Paying for Long-Term Care** - The ADRC is the entry-way to publicly funded long-term care programs (FamilyCare and IRIS). We determine if you are eligible and then help you to determine which program best meet your needs.
- **Information and Assistance** - Providing you with knowledge about services, programs, and solutions for disability and long-term care issues.
- **Options Counseling** - Offering information about the choices available to meet your long-term care needs.

- **Senior Dining/Home Delivered Meals -**
Congregate dining is offered at 10 sites throughout Polk and Burnett Counties. Home delivered meals are available for people age 60 years or older and who are considered home-bound. Donation requested.
- **Transportation -** Available to people over 60 and disabled adults. Intended for medical or nutritional trips. Co-pay required.
- **Vital Connections -** If you or someone you know is at risk of abuse or neglect, losing housing or heat, the ADRC is here to help connect you to someone who will respond to your urgent situation.

ADRC's in Surrounding Counties

ADRC of Douglas County 866-946-2372

1316 N 14th St, Superior, WI

ADRC of Dunn County 715-232-4006

808 Main Street, Menomonie, WI

ADRC of Barron, Rusk and 888-538-3031

Washburn Counties

Offices in Barron, Ladysmith and Spooner, WI

ADRC of St Croix County 800-372-2333

1752 Dorset Lane, New Richmond, WI

ADRC of Eau Claire County 888-338-4636

721 Oxford Ave. Rm 1130, Eau Claire, WI

ADRC of Chippewa County 888-400-6920

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

Visit the following website to find your local Aging and Disability Resource Center

www.dhs.wisconsin.gov/adrc/consumer/index.htm

Aging and Disability Resources in Minnesota

Senior Linkage Line 800-333-2433

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

Disability Linkage Line 866-333-2466

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

MN LinkVet 888-546-5838

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

Abuse and Neglect

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

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

CRA **800-261-7233**
(Community Referral Agency). 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

Adult Protective Services 715-485-8400

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

TTY: 800-514-0383

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

AgrAbility of Wisconsin 608-262-9336

TTY: 800-947-3529

Services for individuals and families engaged in farming and coping with disability. Provided at your home or farm.

AIDS Resource Center of WI 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 WI 800-882-9282

Madison, WI office

Brain Injury Resource Center of Wisconsin

Muskego, WI office 262-770-4882

Coalition of Wisconsin Aging Groups (CWAG)

Milwaukee, WI office 800-366-2990

TTY: 888-758-6047

Long Term Care Ombudsman 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.

The Arc Eau Claire (developmental disabilities)

Eau Claire, WI office 715-514-1825

United Cerebral Palsy West Central WI, Inc.

Eau Claire, WI office 888-845-5775

Wisconsin Aging Advocacy Network

Madison, WI office 715-677-6723

Wisconsin Board for People with

Developmental Disabilities 888-332-1677

Madison, WI office

Wisconsin Kinship Navigator

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.

Alzheimer's Disease, Dementia and Memory Loss

Alzheimer's Association Helpline

Nation-wide, 24/7 hotline 800-272-3900

Alzheimer's Association of Greater WI

Chippewa Falls, WI 715-720-7611
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 ext 5150

Serves members of federally recognized tribes

Lending Library 877-485-2372

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

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

715-268-4800

Amery, WI

Comforts of Home 715-483-1707
St Croix Falls, WI

Kapes Lakeside Assisted Living and Memory Care 715-349-5273
Siren, WI

Golden Age Manor – “Judy’s Cottage” 715-268-7107
Amery, WI

Riverbend Assisted Living 715-268-9949
Amery, WI

Memory Clinics

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 651-257-8499
 Chisago City, MN

Kinsi Institute of Movement 715-483-0241
 St Croix Falls, WI

Marshfield Clinic 866-333-1996
 For appointments at Rice Lake or Eau Claire centers

Mayo Clinic Health System Memory Care Clinic 715-838-1900
 Eau Claire, WI

Neurological Associates of St Paul 651-221-9051
 Maplewood, MN

Noran Neurological Clinic 612-879-1500
 Blaine, MN

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

Balsam Lake, WI. Weekdays, 7:30-3:30

Happy Day Club 715-416-2942

Spooner, WI

Adult Day Care/Respite 715-463-5353

Continuing Care Center at Burnett Medical Center, Grantsburg, WI

See also – In Home Help and Respite Care

Memory Cafés

Memory Cafes are local gatherings for people with memory concerns and their care partners.

They can relax and have fun in a safe, supportive place.

Spooner Memory Café 715-635-4460

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
 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
www.alz.org/research

**Alzheimer's Disease Research Center at UW
 Madison** 608-263-2582

Support Groups

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

Alzheimer's Caregiver Support 800-272-3900

Telephone support group the 4th Tuesday of every month from 10am-11am. Registration is required in order to get the call-in information.

Amery Area Community Center 715-268-7089

Dementia Caregiver Support Group, 1st Wednesday of every month at 10a.m. Contact: Gloria Bauer

Amery Memory Care 715-268-4800

Family Caregiver Support Group, the last Wednesday of every other month. Open to residents, family members and community members.

Early Stage Support Group 715-635-4460

DNR Service Center, Spooner, WI---Support group for the caregiver and individual with dementia (in the early stage) to attend together; meeting 3rd Monday of the month at 1:30pm.

Trinity Lutheran Church 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

Visit Wisconsin DHS for more information:

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

WI Addiction Recovery Helpline

2-1-1

Text zip code to 898211

866-947-2211

Live Chat at: 211wisconsin.communityos.org/

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 WI Inc.

800-273-1002

Department of Agriculture, Trade and Consumer Protection	800-422-7128
Madison, WI office	
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	715-736-1800
Rice Lake, WI office - Serves Polk Co	
	Voice/TTY: 866-419-1260
Hike Fund, Inc.	352-688-2579
Provides low-income children from birth up to the age of 20 years with hearing aids and assistive devices.	

ICanConnect – WI 844-638-5800

Free communications technology designed for people with combined vision and hearing loss. Installation, training and technical support are also available. Qualification based off of income.

Miracle-Ear Foundation 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.

Office for the Deaf and Hard of Hearing

Eau Claire, WI office 715-502-9355

North Country Independent Living

Superior, WI office-Burnett Co 715-392-9118

Voice/TTY: 800-924-1220

Starkey Hearing Foundation

www.starkeyhearingfoundation.org 800-328-8602

Starkey Hearing Foundation Hear Now Program provides assistance for low-income U.S. residents with no other resources to acquire hearing aids. For qualification guidelines and an application visit:

Telecommunications Equipment Purchase Program

608-231-3305

TTY:800-251-8345

Helps persons who are deaf, hard of hearing, or deaf with low vision, or deaf/blind purchase telecommunication equipment. Wisconsin Public Service Commission – Madison, WI office

Wisconsin Telecommunication Relay Systems

Allows a text telephone to be used by someone who may be deaf, hard of hearing, or speech impaired to call or be called by virtually anyone using a voice telephone. Calls may be placed 24/7. 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 www.sprintip.com

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 65 years of age or older with limited income without 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	
Hope Dental Clinic	651-789-7605
St Paul, MN--Free dental clinic for individuals with no insurance. Dental services available include comprehensive exam, cleanings, fillings and tooth extractions.	
HyLife, LLC	715-554-0279
In home tooth brushing and between the teeth cleaning services can be provided monthly, every other week, or weekly.	
Lake Superior Community Health Center	
Superior, WI	715-394-5411
Marshfield 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 that will decrease your home's energy use. Financial incentives range from \$100-\$2,400.

EveryoneOn

877-947-4321

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.

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.

HomeNet through Foundation for Rural

Housing, Inc.

608-291-2608

Financial resource for in-home internet access during the school year. Must have at least 1 child in middle or high school in the home, be under the 80% county median income and have access to a device that is internet accessible.

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.

Interfaith Caregivers of Burnett County

Possibly provide wood for heat 715-866-4970

Lifeline & Link-Up Program

608-267-3595

To apply, contact your local telephone company. These programs are designed to help people on low- incomes by reducing internet, phone or cell phone bills and assisting with the phone service connection and installation. Must have proof of low-income status or be receiving benefits from one of the following: Wisconsin Works, Medicaid, Supplemental Security Income (SSI), FoodShare, Energy Assistance, or Homestead Credit.

Modest Needs Grants 844-667-3776

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 online at modestneeds.org.

Applicants must have regular access to a computer, internet and a scanner or fax machine.

Rural Housing, Inc. 888-400-5974

Madison, WI office – Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills.

SafeLink Wireless 800-977-3768

Free or discounted cell phone service. Free phones only available for individuals enrolled in a Medicaid HMO or living on federally recognized tribal land. Call to see if you qualify and to apply for this program. Proof of Medicaid coverage needed to apply.

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

See Housing-Weatherization Section

Tomorrow's Home Foundation Heating and Cooling Assistance Grant

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

laurie@housingalliance.us for grant application.

www.tomorrowshomefoundation.org/

USDA Rural Development 715-635-8228

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

U.S. Department of Energy

www.energy.gov/energysaver/services/incentives-and-financing-energy-efficient-homes

Information about tax credits, rebates, and savings programs available through the U.S. Department of Energy.

Workforce Resource Emergency Assistance Program 855-792-5439

Can help with past due rent, security deposit, first month's rent, and utility disconnects notices. Must have an eviction or disconnect notice and one or more minor children living in the home.

Employment

Division of Vocational Rehabilitation (DVR)

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

Great Lakes Inter-Tribal Council Vocational

Rehabilitation 715-635-0967

St Croix Chippewa Indians of WI

ICAA's Skills Enhancement Program

715-532-1605

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.

North Country Independent Living

800-924-1220

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

Senior Community Service Employment

Program

715-939-1400

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

Softec Education, INC

715-688-9629

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

Stout Vocational Rehabilitation Institute

715-232-2513

Menomonie, WI - Private pay vocational evaluation and training.

West CAP Skills Enhancement Program

800-606-9227

715-265-4271

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

West CAP Adult Literacy Program

715-265-4271 ext. 1314

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

WI Job Center and Wisconsin CEP Inc.

Spooner, WI office-Burnett County TTY:711

715-635-2175

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

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

Work Force Resource

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

Polk County Job Center 715-485-3115

Balsam Lake, WI TTY 711

Burnett County Office 715-718-4840

Siren, WI

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

Family Care

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

ADRC of Northwest Wisconsin 877-485-2372
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, 715-635-7199
28315 County Rd H, Webster

Amery Congregational Church 715-268-6818
201 Harriman Ave. N

Grantsburg Senior Center 715-463-2940
118 Madison Ave West

Milltown Community Center 715-825-5025
301 2nd Ave SW

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

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

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, 715-656-3227

7530 Riversmeet Rd

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

Food Pantries (By City)

Amery

- *Amery Area Food Pantry* 715-268-5999

230 Deronda Street (Old hospital). Leave message Call before 12:00pm on Wed for appt. Open Thurs 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 Sat of each month, \$20 donation appreciated. Serves all of Polk County.

Clear Lake

- *Lifeline Food Pantry* 715-263-3846

560 5th St. (Old high school) Wed. 1-5pm; Thur. 12-4pm. Serves Clayton & Clear Lake school districts.

Cumberland

- *Ruby's Pantry*

1330 2nd Ave (Elementary School). 9-10:30 the 1st Sat. 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. Fri 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 Sat 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. Mon and Thurs 9:00am-
6:00pm; Wed 12:00-6:00pm; Sat 9:00am-
12:00pm

Grantsburg

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

Luck

- *Loaves and Fishes*

DBS Lions Hall, 300 North 1st Street Tues and Thurs, 11:00am-1:00pm. Serves Luck & Unity school districts.

- *Ruby's Pantry*

210 E Park Ave (Home and Away Ministries). 3rd Tues of the month, 12-1:30. \$20 donation appreciated

Osceola

- *The Open Cupboard* 715-294-4357

402 2nd Avenue. Call for appointment Mon and Wed 9am-12pm and Thurs 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). Mon.10:00am-2:00pm; Wed.10:00am-4:00pm; Fri.10:00am-2:00pm. Serves Siren and Webster school districts. No cost.

Spoooner

- *Ruby's Pantry* 715-635-9309
780 Elm St. (School Vocational Area)
9:30-11am 2nd Sat of each month, \$20
donation appreciated.
- *Washburn County Food Pantry*
1649 Cottonwood Ave., Spooner
Tues, 9:00-11:00 and Thurs 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. Mon 9:00-11:00 and Wed 3:00-6:00
and Fri 9:00am-10:00am. Serves SCF
school district and Unity school district

Turtle Lake

- *Food Pantry* 715-986-2241
200 W Martin Ave Thursdays 1-3pm
Services Turtle Lake School District

Webster

- *Indianhead Community Action Agency*
Connections (next to Holiday gas station).
Mon, Tues and Fri, 10:00-3:00. Serves all of
Burnett Co. No cost.
- *Second Harvest Monthly Food Distribution*
715-866-8151
Connections in Webster (next to Holiday).
3rd Thurs of each month, 10:00-4:00pm.
Open to anyone in need of food.
- *Webster and Siren Lions Club*
Connections (next to Holiday). 1st Thurs of
each month 10:00-1:00pm
- *St Croix Chippewa Commodities Distribution*
715-349-2195
24663 Angeline Ave. Mon – Thurs, 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 Tues of each month from 5-
 6pm, Jan-Oct.

Deronda Lutheran

1239 65th Ave, Amery; 4th Tues. 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 Wed 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/

Order many grocery items online at www.amazon.com and searching or click the Department tab and grocery at the bottom of the list.

Amery Dick's Fresh Market 715-268-7513

\$3.00 charge, in-town deliveries only.

Delivery on Tues, call by Mon at 3pm.

Clear Lake Nielsen's 715-263-2513

No charge, in town deliveries only. Delivery on Wed, call by Tues at 7pm.

Frederic Grocery Store 715-327-4855

\$2.50 charge, in town deliveries only. Delivery on Mon and Wed, call by 12 the day of.

Groceries and Grub 715-503-0044

Shop & deliver groceries up to 15 miles of Luck, Webster, Danbury, Siren, and Frederic grocery stores. "Shop & Drop" fee: \$15 up to 7.5 miles. Add \$2/mile if over 7.5 miles from the grocery store, up to 15 miles. Call a day before delivery with your grocery list. Webster & Danbury: Mon & Thurs. Luck & Frederic: Tues & Fri. Siren: Wed.

Interfaith Caregivers of Burnett County

715-866-4970

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

Interfaith Caregivers of Polk County

715-483-8500

Pick up and food delivery from local food pantries and grocery shop for you.

Osceola Dick's Fresh Market 715-294-2158

\$3.00 charge. Delivery on Tues mornings, call by Mon evening.

Austad's Supervalu

715-986-2244

No charge; delivers in Turtle Lake, Clayton and Almena. Delivery Mon-Fri 9- 2pm, call by 4pm the day before delivery.

Walmart Grocery Pickup

St Croix Falls

715-483-1399

Pine City, MN

320-629-5845

Pick out/order yours groceries at

www.walmart.com/. You will be prompted to pick a store and also reserve a pick up time.

They will shop for your groceries and load them into your vehicle for you.

Healthcare-Reduced Rate

Direct Access Testing/Cash Labs

Area facilities below offer Cash Labs/Direct Access Testing at a discounted cash price for common lab tests, have a financial assistance program available to patients needing medical care but are unable to afford the medical expenses and/or offer. Contact individual facility for more information.

Amery Hospital and Clinics 715-268-0241
 Amery, Clear Lake, Luck and Turtle Lake Clinic
 Locations--Direct Access (Lab) Testing and
 financial assistance program available.

Burnett Medical Center 715-463-5353
 Grantsburg, WI-- Direct Access Testing and
 financial assistance program, 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

Burnett Medical Center 715-463-5353

\$25 per session

Medi-Pedi Professional Foot Care

651-238-0932

In-home professional foot care service.

\$45/session that includes travel to your home, foot bath, foot massage, and nail trimming.

Additional foot/nail care services available for minimal fee. Services areas south of Luck and west of Bone Lake in Polk County

Ruby's Well Care Center 715-472-7770

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

Smilin' Feet 715-416-0694

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

Ruby's Well Care Center Beauty Salon

Service

715-472-7770

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

Health Insurance Programs

ADRC of Northwest Wisconsin 877-485-2372

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

Forward Health Member Services

800-362-3002

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

Health Insurance Marketplace 800-318-2596

<https://www.healthcare.gov/>

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

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

Polk and Burnett Counties 715-485-8500

- Northwest Wisconsin CEP, Inc.

Burnett County 715-635-2175

- NorthLakes Community Health Clinic

Turtle Lake 715-986-2599

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 NW WI

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 715-268-6605

Circuit Breakers Fitness Center

Amery, WI – Amery Centennial Hall. Open to adults age 21 and older, \$10/month

Fitness Centers- Check your phone

book/yellow pages for local fitness centers

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.

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

Shell Lake, WI office

715-468-7833

Serves portions of Burnett County

Interim HealthCare

715-377-9617

Hudson, WI office-serves Polk County

Spoooner Health System-Home Care

Spoooner, WI office

715-635-1238

Serves portions of Burnett County

Hospice

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

Adoray Home Health & Hospice 800-359-0174

Baldwin, WI office - Serves most of Polk County but not north of Frederic.

Allina Home Health Care and Hospice

St Paul, MN Office-Polk County 800-261-0879

Heartland Hospice Eau Claire/Roseville Office - Serves Polk County	888-633-6522
Interim HealthCare Hudson, WI office - Serves Polk County	715-377-9617
Regional Hospice Spooner/Grantsburg, WI office - Serves Burnett County	715-635-9077
St Croix Hospice Oakdale, MN office - Serves Burnett and Polk Counties	651-735-3656

Housing – Assistance

Department of Agriculture, Trade and
Consumer Protection-Consumer Protection
Hotline 800-422-7128

A resource for tenants and landlords
interested in learning more about their rental
rights and responsibilities under WI law.

Harvest of Hope Fund 608-836-4633
Emergency needs for food, home heating fuel,
medical expenses, re-training, and other
immediate situations for farm families.
Madison, WI office

Home Repair Program 715-726-4580

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

Indianhead Community Action Agency

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

Modest Needs Grants 844-667-3776

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 www.modestneeds.org Applicants must have regular access to a computer, internet and a scanner or fax machine.

Movin' Out

877-861-6746

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.

Salvation Army of Burnett County

Siren, WI

715-349-8744

Administer Tenant Based Rent Assistance, Rapid Rehousing and Homeless Prevention programs for Burnett County.

Salvation Army of Polk County 715-263-2900

Clear Lake Office-Administers Permanent Supportive Housing program for Polk County and will provide rent assistance only if an eviction notice has been received. For rent assistance, individuals must contact and apply for assistance through Rural Housing, Inc. and Workforce Resource Emergency Assistance Program first. No mortgage assistance provided.

Rural Housing, Inc. 888-400-5974

Madison, WI office-Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills.

USDA Rural Development 715-635-8228

Spooner, WI office – Serves Burnett and Polk Counties, Rural Direct Loan Program to assist low and very low income applicants to obtain decent, safe and sanitary housing.

West CAP 715-265-4271

Section 8 Housing Voucher Program, Rapid Rehousing, and Tenant-Based Rental Assistance (for Polk County and program is based on funding availability).

Wild Rivers Habitat for Humanity

Polk and Burnett Counties 715-483-2700

Wisconsin Housing and Economic

Development Authority 800-755-7835

Offers a tax deferral loan program for elderly

**Workforce Resource Emergency Assistance
Program** 855-792-5439

Help with past due rent, security deposit, first month's rent, and utility disconnects notices. Must have an eviction or disconnect notice and one or more minor children living in the home.

Housing – Renting

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

Amery Housing Authority 715-268-2500

Burnett County Housing Authority

Apartments in Siren & Webster, WI

715-866-8231

Catholic Charities Bureau 888-276-0246

Offers apartments in Siren and Amery, WI

Clear Lake Housing Authority 715-263-3370

Croix Management 651-465-6841

Offers apartments in Grantsburg, WI

Dak Management/Parkview Apartments

St Croix Falls, WI 877-219-7282

Frederic Housing Authority 715-327-8490

Grantsburg Housing Authority 715-463-2475

Horizon Management Group 800-944-4866
Offers apartments in Clear Lake and Star
Prairie, WI

HUD Housing Discrimination Hotline
800-669-9777

Get information about your Fair Housing
Rights and file a complaint about housing
discrimination.

TDD Line for Hearing Impaired 800-927-9275

HUD Public and Indian Housing Customer
Service Center 800-955-2232

Provides general information about programs
operated by the Office of Public and Indian
Housing (HUD programs).

Good Samaritan Society-HUD Housing
715-483-1917
715-557-0559

St Croix Falls, WI—rent includes all utilities
except phone, also includes free laundry River
Town Heights is open to seniors (62+) and
disabled adults (18+) with mobility impairment
and Forest Heights-open to seniors (62+).

Impact 7 715-651-2053
Offers apartments in Balsam Lake, Centuria,
Almena and Deer Park

Luck Housing Authority	715-472-2032
Meridian Group Inc. /Hometown Village Apartments	715-635-3031
Centuria, WI	
Milltown Apartments	715-825-2026
Osceola Housing Authority	715-294-3629
Paramark/Osceola Village Apartments	715-294-3560
Pioneer Apartments	888-393-3282
Luck, WI. Allegiant Property Management	
Polk County Housing Authority	715-294-4243
Offers apartments in Osceola, Dresser, St Croix Falls, Milltown, Balsam Lake and Clear Lake, WI	
Ridgeview Apartments	715-263-2544
Clear Lake, WI	
Sunny View Apartments, E. Fuller Inc.	
Apartments in Milltown, WI	715-634-2040
St Croix Tribal Housing Authority	800-236-2195 ext. 5130
WestCap	800-606-9227
	715-265-4271
Glenwood City, WI office – Offers rentals in St Croix Falls, WI	

<p>WIHousingSearch.org Free, up-to-date listings of rental housing throughout WI</p>	<p>877-428-8844</p>
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Housing – Shelters

<p>Benjamin House Rice Lake, WI; emergency shelter</p>	<p>715-736-2437</p>
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<p>CRA</p>	<p>800-261-7233</p>
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(Community Referral Agency)

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

<p>Faith House Siren, WI—Salvation Army Shelter</p>	<p>715-349-8744</p>
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<p>Grace Place New Richmond, WI. Salvation Army shelter; emergency housing.</p>	<p>715-247-2944</p>
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<p>Northwoods Homeless Shelter Primarily serves Polk County families or other individuals when possible; offers emergency housing.</p>	<p>715-268-5730 Crisis Line 715-554-0137</p>
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Serenity Home Transition Housing

Salvation Army of Polk County 715-263-2900

located in Clear Lake-Serenity Home

Transition Housing includes 3 different

locations in Polk County. Non-emergency.

Warming Center

715-651-8740

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

Housing – Modifications, Repairs & Weatherization

Modifications

Center for Independent Living Western

Wisconsin

800-228-3287

Menomonie, WI 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.

Interfaith Caregivers of Burnett County

minor home repair projects 715-866-4970

Interfaith Caregivers of Polk County

Milltown, WI office 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**

www.tomorrowshomefoundation.org/

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

Travis Roy Foundation Quality of Life Grant

www.travisroyfoundation.org/

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

Movin' Out

877-861-6746

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.

Northwest Regional Housing Program

715-635-2197

Provides financial assistance to low and moderate income households needing to make home improvements or wishing to purchase a home. Spooner, WI - Serves Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer and Washburn counties.

USDA Rural Development

715-635-8228

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

Wild Rivers Habitat for Humanity

Home Preservation program: 715-483-2700 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

715-265-4271

Serves Burnett and Polk counties. Individual must be eligible for Energy Assistance through WHEAP. WHEAP makes direct referral to WestCap with those individuals who qualify for weatherization assistance.

Wild Rivers Habitat for Humanity

Weatherization Program 715-483-2700

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.

Independent Living Centers

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

Center for Independent Living for Western

Wisconsin 800-228-3287

Menomonie Office- Serves Polk Co

North Country Independent Living

Superior, WI office – Serves Burnett Co

715-392-9118

TTY: 800-924-1220

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.

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. 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.

IntegriCare 715-205-3746

Serves those living within 10 miles of Barron County in Polk County. Accepts private pay and works with IRIS/Family Care.

Interfaith Caregivers of Polk County

715-483-8500

International Quality Homecare 855-447-4762

Serving Polk and Burnett Counties providing, personal care, homemaker, transportation, respite care, services. Accepts private pay, Medicaid, VA, and private insurance.

Lutheran Social Services 715-552-2490

Community Supported Living Program serves Polk County. Open to inquiries for services from Burnett County but can't guarantee immediate start of services at this time.

North Country Independent Living**800-924-1220**

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

Peaceful Living 715-386-7071

Hudson, WI office-Serves Polk County. Accepts private pay, medical assistance and long term care insurance. Accepts medical assistance and private pay.

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

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

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

Legal Assistance

*Legal representation is not guaranteed by these
 resources.*

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

Consumer Law Clinic-UW Madison

608-263-6288

The CLC handles individual and class action lawsuits in state and federal court covering a variety of consumer protection issues, including misrepresentation and fraud, credit scams, predatory lending, unfair debt collection practices and "fringe banking" abuses by rent-to-own and payday loan companies. Staffed by law students.

Disability Rights Wisconsin 715-736-1232

Rice Lake, WI office 877-338-3724

TTY: 888- 758-6049

Elder Rights Project 844-614-5468

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

ICAA Legal Assistance for Victims Program

Free legal representation 715-415-0397

Separation, child custody and placement, child support, unemployment compensation, immigration issues, access to fair and affordable housing and other areas that ensure safety and independence for victims. Serves Burnett County.

Upper Midwest Pension Rights Program

North St. Paul, MN office 866-783-5021

Serves WI, MN, SD, ND. Helps to locate missing pensions. Answers questions about pension benefits.

Wisconsin Guardianship Support Center

Toll free helpline 855-409-9410

provides information on the following subjects: guardianships, powers of attorney, protective placement and other advance directives.

Wisconsin Hispanic Lawyers Association

414-331-2679

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

Wisconsin Judicare, Inc. 800-472-1638

Wausau, WI office - Legal services for persons with low-incomes; also provides Indian Law Office for tribal members of recognized tribes in Wisconsin.

Wisconsin State Bar Association Lawyer Referral & Information Services

Does not provide referrals for pro-bono (free) legal help

- Modest Means Program 800-362-9082

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

Medical Equipment and Assistive Devices

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

Website: 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.

CaptionCall**877-557-2227**

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

Chet Johnson Drug**715-268-8121**

Amery, WI office – Limited in-store supply, but will order in. Medicare Certified Provider for all durable medical equipment except wheelchairs.

Center for Independent Living Western**Wisconsin****800-228-3287**

Menomonie office - Serves Polk Co
Assistive technology loan and demonstration program and keeps list of use equipment for sale.

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

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

Frederic Pharmacy 715-327-4208
Frederic, WI—Medicare Certified.

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

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

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

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

Lincare (Respiratory/Oxygen supplies)

St. Croix Falls, WI office 855-483-1927

Serves Burnett and Polk Counties. Medicare Certified.

Luck Pharmacy

715-472-2122

Luck, WI—Medicare Certified

North Country Independent Living

Superior, WI office 715-392-9118

Serves Burnett Co TTY: 800-924-1220

Assistive technology loan and demonstration program.

Siren Pharmacy

715-349-2221

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

Stout Vocational Rehabilitation Institute

Menomonie, WI

715-232-2513

Wheelchair clinics offered once a month.

Travis Roy Foundation Quality of Life Grant

www.travisroyfoundation.org/

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

Wood River Pharmacy	715-463-2525
Grantsburg, WI—Medicare Certified	
Yellow River Pharmacy	715-866-8644
Webster, WI—Medicare Certified	

Medication Management

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

Licensed Home Health Agencies -see Home Health Care.

Medication Dispensing Equipment- see Personal Emergency Response Systems

Pharmacies

Pharmacies that provide the option of individually packing medication in bubble packs. Please call pharmacy for options to help you decided which will work best for your particular circumstance.

Balsam Lake Pharmacy	715-485-3374
Balsam Lake, WI	
Chet Johnson Drug	715-268-8121
Amery, WI	

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

Amery Behavioral Health 715-268-8000
Includes Inpatient Short-Stay for adults, Outpatient Therapy and Counseling age 5+, Structure Outpatient Program (intensive group therapy program), and programs for Change (intensive outpatient program for people with alcohol and other substance abuse conditions). Referral from an Amery Hospital and Clinic provider required.

Burnett County Mental Health Crisis Line

888-636-6655

Counseling Agencies

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

Friendship Line

800-971-0016

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

Hopeline

Text HOPELINE to 741741

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

Mental Health Task Force

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

Polk County www.mentalhealthpolk.org/

Burnett County www.healthyburnett.org/

NAMI of Polk County

namiconnectionspolkcounty@gmail.com

Centuria, WI – monthly meetings at Fristad Church

NAMI of Wisconsin

800-236-2988

Madison, WI office

National Suicide Prevention Hotline

800-784-2433

Polk County Community Services Division

715-485-8400

Polk County Mental Health Crisis Line

888-552-6642

Solstice Warmline

608-422-2383

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

St Croix Tribal Mental Health/AODA

715-349-2195 ext. 264

Trevor Project

866-488-7386

Suicide prevention crisis line for LGBTQ

Veterans Crisis Line 800-273-8255 press 1
 Suicide prevention crisis line for veterans and
 their families and friends to call. Online chat is
 available at www.veteranscrisisline.net/ 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 St Croix Falls, WI	715-483-9815

United Pioneer Home Luck, WI	715-472-2164
Willow Ridge Amery, WI	715-268-8171

Personal Emergency Response Systems

Personal Emergency Response Systems allow individuals to call for assistance at the touch of a button. Call button can be worn as a pendant or wristband. Additional features may be available.

In addition, to the pendant or wristband, individuals in need can get a pill box that will dispense medications needed for that day and time and alarms when accessed. Other systems available as well.

CWS Cabin Watch 715-483-0083
St. Croix Falls, WI office. Surveillance systems and personal emergency response-no med management dispensing systems.

Dose Health 844-300-6212
Smart phone compatible medication dispenser and medication call/text reminder services - Dose Remind and Dose Remind + Click. Visit www.dosehealth.com/ for more information.

FirstCall Medical Monitoring 800-924-3407
 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.

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

Healthcom 800-525-6237
 Remote monitoring/telehealth monitoring,
 personal emergency response systems, vitals
 monitoring, medication management systems,
 fall detection/auto call options. Monthly fee.

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

Rise and Shine Call In 715-825-9500

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

Life Assist USA

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

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

Grantsburg, WI- 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 Co. Sheriff's Dept. 715-485-8300

Burnett Co. Sheriff's Dept. 715-349-2121

Public safety program to protect and locate missing persons due to wandering. Individual at risk wears a receiver.

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.

Adult Day Care/Respite Continuing Care Center at Burnett Medical Center, Grantsburg, WI-In facility respite care services only.	715-463- 5353
American Parkinson Disease Association-WI Chapter Caregiver respite program for Parkinson patients that provides a \$500/yr stipend to Parkinson patients to be used for respite care services. No financial requirements but must not be receiving any other funded or subsidized respite care services.	608-345- 7938
Amery Assisted Living and Memory Care Amery-facility based respite care for 28 consecutive days or less.	715-268- 4800
Community Homestead Osceola, WI--Day program for individuals with disabilities to learn skill development, decision making, social growth and	715-294- 3038

responsibility. Must be able to care for their basic needs or know how to ask for help. \$25/half day.

Transportation accommodated on a case by case basis.

Day Friends

715-485-
8762

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

Transportation available.

Happy Day Club

715-416-
2942

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

In Home Care Support Services

866-452-
3875

Offers in home respite services for elderly and handicapped.

Interfaith Caregivers of Polk County

715-825-
9500

Respite Care Association of Wisconsin

608-222-
2033

Madison, WI--Caregiver Respite Grant Program to help with planned or emergency respite care needs.

See In Home Help Agencies-for a local list of agencies that may provide in home respite care.

See Assisted Living Facilities and Nursing Homes-for local facilities that may provide facility based respite care services.

Senior Centers

Provide recreation activities for older adults, cards, crafts, dancing, trips, movies, exercise, etc. Listed alphabetically, by city:

A&H

Area.....
.....715-635-7199

Amery.....
.....715-268-6605

Balsam

Lake.....
.....715-268-7649

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/Al-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.areas74.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 to find a list of local meetings.

Narcotics Anonymous

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

www.na.org/

New Beginnings Alano Club

Siren, WI—Hosts AA and NA group meetings

715-349-2588

Wisconsin Council on Problem Gambling

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.

800-426-2535

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-

Held at St Croix Regional Medical 2800

Center the last Tuesday of every
month 10- 11am; registration not
required

Caregivers

ADRC of Northwest Wisconsin 877-485-

Peace Lutheran Church, Dresser, 2372

WI and at the Grantsburg Public
Library, Grantsburg, WI (starting
March 2019)

866-390-

Caregiver Teleconnection 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/

See Alzheimer’s Disease, Dementia and Memory Loss

Cardiac

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

Chronic Pain

Chronic Pain Support Group	800-642-
St Croix Regional Medical Center	1336

Chronic Illness/Pain Support Group	
North Valley Lutheran Church,	715-825-
1988 220th Ave, Centuria; Contact	4100
Suzanne for meeting dates and times.	

Diabetes

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

Hurts, Habits and Hangups

Women's 12 Step Support Group	715-566-
Group meets every Tuesday at	1992
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	715-557-
	1431

groups, finding hope, how to get involved and how to advocate.

New Life Christian Community

Grief Anonymous

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

griefshare.org/

715-635-9077

GriefShare

Offers weekly support groups around the world. Join a group at any time and attend as many meetings as you like.

715-483-3261 ext. 2016

Regional Hospice

Support groups meet in Spooner and Grantsburg Area

St Croix Regional Medical Center

Mental Illness

NAMI of Wisconsin

Madison, WI office

800-236-2988

Polk County Human Services

American Foundation for Suicide Prevention	715-485-8400
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Offers healing conversations

www.afsp.org/ive-lost-someone

Multiple Sclerosis

Polk County Self-Help Group	800-344-
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3rd Saturday of the month, 2-4pm

4867

at the Good Samaritan Center, St

Croix Falls

Superior MS Group	715-398-
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2nd Tuesday of the month at 6pm

5043

at North Country Independent

218-391-

Living Center, Superior, WI

6262

MS Connection

www.nationalmssociety.org/

Online support groups, blogs, one-

on-one peer support programs

763-742-

MS Self-Help Group	8572
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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/

Disabled Parking

Permits/Applications

Wisconsin Department of Motor

Vehicles	608-264-
Disabled Parking License Plates	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 For shopping, errands and socialization trips schedule by the ADRC of NW WI.	877-485-2372
Handi-Lift-Cumberland, WI	800-989-7433
Heartland Transportation, LLC	715-949-1313
Endeavors-Balsam Lake, WI No employment related transportation provided.	715-554-2983 715-554-2585
Midwest Ridesource Star Prairie—serving within a 30 mile radius providing stretcher, wheelchair and ambulatory transportation for any transportation need.	715-796-7433
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	
*Charges for transportation provided by ADRC drivers will apply	715-485-8592
Amery Hospital and Clinic	715-268-8000
Transportation to and from Amery Hospital and Clinic (Amery only, Wound Health Center and Behavior Health within a 20 mile radius of these locations. Patients must be ambulatory. \$2.00 donation requested but not	

required. Ask for registration and scheduling.

Burnett County Veterans Service Office

715-349-2179

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

Greater Minnesota Van Service

800-258-1210

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

Midwest Ridesource

715-796-7433

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

Transportation for any Reason-Ambulatory Only

Interfaith Caregivers of Burnett County	715-866-4970
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Volunteer drivers serve Burnett County elderly/disabled

Interfaith Caregivers of Polk County	715-483-8500
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Volunteer Drivers serve Polk County elderly/disabled. No employment related transportation provided.

New Freedom Volunteer Driver Transportation Program

Volunteer Drivers serve Polk and Burnett county residents with a barrier to providing own transportation

Polk County

800-228-3287

Burnett County

800-924-1220

Individuals on Family or IRIS from Polk
and Burnett County 800-228-3287

New Freedom Voucher Program

Eligible individuals qualify for vouchers that
can be used like

checks for transportation services

Center for Independent Living for Western
Wisconsin (Polk) 800-228-3287

North County Independent Living (Burnett)
800-924-1220

Northwest Transportation Specialists 715-349-

Serve Siren, Amery and Hayward 7021

surrounding areas

Tribal Programs and Services

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

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

St. Croix Tribal Governmental Offices

800-236-2195

24663 Angeline Avenue, Webster WI 54893

www.stcciw.com

Department	Extension
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
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Heat for Heroes Assistance for heating costs, electric costs and energy related crisis situations for Veterans. Must apply for Wisconsin Home Energy Assistance Program (WHEAP) first.	800-891-9276
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Guardian Alert Plus 911/Logic Mark Personal emergency response system for veterans that requires	866-541-8387
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no landline, no cell phone and has no monthly fees. Provided free to eligible veterans through the VA. Lower private pay price for non-eligible veterans.

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

Supportive Services Veterans Grant

Grant provides 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.

- Indianhead Community Action

Agency/Connections 715-866-8151

Webster, WI; serves Burnett Co.

- Veterans Assistance Foundation Inc.

866-823-8387

Serves Polk Co.

Veterans Crisis Line 800-273-8255
 Suicide prevention crisis line for
 veterans and their families and press 1

friends to call. Online chat is available at www.veteranscrisisline.net/ or text 838255.

Veteran Outreach and Recovery Program	715-558-2557
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Treatment and recovery support program for veterans who are homeless and have a behavioral health disorder. Outreach and Recovery Specialists (ORSs) work with the veterans to ensure they have stable housing, connect them to proper treatment and follow-up to ensure that the treat is continual and effective.

Vision – Blind or Low Vision

Center for Independent Living	715-736-
Western Wisconsin	1800
Rice Lake, WI office - Serves Polk Co	TTY

	866-419-1260
Hadley School for the Blind Winnetka, IL office – Offers distance learning courses	800-323-4238
ICanConnect – WI 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.	844-638-5800
Office for the Blind and Visually Impaired Madison, WI office – Rehabilitation services are provided by the Office for the Blind and Visually Impaired (OBVI) to help individuals who are blind or visually impaired to achieve their own goals of	888-879-0017

independent living. OBVI staff visit individuals in their homes, conduct group trainings, and teach techniques and technologies for use in daily living (home management, personal care, Orientation & Mobility, and communications). Resources and referrals also provided.

North Country Independent Living Superior, WI office – Serves Burnett Co	715-392- 9118 TTY 800-924- 1220
National Federation of the Blind Newsline Free access to newspapers, magazines and TV listings on the phone and on the web.	866-504- 7300
The Low Vision Store-Northern Wisconsin	800-871- 8780

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

Wisconsin Council of the Blind & Visually Impaired

- Madison, WI office

608-255-1166

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

- Sharper Vision Store

800-783-5213

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

Wisconsin Talking Book & Braille
Library

800-242-
8822

Milwaukee, WI office

Youth - Disabled

Aging and Disability Resource Center
877-485-2372

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

Advocacy and Education 877-485-
Polk/Burnett County Community on 2372
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

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-

Year round sports training and 4862

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-
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	4862

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-

ADRC of Northwest Wisconsin 2372

Mental and Behavioral Health

Burnett County Mental Health Crisis 888-636-

Line 6655

Hopeline Text

Text-in (versus voice call-in) Free HOPELI

service for help and hope –for NE to

anyone in any type of situation, 741741

providing them access to 24/7

emotional support and

information.

Polk County Mental Health Crisis Line 888-552-

6642

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

See the Mental Health section for additional resources

TeenLine Text
 Teen helping teens find support and work through life things with someone who understands—
 another teen. Available by text 4-7pm every day and available by phone 4-8pm. TEEN to 839863 800-852-8336

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-
Provides benefits counseling and support, employment counseling, pre-driving training and employer training for individuals with disabilities.	3444

Great Lakes Inter-Tribal Council Vocational Rehabilitation St Croix Chippewa Indians of WI	715-635- 0967
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Project Search-Rice Lake

715-468-
2939

One school year long internship with on the job training and on site classroom learning at Rice Lake Weighing Systems. For students in their last year of high school and young adults with intellectual disabilities between the ages of 18-24. There are 17 Project Search sites in WI, to see full list visit:

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.