**Resource Guide Information**

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

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

The ADRC does not endorse any provider or service outside of the scope of the ADRC primary services. It is always advisable to contact a number of providers, ask several questions, and find a provider you are most comfortable with.
<table>
<thead>
<tr>
<th>Staff Name</th>
<th>Position</th>
<th>Primary Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laura Neve</td>
<td>Director</td>
<td>Balsam Lake &amp; Siren</td>
</tr>
<tr>
<td>Sabrina Naglosky</td>
<td>ADRC/Aging Unit Supervisor</td>
<td>Siren</td>
</tr>
<tr>
<td>Angie Heyer</td>
<td>Accounting and Clerical</td>
<td>Siren</td>
</tr>
<tr>
<td>Kari Broten</td>
<td>Fiscal Support Specialist</td>
<td>Balsam Lake</td>
</tr>
<tr>
<td>Carrie Myers</td>
<td>Dementia Care Specialist</td>
<td>Balsam Lake</td>
</tr>
<tr>
<td>Christi Arcand</td>
<td>Disability Benefits Specialist</td>
<td>Balsam Lake</td>
</tr>
<tr>
<td>Yvonne Lindus</td>
<td>Disability Benefits Specialist</td>
<td>Siren</td>
</tr>
<tr>
<td>Karen Nichols</td>
<td>Elder Benefits Specialist</td>
<td>Siren</td>
</tr>
<tr>
<td>Name</td>
<td>Position</td>
<td>Location</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Kayli Williamson</td>
<td>Elder Benefits Specialist</td>
<td>Balsam Lake</td>
</tr>
<tr>
<td>Angie Joy</td>
<td>ADRC Supervisor</td>
<td>Balsam Lake</td>
</tr>
<tr>
<td>Nicole Rossow</td>
<td>Information &amp; Assistance Specialist, Tribal Liaison, Support Staff Supervisor</td>
<td>Balsam Lake</td>
</tr>
<tr>
<td>Nancy Anderson</td>
<td>Information &amp; Assistance Specialist</td>
<td>Siren</td>
</tr>
<tr>
<td>Danielle Butzler</td>
<td>Information &amp; Assistance Specialist</td>
<td>Balsam Lake</td>
</tr>
<tr>
<td>Kysa Marten</td>
<td>Information &amp; Assistance Specialist</td>
<td>Balsam Lake</td>
</tr>
<tr>
<td>Barb Engelhart</td>
<td>Dementia Care Lead, Information &amp; Assistance Specialist</td>
<td>Siren &amp; Balsam Lake</td>
</tr>
<tr>
<td>Leslie Peterson</td>
<td>Resource Specialist</td>
<td>Balsam Lake</td>
</tr>
<tr>
<td>Nicole Coulter</td>
<td>Administrative Assistant</td>
<td>Balsam Lake</td>
</tr>
</tbody>
</table>
Table of Contents

ADRC of Northwest Wisconsin
ADRC’s of Surrounding Counties
Abuse and Neglect
Advocacy/Community Organizations
Alzheimer’s Disease, Dementia and Memory Loss
Assisted Living Facilities
AODA and Substance Abuse
Consumer Protection/Fraud
Deaf and Hard of Hearing
Dental Resources
Energy and Utility Assistance
Employment
Family Care
Food and Nutrition Programs
Healthcare-Reduced Rate

Health Insurance Programs

Health Promotion and Workshops

Home Health Care

Hospice

Housing – Assistance

Housing – Renting

Housing – Shelters

Housing – Modifications, Repairs & Weatherization

Independent Living Centers

In Home Help

Legal Assistance

Medical Equipment and Assistive Devices

Medication Management

Mental Health
Nursing Homes – Skilled Nursing Facilities
Personal Emergency Response Systems
Representative Payee Services
Respite Care
Senior Centers
Social Security & SSI
Support Groups
Tax Assistance
Transportation
Tribal Programs and Services
Veteran’s Services
Vision – Blind or Low Vision
Youth – Disabled
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
<table>
<thead>
<tr>
<th>Organization</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability Rights Wisconsin</td>
<td>715-736-1232</td>
</tr>
<tr>
<td></td>
<td>877-338-3724</td>
</tr>
<tr>
<td></td>
<td>TTY: 888-758-6049</td>
</tr>
<tr>
<td></td>
<td>Rice Lake, WI office. Helps people across Wisconsin gain access to benefits, supports and services, and experience opportunity through its advocacy and legal services.</td>
</tr>
<tr>
<td>Down Syndrome Association of Wisconsin</td>
<td>866-327-3729</td>
</tr>
<tr>
<td>St Francis, WI office</td>
<td></td>
</tr>
<tr>
<td>Epilepsy Foundation of Western Wisconsin</td>
<td>800-924-2105</td>
</tr>
<tr>
<td>Eau Claire, WI office</td>
<td></td>
</tr>
<tr>
<td>Family Care &amp; IRIS Ombudsman</td>
<td>877-338-3724</td>
</tr>
<tr>
<td>Rice Lake, WI. Disability Rights Office. For complaints, questions or concerns regarding the care and the rights of people (ages 18-59) receiving Family Care or IRIS.</td>
<td></td>
</tr>
<tr>
<td>See Independent Living Centers</td>
<td></td>
</tr>
<tr>
<td>Respite Care Association of Wisconsin</td>
<td>608-222-2033</td>
</tr>
<tr>
<td>Madison, WI</td>
<td></td>
</tr>
</tbody>
</table>
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

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

Memory Care Units
Amery Memory Care
Amery, WI
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 Cafés 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](http://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.
<table>
<thead>
<tr>
<th>Support Group</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alzheimer’s Caregiver Support</td>
<td>800-272-3900</td>
</tr>
<tr>
<td>Telephone support group the 4th Tuesday of every month from 10am-11am. Registration is required in order to get the call-in information.</td>
<td></td>
</tr>
<tr>
<td>Amery Area Community Center</td>
<td>715-268-7089</td>
</tr>
<tr>
<td>Dementia Caregiver Support Group, 1st Wednesday of every month at 10a.m. Contact: Gloria Bauer</td>
<td></td>
</tr>
<tr>
<td>Amery Memory Care</td>
<td>715-268-4800</td>
</tr>
<tr>
<td>Family Caregiver Support Group, the last Wednesday of every other month. Open to residents, family members and community members.</td>
<td></td>
</tr>
<tr>
<td>Early Stage Support Group</td>
<td>715-635-4460</td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Trinity Lutheran Church</td>
<td>715-416-2942</td>
</tr>
<tr>
<td>Spooner, WI—Caregiver Support Group that meets the 1st Monday of the month at 9am.</td>
<td></td>
</tr>
</tbody>
</table>
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 715-268-6640
  Amery, WI
- Riverbend Assisted Living 715-268-9949
  Amery, WI
- The Royal Oaks 715-294-1600
  Osceola, WI

Community Based Residential Facilities (CBRF)

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

- Amery Memory Care 715-268-4800
  Amery, WI
- Clear Lake Manor 715-263-2399
  Clear Lake, WI
<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comforts of Home</td>
<td>715-483-1707</td>
</tr>
<tr>
<td>St. Croix Falls, WI</td>
<td></td>
</tr>
<tr>
<td>Countryside Acres</td>
<td>715-866-4411</td>
</tr>
<tr>
<td>Webster, WI</td>
<td></td>
</tr>
<tr>
<td>Eagle Ridge Senior Living</td>
<td>715-294-8000</td>
</tr>
<tr>
<td>Osceola, WI</td>
<td></td>
</tr>
<tr>
<td>Hearthside Assisted Living</td>
<td>715-294-1100</td>
</tr>
<tr>
<td>Osceola, WI</td>
<td></td>
</tr>
<tr>
<td>Kapes Lakeside Assisted Living</td>
<td>715-349-5273</td>
</tr>
<tr>
<td>Siren, WI</td>
<td></td>
</tr>
<tr>
<td>Riverbend</td>
<td>715-268-9949</td>
</tr>
<tr>
<td>Amery, WI</td>
<td></td>
</tr>
<tr>
<td>Shady Knoll Home</td>
<td>715-463-5425</td>
</tr>
<tr>
<td>Grantsburg, WI</td>
<td></td>
</tr>
<tr>
<td>Sophie’s Manor</td>
<td>715-640-3330</td>
</tr>
<tr>
<td>Centuria, WI</td>
<td></td>
</tr>
<tr>
<td>Traditions of Frederic</td>
<td>715-327-4888</td>
</tr>
<tr>
<td>Frederic, WI</td>
<td></td>
</tr>
<tr>
<td>United Pioneer Home – Lawson Manor</td>
<td>715-472-2164</td>
</tr>
<tr>
<td>Luck, WI</td>
<td></td>
</tr>
</tbody>
</table>

**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
<table>
<thead>
<tr>
<th>Department of Agriculture, Trade and Consumer Protection</th>
<th>800-422-7128</th>
</tr>
</thead>
<tbody>
<tr>
<td>Madison, WI office</td>
<td></td>
</tr>
<tr>
<td>Office of the Commissioner of Insurance</td>
<td>800-236-8517</td>
</tr>
<tr>
<td>Madison, WI office</td>
<td></td>
</tr>
<tr>
<td>Polk County Sheriff’s Department</td>
<td>715-485-8300</td>
</tr>
<tr>
<td>US Senate Special Committee on Aging - Fraud Hotline</td>
<td>855-303-9470</td>
</tr>
<tr>
<td>Wisconsin Do Not Call List</td>
<td>866-966-2255</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Deaf and Hard of Hearing</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Audient Alliance</td>
<td>866-956-5400 ext. 2</td>
</tr>
<tr>
<td>National program providing hearing aids at a reduced cost. Qualification is based on annual household income.</td>
<td></td>
</tr>
<tr>
<td>Center for Independent Living Western Wisconsin</td>
<td>715-736-1800</td>
</tr>
<tr>
<td>Rice Lake, WI office - Serves Polk Co</td>
<td></td>
</tr>
<tr>
<td>Voice/TTY: 866-419-1260</td>
<td></td>
</tr>
<tr>
<td>Hike Fund, Inc.</td>
<td>352-688-2579</td>
</tr>
<tr>
<td>Provides low-income children from birth up to the age of 20 years with hearing aids and assistive devices.</td>
<td></td>
</tr>
</tbody>
</table>
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

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

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.

<table>
<thead>
<tr>
<th>Energy and Utility Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Energy Assistance Program</strong></td>
</tr>
<tr>
<td>Provides financial assistance with heating bills, furnace tuning and replacement, and weatherization for income-eligible households. Provides critical/emergency assistance.</td>
</tr>
<tr>
<td>• Burnett County Department of Human Services</td>
</tr>
<tr>
<td>• Polk County Community Services Division</td>
</tr>
<tr>
<td><strong>Energy Star Focus on Energy</strong></td>
</tr>
<tr>
<td>Provides financial incentives to make home improvements that will decrease your home’s energy use. Financial incentives range from $100-$2,400.</td>
</tr>
</tbody>
</table>
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](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
  - Serves Burnett County
  - 715-634-0523
- Rice Lake, WI office
  - Serves Polk County
  - 800-228-2587

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

- St Croix Chippewa Indians of WI
  - 715-635-0967
ICAA’s Skills Enhancement Program 715-532-1605

Indianhead Community Action Agency’s program 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
<table>
<thead>
<tr>
<th>Webster Senior Center</th>
<th>715-866-5300</th>
</tr>
</thead>
<tbody>
<tr>
<td>7421 West Apple St</td>
<td></td>
</tr>
<tr>
<td>Commodity Supplement Program for Seniors</td>
<td>715-977-1191</td>
</tr>
</tbody>
</table>

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.

**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.
Spooner

• *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

**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
<table>
<thead>
<tr>
<th>Burnett County Churches</th>
<th>715-866-8646</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternates between churches in Siren, Webster, and Danbury, last Tues of each month from 5-6pm, Jan-Oct.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Deronda Lutheran</th>
</tr>
</thead>
<tbody>
<tr>
<td>1239 65th Ave, Amery; 4th Tues. of the month, 5-6pm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Georgetown Lutheran Church</th>
<th>715-857-5580</th>
</tr>
</thead>
<tbody>
<tr>
<td>877 190th Ave, Balsam Lake; 3rd Thurs. of the month, 12:00pm</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>United Methodist Church</th>
<th>715-755-2275</th>
</tr>
</thead>
<tbody>
<tr>
<td>306 River St., Osceola; Last Wed. of every month (no meal Nov. &amp; Dec.), 5:30-6:30</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>United Methodist Church</th>
<th>715-468-2405</th>
</tr>
</thead>
<tbody>
<tr>
<td>135 Reinhart Dr., Shell Lake; 2nd Wed of every month, 4:00-6:00</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>West Denmark Lutheran Church</th>
<th>715-472-2383</th>
</tr>
</thead>
<tbody>
<tr>
<td>2478 170th St., Luck; Potluck meal for visitors, guest and those unable to bring food; Last Sunday of each month, 5:00</td>
<td></td>
</tr>
</tbody>
</table>
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.
<table>
<thead>
<tr>
<th>Interfaith Caregivers of Burnett County</th>
<th>715-866-4970</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivers food from local food pantries to individuals in need one day per month.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interfaith Caregivers of Polk County</th>
<th>715-483-8500</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pick up and food delivery from local food pantries and grocery shop for you.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Osceola Dick’s Fresh Market</th>
<th>715-294-2158</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3.00 charge. Delivery on Tues mornings, call by Mon evening.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Austad’s Supervalu</th>
<th>715-986-2244</th>
</tr>
</thead>
<tbody>
<tr>
<td>No charge; delivers in Turtle Lake, Clayton and Almena. Delivery Mon-Fri 9-2pm, call by 4pm the day before delivery.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Walmart Grocery Pickup</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>St Croix Falls</td>
<td>715-483-1399</td>
</tr>
<tr>
<td>Pine City, MN</td>
<td>320-629-5845</td>
</tr>
<tr>
<td>Pick out/order yours groceries at <a href="http://www.walmart.com/">www.walmart.com/</a>. You will be prompted to pick a store and also reserve a pick up time. They will shop for your groceries and load them into your vehicle for you.</td>
<td></td>
</tr>
</tbody>
</table>
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. WWP 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 food 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

<table>
<thead>
<tr>
<th><strong>Home Health Care</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed home health agencies offer in-home skilled nursing, therapy services and personal care (when there is a skilled care need).</td>
</tr>
</tbody>
</table>

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
| Heart of Gold | 715-468-2931 |
| Shell Lake, WI office | |

Indianhead Home Health Services  
715-532-1545

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

Indianhead Medical Center – Home Health  
715-468-7833

Serves portions of Burnett County

Interim HealthCare  
715-377-9617

Hudson, WI office-serves Polk County

Spooner Health System-Home Care  
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  
800-261-0879
<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone Number</th>
<th>Location Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heartland Hospice</td>
<td>888-633-6522</td>
<td>Eau Claire/Roseville Office - Serves Polk County</td>
</tr>
<tr>
<td>Interim HealthCare</td>
<td>715-377-9617</td>
<td>Hudson, WI office - Serves Polk County</td>
</tr>
<tr>
<td>Regional Hospice</td>
<td>715-635-9077</td>
<td>Spooner/Grantsburg, WI office - Serves Burnett County</td>
</tr>
<tr>
<td>St Croix Hospice</td>
<td>651-735-3656</td>
<td>Oakdale, MN office - Serves Burnett and Polk Counties</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Location</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benjamin House</td>
<td>715-736-2437</td>
<td>Rice Lake, WI</td>
<td>Emergency shelter</td>
</tr>
<tr>
<td>CRA</td>
<td>800-261-7233</td>
<td><em>(Community Referral Agency)</em></td>
<td>Provides services and support to victims of domestic violence and sexual assault. Also offers shelter. Serves Polk and Burnett Counties.</td>
</tr>
<tr>
<td>Faith House</td>
<td>715-349-8744</td>
<td>Siren, WI</td>
<td>Salvation Army Shelter</td>
</tr>
<tr>
<td>Grace Place</td>
<td>715-247-2944</td>
<td>New Richmond, WI</td>
<td>Salvation Army shelter; emergency housing</td>
</tr>
<tr>
<td>Northwoods Homeless Shelter</td>
<td>715-268-5730</td>
<td></td>
<td>Primarily serves Polk County families or other individuals when possible; offers emergency housing.</td>
</tr>
</tbody>
</table>

Crisis Line 715-554-0137
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.
USDA Rural Development  715-635-8228
Spooner, WI – low interest loans for very-low-income homeowners to repair, improve or modernize homes and grants for elderly (62 years of age and older) very-low-income homeowners to remove health and safety hazards.

Repairs
Interfaith Caregivers of Burnett County  715-866-4970
Interfaith Caregivers of Polk County
  Milltown, WI office  715-483-8500
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.
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, Inclusa, 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
Services those living within 10 miles of Barron County in Polk County. Accepts private pay and works with IRIS/Family Care.

Interfaith Caregivers of Polk County 715-483-8500
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Phone Number</th>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Quality Homecare</td>
<td>855-447-4762</td>
<td>Serving Polk and Burnett Counties providing, personal care, homemaker, transportation, respite care, services. Accepts private pay, Medicaid, VA, and private insurance.</td>
</tr>
<tr>
<td>Lutheran Social Services</td>
<td>715-552-2490</td>
<td>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.</td>
</tr>
<tr>
<td>Peaceful Living</td>
<td>715-386-7071</td>
<td>Hudson, WI office-Serves Polk County. Accepts private pay, medical assistance and long term care insurance. Accepts medical assistance and private pay.</td>
</tr>
<tr>
<td>Service Provider</td>
<td>Phone Number</td>
<td>Location Details</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>--------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Serenity Care Agency, LLC</td>
<td>715-308-3800</td>
<td>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.</td>
</tr>
<tr>
<td>Spirit of the Heart</td>
<td>715-441-0159</td>
<td>Centuris, WI-Serves within 30 minutes or 20 miles of Centuris. Provides personal care and supportive home care services. Accepts private pay and will work with long term care insurance.</td>
</tr>
<tr>
<td>Touching Hearts at Home</td>
<td>715-245-1944</td>
<td>Woodville, WI office – Serves Polk County. Accepts private pay and long term care insurance.</td>
</tr>
</tbody>
</table>

**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
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Law Clinic-UW Madison</td>
<td>608-263-6288</td>
</tr>
<tr>
<td>The CLC handles individual and class action</td>
<td></td>
</tr>
<tr>
<td>lawsuits in state and federal court covering</td>
<td></td>
</tr>
<tr>
<td>a variety of consumer protection issues,</td>
<td></td>
</tr>
<tr>
<td>including misrepresentation and fraud,</td>
<td></td>
</tr>
<tr>
<td>credit scams, predatory lending, unfair</td>
<td></td>
</tr>
<tr>
<td>debt collection practices and &quot;fringe</td>
<td></td>
</tr>
<tr>
<td>banking&quot; abuses by rent-to-own and payday</td>
<td></td>
</tr>
<tr>
<td>loan companies. Staffed by law students.</td>
<td></td>
</tr>
<tr>
<td>Disability Rights Wisconsin</td>
<td>715-736-1232</td>
</tr>
<tr>
<td>Rice Lake, WI office</td>
<td>877-338-3724</td>
</tr>
<tr>
<td>TTY: 888-758-6049</td>
<td></td>
</tr>
<tr>
<td>Elder Rights Project</td>
<td>844-614-5468</td>
</tr>
<tr>
<td>Provides free civil legal service to victims of elder abuse who are Wisconsin residents, 60 years of age and older, regardless of income.</td>
<td></td>
</tr>
<tr>
<td>ICAA Legal Assistance for Victims Program</td>
<td>715-415-0397</td>
</tr>
<tr>
<td>Free legal representation</td>
<td></td>
</tr>
<tr>
<td>Separation, child custody and placement,</td>
<td></td>
</tr>
<tr>
<td>child support, unemployment compensation,</td>
<td></td>
</tr>
<tr>
<td>immigration issues, access to fair and</td>
<td></td>
</tr>
<tr>
<td>affordable housing and other areas that</td>
<td></td>
</tr>
<tr>
<td>ensure safety and independence for victims.</td>
<td></td>
</tr>
<tr>
<td>Serves Burnett County.</td>
<td></td>
</tr>
</tbody>
</table>
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.
<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Phone Number</th>
<th>Location</th>
<th>Medicare Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wood River Pharmacy</td>
<td>715-463-2525</td>
<td>Grantsburg, WI</td>
<td>Medicare Certified</td>
</tr>
<tr>
<td>Yellow River Pharmacy</td>
<td>715-866-8644</td>
<td>Webster, WI</td>
<td>Medicare Certified</td>
</tr>
</tbody>
</table>

**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 decide which will work best for your particular circumstance.

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Phone Number</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balsam Lake Pharmacy</td>
<td>715-485-3374</td>
<td>Balsam Lake, WI</td>
</tr>
<tr>
<td>Chet Johnson Drug</td>
<td>715-268-8121</td>
<td>Amery, WI</td>
</tr>
</tbody>
</table>
Frederic Pharmacy 715-327-4208  
Frederic, WI  
Luck Pharmacy 715-472-2122  
Luck, WI  
Siren Pharmacy 715-349-2221  
Siren, WI  
Wood River Pharmacy 715-463-2525  
Grantsburg, WI  
Unity Pharmacy 715-825-4498  
Balsam Lake, WI  
Yellow River Pharmacy 715-866-8644  
Webster, WI

**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](http://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

<table>
<thead>
<tr>
<th>Nursing Home</th>
<th>Phone Number</th>
<th>City, State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maple Ridge Care Center</td>
<td>866-333-6002</td>
<td>Spooner, WI</td>
</tr>
<tr>
<td>Christian Community Home</td>
<td>715-294-1100</td>
<td>Osceola, WI</td>
</tr>
<tr>
<td>Continuing Care Center at Burnett Medical Center</td>
<td>715-463-5353</td>
<td>Grantsburg, WI</td>
</tr>
<tr>
<td>Frederic Nursing &amp; Rehab</td>
<td>715-327-4297</td>
<td>Frederic, WI</td>
</tr>
<tr>
<td>Golden Age Manor</td>
<td>715-268-7107</td>
<td>Amery, WI</td>
</tr>
<tr>
<td>Divine Rehabilitation and Nursing at St Croix</td>
<td>715-483-9815</td>
<td>St Croix Falls, WI</td>
</tr>
<tr>
<td>United Pioneer Home</td>
<td>715-472-2164</td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>--------------</td>
<td></td>
</tr>
<tr>
<td>Luck, WI</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Willow Ridge</td>
<td>715-268-8171</td>
<td></td>
</tr>
<tr>
<td>Amery, WI</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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/](http://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.
<table>
<thead>
<tr>
<th>Company</th>
<th>Phone Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Philips Life Line</td>
<td>800-368-2925</td>
<td>St Croix Falls, WI office. Mobile and in home personal emergency response, fall detection/auto call options, locator and med management dispensing system.</td>
</tr>
<tr>
<td>Stealth Optimum Security</td>
<td>715-483-3900</td>
<td>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).</td>
</tr>
<tr>
<td>Safe Living Technologies/VRI</td>
<td>800-860-4230</td>
<td>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.</td>
</tr>
<tr>
<td>Project Lifesaver</td>
<td></td>
<td>Public safety program to protect and locate missing persons due to wandering. Individual at risk wears a receiver.</td>
</tr>
</tbody>
</table>
## Respite Care

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

<table>
<thead>
<tr>
<th>Representative Payee Services</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>House Calls of Menomonie, Inc.</td>
<td>Menomonie, WI office 715-232-6475</td>
</tr>
<tr>
<td>Lutheran Social Services of WI and Upper Michigan, Inc.</td>
<td>Superior, WI office 715-394-4173 ext. 107</td>
</tr>
<tr>
<td>Payee Services, Inc.</td>
<td>Menomonie, WI office 715-233-0203</td>
</tr>
<tr>
<td>Polk Burnett Payee, Inc.</td>
<td>Siren, WI office 715-554-0028</td>
</tr>
<tr>
<td>Superior Vocations Center, Inc.</td>
<td>Superior, WI office 715-392-6171</td>
</tr>
<tr>
<td>Twin Ports Guardianship and Payee</td>
<td>Superior, WI office 715-392-3137</td>
</tr>
<tr>
<td></td>
<td>866-271-1312</td>
</tr>
<tr>
<td>Service</td>
<td>Phone Number</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Adult Day Care/Respite</td>
<td>715-463-5353</td>
</tr>
<tr>
<td>Continuing Care Center at Burnett Medical Center, Grantsburg, WI</td>
<td></td>
</tr>
<tr>
<td>Facility respite care services only.</td>
<td></td>
</tr>
<tr>
<td>American Parkinson Disease Association-WI Chapter</td>
<td>608-345-7938</td>
</tr>
<tr>
<td>Caregiver respite program for Parkinson patients that provides a $500/yr stipend</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Amery Assisted Living and Memory Care</td>
<td>715-268-4800</td>
</tr>
<tr>
<td>Amery-facility based respite care for 28 consecutive days or less.</td>
<td></td>
</tr>
<tr>
<td>Community Homestead</td>
<td>715-294-3038</td>
</tr>
<tr>
<td>Osceola, WI--Day program for individuals with disabilities to learn skill development, decision making, social growth and</td>
<td></td>
</tr>
</tbody>
</table>
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-
Day respite for individuals with dementia located in Balsam Lake, WI – Weekdays, 7:30- 3:30. Transportation available.

Happy Day Club 715-416-
Day respite care program for individuals with dementia located in Spooner, WI

In Home Care Support Services 866-452-
Offers in home respite services for elderly and handicapped.

Interfaith Caregivers of Polk County 715-825-

Respite Care Association of Wisconsin 608-222-
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
  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.

Gamblers Anonymous Area 8A
  855-222-5542
Area 8A Minnesota serves and provide information about meetings available in Northwest Wisconsin. Contact the number or visit [www.minnesotaGA.com](http://www.minnesotaGA.com) to find a list of local meetings.

**Narcotics Anonymous**
Visit the na.org website to find a local meeting.

**New Beginnings Alano Club**
Siren, WI—Hosts AA and NA group meetings

**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.

**Alzheimer’s and Caregivers**
See Alzheimer’s Disease, Dementia & Memory Loss

**Brain Injury**
Traumatic Brain Injury Support Group 715-327-4474

Welcomes members from Polk, Burnett and surrounding areas

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

**Caregivers**
ADRC of Northwest Wisconsin 877-485-2372
Peace Lutheran Church, Dresser, WI and at the Grantsburg Public Library, Grantsburg, WI (starting March 2019) 866-390-6491

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 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.
<table>
<thead>
<tr>
<th><strong>Diabetes</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Amery Hospital and Clinic</td>
<td>715-268-</td>
</tr>
<tr>
<td>St Croix Regional Medical Center</td>
<td>8000</td>
</tr>
<tr>
<td>Burnett Medical Center</td>
<td>800-642-</td>
</tr>
<tr>
<td></td>
<td>1336</td>
</tr>
<tr>
<td></td>
<td>715-463-</td>
</tr>
<tr>
<td></td>
<td>5353</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Hurts, Habits and Hangups</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Women’s 12 Step Support Group</td>
<td>715-566-</td>
</tr>
<tr>
<td></td>
<td>1992</td>
</tr>
<tr>
<td>Group meets every Tuesday at</td>
<td></td>
</tr>
<tr>
<td>10am at New Beginnings Alano</td>
<td></td>
</tr>
<tr>
<td>Club in Siren and is for women</td>
<td></td>
</tr>
<tr>
<td>with hurts, habits and hang-ups.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Down Syndrome</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Down Syndrome Association of WI</td>
<td>866-327-</td>
</tr>
<tr>
<td></td>
<td>3729</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Grief</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>American Childhood Cancer Organization</td>
<td></td>
</tr>
<tr>
<td>Offers resources, books, videos,</td>
<td></td>
</tr>
<tr>
<td>kits, 24-hour peer support, local</td>
<td>715-557-</td>
</tr>
<tr>
<td></td>
<td>1431</td>
</tr>
</tbody>
</table>
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.

**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**

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

**Regional Hospice**

Support groups meet in Spooner and Grantsburg Area

**St Croix Regional Medical Center**

**Mental Illness**

**NAMI of Wisconsin**

Madison, WI office

**Polk County Human Services**
<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone Number</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Foundation for Suicide Prevention</td>
<td>715-485-8400</td>
<td>Offers healing conversations</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.afsp.org/ive-lost-someone">www.afsp.org/ive-lost-someone</a></td>
</tr>
<tr>
<td><strong>Multiple Sclerosis</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polk County Self-Help Group</td>
<td>800-344-4867</td>
<td>3rd Saturday of the month, 2-4pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>at the Good Samaritan Center, St Croix Falls</td>
</tr>
<tr>
<td>Superior MS Group</td>
<td>715-398-5043</td>
<td>2nd Tuesday of the month at 6pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>at North Country Independent Living Center, Superior, WI</td>
</tr>
<tr>
<td>MS Connection</td>
<td>763-742-6262</td>
<td>Online support groups, blogs, one-on-one peer support programs</td>
</tr>
<tr>
<td>MS Self-Help Group</td>
<td>8572</td>
<td>2nd Tuesday of the month, 6-7:30pm at the Larsen Family Public Library, Webster, WI</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Northwest Wisconsin Ostomy Support 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 various with each company.

IRS Volunteer Income Tax Assistance 800-906-9887
Free tax help to people who make less than $54,000 annually, persons with disabilities and limited English speaking taxpayers who need assistance preparing their own tax returns.

Transportation
Adaptations
A&J Mobility 715-874-6630
Eau Claire, WI – Automobile and van adaptations
Mobility Works 715-438-4030
Eau Claire, WI—New/used wheelchair accessible vehicles, vehicle adaptations, accessible vehicle rental

Travis Roy Foundation Quality of Life Grant
Vehicle and home modifications and adaptive equipment grants for spinal cord injury survivors with paraplegia and quadriplegia. Apply online or print an application at: [www.travisroyfoundation.org/](http://www.travisroyfoundation.org/)

**Disabled Parking**

**Permits/Applications**

Wisconsin Department of Motor Vehicles

<table>
<thead>
<tr>
<th><strong>Vehicles</strong></th>
<th><strong>Phone Numbers</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled Parking License Plates</td>
<td>608-264-7169</td>
</tr>
<tr>
<td>Temporary Disability Parking Permit</td>
<td>608-264-7169</td>
</tr>
<tr>
<td>Permanent Disability Parking Permit</td>
<td>608-264-7169</td>
</tr>
<tr>
<td>General Questions/Concerns</td>
<td>608-264-7477</td>
</tr>
</tbody>
</table>
### Lift-Equipped/WC Accessible Vans – Non-Emergency

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADRC of NW WI Van</td>
<td>877-485-2372</td>
</tr>
<tr>
<td>For shopping, errands and socialization trips schedule by the ADRC of NW WI.</td>
<td></td>
</tr>
<tr>
<td>Handi-Lift-Cumberland, WI</td>
<td>800-989-7433</td>
</tr>
<tr>
<td>Heartland Transportation, LLC</td>
<td>715-949-1313</td>
</tr>
<tr>
<td>Endeavors-Balsam Lake, WI</td>
<td>715-554-2983</td>
</tr>
<tr>
<td>No employment related transportation provided.</td>
<td>715-554-2585</td>
</tr>
<tr>
<td>Midwest Ridesource</td>
<td>715-796-7433</td>
</tr>
<tr>
<td>Star Prairie—serving within a 30 mile radius providing stretcher, wheelchair and ambulatory transportation for any transportation need.</td>
<td></td>
</tr>
<tr>
<td>Wheels To Go Transportation-Centuria, WI</td>
<td>715-553-3232</td>
</tr>
</tbody>
</table>
Medical Assistance (MA, Medicaid, BadgerCare) Transportation
MTM 866-907-1493
TTY 800-855-2880

Medical Appointment Transportation
ADRC of Northwest Wisconsin 877-485-2372
Burnett and Polk County residents 715-485-8592
*Charges for transportation provided by ADRC drivers will apply

Amery Hospital and Clinic 715-268-8000
Transportation to and from Amery Hospital and Clinic (Amery only, Wound Health Center and Behavior Health within a 20 mile radius of these locations. Patients must be ambulatory. $2.00 donation requested but not
required. Ask for registration and scheduling.

<table>
<thead>
<tr>
<th>Burnett County Veterans Service</th>
<th>715-349-2179</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Burnett County Veterans Office</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Greater Minnesota Van Service</th>
<th>800-258-1210</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>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.</strong></td>
<td></td>
</tr>
</tbody>
</table>
Star Prairie—serving within a 30 mile radius providing stretcher, wheelchair and ambulatory transportation for any transportation need.

**Transportation for any Reason - Ambulatory Only**

Interfaith Caregivers of Burnett County 715-866-4970

Volunteer drivers serve Burnett County elderly/disabled

Interfaith Caregivers of Polk County 715-483-8500

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 715-349-7021
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

<table>
<thead>
<tr>
<th>Department</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aging Unit</td>
<td>5108</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>5264</td>
</tr>
<tr>
<td>Benefits</td>
<td>5306</td>
</tr>
<tr>
<td>Clinic</td>
<td>877-455-1901</td>
</tr>
<tr>
<td>Community Health</td>
<td>5139</td>
</tr>
<tr>
<td>Construction</td>
<td>5211</td>
</tr>
<tr>
<td>Education</td>
<td>5303</td>
</tr>
<tr>
<td>Elder Advocate</td>
<td>5140</td>
</tr>
<tr>
<td>Enrollment</td>
<td>5274</td>
</tr>
<tr>
<td>Enterprises</td>
<td>5348</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>5240</td>
</tr>
<tr>
<td>Finance</td>
<td>5129</td>
</tr>
<tr>
<td>Service</td>
<td>Code</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>5270</td>
</tr>
<tr>
<td>Head Start</td>
<td>5246</td>
</tr>
<tr>
<td>Housing</td>
<td>5327</td>
</tr>
<tr>
<td>Human Resources</td>
<td>5182</td>
</tr>
<tr>
<td>Human Services/ICW</td>
<td>5127</td>
</tr>
<tr>
<td>Intergovernmental Affairs</td>
<td>5208</td>
</tr>
<tr>
<td>Interstate</td>
<td>5226</td>
</tr>
<tr>
<td>Legal</td>
<td>5138</td>
</tr>
<tr>
<td>Maintenance</td>
<td>5180</td>
</tr>
<tr>
<td>Planning and Development</td>
<td>5170</td>
</tr>
<tr>
<td>Travel</td>
<td>5318</td>
</tr>
<tr>
<td>Tribal Administrator</td>
<td>5113</td>
</tr>
<tr>
<td>Tribal Council Assistants</td>
<td>5428</td>
</tr>
<tr>
<td>Tribal Court</td>
<td>5100</td>
</tr>
<tr>
<td>Tribal Police</td>
<td>7006</td>
</tr>
<tr>
<td></td>
<td>715-349-8638</td>
</tr>
</tbody>
</table>

**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

Heat for Heroes 800-891-9276
Assistance for heating costs, electric costs and energy related crisis situations for Veterans. Must apply for Wisconsin Home Energy Assistance Program (WHEAP) first.

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

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

Supportive Services Veterans Grant
Grant provides 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-
Suicide prevention crisis line for 8255
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

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 TTY Co
Hadley School for the Blind
Winnetka, IL office – Offers distance learning courses

ICanConnect – WI
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.

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

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Country Independent Living</td>
<td>715-392-9118</td>
</tr>
<tr>
<td>Superior, WI office – Serves Burnett Co</td>
<td>TTY 800-924-1220</td>
</tr>
<tr>
<td>National Federation of the Blind Newsline</td>
<td>866-504-7300</td>
</tr>
<tr>
<td>The Low Vision Store-Northern Wisconsin</td>
<td>800-871-8780</td>
</tr>
</tbody>
</table>
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
  Milwaukee, WI office
  800-242-8822
Youth - Disabled
Aging and Disability Resource Center
877-485-2372

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

Advocacy and Education 877-485-2372
Polk/Burnett County Community on Transition
A coalition of transition professionals, teachers, and related agencies facilitated by the ADRC of Northwest Wisconsin and focused on increasing awareness around available local resources for families and youth in transition.

**Wisconsin Kinship Navigator**

[www.dcf.wisconsin.gov/kinship/navigator](http://www.dcf.wisconsin.gov/kinship/navigator)

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

**Wisconsin Statewide Parent-Educator Initiative**

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

**Wisconsin Transition Improvement Grant**

608-921-1400
https://www.witig.org/resources-for-parents.html

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

Adult Protective Services
For information and assistance with the guardianship process-
guardianship of estate and person
Polk County Community Services Division
715-485-8400
Burnett County Health and Human Services
715-349-7600

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

Special Olympics of Polk County

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

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

**Long Term Care Programs**

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

Children’s Long Term Care Waiver
  Polk County Community Services Division (Polk County) 715-485-8400
  Burnett County Health and Human Services (Burnett County) 715-349-7600

Family Care/IRIS 877-485-
  ADRC of Northwest Wisconsin 2372

**Mental and Behavioral Health**

Burnett County Mental Health Crisis Line 888-636-6655

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
<table>
<thead>
<tr>
<th>Solstice Warmline</th>
<th>608-422-2383</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>See the Mental Health section for additional resources</td>
<td></td>
</tr>
<tr>
<td>TeenLine</td>
<td>Text</td>
</tr>
<tr>
<td>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.</td>
<td>TEEN to 839863</td>
</tr>
<tr>
<td>Supplemental Security Income (SSI)—See Social Security and SSI Section</td>
<td></td>
</tr>
<tr>
<td>Vocational Training, Employment Supports and Post-Secondary Supports</td>
<td></td>
</tr>
<tr>
<td>Vocational Rehabilitation professionals provide different levels of employment</td>
<td></td>
</tr>
</tbody>
</table>
supports and training to help individuals with any disability secure and maintain employment in the community. In school youth should be connected to this service 2 years before graduation.

Division of Vocational Rehabilitation (DVR)
• Hayward, WI office
  715-634-0523
  Serves Burnett County
• Rice Lake, WI office
  Voice & TTY
  800-228-2587
  Serves Polk County

Employment Resources, INC.  608-246-3444
  Provides benefits counseling and support, employment counseling, pre-driving training and employer training for individuals with disabilities.

Great Lakes Inter-Tribal Council  715-635-0967
Vocational Rehabilitation
St Croix Chippewa Indians of WI
Project Search-Rice Lake 715-468-2939
One school year long internship with on the job training and on site classroom learning at Rice Lake Weighing Systems. For students in their last year of high school and young adults with intellectual disabilities between the ages of 18-24. There are 17 Project Search sites in WI, to see full list visit:

www.projectsearch.us/GetINVOLVED/FindaProgram.aspx

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.