



Serving Polk County, Burnett County,  
and the St. Croix Chippewa Indians of Wisconsin



**877-485-2372**

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

**Resource Guide**

Updated May 2021

## **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 [www.adrcnwwi.org](http://www.adrcnwwi.org) -for the most current Guide.

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



ADRC of Northwest Wisconsin Staff Directory		
Staff Name	Position	Primary Office
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Sabrina Naglosky	ADRC/Aging Unit Supervisor	Siren
Angie Heyer	Accounting and Clerical	Siren
Kari Broten	Fiscal Support Specialist	Balsam Lake
Carrie Myers	Dementia Care Specialist	Siren
Christi Arcand	Disability Benefits Specialist	Balsam Lake
Yvonne Lindus	Disability Benefits Specialist	Siren
Karen Nichols	Elder Benefits Specialist	Siren
Kayli Williamson	Elder Benefits Specialist	Balsam Lake

Angie Joy	ADRC Supervisor	Balsam Lake
Nicole Rossow	Information & Assistance Specialist, Tribal Liaison, Support Staff Supervisor	Balsam Lake
Nancy Anderson	Information & Assistance Specialist	Siren & Balsam Lake
Danielle Butzler	Information & Assistance Specialist	Balsam Lake
Kysa Marten	Information & Assistance Specialist	Balsam Lake
Barb Engelhart	Dementia Care Lead, Information & Assistance Specialist	Siren & Balsam Lake
Leslie Peterson	Resource Specialist	Balsam Lake
Nicole Coulter	Administrative Assistant	Balsam Lake
Cheryl Bereiter	Transportation Coordinator	Balsam Lake

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## **ABOUT THE ADRC of NORTHWEST WISCONSIN**

### **Mission**

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

### **What is an ADRC?**

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

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

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

It is never too early to start asking questions.

We encourage you to call us and begin planning for your future needs. Of course, we can also assist you with questions or challenges you may be facing now.

### **What kind of appointments do you offer?**

Office appointments

Telephone consultation

Home visits for those unable to come into the office

Flexible appointment scheduling

## **Who uses the ADRC?**

We provide assistance to adults (17.5+) 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 as well as transportation services provided by the ADRC do charge a fee. The staff of the ADRC may refer you to other providers outside of the ADRC, and those providers may charge for their services.

## **Do I have to be considered “low income” to get help from the ADRC?**

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

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

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

## **How can I contact the ADRC?**

 877-485-2372

 [adrc@co.polk.wi.us](mailto:adrc@co.polk.wi.us)

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

## **Where are your offices?**

### **Balsam Lake**

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

### **Siren**

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

## **What services do you offer?**

### **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 entryway to publicly funded long-term care programs (FamilyCare and IRIS).

We determine eligibility and 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/Meals on Wheels**

Congregate dining is offered at six sites throughout Polk and Burnett Counties. Home delivered meals are available for people aged 60 years or older and who are considered home bound. Donation requested.

## **Transportation**

Available to people over 60 and disabled adults. Intended for medical or nutritional trips. Co-pay required.

## **Vital Connections**

If you or someone you know is at risk of abuse or neglect, losing housing or heat, the ADRC is here to help connect you to someone who will respond to your urgent situation.

## **ADRC's in Surrounding Counties**

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

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

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

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

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

ADRC of Chippewa County	888-400-6920
711 N. Bridge Street Room 118, Chippewa Falls, WI	

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

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

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

Senior Linkage Line	800-333-2433
Free statewide information and assistance service provided by the MN Board on Aging.	

Disability Linkage Line	866-333-2466
Metropolitan Center for Independent Living offers up to date information about community resources related to people with disabilities.	

MN LinkVet	888-546-5838
Information and assistance for veterans and their families in regard to state and federal resources available.	

### **Abuse and Neglect**

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

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

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



**Crisis Textline**

Text:741741

[crisistextline.org/](http://crisistextline.org/)

Free 24/7 support at your fingertips. Text HELLO to 741741 to connect with a Crisis Counselor. Contact for emotional abuse, depression, anxiety, eating disorders, or any painful emotion and anytime you need support.

**Deaf Unity**

608-466-2881

Serves all Deaf victims of sexual assault, domestic violence, dating violence, and stalking in Wisconsin.

**Elder Rights Project**

844-614-5468

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

**Long Term Care Ombudsman**

800-815-0015

For complaints, questions and/or concerns regarding the care and the rights of residents in nursing homes or group homes.

**Polk County Community Services Division**

715-485-8400

**Adult Protective Services**

Wisconsin Division of Quality Assurance

800-642-6552

For reporting allegations of abuse or neglect by facility staff or home health care workers.

Wisconsin Elder Abuse Hotline

833-586-0107

Toll-free hotline available for community members and victims to contact for assistance in obtaining needed resources and making referrals to local authorities.

**Advocacy/Community Organizations**

AARP Wisconsin

866-448-3611

Madison, WI. Leading Positive Social Change for Wisconsinites Over 50.

ADA Information Line

800-514-0301

TTY: 800-514-0983

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 Wisconsin**

800-750-2437

Eau Claire, WI. Serving everyone affected by HIV through our comprehensive, integrated prevention, care, and treatment programs.

**American Cancer Society**

800-227-2345

Pewaukee, WI. Programs and services to help you manage cancer treatment and recovery and find the emotional support you need.

**Arthritis Foundation**

800-482-8858

Madison, WI. Championing the fight against arthritis with life-changing resources, science, advocacy, and community connections.

**Autism Society of Wisconsin**

888-428-8476

Menasha, WI. Provide a community for individuals affected by autism, their families, and professionals who serve them.

**Brain Injury Alliance of Wisconsin**

800-882-9282

Madison, WI. Provide education, advocacy, prevention, information & resources, and support services to brain injury survivors, their families, and the people who serve them throughout the State.

Brain Injury Resource Center of Wisconsin  
262-770-4882

Waukesha, WI. To offer assistance, provide resources, and create a better future through brain injury prevention, education, and advocacy.

Coalition of Wisconsin Aging Groups (CWAG)  
800-488-2596

Madison, WI. Support Wisconsin Health and Aging initiatives.

Disability Rights Wisconsin 715-736-1232  
Rice Lake, WI. Helps people across Wisconsin gain access to benefits, supports and services, and experience opportunity through its advocacy services and legal expertise.

Down Syndrome Association of Wisconsin  
866-327-3729

West Allis, WI. Provide support to Wisconsin families and individuals with Down syndrome and related disabilities through awareness, education, information, programs, services, and the exchange of ideas and experiences.

Epilepsy Foundation 608-665-1848  
Stevens Point, WI. Fight to overcome the challenges of living with epilepsy and to accelerate therapies to stop seizures, find cures, and save lives.

End Domestic Abuse Wisconsin 608-255-0539  
Madison, WI. Statewide coalition led by social policy advocates, attorneys, and experts working to support, connect, equip, empower, and lead organizations for social change to end domestic abuse.

Family Care & IRIS Ombudsman 877-338-3724  
Rice Lake, WI. Disability Rights Office. For complaints, questions, or concerns regarding the care and the rights of people (ages 18-59) receiving Family Care or IRIS.

Great Lakes Inter-Tribal Council, Inc. (GLITC) 715-588-3324  
Lac du Flambeau, WI. Support member tribes in expanding self-determination efforts by providing services and assistance.

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.

National Indian Health Board (NIHB)  
202-507-4070  
Provides a variety of services to tribes, Area  
Health Boards, Tribal organizations, federal  
agencies, and private foundations.  
[www.nihb.org](http://www.nihb.org)

National Indian Council on Aging (NICOA)  
505-292-2001  
Advocate for improved comprehensive health,  
social services, and economic wellbeing for  
American Indian elders.

Respite Care Association of Wisconsin  
608-222-2033  
Appleton, WI. To promote, support, and expand  
quality statewide respite care across the  
lifespan.

SAGE Advocacy and Services for LGBT Elders  
414-271-2656

Milwaukee, WI. National organization that offers supportive services and consumer resources to LGBT older people and their caregivers.

The Arc Wisconsin 608-422-4250

Stoughton, WI. Advocates for and with people with intellectual and developmental disabilities (I/DD) and their families to improve their quality of life, expand opportunities, and to increase their full inclusion in all aspects of community throughout their lifetimes.

United Cerebral Palsy West Central Wisconsin, Inc. 715-832-1782

Eau Claire, WI. Offers professional service, care, and understanding to meet the needs of people of all ages with varying abilities.

Wisconsin Aging Advocacy Network  
715-677-6723

Madison, WI. A collaborative group of individuals and associations working with and for Wisconsin's older adults to shape public policy that improves the quality of life of older people throughout the state.

Wisconsin Board for People with Developmental Disabilities 608-266-7826

Madison, WI. Bringing people together to solve problems, remove barriers, and create statewide change for the developmental disability community.

Wisconsin Kinship Navigator

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

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

Wisconsin Parkinson Association

414-312-6990

Provides hope, community, support, and resources for people with Parkinson's and their loved ones.

Wisconsin Statewide Parent-Educator Initiative

612-810-5608

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



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

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

Chippewa Falls, WI

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

### **Dementia Care Specialist**

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

ADRC of Northwest Wisconsin 877-485-2372

Serves Polk and Burnett County

St. Croix Chippewa Indians of Wisconsin

715-349-8554

X 5193

Serves members of federally recognized tribes.

## **ADRC Lending Library**

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

877-485-2372

## **Alert and Location Devices**

### **Project Lifesaver**

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

**Polk County Sheriff's Department**

715-485-8300

**Burnett County Sheriff's Department**

715-349-2121

MedicAlert+Safe Return Identification Program  
800-272-3900

The Alzheimer's Association's 24/7 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.

### **Helpline**

Alzheimer's Association 24/7 Helpline

800-272-3900

Services and support available 24/7 and provided by masters level clinicians.

Lewy Line

800-539-9767

Information and support for individuals impacted by Lewy Body Dementia.

The Association for Frontotemporal Degeneration  
 Helpline 866-507-7222  
 Information and support for individuals impacted  
 by a type of Frontotemporal Degeneration.

### **Memory Care Units**

Amery Memory Care  
 Amery, WI 715-268-4800

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

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

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

Riverbend Assisted Living  
 Amery, WI 715-268-9449

## 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. This is important because there are many causes of dementia and with different signs, symptoms, progression, and treatment. Each clinic may vary in services provided 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

218-786-3935

3rd St Building, Duluth, MN

Fairview Chisago Lakes Memory

Assessment Clinic

651-257-8499

Chisago City, MN

Kinisi Institute of Movement St. Croix Falls, WI	715-483-0241
Marshfield Clinic For appointments at Rice Lake or Eau Claire centers.	866-333-1996
Mayo Clinic Health System Memory Care Clinic Eau Claire, WI	715-838-1900
Neurological Associates of St Paul Maplewood, MN	651-221-9051
Noran Neurological Clinic Blaine, MN	612-879-1500
UW Family Medicine Clinic Eau Claire, WI	715-839-5175
<p><i>For additional clinics contact the ADRC of NW Wisconsin or the Alzheimer's Association Minnesota-North Dakota Chapter Helpline at 1-800-272-3900.</i></p>	

## **Day Break Services**

<p>Day Friends Balsam Lake, WI. Endeavors Adult Development Center. Provides caring and trained staff that creates a safe, secure, and supportive environment with socialization and therapeutic activities. Day Friends also provides caregivers a respite from demanding responsibilities of caregiving.</p>	<p>715-485-8762</p>
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<p>Happy Day Club Spooner, WI. Serves people who are affected with Alzheimer's Disease or other related dementia by providing quality supervised care in a safe, stimulating, and respectful environment, allowing loved-ones and caregivers much needed renewal and respite!</p>	<p>715-416-2942</p>
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<p>Adult Day Care/Respite Continuing Care Center at Burnett Medical Center, Grantsburg, WI. Offers relief to family members or caregivers, allowing them the freedom to work, handle personal business, or relax while knowing their loved one is well cared for and safe.</p>	<p>715-463-5353</p>
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<p>See also – In Home Help and Respite Care</p>
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## **Research and Clinical Trials**

*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
<a href="http://www.alz.org/research">www.alz.org/research</a>	

Alzheimer's Disease Research Center at UW-Madison	608-263-2582
<a href="http://www.adrc.wisc.edu/">www.adrc.wisc.edu/</a>	

Lewy Body Dementia Association [www.lbda.org](http://www.lbda.org)  
 Helps connect individuals with Lewy Body Dementia and Parkinson's Dementia with clinical trials currently recruiting participants.

The Association for Frontotemporal Degeneration  
[www.theaftd.org](http://www.theaftd.org)

## **Support Groups**

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



## Alzheimer's Association Support Group

800-272-3900

- Individuals with Mild Cognitive Impairment, 2<sup>nd</sup> Wednesday of the Month, 10am-11:30a
- General Family Caregivers, Every Other Tuesday, 5:30pm-7pm
- Caregivers for a Loved One with Dementia in a Facility, Fridays, 10am-11:30am
- Male Family Caregivers, 3<sup>rd</sup> Wednesday of the Month, 5:30pm-6:30pm
- Caregivers for a Loved One with Dementia in Early Stages, 2<sup>nd</sup> Tuesday of the Month, 9:30am-11am. Also, 4<sup>th</sup> Tuesday of the Month, 10am-11:30am
- Caregivers with a Loved One with Frontotemporal Degeneration, 3<sup>rd</sup> Wednesday of the Month, 6pm-7:30pm

Alzheimer's and Dementia Alliance Support Groups	608-661-0463
-Caregivers with a Loved One with Lewy Body Dementia, 2 <sup>nd</sup> and 4 <sup>th</sup> Wednesday of the Month, 1:30pm-3pm	
-Caregivers with a Loved One with Young Onset Dementia, 1 <sup>st</sup> and 3 <sup>rd</sup> Monday of the Month, 5pm-6:30pm	
Amery Area Community Center	715-268-7089
Dementia Caregiver Support Group, 1st Wednesday of every month at 10a.m.	
Amery Memory Care	715-268-4800
Family Caregiver Support Group, the last Wednesday of every other month. Open to residents, family members and community members.	
Early-Stage Support Group	715-635-4460
DNR Service Center, Spooner, WI. Support group for the caregiver and individual with dementia (early stage) to attend together; meeting 3rd Monday of the month at 1:30pm.	
Trinity Lutheran Church	715-416-2942
Spooner, WI. Caregiver Support Group that meets the 1st Monday of the month at 9am.	

## **Assisted Living Facilities**

*Assisted living services are provided in a variety of settings. Dependent upon the services offered and number of people living in the facility, different licenses are overseen by local agencies or the State of Wisconsin. When calling facilities, 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.*

*Search facilities at [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov)  
Visit Wisconsin DHS for more information and the most updated listing:  
[www.dhs.wisconsin.gov](http://www.dhs.wisconsin.gov)*

## **Adult Family Home (AFH)**

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

Angels in Waiting

Milltown, WI

715-825-4900

Aurora Residential Alternatives

Centuria, WI

715-235-1839

Bella Vista

Siren, WI

715-349-2814

Bethany Home Multiple locations in Frederic, WI	715-222-6150
Birchview Home Siren, WI	715-349-5871
Cascading Willows Siren, WI	715-410-7514
Community Homestead Multiple locations in Osceola WI	715-294-3038
Freedom Lane Frederic, WI	715-416-2806
Harmony Home Grantsburg, WI	715-488-2804
Hope Adult Family Home and Respite Centuria, WI	715-646-2320
Plane View Siren, WI	715-410-7514
Serenity Adult Family Home Grantsburg, WI	715-222-2413
Welcome Home Quality Care Siren, WI.	715-349-4663

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

*Often serve people who are more independent than people living in CBRFs or nursing homes.*

*Services vary by facility but may include noon meals, light housekeeping, emergency call systems, personal care assistance, socialization, and transportation.*

Evergreen Village Amery, WI	715-268-6640
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Riverbend Assisted Living Amery, WI	715-268-9949
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The Royal Oaks Osceola, WI	715-294-1600
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## **Community Based Residential Facilities (CBRF)**

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

Amery Memory Care Amery, WI	715-268-4800
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Christian Community Home of Osceola Osceola, WI	715-294-1100
Clear Lake Manor Clear Lake, WI	715-263-2399
Comforts of Home St. Croix Falls, WI	715-483-1707
Countryside Acres Webster, WI	715-866-4411
Eagle Ridge Senior Living Osceola, WI	715-294-8000
Lawson Manor (United Pioneer Home) Luck, WI	715-472-2164
Kapes Lakeside Assisted Living Siren, WI	715-349-5273
Riverbend Amery, WI	715-268-9949
Shady Knoll Home Grantsburg, WI	715-463-5425
Sophie's Manor Centuria, WI	715-640-3330

Traditions of Frederic  
Frederic, WI

715-327-4888

### **AODA and Substance Abuse**

Burnett County Health and Human Services

715-349-7600

Providing high quality, community-based services to the people of Burnett County.

Polk County Community Services Division

715-485-8400

Health promotion and disease prevention, assessment, and recovery services for those experiencing substance abuse and mental health conditions, family support, and crisis intervention services for children and adults in need of protection and safety.

Solstice Warmline

608-422-2383

Non-clinical service for individuals with mental health and/or substance abuse issues just needing someone to talk to.

## St. Croix Tribal Mental Health/AODA

715-349-8554 x5264

Provides outpatient individual and group substance abuse counseling, substance abuse assessment, and diagnosis and outpatient co-occurring individual and group counseling.

Wisconsin Addiction Recovery Helpline Call 211

Text Zip Code to 898211 866-947-2211

Live Chat at: [211wisconsin.communityos.org/](https://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.*

## Check-In/Companion Services

AARP Friendly Voices 888-281-0145

A trained, caring group of volunteers standing by ready to chat, listen, or just say hello.



## Alexa Care Hub

[www.alexa.amazon.com/groups/care](http://www.alexa.amazon.com/groups/care)

A free feature in the Alexa app that gives you new ways to remotely check in on parents or loved ones. With an Echo device at your loved one's home and the Alexa app on your phone, you'll know they're up and active.

Coffee Talk (Little Brothers Friends of the Elderly) 715-406-4871

A commitment-free, drop-in chat line when a friendly voice is needed most. For people 65+. Available Mon-Fri 8am-12pm.

Community Connection Calls 715-377-0203  
211 representatives will call each week to offer a caring connection.

Elder Friends Phone Companions 612-721-1400  
Little Brothers Friends of the Elderly matches' adults 65+ with warm and caring volunteers ready to create and enjoy a connection. Volunteers are background-checked and ready to share their warmth and friendship.

Institute on Aging Friendship Line 800-971-0016  
The Friendship Line is both a crisis intervention hotline and a warmline for non-emergency emotional support calls.

Rise and Shine Call In 715-483-8500  
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.

Snug Safety  
Download the App for Android or IOS  
Snug is a friendly, free daily check-in service for people living alone.

Well Connected 877-797-7299  
Both phone and online community offering activities, education, friendly conversation, and an assortment of discussion and support groups to older adults all from the comfort of home. This is free of charge to all participants and available to adults over the age of 60.

[coviaconnections@covia.org](mailto:coviaconnections@covia.org)

## **Consumer Protection/Fraud**

Burnett County Sheriff's Department

715-349-2121

Encourages communication with the community we serve. If you have questions, feedback, or have information pertaining to criminal activity, please do not hesitate to call.

Better Business Bureau of Wisconsin, Inc.

800-273-1002

Milwaukee, WI. Creating a marketplace where buyers and sellers can trust each other.

Bureau of Consumer Protection

800-422-7128

Madison, WI. Stops unfair, deceptive, and fraudulent business practices by collecting reports from consumers and conducting investigations, suing companies and people that break the law, developing rules to maintain a fair marketplace, and educating consumers and businesses about their rights and responsibilities.

Office of the Commissioner of Insurance

800-236-8517

Madison, WI. Protect and educate Wisconsin consumers by maintaining and promoting a strong insurance industry.

**Polk County Sheriff's Department**

715-485-8300

Provide professional, ethical, and respectful law enforcement services to the citizens of Polk County.

**US Senate Special Committee on Aging - Fraud Hotline**

855-303-9470

Assistance for those that have become a victim of fraud, experienced suspicious activity, or have a question about common scams.

**Wisconsin Do Not Call List**

888-382-1222

A free service available to residential landline and mobile telephone customers in Wisconsin. Register your home and mobile residential numbers.

**Deaf and Hard of Hearing**

**Audient Alliance**

866-956-5400 ext. 2

National program providing hearing aids at a reduced cost. Qualification is based on annual household income.

Center for Independent Living Western  
Wisconsin 715-736-1800 Voice/TTY:  
866-419-1260

Rice Lake, WI. Serves Polk County. Provides information, resources, and access to assistive technology, explain available options, and demonstrate equipment. Assistance with TEPP, TAP, and other funding program applications is also available.

Hike Fund, Inc. 352-688-2579  
Provides low-income children from birth up to the age of 20 years with hearing aids and assistive devices.

ICanConnect – WI 844-638-5800  
Free communications technology designed for people with combined vision and hearing loss. Installation, training, and technical support are also available. Qualification based off of income.

Miracle-Ear Foundation 800-441-2148  
Gift of Sound Program provides hearing aids and hearing support services to families or individuals with low income and who have exhausted all possible resources for their hearing health. Application fee for adults (age 19 and older) is \$150.

Office for the Deaf and Hard of Hearing  
855-359-5252  
Madison, WI. Provides information and referral services, consultation, and technical assistance.

North Country Independent Living  
715-392-9118  
Superior, WI. Serves Burnett County. Loan & Demonstration program with over 1,200 pieces of Assistive Technology for individuals with disabilities to try out. A wide variety of equipment is available: communication aids, signaling devices, assistive listening devices, amplified phones, adaptive recreation aids, and other devices for increasing independence.

Starkey Hearing Foundation                      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:

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

Telecommunications Assistance Program  
608-267-7195

Hearing Aid Assistance (TAP HAA)

An additional TAP benefit option that can provide up to \$250 towards the cost of purchasing new hearing aids and cochlear implant external processors. It is intended for use by consumers who are Deaf or severely hard of hearing to increase the efficiency and use of telecommunications devices for distance communications.

## Telecommunications Equipment Purchase

Program

608-231-3305

TTY:800-251-8345

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

Wisconsin Public Service Commission.



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](http://www.sprintip.com)

Wisconsin Lions Foundation Hearing Project

877-463-6953

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. Provide a comprehensive treatment in a safe, compassionate, and welcoming environment. Crown solutions, general dentistry, denture repairs, and new dentures.	

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. For individuals with a permanent disability or is 65 years of age or older with limited income and doesn't have access to dental insurance of any kind. Assists in locating volunteer dentists in your area. Wait list of 12-18 months after application. [www.wda.org](http://www.wda.org)

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

HyLife, LLC 608-884-0038  
 Edgerton, WI. Brings Oral Care Specialists to elders once each and every week, providing a viable solution to improve oral health.

Lake Superior Community Health Center 715-394-5411  
 Superior, WI. Provides complete oral health care for the whole family. Preventative care, emergency care, and restorative services offered. Provides oral health education to help patients learn new habits that can lead to a lifetime of confident smiles.

**Marshfield Clinic Rice Lake Dental Center****715-236-8900**

Rice Lake, WI. Provides general dentistry and dental hygiene services. Will serve all patients, regardless of ability to pay or insurance status. A dental payment assistance program is available to help patients with limited income and out-of-pocket dental expenses.

**NorthLakes Community Clinic** **888-834-4551**

We provide comprehensive preventive dental services as well as emergency dental needs. Accepts Medicaid and has sliding fee scale for private pay.

Turtle Lake, WI

Hayward, WI

**Sharing and Caring Hands Dental Clinic****612-338-4640**

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

## Employment

Division of Vocational Rehabilitation (DVR)  
 Providing job services, training, and employment assistance to people looking for work, at the same time as it works with employers on finding the necessary workers to fill current job openings.

- Hayward, WI. Serves Burnett County.
- Rice Lake, WI. Serves Polk County.

715-634-0523  
 Voice & TTY  
 800-228-2587

Great Lakes Inter-Tribal Council Vocational Rehabilitation 715-635-0967

Develop and deliver vocational support to eligible Native Americans with disabilities living in the defined service area that are sensitive to their individual cultural beliefs, strengths, resources, priorities, concerns, and abilities so each may engage in gainful employment.

## 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 childcare are some of the expenses this program can pay for. Serves Burnett County.

## National Indian Council on Aging (NICOA)

505-292-2001

Senior Community Service Employment Program (SCSEP) is an on-the-job training and employment program designed to help those age 55+ update their jobs skills, build work experience and confidence, and continue to have economic security and wellbeing. Anyone that is at least 55 years old, unemployed and who is a member of a family with an income that is not more than 125 percent of the family income levels. Not required that applicants be an American Indian or Alaska Native to participate in SCSEP.

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. Job training and placement program  
 for low-income people age 55+.

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

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.

800-606-9227

715-265-4271

## West CAP Adult Literacy Program

715-265-4271 x1314

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

## Wisconsin Job Center and Wisconsin CEP Inc.

715-635-2175

Spooner, WI. Work with you to identify the skills, talents, and training to help you become your best. Serves Burnett County.

## Wisconsin Senior Employment Program (WISE)

715-939-1400

Employment training program for low-income, unemployed individuals aged 55 years and older.



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

- Polk County Job Center Balsam Lake,  
WI.....715-485-3115
- Burnett County Office in Siren,  
WI.....715-718-4840

## Energy and Utility Assistance

### Energy Assistance Program

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

- Burnett County Department of Human Services

715-349-7600

- Polk County Community Services Division

715-485-8480

### Energy Star Focus on Energy

800-762-7077

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

### EveryoneOn

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

Nonprofit dedicated to creating social and economic opportunity by connecting low-income families to affordable internet service and computers and delivering digital skills trainings.

Harvest of Hope Fund 608-836-4633  
Madison, WI. Provides gifts to farm families who need financial assistance to meet emergency needs for food, home heating fuel, medical or veterinary expenses, electric power cut-offs, climatic conditions, feed for cattle, machinery repair, retraining, or other immediate situations. Funding is also available to purchase seed, fertilizer, fuel, and other supplies for spring planting.

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. 608-238-3448  
Financial resource for in-home internet access during the school year. Must have at least 1 child in middle or high school in the home, be under the 80% county median income and have access to a device that is internet accessible.

## Interfaith Caregivers of Burnett County

715-866-4970

If you rely on wood for heat and are unable to provide your own, our Heat-A-Home program may be able to assist you.

## Lifeline & Link-Up Program

800-234-9473

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

[lifelinesupport.org/](http://lifelinesupport.org/)

### 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](http://www.modestneeds.org) Applicants must have regular access to a computer, internet, and a scanner or fax machine.

### Public Service Commission 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.

SafeLink Wireless 800-723-3546

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.

Tribal Lifeline and Linkup 800-234-9473

A federal program that lowers the monthly cost of phone and internet. You can get Tribal Lifeline if you live on Tribal lands. You can qualify for Lifeline if you or someone in your household participates in: Federal assistance programs, Bureau of Indian Affairs General Assistance, Head Start (only households meeting the income qualifying standard), Tribal Temporary Assistance for Needy Families (Tribal TANF), and Food Distribution Program on Indian Reservations. [lifelinesupport.org/](http://lifelinesupport.org/)

## 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](mailto:laurie@housingalliance.us) for grant application. [www.tomorrowshomefoundation.org/](http://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.

## **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  
General Public: \$10 charge per meal; Individuals  
60 Years of Age and Older: \$4 suggested  
donation. No one (60+ years of age) is ever  
denied services because of inability to donate  
the suggested amount.*

Meals on Wheels of Northwest Wisconsin

877-485-2372



## ADRC Dining Program Sites Include:

A&H Senior Center.....	715-635-7199
Amery Congregational Church.....	715-268-6818
Grantsburg Senior Center.....	715-463-2940
Milltown Community Center.....	715-825-5025
Siren Senior Center.....	715-349-2845
Webster Senior Center.....	715-866-5300

## Commodity Supplement Program for Seniors 715-977-1191

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

## Foodshare

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

- Great Rivers Consortium.....888-283-0012
- FoodShare Screening and Application Assistance.....715-496-3121

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

St. Croix Tribe Elder Congregate Dining  
 Meals are free to tribal elders who are 55+. Non-Tribal Members under 60 years and Tribal Members under 55 must pay \$5.00.  
 Danbury Nutrition Site.....715-656-3227  
 Sand Lake Nutrition Site.....715-349-2849

### **Food Pantries (By City)**

Amery  
 •*Amery Area Food Pantry* 715-268-5999  
 230 Deronda Street. Mon 9am-12pm, Thurs 3pm-6pm  
 •*Ruby's Pantry* 651-674-0009  
 241 Venture Drive, Amery. \$20 donation. 2<sup>nd</sup> Sat. of the month. 8am-10am

Clear Lake  
 •*Lifeline Food Pantry* 715-263-3846  
 560 5th St. Wed 1pm-5pm, Thurs 10am-2pm

Cumberland	
• <i>Ruby's Pantry</i>	651-674-0009
1060 Water Street. 8am-9:30am, 1 <sup>st</sup> Sat. \$20 donation.	
• <i>Cumberland Food Pantry</i>	715-822-2004
1270 1 <sup>st</sup> Ave. Fri 1pm-3pm.	
Dresser	715-755-2300
• <i>People Loving People</i>	
103 East Main Street. Wed. 2pm-5pm, Sat. 11am-1pm. Open to all.	
Frederic	715-327-4425
• <i>Family Pathways Food Shelf</i>	
1100 Wisconsin Ave. S. Tues/Thurs 9am-3pm, Wed 12pm-3pm.	
Grantsburg	
• <i>Grantsburg Area Food Shelf</i>	
<a href="mailto:GAFS1@yahoo.com">GAFS1@yahoo.com</a>	
320 S Brad Street. Serves Grantsburg School District. Open Thursday 9:30 am to 11:30 am	
Luck	
• <i>Ruby's Pantry</i>	715-472-7770
210 E Park Ave. 12pm-1:30pm, 3 <sup>rd</sup> Tues. \$20 donation.	

Osceola 715-294-4357

• *The Open Cupboard*

402 2nd Avenue. Call for appointment.

Shell Lake

• *Washburn County Food Pantry* 715-205-3273

110 N Industrial Dr. Fri/Sat 9am-12pm.

Siren

• *Ruby's Food Shelf* 715-349-7829

24534 State Hwy 70/35. 10am-2pm Mon & Fri.

10am-4pm Wed. Serves Siren and Webster school districts. No cost.

Spooner

• *Ruby's Pantry* 651-674-0009

8000 W Beaverbrook Ave. 9-10:30am, 2<sup>nd</sup> Sat. of Month. \$20 donation.

St. Croix Falls

• *Family Pathways* 715-483-2920

[scffoodshelf@gmail.com](mailto:scffoodshelf@gmail.com)

2000 US Hwy 8. Mon/Tues/Thurs 9am–3pm,  
Wed 10:30am–3pm

• *St. Croix Falls Food Pantry*

809 Pine Street, Mon. 9am-11am, Thurs. 3pm-6pm

## Turtle Lake

- *Food Pantry* 715-986-4683  
111 Elm St S. Tuesday 12:30 pm - 3:30 pm

## Webster

- *Indianhead Community Action Agency*  
715-866-8151  
10am-3pm Mon, Tues & Fri
- *Second Harvest Monthly Food Distribution*  
Connections in Webster (next to Holiday). 3rd  
Thursday of each month, 10:00-4:00pm. Open to  
anyone in need of food.
- *St Croix Chippewa Commodities Distribution*  
715-349-2195  
24663 Angeline Ave.  
Native American income eligible only.

## **Grocery Delivery**

- Austad's Supervalu 715-986-2244  
No charge; delivers in Turtle Lake, Clayton, and  
Almena. Delivery Monday-Friday  
9am-2pm, call by 4pm the day before delivery.

## Amazon

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

Order many grocery items online at  
[www.amazon.co](http://www.amazon.co). Click the Department tab and  
grocery at the bottom of the list.

## Dicks Fresh Market

Amery: 715-268-7513

Osceola: 715-294-2158

Contact location to order groceries over the phone. To receive groceries same day, place order before noon. Delivery available at both locations. Amery delivers on Tuesday and Osceola delivers on Monday.

## Farmbox Direct

[farmboxdirect.com](http://farmboxdirect.com)

Organic & Natural Produce Delivery. Fresh fruit and vegetable delivery. Offers different box sizes and types to fit every lifestyle. Choose between organic and natural selections, get a mixed produce box, a box of just fruit, or a box of just veggies. Ability to customize your delivery schedule and there are absolutely NO commitments!

## Fourwinds Market

715-349-5563

Siren, WI. Purchase groceries online and get groceries delivered out to your car when you arrive at the store. [fourwindsmarket.com](http://fourwindsmarket.com)

Groceries and Grub 715-503-0044  
Grocery Delivery: 9am - 7pm. Call Day Before  
Delivery with Grocery List. Will personally shop  
for your grocery order and deliver to your door  
(drop). Fee for our "Shop & Drop" service is \$15  
up to 7.5 miles, add \$2/mile over 7.5 miles. Call  
a day before delivery with your grocery list.  
Tuesdays: Luck and Frederic. Wednesdays:  
Danbury, Siren, Webster. [wedeliverhere.com/](http://wedeliverhere.com/)

Interfaith Caregivers of Burnett County  
715-866-4970  
Delivers food from local food pantries to  
individuals in need one day per month.

Interfaith Caregivers of Polk County  
715-483-8500  
Pick up and deliver from local food pantries or  
grocery shop for you.

## Marketplace Foods

[shop.marketplacefoodswi.com/](http://shop.marketplacefoodswi.com/)

St. Croix Falls, WI. Use your computer or mobile device to order online where you shop, checkout and pay for your grocery order. You also select the day and time to pick up your order, most often you can pick it up the same day. There are parking spaces at the front of the store designated for In-Store Pick Up. Once you park an attendant will come out to assist you.

## Misfits Market

[misfitsmarket.com](http://misfitsmarket.com)

Affordable, high-quality subscription box of sometimes funny-looking organic produce from farmers and makers to rescue organic produce and other grocery items that might otherwise go to waste, then deliver them to your door. Order a smaller or larger box of produce for 25-40% less than it would cost at your local grocery store filled with organic fruits and veggies. Choose to receive a box either every week or every other week.



Schwan's Home Services 888-724-9267  
 Order online, with our app or over the phone,  
 choosing from flexible delivery options delivered  
 to your door. [schwans.com](http://schwans.com)

Walmart Grocery Pickup  
 St. Croix Falls, WI.....715-483-1399  
 Pine City, MN.....320-629-5845  
 Offering curbside pickup and delivery. Shop your  
 local Walmart online, choose from groceries and  
 more. Will have them ready when it's convenient  
 for you to swing by and pick them up, or in select  
 markets we can deliver right to your door.  
 Accepts SNAP EBT.

### **Healthcare-Reduced Rate**

#### **Direct Access Lab 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 Amery, Clear Lake, Luck, and Turtle Lake Clinic Locations-Direct Access Lab Testing and financial assistance program available.	715-268-0241
Burnett Medical Center Grantsburg, WI. Direct Access Lab Testing and financial assistance program, and Community Care Program available.	715-463-5353
Cumberland Healthcare Cumberland, WI. Offers Direct Access Lab Testing.	715-822-7500
Osceola Medical Center Osceola, WI. Offers Direct Access Lab Testing and financial assistance program and Community Care Fund available.	715-294-2111
St. Croix Regional Medical Center St. Croix Falls, WI. Offers Direct Access Lab Testing.	715-407-4197
Western Wisconsin Health Baldwin, WI. Offers Direct Access Lab Testing.	715-684-1111

## 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.	

Menomonie Free Clinic	715-308-3808
Menomonie, WI. Tuesday evenings by appointment. Serves anyone who is in need of medical care, uninsured or economically under insured, with a household income of 250% or less of the Federal Poverty Level.	

Rice Lake Area Free Clinic	715-736-3733
Rice Lake, WI. Every Tuesday night from 5-9pm; services are free to individuals with no health insurance and who make less than 200% of the Federal Poverty Level.	

Ruby's Well Care Center	715-472-7770
Luck, WI. Tuesdays 4-7pm. Please call for an appointment, walk in appointments not guaranteed as apt times vary based on provider availability. Prevention based clinic providing referral services, patient support, and prescription services.	

## Wisconsin Well Woman Program

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

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

## Hair, Skin and Nails

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

### Medi-Pedi Professional Foot Care

651-238-0932

In-home professional foot care service.

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

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

Ruby's Well Care Center 715-472-7770

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

## 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.

## Smilin' Feet

715-416-0694

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

## 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

715-485-8500

Serves Polk and Burnett Counties. Call for appointment.

- Northwest Wisconsin CEP, Inc.

715-635-2175

Serves Burnett County residents. Call for an appointment.

- NorthLakes Community Health Clinic

715-986-2599

Turtle Lake, WI. Call for an appointment.

888-834-4551

## Medical Assistance (Medicaid, MA)

- Great Rivers Consortium 888-283-0012

Serves Polk and Burnett Counties

## Medicare & Medicare Part D Information

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

## Medicare Fraud

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

MediGap Insurance Helpline 800-242-1060

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

Office of the Commissioner of Insurance for WI

800-236-8517

Madison, WI. 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.

### **Health Promotion and Workshops**

**ADRC of Northwest Wisconsin**

877-485-2372

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

**Amery Area Community Center Circuit Breakers  
Fitness Center**

715-268-6605

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

**Family Caregivers Rock**

[familycaregiversrock@outlook.com](mailto:familycaregiversrock@outlook.com)

Nonprofit that supports the health and wellness of family caregivers by granting wishes to family caregivers. Serving Polk County.

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

Senior Planet from AARP

[seniorplanet.org/virtual-fitness-wellness-events/](https://seniorplanet.org/virtual-fitness-wellness-events/)

Offering virtual fitness and wellness events through zoom for people 60+.

Well Connected

877-797-7299

Both phone and online community offering activities, education, friendly conversation, and an assortment of discussion and support groups to older adults all from the comfort of home.

This is free of charge to all participants and available to adults over the age of 60.

[coviaconnections@covia.org](mailto:coviaconnections@covia.org)

## Home Health Care

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

Adoray Home Health & Hospice

800-359-0174

Baldwin, WI. Serves Polk and Burnett Counties

Allina Home Health Care and Hospice

800-261-0879

St Paul, MN. Serves Polk County

Good Samaritan Society Home Health

715-483-5505

St Croix Falls, WI. Serves Polk and Burnett Counties.

Hearts of Gold

715-468-2931

Shell Lake, WI. Serves Polk and Burnett Counties.

Indianhead Home Health Services

715-532-1545

Ladysmith, WI. Serves Polk and Burnett Counties.

Indianhead Medical Center – Home Health

715-468-7833

Shell Lake, WI. Serves Polk and Burnett Counties.

Interim HealthCare

715-377-9617

Hudson, WI. Serves Polk County

Spooner Health System – Home Care

715-635-1238

Spooner, WI. Serves 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 Hospice 715-629-1888

Baldwin, WI. Serves Polk and Burnett Counties

Allina Home Health Hospice and Palliative Care

651-635-9173

St. Paul, MN. Serves Polk County

Heartland Home Health Care and Hospice

866-216-5708

Roseville, MN and Eau Claire, WI. Serves Polk County

Interim Healthcare Hospice of Western WI

715-377-9617

Hudson, WI. Serves Polk County

Regional Hospice Services

715-685-5151

715-635-9077

Ashland, WI and Spooner, WI. Serves Polk and Burnett Counties

St. Croix Hospice

715-318-0916

Frederic, WI. Serves Polk and Burnett Counties

## **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.

Foundation for Rural Housing, Inc.

888-400-5974

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

Harvest of Hope Fund

608-836-4633

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

Home Buyer Program                                      715-726-7801

No interest, deferred payment loans are available for down payment and closing costs assistance to income-eligible homebuyers. Administered by Chippewa County Housing Authority. Serves Polk 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](http://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. 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** 715-349-8744  
 Siren, WI. Administer Tenant Based Rent Assistance, Rapid Rehousing, and Homeless Prevention programs for Burnett County.

Salvation Army of Polk County	715-263-2900
Clear Lake, WI. Administers Permanent Supportive Housing program 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.	
USDA Rural Development	715-635-8228
Spooner, WI. Serves Burnett and Polk Counties. Rural Direct Loan Program to assist low and very low-income applicants to obtain decent, safe, and sanitary housing.	
West CAP	715-265-4271
Section 8 Housing Voucher Program, Rapid Rehousing, and Tenant-Based Rental Assistance (for Polk County and program is based on funding availability).	
Wild Rivers Habitat for Humanity	715-483-2700
Serves Polk and Burnett Counties. Build homes in partnership with families and finance homes with zero to low interest loans, to families who could not otherwise afford a home.	

Wisconsin Emergency Rental Assistance  
Program 833-900-9372

Assistance with utility and home energy payments, rent payments, and services to stay in home. May receive up to 12 months of assistance. Must qualify for unemployment, risk of being evicted, or household income below 80% of county median. Must also apply for energy assistance.

Wisconsin Housing and Economic Development  
Authority 800-755-7835

WHEDA works closely with lenders, developers, local government, nonprofits, community groups, and others to implement its low-cost financing programs. [www.wheda.com](http://www.wheda.com)

Workforce Resource Emergency Assistance  
Program 855-792-5439

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



## **Housing – Renting**

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

Allegiant Property Management	608-784-1381
Amery Housing Authority	715-268-2500
Burnett County Housing Authority	715-866-8231
Christian Charities Bureau	888-276-0246
Clear Lake Housing Authority	715-263-3370
Croix Management	651-465-6841
Dak Management	877-219-7282
Frederic Housing Authority	715-327-8490
Grantsburg Housing Authority	715-463-2475
Horizon Management Group	800-944-4866

HUD Housing Discrimination Hotline	800-669-9777
TDD Line for Hearing Impaired	800-927-9275
Get information about your Fair Housing Rights and file a complaint about housing discrimination.	
HUD Public and Indian Housing Customer Service Center	800-955-2232
Provides general information about programs operated by the Office of Public and Indian Housing (HUD programs).	
Good Samaritan Society-HUD Housing	715-483-1917 715-557-0559
Impact 7	715-651-2053
Luck Housing Authority	715-472-2032
Meridian Group Inc.	715-635-3031
Milltown Apartments	715-825-2026
Osceola Housing Authority	715-294-3629

Polk County Housing Authority	715-294-4243
Ridgeview	715-263-2544
Sunny View Apartments, E. Fuller Inc.	715-634-2040
St. Croix Tribal Housing Authority	800-236-2195 ext. 5130
WestCap Glenwood City, WI.	800-606-9227 715-265-4271
WIHousingSearch.org Free, up-to-date listings of rental housing throughout WI	877-428-8844

### **Housing – Shelters**

Benjamin House Rice Lake, WI. Provides emergency shelter. Evening meals may be provided and served family-style. All other meals are self-serve. An individual case plan will be completed under the guidance of a case manager. Referrals to community agencies will be made as needed.	715-736-2437
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CRA (Community Referral Agency)	800-261-7233
Provides services and support to victims of domestic violence and sexual assault. Also offers shelter. Serves Polk and Burnett Counties.	
Faith House	715-349-8744
Siren, WI. Salvation Army Shelter, provides shelter to homeless families residing in Burnett and surrounding counties.	
Grace Place	715-247-2944
New Richmond, WI. Salvation Army shelter here to provide stability to low-income families and individuals by offering services that address their needs.	
Northwoods Homeless Shelter	
Crisis Line: 715-268-5730	
715-554-0137	
Provide up to 90 days of stay for homeless families and individuals. Has three units of shelter in Amery and Luck. Can provide long-term housing for those residents of the emergency shelter program that have long-term issues that are creating a homeless situation for the family.	

Our Neighbors' Place 715-426-9000  
River Falls, WI. Day Center provides housing support and general advocacy. Transitional housing program supports a family's need for shelter and security.

Salvation Army Serenity Home 715-263-2900  
Offers shelter and short-term support to families and single individuals in Polk County.

Stepping Stones 715-235-2920  
Menomonie, WI. Provides emergency shelter, housing assistance, and referral services.

The Family House Warming Center 715-651-8740  
Rice Lake, WI. Serve the homeless, providing warm meals, and safe overnight shelter.

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

### **Modifications**

Center for Independent Living Western Wisconsin 800-228-3287  
Menomonie, WI. Serves Polk County. Will meet and discuss ways to improve a consumer's home accessibility. Staff will assist in identifying areas that could be improved and offer possible solutions. Recommendations could include a ramp design, building information, or suggestions on how to remodel a bathroom for better access. CILWW will also provide information on funding options for these projects.

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

715-866-4970

Webster, WI. Minor home repair or modification projects.

Interfaith Caregivers of Polk County

715-483-8500

St. Croix Falls, WI. Minor home repair or modification projects.

North Country Independent Living

715-392-9118

TTY: 800-924-1220

Superior, WI. Serves Burnett County. Provides information & referral about a building's accessibility guidelines for public and private homes & businesses.

### Tomorrow's Home Foundation Helping Hand Assistance Program

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.

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

### Travis Roy Foundation Quality of Life Grant

[www.travisroyfoundation.org/](http://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+) very-low-income homeowners to remove health and safety hazards.



## Repairs

Interfaith Caregivers of Burnett County

715-866-4970

Webster, WI. Minor home repair or modification projects.

Interfaith Caregivers of Polk County

715-483-8500

St. Croix Falls, WI. Minor home repair or modification projects.

Home Repair Program

715-726-7801

The Housing Rehabilitation Program is a 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 Polk County.

Movin' Out

877-861-6746

Madison, WI. Offers information, advice, referrals, and resources for homeowners, home repair for safety and accessibility, or rental housing for households with low to moderate incomes.

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

Spooner, WI. Assistance is available in the form of a zero percent, deferred-payment loan to make necessary repairs to an owner-occupied home. Housing rehabilitation measures include new siding, roofing, windows, septic systems, wells, insulation, furnaces and more. Serves Burnett County and the St. Croix Tribe.

## 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+) very-low-income homeowners to remove health and safety hazards.

## Wild Rivers Habitat for Humanity

715-939-1390

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

## **Weatherization**

### WestCap

800-606-9227

Glenwood City, WI. Serves Burnett and Polk counties. Services include air sealing, insulating, improvements to the heating system, water heater upgrades, installation of water saving devices, LED lighting upgrades, replacement of inefficient refrigerators and freezers, and installation of ventilation fans. All of these services are provided, at no cost, as an additional benefit of the Wisconsin Home Energy Assistance Program.

Wild Rivers Habitat for Humanity 715-939-1390  
Weatherization Program helps with work that  
needs to be done to improve the energy  
efficiency and indoor air quality of a home.  
Includes an energy audit, testing of the home,  
and homeowner education. Serves Polk and  
Burnett Counties.

## **Independent Living Centers**

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

Center for Independent Living for Western Wisconsin 800-228-3287  
Menomonie, WI. Serves Polk County. Non-residential, private, non-profit, consumer-controlled, community-based organizations providing services and advocacy by and for persons with all types of disabilities. Assist individuals with disabilities to achieve their maximum potential within their families and communities.

Home Modification Occupational Therapy  
Alliance 269-978-8340

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

North Country Independent Living  
715-392-9118

Superior, WI. Serves Burnett County. Provides information, training, and support to people with disabilities in making informed decisions about disability related needs. All services are consumer controlled; each individual decides which services they wish to participate in while working with staff to establish goals and determine steps to meet those goals.

## **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.*

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

Osceola, WI. Serves Polk and Burnett County.  
Provides personal and supportive  
in-home cares. Accepts private pay, IRIS,  
Inclusa, and long-term care insurance.

## Center for Independent Living

800-228-3287

Menomonie, WI. Serves Polk County. Provides personal and supportive home care services. Accepts private pay, MA, and long-term care insurance.

## Comfort Keepers

715-381-6730

Hudson, WI. Serves Polk County. Accepts private pay, long term care insurance, and VA. Offers Homemaker/Home Health Aide Care. This benefit is for eligible Veterans that need skilled services, case management, and help with ADL's.

In-Home Foot and Nail Care Services—see the Healthcare-Reduced Rate Section

## IHC Support Services

866-452-3875

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



IntegriCare 715-205-3746  
 Services for those living within 10 miles of Barron County in Polk County. Accepts private pay and works with IRIS/Family Care.

Innovative Services 715-919-1093  
 Community supported living program serves residents within a 30 mile/30-minute radius of the Siren and St. Croix Falls offices; beyond area is determined case by case.

Interfaith Caregivers of Polk County  
 715-483-8500  
 St. Croix Falls, WI. Short-term light housekeeping, minor repairs around the house, Help making meals after a hospital stay, and Seasonal yard work.

International Quality Homecare  
 888-278-3405  
 Eau Claire, WI. Serves Polk County. Providing personal care, transportation, respite care, services. Accepts private pay, Medicaid, VA, and private insurance.

<p>Lutheran Social Services Community supported living program serving Polk County. Open to inquiries for services from Burnett County but can't guarantee immediate start to services.</p>	<p>715-552-2490</p>
<p>North Country Independent Living</p>	<p>800-924-1220</p>
<p>Superior, WI. Serves Burnett County. Provides personal and supportive home care. Accepts private pay, MA, and long-term care insurance.</p>	
<p>Peaceful Living</p>	<p>715-386-7071</p>
<p>Hudson, WI. Serves Polk County. Accepts private pay, medical assistance, and long-term care insurance. Accepts medical assistance and private pay.</p>	
<p>Serenity Care Agency, LLC</p>	<p>715-308-3800</p>
<p>Boyceville, WI. Serves Polk County. Provides personal care and supportive home care services. Accepts private pay and will work with long term care insurance.</p>	
<p>Spirit of the Heart</p>	<p>715-441-0159</p>
<p>St. Croix Falls, WI. Provides personal care and supportive home care services. Accepts private pay and will work with long term care insurance.</p>	

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

### **Legal Assistance**

*Legal representation is not guaranteed by these resources.*

Coalition of Wisconsin Aging Groups (CWAG)  
 800-488-2596

Milwaukee, WI. Elder Financial Empowerment Project provides information, advocacy, referral, and victim services assistance to senior victims of financial exploitation.

Consumer Law Clinic – UW-Madison  
 608-263-6288

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

Disability Rights Wisconsin 715-736-1232  
Rice Lake, WI. Provides legal advocacy and rights protection for adults and children with disabilities.

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

ICAA Legal Assistance for Victims Program 715-415-0397  
Free legal representation for divorce/separation, child custody and placement, child support, unemployment compensation, immigration issues, access to fair and affordable housing and other areas that ensure safety and independence for victims.

Upper Midwest Pension Rights Program 866-783-5021  
North St. Paul, MN. Helps to locate missing pensions and answer questions.

Wisconsin Guardianship Support Center

855-409-9410

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

Wisconsin Hispanic Lawyers Association

414-331-2679

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

Wisconsin Judicare, Inc.

800-472-1638

Wausau, WI. 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 800-362-9082  
& Information Services

Does not provide referrals for pro-bono (free) legal help. Modest Means Program assists people whose income is too low to afford usual legal fees, but too high to receive free legal assistance. Call State Bar for further details and qualifiers.

### **Medical Equipment and Assistive Devices**

*The following businesses or organizations sell, rent, or loan durable medical equipment and/or assistive devices/technology. Contact Medicare to find all suppliers of medical equipment and supplies in your area.*

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

ADRC 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, shoehorns. Call to check on availability. No rental fees. Not Medicare Certified. Also, various assistive technology/devices to try out before purchasing. Not available for purchase but information available on where to go to purchase the equipment.

Apria Health Care 800-277-4288  
Rice Lake, WI. Serves Burnett and Polk Counties, Medicare Certified.

Balsam Lake Pharmacy 715-485-3374  
Balsam Lake, WI. Medicare Certified

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

CaptionCall 877-557-2227

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

Chet Johnson Drug 715-268-8121

Amery, WI. 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, WI. Serves Polk County. Assistive technology loan and demonstration program and keeps list of used equipment for sale.

Frederic Pharmacy (SCRMC) 715-327-4208

Frederic, WI. Medicare Certified.



Handi Medical Supply St. Paul, MN. 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.	800-514-9979
Hope Gospel Mission Bargain Center and Building Center Eau Claire, WI. Used items for sale at discounted rate such as hospital beds, motorized wheelchairs, manual wheelchairs, etc. Call to check for availability of items.	715-839-9498
Home Health Resources Amery, WI. Medicare Certified.	715-268-9164
Home Medical Products and Services Rice Lake, WI. Purchase and/or rent medical equipment. Medicare Certified.	800-528-9969
J&B Medical Incontinence supply provider for Medicaid recipients in WI. Medicare Certified.	800-737-0045
Lincare (Respiratory/Oxygen supplies) St. Croix Falls, WI. Serves Burnett and Polk Counties. Medicare Certified.	855-483-1927

Luck Pharmacy Luck, WI. Medicare Certified	715-472-2122
North Country Independent Living TTY: 800-924-1220 Superior, WI. Serves Burnett County. Assistive technology loan and demonstration program.	715-392-9118
Siren Pharmacy Siren, WI. Home health products in store and can order in other items not on hand. Not Medicare certified.	715-349-2221
Stout Vocational Rehabilitation Institute UW-Stout, Menomonie, WI. Wheelchair clinics offered once a month.	715-232-2513
Travis Roy Foundation Quality of Life Grant <a href="http://www.travisroyfoundation.org/">www.travisroyfoundation.org/</a> Vehicle and home modifications and adaptive equipment grants for spinal cord injury survivors with paraplegia and quadriplegia. Apply online or print an application.	
Unity Clinic (SCRMC) Balsam Lake, WI. Medicare Certified.	715-825-3278
Wood River Pharmacy Grantsburg, WI. Medicare Certified	715-463-2525

Yellow River Pharmacy	715-866-8644
Webster, WI. Medicare Certified	

<b>Medication Management</b>	
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<b>Pharmacies</b>	
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Balsam Lake Pharmacy	715-485-3374
Balsam Lake, WI. Offers mailing and bubble packaging.	

Chet Johnson Drug	715-268-8121
Amery, WI. Provides mailing and delivery services. Offer a variety of medication packaging options. Provides an opportunity to meet with a pharmacist for a comprehensive medication review.	

Frederic Pharmacy (SCRMC)	715-327-4208
Frederic, WI. Offers mailing and delivery.	

Luck Pharmacy	715-472-2122
Luck, WI. Offers mailing and medication packaging.	

Siren Pharmacy	715-349-2221
Siren, WI. Offers limited medication packaging for fee.	

St. Croix Pharmacy (SCRMC)	715-483-0426
St. Croix Falls, WI. Offers mailing and delivery.	

Wood River Pharmacy Grantsburg, WI. Offers packaging of medications for individuals, group homes, retirement centers, and hospice. Offers free local delivery for your convenience	715-463-2525
Unity Pharmacy (SCRMC) Balsam Lake, WI. Offers mailing and delivery.	715-825-4498
Yellow River Pharmacy Webster, WI. Offers mailing and medication packaging.	715-866-8644

### **Mental Health**

Amery Behavioral Health 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.	715-268-8000
Burnett County Mental Health Crisis Line	888-636-6655

Burnett County Health and Human Services  
715-349-7600

Provides high quality, community-based services.

### Counseling Agencies

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

### Crisis Textline

Text: 741741

Free 24/7 support at your fingertips. Text HELLO to 741741 to connect with a Crisis Counselor.

Contact for emotional abuse, depression, anxiety, eating disorders, or any painful emotion and anytime you need support.

[crisistextline.org/](http://crisistextline.org/)

Institute on Aging Friendship Line 800-971-0016

The friendship line is both a crisis intervention hotline and a warmline for non-emergency emotional support calls.

## Mental Health Task Force

Websites provides information and links to local resources.

Polk County

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

Burnett County

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

NAMI of Polk County

[namiconnectionspolkcounty@gmail.com](mailto:namiconnectionspolkcounty@gmail.com)

Centuria, WI. Monthly meetings at Joy Lutheran Church

NAMI of Wisconsin

Madison, WI

800-236-2988

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 4pm-10pm and Sat/Sun 2pm-10pm.

St. Croix Tribal Mental Health/AODA	715-349-8554 x5264
Trevor Project Suicide prevention crisis line for LGBTQ	866-488-7386
Veterans Crisis Line  Suicide prevention crisis line for veterans and their families and friends to call. Online chat is available at <a href="http://www.veteranscrisisline.net/">www.veteranscrisisline.net/</a> or text 838255	800-273-8255 press 1
<p><b>Nursing Homes – Skilled Nursing Facilities</b>  <i>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</i></p>	
Christian Community Home Osceola, WI	715-294-1100
Continuing Care Center at Burnett Medical Center Grantsburg, WI	715-463-5353
Divine Rehabilitation and Nursing at St Croix St. Croix Falls, WI	715-483-9815
Frederic Nursing & Rehab Frederic, WI	715-327-4297

Golden Age Manor Amery, WI	715-268-7107
Maple Ridge Care Center Spooner, WI	715-635-1415
United Pioneer Home Luck, WI	715-472-2164
Willow Ridge Amery, WI	715-268-8171

### **Personal Emergency Response Systems**

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

CWS Cabin Watch St. Croix Falls, WI. Surveillance systems and personal emergency response-no med management dispensing systems.	715-483-0083
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Dose Health Smart phone compatible medication dispenser and medication call/text reminder services. Visit <a href="http://www.dosehealth.com/">www.dosehealth.com/</a> for more information.	844-300-6212
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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, no cell phone,  
 and has no monthly fees. Provided free to  
 eligible veterans through the VA. Lower private  
 pay price for non-eligible veterans.

Healthcom 800-525-6237  
 Remote & telehealth monitoring, personal  
 emergency response systems, vitals monitoring,  
 medication management, and 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.

**Life Assist USA**

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

Madison, WI. Serves Polk County

888-860-8098

Grantsburg, WI. Serves Burnett and northern Polk County

715-222-6370

**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. Serves southern parts of Polk County.

**Philips Lifeline**

800-368-2925

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

Stealth Optimum Security 715-483-3900  
St. Croix Falls, WI. Serves Polk and Burnett  
Counties. Security systems, surveillance  
systems, personal emergency response, motion  
detectors, fall detection/auto call options, and  
medication reminder system (no medication  
dispensing system).

Safe Living Technologies/VRI 800-860-4230  
Does not require a landline for service. Personal  
emergency response system, fall detection/auto  
call options, med adherence systems, and remote  
patient vital signs monitoring and nurse triage  
services available. 24/7 customer care and call  
center.

Symphony™ medical alert system from CVS  
Health® [cvs.com/content/symphony](https://www.cvs.com/content/symphony)  
Monitor their well-being, even when you can't be  
there. Help them be more independent and  
enhance your peace of mind by supporting their  
safety. 24/7 emergency response monitoring. A  
Symphony device bundle and a monthly  
subscription are required to use Symphony.  
HSA/FSA Eligible.

**Project Lifesaver**

Polk County Sheriff's Department

715-485-8300

Burnett County Sheriff's Department

715-349-2121

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

**Representative Payee Services**

*A representative payee is a person, agency, organization, or institution selected to manage your benefits when it's determined that you are unable to do so yourself or direct others to do it for you.*

House Calls of Menomonie, Inc.

Menomonie, WI

715-232-6475

Lutheran Social Services of WI and Upper Michigan, Inc.

Superior, WI

715-394-4173  
ext. 107

Payee Services, Inc.

Menomonie, WI

715-233-0203

Polk Burnett Payee, Inc. Siren, WI	715-554-0028
Superior Vocations Center, Inc. Superior, WI	715-392-6171
Twin Ports Guardianship and Payee Superior, WI	715-392-3137 866-271-1312

### **Respite Care**

*Options can include daybreak services, facility-based care, or in-home respite care.*

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

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

Amery Assisted Living and Memory Care	715-268-4800
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Amery, WI. Facility based respite care for 28 consecutive days or less.

Community Homestead Osceola, WI. Day program for individuals with disabilities to learn skill development, decision making, social growth, and responsibility. Must be able to care for their basic needs. \$25/half day. Transportation accommodated on a case-by-case basis.	715-294-3038
Day Friends Memory Care at Endeavors Respite for individuals with dementia in Balsam Lake, WI. Transportation available.	715-485-8762
Happy Day Club Day respite care program for individuals with dementia located in Spooner, WI	715-416-2942
In Home Care Support Services Offers in home respite services for elderly and handicapped.	866-452-3875
Interfaith Caregivers of Polk County St. Croix Falls, WI. No Hands-on Personal Care.	715-825-9500
Respite Care Association of Wisconsin Madison, WI. Caregiver Respite Grant Program to help with respite care needs.	608-222-2033

## Senior Centers

Provide recreation activities for older adults.  
Listed alphabetically, by city:

A&H Area.....	715-635-7199
Amery.....	715-268-6605
Balsam Lake.....	715-268-7649
Cushing.....	715-488-2467
Frederic.....	715-327-8623
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).....	715-755-3364
Webster.....	715-866-5300

## **Social Security & SSI**

*For information about Social Security, Medicare,  
or Supplement Security Income (SSI)*

ADRC of Northwest WI	877-485-2372
Disability Benefit Specialist and Elder Benefit Specialist.	

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. Used for Forward Health member services as well. Please listen to options and choose SSI when offered.	

## **Support Groups**

### **Addiction Meetings**

Alcoholics Anonymous	<a href="http://www.area74.org/">www.area74.org/</a> 715-931-8262
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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 Minnesota

855-222-5542

Area 8A Minnesota serves and provide information about meetings available in Northwest Wisconsin. [www.minnesotaGA.com](http://www.minnesotaGA.com)

## Narcotics Anonymous

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

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

## New Beginnings Alano Club

715-349-2588

Siren, WI. Hosts AA and NA group meetings

## Wisconsin Council on Problem Gambling

800-426-2535

Green Bay, WI. 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 10am-11am; registration not required.	

## Caregivers

ADRC of Northwest Wisconsin	877-485-2372
Peace Lutheran Church in Dresser, WI or Grantsburg Public Library in Grantsburg, WI	

Caregiver Teleconnection	866-390-6491
Connects family caregivers with trusted professionals and other caregivers and provides education through one hour, free “tele-learning” sessions. More info at	

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

See Alzheimer’s Disease, Dementia and Memory Loss

## Cardiac

Amery Regional Medical Center	715-268-7191
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Osceola Medical Center	715-294-1111
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## Chronic Pain

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

## Chronic Illness/Pain Support Group

715-825-4100

North Valley Lutheran Church, 1988 220th Ave,  
Centuria; Contact Suzanne for meeting dates  
and times.

## Diabetes

Amery Hospital and Clinic 715-268-8000

St Croix Regional Medical Center 800-642-1336

Burnett Medical Center 715-463-5353

## Down Syndrome

Down Syndrome Association of WI

866-327-3729

## Grief

American Childhood Cancer Organization  
Offers resources, books, videos, kits, 24-hour  
peer support, local groups, finding hope, how to  
get involved, and how to advocate.

GriefShare

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

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

New Life Christian Community Church

715-417-1982

Dresser, WI.

Regional Hospice Services 715-635-9077  
 Spooner/Grantsburg area. Currently meeting  
 through conference call.

St. Croix Regional Medical Center 715-483-3261  
 x2016

Facilitated by Dr. Kevin Schumann.

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

Women's 12 Step Support Group  
 715-566-1992

Group meets every Tuesday at 10am at New  
 Beginnings Alano Club in Siren and is for women  
 with hurts, habits, and hang-ups.

### **Mental Illness**

NAMI of Wisconsin 800-236-2988  
 Madison, WI

Polk County Human Services 715-485-8400

American Foundation for Suicide Prevention  
[afsp.org/ive-lost-someone](http://afsp.org/ive-lost-someone)  
 Offers healing conversations

### **Multiple Sclerosis**

Polk County Self-Help Group 800-344-4867  
 3rd Saturday of the month, 2-4pm at the Good  
 Samaritan Center. St. Croix Falls, WI

Superior MS Group	715-398-5043
2nd Tuesday of the month at North Country Independent Living Center. Superior, WI	
MS Connection	218-391-6262
Online support groups, blogs, one-on-one peer support programs. <a href="http://nationalmssociety.org/">nationalmssociety.org/</a>	
MS Self-Help Group	763-742-8572
2nd Tuesday of the month at the Larsen Family Public Library. Webster, WI.	
<b>Other</b>	
Northwest Wisconsin Ostomy Support Group	715-537-6756
Rice Lake, WI	
<b>Parkinson's</b>	
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.	
Wisconsin Parkinson's Association	414-312-6990
Provide support for patients who received the diagnosis of Parkinson disease.	

## Tax Assistance

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.

Wisconsin Housing and Economic Development Authority 800-755-7835

WHEDA offers a property tax deferral loan program to homeowners at least 65 years of age, have an income at or below \$20,000, and have lived in the dwelling unit for at least 6 months during the preceding year.

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

## Technology Assistance

Aging Connected 877-745-1930

Partnering with telecommunications companies, nonprofits, and public entities to bring low-cost internet options to older adults nationwide.

[agingconnected.org/](http://agingconnected.org/)

Generations Online

Download “*Generations on Line*” app on capable device. An interactive program that guides older adults with internet, email, and basic tools to get connected online. [generationsonline.org/apps](http://generationsonline.org/apps)

Senior Planet 920-666-1959

National Senior Planet Hotline for answering technology questions. Free online events hosted by Senior Planet and are open to anyone 60 and older. They will help anyone new to the internet learn the basics of home internet access, how to choose a computer, staying safe online, and much more. [seniorplanet.org/](http://seniorplanet.org/)

## Transportation

### Adaptations

A&J Mobility 715-874-6630

Eau Claire, WI. Selling wheelchair accessible vans with five locations throughout Wisconsin. Specializing in high-quality Braun conversions, also accepts trade-ins on pre-owned wheelchair van conversions.

Adaptive Experts 651-324-0791

Brooklyn Park, MN. Licensed Occupational/Physical therapy practitioners to provide vehicle adaptations along with on-site, behind-the-wheel driver evaluation, and training with the adaptation.

[adaptiveexperts.com](http://adaptiveexperts.com)

Mobility Works 715-438-4030

Eau Claire, WI. New/used wheelchair accessible vehicles, vehicle adaptations, and accessible vehicle rental.



## Travis Roy Foundation Quality of Life Grant

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

### **Disabled Parking Permits/Applications**

Wisconsin Department of Motor Vehicles

Disabled Parking License Plates

608-264-7169

Temporary Disability Parking Permit

608-264-7169

Permanent Disability Parking Permit

608-264-7169

General Questions/Concerns

608-264-7477

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

ADRC of Northwest WI Van

877-485-2372

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

Handi-Lift-Cumberland, WI	800-989-7433
Transport ambulatory or wheelchair clients in safety and comfort.	
Heartland Transportation, LLC	715-949-1313
Any non-emergency transportation need.	
Endeavors-Balsam Lake, WI	715-554-2983
No employment related transportation provided. Has a fleet of vehicles to provide transportation for our program participants, as well as Polk County residents.	
Midwest Ridesource	715-796-7433
Star Prairie, WI. Serving within a 30-mile radius providing stretcher, wheelchair, and ambulatory transportation for any transportation need.	
<b>Medical Assistance (MA, Medicaid, BadgerCare) Transportation</b>	
MTM	866-907-1493
	TTY: 800-855-2880
Transit services offer viable solutions that help public transit agencies connect the pieces of a community's transportation options in an effort to increase fixed route utilization, reduce costs, and remove community barriers.	



## **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

Provides a transportation voucher program for people with disabilities or transportation barriers to assist them with accessing transportation to medical appointments, classes, social occasions, and other appointments or activities. Vouchers covering a portion of the transportation costs are provided.

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

Serves Siren, Amery, and Hayward surrounding areas. Provides non-emergency medical transportation throughout the state of Wisconsin.

## **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 Center

715-349-2195

24663 Angeline Avenue, Webster WI 54893

<https://stcroixjibwe-nsn.gov/>

<b>Department</b>	<b>Extension</b>
Aging Unit	715-349-2195 x 5108
Behavioral Health	715-349-8554 x5264
Benefits	715-349-2195 x5306
Clinic	715-349-8554
Health and Human Services	715-349-8554 x 5257
Construction	715-349-2195 x 5211

Dementia Care	715-349-8554 x 5193
Education	715-349-2195
Elder Advocate	715-349-2195 x 5140
Emergency Management	715-349-2195 x 5348
Enrollment	715-349-2195 x 5187
Enterprises	715-349-2195
Environmental Services	715-349-2195
Finance	715-349-2195 x 5137
Food Distribution	715-349-2195 x 5270
General Welfare for Elders	715-349-2195 x 5186
Grants	715-349-2195 x 5406
Head Start	715-349-8238
Housing	715-349-2727
Human Resources	715-349-2195

Intergovernmental Affairs	715-349-2195 x 5208
Interstate	715-349-2195 x 5337
Legal	715-349-2195 x 5146
Maintenance	715-349-2195 x 5180
Tribal Court	715-349-2195 x 5109
Tribal Historic Preservation	715-349-2195 x 5238
Tribal Police	Non-Emergency: 715-349-8638
Veteran Affairs	715-349-2195 x 5186



## **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

### Comfort Keepers

715-381-6730

Offers up to 30 days of Respite Care each calendar year to qualifying Veterans. Each respite day can be up to 6 hours. Comfort Keepers can provide the Home Health Aid for these Respite Shifts.

### 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).

## 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

800-273-8255

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.

Veteran Outreach and Recovery Program

715-558-2557

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

## Vision – Blind or Low Vision

Center for Independent Living Western

Wisconsin

715-736-1800

TTY: 866-419-1260

Rice Lake, WI. Serves Polk County. Adaptive equipment may increase a person's independence by giving them more control within their environment, the ability to communicate better, manage household tasks, and accomplish daily living needs. CILWW staff also has knowledge of where to acquire equipment and any potential funding options that may be available.

Hadley School for the Blind

800-323-4238

Winnetka, IL. Offers distance learning courses to empower adults with vision loss or blindness to thrive.

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.

## Office for the Blind and Visually Impaired

888-879-0017

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

## North Country Independent Living

715-392-9118

TTY: 800-924-1220

Superior, WI. Serves Burnett County. Loan & Demonstration program with over 1,200 pieces of Assistive Technology for individuals with disabilities to try out. A wide variety of equipment is available vision aids, communication aids, signaling devices, magnifiers, amplified phones, adaptive recreation aids, and other devices for increasing independence.

## National Federation of the Blind Newsline

866-504-7300

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

## The Low Vision Store-Northern Wisconsin

800-871-8780

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

## Wisconsin Council of the Blind & Visually Impaired

•Madison, WI office 608-255-1166

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

•Sharper Vision Store 800-783-5213

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

## Wisconsin Talking Book & Braille Library

800-242-8822

Milwaukee, WI. Circulates audio books, brailled materials, and playback equipment provided by the federal government to Wisconsin residents who cannot read standard print. Materials and equipment are provided free of charge via postage-free mail to where the resident is living.

## **Youth - Disabled**

### Aging and Disability Resource Center

877-485-2372

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

## **Advocacy and Education**

Polk/Burnett County Community on Transition

877-485-2372

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

Wisconsin Kinship Navigator

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

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

Wisconsin Statewide Parent-Educator Initiative

612-810-5608

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

Wisconsin Transition Improvement Grant

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

608-921-1400



## **Decision Making Supports**

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

### **Adult Protective Services**

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

Polk County Community Services Division

715-485-8400

Burnett County Health and Human Services

715-349-7600

## **Health and Wellness**

### **Special Olympics of Burnett County**

715-491-4862

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

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

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

## **Long Term Care Programs**

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

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

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

## **Mental and Behavioral Health**

Burnett County Mental Health Crisis Line	
	888-636-6655

<p><b>Crisis Textline</b>  Free 24/7 support at your fingertips. Text HELLO to 741741 to connect with a Crisis Counselor. Contact for emotional abuse, depression, anxiety, eating disorders, or any painful emotion and anytime you need support.</p>	<p><b>Text</b>  741741  <a href="http://crisistextline.org/">crisistextline.org/</a></p>
<p><b>Polk County Mental Health Crisis Line</b></p>	<p>888-552-6642</p>
<p><b>Solstice Warmline</b>  Non-clinical service for individuals with mental health and/or substance abuse issues just needing someone to talk to. Open Mon-Fri 4pm-10pm and Sat/Sun 2pm-10pm.</p>	<p>608-422-2383</p>
<p>See the Mental Health section for additional resources</p>	
<p><b>TeenLine</b>  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.</p>	<p><b>Text TEEN to 839863</b>  800-852-8336</p>
<p><b>Supplemental Security Income (SSI)- See Social Security and SSI Section</b></p>	

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

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

### Division of Vocational Rehabilitation (DVR)

Providing job services, training, and employment assistance to people looking for work and with employers on finding the necessary workers to fill current job openings.

•Hayward, WI office 715-634-0523  
 Serves Burnett County

•Rice Lake, WI office 800-228-2587

Voice & TTY

Serves Polk County

Employment Resources, INC. 608-246-3444

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

Great Lakes Inter-Tribal Council Vocational Rehabilitation 715-635-0967

Develop and deliver vocational support to eligible Native Americans with disabilities living in the service area that are sensitive to their individual cultural beliefs, strengths, resources, priorities, concerns, and abilities to engage in gainful employment.

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: [projectsearch.us](http://projectsearch.us)

See the Employment Section for additional resources.

University of Wisconsin System Coordinators of Services for

Students with Disabilities List

[wisconsin.edu/disability-resources](http://wisconsin.edu/disability-resources)

Connect with and research services provided at each UW College as youth are exploring post-secondary institutions/options.