



Aging & Disability Resource Center  
of Northwest Wisconsin

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 April 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

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

Kayli Williamson	Elder Benefits Specialist	Balsam Lake
Angie Joy	ADRC Supervisor	Balsam Lake
Nicole Rossow	Information & Assistance Specialist, Tribal Liaison, Support Staff Supervisor	Balsam Lake
Nancy Anderson	Information & Assistance Specialist	Siren
Danielle Butzler	Information & Assistance Specialist	Balsam Lake
Kysa Marten	Information & Assistance Specialist	Balsam Lake

Barb Engelhart	Dementia Care Lead, Information & Assistance Specialist	Siren & Balsam Lake
Leslie Peterson	Resource Specialist	Balsam Lake
Nicole Coulter	Administrative Assistant	Balsam Lake
Cheryl Bereiter	Transportation Coordinator	Balsam Lake

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## **ABOUT THE ADRC of NORTHWEST WI**

### 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 to the office

Flexible appointment scheduling

### Who uses the ADRC?

We provide assistance to adults 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.

How can I contact the ADRC?

 877-485-2372

 adrc@co.polk.wi.us

 www.adrcnwwi.org

Where are your offices?

Polk County Government Center

100 Polk Co Plaza, #60

Balsam Lake, WI 54810

Local fax: 715-485-8460

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 if you are eligible and then help you to determine which program best meet your needs.

- **Information and Assistance** - Providing you with knowledge about services, programs, and solutions for disability and long-term care issues.
- **Options Counseling** - Offering information about the choices available to meet your long-term care needs.
- **Senior Dining/Home Delivered Meals** - Congregate dining is offered at six sites throughout Polk and Burnett Counties. Home delivered meals are available for people age 60 years or older and who are considered home-bound. Donation requested.
- **Transportation** - Available to people over 60 and disabled adults. Intended for medical or nutritional trips. Co-pay required.
- **Vital Connections** - If you or someone you know is at risk of abuse or neglect, losing housing or heat, the ADRC is here to help connect you to someone who will respond to your urgent situation.

## ADRC's in Surrounding Counties

ADRC of Douglas County

866-946-2372

1316 N 14<sup>th</sup> St, Superior, WI

ADRC of Barron, Rusk, and Washburn Counties

888-538-3031

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](tel: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/](https://www.crisistextline.org/)

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

To get answer to technical questions, obtain general ADA information, order ADA informational materials, or learn how to file a complaint. TTY: 800-514-0383

### AgrAbility of Wisconsin

608-262-9336

Services for individuals and families engaged in farming and coping with disability. Provided at your home or farm. TTY: 800-947-3529

AIDS Resource Center of Wisconsin

800-750-2437

Eau Claire, WI. 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. TTY: 888-758-6049

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, and services.

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 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 Helpline**

800-272-3900

Nationwide, 24/7 hotline

**Alzheimer's Association of Greater Wisconsin**

715-720-7611

Chippewa Falls, WI

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

## **Dementia Care Specialist**

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

ADRC of Northwest Wisconsin Serves Polk and Burnett County	877-485-2372
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St. Croix Chippewa Indians of WI Serves members of federally recognized tribes	715-349-8554 x 5193
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## **ADRC Lending Library**

877-485-2372

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

## **Alert and Location Devices**

### **Project Lifesaver**

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 responders important information. \$55 initial enrollment fee plus \$35 annual/renewal fee.

## **Memory Care Units**

Amery Memory Care

715-268-4800

Amery, WI

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

### **Memory Clinics**

Can help individuals get diagnosis through testing of the brain. 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: 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 MN-ND Chapter.

Essentia Health Neurology-Duluth Clinic 3rd St Building, Duluth, MN	218-786-3935
Fairview Chisago Lakes Memory Assessment Clinic Chisago City, MN	651-257-8499
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
Spooner Health System Memory Clinic Spooner, WI	715-939-1687
UW Family Medicine Clinic Eau Claire, WI	715-839-5175

*For additional clinics contact the ADRC of NW Wisconsin or the Alzheimer's Association Minnesota-North Dakota Chapter Helpline at 1-800-272-3900.*

### **Day Break Services**

#### Day Friends

715-485-8762

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.

#### Happy Day Club

715-416-2942

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!

#### Adult Day Care/Respite

715-463-5353

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.

See also – In Home Help and Respite Care

### **Memory Cafés**

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

**Spooner Memory Café**

715-635-4460

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

**Amery Memory Café**

715-720-7611

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

### **Research Opportunities**

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



Alzheimer's Association

800-272-3900

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

Alzheimer's Disease Research Center at UW-Madison

608-263-2582

[www.adrc.wisc.edu/](http://www.adrc.wisc.edu/)

### **Support Groups**

ADRC of Northwest Wisconsin

877-485-2372

Caregiver Support Group at Peace Lutheran Church in Dresser, WI. 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 Caregiver Support Group

800-272-3900

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

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
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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**

866-947-2211

Text zip code to 898211

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

Snug is a friendly, free daily check-in service for people living alone.

Download App  
for Android or  
IOS

### 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 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**

855-303-9470

Hotline 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**

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. Voice/TTY: 866-419-1260

**Hike Fund, Inc.**

**352-688-2579**

Provides low-income children from birth up to the age of 20 years with hearing aids and assistive devices.

**ICanConnect – WI****844-638-5800**

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

**Miracle-Ear Foundation****800-441-2148**

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

**Office for the Deaf and Hard of Hearing****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

Hearing Aid Assistance (TAP HAA) 608-267-7195

Provide up to \$250 towards the cost of purchasing new hearing aids and cochlear implant external processors.

## Telecommunications Equipment Purchase Program 608-231-3305

Madison, WI. Helps persons who are deaf, hard of hearing, deaf with low vision, or deaf/blind purchase telecommunication equipment. Wisconsin Public Service Commission. TTY: 800-251-8345

## 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 Tues 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 and 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)**

715-634-0523

Voice &amp; TTY: 800-228-2587

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.

## 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

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**

800-606-9227 or 715-265-4271

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

**West CAP Adult Literacy Program**

715-265-4271 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 different programs related to employment training and finding a job including vocational training programs through WITC, FSET, W-2, and WIO programs. Both locations have computers available for free to individuals to work on job search related activities-resume, job search, job applications. Also available: webinars about interviewing and finding jobs, courses for basic computer skills, help with computers and information about local job openings.

- Polk County Job Center

715-485-3115

- Burnett County Office

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 people 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 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 provided to those who qualify for an alternative to nursing home-based care. Based upon functional assessment, 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+:  
 \$4 suggested donation. No one (60+ years of age) is  
 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+ 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 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

- *Ruby's Pantry*

651-674-0009

1060 Water Street. 8am-9:30am, 1<sup>st</sup> Sat. \$20 donation.

- *Cumberland Food Pantry*

715-822-2004

1270 1<sup>st</sup> Ave. Fri 1pm-3pm.

**Dresser**

- *People Loving People*

715-755-2300

103 East Main Street. Wed. 2pm-5pm, Sat. 11am-1pm. Open to all.

**Frederic**

- *Family Pathways Food Shelf*

715-327-44251

100 Wisconsin Ave. S. Tues/Thurs 9am-3pm, Wed 12pm-3pm.

**Grantsburg**

- *Grantsburg Area Food Shelf*

320 S Brad Street. Serves Grantsburg School District. Open Thursday 9:30 am to 11:30 am

**Luck**

- *Ruby's Pantry*

715-472-7770

210 E Park Ave. 12pm-1:30pm, 3<sup>rd</sup> Tues. \$20 donation.

**Osceola**

- *The Open Cupboard*

715-294-4357

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

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

Scffoodshelf@gmail.com

## 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 Thurs 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.com](http://www.amazon.com). 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. Tues: Luck and Frederic. Wed: 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. Select the day and time to pick up your order. There are parking spaces at the front of the store designated for In-Store Pick Up.

## Misfits Market

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

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

715-268-0241

Amery, Clear Lake, Luck, and Turtle Lake Clinic

Locations-Direct Access Lab Testing and financial assistance program available.



**Burnett Medical Center**

715-463-5353

Grantsburg, WI. Direct Access Lab Testing and financial assistance program, and Community Care Program available.

**Cumberland Healthcare**

715-822-7500

Cumberland, WI. Offers Direct Access Lab Testing.

**Osceola Medical Center**

715-294-2111

Osceola, WI. Offers Direct Access Lab Testing and financial assistance program and Community Care Fund available.

**St. Croix Regional Medical Center**

715-407-4197

St. Croix Falls, WI. Offers Direct Access Lab Testing.

**Western Wisconsin Health**

715-684-1111

Baldwin, WI. Offers Direct Access Lab Testing.

## **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. 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 WI 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.

- Northwest Wisconsin CEP, Inc.

715-635-2175

Serves Burnett County residents.

- NorthLakes Community Health Clinic

715-986-2599

Turtle Lake, WI.

## Medical Assistance (Medicaid, MA)

888-283-0012

Great Rivers Consortium. 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

715-268-6605

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



## Family Caregivers Rock

familycaregiversrock@outlook.com

Nonprofit that supports the health and wellness of family caregivers by granting wishes. 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 60+.

## 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

Spoooner Health System – Home Care

715-635-1238

Spoooner, 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 or 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 or 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 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.	
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	800-606-9227
Glenwood City, WI.	715-265-4271

WIHousingSearch.org

877-428-8844

Free, up-to-date listings of rentals throughout WI.

## **Housing – Shelters**

Benjamin House

715-736-2437

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.

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****715-268-5730****Crisis Line: 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.

**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 discuss ways to improve a consumer's home accessibility, identify 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

Superior, WI. Serves Burnett County. Provides information & referral about a building's accessibility guidelines for public and private homes & businesses. TTY: 800-924-1220

## 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](mailto: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

Loan program designed to assist low and moderate-income households with repairs to their homes. Administered by the Chippewa County Housing Authority. 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

Spoooner, 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. Services are consumer controlled; each individual decides which services they participate in while working with staff to establish goals and determine steps to meet those goals.

### **In-Home Help**

*Personal care includes “hands-on” services such as bathing, grooming, and hygiene. Supportive home care includes services such as laundry, cooking, house cleaning, and meal prep. 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 of 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.

**Lutheran Social Services**

715-552-2490

Community supported living program serving Polk County. Open to inquiries for services from Burnett County but can't guarantee immediate start to services.

**North Country Independent Living**

800-924-1220

Superior, WI. Serves Burnett County. Provides personal and supportive home care. Accepts private pay, MA, and long-term care insurance.



**Peaceful Living**

715-386-7071

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

**Serenity Care Agency, LLC**

715-308-3800

Boyceville, WI. Serves Polk County. Provides personal care and supportive home care services. Accepts private pay and will work with long term care insurance.

**Spirit of the Heart**

715-441-0159

St. Croix Falls, WI. Provides personal care and supportive home care services. Accepts private pay and will work with long term care insurance.

**Touching Hearts at Home**

715-245-1944

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)**

800-366-2990

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: 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**

800-514-9979

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.

Hope Gospel Mission Bargain Center

715-839-9498

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.

Home Health Resources

715-268-9164

Amery, WI. Medicare Certified.

Home Medical Products and Services

800-528-9969

Rice Lake, WI. Purchase and/or rent medical equipment. Medicare Certified.

J&B Medical

800-737-0045

Incontinence supply provider for Medicaid recipients in WI. Medicare Certified.

Lincare (Respiratory/Oxygen supplies)

855-483-1927

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

Luck Pharmacy

715-472-2122

Luck, WI. Medicare Certified



**North Country Independent Living**

715-392-9118

TTY: 800-924-1220

Superior, WI. Serves Burnett County. Assistive technology loan and demonstration program.

**Siren Pharmacy**

715-349-2221

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

**Stout Vocational Rehabilitation Institute**

715-232-2513

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

**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.

**Unity Clinic (SCRMC)**

715-825-3278

Balsam Lake, WI. Medicare Certified.

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

## Medication Management

### Pharmacies

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**

715-463-2525

Grantsburg, WI. Offers packaging of medications for individuals, group homes, retirement centers, and hospice. Offers free local delivery for your convenience

**Unity Pharmacy (SCRMC)**

715-825-4498

Balsam Lake, WI. Offers mailing and delivery.

**Yellow River Pharmacy**

715-866-8644

Webster, WI. Offers mailing and medication packaging.

## Mental Health

### Amery Behavioral Health

715-268-8000

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

Burnett County Mental Health Crisis Line      888-636-6655

### 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/](https://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

[namicconnections@polkcounty@gmail.com](mailto:namicconnections@polkcounty.org)

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 866-488-7386 Suicide prevention crisis line for LGBTQ	

**Veterans Crisis Line**

800-273-8255

Suicide prevention crisis line for veterans and their families and friends to call. Online chat is available at [www.veteranscrisisline.net/](http://www.veteranscrisisline.net/) or text 838255

**Nursing Homes – Skilled Nursing Facilities**

*For options in paying for nursing home care, information on area nursing homes, or other options to nursing home placement, contact: ADRC of NW Wisconsin at 800-485-2372*

Christian Community Home Osceola, WI	715-294-1100
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Continuing Care Center at Burnett Medical Center Grantsburg, WI	715-463-5353
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Divine Rehabilitation and Nursing St. Croix Falls, WI	715-483-9815
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Frederic Nursing & Rehab Frederic, WI	715-327-4297
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Golden Age Manor Amery, WI	715-268-7107
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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

715-483-0083

St. Croix Falls, WI. Surveillance systems and personal emergency response-no med management dispensing systems.

Dose Health

844-300-6212

Smart phone compatible medication dispenser and medication call/text reminder services. Visit

[www.dosehealth.com/](http://www.dosehealth.com/) for more information.



**FirstCall Medical Monitoring**

800-924-3407

St. Croix Electric Cooperative, Hammond, WI.

Personal emergency response system; landline and/or cellular phone; fall detection; equipment is leased, and participants charged a monthly fee for service.

**Guardian Alert Plus 911/Logic Mark**

866-541-8387

Personal emergency response system for veterans that requires no landline, 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. HAS/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	715-731-0133
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**

Continuing Care Center at Burnett Medical Center in Grantsburg, WI. In facility respite care services only.

### **American Parkinson Disease Association-WI**

**608-345-7938**

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**

Amery, WI. Facility based respite care for 28 consecutive days or less.

**Community Homestead**

715-294-3038

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

**Day Friends Memory Care at Endeavors**

715-485-8762

Respite for individuals with dementia in Balsam Lake, WI. Transportation available.

**Happy Day Club**

715-416-2942

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

**In Home Care Support Services**

866-452-3875

Offers in home respite services for elderly and handicapped.

**Interfaith Caregivers of Polk County**

715-825-9500

St. Croix Falls, WI. No Hands-on Personal Care.

Respite Care Association of Wisconsin

608-222-2033

Madison, WI. Caregiver Respite Grant Program to help with respite care needs.

### 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

715-931-8262

District 23 of the NW Wisconsin/UP AA. Covers Polk and Burnett Counties. Call for meeting locations, times and contacts. Meetings offered in several communities. [www.area74.org/](http://www.area74.org/)

Gamblers Anonymous Area 8A Minnesota

855-222-5542

Area 8A Minnesota serves and provide information about meetings available in Northwest Wisconsin. [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

Osceola Medical Center 715-294-1111

## **Chronic Pain**

Chronic Pain Support Group  
800-642-1336

St. Croix Regional Medical Center

**Chronic Illness/Pain Support Group**

715-825-4100

North Valley Lutheran Church, 1988 220th Ave,  
Centuria; Contact Suzanne for 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](https://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. [nationalmssociety.org/](https://nationalmssociety.org/)

MS Self-Help Group

763-742-8572

2nd Tuesday of the month at the Larsen Family Public Library. Webster, WI.

### **Other**

Northwest Wisconsin Ostomy Support Group

715-537-6756

Rice Lake, WI

### **Parkinson's**

Parkinson's Foundation Helpline

800-473-4636

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

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 varies with each company.

### IRS Volunteer Income Tax Assistance

800-906-9887

Free tax help to people who make less than \$54,000 annually, persons with disabilities, and limited English-speaking taxpayers who need assistance preparing their own tax returns.

### 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

[generationsonline.org/apps](http://generationsonline.org/apps)

An interactive program that guides older adults with internet, email, and basic tools to get connected online.

Download “*Generations on Line*” app on device

### 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.

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

MTM

866-907-1493

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. TTY: 800-855-2880

## **Medical Appointment Transportation**

ADRC of Northwest Wisconsin

877-485-2372

Burnett and Polk County residents

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

Burnett County Veterans Service Office

715-349-2179

Offers transportation for Burnett County Veterans to and from VA Medical Center in Minneapolis, MN.

Riders must be ambulatory and give minimum of 3 days in advance.

Greater Minnesota Van Service

800-258-1210

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

Midwest Ridesource

715-796-7433

Star Prairie, WI. Serving within a 30-mile radius providing stretcher, wheelchair, and ambulatory transportation for any transportation need.

**Transportation for any Reason-Ambulatory Only**

Interfaith Caregivers of Burnett County

715-866-4970

Volunteer drivers serve Burnett County elderly or disabled

Interfaith Caregivers of Polk County

715-483-8500

Volunteer Drivers serve Polk County elderly/disabled. No employment related transportation provided.

New Freedom 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://stcroixojibwe-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

Serves Burnett County.

•Veterans Assistance Foundation Inc.

866-823-8387

Serves Polk County

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

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. TTY: 866-419-1260

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

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.

TTY: 800-924-1220



**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  
608-921-1400

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

## **Decision Making Supports**

*Options for youth who will need assistance making decisions as an adult. 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:

715-485-8400

Burnett County Health and Human Services:

715-349-7600

Family Care/IRIS

877-485-2372

ADRC of Northwest Wisconsin

## **Mental and Behavioral Health**

Burnett County Mental Health Crisis Line

888-636-6655

## 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/](https://crisistextline.org/)

## 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.

See the Mental Health section for additional resources

**TeenLine**

Text TEEN to 839863 or 800-852-8336

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

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

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

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

## Division of Vocational Rehabilitation (DVR)

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

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 (GLITC)

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.