



Aging & Disability Resource Center  
of Northwest Wisconsin

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



**877-485-2372**

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

**RESOURCE GUIDE**

December 2021



| <b>ADRC of Northwest Wisconsin Staff Directory</b> |   |                       |
|--|---|-----------------------|
| <b>Staff Name</b>                                  | <b>Position</b>   | <b>Primary Office</b> |
| Laura Neve   | Director  | Balsam Lake & Siren   |
| Sabrina Naglosky                                   | ADRC/Aging Unit Supervisor  | Siren                 |
| Angie Heyer  | Accounting and Clerical   | Siren                 |
| Kari Broten  | Fiscal Support Specialist   | Balsam Lake           |
| 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   | Balsam Lake & Siren   |
| Danielle Butzler                                   | Information & Assistance Specialist   | Balsam Lake           |
| Kysa Marten  | Information & Assistance Specialist   | Balsam Lake           |
| Barb Engelhart                                     | Dementia Care Lead, Information & Assistance Specialist                       | Balsam Lake & Siren   |
| Leslie Peterson                                    | Resource Specialist   | Balsam Lake           |
| Nicole Coulter                                     | Administrative Assistant  | Balsam Lake           |
| Cheryl Bereiter                                    | Transportation Coordinator  | Balsam Lake           |

**Contact Us**

877-485-2372  
adrc@co.polk.wi.us  
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**Balsam Lake**

Polk County Government  
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Center,  
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Siren, WI 54872  
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## About the ADRC of Northwest Wisconsin Mission and Vision

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 appropriate services and supports.

### Who We Serve

We proudly serve Polk County, Burnett County, and the St. Croix Chippewa Indians of Wisconsin. We serve older adults and individuals living with a physical or developmental disability, or with mental health/substance abuse issues (starting at 17.5 years old).

We offer guidance to caregivers, family members, spouses, and professionals in the community. We assist all people – regardless of income.

### **Who We Are**

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.

### **What We Do**

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. Most services offered by the ADRC are provided free of charge. People who use transportation services provided by the ADRC are charged a co-payment for rides.

Meal services, such as congregate dining and home-delivered meals, do not charge a fee if you are 60+ years of age but a donation to the program is appreciated. Others are asked to pay \$10 per meal.

### ADRC Services

**Disability Benefits Specialists (DBS):** Providing benefits counseling to adults ages 18 to 59 with physical disabilities, developmental disabilities, mental illness, and/or substance abuse disorders.

**Elder Benefits Specialists (EBS):** Providing assistance to adults ages 60 and over who are having problems with their private or government benefits, or who simply have questions about their benefits.

**Caregiver Supports:** Provide information to caregivers about available services and to assist caregivers in accessing those services. We co-facilitate two support groups.

**Dementia Care Specialist (DCS):** Specializes in the specific needs and concerns of people living with dementia, caregivers and family, and professionals. Anyone who has concerns/questions about dementia or Alzheimer's can also contact the DCS.

**Help Paying for Long-Term Care:** The ADRC is the entryway to publicly funded long-term care programs (Family Care and IRIS). We determine eligibility and help you to determine which program best meets your needs.

**Information and Assistance:** Specialists will listen to your concerns, assess your needs, and help connect you to service providers.



**Options Counseling:** Offering information about the choices available to meet your long-term care needs and discuss the spectrum of care.

**ADRC Nutrition Program:** Includes group dining at six sites throughout Polk and Burnett Counties. For those who qualify, Meals on Wheels® are also offered.

**Transportation:** Non-emergency medical transportation to people with disabilities of all ages and people aged 60+. The ADRC has a wheelchair-accessible van and minibus that is used for shopping, errands, and social trips.

**Vital Connections:** If someone is at risk of abuse or neglect, losing housing or heat, we are here to connect you to someone who will respond to your urgent situation.

**Community Programming:** Provides and sponsors an array of educational and community outreach programs focusing on health promotion, prevention, caregiving, planning for the future, and topics of interest to community members.

**Loan Closet/Lending Library:** Allows people to borrow items such as walkers, bath chairs, wheelchairs, and toilet seat risers for up to 6 months at no cost.

Educational resources available to borrow or purchase for individuals affected in some way by dementia, memory loss, and/or Alzheimer's disease.

**Monthly Newsletter:** "The Voice" newsletter has useful information about updates in the community and resources.

**Youth Transition Services:** Assists with the transition process of youth living with a disability transitioning to adulthood starting at 17.5 years old. Offers a single-entry point for information and assistance on issues affecting students.

### ADRCs in Surrounding Counties

|   |  |   |
|---|--|---|
| <p><b>ADRC of Barron, Rusk, and Washburn Counties</b><br/>888-538-3031<br/><a href="http://www.adrcconnections.org/">www.adrcconnections.org/</a><br/>Offices located in Barron, Ladysmith, and Spooner</p> | <p><b>ADRC of Chippewa County</b><br/>888-400-6920<br/><a href="http://www.co.chippewa.wi.us">www.co.chippewa.wi.us</a><br/>711 N. Bridge St., #118, Chippewa Falls, WI 54729</p>  | <p><b>ADRC of Douglas County</b><br/>866-946-2372<br/><a href="http://www.douglascountywi.org">www.douglascountywi.org</a><br/>1316 N. 14th St., Superior, WI 54880</p> |
| <p><b>ADRC of Dunn County</b><br/>715-232-4006<br/><a href="http://www.co.dunn.wi.us/adrc">www.co.dunn.wi.us/adrc</a><br/>3001 US Hwy 12 E, #160, Menomonie, WI 54751</p>                                   | <p><b>ADRC of Eau Claire County</b><br/>888-338-4636<br/><a href="http://www.co.eau-claire.wi.us">www.co.eau-claire.wi.us</a><br/>721 Oxford Ave., #1130, Eau Claire, WI 54703</p> | <p><b>ADRC of St. Croix County</b><br/>800-372-2333<br/><a href="http://www.sccwi.gov/">www.sccwi.gov/</a><br/>1752 Dorset Lane, New Richmond, WI 54017</p>             |

### Aging and Disability Resources in Minnesota

#### **Senior LinkAge Line**

800-333-2433 or <https://mn.gov/senior-linkage-line/>

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

**Disability HUB MN**866-333-2466 or <https://disabilityhubmn.org/>

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

**MN LinkVet**888-546-5838 or <https://linkvet.org/>

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

**Abuse and Neglect**

*If an emergency, please call 911. 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 or

<https://www.burnettcounty.com/75/Health-and-Human-Services>

Adult Protective Services

**CRA (Community Referral Agency)**

Crisis Line:  
800-261-7233

Polk:  
715-825-4414

Burnett:  
715-349-7272

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

### **Crisis Textline**

Text: 741741 or [www.crisistextline.org/](http://www.crisistextline.org/)

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

### **Deaf Unity**

608-466-2881 or <https://www.deafunitywi.org/>

Serves Deaf victims of sexual assault, domestic violence, or stalking in WI.

### **Elder Rights Project**

844-614-5468 or <http://www.legalaction.org/services/elder-rights-project>

Provides free civil legal service to victims of elder abuse who are WI residents, aged 60+, regardless of income.

### **Long Term Care Ombudsman**

800-815-0015 or

<https://www.dhs.wisconsin.gov/aging/ltcombud.htm>

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 or

<https://www.polkcountycommunityservices.org/>

Adult Protective Services

**Wisconsin Division of Quality Assurance**

608-266-8481 or <https://www.dhs.wisconsin.gov>

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

**Wisconsin Elder Abuse Hotline**

833-586-0107 or <https://reportelderabusewi.org/>

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 or <https://states.aarp.org/wisconsin/>

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

**ADA Information Line**

800-514-0301 or <https://www.ada.gov/infoline.htm>

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 or <https://agrability.bse.wisc.edu/>

TTY: 800-947-3529

Services for individuals and families engaged in farming and coping with disability.

**AIDS Resource Center of Wisconsin/Vivent Health**715-836-7710 or <https://viventhealth.org/>

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

**American Cancer Society**800-227-2345 or <https://www.cancer.org/>

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

**Arthritis Foundation**414-533-0453 or <https://www.arthritis.org/home>

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

**Autism Society of Wisconsin**888-428-8476 or <https://www.autismgreaterwi.org/>

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 or <http://biaw.org/>

Madison, WI. Provide education, advocacy, prevention, information & resources, and support services to brain injury survivors, families, and professionals.

**Brain Injury Resource Center of Wisconsin**

262-770-4882 or <https://www.bircofwi.org/>

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 or <https://www.cwagwisconsin.org/>

Madison, WI. Support Wisconsin Health and Aging initiatives.

**Crowning Achievements**

612-850-2298 or <http://www.crowningachievements.org/>

Serving people 16+ with special needs. Hosting free and fun events each month.

**Disability Rights Wisconsin**

715-736-1232 or <https://disabilityrightswi.org/>

Rice Lake, WI. Helps people across Wisconsin gain access to benefits, supports and services, and experience opportunity through its advocacy services and legal expertise.

**Down Syndrome Association of Wisconsin**

414-327-3729 or <https://www.dsaw.org/>

West Allis, WI. Provide support to Wisconsin families, individuals with Down syndrome and related disabilities through awareness, information, programs, and services.

**Epilepsy Foundation**

833-890-2277 or <https://www.epilepsy.com/wisconsin>  
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 or <https://www.endabusewi.org/>  
Madison, WI. Statewide coalition led by social policy advocates, attorneys, and experts working to support, connect, empower, and lead organizations to end domestic abuse.

**Family Care & IRIS Ombudsman**

800-928 8778 or <https://disabilityrightswi.org/program>  
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 or <https://www.glitc.org/>  
Lac du Flambeau, WI. Support tribes in self-determination by providing assistance.

**Long Term Care Ombudsman**

800-815-0015 or  
<https://www.dhs.wisconsin.gov/aging/lcombud.htm>  
For complaints, questions, and/or concerns regarding the care and the rights of residents in nursing homes, group homes, and people 60+ receiving Family Care.



**National Indian Health Board (NIHB)**

202-507-4070 or [www.nihb.org](http://www.nihb.org)

Provides a variety of services to tribes, Area Health Boards, Tribal organizations, federal agencies, and private foundations.

**National Indian Council on Aging (NICOA)**

505-292-2001 or <https://www.nicoa.org/>

Advocate for improved comprehensive health, social services, and economic wellbeing for American Indian elders.

**Respite Care Association of Wisconsin**

608-222-2033 or <https://respitecarewi.org/>

Appleton, WI. To promote, support, and expand quality statewide respite care.

**SAGE Advocacy and Services for LGBT Elders**

414-271-2656 or <https://www.sageusa.org/>

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

**The Arc Wisconsin**

608-422-4250 or <https://arcwi.org/>

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 or <https://www.ucpwcw.org/>

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 or <https://gwaar.org/wisconsin-aging-advocacy-network>

Madison, WI. A collaborative group of 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 or <https://wi-bpdd.org/>

Madison, WI. Create statewide change for the developmental disability community.

**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 Parkinson Association**

414-312-6990 or <https://www.wiparkinson.org/>

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

## **Wisconsin Statewide Parent-Educator Initiative**

833-879-7734 or <https://wspei.org/>

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** **Dementia Care Specialist (DCS)**

*Provides information, resources, connections, and dementia screenings to people living with dementia/Alzheimer's, their families, caregivers, or professionals.*

### **ADRC of Northwest Wisconsin**

877-485-2372

<https://adrcnwwi.org/>

Serves Polk and Burnett  
County

### **St. Croix Chippewa Indians of WI**

715-349-8554 x5193

[https://stcroixojibwe-  
nsn.gov/](https://stcroixojibwe-nsn.gov/)

Serves members of the  
tribe.

## **Alert and Location Devices**

### **MedicAlert+Safe Return Identification Program**

800-432-5378 or <https://www.medicalert.org/>

The Alzheimer's Association's 24/7 nationwide emergency response service for individuals with Alzheimer's or a related dementia who wanders. Service alerts a community support network and gives first responders important medical and demographic information. \$55 initial enrollment fee plus \$35 annual/renewal fee.

**Project Lifesaver**

Polk County Sheriff's  
Department:  
715-485-8300

Burnett County Sheriff's  
Department:  
715-349-2121

<https://projectlifesaver.org/>

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 to us if the individual is ever lost.

**Helplines****Alzheimer's Association 24/7 Helpline**

800-272-3900 or <https://www.alz.org/>

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

**Lewy Line**

800-539-9767 or <https://www.lbda.org/>

Information and support for individuals impacted by Lewy Body Dementia.

**The Association for Frontotemporal Degeneration  
Helpline**

866-507-7222 or <https://www.theaftd.org/>

Information and support for individuals impacted by Frontotemporal Degeneration.

### **Memory Care Units**

|   |   |  |
|---|---|--|
| <b>Amery Memory Care</b><br>715-268-4800<br><a href="http://amerymemorycare.com">amerymemorycare.com</a><br>/<br>Amery, WI                      | <b>Comforts of Home</b><br>715-800-0688<br><a href="http://wpseniorliving.com/">wpseniorliving.com/</a><br>St. Croix Falls, WI                | <b>Golden Age Manor</b><br><a href="http://goldenagemanor.com/">goldenagemanor.com/</a><br>715-268-7107<br>Amery, WI |
| <b>Eagle Ridge Senior Living</b><br><a href="http://eagleridgeseniorliving.com/">eagleridgeseniorliving.com/</a><br>715-294-8000<br>Osceola, WI | <b>Riverbend Assisted Living</b><br><a href="http://riverbend-seniorliving.com/">riverbend-seniorliving.com/</a><br>715-268-9449<br>Amery, WI |  |

### **Memory Clinics**

*Help individuals suspected of having Alzheimer's disease or a related dementia get a precise diagnosis through testing of the brain. Each clinic may vary in services provided and diagnostic process. The Alzheimer's Association recommends in an evaluation for Alzheimer's disease and related dementias that medical history, laboratory tests, status evaluation, neuropsychological examination, physical examination, psychiatric evaluation, and neurological examination be included.*

|  |  |  |
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| <b>Essentia Health Neurology-Duluth Clinic</b><br>218-786-3935<br><a href="http://essentiahealth.org">essentiahealth.org</a><br>Duluth, MN | <b>Fairview Chisago Lakes Memory Assessment Clinic</b><br>651-257-8499<br><a href="http://mhealthfairview.org/">mhealthfairview.org/</a><br>Chisago City, MN | <b>Kinisi Institute of Movement</b><br>715-483-0241<br><a href="http://www.kinisiinstitute.org/">www.kinisiinstitute.org/</a><br>St. Croix Falls, WI |
|--|--|--|

|   |   |  |
|---|---|--|
| <p><b>Marshfield Clinic</b><br/>866-333-1996<br/><a href="http://marshfieldclinic.org/">marshfieldclinic.org/</a><br/>Rice Lake or Eau Claire</p> | <p><b>Mayo Clinic Health System Memory Care Clinic</b><br/>715-838-1900<br/><a href="http://mayoclinichealthsystem.org">mayoclinichealthsystem.org</a><br/>Eau Claire, WI</p> | <p><b>Neurological Associates of St Paul</b><br/>855-324-7843<br/><a href="http://fairview.org">fairview.org</a><br/>Maplewood, MN</p> |
| <p><b>Noran Neurological Clinic</b><br/>612-879-1000<br/><a href="http://noranclinic.com/">noranclinic.com/</a><br/>Lake Elmo, MN</p>             | <p><b>UW Family Medicine Clinic</b><br/>608-265-1210<br/><a href="http://uwhealth.org">uwhealth.org</a><br/>Madison, WI</p>   |  |

### Day Break Services

#### **Day Friends**

715-485-8762 or <https://www.endeavorsadc.org/>  
Balsam Lake, WI. Endeavors Adult Development Center. Provides staff who creates a safe and supportive environment with socialization and therapeutic activities. Day Friends also provides caregivers a respite program.

#### **Happy Day Club**

715-416-2942 or <https://happydayclub.godaddysites.com/>  
Spooner, WI. Serves people who are affected with Alzheimer's Disease or other related dementia by providing quality supervised care.

#### **Adult Day Care/Respite**

715-463-5353 or <https://www.burnettmedicalcenter.com>  
Continuing Care Center at Burnett Medical Center, Grantsburg, WI. Long-term and rehabilitative care facility that provides necessary health services.

## **Research and Clinical Trials**

*Participation in research studies or donating their brain after death for research.*

### **Alzheimer's Association Helpline**

800-272-3900 or [www.alz.org/research](http://www.alz.org/research)

### **Wisconsin Alzheimer's Disease Research Center**

608-263-2582 or [www.adrc.wisc.edu/](http://www.adrc.wisc.edu/)

### **Lewy Body Dementia Association**

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

Helps connect individuals with Lewy Body Dementia and Parkinson's Dementia with clinical trials currently recruiting participants.

### **The Association for Frontotemporal Degeneration**

866-507-7222 or <https://www.theaftd.org/>

## **Alzheimer's Support Groups**

### **ADRC of Northwest Wisconsin**

877-485-2372 or <https://adrcnwwi.org/>

Caregiver Support Group. Peace Lutheran Church in Dresser, WI: 2-3:30pm on the 3<sup>rd</sup> Tues of the month.

Grantsburg Library: 10:30am-12pm on the 4<sup>th</sup> Thurs of the month.

### **Alzheimer's Association Support Groups**

800-272-3900 or <https://www.alz.org/help-support/community/support-groups>

- Individuals with Mild Cognitive Impairment, 2nd Wed. of the Month, 10am-11:30am

- General Family Caregivers, Every Other Tues., 5:30pm-7pm
- Caregivers for a Loved One with Dementia in a Facility, Fri., 10am-11:30am
- Male Family Caregivers, 3rd Wed. of the Month, 5:30pm-6:30pm
- Caregivers for a Loved One with Dementia in Early Stages, 2nd Tues. of the Month, 9:30am-11am. Also, 4th Tues. of the Month, 10am-11:30am
- Caregivers with a Loved One with Frontotemporal Degeneration, 3rd Wed. of the Month, 6pm-7:30pm

### **Alzheimer's and Dementia Alliance Support Groups**

608-661-0463 or <https://www.alzwisc.org>

- Caregivers with a Loved One with Lewy Body Dementia, 2nd and 4th Wednesday of the Month, 1:30pm-3pm
- Caregivers with a Loved One with Young Onset Dementia, 1st and 3rd Monday of the Month, 5pm-6:30pm

### **Amery Area Community Center**

715-268-6605 or <https://www.amerycommunitycenter.com/>

Dementia Caregiver Support Group, 1st Wednesday of every month at 10am



**Amery Memory Care**

715-268-4800 or <https://amerymemorycare.com/>

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**

*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)

*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.*

ADRC of Northwest WI  
877-485-2372

With the AFH list constantly changing, contact the ADRC or visit [www.dhs.wi.gov](http://www.dhs.wi.gov).

**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.*

|   |   |  |
|---|---|--|
| <p><b>Evergreen Village</b><br/>Amery, WI<br/>715-268-6640<br/><a href="http://ameryhousingauthority.org">ameryhousingauthority.org</a></p> | <p><b>Riverbend Assisted Living</b><br/>Amery, WI<br/>715-268-9949<br/><a href="http://riverbend-seniorliving.com">riverbend-seniorliving.com</a></p> | <p><b>The Royal Oaks</b><br/>Osceola, WI<br/>715-294-1600<br/><a href="http://www.theroyaloaks.com/">www.theroyaloaks.com/</a></p> |
|---|---|--|

**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.

|  |  |  |
|--|--|--|
| <p><b>Amery Memory Care</b><br/>Amery, WI<br/>715-268-4800<br/><a href="https://amerymemorycare.com/">https://amerymemorycare.com/</a></p> | <p><b>Christian Community Home of Osceola</b><br/>Osceola, WI<br/>715-294-1100<br/><a href="https://cch-osceola.org/">https://cch-osceola.org/</a></p> | <p><b>Comforts of Home</b><br/>St. Croix Falls, WI<br/>715-483-1707<br/><a href="http://www.wpseniorliving.com/">www.wpseniorliving.com/</a></p> |
|--|--|--|

|   |   |   |
|---|---|---|
| <p><b>Countryside Acres</b><br/>Webster, WI<br/>715-866-4411</p>  | <p><b>Eagle Ridge Senior Living</b><br/>Osceola, WI<br/>715-294-8000<br/><a href="http://eagleridgeseniorliving.com/">eagleridgeseniorliving.com/</a></p> | <p><b>Lawson Manor</b><br/>Luck, WI<br/>715-472-2164<br/><a href="http://unitedpioneerhome.org">unitedpioneerhome.org</a></p> |
| <p><b>Riverbend</b><br/>Amery, WI<br/>715-268-9949<br/><a href="http://riverbend-seniorliving.com">riverbend-seniorliving.com</a></p> | <p><b>Shady Knoll Home</b><br/>Grantsburg, WI<br/>715-463-5425<br/><a href="http://shadyknollhome.com/">shadyknollhome.com/</a></p>                       | <p><b>Sophie's Manor</b><br/>Centuria, WI<br/>715-640-3330<br/><a href="http://sophiesmanor.com/">sophiesmanor.com/</a></p>   |
| <p><b>Traditions of Frederic</b><br/>Frederic, WI<br/>715-327-4888</p>  |   |   |

### [AODA and Substance Abuse](#)

#### **Burnett County Health and Human Services**

715-349-7600 or

<https://www.burnettcounty.com/75/Health-and-Human-Services>

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

### **Polk County Community Services Division**

715-485-8400 or

<https://www.polkcountycommunityservices.org/>

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**

608-244-5077 or <https://soarcms.org/programs/solstice-house>

24/7 Warmline service for individuals with mental health and/or substance abuse issues.

### **St. Croix Tribal Mental Health/AODA**

715-349-8554 x5264 or <https://stcroixojibwe-nsn.gov>

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

### **Wisconsin Addiction Recovery Helpline**

833-944-4673 or Text 898211 or Live Chat at:

[www.211wisconsin.communityos.org/](http://www.211wisconsin.communityos.org/)

Free, confidential, 24/7 Statewide resource for substance use treatment and recovery.

## Check-In/Companion Services

### **AARP Friendly Voices**

888-281-0145 or

<https://aarpcommunityconnections.org/friendly-voices/>

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

### **Alexa Care Hub**

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

A free feature that gives you a way to check in on parents or loved ones. With an Echo device at their home and the Alexa app on your phone, you'll know they're safe.

### **Coffee Talk (Little Brothers Friends of the Elderly)**

877-238-2282 or <https://www.littlebrothersmn.org/>

A commitment-free, drop-in chat line when a friendly voice is needed most. For people 65+. 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 or <https://www.littlebrothersmn.org/phone-companions/>

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 or

<https://www.ioaging.org/services/friendship-line>

Both a crisis intervention hotline and a line for non-emergency emotional support calls.

### **Rise and Shine Call In**

715-483-8500 or <https://www.interfaithpolk.org/>

Interfaith Caregivers of Polk County. Daily check-in call service for seniors and adults with disabilities. Make a phone call each day before 11am to let staff know they're safe.

### **Snug Safety**

Download the App for Android or IOS or

<https://www.snugsafe.com/>

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

### **Well Connected**

877-797-7299 or <https://covia.org/programs/well-connected/>

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+.

**Consumer Protection/Fraud**

**Burnett County Sheriff's Department**

715-349-2121 or

<https://www.burnettcounty.com/104/Sheriffs-Office>

Questions, feedback, or have information about criminal activity.

**Better Business Bureau of Wisconsin, Inc.**

414-847-6000 or <https://www.bbb.org/local-bbb/bbb-serving-wisconsin>

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

**Bureau of Consumer Protection Hotline**

800-422-7128 or <https://www.ftc.gov/about-ftc/bureaus-offices/>

Madison, WI. Authority to regulate unfair business practices.

**Office of the Commissioner of Insurance**

800-236-8517 or <https://oci.wi.gov/>

Madison, WI. Protect WI consumers by maintaining a strong insurance industry.

**Polk County Sheriff's Department**

715-485-8300 or <https://www.co.polk.wi.us/law>

Provide respectful law enforcement services to the citizens of Polk County.

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

855-303-9470 or <https://www.aging.senate.gov>

Anyone with information about suspected fraud can call the toll-free fraud hotline.

## **Wisconsin Do Not Call List**

888-382-1222 or <https://www.donotcall.gov/register.html>

A free tool to reduce the number and frequency of unwanted calls.

## **Deaf and Hard of Hearing**

### **Center for Independent Living Western Wisconsin**

715-736-1800 or <https://cilww.com/>

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

### **Hike Fund, Inc.**

712-325-0812 or <https://thehikefund.org/>

Provides low-income children 0-20 years old with hearing aids and assistive devices.

### **ICanConnect – WI**

844-638-5800 or <http://www.icanconnect.org/>

Free communication technology for people with combined vision and hearing loss. Installation, training, and technical support is available. Qualification based on income.



**Miracle-Ear Foundation**

877-632-6320 or <https://www.miracle-ear.com/>

Gift of Sound Program provides hearing aids and hearing support services to families or individuals with low income. Application fee for adults (age 19 and older) is \$150.

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

855-359-5252 or

<https://www.dhs.wisconsin.gov/odhh/index.htm>

Madison, WI. Provides information, referral services, and technical assistance.

**North Country Independent Living**

715-392-9118 or <https://northcountryil.org/>

Superior, WI. Serves Burnett County. Loan & demonstration program of assistive technology.

Equipment available: communication aids, signaling devices, assistive listening devices, amplified phones, adaptive recreation aids, etc.

**Telecommunications Assistance Program Hearing Aid Assistance (TAP HAA)**

608-267-7195 or

<https://www.dhs.wisconsin.gov/odhh/tap.htm>

Can provide up to \$250 towards the cost of a telecoil or Bluetooth-enabled hearing aid or cochlear implant external processor.

## **Telecommunications Equipment Purchase Program**

608-231-3305 or

<https://psc.wi.gov/Pages/Programs/TEPP.aspx>

Madison, WI. Help people with disabilities buy specialized equipment they need in order to use basic telephone services. TTY: 800-251-8345

## **Wisconsin Telecommunication Relay Systems**

|   |   |
|---|---|
| Voice to TTY: 711 or 800-947-6644 or  | 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:<br><a href="http://www.sprintip.com">www.sprintip.com</a> | <a href="https://wisconsinrelay.com/">https://wisconsinrelay.com/</a> |

Free service that enables people who are Deaf, Hard of Hearing, or those with a Speech Disability to place and receive confidential phone calls. Those without a text telephone but do have a computer and internet may use the Sprint IP Relay system.

## **Wisconsin Lions Foundation Hearing Project**

877-463-6953 or <https://wlf.info/our-work/hearing/>

Helps Wisconsin residents who cannot afford to purchase a hearing instrument, and do not qualify for any existing state-funded financial assistance programs.

## Dental Resources

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

### **Affordable Dentures**

534-444-4938 or <https://www.affordabledentures.com/>  
Eau Claire, WI. Provide a comprehensive treatment in a safe environment. Services include Crown solutions, general dentistry, denture repairs, and new dentures.

### **Chippewa Valley Free Clinic**

715-839-8477 or <http://cvfreeclinic.org/>  
Eau Claire, WI. Dental services only provided Tuesday 5-8pm serving uninsured individuals at or below 200% of the federal poverty level. Proof of income required.

### **Donated Dental Services**

866-812-9840 or [www.wda.org](http://www.wda.org)  
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.

### **Hope Dental Clinic**

651-789-7605 or <https://www.hopedentalclinic.org/>  
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 or <https://lschc.org/>

Superior, WI. Provides complete oral health care for the whole family. Preventative care, emergency care, and restorative services offered.

**Marshfield Clinic Rice Lake Dental Center**715-236-8900 or <https://www.marshfieldclinic.org>

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 for patients with limited income and out-of-pocket dental expenses.

**NorthLakes Community Clinic**888-834-4551 or <https://nlccwi.org/>

Turtle Lake, WI and Hayward, WI. Provide comprehensive preventive dental services and emergency dental needs. Accepts Medicaid and sliding fee scale for private pay.

**Sharing and Caring Hands Dental Clinic**

612-338-4640 or <https://sharingandcaringhands.org>

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.

**Employment****Division of Vocational Rehabilitation (DVR)**

715-634-0523 or <https://dwd.wisconsin.gov/dvr/>

Serves Polk and Burnett. Providing job services, training, and employment assistance to people while working with employers on finding workers to fill current job openings.

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

715-635-0967 or <https://www.glitc.org/>

Develop and deliver vocational support to eligible Native Americans with disabilities living in the service area that are sensitive to their individual culture.

**ICAA's Skills Enhancement Program**

715-532-4222 or <https://www.indianheadcaa.org/skills-enhancement/>

Serves Burnett County. 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.

**National Indian Council on Aging (NICOA)**505-292-2001 or <https://www.nicoa.org/>

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

**North Country Independent Living**800-924-1220 or <https://northcountryil.org/>

Employment services for people with disabilities to find employment in their community.

**Senior Community Service Employment Program**877-872-5627 or <https://www.dol.gov/agencies/eta/seniors>

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

**Softec Education, INC**715-688-9629 or <https://www.softeceducation.org/>

Providing accelerated 5–6-week course, industry certified, technical education course.

**Stout Vocational Rehabilitation Institute**715-232-1410 or <https://www.uwstout.edu>

Private pay vocational evaluation and training for people living with a disability.

**West CAP Skills Enhancement Program**715-265-4271 or <https://westcap.org/services/skillsliteracy/>

Designed to assist with the cost of short-term training.  
Income restrictions.

**West CAP Adult Literacy Program**715-265-4271 x1314 or <https://westcap.org/services/>

One-on-one tutoring program for adults to improve literacy skills.

**Wisconsin CEP Inc.**715-635-2175 or <https://nwcep.org/>

Spooner, WI. Guide federal, state, and private fund workforce development programs.

**Wisconsin Senior Employment Program (WISE)**715-939-1400 *Jobs for Progress, Inc.* or<https://www.dhs.wisconsin.gov/wise/index.htm>

Employment training program for low-income, unemployed individuals aged 55+.

**Workforce Resource**

Polk County Job Center:

715-485-3115

Burnett County Office:

715-718-4840

<https://www.workforceresource.org/home.php>

Vocational training programs with Northwood Tech, FSET, W-2, and WIO programs. Computers available for job search related activities. Webinars about interviewing and finding jobs, basic computer skills, and information about local jobs.

## Energy and Utility Assistance

### **Energy Assistance Hotline**

715-485-8480 or

<https://www.polkcountychildrenandfamiliesdept.org>

Serves Polk County. Provides financial and emergency assistance with heating bills, furnace tuning and replacement, and weatherization for income-eligible people.

### **Energy Star Focus on Energy**

800-762-7077 or <https://focusonenergy.com/>

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

### **Energy Services Inc.**

800-506-5596 or <https://esiwi.com/>

Provide low-income assistance needed to prevent energy emergencies from occurring.

### **EveryoneOn**

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

Connecting low-income families to affordable internet service and computers.

### **Harvest of Hope Fund**

608-836-1455 or <https://fyi.extension.wisc.edu>

Madison, WI. Provides gifts to farmers to address common farm financial problems.



**Heat for Heroes**

800-891-9276 or <https://heat4heroes.org/>

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 or

<https://www.wisconsinruralhousing.org/homenet>

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 or

<http://www.interfaithcaregiversburnettcountywis.org/>

Heat-A-Home program may be able to assist you if you have wood stove heating.

**Lifeline & Link-Up Program**

800-234-9473 or <https://www.lifelinesupport.org/get-help/>

Help people on low-or fixed-incomes by reducing internet/phone bills and assisting with the phone service installation. Eligible customers must have proof of low-income status or be receiving specific benefits.

**Modest Needs Grants**

844-667-3776 or <https://www.modestneeds.org/for-applicants/>

Emergency grants to low-income workers who are at risk of poverty and for whom no other source of immediate help is available. Applications only online.

**Public Service Commission Helpline**

608-267-3595 or <https://psc.wi.gov/Pages/Home.aspx>

Internet and phone helpline. Can help apply for Lifeline program, find programs offered by local providers, or find nearby free Wi-Fi spots.

**SafeLink Wireless**

800-723-3546 or <https://www.safelinkwireless.com/>

Free/discounted cell phone service. Free phones only available for individuals enrolled in a Medicaid HMO or living on tribal land. Proof of Medicaid coverage needed to apply.

**Salvation Army of Polk County**

715-263-2900 or <https://centralusa.salvationarmy.org/usc/>

Emergency utility assistance with a disconnect notice. Must apply to WHEAP first.

**Tribal Lifeline and Linkup**

800-234-9473 or <https://www.lifelinesupport.org>

Lowers the cost of phone/internet on Tribal lands. Eligible if you participate in Federal assistance programs, Bureau of Indian Affairs General Assistance, Tribal Temporary Assistance for Needy Families, and Food Distribution Program on Indian Reservations.

**USDA Rural Development**

715-635-8228 or <https://www.rd.usda.gov/>

Spooner, WI. Over fifty financial assistance programs for a variety of rural applications.

**WestCap**

715-265-4271 or <https://westcap.org/>

Burnett County. Apply for regular energy assistance. Can book appointments online.

**Wisconsin Home Energy Assistance Program Information**

866-432-8947 or <http://homeenergyplus.wi.gov/>

Aimed to assist Wisconsin households in reducing their energy burden.

**Family Care**

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

**ADRC of Northwest Wisconsin**

877-485-2372

**Food and Nutrition Programs**

**ADRC of Northwest Wisconsin Nutrition Program**

877-485-2372

ADRC Dining Program and Meals on Wheels of Northwest Wisconsin. General Public: \$10 per meal; Individuals 60+: \$4 suggested donation. No one 60+ years of age is ever denied services because of inability to donate the suggested amount.

| <b><u>ADRC Dining Program Sites:</u></b>                 |  |  |
|--|--|--|
| <p><b>A&amp;H Senior Center</b><br/>715-635-7199</p>     | <p><b>Amery Congregational Church</b><br/>715-268-6818</p> | <p><b>Grantsburg Senior Center</b><br/>715-463-2940</p>                        |
| <p><b>Milltown Community Center</b><br/>715-825-5025</p> | <p><b>Siren Senior Center</b><br/>715-349-2845</p>         | <p><b>Webster Senior Center</b><br/>715-866-5300<br/>(location may change)</p> |

**Commodity Supplement Program for Seniors**

715-977-1191 or <https://westcap.org>

Serves Polk County. WestCAP program provides free box of commodity foods each month. Individuals must be 60+ and meet income guidelines.

**Foodshare**

Great Rivers Consortium: 888-283-0012 or

<https://www.dhs.wisconsin.gov>

FoodShare Screening and Application Assistance: 715-496-3121

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

**Harvest of Hope Fund**

608-836-4633 or <https://fyi.extension.wisc.edu>

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**

Danbury Nutrition Site: 715-656-3227

Sand Lake Nutrition Site: 715-349-2849

Meals are free to tribal elders who are 55+. Non-Tribal Members under 60 years and Tribal Members under 55 must pay \$5.00. <https://stcroixojibwe-nsn.gov/>

**Food Pantries (By City)****Amery**

- Amery Area Food Pantry: 715-268-5999 or [facebook.com/ameryareafoodpantry](https://facebook.com/ameryareafoodpantry)  
230 Deronda St, Amery, WI 54001. Mon 9am-12pm, Thurs 3pm-6pm

- Ruby's Pantry: 651-674-0009 or <https://www.rubyspantry.org/home>  
241 Venture Drive, Amery, WI 54001. 2nd Sat of the month. 7:30am-9am

### **Balsam Lake**

- Balsam Lake Community Food Shelf: 715-485-3800  
305 1st Ave E, Balsam Lake, WI 54810. 24/7 in the basement of the church.

### **Clear Lake**

- Lifeline Food Pantry: 715-263-3846  
560 5th St, Clear Lake, WI 54005. Wed/Thurs  
1:15pm-5pm

### **Cumberland**

- Ruby's Pantry: 651-674-0009 or <https://www.rubyspantry.org/home>  
1060 Water Street, Cumberland, WI 54829. 1st Sat of the Month. 8am-9:30am.
- Cumberland Food Pantry: 715-822-2004 or [facebook/CumberlandFoodPantry](https://www.facebook.com/CumberlandFoodPantry)  
1270 1st Ave, Cumberland, WI 54829. Fri 1pm-3pm.

### **Deer Park**

- St. Croix Valley Food Bank Pop-Up  
<https://www.stcroixvalleyfoodbank.org/>  
112 Front St W, Deer Park, WI 54007. 4<sup>th</sup> Thurs of the month 11am-12pm

**Dresser**

- People Loving People: 715-755-2300 or [peoplelovingpeopleinc.org/food-ministry/](http://peoplelovingpeopleinc.org/food-ministry/)  
103 E Main St, Dresser, WI 54009. Wed 2pm-5pm,  
Sat 11am-1pm

**Frederic**

- Family Pathways Food Shelf: 715-327-4425 or [www.familypathways.org](http://www.familypathways.org)  
1100 Wisconsin Ave. S, Frederic WI 54837.  
Tues/Thurs 9am–4pm, Wed 12pm-4pm, Sat 9am-  
Noon

**Grantsburg**

- Grantsburg Area Food Shelf: 715-222-4370 (Only call  
between 8 am-6 pm)  
320 South Brad Street, Grantsburg, WI 54840. Thurs  
9:30am-11:30am

**Luck**

- Ruby's Pantry: 715-472-7770 or <https://www.rubyspantry.org/home>
- 210 E Park Ave, Luck, WI 54853. 3rd Tues of the  
Month. 12pm-1:30pm

**Osceola**

- The Open Cupboard: 715-294-4357 or [www.facebook.com/OpenCupboard](http://www.facebook.com/OpenCupboard)  
406 2nd Ave, Osceola, WI 54020. Mon/Wed 9am-  
12pm, Thurs 11am-4pm.

## **Pine City**

- Family Pathways: 320-629-0128 or [www.familypathways.org](http://www.familypathways.org)  
220 7th St. SW., Pine City MN 55063. Mon/Thurs  
9am–5pm, Wed 11am–3pm

## **Shell Lake**

- ICAA Washburn County Food Pantry: 715-468-2939  
110 N Industrial Dr, Shell Lake, WI 54871. Fri/Sat  
9am-12pm.

## **Siren**

- Ruby's Food Shelf: 715-349-7829 or <https://www.rubyspantry.org/home>  
24534 State Hwy 70/35. Mon/Fri: 10am-2pm, Wed  
10am-4pm

## **Spooner**

- Lakeland Family Resource Center: 715-939-1151 or <https://lakelandfrc.com/>  
819 Ash Street, Spooner, WI. Open daily 5am-8pm at  
Spooner Business Center.
- Spooner Memorial Library Compassion Kitchen  
Bench Service: 715-635-2792  
421 High Street, Spooner, WI. Open during library  
hours. Emergency Food Bags & Ready to Eat Food  
bags.
- Washburn County Food Pantry: 715-205-3273  
1649 Cottonwood Ave. Spooner, WI. Tues 9am-  
11am, Thurs 1pm-3pm



- Ruby's Pantry: 715-635-9309 or or <https://www.rubyspantry.org/home>  
8000 W Beaverbrook Ave. Spooner, WI. 2<sup>nd</sup> Sat of the Month, 9am-10:30am

### **St. Croix Falls**

- Family Pathways: 715-483-2920 or [www.familypathways.org](http://www.familypathways.org)  
2000 US Hwy 8, SCF, WI 54024. Mon/Tues/Thurs 9am-5pm, Wed 10:30am-5pm
- St. Croix Falls Food Pantry: 307-241-5122 or [www.facebook.com/SCFfoodshelf/](http://www.facebook.com/SCFfoodshelf/)  
809 Pine Street, St. Croix Falls, WI 54024. Mon 9am-11am, Thurs 3pm-6pm

### **Turtle Lake**

- Food Pantry: 715-986-4683  
111 Elm Street S, Turtle Lake, WI 54889. Tues 12:30pm-3:30pm

### **Webster**

- Burnett County Food Pantry: 715-866-8151  
26356 Lakeland Ave South, Webster, WI.  
Mon/Tues/Fri 10am-3pm
- Second Harvest Food Distribution located at Connections  
(Next to Holiday Gas Station). 1st and 3rd Thurs of every month. Starts 11am

- St Croix Chippewa Commodities Distribution: 715-349-2195  
24663 Angeline Avenue, Webster, WI. Mon-Thurs  
7:30am to 4:30pm. Native American income eligible only.

### **Grocery Delivery**

#### **Austad's Supervalu**

715-986-2244 or <https://www.austadssupervalu.com/>

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

#### **Amazon**

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

Order items online. Click the Department tab and grocery at the bottom of the list.

#### **Dicks Fresh Market [www.dicksfreshmarket.com/](http://www.dicksfreshmarket.com/)**

Amery: 715-268-7513  
(Delivers Tuesday)

Osceola: 715-294-2158  
(Delivers Monday)

Contact location to order groceries over the phone. To receive groceries same day, place order before noon. Delivery available at both locations.

**Farmbox Direct**

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

Organic & Natural Produce Delivery. Offers different box sizes and types. Choose between organic and natural selections, get a mixed produce box, a box of just fruit, or a box of just veggies. Customize delivery schedule and NO commitments!

**Fourwinds Market**

715-349-5563 or [www.fourwindsmarket.com](http://www.fourwindsmarket.com)

Siren, WI. Purchase groceries online and groceries get delivered out to your car.

**Groceries and Grub**

715-503-0044 or [www.wedeliverhere.com/](http://www.wedeliverhere.com/)

Delivery: 9am-7pm. 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.

**Interfaith Caregivers of Burnett County**

715-866-4970 or

<http://www.interfaithcaregiversburnettcountywis.org/>

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

**Interfaith Caregivers of Polk County**

715-483-8500 or <https://www.interfaithpolk.org/>

Pick up Interfaith and deliver from local food pantries or grocery shop for you.

**Marketplace Foods**

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

St. Croix Falls, WI. Order online, checkout, and pay for your grocery order. Select the day and time to pick up your order. Park at In-Store Pick Up for workers to deliver.

**Misfits Market**

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

Affordable subscription box of funny-looking organic produce from farmers to rescue organic produce and other items, then deliver them to your door. Order a small or large box filled with organic fruits and veggies. Receive a box weekly or bi-weekly.

**Mom's Meals**

877-508-6667 or <https://www.momsmeals.com/>

Get refrigerated, home-delivered meals that are ready to heat. Serving clients who are covered under Medicare Advantage plans, Medicaid plans, Long-Term Services and Supports (LTSS) programs or the Older Americans Act, and by individuals or their caregivers who are looking for a self-pay program.

**Schwan's Home Services**

888-724-9267 or <https://www.schwans.com/>

Order online or over the phone, choosing flexible delivery options.

**Walmart Grocery Pickup**

St. Croix Falls, WI: 715-483-1399

Pine City, MN: 320-629-5845

<https://www.walmart.com/>. Offering curbside pickup. Shop online, choose from groceries and more. Swing by and pick them up. Accepts SNAP EBT.

**Healthcare-Reduced Rate****Direct Access Lab Testing/Cash Labs**

*Discounted cash price for common lab tests. May 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 or

<https://www.healthpartners.com/care/hospitals/amery/>

Amery, Clear Lake, Luck, and Turtle Lake Clinic Locations-Direct Access Lab Testing and financial assistance program available.

**Burnett Medical Center**

715-463-5353 or <https://www.burnettmedicalcenter.com/>

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

**Cumberland Healthcare**

715-822-7500 or <https://cumberlandhealthcare.com/>

Cumberland, WI. Offers Direct Access Lab Testing.

**Osceola Medical Center**715-294-2111 or <https://www.myomc.org/>

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

**St. Croix Regional Medical Center**715-407-4197 or <https://www.scrmc.org>

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

**Western Wisconsin Health**715-684-1111 or <https://www.wwhealth.org/>

Baldwin, WI. Offers Direct Access Lab Testing.

**Free and Reduced Clinics****Chippewa Valley Free Clinic**715-839-8477 or <http://cvfreeclinic.org/>

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 or <http://www.menomoniefreeclinic.org/>

Menomonie, WI. Tues evening by appointment. Anyone who is in need of medical care, uninsured/underinsured, with an income of 250% or less of the Federal Poverty Level.

**Rice Lake Area Free Clinic**

715-736-3733 or <https://rlafc.org/>

Rice Lake, WI. Every Tues 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 or <https://www.myfreeclinic.org/>

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

**Wisconsin Well Woman Program**

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

Burnett County Health and Human Services: 715-349-7600

Polk County Public Health Department: 715-485-8500

Provides preventive health screening to women, ages 45-64, with little health insurance coverage. WWWP pays for mammograms and Pap tests. Income guidelines apply.

**Hair, Skin, and Nails****Burnett Medical Center**

715-463-5353 or <https://www.burnettmedicalcenter.com/>

Foot/Nail Care services by an RN/Diabetes Educator and LPN. \$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 or <https://www.myfreeclinic.org/>

Luck, WI. Free nail and foot care/trimming, 2nd Tues of the month. Appointment only.

**Ruby's Well Care Center Beauty Salon Service**715-472-7770 or <https://www.myfreeclinic.org/beauty/>

Free service to low-income people. Includes haircuts, styling, and other services as products are available. 2nd Tues of the month from 9am-12pm by appointment only.

**Health Insurance Programs****ADRC of Northwest Wisconsin**

877-485-2372

Elder Benefits Specialists (aged 60+) and Disability Benefits Specialists (aged 18-59) can provide general information on public and private insurance options. Includes Wisconsin Medical Assistance, SeniorCare, Medicare, SSI MA, etc.



### **Forward Health Member Services**

800-362-3002 or <https://www.forwardhealth.wi.gov/>

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

Apply for health coverage, compare options, and enroll.

### **Health Insurance Marketplace Navigators and Certified Application Counselors**

Trained to help consumers, small businesses, and employees with health coverage options through the Marketplace, including completing eligibility and enrollment forms. Required to be unbiased and free.

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| <p><b>Polk County<br/>Public Health<br/>Department</b><br/>715-485-8500<br/>Serves Polk and<br/>Burnett Counties.</p> | <p><b>Northwest WI<br/>CEP, Inc.</b><br/>715-635-2175<br/>Serves Burnett<br/>County residents.</p> | <p><b>Northlakes<br/>Community<br/>Health Clinic</b><br/>715-986-2599<br/>Turtle Lake, WI.</p> |
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### **Medical Assistance (Medicaid, MA)**

#### **Great Rivers Consortium**

888-283-0012

A group of county agencies that determine enrollment and ongoing case management. Serves Polk and Burnett Counties.

### Medicare & Medicare Part D Information

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| <b>ADRC of<br/>Northwest<br/>WI</b><br>877-485-<br>2372 | <b>Disability<br/>Drug Benefit<br/>Helpline</b><br>800-926-4862 | <b>Medicare<br/>National<br/>Information<br/>Line</b><br>800-633-4227 | <b>Medicare<br/>Part D<br/>Information<br/>Line</b><br>866-456-<br>8211 |
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### Medicare Fraud

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| <b>Coalition of<br/>Wisconsin<br/>Aging Groups<br/>(CWAG)</b><br>800-366-2990 | <b>Medicare<br/>National<br/>Information Line</b><br>800-633-4222 | <b>Senior Medicare<br/>Patrol</b><br>888-818-2611 |
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### **MediGap Insurance Helpline**

800-242-1060 or

[www.dhs.wisconsin.gov/aging/medigap.htm](http://www.dhs.wisconsin.gov/aging/medigap.htm)

Info on supplemental insurance policies and health insurance questions.

### **Office of the Commissioner of Insurance for WI**

800-236-8517 or <https://oci.wi.gov>

Madison, WI. Enforces insurance laws, agent licensing, and investigates complaints.

**Senior Care**

800-657-2038 or

<https://www.dhs.wisconsin.gov/seniorcare>

A prescription program for Wisconsin residents aged 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 Powerful Tools for Caregivers, Healthy Living with Diabetes, and Living Well with Chronic Conditions Program.

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

715-268-6605 or <https://www.amerycommunitycenter.com/>

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

**Family Caregivers Rock**

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

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

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

## Senior Planet from AARP

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

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

## Well Connected

877-797-7299 or <https://covia.org/>

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 agencies offer in-home skilled nursing, therapy services, and personal care.*

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| <p><b>Adoray Home Health &amp; Hospice</b><br/>800-359-0174<br/><a href="https://adoray.org/">https://adoray.org/</a><br/>Baldwin, WI.<br/>Serves Polk and Burnett Counties.</p> | <p><b>Allina Home Health Care and Hospice</b><br/>800-261-0879<br/><a href="http://allinahealth.org/">allinahealth.org/</a><br/>St Paul, MN.<br/>Serves Polk County</p> | <p><b>Good Samaritan Society</b><br/>715-483-5505<br/><a href="http://www.good-sam.com/">www.good-sam.com/</a><br/>St Croix Falls, WI.<br/>Serves Polk and Burnett Counties.</p> | <p><b>Hearts of Gold</b><br/>715-468-2931<br/>Shell Lake, WI.<br/>Serves Polk and Burnett Counties.</p> |
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| <p><b>Indianhead Home Health Services</b><br/>715-532-1545<br/>Ladysmith, WI.<br/>Serves Polk and Burnett Counties.</p> | <p><b>Indianhead Medical Center Home Health</b><br/>715-468-7833<br/>Shell Lake, WI.<br/>Serves Polk and Burnett Counties.</p> | <p><b>Interim HealthCare</b><br/>715-377-9617<br/><a href="http://interimhealthcare.com/">interimhealthcare.com/</a><br/>Hudson, WI.<br/>Serves Polk County.</p> | <p><b>Spooner Health System Home Care</b><br/><a href="http://spoonerhealth.com">spoonerhealth.com</a><br/>715-635-1238<br/>Spooner, WI.<br/>Serves Burnett County.</p> |
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### Hospice

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

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| <p><b>Adoray Hospice</b><br/>715-629-1888<br/><a href="https://adoray.org/">https://adoray.org/</a><br/>Baldwin, WI. Serves Polk and Burnett Counties.</p>                                   | <p><b>Allina Home Health Hospice and Palliative Care</b><br/>651-635-9173<br/><a href="http://www.allinahealth.org">www.allinahealth.org</a><br/>St. Paul, MN. Serves Polk County.</p>                           | <p><b>Regional Hospice Services</b><br/>715-685-5151<br/>715-635-9077<br/><a href="http://www.regionalhospice.org/">www.regionalhospice.org/</a><br/>Ashland, WI and Spooner, WI. Serves Polk and Burnett.</p> |
| <p><b>Interim Healthcare Hospice of Western WI</b><br/>715-377-9617<br/><a href="http://www.interimhealthcare.com">www.interimhealthcare.com</a><br/>Hudson, WI.<br/>Serves Polk County.</p> | <p><b>Heartland Home Health Care and Hospice</b><br/>866-216-5708<br/><a href="http://www.promedica hospice.org">www.promedica hospice.org</a><br/>Roseville, MN and Eau Claire, WI.<br/>Serves Polk County.</p> | <p><b>St. Croix Hospice</b><br/>715-318-0916<br/><a href="http://www.stcroixhospice.com/">www.stcroixhospice.com/</a><br/>Frederic, WI. Serves Polk and Burnett Counties.</p>                                  |

## Housing – Assistance

### **Department of Agriculture, Trade and Consumer Protection Hotline**

800-422-7128 or <https://datcp.wi.gov/>

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 or <https://www.wisconsinruralhousing.org/>

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

### **Harvest of Hope Fund**

608-836-4633 or

<https://www.madisonchristiancommunity.org>

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 or

<https://www.co.chippewa.wi.us/community/home-buyers>

No interest, deferred payment loans 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 or [www.modestneeds.org](http://www.modestneeds.org)

Offers grants for people who don't qualify for public assistance programs. Can be used to pay for an unexpected expense or bills an individual can no longer afford because of an unexpected expense. Applications only online. Applicants must have regular access to a computer, internet and a scanner or fax machine.

**Movin' Out**

877-861-6746 or <https://www.movin-out.org/>

Madison, WI. Offers information, referrals, and resources for home ownership, home repair for safety and accessibility, or rental housing for low-income families. Serves income-qualified households with a person who has a permanent disability of any kind.

**Northwest Regional Housing Rehab and Down Payment Assistance Program**

715-635-2197 or [www.nwrpc.com](http://www.nwrpc.com)

Burnett County. Provide closing costs and up to 50 percent of the down payment to Low and Moderate-Income clients. Income limitations.

**Salvation Army of Burnett County**

715-349-8744 or <http://www.salvationarmywi.org/>

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

**Salvation Army of Polk County**

715-263-2900 or <http://www.salvationarmywi.org/>

Clear Lake, WI. Administers Permanent Supportive Housing program and will provide rent assistance 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 or <https://www.rd.usda.gov/>

Spoooner, 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 or <https://westcap.org/>

Serving Polk County. Section 8 Housing Voucher Program, Rapid Rehousing, and Tenant-Based Rental Assistance. Income Restrictions. Appointments also online.

**Wild Rivers Habitat for Humanity**

715-483-2700 or <https://wildrivershabitat.org/>

Serves Polk and Burnett Counties. Build homes in partnership with families and finance homes with 0 to low interest loans, to families who could not otherwise afford a home.



**Wisconsin Emergency Rental Assistance Program**833-900-9372 or <https://doa.wi.gov>

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

**Wisconsin Housing and Economic Development Authority**800-755-7835 or [www.wheda.com](http://www.wheda.com)

WHEDA works closely with lenders, developers, local government, nonprofits, community groups, and others to implement its low-cost financing programs.

**Workforce Resource Emergency Assistance Program**855-792-5439 or <https://www.workforceresource.org/>

Assist with past due rent, security deposit, first month's rent, and utility disconnect notices. Must have an eviction/disconnect notice and a minor child living in the home.

**Housing – Renting**

*Subsidized housing may have income, age, or disability guidelines to qualify.*

**HUD Housing Discrimination Hotline**800-669-9777 or <https://www.hud.gov/faqs/complaints>

Information about Fair Housing Rights and file a complaint about housing discrimination.

## HUD Public and Indian Housing Customer Service Center

800-955-2232 or <https://www.hud.gov/>

Information about programs operated by the Office of Public and Indian Housing (HUD programs).

## WIHousingSearch.org

877-428-8844 or <https://wihousingsearch.org/>

Free, up-to-date listings of rental housing throughout WI

| <b><u>Rental Agencies</u></b>  |  |   |
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| <b>Allegiant Property Management</b><br>608-784-1381<br><a href="http://allegiantpropertymanagementllc.com/">allegiantpropertymanagementllc.com/</a> | <b>Amery Housing Authority</b><br>715-268-2500<br><a href="http://ameryhousingauthority.org/">ameryhousingauthority.org/</a> | <b>Burnett County Housing Authority</b><br>715-866-8231<br><a href="http://burnetthousingauthority.org/">burnetthousingauthority.org/</a> |
| <b>Catholic Charities Bureau</b><br>888-276-0246<br><a href="http://ccbsuperior.org/">ccbsuperior.org/</a>   | <b>Clear Lake Housing Authority</b><br>715-263-3370  | <b>Croix Management</b><br>651-465-6841<br><a href="http://croixmanagement.com/">croixmanagement.com/</a>                                 |
| <b>Dak Management</b><br>877-219-7282<br><a href="http://dakgroup.org/">dakgroup.org/</a>  | <b>Frederic Housing Authority</b><br>715-327-8490<br><a href="http://fredericwi.com/">fredericwi.com</a>                     | <b>Grantsburg Housing Authority</b><br>715-463-2475<br><a href="http://district8housing.org/">district8housing.org/</a>                   |

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| <b>Horizon Management Group</b><br>800-944-4866<br><a href="http://hmgapt.com/">hmgapt.com/</a> | <b>Good Samaritan Society</b><br>715-483-1917<br><a href="http://good-sam.com/">good-sam.com/</a>                             | <b>Impact 7</b><br>715-651-2053<br><a href="http://impactseven.org/">impactseven.org/</a>                                      |
| <b>Luck Housing Authority</b><br>715-472-2032   | <b>Meridian Group Inc</b><br>715-635-3031<br><a href="http://meridiangroupinc.net/">meridiangroupinc.net/</a>                 | <b>Milltown Apartments</b><br>715-825-2026   |
| <b>Osceola Housing Authority</b><br>715-294-3629  | <b>Polk County Housing Authority</b><br>715-294-4243<br><a href="http://co.polk.wi.us">co.polk.wi.us</a>                      | <b>Ridgeview</b><br>715-263-2544   |
| <b>Sunny View Apartments, E. Fuller Inc.</b><br>715-634-2040                                    | <b>St. Croix Tribal Housing Authority</b><br>715-349-2727<br><a href="http://stcroixojibwensn.gov/">stcroixojibwensn.gov/</a> | <b>WestCap</b><br>800-606-9227<br>715-265-4271<br><a href="http://westcaprentalproperties.org">westcaprentalproperties.org</a> |

### Housing – Shelters

#### **Benjamin House**

715-736-2437 or <https://www.benamins-house.org/>  
 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 with a case manager. Referrals to community agencies also made.

**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 or <https://centralusa.salvationarmy.org>

Siren, WI. Salvation Army Shelter provides shelter to homeless families residing in Burnett and surrounding counties.

**Grace Place**

715-247-2944 or

<https://centralusa.salvationarmy.org/graceplace/>

New Richmond, WI. Salvation Army shelter here to provide stability to low-income families and individuals by offering services that address their needs.

**Northwoods Homeless Shelter**

Crisis Line: 715-268-5730 or 715-554-0137 or

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

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 residents of the emergency shelter program that have long-term issues at risk of being homeless.

**Our Neighbors' Place**

715-426-9000 or <https://www.ourneighborsplace.org/>  
River Falls, WI. Day Center provides housing support and general advocacy. Transitional housing program supports a family's need for shelter and security.

**Salvation Army Serenity Home**

715-263-2900 or <https://centralusa.salvationarmy.org>  
Offers shelter and short-term support to families and single individuals in Polk County.

**Stepping Stones**

715-235-2920 or <https://www.stepsstonesdc.org/>  
Menomonie, WI. Provides emergency shelter, housing assistance, and referral services.

**The Family House Warming Center**

715-651-8740 or <https://the-family-house-on-heart-island-inc.>  
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 or <https://cilww.com/>

Menomonie, WI. Serves Polk County. Discuss ways to improve a home's accessibility. Identify areas that could be improved and offer possible solutions.

Recommendations include a ramp design, building information, or suggestions on how to remodel for better access. Also provide information on funding options for these projects.

### **Home Modification Occupational Therapy Alliance**

269-978-8340 or <https://hmota.net/>

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 or

<http://www.interfaithcaregiversburnettcountywis.org/>

Webster, WI. Minor home repair or modification projects.

### **Interfaith Caregivers of Polk County**

715-483-8500 or <https://www.interfaithpolk.org/>

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

**North Country Independent Living**

715-392-9118 or <https://northcountryil.org/>

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

**Northwest Regional Housing Rehab and Down Payment Assistance Program**

715-635-2197 or [www.nwrpc.com](http://www.nwrpc.com)

Burnett County. Funds may be used for accessibility modifications. Income limitations.

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

[www.tomorrowshomefoundation.org/](http://www.tomorrowshomefoundation.org/) Grant program to assist low-income mobile and manufactured homeowners who need critical home repairs to remain in the home. Grant recipient must pay at least 10% of costs. Grants given up to \$2,500.

**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 or <https://www.rd.usda.gov/>

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 or

<http://www.interfaithcaregiversburnettcountywis.org/>

Webster, WI. Minor home repair or modification projects.

**Interfaith Caregivers of Polk County**

715-483-8500 or <https://www.interfaithpolk.org/>

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

**Home Repair Program**

715-726-7801 <https://www.co.chippewa.wi.us>

The Housing Rehabilitation Program is a loan program designed to assist low and moderate-income households with repairs to their homes. Administered by the Chippewa County Housing Authority, Chippewa, WI. Serves Polk County.



**Movin' Out**

877-861-6746 or <https://www.movin-out.org/>

Madison, WI. Offers information, referrals, and resources for home ownership, home repair for safety and accessibility, or rental housing for low-income families. Serves income-qualified households with a person who has a permanent disability of any kind.

**Northwest Regional Housing Program**

715-635-2197 <https://www.nwrpc.com/956/Regional-Housing-Program>

Spoooner, WI. Assistance in the form of a zero percent, deferred-payment loan to make repairs to an owner-occupied home. Services include new siding, roofing, windows, septic systems, insulation, furnaces, etc. Serves Burnett County and the St. Croix Tribe.

**Tomorrow's Home Foundation**

608-255-1088 or

<https://www.tomorrowshomefoundation.org/>

Grants for critical repairs for individuals to stay in their manufactured or mobile home.

**USDA Rural Development**

715-635-8228 or <https://www.rd.usda.gov/>

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 or <https://wildrivershabitat.org/>

Home Preservation program helps with exterior work including painting, patching, minor repair, landscaping, and replacement of exterior building. 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 or <https://westcap.org/>

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 services provided at no cost as an additional benefit of the Wisconsin Home Energy Assistance Program.

**Wild Rivers Habitat for Humanity**

715-939-1390 or <https://wildrivershabitat.org/>

Weatherization Program helps 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, support, independent living 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 or <https://cilww.com/>

Menomonie, WI. Serves Polk County. Provides support and training for individuals to become involved in systems change advocacy, skills training, and information referral.

#### **Home Modification Occupational Therapy Alliance**

269-978-8340 or <https://hmota.net/>

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 or <https://northcountryil.org/>

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

### In-Home Help

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

#### **Because There’s No Place Like Home, LLC**

715-706-1112 or <https://redslippershomecare.com/>

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

#### **Center for Independent Living**

800-228-3287 or <https://cilww.com/>

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 or <https://www.comfortkeepers.com/>  
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.

**IHC Support Services**

866-452-3875 or <https://ihcsupportservices.net/>  
St. Croix Falls, WI. Serves Polk and Burnett County. Provides non-medical 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

Provide most non-medical 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 or <https://www.isiinc.org/>

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 or <https://www.interfaithpolk.org/>

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 or <http://www.internationalquality.com/>

Eau Claire, WI. Serves Polk County. Providing personal care, transportation, respite care, services. Accepts private pay, Medicaid, VA, and private insurance.

**Lutheran Social Services**

877-967-5577 or <https://www.lsswis.org/>

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 or <https://northcountryil.org/>

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 or <https://peacefullivingcare.com/>

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

**Serenity Care Agency, LLC**715-308-3800 or <https://serenitycareagency.com/>

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 or <https://spirit-of-the-heart-home-health-care.business.site/>

St. Croix Falls, WI. Serves Polk and Southern Burnett. Provides personal care and supportive home care services. Private pay or works with long term care insurance.

**Touching Hearts at Home**715-245-1944 or <https://www.touchinghearts.com/>

Baldwin, WI. Serves Polk County. Accepts private pay and long-term care insurance.

**Legal Assistance**

*Legal representation is not guaranteed by these resources.*

**Coalition of Wisconsin Aging Groups (CWAG)**800-488-2596 or <https://www.cwagwisconsin.org/>

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**

608-263-6283 or <https://law.wisc.edu/eji/clc/>

Handles individual and class action lawsuits in state and federal court covering consumer protection issues: misrepresentation, fraud, credit scams, etc. Staffed by law students.

**Disability Rights Wisconsin**

715-736-1232 or <https://disabilityrightswi.org/>

Rice Lake, WI. Provides legal advocacy and rights protection for people with disabilities.

**Elder Rights Project**

844-614-5468 or <https://legalaction.org/>

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

**ICAA Legal Assistance for Victims Program**

715-415-0371 or <https://www.indianheadcaa.org/lav/>

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.

**Trellis Pension and Retirement Rights (formerly Upper Midwest Pension Rights)**

866-783-5021 or <https://trellisconnects.org>

North St. Paul, MN. Helps to locate missing pensions and answer questions.



**Wisconsin Guardianship Support Center**

855-409-9410 or <https://gwaar.org/guardianship-resources>

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

**Wisconsin Hispanic Lawyers Association**

262-208-5291 or <http://www.whla.org/>

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 or <http://www.judicare.org/>

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 & Information Services**

800-362-9082 or <https://www.wisbar.org>

Does not provide referrals for free legal help. Modest Means Program assists people with income too low to afford legal fees, but too high to receive free legal assistance.

### **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.*

[www.medicare.gov/](http://www.medicare.gov/) or 800-633-4227;

#### **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 for availability. No rental fees. Not Medicare Certified. Various assistive technology/devices to try before purchasing. Not available for purchase but information available on where to go to purchase the equipment.

#### **Apria Health Care**

715-234-6961 or <https://www.apria.com/>

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

#### **Balsam Lake Pharmacy**

715-485-3374 or <https://balsam-lake-pharmacy.business.site/>

Balsam Lake, WI. Medicare Certified

**Because There is No Place Like Home Medical Supply Store**

715-246-9040 or <https://redslippershomecare.com/>  
New Richmond, WI. New and used durable medical equipment for purchase or rent.

**CaptionCall**

877-557-2227 or <https://captioncall.com/>  
Amplified and captioning phone that is a no cost service for those with hearing loss. Ensures accurate communication with healthcare providers, 911, and helps people live independently longer.

**Chet Johnson Drug**

715-268-8121 or <https://www.chetjohnsondrug.com/>  
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 or <https://cilww.com/>  
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 or <https://www.scrmc.org/>  
Frederic, WI. Medicare Certified.

**Handi Medical Supply**

800-514-9979 or <https://www.handimedical.com/>  
St. Paul, MN. Will provide mail-order supplies and equipment to Polk and Burnett Counties. Larger items (beds, wheelchairs, etc.) only delivered and serviced to southern Polk and Amery area. Medicare Certified.

**Hope Gospel Mission Bargain Center and Building Center**

715-839-9498 or <https://www.hopegospelmission.org/>  
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 or  
<https://www.ameryhomehealthresources.net/>  
Amery, WI. Medicare Certified.

**Home Medical Products and Services**

800-528-9969 or <http://www.homeoxygen.com>  
Rice Lake, WI. Purchase and/or rent medical equipment. Medicare Certified.

**J&B Medical**

800-737-0045 or <https://www.jandbmedical.com/>  
Incontinence supply provider for Medicaid recipients in WI. Medicare Certified.

**Lincare (Respiratory/Oxygen supplies)**

855-483-1927 or <https://www.lincare.com/>

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

**Luck Pharmacy**

715-472-2122 or <https://luckpharmacyinc.business.site/>

Luck, WI. Medicare Certified

**North Country Independent Living**

715-392-9118 or <https://northcountryil.org/>

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

**Siren Pharmacy**

715-349-2221

Siren, WI. Products in store. Can order items not on hand.  
Not Medicare certified.

**Stout Vocational Rehabilitation Institute**

715-232-1410 or <https://www.uwstout.edu>

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 or <https://www.scrmc.org/>

Balsam Lake, WI. Medicare Certified.

**Wood River Pharmacy**715-463-2525 or <https://woodriverpharmacy.com/>

Grantsburg, WI. Medicare Certified

**Yellow River Pharmacy**715-866-8644 or <https://www.yellowriverpharmacy.com/>

Webster, WI. Medicare Certified

**Medication Management****Dose Health**844-300-6212 or [www.dosehealth.com/](http://www.dosehealth.com/)

Smart phone compatible medication dispenser and medication reminder services.

**Pharmacies****Balsam Lake Pharmacy**715-485-3374 or <https://balsam-lake-pharmacy.business.site/>

Balsam Lake, WI. Offers mailing and bubble packaging.

**Chet Johnson Drug**715-268-8121 or <https://www.chetjohnsondrug.com/>

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 or <https://www.scrmc.org/>

Frederic, WI. Offers mailing and delivery.

**Luck Pharmacy**715-472-2122 or <https://luckpharmacyinc.business.site/>

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 or <https://www.scrmc.org/>

St. Croix Falls, WI. Offers mailing and delivery.

**Wood River Pharmacy**715-463-2525 or <https://woodriverpharmacy.com/>

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 or <https://www.scrmc.org/>

Balsam Lake, WI. Offers mailing and delivery.

**Yellow River Pharmacy**715-866-8644 or <https://www.yellowriverpharmacy.com/>

Webster, WI. Offers mailing and medication packaging.

## Mental Health

### **Amery Behavioral Health**

715-268-8000 or <https://www.healthpartners.com/>

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 or <https://www.burnettcounty.com/>

State-certified emergency mental health services 24 hours a day 7 days a week.

### **Burnett County Health and Human Services**

715-349-7600 or <https://www.burnettcounty.com/>

Provides high quality, community-based services.

### **Crisis Textline**

Text: 741741 or visit [www.crisistextline.org/](http://www.crisistextline.org/)

Free 24/7 support. Connect with a Crisis Counselor.

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

### **Institute on Aging Friendship Line**

800-971-0016 or

<https://www.ioaging.org/services/friendship-line>

Both a crisis intervention hotline and for non-emergency emotional support calls.



**Mental Health Task Force**

Polk County:

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

Burnett County:

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

Websites provides information and links to local resources.

**National Alliance on Mental Illness of Polk County  
(NAMI)**[namiconnectionspolkcounty@gmail.com](mailto:namiconnectionspolkcounty@gmail.com)

Centuria, WI. Monthly meetings at Joy Lutheran Church

**National Alliance on Mental Illness of Wisconsin  
(NAMI)**800-236-2988 or <https://namiwisconsin.org/>

Madison, WI. Improve the quality of life of people affected by mental illness.

**National Suicide Prevention Hotline**800-273-8255 or <https://suicidepreventionlifeline.org/>

Provides 24/7, free, and confidential support.

**Polk County Community Services Division**

715-485-8400 or

<https://www.polkcountycommunityservices.org/>**Polk County 24-hour Mental Health and Substance  
Use Crisis Line**

888-552-6642

**Solstice Warmline**

608-244-5077 or <https://soarcms.org/programs/solstice-house>

24/7 Warmline service for individuals with mental health and/or substance abuse issues.

**St. Croix Tribal Mental Health/AODA**

715-349-8554 x5264 or <https://stcroixojibwe-nsn.gov>

**Trevor Project**

866-488-7386 or <https://www.thetrevorproject.org/>

Suicide prevention crisis line for LGBTQ

**Veterans Crisis Line**

800-273-8255 press 1 or <https://www.veteranscrisisline.net/>

Suicide prevention crisis line for veterans and their families and friends to call.

**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 WI at 877-485-2372*

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| <p><b>Christian Community Home</b><br/>715-294-1100<br/><a href="http://cch-osceola.org/">cch-osceola.org/</a><br/>Osceola, WI</p> | <p><b>Continuing Care Center at Burnett Medical</b><br/>715-463-5353<br/><a href="http://burnettmedicalcenter.com">burnettmedicalcenter.com</a><br/>Grantsburg, WI</p> | <p><b>Divine Rehabilitation and Nursing</b><br/>715-483-9815<br/><a href="http://divinestcroix.com/">divinestcroix.com/</a><br/>St. Croix Falls, WI</p> |
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| <p><b>Frederic Nursing &amp; Rehab</b><br/>715-327-4297<br/><a href="http://atriumlivingcenters.com">atriumlivingcenters.com</a><br/>Frederic, WI</p> | <p><b>Golden Age Manor</b><br/>715-268-7107<br/><a href="http://goldenagemanor.com/">goldenagemanor.com/</a><br/>Amery, WI</p> | <p><b>Maple Ridge Care Center</b><br/>715-635-1415<br/><a href="http://mapleridgecarecenter.org/">mapleridgecarecenter.org/</a><br/>Spooner, WI</p> |
| <p><b>United Pioneer Home</b><br/>715-472-2164<br/><a href="http://unitedpioneerhome.org/">unitedpioneerhome.org/</a><br/>Luck, WI</p>                | <p><b>Willow Ridge</b><br/>715-268-8171<br/><a href="http://willowridgecare.com/">willowridgecare.com/</a><br/>Amery, WI</p>   |   |

### Personal Emergency Response Systems

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

#### **CWS Cabin Watch**

715-483-0083 or <https://www.cws-security.com/>

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

#### **Dose Health**

844-300-6212 or <https://www.dosehealth.com/>

Portable emergency response systems used inside and outside the home.

**FirstCall Medical Monitoring**

800-924-3407 or <https://www.scecnecnet.net/firstcall>

St. Croix Electric Cooperative, Hammond, WI. Emergency response system; landline and/or cellular phone; fall detection; leased equipment, and participants charged a monthly fee for service.

**Guardian Alert Plus 911/Logic Mark**

866-541-8387 or <https://www.logicmark.com/>

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 or <https://www.healthcominc.com/>

Remote & telehealth monitoring, personal emergency response systems, vitals monitoring, medication management, and fall detection/auto call options. Monthly fee.

**Home Medical**

800-528-9969 or <http://www.homeoxygen.com/>

Rice Lake, WI. Freedom Alert personal emergency response system. \$299.95 for the whole system; no monthly fees.

**Life Assist USA**

Madison, WI. Serves Polk County: 888-860-8098

Grantsburg, WI. Serves Burnett and northern Polk County:  
715-222-6370

In-home personal emergency response, GPS locator, fall detection/auto call options, and medication management dispensing systems available. <https://www.life-assist.com/>

**LifeFone/Touching Hearts at Home**

715-245-1944 or <https://www.touchinghearts.com/>

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. Serves southern Polk County.

**Philips Lifeline**

800-368-2925 or <https://www.lifeline.philips.com>

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 or <https://www.stealth-security.com/>

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 or <https://vricares.com/>

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®**

[www.cvs.com/content/symphony](http://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:  
715-485-8300

Burnett County Sheriff:  
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, or institution selected to manage your benefits when it's determined you are unable to do so or direct others to do it for you.*

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| <p><b>House Calls of Menomonie, Inc.</b><br/>715-232-6475<br/><a href="http://housecallsinc.org/">housecallsinc.org/</a><br/>Menomonie, WI</p>  | <p><b>Lutheran Social Services of WI and Upper MI, Inc.</b><br/>715-394-4173<br/><a href="http://lsswis.org/">lsswis.org/</a><br/>Superior, WI</p> | <p><b>Payee Services, Inc.</b><br/>715-233-0203<br/><a href="http://payeeservicesinc.com">payeeservicesinc.com</a><br/>Menomonie, WI</p>                         |
| <p><b>Polk Burnett Payee, Inc.</b><br/>715-731-0133<br/><a href="http://polkburnettpayee.org/">polkburnettpayee.org/</a><br/>Shell Lake, WI</p> | <p><b>Superior Vocations Center, Inc.</b><br/>715-392-6171<br/><a href="http://embarkwi.org/">embarkwi.org/</a><br/>Superior, WI</p>               | <p><b>Twin Ports Guardianship and Payee</b><br/>715-392-3137<br/><a href="http://twinportsguardianpayee.org">twinportsguardianpayee.org</a><br/>Superior, WI</p> |

### Respite Care

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

#### **Adult Day Care/Respite**

715-463-5353 or <https://www.burnettmedicalcenter.com>

Continuing Care Center at Burnett Medical Center. In facility respite care services only.

**American Parkinson Disease Association-WI Chapter**  
608-345-7938 or

<https://www.apdaparkinson.org/community/wisconsin/>

Respite program for Parkinson patients provides a \$500/yr stipend to Parkinson patients. No financial requirements but can't be receiving any other funded or subsidized respite care services.

**Amery Assisted Living and Memory Care**

715-268-4800 or <https://amerymemorycare.com/>

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

**Community Homestead**

715-294-3038 or <https://www.communityhomestead.org/>

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 or <https://www.endeavorsadc.org/>

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

**Happy Day Club**

715-416-2942 or <https://happydayclub.godaddysites.com/>

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



**IHC Support Services LLC**866-452-3875 or <https://ihcsupportservices.net/>

Offers in home respite services for elderly and handicapped.

**Interfaith Caregivers of Polk County**715-825-9500 or <https://www.interfaithpolk.org/>

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

**Respite Care Association of Wisconsin**608-222-2033 or <https://respitecarewi.org/>

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

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

|                                     |                              |  |
|-------------------------------------|------------------------------|--|
| <b>A&amp;H Area</b><br>715-635-7199 | <b>Amery</b><br>715-268-6605 | <b>Frederic</b><br>715-327-4610        |
| <b>Grantsburg</b><br>715-463-2940   | <b>Luck</b><br>715-472-8286  | <b>Milltown</b><br>715-825-2315        |
| <b>Osceola</b><br>715-294-4566      | <b>Siren</b><br>715-349-7810 | <b>St. Croix Falls</b><br>715-755-3364 |
| <b>Webster</b><br>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** <https://www.ssa.gov/>

Eau Claire:  
866-815-2924

Rice Lake:  
888-823-3923

Superior:  
877-628-6578

### **Wisconsin SSI Office**

800-362-3002 or

<https://www.dhs.wisconsin.gov/ssi/links.htm>

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

District 23 of the NW Wisconsin/UP AA. Covers Polk and Burnett Counties. Call for meeting locations, times and contacts. Meetings offered in several communities.

#### **Gamblers Anonymous Area 8A Minnesota**

855-222-5542 or [www.minnesotaGA.com](http://www.minnesotaGA.com)

Serves and provides information about meetings available in Northwest Wisconsin.

**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 or <https://wi-problemgamblers.org/>

Green Bay, WI. 24-hour Helpline provides information for gamblers, family members, and 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 or <https://biaw.org/>

Welcomes members from Polk, Burnett, and surrounding areas.

**Cancer****Cancer Support Group**

715-243-2800 or <http://cc-ww.org/>

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

Connects family caregivers with trusted professionals and other caregivers and provides education through one hour, free “tele-learning” sessions.

**\*See Alzheimer’s Disease, Dementia and Memory Loss**

## **Cardiac**

### **Amery Regional Medical Center**

715-268-7191 or

<https://www.healthpartners.com/care/hospitals/amery/>

### **Osceola Medical Center**

715-294-1111 or <https://www.myomc.org/>

## **Chronic Pain**

### **Chronic Pain Support Group**

800-642-1336 or <https://www.scrmc.org/>

St. Croix Regional Medical Center

## **Diabetes**

### **Amery Hospital and Clinic**

715-268-8000 or

<https://www.healthpartners.com/care/hospitals/amery/>

**St Croix Regional Medical Center**

800-642-1336 or <https://www.scrmc.org/>

**Burnett Medical Center**

715-463-5353 or <https://www.burnettmedicalcenter.com/>

**Down Syndrome**

**Down Syndrome Association of WI**

866-327-3729 or <https://www.dsaw.org/>

**Grief**

**American Childhood Cancer Organization**

<https://www.acco.org/>

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 or

<https://newlifechristiancommunity.org/griefshare-ministry/>

Dresser, WI

### **Regional Hospice Services**

715-635-9077 or <https://www.regionalhospice.org/>  
Spooner/Grantsburg area. Currently meeting through  
conference call.

### **St. Croix Regional Medical Center**

715-483-3261 x2016 or <https://www.scrmc.org/>  
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 or <https://namiwisconsin.org/>  
Madison, WI

#### **Polk County Human Services**

715-485-8400 or  
<https://www.polkcountybehavioralhealthdept.org/>

#### **American Foundation for Suicide Prevention**

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

## **Multiple Sclerosis**

### **Northwoods MS Self Help Group**

763-742-8572 or [dianewhitcraft@gmail.com](mailto:dianewhitcraft@gmail.com)

2nd Tuesday of each month; 6:00-7:30 pm at Webster Public Library.

### **Superior MS Group**

715-398-5043

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

### **MS Connection**

218-391-6262 or [www.nationalmssociety.org/](http://www.nationalmssociety.org/)

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

## **Other**

### **Northwest Wisconsin Ostomy Support Group**

715-464-3866 or <https://www.ostomy.org/>

## **Parkinson's**

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

800-473-4636 or <https://www.parkinson.org>

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 or <https://www.wiparkinson.org/>

Provide support for patients who received the diagnosis of Parkinson disease.

## Tax Assistance

### **AARP Tax Aide Program**

888-227-7669 or

[https://www.aarp.org/money/taxes/aarp\\_taxaide/](https://www.aarp.org/money/taxes/aarp_taxaide/)

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

### **IRS Free File Software**

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

Free federal return filing online for individuals with adjusted gross income of \$66,000 or less. Eligibility various with each company.

### **IRS Volunteer Income Tax Assistance**

800-906-9887 or <https://www.irs.gov/individuals/free-tax>

Free tax help to people who make less than \$57,000 annually, persons with disabilities, and limited English-speaking taxpayers who need assistance.

### **Wisconsin Housing and Economic Development Authority**

800-755-7835 or [www.wheda.com](http://www.wheda.com)

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



## Technology Assistance

### **Aging Connected**

877-745-1930 or [www.agingconnected.org/](http://www.agingconnected.org/)

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

### **Generations Online**

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

Download “Generations online” app on capable device. An interactive program that guides older adults with internet, email, and basic tools to get connected online.

### **Senior Planet**

920-666-1959 or [www.seniorplanet.org/](http://www.seniorplanet.org/)

Hotline for answering technology questions. Free online events hosted by Senior Planet open to anyone 60+. Learn the basics of internet access, staying safe online, etc.

## Transportation Adaptations

### **A&J Mobility**

715-874-6630 or <https://www.aandjmobility.com/>

Eau Claire, WI. Selling wheelchair accessible vans. Specializing Braun conversions. Accepts trade-ins on pre-owned wheelchair van conversions.

**Adaptive Experts**651-324-0791 or [www.adaptiveexperts.com](http://www.adaptiveexperts.com)

Brooklyn Park, MN. Licensed Occupational/Physical therapy provides vehicle adaptations and behind-the-wheel driver evaluation, and training with the adaptation.

**Mobility Works**715-438-4030 or <https://www.mobilityworks.com/>

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**<https://wisconsindot.gov/>

|   |   |   |  |
|---|---|---|--|
| Disabled<br>Parking License<br>Plates<br>608-264-7169 | Temporary<br>Disability<br>Parking Permit<br>608-264-7169 | Permanent<br>Disability<br>Parking Permit<br>608-264-7169 | General<br>Questions &<br>Concerns<br>608-264-7477 |
|---|---|---|--|

**Driving Concerns****AAA Senior Driver Safety & Mobility**800-222-6424 or <https://exchange.aaa.com/>

Resources intended to help older drivers with driving evaluations and online course.

### **AARP Driver Safety**

800-350-7025 or <https://www.aarp.org/auto/driver-safety/>

Free educational resources on vehicles, driving and alternative transportation.

### **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 or <https://www.handsoninhomecare.com/>

Any non-emergency transportation need.

### **Endeavors**

715-554-2983 or <https://www.endeavorsadc.org/>

Balsam Lake, WI. No employment related transportation provided. Has a fleet of vehicles to provide transportation for program participants and Polk County residents.

### **Midwest Ridesource**

715-796-7433 or <https://www.midwestridesource.com/>

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**

**VEYO (Formerly MTM)**

866-907-1493 or <https://wi.ridewithveyo.com/>

Provides rides to WI Medicaid and BadgerCare Plus covered health care appointments.

**Medical Appointment Transportation**

**ADRC of Northwest Wisconsin**

877-485-2372

Burnett and Polk County. Transportation fees do apply.

**Burnett County Veterans Service Office**

715-349-2179 or

<https://www.burnettcounty.com/285/Veteran-Services>

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 or <https://www.allinahealth.org/>

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 or <https://www.midwestridesource.com/>

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 or

<http://www.interfaithcaregiversburnettcountywis.org/>

Volunteer drivers serve Burnett County older adults/people living with a disability.

**Interfaith Caregivers of Polk County**

715-483-8500 or <https://www.interfaithpolk.org/>

Volunteer Drivers serve Polk County older adults/people living with a disability. No employment related transportation provided.

**New Freedom Volunteer Driver and Voucher Program**

Polk County: 800-228-3287 or

<https://cilww.com/transportation-services/>

Burnett County: 800-924-1220 or

<https://northcountryil.org/transportation-program/>

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

Volunteer Drivers serve residents with a barrier to providing own transportation.

**Northwest Transportation Specialists**

715-349-7021 or <https://nwcgcc.com/northwest-transportation-specialists/>

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.*

#### **St. Croix Tribal Center**

715-349-2195

24663 Angeline Avenue, Webster WI 54893

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

|  |   |   |
|--|---|---|
| <b>Aging Unit</b><br>715-349-2195 x 5108                 | <b>Behavioral Health</b><br>715-349-8554 x5264            | <b>Benefits</b><br>715-349-2195 x5306                   |
| <b>Clinic</b><br>715-349-8554                            | <b>Health and Human Services</b><br>715-349-8554 x 5257   | <b>Construction</b><br>715-349-2195 x 5211              |
| <b>Dementia Care</b><br>715-349-8554 x 5193              | <b>Education</b><br>715-349-2195                          | <b>Elder Advocate</b><br>715-349-2195 x 5140            |
| <b>Emergency Management</b><br>715-349-2195 x 5348       | <b>Enrollment</b><br>715-349-2195 x 5187                  | <b>Enterprises</b><br>715-349-2195                      |
| <b>Environmental Services</b><br>715-349-2195            | <b>Finance</b><br>715-349-2195 x 5137                     | <b>Food Distribution</b><br>715-349-2195 x 5270         |
| <b>General Welfare for Elders</b><br>715-349-2195 x 5186 | <b>Grants</b><br>715-349-2195 x 5406                      | <b>Head Start</b><br>715-349-8238                       |
| <b>Housing</b><br>715-349-2727                           | <b>Human Resources</b><br>715-349-2195                    | <b>Intergovernmental Affairs</b><br>715-349-2195 x 5208 |
| <b>Interstate</b><br>715-349-2195 x 5337                 | <b>Legal</b><br>715-349-2195 x 5146                       | <b>Maintenance</b><br>715-349-2195 x 5180               |
| <b>Tribal Court</b><br>715-349-2195 x 5109               | <b>Tribal History Preservation</b><br>715-349-2195 x 5238 | <b>Tribal Police Non-Emergency:</b><br>715-349-8638     |

**Veteran Affairs**

715-349-2195 x 5186

**Veteran's Services****Assistance to Needy Veterans Grants**Polk County:  
715-485-9243Burnett County:  
715-349-2179<https://dva.wi.gov/Pages/Home.aspx>

Provides limited financial assistance to those in need and who have exhausted all other sources of aid.

**Burnett County Veteran's Service Office**

715-349-2179 or

<https://www.burnettcounty.com/285/Veteran-Services>**Comfort Keepers**715-381-6730 or <https://www.comfortkeepers.com/>

Up to 30 days of Respite Care each calendar year to qualifying Veterans. Respite day can be up to 6 hours. Can provide the Home Health Aid for these Respite Shifts.

**Heat for Heroes**800-891-9276 or <https://heat4heroes.org/>

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 or <https://www.logicmark.com/product-page/guardianalert-911plus>

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 or <https://www.co.polk.wi.us/vso>

**Supportive Services Veterans Grant**

*Indianhead Community*

*Action Agency*

715-866-8151 or

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

Serves Burnett County

*Veterans Assistance*

*Foundation Inc.*

866-823-8387 or

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

Serves Polk County

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.

**Veterans Crisis Line**

800-273-8255 press 1 or [www.veteranscrisisline.net/](http://www.veteranscrisisline.net/) or text 838255.

Suicide prevention crisis line for veterans and their families and friends to call.



**Veteran Outreach and Recovery Program**

715-558-2557 or

<https://dva.wi.gov/Pages/benefitsclaims/VORP.aspx>

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 treatment is continual and effective.

**Vision – Blind or Low Vision****Center for Independent Living Western Wisconsin**715-736-1800 or <https://cilww.com/>

Rice Lake, WI. Serves Polk County. Adaptive equipment to increase a person's independence. CILWW staff also has knowledge of where to acquire equipment and any potential funding options that may be available.

**Hadley Vision Resources**800-323-4238 or <https://hadley.edu/>

Winnetka, IL. Offers distance learning courses for adults with vision loss or blindness.

**ICanConnect – WI**844-638-5800 or <http://www.icanconnect.org/>

Free communications technology designed for combined vision and hearing loss. Installation, training, and technical support are available. Based off of income.

**Office for the Blind and Visually Impaired**

888-879-0017 or

<https://www.dhs.wisconsin.gov/obvi/contact.htm>

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 or <https://northcountryil.org/>

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

**National Federation of the Blind Newsline**

866-504-7300 or <https://nfb.org/>

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

**Sharper Vision Store**800-783-5213 or <https://store.wcblind.org>

Features hundreds of items for those with changing vision or blindness.

**The Low Vision Store-Northern Wisconsin**800-871-8780 or <https://thelowvisionstore.com/>

St Paul, MN; Features hundreds of items for those with low vision or blindness.

**Wisconsin Council of the Blind & Visually Impaired**800-783-5213 or <https://wcblind.org/>

Madison, WI office. Free white canes. Other services and resources available.

**Wisconsin Talking Book & Braille Library**800-242-8822 or <https://dpi.wi.gov/talkingbooks>

Milwaukee, WI. Circulates audio books, brailled materials, and playback equipment. Provided free of charge via postage-free mail to where the resident is living.

**[Youth – Living with a Disability](#)****Aging and Disability Resource Center**

877-485-2372

Assists with the transition process of youth (17.5-year-old) living with a disability to adulthood. A single-entry point for information on issues affecting students regardless of income. Contact the ADRC at 17.5 years old for adult disabled status and programming.

### **Advocacy and Education**

#### **Polk/Burnett County Community on Transition (CCoT)**

877-485-2372

A coalition of transition professionals, teachers, and related agencies facilitated by the ADRC of Northwest Wisconsin for awareness and local resources for 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**

833-879-7734 or <https://wspei.org/>

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 or <https://witig.org/>

Strengthen and accelerate the transition process in our Wisconsin schools

## **Decision Making Supports**

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

### **Adult Protective Services**

|                           |                              |
|---------------------------|------------------------------|
| Polk County: 715-485-8400 | Burnett County: 715-349-7600 |
|---------------------------|------------------------------|

Information and assistance with the guardianship process (estate and person).

## **Health and Wellness**

### **Special Olympics of Wisconsin**

608-222-1324 or <https://www.specialolympics.org/>

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 (LTC Programs)**

*Medicaid waiver programs for individuals with disabilities who need services (supported employment, in home help, independent living skills training, etc.), with no other means to pay for them. Children's LTC 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: 715-485-8400 | Burnett County: 715-349-7600 |
|---------------------------|------------------------------|

**Family Care/IRIS**

**ADRC of Northwest Wisconsin**

877-485-2372

**Mental and Behavioral Health**

**Burnett County Mental Health Crisis Line**

888-636-6655 or

<https://www.burnettcounty.com/176/Mental-Health-Crisis-Services>

**Crisis Textline**

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

Free 24/7 support. Text 741741 to connect with a Crisis Counselor. Contact for emotional abuse, depression, anxiety, eating disorders, or any painful emotion.

**Polk County Mental Health Crisis Line**

888-552-6642 or

<https://www.polkcountybehavioralhealthdept.org/>

**Solstice Warmline**

608-244-5077 or <https://soarcms.org/programs/solstice-house>

24/7 Warmline service for individuals with mental health and/or substance abuse issues.

**TeenLine**

800-852-8336 or <https://www.teenline.org/> or Text TEEN to 839863

Teen helping teens find support. Available daily by text 6-9 pm and by phone 6-10pm.

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

*Vocational Rehabilitation professionals provide different levels of employment supports to help individuals with any disability secure and maintain employment in the community. Students 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.

<https://dwd.wisconsin.gov/dvr/>

Hayward, WI office  
877-387-3879  
Serves Burnett County

Rice Lake, WI office  
800-228-2587  
Serves Polk County

### **Employment Resources, INC.**

608-246-3444 or <https://eri-wi.org/>

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

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

715-635-0967 or <https://www.glitc.org/>

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**

715-720-2044 or

<https://projectsearchricelake.wordpress.com/>

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.

### **UW System Coordinators of Service for Students with Disabilities List**

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

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