



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

RESOURCE GUIDE

June 2023

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Yvonne Lindus	Disability Benefits Specialist	Siren
Karen Nichols	Elder Benefits Specialist	Siren
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Contact Us

877-485-2372

adrc@polkcountywi.gov

www.adrcnwwi.org

Balsam Lake

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Balsam Lake, WI 54810
Local fax: 715-500-6504
Local Phone: 715-485-8449

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Burnett County Government
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7410 Co. Road K, #180
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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. *(As of Sept. 2022, policies have temporarily changed, please check our website, or call for details)*

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>ADRC of Barron and Rusk Counties 888-538-3031 www.adrcconnectio.us.org/ Offices located in Barron and Ladysmith</p>	<p>ADRC of Chippewa County 888-400-6920 www.co.chippewa.wi.us 711 N. Bridge St., #118, Chippewa Falls, WI 54729</p>	<p>ADRC of Douglas County 866-946-2372 www.douglascounty.wi.org 1316 N. 14th St., Superior, WI 54880</p>
<p>ADRC of Dunn County 715-232-4006 www.co.dunn.wi.us/adrc 3001 US Hwy 12 E, #160, Menomonie, WI 54751</p>	<p>ADRC of Eau Claire County 888-338-4636 www.co.eau-claire.wi.us 721 Oxford Ave., #1130, Eau Claire, WI 54703</p>	<p>ADRC of St. Croix County 800-372-2333 www.sccwi.gov/ 1752 Dorset Lane, New Richmond, WI 54017</p>
<p>ADRC of Washburn County 715-635-4460 https://www.co.washburn.wi.us/departments/aging-disability-resource-ctr/ PO Box 316 304 2nd St. Shell Lake, WI 54871</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 MN866-333-2466 or <https://disabilityhubmn.org/>

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

MN LinkVet888-546-5838 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 Services715-349-7600 or <https://www.burnettcountywi.gov/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

Crisis Text Line: 715-553-3359

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

Crisis TextlineText: 741741 or 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

608-448-3147 <https://www.deafunitywi.org/> Text: 608-520-0203

Email: help@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/lcombud.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.polkcountywi.gov/polkcountycomms/>

Adult Protective Services

Wisconsin Division of Quality Assurance

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

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> TTY:

833-610-1264

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

AgrAbility of Wisconsin

608-262-9336 or <https://agrability.bse.wisc.edu/>

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

800-283-7800 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 920-558-4602 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

262-790-9660 or <http://biaw.org/>

Eau Claire, 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 Wisconsin414-327-3729 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 Foundation608-665-1848 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 Wisconsin608-255-0539 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 Ombudsman800-928 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/ltcombud.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

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://respitewi.org/>

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

SAGE Advocacy and Services for LGBT Elders

877-360-5428 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

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 x5221
<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 <https://projectlifesaver.org/>

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

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

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.

Alzheimer's Support Groups

ADRC of Northwest Wisconsin

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

For Alzheimer's specific support groups, see below. For other support groups, including for caregivers in general, please see the "Support Group" section of this guide.

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
- Caregivers for a Loved One with Dementia in a Facility, every other Fri., 10am-11:30am
- Caregivers for a Loved One with Dementia in Early Stages, 4th Tues. of the Month, 10am-11:30am
- Caregivers with a Loved One with Frontotemporal Degeneration, 3rd Wed. of the Month, 6pm-7:30pm
- Coffee for Caregivers, 2nd Monday of the month at 5:30 pm – 6:30 pm
- Phone-In Caregiver Support Group, Last Tuesday of the month, 10:00-11:30 am
- Grief & Bereavement Support Group. Call 414-775-7578 for dates and details.
- Alzconnected.org is a free online message board for caregivers and those with dementia.

Amery Area Community Center

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

Alzheimer's and Dementia Caregiver Support Group, 1st Wednesday of every month 10:00-11:30.

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.

Happy Day Club Caregiver Support Group

715-416-2942 or <https://happydayclub.godaddysites.com/>
Spooner, WI. Caregiver Support Group that meets the 1st Monday of the month at 9am at Trinity Lutheran Church.

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

715-463-7278 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.

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

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

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.

<p>Essentia Health Neurology-Duluth Clinic 218-786-3935 essentiahealth.org Duluth, MN</p>	<p>Fairview Chisago Lakes Memory Assessment Clinic 651-257-8499 mhealthfairview.org/ Chisago City, MN</p>	<p>Kinisi Institute of Movement 715-483-0241 www.kinisiinstitute.org/ St. Croix Falls, WI</p>
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Marshfield Clinic 866-333-1996 marshfieldclinic.org/ Eau Claire, WI	Mayo Clinic Health System Memory Care Clinic 715-838-1900 https://www.mayoclinichealthsystem.org/ Eau Claire, WI	Neurological Associates of St Paul 855-324-7843 mhealthfairview.org/ Maplewood, MN
Noran Neurological Clinic 612-879-1000 noranclinic.com/ Lake Elmo, MN	UW Geriatrics Clinic 608-265-1210 uwhealth.org Madison, WI	

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

Wisconsin Alzheimer's Disease Research Center

608-263-2582 or www.adrc.wisc.edu/

Lewy Body Dementia Association

800-539-9767 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/> or info@theaftd.org

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

For more information and the most updated listing:

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

<https://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>Evergreen Village Amery, WI 715-268-6640 ameryhousingauthority.org</p>	<p>Riverbend Assisted Living Amery, WI 715-268-9949 riverbend-seniorliving.com/</p>	<p>Evergreen Senior Living Osceola, WI 715-294-1600 https://cch-osceola.org/evergreen-senior-living/</p>
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Community Based Residential Facilities (CBRF)

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

<p>Amery Memory Care Amery, WI 715-268-4800 https://amerymemorycare.com/</p>	<p>Christian Community Home of Osceola Osceola, WI 715-294-1100 https://cch-osceola.org/</p>	<p>Comforts of Home St. Croix Falls, WI 715-483-1707 www.wpseniorliving.com/</p>
<p>Traditions of Frederic Frederic, WI 715-327-4888</p>	<p>Eagle Ridge Senior Living Osceola, WI 715-294-8000 eagleridgeseniorliving.com/</p>	<p>Lawson Manor Luck, WI 715-472-2164 unitedpioneerhome.org</p>
<p>Riverbend Amery, WI 715-268-9949 riverbend-seniorliving.com</p>	<p>Sophie's Manor Centuria, WI 715-640-3330 sophiesmanor.com/</p>	

AODA and Substance Abuse

Burnett County Health and Human Services

715-349-7600 or <https://www.burnettcountywi.gov/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.polkcountywi.gov/polkcountycomms/>

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 Warmline608-244-5077 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 877-455-1901 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

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

<https://211wisconsin.communityos.org/addiction-helpline>

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

Check-In/Companion Services**AARP Friendly Voices**888-281-0145 or <https://www.aarp.org/home-family/friends-family/friendly-voice/>

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

Alexa Care Hub

<https://alexa.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

877-238-2282 or <https://friendsco.org/coffee-talk/>

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

Phone Companions

612-746-0737 or companions@friendsco.org or

<https://friendsco.org/phone-companions/>

Friends & Co. Phone Companions matches adults 65+ with warm and caring volunteers ready to create and enjoy a connection. Callers are connected with a long-term chat companion. Volunteers are background-checked.

Institute on Aging Friendship Line

888-670-1360 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.burnettcountywi.gov/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.polkcountywi.gov/residents/polk_county_sheriffs_office/

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 TTY: 1-866-290-4236 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 866-419-1260 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.

IndiGO (Formerly North Country Independent Living)

715-392-9118 or <https://indigowi.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.

Miracle-Ear Foundation

888-716-1691 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.

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
T-Mobile IP Relay System: https://tmobileaccess.com	https://wisconsinrelay.com/

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 T-Mobile 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

715-727-5519 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

800-364-7646 or 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.

Lake Superior Community Health Center715-392-1955 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 Center715-236-8900 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 Clinic888-834-4551 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 Clinic612-338-4640 or <https://sharingandcaringhands.org/day-services>

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

Burnett County	Polk County
Ashland Office: 715-679-5577	Rice Lake Office: 715-234-6806

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 Rehabilitation715-635-0967 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 Program715-532-4222 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.

IndiGO (Formerly North Country Independent Living)715-392-9118 or <https://indigowi.org>

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

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.

Senior Community Service Employment Program877-872-5627 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/>

Siren, WI 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

715-410-4735 or <https://westcap.org/services/skillsliteracy/>

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

West CAP Adult Literacy Program

715-410-4735 or <https://westcap.org/services/adult-literacy/>

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: 855-
792-5439

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**Affordable Connectivity Program**

(877) 384-2575 or <https://tinyurl.com/ACPFCC>

The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare, and more.

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

877-789-9889 or www.everyoneon.org/

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

Harvest of Hope Fund

608-836-1455 (ext. 8) or <https://www.themcc.net/harvest-of-hope>

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

Heat and Housing 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.

Low-Income Household Water Assistance Program (LIHWAP)

833-426-9472 or <https://wisconsinwater.help/>

Assistance with water bills to avoid shut offs. LIHWAP grants are paid towards arrears and billing statements at the time of application. Bill payments are made directly to utilities who have an established vendor agreement with the state of Wisconsin. LIHWAP benefit payments are made on your behalf directly to your water utility. If you qualify for assistance, you may qualify for water conservation assistance to lower usage (repairing leaky pipes, etc.)

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 Barron and Polk County

715-606-4150 or <https://centralusa.salvationarmy.org/usc/>

Serves Polk and Barron Counties. Emergency utility assistance with a disconnect notice. Must apply to WHEAP first.

Tribal Lifeline and Linkup

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

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-Wisconsin Home Energy Assistance Program Information

715-598-4750 or <https://westcap.org/services/energy-assistance/>

To apply for Energy Assistance, contact WestCap. You can book a phone appointment through the website or complete the fillable form on your own and email it to info@wcap.org.

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-\$6 suggested donation. No one 60+ years of age is ever denied services because of inability to donate the suggested amount.

ADRC Dining Program Sites:		
Amery Congregational Church 715-268-6818	Grantsburg Senior Center 715-463-2940	Milltown Community Center 715-825-5025
Siren United Methodist Church 715-349-2154		

Commodity Supplement Program for Seniors

715-977-1167 or email: njohnson@wcap.org

<https://westcap.org/services/foodpantryinfo/commodity-supplemental-food-program/>

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

608-836-1455 (ext. 8) or <https://www.themcc.net/harvest-of-hope>

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
230 Deronda St, Amery, WI 54001. Mon 9am-12pm, Thurs 3pm-6pm

- Ruby's Pantry: 651-674-0009 or <https://www.rubyspantry.org/home>
SMC Amery Parking Lot 9000 Griffin Street E 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.

Centuria

- Feed the Neighbor Food Pantry
4th St Centuria, WI 54824. (Next to post office) Mon 2-5 pm,
Tues 5:30-7:30 pm, Thurs 10 am-2 pm, and Sat 9-11 am.
Polk County Residents.

Clear Lake

- Lifeline Food Pantry: 715-263-3846
560 5th St, Clear Lake, WI 54005. Wed 1-5, Thu 10-2

Cumberland

- Ruby's Pantry: 651-674-0009 or <https://www.rubyspantry.org/home>
Cumberland Fire Department 1060 Water Street,
Cumberland, WI 54829. 1st Sat of the Month. 8am-9:30am.
- Cumberland Food Pantry: 715-822-3767 or 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/>
Deer Park Public Library 112 Front St W, Deer Park, WI 54007. 4th Thurs of the month 11am-12pm

Dresser

- People Loving People: 715-755-2300 or 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
1100 Wisconsin Ave. S, Frederic WI 54837. Tues/Thurs 9am–5pm, Wed 12pm-5pm, 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 and 3rd Thurs of the month 4pm-6pm.

Luck

- Loaves & Fishes Food Shelf
DBS Lions Hall, 300 North 1st Street Luck, WI 54853.
Tues/Thurs. 11 am-1 pm

Osceola

- The Open Cupboard: 715-294-4357 or 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
220 7th St. SW., Pine City MN 55063. Mon/Thurs 9am–5pm, Wed 11am–5pm

Shell Lake

- ICAA Washburn County Food Pantry: 715-415-0384 or <https://www.indianheadcaa.org/food-pantries/>
110 N Industrial Dr, Shell Lake, WI 54871. Fri/Sat 9am-11:45am.

Siren

- Ruby's Pantry 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 54801. Open daily 5am-8pm at Spooner Business Center.
- Spooner Memorial Library Compassion Kitchen Bench Service: 715-635-2792
421 High Street, Spooner, WI 54801. Mon-Thurs 8am-8pm, Fri & Sat 8am-4pm
- Washburn County Food Pantry: 715-205-3273
1649 Cottonwood Ave. Spooner, WI 54801. Tues 9am-11am, Thurs 1pm-3pm
- Ruby's Pantry: 715-635-9309 or <https://www.rubyspantry.org/home>
801 County Highway A, Spooner, WI 54801. 2nd Sat of the Month, 9am-10:30am
- Books & Bread: 715-635-3496
N4584 County Hwy 253, Spooner, WI 54801, 4th Wed of the month, 10:30-11:30am

Schwan's Home Services888-724-9267 or <https://www.schwans.com/>

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

Nilssen's Market (Clear Lake)715-263-2513 or <https://www.nilssensfoods.com/>

Must call the store before 4:00 PM on Tuesday to submit an order. Delivery available in the town of Clear Lake **only**. Delivery takes place Wednesday from 9:30 – 11:00. They accept payment over the phone with credit card or the delivery person will take cash/check. Curbside pick-up also available, see below.

Grocery Curbside-Pickup

These locations will bring groceries to your car, but you must go to the store for pick-up.

Austad's Supervalu (Turtle Lake)715-986-2244 or <https://www.austadssupervalu.com/>

Curbside available 8:00am-4:00pm. On Tuesdays people 65+ get a 5% discount. Accept cash, check, and card. Delivery also available. See grocery delivery category for details.

Dicks Fresh Marketwww.dicksfreshmarket.com/

Amery: 715-268-7513

Osceola: 715-294-2158

Call by noon for same-day pickup.

Fourwinds Market715-349-5563 or www.fourwindsmarket.com

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

Horse Creek Store715-294-3410 or: <https://www.facebook.com/horsecreekstore/>

Curbside pick-up available. Accept cash, check, card. No EBT. Call ahead to order. Located in Star Prairie.

Hair, Skin, and Nails

Amery Area Community Center

715-268-6605 or amerycommunitycenter.com

Foot clinic, 1st Thurs of Each Month, 9am-2pm by appointment only.

\$25 cash, or check. Services performed by RN.

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 and 1pm-6pm by appointment only.

Native American Direct Loan

888-349-7541 or <https://www.va.gov/housing-assistance/home-loans/loan-types/native-american-direct-loan/>

If you're a Veteran, and either you or your spouse is Native American, the VA Native American Direct Loan (NADL) program may help you get a loan to buy, build, or improve a home on federal trust land. You may also get a loan to refinance an existing NADL and reduce your interest rate.

Northwest Regional Housing Rehab and Down Payment Assistance Program

715-635-2197 or 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 Barron and Polk County

715-606-4150 or <http://www.salvationarmywi.org/>

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/>

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

WestCap

715-598-4750 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

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

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

Wisconsin Emergency Rental Assistance Program

833-900-9372 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 Help for Homeowners

1-855-246-6394 or

<https://doa.wi.gov/Pages/LocalGovtsGrants/Homeowner-Assistance.aspx>

Help with overdue mortgage payments, property taxes, utilities, and more. Open to individuals/families who live in Wisconsin with overdue housing-related bills, both with and without a mortgage, who meet income and other eligibility requirements, and have experienced a qualified economic hardship since January 21, 2020. See website for full requirements and additional contact information.

Wisconsin Housing and Economic Development Authority800-755-7835 or 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 Program855-792-5439 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 Hotline800-669-9777 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 Center800-955-2232 or <https://www.hud.gov/>

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

WIHousingSearch.org877-428-8844 or <https://wihousingsearch.org/>

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

<u>Rental Agencies</u>		
Allegiant Property Management 608-784-1381 allegiantpropertymgmtllc.com/	Amery Housing Authority 715-268-2500 ameryhousingauthority.org/	Burnett County Housing Authority 715-866-8231 burnetthousingauthority.org/
Catholic Charities Bureau 888-276-0246 ccbsuperior.org/	Clear Lake Housing Authority 715-263-3370	Croix Management 651-465-6841 croixmanagement.com/
Dak Management 877-219-7282 dakgroup.org/	Frederic Housing Authority 715-327-8490 fredericwi.com	Grantsburg Housing Authority 715-463-2475 district8housing.org/
ACC Management Group 715-232-9940 https://www.accmanagementgroup.com/	Ecumen 715-483-1917 https://www.ecumen.org/	Impact Management Group 715-651-2053 impactseven.org/
Luck Housing Authority 715-472-2032	Meridian Group Inc 715-635-3075 meridiangroupinc.net/	Milltown Apartments 715-825-2026
Osceola Housing Authority 715-294-3629	Polk County Housing Authority 715-294-4243 https://www.polkcountyywi.gov/	Ridgeview 715-263-4356 https://ridgeviewseniorapartments.com/
Sunny View Apartments, E. Fuller Inc. 715-634-2040	St. Croix Tribal Housing Authority 715-349-2727 stcroixojibwe-nsn.gov/	WestCap 715-598-4750 westcaprentalproperties.org

Housing – Shelters

Benjamin House

715-736-2437 or <https://www.benjamins-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 or <https://www.crashelter.org/>

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

715-246-1222 or <https://centralusa.salvationarmy.org/graceplace/>

Polk/Barron Hotline: 715-606-4150

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/

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.

Stepping Stones

715-235-2920 or <https://www.steppingstonesdc.org/>

Menomonie, WI. Provides emergency shelter, housing assistance, and referral services.

The Family House Warming Shelter

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.

IndiGO (Formerly North Country Independent Living)

715-392-9118 or <https://indigowi.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

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.

Lewis Painting & Window Cleaning

320-491-2380 or KPLewis2306@gmail.com

Local retired teacher with professional window/paint experience does interior and exterior painting and window cleaning at reasonable rates. Call or email Kelly Lewis for estimates or questions.

Northwest Regional Housing Rehab and Down Payment Assistance Program

715-635-2197 or www.nwrpc.com

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

Tomorrow's Home Foundation Helping Hand Assistance Program

608-255-1088 or 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/

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.

Northwest Regional Housing Program

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

Spooner, 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/>

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

Wild Rivers Habitat for Humanity

715-939-1390 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**

715-598-4750 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.

IndiGO (Formerly North Country Independent Living)

715-392-9118 ext. 118 or 715-919-4932 email: don@indigowi.org
<https://indigowi.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, Inclusa, 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.

IndiGO (Formerly North Country Independent Living)

715-392-2533 or <https://indigowi.org>

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

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.

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.

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. Hayward location serves Burnett County.

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.

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-Madison608-263-6283 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 Wisconsin715-736-1232 or <https://disabilityrightswi.org/>

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

Elder Rights Project844-614-5468 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 Program715-532-1603 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 Center855-409-9410 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 Association262-208-5291 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 Services800-362-9082 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/ 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.

CaptionCall By Sorenson

833-691-1600 or <https://sorenson.com/solutions/captioning/>

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 (St. Croix Health)

715-327-4208 or <https://www.saintcroixhealth.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 Center715-552-5566 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 Resources715-268-9164 or <https://www.ameryhomehealthresources.net/>

Amery, WI. Medicare Certified.

Home Medical Products and Services800-528-9969 or <http://www.homeoxygen.com>

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

IndiGO (Formerly North Country Independent Living)715-392-9118 or <https://indigowi.org>

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

J&B Medical800-737-0045 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 Pharmacy715-472-2122 or <https://luckpharmacyinc.business.site/>

Luck, WI. Medicare Certified

Siren Pharmacy

715-349-2221

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

Stout Vocational Rehabilitation Institute715-232-1410 or <https://www.uwstout.edu>

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

Travis Roy Foundation Quality of Life Grantwww.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 (St. Croix Health)715-825-3278 or <https://www.saintcroixhealth.org/>

Balsam Lake, WI. Medicare Certified.

Wood River Pharmacy715-463-2525 or <https://woodriverpharmacy.com/>

Grantsburg, WI. Medicare Certified

Yellow River Pharmacy715-866-8644 or <https://www.yellowriverpharmacy.com/>

Webster, WI. Medicare Certified

Medication Management**Dose Health**844-300-6212 or www.dosehealth.com/

Smart phone compatible medication dispenser and medication reminder services.

Pharmacies

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 (St. Croix Health)

715-327-4208 or www.saintcroixhealth.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 (St. Croix Health)

715-483-0426 or www.saintcroixhealth.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 (St. Croix Health)

715-825-4498 or www.saintcroixhealth.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

715-268-0060 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

888-552-6642 or <https://www.burnettcountywi.gov/>

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.burnettcountywi.gov/>

Provides high quality, community-based services.

Crisis Textline

Text: 741741 or visit 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

888-670-1360 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/

Burnett County:

www.healthyburnett.org/

Websites provides information and links to local resources.

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.

Lifeline (previously National Suicide Prevention Hotline)988 or <https://988lifeline.org/>

Provides 24/7, free, and confidential support.

Polk County Community Services Division715-485-8400 or <https://www.polkcountywi.gov/>**Polk County 24-hour Mental Health and Substance Use Crisis Line**

888-552-6642

Solstice Warmline608-244-5077 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/AODA715-349-8554 x5264 or <https://stcroixojibwe-nsn.gov>**Trevor Project**866-488-7386 or <https://www.thetrevorproject.org/>

Suicide prevention crisis line for LGBTQ

Veterans Crisis Line988 press 1 or text: 838255 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

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

AngelSense

1-888-999-2023 or <https://www.angelsense.com/gps-tracker-for-elderly/>

Company offering wearable technology with real-time location tracking, an SOS button, auto pickup speakerphone, unknown place alert, fall detection, and more. Subscription required. May be covered under IRIS Medicaid waiver for eligible recipients.

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 (call or text) or <https://www.dosehealth.com/>

Portable emergency response systems used inside and outside the home.

FirstCall Medical Monitoring

800-924-3407 or <https://www.scecnet.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

800-519-2419 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

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/>

Philips Lifeline

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

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

Monitor their well-being, even when you can't be there. Help them be more independent and enhance your peace of mind by supporting their safety. 24/7 emergency response monitoring. A Symphony device bundle and a monthly subscription are required to use Symphony. HSA/FSA Eligible.

Project Lifesaver

Polk County Sheriff: 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.

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

Respite Care

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

Adult Day Care/Respite

715-463-7278 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/year 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 Services program on a working farm for individuals with disabilities to learn skill development, decision making, social growth, and responsibility. Must be able to care for their basic needs. Rates starting at \$30/half day. Transportation very limited.

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

Interfaith Caregivers of Polk County

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

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

Respite Care Association of Wisconsin608-222-2033 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:

A&H Area 715-635-7199	Amery 715-268-6605	Frederic 715-327-8623
Grantsburg 715-463-2940	Luck 715-472-8285	Milltown 715-825-2315
Osceola 715-417-1227	Siren 715-349-7810	St. Croix Falls 715-483-1901
Webster 715-866-5300		

Social Security & SSI

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

ADRC of Northwest WI

877-485-2372

Disability Benefit Specialist and Elder Benefit Specialist.

Social Security Administration <https://www.ssa.gov/>

Eau Claire: 866-815-2924

Rice Lake: 888-823-3923

Superior: 877-628-6578

Wisconsin SSI Office800-362-3002 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/

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

Serves and provides information about meetings available in Northwest Wisconsin.

Narcotics Anonymous

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

Thursday Poetry & Brain Injury

<https://www.biaw.org/support-groups> Email:

HOEPNEJK@uwec.edu

Virtual, Every Thursday 6:00pm-7:30pm

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

Bethany Lutheran Church in Siren, WI. The 4th Thursday of each month 10:00 – 12:00.

Peace Lutheran Church in Dresser, WI. The 3rd Tuesday of each month 2:00 - 3:30

Caregiver Teleconnection866-390-6491 or 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 Health

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

Burnett Medical Center

715-463-7218 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.

Grief Share

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/>

Spoooner/Grantsburg area. Currently meeting through conference call.

St. Croix Regional Medical Center

715-483-3261 x2016 or <https://www.saintcroixhealth.org/>

Facilitated by Dr. Kevin Schumann.

Mental Illness

NAMI of Wisconsin

800-236-2988 or <https://namiwisconsin.org/>

Madison, WI

Polk County Human Services

715-485-8400 or

<https://cms5.revize.com/revize/polkcountybhdept/>

American Foundation for Suicide Prevention

www.afsp.org/ive-lost-someone

Multiple Sclerosis

Northwoods MS Self Help Group

763-742-8572 or dianewhitcraft@gmail.com

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

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

MS Connection

218-391-6262 or 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 Association414-312-6990 or <https://www.wiparkinson.org/>

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

Parkinson's Disease Support Group

715-463-5353

Grantsburg, WI. Group meets 3rd Wednesday of every month in the medical center's basement classroom.

Tax Assistance**AARP Tax Aide Program**888-227-7669 or 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 varies with each company.

IRS Volunteer Income Tax Assistance800-906-9887 or <https://www.irs.gov/individuals/free-tax>

Free tax help to people who make less than \$60,000 annually, persons with disabilities, and limited English-speaking taxpayers who need assistance.

Wisconsin Housing and Economic Development Authority800-755-7835 or 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/

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

Generations Online

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.

Public Libraries

Many public libraries offer technology assistance. These are libraries with dedicated hours or individuals to help. If your library is not listed, call them to inquire about technology assistance services.

- Balsam Lake Public Library: 715-485-3215 Drop-in services
- Milltown Public Library: 715-825-2313 Available Tuesdays 2-4pm
- Saint Croix Falls Library: 715-483-1777 Available Tues/Thurs 1-3pm. Call to reserve a time.

Senior Planet

888-713-3495 or 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

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/

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

Disabled Parking Permits/Applications

Wisconsin Department of Motor Vehicles

<https://wisconsindot.gov/>

Disabled
Parking
License
Plates
608-264-
7169

Temporary
Disability
Parking Permit
608-264-7169

Permanent
Disability
Parking Permit
608-264-7169

General
Questions &
Concerns
608-264-
7477

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

715-485-8767 or 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 715-233-1070 ext.: 226 email:
melw@cilww.com <https://cilww.com/transportation-services/>
 Burnett County: 715-392-9118 ext.: 124 or 800-924-1220 or
 email: sunshine@indigowi.org
<https://indigowi.org/services/transportation/>
 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://nwcgc.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/>

Aging Unit - Elder Care Department 715-349-2195 Ext. 5169	Aging & Disability Resource Specialist 715-349-2195 Ext. 5261	Dementia Care Services 715-349-2195 Ext. 5221
Aging & Elder Nutrition St. Croix Tribal Food Distribution 715-349-2195 Ext. 5270	Elder Transportation 715-349-2195 Ext. 5169	St. Croix Tribal Health Community Services Health Insurance, Medicare, and Medicaid Enrollment 715-349-8554 Ext. 5256
Tribal Elders General Welfare 715-349-2195 Ext. 5186	St. Croix Tribal Health Clinic 4404 WI-70, Webster, WI 54893 715-349-8554	Purchased Referred Care 715-349-8554 Ext. 5162

St. Croix Tribal Dental Clinic 715-349-8554 Ext. 5159	Diabetes Prevention and Management Services 715-349-8554 Ext: 5227	St. Croix Tribal Optical Services 715-349-8554 Ext. 5267
Behavioral Health Clinic 4404 State Road 70, Webster, WI 54893 715-349-8554 Ext.5264	St Croix Tribal Pharmacy 4404 State Road 70, Webster, WI 54893 715-349-8554 Ext: 5174	St. Croix Community Center Danbury *Nutrition Site 30335 W. Minerva Dam Road Danbury WI 54830 715-349-8509
St. Croix Community Center Sand Lake *Nutrition Site 4460 Highway 70 Webster WI 54893 715-349-2849	St. Croix Community Center Round Lake 2222 County Rd. E Luck, WI 54853 715-857-5517	St. Croix Community Center Maple Plain 247 25 ³ / ₄ Ave Cumberland, WI 54829 715-822-3034
St. Croix Chippewa Housing Authority 715-349-2727	St. Croix Tribal AMVETS Post 1993 715-349-2195	Wisconsin Elder Abuse Hotline: 1- 833-586-0107

Veteran's Services

Assistance to Needy Veterans Grants

Polk County: 715-485-9243 | Burnett 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.burnettcountywi.gov/>

Comfort Keepers715-381-6730 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 and Housing for Heroes800-891-9276 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 Mark800-519-2419 or <https://www.logicmark.com/veterans/>

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 Office715-485-9243 or <https://www.polkcountywi.gov/>**Supportive Services Veterans Grant**

*Indianhead Community Action
Agency*

715-532-4222 or 715-416-1156

www.indianheadcaa.org

Serves Burnett County

*Veterans Assistance
Foundation Inc.*

866-823-8387 or

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 Line988 press 1 or www.veteranscrisisline.net/ or text 838255.

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

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/>

Ashland, WI office
800-228-2513 or 715-679-5577
Serves Burnett County

Rice Lake, WI office
800-228-2587 or 715-234-6806
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 or email:

jachter@uwsa.edu

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