Resource Guide Information

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

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

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

Notes
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<thead>
<tr>
<th>Staff Name</th>
<th>Position</th>
<th>Primary Office</th>
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<tbody>
<tr>
<td>Laura Neve</td>
<td>Director</td>
<td>Balsam Lake &amp; Siren</td>
</tr>
<tr>
<td>Sabrina Naglosky</td>
<td>ADRC/Aging Unit Supervisor</td>
<td>Siren</td>
</tr>
<tr>
<td>Angie Heyer</td>
<td>Accounting and Clerical</td>
<td>Siren</td>
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<tr>
<td>Kari Broten</td>
<td>Fiscal Support Specialist</td>
<td>Balsam Lake</td>
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<tr>
<td>Carrie Myers</td>
<td>Resource Specialist</td>
<td>Balsam Lake</td>
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<tr>
<td>Christi Arcand</td>
<td>Disability Benefits Specialist</td>
<td>Balsam Lake</td>
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<tr>
<td>Yvonne Lindus</td>
<td>Disability Benefits Specialist</td>
<td>Siren</td>
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<tr>
<td>Karen Nichols</td>
<td>Elder Benefit Specialist</td>
<td>Siren</td>
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<tr>
<td>Kayli Williamson</td>
<td>Elder Benefit Specialist</td>
<td>Balsam Lake</td>
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<tr>
<td>Angie Joy</td>
<td>ADRC Supervisor</td>
<td>Balsam Lake</td>
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<tr>
<td>Nicole Rossow</td>
<td>Information &amp; Assistance Specialist/ Tribal Liaison</td>
<td>Balsam Lake</td>
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<tr>
<td>Danielle Butzler</td>
<td>Information &amp; Assistance Specialist</td>
<td>Balsam Lake</td>
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<tr>
<td>Kysa Marten</td>
<td>Information &amp; Assistance Specialist</td>
<td>Balsam Lake</td>
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<tr>
<td>Barb Engelhart</td>
<td>Dementia Care Lead/Information &amp; Assistance Specialist</td>
<td>Siren &amp; Balsam Lake</td>
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<tr>
<td>Sarah Polk</td>
<td>Transportation Coordinator</td>
<td>Balsam Lake</td>
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<tr>
<td>Nicole Coulter</td>
<td>Administrative Assistant</td>
<td>Balsam Lake</td>
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ABOUT THE ADRC of NORTHWEST WISCONSIN

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

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

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

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

It is never too early to start asking questions. We encourage you to call us and begin planning for your future needs. Of course, we can also assist you with questions or challenges you may be facing now.

What kind of appointments do you offer?
We offer:
- Office appointments
- Telephone consultation
- Home visits for people who aren’t able to come in to the office
- Flexible appointment scheduling

Who uses the ADRC?
We provide assistance to adults (including disabled students 17.5 years old) and the elderly. We serve people with physical or development disabilities, mental health or substance abuse issues, and the elderly.
We offer guidance and assistance to caregivers and family members of loved ones, spouses, medical providers and discharge planners, professionals in the
community…anyone who cares about or is assisting an elderly or disabled individual.

**Is there a fee for your services?**
Most services offered by the ADRC are provided free of charge. However, meal services (Senior/congregate dining and home delivered meals) as well as transportation services provided by the ADRC do charge a fee. The staff of the ADRC may refer you to other providers outside of the ADRC, and those providers may charge for their services.

**Do I have to be considered “low income” to get help from the ADRC?**
No, you do not. We assist all people - regardless of income.

**What areas does the ADRC of Northwest WI serve?**
The ADRC of Northwest Wisconsin serves Polk County, Burnett County, and the St Croix Chippewa Indians of Wisconsin.

**How can I contact the ADRC?**
The best way to contact us is by calling 877-485-2372, or you can try:

- Email: adrc@co.polk.wi.us
- Walk-in at your local office. Regular business hours are:
  - Balsam Lake Office
    - Monday – Friday, 8:30 a.m. to 4:30 p.m.
  - Siren Office
    - Monday – Friday, 8:30 a.m. to 4:30 p.m.
- Visit our website at: www.adrcnwwi.org

**Where are your offices?**
- **Balsam Lake Office:** Polk Co. Govt. Center, 100 Polk Co Plaza, #60
  Balsam Lake, WI 54810   Local fax:  715-485-8460
- **Siren Office:** Burnett Co. Govt. Center, 7410 Co. Road K, #180
  Siren, WI 54872   Local fax:  715-349-8644

**What services do you offer?**
We provide a number of services to the elderly and disabled in our communities. In 2012, the Aging Programs of Polk and Burnett Counties merged with the ADRC. One call now connects you to the following services:

- **Benefits Counseling** - Specialists can provide accurate and current information about private and government benefits and programs you may be eligible for. People ages 18-59 work with the Disability Benefits
Specialists, while those ages 60 and over work with the Elder Benefits Specialists.

- **Caregiver Support** - Providing assistance for family members who are caring for an elderly relative.
- **Dementia Care Specialist** - Information, resources, connections and dementia screening.
- **Health and Wellness** - Connecting you to resources designed to support your health and safety.
- **Help Paying for Long-Term Care** - The ADRC is the entry-way to publicly funded long-term care programs (FamilyCare and IRIS). We determine if you are eligible and then help you to determine which program best meet your needs.
- **Information and Assistance** - Providing you with knowledge about services, programs, and solutions for disability and long-term care issues.
- **Options Counseling** - Offering information about the choices available to meet your long-term care needs.
- **Senior Dining/Home Delivered Meals** - Congregate dining is offered at 10 sites throughout Polk and Burnett Counties. Home delivered meals are available for people age 60 years or older and who are considered home-bound. Donation requested.
- **Transportation** - Available to people over 60 and disabled adults. Intended for medical or nutritional trips. Co-pay required.
- **Vital Connections** - If you or someone you know is at risk of abuse or neglect, losing housing or heat, the ADRC is here to help connect you to someone who will respond to your urgent situation.

### ADRC’s in Surrounding Counties

<table>
<thead>
<tr>
<th>ADRC of Douglas County</th>
<th>866-946-2372</th>
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<tbody>
<tr>
<td>1316 N 14th St, Superior, WI</td>
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<tr>
<th>ADRC of Barron, Rusk and Washburn Counties</th>
<th>888-538-3031</th>
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<tr>
<td>Offices in Barron, Ladysmith and Spooner, WI</td>
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<tr>
<th>ADRC of Dunn County</th>
<th>715-232-4006</th>
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<tr>
<td>808 Main Street, Menomonie, WI</td>
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<tr>
<th>ADRC of St Croix County</th>
<th>800-372-2333</th>
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<td>1752 Dorset Lane, New Richmond, WI</td>
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<tr>
<th>ADRC of Eau Claire County</th>
<th>888-338-4636</th>
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<tr>
<td>721 Oxford Ave. Rm 1130, Eau Claire, WI</td>
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<tr>
<th>ADRC of Chippewa County</th>
<th>888-400-6920</th>
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Aging and Disability Resources in Minnesota

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

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

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

Abuse and Neglect

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

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

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

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

Long Term Care Ombudsman 800-815-0015
For complaints, questions and/or concerns regarding the care and the rights of residents in nursing homes or group homes.

Polk County Community Services Division 715-485-8400
Adult Protective Services

Wisconsin Division of Quality Assurance 800-642-6552
For reporting allegations of abuse or neglect by facility staff or home health care workers.

Advocacy/Community Organizations

AARP Wisconsin 866-448-3611
Madison, WI office
ADA Information Line 800-514-0301
Or TTY 800-514-0383
To get answer to technical questions, obtain general ADA information, order ADA informational materials, or lean how to file a complaint.

AgrAbility of Wisconsin 608-262-9336
Services for individuals and families engaged in farming and coping with disability. Provided at your home or farm.
or TTY 800-947-3529

AIDS Resource Center of Wisconsin 800-750-2437
Eau Claire, WI office

American Cancer Society 877-423-9122
Altoona, WI office

Arthritis Foundation 800-242-9945
West Allis, WI office

Autism Society of Wisconsin 888-428-8476
Menasha, WI office

Brain Injury Alliance of Wisconsin 800-882-9282
Madison, WI office

Brain Injury Resource Center of Wisconsin 262-770-4882
Muskego, WI office

Coalition of Wisconsin Aging Groups (CWAG) 800-366-2990
Milwaukee, WI office or TTY 888-758-6047

Disability Rights Wisconsin 715-736-1232
Rice Lake, WI office or 877-338-3724
or TTY 888-758-6049

Down Syndrome Association of Wisconsin 866-327-3729
St Francis, WI office

Epilepsy Foundation of Western Wisconsin 800-924-2105
Eau Claire, WI office

Family Care & IRIS Ombudsman 715-736-1232
For complaints, questions and/or concerns or 877-338-3724
regarding the care and the rights of people (ages 18-59) receiving Family Care or IRIS.

See Independent Living Centers

Long Term Care Ombudsman/ Family Care/IRIS 800-815-0015
For complaints, questions and/or concerns regarding the care and the rights of residents in nursing homes, group homes, and people age 60 and older receiving Family Care.
Respite Care Association of Wisconsin 608-222-2033
Madison, WI

The Arc Eau Claire (developmental disabilities) 715-514-1825
Eau Claire, WI office

United Cerebral Palsy West Central Wisconsin, Inc. 888-845-5775
Eau Claire, WI office

Wisconsin Aging Advocacy Network 715-677-6723
Madison, WI office

Wisconsin Board for People with Developmental Disabilities 888-332-1677
Madison, WI office

Wisconsin Kinship Navigator www.dcf.wisconsin.gov/kinship/navigator
Online resource for relative caregivers of children to access information and resources

Wisconsin Statewide Parent-Educator Initiative 612-810-5608
Family Engagement Liaisons) work with parents, educators and school districts to promote positive partnerships and provide support to families of children with special needs.

Alzheimer’s Disease, Dementia and Memory Loss

Alzheimer’s Disease
Alzheimer’s Association Helpline 800-272-3900
Nation-wide, 24/7 hotline

Alzheimer’s Association of Greater Wisconsin 715-720-7611
Chippewa Falls, WI http://www.alz.org/gwwi/

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

- ADRC of Northwest Wisconsin 877-485-2372
  Serves Polk and Burnett County

- St Croix Chippewa Indians of Wisconsin Aging Unit 800-236-2195 ext 5150
  Serves members of federally recognized tribes

Lending Library 877-485-2372
The ADRC of NW WI has educational resources available to borrow (for free for a limited time) or purchase (at a discounted rate) for individuals affected in some way by dementia, memory
loss and/or Alzheimer’s disease—professionals, family, family caregivers as well as the individuals themselves.

**Alert and Location Devises**

**Project Lifesaver**

Polk County Sheriff’s Department 715-485-8300
Burnett County Sheriff’s Department 715-349-2121

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

**MedicAlert+Safe Return Identification Program** 800-272-3900

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

**Comfort Zone** 800-272-3900

Web-based location management service provided through the Alzheimer’s Association. Cost of services packages start at $42.99/month plus an initial $45 activation fee and cost of location device.

**Memory Care Units – Provide specialized, facility-based care**

Amery Memory Care 715-268-4800
Amery, WI

Comfords of Home 715-483-1707
St Croix Falls, WI

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

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

Riverbend Assisted Living 715-268-9949
Amery, WI

**Memory Clinics - For the evaluation of memory problems**

Memory/Dementia Clinics help individuals suspected of having Alzheimer’s disease or a related dementia get a precise diagnosis through thorough and complete testing of the brain. It is important to understand the specific cause of dementia because there are many causes of dementia and each can be very different in signs, symptoms, progression, and treatment. Each clinic may vary in the specific services they provide and diagnostic process—we encourage you to explore which clinic will best meet your needs. The Alzheimer’s Association recommends that the following elements be included in a thorough evaluation for Alzheimer’s disease and related dementias: medical history, laboratory tests, status evaluation,
neuropsychological examination, physical examination, psychiatric evaluation and neurological examination.

Clinic location and details provided by the Wisconsin Alzheimer’s Institute and the Alzheimer’s Association Minnesota-North Dakota Chapter.

**Essentia Health Duluth Clinic**  
3rd St Building, Duluth, MN  
218-786-1216

**Fairview Chisago Lakes Memory Assessment Clinic**  
Chisago City, MN  
651-257-8499

**Kinisi Institute of Movement**  
St Croix Falls, WI  
715-483-0241

**Marshfield Clinic**  
For appointments at Rice Lake or Eau Claire centers  
866-333-1996

**Mayo Clinic Health System Memory Care Clinic**  
Eau Claire, WI  
715-838-1900

**Neurological Associates of St Paul**  
Maplewood, MN  
651-221-9051

**Noran Neurological Clinic**  
Blaine, MN  
612-879-1500

**Northland Neurology and Myology (Saint Luke’s)**  
Duluth, MN  
218-722-1122

**Spooner Health System Memory Clinic**  
715-939-1687

**UW Family Medicine Clinic**  
Eau Claire, WI  
715-839-5175

For additional clinics in the Minneapolis and St Paul, MN twin cities area contact the ADRC of Northwest Wisconsin or the Alzheimer’s Association Minnesota-North Dakota Chapter Helpline at 1-800-272-3900. For a list of clinics in other parts of Wisconsin contact the ADRC.

**Day Break Services**  
Day time services provided outside of the home.

**Day Friends**  
Balsam Lake, WI – Weekdays, 7:30-3:30  
715-485-8762

**Happy Day Club**  
Spooner, WI  
715-416-2942

**Adult Day Care/Respite**  
Continuing Care Center at Burnett Medical Center, Grantsburg, WI  
715-463-5353
See also – In Home Help and Respite Care

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

**Spooner Memory Café**
715-635-4460
9:30-11:00am on the 2nd Tuesday of the month at Nick’s Family Restaurant, first time participants please call to register

**Amery Memory Café**
715-720-7611
1:2:30pm on the 3rd Thursday of the month meeting at the Amery Area Community Center. First time participants please call to register.

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

**Alzheimer’s Association**
800-272-3900
http://www.alz.org/research/overview.asp

**Alzheimer’s Disease Research Center at UW Madison**
608-263-2582
www.adrc.wisc.edu

**Support Groups**

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

**Alzheimer’s Caregiver Support Group**
800-272-3900
Telephone support group the 4th Tuesday of every month from 10am-11am. Pre-registration is required in order to get the call-in information.

**Amery Area Community Center**
715-268-7089
Dementia Caregiver Support Group, 1st Wednesday of every month at 10a.m. Contact: Gloria Bauer

**Amery Memory Care**
715-268-4800
Family Caregiver Support Group, the last Wednesday of every other month. Open to residents, family members and community members

**Early Stage Support Group**
715-635-4460
DNR Service Center, Spooner, WI---Support group for the caregiver and individual with dementia (in the early stage) to attend together; meeting 3rd Monday of the month at 1:30pm. Call Trisha to register at 715-635-4460

**Trinity Lutheran Church**
715-416-2942
Spooner, WI—Caregiver Support Group that meets the 1st Monday of the month at 9am
Assisted Living Facilities
Assisted living services are provided in a variety of settings. Dependent upon the services offered, and number of people living in the facility, different licenses are overseen by local agencies or the State of Wisconsin. When calling facilities, it is advisable to discuss the services they are licensed to provide, the number of people they are licensed to have in the facility, and any further specific questions you may have. Touring facilities is also recommended. It is also advisable to view the facilities most recent survey results and complaints filed. Search facilities at https://www.forwardhealth.wi.gov/WIPortal/subsystem/public/DQAPProviderSearch.aspx. Visit Wisconsin DHS for more information: https://www.dhs.wisconsin.gov/guide/assisted-living.htm

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

ADRC of Northwest Wisconsin 877-485-2372

Assisted Living/Residential Care Apartment Complex
Often serve people who are more independent than people living in CBRFs or nursing homes. Services vary by facility but may include noon meals, light housekeeping, emergency call systems, personal care assistance, socialization, and transportation.

Evergreen Village 715-268-6640
Amery, WI

Riverbend Assisted Living 715-268-9949
Amery, WI

The Royal Oaks 715-294-1600
Osceola, WI

Community Based Residential Facilities (CBRF)
24-hour supervision, meals, medication monitoring, personal care, semi-private, private rooms or apartments. Facilities generally have 5-25 residents. State licensed.

Amery Memory Care 715-268-4800
Amery, WI

Clear Lake Manor 715-263-2399
Clear Lake, WI

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

Countryside Acres 715-866-4411
Webster, WI

Hearthside Assisted Living 715-294-1100
Osceola, WI
Kapes Lakeside Assisted Living 715-349-5273
Siren, WI

Riverbend 715-268-9949
Amery, WI

Shady Knoll Home 715-463-5425
Grantsburg, WI

Sophie’s Manor 715-640-3330
Centuria, WI

Traditions of Frederic 715-327-4888
Frederic, WI

United Pioneer Home – Lawson Manor 715-472-2164
Luck, WI

**Consumer Protection/Fraud**

Burnett County Sheriff’s Department 715-349-2121

Better Business Bureau of Wisconsin, Inc. 800-273-1002

Department of Agriculture, Trade and Consumer Protection Madison, WI office 800-422-7128

Office of the Commissioner of Insurance Madison, WI office 800-236-8517

Polk County Sheriff’s Department 715-485-8300

US Senate Special Committee on Aging - Fraud Hotline 855-303-9470

Wisconsin Do Not Call List 866-966-2255

**Deaf and Hard of Hearing**

Audient Alliance 866-956-5400 ext. 2
National program providing hearing aids at a reduced cost to those in need. Qualification is based on annual household income. Call for current income guidelines and to apply.

Center for Independent Living Western Wisconsin 715-736-1800
Rice Lake, WI office - Serves Polk Co or Voice/TTY 866-419-1260

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

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

Office for the Deaf and Hard of Hearing 715-502-9355
Eau Claire, WI office

North Country Independent Living 715-392-9118
Superior, WI office – Serves Burnett Co or Voice/TTY 800-924-1220

Starkey Hearing Foundation Voice/TTY 800-328-8602
Starkey Hearing Foundation Hear Now Program provides assistance for low-income U.S. residents with no other resources to acquire hearing aids. For qualification guidelines and an application visit: http://www.starkeyhearingfoundation.org/programs#/hearnow.

Telecommunications Equipment Purchase Program 608-231-3305
Helps persons who are deaf, hard of hearing, or TTY 800-251-8345
deaf with low vision, or deaf/blind purchase telecommunication equipment.
Wisconsin Public Service Commission – Madison, WI office

Wisconsin Lions Foundation Hearing Project 877-463-6953
The WLF Hearing Project helps Wisconsin residents who are hard of hearing, cannot afford to purchase a hearing instrument, and do not qualify for any existing state-funded financial assistance programs.

Wisconsin Telecommunication Relay Systems
Allows a text telephone to be used by someone who may be deaf, hard of hearing, or speech impaired to call or be called by virtually anyone using a voice telephone. Calls may be placed 24 hours a day, 7 days a week. All calls are confidential. Free service but data or long distance charges may apply. Individuals who are deaf, hard of hearing or speech impaired who do not have a text telephone but do have a computer and internet may use the Sprint IP Relay system.

- Voice to TTY 711 or 800-947-6644
- TTY 711 or 800-947-3529
- Spanish to Spanish 711 or 800-833-7813
- Spanish to English 711 or 877-490-3723
- Sprint IP Relay System visit www.sprintip.com

**Dental Resources**

Dental providers listed serve all patients, regardless of ability to pay or insurance status. Wait lists may apply. Local community colleges or universities with dentistry or dental hygiene programs may offer certain services at lower cost but services are often provided by a student supervised by a professional.

Affordable Dentures 715-855-1020
Eau Claire, WI office
Chippewa Valley Free Clinic 715-839-8477
Eau Claire, WI—Dental services only provided Tuesday 5-8pm serving uninsured individuals at or below 200% of the federal poverty level. Proof of income required.

Donated Dental Services 866-812-9840
West Allis, WI office – for individuals with a permanent disability or is 65 years of age or older with limited income and doesn’t have access to dental insurance of any kind. Assists in locating volunteer dentists in your area. Wait list of 12-18 months after application. Applications available on www.wda.org.

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

HyLife, LLC 715-554-0279
In home tooth brushing and between the teeth cleaning—services can be provided monthly, every other week, or weekly

Lake Superior Community Health Center 715-394-5411
Superior, WI

Marshfield Rice Lake Dental Center 715-236-8900
Rice Lake, WI

NorthLakes Community Clinic
Accepts Medicaid and has sliding fee scale for private pay
Turtle Lake, WI 715-986-2599
Hayward, WI 715-634-2541

Sharing and Caring Hands Dental Clinic 612-338-4640
Minneapolis, MN-Extractions and fillings provided free of charge on a first come first serve basis to individuals with little to no dental coverage when a dentist is available. Call to find out when the dentist will be available next.

Energy and Utility Assistance

Energy Assistance Program
Provides financial assistance with heating bills, furnace tuning and replacement, and weatherization for income-eligible households. Also provides critical/emergency assistance.
• Burnett County Department of Human Services 715-349-7600
• Polk County Community Services Division 715-485-8480

Energy Star Focus on Energy 800-762-7077
Provides financial incentives to make home improvements and heating and cooling improvements that will decrease your home’s energy use. Financial incentives range from $100-$2,400.

EveryoneOn www.everyoneOn.org or 877-947-4321
Non-profit company that partners with internet providers to provide low cost internet to individuals on at least one public assistance program. Also connect individuals to lower cost computers, tablets and other tech equipment.

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

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

**HomeNet through Foundation for Rural Housing, Inc.**
608-291-2608
Financial resource for in-home internet access during the school year. Must have at least 1 child in middle or high school in the home, be under the 80% county median income and have access to a device that is internet accessible

**Interfaith Caregivers of Burnett County**
715-866-4970
May be able to provide wood for heating to elderly or disabled

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

**Modest Needs Grants**
844-667-3776
[https://www.modestneeds.org/for-applicants/](https://www.modestneeds.org/for-applicants/)
Offers grants for working individuals/families who don't qualify for public assistance programs. Grants can be used to pay for an unexpected or emergency expense or monthly bills an individual can no longer afford to pay because of an unexpected expense. Applications only accepted online at [https://www.modestneeds.org/for-applicants/](https://www.modestneeds.org/for-applicants/). Applicants must have regular access to a computer, internet and a scanner or fax machine.

**Rural Housing, Inc.**
888-400-5974
Madison, WI office – Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills.

**SafeLink Wireless**
800-977-3768
Free or discounted cell phone service. Free phones only available for individuals enrolled in a Medicaid HMO or living on federally recognized tribal land. Call to see if you qualify and to apply for this program. Proof of Medicaid coverage needed to apply.

**Salvation Army of Polk County**
715-263-2900
Emergency utility assistance with a disconnect notice. Must apply to the Energy Assistance Program first.
See Housing-Wheatherization Section

Tomorrow’s Home Foundation Heating and Cooling Assistance Grant
http://www.tomorrowshomefoundation.org/
Grant program available to assist low-income mobile and manufactured homeowners with critical repairs to their primary residence. This grant is for the replacement of furnaces, water heaters and (medically necessary) air conditioners. Grant recipient must pay at least 10% of costs. Grants given up to $2,000. Visit website above or email laurie@housingalliance.us for grant application.

USDA Rural Development 715-635-8228
Spooner, WI - Provides low-interest loans that can be used for home weatherization. Grants also available for elderly 62 years of age and older to remove or eliminate health and safety hazards.

Information about tax credits, rebates, and savings programs available through the U.S. Department of Energy.

Workforce Resource Emergency Assistance Program 855-792-5439
Can help with past due rent, security deposit, first month’s rent, and utility disconnect notifications. Must have an eviction or disconnect notice and one or more minor children living in the home.

Employment

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

Great Lakes Inter-Tribal Council Vocational Rehabilitation
St Croix Chippewa Indians of WI 715-635-0967

ICAA’s Skills Enhancement Program 715-532-1605
Indianhead Community Action Agency’s program will provide financial assistance to help individuals to pursue short term certificates up to a 2 year technical college degree. Tuition and fees, books, supplies, transportation costs, child care costs are some of the expenses this program can pay for. Serves Burnett County.

North Country Independent Living 800-924-1220
Strength based individuals employment services for people with disabilities who wish to find integrated employment in their community.

Senior Community Service Employment Program 715-939-1400
Spooner, WI—A job training and placement program for low-income people age 55 and older.
Softec Education, INC 715-688-9629
WITC campus/branch in Burnett County providing accelerated training and education on skills needed for employment by local businesses and industry.

Stout Vocational Rehabilitation Institute 715-232-2513
Menomonie, WI - Private pay vocational evaluation and training

West CAP Skills Enhancement Program 800-606-9227 715-265-4271
SEP is designed to assist with the cost of short term training—tech school, certification programs, or the last two years of a four year degree program.

West CAP Adult Literacy Program 715-265-4271 ext 1314
One-on-one tutoring program for adults that want to improve their literacy skills for personal or job related goals.

Wisconsin Job Center and Wisconsin CEP Inc. 715-635-2175
Spooner, WI office – Serves Burnett County or TTY 711

Wisconsin Senior Employment Program (WISE) 715-635-2298
WISE is an employment training program for low income, unemployed individuals aged 55 years and older. Program contact for Polk and Burnett Counties is Joanne Jacobson from Experience Works out of Spooner, WI

Work Force Resource
Coordinates a number of different programs related to employments training and finding a job including: vocational training programs through WITC, FSET, W-2, and WIO programs.
Polk County Job Center Balsam Lake, WI – Serves Polk County 715-485-3115
or TTY 711
Burnett Office in Siren, WI—Serves Burnett County 715-718-4840

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

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

ADRC of Northwest Wisconsin 877-485-2372
Serves Polk & Burnett Counties and the St Croix Chippewa Indians of WI

Food and Nutrition Programs
ADRC of Northwest Wisconsin Nutrition Program 877-485-2372
Meals on Wheels of Northwest Wisconsin
ADRC Dining Program 877-485-2372
Dining Sites Include:
- A&H Senior Center, 28315 County Rd H, Webster 715-635-7199
- Amery Congregational Church, 201 Harriman Ave. N, 715-268-6818
- Grantsburg Senior Center, 118 Madison Ave West 715-463-2940
- Milltown Community Center, 301 2nd Ave SW 715-825-5025
- Siren Senior Center, 23943 State Road 35 715-349-2845
- Webster Senior Center, 7421 West Apple St 715-866-5300

Commodity Supplement Program for Seniors 715-977-1191
West CAP program provides Free box of commodity foods each month, individuals must be 60 years of age or older and meet income guidelines. Limited # served at each distribution site. Serves Polk County only.

FoodShare
Provides monthly benefits to help low-income households buy food.
- Great Rivers Consortium 888-283-0012
- FoodShare Screening and Application Assistance 715-496-3121
  Local FoodShare Outreach Specialist

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

St Croix Tribe Elder Congregate Dining
Dabury Nutrition Site, 7530 Riversmeet Rd 715-656-3227
Land Lake Nutrition Site, 4460 HWY 70, Hertel 715-349-2849

Food Pantries (by city)
Amery
- Amery Area Food Pantry 715-268-5999
  230 Deronda Street (Old hospital)
  Leave message
  Call before 12:00pm on Wednesday for appt.
  Open Thursdays from 2:00pm-6:00pm
  Serves Amery school district.
- Ruby’s Pantry 715-268-7390
  Congregation Church, 201 Harriman Ave North
  9-10:30am the 2nd Saturday of each month, $20 donation appreciated. Serves all of Polk County with multiple locations, dates and times.

Clear Lake
- Lifeline Food Pantry 715-263-3846
  560 5th St. (Old high school)
  Wed. 1-5pm; Thur. 12-4pm
  Serves Clayton and Clear Lake school districts

Cumberland
- Ruby’s Pantry
1330 2nd Ave (Elementary School)  
9-10:30 the 1st Saturday of each month, $20 donation appreciate  
Serves all of Polk County with multiple locations, dates and times

- Cumberland Food Pantry  
  Police Department, 1356 2nd Ave.  
  Fridays 1-3pm  
  Serves Cumberland School District and surrounding small communities

Danbury
- Ruby’s Pantry  
  4th Ave and Peet St. (Township Garage)  
  10-11:30am on the 1st Saturday of each month, $20 donation appreciated

Dresser
- People Loving People  
  103 East Main Street  
  Mon. 11:00-1:00; Wed. 2:00-5:00; Sat. 11:00-1:00. Open to all.

Frederic
- Family Pathways Food Shelf  
  715-327-4425  
  Hwy 35, across from Larsen Chevrolet  
  Call for appointment  
  Monday and Thursday 9:00am-6:00pm; Wednesday 12:00-6:00pm; Saturday 9:00am-12:00pm

Grantsburg
- Grantsburg Area Food Shelf  
  Village Hall/Policy Garage  
  Thursday 9:30-11:30am; Emergencies – Tuesday, 9:30-11:30am  
  Serves Grantsburg school district. No cost.

Luck
- Loaves and Fishes  
  DBS Lions Hall, 300 North 1st Street  
  Tuesdays and Thursdays, 11:00am-1:00pm.  
  Serves Luck & Unity school districts.
- Ruby’s Pantry  
  210 E Park Ave (Home and Away Ministries)  
  3rd Tuesday of the month, 12-1:30. $20 donation appreciated

Osceola
- The Open Cupboard  
  715-294-4357  
  402 2nd Avenue  
  Call for appointment  
  Monday and Wednesday 9am-12pm and Thursday 11-4:00pm  
  Serves Osceola and Dresser school districts.

Siren
- Ruby’s Food Shelf  
  715-349-7829  
  24534 State Hwy 70/35 (Ruby’s Secondhand)  
  Monday 10:00am-2:00pm; Wednesday 10:00am-4:00pm; Friday 10:00am-2:00pm  
  Serves Siren and Webster school districts. No cost.
Spooner
- Ruby’s Pantry
  780 Elm St. (School Vocational Area)
  9:30-11am 2nd Saturday of each month, $20 donation appreciated.
- Washburn County Food Pantry 715-635-9309
  1649 Cottonwood Ave., Spooner
  Tuesday, 9:00-11:00 and Thursday 1:00-3:00. Will serve border communities of
  Burnett Co. (A&H, Bashaw area)

St Croix Falls
- Family Pathways 715-483-2920
  2000 US Hwy 8, North Country Mall
  M, T, Th, and F: 9am-5pm, W: 12:00pm-6pm
- St Croix Falls Food Pantry 715-483-9494
  809 Pine Street, Call United Methodist Church
  Monday 9:00-11:00 and Wednesday 3:00-6:00 and Friday 9:00am-10:00am.
  Serves SCF school district and Unity school district

Turtle Lake
- Food Pantry 715-986-2241
  200 W Martin Ave
  Thursdays 1-3pm
  Services Turtle Lake School District

Webster
- Indianhead Community Action Agency 715-866-8151
  Connections (next to Holiday gas station)
  Monday, Tuesday and Friday, 10:00-3:00. Serves all of Burnett Co. No cost.
- Second Harvest Monthly Food Distribution
  Connections in Webster (next to Holiday)
  3rd Thursday of each month, 10:00-4:00pm. Open to anyone in need of food.
- Webster and Siren Lions Club
  Connections (next to Holiday)
  1st Thursday of each month 10:00-1:00pm
- St Croix Chippewa Commodities Distribution 715-349-2195
  24663 Angeline Ave.
  Monday – Thursday, 7:30-4:30. Closed 1st week of each month. Native
  American income eligible only.

Free Community Meals
- Alliance Church of the Valley 715-483-1100
  1259 State Rd 35, St. Croix Falls; 4th Tues. of every month, 5-6:30
- Burnett County Churches 715-866-8646
  Alternates between churches in Siren, Webster, and Danbury, last Tuesday of each
  month from 5-6pm, Jan-Oct.
- Deronda Lutheran
  1239 65th Ave, Amery; 4th Tuesday of the month, 5-6pm
Georgetown Lutheran Church 715-857-5580
877 190th Ave, Balsam Lake; 3rd Thursday of the month, 12:00pm

United Methodist Church 715-755-2275
306 River St., Osceola; Last Wed. of every month (no meal Nov. & Dec.), 5:30-6:30

United Methodist Church 715-468-2405
135 Reinhart Dr., Shell Lake; 2nd Wednesday of every month, 4:00-6:00

West Denmark Lutheran Church 715-472-2383
2478 170th St., Luck; Potluck meal for visitors, guest and those unable to bring food; Last Sunday of each month, 5:00

**Grocery Delivery**

**Amazon**  [www.amazon.com](http://www.amazon.com)
Order many grocery items online at [www.amazon.com](http://www.amazon.com) and searching or click the Department tab and grocery at the bottom of the list.

Amery Dick’s Fresh Market 715-268-7513
$3.00 charge, in-town deliveries only. Delivery on Tuesdays, call by Monday at 3pm.

Clear Lake Nilssen’s 715-263-2513
No charge, in town deliveries only. Delivery on Wednesdays, call by Tuesday at 7pm.

Frederic Grocery Store 715-327-4855
$2.50 charge, in town deliveries only. Delivery on Monday and Wednesdays, call by 12 the day of.

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

Interfaith Caregivers of Polk County 715-825-9500
Pick up and food delivery from local food pantries and grocery shop for you

Osceola Dick’s Fresh Market 715-294-2158
$3.00 charge. Delivery on Tuesdays mornings, call by Monday evening.

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

Walmart Grocery Pickup  St Croix Falls 715-483-1399
Pine City, MN 320-6295845
Pick out/order yours groceries at [https://www.walmart.com/](https://www.walmart.com/). You will be prompted to pick a store and also reserve a pick up time. They will shop for your groceries and load them into your vehicle for you.
Healthcare-Reduced Rate

Direct Access Testing/Cash Labs
Area facilities below offer Cash Labs/Direct Access Testing at a discounted cash price for common lab tests, have a financial assistance program available to patients needing medical care but are unable to afford the medical expenses and/or offer. Contact individual facility for more information.

Amery Hospital and Clinics  715-268-0241
  Amery, Clear Lake, Luck and Turtle Lake Clinic Locations--Direct Access (Lab) Testing and financial assistance program available.

Burnett Medical Center  715-463-5353
  Grantsburg, WI-- Direct Access Testing and financial assistance program, Community Care Program, available

Osceola Medical Center  715-294-2111
  Osceola, WI- Offers Cash Labs/Direct Access Testing and financial assistance program, Community Care Fund, available.

Free Clinics
Chippewa Valley Free Clinic  715-839-8477
  Eau Claire, WI—Services are free to individuals who are uninsured or underinsured and are at or below 200% of the Federal Poverty Level. Proof of income required.

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

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

Health Insurance Programs
ADRC of Northwest Wisconsin  877-485-2372
Elder Benefits Specialists (for people ages 60+) and Disability Benefits Specialists (for people ages 18-59) can provide general information on public and private insurance options. This could include Wisconsin Medical Assistance, SeniorCare, Medicare, SSI MA, etc.

Forward Health Member Services  800-362-3002
For people already receiving Wisconsin Medical Assistance (MA, Medicaid, BadgerCare+, SSI MA). Answers questions regarding coverage, billing and prior authorization. Also provides referrals to dentist/dental services who accept Medicaid.

Health Insurance Marketplace
Apply for health coverage, compare options, and enroll in a plan in one place.  800-318-2596
Health Insurance Marketplace Navigators and Certified Application Counselors

Individuals trained and able to help consumers, small businesses, and their employees as they look for health coverage options through the Marketplace, including completing eligibility and enrollment forms. These individuals and organizations are required to be unbiased. Their services are free to consumers.

- Polk County Public Health Department 715-485-8500
  Serves Polk and Burnett Counties-call for appointment
- Northwest Wisconsin CEP, Inc. 715-635-2175
  Serves Burnett County residents-call for an appointment
- NorthLakes Community Health Clinic 715-986-2599
  Turtle Lake—Call for an appointment 888-834-4551

Medical Assistance (Medicaid, MA)

- Great Rivers Consortium 888-283-0012
  Serves Polk and Burnett Counties

Medicare & Medicare Part D Information

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

Medicare Fraud

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

MediGap Insurance Helpline 800-242-1060

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

Office of the Commissioner of Insurance for WI 800-236-8517
  Madison, WI office – Regulates and enforces insurance laws, agent licensing and investigates complaints.

Senior Care 800-657-2038

A prescription program for Wisconsin residents age 65 or older. There are three levels of program participation, dependent upon income.

- ADRC of Northwest Wisconsin 800-485-2372
  Elder Benefits Specialists can also answer questions and may be able to assist with application materials, if needed.

Health & Wellness Programs

ADRC of Northwest Wisconsin 877-485-2372

Various programs offered throughout the year, including Stepping On, Powerful Tools for Caregivers, Healthy Living with Diabetes, Tai Chi: Moving for Better Balance and Living Well with Chronic Conditions Program.
Amery Area Community Center Circuit Breakers Fitness Center
Amery, WI – Amery Centennial Hall
715-268-6605
Open to adults age 21 and older, $10/month

Amery Regional Medical Center (ARMC)
Amery, WI
715-268-8000

Burnett Medical Center
Grantsburg, WI
715-463-5353

Family Caregivers Rock
familycaregiversrock@outlook.com
Nonprofit that supports the health and wellness of family caregivers by granting wishes to family caregivers. Serving Polk County.

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

Osceola Medical Center
Osceola, WI
715-294-2111

Ruby’s Well Care Center Beauty Salon Service
715-472-7770
Free service available to low income residents of Polk and Burnett counties that includes haircuts, styling and other services as products are available. Second Tuesday of the month from 9am-12noon by appointment only.

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

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

St Croix Regional Medical Center
St Croix Falls, Unity, Luck and Webster-Steady as You Go Classes
800-642-1336

Wisconsin Well Woman Program
WWWP provides preventive health screening services to women, ages 45-64, with little or no health insurance coverage. WWWW pays for mammograms and Pap tests. Income guidelines apply.
• Burnett County Health and Human Services – Public Health
  715-349-7600
• Polk County Public Health Department
  715-485-8500

Foot and Nail Care
Burnett Medical Center
715-463-5353
$25 per session

Medi-Pedi Professional Foot Care
651-238-0932
In-home professional food care service. $45/session that includes travel to your home, foot bath, foot massage, and nail trimming. Additional foot/nail care services available for minimal fee. Services areas south of Luck and west of Bone Lake in Polk County

Ruby’s Well Care Center 715-472-7770
Luck, WI-Free nail and foot care/trimming, 2nd Tuesday of every month, call to make an appointment

Smilin’ Feet 715-416-0694
Foot care, massage, reflexology in home services; Serving Webster and Danbury areas; costs vary.

**Home Health Care**

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

**Adoray Home Health & Hospice** 800-359-0174
Baldwin, WI office—Serves Polk County, Luck and south

**Allina Home Health Care and Hospice** 800-261-0879
St Paul, MN Office—Services Polk County

**Good Samaritan Society Home Health** 715-483-5505
St Croix Falls, WI office—Serves Polk and Burnett Counties

**Hearts of Gold** 715-468-2931
Shell Lake, WI office

**Indianhead Home Health Services** 715-532-1545
Serves Polk and Burnett Counties as well as Barron, Douglas, Rusk and Washburn and Sawyer Counties.

**Indianhead Medical Center – Home Health** 715-468-7833
Shell Lake, WI office—Serves portions of Burnett County

**Interim HealthCare** 715-377-9617
Hudson, WI office-serves Polk County

**Spooner Health System – Home Care** 715-635-1238
Spooner, WI office—Serves portions of Burnett County

**Hospice**

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

**Adoray Home Health & Hospice** 800-359-0174
Baldwin, WI office—Serves most of Polk County but not north of Frederic

**Allina Home Health Care and Hospice** 800-261-0879
St Paul, MN Office—Services Polk County
Heartland Hospice 888-633-6522
Eau Claire/Roseville Office–Serves Polk County

Interim HealthCare 715-377-9617
Hudson, WI office – Serves Polk County

Regional Hospice 715-635-9077
Spooner/Grantsburg, WI office – Serves Burnett County

St Croix Hospice 651-735-3656
Oakdale, MN office – Serves Burnett and Polk Counties

Housing – Assistance

Movin’ Out 877-861-6746
Madison, WI office – Member of household must have permanent disability

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

Indianhead Community Action Agency 715-532-4222
Ladysmith, WI office – Serves Burnett County

Modest Needs Grants 844-667-3776
https://www.modestneeds.org/for-applicants/
Offers grants for working individuals/families who don’t qualify for public assistance programs. Grants can be used to pay for an unexpected or emergency expense or monthly bills an individual can no longer afford to pay because of an unexpected expense. Applications only accepted online at https://www.modestneeds.org/for-applicants/. Applicant’s must have regular access to a computer, internet and a scanner or fax machine.

Salvation Army of Burnett County 715-349-8744
Siren, WI-Administer Tenant Based Rent Assistance, Rapid Rehousing and Homeless Prevention programs for Burnett County

Salvation Army of Polk County 715-263-2900
Clear Lake Office-Administers Permanent Supportive Housing program for Polk County and will provide rent assistance only if an eviction notice has been received. For rent assistance, individuals must contact and apply for assistance through Rural Housing, Inc and Workforce Resource Emergency Assistance Program first. No mortgage assistance provided.

Rural Housing, Inc. 888-400-5974
Madison, WI office – Critical housing assistance for security deposit, delinquent rent, mortgage payment, property taxes and utility bills.

USDA Rural Development 715-635-8228
Spooner, WI office – Serves Burnett and Polk Counties, Rural Direct Loan Program to assist low and very low income applicants to obtain decent, safe and sanitary housing.

West CAP 715-265-4271
Section 8 Housing Voucher Program, Rapid Rehousing, and Tenant-Based Rental Assistance (for Polk County and program is based on funding availability).

Wild Rivers Habitat for Humanity 715-483-2700
Serves Polk and Burnett Counties

Wisconsin Housing and Economic Development Authority 800-755-7835
Offers a tax deferral loan program for elderly

Workforce Resource Emergency Assistance Program 855-792-5439
Can help with past due rent, security deposit, first month’s rent, and utility disconnects notices. Must have an eviction or disconnect notice and one or more minor children living in the home.

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

Amery Housing Authority 715-268-2500

Burnett County Housing Authority 715-866-8231
Offers apartments in Siren and Webster, WI

Catholic Charities Bureau 888-276-0246
Offers apartments in Siren and Amery, WI

Clear Lake Housing Authority 715-263-3370

Croix Management 651-465-6841
Offers apartments in Grantsburg, WI

Dak Management/Parkview Apartments 877-219-7282
St Croix Falls, WI

Department of Agriculture, Trade and Consumer Protection-Consumer Protection Hotline 800-422-7128
A resource for tenants and landlords interested in learning more about their rental rights and responsibilities under Wisconsin law

Frederic Housing Authority 715-327-8490

Grantsburg Housing Authority 715-463-2475

Horizon Management Group 800-944-4866
Offers apartments in Clear Lake and Star Prairie, WI
HUD Housing Discrimination Hotline 800-669-9777
TDD Line for Hearing Impaired 800-927-9275
Get information about your Fair Housing Rights and file a complaint about housing discrimination

HUD Public and Indian Housing Customer Service Center 800-955-2232
Provides general information about programs operated by the Office of Public and Indian Housing (HUD programs).

Good Samaritan Society-HUD Housing 715-483-1917
715-557-0559
St Croix Falls, WI—rent includes all utilities except phone, also includes free laundry
River Town Heights is open to seniors (62+) and disabled adults (18+) with mobility impairment and Forest Heights-open to seniors (62+)

Impact 7 715-357-3334
Offers apartments in Amery, Balsam Lake, and Centuria

Luck Housing Authority 715-472-2032

Meridian Group Inc/Hometown Village Apartments 715-635-3031
Centuria, WI

Milltown Apartments 715-825-2026

Osceola Housing Authority 715-294-3629

Paramark/Osceola Village Apartments 715-294-3560

Pioneer Apartments 715-472-2164
Luck, WI

Polk County Housing Authority 715-294-4243
Offers apartments in Osceola, Dresser, St Croix Falls, Milltown, Balsam Lake and Clear Lake, WI

Ridgeview Apartments 715-263-2544
Clear Lake, WI

Sunny View Apartments, E. Fuller Inc. 715-634-2040
Offers apartments in Milltown, WI

St Croix Tribal Housing Authority 800-236-2195 ext 5130

WestCap 800-606-9227
Glenwood City, WI office – Offers rentals in St Croix Falls, WI 715-265-4271

WIHousingSearch.org  wihousingsearch.org or 877-428-8844
Free, up-to-date listings of rental housing throughout WI

**Housing – Shelters**

**Benjamin House**
Rice Lake, WI; emergency shelter
715-736-2437

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

**Faith House**
Siren, WI—Salvation Army Shelter
715-349-8744

**Grace Place**
New Richmond, WI—Salvation Army shelter; offers emergency housing
715-247-2944

**Northwoods Homeless Shelter**
Primarily serves Polk County families or Crisis Line 715-554-0137
715-268-5730
or other individuals when possible; offers emergency housing

**Serenity Home Transition Housing**
Salvation Army of Polk County Office located in Clear Lake-Serenity Home
715-263-2900
Transition Housing includes 3 different locations in Polk County. Non-emergency

**Warming Center**
Rice Lake—only open from 6pm-10am for individuals needing a place to sleep. Open to individuals and families.
715-651-8740

**Housing – Modifications, Repairs & Weatherization**

**Modifications**

**Center for Independent Living Western Wisconsin**
Menomonie, WI office - Serves Polk Co
800-228-3287

**Interfaith Caregivers of Burnett County**
Serves Burnett County; minor home repair projects only
715-866-4970

**Interfaith Caregivers of Polk County**
Milltown, WI office – Serves Polk County
715-825-9500

**North Country Independent Living**
Superior, WI office – Serves Burnett Co or Voice/TTY 800-924-1220
715-392-9118

Tomorrow’s Home Foundation Helping Hand Assistance Program
http://www.tomorrowshomefoundation.org/
Grant program available to assist low-income mobile and manufactured homeowners who need critical home repairs that are essential to remain in the home. Grant recipient must pay at least 10% of costs. Grants given up to $2,500. Visit website above or email laurie@housingalliance.us for grant application.

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

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

Repairs
Interfaith Caregivers of Burnett County 715-866-4970
Serves Burnett County

Interfaith Caregivers of Polk County 715-825-9500
Milltown, WI office – Serves Polk County

Home Repair Program 715-726-4580
Loan program designed to assist low and moderate income households with repairs to their homes
Administered by the Chippewa County Housing Authority, Chippewa, WI—Serves Barron, Buffalo, Chippewa, Clark, Dunn, Eau Claire, Pepin, Peirce, Polk and St Croix counties

Northwest Regional Housing Program 715-635-2197
Provides financial assistance to low and moderate income households needing to make home improvements or wishing to purchase a home.
Spooner, WI-Serves Ashland, Bayfield, Burnett, Douglas, Iron, Price, Rusk, Sawyer and Washburn counties

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

Wild Rivers Habitat for Humanity 715-483-2700
Home Preservation program helps with exterior work including painting, patching, minor repair, landscaping and replacement of exterior building materials for maintaining good or sound condition. Also provides the Critical Home Repair program that includes more extensive interior or exterior work to address health and safety issues or code violations. Serves Polk and Burnett Counties

Weatherization
Indianhead Community Action Agency 715-532-4222
Ladysmith, WI office – Serves Burnett County

WestCap 800-606-9227
715-265-4271
Glenwood City, WI office – Serves Polk County. Individual must be eligible for Energy Assistance through WHEAP. WHEAP makes direct referral to WestCap with those individuals who qualify for weatherization assistance.

Wild Rivers Habitat for Humanity 715-483-2700
Weatherization Program helps with work that needs to be done to improve the energy efficiency and indoor air quality of a home. Includes a energy audit, testing of the home upon completion of work and homeowner education. Serves Polk and Burnett Counties

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

Center for Independent Living for Western Wisconsin 800-228-3287
Menomonie Office - Serves Polk Co

North Country Independent Living 715-392-9118
Superior, WI office – Serves Burnett Co or Voice/TTY 800-924-1220

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

Because There’s No Place Like Home, LLC 715-706-1112
Serves Western Wisconsin including Polk and Burnett counties. Accepts private pay and long term care insurance.

Center of Independent Living of Western Wisconsin 800-228-3287
Serves Polk County (and Barron, Rusk, St Croix, Dunn, Chippewa, Pierce, Pepin, Eau Claire and Clark Counties). Provides personal and supportive home care services. Will hire, train and background check family and friends to provide supportive home care and personal cares. Accepts private pay, MA, and long term care insurance.

Comfort Keepers 715-381-6730
Serves Polk, St Croix, Pierce, Barron, Burnett (case by case), Dunn, Eau Claire, Chippewa and Washington (MN) Counties. Accepts private pay, long term care insurance, and VA.

### In Home Foot and Nail Care Services—see the Health and Wellness section

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Innovative Services, Inc.</td>
<td>715-919-2147</td>
</tr>
<tr>
<td>Community Supported Living (CSL) Program</td>
<td></td>
</tr>
<tr>
<td>serves residents within a 30 mile/30</td>
<td></td>
</tr>
<tr>
<td>minute radius of the Siren and St Croix</td>
<td></td>
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<tr>
<td>Falls offices; beyond 30 miles or 30</td>
<td></td>
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<tr>
<td>minutes service determined on case by case</td>
<td></td>
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<tr>
<td>basis.</td>
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<tr>
<td>IntegriCare</td>
<td>715-205-3746</td>
</tr>
<tr>
<td>Services those living within 10 miles of</td>
<td></td>
</tr>
<tr>
<td>Barron County in Polk County. Accepts</td>
<td></td>
</tr>
<tr>
<td>private pay and works with IRIS/Family</td>
<td></td>
</tr>
<tr>
<td>Care</td>
<td></td>
</tr>
<tr>
<td>Interfaith Caregivers of Polk County</td>
<td>715-825-9500</td>
</tr>
<tr>
<td>International Quality Homecare</td>
<td>855-447-4762</td>
</tr>
<tr>
<td>Serving Polk and Burnett Counties</td>
<td></td>
</tr>
<tr>
<td>providing personal care, homemaker,</td>
<td></td>
</tr>
<tr>
<td>transportation, respite care, services.</td>
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</tr>
<tr>
<td>Accepts private pay, Medicaid, VA, and</td>
<td></td>
</tr>
<tr>
<td>private insurance</td>
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<tr>
<td>Lutheran Social Services</td>
<td>715-552-2490</td>
</tr>
<tr>
<td>Community Supported Living Program</td>
<td></td>
</tr>
<tr>
<td>serves Polk County. Open to inquiries for</td>
<td></td>
</tr>
<tr>
<td>services from Barron County but can’t</td>
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<tr>
<td>guarantee immediate start of services at</td>
<td></td>
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<tr>
<td>this time.</td>
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<tr>
<td>North Country Independent Living</td>
<td>800-924-1220</td>
</tr>
<tr>
<td>Serves Burnett County (and Douglas,</td>
<td></td>
</tr>
<tr>
<td>Bayfield, Ashland, Iron, Washburn, Sawyer,</td>
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<tr>
<td>and Price Counties). Provides personal and</td>
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<tr>
<td>supportive home care. Will hire, train</td>
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<tr>
<td>and background check family and friends to</td>
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<tr>
<td>provide supportive home care and personal</td>
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<tr>
<td>care. Accepts private pay, MA, and long</td>
<td></td>
</tr>
<tr>
<td>term care insurance.</td>
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<tr>
<td>Peaceful Living</td>
<td>715-386-7071</td>
</tr>
<tr>
<td>Hudson, WI office-Serves Polk County.</td>
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</tr>
<tr>
<td>Accepts private pay, medical assistance</td>
<td></td>
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<tr>
<td>and long term care insurance. Accepts</td>
<td></td>
</tr>
<tr>
<td>medical assistance and private pay.</td>
<td></td>
</tr>
<tr>
<td>Serenity Care Agency, LLC</td>
<td>715-308-3800</td>
</tr>
<tr>
<td>Boyceville, WI—Serves within a 45 mile</td>
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<tr>
<td>radius of Boyceville. Provides personal</td>
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<tr>
<td>care and supportive home care services.</td>
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<tr>
<td>Accepts private pay and will work with</td>
<td></td>
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<tr>
<td>long term care insurance.</td>
<td></td>
</tr>
<tr>
<td>Spirit of the Heart</td>
<td>715-441-0159</td>
</tr>
<tr>
<td>Centuria, WI-Serves within 30 minutes or</td>
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</tr>
<tr>
<td>20 miles of Centuria. Provides personal</td>
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</tr>
<tr>
<td>care and supportive home care services.</td>
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<tr>
<td>Accepts private pay and will work with</td>
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<tr>
<td>long term care insurance.</td>
<td></td>
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<tr>
<td>Touching Hearts at Home</td>
<td>715-245-1944</td>
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<tr>
<td>Woodville, WI office – Serves Polk County.</td>
<td></td>
</tr>
<tr>
<td>Accepts private pay and long term care</td>
<td></td>
</tr>
<tr>
<td>insurance.</td>
<td></td>
</tr>
</tbody>
</table>
Legal Assistance

Legal representation is not guaranteed by these resources.

Coalition of Wisconsin Aging Groups (CWAG) 800-366-2990
Milwaukee, WI office TTY 888-758-6047

Consumer Law Clinic – UW Madison 608-263-6288
The CLC handles individual and class action lawsuits in state and federal court covering a variety of consumer protection issues, including misrepresentation and fraud, credit scams, predatory lending, unfair debt collection practices and “fringe banking” abuses by rent-to-own and payday loan companies. Staffed by law students.

Disability Rights Wisconsin 715-736-1232
Rice Lake, WI office 877-338-3724
TTY 888-758-6049

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

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

Upper Midwest Pension Rights Program 866-783-5021
North St. Paul, MN office – Serves WI, MN, SD, ND. Helps to locate missing pensions. Answers questions about pension benefits.

Wisconsin Guardianship Support Center 855-409-9410
Toll free helpline provides information on the following subjects: guardianships, powers of attorney, protective placement and other advance directives

Wisconsin Hispanic Lawyers Association 414-331-2679
Can assist individuals in finding a Spanish speaking lawyer and/or a lawyer with knowledge of issues facing Hispanic individuals and communities.

Wisconsin Judicare, Inc. 800-472-1638
Wausua, WI office - Legal services for persons with low incomes; also provides Indian Law Office for tribal members of recognized tribes in Wisconsin

Wisconsin State Bar Association Lawyer Referral & Information Services Does not provide referrals for pro-bono (free) legal help 800-362-9082
- Modest Means Program-Assists people whose income is too low to afford usual legal fees, but too high to receive free legal assistance. Call State Bar for further details and qualifiers.
Medical Equipment and Assistive Devices

The following businesses or organizations sell, rent, or loan durable medical equipment and/or assistive devices/technology. Check with each to find out what specifically they carry or can order. Keep in mind Polk and Burnett Counties are in a competitive bidding area for mail order diabetic supplies; when purchasing these supplies be sure to purchase from a competitive bidding contract supplier.

Contact Medicare to find all suppliers of medical equipment and supplies in your area or to find suppliers in the area that carry the specific product you need. Website: Medicare.gov; Toll Free Number: 800-633-4227; TTY: 877-486-2048

ADRC of NW WI Loan Closet and Assistive Technology Kit  877-485-2372
Balsam Lake and Siren, WI—Items available for rent for up to 6 months include: Walkers, shower benches, bath chairs, toilet riser, commode, wheelchairs, cane, grab bar, grab it/reacher, shoe horns. Most items available at both locations, call ahead to check on availability. No rental fee. Not Medicare Certified. Also available are various assistive technology/devices to try out before purchasing. No items available for purchase but information available on where to go to purchase the equipment.

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

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

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

Chet Johnson Drug 715-268-8121
Amery, WI office – Limited in-store supply, but will order in. Medicare Certified Provider for all durable medical equipment except wheelchairs

Center for Independent Living Western Wisconsin 800-228-3287
Menomonie office – Serves Polk Co
Assistive technology loan and demonstration program and keeps list of use equipment for sale

Gospel Mission Bargain Center ad Building Center 715-839-9498
Eau Claire, WI—Used items for sale at discounted rate such as hospital beds, motorized wheel chairs, manual wheel chairs etc. Call to check for availability of items.

Frederic Pharmacy 715-327-4208
Frederic, WI—Medicare Certified

Handi Medical Supply 800-514-9979
St Paul, MN office – Will provide mail-order supplies and equipment to Polk and Burnett Counties. Larger items (beds, wheelchairs, etc.) can only be delivered and serviced to southern Polk and Amery area. Medicare Certified.
Home Health Resources 715-268-9164
Amery, WI office—Medicare Certified

Home Medical Products and Services 800-528-9969
Rice Lake, WI office—purchase and/or rent medical equipment. Medicare Certified

J&B Medical 800-737-0045
Incontinence supply provider for Medicaid recipients in WI. Medicare Certified

Lincare (Respiratory/Oxygen supplies) 855-483-1927
St Croix Falls, WI office – Serves Burnett and Polk Counties. Medicare Certified

Luck Pharmacy 715-472-2122
Luck, WI—Medicare Certified

North Country Independent Living 715-392-9118
Superior, WI office – Serves Burnett Co or Voice/TTY 800-924-1220
Assistive technology loan and demonstration program

Siren Pharmacy 715-349-2221
Siren, WI—home health products in store and can order in other items not on hand. Not Medicare certified

Stout Vocational Rehabilitation Institute 715-232-2513
UW-Stout, Menomonie, WI – Wheelchair clinics offered once a month

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

Wood River Pharmacy 715-463-2525
Grantsburg, WI—Medicare Certified

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

**Medication Management**

Medication management options that are available include licensed home health care agencies, medication dispensing boxes and individual packaging of medication by pharmacies.

**Licensed Home Health Agencies**—see Home Health Care.

**Medication Dispensing Equipment**—see Personal Emergency Response Systems

**Pharmacies**
Pharmacies that provide the option of individually packing medication in bubble packs. Most offer different options in regards to packaging; please call pharmacy for options/prices and they can help you decided which will work best for your particular circumstance.

**Balsam Lake Pharmacy**
Balsam Lake, WI 715-485-3374

**Chet and Sons Drug**
Amery, WI 715-268-8121

**Frederic Pharmacy**
Frederic, WI 715-327-4208

**Luck Pharmacy**
Luck, WI 715-472-2122

**Siren Pharmacy**
Siren, WI 715-349-2221

**Wood River Pharmacy**
Grantsburg, WI 715-463-2525

**Unity Pharmacy**
Balsam Lake, WI 715-825-4498

**Yellow River Pharmacy**
Webster, WI 715-866-8644

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**Mental Health/AODA and Substance Abuse**

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

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

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

**Burnett County Mental Health Crisis Line**
888-636-6655

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

**Women’s 12 Step Support Group**
Group meets every Tuesday at 10am at New Beginnings Alano Club in Siren and is for women with hurts, habits and hang-ups.
Friendship Line 800-971-0016
24 hour toll free crisis intervention hotline and warm line for non-urgent calls for people age 60 and older and adults of all ages living with a disability.

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

Hopeline Text HOPELINE to 741741
Text-in (versus voice call-in) free service for help and hope –for anyone in any type of situation, providing them access to 24/7 emotional support and information

Mental Health Task Force Websites provides information and links to local resources, including Burnett Co. and Chisago Co. (MN)

Polk County mentalhealthpolk.org
Burnett County http://www.healthyburnett.org and Community Action Groups

NAMI of Polk County namiconnectionspolkcounty@gmail.com
Centuria, WI – monthly meetings at Fristad Church

NAMI of Wisconsin 800-236-2988
Madison, WI office

National Suicide Prevention Hotline 800-784-2433

Narcotics Anonymous https://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

Polk County Community Services Division 715-485-8400

Polk County Mental Health Crisis Line 888-552-6642

Solstice Warmline 608-422-2383
Non-clinical service for individuals with mental health and/or substance abuse issues just needing someone to talk to. Open Mon-Fri 4-10pm and Sat/Sun 2-10pm.

St Croix Tribal Mental Health/AODA 715-349-2195 ext. 264

Trevor Project 866-488-7386
Suicide prevention crisis line for LGBTQ

Veterans Crisis Line 800-273-8255 press 1
Suicide prevention crisis line for veterans and their families and friends to call. Online chat is available at www.veteranscrisisline.net/chat or to text, text to 838255.

Wisconsin Addiction Recovery Helpline Call 2-1-1 or 866-944-4673
Free and confidential services provided by Wisconsin DHS and managed by Wisconsin 211. Helpline specialist help callers find and navigate local resources.

**Wisconsin Council on Problem Gambling**  
Green Bay, WI office  
800-426-2535

**Wisconsin Sowing the Seeds of Hope Program**  
Wisconsin Farm Center - Madison, WI - Counseling assistance to farmers  
800-942-2474

**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 Northwest Wisconsin](http://www.adrc.wi.gov) at 800-485-2372

- **Maple Ridge Care Center**  
  Spooner, WI  
  866-333-6002  
  715-635-1415

- **Christian Community Home**  
  Osceola, WI  
  715-294-1100

- **Continuing Care Center at Burnett Medical Center**  
  Granstburg, WI  
  715-463-5353

- **Frederic Nursing & Rehab**  
  Frederic, WI  
  715-327-4297

- **Golden Age Manor**  
  Amery, WI  
  715-268-7107

- **Divine Rehabilitation and Nursing at St Croix**  
  St Croix Falls, WI  
  715-483-9815

- **United Pioneer Home**  
  Luck, WI  
  715-472-2164

- **Willow Ridge**  
  Amery, WI  
  715-268-8171

**Personal Emergency Response Systems**

Personal Emergency Response Systems allow individuals to call for assistance at the touch of a button. Call button can be worn as a pendant or wristband. Additional features may be available. In addition, to the pendant or wristband, individuals in need can get a pill box that will dispense medications needed for that day and time and alarms when accessed. Other systems available as well.

- **CWS Cabin Watch**  
  St Croix Falls, WI office  
  715-483-0083
Surveillance systems and personal emergency response-no med management dispensing systems.

Dose Health 844-300-6212
Smart phone compatible medication dispenser and medication call/text reminder services—Dose Remind and Dose Remind + Click. Visit www.dosehealth.com for more information.

FirstCall Medical Monitoring 800-924-3407
St Croix Electric Cooperative, Hammond, WI—personal emergency response system; landline and/or cellular phone; fall detection; equipment is leased and participants charged a monthly fee for service.

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

Healthcom 800-525-6237
Remote monitoring/telehealth monitoring, personal emergency response systems, vitals monitoring, medication management systems, fall detection/auto call options. Monthly fee.

Home Medical 800-528-9969
Rice Lake, WI
Freedom Alert personal emergency response system. $299.95 for the whole system; no monthly fees.

Rise and Shine Call In 715-825-9500
Program available through Interfaith Caregivers of Polk County. Enroll in the program by calling the number above and call in each day before 11am. If they don’t hear from you they will call you and follow steps (if needed) to ensure you are ok.

Life Assist USA
In home personal emergency response, GPS locator, fall detection/auto call options, med management dispensing systems available
Madison, WI office-Serves Polk Co. 888-860-8098
Grantsburg, WI--Serves Burnett and northern Polk Co 715-222-6370
715-463-5606

LifeFone/Touching Hearts at Home 715-245-1944
Personal emergency response system at home, on the go (with 3G cellular), fall detection/auto call options; different package options ranging in price-$24.95-$46.95/month. No activation or equipment fees.
Woodville, WI office-Serves southern parts of Polk County

Philips Life Line 800-368-2925
St Croix Falls, WI office
Mobile and in home personal emergency response, fall detection/auto call options, locator and med management dispensing system

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

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

**Project Lifesaver**
Polk County Sheriff's Department 715-485-8300
Burnett County Sheriff's Department 715-349-2121
Project Lifesaver is a public safety program designed to protect and locate missing persons due to wandering. Families can enroll at risk individuals in this program and purchase a receiver in which the at risk individual wears.

**Representative Payee Services**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>House Calls of Menomonie, Inc.</td>
<td>715-232-6475</td>
</tr>
<tr>
<td>Menomonie, WI office</td>
<td></td>
</tr>
<tr>
<td>Lutheran Social Services of WI and Upper Michigan, Inc.</td>
<td>715-394-4173 ext. 107</td>
</tr>
<tr>
<td>Superior, WI office</td>
<td></td>
</tr>
<tr>
<td>Payee Services, Inc.</td>
<td>715-233-0203</td>
</tr>
<tr>
<td>Menomonie, WI office</td>
<td></td>
</tr>
<tr>
<td>Polk Burnett Payee, Inc.</td>
<td>715-554-0028</td>
</tr>
<tr>
<td>Siren, WI office</td>
<td></td>
</tr>
<tr>
<td>Superior Vocations Center, Inc.</td>
<td>715-392-6171</td>
</tr>
<tr>
<td>Superior, WI office</td>
<td></td>
</tr>
<tr>
<td>Twin Ports Guardianship and Payee</td>
<td>715-392-3137</td>
</tr>
<tr>
<td>Superior, WI office</td>
<td>or 866-271-1312</td>
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</tbody>
</table>

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

**Adult Day Care/Respite**
715-463-5353
Continuing Care Center at Burnett Medical Center, Grantsburg, WI-In facility respite care services only.
American Parkinson Disease Association-WI Chapter 608-345-7938
Caregiver respite program for Parkinson patients that provides a $500/yr stipend to Parkinson patients to be used for respite care services. No financial requirements but must not be receiving any other funded or subsidized respite care services.

Amery Assisted Living and Memory Care 715-268-4800
Amery—facility based respite care for 28 consecutive days or less

Community Homestead 715-294-3038
Osceola, WI—Day program for individuals with disabilities to learn skill development, decision making, social growth and responsibility. Must be able to care for their basic needs or know how to ask for help. $25/half day. Transportation accommodated on a case by case basis.

Day Friends 715-485-8762
Day respite for individuals with dementia located in Balsam Lake, WI – Weekdays, 7:30-3:30. Transportation available.

Happy Day Club 715-416-2942
Day respite care program for individuals with dementia located in Spooner, WI

Interfaith Caregivers of Polk County 715-825-9500

Respite Care Association of Wisconsin 608-222-2033
Madison, WI—Caregiver Respite Grant Program to help with planned or emergency respite care needs

See In Home Help Agencies for a local list of agencies that may provide in home respite care.

See Assisted Living Facilities and Nursing Homes for local facilities that may provide facility based respite care services.

**Senior Centers**

Provide recreation activities for older adults, cards, crafts, dancing, trips, movies, exercise, etc. Listed alphabetically, by city:

A&H Area 715-635-7199
Amery 715-268-6605
Balsam Lake 715-268-7649 or 715-485-3306
Cushing 715-488-2467
Frederic 715-327-8623
Grantsburg 715-463-2940
Luck 715-472-8285
Siren 715-349-7810
St Croix Valley (St Croix Falls) 715-483-1901
Webster 715-866-5300

**Social Security & SSI**
For information about Social Security, Medicare or Supplement Security Income (SSI), contact:
Social Security Administration
- Eau Claire Office 866-815-2924
- Rice Lake Office 888-823-3923
- Superior Office 877-628-6578
Wisconsin SSI Office 800-362-3002
  Madison, WI office – This phone number is used for Forward Health member services as well. Please listen to options, and choose SSI when offered.

**Support Groups**

**AA/Al-Anon/NA/Addiction Meetings**
See Mental Health/AODA and Substance Abuse

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

**Brain Injury**
- Traumatic Brain Injury Support Group 715-327-4474
  Welcomes members from Polk, Burnett and surrounding areas

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

**Caregivers**
- ADRC of Northwest Wisconsin 877-485-2372
  Peace Lutheran Church, Dresser, WI and at the Grantsburg Public Library, Grantsburg, WI (starting March 2019)
- Caregiver Teleconnection 866-390-6491
  Connects family caregivers with trusted professionals and other caregivers and provides education through one hour, free “tele-learning” sessions. More info at www.caregiverteleconnection.org
- See Alzheimer’s Disease, Dementia and Memory Loss

**Cardiac**
• Amery Regional Medical Center 715-268-7191
• Osceola Medical Center 715-294-1111

**Chronic Pain**
• Chronic Pain Support Group 800-642-1336
  St Croix Regional Medical Center
• Chronic Illness/Pain Support Group 715-825-4100
  North Valley Lutheran Church, 1988 220th Ave, Centuria; Contact Suzanne for meeting dates and times.

**Diabetes**
• Amery Hospital and Clinic 715-268-8000
• St Croix Regional Medical Center 800-642-1336
• Burnett Medical Center 715-463-5353

**Hurts, Habits and Hangups**
• Women’s 12 Step Support Group 715-566-1992
  Group meets every Tuesday at 10am at New Beginnings Alano Club in Siren and is for women with hurts, habits and hang-ups.

**Down Syndrome**
• Down Syndrome Association of WI 866-327-3729

**Grief**
• New Life Christian Community 715-557-1431
• Regional Hospice 715-635-9077
  o Support groups meet in Spooner and Grantsburg Area
• St Croix Regional Medical Center 715-483-3261 ext 2016

**Mental Illness**
• NAMI of Wisconsin 800-236-2988
  Madison, WI office
• Polk County Human Services 715-485-8400

**Multiple Sclerosis**
• Polk County Self-Help Group 800-344-4867
  3rd Saturday of the month, 2-4pm at the Good Samaritan Center, St Croix Falls
• Superior MS Group 715-398-5043
  218-391-6262
  2nd Tuesday of the month at 6pm at North Country Independent Living Center, Superior, WI
• MS Connection [http://www.msconnection.org/Support/Support-Groups](http://www.msconnection.org/Support/Support-Groups)
  Online support groups, blogs, one-on-one peer support programs
• MS Self-Help Group 763-742-8572
  2nd Tuesday of the month, 6-7:30pm at the Larsen Family Public Library, Webster, WI

**Other**
• Northwest Wisconsin Ostomy Support Group 715-537-6756
Rice Lake, WI.

**Parkinson's**
- Parkinson’s Foundation Helpline 800-473-4636
  Help people with PD, caregivers and healthcare providers navigate every aspect of Parkinson’s, offer emotional support, share current information and resources.

**Tax Assistance**
Organizations listed offer free tax preparation assistance during the tax season-January through April.

- **IRS Free File Software**
  Free federal return filing online for individuals with adjusted gross income of $66,000 or less. Eligibility various with each company.

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

- **AARP Tax Aide Program** 888-227-7669
  Free tax help to primarily seniors but will help low income adults needing assistance.

**Transportation**

**Adaptations**

- **A&J Mobility** 715-874-6630
  Eau Claire, WI – Automobile and van adaptations

- **Mobility Works** 715-438-4030
  Eau Claire, WI—New/used wheelchair accessible vehicles, vehicle adaptations, accessible vehicle rental

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

**Disabled Parking Permits/Applications**

Wisconsin Department of Motor Vehicles
- Disabled Parking License Plates 608-264-7169
- Temporary Disability Parking Permit 608-264-7169
- Permanent Disability Parking Permit 608-264-7169
- General Questions/Concerns 608-264-7477

**Lift-Equipped/WC Accessible Vans – Non-Emergency**
- **ADRC of NW 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
- Heartland Transportation, LLC 715-949-1313
- Endeavors-Balsam Lake, WI 715-554-2983
  No employment related transportation provided. 715-554-2585
- Midwest Ridesource 715-796-7433
  Star Prairie—serving within a 30 mile radius providing stretcher, wheelchair and ambulatory transportation for any transportation need.
- Wheels To Go Transportation-Centuria, WI 715-553-3232

**Medical Assistance (MA, Medicaid, BadgerCare) Transportation**
MTM 866-907-1493
or TTY 800-855-2880

**Medical Appointment Transportation**
- **ADRC of Northwest Wisconsin** 877-485-2372
  Burnett and Polk County residents or 715-485-8592
  ** Charges for transportation provided by ADRC drivers will apply
- Amery Hospital and Clinic 715-268-8000
  Transportation to and from Amery Hospital and Clinic (Amery only, Would Health Center and Behavior Health within a 20 mile radius of these locations. Patients must be ambulatory. $2.00 donation requested but not required. Ask for registration and scheduling
- Burnett County Veterans Service Office 715-349-2179
  Offers transportation for Burnett County Veterans to and from VA Medical Center in Minneapolis, MN. Riders must be ambulatory and call a minimum of 3 days in advance.
- Greater Minnesota Van Service 800-258-1210
  Transportation to/from medical appointments at Abbott Northwestern and United Hospitals. Pick up at St Croix Regional Medical Center and Burnett Medical Center- $60 round trip. Call 48-72 hours in advance for trip requests.
- Midwest Ridesource 715-796-7433
  Star Prairie—serving within a 30 mile radius providing stretcher, wheelchair and ambulatory transportation for any transportation need.

**Transportation for any Reason-Ambulatory Only**
- Interfaith Caregivers of Burnett County 715-866-4970
  Volunteer drivers serve Burnett County elderly/disabled
- Interfaith Caregivers of Polk County 715-825-9500
  Volunteer Drivers serve Polk County elderly/disabled. No employment related transportation provided.
- New Freedom Volunteer Driver Transportation Program
  Volunteer Drivers serve Polk and Burnett county residents with a barrier to providing own transportation
  Polk County call 800-228-3287
  Burnett County residents call 800-924-1220
Individuals on Family or IRIS from Polk and Burnett County call 800-228-3287

- New Freedom Voucher Program
  Eligible individuals qualify for vouchers that can be used like checks for transportation services
  o Center for Independent Living for Western Wisconsin (Polk residents) 800-228-3287
  o North County Independent Living (Burnett residents) 800-924-1220

- Northwest Transportation Specialists
  Serve Siren, Amery and Hayward surrounding areas 715-349-7021

**Tribal Programs and Services**
The St Croix Chippewa Indians of Wisconsin offer various programs and services to tribal members. Please contact the St Croix Tribal Governmental Offices for more information.

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact</th>
<th>Extension</th>
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<tbody>
<tr>
<td>Aging Unit</td>
<td>Jennifer Bearheart</td>
<td>5108</td>
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<tr>
<td>Behavior Health</td>
<td>Receptionist</td>
<td>5264</td>
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<tr>
<td>Caregiver Program</td>
<td>Lisa Reynolds</td>
<td>5116</td>
</tr>
<tr>
<td>Clinic</td>
<td>Receptionist or Direct Toll Free</td>
<td>5150 877-455-1901</td>
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<tr>
<td>Community Health</td>
<td>Casey Denver</td>
<td>5139</td>
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<tr>
<td>Construction</td>
<td>Delores Staples</td>
<td>5212</td>
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<tr>
<td>Dementia Care Specialist</td>
<td>Dianna Stumph</td>
<td>5150</td>
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<tr>
<td>Disability Benefit Specialist</td>
<td>Lisa Ludwig</td>
<td>800-472-7207</td>
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<tr>
<td>DNR</td>
<td>Gaynell Lemiuex</td>
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<tr>
<td>Education</td>
<td>Karen Washington</td>
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<tr>
<td>Elder Advocate Program</td>
<td>Maryann Morrison</td>
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<tr>
<td>EPA</td>
<td>Sarah Slayton</td>
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<td>Finance/Per Capita Office</td>
<td>Receptionist</td>
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<td>Food Distribution</td>
<td>Jake Reynolds</td>
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<tr>
<td>Handymen</td>
<td>Challah Mosay</td>
<td>5168</td>
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<tr>
<td>Head Start</td>
<td>Diane Johnson</td>
<td>5246</td>
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<tr>
<td>Historical Preservation</td>
<td>Wanda McFaggen</td>
<td>5238</td>
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<tr>
<td>Housing</td>
<td>Natasha Breeden-Reynolds</td>
<td>5130</td>
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<tr>
<td>Human Resource Director</td>
<td>Jackie Mallory</td>
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<tr>
<td>Indian Child Welfare/</td>
<td>Receptionist</td>
<td>5150</td>
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<tr>
<td>Human Services</td>
<td>Jackie Lowe</td>
<td>5257</td>
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<tr>
<td>Health and Human Services Director</td>
<td>Jennifer Taylor</td>
<td>5337</td>
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<tr>
<td>Legal</td>
<td>Receptionist</td>
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<tr>
<td>Patient Benefits Assistance</td>
<td>Kayla Anderson</td>
<td>5256</td>
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<tr>
<td>Police Department</td>
<td>Frank Taylor or Dispatch</td>
<td>80-7006 or 80-7000</td>
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<tr>
<td>Travel</td>
<td>Nikki Cadotte</td>
<td>5318</td>
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<td>Tribal Benefits</td>
<td>Kelly Bertuliet</td>
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<td>Tribal Court</td>
<td>Receptionist</td>
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<tr>
<td>Tribal Enrollment</td>
<td>Carmen Bugg</td>
<td>5274</td>
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<tr>
<td>Vocational Rehabilitation</td>
<td>Karen Johnson</td>
<td>715-635-0967</td>
</tr>
<tr>
<td>Youth</td>
<td>Mark Soulier</td>
<td>5310</td>
</tr>
</tbody>
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**Veteran’s Services**

**Assistance to Needy Veterans Grants**

Provides limited financial assistance to those in need and who have exhausted all other sources of aid. Apply through your County Veteran Service Office

- Polk County 715-485-9243
- Burnett County 715-349-2179

**Burnett County Veteran’s Service Office** 715-349-2179

**Heat for Heroes** 800-891-9276

Assistance for heating costs, electric costs and energy related crisis situations for Veterans. Must apply for Wisconsin Home Energy Assistance Program (WHEAP) first.

**Guardian Alert Plus 911/Logic Mark** 866-541-8387

Personal emergency response system for veterans that requires no landline, no cell phone and has no monthly fees. Provided free to eligible veterans through the VA. Lower private pay price for non-eligible veterans.

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

**Supportive Services Veterans Grant**

Grant provides 1st month’s rent and security deposit or 2 month’s back rent for Veterans who are homeless or soon to be evicted. Must provide DD 214 form.

- Indianhead Community Action Agency/Connections Webster, WI; serves Burnett Co. 715-866-8151
- Veterans Assistance Foundation Inc. 866-823-8387

Serves Polk Co.
Veterans Crisis Line  800-273-8255 press 1
Suicide prevention crisis line for veterans and their families and friends to call. Online chat is available at www.veteranscrisisline.net/chat or to text, text to 838255.

Veteran Outreach and Recovery Program  715-558-2557
Treatment and recovery support program for veterans who are homeless and have a behavioral health disorder. Outreach and Recovery Specialists (ORSs) work with the veterans to ensure they have stable housing, connect them to proper treatment and follow-up to ensure that the treat is continual and effective.

**Vision – Blind or Low Vision**

**Center for Independent Living Western Wisconsin**  715-736-1800
Rice Lake, WI office - Serves Polk Co or Voice/TTY 866-419-1260

**Hadley School for the Blind**  800-323-4238
Winnetka, IL office – Offers distance learning courses

**Office for the Blind and Visually Impaired**  888-879-0017
Madison, WI office – Rehabilitation services are provided by the Office for the Blind and Visually Impaired (OBVI) to help individuals who are blind or visually impaired to achieve their own goals of independent living. OBVI staff visit individuals in their homes, conduct group trainings, and teach techniques and technologies for use in daily living (home management, personal care, Orientation & Mobility, and communications). Resources and referrals also provided.

**North Country Independent Living**  715-392-9118
Superior, WI office – Serves Burnett Co or Voice/TTY 800-924-1220

**National Federation of the Blind Newsline**  866-504-7300
Free access to newspapers, magazines and TV listings on the phone and on the web.

**The Low Vision Store-Northern Wisconsin**  800-871-8780
St Paul, MN; Features hundreds of items designed to make living easier for those with low vision or blindness.

**Wisconsin Council of the Blind & Visually Impaired**
- **Madison, WI office**  608-255-1166
  Free white canes. Other services, resources and referrals available.
- **Sharper Vision Store**  800-783-5213
  Features hundreds of items designed to make living easier for those with changing vision or blindness.

**Wisconsin Talking Book & Braille Library**  800-242-8822
Milwaukee, WI office
Youth - Disabled

Aging and Disability Resource Center  877-485-2372
The Aging and Disability Resource Center of Northwest Wisconsin assists with the transition process of disabled youth to adulthood starting at 17.5 years of age and offers a single entry point for information and assistance on issues affecting students and adults with disabilities regardless of income. It is generally advised to contact the ADRC when the youth is 17.5 years so that adequate time is left for planning and preparing for applying for, and transitioning to, adult disabled status and programming.

Advocacy and Education

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

Wisconsin Kinship Navigator  www.dcf.wisconsin.gov/kinship/navigator
Online resource for relative caregivers of children to access information and resources

Wisconsin Statewide Parent-Educator Initiative  612-810-5608
Family Engagement Liaisons) work with parents, educators and school districts to promote positive partnerships and provide support to families of children with special needs.

Wisconsin Transition Improvement Grant  608-921-1400
https://www.witig.org/resources-for-parents.html

Decision Making Supports

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

Adult Protective Services
For information and assistance with the guardianship process—guardianship of estate and person

Polk County Community Services Division  715-485-8400
Burnett County Health and Human Services  715-349-7600

Health and Wellness

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

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

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

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

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

Mental and Behavioral Health
Burnett County Mental Health Crisis Line 888-636-6655

Hopeline Text HOPELINE to 741741
Text-in (versus voice call-in) free service for help and hope –for anyone in any type of situation, providing them access to 24/7 emotional support and information

Polk County Mental Health Crisis Line 888-552-6642

Solstice Warmline 608-422-2383
Non-clinical service for individuals with mental health and/or substance abuse issues just needing someone to talk to. Open Mon-Fri 4-10pm and Sat/Sun 2-10pm.

See the Mental Health/AODA Substance Abuse section for additional resources.

TeenLine Text TEEN to 839863 or call 800-TLC-TEEN
Teen helping teens find support and work through life things with someone who understands—another teen. Available by text 4-7pm every day and available by phone 4-8pm.

Supplemental Security Income (SSI)—See Social Security and SSI Section

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

Division of Vocational Rehabilitation (DVR)
- Hayward, WI office 715-634-0523
  Serves Burnett County
- Rice Lake, WI office Voice & TTY 800-228-2587
  Serves Polk County
Employment Resources, INC.  608-246-3444
Provides benefits counseling and support, employment counseling, pre-driving training and employer training for individuals with disabilities.

Great Lakes Inter-Tribal Council Vocational Rehabilitation
St Croix Chippewa Indians of WI  715-635-0967

Project Search-Rice Lake  715-468-2939
One school year long internship with on the job training and on site classroom learning at Rice Lake Weighing Systems. For students in their last year of high school and young adults with intellectual disabilities between the ages of 18-24. There are 17 Project Search sites in WI, to see full list visit: http://www.projectsearch.us/GetINVOLVED/FindaProgram.aspx

See the Employment Section for additional resources.

University of Wisconsin System Coordinators of Services for Students with Disabilities List
https://www.wisconsin.edu/disability-resources/coordinators/
Connect with and research services provided at each UW College as youth are exploring post- secondary institutions/options

Wisconsin Technical Colleges Disability Services Coordinators List
http://www.wistechcolleges.org/preparing-college/special-accommodations/student-services-contacts
Connect with and research services provided at each WTC as youth are exploring post-secondary institutions/options