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Email: ADRC@outagamie.org  • www.outagamie.org • www.yourADRCresource.org

Table Of COnTenTs

<table>
<thead>
<tr>
<th>CATEGORIES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Abuse .....</td>
<td>Home Care Services – Non Medical Chart</td>
</tr>
<tr>
<td>Adaptive/Medical/Mobility Equipment</td>
<td>Home Emergency/Medical Response Systems Chart</td>
</tr>
<tr>
<td>Adult Day Services</td>
<td>Home Maintenance/Improvement/Moving</td>
</tr>
<tr>
<td>Advocacy</td>
<td>Housing - Adult Family Homes (AFH) Chart</td>
</tr>
<tr>
<td>Alcohol/Substance Abuse</td>
<td>Housing – Community Based Residential Facilities (CBRF) Chart</td>
</tr>
<tr>
<td>Assisted Living Charts</td>
<td>Housing Definitions</td>
</tr>
<tr>
<td>Benefit Assistance</td>
<td>Housing – Independent Living Apartments Chart</td>
</tr>
<tr>
<td>Blind/Visually Impaired</td>
<td>Housing – Residential Care Apartment Complexes (RCAC) Chart</td>
</tr>
<tr>
<td>Caregiver Support/Education</td>
<td>Housing - Skilled Nursing Facilities (SNF) Chart</td>
</tr>
<tr>
<td>Care Planning/Coordination</td>
<td>Housing – Transitional</td>
</tr>
<tr>
<td>Clothing/Household Goods</td>
<td>Housing – Wisconsin Assisted Living Directories</td>
</tr>
<tr>
<td>Consumer Information/Protection</td>
<td>Information and Assistance/Referral</td>
</tr>
<tr>
<td>Deaf/Hearing Impaired</td>
<td>Legal Assistance</td>
</tr>
<tr>
<td>Dementia/Memory Loss</td>
<td>Libraries</td>
</tr>
<tr>
<td>Dental</td>
<td>Managed Care Organizations</td>
</tr>
<tr>
<td>Disability Resources</td>
<td>Mental Health/Counseling</td>
</tr>
<tr>
<td>Educational Opportunities</td>
<td>Prescription Drug Assistance</td>
</tr>
<tr>
<td>Emergency Shelters/Services</td>
<td>Prevention</td>
</tr>
<tr>
<td>Employment Assistance</td>
<td>Residential Supports for Persons with Disabilities</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>Senior Centers</td>
</tr>
<tr>
<td>Food/Meals/Nutrition</td>
<td>Support Groups</td>
</tr>
<tr>
<td>Food Pantries</td>
<td>Tax Preparation</td>
</tr>
<tr>
<td>Foot Care</td>
<td>Translators/Interpreters</td>
</tr>
<tr>
<td>Government Services</td>
<td>Transportation</td>
</tr>
<tr>
<td>Guardianships</td>
<td>Veterans Assistance</td>
</tr>
<tr>
<td>Health Services</td>
<td>Volunteer Opportunities</td>
</tr>
<tr>
<td>Home Care Services – Medical Chart (Including Hospice Providers)</td>
<td>Youth to Adult Transition</td>
</tr>
</tbody>
</table>

FEATURED INFORMATION

Access ..................................................60

Aging & Disability Resource Center (ADRC) ..........61, 62

ADRC Health and Prevention Programs ..................63

Advance Directives ..................................64

Alcohol/Substance Abuse Signs and Symptoms ..........65

Choosing Assisted Living ................................66

Depression Screening ..................................77

Disability Benefit Specialist (DBS) ........................67

Elder and Adults At Risk ................................68

Elder Benefit Specialist (EBS) .............................67

Emergency Preparedness ................................69

Energy Assistance Program ...............................65

Fox Valley Memory Project ................................70

Health Insurance Marketplace ..............................60

Hiring Home Care .......................................71

Housing Definitions .....................................72

Housing Questions to Ask ................................73

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Aging & Disability Resource Center (ADRC)
Outagamie County Branch
Human Services Building
401 South Elm Street, Entrance 3
Appleton, WI 54911
920-832-5178
866-739-2372 Toll Free
7-1-1 TTY
920-832-2113 Fax
Email: ADRC@outagamie.org

You may also access the 2015 Resource Directory online at www.outagamie.org
Click on Residents. Click on Aging & Disability Resource Center. Click on Resource Directory.

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NATIONAL DOMESTIC VIOLENCE HOTLINE
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www.thehotline.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES CRISIS
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401 S. Elm St., Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY
See page 68

RAPE, ABUSE AND INCEST NATIONAL NETWORK
Provides hotline, counseling assistance and education on abuse.
800-656-4673 • www.rainn.org

WISCONSIN COALITION AGAINST DOMESTIC VIOLENCE
Provides domestic abuse advocacy.
1245 E. Washington Ave., Madison
608-255-0539 • 608-255-3560 TTY
www.wcadv.org

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• 333 Washington St., Valders
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920-766-6335
www.cityofkaukauna.com

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6660 Old Hwy. 29, Seymour
920-865-7700
www.customkreationsinc.com

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www.myericksonmobility.com

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www.gtmobility.com
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<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
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<td><a href="http://www.hmehomemedical.com">www.hmehomemedical.com</a></td>
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</tbody>
</table>

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<th></th>
</tr>
</thead>
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<td>800-737-0045</td>
<td><a href="http://www.jandbmedical.com">www.jandbmedical.com</a></td>
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</tbody>
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920-982-7670 • 800-924-7670 | www.jerneganshealthmart.com |

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<td>888-986-0660</td>
<td><a href="http://www.justwalkers.com">www.justwalkers.com</a></td>
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</tbody>
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| **LIN CARE** | Provides respiratory supplies for rental and purchase.  
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920-997-9999  
555 Country Club Rd., Green Bay  
888-465-1515 | www.optionsil.com |

| **PERSONCARE.NET** | Provides adaptive, assistive devices and clothing.  
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<td>800-609-7967</td>
<td><a href="http://www.personcare.net">www.personcare.net</a></td>
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| **ROLLX VANS** | Provides van adaptations for wheelchair accessibility.  
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800-956-6668 | www.rollxvans.com |

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Email: ADRC@outagamie.org • www.outagamie.org • www.yourADRCresource.org

**Adult Day Services**

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920-833-6856 • www.gssltd.org

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Visit Wisconsin Adult Day Care Facilities
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Assesses and meets the needs of Outagamie County persons over 17 ½ years through service coordination and advocacy.
The ADRC Outagamie County Branch provides: information; assistance/referral; unbiased options, enrollment and benefit counseling; prevention and early intervention; short term case management; eligibility determination for long term support benefits; Nutrition Program; Disability and Elder Benefit Specialist; Home Handy Person plus Health and Wellness programs.
The ADRC provides informational resources online at www.outagamie.org and www.yourADRCresource.org.
The ADRC has example assistive technology devices to help maintain or improve the functional capabilities of persons with disabilities. Language interpreters are provided.
The ADRC publishes “The ADRC Connection” newsletter.
The public is welcome to attend Outagamie County Aging and Long Term Support Advisory plus ADRC Regional Advisory Committee meetings. If interested in attending committee meetings, call the ADRC Outagamie County Branch.
920-832-5178 • 866-739-2372 • 711 TTY
See page 61, 62

**AMERICAN PARKINSON DISEASE**
Provides Parkinson’s disease support, education, and mind/body programs.
608-229-7628 • www.wichapterapda.org

**AUTISM SOCIETY OF WISCONSIN**
Provides information, resource links and advocacy about autism.
1477 Kenwood Dr., Menasha
920-558-4602 • 888-428-8476
www.asw4autism.org

**AUTISM SOCIETY FOX VALLEY**
Provides autism information, advocacy, education and support.
1800 Appleton Rd., Menasha
920-968-6829 • www.focol.org/asfv

**BOARD ON AGING AND LONG TERM CARE OMBUDSMAN PROGRAM**
Protects and promotes the rights of long term care consumers.
1402 Pankratz St., Madison
800-815-0015
www.longtermcare.wi.gov

**BRAIN INJURY ALLIANCE**
Provides advocacy, education, resources, prevention and support services to persons with brain injury.
N63 W23583 Main St., Sussex
800-882-9282 • www.biaw.org

**DEPARTMENT OF HEALTH AND HUMAN SERVICES CLIENT RIGHTS OFFICE OF WISCONSIN**
Guides persons with mental health, developmentally disabled and substance abuse with grievance procedures.
1 W. Wilson St., PO Box 7851, Madison
608-266-2717 • TTY 888-701-1251
www.dhs.wisconsin.gov/clientrights

**DISABILITY ADVOCATES: WISCONSIN NETWORK**
Supports legislative change affecting persons with all disabilities.
888-332-1677 • www.dawninfo.org

**DISABILITY RIGHTS WISCONSIN**
Assists disabled persons to gain access to services through advocacy and legal expertise.
131 W. Wilson St., Madison
800-928-8778
www.disabilityrightswi.org

**THE ADRC**
Assesses and meets the needs of Outagamie County persons over 17 ½ years through service coordination and advocacy.
The ADRC Outagamie County Branch provides: information; assistance/referral; unbiased options, enrollment and benefit counseling; prevention and early intervention; short term case management; eligibility determination for long term support benefits; Nutrition Program; Disability and Elder Benefit Specialist; Home Handy Person plus Health and Wellness programs.
The ADRC provides informational resources online at www.outagamie.org and www.yourADRCresource.org.
The ADRC has example assistive technology devices to help maintain or improve the functional capabilities of persons with disabilities. Language interpreters are provided.
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920-832-5178 • 866-739-2372 • 711 TTY
See pages 61, 62

**ADRC - OUTAGAMIE COUNTY COMMUNITY LIVING SPECIALIST**
Call the ADRC for Outagamie County Community Living Specialist assistance in helping nursing home residents, receiving long term care, to return to their home or alternative living arrangement.
920-832-5178 • 866-739-2372 • 711 TTY
See page 61

**AMERICAN PARKINSON DISEASE**
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131 W. Wilson St., Madison
800-928-8778
www.disabilityrightswi.org
DISABILITY RIGHTS WISCONSIN SSI MANAGED CARE EXTERNAL ADVOCACY PROJECT
Assists adult Supplemental Security Income and Social Security Disability Insurance with medical care benefits and insurance. Includes help with prescriptions, transportation, and other services. Serves HMO members.
800-708-3034
www.disabilityrightswi.org

ELDER WATCH AND ADVOCACY
Provides liaison between client, family and health care providers.
647 Paris St., Menasha
920-725-6196 • 920-850-2136
www.elderwatchandadvocacy.com

FAIR HOUSING CENTER OF NORTHEAST WISCONSIN
Offers housing assistance advocacy, counseling, education and referral.
4650 W. Spencer St., Appleton
920-560-4620 • 877-647-3247
www.fairhousingwisconsin.com

FOX VALLEY ADVOCACY COALITION
Advocates for the rights and interests of disabled and older persons in the Fox Valley.
Thompson Community Center
820 W. College Ave., Appleton
920-997-9999

FOX VALLEY COALITION FOR ADVANCE CARE PLANNING
Provides end of life education and advance care planning.
229 S. Morrison St., Appleton
920-225-1705
www.FVCACP.org

GREATER WISCONSIN AGENCY ON AGING RESOURCES (GWAAR)
Monitors federal Older Americans Act programs serving persons over 60 years (Elderly Nutrition, Transportation, Elder Benefit Specialist, Advocacy, etc.).
1414 MacArthur Rd., Madison
877-416-7083 • www.gwaar.org

HARBOR HOUSE DOMESTIC ABUSE PROGRAMS
Offers 24 hour crisis line, emergency shelter, crisis counseling, legal advocacy and group support.
720 W. Fifth St., Appleton
920-832-1666 • 800-970-1171
www.harborhouseonline.org

HMONG AMERICAN PARTNERSHIP FOX VALLEY
Assists refugees with orientation, personal counseling and integration into American society.
2198 S. Memorial Dr., Appleton
920-739-3192

KATIE BECKETT PROGRAM
Advocates for children who have long term disabilities or complex medical needs.
1673 Dousman St., Green Bay
920-593-4311 • 808-266-3236
www.dhs.wisconsin.gov/children/kbp

LEGISLATIVE HOTLINE
Provides information about legislative processes, bill histories, etc.
800-362-9472

NATIONAL RESOURCE CENTER OF LGBT AGING
Improves the quality of services and support for lesbian, gay, bisexual and transgender (LGBT) older adults.
617-522-1292
www.lgbtagringcenter.org

NORTHEAST REGIONAL CENTER FOR CHILDREN AND YOUTH WITH SPECIAL CARE NEEDS
Provides advocacy and help for special needs children and their families.
Children’s Hospital of WI Fox Valley
325 N. Commercial St., Neenah
920-969-5325 • 877-568-5205
www.northeastregionalcenter.org

ONEIDA TRIBE ELDER SERVICES
Provides advocacy and services for Oneida Tribe elders.
2907 S. Overland Rd., Oneida
800-867-1551
www.oneidanation.org

OPTIONS FOR INDEPENDENT LIVING
Empowers persons with disabilities by providing advocacy, information/referral, peer support, assistive/medical equipment, independent living skills, benefits counseling, training and community education:
• 820 W. College Ave., Appleton
920-997-9999 • 920-882-9309
• 555 Country Club Rd., Green Bay
888-465-1515 • 920-490-0500
www.optionsil.com

PEOPLE FIRST FOX CITIES
Offers opportunities for self-advocates with developmental disabilities to learn how to impact the community.
920-725-0943
www.soarfoxcities.com
**PRADER-WILLI SYNDROME**
Provides support, education and advocacy for persons with Prader-Willi Syndrome and their families.
536 7th St., Menasha
866-797-2947 • www.pwsaofwi.org

**SOAR FOX CITIES, INC.**
Provides education and advocacy for adults with disabilities.
211 E. Franklin St., Appleton
920-731-9831 • 920-725-0943 • www.soarfoxcities.com

**TAXPAYER ADVOCATE HELPLINE**
Helps taxpayers resolve tax issues that cannot be resolved through the IRS.
877-777-4778 • www.taxpayeradvocate.irs.gov

**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT HOUSING DISCRIMINATION**
Provides information on fair housing rights. Accepts housing complaints.
800-669-9777

**WISCONSINS**
Formerly Fox Valley Sibling Support Network. Provides education, advocacy and support to siblings of persons with disabilities.
211 E. Franklin St., Appleton
920-968-1742 • www.wisconsins.org

**WISCONSIN BOARD FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES**
Provides information on developmental disability advocacy and legislative issues.
101 E. Wilson St., Madison
888-332-1677 • www.wi-bpdd.org

**WISCONSIN COALITION AGAINST DOMESTIC VIOLENCE**
Offers domestic violence information, assistance and advocacy.
1245 E. Washington Ave., Madison
608-255-0539 • 608-255-3560 TTY • www.wcadv.org

**WISCONSIN DEPARTMENT OF HEALTH SERVICES DIVISION OF LONG TERM CARE**
Oversees the provision of long term support services for the elderly and persons with disabilities.
1 W. Wilson St., Madison
608-266-1865 • 888-701-1251 TTY • www.dhs.wisconsin.gov/aboutdhs

**WISCONSIN FAMILY ASSISTANCE CENTER FOR EDUCATION, TRAINING AND SUPPORT**
Offers information, assistance, advocacy, workshops and support for families of children with disabilities.
600 W. Virginia St., Milwaukee
877-374-0511 • www.wifacets.org

**WISCONSIN FAMILY TIES**
Offers training, advocacy and support to families of children of emotional, behavioral and mental challenges.
16 N. Carroll St., Madison
800-422-7145 • www.wifamilyties.org

**WISCONSIN FIRST STEP HOTLINE**
Provides information and referral to assist families and providers working with youth with special needs.
800-642-7837 Hotline • www.mch-hotlines.org

**WISCONSIN PARKINSON ASSOCIATION**
Offers advocacy, support and educational programs for persons with Parkinson disease and their families.
945 N. 12th St., Milwaukee
800-972-5455 • www.wiparkinson.org

**Alcohol/Substance Abuse**

**ACS CLINICAL SERVICES**
Provides assessment, screening, group therapy, drug testing and substance abuse referral.
720 W. Washington St., Appleton
920-830-1750

**ADRC**
Provides information, support and referral for adults with alcohol and substance abuse issues.
920-832-5178 • 866-739-2372
See pages 61, 62, 65

**AFFINITY BEHAVIORAL HEALTH**
Provides inpatient and outpatient programs and treatment for alcohol and substance abuse.
1531 S. Madison St., Appleton
920-730-4411 • www.affinityhealth.org

**ALCOHOLICS ANONYMOUS**
Provides alcoholism support and information.
920-731-4331 Hotline
888-292-6677 • www.district02aa.org

**CASA CLARE**
Offers support to women struggling with substance abuse.
201 S. Glenridge Ct., Appleton
920-731-3981 • 800-511-2504 • www.mooringcasa.com

**FAMILY SERVICES OF NORTHEAST WISCONSIN**
Offers alcohol and substance abuse assessment and counseling.
1810 Appleton Rd., Menasha
920-739-4226 • www.familyservicesnew.org
LUTHERAN SOCIAL SERVICES SIDE BY SIDE
Offers certified substance abuse treatment and support for older adults and their families.
Thompson Community Center
820 W. College Ave., Appleton
920-225-1713 • www.lsswis.org

MOORING HOUSE
Offers support to men struggling with substance abuse.
607 W. 7th St., Appleton
920-739-3235 • 877-747-2253
www.mooringcasa.com

MULTI-LANGUAGE SUBSTANCE ABUSE TREATMENT CENTER
Adapts substance abuse publications for persons whose language is not English.
877-726-4727 • www.kap.samhsa.gov

NEW WELLNESS ASSOCIATES
Offers alcohol and substance abuse counseling.
2420 Crooks Ave., Kaukauna
920-766-5040

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES MENTAL HEALTH
Offers outpatient therapy, psychiatric services, testing services and case management.
401 S. Elm St., Appleton
920-832-5270 • www.outagamie.org

THEDACARE BEHAVIORAL HEALTH
Offers alcohol and substance abuse treatment and counseling.
1095 Midway Rd., Menasha
920-720-2300 • 800-501-8247
www.thedacare.org

WATERSHED TREATMENT
Provides detoxification, counseling, education and rehabilitation services.
877-467-3147 • 800-861-1768
www.thewatershed.com

WISCONSIN COUNCIL ON PROBLEM GAMBLING
Provides self-help information, treatment provider referrals, crisis information and other resources.
1585 Allouez Ave., Green Bay
800-426-2535
www.wi-problemgamblers.org

ASSISTED LIVING
See Housing - Adult Family Homes (AFH) Chart Pages 88-89; Housing - Community Based Residential Facilities (CBRF) Chart Pages 90-92; Housing - Residential Care Apartment Complexes (RCAC) Chart Page 92

Benefit Assistance

ADRC
• Disability Benefit Specialist
Assists persons 18 to 59 years with physical disabilities, developmental disabilities, mental illness and/or substance use disorders.
• Elder Benefit Specialist
Provides persons over 60 years with private and government benefit assistance.
920-832-5178 • 866-739-2372
See pages 67, 77, 81

AMERICAN ASSOCIATION FOR RETIRED PERSONS (AARP) TAX-AIDE PROGRAM
Provides free tax counseling.
www.aarp.org/money/taxaide

BADGER RX GOLD
Provides medication assistance for Wisconsin uninsured or under-insured persons.
866-809-9382 www.badgerrxgold.com

BENEFITS CHECKUP
Provides web-based service to find benefit programs to help pay medications, healthcare, utilities, etc.
800-677-1116 Eldercare Locator
www.benefitsCheckup.org

BOARD ON AGING AND LONG TERM CARE
Provides Medicare supplements, hospital, cancer and long term care insurance counseling.
1402 Pankratz St., Madison
800-242-1060 Helpline
www.longtermcare.wi.gov

EAST CENTRAL INCOME MAINTENANCE (IM) PARTNERSHIP
Provides FoodShare, Medicaid, BadgerCare Plus, Family Planning Services, etc. information and application assistance.
888-256-4563 7-1-1 TTY
www.access.wi.gov

FAMILYWISE
Offers prescription drug program.
United Way Fox Cities
1455 Midway Rd., Menasha
920-954-7210 • 800-222-2818
www.familywise.com

HEALTHCARE.GOV
Assists in finding health insurance.
800-318-2596 • 855-889-4325 TTY
www.healthcare.gov
See page 60
HEALTH INSURANCE MARKETPLACE EDUCATION AND ENROLLMENT CENTER
Provides Marketplace enrollment assistance.
2310 W. College Ave., Unit G, Appleton
920-882-6420
See page 60

INSURANCE COMMISSIONER
Helps protect insurance consumers by informing, regulating and enforcing state insurance laws.
800-236-8517 • www oci wi gov

LONGTERMCARE.GOV
Offers long-term care information and planning.
www.longtermcare.gov

MEDICARE
Provides Medicare information.
Request free handbook.
800-633-4227 • www.medicare.gov

MEDICARE FRAUD AND ABUSE HOTLINE
Provides website or hotline to report Medicare fraud.
800-447-8477

MEDIGAP HELPLINE
Assists and compares Medigap with other Medicare supplemental insurance.
800-242-1060
www.dhs.wisconsin.gov/aging/medigap.htm

OUTAGAMIE COUNTY VETERANS SERVICES OFFICE
Aids veterans and/or their dependents in securing benefits.
227 S. Walnut St., Appleton
920-832-5697
www.outagamie.org

SOCIAL SECURITY ADMINISTRATION
Assists with Social Security benefit information, application and management including Medicare, retirement, etc.
607 W. Northland Ave., Appleton
877-694-5495 • www.ssa.gov

SOCIAL SECURITY MULTI-LANGUAGE GATEWAY
Offers Social Security information in 18 languages.
800-772-1213
www.ssa.gov/multilanguage

SOCIAL SECURITY ONLINE BENEFIT APPLICATION
Provides online application for retirement or disability benefits.
www.ssa.gov/retirement

TRICARE PROGRAM
Offers a health care program for uniformed service members, retired veterans and dependents.
www.tricare.osd.mil

UPPER MIDWEST PENSION RIGHTS PROJECT
Provides free counseling, information and advocacy with pension issues.
866-783-5021
www.midwestpensions.org

WOMEN’S INSTITUTE FOR A SECURE RETIREMENT
Educates women about financial, health and long term care planning.
www.wiserwomen.org

BLIND/VISUALLY IMPAIRED

ADRC
Provides information and assistance on vision loss and impairment.
The ADRC has example assistive technology devices to help maintain or improve the functional capabilities of persons with disabilities.
920-832-5178 • 866-739-2372
See pages 61, 62

AMERICAN COUNCIL OF THE BLIND
Provides information and support for visually-impaired persons.
800-424-8666 • www.acb.org

AMERICAN FOUNDATION FOR THE BLIND - VISIONAWARE
Provides information and resources for adults with vision loss.
800-232-5463 • www.afb.org
www.visionaware.org

CENTER FOR DEAF-BLIND PERSONS
Offers help and support to persons with visual or hearing loss.
3195 S. Superior St., Milwaukee
414-481-7477 • www.deaf-blind.org

CENTER FOR SIGHT AND HEARING
Offers help to persons with vision and/or hearing loss.
800-545-0080
www.centerforsighthearing.org

DIVISION FOR VOCATIONAL REHABILITATION
Provides federal/state VR counselors to employers to improve employment for persons with disabilities.
800-442-3477
www.dwd.wisconsin.gov/dvr
<table>
<thead>
<tr>
<th><strong>EyeCare America Referral</strong></th>
<th><strong>National Federation of the Blind</strong></th>
<th><strong>Vision Forward Association</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides online referral for eye exams and care.</td>
<td>Provides resources and support to blind and visually impaired persons.</td>
<td>Offers evaluations, rehabilitation, housing, training, adaptive devices, support and social programs.</td>
</tr>
<tr>
<td>877-887-6327</td>
<td>410-659-9314 • <a href="http://www.nfb.org">www.nfb.org</a></td>
<td>912 N. Hawley Rd., Milwaukee</td>
</tr>
<tr>
<td><a href="http://www.eyecareamerica.org">www.eyecareamerica.org</a></td>
<td></td>
<td>414-615-0100 • 855-878-6056</td>
</tr>
<tr>
<td><a href="http://www.yourADRCresource.org">www.yourADRCresource.org</a></td>
<td></td>
<td><a href="http://www.vision-forward.org">www.vision-forward.org</a></td>
</tr>
</tbody>
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<tr>
<th><strong>EyeDeal Eyewear</strong></th>
<th><strong>NFB-Newsline Newspaper by Phone</strong></th>
<th><strong>VisionAware</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Offers low cost lenses and frames.</td>
<td>Provides 24 hour newspaper reading to callers from touch tone telephone, Internet or I-phone.</td>
<td>Provides self-help for vision loss.</td>
</tr>
<tr>
<td>866-221-6790</td>
<td>Wisconsin Regional Library for the Blind and Physically Handicapped 813 W. Wells St., Milwaukee</td>
<td>914-528-5120 • <a href="http://www.visionaware.org">www.visionaware.org</a></td>
</tr>
<tr>
<td><a href="http://www.eyedealeyewear.com">www.eyedealeyewear.com</a></td>
<td>866-504-7300 Information</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.yourADRCresource.org">www.yourADRCresource.org</a></td>
<td><a href="http://www.nfbnewsline.org">www.nfbnewsline.org</a></td>
<td></td>
</tr>
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<tr>
<th><strong>Hadley School for the Blind</strong></th>
<th><strong>Office for the Blind and Visually Impaired</strong></th>
<th><strong>Wisconsin Center for the Blind and Visually Impaired</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Offers no cost learning courses to persons with vision loss.</td>
<td>Provides in home rehabilitation and teaching techniques to help persons adapt to vision loss.</td>
<td>Offers an educational facility for children who are visually impaired and summer rehabilitation for adults with vision loss.</td>
</tr>
<tr>
<td>800-323-4238 • <a href="http://www.hadley.edu">www.hadley.edu</a></td>
<td>Thompson Community Center 820 W. College Ave., Appleton</td>
<td>1700 W. State St., Janesville</td>
</tr>
<tr>
<td><a href="http://www.hadley.edu">www.hadley.edu</a></td>
<td>920-831-2090 • 888-879-0017</td>
<td>800-832-9784 • <a href="http://www.wcbvi.k12.wi.us">www.wcbvi.k12.wi.us</a></td>
</tr>
<tr>
<td><a href="http://www.yourADRCresource.org">www.yourADRCresource.org</a></td>
<td><a href="http://www.lighthouse.org">www.lighthouse.org</a></td>
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</tbody>
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<tr>
<th><strong>Lighthouse for the Blind/Visually Impaired</strong></th>
<th><strong>Office for the Blind and Visually Impaired</strong></th>
<th><strong>Wisconsin Council of the Blind &amp; Visually Impaired</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides comprehensive rehabilitation for blind and visually impaired persons.</td>
<td>Provides in home rehabilitation and teaching techniques to help persons adapt to vision loss.</td>
<td>Provides adaptive equipment, evaluations, referrals, rehabilitation, training, scholarships and canes.</td>
</tr>
<tr>
<td>800-422-0833 • <a href="http://www.lcfvl.org">www.lcfvl.org</a></td>
<td>Thompson Community Center 820 W. College Ave., Appleton</td>
<td>754 Williamson St., Madison</td>
</tr>
</tbody>
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<thead>
<tr>
<th><strong>Lutheran Social Services Visually Impaired People Support Group</strong></th>
<th><strong>Onesight: Lens Crafters</strong></th>
<th><strong>Wisconsin Lions Camp</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides education, socialization, etc. to persons with visual impairment. Thompson Community Center 820 W. College Ave., Appleton</td>
<td>Offers qualification for reduced or free eye care.</td>
<td>Provides outdoor opportunities for those with visual or hearing disabilities.</td>
</tr>
<tr>
<td>800-829-0500 • <a href="http://www.lighthouse.org">www.lighthouse.org</a></td>
<td>888-935-4589 • <a href="http://www.onesight.org">www.onesight.org</a></td>
<td>3834 CTH A, Rosholt</td>
</tr>
<tr>
<td><a href="http://www.lsswis.org">www.lsswis.org</a></td>
<td></td>
<td>715-677-4969</td>
</tr>
<tr>
<td><a href="http://www.wcbblind.org">www.wcbblind.org</a></td>
<td><a href="http://www.onesight.org">www.onesight.org</a></td>
<td><a href="http://www.wisconsinlionscamp.com">www.wisconsinlionscamp.com</a></td>
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<tr>
<th><strong>Mission Cataract USA</strong></th>
<th><strong>Prevent Blindness Wisconsin</strong></th>
<th><strong>Wisconsin Talking Book and Braille Library</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Offers free cataract surgery to persons unable to pay.</td>
<td>Provides free services, vision risk assessment, effective treatment, education, information and vouchers for low income families.</td>
<td>Provides recorded cassettes, Braille books and downloadable web files for visually impaired persons.</td>
</tr>
<tr>
<td>800-343-7265</td>
<td>414-765-0505</td>
<td>813 W. Wells St., Milwaukee</td>
</tr>
<tr>
<td><a href="http://www.missioncataractusa.org">www.missioncataractusa.org</a></td>
<td><a href="http://www.preventblindness.org/wi">www.preventblindness.org/wi</a></td>
<td>800-242-8822</td>
</tr>
<tr>
<td><a href="http://www.yourADRCresource.org">www.yourADRCresource.org</a></td>
<td><a href="http://www.preventblindness.org/wi">www.preventblindness.org/wi</a></td>
<td><a href="http://www.talkingbooks.wi.gov">www.talkingbooks.wi.gov</a></td>
</tr>
</tbody>
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<tr>
<th><strong>National Eye Institute</strong></th>
<th><strong>U.S. Department of Veterans Affairs</strong></th>
<th><strong>Wisconsin Talking Book and Braille Library</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides information on eye conditions and treatments.</td>
<td>Provides care and federal benefits to veterans who are blind and their dependents.</td>
<td>Provides recorded cassettes, Braille books and downloadable web files for visually impaired persons.</td>
</tr>
<tr>
<td><a href="http://www.yourADRCresource.org">www.yourADRCresource.org</a></td>
<td>800-827-1000 • <a href="http://www.wcbblind.org">www.wcbblind.org</a></td>
<td><a href="http://www.talkingbooks.wi.gov">www.talkingbooks.wi.gov</a></td>
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Caregiver Support/ Education

ADRC
Provides caregiver information, assistance and support.
The ADRC supports the Outagamie Caregiver Coalition in serving family caregivers.
920-832-5178 • 866-739-2372
See pages 61, 62

ASK MEDICARE
Offers web-based Medicare information and resources to help with caregiving.
www.medicare.gov/campaigns/caregiver/caregiver.html

CAREGIVER SUPPORT GROUP
Provides support and education to caregivers.
920-738-2000 • 800-362-9900
www.affinityhealth.org

CARINGBRIDGE.COM
Provides a website that connects and supports caregivers with others.
www.caringbridge.org

COYLE CARE MANAGEMENT AND CONSULTING, LLC
Provides coaching and assistance to caregivers.
P.O. Box 1464, Appleton
920-740-8441
www.coylecaremanagement.com

FAMILY CARE NAVIGATOR
Offers online help to family caregivers.
www.caregiver.org

FAMILY CAREGIVER ALLIANCE
Provides telephone support to family caregivers.
800-445-8106 • www.caregiver.org

FAMILY CAREGIVER SUPPORT
Provides support for family caregivers.
St. Elizabeth Hospital
1506 E. Oneida St., Appleton
920-209-2533 Call-in
920-727-7000

GREATER WISCONSIN AGENCY ON AGING RESOURCES (GWAAR)
Monitors federal Older Americans Act programs serving persons over 60 years
(Elderly Nutrition, Transportation, Elder Benefit Specialist, Advocacy, etc.).
1414 MacArthur Rd., Madison
877-416-7083 • www.gwaar.org

LUTHERAN SOCIAL SERVICES FAMILY CAREGIVER SUPPORT
Provides caregiver education, individual consultation and support.
Thompson Community Center
820 W. College Ave., Appleton
920-225-1704 • www.lsswis.org

MDA GENERAL NEUROMUSCULAR SUPPORT
Offers caregiver support to those living with neuromuscular disease.
Catalpa Health
444 N. Westhill Blvd., Appleton
920-750-7000 • 877-235-9777
www.catalpahealth.org

MEMORY CARE SUPPORT GROUP
Provides support group to family caregivers affected by Alzheimer’s or dementia.
The Meadows at Touchmark
2601 Touchmark Dr., Appleton
920-832-9100
www.touchmark.com

NORTHEAST LIFESPAN RESPITE GRANT
Provides grants toward support and financial assistance to caregivers.
920-906-5100
www.respitecarewi.org

OUTAGAMIE CAREGIVER COALITION
Provides a caregiver support network with education and resources.
920-225-1704

RESERCARE HOMECARE RESPITE
Provides 24 hour in-home, short term respite care.
1476 Kenwood Dr., Menasha
920-729-6165

RESPISTE HOUSE
Offers weekend and weeklong respite options to caregivers of Cerebral Palsy.
1325 Eastman St., Oshkosh
920-424-4073 • 800-261-1895
www.cpmideastwis.com/respite

ST. PAUL ELDER SERVICES CAREGIVER SUPPORT
Provides 24 hour in-home support and respite care.
St. Paul Villa
316 E. 14th St., Kaukauna
920-766-6020 • 920-766-6188
www.stpaulelders.org

SHARE THE CARE
Assists persons in creating a support system to help people as they age or during a serious illness.
920-225-1745
www.sharethecare.org

TOUCHMARK MEMORY CARE
Provides support to caregivers of those suffering with dementia, etc.
920-832-9100
www.touchmark.com

VETERAN CAREGIVER SUPPORT
Offers caregiver support and services to U.S. Veterans.
855-260-3274
www.caregiver.va.gov

WISCONSIN CAREGIVER CALL-IN
Provides call-in support caregivers.
877-416-7083
Wisconsin Family Caregiver Support Network
Offers caregiving information, support and resources.
866-843-9810
www.wisconsincaregiver.org

Care Planning/Coordination

ADRC
Assesses needs of persons over 17 1/2 years. Provides unbiased long term care options/enrollment counseling and short term case management. Links persons to community resources.
920-832-5178 • 866-739-2372
See pages 61, 62

Alternative Resolutions
Assists families with mediation.
920-993-1490
www.alternativeresolutions.biz

Better@Home.biz
Provides in-home assessments and caregiving options to help persons remain in their homes.
866-532-2017 • www.betterathome.us

Care Patrol
Provides no cost assistance in finding safe assisted, independent living and memory care communities.
920-968-7504 • www.carepatrol.com

Clarity Care
Provides services to help persons remain in their homes.
855-224-7487 • www.claritycare.org

Consumer Direct WI
Provides self-directed services.
877-785-9991
www.consumerdirectwi.com

Coyle Care Management and Consulting, LLC
Assists elders and their families to determine, coordinate and manage care needs.
P.O. Box 1464, Appleton
920-740-8441
www.coylecaremanagement.com

Elder Watch and Advocacy
Offers assistance to older persons in making informed decisions on care and other needs.
647 Paris St., Menasha
920-725-6196 • 920-850-2136
www.elderwatchandadvocacy.com

Lutheran Social Services
Provides self-directed health care and case management.
3003-A N. Richmond St., Appleton
920-730-1326 • www.lsswis.org

Clothing/Household Goods

Caring Concepts
Provides online clothing and other product ordering for older persons with disabilities.
2220 17th St., Monroe
800-769-7771
www.caringconcepts.net

Community Clothes Closet
Provides new and gently used clothing.
1465B Opportunity Way, Menasha
920-731-6605
www.communityclothescloset.org

Community 2000
Provides clothing, household items, etc. in the Shiocton and Seymour school district.
1002 S. Main St., Seymour
920-833-0277

FreeCycle™ Groups
Provides an online listing of items to be thrown out. Items must be free, legal and appropriate for all ages.
www.freecycle.org/group/US/Wisconsin

Goodwill Industries of North Central Wisconsin
Provides clothing and household goods. Donation and Retail locations listed below:
• N189 Stoney Brook Rd., Appleton
  920-968-0820
• 1800 Appleton Rd., Menasha
  920-731-6605
• 4759 Michaels Dr., Appleton
  920-731-6606
• 907 S. Green Bay Rd., Neenah
  920-558-4507
www.goodwillnew.org

Helping 2nd Hands
Provides clothing to those in need.
N848 Industrial Dr., Dale
920-779-6705

St. Vincent de Paul
Provides clothing and household goods.
1924 W. College Ave., Appleton
920-739-1679
www.SVDPAppleton.org

Consumer Information/Protection

Better Business Bureau of Northeast Wisconsin
Provides support and information to consumers and businesses.
1047 N. Lynndale Ave., Appleton
920-734-4352 • 800-273-1002
www.wisconsin.bbb.org

Better Business Bureau Wise Giving Guide
Provides support and information to donors and charities.
3033 Wilson Blvd.
Arlington, VA 22201
www.give.org
BOARD ON AGING AND LONG TERM CARE OMBUDSMAN PROGRAM
Investigates and mediates issues in the treatment of older and disabled persons receiving long term care.
1402 Pankratz St., Madison
800-815-0015
800-242-1060 Medigap Helpline
www.longtermcare.wi.gov

BUREAU OF CONSUMER PROTECTION
Assists consumers with complaints including renter hotline issues.
800-422-7128 • http://datcp.wi.gov

CREDIT REPORT REQUEST SERVICE
Offers free credit reports.
P.O. Box 105281
Atlanta, GA 30348-5281
877-322-8228
www.annualcreditreport.com

FOX VALLEY FUNERAL CONSUMER ALLIANCE
Provides information on organ donation, cremation, and affordable funeral planning.
www.funerals.org/affiliates/FoxValley

GUIDE FOR PENNY PINCHERS
Offers consumer money-saving tips.
www.guideforpennypinchers.com

HOME HEALTH HOTLINE
Provides home health care agencies, agency certification, state inspections and complaints against an agency.
Department of Health Services
Office of Quality Assurance
800-642-6552

IDENTITY THEFT
Provides steps to protect, repair and report misuse of personal information or identity theft.
800-633-4227 Medicare
877-486-2048 TTY
• Inspector General
800-447-8477
• Federal Commission
877-438-4338 • 866-653-4261 TTY
www.ftc.gov/idtheft
See page 65

IDENTITY THEFT
Provides steps to protect, repair and report misuse of personal information or identity theft.
800-633-4227 Medicare
877-486-2048 TTY
• Inspector General
800-447-8477
• Federal Commission
877-438-4338 • 866-653-4261 TTY
www.ftc.gov/idtheft
See page 65

MEDICARE QUALITY CAREFINDER
Provides information about Medicare providers and plans offered.
800-633-4227
www.medicare.gov/quality-care-finder

NATIONAL ANTI-FRAUD HOTLINE
Provides 24 hour hotline for reporting suspected fraud.
855-303-9470
www.aging.senate.gov/fraud-hotline

NATIONAL ANTI-FRAUD HOTLINE
Provides 24 hour hotline for reporting suspected fraud.
855-303-9470
www.aging.senate.gov/fraud-hotline

NATIONAL DO NOT CALL REGISTRY
Registers persons to not receive national telemarketing calls.
888-382-1222 • 866-290-4236 TTY
www.donotcall.gov

NATIONAL DO NOT CALL REGISTRY
Registers persons to not receive national telemarketing calls.
888-382-1222 • 866-290-4236 TTY
www.donotcall.gov

OUTAGAMIE COUNTY RECYCLING
Provides recycling and disposal service information.
Outagamie County Solid Waste
1419 Holland Rd., Appleton
920-832-5277
www.recyclimoreoutagamie.org

PUBLIC SERVICE COMMISSION
Oversees all utility services.
888-816-3831 • www.psc.wi.gov

READY WISCONSIN
Provides information on emergency preparedness including cyber safety, etc.
608-242-3324 • www.ready.wi.gov

RECALLS.GOV
Provides recall information and safety tips. Includes consumer product links.
www.recalls.gov

RECYCLE THAT STUFF
Provides recycling information.
121 N. Linwood Ave., Appleton
920-955-3760 • 877-677-4437
www.recyclethatstuff.com

U.S. POSTAL INSPECTION SERVICE
Addresses suspected violations through the U.S. mail including fraud, theft, Internet, telephone or in person.
877-876-2455
www.postalinspectors.uspis.gov

WISCONSIN DO NOT CALL LIST
Registers persons to not receive state telemarketing calls.
866-966-2255
www.nocall.wisconsin.gov

WISCONSIN OFFICE OF THE COMMISSIONER OF INSURANCE
Provides information regarding Wisconsin insurance policies.
Regulates and enforces Wisconsin insurance laws.
800-236-8517
www.oci.wi.gov/oci_home.htm

WISCONSIN DO NOT CALL LIST
Registers persons to not receive state telemarketing calls.
866-966-2255
www.nocall.wisconsin.gov

WISCONSIN OFFICE OF THE COMMISSIONER OF INSURANCE
Provides information regarding Wisconsin insurance policies.
Regulates and enforces Wisconsin insurance laws.
800-236-8517
www.oci.wi.gov/oci_home.htm

Deaf/Hearing Impaired
ADRC
Provides information and assistance to deaf and hearing impaired persons. The ADRC has example assistive technology devices used to help maintain or improve the functional capabilities of persons with disabilities.
920-832-5178 • 866-739-2372 • 711 TTY
See page 61, 62

ADRC • 401 S. ELM STREET, APPLETON, 54911 • 920-832-5178 • 866-739-2372 TOLL FREE • 7-1-1 TTY
Email: ADRC@outagamie.org • www.outagamie.org • www.yourADRCresource.org 21
AMERICAN SPEECH LANGUAGE HEARING ASSOCIATION (ASHA)
Provides information on hearing aid insurance coverage plus referrals to a certified audiologist or speech language pathologist.
800-638-8255 • 301-296-5650 TTY
www.asha.org

APPLETON AUDIOLOGY ASSOCIATES
Provides house visits to offer hearing tests, ear wax removal, hearing aid service, and many other services.
1520 N. Meade St., Appleton
920-560-6748
www.appletonaudiology.com

BETTER HEARING INSTITUTE
Provides hearing loss education, support and treatment.
800-327-9355
www.betterhearing.org

CAPTIONCALL
Offers free captioned telephone, installation and training.
920-809-5440 • 877-557-2227
www.captioncall.com

CENTER FOR COMMUNICATION, HEARING AND DEAFNESS
Provides support and information through the UniversaLink Assistive Technology Program.
800-755-7994 • 414-604-7217 TTY
www.cchdwi.org

DIAL 7-1-1
Provides telecommunication relay services for persons who are deaf, hard of hearing, and/or speech disabled.
800-947-6644 Voice
800-833-7637 Speech to Speech
800-833-7813 Spanish to Spanish
877-490-3723 Spanish to English
800-947-3529 TTY
877-243-2823 CapTel
www.wisconsinrelay.com

HAVILAND HEARING AIDS, INC.
1336 E. Wisconsin Ave., Appleton
920-733-7525 • 800-924-7804
www.havilandhearing.com

HEAR NOW PROGRAM
Provides hearing aid financial assistance and related services.
800-328-8602
www.sotheworldmayhear.org

HEARING LOSS ASSOCIATION OF AMERICA
Provides hearing loss support, education and information about technology, research, systems, etc.
920-725-2579 • 920-420-8462
www.hearingloss.org

INTERNATIONAL HEARING SOCIETY
Provides testing, dispensing of hearing instruments and counseling.
800-521-5247 • www.ihsinfo.org

OFFICE FOR THE DEAF AND HARD OF HEARING
Provides state information and referral services for deaf, deaf blind, or hard of hearing residents.
17 Park Place, Appleton
920-659-7317
888-241-9430 Text/TTY/Relay

TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)
Provides financial assistance to persons in need of special telephone equipment.
Public Service Commission
PO Box 7854, Madison
608-231-3305 • 800-251-8345 TTY
www.psc.wi.gov/consumerinfo/assistanceprograms/tepp/tepp-ind.htm

WISCONSIN LIONS HEARING AID PROJECT
Provides hearing instruments for persons who cannot afford them.
Wisconsin Lions Foundation
877-463-6953 • www.wiinfo.com

Dementia/Memory Loss

ADRC
Provides information, referral and financial support for Alzheimer’s and other related dementia.
920-832-5178 • 866-739-2372
See pages 61, 62, 77

ALZHEIMER’S AND DEMENTIA ALLIANCE OF WI
Provides information and support to individuals and families affected by Alzheimer’s.
888-308-6251 • www.alzinfo.org

ALZHEIMER’S ASSOCIATION
Provides Alzheimer’s disease information, referral and support.
Greater Wisconsin Chapter, Fox Valley Regional Office
1535 Lyen Dr., Neenah
800-272-3900 Helpline
920-727-5541 • www.alz.org/gwwi
See page 77

ALZHEIMER’S CAREGIVER SUPPORT GROUP
Provides caregiving support groups with respite.
Good Shepherd Services, Ltd.
607 E. Bronson Rd., Seymour
920-833-6856 • www.gssltd.org

ALZPOSSIBLE
Offers a webinar resource for caregivers.
www.alzpossible.org
FOX VALLEY MEMORY PROJECT
Works to create an integrative, dementia friendly community.
• Memory Cafés, Events and Outings
  Provides information, social activities, camaraderie in supportive settings.
• Memory Loss Resource Center
  Provides information, assistance and resource library.
  Thompson Community Center
  820 W. College Ave., Appleton
  920-225-1711
• Memory Loss Assessment Center
  UW Health Fox Valley
  229 S. Morrison St., Appleton
  920-997-8436
  See page 70, 77

LUTHERAN SOCIAL SERVICES
FAMILY CAREGIVER SUPPORT
Provides support group for family caregivers caring for a loved one with Alzheimer’s disease and other dementia.
  Thompson Community Center
  820 W. College Ave., Appleton
  920-225-1704 • www.lsswis.org

LUTHERAN SOCIAL SERVICES
MINDWORKS
Provides peer support, cognitive and physical activities for persons with memory loss.
  Thompson Community Center
  820 W. College Ave., Appleton
  920-225-1712 • 920-225-1708
  www.lsswis.org

MAKING SENSE OF ALZHEIMER’S
Provides information on Alzheimer’s through website access.
  www.makingsenseofalzheimers.org

MEMORY CARE CENTER
Provides comprehensive assessment of person’s physical, psychosocial and cognitive functioning.
  A collaborative care relationship between St. Paul Elder Services and the Neuroscience Group
  Neuroscience Group Memory Clinic
  1305 W. American Dr., Neenah
  920-725-9373 • 800-201-1194
  www.neurosciencegroup.com

MEMORY CARE SUPPORT GROUP
Provides support group to family caregivers affected by Alzheimer’s or dementia.
  The Meadows at Touchmark
  2601 Touchmark Dr., Appleton
  920-832-9100
  www.touchmark.com

N.E.W. CURATIVE
REHABILITATION/BRAIN INJURY/
NEUROLOGICAL PROGRAM
Provides information and rehab services to those recovering from brain injury.
  920-593-3535
  www.newcurative.org

NORWOOD HEALTH CENTER/
PATHWAYS TRAUMATIC BRAIN
INJURY UNIT
Provides brain injury rehabilitation.
  1600 N. Chestnut Ave., Marshfield
  715-384-2188

OLDER HMONG MEMORY
ENHANCEMENT
Provides memory enhancement support to the elder Hmong community.
  Thompson Community Center
  820 W. College Ave., Appleton
  920-360-4510

SILVER ALERT PROGRAM
Offers an alert system in the case of missing persons over 60 years who are believed to have Alzheimer’s, dementia, etc.
  www.wisconsincrimenalert.gov

Dental

AFFORDABLE DENTURES
Offers low-cost denture options and payment plans.
  800-336-8873
  www.affordabledentures.com

DEVELOPMENTAL DISABILITIES
AND ORAL HEALTH
Provides oral health information to persons with developmental disabilities.
  www.nidcr.nih.gov

DONATED DENTAL SERVICES
Provides dental care to persons with permanent disabilities, chronic illness and low income persons over 65 years.
  866-812-9840 • www.wda.org

FVTC DENTAL HYGIENE STUDENT
CLINIC
Offers cleaning, x-rays and fluoride treatments.
  1825 N. Bluemound Dr., Appleton
  920-735-4884 • www.fvtc.edu

NACO DENTAL DISCOUNT
PROGRAM
Offers membership to discounted dental services.
  877-354-6226
  www.nacodentalprogram.com

PARTNERSHIP COMMUNITY
HEALTH CENTER DENTAL
Provides dental care for underinsured and uninsured patients.
  5337 W. Grande Market Dr., Appleton
  920-731-7445 Appointment

TRI-COUNTY COMMUNITY
DENTAL CLINIC
Provides dental care to low income residents.
  9 Tri-Park Way, Appleton
  920-882-5500
  www.tricountydental.org
Disability Resources

ADRC
Provides access to developmental/intellectual and physical disability services. Assists youth with disabilities over 17 1/2 years in transition to the adult service system.
The ADRC has example assistive technology devices to help maintain or improve the functional capabilities of persons with disabilities.
920-832-5178 • 866-739-2372 • 711 TTY
See pages 61, 62

AMERICAN PARKINSON DISEASE
Provides Parkinson disease support and information.
608-229-7628
www.wichapterapda.org

AUTISM: EDUCATING OUR COMMUNITY
Provides autism education upon request. Call for appointment.
920-731-6044

BRAIN INJURY ALLIANCE
Provides brain injury advocacy, education, support and resources.
800-882-9282 • www.biaw.org

BRAIN INJURY RESOURCE CENTER
Offers assistance and resources to persons living with the consequences of brain injury.
262-770-4882 • www.bircofwi.org

CEREBRAL PALSY AND SOAR MIDEAST WISCONSIN
Provides services and programs to help persons with cerebral palsy, physical and developmental disabilities and other behavioral challenges.
36 Broad St., Oshkosh
800-261-1895
www.cpmideastwis.com

CHALLENGE THE OUTDOORS, INC
Provides recreational activities for physically challenged persons.
Home Instead Senior Care
901 Anderson Dr., Green Bay
920-593-6300 • www.ctoforme.org

CHILDREN AND ADULTS WITH ATTENTION-DEFICIT/HYPERACTIVITY DISORDER
Provides education, advocacy and support for persons with attention-deficit/hyperactivity disorder.
800-233-4050 • 920-735-1099
www.chadd.org

CHILDREN'S LONG TERM SUPPORT (CLTS)
Provides information for planning transition from youth to adulthood.
www.dhs.wisconsin.gov/children/clts

CLARITY CARE
Provides in-home care, life skills and residential living options for adults with disabilities and brain injuries.
Thompson Community Center
820 W. College Ave., Appleton
920-236-6560
800-947-3529 TDD
855-224-7487 Home Health Service
www.claritycare.org

CREATIVE CONSULTANTS, INC
Provides help to adults with disabilities to live independently.
P.O. Box 2261, Appleton
920-450-7704

DISABILITY ADVOCATES: WISCONSIN NETWORK
Supports legislative change affecting persons with disabilities.
888-332-1677 • www.dawninfo.org

DISABILITY RIGHTS WISCONSIN
Assists disabled persons to gain access to services through advocacy and legal expertise.
131 W. Wilson St., Madison
800-928-8778
888-758-6049 TTY/TEXT
www.disabilityrightswi.org

DISABILITY.GOV
Offers resources to persons with disabilities on how to apply for disability benefits, find a job, get health care or pay for accessible housing.
www.disability.gov

DISABLED CITIZENS, INC.
Provides public support for disabled persons.
1112 W Spring St., Appleton
920-731-5195 • 920-729-5932

DIVISION OF VOCATIONAL REHABILITATION (DVR)
Provides employment services and counseling to persons with disabilities.
Fox Cities Work Force, Development Center
1802 Appleton Rd., Menasha
920-968-6219 • 877-367-1105
www.dwd.wisconsin.gov/dvr

DOWN SYNDROME ASSOCIATION FOX CITIES
Provides Down Syndrome education, information and support.
www.dsawfoxcities.org
DOWN SYNDROME FAMILY NETWORK
Provides Down Syndrome referral information.
SOAR Fox Cities, Inc.
211 E. Franklin St., Appleton
920-725-0943
www.soarfoxcities.com

EASTER SEALS CAMPS
Offers camps for children and adults with disabilities.
800-422-2324
www.eastersealswisconsin.com

EASTER SEALS DISABILITY HELPLINE
Offers assistance to persons with disabilities.
Thompson Community Center
820 W. College Ave., Appleton
920-832-0344 Helpline
www.eastersealswisconsin.com

EXCEPTIONAL EQUESTRIANS
Offers equine-assisted therapy.
1130 Orlando Dr., De Pere
920-347-3174
www.exceptionalequestrians.org

FOX VALLEY AUTISM SOCIETY
Provides autism information and family support.
1800 Appleton Rd., Menasha
920-968-6829 • www.focol.org/asfv

FREE S.P.I.R.T. RIDERS
Provides equine-assisted therapy.
W3950 Highway 23, Fond du Lac
920-924-9920
www.FreeSPIRITRiders.org

GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN
Helps persons with disabilities with employment.
1800 Appleton Rd., Menasha
920-731-6601 • 800-482-0030
920-731-6623 TDD
www.goodwillncw.org

INNOVATIVE SERVICES
Provides self-directed and family centered support and services.
• 808 W. Wisconsin Ave., Appleton
  920-830-2995 ext. 1002
• 445 S. Madison St., Green Bay
  866-356-0779
www.myinnovativeservices.com

LUTHERAN SOCIAL SERVICES
Provides community supported living, vocational supports and day services for persons with disabilities.
920-730-1326 • 800-488-5181
www.lsswis.org

MOVIN’ OUT
Links persons with disabilities to safe, affordable, integrated housing.
600 Williamson St., Madison
877-861-6746 • www.movin-out.org

NATIONAL INSTITUTE OF NEUROLOGICAL DISORDERS AND STROKE (NINDS)
Provides traumatic brain injury information and resources.
www.ninds.nih.gov

NEW HOPE CENTER
Provides housing options, day services and vocational services for persons with developmental disabilities.
443 Manhattan St., Chilton
920-849-9351
www.newhopeinc.org

OPTIONS FOR INDEPENDENT LIVING
Provides advocacy, training, referral, peer support, assistive/medical equipment, independent living skills, benefits counseling, and education to persons with disabilities.
• 820 W. College Ave., Appleton
  920-997-9999
• 555 Country Club Rd., Green Bay
  888-465-1515 • 920-490-0500
www.optionsil.com

OUTAGAMIE COUNTY FAMILY SUPPORT PROGRAM
Assists families in caring for severely disabled children under 21 years who live at home.
Valley Packaging, Inc.
3375 W. Brewster St., Appleton
920-749-5870 ext. 4502

PEOPLE FIRST APPLETON
Assists self-advocates with developmental disabilities to meet and learn how to impact their community.
920-725-0943 ext. 112

PERSONCARE.NET
Provides adaptive and assistive products for daily living.
800-609-7967 • www.personcare.net

SOAR FOX CITIES, INC.
Provides services to persons with developmental disabilities.
211 E. Franklin St., Appleton
920-725-0943 • www.soarfoxcities.com

SPECIAL OLYMPICS
Provides persons with intellectual disabilities sports training and athletic competition.
W5361 County Road KK, Appleton
920-731-1614 • 800-704-1614
www.specialolympicswisconsin.org

TRAINING WHEELS COMPUTER TRAINING
Provides one-on-one mobile computer training.
920-779-0719

VALLEY PACKAGING INDUSTRIES
Provides vocational evaluation, employment and training, job placement services, school to work transition, day services, assistive technology, community and homeless outreach and early intervention.
2730 N. Roemer Rd., Appleton
920-749-5859 • www.vpind.com

ADRC • 401 S. ELM STREET, APPLETON, 54911 • 920-832-5178 • 866-739-2372 TOLL FREE • 7-1-1 TTY
Email: ADRC@outagamie.org • www.outagamie.org • www.yourADRCresource.org
WHEELCHAIR GETAWAYS OF WISCONSIN
G T Mobility
Provides accessible van rentals.
844 Ontario Rd., Green Bay
800-642-2042

WISCONSIBS
Formerly Fox Valley Sibling Support Network. Provides education, advocacy and support to siblings of persons with disabilities.
211 E. Franklin St., Appleton
920-968-1742 • www.wisconsibs.org

WISCONSIN AUTISM SOCIETY
Provides autism information and family support.
1477 Kenwood Dr., Menasha
888-428-8476 • www.asw4autism.org

WISCONSIN BOARD FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES
Provides information on developmental disability advocacy and legislative issues.
101 E. Wilson, Madison
888-332-1677 • www.wi-bpdd.org

WISCONSIN BUREAU OF LONG TERM SUPPORT
Links residents to long term support services.
608-266-8560 • 608-266-9366
www.dhs.wisconsin.gov/bdds

WISCONSIN FAMILY ASSISTANCE CENTER FOR EDUCATION, TRAINING AND SUPPORT
Offers information, assistance, advocacy, workshops and groups for families of children with disabilities.
877-374-4677 • www.wifacets.org

WISCONSIN FIRST STEP
Offers information and referral to families with children who have special health care needs.
800-642-7837 Hotline
www.mch-hotlines.org

WISCONSIN PARKINSON ASSOCIATION
Offers advocacy, support and educational programs for persons with Parkinson’s disease.
800-972-5455
www.wi.parkinson.org

WISCONSIN TELEWORK LOAN PROGRAM
Provides loans to persons with disabilities to purchase computers and equipment needed to work from home or other remote sites.
Options for Independent Living
• 820 W. College Ave., Appleton
920-997-9999
• 555 Country Club Rd., Green Bay
888-465-1515 • www.optionsil.com

WISCONSIN TOURETTE SYNDROME ASSOCIATION (TSA)
Provides resources and support to persons and families with Tourette Syndrome.
715-732-7700
www.tsa-wisconsin.org

WISPIACT
Provides trusts to safeguard the interests for persons with a disability.
800-236-4940 • www.wispact.org

EDUCATIONAL OPPORTUNITIES

AARP DRIVER SAFETY PROGRAM
Provides driver safety courses.
877-846-3299 • 888-227-7669
www.aarp.org/driversafety

DIVISION OF VOCATIONAL REHABILITATION (DVR)
Provides educational guidance to persons with disabilities.
Fox Cities Work Force Development Center
1802 Appleton Rd., Menasha
920-968-6219 • 877-367-1105
866-223-5539 TTY
www.dwd.wisconsin.gov/dvr

FOX CITIES ROTARY MULTICULTURAL CENTER
Educates, promotes and celebrates diversity.
128 N. Oneida St., Appleton
920-882-4056

FOX VALLEY LITERACY COALITION
Promotes literacy awareness, recruits and trains volunteer tutors, matches tutors with students, and provides small group and classroom instruction.
130 E. Franklin St., Appleton
920-991-9840 • www.fvlc.net

FOX VALLEY TECHNICAL COLLEGE
Offers associate degree and vocational diploma programs plus career counseling.
1825 N. Bluemound Dr., Appleton
920-735-5600 • www.fvtc.edu

ROADSCHOLAR
Provides affordable educational adventures for persons over 40 years.
800-454-5768 • 877-426-2167 TTY
www.roadscholar.org

SENIOR COMPUTER GROUP
Offers computer training for persons over 50 years.
Bordini Center (FVTC)
5 N. Systems Dr., Appleton
920-735-5617
www.fvtc.edu/seniorweb
STARTING POINT PROGRAM
Offers free transition counseling and workshops. 
Fox Valley Technical College (FVTC) 
1825 N. Bluemound Dr., Appleton 
920-735-5696

UNIVERSITY OF WISCONSIN EXTENSION
Provides educational opportunities to low-income families, persons with disabilities, etc. 
3365 W. Brewster St., Appleton 
920-832-5121 • www.outagamie.org

UNIVERSITY OF WISCONSIN FOX VALLEY
Provides education opportunities and resources. 
1478 Midway Rd., Menasha 
920-832-2600 
www.uwfox.uwc.edu

UNIVERSITY OF WISCONSIN OSHKOSH (UW-O)
Promotes lifelong learning. 
800 Algoma Blvd., Oshkosh 
800-463-6896 • 800-633-1442 
www.uwosh.edu/llce

Emergency Shelters and Services

AFFINITY NURSEDIRECT
Offers 24 hour call-in health service. 
1506 S Oneida St., Appleton 
920-738-2230 • 800-362-9900 
www.affinityhealth.org

AMERICAN RED CROSS
Provides disaster relief, military support, blood donations, etc. 
1302 E. Wisconsin Ave., Appleton 
920-733-4481 • 800-856-3667 
www.redcross.org

CALL 4HOPE
Provides emergency help if you suspect someone is suffering from an overdose or drug reaction. 
Call 911

COMMUNITY 2000
Provides emergency financial assistance to persons in Shiocton and Seymour school district. 
1002 S. Main St., Seymour 
920-833-0277

COMMUNITY OUTREACH TEMPORARY SERVICES (COTS)
Provides transitional housing for the homeless. 
• 1003 W. College Ave., Appleton 
920-831-6591 Women 
• 913 S. West Ave., Appleton 
920-734-3609 Men 
www.appletoncots.org

DIAL 9-1-1
Provides Outagamie County emergency hotline to contact the Fire, Police, Sheriff Department and emergency medical service. The 911 System is accessible from TDD devices for the hearing impaired and may also be dialed from public telephones at no charge.

EMERGENCY SERVICES
Provides emergency preparedness in response to natural disasters, severe weather conditions and other hazards. 
800-232-4636 
www.emergency.cdc.gov

EMERGENCY SHELTER OF THE FOX VALLEY
Provides temporary shelter and guidance to homeless and at-risk persons. 
400 N. Division St., Appleton 
920-734-9192 
www.emergencyshelterfoxvalley.org

FOX VALLEY WARMING SHELTER
Provides a safe evening shelter for the homeless. 
1928 W. College Ave., Appleton 
920-832-1479 
www.foxvalleywarmingshelter.org

HARBOR HOUSE DOMESTIC ABUSE PROGRAMS
Provides 24 hour crisis line, emergency shelter, crisis counseling, legal advocacy and group support. 
720 W. Fifth St., Appleton 
920-832-1666 • 800-970-1171 
www.harborhouseonline.org

HOMELESS CONNECTIONS
Offers resources to individuals and families that help to promote self-sufficiency and end homelessness. 
400 N. Division St., Appleton 
920-734-9192 
www.homelessconnections.net

LEAVEN
Provides emergency financial assistance with housing, utilities, transportation and other related emergencies: 
• 1475 Opportunity Way, Menasha 
920-738-9635 (24/7 Emergencies) 
• St. Therese Catholic Church 
213 E. Wisconsin Ave., Appleton 
920-738-9635 
• St. Vincent de Paul Store 
1924 W. College Ave., Appleton 
920-738-9635 
• Zion Lutheran Church 
912 N. Oneida St., Appleton 
920-738-9635 
• St. Peter and Paul Catholic Church 
105 N. Olk St., Hortonville 
920-779-0166 
• Seymour/Community 2000 
1002 Main St., Seymour 
920-833-0277 
www.focol.org/leaven
OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES CRISIS
Provides 24 hour emergency crisis evaluation and counseling.
401 S. Elm St., Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY
www.preventsuicidewi.org

USA NATIONAL SUICIDE AND CRISIS HOTLINES
Offers 24 hour crisis counseling.
800-784-2433 • 800-273-8255

WISCONSIN CRIME ALERT
Links law enforcement with the public and community to fight crime.
608-240-3597
www.wisconsincrimealert.gov

POISON CENTER
Provides 24 hour poison information and emergency hotline.
800-222-1222
www.wisconsinpoison.org

EMPLOY-ABILITY
Provides vocational, assistive technology assessments and computer skills training.
300 N. Appleton St., Appleton
920-993-1951

PROJECT HOME OF SALVATION ARMY
Provides transitional housing.
105 S. Badger Ave., Appleton
920-734-2534 • www.safoxcities.org

EMPLOYMENT INITIATIVES
Provides Wisconsin DHS Bureau of Long Term Support resources.
www.dhs.wisconsin.gov/disabilities
www.dhs.wisconsin.gov/children/clts/waiver/family/transition

READY
Provides an emergency preparedness guide. www.ready.gov

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
Provides information about discrimination, disability and/or age.
800-669-4000 • 800-669-6820 TTY
www.eeoc.gov

SEXUAL ASSAULT CRISIS CENTER - FOX CITIES
Offers 24 hour crisis counseling.
17 Park Place, Appleton
920-733-8119 • 800-722-7797
www.sacc-foxcities.org

DIVISION OF VOCATIONAL REHABILITATION (DVR)
Provides vocational guidance, training and job seeking assistance for persons with disabilities.
Work Force Development
1802 Appleton Rd., Menasha
920-968-6219 • 866-223-5539 TTY
www.dwd.wisconsin.gov/dvr

SILVER ALERT PROGRAM
Offers an alert system in the case of missing persons over 60 years who are believed to have Alzheimer’s, dementia, etc.
www.wisconsincrimealert.gov

DIVISION OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES
Provides and manages mental health and substance abuse services.
www.dhs.wisconsin.gov/aboutdhs/DMHSAS

POISON CENTER
Provides 24 hour poison information and emergency hotline.
800-222-1222
www.wisconsinpoison.org

Employment Assistance

WISCONSIN CRIME ALERT
Links law enforcement with the public and community to fight crime.
608-240-3597
www.wisconsincrimealert.gov

CLARITY CARE
Assists persons in overcoming barriers to obtain and retain employment.
920-236-6560 • 800-947-3529 TDD

POISON CENTER
Provides 24 hour poison information and emergency hotline.
800-222-1222
www.wisconsinpoison.org

PROJECT HOME OF SALVATION ARMY
Provides transitional housing.
105 S. Badger Ave., Appleton
920-734-2534 • www.safoxcities.org

creative consultants, inc
Provides help to adults with disabilities through job coaching.
P.O. Box 2261, Appleton
920-450-7704

disability rights wisconsin
Provides a statewide advocacy resource for persons with disability issues.
131 W. Wilson St., Madison
800-928-8778 • 888-758-6049 TTY/TEXT
www.disabilityrightswi.org

DISABILITY COUNCIL SUPPORT
Promotes all resources that improve employment opportunities for persons with disabilities.
www.pdcouncil.state.wi.us

VOCATIONAL REHABILITATION (DVR)
Provides vocational guidance, training and job seeking assistance for persons with disabilities.
Work Force Development
1802 Appleton Rd., Menasha
920-968-6219 • 866-223-5539 TTY
www.dwd.wisconsin.gov/dvr

VOCATIONAL REHABILITATION (DVR)
Provides vocational guidance, training and job seeking assistance for persons with disabilities.
Work Force Development
1802 Appleton Rd., Menasha
920-968-6219 • 866-223-5539 TTY
www.dwd.wisconsin.gov/dvr

employment initiatives
Provides Wisconsin DHS Bureau of Long Term Support resources.
www.dhs.wisconsin.gov/disabilities
www.dhs.wisconsin.gov/children/clts/waiver/family/transition

Employment Assistance

CLARITY CARE
Assists persons in overcoming barriers to obtain and retain employment.
920-236-6560 • 800-947-3529 TDD

career care
Assists persons in overcoming barriers to obtain and retain employment.
920-236-6560 • 800-947-3529 TDD

empLOY-ABILITY
Provides vocational, assistive technology assessments and computer skills training.
300 N. Appleton St., Appleton
920-993-1951

employment initiatives
Provides Wisconsin DHS Bureau of Long Term Support resources.
www.dhs.wisconsin.gov/disabilities
www.dhs.wisconsin.gov/children/clts/waiver/family/transition

DIVISION OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES
Provides and manages mental health and substance abuse services.
www.dhs.wisconsin.gov/aboutdhs/DMHSAS

Division of mental health and substance abuse services
Provides and manages mental health and substance abuse services.
www.dhs.wisconsin.gov/aboutdhs/DMHSAS
GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN
Helps persons with disabilities in need of employment.
• 1800 Appleton Rd., Menasha 920-731-6605
• 4759 Michaels Dr., Appleton 920-731-6606
• N189 Stoney Brook Rd., Darboy 920-968-0820
www.goodwillncw.org

INNOVATIVE SERVICES
Provides work programs, skill-focused job training and coaching for developmentally disabled special needs persons.
• 808 W. Wisconsin Ave., Appleton 920-830-2995
• 445 S. Madison St., Green Bay 866-356-0779
www.myinnovativeservices.com

JOB ACCOMMODATION NETWORK
Provides hiring, training, retention and career advancement information for persons with disabilities.
800-526-7234 • 877-781-9403 TTY
www.askjan.org

PATHWAYS TO EMPLOYMENT RESOURCE CENTER
Provides education, training, technical assistance, research and resources to expand opportunities for persons with disabilities to work.
www.percthinkwork.org

PROJECT SEARCH
Provides on-the-job training to youth with disabilities to transition from high school to adulthood.
www.projectsearch.us

SENIOR SERVICE PROGRAM
Matches persons over 55 years in obtaining employment.
1802 Appleton Rd., Menasha 920-997-3272
www.newcurative.org

SKILLS TO PAY THE BILLS
Provides free online curriculum for employment soft skills to youth ages 14-21 with disabilities.
www.dol.gov/odep/topics/youth/soft-skills

THINK COLLEGE
Promotes opportunities for students with cognitive disabilities at the college level.
www.waisman.wisc.edu/thinkcollege

TICKET TO WORK PROGRAM
Supports workers with disabilities to maintain long term employment.
Employment Resources, Inc. 877-826-1752 • 800-710-9326
www.eri-wi.org/ticket.htm

TODD STEVEN & ASSOCIATES
Assists persons with disabilities in defining their employment goals.
240 Algoma Blvd., Oshkosh 920-232-3649
www.toddsteven.com

VALLEY PACKAGING INDUSTRIES
Provides vocational evaluation, employment, training, job placement services, school to work transition, day services, assistive technology, literacy, community outreach, homeless outreach and early intervention.
2730 N. Roemer Rd., Appleton 920-749-5859 • www.vpind.com

WISCONSIN JOB CENTER
Provides employment support and information.
Fox Cities Workforce Development Center
1802 Appleton Rd., Menasha 920-997-3272 • 888-258-9966
920-832-2756 TTY
www.wisconsinjobcenter.org

WISCONSIN SENIOR EMPLOYMENT PROGRAM (WISE)
Assists persons over 55 years with career assessment, job seeking, resume writing, training, etc.
Fox Valley Workforce, Development Board
1401 McMahon, Neenah 920-720-5600 • 920-469-8858
www.foxvalleywork.org
www.dhs.wisconsin.gov/aging/WISE

WORK INCENTIVE BENEFITS COUNSELING (WIBC)
Provides assistance to individuals with disabilities to move off SSI/SSDI benefits as they earn wages.
www.eri-wi.org

WORK SEARCH
Provides access to skills assessment and training.
www.aarpworksearch.org

Financial Assistance

ADRC
Offers Disability and Elder Benefit Specialist assistance with private and government benefits. Provides Alzheimer’s and other related dementia financial support.
920-832-5178 • 866-739-2372
See pages 61, 62, 67

ASSURANCE WIRELESS
Provides free cell phone through federal lifeline assistance program.
888-321-5880
www.assurancewireless.com

COMMUNITY 2000
Provides financial assistance and budgeting classes to persons in the Shiocton and Seymour school district.
1002 S. Main St., Seymour 920-833-0277
EAST CENTRAL INCOME MAINTENANCE (IM) PARTNERSHIP
Provides enrollment services and manages benefits for FoodShare, Medicaid, BadgerCare Plus, Family Planning Services and Caretaker Supplement programs.
888-256-4563 • 7-1-1 TTY
www.access.wi.gov
See page 60

FAMILY SUPPORT PROGRAM
Assists families in the care for their severely disabled children under 21 years.
Valley Packaging, Inc.
3375 W. Brewster St., Appleton
920-749-5870 ext. 4502

FINANCIAL INFORMATION AND SERVICE CENTER (FISC)
Provides low-cost confidential financial advice, budgeting and debt counseling.
1800 Appleton Rd., Menasha
920-886-1000 • 800-366-8161
www.fisc-cccs.org

FOCUS ON ENERGY
Helps older persons to upgrade their furnace.
800-762-7077
www.focusonenergy.com

HEAR NOW
Provides financial assistance and services to hearing impaired persons.
800-328-8602
www.sotheworldmayhear.org

HEAT FOR HEROES
Provides heating/cooling assistance to veterans.
800-891-9276

HOME ACCESSIBILITY ASSISTANCE LOAN PROGRAM
Provides renovation financing options for accessibility to low-income persons with disabilities.
Options for Independent Living, Inc.:
• 820 W. College Ave., Appleton
  920-997-9999
• 555 Country Club Rd., Green Bay
  888-465-1515 ext. 122
www.optionsil.com

HOME OWNERSHIP PROGRAM
Enables low-income families to own a home.
Appleton Housing Authority
925 W. Northland Ave., Appleton
920-739-6811 ext. 111

HOUSING PARTNERSHIP OF THE FOX CITIES
Provides affordable rental housing to lower income families.
605 E. Hancock St., Appleton
920-731-6644, ext. 106
www.housing-partnership.org

KEEP WISCONSIN WARM FUND
Provides financial assistance, affordable payment plans, budget counseling and ways to conserve energy.
800-891-9276 • www.kwwf.org

LEAVEN
Provides short term emergency financial assistance to persons in need.
1475 Opportunity Way, Menasha
920-738-9635
www.focusil.org/leaven

OFFICE OF VETERANS SERVICES
Provides employment, financial information and support to veterans.
Menasha Job Center
1802 Appleton Rd., Menasha
920-968-6081

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES ECONOMIC SUPPORT DIVISION
Provides assistance to Outagamie County residents who meet financial and eligibility criteria.
401 S. Elm St., Appleton
920-832-5168 • 920-8321688 TDD

OUTAGAMIE COUNTY ENERGY ASSISTANCE
Provides energy assistance to Outagamie County residents.
420 E. Longview Dr., Appleton
920-735-0010
800-506-5596 Appointment
See page 65

PAYMENT PARTNER
Offers representative payee services and FISC Bill Pay program.
Goodwill Industries
1800 Appleton Rd., Menasha
920-968-6564 • 800-366-8161
www.paymentpartner.org

PENSION HELP – WISCONSIN
Provides answers and assistance for those needing help with pensions.
Coalition of Wisconsin Aging Groups
2850 Dairy Dr., Madison
608-224-0606 • 800-336-2990
www.pensionhelp.org

PROPERTY TAX DEFERRAL LOAN PROGRAM
Helps homeowners over 65 years pay property taxes.
Wisconsin Housing and Economic Development Authority
800-334-6873

SAFELINK WIRELESS PROGRAM
Provides persons with phone and minutes.
800-977-3768
www.safelinkwireless.com
SALVATION ARMY OF THE FOX CITIES
Provides financial, utilities, shelter, food, and clothing assistance. Offers counseling, access to legal aid, etc.
130 E. North St., Appleton
920-734-3324 • www.safoxcities.org

TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)
Provides financial assistance to persons with disabilities to buy specialized telephone equipment.
Public Service Commission
800-251-8345 TTY Madison
608-231-3305 Voice

TOMORROW’S HOME FOUNDATION
Assists persons with disabilities purchase or rehabilitate a manufactured home. Provides emergency assistance grants.
www.tomorrowshomefoundation.org

WISCONSIN DEPARTMENT OF REVENUE
Provides state income tax return, Homestead Credit, etc. filing information.
265 W. Northland Ave., Appleton
920-832-2727 • www.dor.state.wi.us

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM
Offers heating assistance, counseling for energy conservation and budgeting.
420 Longview Dr., Appleton
920-735-0010 • 866-432-8947
www.homeenergyplus.wi.gov

WISCONSIN LIONS HEARING AID PROJECT
Provides hearing instruments for persons who cannot afford them.
Wisconsin Lions Foundation
877-463-6953 • www.wlf.info

WISCONSIN TELEWORK LOAN PROGRAM
Offers loans to persons with disabilities to purchase computers and equipment needed to work.
Options for Independent Living, Inc.
• 820 W. College Ave., Appleton
920-997-9999
• 555 Country Club Rd., Green Bay
888-465-1515
www.optionsil.com

WISCONSIN TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)
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• 555 Country Club Rd., Green Bay
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920-832-2727 • www.dor.state.wi.us

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM
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420 Longview Dr., Appleton
920-735-0010 • 866-432-8947
www.homeenergyplus.wi.gov

ADRC - OUTAGAMIE COUNTY NUTRITION PROGRAM
Provides Congregate and Home Delivered meal service in Outagamie County.
920-832-5178 • 866-739-2372
See page 79

ADRC - WAUPACA COUNTY NUTRITION PROGRAM
Provides Congregate and Home Delivered meal service in Waupaca County.
715-258-6400 • 866-739-2372

WISCONSIN LIONS HEARING AID PROJECT
Provides hearing instruments for persons who cannot afford them.
Wisconsin Lions Foundation
877-463-6953 • www.wlf.info

WISCONSIN TELEWORK LOAN PROGRAM
Offers loans to persons with disabilities to purchase computers and equipment needed to work.
Options for Independent Living, Inc.
• 820 W. College Ave., Appleton
920-997-9999
• 555 Country Club Rd., Green Bay
888-465-1515
www.optionsil.com

WISCONSIN TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)
Provides financial assistance to persons with disabilities to buy specialized telephone equipment.
Public Service Commission
800-251-8345 TTY Madison
608-231-3305 Voice

TOMORROW’S HOME FOUNDATION
Assists persons with disabilities purchase or rehabilitate a manufactured home. Provides emergency assistance grants.
www.tomorrowshomefoundation.org

WISCONSIN DEPARTMENT OF REVENUE
Provides state income tax return, Homestead Credit, etc. filing information.
265 W. Northland Ave., Appleton
920-832-2727 • www.dor.state.wi.us

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM
Offers heating assistance, counseling for energy conservation and budgeting.
420 Longview Dr., Appleton
920-735-0010 • 866-432-8947
www.homeenergyplus.wi.gov

ADRC - OUTAGAMIE COUNTY NUTRITION PROGRAM
Provides Congregate and Home Delivered meal service in Outagamie County.
920-832-5178 • 866-739-2372
See page 79

ADRC - WAUPACA COUNTY NUTRITION PROGRAM
Provides Congregate and Home Delivered meal service in Waupaca County.
715-258-6400 • 866-739-2372

Food/Meals/Nutrition

ACADEMY OF NUTRITION AND DIETETICS
Provides support and information.
800-877-1600 • www.eatright.org

ADRC - OUTAGAMIE COUNTY NUTRITION PROGRAM
Provides Congregate and Home Delivered meal service in Outagamie County.
920-832-5178 • 866-739-2372
See page 79

ADRC - WAUPACA COUNTY NUTRITION PROGRAM
Provides Congregate and Home Delivered meal service in Waupaca County.
715-258-6400 • 866-739-2372

CHOOSEMYPLATE.GOV
Provides food group and physical activity information.
888-779-7264
www.choosemyplate.gov

FREEDOM MEALS ON WHEELS
Provides Home Delivered meal service in the Freedom area.
920-788-6200

KAUKAUNA MEALS ON WHEELS
Provides Home Delivered meal service in Kaukauna and surrounding communities.
St. Paul Elder Services, Inc.
316 E. 14th St., Kaukauna
920-766-6020, ext. 119

KING’S DAUGHTERS MEALS ON WHEELS
Provides Home Delivered meal service in the City of Appleton.
920-831-5029

LUTHERAN SOCIAL SERVICES SENIOR CONNECTION
Provides grocery delivery list.
Thompson Community Center
820 W. College Ave., Appleton
920-225-1705 Appleton
920-538-1511 New London

NATIONAL INSTITUTE ON AGING/WHAT’S ON YOUR PLATE? SMART FOOD CHOICES
Explores healthy aging lifestyles, eating, food safety, etc.
www.nia.nih.gov/health/publication/whats-your-plate

NUTRITION
Provides information on nutrition, healthy eating, physical activity and food safety.
www.nutrition.gov
ONEIDA TRIBE ELDER SERVICES
Provides Congregate and Home
Delivered meal service on Oneida reservation.
800-867-1551
www.oneidanation.org/elderly

RIVERVIEW GARDENS/ NEIGHBORHOOD MARKETS
Offers Fox Valley residents opportunities to grow and sell fresh produce.
1101 S. Oneida St., Appleton
www.riverviewgardens.org/gardens

SALVATION ARMY OF THE FOX CITIES
Provides daily lunch program.
130 E. North St., Appleton
920-734-3324
www.usc.salvationarmy.org/usc/www_usc_appleton.nsf

USDA MEAT AND POULTRY HOTLINE
Provides information about meat, poultry or egg products.
888-674-6854 • www.fsis.usda.gov

Food Pantries

BREAD OF LIFE
Distributes food to those in need.
227 E. State St., Black Creek
920-984-9305

CHRISTIAN FOOD PANTRY
Distributes food to those in need.
St. John’s Resource Center
209 S. Pearl St., New London
920-982-0970 • 920-570-2225
www.centerforinnerpeace.com

CORNERSTONE CHURCH FOX VALLEY
Distributes food to those in need.
357 Broad St., Menasha
920-725-7252

CRIES OF THE HEART OUTREACH MINISTRIES
Distributes food to those in need.
1907 American Dr., Neenah
920-540-3017

DOUBLE PORTION – ST. THOMAS EPISCOPAL CHURCH
Distributes food to those in need.
226 Washington St., Menasha
920-725-5601

FREEDOM CENTER FOOD PANTRY
Distributes food to those in need.
1110 S. Oneida St., Appleton
920-412-7582
www.cometofreedom.com

FREEDOM FELLOWSHIP PANTRY
Distributes food to those in need.
N4021 County Road E, Freedom
920-740-2753

HORTONVILLE FOOD PANTRY
Distributes food to those in need.
N848 Industrial Dr., Dale
920-779-6705

LOAVES AND FISHES
Distributes groceries to needy in Kaukauna and Little Chute.
2001 E Main St., Little Chute
920-766-9131

MENASHA FOOD PANTRY – TRINITY LUTHERAN CHURCH & SCHOOL
Distributes food to those in need.
300 Broad St., Menasha
920-722-2662

NEW LONDON COMMUNITY CUPBOARD
Distributes food to those in need.
The Washington Center
600 W. Washington St., New London
920-982-8522

CRIES OF THE HEART OUTREACH MINISTRIES
Distributes food to those in need.
1907 American Dr., Neenah
920-540-3017

DOUBLE PORTION – ST. THOMAS EPISCOPAL CHURCH
Distributes food to those in need.
226 Washington St., Menasha
920-725-5601

FREEDOM CENTER FOOD PANTRY
Distributes food to those in need.
1110 S. Oneida St., Appleton
920-412-7582
www.cometofreedom.com

FREEDOM FELLOWSHIP PANTRY
Distributes food to those in need.
N4021 County Road E, Freedom
920-740-2753

HORTONVILLE FOOD PANTRY
Distributes food to those in need.
N848 Industrial Dr., Dale
920-779-6705

LOAVES AND FISHES
Distributes groceries to needy in Kaukauna and Little Chute.
2001 E Main St., Little Chute
920-766-9131

MENASHA FOOD PANTRY – TRINITY LUTHERAN CHURCH & SCHOOL
Distributes food to those in need.
300 Broad St., Menasha
920-722-2662

NEW LONDON COMMUNITY CUPBOARD
Distributes food to those in need.
The Washington Center
600 W. Washington St., New London
920-982-8522

RUBY’S PANTRY
Offers groceries on a donation basis.
N1615 Meadowview Dr., Greenville
920-540-0386 • 920-422-0534
www.shepherdhills.org/rubys

ST. JOHN’S NEPOMUCENE FOOD PANTRY – LITTLE CHUTE
325 Pine St., Little Chute
920-788-9033

ST. JOSEPH FOOD PROGRAM
Distributes food to those in need.
1465A Opportunity Way, Menasha
920-734-9461
www.stjoesfoodprogram.org

ST. VINCENT DEPAUL FOOD PANTRIES
• 1425 S. Commercial St., Neenah
920-727-1766
• 904 S. Main St., Seymour
920-833-2279
• 2720 N. Kesting Ct., Appleton
920-738-7800

SALVATION ARMY FOOD PANTRY
Distributes food to those in need.
• 130 E. North St., Appleton
920-734-3324
• 227 E. State St., Black Creek
920-984-9305
• 181 E. North Water St., Neenah
920-734-3324

Foot Care

BRIGHTSTAR CARE
Provides in-home foot care.
47 Park Place, Appleton
920-882-7277 Appointment
www.brightstarcare.com

LUTHERAN SOCIAL SERVICES FOOT CARE
Provides in-home and clinic foot care.
Thompson Community Center
820 W. College Ave., Appleton
920-225-1727 - Clinic
920-225-1722 In-home
ST. PAUL ELDER SERVICES
CLOUD WALKERS
Provides in-home foot care.
316 E. 14th St., Kaukauna
920-766-6020 • 920-766-6188
www.stpaulelders.org

VALLEY VNA FOOTCARE CLINICS
Provides in-home and clinic foot care.
1535 Lyon Dr., Neenah
920-727-5555 Appointment
920-538-2974 New London
www.valleyvna.org

Government Services

BOARD ON AGING AND LONG TERM CARE OMBUDSMAN PROGRAM
Investigates and mediates issues in the treatment of older and persons with disabilities receiving long term care. Provides insurance counseling on Medicare, supplements, hospitals, cancer and long term care insurance.
800-242-1060 Medigap
800-815-0015 Ombudsman
www.longtermcare.wi.gov

DIVISION OF MOTOR VEHICLES
Provides state vehicle registration and driver’s license services. Issues identification cards for those who do not have a driver’s license.
711 W. Association Dr., Appleton
608-264-7447 • 800-924-3570
www.dot.state.wi.us

GREATER WISCONSIN AGENCY ON AGING RESOURCES (GWAAR)
Monitors federal Older Americans Act serving persons over 60 years. (Nutrition, Transportation, Elder Benefit Specialist, Advocacy, etc.)
1414 MacArthur Rd., Madison
608-243-5670 • www.gwaar.org

INSURANCE COMMISSIONER
Provides Wisconsin insurance policy information. Regulates and enforces Wisconsin insurance laws.
800-236-8517 • www oci.wi.gov

INTERNAL REVENUE SERVICE
Provides federal income tax help.
800-829-1040 • www.irs.gov

LONG TERM CARE WEBSITE
Helps with long term care planning options.
www.longtermcare.gov

OUTAGAMIE COUNTY CLERK
Issues marriage licenses. Provides county maps and plat books. Serves as permanent record keeper for Outagamie County.
410 S. Walnut St., Appleton
920-832-5077 • www.outagamie.org

OUTAGAMIE COUNTY CLERK OF COURTS
Manages court files, collects fines and files court actions. Processes record searches, petitions for occupational driver, license and passport application. Manages jury processes and coordinates court calendars.
320 S. Walnut St., Appleton
920-832-5131 • www.outagamie.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES
Administers Outagamie County Health and Human Services.
DHHS Administration
410 S. Walnut St., Appleton
920-832-4741 • www.outagamie.org

OUTAGAMIE COUNTY EMERGENCY MANAGEMENT
Provides the Outagamie County emergency operations center.
410 S. Walnut St., Appleton
920-832-5148 • www.outagamie.org

OUTAGAMIE COUNTY EXECUTIVE
Coordinates and directs all Outagamie County administrative and management functions.
410 S. Walnut St., Appleton
920-832-1684 • www.outagamie.org

OUTAGAMIE COUNTY REGISTER OF DEEDS
Keeps all county records of real estate, birth, death and marriage certificates.
410 S. Walnut St., Appleton
920-832-5095 • www.outagamie.org

OUTAGAMIE COUNTY VETERANS SERVICE OFFICE
Offers Outagamie County Veterans services.
227 S. Walnut St., Appleton
920-832-5697 • www.outagamie.org

SOCIAL SECURITY ADMINISTRATION
Assists with Social Security including retirement, survivors and dependents, disability, Medicare and Supplemental Security Income (SSI) benefits.
607 W. Northland Ave., Appleton
877-694-5495 • www.ssa.gov

U.S. CITIZENSHIP AND IMMIGRATION SERVICES (USCIS)
Provides Federal Immigration information.
www.uscis.gov/immigrationaction

WISCONSIN DEPARTMENT OF HEALTH SERVICES DIVISION OF LONG TERM CARE
Oversees the provision of long term support/services for the elderly and persons with disabilities.
1 W. Wilson St., Madison
608-266-1865 • 888-701-1251
www.dhs.wisconsin.gov/aboutdhs
Wisconsin Department of Revenue
Provides state income tax return filing, Homestead Tax Credit, etc. information.
265 W. Northland Ave., Appleton
920-832-2727
www.dor.state.wi.us

Wisconsin State Legislature
Provides information on law and legislation.
www.legis.wisconsin.gov

Guardianships
ADRC
Provides guardianship information and assistance.
920-832-5178 • 866-739-2372
See pages 61, 62

WI Guardianship Support Center
Provides guardianship, protective placement, advance directives, etc. information and assistance.
855-409-9410 • www.gwaar.org

Health Services
Affinity Health System Rehabilitation Services
Provides physical, occupational, and speech therapy.
St. Elizabeth Hospital
920-738-2750 www.affinityhealth.org

Affinity NURSEDIRECT
Offers 24 hour call-in health service.
920-738-2230 • 800-362-9900
www.affinityhealth.org

Affinity Online Health Risk Assessments
• Heart Aware - identifies heart health status and changes you can make to your lifestyle to ward off heart disease.
  https://ha.healthawareservices.com/ra/1216
• Vascular Aware - identifies signs of vascular disease and what you can do to prevent it.
  https://ha.healthawareservices.com/ra/1222

AIDS Resource Center of Wisconsin
Provides HIV education, clinical research, prevention and access to services including anonymous HIV antibody testing.
633 W. Wisconsin Ave., Appleton
920-733-2068 • 800-773-2068
www.arcw.org

All About You
Provides mastectomy supplies.
1045 N. Lyndale Dr., Appleton
920-730-0909

Alzheimer’s Association
Provides Alzheimer’s related information, education and support.
Greater Wisconsin Chapter, Fox Valley Regional Office (Valley VNA)
1535 Lyon Dr., Neenah
800-272-3900 Helpline
920-727-5541 • www.alz.org/gwwi

American Cancer Society
Provides cancer education.
790 Maruelle Ln., Green Bay
920-321-1360 • 800-227-2345
www.cancer.org

American Diabetes Association
Provides diabetes education.
800-342-2383 • www.diabetes.org

American Heart Association
Provides education on heart disease.
608-221-8866
www.americanheart.org

American Red Cross Northeast WI
Provides health and safety training.
1302 E. Wisconsin Ave., Appleton
920-733-4481 • 800-856-3667
www.redcross.org/wi/oshkosh

Appleton Public Health
Provides health education and clinics within the City of Appleton.
100 N. Appleton St., Appleton
920-832-6429 • www.appleton.org

Aquatic Arthritis Exercise Program
Provides water exercise program.
Good Shepherd Services, Ltd.
920-833-7796 • www.gssltd.org

Arthritis Foundation
Provides arthritis education.
800-283-7800 • 800-333-1380
www.arthritis.org

Children and Youth with Special Health Care Needs
Provides information, referral and family support for special needs children.
325 Commercial St., Neenah
800-642-7837 • 920-969-5325
www.northeastregionalcenter.org

Consumer Reports
Provides healthy living and health news.
www.consumerreports.org/health

Haviland Hearing Aids, Inc.
Offers free hearing testing. Low cost ear wax removal. In-home visits by appointment.
1336 E. Wisconsin Ave., Appleton
920-733-7525 • 800-924-7804
www.havilandhearing.com
JOHN H. BRADLEY VA OUTPATIENT CLINIC
Provides medical clinic for veterans.
10 Tri-Parkway, Appleton
920-831-0070 • 877-831-0033

KATIE BECKETT PROGRAM
Provides assistance to children with long term disabilities or complex medical needs.
1673 Dousman St., Green Bay
920-593-4311 • 608-266-3236
www.dhs.wisconsin.gov

LUTHERAN SOCIAL SERVICES HEALTH CLINIC
Provides medication management, blood pressure readings, nutrition counseling and health education.
Thompson Community Center
820 W. College Ave., Appleton
920-225-1700 • www.lsswis.org

MEDICATION DRUG DROP
Offers locations for unused medications.
• Appleton Police Department
222 S. Walnut St., Appleton
920-832-5500
• Seymour Police Department
306 N. Main St., Seymour
920-833-2366
• New London Police Department
700 Shiocton St., New London
920-982-8505
www.ocdrugdrop.org

MESOTHELIOMA PROGNOSIS
Provides mesothelioma help and resources.
877-367-6376
www.mesotheliomaweb.org

NATIONAL APHASIA ASSOCIATION
Provides aphasia education.
800-922-4622 • www.aphasia.org

NATIONAL DIABETES HEALTHSENSE
Provides diabetes education.
www.ndep.nih.gov/resources/diabetes-healthsense

NATIONAL KIDNEY FOUNDATION
Provides organ donation, information and education.
800-543-6393 • www.kidneywi.org

ONEIDA COMMUNITY HEALTH CENTER
Provides health and safety services for Oneida tribal members.
525 Airport Rd., Oneida
920-869-2711
www.oneidanation.org/healthcenter

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES PUBLIC HEALTH
Provides health education, communicable disease follow-up, immunizations and environmental health services to Outagamie County residents outside of Appleton.
401 S. Elm St., Appleton
920-832-5100 • www.outagamie.org

PARTNERSHIP COMMUNITY HEALTH CENTER
Provides medical, behavioral and dental health care to low income persons. Offers insurance education and enrollment assistance.
• Goodwill Community Center
1814 N. Appleton Rd., Menasha
920-731-7445 - Medical
• 5337 W. Grande Market Dr., Appleton
920-731-7445 - Dental
• 621 W. Lawrence St., Appleton
920-882-6420 - Insurance
www.partnershipchc.org

PLANED PARENTHOOD
Provides education and services for sexual and reproductive health care.
• 3800 N. Gillett St., Appleton
920-731-9534
• 508 W. Wisconsin Ave., Appleton
920-731-6304
www.plannedparenthood.org

PLEURAL MESOTHELIOMA CENTER
Provides pleural mesothelioma symptom, treatment and diagnosis information.
800-381-1772
www.pleuralmesothelioma.com

POISON CENTER HOTLINE
Provides 24 hour poison information.
800-222-1222 • www.aapcc.org

PULMONARY REHABILITATION PROGRAM
Provides education to persons with lung problems (COPD, emphysema, and chronic bronchitis).
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-738-2558
www.stelizabeth.com/pulmonaryrehab

RADON NATIONAL SAFETY COUNCIL
Provides radon safety help and resources.
800-767-7236 • www.sosradon.org

RURAL HEALTH INITIATIVE
Provides health screening, farm/home safety assessments, information and education to rural farm families.
715-524-8889 • 920-574-0141
www.wiruralhealth.org
ST. PAUL ELDER SERVICES
Provides services for:
• Ear Irrigation/Candling
• Healing Waters exercise and therapy.
• Kegels exercise program to regain bladder and/or bowel control.
• Wound care and lymphedema treatment.
• Stroke rehab program.
316 E. 14th St., Kaukauna
920-766-6020
www.stpaulelders.org

THE D A C E R O N C A L L
Provides 24 hour call-in health service.
920-830-6877 • 800-236-2236
www.thedacare.org

U.S. CONSUMER PRODUCT SAFETY
Provides 24 hour hotline help and resources on product safety.
800-638-2772 • www.cpsc.gov

WISCONSIN FIRST STEP
Offers statewide information and referral serving families with children who have special health care needs.
800-642-7837 • www.mch-hotlines.org

WISCONSIN RESPITE CARE REGISTRY
Provides an online matching service matching families in need with qualified respite care providers.
877-260-9207
www.respitecarewi.org

Home Emergency/ Medical Response Systems Chart
See page 88

Home Maintenance/ Improvement/Moving

ACTION ORGANIZING SERVICES
Offers support in organizing.
414-380-7122 • 877-235-0803
www.actionorganizingservices.com

ADRC HOME HANDY PERSON PROGRAM
Provides minor home repairs to Outagamie County homeowners over 60 years.
920-832-5178 • 866-739-2372
See page 61, 62

CAP HOUSING REHABILITATION PROGRAMS
Offers Home Buyer and Weatherization programs that provide down payment, repair loans and energy saving repairs.
www.caperv.org

CLEANING FOR A REASON
Provides free house cleaning to women undergoing cancer treatment.
877-337-3348
www.cleaningforareason.org

CUSTOM KREATIONS, INC.
Provides home modifications for persons with dementia, sensory impairments and anyone at risk of falling.
6660 Old Hwy. 29, Seymour
920-865-7700
www.customkreationsinc.com

DEE - CLUTTER AND ORGANIZE
Helps clear clutter and organize homes.
920-738-0395

THE HABITAT FOR HUMANITY RESTORE
Builds affordable, energy efficient houses for low-income families.
Habitat ReStore sells building materials and home improvement items.
3000 E. College Ave., Appleton
920-830-8400
www.foxcitieshabitat.org

IN ITS PLACE ORGANIZING SERVICES
Offers services to help organize and prepare for a move.
920-725-2502
www.initsplaceorganizer.com

L O N G ’ S S E N I O R T R A N S I T I O N S
Helps with home organization, sale and moving.
2301 W. Everett St., Appleton
920-734-6052
www.longmoving.com

LUTHERAN SOCIAL SERVICES SENIOR CONNECTION
Provides private hire home repair list.
• Thompson Community Center
820 W. College Ave., Appleton
920-225-1705
• The Washington Center
500 W. Washington St., New London
920-538-1511 Appointment

MOVING FORWARD, LLC
Provides senior relocation services and services that prepare the home for sale.
920-306-1995 • 920-422-4229
www.mfnew.com

REBUILDING TOGETHER FOX VALLEY
Repairs and rehabilitates homes for low-income older and disabled homeowners.
605 E. Hancock St., Appleton
920-730-2156
www.rebuildingtogetherfoxvalley.org

HOME CARE SERVICES

Home Care Services – Medical Chart
See page 85

Home Care Services – Non Medical Chart
See pages 86-87
RECYCLE
Outagamie County recycling guidelines.
www.recyclemoretricounty.org

RELIABLE REFUSE REMOVAL, LLC
Offers valet trash service with discounts to vets, seniors and disabled.
920-213-8654

RURAL HOUSING
Assists with housing and renovation funding for elderly or persons with disabilities.
888-400-5974
www.wisconsinruralhousing.org

SENIORS ON THE MOVE SEGUES
Helps with organization, floor plans, moving, clean up and estate sales.
262-442-4200 • www.segues.net

TRUCK ‘N JUNK LLC
Recycles and disposes clutter.
920-858-1455
www.truck-n-junk.com

WEATHERIZATION SERVICES
Provides weatherization services to low income renters and homeowners.
Includes insulating water heaters, attics, side walls; repairs/replaces furnaces.
3020 E. Winslow Ave., Appleton
920-731-7566

Housing – Adult Family Homes (AFH) Chart
See pages 88-89

Housing – Community Based Residential Facilities (CBRF) Chart
See pages 90-92

Housing – Independent Living Apartments Chart
See pages 93-94

Housing – Residential Care Apartment Complexes (RCAC) Chart
See page 92

Housing – Skilled Nursing Facilities (SNF) Chart
See page 95

Housing – Transitional
COMMUNITY OUTREACH TEMPORARY SERVICES (COTS)
Provides transitional housing for homeless men and women.
920-268-0603 All Intake Inquiries
• 1003 W. College Ave., Appleton
920-831-6591 Women
• 819 S. West Ave., Appleton
920-734-3609 Young Adult
• 913 S. West Ave., Appleton
920-734-3609 Men
www.appletoncots.org

EMERGENCY SHELTER OF THE FOX VALLEY
Provides transitional housing.
400 N. Division St., Appleton
920-734-9192
www.emergencyshelterfoxvalley.org

FOX VALLEY WARMING SHELTER
Offers evening shelter for homeless.
1928 W. College Ave., Appleton
920-832-1479
www.foxvalleywarmingshelter.org

HOUSING PARTNERSHIP OF THE FOX CITIES
Offers transitional housing, affordable rental and home buying options.
605 E. Hancock St., Appleton
920-731-6644
www.housing-partnership.org

PROJECT HOME OF SALVATION ARMY
Offers transitional housing.
105 Badger Ave., Appleton
920-734-3324

WIHOUSINGSEARCH.ORG
Provides a free resource to help find housing.
WIHousingSearch.org

HOUSING – WISCONSIN ASSISTED LIVING DIRECTORIES
Offers an online resource for Wisconsin adult day care, adult family homes (AFH), community based residential facilities (CBRF) and residential care apartment complexes (RCAC).

Information and Assistance/Referral

ADRC - OUTAGAMIE COUNTY
Assesses and meets the needs of Outagamie County persons over 17 ½ years through service coordination and advocacy.

The ADRC Outagamie County Branch provides: information; assistance/referral; unbiased options, enrollment and benefit counseling; prevention and early intervention; short term case management; eligibility determination for long term support benefits; Nutrition, Disability and Elder Benefit Specialist, Home Handy Person plus Health and Wellness programs.

The ADRC provides informational resources online at www.outagamie.org, and www.yourADRCresource.org.
The ADRC has example assistive technology devices to help maintain or improve the functional capabilities of persons with disabilities. Language interpreters are available. The ADRC publishes “The ADRC Connection” newsletter.

The public is welcome to attend Outagamie County Aging and Long Term Support Advisory plus ADRC Regional Advisory Committee meetings. If interested in attending Committee meetings, call the ADRC Outagamie County Branch.

920-832-5178 • 866-739-2372 • 711 TTY
See pages 61, 62

OTHER AREA ADRCs:
• Brown County
  920-448-4300
  www.adrcofbrowncounty.org
• Calumet County
  866-739-2372 Toll free
  www.yourADRCresource.org
• Shawano County
  715-526-4701
  www.adrcwrr.org
• Waupaca County
  866-739-2372 Toll free
  www.yourADRCresource.org
• Winnebago County
  877-886-2372 Toll free
  www.co.winnebago.wi.us/ADRC

CASAS HISPANA
Provides a bilingual center for information, referral, support and advocacy to the Hispanic/Latino community.
1800 Appleton Rd., Menasha
920-968-6880
www.casahispanawi.org

DIAL 5-1-1
Provides road condition report.
www.511wi.gov

DIGGERS HOTLINE
Provides call center for locating utility lines before digging.
811 • 800-242-8511
www.diggershotline.com

ELDERCARE LOCATOR
Offers nationwide directory assistance for older persons to locate local resources.
Spanish interpreters available.
800-677-1116 • www.eldercare.gov

HOME HEALTH HOTLINE
Provides information about home health care, agency certification for Medicare and/or Medical Assistance, state inspections and confirmed agency complaints.
Department of Health Services,
Office of Quality Assurance
800-642-6552

LIFESPAN RESPITE GRANT
Provides caregivers with connections to resources and a referral process for possible financial assistance.
920-906-5100
www.respitecarewi.org

LUTHERAN SOCIAL SERVICES
SENIOR CONNECTION
Provides information on housing, yard work, snow removal and other supports.
• Thompson Community Center
  820 W. College Ave., Appleton
  920-225-1705
• The Washington Center
  500 W. Washington St., New London
  920-538-1511

NFB-NEWSLINE
Provides callers with 24 hour newspaper reading from touch-tone telephone.
Wisconsin Regional Library for the Blind and Physically Handicapped
813 W. Wells St., Milwaukee
866-504-7300 Information
www.nfb.org

ONEIDA TRIBE ELDER SERVICES
Provides services to Oneida elders.
2907 S. Overland Rd., Oneida
800-867-1551
www.oneidanation.org

TIME/Temperature
Provides the current time and temperature.
920-734-0123

UNITED WAY 2-1-1 OR DIAL 2-1-1
Offers 24 hour nonemergency community information and referral for health and human service needs.
Serves as info hub in times of disaster.
United Way Fox Cities
1455 Midway Rd., Menasha
920-954-7206 • 800-924-5514
7-1-1 TTY • www.211now.org

UNITEDHEALTHCARE COMMUNITY PLAN
Provides information for community services offered by BadgerCare, United Healthcare, etc.
Community Engagement Specialist
920-997-3289

UNIVERSITY OF WISCONSIN EXTENSION
Provides information on resources and research to the community.
3365 W. Brewster St., Appleton
920-832-5121
www.outagamie.uwex.edu
UW EXTENSION INFO
Provides answers to environmental, gardening, home, family living questions, etc.
www.infosource.uwex.edu

WISCONSIN COUNCIL ON PROBLEM GAMBLING
Provides help to those affected by compulsive gambling.
1585 Allouez Ave., Green Bay
800-426-2535
www.wi-problemgamblers.org

WISCONSIN FIRST STEP
Provides information and referral, serving families with children who have special health care needs.
800-642-7837 • www.mch-hotlines.org

WISCONSIN RESPIRE CARE REGISTRY
Provides an online matching service matching families in need with qualified respite care providers.
877-260-9207
www.respitecarewi.org

Legal Assistance

AFFINITY HEALTH SYSTEM
Offers advance care planning education classes.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-738-2230 • 800-362-9900
www.affinityhealth.org

AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)
LEGAL SERVICES
Provides free legal advice for persons over 50 years.
888-687-2277 • www.aarp.org

AMERICAN CIVIL LIBERTIES UNION
Defends civil rights of residents.
414-272-4032 • www.aclu-wi.org

DISABILITY RIGHTS WISCONSIN
Offers statewide advocacy for persons with disability issues.
131 W. Wilson St., Madison
800-928-8778
888-758-6049 TTY/TEXT
www.disabilityrightswi.org

IMMIGRATION ATTORNEYS
GRZECA LAW GROUP, S.C.
Services through Catholic Charities.
214 E. Summer St., Appleton
888-471-1400

JCL ELDER MEDIATION SERVICES
Offers mediation to resolve conflict by an impartial third party.
920-427-7218 • www.jclmediation.com

LAWYER REFERRAL AND INFORMATION SERVICE (LRIS)
Provides information, consultation and referral services at lower rates.
800-362-9082 • www.wisbar.org

LEGAL ACTION OF WISCONSIN
Offers legal assistance to low-income persons in non-criminal matters.
201 W. Walnut St., Green Bay
800-236-1127
800-947-3529 TTY
www.legalaction.org

LEGALSHIELD LEGAL SERVICES
Provides affordable access to attorney advice, family law, child custody, etc.
P.O. Box 501, Neenah
920-205-4087

OUTAGAMIE COUNTY DISTRICT ATTORNEY
Prosecutes crime cases.
320 S. Walnut St., Appleton
920-832-5024

STATE PUBLIC DEFENDER
Represents low-income persons charged with crimes.
100 W. Lawrence St., Appleton
920-832-2774 • www.wisspd.org

WISCONSIN EQUAL RIGHTS DIVISION
Enforces laws related to discrimination, family and medical leave and labor standards.
Workforce Development
201 E. Washington Ave., Madison
608-266-6860 Voice
608-264-8752 TTY
www.dwd.wisconsin.gov/er

WISCONSIN JUDICARE
Assists with landlord/tenant, Social Security Disability Insurance, Supplemental Security Income, utility issues, etc.
800-472-1638 • www.judicare.org

Libraries

APPLETON PUBLIC LIBRARY
Offers the no cost Walking Books Program to Appleton homebound residents.
225 N. Oneida St., Appleton
920-832-6170
920-832-6346 (Walking Books)
www.apl.org

BLACK CREEK PUBLIC LIBRARY
507 S. Maple St., Black Creek
920-984-3094
www.blackcreeklibrary.org

GERALD H. VAN HOOF LIBRARY
625 Grand Ave., Little Chute
920-788-7825 • www.kimlit.org

HORTONVILLE PUBLIC LIBRARY
102 W. Main St., Hortonville
920-779-4279
www.hortonvillelibrary.org

JAMES J. SIEBERS MEMORIAL LIBRARY
515 W. Kimberly Ave., Kimberly
920-788-7515 • www.kimlit.org

ADRC • 401 S. ELM STREET, APPLETON, 54911 • 920-832-5178 • 866-739-2372 TOLL FREE • 7-1-1 TTY
Email: ADRC@outagamie.org • www.outagamie.org • www.yourADRCresource.org
Kaukauna Public Library
111 Main Ave., Kaukauna
920-766-6340
www.kaukaunalibrary.org

Little Free Libraries - Freedom
Provides books to residents in various locations.
920-788-6200

Muehl Public Library
436 N. Main St., Seymour
920-833-2725
www.muehlpubliclibrary.org

Seely G. Mudd Library
Lawrence University
113 S. Lawe St., Appleton
920-832-6750
www.lawrence.edu/library

Shiocton Public Library
W7740 Pine St., Shiocton
920-986-3933
www.shioctonlibrary.org

Managed Care Organizations (MCO)

Community Care, Inc.
Provides funded, managed long term care. Coordinates Family Care and Family Care Partnership programs.
4435 W. Lawrence St., Appleton
920-750-5500 • 866-992-6600
www.communitycareinc.org
See page 75

Ilife
Provides financial management and consulting services to persons enrolled in the IRIS Program.
888-958-7695
Email: info@ilifefms.com

Include, Respect, I Self-Direct, (IRIS)
Provides self-directed, funded, managed long term care.
888-515-4747
www.wisconsin-IRIS.com
See page 75

Lakeland Care District
Provides funded, managed long term care. Coordinates Family Care program.
N6654 Rolling Meadows Dr., Fond du Lac
877-227-3335
www.lakelandcaredistrict.org
See page 75

Mental Health/Counseling

Adrc
Provides mental health information, support and referral.
920-832-5178 • 866-739-2372
See pages 61, 62, 77

Affinity Behavioral Health
Provides behavioral health information and support.
1531 S. Madison St., Appleton
920-730-4411
www.affinityhealth.org

Amedisys Home Health
Provides behavioral health services for homebound patients.
2120 S. Ridge Rd., Green Bay
920-497-1234 • 866-833-0172
www.amedisys.com

Anxiety and Depression Association of America
Promotes preventative treatment and cure of anxiety disorders. Offers educational materials.
240-485-1001 • www.adaa.org

Anxiety, Stress and Depression Center
Provides services to those anxious and depressed.
103 W. College Ave., Appleton
920-915-4567 • www.metalsky.com

Appleton Psychiatric Counseling Center
Provides psychiatric counseling, assessment and biofeedback.
477 S. Nicolet Rd., Appleton
920-882-6610
www.appletonpsychiatric.com

Catholic Charities
Provides family, marriage and individual counseling.
214 E. Summer St., Appleton
920-734-2601 • 877-500-3580
www.gbdioc.org/catholiccharities

Center for Suicide Awareness
Provides education, prevention and support for those affected by suicide.
920-750-9091
www.suicidepreventionandresourcecenter.org

Chaps Academy
Offers equine-assisted therapy.
N5367 Mayflower Rd., Shiocton
920-986-3003
www.chapsacademy.org

Christian Family Counseling
Offers counseling and support groups.
1049 N. Lyndale Dr., Appleton
920-731-9798
www.christianfamilysolutions.org
CLAIREE KIEPKE OUTREACH CENTER
Assists persons with chronic mental illness through classes, peer conversation and recreational activities.
322 N. Appleton St., Appleton
920-749-5867

ELIZABETH MINISTRY RETREAT AND RESOURCE CENTER
Offers support and counseling for those harmed by pornography or sex addiction.
120 W. 8th St., Kaukauna
920-766-9380 www.elizabethministry.com

EXCEPTIONAL EQUESTRIANS
Offers equine-assisted therapy program.
1130 Orlando Dr., De Pere
920-347-3174 www.exceptionalequestrians.org

FAMILY COUNSELING ASSOCIATES
Provides counseling for anxiety, depression, etc.
300 N. Woods Edge Dr., Appleton
920-738-7795 • 800-457-8668

FAMILY SERVICES OF NORTHEAST WISCONSIN
Offers family, marriage, individual and group counseling.
1810 Appleton Rd., Menasha
920-739-4226 • 800-998-9609 www.familyservicesnew.org

FREE S.P.I.R.I.T. RIDERS
Provides equine therapy services to children and adults with disabilities.
W3950 Highway 23, Fond du Lac
920-924-9920 www.FreeSPIRITRiders.org

FRIENDSHIP PLACE
Provides social, educational and recreational therapy for persons with chronic mental illness.
220 N. Commercial St., Neenah
920-729-9975 www.friendshipplaceinc.com

HARBOR HOUSE DOMESTIC ABUSE PROGRAMS
Offers 24 hour crisis counseling, legal advocacy and group support.
720 W. Fifth St., Appleton
920-832-1666 • 800-970-1171 www.harborhouseonline.org

HARMONY COUNSELING CENTER
Offers multi-cultural counseling.
206 S. Memorial Dr., Appleton
920-428-6484

HELPING OTHERS PREVENT AND EDUCATE ABOUT SUICIDE
Helps loved ones with suicide loss.
800-273-8255 • www.hopes-wi.org

HMONG AMERICAN PARTNERSHIP FOX VALLEY
Assists refugees with personal counseling and integration.
2198 S. Memorial Dr., Appleton
920-739-3192

LUTHERAN SOCIAL SERVICES COUNSELING
Provides older adult mental health counseling and support groups.
Thompson Community Center
820 W. College Ave., Appleton
920-730-1321 • www.lsswis.org

NAMI FOX VALLEY
Provides advocacy, education and support to persons with brain disorders and mental illness.
211 E. Franklin St., Appleton
920-954-1550 www.namifoxvalley.org

N.E.W. MENTAL HEALTH CONNECTION
Provides online screening for depression, Bipolar Disorder and other mental health issues.
920-636-6876 www.newmentalhealthconnection.org

NEW WELLNESS ASSOCIATES
Provides mental health counseling.
2420 Crooks Ave., Kaukauna
920-766-5040 • 920-766-9840

OBSESSIVE COMPULSIVE DISORDER
Provides education about OCD and related disorders.
617-973-5801 www.ocfoundation.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES CRISIS
Provides confidential 24 hour counseling.
Outagamie County DHHS Crisis
401 S. Elm St., Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY www.outagamie.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES MENTAL HEALTH
Offers outpatient therapy, psychiatric services, testing services and case management on a sliding fee schedule.
Outagamie County DHHS Mental Health Division
401 S. Elm St., Appleton
920-832-5270 • www.outagamie.org

PREVENT SUICIDE FOX CITIES
Provides supports for suicide prevention, intervention and response.
920-931-2552 www.preventsuicidefoxcities.org

See page 77
PSYCHOLOGY ASSOCIATES OF THE FOX CITIES
Provides mental health evaluations and counseling.
2557 E. Calumet St., Appleton
920-738-9999 • www.pa-fc.com

ROGERS MEMORIAL HOSPITAL COUNSELING FOR EATING DISORDERS
Provides eating disorder counseling.
800-767-4411
www.rogershospital.org/monroe

SAMARITAN COUNSELING CENTER
Provides healing mind, body and spirit counseling.
1478 Kenwood Dr., Menasha
920-886-9319
www.samaritan-counseling.com

SCHIZOPHRENIA.COM
Provides schizophrenia information, support and education.
www.schizophrenia.com

SENIOR COMPANIONS
Matches cats with older persons for companionship.
Fox Valley Humane Association
N115 Two Mile Rd., Appleton
920-733-1717
www.foxvalleypets.org

SEXUAL ASSAULT CRISIS CENTER
Provides 24 hour help to victims of sexual assault or abuse.
17 Park Place, Appleton
920-733-8119 • 800-722-7797
www.sacc-foxcities.org

SIDRAN INSTITUTE
Helps persons who have experienced traumatic stress, addictions, self injury and suicide.
410-825-8888 • www.sidran.org

SOWING THE SEEDS OF HOPE
Provides mental health assistance for the farming community.
800-942-2474

SUICIDE AWARENESS VOICES OF EDUCATION
Provides information on suicide.
888-511-7283
www.save.org

THEDACARE BEHAVIORAL HEALTH
Offers many adult counseling programs.
1095 Midway Rd., Menasha
920-720-2300 • 800-501-8247
www.thedacare.org

WELLNESS COUNSELING CENTER
Offers individual, couple, marriage and family counseling.
103 W. College Ave., Appleton
920-733-1992
www.wellnesscenter-appleton.com

WISCONSIN COUNCIL ON PROBLEM GAMBLING
Provides help to those affected by compulsive gambling.
1585 Allouez Ave., Green Bay
920-437-8888 • 800-426-2535
www.wi-problemgamblers.org

WISCONSIN FAMILY TIES
Statewide organization run by families with children with emotional, behavioral and mental disorders
800-422-7145 (parents only)
www.wifamilyties.org

WISCONSIN UNITED FOR MENTAL HEALTH
Offers mental illness, treatable diseases and recovery information.
866-948-6483
www.wimentalhealth.org

Prescription Drug Assistance

ADRC
- Disability Benefit Specialist provides drug assistance to persons with a disability 18 to 59 years.
- Elder Benefit Specialist provides drug assistance to persons over 60 years.
920-832-5178 • 866-739-2372
See pages 61, 62, 67

DISABILITY DRUG BENEFIT HELPLINES
Assists persons under 60 years with a disability.
800-926-4862

EXTRA HELP
Provides help paying for Medicare prescription drug premiums, copayments and deductibles.
877-694-5495 • www.ssa.gov

PARTNERSHIP FOR PRESCRIPTION ASSISTANCE
Provides application for free or affordable medications (income eligibility and no insurance coverage).
888-477-2669 • www.pparx.org

PRESCRIPTION DRUG HELPLINE
Offers help to persons over 60 years.
855-677-2783

WISCONSIN SENIORCARE
Offers prescription drug assistance to residents over 65 years.
800-657-2038
www.dhfs.wisconsin.gov/seniorcare

Prevention

ADRC
Provides information, education and intervention activities that focus on reducing risk of injury and disability.
920-832-5178 • 866-739-2372
See page 63

ADRC • 401 S. ELM STREET, APPLETON, 54911 • 920-832-5178 • 866-739-2372 TOLL FREE • 7-1-1 TTY
Email: ADRC@outagamie.org • www.outagamie.org • www.yourADRCreource.org
Residential Supports for Persons with Disabilities

ADRC
Provides housing and independent living options for persons with disabilities.
920-832-5178 • 866-739-2372
See pages 61, 62

AGAPE OF APPLETON
Offers opportunities for independence for persons with disabilities.
7 Tri-Park Way, Appleton
920-734-9871
920-734-2569 TDD/Voice
www.agapeinc.org

BROTOLOC – FOX VALLEY
Provides affordable assistance and support in remaining independent.
N2780 State Road 15, Hortonville
920-779-3900 • www.brotoloc.com

CREATIVE CONSULTANTS
Provides coordination, job coaching, respite, social and daily living skills, plus supportive home care.
PO Box 2261, Appleton
920-450-7704

INNOVATIVE SERVICES
Offers persons with special needs education, resources and support in living independently.
• 808 W. Wisconsin Ave., Appleton
920-830-2995 • 866-356-0779
• 445 S. Madison St., Green Bay
www.myinnovativeservices.com

LORI KNAPP COMPANIES
Offers independent living support.
97 Pioneer Rd., Fond du Lac
920-907-0949
www.loriknappcompanies.com

LUTHERAN SOCIAL SERVICES
Provides housing, rent, hotline and other support services.
3003A N. Richmond St., Appleton
800-488-5181 ext. 3004 Hotline
920-730-1326 • www.lsswis.org

PNUMA HEALTH CARE
Helps adults with mental health and/or developmental disabilities lead rewarding lives.
N3856 Loss Rd., Weyauwega
920-867-4969 • 920-470-6983

PRODUCTIVE LIVING SYSTEMS
Provides community living supports for adults with special needs.
300 Woods Edge Dr., Appleton
920-738-5393
www.productivelivingsystems.com

REM THE MENTOR NETWORK
Provides independent living support and services.
2149 Velp Ave., Green Bay
920-434-5352
www.thementornetwork.com

VILLA HOPE
Provides an assisted living facility.
613 N. Division St., Appleton
920-739-5337
www.villahopeinc.com

Senior Centers

LUTHERAN SOCIAL SERVICES THOMPSON COMMUNITY CENTER
Provides senior services.
820 W. College Ave., Appleton
920-225-1700
www.thompsoncenter.org

MENASHA SENIOR CENTER
Provides senior services.
116 Main St., Menasha
920-967-3530 • 920-967-5173

NEW LONDON SENIOR CENTER
Provides senior services.
600 W. Washington St., New London
920-982-8522

WALTER MUEHL SENIOR CENTER
Provides senior services.
Good Shepherd Services, Ltd.
607 Bronson Rd., Seymour
920-833-6434

Support Groups

ADRC
Provides current support group information.
920-832-5178 • 866-739-2372
See pages 61, 62

AL-ANON
Provides services and support for persons affected by alcoholism.
888-425-2666 • 800-668-2491
www.al-anon.alateen.org

ALCOHOLICS ANONYMOUS (AA)
Provides services and support for recovering alcoholics.
920-731-4331 • 888-292-6677
www.district02aa.org

ALZHEIMER’S AND RELATED DISORDERS SUPPORT GROUP
Provides Alzheimer’s and other related disorders support.
• St. Paul Elder Services, Inc.
316 E. 14th St., Kaukauna
920-766-6020 ext. 186
• Good Shepherd Services, Ltd.
607 E. Bronson Rd., Seymour
920-833-1566 • 920-833-6856

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www.thompsoncenter.org

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920-967-3530 • 920-967-5173

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316 E. 14th St., Kaukauna
920-766-6020 ext. 186
• Good Shepherd Services, Ltd.
607 E. Bronson Rd., Seymour
920-833-1566 • 920-833-6856
AMPTEES SUPPORT GROUP
Provides support to veteran amputees.
5000 W. National Ave., Milwaukee
414-384-2000

ATAXIA SUPPORT GROUP
Provides informational resources and group support.
608-285-5285

BARIATRIC SUCCESS CIRCLE
Provides support to patients contemplating bariatric surgery.
100 Theda Clark Medical Plaza, Neenah 920-725-4527

BETTER BREATHERS SUPPORT GROUP
Provides support to persons with lung diseases.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-738-2558

BRAIN INJURY SUPPORT GROUP
Provides support to persons with brain injury.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-725-0943 ext. 111

CAREGIVER SUPPORT GROUP
Provides support and education to caregivers.
920-738-2000 • 800-362-9900
www.affinityhealth.org

CENTER FOR GRIEVING CHILDREN
Offers help for grieving children and their parents.
Boys and Girls Club
160 S. Badger Ave., Appleton
920-750-5839

CLAIRE KIEPKE OUTREACH CENTER
Provides social activities for persons with chronic mental illness.
322 N. Appleton St., Appleton
920-749-5867

COMMUNITY CIRCLES OF SUPPORT
Helps persons transition from incarceration to the community.
1800 Appleton Rd., Menasha
920-968-6832 • 877-490-3120
www.circles-of-support.org

DISABLED CITIZENS
Provides support and education to persons with disabilities.
• Thompson Community Center
  820 W. College Ave., Appleton
• Bubolz Nature Center
  4815 N. Lyndale Dr., Appleton
920-731-5195 • 920-733-8462
www.disabledcitizens.org

DOWN SYNDROME FAMILY NETWORK
Provides support to Down Syndrome families.
SOAR Fox Cities, Inc.
375 Winnebago Ave., Menasha
920-725-0943
www.soarfoxcities.com

EPILEPSY SUPPORT GROUP
Provides support to persons with epilepsy.
800-332-1000
www.epilepsyfoundation.org

FAMILY CAREGIVER SUPPORT
Provides support for family caregivers.
St. Elizabeth Hospital
1506 E. Oneida St., Appleton
920-727-7000

FOX CITIES DOWN SYNDROME ASSOCIATION
Provides support and education to persons with Down Syndrome.
www.dsawfoxcities.org

FOX VALLEY CELIAC DISEASE
Offers meetings for persons diagnosed with gluten intolerance digestive disease.
920-734-5552
www.foxvalleyceliacs.com

FOX VALLEY DIABETIC EDUCATION AND SUPPORT GROUP
Offers support for diabetics.
Fox Valley Technical College (FVTC)
1825 N. Bluemound Dr., Appleton
920-716-3373

FOX VALLEY FIBROMYALGIA SUPPORT GROUP
Provides support to persons with fibromyalgia.
Helen Fowler Conference Center
1506 S. Oneida St., Appleton
920-739-8774 • 920-707-4993

FOX VALLEY GRIEF NETWORK
Offers bereavement support services.
Wichmann-Fargo Funeral Homes
3212 S. Oneida St., Appleton
920-831-9905
www.wichmanfargo.com

FOX VALLEY NEW VOICE CLUB
Offers support to laryngectomy patients.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-738-2045
FRIENDSHIP PLACE
Offers social, educational and recreational support and therapy for persons with chronic mental illness.
220 N. Commercial St., Neenah
920-729-9975
www.friendshipplaceinc.com

GENESIS CLUB
Offers support groups and drop-in center for recovering alcoholics and drug addicts.
1213 N. Appleton St., Appleton
920-733-6180
www.genesisclub.info

GRIEF SUPPORT GROUP
Provides support for adults grieving the death of a loved one.
Thompson Community Center
820 W. College Ave., Appleton
920-727-2000 • 866-236-8500

HARBOR HOUSE DOMESTIC ABUSE SUPPORT GROUPS
Offers 24 hour crisis line, emergency shelter, crisis counseling, legal advocacy and group support.
720 W. Fifth St., Appleton
920-832-1666 • 800-970-1171
www.harborhouseonline.org

HEARING LOSS ASSOCIATION OF AMERICA
Provides meetings for persons with hearing loss.
Fox Valley Unitarian Universalist Fellowship
2600 Phillip Ln., Appleton
920-725-2579 • www.hearingloss.org

LIVESTRONG AT THE YMCA
Provides free exercise and support to persons surviving cancer.
Email: livestrong@ymcafoxcities.org
www.ymcafoxcities.org/liveSTRONG.aspx

LIVING WITH LOSS
Offers six-week grief support group to adults who have experienced the loss of a loved one.
920-730-3408 • 800-984-5554

LUPUS SUPPORT GROUP
Provides support group to adults with lupus.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-727-8020

LUTHERAN SOCIAL SERVICES SUPPORT GROUPS
Thompson Community Center
820 W. College Ave., Appleton
• Alzheimer’s and Dementia Caregivers Support Group
  920-225-1704
• Hmong Elder Outreach
  Offers education, counseling and translation services.
  920-225-1700
• Side-By-Side
  Offers services for persons over 50 with substance abuse concerns.
  920-730-1321
• Visually Impaired People (VIP)
  Provides support to visually impaired persons.
  920-225-1714 • www.llsswis.org

MDA GENERAL NEUROMUSCULAR SUPPORT
Offers support to persons living with neuromuscular disease.
Catalpa Health
444 N. Westhill Blvd., Appleton
920-750-7000 • 877-235-9777
www.catalpahealth.org

MEMORY CARE SUPPORT GROUP
Provides support group to family caregivers affected by Alzheimer’s or dementia.
The Meadows at Touchmark
2601 Touchmark Dr., Appleton
920-832-9100 • www.touchmark.com

MEN JOURNEYING THROUGH GRIEF
Offers support to men who have experienced the death of a loved one.
Affinity Visiting Nurses
816 W. Winneconne Ave., Neenah
920-727-6565 • 866-236-8500

MULTIPLE SCLEROSIS SUPPORT GROUP
Provides support to persons with multiple sclerosis.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-984-4040

NAMI FOX VALLEY
Provides support for persons with mental illness.
211 E. Franklin St., Appleton
920-954-1550 • www.namifoxvalley.org

NARCOTICS ANONYMOUS
Provides support to persons recovering from narcotics abuse.
866-635-2254 • www.iluana.org

NEUROLOGY ASSISTANCE DIRECTORY
Provides a listing of supports and information for neurology disorders.
800-879-1960
www.neurologynow.com

NEUROPATHY SUPPORT GROUP
Provides support for persons with neuropathy concerns.
920-380-0218

NEW BEGINNINGS
Provides a grief-based support group.
920-739-2093
OSTOMY CLUB
Provides support for persons with ostomies.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-831-1238

OUTREACH CENTER
Provides opportunities for groups to meet for support.
322 Appleton St., Appleton
920-749-5867

OVARIAN CANCER SUPPORT
Provides support to persons with or recovering from ovarian cancer.
Appleton Medical Center,
Martha Siekman Cancer Center
1818 N. Meade St., Appleton
920-380-1500 #5

OVEREATERS ANONYMOUS
Provides support and education to those struggling with overeating.
• St. Bernard’s Church
1617 W. Pine St., Appleton
920-739-0331
• Appleton Medical Center
1818 N. Meade St., Appleton
920-725-4527
• Appleton Community Free Evangelical Church
2490 W. Capitol Dr., Appleton
920-257-8796 • 920-735-9971

PARENTS, FAMILY AND FRIENDS OF LESBIANS AND GAYS SUPPORT GROUP
Provides support and education for lesbians and gay persons.
Goodwill NCW Campus
1800 Appleton Rd., Menasha
920-968-3842 • 800-482-0030
www.goodwillncw.org/programs/diversity/harmony

PARKINSON'S SUPPORT GROUPS
Assists persons with Parkinson’s disease.
• Neuroscience Group
1305 W. American Dr. Neenah
920-538-0144 • www.lss.org
• Good Shepherd Services, Ltd.
607 E. Bronson Rd., Seymour
920-833-6856 ext. 117
www.gssltd.org

PULMONARY HYPERTENSION ASSOCIATION
Provides support and education for hypertension.
800-748-7274
www.phassociation.org

SEXUAL ASSAULT CRISIS CENTER
Provides sexual assault services, programs and support.
920-733-8119 • 800-722-7797
www.sacc-foxcities.org

SURVIVORS ACTIVE AFTER STROKE
Provides support to stroke survivors and their caregivers.
The Da Clark Medical Center
130 Second St., Neenah
920-720-7328

SURVIVORS OF SUICIDE SUPPORT GROUP
Provides support to family and friends recovering from suicide loss.
Fox Valley Universalist Fellowship
2600 E. Phillip Ln., Appleton
920-750-9091
www.communityforhope.org

THEM HELP EACH OTHER (THEO)
Supports persons who have lost a loved one.
St. Mary’s Church
312 S. State St., Appleton
920-739-2093

WI FACETS
Offers support to parents and caretakers of persons with disabilities.
877-374-4677 • www.wifacets.org

WISCONSIBS
Formerly Fox Valley Sibling Support Network. Provides education, advocacy and support to siblings of persons with disabilities.
211 E. Franklin St., Appleton
920-968-1742 • www.wisconsibs.org

WISCONSIN FAMILY TIES
Offers a statewide organization run by families with children/adolescents with emotional, behavioral and mental disorders.
800-422-7145 (parents only)
www.wifamilyties.org

WISCONSIN TOURETTE SYNDROME ASSOCIATION
Provides information about Tourette Syndrome and support groups.
715-732-7700
www.tsa-wisconsin.org

YOU ARE NOT ALONE
Provides support to women surviving breast cancer.
Appleton Medical Center,
Martha Siekman Cancer Center
1818 N. Meade St., Appleton
920-380-1500 Option #5

Tax Preparation
AMERICAN ASSOCIATION FOR RETIRED PERSONS (AARP) TAX AIDE
Provides trained volunteers to help older persons with free income tax preparation.
920-215-1040 Appointment
TRANSPORTATION

CERTIFICATION OF ELIGIBILITY FOR VALLEY TRANSIT II

ADRC

Certifies Outagamie County residents over 60 years for Valley Transit II transportation in the Fox Cities area.
920-832-5178 • 866-739-2372
See pages 61, 62, 83

AFFINITY OCCUPATIONAL HEALTH

Certifies persons with disabilities for Valley Transit II transportation in the Fox Cities area.
N496 Milky Way, Appleton
920-730-5337
See page 83

DIAL 5-1-1

Provides current road condition report.
www.511wi.gov

DIVISION OF MOTOR VEHICLES

Provides state licensing of vehicles.
711 W. Association Dr., Appleton
800-924-3570
www.dot.state.wi.us

FRIENDS OF VETERANS, INC.

Provides transportation for veterans and their spouses.
920-687-8806 • www.fovinc.org

KOBUSSEN BUSES

Provides rural transportation for Outagamie County disabled and persons over 60 years.
920-766-2247 • 800-447-0116
www.kobussen.com
See page 83

LAMERS BUS LINES

Offers private pay medical transport.
920-832-8890 • www.golamers.com

INTERNAL REVENUE SERVICE

Provides federal income tax information.
1901B E. Capitol Dr., Appleton
800-829-1040 • www.irs.gov

VOLUNTEER INCOME TAX ASSISTANCE (VITA)

Provides volunteer tax assistance to low-income persons.
Goodwill Community Center
1800 Appleton Rd., Menasha
920-968-6044 • 920-215-1040
www.filetaxes4free.org

WISCONSIN DEPARTMENT OF REVENUE

Provides state income tax information.
265 W. Northland Ave., Appleton
920-832-2727
www.revenue.wi.gov

COOPER, DEBBIE

Provides sign language service.
1610 N. Nicholas St., Appleton
920-850-5539

INTERNATIONAL LANGUAGES TRANSLATORS

Provides Hmong, Spanish, Chinese, Vietnamese, etc. translation.
510 E. Wisconsin Ave., Appleton
920-380-0980
www.internationaltrans.com

JEM TRANSLATORS

Provides Spanish translation.
3415 E. Lexington Dr., Appleton
920-734-3339

REACH COUNSELING SERVICES

Provides Spanish translation.
1509 S. Commercial St., Neenah
920-722-8150 • 920-574-8687

THE SIGN LANGUAGE GROUP

Provides sign language service.
1478 Kenwood Dr., Menasha
920-720-3045
www.thesignlanguagegroup.com

UNITED TRANSLATORS

Provides ASL, Spanish, Hmong, German, French, Arabic and Russian translation.
3701 E. Evergreen Dr., Appleton
920-968-0040

UNIVERSAL TRANSLATION AND STAFFING, INC.

Provides Hmong, Laotian, Thai, Spanish, German, etc. translation.
206 S. Memorial Dr., Appleton
920-734-1702
www.universal-translation.com

TRANSLATORS/INTERPRETERS

ADVOCAP

Provides translation services through the Refugee Services Department.
2929 Harrison St., Oshkosh
920-426-0150

CASA HISPANIA

Provides a bilingual center to the Hispanic/Latino community.
1800 Appleton Rd., Menasha
920-968-6880
www.casahispanawi.org

COMMUNICATION LINK

Provides sign language service.
10243 W. National Ave., Milwaukee
800-542-9838 Voice

CONNECTING CULTURES

Provides translation services to the Spanish, Hmong and Somali.
866-687-0407 • 920-486-1077
www.experiencecci.com

Cooper, Debbie

Provides sign language service.
1610 N. Nicholas St., Appleton
920-850-5539

International Languages Translators

Provides Hmong, Spanish, Chinese, Vietnamese, etc. translation.
510 E. Wisconsin Ave., Appleton
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3701 E. Evergreen Dr., Appleton
920-968-0040

Universal Translation and Staffing, Inc.

Provides Hmong, Laotian, Thai, Spanish, German, etc. translation.
206 S. Memorial Dr., Appleton
920-734-1702
www.universal-translation.com
MAKING THE RIDE HAPPEN
Provides transportation information and assistance for adults with disabilities and seniors, including certification for Valley Transit II (Fox Cities), coordinating the volunteer driver program, and Bus Buddy assistance in learning to ride Valley Transit. Thompson Community Center 820 W. College Ave., Appleton 920-225-1719 • 888-200-0576
See page 83

METRO MEDICAL TRANSPORT
Provides wheelchair and cot transportation. E9321 Crain Rd., New London 920-982-6059

NEW LONDON TRANSIT
Provides transportation to persons with a disability and/or over 60 years within city limits of New London. 920-982-8523

NON EMERGENCY MEDICAL TRANSPORTATION (NEMT)
Schedules and pays for rides to Medicaid and BadgerCare Plus covered health services. Medical Transportation Management, Inc. (MTM, Inc.) 866-907-1493 • 800-855-2880 TTY
See page 82

ONEIDA TRIBE TRANSPORTATION
Provides transportation services. 920-833-1658 Oneida Transit

OUTAGAMIE COUNTY REGIONAL AIRPORT
Provides commercial air services. W6390 Challenger Dr., Appleton 920-832-5268

RUNNING, INC.
Provides urban Valley Transit II transportation for Outagamie County disabled and persons over 60 years. 920-832-5789
See page 83

THE CONNECTOR
Extends the regular bus routes beyond standard route boundaries and hours. It connects people from a location outside of the bus route to transfer points. 920-832-5800 Information 920-832-5789 Schedule ride 800-954-5114 • 920-993-7083 TTY www.myvalleytransit.com

VALLEY TRANSIT
Connects the Fox Cities with bus routes operating 6 days a week. 801 Whitman Ave., Appleton 920-832-5800 www.appleton.org/vt
See page 84

VALLEY TRANSIT II
Provides urban transportation contracted through Running, Inc. to disabled and persons over 60 years. 920-832-5789
See page 83

Veterans Assistance

ARTISTS FOR THE HUMANITIES
Offers an art therapy program that assists military veterans suffering from post-traumatic stress disorder, traumatic brain injury and depression. 920-915-5595 www.artistsforthehumanities.org

BLINDED VETERANS ASSOCIATION
Provides veteran information including peer counseling. 800-669-7079 • www.bva.org

FAMILY CAREGIVER ALLIANCE
Presents webinar on benefits available to caregivers of veterans. 800-445-8106 • www.caregiver.org

FRIENDS OF VETERANS, INC.
Provides transportation for veterans and their spouses. 920-687-8806 • www.fovinc.org

HOUSING AND URBAN DEVELOPMENT (HUD) VETERANS SUPPORTED HOUSING PROGRAM
Provides permanent housing and ongoing case management treatment services for homeless veterans or veterans on the verge of homelessness.
• John H. Bradley VA Outpatient Clinic 10 Tri-Park Way, Appleton 920-831-0070 • 877-831-0033 • Appleton Housing Authority 920-739-4564, ext. 108

JOHN H. BRADLEY VA OUTPATIENT CLINIC
Offers medical clinic for veterans. 10 Tri-Parkway, Appleton 920-831-0070 • 877-831-0033

OUTAGAMIE COUNTY VETERANS SERVICES
Aids veterans and/or their dependents in securing benefits and presenting claims under federal/state laws and regulations. 227 S. Walnut St., Appleton 920-832-5697 www.outagamie.org/vets

PARALYZED VETERANS OF AMERICA
Provides advocacy and information for veterans and all persons with spinal cord injury or dysfunction. 800-424-8200 • www.pva.org
SOcial Security Administration Homeless Coordinator
Helps homeless persons to receive Social Security or Supplemental Security Insurance (SSI).
Social Security Office
607 W. Northland Ave., Appleton
877-694-5495
www.ssa.gov/homelessness

Tricare Program
Offers health benefits for veterans and dependents.
www.tricare.osd.mil

U.S. Veterans Resource
Provides government, legal services, veteran assistance and advocacy.
www.vetsresource.com

Veteran Directed Home and Community Based Services
Allows Veterans to direct their own services and supports to successfully remain at home.
Greater Wisconsin Agency On Aging Resources
125 Executive Dr., Brookfield
262-785-2576 • www.gwaar.org

Veteran Caregiver Support
Offers caregiver support to assist persons providing care to U.S. veterans.
855-260-3274
www.caregiver.va.gov

Veterans Employment Services
Provides employment support. Office of Veterans Services
920-968-6081

Wisconsin Department of Veterans Affairs
Assists with eligibility determination, education, employment assistance, etc. for veterans.
800-947-8387 • www.wisvets.com

Wisconsin Veterans Home
Provides support and housing services for veterans.
N2665 County Road QQ, King
888-458-5586 • www.wvking.com

Volunteer Opportunities

Adrc
Provides volunteer opportunities to assist at Nutrition Program meal sites and deliver midday meals to homebound persons. Lay leaders are needed for ADRC prevention workshops.
920-832-5178 • 866-739-2372
See pages 61, 62, 79

American Red Cross
Provides volunteer opportunities.
1302 E. Wisconsin Ave., Appleton
920-733-4481 • 800-856-3667
www.redcross.org

Brewster Village
Provides volunteer opportunities.
3300 W. Brewster St., Appleton
920-832-5400
www.brewstervillage.org

Fox Valley Humane Society
Provides volunteer opportunities for pet care.
N115 Two Mile Rd., Appleton
920-733-1717, ext. 104
www.foxvalleypets.org

Fox Valley Literacy Coalition
Provides volunteer opportunities for tutoring.
130 E. Franklin St., Appleton
920-991-9840 • www.fvlc.net

Fox Valley Memory Project
Provides volunteer opportunities at the Memory Loss Resource Center and Memory Cafés.
Thompson Community Center
820 W. College Ave., Appleton
920-225-1711
www.foxvalleymemoryproject.org
See page 70

Fox Valley Warming Shelter
Provides volunteer opportunities to help with meal service and hospitality at homeless shelter.
1828 W. College Ave., Appleton
920-832-1479 • 920-419-0928
www.foxvalleywarmingshelter.org

Lutheran Social Services
Provides volunteer opportunities with older adults.
Thompson Community Center
820 W. College Ave., Appleton
920-225-1756 • www.lsswis.org

Outagamie County Department of Health and Human Services Volunteer Services
Recruits and coordinates volunteers as companions, representative payees, legal guardians and drivers.
Outagamie County DHHS - Volunteer Services
500 W. Fifth St., Appleton
920-832-5515 • www.outagamie.org

St. Paul Elder Services
Provides volunteer opportunities for companionship, crafts, etc.
316 E. 14th St., Kaukauna
920-766-6183
www.stpaulelders.org

Volunteer Center of East Central Wisconsin
Provides volunteer opportunities.
2616 S. Oneida St., Appleton
920-832-9360
www.volunteercenter.net
VOLUNTEER MATCH
Provides nationwide volunteer opportunities.
www.volunteermatch.org

Youth to Adult Transition

ADRC
Provides access to developmental and physical disability services.
Assists youth with disabilities over 17 1/2 years in transition to the Adult Service system.
920-832-5178 • 866-739-2372
See pages 61, 62

CHILDRENS LONG TERM SUPPORT (CLTS)
Provides information for planning transition from youth to adulthood.
www.dhs.wisconsin.gov/children/clts

DEPARTMENT OF PUBLIC INSTRUCTION
Provides state transition and requirement information.
800-441-4563 • www.dpi.wi.gov

DISABILITY ADVOCATES WISCONSIN NETWORK
Provides a statewide network affecting persons with disabilities
888-332-1677 • www.dawninfo.org

DISABILITY RIGHTS WISCONSIN
Provides statewide advocacy resource for persons with disabilities.
131 W. Wilson St., Madison
800-928-8778
888-758-6049 TTY/TEXT
www.www.disabilityrightswi.org

DIVISION OF VOCATIONAL REHABILITATION (DVR)
Offers vocational assistance.
Fox Cities WorkForce Development Center
1802 Appleton Rd., Menasha
920-997-3272 • 920-832-2756 TTY
www.dwd.wisconsin.gov/dvr

GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN
Helps persons with disabilities in employment.
1800 Appleton Rd., Menasha
920-731-6601 • 800-482-0030
920-731-6623 TDD
www.goodwillncw.org

NORTHEAST REGIONAL CENTER FOR CHILDREN AND YOUTH WITH SPECIAL HEALTH CARE NEEDS
Provides free assistance and support to families and caregivers of youth (birth to 21 years) with special health care needs.
325 N. Commercial St., Neenah
920-969-5322 • 877-568-5205
www.northeastregionalcenter.org

SOAR FOX CITIES, INC.
Provides transition services to persons 16-26 years with developmental disabilities.
211 E. Franklin St., Appleton
920-725-0943
www.soarfoxcities.com

TRANSITIONAL ADVISORY COUNCIL (TAC)
Offers students with disabilities help with education, employment and independent living transition.
Community Action for Transition located at Valley Packaging Industries, Inc.
110 N. Kensington Dr., Appleton
920-749-5840

VALLEY PACKAGING INDUSTRIES
Offers vocational evaluation, employment and training, job placement services, school to work transition, day service, assistive technology, literacy, community and homeless outreach and early intervention.
2730 N. Roemer Rd., Appleton
920-749-5859 • www.vpind.com

WISCONSIN FAMILY ASSISTANCE CENTER FOR EDUCATION, TRAINING AND SUPPORT
Offers information, assistance, advocacy and support groups for families of children with disabilities.
877-374-4677 • www.wifacets.org
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Caregivers:
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Chilton  Menasha  Oshkosh
www.ResCareHomeCare.com

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Keeping People at Home and Healthier Longer”
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www.HomeCareAppleton.com
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Neenah (920) 722-3222
Winneconne (920) 582-7200

www.HighlandsCommunities.com

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234 S. 5th St., Winneconne, WI 54986
Office | 920-582-4662

Veronica Casiano, Director
749 W. Parkway Blvd., Appleton, WI 54914
Office | 920-830-3285

Rhonda Pingel, Director
425 Moasis Dr., Little Chute, WI 54140
Office | 920-788-7033

For more information and other locations go to www.carepartners-countryterrace.com

P.O. Box 3006 | Oshkosh, WI 54903 | 866-252-8087 | info@cpalet.com
Choose Oasis Senior Advisors to help find your next home:

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- We have extensive knowledge of assisted living, independent living and memory care communities in your area
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Touchmark offers a full range of services and continuum of care options in an active lifestyle setting.

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Visit TouchmarkAppleton.com/info or call 920-372-0109.

Let Valley Transit take you there.

Valley Transit Bus Service
18 bus routes serving the Fox Cities
6 days a week. Passengers 65 & older can ride for only $1.00*

*Must show VT Reduced Fare Card or Medicare Card upon request to receive reduced fare on fixed route.

Valley Transit II
Paratransit service for individuals who have a disability that prevents them from riding the fixed route bus. Advance reservations and prior certification required.

920-832-5800
www.myvalleytransit.com
Affordable Housing With Friendly Neighbors

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- Centrally located close to Downtown Appleton
- Public health nurse on duty
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- Sunroom
- Secured building
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- Satellite TV
- Pets welcome

Affordable 1 bedroom apartments, rent based on income.

Oneida Heights
525 N Oneida St., Appleton
(920) 882-2100

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Affordable 1 bedroom apartments Rent based on Income

- Overlooking Fox River
- Secured Building
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- All Utilities
- Cable TV
- Laundry Room
- On-site Maintenance
- Clubroom & Fitness
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- Seniors 62+

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(920) 733-5046
www.Riverwalkappleton.com
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For the two special generations who insist that tomorrow be their best day ever.
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for people who want Security, Comfort, Convenience, and Friendship

- 2 Bedroom units with appliances
- Age 55 or Older
- Handicapped Accessible
- Free Satellite TV
- Workshop & Hobby Room
- Help Call System
- Underground Parking
- Secured Building
- Smoke Free Environment
- Activities Area with Kitchen

Here’s What Some Of Our Residents Are Saying:

Larry LeBeau: “After 8 Golden Years, we would do it again in a heartbeat. Great Amenities. Go on Vac. 3 wks. or 3 mo., your home is secure while you’re away. Decorate your patio with the seasons. Walk the spacious halls for exercise in comfortable 72 degrees year around. Plant a few tomatoes in the Garden patch. Do the math, it is less expensive than your home. You could be our next new neighbor, with peace of mind, for you and your children”.

Verlyn Fuhrmann: “Greenfield Manor residents are friendly and very helpful to their neighbors. Management is always willing to help residents when they have problems.”

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email: info@gwkl.net
2711 N. Mason Street, Suite B
Appleton, WI 54914
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The Health Insurance Marketplace provides a new way to buy health insurance.
The Marketplace lets you:
- See available options.
- Decide what fits your needs and budget.
- Apply for coverage and determine if you qualify for a federal tax subsidy.

What do you need to enroll?
1. Social Security Numbers (or document numbers for legal immigrants).
2. Employer and income information for every member of your household who needs coverage (pay stub or W-2, etc.).
3. Policy numbers for current health insurance plans covering members of your household.
4. If anyone in your household is eligible for a job-based insurance plan, you will need to have their employer complete an Employer Coverage Tool (available on the healthcare.gov website).

You may qualify for lower premiums or out-of-pocket costs, based on your household income and size.
In 2014, an individual making up to about $45,000, or a family of 4 making up to about $94,000, may qualify for these lower costs.

There will be penalties if you don’t enroll in a health plan.

To Enroll
November 15 to February 15
www.healthcare.gov
Call 1-800-318-2596
TTY: 1-855-889-4325

Marketplace Assistance
Call Health Education and Enrollment Center for an appointment with a Certified Application Counselor
920-882-6420

Download application at:
INDIVIDUAL
FAMILY
WHAT WE DO
The Aging & Disability Resource Center (ADRC) serving Calumet, Outagamie and Waupaca Counties offers a no cost, single point of contact for information; assistance/referral; unbiased options, benefit and long term care enrollment counseling; short term case management; advocacy; plus health and wellness programs.

- Long Term Care Choices
- Social Security, Medicare and other Benefits
- Health and Wellness
- Support Services and Community Resources
- Maintaining Independence and Quality of Life

The ADRC provides information about the providers and services in the community, their availability and costs. ADRC professionals will work with you to find the right options for your individual situation and help you make the best decisions.

WHO WE SERVE
The ADRC serves:
- Older Adults
- Adults with Physical Disabilities
- Adults with Intellectual/Developmental Disabilities
- Adults with Chronic Mental Illness
- Adults with Substance Abuse Issues
- Youth with Disabilities Transitioning into the Adult Services System (over 17½ years)
- Professionals
- Caregivers
- Family Members
- Healthy Adults Planning for the Future
AGING & DISABILITY RESOURCE CENTER (ADRC)
OUTAGAMIE COUNTY BRANCH DIRECTIONS

Go to the Outagamie County Courthouse Complex located at 410 S. Walnut Street, Appleton. Park on Seventh Street in parking spaces marked “ADRC Parking Only” or park in the Outagamie County North Parking Lot.

Enter the Human Services Building (glass ADA Entrance #3) on Seventh Street. Walk up the ramp on the left. Turn left into the hallway. The ADRC office is the second door to the left identified as the Aging & Disability Resource Center (ADRC).

ADRC Outagamie County Branch office hours are:
Monday through Friday 8:00 a.m. - 4:30 p.m.

Aging & Disability Resource Center (ADRC) Outagamie County Branch
920-832-5178 • 866-739-2372 Toll Free • 7-1-1 TTY
Email: ADRC@outagamie.org
For more information call 866-739-2372 Toll Free
or visit www.yourADRCresource.org

STRONGWOMEN™ (AKA STRONG BONES)
Developed by Tufts University
This training program is designed to help women become or remain fit, strong and healthy. The benefits of strength training for middle-aged to older women have been studied extensively and include:
- Increased muscle mass and strength
- Improved bone density and reduced risk for osteoporosis and related fractures
- Reduced risk of diabetes, heart disease, arthritis, depression and obesity
- Improved self-confidence, sleep and vitality

STEEPING ON: FALLS PREVENTION WORKSHOP
Developed by Dr. Linda Clemson
One in three people aged 65 and older fall at least once a year. The good news is that falls CAN be prevented! Stepping On is a seven-week workshop using adult education to develop knowledge and skills to prevent falls in older adults. The Stepping On Program focuses on how strength and balancing exercises, medication management, home safety, footwear, vision and mobility are important in preventing falls.

LIVING WELL WITH CHRONIC DISEASE: SELF-MANAGEMENT WORKSHOP
Developed by Stanford University
Chronic conditions may cause you to lose physical conditioning and suffer problems over many years. Examples of chronic conditions include: arthritis, heart problems, asthma, stroke, chronic pain, cancer, osteoporosis, diabetes, obesity, high blood pressure and emphysema. Learn the skills to deal with your illness, continue your normal life, and handle your emotions.

HEALTHY LIVING WITH DIABETES
Developed by Stanford University
Based on the principles of Living Well with Chronic Conditions, this program is designed to help adults with type 2 diabetes or pre-diabetes learn self-management skills and increase their confidence level in managing their diabetes. The program will cover how to deal with symptoms, appropriate exercise, healthy eating, appropriate use of medication and communicating with your health care provider.

WALK WITH EASE
Developed The Arthritis Foundation
This evidence-based walking program was developed by the Arthritis Foundation and is proven to reduce pain and discomfort, increase strength, balance and walking pace, build confidence to be more physically active and improve overall health. The class meets 2-3 times a week for 6 weeks.

CARFIT: HELPING MATURE DRIVERS FIND THEIR FIT
CarFit is an educational program that offers older adults the opportunity to check how well their personal vehicles “fit” them.
The CarFit program also provides information and materials on community-specific resources that could enhance their safety as drivers, and/or increase their mobility in the community.
Bring CarFit to your community!
Advance planning allows you to make choices regarding your medical care and/or finances in the event that you become incapacitated. This is your opportunity to express your wishes rather than potentially having a court appoint a guardian to do this for you. Advance planning may be made by any competent individual 18 years and older.

The Wisconsin Department of Health Services has advance directive forms available online. These forms are designed to be completed without the assistance of an attorney. Given your particular circumstances or concerns, you may want to seek legal advice from an attorney.

You may access the following forms at [www.dhs.wisconsin.gov/forms/advdirectives]:

- Declaration to Physicians (Wisconsin Living Will)
- Power of Attorney for Health Care
- Power of Attorney for Finance and Property
- Authorization for Final Disposition

If printing off the Internet, please ensure that you print and complete all pages of the forms you are using. To be valid, the forms must be complete and signed. The Declaration to Physicians (Living Will) and the Power of Attorney for Health Care have accompanying letters that are not part of the legal forms but contain information that should be read prior to completing the forms. The forms contain standardized wording specified in the Wisconsin Statutes. If these forms are filled out and signed correctly, the completed forms are presumed to be valid in the State of Wisconsin. Do not change the preprinted wording of the forms unless instructions indicate you may do so. Changing the forms, contrary to their instructions, may invalidate the completed forms. If the forms are not sufficient for your needs, consult an attorney.

For one copy, send a stamped, self-addressed business sized envelope to:

Power of Attorney
Division of Public Health
PO Box 2659
Madison, WI 53701-2659

Forms, or variation of these forms, are available from your attorney, physician, hospital or at the Aging & Disability Resource Center (ADRC).

Multi-language versions of the Advanced Directive and Power of Attorney for Health Care may be obtained at the State Bar of Wisconsin or Aging with Dignity.
IDENTITY THEFT

- Manage your personal information wisely; make sure you know why your personal information is required and how it will be used.
- Shred discarded personal records and documents.
- Don’t give your personal information on the telephone, mail or internet unless you are sure whom you are speaking with.
- Pay attention to billing cycles.
- Guard your mail from theft.
- Do not carry your Social Security card, extra credit cards, birth certificate or passport, except when necessary.
- Order copies of your credit report yearly.
- Keep personal information in a safe place

IF YOU BECOME THE UNFORTUNATE VICTIM OF IDENTITY THEFT YOU NEED TO TAKE THE FOLLOWING STEPS IMMEDIATELY TO BEST INSURE PROTECTION:

- Contact your local law enforcement agency and report the crime.
- Contact the fraud department from each of the three credit bureaus:
  Experian 888-397-3742 www.experian.com
  Equifax 800-525-6285 www.equifax.com
  Trans Union 800-680-7289 www.transunion.com
- Document and keep records of all correspondence.
- Contact creditors for any fraudulent accounts opened or tampered.
- Contact the Federal Trade Commission 877-438-4338

2014-2015 ENERGY ASSISTANCE PROGRAM

WHO QUALIFIES FOR ENERGY ASSISTANCE?

- Households whose total gross income for the three months immediately preceding the month of application is below the amount for their household size.
- Households that are responsible for paying heating costs directly to fuel or utility company.
- Households whose heating costs are included in their rent may still qualify.

INCOME GUIDELINES:

<table>
<thead>
<tr>
<th># in Household</th>
<th>Gross Income Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$6,288</td>
</tr>
<tr>
<td>2</td>
<td>$8,223</td>
</tr>
<tr>
<td>3</td>
<td>$10,157</td>
</tr>
</tbody>
</table>

Grant amounts are determined according to energy costs, household size, income, dwelling type, etc. Households that pay their energy costs to a utility or fuel company will receive a payment made directly to their utility or fuel company.

CALL ENERGY SERVICES 800-506-5596 TO SCHEDULE AN APPOINTMENT OR 920-735-0010 FOR QUESTIONS.
WHAT IS ASSISTED LIVING?
Assisted living facilities offer housing alternatives for older persons who may need help with dressing, bathing, eating supervision and toileting but do not require the intensive medical and nursing care provided in nursing homes.

Assisted living facilities may be part of a retirement community, nursing home, senior-housing complex, or may stand-alone. Licensing requirements for assisted living facilities vary by state and can be known by many different names including: residential care, board and care, congregate care, and personal care.

WHAT SERVICES ARE PROVIDED?
Residents of assisted living facilities usually have their own units or apartment. In addition to having a support staff and providing meals, most assisted living facilities also offer at least some of the following services:

• Health care management and monitoring.
• Help with activities of daily living such as bathing, dressing, and eating
• Housekeeping and laundry
• Medication reminders and/or help with medications
• Recreational activities
• Security
• Transportation

HOW TO CHOOSE A FACILITY?
A good match between a facility and a resident’s needs depends as much on the philosophy and services of the assisted living facility as it does on the quality of care.

The following suggestions can help you get started in your search for a safe, comfortable and appropriate assisted living facility:

• Think ahead. What will the resident’s future needs be and how will the facility meet those needs?
• Is the facility close to family and friends? Are there any shopping centers or other businesses nearby (within walking distance)?
• Do admission and retention policies exclude persons with severe cognitive impairments or severe physical disabilities?
• Does the facility provide a written statement of the philosophy of care?
• Visit each facility more than once. Sometimes unannounced at various times during the day and evening.
• Visit at meal times, sample the food, and observe the quality of mealtime and the service.

• Will the facility allow other services to come in?
• Observe interactions among residents and staff.
• Check to see if the facility offers social, recreational, and spiritual activities?
• Talk to residents.
• Learn what types of training staff receive and how frequently they receive training.
• Review state licensing reports.

THE FOLLOWING STEPS SHOULD ALSO BE CONSIDERED:
• Contact the Wisconsin Board on Aging Long Term Care Ombudsman 800-815-0015 to see if any complaints have recently been filed against the assisted living facility you are interested in. The Ombudsman checks on conditions at assisted living units as well as nursing homes.
• Contact the Better Business Bureau 800-273-1002 to see if that agency has received any complaints about the assisted living facility.
• If the assisted living facility is connected to a nursing home, ask for information about it, too. (Information on nursing homes can be found on the Medicare website www.medicare.gov/nhcompare/home.asp).
• Contact the ADRC for assistance finding facility survey results.

WHAT IS THE COST FOR ASSISTED LIVING?
Although assisted living costs less than nursing home care, it is still expensive. Depending on the kind of assisted living facility and type of services an older person chooses, the price costs can range from less than $10,000 a year to more than $50,000 a year.

Because there can be extra fees for additional services, it is very important for older persons to find out what is included in the basic rate and how much other services will cost.

Primarily, older persons or their families pay the cost of assisted living. Some health and long-term care insurance policies may cover some of the costs associated with assisted living. In addition, some residences have their own financial assistance programs.

Medicare does not cover the costs of assisted living facilities or the care they provide. In some states, Medicaid may pay for the service component of assisted living. Medicaid is the joint federal and state program that helps older persons and those with disabilities pay for health care when they are not able to afford the expenses themselves.

Call the Aging & Disability Resource Center (ADRC).

ADRC • 401 S. ELM STREET, APPLETON, 54911 • 920-832-5178 • 866-739-2372 TOLL FREE • 7-1-1 TTY
Email: ADRC@outagamie.org • www.outagamie.org • www.yourADRCresource.org
WHAT IS A DISABILITY BENEFIT SPECIALIST (DBS)?
A Disability Benefit Specialist is trained to counsel persons 18 to 59 years with physical disabilities, developmental disabilities, mental illness and/or substance use disorders about private or public benefits. They are experts at helping persons with extensive paperwork that is often required in benefit programs. Disability Benefit Specialists are continually trained by Disability Rights Wisconsin attorneys knowledgeable in disability benefits. They work closely with other state and local professionals.

WHO SHOULD SEEK HELP FROM A DISABILITY BENEFIT SPECIALIST?
- Persons who want to know more about private or public benefits
- Persons who need help in organizing their paperwork and applying for benefits
- Persons who have been denied a benefit they think they are entitled to

WHAT CAN A DISABILITY BENEFIT SPECIALIST HELP YOU WITH?
- Social Security Disability Income (SSDI)
- Supplemental Security Income (SSI)
- Medicaid
- Medicare Part A,B,C and D Information and Assistance
- Private Health and Disability Insurance
- Medicare Supplemental Insurance
- Veterans Benefits Information and Assistance
- FoodShare Wisconsin Application Assistance
- Prescription Drug Assistance Programs
- Housing and Utility Issues
- Other/Benefit Needs and Issues

ELDER BENEFIT SPECIALIST (EBS)

WHAT IS AN ELDER BENEFIT SPECIALIST (EBS)?
An Elder Benefit Specialist is trained to counsel persons 60 years and older about private or public benefits regardless of income. They are experts at helping older persons with extensive paperwork that is often required in benefit programs. Elder Benefit Specialists are continually trained by attorneys knowledgeable in elder law issues. They work closely with other federal, state and local professionals.

WHO SHOULD SEEK HELP FROM AN ELDER BENEFIT SPECIALIST?
- Persons who want to know more about private or public benefits
- Persons who need help in organizing their paperwork and applying for benefits
- Persons who have been denied a benefit they think they are entitled to

WHAT CAN AN ELDER BENEFIT SPECIALIST HELP YOU WITH?
- Consumer Problems
- Medicare Supplemental Insurance
- SeniorCare and other Prescription Drug Assistance Programs
- Private Health Insurance
- Social Security Disability Insurance (SSDI)
- Supplemental Security Income (SSI) Assistance
- Medicaid
- Spousal Impoverishment Protection Information
- Medicare A,B,C and D Information and Assistance
- Veterans Benefit Information and Referral
- FoodShare Wisconsin
- Housing and Utility Issues
- Social Security
- Other Legal/Benefit Needs and Issues

Contact the Aging & Disability Resource Center (ADRC) for Benefit Specialist assistance. Appointments are encouraged. Language interpreters are provided upon request.
ELDER AND ADULTS AT RISK

WHAT IS AN ELDER AT RISK?
When a person 60 years and older is subjected to physical abuse, material or financial exploitation, neglect, self-neglect or emotional abuse.

WHAT IS AN ADULT AT RISK?
When a person 18 to 59 years old who has a physical, mental illness or developmental disability that substantially impairs their ability to care for their needs and is experiencing physical abuse, material or financial exploitation, neglect, self-neglect or emotional abuse.

EXAMPLES OF ABUSE:
• **Physical Abuse** is the willful infliction of physical pain, injury or unreasonable confinement. It includes, but is not limited to, beating, choking, burning, inappropriate medication, tying, locking a person up and sexual assault.

• **Material or Financial Exploitation** is the misuse of money or property. It includes deception, diverting income, mismanagement of funds and taking money or possessions against a person’s will.

• **Neglect** occurs when a caregiver’s failure to provide adequate food, shelter, clothing, supervision, medical or dental care results in significant danger to the physical or mental health of an elder or adult under their care.

• **Self-Neglect** occurs when an elder or adult’s physical or mental health is endangered by their own inability to provide adequate food, shelter, clothing, medical or dental care.

• **Emotional Abuse** is name calling, threatening, harassing or treating an elder or adult like a child. It also includes isolating an elder or adult from their family members and friends.

HOW TO REPORT ELDER AND ADULTS AT RISK:
Outagamie County Department of Health and Human Services
CRISIS 920-832-4646 • 800-719-4418 TOLL FREE • 920-832-1688 TTY
CALL 9-1-1 IF AN EMERGENCY

RISK FACTORS FOR ELDER AND ADULTS AT RISK:
• Significant losses in life which result in their becoming more dependent (e.g. death of spouse, loss of health, loss of independence, etc.)
• History of family conflict and poor family relationships
• Unreasonable expectations placed on elder or adult by caregiver and vice versa
• Substance abuse by caregiver, elder and/or adult
• Caregiver dependence on an elder or adult for money and/or support
• Poor physical and/or mental health of caregiver
• Caregiver attempts to assume power of attorney when the elder or adult is not capable of understanding what they are signing
• Caregiver overburdened by caring for other dependents, having too many demands and having poor impulse control or conflict resolution skills
• An elder or adult who is at risk for exploitation due to cognitive impairments
Emergency events can occur quickly and without warning. Planning for any emergency requires considering all likely scenarios that could affect you. If you are able to stay at home, utilities (electricity, water, heat, air conditioning), telephone service, transportation, etc. could be interrupted or lost for a considerable amount of time.

- Have enough food, water and other essentials on hand to last three or more days. You may have to evacuate your home or community.
- Choose an out-of-town person to be your contact point for family members to call if you are separated. Make sure everyone has the telephone number.
- Choose two emergency meeting places: one outside of your home and one outside of your neighborhood.

**CREATE AN EMERGENCY SUPPLY KIT**

- One gallon of water per person per day for at least three days for drinking and sanitation
- At least a three day supply of non perishable food
- Battery-powered radio with extra batteries
- Flashlight with extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask helps filter contaminated air. Plastic sheeting and duct tape help contain contaminated items
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
- Prescription medications and glasses. Extra pair of glasses or contact lenses.
- Infant formula and diapers
- Pet food and extra water for your pet
- Important family documents (insurance policies, personal identification, family photos and bank account records) in a waterproof, portable container
- Cash or traveler’s checks and change
- Extra set of keys to house, car etc.
- Small amount of cash and change.
- Sleeping bag or warm blanket for each person
- Complete change of clothing with sturdy shoes
- Household chlorine bleach and medicine dropper – Dilute nine parts water to one part bleach disinfectant. Treat water – 16 drops of regular household liquid bleach per gallon of water.
- Fire extinguisher
- Matches in a waterproof container
- Feminine supplies and personal hygiene items
- Paper cups, plates and plastic utensils, paper towels
- Paper and pencil
- Books, games, puzzles or other activities for children
Resources for Living Well with Dementia

Fox Valley Memory Project

If you or someone you know is dealing with memory loss, cognitive changes or dementia, the Fox Valley Memory Project is here for you. Whether you need information, are looking for a safe, non-judgmental place to socialize, are seeking to connect with others who are dealing with the same challenges or simply need someone to talk to with questions or concerns, the Fox Valley Memory Project can help. We offer:

• **Memory Loss Resource Center**
  The Center. Located at the Thompson Community Center, is your place to come and learn, share, play and grow. You’ll find information and support via print materials, videos, computer access to local/national resources and referrals to services. The Center is also a place for creative expression, meaningful activities and education.

• **Memory Cafés**
  Designed for those with early to mid-stage dementia accompanied by family members or friends, memory cafés offer two hours of informal conversation, a program and light refreshments at no cost to participants. With professionals (e.g., social workers, nurses) on hand to answer your questions, the cafés are led by trained coordinators with the goal of reducing social isolation while providing enjoyable, stigma-free interaction at seven different sites. We’d be delighted if you would join us! Find schedules and locations on our website.

• **Memory Assessment**
  Assessments are offered at UW Health Fox Valley Family Medicine Clinic in downtown Appleton by Dr. Lee Vogel and resident physicians. Initial assessments screen for memory impairment, assess overall health and, if warranted, proceed to a more comprehensive evaluation to diagnose the cause/type of dementia. For more information, call the clinic 920-997-8436.

The Fox Valley Memory Project is working to make ours a dementia-friendly community: a place where it is possible for the greatest number of people with dementia to live a good life. To help reach this goal, we also support Workplace Enrichment, Community Education, and Long-Term Care Outreach programs, and conduct ongoing research to learn how to better serve those with dementia and those who care for them. Learn more and make a tax-deductible donation at our website: www.foxvalleymemoryproject.org

Look for the Purple Angel logo signifying a Dementia-Aware business or service.

Fox Valley Memory Project
820 W. College Avenue
(at the Thompson Community Center)
Appleton, WI 54914              Call 920-225-1711
CONSIDERATIONS HIRING HOME CARE

- **Interview in Person** Your initial reaction to the agency and/or home care provider is important.
- **References** Ask for at least 3 to 6 references.
- **Criminal Background Checks** Ensure the safety of home, self, personal property, etc. by following up with references and conducting a Criminal Background Check.
- **Insurance** (Workers’ Compensation, liability, bonding, etc.) What if something is broken in the home, a home care provider is dishonest or injured?
- **Taxes** (local, state and federal payroll taxes) Wages must be reported if you hire an independent home care provider.
- **Training** What kind of training has the home care provider had? Do they participate in a continuing education program?
- **Availability** Is care available up to 24 hours a day, 7 days a week, etc.? What happens if a home care provider calls in sick or needs time off?
- **Documentation** Is a log maintained daily on activity? Daily events should be written down so that all those involved in caregiving are aware of what has happened.
- **Transportation** Is there home care provider assistance for running errands, going to appointments, etc.? What about emergency transportation?
- **Rates and Billing** (private pay, Medicare, Medicaid, long term care insurance, etc.) Check everything out. You are going to need resources to pay for care. Keep good records.
- **Contract or Service Agreement** Are you obligated for a certain period of time? Is there a deposit required to initiate services? Define your caregiving expectations. Get in writing.
- **Back up Plan** No matter how well a plan has been thought out, be prepared if something goes wrong or the plan changes.

<table>
<thead>
<tr>
<th>AGENCY PROVIDER</th>
<th>INDEPENDENT PROVIDER</th>
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<tbody>
<tr>
<td>Screen and hire qualified employees</td>
<td>Less costly than going through an agency</td>
</tr>
<tr>
<td>Provide help quickly</td>
<td>You directly manage the worker and have control over hours, tasks and pay</td>
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<tr>
<td>Send replacements when necessary</td>
<td>One person giving care which can provide continuity for your loved one</td>
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<tr>
<td>Provide training, supervisor and liability insurance</td>
<td>Considerations:</td>
</tr>
<tr>
<td>Handles employee payroll</td>
<td>- Contacting, interviewing and screening are your job and can be time consuming</td>
</tr>
<tr>
<td>Resolves conflicts between you and employee</td>
<td>- If worker is ill or unavailable, you need to arrange for substitutes</td>
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**Considerations:**
- Services may be too costly to use regularly
- You may have to accept a schedule around employees
- You may not be pleased with the quality or reliability of the employee
- Different employees may be sent on different day, interrupting continuity of care
- Less costly than going through an agency
- You directly manage the worker and have control over hours, tasks and pay
- One person giving care which can provide continuity for your loved one
- Contacting, interviewing and screening are your job and can be time consuming
- If worker is ill or unavailable, you need to arrange for substitutes
- You are responsible for all paperwork, i.e., Social Security records, payments and insurance
- You will need liability insurance to cover the worker in case of accidents
HOUSING DEFINITIONS

INDEPENDENT LIVING APARTMENT
Multi-unit dwellings specifically intended for older and/or disabled persons who are capable of managing their own lives. The costs can range from subsidized apartments for low income individuals to quite expensive condominium-style units. Some complexes may have recreation rooms, activities, transportation services and/or a congregate mealsite on the premises. These facilities have minimal services available. Some may charge entrance fees.

RESIDENTIAL CARE APARTMENT COMPLEX (RCAC)
Apartments with their own kitchen, bathroom, living and sleeping areas. The residents are somewhat independent, usually needing some degree of help with daily living activities. Through the facility, a resident can obtain up to 28 hours of assistance per week. Emergency assistance is available. Social and recreational activities as well as meals are also available. Be sure to ask what services are included in the monthly rate and what services require additional payment. Facilities that are registered with the state accept private pay only. If the facility is certified with the state, they may be able to accept funding if it is available and the resident is eligible. The RCAC manager can answer questions regarding financial matters.

COMMUNITY BASED RESIDENTIAL FACILITY (CBRF)
Group home setting consisting of 5-21+ beds. They can be single or double occupancy rooms, usually with a half-bath. They have common dining and living areas. These facilities are licensed by the state and classified according to their size and the population they serve. Many facilities offer additional service packages for increased rates. They are required to provide assistance with bathing, dressing, grooming, medications, referral services, meals and health monitoring. They schedule in-home and community activities, transportation for errands, etc. Payment for these facilities are generally private pay. Long term support funding is available to help with costs. The CBRF manager can answer questions regarding financial matters.

SKILLED NURSING FACILITY (NURSING HOME)
Health care facility that provides nursing services 24 hours a day. Persons needing extensive supervision, those with complex health plans, persons needing rehabilitative services (occupational, physical or speech therapy) or those who do not have supportive living services available are persons who would benefit from nursing home care. Costs vary according to the services and the level of care provided. The daily rate should include room and board, activities, social services and nursing care. Therapy, medications, dental care, foot care and personal items are typically not included in the daily rate. Nursing homes have admission agreements that include information about the daily rate, policies regarding transfers and discharges, policies regarding the handling of residents funds and the rights and responsibilities of the residents. Nursing homes are licensed and surveyed by state and federal regulators. There are a variety of ways to pay for nursing home costs. Medicare pays for limited nursing home stays as long as it meets their requirements. Long term care or supplemental insurance may pay for some stays. Medical Assistance may cover unlimited stays once financial criteria is met. Private pay or veterans benefits may also be used. The nursing home administrator and/or social worker can answer questions regarding financial matters.

Contact the Aging & Disability Resource Center (ADRC) for further information.


**HOUSING QUESTIONS TO ASK**

- Is there an entrance fee? If yes, is it reimbursed when I move out?
- What determines the monthly fee and how often can it be raised?
- How much notice do I have to give if I leave?
- What is included in the monthly rate?
- Do I have a private bathroom?
- What is the meal plan and are meals provided?
- Do you accommodate special diets?
- Are pets allowed?
- Is there awake staff overnight?
- Is there an emergency response system?
- Does the facility have an Emergency Preparedness Plan (power outage, fire, etc.)
- May outside services come in to help me?
- Is there a nurse on call 24 hours a day?
- What is the ratio of staff to residents?
- Is the facility at maximum capacity?
- What are the policies regarding visitors?
- Is there transportation available if I have a doctor appointment? What is the cost?
- Do you have parking or garage for a vehicle?
- If I have to be hospitalized for a period of time, what happens to my apartment or room?
- What personal possessions may I bring?
- Has the facility had any citations?
- What happens when my money runs out?
- Is the facility accessible?
- Does the facility have an emergency power back-up?

**CONTACT YOUR LEGISLATORS**

**CALL YOUR LEGISLATOR:**

When you call your legislator, identify the issue.

- Be clear in your mind what you want to accomplish
- Determine who can help you accomplish your goal

Do your homework.

- If you're calling about a particular bill, know the name of the bill and number
- Research the issue and outline your comments

Speaking to your legislator.

- Identify yourself and who you represent
- Be brief and to the point
- State exactly why you are calling
- Be polite and non-threatening
- Avoid a lengthy debate
- Give reasons for your position
- Mention others who support your position
- Make a specific request for their support

How to end your conversation.

- Offer to send additional information
- Leave your name, address and telephone number
- Thank your legislator for their time and attention

**WRITE YOUR LEGISLATOR:**

- Type your letters when possible. If handwritten, make sure it is legible
- Be sure to put your return address on the letter and envelope
- Sign your name and identify yourself as a constituent
- Discuss only one issue in a letter
- Clearly state your position
- Be brief and to the point
- Be sure to explain how a particular issue affects you or your family
- Ask your legislator to relate their position to you in their reply
- Follow-up when your legislators support positions that you agree with

**U.S. LEGISLATIVE HOTLINE**

800-362-9696  Toll Free

**WISCONSIN LEGISLATIVE HOTLINE**

information on state legislators.

800-362-9472  Toll Free

www.legis.state.wi.us

Contact the Aging & Disability Resource Center (ADRC) for a current listing of elected officials.
IDENTIFY AND ORGANIZE YOUR PERSONAL AFFAIRS

The Aging & Disability Resource Center (ADRC) Outagamie County Branch has created the **Identify and Organize Your Personal Affairs** guide to help you record the location of current documents, contact persons, possessions and miscellaneous information that will be important to you and your loved ones when addressing financial and personal affairs, end-of-life decisions, etc. Recording one’s wishes in advance will help to avoid confusion, uncertainty and conflict.

**QUESTIONS TO CONSIDER**

1) Who should be your personal guardian or representative if you are unable to manage your affairs on your own? Who should be executor of your estate after your death?

2) Who should receive your personal property (i.e., real estate, vehicles, household items, jewelry, artwork, guns, collectibles, etc.) after your death?

3) Do you have a Power of Attorney (POA) for Finance and Property? Who holds that Power? List current POA contact information (i.e., name, address, telephone number, e-mail and fax number, if applicable).

4) Do you have a Power of Attorney (POA) for Health Care/Advance Care Plan that makes your health care wishes clear? Have you discussed your wishes with your POA for Health Care, family, friends and health care professionals? The Advance Care Plan should include your wishes in regard to Do Not Resuscitate (DNR) orders and organ donation. List current POA contact information (i.e., name, address, telephone number, e-mail and fax number, if applicable).

5) Do you have special funeral instructions that indicate your wishes for burial (embalming, cremation, final location of remains), type of service (memorial, music, scriptures, flowers, etc.), obituary and what charitable organization(s) you would like to give to? Where are these instructions written down? Who should be notified upon your death?

Have a conversation to discuss this guide and your views with the person(s) whom you trust, who is willing to respect your views and values, who is able to make difficult decisions in stressful circumstances, who will closely follow what you want and be a good advocate for you. It is advised that this guide be reviewed every five (5) years or at the time of a life-changing event.

Copies of the **Identify and Organize Your Personal Affairs** guide are available at the ADRC Outagamie County Branch, 401 S. Elm St., Entrance 3, Appleton, or it may be downloaded at

[www.outagamie.org/Residents/Aging & Disability Resource Center/Resource Information/Identify and Organize Your Personal Affairs](http://www.outagamie.org/Residents/Aging & Disability Resource Center/Resource Information/Identify and Organize Your Personal Affairs)

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**MOVING “TO DO” LIST**

There are a million details that crop up before a move. Use this handy checklist to help you remember what needs to be done:

**BANKS.** Close current accounts if they are not transferable and establish new accounts at your new location. Be sure your old bank has your new address.

**INSURANCE.** Notify your agent of your new address and discuss how your insurance needs may change with your move. For instance, you may not need as much coverage if you’re moving from a house to an apartment.

**UTILITIES.** Establish cut-off dates and give your forwarding address to all utilities and services including telephone, cable TV, electricity, gas, water and garbage removal. Arrange for utilities to be started in your new home so everything will be working when you arrive.

**MEDICAL RECORDS.** Obtain records from your doctor(s), dentist, ophthalmologist, optometrist, veterinarian, etc. If you’ve already selected new health care providers, make arrangements to have your records sent directly to them.

**DELIVERY SERVICES.** Arrange to discontinue home delivery of newspapers, magazines, etc.

**RECYCLING.** You probably will not move many items, ranging from partially filled cans of paint, old appliances and furniture, etc. Your community may have strict requirements relating to the disposal of these items, so call to check on your options and arrange for their collection.

**CHANGE OF ADDRESS.** Fill out postal forwarding address and change-of-address forms to send to the following:
- Family and friends
- Magazines (allow four to six weeks notice)
- Credit card companies
- Pension funds and investment firms
- Professionals (lawyer, accountant, realtor, etc.)
- IRS, Social Security, pension officers
- Your workplace and schools
- National associations or clubs
- Voter registration office and motor vehicle bureau
WHAT IS LONG TERM CARE?
It is any service or support needed as a result of a disability, getting older or having a chronic illness that limits the ability to do things (ie, bathing, getting dressed, making meals, going to work and paying bills). There are services and supports available to help persons do things independently or with the support of someone else. There are two managed long term care programs for eligible county residents to choose from: 1) Family Care, and 2) Family Care Partnership. In addition to the Family Care and Family Care Partnership programs, eligible county residents may also have the option to choose the long term care federal waiver IRIS (Include, Respect, I Self-Direct) or continue to use their Medicaid ForwardHealth card for services.

WHAT IS FAMILY CARE?
Family Care coordinates long term care services and supports. Health care and prescription drug coverage are provided by Medicare and Medicaid in Family Care. The Family Care program integrates home and community-based services such as nursing home care, Medicaid personal care, home health and other services, etc. Family Care does not pay for primary (doctor) care services. In Family Care, members use their own physician and Medicaid ForwardHealth card to pay for primary care services. Members obtain their prescription drug coverage through their Medicare Part D prescription drug assistance plan and/or Medicaid. Family Care provides a team which includes a registered nurse, care manager, the member and other loved ones or professionals. In Family Care, members do have the choice to participate in SDS (Self-Directed Supports) which offers members a variety of options to direct some of their own services.

WHAT IS FAMILY CARE PARTNERSHIP?
Family Care Partnership covers all long term care services in the Family Care program plus all health care services and prescription drug coverage. The Family Care Partnership program integrates home and community-based services such as nursing home care, physician services, hospitalization, medications and all other medical care. Family Care Partnership provides a team which includes a nurse practitioner, registered nurse, social worker, physician, the member and other loved ones and professionals. Primary care services are integrated in the Family Care Partnership program that is managed by the team along with long term care services. Members use physicians who are in the Managed Care provider network. Members obtain prescription drugs only through the Family Care Partnership program and do not need a Medicare Part D prescription drug provider or Wisconsin SeniorCare. Family Care Partnership includes all benefits that are paid for by the member’s Medicaid ForwardHealth card and Medicare. In Family Care Partnership, members have the personal choice to participate in SDS (Self-Directed Supports) which offers members a variety of options to direct some of their own services.

WHAT IS IRIS (INCLUDE, RESPECT, I SELF-DIRECT)?
IRIS (Include, Respect, I Self-Direct) is a long term care federal waiver where members “self-direct” their community based, long term care supports and services. The IRIS self-direct option allows members to creatively use their monthly budget allocation to meet their long term care needs. A member’s budget allocation is determined during ADRC enrollment counseling. In IRIS, members will continue to use their Medicaid ForwardHealth card and Medicare to pay for needed supports and services. An IRIS Independent Consultant works directly with the member to help develop a care plan. An IRIS Fiscal Agent pays for the care plan supports and services.

WHO IS ELIGIBLE FOR FAMILY CARE, FAMILY CARE PARTNERSHIP OR IRIS?
County residents who are 65 years and older; Residents 18 years and older with a physical and/or developmental disability; Medicaid eligible; and who are functionally eligible (otherwise eligible to receive services in a nursing home or in Family Care non-nursing home level of care).

WHERE DO I GO TO ENROLL?
Contact the Aging & Disability Resource Center (ADRC). Trained ADRC staff will explain long term care options, determine eligibility and help individuals decide which program is best for them.
**FINDING A MEDICARE PART D DRUG PLAN ONLINE**

- Go to [www.medicare.gov](http://www.medicare.gov)
  - Click on Drug Coverage drop down to “Find Health and Drug plans”
  - Enter zip code where you live
  - Either enter information from your Red, White and Blue Medicare card or click directly on “Find Plans”

**Step 1 of 4 – Enter Information**
- Answer all questions
- When finished click on “Continue to Plan Results”

**Step 2 of 4 – Enter Your drugs**
- Enter your drugs and select “Find my Drug”
- Once you have found your medication click “+Add Drug”
- Update Dosage and Frequency if needed and click “Add drug and dosage”

**Step 3 of 4 – Select Your Pharmacies**
- Select your pharmacy

**Step 4 of 4 – Refine Your Plan results**
- You can select specific criteria such as plan type, premium amounts and deductible and/or
- Select type of plan you want: Prescription Drug Plan; Medicare Health Plans with Drug coverage; Medicare Health Plans without Drug coverage

**Your Plan results**
- Your personalized plan list will appear, ranked by the estimated annual cost. You can sort results by other criteria if you choose.
- You may put a checkmark next to three plans to compare them side-by-side, click “compare”
- You can see details for an individual plan by clicking on that plan
- Select a tab if you would like additional information such as: drug costs and coverage or plan ratings.

*Keep in mind this is only an estimate of your yearly cost. The actual amounts may be different.*

After comparing and choosing a plan, you may enroll directly online by clicking “Enroll”. You may also enroll by contacting the plan, calling 1-800-Medicare (1-800-633-42273) or through an insurance agent.

**For assistance in finding a Medicare Part D Drug Plan, contact the Aging & Disability Resource Center (ADRC) and meet with a Benefit Specialist.**

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**INFORMATION REQUIRED FOR MEDICAID APPLICATIONS**

**THE FOLLOWING INFORMATION FOR APPLICANT AND SPOUSE MUST BE PROVIDED AT THE TIME OF APPLICATION FOR A MEDICAID-RELATED PROGRAM OR BENEFIT:**

- Social Security number
- Birth date
- Medicare claim number and eligibility begin date for Part A and Part B
- All private health insurance policy numbers, premium amounts and company name/address
- Social Security benefits
- Shelter and utility expenses if the monthly amount exceeds $350 (rent, renters insurance, mortgage, taxes, homeowners insurance, heat, electric, water, sewer, garbage pick-up, telephone, etc.).

**THE FOLLOWING ITEMS REQUIRE WRITTEN VERIFICATION:**

- Other income (pension, veterans, annuities, interest, gross wages, self-employment income, alimony, child support and other court ordered expenses)
- Savings/checking, certificate of deposit, stocks/bonds, annuities, other investments (bank statements, vehicle information)
- All life insurance policies indicating current face and cash surrender values
- Burial trust agreement (irrevocable or otherwise). Burial insurance purchased through a funeral home
- Ownership of property (land contracts, life leases, copy of real estate tax statement or sales agreement if there is a home, other property owned, etc.)
- Divestment: has anyone given away property, stocks/bonds, cash, vehicles?
- Has anything of value been sold, traded, transferred or given away within the last 60 months? Has a trust been created within the last 5 years? If so, be prepared to document dates and amounts.
- Copy of Guardianship letters or Durable Power of Attorney documents. If none, complete Authorization of Representative page with signatures of applicant, representative and witness.
- Supplemental Security Income (SSI) termination letter if applicant was on SSI prior to request for county Medicaid.

*The information above is based on State of Wisconsin policy and procedure as of October 1, 2013.*
THE A B C AND D’S OF MEDICARE

This is an excellent introductory seminar for anyone becoming eligible for Medicare to familiarize themselves with the various benefit programs and available resources.

Presented by:
Aging & Disability Resource Center (ADRC)
Disability and Elder Benefit Specialists

January 22, 2015  5:00 P.M.
March 26, 2015  5:00 P.M.
July 23, 2015   5:00 P.M.
October 1, 2015 5:00 P.M.

Seminar located at:
Appleton Police Department
222 South Walnut St.
Appleton, WI

RSVP with the ADRC Outagamie County Branch 920-832-5178; 866-739-2372 Toll Free or Email ADRC@outagamie.org

WHAT IS DEPRESSION?

Depression is a medical condition that affects mood, mind, body and behavior.

Signs & symptoms of depression:
• Sadness
• Poor concentration
• Insomnia
• Fatigue
• Changes in eating, energy or sleeping
• Excessive guilt
• Thoughts of suicide

Recognize signs and symptoms of mental illness in yourself or someone else?

Take the online depression screening tool at: MentalHealthScreening.org/Screening/NEW

Treatment Works. Recovery is Possible.

Call the ADRC or NAMI Fox Valley namifoxvalley.org 920-954-1550 for further assistance.

10 SIGNS OF EARLY MEMORY LOSS DETECTION

1. Memory changes that disrupt daily life. Are you forgetting recently learned information, important dates or events, asking for the same information over and over; relying on memory aides (e.g., reminder notes or electronic devices) or family members for things you used to handle on your own?

What’s typical? Sometimes forgetting names or appointments but remembering them later.

2. Challenges in planning or solving problems. Are you having trouble following a familiar recipe, keeping track of monthly bills, having difficulty concentrating or taking longer to do things than you did before?

What’s typical? Occasionally, making errors when balancing a checkbook.

3. Difficulty completing familiar tasks. Are you having trouble driving to a familiar location, managing a budget, remembering rules of a favorite game?

What’s typical? Occasionally, needing help to use microwave setting or to record a television show.

4. Confusion with time or place. Do you lose track of dates, passage of time or forget where you are and how you got there?

What’s typical? Getting confused about the day of the week but figuring it out later.

5. Trouble understanding visual images and spatial relationships. Are you having difficulty reading, judging distance, determining color and contrast or recognizing your own reflection?

What’s typical? Vision changes related to cataracts.

6. New problems with words in speaking or writing. Do you have trouble following or joining a conversation? Do you stop in the middle of a conversation and have no idea how to continue, repeat yourself or have problems finding the right word to call things (e.g., calling a “watch” a “hand-clock”).

What’s typical? Sometimes, having trouble finding the right word

7. Misplacing things and losing the ability to retrace steps. Do you frequently lose things and are unable to go back over the steps to find them again?

What’s typical? Occasionally, misplacing things (e.g., pair of glasses, TV remote control).

8. Decreased or poor judgment. Do you use poor judgment in dealing with money, giving large amounts to telemarketers or pay less attention to grooming or keeping yourself clean?

What’s typical? Making a bad decision once in a while.

9. Withdrawal from work or social activities. Do you withdraw from hobbies, social activities, work projects or sports? Do you have trouble keeping up with a favorite sports team or remembering how to complete a favorite hobby?

What’s typical? Sometimes, feeling weary of work, family and social obligations.

10. Changes in mood and personality. Do you become confused, suspicious, depressed, fearful or anxious? Easily upset at home, at work, with friends or in places where you are out of your comfort zone?

What’s typical? Developing very specific ways of doing things and becoming irritable when a routine is disrupted.

If you have questions about any of these warning signs, consult your physician. Early diagnosis provides the best opportunities for treatment, support and future planning. For more information, contact the Alzheimer’s Association 800-272-3900, Fox Valley Memory Project 920-225-1711 or the Aging & Disability Resource Center (ADRC) for community resources.
The Nutrition Check Score helps determine the need for dietary changes to maintain or improve health. It assesses various factors such as hospitalization, nutrition intake, medication use, and physical activity. The score ranges from 0 to 13, with each question weighted differently. A score of 0-4 indicates no need for change, while 5-9 suggests some changes may be necessary, and 10+ indicates a strong need for dietary adjustments. The score should be checked annually for those scoring 0-4, every 6 months for 5-9, and monthly for those scoring 10+. The document includes examples for each question to illustrate the scoring criteria.
OUTAGAMIE COUNTY NUTRITION PROGRAM

The Outagamie County Nutrition Program offers CONGREGATE and HOME DELIVERED meal service to persons 60 years and older or disabled on a donation basis. The Nutrition Program provides nutritional, financial, social, educational and informational support.

CONGREGATE MEAL SERVICE offers nutritious meals, in a group setting, at countywide Congregate mealsites. Congregate meal service provides socialization, educational and recreational activities, nutrition and benefit counseling, health screenings, current information on aging issues plus volunteer opportunities. Participants must make meal reservations in advance at the following Congregate mealsite locations below:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Days</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oneida Heights Apartments</td>
<td>525 North Oneida Street, Appleton</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
<tr>
<td>Randall Court Apartments</td>
<td>218 East Randall Street, Appleton</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
<tr>
<td>Greenville Safety Building</td>
<td>W6895 Parkview Drive, Greenville</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
<tr>
<td>Golden Venture Apartments</td>
<td>125 West 10th Street, Kaukauna</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
<tr>
<td>Good Shepherd Services</td>
<td>Walter Muehl Senior Center</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
<tr>
<td>Golden Venture Apartments</td>
<td>125 West 10th Street, Kaukauna</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
</tbody>
</table>

HOME DELIVERED MEAL SERVICE offers nutritious meals to homebound Outagamie County residents 60 years and older or disabled under 60 years living alone. Eligible Home Delivered meal participants must be homebound by reason of illness, disability or isolation; unable to attend a Congregate mealsite; unable to prepare meals independently; and have no other resources to assist with meal provision.

There is no charge for OUTAGAMIE COUNTY NUTRITION PROGRAM meal service. Participants may receive meal service on a donation basis. A suggested donation is established. Participant donations are confidential and support Outagamie County Nutrition Program meal service continuation.

Call the Aging & Disability Resource Center (ADRC) Outagamie County Branch
920-832-5178; 866-739-2372 Toll Free; 7-1-1 TTY; or Email adrc@outagamie.org
# RECORD RETENTION SCHEDULE

<table>
<thead>
<tr>
<th>1 Year</th>
<th>7 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank reconciliations</td>
<td>Duplicate deposit slips</td>
</tr>
<tr>
<td>1099 forms received</td>
<td>Employee personnel records (of the termination)</td>
</tr>
<tr>
<td>Accident reports and claims</td>
<td>Expired contracts and leases</td>
</tr>
<tr>
<td>(settled cases)</td>
<td></td>
</tr>
<tr>
<td>Annuity year end statement</td>
<td>Insurance Policies - vehicle, homeowners, etc.</td>
</tr>
<tr>
<td>Bank statements</td>
<td>IRA/401 K/Keogh statements</td>
</tr>
<tr>
<td>Certificates of deposit statements</td>
<td>Major purchase receipts</td>
</tr>
<tr>
<td>Cancelled checks</td>
<td>Medical receipts</td>
</tr>
<tr>
<td>Contracts and leases (expired)</td>
<td>Supporting documents for tax returns</td>
</tr>
<tr>
<td>Contracts and leases still in effect</td>
<td>Year-end brokerage statements/</td>
</tr>
<tr>
<td>(expiration + 7 years)</td>
<td>Trade confirmations</td>
</tr>
<tr>
<td>Electronic funds transfer documents</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Permanently</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Alimony, custody or prenuptial agreements</td>
<td>Marriage licenses</td>
</tr>
<tr>
<td>Bills of sale</td>
<td>Medical records</td>
</tr>
<tr>
<td>Birth and death certificates</td>
<td>Military services records</td>
</tr>
<tr>
<td>Cash books</td>
<td>Mortgages</td>
</tr>
<tr>
<td>Construction documents</td>
<td>Passports</td>
</tr>
<tr>
<td>Deeds</td>
<td>Photos and video tapes of valuables</td>
</tr>
<tr>
<td>Detailed list of financial assets held</td>
<td>Power or Attorney (POA) documents</td>
</tr>
<tr>
<td>Divorce decrees</td>
<td>Social Security card</td>
</tr>
<tr>
<td>Education records</td>
<td>Tax return copies</td>
</tr>
<tr>
<td>Financial statements (end-of-year)</td>
<td>Titles</td>
</tr>
<tr>
<td>Home purchases and improvement</td>
<td>Trust agreements</td>
</tr>
<tr>
<td>(as long as you own the property)</td>
<td></td>
</tr>
<tr>
<td>Journals</td>
<td>W2 forms</td>
</tr>
<tr>
<td>Life insurance policies</td>
<td>Wills</td>
</tr>
<tr>
<td>Loan documents, notes</td>
<td></td>
</tr>
</tbody>
</table>
• HOW DOES SOCIAL SECURITY DECIDE IF I AM DISABLED?
By law, Social Security has a very strict definition of disability. To be found disabled:
• You must be unable to do any substantial work because of your medical condition(s); and
• Your medical condition(s) must have lasted or be expected to last at least 1 year or be expected to end in death.

• MY DOCTOR SAYS I AM DISABLED. IS THAT ENOUGH TO QUALIFY ME FOR DISABILITY BENEFITS?
No. You cannot get disability benefits solely because your doctor says you are disabled.

• I AM GETTING DISABILITY PAYMENTS FROM MY JOB OR OTHER AGENCY. CAN I AUTOMATICALLY GET SOCIAL SECURITY DISABILITY BENEFITS?
No. Social Security disability laws are different from most other programs. For example, Social Security does not pay benefits for partial disability.

• HOW LONG DOES IT TAKE TO MAKE A DECISION?
It can take up to 6 months to get a decision. This depends on how much time it takes to get your medical records and any other evidence needed to make a decision.

• CAN I DO ANYTHING TO SPEED UP THE DECISION?
Yes. You can speed up the decision by being prepared for your interview. You can also speed things up by making sure you have the information Social Security requests of you regarding your work history and medical records.

• HOW DOES SOCIAL SECURITY MAKE THE DECISION?
Your application is sent to a state agency that makes disability decisions. The state has medical and vocational experts who will contact your doctors and other places where you received treatment to get your medical records.

The state agency may ask you to have an examination or medical test. You will not have to pay for any examination or test. If the state does request an examination, make sure you keep the appointment.

• IF SOCIAL SECURITY DECIDES THAT I AM DISABLED, WHAT TYPES OF BENEFITS CAN I RECEIVE?
Social Security pays disability benefits under two programs:
• Social Security Disability Insurance (SSDI) for insured workers, their disabled surviving spouses and children (disabled before age 22) of disabled, retired or deceased workers.
• Supplemental Security Income (SSI) for persons with little or no income and resources.

• CAN I APPLY FOR DISABILITY BENEFITS ONLINE?
Yes. Simply log on to: www.socialsecurity.gov/applyfordisability for more information about applying online. Note: You cannot apply for SSI online.

• WILL MY PERSONAL INFORMATION BE KEPT SAFE?
Yes. Social Security protects the privacy of those they serve. As a Federal agency, they are required by the Privacy Act of 1974 (5U.S.C.522a) to protect the information they get from you.

• WHAT IF I AM MORE COMFORTABLE SPEAKING IN A LANGUAGE OTHER THAN ENGLISH?
Free interpreter services are provided to help you conduct your Social Security business.

• WHERE CAN I GET MORE INFORMATION?
Visit www.socialsecurity.gov, call 800-772-1213 Toll Free, 800-325-0778 TTY for deaf and hard of hearing or contact the Aging & Disability Resource Center (ADRC) to provide assistance with other questions you may have if you are disabled.
Who Can Get Non-Emergency Medical Transportation?

Non-emergency medical transportation is a Medicaid covered service for individuals enrolled in certain Medicaid programs. Rides can include public transportation (such as a city bus), rides in specialized medical vehicles, or rides in other types of vehicles depending on your medical and transportation needs. If public transportation is not available, you will not be required to take it.

Medical Transportation Management, Inc. (MTM, Inc.), Wisconsin’s Medicaid and BadgerCare Plus transportation manager. MTM, Inc. schedules and pays for rides to Medicaid and BadgerCare Plus covered health care services.

You may be able to get a ride to your Medicaid or BadgerCare Plus covered health care service, if you have no other way to get to your appointment and you are enrolled in one of the following programs:

- Wisconsin Medicaid (including IRIS)
- The BadgerCare Plus Standard Plan
- The BadgerCare Plus Benchmark Plan
- Family Planning Only Services
- Tuberculosis-Related Services-Only Benefit
- BadgerCare Plus Express Enrollment for Pregnant Women

Please Note: If you have a medical emergency you should call 911

MTM, Inc. is required to follow federal and state law and can only schedule and pay for rides if you are not able to get a free ride.

If you are enrolled in the Core Plan or the Basic Plan and Family Planning Only Services, you can only get a ride to services covered under Family Planning Only Services.

Mileage Reimbursement (Gas Payment)

If you have a car and are able to drive yourself to your appointment but cannot afford to pay for gas, you may be able to be paid for gas. Contact MTM Inc. before you go to your appointment to see if you can be reimbursed for mileage.

For More Information

For more information about scheduling rides, meals and lodging, complaints, new rules, denied transportation or Fair Hearings:

- Contact MTM, Inc. at www.mtm-inc.net/wisconsin
- Call 866-907-1493 (voice) or 800-855-2880 TTY
- See your ForwardHealth Enrollment and Benefits handbook at www.dhs.wi.gov/em/customerhelp
- See your Member Update at dhs.wi.gov/em/customerhelp
- Call Member Services 800-362-3002
Effective January 2, 2015, ONE WAY paratransit fares for Outagamie County disabled and/or senior riders 60 years and older are:

**Valley Transit II Urban Service Area**
(Appleton, Neenah, Menasha, Grand Chute, Kaukauna, Little Chute, Kimberly, Combined Locks and Darboy)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Service (Rider requires no assistance from the door into the building)</td>
<td>$4.00</td>
</tr>
<tr>
<td>Premium Service (Driver assists rider from the door into the building)</td>
<td>$6.00</td>
</tr>
<tr>
<td>Sunday Service (Available to ADA riders only 7:30 AM - 2:00 PM)</td>
<td>$11.00</td>
</tr>
<tr>
<td>Eagle Flats-The Link (Senior/Disabled rider)</td>
<td>$.25</td>
</tr>
</tbody>
</table>

Valley Transit II tickets may be purchased in sheets of 10 tickets at Valley Transit II Ticket Outlets by mail and in person at Valley Transit, 801 Whitman Avenue, Appleton 54914 (920-832-5800, 920-993-7083 TTY) or visit www.MyValleyTransit.com. Riders may require varied one way fares and are encouraged to plan accordingly when purchasing tickets.

Valley Transit II riders must be certified at the following locations:

**Senior Riders**
- Making the Ride Happen
  - Thompson Community Center
  - 820 West College Avenue, Appleton
  - 920-225-1719 or 888-200-0576 Toll Free

**Disabled Riders (ADA)**
- Affinity Occupational Health
  - N496 Milky Way, Appleton
  - 920-730-5337

**OR**

- Aging & Disability Resource Center (ADRC) Outagamie County Branch
  - 401 South Elm Street, Human Services Building, Entrance #3, Level 2, Appleton
  - 920-832-5178 or 866-739-2372 Toll Free

To schedule transportation, call Running, Inc. 920-832-5789 one day in advance.

**Outagamie County Rural Service Area**
(Outside of the Valley Transit II service area within rural Outagamie County)

Rural $6.00 one way fare

Rural tickets may be purchased at Kobussen Buses, W914 County Trunk CE, Kaukauna 920-766-2247 or 800-447-0116 (Ask for Paratransit)
VALLEY TRANSIT FIXED ROUTE BUS SERVICE

Public transportation serving the Fox Cities.

18 bus routes serving the Fox Cities 6 days a week.
Monday - Friday 6:15 AM - 10:30 PM and Saturday 8:15 AM - 10:30 PM.

TICKET OUTLETS

APPLETON
Valley Transit Administrative Office: 801 South Whitman Avenue
Valley Transit Vending Machine: located inside Downtown Appleton Transit Center
Appleton City Hall: 100 North Appleton Street - 1st floor customer service area
Copps Food Center: Ballard & Northland Avenue (Route 7)
Copps Food Center: 511 W. Calumet Street (Routes 1 & 30)
Festival Foods: 1200 West Northland Avenue (Routes 3 & 4)
Piggly Wiggly: 520 East Northland Avenue (Routes 5 & 6)

GRAND CHUTE
Copps Food Center:
2400 West Wisconsin Avenue (Route 12)

MENASHA
Piggly Wiggly:
1151 Midway Road (Routes 1 & 30)
UW - Fox Valley:
1478 Midway Road (Route 1)

CASH FARES
Cash (age 19 - 64 years) .................... $2.00
Cash (Senior/Disabled)* .................... $1.00
Youth Fare (age 5 - 18) ...................... $0.75
Kids (age 4 and under) ..................... Free
accompanied by an adult
Call-A-Ride w/ free transfers ............. $2.00

* Valley Transit Reduced
Fare card, Medicare, or ADA
Certification card must be shown
as proof of eligibility for reduced
senior/disabled fares. Senior
riders are aged 65 & older and are
required to show one of the forms
of identification listed to receive
reduced fare.

DARBOY/BUCHANAN
Festival Foods:
W3195 Van Roy Road (Route 11)
Kohl’s Department Store:
Hwy 441 and Cty KK (Route 11)

NEENAH
Festival Foods:
647 S. Green Bay Rd. (Routes 32 & 41)
Pick ‘n Save Food Center:
858 Fox Point Plaza (Routes 32 & 41)

PASSES & TICKETS
DayPass ........................................... $4.00
(Must be purchased from your driver. Good for
unlimited rides on the day issued & must be shown
to driver each time you board the bus)
10-Ride Ticket ............................... $17.00
10-Ride Ticket (Senior/Disabled)* ...... $10.00
30-Day Pass ................................... $60.00
30-Day Pass (Senior/Disabled)* .......... $40.00

FOR MORE INFORMATION:
www.MyValleyTransit.com
920-832-5800 TTY: 920-993-7083
<table>
<thead>
<tr>
<th><strong>HOME CARE SERVICES - MEDICAL</strong></th>
<th><strong>SKILLED</strong></th>
<th><strong>REHAB</strong></th>
<th><strong>HOSPICE</strong></th>
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<tbody>
<tr>
<td>Affinity Visiting Nurses</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>816 W. Winneconne Ave., Neenah</td>
<td></td>
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<tr>
<td>920-727-2000 • 866-236-8500 •  <a href="http://www.affinityvisitingnurses.org">www.affinityvisitingnurses.org</a></td>
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<tr>
<td>Amedisys Home Health Care</td>
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<tr>
<td>2120 S. Ridge Rd., Green Bay</td>
<td></td>
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<tr>
<td>920-497-1234 • 866-833-0172 •  <a href="http://www.amedisys.com">www.amedisys.com</a></td>
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<tr>
<td>AseraCare Hospice</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>1294 Lombardi Ave., Green Bay</td>
<td></td>
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<tr>
<td>920-497-4672 • 866-268-3203 •  <a href="http://www.hospice.aseracare.com">www.hospice.aseracare.com</a></td>
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<tr>
<td>Aurora Visiting Nurse Association of Wisconsin</td>
<td>X</td>
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<tr>
<td>920-288-5100 • 800-862-2201 •  <a href="http://www.aurorahealthcare.org">www.aurorahealthcare.org</a></td>
<td></td>
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<tr>
<td>Brightstar Care</td>
<td>X</td>
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<tr>
<td>47 Park Place, Appleton</td>
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<tr>
<td>920-882-7277 • 866-618-7827 •  <a href="http://www.brightstarcare.com/Appleton">www.brightstarcare.com/Appleton</a></td>
<td></td>
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<tr>
<td>Calumet County Home Health Care &amp; Hospice</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>206 Court St., Chilton • 920-849-1424</td>
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<tr>
<td>Clarity Care Home Health</td>
<td>X</td>
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<tr>
<td>424 Washington Ave., Oshkosh</td>
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<tr>
<td>920-236-8560 • 855-224-7487 •  <a href="http://www.claritycare.org">www.claritycare.org</a></td>
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<tr>
<td>Comfort Keepers</td>
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<tr>
<td>420 E. Longview Dr., Appleton</td>
<td></td>
<td></td>
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<tr>
<td>920-882-5009 Appleton • 920-490-8707 Green Bay •  <a href="http://www.comfortkeepers.com">www.comfortkeepers.com</a></td>
<td></td>
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<tr>
<td>Compassionate Home Health Care</td>
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<tr>
<td>3601 Commerce Ct., Appleton</td>
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<tr>
<td>920-257-4383 •  <a href="http://www.chhcin.org">www.chhcin.org</a></td>
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<tr>
<td>Heartland Home Health Care and Hospice</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>1145 W. Main Ave., De Pere • 920-336-6455 • 866-216-5708</td>
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<tr>
<td>Hospice Advantage</td>
<td>X</td>
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</tr>
<tr>
<td>916 Willard Dr., Green Bay</td>
<td></td>
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<tr>
<td>920-321-2004 • 800-467-7423 •  <a href="http://www.hospiceadvantage.com">www.hospiceadvantage.com</a></td>
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<tr>
<td>Preferred Home Health Care</td>
<td>X</td>
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</tr>
<tr>
<td>1476 Kenwood Dr., Menasha • 920-725-1116 •  <a href="http://www.phhcare.com">www.phhcare.com</a></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Recover Health</td>
<td>X</td>
<td>X</td>
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</tr>
<tr>
<td>801 Fulton St., Waupaca • 715-258-2130 •  <a href="http://www.recoverhealth.org">www.recoverhealth.org</a></td>
<td></td>
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<tr>
<td>ResCare HomeCare</td>
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</tr>
<tr>
<td>1477 Kenwood Dr., Menasha</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>920-729-6165 • 800-236-2668 •  <a href="http://www.rescarehomecare.com">www.rescarehomecare.com</a></td>
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<tr>
<td>SouthernCare Hospice</td>
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<tr>
<td>1800 W. Mason St., Green Bay</td>
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<tr>
<td>920-496-1690 •  <a href="http://www.southerncareinc.com">www.southerncareinc.com</a></td>
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<tr>
<td>St. Paul Elders Hospice Services</td>
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<tr>
<td>316 E. 14th St., Kaukauna</td>
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<td>920-766-6020 • 920-766-6180 •  <a href="http://www.stpaulelders.org">www.stpaulelders.org</a></td>
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<td>Theda Care at Home</td>
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<tr>
<td>3000 E. College Ave., Appleton</td>
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<tr>
<td>920-969-0919 • 800-984-5554 •  <a href="http://www.thedacare.org">www.thedacare.org</a></td>
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<tr>
<td>Unity Hospice &amp; Palliative</td>
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<tr>
<td>2366 Oak Ridge Cir., DePere</td>
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<tr>
<td>920-338-1111 • 800-990-9249 •  <a href="http://www.unityhospice.org">www.unityhospice.org</a></td>
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## HOME CARE SERVICES - NON MEDICAL

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<th>Service Provider</th>
<th>Address</th>
<th>Phone Numbers</th>
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<tr>
<td>ARC Angels Senior Home Care</td>
<td>5733 W. Grande Market Dr., Appleton</td>
<td>920-832-8032, 877-832-8032, <a href="http://www.arcangelscare.com">www.arcangelscare.com</a></td>
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<tr>
<td>Arcadia Health Care &amp; Medical Staffing</td>
<td>516 E. Wisconsin Ave., Appleton</td>
<td>920-733-7890, <a href="http://www.homecareappleton.com">www.homecareappleton.com</a></td>
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<tr>
<td>Brightstar Care</td>
<td>47 Park Place, Appleton</td>
<td>920-882-7277, <a href="http://www.brightstarcares.com">www.brightstarcares.com</a></td>
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<tr>
<td>Clarity Care In Home Health Care/Help at Home</td>
<td>920-236-6560, 920-469-5240, <a href="http://www.claritycare.org">www.claritycare.org</a></td>
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<tr>
<td>Comfort Keepers</td>
<td>420 E. Longview Dr., Appleton</td>
<td>920-882-5009, 920-490-8707, <a href="http://www.comfortkeepers.com">www.comfortkeepers.com</a></td>
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<tr>
<td>Compassionate Home Health Care</td>
<td>5601 Grande Market Dr., Appleton</td>
<td>920-257-4383, <a href="http://www.chhcinc.org">www.chhcinc.org</a></td>
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<tr>
<td>Gemini Cares</td>
<td>888-544-2282, <a href="http://www.geminicares.com">www.geminicares.com</a></td>
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<tr>
<td>Golden Touch Home Care</td>
<td>920-427-9143, <a href="http://www.goldentouchhomecare.com">www.goldentouchhomecare.com</a></td>
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<tr>
<td>Good People</td>
<td>Live in caregivers only</td>
<td>800-608-8003, <a href="http://www.goodpeople.us">www.goodpeople.us</a></td>
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<tr>
<td>HomeAid Health Care</td>
<td>1463 Kenwood Dr., Menasha</td>
<td>920-969-0526, ext. 2, <a href="http://www.homeaidhealthcare.com">www.homeaidhealthcare.com</a></td>
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<tr>
<td>Home Instead Senior Care</td>
<td>3020 E. College Ave., Appleton</td>
<td>920-997-0118, 888-633-1548, <a href="http://www.homeinstead.com">www.homeinstead.com</a></td>
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**PC** = Personal Care  
**H** = Housekeeping  
**MP** = Meal Preparation  
**S** = Shopping  
**RC** = Respite Care/Companion  
**MR** = Medication Reminders  
**TE** = Transportation Escort
# HOME CARE SERVICES - NON MEDICAL

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<tr>
<th>Service Name</th>
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<th>Contact Details</th>
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<tr>
<td><strong>Home Sweet Home</strong></td>
<td>1500 N. Casaloma Dr., Appleton</td>
<td>920-954-0404 • 888-954-0404 • <a href="http://www.homesweethomewi.com">www.homesweethomewi.com</a></td>
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<tr>
<td><strong>Nurse Next Door Home Care Services</strong></td>
<td>200 Arbor Ln., Green Bay 54301</td>
<td>920-347-2254 • <a href="http://www.nursenextdoor.com">www.nursenextdoor.com</a></td>
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<tr>
<td><strong>Outagamie County DHHS Supportive Home Care</strong></td>
<td>401 S. Elm St., Appleton</td>
<td>920-832-5485 • 866-739-2372 • <a href="http://www.outagamie.org">www.outagamie.org</a></td>
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<tr>
<td><strong>Preferred Home Health Care</strong></td>
<td>1476 Kenwood Dr., Menasha</td>
<td>920-725-1116 • <a href="http://www.phhcare.com">www.phhcare.com</a></td>
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<tr>
<td><strong>Recover Health</strong></td>
<td>801 W. Fulton St., Waupaca</td>
<td>715-258-2130 • <a href="http://www.recoverhealth.org">www.recoverhealth.org</a></td>
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<td><strong>ResCare HomeCare</strong></td>
<td>1477 Kenwood Dr., Menasha</td>
<td>920-729-6165 • 866-737-2273 • <a href="http://www.rescarehomecare.com">www.rescarehomecare.com</a></td>
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<td><strong>Right At Home In Home Care &amp; Assistance</strong></td>
<td>1019 Truman St., Kimberly</td>
<td>920-257-4667 • <a href="http://www.rahnew.com">www.rahnew.com</a></td>
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<td><strong>Senior Helpers</strong></td>
<td>3962 N. Richmond St., Appleton</td>
<td>920-749-9700 • <a href="http://www.seniorhelpers.com">www.seniorhelpers.com</a></td>
</tr>
<tr>
<td><strong>St. Paul Elder Services – St. Paul at Home</strong></td>
<td>316 E. 14th St., Kaukauna</td>
<td>920-766-6020 • <a href="http://www.stpaulelders.org">www.stpaulelders.org</a></td>
</tr>
<tr>
<td><strong>Tongxeng Personal Home Care</strong></td>
<td>206 S. Memorial Dr., Appleton</td>
<td>920-734-1702 • 800-549-8545</td>
</tr>
<tr>
<td><strong>Valley VNA Senior Services</strong></td>
<td>1535 Lyon Dr., Neenah</td>
<td>920-727-5555 • 866-930-8862 (Fox Valley) 920-538-2974 (New London) <a href="http://www.valleyvna.org">www.valleyvna.org</a></td>
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## HOME EMERGENCY/MEDICAL RESPONSE SYSTEMS

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<tr>
<th>Service</th>
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<tr>
<td>ADRC</td>
<td>920-832-5178 • 866-739-2372</td>
<td><a href="http://www.outagamie.org">www.outagamie.org</a></td>
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<td>Provides File of Life medical and personal information packets for use by emergency medical personnel.</td>
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<td><a href="http://www.yourADRCresource.org">www.yourADRCresource.org</a></td>
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<tr>
<td>Advance Security Solutions</td>
<td>888-860-8098</td>
<td><a href="http://www.lifeassistusa.com">www.lifeassistusa.com</a></td>
</tr>
<tr>
<td>Aurora/VNA Lifeline</td>
<td>800-686-4314</td>
<td><a href="http://www.aurorahealthcare.org">www.aurorahealthcare.org</a></td>
</tr>
<tr>
<td>Comfort Keepers-Safety Choice Program</td>
<td>920-882-5009 • 920-490-8707</td>
<td><a href="http://www.comfortkeepers.com">www.comfortkeepers.com</a></td>
</tr>
<tr>
<td>Daily Care Services</td>
<td>800-588-4098</td>
<td><a href="http://www.dailycareservices.com">www.dailycareservices.com</a></td>
</tr>
<tr>
<td>Direct Link</td>
<td>920-757-9610 • 866-311-1154</td>
<td><a href="http://www.directlink911.com">www.directlink911.com</a></td>
</tr>
<tr>
<td>Do-Not-Resuscitate (DNR)</td>
<td>608-266-1568</td>
<td><a href="http://www.dhs.wisconsin.gov">www.dhs.wisconsin.gov</a></td>
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<td>DNR bracelet. Obtain order forms from a physician.</td>
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<tr>
<td>Family First</td>
<td>800-504-1756</td>
<td><a href="http://www.familyfirstmedicalalarms.com">www.familyfirstmedicalalarms.com</a></td>
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<tr>
<td>Freedom Alert / Bill-Ray Home Mobility</td>
<td>920-257-4001</td>
<td><a href="http://www.billrayhomemobility.com">www.billrayhomemobility.com</a></td>
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<tr>
<td>Life Alert</td>
<td>800-813-3104</td>
<td><a href="http://www.lifealert.org">www.lifealert.org</a></td>
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<tr>
<td>Ministry Life Direct</td>
<td>920-628-9605</td>
<td><a href="http://www.affinityhealth.org">www.affinityhealth.org</a></td>
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<tr>
<td>Phillips Lifeline</td>
<td>800-380-3111</td>
<td><a href="http://www.lifelinesystems.com">www.lifelinesystems.com</a></td>
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<tr>
<td>ResCare HomeCare Personal Emergency Response Pendant</td>
<td>920-729-6165 • 800-236-2668</td>
<td><a href="http://www.rescarehomecare.com">www.rescarehomecare.com</a></td>
</tr>
<tr>
<td>Safe Living Technologies</td>
<td>262-780-0848 • 877-780-0848</td>
<td><a href="http://www.safelivingtech.com">www.safelivingtech.com</a></td>
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<tr>
<td>St. Paul Elder Services</td>
<td>920-766-6020</td>
<td><a href="http://www.stpaulelders.org">www.stpaulelders.org</a></td>
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<tr>
<td>Thedacare Lifeline</td>
<td>920-738-6391 • 800-242-1306, Ext. 4773</td>
<td><a href="http://www.thedacare.org">www.thedacare.org</a></td>
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<tr>
<td>USA Med Alert</td>
<td>262-909-3636</td>
<td><a href="http://www.usamedalert.com">www.usamedalert.com</a></td>
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<tr>
<td>VRI Medical Alarms</td>
<td>800-860-4230</td>
<td><a href="http://www.monitoringcare.com">www.monitoringcare.com</a></td>
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## HOUSING - ADULT FAMILY HOMES (AFH)

<table>
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<th>Home</th>
<th>Address</th>
<th>Phone</th>
<th>Beds</th>
<th>ELD</th>
<th>DA</th>
<th>DD</th>
<th>PD</th>
<th>TBI</th>
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<tbody>
<tr>
<td>Agape 5</td>
<td>1326/1328 W. Pershing St., Appleton • 920-739-4688</td>
<td>920-739-4688</td>
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<tr>
<td>Alpha Adult Family Home</td>
<td>2823 W. Parkmoor Ct., Appleton • 414-817-2460</td>
<td>414-817-2460</td>
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<td>Alpha Adult Family Home</td>
<td>314 W. Sunset Ave., Appleton • 920-358-5026</td>
<td>920-358-5026</td>
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<td>Bethesda Lutheran Communities, Inc. – Greenbrier</td>
<td>1310 Greenbrier Dr., Appleton • 920-734-5392</td>
<td>920-734-5392</td>
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<tr>
<td>Bethesda Lutheran Communities, Inc. – Randys Lane</td>
<td>N224 Randys Ln., Appleton • 920-687-8358</td>
<td>920-687-8358</td>
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<tr>
<td>Bethesda Lutheran Communities, Inc. – West Wilson</td>
<td>219 W. Wilson St., Appleton • 920-840-6044</td>
<td>920-840-6044</td>
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<td>C &amp; Js</td>
<td>406 W. High St., Seymour • 920-833-1919</td>
<td>920-833-1919</td>
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ELD = Elderly  
DD = Developmentally Disabled  
PD = Physically Disabled  
DA = Dementia/Alzheimer’s  
TBI = Traumatic Brain Injury
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<th>Housing Type</th>
<th>Address</th>
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<tbody>
<tr>
<td>Helen's House, LLC</td>
<td>5211 W. Century Farm Blvd., Appleton • 920-574-7068</td>
<td>920-574-7068</td>
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<tr>
<td>Helen's House, LLC</td>
<td>N9128 Brenda Dr., Appleton • 920-574-7068</td>
<td>920-574-7068</td>
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<tr>
<td>Helen's House, LLC, Kaukauna</td>
<td>1240 Bens Way, Kaukauna • 920-574-7068</td>
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<td>Homes for Independent Living – Tamarack</td>
<td>1612 W. Packard St., Appleton • 920-734-5912</td>
<td>920-734-5912</td>
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<tr>
<td>Homes for Independent Living Westwood</td>
<td>1101 E. Glendale Ave., Appleton • 920-993-8242</td>
<td>920-993-8242</td>
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<td>Innovative Services – Cilantro</td>
<td>4301 Cilantro Ln., Kaukauna • 920-462-4477</td>
<td>920-462-4477</td>
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<td>Innovative Services – Erv Court</td>
<td>W131 Erv Ct., Kaukauna • 920-759-9423</td>
<td>920-759-9423</td>
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<td>Innovative Services – Hickory Road</td>
<td>N8065 Hickory Rd., Bear Creek • 920-752-4578</td>
<td>920-752-4578</td>
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<td>Innovative Services – Kaylee Lane</td>
<td>1619 Kaylee Ln., Appleton • 920-882-0286</td>
<td>920-882-0286</td>
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<td>Innovative Services – Lindbergh St.</td>
<td>111 E. Lindbergh St., Appleton • 920-830-2995</td>
<td>920-830-2995</td>
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<td>Jonathon Place</td>
<td>2417/2419 Jonathon Dr., Appleton • 920-831-6289</td>
<td>920-831-6289</td>
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<tr>
<td>Lamers House</td>
<td>630 Lamers Rd., Kimberly • 920-707-1283</td>
<td>920-707-1283</td>
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<td>Loppnow Adult Family Home</td>
<td>2426 N. Appleton St., Appleton • 920-993-5517</td>
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<td>Maynard Adult Family Home</td>
<td>107 Lamine Ln., Combined Locks • 920-766-6488</td>
<td>920-766-6488</td>
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<td>Productive Living Systems – Jonathon Place</td>
<td>2417/2419 Jonathon Dr., Appleton • 920-831-6289</td>
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<td>Ridgefield Home</td>
<td>W2592 Ridgefield Ct., Appleton • 920-993-9997</td>
<td>920-993-9997</td>
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<td>Spectrum Homes</td>
<td>2025 W. Harvest Dr., Appleton • 920-448-5252</td>
<td>920-448-5252</td>
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<td>Town Club Adult Family Home</td>
<td>N2284 Town Club Rd., Kaukauna • 920-759-5333</td>
<td>920-759-5333</td>
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<td>Your Neighborhood Living, Inc. – Atlantic Street House</td>
<td>114 E. Atlantic St., Appleton • 920-707-1283</td>
<td>920-707-1283</td>
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<tr>
<td>Your Neighborhood Living, Inc. – Superior Street House</td>
<td>921 N. Superior St., Appleton • 920-850-0391</td>
<td>920-850-0391</td>
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## HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)

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<th>Facility Name</th>
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<th>PD</th>
<th>DA</th>
<th>AODA</th>
<th>TBI</th>
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<tbody>
<tr>
<td>Agape of Appleton (7 Facilities)</td>
<td>Community Based Residential Facilities (CBRF)</td>
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<td>American Grand Assisted Living Suites (2 Facilities)</td>
<td>Community Based Residential Facilities (CBRF)</td>
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ADRC • 401 S. ELM STREET, APPLETON, 54911 • 920-832-5178 • 866-739-2372 TOLL FREE • 7-1-1 TTY
Email: ADRC@outagamie.org • www.outagamie.org • www.yourADRCresource.org
<table>
<thead>
<tr>
<th>ELD = Elderly</th>
<th>DD = Developmentally Disabled</th>
<th>PD = Physically Disabled</th>
<th>DA = Dementia/Alzheimer’s</th>
<th>AODA = Alcohol and other Drug Abuse</th>
<th>TBI = Traumatic Brain Injury</th>
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<td>Lutheran Social Services - Eastwood Crisis Facility (by referral only) 430 Kensington Dr., Appleton • 920-830-3376</td>
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### HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)

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<td>233 S. Lyndale Dr., Appleton</td>
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<td>Ryan Community</td>
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<td>920-731-3768</td>
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<td>Touchmark Assisted Living and Memory Care (Winnebago County)</td>
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<td>920-832-9100</td>
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<td>920-727-5544</td>
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<td>920-731-1316</td>
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<td>Willow Lane Assisted Living, LLC (Projected Opening May 2014)</td>
<td>850 W. Elsner Rd., Grand Chute</td>
<td>920-380-0511</td>
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### HOUSING - RESIDENTIAL CARE APARTMENT COMPLEXES (RCAC)

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<td>Appleton Retirement Community</td>
<td>200 W. Packard St., Appleton</td>
<td>920-954-9990</td>
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<td>Good Shepherd Meadow Wood Apartments</td>
<td>605 Bronson Rd., Seymour</td>
<td>920-833-1566</td>
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<td>Heritage Assisted Living (Winnebago County)</td>
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<td>920-738-3000</td>
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<td>Renaissance</td>
<td>301 E. Florida Ave., Appleton</td>
<td>920-380-1100</td>
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<td>St. Paul Villa</td>
<td>312 E. 14th St., Kaukauna</td>
<td>920-766-6020</td>
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<td>920-832-9100</td>
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<td>Washington Center (Waupaca County)</td>
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<td>920-982-5354</td>
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<th>HOUSING - INDEPENDENT LIVING APARTMENTS</th>
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<td>Appleton Housing Authority (AHA)</td>
<td>925 W. Northland Ave., Appleton • 920-739-6811</td>
<td>Section 8 housing vouchers, public housing sites and homeownership programs are available.</td>
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<td>Bear Creek Apartments</td>
<td>309 Durrel St., Bear Creek • 715-460-0199</td>
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<td>Buchanan Cottages</td>
<td>N247 Marie Claire Dr., Appleton • 920-733-7078</td>
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<td>Canal Place</td>
<td>137 E. Wisconsin Ave., Kaukauna • 920-759-2040</td>
<td>66 cottages</td>
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<td>Courtyard Apartments</td>
<td>3600 Woodman Dr., Appleton • 920-731-8853</td>
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<td>Crescентview Apartments</td>
<td>515 W. First St., Kimberly • 920-731-9781 (OCHA)</td>
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<td>Fox Valley Lutheran Homes - Linwood Place</td>
<td>425 N. Linwood Ave., Appleton • 920-734-7554</td>
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<td>D &amp; C Country View Apartments</td>
<td>W1993 County Trunk S, Freedom • 920-788-6801</td>
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<tr>
<td>Glenpark Apartments (OCHA)</td>
<td>2919 W. Glenpark Dr., Appleton • 920-731-9781</td>
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<td>Golden Venture Apartments (Kaukauna Housing Authority)</td>
<td>125 W. 10th St., Kaukauna • 920-766-4772</td>
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<td>Greenfield Manor</td>
<td>825 E. Greenfield Dr., Little Chute • 920-687-0600</td>
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<td>Hallmark Place</td>
<td>425 W. Kennedy Ave., Kimberly • 920-687-9441</td>
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<td>Heritage (Winnebago County)</td>
<td>2600 Heritage Woods Dr., Appleton • 920-738-3000</td>
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<td>Hillside Apartments (OCHA)</td>
<td>526 W. Factory St., Seymour • 920-731-9781</td>
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<td>Holland Place Apartments</td>
<td>1640 Holland Rd., Appleton • 866-904-0435</td>
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<td>John Fischer Manor</td>
<td>330 E. First Ave., Appleton • 920-832-9355</td>
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<td>Lynddale Village</td>
<td>3761 N. White Hawk Dr., Appleton • 920-209-7368</td>
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<tr>
<td>Marion Heights (Waupaca County)</td>
<td>101 E. Beckert Rd., New London • 920-982-5354</td>
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<tr>
<td>New London Housing Authority (NLHA)</td>
<td>505 Division St., New London • 920-982-8509</td>
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<td>North Manor Apartments</td>
<td>421 N. Main St., Seymour • 920-835-5150</td>
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<td>Housing - Independent Living Apartments</td>
<td># of Apartments, Rooms, Duplexes</td>
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<td>Oaklawn Apartments (Waupaca County)</td>
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<td>Oneida Heights Apartments (AHA)</td>
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<td>Randall Court Apartments (OCHA)</td>
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<td>Ridgeview Highland Senior Apartments</td>
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<td>Riverwalk Place (AHA)</td>
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<td>SR Development Accessible Housing</td>
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<td>Touchmark on West Prospect (Winnebago County)</td>
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<td>Valley VNA Senior Services (Winnebago County)</td>
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<td>Villas of Combined Locks</td>
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<td>Windmill Manor</td>
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<td>Wolf River Terrace</td>
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<td>Woodridge Gardens (Multi-family units)</td>
<td>36</td>
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<td>Zion Place</td>
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### HOUSING - SKILLED NURSING FACILITIES (SNF)

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<th>Facility Name</th>
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<td>Anna John Nursing Home (Oneida Nation)</td>
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<td>W846 County Rd. EE, De Pere • 920-869-2797</td>
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<td>Appleton Health Care Center - The Bridges of Appleton</td>
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<tr>
<td>2915 N. Meade St., Appleton • 920-993-6800</td>
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<td>3300 W. Brewster St., Appleton • 920-832-5400</td>
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<td>125 Byrd Ave., Neenah • 920-725-2714</td>
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<td>Fox River Nursing and Rehabilitation Center</td>
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<td>601 Briarcliff Dr., Appleton • 920-739-4466</td>
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<td>Good Shepherd Home</td>
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<td>607 Bronson Rd., Seymour • 920-833-6856</td>
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<td>70 Green Tree Rd., Clintonville • 715-823-2194 (Waupaca County)</td>
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<td>1700 Midway Rd., Menasha • 920-739-0111</td>
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<td>1201 Garfield Ave., Little Chute • 920-788-5806</td>
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<td>2600 S. Heritage Woods Dr., Appleton • 920-738-3000</td>
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<td>1625 E. Main St., Clintonville • 715-823-3135</td>
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<td>325 E. Florida Ave., Appleton • 920-731-7310</td>
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<td>St. Joseph Residence (Waupaca County)</td>
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<td>St. Paul Elder Services</td>
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<td>316 E. 14th St., Kaukauna • 920-766-6020</td>
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<td>St. Paul Recovery Inn</td>
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<td>2105 E. Enterprise Ave., Appleton • 920-766-6020</td>
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<td>717 E. Alfred St., Weyauwega • 920-867-3121</td>
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<td>Wisconsin Veterans Home (Waupaca County)</td>
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<tr>
<td>N2665 County Road QQ, King • 888-458-5586</td>
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</tbody>
</table>

**OUTAGAMIE COUNTY COMMUNITY LIVING SPECIALIST** - Call the ADRC for Outagamie County Community Living Specialist assistance in helping nursing home residents, receiving long term care, to return to their home or an alternative living arrangement.  **See page 13**
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- Day Services
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- Outpatient Mental Health Services
- Nursing Home Care
- Personal Care
- Residential Care
- Self Directed Supports
- Supported Employment
- Supportive Home Care Services

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June 17, 2015
September 16, 2015
December 9, 2015

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Neville Public Museum
210 Museum Place
February 25, 2015
May 13, 2015
August 19, 2015
November 11, 2015

Oshkosh
FVTC Riverside Campus
150 N Campbell Rd
January 14, 2015
April 15, 2015
July 22, 2015
October 14, 2015

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