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**Outagamie County Aging & Disability Resource Center (ADRC)**  
Outagamie County Government Center  
320 S. Walnut St.  
Appleton, WI 54911  
866-739-2372 Toll Free  
920-832-5178  
7-1-1 TTY  
Fax: 920-832-2113  
Email: ADRC@outagamie.org  
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You may also access the 2020 Outagamie County Resource Directory online at [www.outagamie.org/ADRC](http://www.outagamie.org/ADRC).

If you are an advertiser interested in appearing in future directories, please contact the Buyers’ Guide Sales Department at 920-982-2511.
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Provides vital information on how to report abuse, neglect, etc.
920-832-4646 Crisis
800-719-4418 • 920-832-1688 TTY
See page 70

ELDER FINANCIAL EMPOWERMENT PROJECT
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Coalition of Wisconsin Aging Groups
6320 Monona Dr., Monona
800-488-2596 • cwag.org

END DOMESTIC ABUSE
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Wisconsin Coalition Against Domestic Violence
1245 E. Washington Ave., Madison
608-255-0539 • 608-255-3560 TTY
endabusewi.org

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920-832-1666 • 800-970-1171
harborhousewi.org

NATIONAL DOMESTIC VIOLENCE HOTLINE
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800-799-7233 • 800-787-3224 TTY
thehotline.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES CRISIS
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320 S. Walnut St., Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY
outagamie.org/crisis
See page 70

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

WISCONSIN COALITION AGAINST SEXUAL ASSAULT
Provides sexual assault victim advocacy.
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608-257-1516 • casa.org

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aandjmobility.com

ACCESSIBLE VEHICLE RENTAL
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800-596-4366
aandjmobility.com/wheelchair-van-rental

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arrow-lift.com

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cityofkaukauna.com

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920-865-7700
customkreationsinc.com

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epill.com

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justwalkers.com

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920-427-3236 Ramp Building
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dhs.wisconsin.gov/blind

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• 555 Country Club Rd., Green Bay
888-465-1515 • 920-490-0500
optionsil.com

ROLLX VANS
Provides van adaptations for wheelchair accessibility.
6591 Highway 13 W, Savage, MN
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TELECOMMUNICATIONS
EQUIPMENT PURCHASE
PROGRAM (TEPP)
Assists residents with disabilities to buy telephone equipment.
Public Service Commission
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608-231-3305 TTY • 888-816-3831
dhs.wisconsin.gov/odhh/tap.htm

THEDACARE AT HOME
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thedacare.org

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talkingbooks.wi.gov

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800-676-3777 • TTY/Voice
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• 555 Country Club Rd., Green Bay
888-465-1515 • 920-490-0500
optionsil.com
dhs.wisconsin.gov/disabilities/wistech/wisloan.htm
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CASA HISPANIA
Hispanic/Latino bilingual center
1800 Appleton Rd., Menasha
920-968-6880
casahispanawi.org

DEPARTMENT OF HEALTH AND HUMAN SERVICES – CLIENT RIGHTS OF WISCONSIN
Guides residents with mental health, developmentally disabled and substance abuse with grievances.
P.O. Box 7851, Madison
608-266-9369 • 888-701-1251 TTY
dhs.wisconsin.gov/clientrights

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

DISABILITY RIGHTS WISCONSIN (DRW) SSI MANAGED CARE EXTERNAL ADVOCACY PROJECT
Provides assistance to adult SSI and SSDI Medicaid recipients with medical, mental health or AODA services provided by their Medicaid HMO.
800-708-3034
disabilityrightswi.org

END DOMESTIC ABUSE
Offers domestic violence information, assistance and advocacy.
1245 E. Washington Ave., Madison
608-255-0539 • 608-255-3560 TTY
domabusewi.org/home

FAIR HOUSING CENTER OF NORTHEAST WISCONSIN
Offers housing assistance advocacy, counseling, education and referral.
4321 W. College Ave., Appleton
920-560-4620 • 877-647-3247
fairhousingwisconsin.com

FOX VALLEY ADVOCACY COALITION
Advocates for the rights and interests of disabled and older residents in the Fox Valley.
211 E. Franklin St., Appleton
920-731-9831 • soarfoxcities.com

FOX VALLEY ADVANCE CARE PLANNING PARTNERSHIP
Provides end of life education and advance care planning.
229 S. Morrison St., Appleton
920-997-8412 • fvacpp.org

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

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

HMONG AMERICAN PARTNERSHIP
Assists refugees with orientation, personal counseling and integration into American society.
2198 S. Memorial Dr., Appleton
920-593-4311 • hapfv.org

KATIE BECKETT PROGRAM
Advocates for children who have long term disabilities or complex medical needs.
• 1673 Dousman St., Green Bay (Calumet, Outagamie)
• 821 E. 1st Ave., Appleton (Waupaca, Winnebago)
920-593-4311 • 920-257-4702
dhs.wisconsin.gov/children/kbp

LEGISLATIVE HOTLINE
Provides legislative processes, bill histories and other information.
800-362-9472
docs.legis.wisconsin.gov

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

NATIONAL RESOURCE CENTER OF LBGT AGING
Provides lesbian, gay, bisexual and transgender (LBGT) older adult advocacy.
857-313-6590 • lgbtagingcenter.org

NON-PROFIT AFFORDABLE HOUSING BASED RENTAL SERVICES (NAHBR)
Provides health assessment, screening and support assistance to Outagamie County Housing Authority apartment tenants.
218 E. Randall St., Appleton
920-850-3797 • nahbrs.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
northeastregionalcenter.org

ONEIDA ELDER SERVICES
Provides advocacy and services for Oneida tribal elders.
2907 S. Overland Rd., Oneida
800-867-1551 • 920-869-2448
oneidanation.org
OPTIONS FOR INDEPENDENT LIVING
Empowers residents with disabilities providing advocacy, information, referral, peer support, assistive medical equipment, independent living skills, benefits counseling, training and community education.
• 2331 E. Lourdes Dr., Appleton
  920-997-9999 • 920-882-9309
• 555 Country Club Rd., Green Bay
  888-465-1515 • 920-490-0500
optionsil.com

PRADER-WILLI SYNDROME
Provides support, education and advocacy for residents with Prader-Willi Syndrome and their families.
P.O. Box 324, Menasha
  920-733-3077 • pwsaofwi.org

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

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

WISCONSINSibs
Provides education, advocacy and support to siblings of residents with disabilities.
211 E. Franklin St., Appleton
  920-968-1742 • wisconsibs.org

WISCONSIN DISABILITY BOARD
Provides statewide advocacy and public policy affecting people with disabilities.
101 E. Wilson St., Madison
  888-332-1677 • wi-bpdd.org

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

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

WISCONSIN FAMILY TIES
Offers training, advocacy and support to families of children with emotional, behavioral and mental challenges.
16 N. Carroll St., Madison
  800-422-7145 • 608-267-6888

WISCONSIN FIRST STEP HOTLINE
Provides information and referral to assist families and providers working with youth with special needs.
  800-642-7837 Hotline
  mch-hotlines.org/wisconsin-first-step

WISCONSIN PARKINSON ASSOCIATION
Offers advocacy, support and educational programs for residents with Parkinson disease and their families.
  16655 Bluemound Rd., Brookfield
  800-972-5455 • wiparkinson.org

ALCOHOL/ SUBSTANCE ABUSE

ACCS 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 63, 66

ASCENSION BEHAVIORAL HEALTH
Provides inpatient and outpatient alcohol and substance abuse programs and treatment.
1531 S. Madison St., Appleton
  920-730-4411 • ascension.org

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

ALCOHOLICS ANONYMOUS
Provides alcoholism support and information.
  920-731-3981 • 800-511-2504
  district02aa.org

CAS A CLARE
Offers support to women with substance abuse.
201 S. Glenridge Ct., Appleton
  920-731-3981 • 800-511-2504
  apricityrecovery.com

DIVISION OF MENTAL HEALTH AND SUBSTANCE ABUSE
Provides and manages mental health and substance abuse services.
  dhs.wisconsin.gov/partners-providers.htm

IRIS PLACE
Provides short term home as an alternative to hospital stays.
1213 S. Matthias St., Appleton
  920-815-3217
  namifoxvalley.org/iris
MOORING HOUSE
Offers substance abuse support to men.
607 W. 7th St., Appleton
920-739-3235 • 877-747-2253
mooringcasa.com

MULTI-LANGUAGE SUBSTANCE
ABUSE TREATMENT CENTER
Adapts substance abuse publications for non-English speaking residents.
877-726-4727 • samhsa.gov

NEW WELLNESS ASSOCIATES
Offers alcohol and substance abuse counseling.
1941 Lehrer Ln., Kaukauna
920-766-5040 • 800-369-6363

OUTAGAMIE COUNTY
DEPARTMENT OF HEALTH
AND HUMAN SERVICES –
MENTAL HEALTH
Offers outpatient therapy, psychiatric and substance abuse services and case management.
320 S. Walnut St., Appleton
920-832-5270
outagamie.org

OXFORD HOUSE
Offers support to women with substance abuse.
112, 226 N. Quincy St., Green Bay
920-432-0964 • 920-445-0475
oxfordhouse.org

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

WATERSHED TREATMENT
Provides detoxification, counseling, education and rehabilitation services.
855-620-8511 • 800-262-4886
866-539-3642 Helpline
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
wi-problemgamblers.org

COMMUNITY BENEFIT TREE
Helps plan Celebration of Support events to offset medical and living expenses.
2204 Crooks Ave., Ste. C, Kaukauna
920-422-1919
communitybenefittree.org

EAST CENTRAL INCOME
MAINTENANCE (IM)
PARTNERSHIP
Provides FoodShare, Medicaid, BadgerCare, Family Planning information and application assistance.
888-256-4563 • 800-362-3002
7-1-1 TTY • access.wi.gov
See page 62

FAMILYWIZE
Offers prescription drug program.
United Way Fox Cities
1455 Midway Rd., Menasha
920-954-7210 • familywize.org

HEALTH EDUCATION AND
ENROLLMENT CENTER
Provides Marketplace health insurance enrollment assistance.
2999 Spencer St., Appleton
920-882-6420 • 800-318-2596
855-889-4325 TTY
healthcare.gov
See page 62

INSURANCE COMMISSIONER
Provides state insurance law and enforcement information.
125 S. Webster St., Madison
800-236-8517 • 608-266-3585
oci.wi.gov/pages/consumershome.aspx

LONG TERM CARE
Offers long term care information and planning.
nia.nih.gov/health/topics/long-term-care

MEDICARE
Provides Medicare information.
Request free handbook.
800-633-4227 • medicare.gov
RATIONALE
The ADRC has example assistive technology devices to help maintain or improve the functional capabilities of residents with disabilities.
920-832-5178 • 866-739-2372
See pages 13, 63

SOCIAL SECURITY ADMINISTRATION
Assists with Social Security benefit information and application.
607 W. Northland Ave., Appleton
877-694-5495 • 920-739-6862
ssa.gov

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

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

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

BLIND/VISUALLY IMPAIRED INFORMATION LINK
• Learn to protect your eyes during sports.
preventblindness.org/sports-eye-safety
www.nei.nih.gov/sports
• Learn about braille.
afb.org/braillebug
• Visual impairment etiquette.
afb.org/info/friends-and-family/eit-quette/23

CENTER FOR BLIND/DEAF
Offers help and support to residents with visual or hearing loss.
8306 W. Lincoln Ave., West Allis
844-638-5800 • deaf-blind.org

CENTER FOR SIGHT AND HEARING
Offers help to residents with vision or hearing loss.
815-332-6800 • cshni.org

DIVISION FOR VOCATIONAL REHABILITATION
Provides counseling to improve employment for residents with disabilities.
800-442-3477
dwd.wisconsin.gov/dvr

EYECARE AMERICA REFERRAL
Provides online referral for eye exams and care.
877-887-6327
eyecareamerica.org

HADLEY SCHOOL FOR THE BLIND
Offers no cost learning courses to residents with vision loss.
800-323-4238 • hadley.edu/fe.asp

LARSEN-WINCHESTER LIONS
Provides eye exam, glasses and contacts for those unable to pay.
8348 County Road T, Larsen
920-427-3244 • 800-424-8666
e-clubhouse.org/sites/Larsen_winchester
LIGHTHOUSE FOR THE BLIND/ VISUALLY IMPAIRED
Provides comprehensive rehabilitation for blind and visually impaired residents.
800-422-0833 • lcvl.org

LIGHTHOUSE GUILD
Provides comprehensive rehabilitation for blind and visually impaired residents.
800-284-4422 • lighthouseguild.org

MISSION CATARACT USA
Offers free cataract surgery to residents unable to pay.
559-797-1629 • missioncataractus.org

NATIONAL EYE INSTITUTE
Provides eye condition and treatment information.
nei.nih.gov

NATIONAL FEDERATION OF THE BLIND
Provides resources and support to blind and visually impaired residents.
410-659-9314 • nfb.org

NFB-NEWSLINE NEWSPAPER BY PHONE
Provides 24 hour newspaper reading to callers from touch tone telephone, Internet or I-phone.
WISCONSIN REGIONAL LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED
813 W. Wells St., Milwaukee
866-504-7300 Information
nfbnewsline.org

OFFICE FOR THE BLIND AND VISUALLY IMPAIRED
Provides in home rehabilitation and teaching techniques to help residents adapt to vision loss.
2331 E. Lourdes Dr., Appleton
920-831-2090 • 888-879-0017
dhs.wisconsin.gov/blind

ONESIGHT: LENS CRAFTERS
Offers free eye exam and glasses to those with no insurance or the ability to pay.
888-935-4589 • onesight.org

PREVENT BLINDNESS WISCONSIN
Provides free services, vision risk assessment, effective treatment, education, information and vouchers for low income families.
414-765-0505
wisconsin.preventblindness.org

U.S. DEPARTMENT OF VETERANS AFFAIRS
Provides care and federal benefits to veterans who are blind and their dependents.
800-827-1000 • va.gov

VISION FORWARD ASSOCIATION
Offers evaluations, rehabilitation, housing, training, adaptive devices, support and social programs.
912 N. Hawley Rd., Milwaukee
855-878-6056 • vision-forward.org

VISIONAWARE
Provides self-help for vision loss.
visionaware.org

WISCONSIN CENTER FOR THE BLIND AND VISUALLY IMPAIRED
Offers education for visually impaired children and summer rehabilitation for adults with vision loss.
1700 W. State St., Janesville
800-832-9784 • wcblvi.k12.wi.us

WISCONSIN COUNCIL OF THE BLIND & VISUALLY IMPAIRED
Provides adaptive equipment, evaluations, referrals, rehabilitation, training, scholarships and canes.
754 Williamson St., Madison
800-783-5213 • wcblind.org

WISCONSIN LIONS CAMP
Provides outdoor opportunities for those with visual or hearing disabilities.
3834 County Road A, Rosholt
715-677-4969
wisconsinlionscamp.com

WISCONSIN TALKING BOOK AND BRAILLE LIBRARY
Provides recorded cassettes, Braille books and downloadable web files for visually impaired residents.
813 W. Wells St., Milwaukee
800-242-8822
dpi.wi.gov/talkingbooks

CAREGIVER SUPPORT/ EDUCATION

AARP CAREGIVING RESOURCE
Provides information on resources and programs for caregivers.
877-333-5885
aarp.org/caregiving

ADRC
Provides caregiver information, assistance and support.

The ADRC supports the Outagamie Caregiver Coalition in serving family caregivers. Offers Alzheimer’s Family Caregiver Support Program (AFCSP) funding for residents with Alzheimer’s disease or related dementia disorder.
920-832-5178 • 866-739-2372
See pages 13, 63

ALS ASSOCIATION
Provides information and support for both patient and family.
920-288-7095 • alsawi.org
ALZHEIMER'S ASSOCIATION
Provides resources for Alzheimer’s disease and related dementias.
800-272-3900 Helpline
alz.gov

AMERICAN PARKINSON DISEASE ASSOCIATION WISCONSIN
Provides a stipend to Parkinson patients for respite care services.
5900 Monona Drive, Suite 407, Madison
608-345-7938

ASK MEDICARE
Offers web-based Medicare information and resources to help with caregiving.
medicare.gov

CARE PATROL FOX CITIES
Provides no cost assistance in finding safe assisted, independent living and memory care communities.
920-968-7504 • carepatrol.com

CAREGIVERS ACTION NETWORK
Provides education, peer support and resources to family caregivers.
caregiveraction.org

CAREGIVER TELECONNECTION
Provides free telephone learning sessions with professional experts.
866-390-6491

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

COVEY CP RESPITE HOUSE
Offers Cerebral Palsy respite.
1930 Algoma Blvd., Oshkosh
920-424-4071 • 800-261-1895
cpmideastwis.com

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

ELDERCARE LOCATOR
Provides website and call center linking residents to agencies that serve residents over 60 and their caregivers.
800-677-1116 • eldercare.gov

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

FAMILY CAREGIVERS ROCK NONPROFIT
Making family caregiver wishes happen.
P.O. Box 2434, Appleton
familycaregiversrock.org

FAMILY CAREGIVER SUPPORT GROUP
Provides encouragement and support to caregivers.
Mosaic Family Health
229 S. Morrison St., Appleton
920-987-8407

FAMILY SUPPORT GROUP-NAMI
Provides support groups for families, caregivers, and loved ones, living with individuals with mental illness.
Nami Fox Valley
211 E. Franklin St., Appleton

FAITH-BASED FAMILY SUPPORT
First Congregational Church
724 E. South River St., Appleton
920-954-1550
namifoxvalley.org

FAMILY TO FAMILY EDUCATION
Provides education and support to families of those with mental illness.
NAMI Fox Valley
211 E. Franklin St., Appleton
920-954-1550 • namifoxvalley.org

FOX VALLEY MEMORY PROJECT
Provides caregiver education, individual consultation and support.
1800 Appleton Rd., Menasha
920-225-1711
foxvalleymemoryproject.org
See page 72

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

NATIONAL INSTITUTE ON AGING – ALZHEIMER’S CAREGIVING
Offers Alzheimer’s disease education and referral.
800-438-4380 • nia.nih.gov

OUTAGAMIE CAREGIVER COALITION
Provides a caregiver support network with educational resources.
920-460-9955
See page 82

RESPITE CARE ASSOCIATION OF WISCONSIN
Provides temporary relief through respite care for families and caregivers.
1835 E. Edgewood Dr., Appleton
608-222-2033
respitecarewi.org

ST. PAUL’S ELDER SERVICES HOFFMAN MEMORY CARE RESOURCE CENTER
Provides care partner support to those with loved ones dealing with memory disorders.
221 E. 13th St., Kaukauna
920-766-6020 ext. 186
stpaulelders.org

ST. PAUL VILLA CAREGIVER SUPPORT
Provides in home support and respite.
316 E. 14th St., Kaukauna
920-766-6020 • stpaulelders.org

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

See page 72
VA CAREGIVER SUPPORT COURSES
Offers free courses through the VA and PsychArmor Institute.
psycharmor.org/caregivers

VALLEY VNA SENIOR CARE
Offers caregiver programming and respite care.
1535 Lyon Dr., Neenah
920-727-5555 • valleyvna.org

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

WISCONSIN FAMILY CAREGIVER SUPPORT NETWORK
Offers caregiving information, support and resources.
866-843-9810 • 866-739-2372
wisconsincaregiver.org

WISCONSIN RESpite REGISTRY
Provides online matching service for families in need of respite care providers.
608-222-2033 • respitecarewi.org

CARE PLANNING/COORDINATION

ADRC
Assesses needs of residents over 17 1/2 years. Provides unbiased options long term care and enrollment counseling. Links residents to community resources.
920-832-5178 • 866-739-2372
See pages 13, 63

CLOTHING/HOUSEHOLD GOODS

CARING CONCEPTS
Provides online clothing and product ordering for older residents with disabilities.
2220 17th St., Monroe
800-769-7771

COMMUNITY CLOTHES CLOSET
Provides free clothing to those in need.
1465B Opportunity Way, Menasha
920-731-7834
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.
groups.freecycle.org/group/appletonwi/posts/all

GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN
Provides clothing and household goods. Donation and Retail locations listed below:
• 1800 Appleton Rd., Menasha
920-731-6605 • 800-482-0030
• N189 Stoney Brook Rd., Appleton
920-968-0820
• 4759 Michaels Dr., Appleton
920-731-6606
• 1341 W. Spencer St., Appleton
920-560-1234
goodwillncw.org

ST. VINCENT DE PAUL
Provides clothing and household goods.
1924 W. College Ave., Appleton
920-739-1679 • SVDPappleton.org

CONSUMER INFORMATION/PROTECTION

BETTER BUSINESS BUREAU OF NORTHEAST WISCONSIN
Provides support and information to consumers and businesses.
1047 N. Lynndale Dr., 1A, Appleton
920-734-4352 • 800-273-1002
bbb.org/wisconsin/accredited-business-directory
BETTER BUSINESS BUREAU
WISE GIVING GUIDE
Provides support and information to donors and charities.
3033 Wilson Blvd., Arlington, VA
give.org

BOARD ON AGING
AND LONG TERM CARE
OMBUDSMAN PROGRAM
Investigates and mediates issues in the treatment of older and disabled residents receiving long term care.
1402 Pankratz St., Madison
800-815-0015
800-242-1060 Medigap Helpline
longtermcare.wi.gov

CENTER FOR AUTO SAFETY
Provides consumer information on auto defects, problems and advice. Allows viewing and filing complaints.
autosafety.org

COIATION OF WISCONSIN
AGING GROUPS
Provides statewide collaboration of agencies committed to services for victims of identity theft.
6320 Monona Dr., Monona
800-488-2596 cwag.org

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

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

DEPARTMENT OF
HEALTH SERVICES
OFFICE OF QUALITY ASSURANCE
Provides home health care agencies, agency certification, state inspections and complaints against an agency.
800-642-6552 Hotline
dhs.wisconsin.gov/guide/complaints.htm

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

FRAUD WATCH NETWORK (AARP)
Provides resources for protection from fraud.
877-908-3360 Fraud Hotline
aarp.org/fraudwatchnetwork

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 • 800-377-4950 TTY oig.hhs.gov/fraud/report-fraud
• Federal Commission
877-438-4338 • 866-653-4261 TTY
ftc.gov/idtheft
See page 66

LIFELINE PHONE SERVICE
Offers free or discounted phones and service plans to low-income individuals.
lifelinesupport.org

MEDICATION DRUG DROP
Offers locations for unused medications.
• Appleton Police Department
222 S. Walnut St., Appleton
920-832-5500 • 920-832-5277
• Freedom Police Department
W2004 County Road S, Freedom
920-788-0902
• Grand Chute Police Department
1900 W. Grand Chute Blvd., Grand Chute
920-832-1575
• Hortonville Police Department
531 N. Nash St., Hortonville
920-779-6165
• New London Police Department
700 Shiocton St., New London
920-982-8505
• Outagamie County Sheriff
3033 Wilson Blvd., Appleton
920-832-5178 • 866-739-2372 • facebook.com/ADRCOutagamie

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

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

NEXTDOOR SOCIAL NETWORK
Offers private social network to get information out to neighborhoods.
extdoor.com
OUTAGAMIE COUNTY SOLID WASTE
Provides recycling and disposal service information.
1919 Holland Rd., Appleton
920-832-5277
recyclemoreoutagamie.org

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

REcYCLE THat STuFF
Provides recycling information.
121 N. Linwood Ave., Appleton
920-955-3760 • 877-677-4437
recyclethatstuff.com

SEnIOr MEDICARE PATROL
Provides information to prevent and report Healthcare Fraud.
888-818-2611
stopmedicarefraud.org

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

UNDErSTAnDING CYBERBULLYING IN COLLEGE
Provides a guide to disabled students on negative impacts of cyberbullying.
affordablecollegesonline.org/college-resource-center/cyberbullying-awareness

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

DEAF/HEArING IMPAIReD

ADRC
Provides information and assistance to deaf and hearing impaired residents.
The ADRC has example assistive technology devices used to help maintain or improve the functional capabilities of residents with disabilities.
920-832-5178 • 866-739-2372
711 TTY
See pages 13, 63

AMERICANS FOR BETTER HEARING FOUNDATION
Provides funding for co-pay on audipro hearing aides.
abhf.org

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
asha.org

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

CENTER FOR COMMUNICATION, HEARING AND DEAFNESS
Provides service and resources for people with hearing loss.
414-604-2200 • 414-604-7217 TTY
hearwi.org

DIAL 7-1-1
Provides telecommunication relay services for residents 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
wiscinrelay.com

HAViLAnD HEARING AiDS
Offers free testing, hearing aid cleaning, repair and ear wax removal.
In home visits by appointment.
1336 E. Wisconsin Ave., Appleton
920-333-1955 • 800-924-7804
havilandhearing.com

HEAr NOW PROGRAm
Provides hearing aid financial assistance.
Starkey Hearing Foundation
6700 Washington Ave. S
Eden Prairie, MN
800-328-8602
sotheworldmayhear.org

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

OFFICE FOR THE DEAF AND HARD OF HEARING
Provides state information and referral services for deaf, deaf blind, or hard of hearing residents.
200 N. Jefferson St., Green Bay
855-359-5252
dhs.wa.gov/altsa/office-deaf-and-hard-hearing
TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)
Provides financial assistance to residents in need of special telephone equipment.
Public Service Commission
P.O. Box 7854, Madison
608-231-3305
psc.wi.gov/pages/programs/TEPP.aspx

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

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

ALZHEIMER’S TELEPHONE CAREGIVER SUPPORT GROUP
Provides Alzheimer’s disease information, referral and support.
Greater Wisconsin Chapter, Fox Valley Regional Office
3313 S. Packerland Dr., De Pere
800-272-3900 24 Hr. Helpline
alz.org/gwwi

ALZPOSSIBLE
Offers caregivers webinar resource.
alzpossible.org/webinars/

CLEARVIEW BRAIN INJURY
198 County Road DF, Juneau
877-386-3400 • 920-386-3400

FOX VALLEY MEMORY PROJECT
Works to create an integrative, dementia-friendly community.
1800 Appleton Rd., Menasha
920-225-1711
• Memory Cafes and Outings
• Memory Loss Resource Center
• Memory Loss Assessment Center
• MindWorks
Provides peer support, cognitive and physical activities for participants with memory loss.
foxvalleymemoryproject.org
See page 72
• Resources for Enhancing Alzheimer’s

ADRC
Provides information, referral and financial support for Alzheimer’s and other related dementia. Offers Alzheimer’s Family Caregiver Support Program (AFCSP) funding for residents with Alzheimer’s disease or related dementia disorder.
920-832-5178 • 866-739-2372
See pages 67, 81

ALZHEIMER’S ASSOCIATION
Provides resources for Alzheimer’s disease and related dementias.
800-272-3900 Helpline
alz.org

GOOD SHEPHERD SERVICES
Provides Alzheimer’s caregiver support.
607 E. Bronson Rd., Seymour
920-833-6856
goodshepherdservices.org

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

MEMORY CARE CENTER
Provides an array of quality memory care resources and support services to individuals, couples and family affected by all types of memory loss.
• St. Paul Elder Services
Hoffman Memory Care Resource Center
221 E. 13th St., Kaukauna,
920-766-6020 ext. 186 or 188
• St. Paul Elder Services and Neuroscience Group.
1305 W. American Dr., Neenah
920-725-9373 • 920-766-6186
neurosciencegroup.com

N.E.W. CURATIVE REHABILITATION/BRAIN INJURY/NEUROLOGICAL PROGRAM
Provides information and rehab services to those recovering from brain injury.
2900 Curry Ln., Green Bay
920-468-1161 • 920-593-3535
newcurative.org

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

SILVER ALERT PROGRAM
Offers an alert system for missing residents over 60 years who have Alzheimer’s, dementia, etc.
wisconsincrimealert.gov

DEMENTIA/ MEMORY LOSS

ACTIVE MINDS COMMUNITY
Provides a social environment with hands-on sensory input experiences for those with memory loss issues. Provides respite for caregivers.
Thompson Center on Lourdes
2331 E. Lourdes, Appleton
920-422-1986
activemindscommunity.com

ADRC
Provides information, referral and financial support for Alzheimer’s and other related dementia. Offers Alzheimer’s Family Caregiver Support Program (AFCSP) funding for residents with Alzheimer’s disease or related dementia disorder.
920-832-5178 • 866-739-2372
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alz.org

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920-725-9373 • 920-766-6186
neurosciencegroup.com

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newcurative.org

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Provides brain injury rehabilitation.
1600 N. Chestnut Ave., Marshfield
715-384-2188

SILVER ALERT PROGRAM
Offers an alert system for missing residents over 60 years who have Alzheimer’s, dementia, etc.
wisconsincrimealert.gov
SPARK! PROGRAM
Offers art related projects to support those with memory disorders.
- St. Paul Elder Services
  Hoffman Memory Care Resource Center
  221 E. 13th St., Kaukauna
  920-766-6020 ext. 186
- The Trout Museum of Art
  111 W. College Ave., Appleton
  920-734-3226
  troutmuseum.org/education/spark
- Building for Kids Children’s Museum
  100 W. College Ave., Appleton
  920-734-3226
  buildingforkids.org/spark

THE MEADOWS AT TOUCHMARK GROUP
Provides support group to family caregivers affected by Alzheimer’s or other dementia.
2601 Touchmark Dr., Appleton
920-832-9100
touchmarkappleton.com

THIS CARING HOME
Offers best practices on home safety for dementia care and social networking.
thiscaringhome.org

DENTAL

AFFORDABLE DENTURES
Offers low cost denture options and payment plans.
800-336-8873
920-499-7159 Green Bay
affordabledentures.com

DEVELOPMENTAL DISABILITIES AND ORAL HEALTH
Provides oral health information to residents with developmental disabilities.
866-232-4528 • nidcr.nih.gov

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

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

NACO DENTAL DISCOUNT PROGRAM
Offers discounted dental service membership.
877-354-6226
mycountycares.com

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

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

WISCONSIN DENTAL ASSOCIATION (WDA)
Provides reduced rate dental clinic listings.
866-812-9840
wda.org/wda-foundation/donated-dental-services#application

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 residents with disabilities.
920-832-5178 • 866-739-2372
711 TTY
See pages 13, 63

ALS ASSOCIATION
Provides information and support for both patient and family.
920-288-7095 • alsawi.org

AMERICAN PARKINSON DISEASE
Provides Parkinson disease support and information.
608-345-7938
apdaparkinson.org/wisconsin

ATTENTION- DEFICIT/ HYPERACTIVITY DISORDER SUPPORT
Provides education, advocacy and support for residents with attention-deficit/hyperactivity disorder.
800-233-4050 • 920-735-1099
chadd.org

AUTISM EDUCATION
Provides autism education.
920-731-6044 By appointment.

BRAIN INJURY ALLIANCE
Provides brain injury advocacy, education, support and resources.
262-790-9660 • 608-206-6426
biaw.org

BRAIN INJURY RESOURCE CENTER
Offers assistance and resources to residents living with brain injury.
511 N. Grand Ave., Waukesha
262-770-4882 • bircofwi.org

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

CHILDRENS LONG TERM SUPPORT YOUTH TRANSITION
Provides planning transition from youth to adulthood information.
dhs.wisconsin.gov/clts/waiver/transition/index.htm
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Description</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVEY CEREBRAL PALSY</td>
<td>Provides services and programs to residents with cerebral palsy, physical and developmental disabilities and other behavioral challenges.</td>
<td>930 Algoma Blvd., Oshkosh 920-424-4071 • 800-261-1895 covey.org</td>
</tr>
<tr>
<td>CP FOX CITIES</td>
<td>Provides resources, referrals and limited funding to help individuals live as independently as possible.</td>
<td>1113 W. Kennedy Ave., Kimberly 920-337-1122 ext. 1314 wearecp.org</td>
</tr>
<tr>
<td>CREATIVE CONSULTANTS</td>
<td>Assists elderly and disabled residents to live independently.</td>
<td>920-450-7704</td>
</tr>
<tr>
<td>DISABILITY ADVOCATES</td>
<td>Supports legislative action affecting people with disabilities.</td>
<td>101 E. Wilson St., Madison 888-332-1677 • wi-bpdd.org</td>
</tr>
<tr>
<td>DISABILITY RIGHTS WISCONSIN</td>
<td>Assists disabled residents to access services through advocacy and legal expertise.</td>
<td>131 W. Wilson St., Madison 800-928-8778 888-758-6049 TTY/TEXT NET disabilityrightswi.org</td>
</tr>
<tr>
<td>DISABILITY.GOV</td>
<td>Offers resources to people with disabilities on how to apply for disability benefits, find a job, get health care or pay for accessible housing.</td>
<td>disability.gov</td>
</tr>
<tr>
<td>DOWN SYNDROME ASSOCIATION</td>
<td>Provides Down Syndrome education, information and support.</td>
<td>dsawfoxcities.org</td>
</tr>
<tr>
<td>EASTER SEALS CAMPS</td>
<td>Offers camps for children and adults with disabilities.</td>
<td>800-422-2324 eastersealswisconsin.com</td>
</tr>
<tr>
<td>EASTER SEALS DISABILITY HELPLINE</td>
<td>Offers assistance to residents with disabilities.</td>
<td>2331 E. Lourdes Dr., Appleton 920-832-0344 Help line eastersealswisconsin.com</td>
</tr>
<tr>
<td>EMPLOYMENT RESOURCES, INC</td>
<td>Provides employment and benefit counseling services to residents with disabilities.</td>
<td>608-246-3444 eri-wi.org</td>
</tr>
<tr>
<td>EXCEPTIONAL EQUESTRIANS</td>
<td>Offers equine-assisted therapy.</td>
<td>1130 Orlando Dr., De Pere 920-347-3174 exceptionalequestrians.org</td>
</tr>
<tr>
<td>FOX CITIES DOWN SYNDROME ASSOCIATION OF WISCONSIN</td>
<td>Provides support and education to residents with Down Syndrome.</td>
<td>211 E. Franklin St., Appleton 920-460-9494 • dsawfoxcities.org</td>
</tr>
<tr>
<td>FOX CITIES WORK FORCE DEVELOPMENT CENTER</td>
<td>Provides employment services and counseling to residents with disabilities.</td>
<td>1802 Appleton Rd., Menasha 920-997-3272 • 877-367-1105 dwd.wisconsin.gov/dvr/</td>
</tr>
<tr>
<td>FOX VALLEY AUTISM SOCIETY</td>
<td>Provides autism information and family support.</td>
<td>888-428-8476 autismfoxvalley.org</td>
</tr>
<tr>
<td>GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN</td>
<td>Provides employment assistance for people with disabilities.</td>
<td>1800 Appleton Rd., Menasha 920-731-6601 • 800-482-0030 920-731-6623 TDD goodwillncw.org</td>
</tr>
<tr>
<td>INNOVATIVE SERVICES</td>
<td>Provides self-directed and family centered support and services.</td>
<td>808 W. Wisconsin Ave., Appleton 920-830-2995 ext. 1002 445 S. Madison St., Green Bay 920-431-0962 • isiinc.org</td>
</tr>
<tr>
<td>KATIE BECKETT PROGRAM</td>
<td>Provides assistance to children with long term disabilities or complex medical needs.</td>
<td>821 E. 1st Ave., Ste. 3, Appleton 920-257-4702 dhs.wisconsin.gov/children/kbp</td>
</tr>
<tr>
<td>MOVIN' OUT</td>
<td>Links residents with disabilities to safe, affordable, integrated housing.</td>
<td>902 Royster Oaks Dr., Madison 877-861-6746 • movin-out.org</td>
</tr>
<tr>
<td>NATIONAL INSTITUTE OF NEUROLOGICAL DISORDERS AND STROKE (NINDS)</td>
<td>Provides traumatic brain injury information and resources.</td>
<td>ninds.nih.gov</td>
</tr>
<tr>
<td>NEW HOPE CENTER</td>
<td>Provides housing options, day services and vocational services for residents with developmental disabilities.</td>
<td>443 Manhattan St., Chilton 920-849-9351 • newhopeinc.org</td>
</tr>
</tbody>
</table>
OPTIONS FOR INDEPENDENT LIVING
Provides advocacy, training, referral, peer support, assistive/medical equipment, independent living skills, benefits counseling and education to residents with disabilities.
• 2331 E. Lourdes Dr., Appleton 920-882-9309 • 920-997-9999
• 555 Country Club Rd., Green Bay 888-465-1515 • 920-490-0500 optionsil.com

OUTAGAMIE COUNTY CHILDREN’S COMMUNITY OPTION PROGRAM
Provides assistance to families in caring for disabled children.
320 S. Walnut St., Appleton 920-832-5178

SOAR FOX CITIES
Provides education and support to residents with developmental disabilities.
211 E. Franklin St., Appleton 920-731-9831 • soarfoxcities.com

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

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

WHEELCHAIR GETAWAYS OF WISCONSIN GT MOBILITY
Provides accessible van rentals.
844 Ontario Rd., Green Bay 877-741-3713 • 920-491-8384

WISCONSIBS
Provides education, advocacy and support to siblings of people with disabilities.
211 E. Franklin St., Appleton 920-968-1742 • wisconsibs.org

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

WISCONSIN BUREAU OF CHILDREN’S SERVICES
Links parents of children with disabilities to long term support services.
608-266-8560 dhs.wisconsin.gov/long-term-care-support.htm

WISCONSIN DISABILITY BOARD
Provides statewide advocacy and public policy affecting people with disabilities.
101 E. Wilson St., Madison 888-332-1677 • wi-bpdd.org

WISCONSIN FAMILY ASSISTANCE CENTER FOR EDUCATION, TRAINING AND SUPPORT
Offers information, assistance, advocacy, workshops and groups for families of children with disabilities.
877-374-0511 • wifacets.org

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

WISCONSIN PARKINSON ASSOCIATION
Offers advocacy, support and educational programs for residents with Parkinson disease.
16655 W. Bluemound Rd., Brookfield 414-312-6990 • wi.parkinson.org

WISCONSIN TELEWORK LOAN PROGRAM
Provides loans to residents with disabilities to purchase computers and equipment needed to work from home or from other remote sites.
Options for Independent Living • 2331 E. Lourdes Dr., Appleton 920-997-9999 • 920-882-9309
• 555 Country Club Rd., Green Bay 888-465-1515 • 920-490-0500 optionsil.com

WISCONSIN TOURETTE SYNDROME ASSOCIATION
Provides resources and support to residents and families with Tourette Syndrome.
tourette.org/chapter/wi/

WISPACT
Provides trusts to safeguard the interests for residents with a disability.
608-268-6006 • wispact.org

EDUCATION
AARP DRIVER SAFETY PROGRAM
Provides driver safety courses.
800-350-7025 aarp.org/auto/driver-safety

AFFORDABLE COLLEGES ONLINE
Provides college resources for students with disabilities.
affordablecollegesonline.org/college-resource-center/resources-for-students-with-disabilities
CAP SERVICES – SKILLS ENHANCEMENT PROGRAM
Provides funding and supportive services for working, low income individuals to access the education needed to compete for jobs.
821 E. First Ave., Appleton
920-968-6365 • capservices.org

CELEBRATE DIVERSITY
FOX CITIES
Educates, promotes and celebrates diversity.
1800 Appleton Rd., Menasha
920-968-6328 • celebratediversityfoxcities.com

EDGECWOOD COLLEGE – CUTTING EDGE PROGRAM
Provides individualized approach to college education for students with intellectual developmental disabilities.
1000 Edgewood College Dr., Madison
edgewood.edu

FOX CITIES WORK FORCE DEVELOPMENT CENTER
Provides educational guidance, computer classes and tutorials to residents with disabilities.
1802 Appleton Rd., Menasha
920-997-3272 • 877-367-1105
dwd.wisconsin.gov/dvr/

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

FOX VALLEY TECHNICAL COLLEGE (FVTC)
Offers associate degree, vocational diploma programs plus career counseling.
1825 N. Blumound Dr., Appleton
920-735-5600 • fvtc.edu

OUTAGAMIE COUNTY MUSEUMS
Offers educational programs, exhibits and tours.
• Appleton Historical Society Museum/Resource Center
  128 N. Durkee St., Appleton
  920-540-3699
• Historical Society/History Museum at the Castle
  330 E. College Ave., Appleton
  920-735-9370

PEER-TO-PEER
8-week educational course offered in spring season for any adult living with mental illness.
NAMI-Fox Valley
211 E. Franklin St., Appleton
920-954-1550
namifoxvalley.org

REAP-RECOVERY, EDUCATION, AND ADVOCACY PROGRAM
5-week educational course related to mental health and wellness.
Summer REAP
1213 S. Matthias St., Appleton
Spring REAP
NAMI-Fox Valley
211 E. Franklin St., Appleton
920-954-1550
namifoxvalley.org

ROADSCHOLAR
Provides educational adventures for residents over 40 years.
800-454-5768
roadscholar.org

SENIOR COMPUTER USERS
Offers computer training for residents over 50 years of age.
Bordini Center (FVTC)
5 N. Systems Dr., Appleton
800-735-3882 ext. 3882
fvtc.edu/seniorweb

THINK COLLEGE
Promotes opportunities for college level students with cognitive disabilities.
thinkcollege.net

THRIVE CAREER ACADEMY
Provides training and education opportunities for a diverse population to operate independently in the community.
UW Fox Valley
• 1478 Midway Rd., Menasha
• 2730 N. Roemer Rd., Appleton
920-570-2969 • 920-749-5859
vpind.com

UNIVERSITY OF WISCONSIN EXTENSION
Provides educational opportunities to low income families, residents with disabilities, etc.
3365 W. Brewster St., Appleton
920-832-2600 • uwex.edu

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

UNIVERSITY OF WISCONSIN OSHKOSH (UW-O)
Provides Learning in Retirement and lifetime learning opportunities.
800 Algoma Blvd., Oshkosh
920-424-0875 • uwosh.edu/lir
800-633-1442 • uwosh.edu/oce

EMERGENCY SHELTERS AND SERVICES

AMERICAN RED CROSS
Provides disaster relief, military support, blood donations, etc.
515 S. Washburn St., Oshkosh
800-236-8680
redcross.org/wisconsin

CALL 4HOPE
Provides emergency help if someone is suffering from an overdose or drug reaction.
Dial 9-1-1
COMMUNITY OUTREACH
TEMPORARY SERVICES (COTS)
Provides transitional housing for the homeless.
920-734-3609 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
appletoncots.org

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

FATHER CARR’S
HOMELESS CENTER
Provides shelter to those in need of a temporary residence.
1062 N. Koeller St., Oshkosh 920-231-2378 • fathercarrs.org

FOX VALLEY EMERGENCY
ASSISTANCE FUND
Provides one time grants to qualifying individuals for emergency assistance. 920-702-7611 cffoxvalley.org

HARBOR HOUSE
DOMESTIC ABUSE
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 harborthouse.wi.org

LEAVEN
Provides emergency financial assistance with housing, utilities, transportation and other related emergencies:
• Leaven Fox Cities
  1475 Opportunity Way, Menasha 920-738-9635 (24/7 Emergencies)
• St. Peter and Paul Catholic Church
  105 N. Olk St., Hortonville 920-779-0166
• Community 2000
  1002 Main St., Seymour 920-833-0277 leavenfoxcities.org

OUTAGAMIE COUNTY
DEPARTMENT OF HEALTH AND
HUMAN SERVICES - CRISIS
Provides 24 hour emergency crisis evaluation and counseling.
320 S. Walnut St., Appleton 920-832-4636 • 800-719-4418
920-832-1688 TTY outagamie.org/crisis preventsuicidewi.org
See page 70

PILLARS RESOURCE CENTER
Provides homeless and housing-related resources and services.
129 S. Mason St., Appleton 920-734-9192
• Pillars Adult Shelter
  Provides a safe evening shelter for the homeless.
  1928 W. College Ave., Appleton 920-734-9192
• Pillars Adult and Family Shelter
  400 N. Division St., Appleton 920-734-9192 pillarsinc.org

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

PROJECT HOME OF
SALVATION ARMY
Provides transitional housing.
105 S. Badger Ave., Appleton 920-734-3324 • safoxcities.org

READY
Provides an emergency preparedness guide.
ready.gov

SALVATION ARMY
Provides shelter, food and clothing vouchers, counseling and access to legal aid, etc.
130 E. North St., Appleton 920-734-3324 • safoxcities.org

SEXUAL ASSAULT
CRISIS CENTER
Offers 24 hour crisis counseling.
17 Park Place, Suite 400, Appleton 920-733-8119 • 800-722-7797 sacc-foxcities.org

SILVER ALERT PROGRAM
Offers alert system for missing residents over 60 years who are believed to have Alzheimer’s, dementia, etc.
wisconsincrimealert.gov

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

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

EMPLOYMENT
ASSISTANCE

WORK-N-WHEELS PROGRAM
Provides interest free auto loans to adults needing transportation to work.
821 E. First Ave., Appleton 920-209-1384 • capservices.org

ADRC • OUTAGAMIE COUNTY • 920-832-5178 • 866-739-2372 •
CLARITY CARE EMPLOYMENT
Provides community employment services.
855-224-7487 • claritycare.org

CREATIVE CONSULTANTS
Assists elderly and disabled residents through job coaching.
920-450-7704

DISABILITY COUNCIL SUPPORT
Promotes resources to improve employment opportunities for people with disabilities.
608-266-9354
pdcouncil.state.wi.us

DISABILITY RIGHTS WISCONSIN
Provides statewide advocacy resource for residents with disability issues.
131 W. Wilson St., Suite 700, Madison
800-928-8778
888-758-6049 TTY/TEXT
disabilityrightswi.org

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

FOODSHARE EMPLOYMENT AND TRAINING PROGRAM
Offers employment training program to support FoodShare recipients.
1050 Midway Rd., Menasha
920-886-7118
dhs.wisconsin.gov/foodshare/fset.htm

FOX CITIES WORK FORCE DEVELOPMENT CENTER
Provides vocational guidance, training and job seeking assistance for residents with disabilities.
1802 Appleton Rd., Menasha
920-997-3272 • 877-367-1105
dwd.wisconsin.gov/dvrc

GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN
Helps residents with disabilities in need of employment.
1800 Appleton Rd., Menasha
920-731-6601 • goodwillncw.org

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

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

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

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

SENIOR SERVICE PROGRAM
Matches residents over 55 years in obtaining employment.
920-593-3535
curativeconnections.org

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

THRIVE CAREER ACADEMY
Provides training and education opportunities for a diverse population to operate independently in the community.
UW Fox Valley
• 1478 Midway Rd., Menasha
• 2730 N. Roemer Rd., Appleton
920-570-2969 • 920-749-5859
vpind.com

TICKET TO WORK PROGRAM
Supports workers with disabilities to maintain long term employment.
Employment Resources, Inc.
866-968-7842 • choosework.net

TODD STEVEN & ASSOCIATES
Assists residents with disabilities in defining their employment goals.
1244 Midway Rd., Ste. C, Menasha
920-232-3649 • 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 • vpind.com

WISCONSIN SENIOR EMPLOYMENT (WISE)
Offers employment assistance to unemployed, low income residents over 55. Assist to upgrade and teach new skills.
Greater Wisconsin Agency on Aging Resources (GWAAR)
920-469-8858 • 920-720-5600
gwaar.org

WISCONSIN JOB CENTER
Provides employment support and information.
Fox Cities Workforce Development Center
1802 Appleton Rd., Menasha
920-997-3272 • 888-258-9966
wisconsinjobcenter.org
WORK INCENTIVE BENEFITS COUNSELING
Provides assistance to individuals with disabilities to move off public benefits as they earn wages.
2701 International Ln., Madison
855-401-8549 • eri-wi.org

YOUTH IN TRANSITION – YOU CAN WORK
Provides Wisconsin DHS Bureau of Long Term Support resources.
dhs.wisconsin.gov/clts/waiver/transi- tion/youcanwork.htm

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 page 13, 63, 69

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

COMMUNITY AWARENESS INITIATIVE
Offers representative payee and financial mentoring.
P.O. Box 834, Appleton
920-422-7372 • cai-network.org

COMMUNITY BENEFIT TREE
Helps plan Celebration of Support events to offset medical and living expenses.
2204 Crooks Ave., Ste. C, Kaukauna
920-422-1919 communitybenefittree.org

EAST CENTRAL INCOME MAINTENANCE PARTNERSHIP
Provides enrollment services and manages benefits for FoodShare, Medicaid, BadgerCare, Family Planning Services and Caretaker Supplement programs.
888-256-4563 • access.wi.gov See page 62

ELDER EMPOWERMENT FINANCIAL PROJECT
Provides assistance for financial exploitation.
800-488-2596 cwagwisconsin.org

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 fisc-cccs.org

HEAR NOW
Provides financial assistance and services to hearing impaired residents.
800-328-8602 starkeyhearingfoundation.org/Hear-Now

HOME ACCESSIBILITY ASSISTANCE LOAN PROGRAM
Provides renovation financing options to low income residents with disabilities.
• 2331 E. Lourdes Dr., Appleton
920-997-9999 • 920-882-9309
• 555 Country Club Rd., Green Bay
888-465-1515 • 920-490-0500 optionsil.com

HOMEBUYER PROGRAM
Enables low income families to own a home.
Appleton Housing Authority
920-739-6811 ext. 111 appletonhousing.org

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

LEAVEN
Provides short term emergency financial assistance.
• 1475 Opportunity Way, Menasha
920-738-9635
• St. Peter and Paul Church
105 N. Olk St., Hortonville
920-779-0166
• Community 2000
1002 Main St., Seymour
920-833-0277 leavenfoxcities.org

OUTAGAMIE COUNTY CHILDREN’S LONG TERM SUPPORT WAIVER (CLTS)
Provides funding to children with various disabilities.
320 S. Walnut St., Appleton
920-832-5178 outagamie.org

OUTAGAMIE COUNTY CHILDREN’S COMMUNITY OPTIONS PROGRAM (CCOP)
320 S. Walnut St., Appleton
920-832-5178 outagamie.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES – ECONOMIC SUPPORT
Provides financial assistance to Outagamie County residents.
320 S. Walnut St., Appleton
920-832-5168 • 920-832-1688 TTY outagamie.org
OUTAGAMIE COUNTY ENERGY ASSISTANCE
Provides energy assistance to Outagamie County residents.
420 E. Longview Dr., Appleton
920-735-0010 • 866-432-8947
800-506-5596 Appointment
homeenergyplus.wi.gov
See page 66

PAYMENT PARTNER
Offers representative payee services and FISC Bill Pay program.
Goodwill Industries
1800 Appleton Rd., Menasha
920-968-6984 • 920-968-6577 Fax
goodwillncw.org/programs/financial/paymentpartner

PENSION HELP
Provides pension assistance.
888-420-6550 • pensionrights.org

PILLARS, INC
Provides affordable rental housing to lower income families.
605 E. Hancock St., Appleton
920-734-9192 • pillarsinc.org

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

RURAL HOUSING
Provides financial assistance for housing expenses and costs.
888-400-5974 • wisconsinruralhousing.org

SAFELINK WIRELESS PROGRAM
Provides phone and minutes.
800-723-3546 • 800-378-1684
safelinkwireless.com

SALVATION ARMY FOX CITIES
Provides shelter, food and clothing vouchers, counseling and access to legal aid, etc.
130 E. North St., Appleton
920-734-3324 • safoxcities.org

TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)
Provides financial assistance to residents with disabilities to buy specialized telephone equipment.
Public Service Commission
800-251-8345 TTY Madison
608-231-3305 Voice
psc.wi.gov/consumerinfo/assistancePrograms/tepp/tepp-ind.htm

TOMORROW’S HOME FOUNDATION
Assists people with disabilities purchase or rehabilitate a home.
Provides emergency assistance grants.
608-255-1088 • tomorrowshomefoundation.org

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

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

WISCONSIN LIFELINE
Offers phone bill assistance.
Public Service Commission of WI.
888-816-3831 • psc.wi.gov/Pages/Programs/LifeLine-Linkup.aspx

WISCONSIN LIONS HEARING AID PROJECT
Provides hearing instruments for residents who cannot afford them.
877-463-6953 • wlf.info

WISCONSIN TELEWORK LOAN PROGRAM
Offers loans to residents with disabilities to purchase computers and equipment needed to work.
Options for Independent Living, Inc.
• 2331 E. Lourdes Dr., Appleton
920-997-9999 • 920-882-9309
• 555 Country Club Rd., Green Bay
888-465-1515 • optionsil.com

WISPACT
Provides trusts for residents with a disability to safeguard their public interests.
226 Corporate Dr., Madison
608-268-6006 • wispact.org

ACADEMY OF NUTRITION
Offers nutrition information and healthy diets for seniors.
eatright.org/for-seniors

ADRC - OUTAGAMIE COUNTY NUTRITION PROGRAM
Provides Congregate and Home Delivered meal service in Outagamie County.
920-832-5178
See pages 13, 84

CALUMET COUNTY NUTRITION PROGRAM
Provides Congregate and Home Delivered meal service
920-849-1451

CHOOSEMYPLATE.GOV
Provides food group and physical activity information.
choosemyplate.gov
**FOX VALLEY CHRISTIAN FELLOWSHIP**
Distributes food to those in need.
1200 W. Kimberly Ave., Kimberly
920-991-1117

**GOOGLE.COM/EXPRESS**
Provides web shopping from local stores. Items delivered to home.
google.com/express

**GRUBHUB**
Order food online from local restaurants delivered to your home.
grubhub.com

**HOME STYLE DIRECT**
Provides home delivered meals.
866-735-0921
homestyledirect.com

**INSTACART**
Provides in-home grocery delivery.
888-246-7822
instacart.com

**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. 212

**LOAVES AND FISHES**
Provides Monday, Wednesday and Friday evening meals.
St. Therese Activity Center
213 E. Wisconsin Ave., Appleton
920-205-6900
loavesandfishesfv.org

**LOCAL ROOTS**
Provides chef services with home meal preparations.
localrootswi.com

**MIDWEST MEALS**
Provides meal delivery service.
715-598-7733
midwestmeals.com

**MOM’S MEALS**
Provides Home Delivered meals with special diet options.
877-508-6667 • momsmeals.com

**NUTRITION.GOV**
Provides information on nutrition, healthy eating, physical activity and food safety.
nutrition.gov

**ONEIDA ELDER SERVICES**
Provides Congregate and Home Delivered meal service on Oneida reservation.
800-867-1551 • oneidanation.org

**PERSONAL TRAINER FOOD**
Provides Home Delivered meals.
800-273-1686

**RICO’S OUTREACH MEALS ON WHEELS**
Provides Home Delivered meal service in the Freedom area.
920-766-2908

**RIVERVIEW GARDENS/NEIGHBORHOOD MARKETS**
Offers opportunity to grow and sell fresh produce.
1101 S. Oneida St., Appleton
920-733-2354
riverviewgardens.org/gardens

**SALVATION ARMY**
Provides daily lunch program.
130 E. North St., Appleton
920-734-3324
safoxcities.org/fox_cities/noon_feeding

**UBER EATS**
Order food with uber eats phone app, delivered to home.
Download application from google play store or iphone.

**USDA MEAT/POULTRY HOTLINE**
Provides meat, poultry or egg product information.
888-674-6854 Hotline
fsis.usda.gov

**UW-EXTENSION**
Provides nutrition and healthy eating recommendations.
920-832-5121
outagamie.uwex.edu

**WAUPACA COUNTY NUTRITION PROGRAM**
Provides Congregate and Home Delivered meal service.
715-258-6400

**FOOD PANTRIES**

**CHRISTIAN FOOD PANTRY**
Distributes food Monday and Friday.
St. John’s Resource Center
209 S. Pearl St., New London
920-982-0970 • 920-538-0993
centerforinnerpeace.com

**COMMUNITY 2000 - SEYMOUR**
Provides Seymour and Shiocton School District emergency food.
1002 S. Main St., Seymour
920-833-0277

**CORNERSTONE CHURCH FOX VALLEY - MENASHA**
Distributes 1st Saturday food.
357 Broad St., Menasha
920-725-7252
cornerstonechurchfv.org

**DOUBLE PORTION - MENASHA**
Distributes food to those in need.
St. Thomas Episcopal Church
226 Washington St., Menasha
920-725-5601
doubleportionsoupkitchen.com

**FREEDOM CENTER FOOD PANTRY - APPLETON**
Distributes food on Wednesday to those in need.
1110 S. Oneida St., Appleton
920-412-7582
freedom-from-hunger.org

**FREEDOM FOOD PANTRY**
Distributes food to those in need.
N4352 State Hwy 55, Freedom
920-740-2753
HEART OF THE VALLEY FOOD PANTRY - KIMBERLY
Distributes food to those in need.
1200 W. Kimberly Ave., Kimberly
920-991-1117

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

LOAVES AND FISHES FOOD PANTRY - KAU/ LC
Distributes groceries Tuesdays to needy in Kaukauna and Little Chute.
2001 E Main St., Little Chute
920-766-9131
holycrosskaukauna.org

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- GREENVILLE
Offers groceries on a donation basis.
N1615 Meadowview Dr., Greenville
920-540-0386 • 920-422-0534
shepherdhills.org/rubys-pantry.html

ST. JOHN’S FOOD PANTRY – LITTLE CHUTE
Distributes food to those in need.
323 Pine St., Little Chute
920-740-8506

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

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

SEYMOUR FOOD PANTRY
Distributes food every other Tuesday to those in need.
Seymour Municipal Building
328 N. Main St., Seymour
920-833-7347

STOREHOUSE FOOD PANTRY
Distributes food to those in need.
Apostolic Truth Church
2720 N. Kesting Ct., Appleton
920-738-7800

FOOT CARE
MY RN, LLC
Provides in-home and clinic foot and nail care.
Thompson Center on Lourdes
2331 E. Lourdes Dr., Appleton
920-939-3088
thompsoncenteronlourdes.org

IN-HOME FOOT/NAIL CARE
Provides certified foot and nail care including diabetics.
1960 Marathon Ave., Neenah
920-840-3521

LOTUS FOOT CARE, LLC
Provides in-home foot and nail care to seniors.
1608 Bluebird Ct., Neenah
920-637-0754

ST. PAUL ELDER SERVICES FOOT/NAIL CARE
Provides foot and nail care clinic.
316 E. 14th St., Kaukauna
920-766-6020 ext. 188
stpaulelders.org

VALLEY VNA FOOT CARE
Provides in home and clinic foot and nail care.
1535 Lyon Dr., Neenah
920-727-5555 Appointment
920-538-2974 New London
valleyvna.org/communityprograms

GOVERNMENT SERVICES
BOARD ON AGING AND LONG TERM CARE- OMBUDSMAN
Investigates and mediates issues in the treatment of older and residents 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
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
800-924-3570 • dot.state.wi.us

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

INSURANCE COMMISSIONER
Provides Wisconsin insurance policy information. Regulates and enforces Wisconsin insurance laws.
800-236-8517
oci.wi.gov/oci_home.htm

INTERNAL REVENUE SERVICE
Provides federal income tax information.
1901B E. Capitol Dr., Appleton
800-829-1040 • 920-996-4860
irs.gov

OUTAGAMIE COUNTY CLERK
Issues marriage licenses. Provides county maps and plat books. Serves as permanent record keeper for Outagamie County.
320 S. Walnut St., Appleton
920-832-5077 • outagamie.org
OUTAGAMIE COUNTY
CLERK OF COURTS
Manages court files, collects fines and filing court actions. Processes record searches, petitions for occupational driver license and passport applications. Manages jury processes and coordinates court calendars.
320 S. Walnut St., Appleton
920-832-5131 • outagamie.org

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

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

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

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

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

SOCIAL SECURITY
ADMINISTRATION (SSA)
Assists with Social Security benefit information and application.
607 W. Northland Ave., Appleton
877-694-5495 • ssa.gov

U.S. CITIZENSHIP AND
IMMIGRATION SERVICES
Provides federal immigration information.
800-375-5283
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 residents with disabilities.
1 W. Wilson St., Madison
800-947-3529 TTY
dhs.wisconsin.gov/long-term-care-support.htm

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

WISCONSIN STATE LEGISLATURE
Provides information on law and legislation.
legis.wisconsin.gov

GUARDIANSHIP

ADRC
Provides guardianship information and assistance.
920-832-5178
See pages 13, 63, 73

OUTAGAMIE COUNTY
GUARDIAN ASSISTANCE
Provides information and training on the role of a guardian.
2331 E. Lourdes Dr., Appleton
920-572-6313
outagamie.org/index.aspx?
See page 73

WI GUARDIANSHIP
SUPPORT CENTER
Provides guardianship, protective placement, advance directives, etc. information and assistance.
855-409-9410 • gwaar.org

HEALTH SERVICES

AIDS RESOURCE CENTER
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
arcw.org

AIDS.ORG
Offers website with Aids information.
aids.org

ALL ABOUT YOU
Provides mastectomy supplies.
1045 N. Lynndale Dr., Ste., 1B, Appleton
920-730-0909
nowallaboutyou.com

ALS ASSOCIATION
Provides information and health services for both patient and family.
920-288-7095 • alsawi.org

AMERICAN CANCER SOCIETY
Provides cancer education.
2100 Riverside Dr., Green Bay
920-338-1541 • 800-227-2345
cancer.org

AMERICAN DIABETES
ASSOCIATION
Provides diabetes education.
800-342-2383 • diabetes.org

GUARDIANSHIP
ADRC
Provides guardianship information and assistance.
920-832-5178
See pages 13, 63, 73

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2100 Riverside Dr., Green Bay
920-338-1541 • 800-227-2345
cancer.org

AMERICAN DIABETES
ASSOCIATION
Provides diabetes education.
800-342-2383 • diabetes.org
AMERICAN HEART ASSOCIATION
Provides education on heart disease.
800-242-8721 • americanheart.org

AMERICAN RED CROSS
NORTHEAST
Provides health and safety training.
515 S. Washburn St., Ste. 201, Oshkosh
800-236-8680
redcross.org/wisconsin

APPLETON PUBLIC HEALTH
Provides health education and clinics within the City of Appleton.
100 N. Appleton St., Appleton
920-832-6429 • appleton.org

AQUATIC ARTHRITIS
EXERCISE PROGRAM
Provides water exercise program.
Seymour High School
10 Circle Dr., Seymour
920-833-9704 • gssltd.org

ARTHRITIS FOUNDATION
Provides arthritis education.
800-283-7800 • 844-571-4357
arthritis.org

CHILDREN AND YOUTH WITH SPECIAL HEALTH CARE NEEDS
Provides information, referral and family support for special needs children.
325 Commercial St., Neenah
877-568-5205 • 920-969-5325
northeastregionalcenter.org

CONSUMER REPORTS
Provides healthy living news.
consumerreports.org/health

HEALTHY BOWELS, HEALTH BLADDER
Free educational website to promote bowel and bladder health.
healthybowelandbladder.org

HOPE CLINIC & CARE CENTER
Provides free medical care to the uninsured and under-insured.
1814 Appleton Rd., Menasha
920-931-1150 • hopeclinic.care

MESOTHELIOMA PROGNOSIS
Provides mesothelioma assistance.
877-367-6376
mesotheliomaweb.org

MESOTHELIOMA PROGNOSIS NETWORK
Provides mesothelioma treatment options, support and resources.
888-797-2649
mesotheliomaprognosis.com

NATIONAL ALLIANCE FOR HISPANIC HEALTH
Provides health information and referral.
866-783-2645 • 202-387-5000
www.healthyamericas.org

NATIONAL APHASIA ASSOCIATION
Provides aphasia education.
aphasia.org

NATIONAL DIABETES HEALTHSENSE
Provides diabetes education.
niddk.nih.gov

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

OFFICE OF MINORITY HEALTH
Provides health information and referral.
800-444-6472
www.minorityhealth.hhs.gov

ONEIDA COMMUNITY HEALTH CENTER
Provides health services for Oneida tribal members.
525 Airport Rd., Oneida
920-869-2711 • 866-869-2711
oneidanation.org

PLANNED PARENTHOOD
Provides education and services for sexual and reproductive health care.
508 W. Wisconsin Ave., Appleton
920-731-6304
plannedparenthood.org

PLEURAL MESOTHELIOMA CENTER
Provides Pleural Mesothelioma symptom and treatment information.
855-827-6014 • 877-789-5494
pleuralmesothelioma.com

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.
320 S. Walnut St., Appleton
920-832-5100 • outagamie.org

NON-PROFIT AFFORDABLE HOUSING BASED RENTAL SERVICES (NAHBRs)
Provides health assessment, screening and support assistance to Outagamie County Housing Authority apartment tenants.
218 E. Randall St., Appleton
920-734-5596 ext. 102
nahbrs.org

PARTNERSHIP COMMUNITY HEALTH CENTER
Provides medical, behavioral and dental health care to low income residents. Offers insurance education and enrollment assistance.
• 5471 Waterford Ln., Appleton
  920-731-7445 Medical/Behavioral
• 5337 W. Grande Market Dr., Appleton
  920-731-7445 Dental
• 2999 W. Spencer St., Appleton
  920-882-6420 Enrollment
partnershipchc.org

PLANNED PARENTHOOD
Provides education and services for sexual and reproductive health care.
508 W. Wisconsin Ave., Appleton
920-731-6304
plannedparenthood.org

PLEURAL MESOTHELIOMA CENTER
Provides Pleural Mesothelioma symptom and treatment information.
855-827-6014 • 877-789-5494
pleuralmesothelioma.com
POISON CENTER HOTLINE
Provides 24 hour poison information.
800-222-1222 • aapcc.org

RADON NATIONAL SAFETY COUNCIL
Provides radon safety help.
800-557-2366 • sosradon.org

RURAL HEALTH INITIATIVE
Provides health screening, farm/home safety assessments, information and education to rural farm families.
715-524-1488
wiruralhealth.org

ASCENSION- ST. ELIZABETH CANCER CENTER
Provides cancer information and support.
1506 S. Oneida St., Appleton
920-831-8900

THEDACARE REGIONAL CANCER CENTER
Provides cancer information and support.
2500 E. Capitol Dr., Appleton
920-364-3600

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

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

YMCA OF THE FOX CITIES
Offers health screenings, water arthritis therapy and other wellness programs.
• 218 E. Lawrence St., Appleton
  920-739-6135
• 2851 E. Apple Creek Rd., Appleton
  920-733-9622
• W6931 School Rd., Greenville
  920-757-9820
• 225 W. Kennedy Ave., Kimberly
  920-830-5700
ymcafoxcities.org

HOME CARE SERVICES – MEDICAL CHART
See pages 90-91

HOME CARE SERVICES – NON MEDICAL CHART
See pages 92-94

HOME EMERGENCY/RESPONSE SYSTEMS

ADRC
Provides File of Life medical and personal information packets for use by emergency, medical personnel.
920-832-5178 • 866-739-2372
outagamie.org/ADRC
yourADRCresource.org

ADVANCED SECURITY SOLUTIONS
888-860-8098
lifeassistusa.medical-alarm-system.com

DO-NOT-RESUSCITATE (DNR)
DNR bracelet. Obtain order forms from a physician.
608-266-1568
dhs.wisconsin.gov/forms/f4/f44763.pdf

FAMILY FIRST MEDICAL ALARMS
800-504-1756
familyfirstmedicalalarms.com

LIFE ALERT
800-852-3081
lifealert.com

MISSING SENIOR NETWORK-HOME INSTEAD
920-234-8372
missingseniornetwork.com

PHILIPS LIFELINE
855-681-5351
lifeline.philips.com

ST. PAUL ELDER SERVICES
920-766-6020
stpaulelders.org

HOME MAINTENANCE/IMPROVEMENT/MOVING

ACTION ORGANIZING SERVICES
Offers support in home organizing.
877-235-0803
actionorganizingservices.com

ADRC - HOME HANDY PERSON PROGRAM
Provides minor home repairs to Outagamie County homeowners 60 years and older.
920-832-5178
See pages 13, 63

BUMBLE PUPPY SALES, LLC
Provides home clean-up, junk removal, and estate sales.
920-213-0927
bumblepuppysales.com

CERTIFIED PROFESSIONAL RESTORATION
920–882–9287
www.cpr-wi.com

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

WISCONSIN FIRST STEP
Provides statewide information and referral serving families with children who have special health care needs.
800-642-7837 Hotline
mch-hotlines.org
DISTINCTIVE RENOVATIONS
Provides home improvement services.
821 E. 1st Ave., Appleton
920-731-6500
distinctiverenovationsatw.com

EXPERTISE.COM
Provides guides for disability remodeling options.
expertise.com/home-and-garden/home-remodeling-for-disability-and-special-needs

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

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
• 5402 W. Integrity Way, Appleton
920-830-8400
appletonrestore.org

HEAT U.P. WISCONSIN PROGRAM
Donate help to installing furnaces for those in need.
Christensen Heating & Air Cond.
1609 W. Wisconsin Ave., Appleton
920-731-3002

HOME REPAIR PROGRAM
Repairs and rehabilitates homes for low income older and disabled homeowners.
921 Midway Rd., Menasha
920-967-8898
homerepairprogram.org

IN ITS PLACE ORGANIZING SERVICES
Helps to organize and prepare for a move.
920-725-2502 • 920-419-1828
initsplaceorganizer.com

J-DOG JUNK REMOVAL AND HAULING
Provides assistance with removal of single items to full house clean-up.
633 Highland Ave., Kaukauna
920-541-5364
jdogjunkremoval.com

LONG’S SENIOR TRANSITIONS
Helps with home organization, sale and moving.
2301 W. Everett St., Appleton
920-734-6052 • longmoving.com

MOVING FORWARD
Moving seniors to assisted living or condos.
920-306-1995 • mfnew.com

MOVIN’ OUT
Provides housing counseling, down payment and rehab/repair and rental property assistance.
608-251-4446 ext. 7
movin-out.org

PROJECT HEAT’S ON
Provides fall furnace, smoke alarm and carbon monoxide detector checks.
Volunteer Fox Cities
2616 S. Oneida St., Appleton
920-832-9360
volunteerfoxcities.org

REBUILDING TOGETHER FOX VALLEY
Repairs and rehabilitates homes for low income older and disabled homeowners.
1800 Appleton Rd., Menasha
920-730-2156 • rtfv.org

RECYCLE
Outagamie County waste/recycling guidelines.
1419 Holland Rd., Appleton
920-832-5277
RecycleMoreOutagamie.org

RURAL HOUSING
Provides financial assistance for housing expenses and costs.
888-400-5974
wisciruralhousing.org

SENIORS FIRST
Provides home handicapped remodeling.
920-268-2579 • LinkedLivingHomes.com

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

SR DEVELOPMENT
Provides options for renting, buying or building, specializing in accessible housing.
1054 Shadow Ln., Green Bay
920-419-4501

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

TRUSTWORKS TIME BANK
Provides opportunity for volunteers to offer help to elderly and/or residents with disabilities.
605 E. Hancock St., Appleton
920-213-3362 • trustworks.org

USDA RURAL HOME REPAIR PROGRAM
Provides financial help for repairs, improvements, etc. on homes for low income and older residents.
5417 Clem’s Way, Stevens Point
715-345-7611 • rd.usda.gov/wi

WEATHERIZATION SERVICES
Provides weatherization services to low income renters and homeowners.
Includes insulating water heaters, attics, side walls; repairs/repairs furnaces.
3020 E. Winslow Ave., Appleton
920-731-7566
### HOUSING - ADULT FAMILY HOMES (AFH) CHART
See pages 95-96

### HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF) CHART
See pages 97-99

### HOUSING - DEFINITIONS
See page 75

### HOUSING - INDEPENDENT LIVING APARTMENTS CHARTS
See pages 101-103

### HOUSING - RESIDENTIAL CARE APARTMENT COMPLEXES (RCAC) CHART
See page 100
Visit current online Wisconsin Assisted Living Directories for adult day care, adult family homes, community based residential facilities (CBRF) and residential care apartment complexes (RCAC) www.dhs.wisconsin.gov/guide/provider-search.htm

### HOUSING - TRANSITIONAL
Provides transitional housing for homeless men and women.
- 920-734-3609 All Intake Inquiries
  1003 W. College Ave., Appleton
- 920-831-6591 Women
  819 S. West Ave., Appleton
- 920-734-3609 Young Adult/Veterans
  913 S. West Ave., Appleton
920-734-3609 Men
  appletoncots.org

**PILLARS RESOURCE CENTER**
Provides homeless and housing-related resources and services.
129 S. Mason St., Appleton
920-734-9192

- Pillars Adult Shelter
  Provides a safe evening shelter for the homeless.
  1928 W. College Ave., Appleton
  920-734-9192

- Pillars Adult and Family Shelter
  400 N. Division St., Appleton
  920-734-9192
  pillarsinc.org

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

**START RENTING**
Provides online rental information.
920-997-9500
foxvalley.startrenting.com

**WHIHOUSINGSEARCH.ORG**
Provides free housing assistance.
877-428-8844
WHIHOUSINGSearch.org

### INFORMATION AND ASSISTANCE/REFERRAL

#### ADRC
Assesses and meets the needs of Outagamie County residents over 18½ years through service coordination and advocacy.

The Outagamie County ADRC 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 and Health Promotion programs.

The ADRC provides informational resources online at outagamie.org/ADRC, and yourADRCresource.org.

The ADRC has example assistive technology devices to help maintain or improve the functional capabilities of residents with disabilities. Language interpreters are provided.

The ADRC publishes “The ADRC Connection” newsletter.

The public is welcome to attend Outagamie County Aging Advisory and ADRC Regional Advisory Committee meetings. If interested in attending Committee meetings, call Outagamie County ADRC.

320 S. Walnut St., Appleton
920-832-5178 • 866-739-2372
711 TTY
See pages 13, 63, 64, 70, 84
OTHER AREA ADRCS:
• Brown County
  920-448-4300
  adrcofbrowncounty.org
• Calumet County
  866-739-2372 Toll free
  yourADRResource.org
• Oneida Elder Services
  920-869-6830
  oneidanation.org
• Shawano County
  715-526-4701
  adrcwrr.org
• Waupaca County
  866-739-2372 Toll free
  yourADRResource.org
• Winnebago County
  877-886-2372 Toll free
  co.winnebago.wi.us/ADRC
  www.FindMyADRC.org

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

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

DIGGERS HOTLINE
Provides call center for locating utility lines before digging.
Dial 8-1-1
diggershotline.com

ELDER TREE WISCONSIN
Provides connections with older adults, information and resources, tips and tools, etc.
800-361-5481

ELDERCARE LOCATOR
Offers nationwide directory assistance for older residents to locate local resources.
Spanish interpreters available.
800-677-1116 • eldercare.acl.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 Hotline
dhs.wisconsin.gov/guide/complaints.htm

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

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

PILLARS RESOURCE CENTER
Provides homeless and housing-related resources and services.
129 S. Mason St., Appleton
920-734-9192
pillarsinc.org

RURAL HEALTH INITIATIVE
Provides health and safety information to local farmers.
715-524-1488 • wiruralhealth.org

SENIOR LIVING REFERRAL
Offers free service to families in their senior care search.
866-343-8925

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

DIAL 2-1-1
Offers 24 hour nonemergency community information and referral for health and human service needs.
Serves as disaster contact
United Way
211wisconsin.org

UNITED HEALTHCARE COMMUNITY PLAN
Provides information for community services offered by BadgerCare, United Healthcare, etc.
Community Engagement Specialist
888-246-8140 • 920-997-3289

UNIVERSITY OF WISCONSIN EXTENSION
Provides information on resources and research to the community.
3365 W. Brewster St., Appleton
920-832-5121
outagamie.uwex.edu

UF EXTENSION INFO
Provides answers to environmental, gardening, home, family living questions, etc.
fyi.uwex.edu

WISCONSIN COUNCIL ON PROBLEM GAMBLING
Provides compulsive gambling education and training.
1585 Allouez Ave., Green Bay
800-426-2535 • 920-437-8888
wi-problemgamblers.org

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

LEGAL ASSISTANCE
AMERICAN CIVIL LIBERTIES UNION
Defends civil rights of residents.
414-272-4032 • aclu-wi.org
**DISABILITY RIGHTS WISCONSIN**
Offers statewide advocacy for residents with disability issues.
131 W. Wilson St., Madison
800-928-8778
888-758-6049 TTY/TEXT
disabilityrightswi.org

**ELDER RIGHTS PROJECT**
Provides free legal assistance to secure safety, stability and independence for elder abuse victims.
Legal Action of Wisconsin
844-614-6468 • legalaction.org

**FOX VALLEY ADVANCE CARE PLANNING PARTNERSHIP**
Provides end of life education and advance care planning.
229 S. Morrison St., Appleton
920-997-8412 • fvacpp.org

**IMMIGRATION ATTORNEYS GRZEC LAW GROUP**
Provides immigration information.
214 E. Summer St., Appleton
888-471-1400 • grzecalaw.com

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

**LEGAL ACTION OF WISCONSIN**
Offers legal assistance to low income residents in noncriminal matters.
404 N. Main St., Oshkosh
920-233-6521 • 855-947-2529
legalaction.org

**LEGAL ASSISTANCE – FVTC**
Provides free legal assistance clinics.
Fox Valley Technical College
1825 N. Bluemound Dr., Appleton
920-735-5600 • fvtc.edu

**LEGAL SERVICES**
Provides free legal contacts for residents over 50 years.
legalhotlines.org

**LEGALSHIELD LEGAL SERVICES**
Provides affordable access to attorney advice, family law, child custody, etc.
legalshield.com

**SENIOR LAW LEGAL ACTION OF WISCONSIN-GREEN BAY**
201 W. Walnut St., Green Bay
920-432-4645 • 800-236-1127

**STATE PUBLIC DEFENDER**
Represents low income residents charged with crimes.
100 W. Lawrence St., Appleton
920-832-2774 • wispd.org

**WISCONSIN ACCESS TO JUSTICE**
Provides no legal assistance.
Wi.Free.LegalAnswers.org

**WISCONSIN EQUAL RIGHTS**
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
dwd.wisconsin.gov/er

**WISCONSIN JUDICARE**
Assists with landlord/tenant, Social Security Disability Insurance, Supplemental Security Income, utility issues, etc.
401 Fifth St., Wausau
715-842-1681 • judicare.org

**LIBRARIES**

**APPLETON PUBLIC LIBRARY**
Offers no cost Walking Books to Appleton homebound residents.
225 N. Oneida St., Appleton
920-832-6521 • 855-947-2529
legalaction.org

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

**ELISHA D. SMITH PUBLIC LIBRARY**
440 First St., Menasha
920-967-3690
menashalibrary.org

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

**HORTONVILLE PUBLIC LIBRARY**
531 N. Nash St., Hortonville
920-779-4279
hortonvillelibrary.org

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

**KAUKAUNA PUBLIC LIBRARY**
207 Thilmany Rd., Kaukauna
920-766-6340
kaukaunalibrary.org

**LITTLE FREE LIBRARIES**
Provides books to residents through library boxes in various locations.
littlefreelibrary.org/ourmap

**MUEHL PUBLIC LIBRARY**
436 N. Main St., Seymour
920-833-2725
muehlpubliclibrary.org

**NEENAH PUBLIC LIBRARY**
240 E. Wisconsin Ave., Neenah
920-886-6315
neenahlibrary.org

**NEW LONDON PUBLIC LIBRARY**
406 S. Pearl St., New London
920-982-8519
newlondonlibrary.org

**SEELY G. MUDD LIBRARY**
Lawrence University
113 S. Lawe St., Appleton
920-832-6750
lawrence.edu/library
MANAGED CARE ORGANIZATIONS

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 Family Care Office
920-750-5575 Partnership Office
communitycareinc.org
See page 78

LUTHERAN SOCIAL SERVICES OF WISCONSIN AND UPPER MICHIGAN
Provides long term care management and support to IRIS members.
3003 N. Richmond St., Appleton
920-924-5222 • lsswis.org

GT INDEPENDENCE
Provides fiscal employer agents for IRIS members.
5150 N. Port Washington Rd., Milwaukee
877-659-4500
gtindependence.com

ILIFE
Provides fiscal employer agents for IRIS members.
6100 N. Baker Rd., Glendale
888-958-7695 • ilifestm.com

Mental Health Services

ADRC
Provides mental health information, support and referral.
920-832-5178 • 866-739-2372
See pages 13, 73

AMEDISYS HOME HEALTH
Provides behavioral health services for homebound patients.
2120 S. Ridge Rd., Green Bay
920-497-1234 • 866-833-0172
amedisys.com

ANXIETY AND DEPRESSION ASSOCIATION OF AMERICA
Promotes preventative treatment and cure of anxiety disorders. Offers educational materials.
240-485-1001 • adaa.org

ANXIETY, STRESS AND DEPRESSION CENTER
Provides services to those anxious and depressed.
103 W. College Ave., Appleton
920-915-4677 • metalsky.com

APPLETON COMPREHENSIVE
Provides medication-assisted therapy.
3301 W Ballard Rd., Appleton
920-733-4443

ASCENSION BEHAVIORAL HEALTH
Provides behavioral health information and support.
1531 S. Madison St., Appleton
920-730-4411 • ascension.org

CATALPA HEALTH
Provides mental health services and group therapy to youth with disabilities.
444 N. Westhill Blvd., Appleton
920-750-7000 • 877-235-9777
catalpahealth.org
CATHOLIC CHARITIES OF THE DIOCESE OF GREEN BAY
Provides family, marriage and individual counseling.
214 E. Summer St., Appleton
920-734-2601 • 877-500-3580
newcatholiccharities.org

CHRISTIAN FAMILY SOLUTIONS
Offers counseling and support groups.
4351 W. College Ave., Appleton
800-438-1772
christianfamilysolutions.org

CLARE KIEPKE COMMUNITY OUTREACH CENTER
Provides drop-in center for residents with chronic mental illness to connect through classes, peer conversation and recreational activities.
322 N. Appleton St., Appleton
920-749-5867

THE CONNECTION
Provides information and resources for mental health and AODA issues.
myconnectionnew.org

DIAL 2-1-1
Addiction recovery helpline for opioid abuse.
United Way
211wisconsin.org

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

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

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

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

GJB HEALTH SERVICES
Provides counseling services for trauma, alcohol and drug, etc. Services include assessments, treatment and medication management.
711 N. Lyndale Dr., Appleton
920-560-4525
gjbservices.com

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

HELPING OTHERS PREVENT AND EDUCATE ABOUT SUICIDE
Helps loved ones with suicide loss.
800-273-8255
suicidepreventionlifeline.org

HMONG AMERICAN PARTNERSHIP
Assists refugees with personal counseling and integration
2198 S. Memorial Dr., Appleton
920-931-2684 • hapfv.org

INSTITUTE ON AGING FRIENDSHIP LINE
Provides 24/7 national crisis and counseling line for persons 60 years and older plus adults living with disabilities.
Offers on-going outreach calls to lonely older adults.
800-971-0016
ioaging.org

IRIS PLACE
Provides peer support and short term housing.
1213 S. Matthias St., Appleton
920-815-3217
namifoxvalley.org/iris

PEER-TO-PEER
8-week educational course offered in spring season for any adult living with mental illness.
NAMI-Fox Valley
211 E. Franklin St., Appleton
920-954-1550
namifoxvalley.org

REAP-RECOVERY, EDUCATION, AND ADVOCACY PROGRAM
5-week educational course related to mental health and wellness.
Summer REAP
1213 S. Matthias St., Appleton
Spring REAP
NAMI-Fox Valley
211 E. Franklin St., Appleton
920-954-1550
namifoxvalley.org

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

NEW WELLNESS ASSOCIATES
Provides mental health counseling.
1941 Lehrer Ln., Kaukauna
920-766-5040 • 800-369-6363
newwellnessassociates.net
OBSESSIVE COMPULSIVE DISORDER (OCD)
Provides OCD and related disorders education and resources.
866-869-6238 • iocdf.org

OPTIONS TREATMENT PROGRAM
Provides outpatient mental health services.
1000 Lyndale Dr., Appleton
920-735-9010

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES - CRISIS
Provides confidential 24 hour counseling.
Outagamie County DHHS Crisis
320 S. Walnut St., Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY
outagamie.org/crisis
See page 70

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.
320 S. Walnut St., Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY
outagamie.org

PREVENT SUICIDE FOX CITIES
Provides supports for suicide prevention, intervention and response.
211 E. Franklin St., Appleton
920-931-2552
preventsuicidefoxcities.org

RAWHIDE YOUTH AND FAMILY COUNSELING
Provides outpatient mental health services for individuals and families.
• E7475 Rawhide Rd., New London
• 446 Westhill Blvd., Ste. 6, Appleton
920-531-2680 • 877-300-9101
rawhide.org/who-we-help/

ROGERS MEMORIAL HOSPITAL
Provides adult obsessive compulsive disorder (OCD), anxiety, post traumatic stress disorder (PTSD), depression and eating disorder treatment programs.
4351 W. College Ave., Appleton
920-843-5660 • 844-258-1072
rogersbh.org

SAMARITAN COUNSELING CENTER
Provides healing mind, body and spirit counseling.
• 1478 Kenwood Dr., Menasha
  920-886-9319
• 709 W. Pine St., New London
  920-982-7863
• 510 Sullivan Ave., Kaukauna
  920-886-9319
samaritan-counseling.com

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

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

SHERMAN COUNSELING CENTER
Provides psychiatric counseling, assessment and biofeedback.
W6144 Aerotech Dr., Appleton
920-733-2065
sherman-counseling.com

SUICIDE AWARENESS VOICES OF EDUCATION
Provides information on suicide.
800-273-8255 • save.org

SUICIDE AWARENESS CENTER
Provides education, prevention and support for those affected by suicide.
316 E. 14th St., Kaukauna
920-475-4748
suicidepreventionandresourcecenter.org

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

VETERANS OUTREACH AND RECOVERY PROGRAM
Provides support through staff and other professionals needed to address mental health, substance abuse, etc.
2919 W. Glenpark Dr., Appleton
715-409-3767
dva.state.wi.us/pages/benefitsclaims/vorp.aspx

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

WILLOW CREEK BEHAVIORAL HEALTH
Provides inpatient behavioral health for all ages, outpatient group therapy for adolescents and adults. Free assessments.
1351 Ontario Rd., Green Bay
920-328-1220 0149
willowcreekbh.com

WISCONSIN COUNCIL ON PROBLEM GAMBLING
Provides compulsive gambling education and assistance.
1585 Allouez Ave., Green Bay
800-426-2535
wi-problemgamblers.org

WISCONSIN FAMILY TIES
Statewide organization run by families with children with emotional, behavioral and mental disorders
16 N. Carroll St., Madison
608-267-6888 • wifamilyties.org
ADRC • OUTAGAMIE COUNTY • 920-832-5178 • 866-739-2372 •

WISCONSIN UNITED FOR MENTAL HEALTH
Offers mental illness education and awareness.
866-948-6483
wimentalhealth.org

NEEDY MEDS
Provides medication for database uninsured, low income.
800-503-6897

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

PRESCRIPTION DRUG ASSISTANCE
ADRC
• Disability Benefit Specialist provides drug assistance to residents with a disability 18 to 59 years.
• Elder Benefit Specialist provides drug assistance to residents 60 years and older.
920-832-5178 • 866-739-2372
See pages 13, 65, 71

PRESCRIPTION DRUG HELPLINE
Offers help to residents over 60 years.
855-677-2783 Medigap Helpline
cwagwisconsin.org/elder-law-center

WISCONSIN SENIORCARE
Offers prescription drug assistance to residents 65 years and older.
800-657-2038
dhs.wisconsin.gov/seniorcare/index.htm

DISABILITY DRUG BENEFIT HELPLINE
Assists people with disabilities under 60 years with Medicare Part D.
800-926-4862 Helpline

PREVENTION/HEALTH PROMOTION
ADRC
Provides information, education and health promotion activities that focus on reducing risk of injury and disability.
920-832-5178 • 866-739-2372
yourADRCresource.org
See pages 65, 66

HEALTHY BOWELS, HEALTH BLADDER
Free educational website to promote bowel and bladder health.
healthybowelandbladder.org

NEEDY MEDS
Provides medication for database uninsured, low income.
800-503-6897

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES – PUBLIC HEALTH
Provides health education, communicable disease follow-up, immunizations and environmental health services.
320 S. Walnut St., Appleton
920-832-5100 • outagamie.org

WISCONSIN POISON CONTROL
Provides poison prevention information and emergency care.
800-222-1222
wisconsinpoison.org

WISCONSIN TOBACCO QUIT LINE
Provides support to quit smoking.
800-784-8669
cdc.gov/tobacco/quitsmoking

RESIDENTIAL SUPPORTS FOR PEOPLE WITH DISABILITIES
ADRC – RESIDENTIAL SUPPORTS
Provides housing and independent living options for residents with disabilities.
920-832-5178 • 866-739-2372
See pages 13, 65

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

BROTOLOC – FOX VALLEY
Provides affordable assistance and support in remaining independent.
72780 State Road 15, Hortonville
920-779-3900 • brotoloc.com

CLARITY CARE
Provides residential programs for adults with disabilities, traumatic brain injuries and mental illness.
855-224-7487 • claritycare.org
CREATIVE CONSULTANTS
Provides coordination, job coaching, respite, social and daily living skills, plus supportive home care for elderly and disabled residents.
P.O. Box 2261, Appleton
920-450-7704

INNOVATIVE SERVICES
Offers residents 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
  myinnovativeservices.com

LAKEVIEW SPECIALTY HOSPITAL AND REHAB
Provides transitional and long term living environments for those with brain disorders and other disabilities.
1701 Sharp Rd., Waterford
800-611-2063
lakeviewsystem.com

LORI KNAPP COMPANIES
Offers independent living support.
97 Pioneer Rd., Fond du Lac
920-907-0949 • 888-346-3398
loriknappcompanies.com

N.E.W. LIVING SUPPORT
Provides support brokers for adults wishing to maintain independence at home; includes members of IRIS.
501 E. Alice St., Appleton
920-252-5100 • 920-243-8996
newlivingsupport.com

PNUMA HEALTH CARE
 Helps adults with mental health and/or developmental disabilities lead rewarding lives.
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
productivelivingsystems.com

REM THE MENTOR NETWORK
Provides independent living support and services.
2839 E. Frontage Rd., Abrams
920-826-6270
thementornetwork.com

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

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

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

THOMPSON CENTER ON LOURDES
Provides senior activities.
2331 E. Lourdes Dr., Appleton
920-939-3088
thompsoncenteronlourdes.org

WALTER MUEHL SENIOR CENTER
Provides senior activities.
Good Shepherd Services, Ltd.
607 E. Bronson Rd., Seymour
920-833-6856
goodshepherdservices.org

SUPPORT GROUPS
ADRC
Provides current support group information.
920-832-5178 • 866-739-2372

ADULT SURVIVORS OF SUICIDE SUPPORT GROUP
Open to all adults over 18 years old.
920-475-4748
centerforsuicideawareness.org

AL-ANON
Provides services and support for residents affected by alcoholism.
888-425-2666
al-anon.alateen.org

ALCOHOLICS ANONYMOUS
Provides services and support for recovering alcoholics.
920-731-4331 • district02aa.org

ALS ASSOCIATION SUPPORT GROUP
Provides information and support for both patient and family.
920-288-7095 • alsawi.org

ALTERNATIVES TO SUICIDE SUPPORT GROUP
Provides support and ideas for coping with distress.
Iris Place Peer Run Respite
1213 S. Matthias St., Appleton
920-815-3217 • 920-954-1550
namifoxvalley.org

ALZHEIMER'S AND RELATED DISORDERS SUPPORT GROUP
Good Shepherd Services, LTD.
607 E. Bronson Rd., Seymour
920-833-6856
goodshepherdservices.org

AMPUTEES SUPPORT GROUP
Provides support to veteran amputees.
5000 W. National Ave., Milwaukee
414-384-2000 • milwaukee.va.gov

APPLETON MILITARY SUPPORT
Provides support to military personnel.
1824 Ballard Rd., Appleton
920-735-0806

APPLETON VISUALLY IMPAIRED SUPPORT GROUP
Provides vision loss education and support.
425 N. Linwood Ave., Appleton
920-955-3776
ATAXIA SUPPORT GROUP
Provides information and group support.
763-553-0020 • 608-237-6090
ataxia.org

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

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

CLARE KIEPKE COMMUNITY OUTREACH CENTER
Provides classes, peer support and social activities for residents with chronic mental illness.
322 N. Appleton St., Appleton
920-749-5867

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

DISABLED CITIZENS SUPPORT
Provides support and education to residents with disabilities.
Brewster Village and Bubolz Nature Center
920-729-5932 • 920-731-5195
disabledcitizens.org

EPILEPSY SUPPORT GROUP
Provides support to residents with epilepsy.
800-332-1000 • 800-693-2287
epilepsyfoundation.org

FAMILY CAREGIVER SUPPORT GROUP
Provides encouragement and support.
Mosaic Family Health
229 S. Morrison St., Appleton
920-997-8436

FAMILY SUPPORT GROUPS-NAMI
Provides support for family members, caregivers, and loved ones of those living with mental illness.
211 E. Franklin St., Appleton
724 E. South River, Appleton
920-954-1550
namifoxvalley.org

FOX CITIES DOWN SYNDROME ASSOCIATION OF WISCONSIN
Provides support and education to residents with Down Syndrome.
211 E. Franklin St., Appleton
920-460-9494 • dsawfoxcities.org

FOX VALLEY CELIAC DISEASE
Offers meetings for residents diagnosed with gluten intolerance digestive disease.
Fox Valley Technical College
1825 N. Bluemound Dr., Appleton
920-735-5600

FOX VALLEY DIABETES EDUCATION AND SUPPORT
Offers support for diabetics.
Fox Valley Technical College
1825 N. Bluemound Dr., Appleton
920-727-8100

FOX VALLEY FIBROMYALGIA SUPPORT GROUP
Provides support to residents with fibromyalgia.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-727-8020 • 920-915-4901

FOX VALLEY GRIEF NETWORK
Offers bereavement support services.
Wichmann-Fargo Funeral Homes
3212 S. Oneida St., Appleton
920-750-9091
wichmanfargo.com

FOX VALLEY MEMORY PROJECT
Offers caregiver support services.
1800 Appleton Rd., Menasha
920-225-1711
foxvalleymemoryproject.org

FOX VALLEY NEW VOICE CLUB
Offers support to laryngectomy patients.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
800-362-9900

FRIENDSHIP PLACE
Offers social, educational and recreational support and therapy for residents with chronic mental illness.
220 N. Commercial St., Neenah
920-729-9975
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 • genesisclub.info

GET CONNECTED COUNSELING
Offers recovery support services to target personal needs.
5497 Waterford Ln, Ste. A, Appleton
920-750-6120
getconnectedcounseling.com

GRANDPARENT AND RELATIVE SUPPORT GROUP
Provides support to grandparents and relatives who are raising children.
Valley Baptist Church
3600 Chippewa St., Appleton
920-832-5392 • 920-968-5749

GRIEF SHARE
Provides support to all residents who have lost a loved one.
• First United Methodist Church
  325 W. Franklin St., Appleton
  920-734-2677
• St. Matthew Lutheran Church
  129 S. Mason St., Appleton
  920-733-0916

ADRC • OUTAGAMIE COUNTY • 920-832-5178 • 866-739-2372 •
GRIEF SUPPORT GROUP
Provides support for adults grieving the death of a loved one.
Faith Lutheran Church
601 E. Glendale Ave., Appleton
920-739-9191 • faithfoxvalley.org

HARBOR HOUSE DOMESTIC ABUSE SUPPORT GROUPS
Provides individual crisis counseling, legal advocacy and group support.
720 W. Fifth St., Appleton
920-832-1666 • 800-970-1171
harborhouseonline.org

HEARING LOSS ASSOCIATION OF AMERICA
Provides meetings for residents with hearing loss.
Unitarian Fellowship Building
2600 Phillip Ln., Appleton
920-725-2579 • hearingloss.org

HOPE SUPPORT GROUP
Provides support for patients and families living through cancer.
Encircle Health
2500 E. Capitol Dr., Appleton
920-364-3774 • 920-364-3731

LBGT PARTNERSHIP
Provides social and educational support to residents who identify as lesbian, bisexual, gay and transgender.
1800 Appleton Rd., Menasha
920-968-6863

LIVESTRONG AT THE YMCA
Provides free exercise and support to residents surviving cancer.
920-954-7629

LIVING WITH LOSS
Offers six-week grief support to adults experiencing the loss of a loved one.
ThedaCare Hospice
920-730-3408 • 800-984-5554

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

MAKING CONNECTIONS, INC
Provides resources and support to older adults.
920-931-4024

MEN JOURNEYING THROUGH GRIEF
Offers support to men experiencing the death of a loved one.
Ascension at Home
816 W Winneconne Ave., Neenah
920-486-2261 • 866-236-8500

MULTIPLE SCLEROSIS SUPPORT
Provides support to residents with multiple sclerosis.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
800-362-9900

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

NAMI FOX VALLEY FAMILY TO FAMILY EDUCATION PROGRAM
Provides education and support to families of those with mental illness.
Nami Fox Valley
211 E. Franklin St., Appleton
920-954-1550 • namifoxvalley.org

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

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

NEUROPATHY SUPPORT GROUP
Provides support for residents with neuropathy concerns.
877-883-9942

NEW HOPE PEER GROUPS-NAMI
Provides mental health support with peers 18 years and older:
• Men’s Support
• Women’s Support
• Spanish Language
• Spiritual Peer Support
NAMI-Fox Valley
325 E. Franklin St., Appleton
211 E. Franklin St., Appleton
920-954-1550
namifoxvalley.org

NEW BEGINNINGS
Provides a grief based support group.
920-739-2093 • 920-766-2341

OSTOMY CLUB
Provides support for residents with ostomies.
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-831-1238 • 920-738-2230

OUTREACH CENTER
Provides support for residents to meet with mental illness issues.
322 Appleton St., Appleton
920-749-5867

OVARIAN CANCER SUPPORT
Provides support to residents with or recovering from ovarian cancer.
ThedaCare Cancer Center
900 E. Grant 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 • 920-757-5299
• Appleton Community Free Evangelical Church
2490 W. Capitol Dr., Appleton
920-735-9971 • 920-202-6150

ADDRESS:
OXFORD HOUSE
Offers support to women struggling with substance abuse.
226 N. Quincy St., Green Bay
920-445-0475
oxfordhouse.org

PARENT AND CAREGIVER SUPPORT GROUP
Provides support from facilitators who have children living with mental health challenges
233 E. College Ave., Appleton
920-954-1550

PARKINSON’S SUPPORT GROUPS
Assists residents with Parkinson’s disease.
• Neuroscience Group
  1305 W. American Dr. Neenah
  920-538-0144
• Touchmark on West Prospect
  2601 Touchmark Dr., Appleton
  920-832-9100
• Brookdale Senior Living Solutions
  Early Onset Group
  5800 Pennsylvania Ave., Appleton
  920-735-0477 • 920-915-5488

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

ST. PAUL ELDER SERVICES
Provides Alzheimer’s disease or memory disorders support.
316 E. 14th St., Kaukauna
920-766-6020 ext. 186
stpaulelders.org

ST. PAUL ELDER SERVICES
YOUNG ONSET AND SUPPORT GROUP
Provides support for spouses of individuals diagnosed with memory disorders under the age of 65.
St. Paul Elder Services
Hoffman Memory Care Resource Center
221 E. 14th St., Kaukauna
920-766-6020 ext. 186
stpaulelders.org

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

SOAR FOXCITIES
Provides support to the disability community.
211 E. Franklin St., Appleton
920-731-9831 • soarfoxcities.com

SOAR FOXCITIES BRAIN INJURY SUPPORT
Provides support for residents affected by brain injury.
Helen Fowler Conference Center
St. Elizabeth Hospital
1506 S. Oneida St., Appleton
920-731-9831 • 920-725-0943
soarfoxcities.com

SURVIVORS ACTIVE AFTER STROKE
Provides support to stroke survivors and their caregivers on Tuesday.
ThedaCare Regional Medical Center
130 Second St., Neenah
920-720-7328

SURVIVORS AFTER SUICIDE
Offers help for residents who have lost a loved one to suicide.
211 E. Franklin St., Suite D, Appleton
920-931-2552
preventsuicidefoxcities.org

SURVIVORS OF SUICIDE (SOS) SUPPORT GROUP
Provides support to family and friends recovering from suicide loss.
Unitarian Universalist Fellowship
2600 E. Philip Ln., Appleton
920-475-4748
preventsuicidefoxcities.org

THE MEADOWS AT TOUCHMARK
Provides support to family caregivers affected by Alzheimer’s or dementia.
2601 Touchmark Dr., Appleton
920-710-1381
touchmarkappleton.com

THEY HELP EACH OTHER (THEO)
Supports residents who have lost a loved one.
St. Mary’s Church
312 S. State St., Appleton
920-739-5119
stmaryparish.org/events

US TOO
Support group for men with prostate cancer.
Neenah Fire Station #31
1080 Breezewood Lane
920-722-4864

ST. PAUL ELDER SERVICES
GRIEF SUPPORT GROUP
Provides connections, support and promotes self-care to those who have experienced loss.
St. Paul Elder Services
316 E. 14th St., Kaukauna
920-766-6020 ext. 180

SURGICAL ASSOCIATION OF NEENAH
Provides support to patients contemplating bariatric surgery.
100 Theda Clark Medical Plaza, Neenah
920-725-4527 • surgneenah.com
VETERANS OUTREACH AND RECOVERY PROGRAM
Provides support through staff and other professionals needed to address mental health, substance abuse, etc.
2919 W. Glenpark Dr., Appleton, 608-381-0907
dva.state.wi.us/pages/benefitsclaims/vorp.aspx

WE C.A.R.E. - SEXUAL ASSAULT CRISIS CENTER
Provides counseling, advocacy, resources and education for women.
17 Park Place, Appleton 920-733-8119 • 800-722-7797
sacc-foxcities.org

WI FACETS
Offers support to parents and caretakers of residents with disabilities.
877-374-0511 • wifacets.org

WISCONSIBS
Provides education, advocacy and support to siblings of residents with disabilities.
211 E. Franklin St., Appleton 920-968-1742 • wisconsibs.org

WISCONSIN FAMILY TIES
Offers a statewide organization run by families with children/adolescents with emotional, behavioral and mental disorders.
16 N. Carroll St., Madison 800-422-7145

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

INTERNAL REVENUE SERVICE (IRS)
Provides federal income tax information.
1901B E. Capitol Dr., Appleton 800-829-1040 • 920-996-4860
irs.gov

TAXPAYER ADVOCATE HELPLINE
Helps taxpayers resolve tax issues not resolved through the IRS.
877-777-4778
taxpayeradvocate.irs.gov

VOLUNTEER INCOME TAX ASSISTANCE (VITA)
Provides volunteer tax assistance to low income residents.
Goodwill Community Center
1800 Appleton Rd., Menasha 920-968-6044 • filetaxes4free.org

WISCONSIN DEPARTMENT OF REVENUE
Provides state income tax information.
265 W. Northland Ave., Appleton 920-832-2727 • revenue.wi.gov

TRANSLATORS/INTERPRETERS
Provides translation services through the Refugee Services Department.
2929 Harrison St., Oshkosh 920-426-0150 • advocap.org

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

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

TRANSPORTATION
AARP DRIVER SAFETY PROGRAM
Provides driver safety courses.
800-350-7025
aarp.org/driversafety

ADRC
Certifies Outagamie County residents 60 years and older for Valley Transit II transportation in the Fox Cities area.
920-832-5178 • 866-739-2372
See page 89
APPLETON INTERNATIONAL
Provides commercial airport services.
W6390 Challenger Dr., Appleton
920-832-5268

ASCENSION SAFE DRIVER PROGRAM
St. Elizabeth Hospital Rehab Services
N496 Milky Way, Appleton
920-738-2681

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

DIvision of Motor Vehicles
Provides state licensing of vehicles.
711 W. Association Dr., Appleton
608-264-7447 • 800-924-3570
dot.state.wi.us

KOBUSSEN BUSES
Provides rural transportation for Outagamie County disabled and residents 60 years and older.
920-766-0606 • 800-447-0116
kobussen.com
See page 89

Lamers Bus Lines
Offers private pay medical transport.
920-832-8800 • 800-236-8850
golamers.com

Make 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.
3003A N. Richmond St., Appleton
920-225-1719
maketheridehappen.org
See page 89

Metro Medical Transport
Provides wheelchair and cot transportation.
E9321 Crain Rd., New London
920-982-6059

Non-profit Affordable Housing Based Rental Services (NAHBRS)
Provides cost effective transportation for Outagamie County Housing Authority apartment tenants.
218 E. Randall St., Appleton
920-850-3797
nahb.rs.org

New London Transit
Provides transportation to residents 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 Medicaid and BadgerCare covered health service transportation.
Medical Transportation Management, Inc. (MTM, Inc.)
866-907-1493 Reservation Line
866-907-1494 “Where’s My Ride”
866-436-0457 Complaint Line
See page 88

Non Emergency Medical Transportation (NEMT)
Wisconsin DHS awarded the NEMT contract to Logisticare Solutions,LLC
logisticare.com/transportation
See page 88

Oneida Public Transit
Provides transportation services.
920-496-5770 Oneida Transit

Running, Inc.
Provides urban Valley Transit II transportation for Outagamie County disabled and residents 60 years and older.
920-832-5789
See page 89

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
920-993-7083 TTY

Uber
Provides online transportation services. Order through uber application. Download through google play store or apple store on iphone.
uber.com

Uplifting Transport Service
Provides nonemergency medical transportation.
920-574-0037
upliftingtransportservice.com

Valley Transit
Connects the Fox Cities with bus routes operating 6 days a week.
801 S. Whitman Ave., Appleton
920-832-5800

Valley Transit II
Provides urban transportation contracted through Running, Inc. to disabled and residents over 60 years.
920-832-5789
See page 89

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.
P.O. Box 882, Appleton
920-257-4324 • a4th.org

Blinded Veterans Association
Provides veteran information including peer counseling.
800-669-7079 • bva.org
ADRC • OUTAGAMIE COUNTY • 920-832-5178 • 866-739-2372
AMERICAN RED CROSS
Provides volunteer opportunities.
515 S. Washburn St., Oshkosh
920-231-3590 • 800-236-8680
redcross.org/wisconsin

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

COMMUNITY 2000
Provides volunteer opportunities on a weekly or occasional basis.
1002 S. Main St., Seymour
920-833-0277

FOX VALLEY ADVOCACY COALITION
Advocates for the rights and interests of disabled and older residents in the Fox Valley.
211 E. Franklin St., Suite A, Appleton
920-731-9831 • 920-725-0943
soarfoxcities.com

FOX VALLEY HUMANE ASSOCIATION
Provides volunteer pet care opportunities.
N115 Two Mile Rd., Appleton
920-733-1717 • foxvalleypets.org

FOX VALLEY LITERACY COUNCIL
Provides volunteer tutoring opportunities.
130 E. Franklin St., Appleton
920-991-9840 • fvlc.net

FOX VALLEY MEMORY PROJECT
Provides volunteer opportunities at the Memory Loss Resource Center and Memory Cafés.
1800 Appleton Rd., Menasha
920-225-1711
foxvalleymemoryproject.org

OUTAGAMIE COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES – VOLUNTEER SERVICES
Recruits and coordinates volunteers as companions, representative payees, legal guardians and drivers.
500 W. Fifth St., Appleton
920-832-5515 • outagamie.org

PILLARS, INC
Provides volunteer opportunities at adult, family and homeless shelters.
920-734-9192
pillarsinc.org

ST. PAUL ELDER SERVICES
Provides volunteer opportunities for companionship, crafts, etc.
316 E. 14th St., Kaukauna
920-766-6020 • stpaulelders.org

ST. VINCENT DE PAUL
Provides volunteer opportunities.
1924 W. College Ave., Appleton
920-739-1679 • svdpappleton.org

THEDACARE REGIONAL CANCER CENTER
Provides volunteer opportunities.
2500 E. Capitol Dr., Appleton
920-749-1171

TRUSTWORKS TIME BANK
Provides opportunity for volunteers to offer help to elderly and/or residents with disabilities.
920-309-6197 • trustworks.org

VOLUNTEER FOX CITIES
Provides volunteer opportunities.
2616 S. Oneida St., Appleton
920-832-9360
volunteerfoxcities.org

YOUTH TRANSITION
ADRC
Provides access to intellectual, 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 13, 63

CHILDREN’S LONG TERM SUPPORT (CLTS)
Provides information for planning transition from youth to adulthood.
dhs.wisconsin.gov/clts/index.htm

CLARITY CARE EMPLOYMENT
Provides transition services to youth on employment.
424 Washington Ave., Oshkosh
920-236-6560 • claritycare.org

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

WISCONSIN DISABILITY BOARD
Provides statewide advocacy and public policy affecting people with disabilities.
101 E. Wilson St., Madison
888-332-1677 • wi-bpdd.org

DISABILITY RIGHTS WISCONSIN
Provides statewide advocacy resource for residents with disabilities.
131 W. Wilson St., Madison
800-928-8778
888-758-6049 TTY/TEXT
disabilityrightswi.org
FOX CITIES WORK FORCE DEVELOPMENT CENTER
Offers vocational assistance.
1802 Appleton Rd., Menasha
920-997-3272 • 877-367-1105
foxvalleyjobcenter.com

IRIS PLACE
Provides peer support and short term housing.
1213 S. Matthias St., Appleton
920-815-3217
namifoxvalley.org/iris

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
920-969-5325 • 877-568-5205
northeastregionalcenter.org

SOAR FOX CITIES, INC.
Provides transition services to residents 16-26 years with developmental disabilities.
211 E. Franklin St., Appleton
920-731-9831 • 920-725-0943
soarfoxcities.com

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

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 • vpind.com

WISCONSIN FAMILY ASSISTANCE CENTER FOR EDUCATION, TRAINING AND SUPPORT
Offers information, assistance, advocacy, and support groups for families of children with disabilities.
877-374-0511 • ifacets.org
Opening New Doors
Experienced Real Estate Agent
Specializing in Downsizing, Senior Relocations and Estates

Annette Hetrick
(920) 832-8648

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Premier Amenities • Personalized Care Plans • Luxury Lifestyle
The care you need paired with all the comforts of home!

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Independent, Assisted Living & Memory Care
Schedule your tour! 920-720-0288

825 Cobblestone Lane, Kimberly, WI 54136 • aspiresenior.com

ADRC • OUTAGAMIE COUNTY • 920-832-5178 • 866-739-2372 •
LIKE WHAT YOU SEE...

Make sure you don’t miss your opportunity for 2021!

Contact us today to reserve your space for 2021

or Your Rep.

920-982-2511
Neither 5 Star Insurance Group, LLC nor its agents are connected with the Federal Medicare Program.
We are Senior Advocates who are passionate about home care, looking beyond obvious needs and exceeding expectations.

**Our Services Include:**
- Skilled Nursing Care
- Physical Therapy
- Occupational Therapy
- Medical Social Work
- Speech Therapy
- Home Health Aides
- Personal Care

**Fox Valley**
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Mayflower Assisted Living
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Michele Packett
Community Director
5117 N. Cherryvale Ave., Appleton, WI 54913
Mobile: 920-716-4741 Fax: 920-997-8091
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- Ambulatory, & non-ambulatory residents, all wheelchair accessibility.
- Hospice & Respite care.
- Medication management.
- Secured home-like environment.

Apple Creek Place

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- Secured Building
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Each office is independently owned & operated.

Here’s What Some Of Our Residents Are Saying:

“IF...
You like getting into a warm heated garage in the winter
You like being free of household maintenance worries; furnace breaking, plumbing leaking, sump pump not working etc
You like a secure, locked entrance for additional safety protection
You like someone else taking care of your yard and snow removal
You like free satellite television
You like having minimal utility expenses
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A month
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When You Need It Most...
Live life your way in the comfort of home!
From a few hours to 24/7 care, we’re there when & where you need us.

Serving the Fox Valley for 14 years.

- Flexible care from 2 hours to 24/7
- Free Consultation
- Live-in Care
- Dementia Care
- Personal Care
- Medication Reminders
- Transportation
- Companionship
- Light Housekeeping
- Grocery Shopping
- Meal Preparation
- Much More!

(920) 722-2273
homehelpershomecare.com

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Whether you need help a few hours a week or 24 hours a day, Home Instead CAREGivers\textsuperscript{SM} provide a variety of services:

- Transfer & Ambulation Assistance
- Alzheimer’s & Dementia Care
- Medication Reminders
- Bathing, Dressing & Grooming
- Meal Prep & Nutrition
- Transportation
- Housekeeping & Laundry
- Respite Care
- Hospice Support Services
- Companionship

Call 920.997.0118 for a free, no-obligation consultation.

Two convenient locations:

Home Instead Oshkosh
2201 Oregon St.
Homeinstead.com/OshkoshWI

Home Instead Appleton
3020 E. College Ave.
Homeinstead.com/AppletonWI

Call 920.997.0118 for a free, no-obligation consultation.

Each Home Instead Senior Care\textsuperscript{R} franchise office is independently owned and operated. © 2019 Home Instead, Inc.
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Contact Kevin today at 920.639.5925 for a tour of any of our communities.

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Enjoy the coziness of feeling right at home

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HealthCare.gov

What IS the Health Insurance Marketplace?
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.

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

Health plan.
If you don’t enroll in a
premiums or out-of-pocket
costs, based on your
household income and size.
You may qualify for lower
in 2019-2020, an
individual making up
to about $49,960, or a
family of 4 making up
to about $103,000, may
qualify for these lower
costs.
There will be penalties
if you don’t enroll in a
health plan.

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).

Go to ACCESS.wi.gov and create your MyACCESS account.

FAST - PRIVATE - EASY
Aging & Disability Resource Center (ADRC)

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/referal; unbiased options, benefit and long term care enrollment counseling; short term case management; advocacy; plus health promotion programs.

- Long Term Care Choices
- Social Security, Medicare and other Benefits
- Health Promotion
- 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
Evidence-Based Health Promotion Classes

StrongWomen™ (AKA Strong Bodies)
Developed by Tufts University
This training program is designed to help men and women become or remain fit, strong, and healthy. The benefits of strength training for middle-aged to older men/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.

Stepping 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.

Tai Chi
Tai Chi is a slow, graceful exercise that promotes calm mental focus and alignment while building leg strength, endurance and stability. Ideal for increasing stamina, flexibility and coordination, Tai Chi promotes efficiency of movement and economy of effort.

Mind Over Matter: Healthy Bowels, Healthy Bladder
Developed by Dr. Heidi Brown- UW-Madison
This workshop designed to help women build the skills and confidence they need to adopt strategies and exercises that help them prevent or improve incontinence symptoms. This workshop has been scientifically proven to reduce leakage! Even if you don’t have leakage symptoms now, it’s never too early or too late to think about your bladder and bowel health!

Call Nancy: (920) 740-9572
nkrueger@vpind.com
www.yourADRCresource.org
Imagine … an accident or illness leaves you unable to make personal health care decisions.
- Who would make those decisions for you?
- Would they know your wishes?
- Have you completed the legal document that is needed in Wisconsin?

Advance care planning is a process to help you clarify your health care values, including preferences for future care. Clear direction and ongoing conversations will help your loved ones and doctors know your wishes if you are not able to speak for yourself. This also includes important legal documents.

Completing an advance directive including Power of Attorney for Health Care is your way to express your wishes rather than potentially having a court appoint a guardian to do this for you. This power does not automatically go to your next of kin (such as spouse, parent or other family member). Advance care planning should be made by any competent individual 18 years of age and older.

If you wish to speak with someone who can assist you with having conversations on these topics with your family and loved ones, and with completing documents, please ask your doctor or contact the Fox Valley Advance Care Planning Partnership at 920-997-8412 or visit www.FVACPP.org.

What is Do Not Resuscitate (DNR)?
DNR stands for Do Not Resuscitate. DNR means: If your heart stops, or you stop breathing, you do NOT want to be brought back to life via CPR or by having a tube put down your throat (intubate) and attached to a ventilator (breathing machine).

DNR does not mean Do Not Treat.
Talk to your doctor to learn more about the DNR order and decision.
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

ALCOHOL/ SUBSTANCE ABUSE SIGNS AND SYMPTOMS

RED ALERT QUESTIONS
• Recent changes in personality?
• Noticeable recurring episodes of memory loss and confusion?
• Is the person socially isolated and stays at home most of the time?
• Is the person neglecting personal hygiene, medical care, not eating and keeping appointments?
• Is the person unable to manage incomes?
• Is the person causing problems with neighbors and the law?
• Is drinking associated with any of the above?

SCREENING FOR PROBLEM DRINKING
• How many days per week does the person drink alcohol, when do they drink and how many drinks?
• Is the person criticized for drinking?
• Has the person felt bad or guilty about drinking?
• Does the person have a drink first thing in the morning to steady nerves or to get rid of a hangover?

2019-2020 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.

3 MONTH INCOME GUIDELINES:

<table>
<thead>
<tr>
<th># in Household</th>
<th>Gross Income Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$7,168</td>
</tr>
<tr>
<td>2</td>
<td>$9,374</td>
</tr>
<tr>
<td>3</td>
<td>$11,579</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.
The Alzheimer’s Family Caregiver Support Program (AFCSP) was created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia. To become eligible for AFCSP funding, a person must have an Alzheimer’s disease or related dementia disorder diagnosis from their physician, live at home, and meet AFCSP financial requirements. AFCSP is coordinated by the Wisconsin Bureau of Aging and Disability Resources (BADOR) and is available in every county and tribe throughout the state.

How does AFCSP work in Outagamie County? AFCSP funds are available through the Outagamie County Aging & Disability Resource Center (ADRC) to assist Outagamie County residents in purchasing services and goods related to the care of someone with Alzheimer’s disease or a related dementia disorder. Up to $4,000 ($333.33/month) per family annually may be available depending on a person’s need. If a person is participating in a managed care Family Care, Family Care Partnership or Include, Respect, I Self-Direct (IRIS) program, they may not receive AFCSP funding.

What services and goods may be purchased with AFCSP funds? AFCSP allowable services and goods necessary to temporarily relieve a caregiver of caregiving responsibilities, support the preservation of the caregiver’s physical and mental health in caring for a person with Alzheimer’s disease or related dementia disorder in the home, and those that help maintain a person with Alzheimer’s disease or related dementia disorder as a member of the household may be purchased with AFCSP funds. AFCSP allowable services and goods may include in-home respite care, adult day care, transportation, personal care, in-home cleaning and chore services, shopping and errand services, security systems, or other services and goods. AFCSP service providers must have a contract with the Outagamie County Department of Health and Human Services.

What are the income limits? The household annual income must be $48,000 or less. If the household income is more than $48,000, costs related to care may be subtracted from the gross income. If the net annual income is less than $48,000, the person is eligible for AFCSP funding.

Do I need a physician’s statement? The person must have an Alzheimer’s disease or other irreversible dementia diagnosis from their physician.

How can I find out more about AFCSP funding in Outagamie County? Contact the Outagamie County Aging & Disability Resource Center (ADRC) 920-832-5178 or via email adrc@outagamie.org.
WHAT IS ASSISTED LIVING?

Assisted living facilities offer housing alternatives for older residents 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 residents 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 residents to find out what is included in the basic rate and how much other services will cost.

Primarily, older residents 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 residents 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).
WHAT IS A DISABILITY BENEFIT SPECIALIST (DBS)?

A Disability Benefit Specialist is trained to counsel residents 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 residents 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

WHAT IS AN ELDER BENEFIT SPECIALIST (EBS)?

An Elder Benefit Specialist is trained to counsel residents 60 years and older about private or public benefits regardless of income. They are experts at helping older residents 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 age 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 age 18 to 59 years 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
If you or someone you know is living with memory loss, cognitive changes, or dementia, Fox Valley Memory Project is here with information, safe, non-judgmental places to socialize, and others to connect with. We offer:

- **Memory Cafes & Social Opportunities**
  Memory Cafés provide social connections with no stigma. Enjoy casual conversation along with themed activities facilitated by champions who are experienced in memory care, senior living, and community programs. Multiple Memory Cafés are offered throughout the Fox Valley each month. Other social opportunities include On a Positive Note chorus – a chorus made of people living with dementia and their care partners, dementia-friendly bus trips, and community outings. Memory Café schedules and social meet-up announcements can be found on the FVMP Facebook page or at www.foxvalleymemoryproject.org.

- **Purple Angel Dementia Awareness Training**
  Businesses and organizations throughout Wisconsin are becoming Purple Angel trained. Support your customers, clients, and colleagues by increasing your awareness of all types of dementia. This FREE service provided by Fox Valley Memory Project teaches the basics of interacting with people who have dementia, as well as how to support care partners and families of a loved one.

- **Memory Loss Resource Center**
  The Memory Loss Resource Center welcomes persons experiencing dementia, care partners, family, and friends. Get information and support in a warm and caring environment. Call 920 225-1711 for more information, support, referral needs, or to schedule an appointment.

- **Mindworks**
  Mindworks is a program designed for people with early symptoms of memory loss. The curriculum promotes overall health and wellness, brain health, and social connections through classroom activities, community engagement, service projects, and physical activity. Mindworks provides enrichment with purpose, while also providing respite for care partners.

- **Memory Assessment**
  Assessments are offered at Mosaic Family Health in downtown Appleton by Dr. Lee Vogel and resident physicians. Initial intake screens 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 at 920 997-8436.

- **In-Home Caregiver Support - RCI REACH**
  The RCI-REACH program developed by the Rosalynn Carter Institute for Caregiving offers coaching for those caring for persons with significant memory loss. For more information, call 920 997-8407.

Fox Valley Memory Project works to create a dementia-friendly community: a place where people with dementia can live a good life. To help reach this goal, we support 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.

Fox Valley Memory Project
1800 Appleton Road | Menasha WI 54952

Look for the Purple Angel logo signifying a dementia-aware business or service.
GUARDIAN ASSISTANCE PROGRAM

- Has it been suggested you pursue guardianship for a loved one?
- Have you been appointed or are you thinking of being appointed a guardian in Outagamie County and would like information on your responsibilities as a guardian and how to fulfill them?
- Are you unsure what resources are available to you as a guardian?
- Do you want additional information and tools to complete any reporting requirements while serving as a guardian in Outagamie County?

If you answered yes to any of these questions, you may want to contact the Guardian Assistance Program to ask questions or attend a training opportunity.

A guardian is an individual appointed by the Court to make ongoing decisions for an individual who has been determined unable to appropriately handle matters related to their care, safety and/or financial and property affairs. Outagamie County provides training sessions on the basics of guardianship for volunteers and family members serving as guardians for Outagamie County residents.

We invite you to attend one of our training dates and/or informational sessions.

Registration required to attend trainings. Please inquire about specific training dates at 920-572-6313 or OutagamieGuardian@gmail.com.

Outagamie County Department of Health and Human Services provides a required On-Line Tutorial on the County Website under How To…. Learn about becoming a Guardian.

CHECK IT OUT!
www.outagamie.org

Outagamie County Guardian Assistance Program
2331 E. Lourdes Drive
Appleton, WI 54915
920-572-6313 or OutagamieGuardian@gmail.com

No legal advice is given; some situations may require the assistance of legal representation.

DEPRESSION SYMPTOMS

The following checklist includes common symptoms of a major depression.

If you suffer from a chronic illness or even just the normal effects of aging, you may feel sad from time to time. However, you should be aware of the warning signs of a major depressive disorder that needs to be diagnosed and treated as soon as possible. A person with a major depressive disorder has a number of symptoms nearly every day, all day, for at least two weeks. These always include at least one of the following:

- Feeling sad, blue, or down in the dumps
- Loss of interest in things that he or she used to enjoy
- Feeling slowed down or restless
- Feeling worthless or guilty
- Increase or decrease in appetite or weight
- Problems concentrating, thinking, remembering or making decisions
- Trouble sleeping or sleeping too much
- Loss of energy or feeling tired all the time
- Headaches
- Other aches and pains
- Digestive problems
-Sexual problems
- Feeling pessimistic or hopeless
- Being anxious or worried
- Thoughts of death or suicide
- Other aches and pains
- Digestive problems
- Sexual problems
- Feeling pessimistic or hopeless
- Being anxious or worried
- Thoughts of death or suicide

If you show symptoms of depression, especially thoughts of death or suicide, seek professional help right away. Depression can be treated with medication, psychotherapy, or both. Once the depression is properly treated, your emotional condition should improve. If a major depression goes untreated it may cause needless suffering and make your situation even more difficult.
## 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 an injury occurs while on the job?
- **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.

### AGENCY PROVIDER

- Screen and hire qualified employees
- Provide help quickly
- Send replacements when necessary
- Provide training, supervisor and liability insurance
- Handles employee payroll
- Resolves conflicts between you and employee

### INDEPENDENT PROVIDER

- 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

### 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

- 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 residents 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 meal site on the premises. These facilities have minimal services available. Some may charge entrance fees.

RESIDENTIAL CARE APARTMENT COMPLEX (RCAC)
Apartment-type units 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, residents needing rehabilitative services (occupational, physical or speech therapy) or those who do not have supportive living services available are residents 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 are the costs for additional services or meals, private room, telephone, etc?
- 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.
The Outagamie County Aging & Disability Resource Center (ADRC) has created the **Identify and Organize Your Personal Affairs** guide to help you record the location of current documents, contact residents, possessions and miscellaneous information that will be important to you 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? Who should be executor of your estate after your death?

2) Who should receive your personal property and possessions (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 (name, relationship, address, telephone, fax, email). The POA for Finances and Property should be updated every five (5) years.

4) Do you have a **Power of Attorney (POA) for Health Care/Advance Care Plan/Living Will** identifying your health care wishes? Have you discussed your wishes with family, friends and health care professionals? Have you discussed a Do Not Resuscitate (DNR) order or organ donation? List current POA contact information (name, relationship, address, telephone, fax, email).

5) Do you have funeral arrangements documented that indicate your wishes for burial (embalming, cremation, final location of remains), funeral location and service details (memorial, music, scriptures, food, flowers, etc.), obituary and what charitable organizations you would like memorials be directed to? Who should be notified immediately upon your death? Where are your documented arrangements located?

Have a conversation to discuss this guide and your views with the persons whom you trust, who are willing to respect your views and values, who are 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 Outagamie County ADRC, Government Center 320 S. Walnut St., Appleton or may be downloaded at [www.outagamie.org/Residents/Aging & Disability Resource Center/Resource Information/personalaffairsguide.pdf](http://www.outagamie.org/Residents/Aging & Disability Resource Center/Resource Information/personalaffairsguide.pdf)
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 (i.e., bathing, getting dressed, making meals, going to work and paying bills). There are services and supports available to help residents 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.
**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 (rent, renters insurance, mortgage, taxes, homeowners insurance, heat, electric, water, sewer, garbage pick-up, telephone, etc.).

**THE FOLLOWING ITEMS REQUIRE WRITTEN VERIFICATION:**

- You will be required to provide proof of all your assets. Example of proof include a copy of your bank statements showing the value of your bank account on the date the application is completed, property tax bill, vehicle title registration, or something that shows face value and cash value of your life insurance policy. If married and applying for institutional Medicaid, an asset assessment will be required for both the applicant and the spouse.
- 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.
- Your worker may request additional documentation not listed above.

**MEDICARE PLAN FINDER**

Create an account for a personalized Medicare Plan Finder Experience.

When you create an account, you can:

- Build a better drug list with suggestions based on prescriptions you filled within the last 12 months.
- Modify your drug list and save changes.
- Compare benefits and costs in your current plan to other plans available in your area.
- See prices based on any help you get with drug costs.

Create your new account

If you want access to personalized information and features, you must create an account. Visit [Medicare.gov/plan-compare](https://www.medicare.gov/plan-compare) and click “Log in or create account.”

Have the following information ready:

1. Medicare Number – You can find this on your red, white, and blue Medicare card. If you are new to Medicare and do not have your Medicare card yet, you can get your Medicare number on the letter you get from Social Security after you enroll.
2. Last name
3. Date of birth
4. Current address with zip code or city
5. Part A or Part B coverage start date (find this on your Medicare card)

Once you add this information and select “Next,” you can create a Username and Password and use your new Medicare account. You must keep this information in a safe place to protect your privacy.

**My Username:**  **My Password Hint:**

Forgot your Username or Password?

If you have an existing account, but forgot the Username or Password, click “Trouble signing in?” under the Username box on the log in page. You’ll need this information:

1. Medicare number
2. Last name
3. Date of birth
THE A B C AND D’S OF MEDICARE

Presented by:
Outagamie County Aging & Disability Resource Center (ADRC)
Disability and Elder Benefit Specialists
Social Security Administration

This presentation is open to the public in understanding the parts of Medicare and the options available to Medicare beneficiaries.

January 15th, 2020 9:00 A.M.
Fox Valley Technical College, Room A160
Use Entrance #15
1825 N. Bluemound Dr. Appleton

March 4th, 2020 1:00 P.M.
Seymour Municipal Building
328 N. Main St. Seymour

April 29th, 2020 5:00 P.M.
Kaukauna Library
207 Thilmany Rd. Suite 200, Kaukauna

June 17th, 2020 5:00 P.M.
Grand Chute Town Center Park, Room B
1850 W. Grand Chute Blvd.
Grand Chute

August 5th, 2020 1:00 P.M.
Hortonville Library Community Center
531 N. Nash St. Hortonville

October 7th, 2020 5:00 P.M.
Appleton Police Station
222 S. Walnut St. Appleton

RSVP with the Outagamie County ADRC 920-832-5178 or Email ADRC@outagamie.org
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.

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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 24/7 Helpline 800-272-3900, Fox Valley Memory Project 920-225-1711 or the Aging & Disability Resource Center (ADRC) 920-832-5178 for community resources.
Planting the seeds of hope..
Please join us to learn more about us and to know that you are not alone.

Are you a caregiver?

You might be a caregiver if...

• While visiting your parents you do laundry, clean the house and keep the refrigerator fresh.

• Your spouse is undergoing rehabilitation after a recent surgery and you spend your days at their bedside and in the therapy gym.

• You’re having a hard time remembering your own personal life details because you are so focused on someone else’s.

• You vocabulary consists of walker, paperwork, medication, physician, appointment.

You ARE a caregiver!

OutagamieCaregiverCoalition@gmail.com
920-460-9955
<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Have you been hospitalized, in a nursing home or had any serious health illnesses in the last year? (flu, dehydration, broken bones, a fall, pneumonia or any medication adjustments.)</td>
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<tr>
<td>2. Do you have a chronic illness and/or pain that affects what you eat?</td>
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<tr>
<td>Examples: • Diabetes • High blood pressure • Heart condition • Arthritis • Breathing difficulties</td>
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<tr>
<td>3. Do you eat <strong>at least 5</strong> servings of fruit, vegetables or juice per day?</td>
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<tr>
<td>Serving Examples: • 1/2 c. cooked • 1 c. leafy green • 1 med. piece of fruit or 6 oz. juice</td>
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<td></td>
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<tr>
<td>4. Do you eat <strong>at least 2 servings</strong> of protein-rich foods daily?</td>
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<tr>
<td>Serving Examples: • 1/2 c. tuna • 1/2 c. cottage cheese • 2 oz. cheese • 2 Tbsp. peanut butter • 2 oz. meat, fish or poultry • 3/4 c. dried beans or peas • 2 eggs</td>
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<tr>
<td>5. Do you consume <strong>at least 2 servings</strong> of calcium-rich foods and/or take a calcium supplement daily?</td>
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<tr>
<td>Serving Examples: • 1 c. milk • 1 c. yogurt • 1 c. ice cream • 1 c. calcium-fortified orange juice</td>
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<tr>
<td>6. Do you drink <strong>at least six glasses</strong> (8 ounces each) of caffeine-free fluids regularly throughout the day?</td>
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<tr>
<td>Examples: • water • milk • juice • decaf coffee or tea • soda • lemonade</td>
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<tr>
<td>7. Is it hard for you to chew, swallow or taste your food?</td>
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<tr>
<td>8. Do you need help with any of the following?</td>
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<tr>
<td>• Financial assistance to buy food • Help with grocery shopping • Meal preparation assistance • Special/modified dishes or silverware</td>
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<tr>
<td>9. Is eating an enjoyable experience for you?</td>
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<tr>
<td>10. Do you take <strong>3 or more</strong> medications daily including prescription or over-the-counter drugs, vitamins or herbal supplements?</td>
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<tr>
<td>11. Have you lost or gained <strong>10 or more</strong> pounds in the last 6 months without wanting to?</td>
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<tr>
<td>12. Do you participate in regular physical activity?</td>
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<td></td>
</tr>
<tr>
<td>Examples: • walking • bicycling • stair climbing • housekeeping • gardening</td>
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<tr>
<td>13. Do you drink beer, wine or liquor on a regular basis?</td>
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</tbody>
</table>

Add numbers for your Nutrition Check score: 

Score:

- **0-4** Your score indicates you do not need to make changes in your eating habits. Check your Nutrition Check score every year.
- **5-9** You may need to make some changes in your diet and activity level to help you remain strong, healthy and independent. Check your Nutrition Check score again in 6 months.
- **10+** You may be at risk for nutrition problems. You are encouraged to make changes in your diet and activity level to help you maintain or improve your health. You may want to talk to your physician or registered dietitian about your Nutrition Check score.

Check your Nutrition Check score again in 3 to 6 months. Visit an Outagamie County Nutrition Program Congregate Meal Site (page 84)
OUTAGAMIE COUNTY NUTRITION PROGRAM

The Outagamie County Nutrition Program offers CONGREGATE and HOME DELIVERED meal service to persons 60 years and older 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 meal sites. Congregate meal service provides socialization, fellowship, volunteer opportunities, nutrition and benefit counseling and current information on aging issues. Participants must make meal reservations in advance by calling the following Congregate meal site locations below:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Days</th>
<th>Time</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oneida Heights Apartments</td>
<td>525 N. Oneida St., Appleton</td>
<td>Monday - Friday</td>
<td>11:30 A.M.</td>
<td>920-209-4175</td>
</tr>
<tr>
<td>Hortonville Opera House</td>
<td>312 W. Main St., Hortonville</td>
<td>Monday - Friday</td>
<td>11:30 A.M.</td>
<td>920-740-4648</td>
</tr>
<tr>
<td>Kaukauna Streets, Parks &amp; Recreation Building</td>
<td>207 Reaume Ave., Kaukauna</td>
<td>Monday - Friday</td>
<td>11:30 A.M.</td>
<td>920-740-4641</td>
</tr>
<tr>
<td>Seymour Municipal Building</td>
<td>328 N. Main St., Seymour</td>
<td>Monday - Friday</td>
<td>11:30 A.M.</td>
<td>920-213-3490</td>
</tr>
<tr>
<td>Thompson Center on Lourdes</td>
<td>2331 E. Lourdes Dr., Appleton</td>
<td>Tuesday, Thursday</td>
<td>12:00 Noon</td>
<td>920-858-5619</td>
</tr>
</tbody>
</table>

HOME DELIVERED MEAL SERVICE offers nutritious meals to Outagamie County residents 60 years and older who are frail and homebound by reason of illness, disability or isolation for which an assessment concludes that participation is in the individual’s best interest. Call the Outagamie County ADRC 920-832-5178 and speak with an Information and Assistance Specialist for Nutrition Program Home Delivered meal service.

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.

VOLUNTEER OPPORTUNITIES are available with the Outagamie County Nutrition Program by assisting with Congregate and Home Delivered meal service. If interested in volunteering, call the Volunteer Coordinator 920-832-5178.

Call the Outagamie County Aging & Disability Resource Center (ADRC) 920-832-5178 or visit www.outagamie.org/ADRC for further information on the Outagamie County Nutrition Program.
# RECORD RETENTION SCHEDULE

<table>
<thead>
<tr>
<th><strong>1 Year</strong></th>
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<tbody>
<tr>
<td>Bank reconciliations</td>
<td>Duplicate deposit slips</td>
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<table>
<thead>
<tr>
<th><strong>7 Years</strong></th>
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<tbody>
<tr>
<td>1099 forms received</td>
<td>Employee personnel records (of the termination)</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</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 (expiration +7 years)</td>
<td>Year-end brokerage statements/Trade confirmations</td>
</tr>
<tr>
<td>Electronic funds transfer documents</td>
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<th><strong>Permanently</strong></th>
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<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>
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<tr>
<td>Cash books</td>
<td>Mortgages</td>
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<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 of 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 records (as long as you own the property)</td>
<td>Trust agreements</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>
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</table>
SPOT AND AVOID SCAMS

The world today is full of cybercriminals launching both phishing emails and phone scams. Protect your finances and your data from these scams.

PHONE SCAMS
Scammers who operate by phone seem legitimate and are persuasive! To draw you in to their scam, they might:
• Sound friendly, call you by your first name and make small talk to get to know you
• Claim to work for a company or organization you trust such as: a bank, a software or other vendor you use, the police department or a government agency
• Threaten you with fines or charges that must be paid immediately
• Mention exaggerated or fake prizes, products, or services such as credit and loans, extended car warranties, charitable causes, or computer support
• Ask for login credentials or personal sensitive information
• Request payments to be made using odd methods, like gift cards
• Use prerecorded messages or robocalls.

If you receive a suspicious phone call or robocall, hang up! You can then block the caller’s phone number and register your phone number on the National Do Not Call Registry (https://www.ftc.gov/donotcall).

EMAIL SCAMS
Phishing emails are convincing and trick many people into providing personal data. These emails tend to be written versions of the scam phone calls described above. Some signs of phishing emails are:
• Imploring you to act immediately, offering something that sounds too good to be true, or asking for personal or financial information.
• Emails appearing to be from executive leadership you work with requesting information about you or colleagues that they usually do not request (for example, W2s)
• Unexpected emails appearing to be from people, organizations or companies you trust that will ask you to click on a link and then disclose personal information. Always hover your mouse over the link to see if it will direct you to a legitimate website.
• Typos, vague and general wording and nonspecific greetings like “Dear customer”

Beware many scam and phishing emails look legitimate! If you’re unsure about an email you received, follow these steps to protect yourself:
• Do not click links or open attachments in emails you were not expecting.
• Do not enter any personal, login, or financial information when prompted by an unsolicited email.
• Do not respond to or forward emails you suspect to be a scam.
• If in doubt, contact the person or organization the email claims to have been sent by using contact information you find for yourself on their official website.

If you get scam phone calls or phishing emails, hang up or delete.
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 residents 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
- 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 Reservation Line Call two (2) business days before ride.
- 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
- Call Complaint Line 866-436-0457
2019 - 2020 OUTAGAMIE COUNTY PARATRANSIT SERVICE

URBAN SERVICE - Valley Transit II

- Provided by Running Inc.

- Valley Transit II Service Area (3/4 mile off Fixed Bus Route System)
  Appleton | Kaukauna | Menasha | Neenah | Combined Locks | Fox Crossing | Kimberly |
  Little Chute | Buchanan | Grand Chute | Harrison | Vandenbroek

- Fares
  Effective July 1, 2019, **ONE-WAY** Paratransit fares for Outagamie County disabled and/or senior riders 60 years and older:

  - **ADA Paratransit Service** $4.00
  - **Sunday Service** $11.00
    Available to ADA riders. 7:30 A.M. to 2:00 P.M. **Cash only**.

- Ticket Purchase
  - Valley Transit II tickets may be purchased in sheets of 10 tickets at Valley Transit II Ticket Outlets, by mail, or in person at Valley Transit, 801 S. Whitman Ave., Appleton 54914 **920-832-5800**. Riders may require varied one-way fares and are encouraged to plan accordingly when purchasing tickets.

- To Schedule Transportation
  - Call Running Inc. **one day in advance** 920-832-5789

- Valley Transit II Riders must be certified at the following locations:
  
  | SENIOR RIDERS | DISABLED RIDERS (ADA) |
  | Make the Ride Happen | Fax application to: **920-830-7599** or **920-832-5178** 866-739-2372 7-1-1 TTY |
  | 3003 N. Richmond St., Appleton 54914 | Outagamie County Government Center |
  | 920-225-1719 888-200-0576 | Aging & Disability Resource Center (ADRC) |
  | | 320 S. Walnut St., Appleton 54911 |
  | | 920-832-5178 866-739-2372 7-1-1 TTY |

RURAL SERVICE $6.00

- Provided by Kobussen Buses Ltd.
- Runs **outside of Valley Transit II service area** but within rural Outagamie County.
- Tickets available at Kobussen, W914 County CE, Kaukauna **920-766-0606**
<table>
<thead>
<tr>
<th>HOME CARE SERVICES - MEDICAL</th>
<th>SKILLED NURSING</th>
<th>REHAB</th>
<th>HOSPICE</th>
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<tr>
<td><strong>Almost Family Home Care</strong></td>
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<tr>
<td>880 S. Oneida St., Ste. E, Menasha</td>
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<tr>
<td>920-729-6165 • <a href="http://www.almostfamily.com">www.almostfamily.com</a></td>
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<tr>
<td><strong>Amedisys Home Health Care</strong></td>
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<tr>
<td>2120 S. Ridge Rd., Green Bay</td>
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<tr>
<td>920-497-1234 • <a href="http://www.amedisys.com">www.amedisys.com</a></td>
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<td><strong>Arcadia Home Care &amp; Staffing</strong></td>
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<tr>
<td>516 E. Wisconsin Ave., Appleton</td>
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<tr>
<td>920-733-7890 • <a href="http://www.homecareappleton.com">www.homecareappleton.com</a></td>
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<td><strong>Ascension at Home</strong></td>
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<tr>
<td>816 W. Winneconne Ave., Neenah</td>
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<td>920-486-2261 • 866-236-8500 • <a href="http://www.ascensionathome.com">www.ascensionathome.com</a></td>
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<td><strong>AseraCare Hospice</strong></td>
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<tr>
<td>2633 Development Dr. #10, Green Bay</td>
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<td>920-497-4672 • 866-268-3203 • <a href="http://www.aseracare.com/Green-bay">www.aseracare.com/Green-bay</a></td>
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<td><strong>Aurora At Home</strong></td>
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<tr>
<td>931 Discovery Rd., Green Bay</td>
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<tr>
<td>800-862-2201 • <a href="http://www.aurorahealthcare.org">www.aurorahealthcare.org</a></td>
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<tr>
<td><strong>BrightStar Care</strong></td>
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<tr>
<td>35 Park Place, Suite 100, Appleton</td>
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<td>920-882-7277 • 866-618-7827 • <a href="http://www.brightstarcare.com/Appleton">www.brightstarcare.com/Appleton</a></td>
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<tr>
<td><strong>Calumet County Home Health Care and Hospice</strong></td>
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<tr>
<td>206 Court St., Chilton • 920-849-1432</td>
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<td>(10 miles into Outagamie County only)</td>
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<tr>
<td><strong>Comfort Keepers</strong></td>
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<tr>
<td>516 Redbird Cir., De Pere</td>
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<tr>
<td>920-215-4979 • <a href="http://www.comfortkeepers.com">www.comfortkeepers.com</a></td>
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<tr>
<td><strong>Compassus - Home Health and Hospice</strong></td>
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<tr>
<td>3237 Riverside Dr., Green Bay</td>
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<tr>
<td>920-321-2004 • <a href="http://www.compassus.com">www.compassus.com</a></td>
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<tr>
<td><strong>Helping Hands Caregivers</strong></td>
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<tr>
<td>509 W Walnut St., Green Bay</td>
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<tr>
<td>920-217-2961 • <a href="http://www.helpinghandswi.com">www.helpinghandswi.com</a></td>
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<tr>
<td><strong>Heartland Care and Hospice</strong></td>
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<tr>
<td>1145 W. Main Ave., De Pere</td>
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<tr>
<td>920-336-6455 • 866-216-5708 • <a href="http://www.heartlandhomehealth.com">www.heartlandhomehealth.com</a></td>
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<td>HOME CARE SERVICES - MEDICAL</td>
<td>SKILLED NURSING</td>
<td>REHAB</td>
<td>HOSPICE</td>
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<tr>
<td>Hospice At Cherry Meadows (ThedaCare)</td>
<td>X</td>
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<tr>
<td>2600 S. Heritage Woods Dr., Appleton</td>
<td>920-225-7794</td>
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<tr>
<td>Nurse Next Door Home Care Services</td>
<td>X</td>
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<tr>
<td>916 Willard Dr., Ste 105, Green Bay</td>
<td>920-347-2255 • <a href="http://www.nursenextdoor.com">www.nursenextdoor.com</a></td>
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<tr>
<td>PRN Homehealth and Therapy</td>
<td>X</td>
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<tr>
<td>1101 E. South River St., Appleton</td>
<td>920-830-9911 • <a href="http://www.nursesprnhomecare.com">www.nursesprnhomecare.com</a></td>
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<tr>
<td>Preferred Home Health Care</td>
<td>X</td>
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<tr>
<td>1476 Kenwood Dr., Menasha</td>
<td>920-725-1116 • <a href="https://phhcare.com">https://phhcare.com</a></td>
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<tr>
<td>Recover Health</td>
<td>X</td>
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<tr>
<td>801 Fulton St., Waupaca</td>
<td>715-258-2130 • <a href="http://www.recoverhealth.org">www.recoverhealth.org</a></td>
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<tr>
<td>Southern Care Hospice</td>
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<tr>
<td>1800 W. Mason St., Green Bay</td>
<td>920-496-1690 • <a href="http://www.southerncarehospice.com">www.southerncarehospice.com</a></td>
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<tr>
<td>St. Paul Elder Hospice Services</td>
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<tr>
<td>316 E. 14th St., Kaukauna</td>
<td>920-766-6180 • <a href="http://www.stpaulelders.org">www.stpaulelders.org</a></td>
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<tr>
<td>Taylored Rehab</td>
<td>X</td>
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<tr>
<td>845 S. Main St., Suite 120, Fond du Lac</td>
<td>920-322-0447 • <a href="http://www.tayloredrehab.com">www.tayloredrehab.com</a></td>
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<tr>
<td>ThedaCare at Home</td>
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<tr>
<td>3000 E. College Ave., Appleton</td>
<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>
<td>920-338-1111 • 800-990-9249 • <a href="http://www.unityhospice.org">www.unityhospice.org</a></td>
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<td>HOME CARE SERVICES - NON MEDICAL</td>
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<td><strong>PC = Personal Care</strong></td>
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<td><strong>H = Housekeeping</strong></td>
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<td><strong>MP = Meal Preparation</strong></td>
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<tr>
<td><strong>S = Shopping</strong></td>
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<tr>
<td><strong>RC = Respite Care/Companion</strong></td>
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<tr>
<td><strong>MR = Medication Reminders</strong></td>
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<tr>
<td><strong>TE = Transportation Escort</strong></td>
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<td><strong>MA = Medical Assistance</strong></td>
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<tr>
<td><strong>PC</strong></td>
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<td>Agape Supported Apartment Programs</td>
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<tr>
<td>7 Tri-Park Way, Appleton</td>
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<td>920-734-9871</td>
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<tr>
<td>Almost Family Home Care</td>
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<tr>
<td>880 S. Oneida St., Menasha • 2020 W. 9th Ave., Oshkosh</td>
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<td>920-729-6165 • 920-233-2080</td>
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<td>ARC Angels Senior Home care</td>
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<tr>
<td>5733 W. Grande Market Dr., Appleton</td>
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<tr>
<td>920-832-8032 • 877-832-8032 • <a href="http://www.arcangelscare.com">www.arcangelscare.com</a></td>
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<td>Arcadia Home Care</td>
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<tr>
<td>516 E. Wisconsin Ave., Appleton</td>
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<tr>
<td>920-733-7890 • <a href="http://www.homecareappleton.com">www.homecareappleton.com</a></td>
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<tr>
<td>Brightstar Care</td>
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<tr>
<td>35 Park Place, Suite 100, Appleton</td>
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<tr>
<td>920-882-7277 • <a href="http://www.brightstarcare.com/Appleton">www.brightstarcare.com/Appleton</a></td>
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<td>Caregiver Associates</td>
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<td>2364 Jackson St., #165, Stoughton</td>
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<td>920-395-3902 • <a href="http://www.cgafoxvalley.com">www.cgafoxvalley.com</a></td>
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<td>Christian Servants Home Care, LLC</td>
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<td>W5866 Easter Lily Dr., Appleton</td>
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<td>262-939-0894</td>
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<td>Clarity Care</td>
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<tr>
<td>424 Washington Ave., Oshkosh</td>
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<tr>
<td>920-236-6560 • 855-224-7487 • <a href="http://www.claritycare.org">www.claritycare.org</a></td>
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<td>Comfort Keepers</td>
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<td>516 Redbird Cir., De Pere</td>
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<td>920-882-5009 • 920-204-6068 • <a href="http://www.comfortkeepers.com">www.comfortkeepers.com</a></td>
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<td>Final Journey Companions, LLC</td>
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<td>End of Life Doula Services</td>
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<td>920-404-1855 • <a href="mailto:finaljourneycompanionsllc@gmail.com">finaljourneycompanionsllc@gmail.com</a></td>
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<td>Golden Steps Home Care</td>
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<tr>
<td>4321 W. College Ave., Ste 200 Appleton</td>
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<td>920-445-5513 877-233-7145 • <a href="http://www.goldenstepshomecare.com">www.goldenstepshomecare.com</a></td>
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<td>Good People</td>
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<td>Live in caregivers only</td>
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<td>800-608-8003 • <a href="http://www.goodpeople.us">www.goodpeople.us</a></td>
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<td>Google.com/Express</td>
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<td>HOME CARE SERVICES - NON MEDICAL</td>
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<td><strong>PC</strong> = Personal Care</td>
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<td><strong>MP</strong> = Meal Preparation</td>
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<td><strong>S</strong> = Shopping</td>
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<tr>
<td><strong>RC</strong> = Respite Care/Companion</td>
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<tr>
<td><strong>MR</strong> = Medication Reminders</td>
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<td><strong>TE</strong> = Transportation Escort</td>
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<tr>
<td><strong>MA</strong> = Medical Assistance</td>
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| Helping Hands Caregivers         | X | X | X | X | X | X | X | X |
| 509 W. Walnut St., Green Bay     |   |   |   |   |   |   |   |   |
| 920-217-2961 ext. 153 • 855-434-1011 • www.helpinghandswi.com |

| HomeAid Health Care               | X | X | X | X | X | X | X | X |
| 1463 Kenwood Dr., Menasha         |   |   |   |   |   |   |   |   |
| 920-637-4486 ext. 4 • www.homeaidhealthcare.com |

| Home Care Assistance, Fox Cities  | X | X | X | X | X | X | X | X |
| 1755 W. 7th Ave., Oshkosh         |   |   |   |   |   |   |   |   |
| 920-710-2273 • www.homecareassistanceoshkosh.com |

| Home Helpers                      | X | X | X | X | X | X | X | X |
| 1907 American Dr., Neenah         |   |   |   |   |   |   |   |   |
| 920-722-2273 • www.homehealthcareappletonwi.com |
| www.homehelpershomecare.com/appletonwi |

| Home Instead Senior Care          | X | X | X | X | X | X | X | X |
| 3020 E. College Ave. Suite L, Appleton |   |   |   |   |   |   |   |   |
| 920-997-0118 • www.homeinstead.com |

| Interim HealthCare of the Fox Cities | X | X | X | X | X | X | X | X |
| 1244 Appleton Rd., Suite D, Menasha |   |   |   |   |   |   |   |   |
| 920-944-8945 • www.interimhealthcare.com/foxcities |

| Nurse Next Door Home Care Services | X | X | X | X | X | X | X | X |
| 916 Willard Dr., Ste 105, Green Bay |   |   |   |   |   |   |   |   |
| 920-347-2255 • www.nursenextdoor.com |

| Outagamie County DHHS Supportive Home Care | X | X | X |   |   |   |   |   |
| 320 S. Walnut St., Appleton               |   |   |   |   |   |   |   |   |
| 920-832-5485 • www.outagamie.org          |

| Pasoua Home Care, LLC                   | X | X | X | X | X | X | X | X |
| 508 W. Wisconsin Ave., Ste B, Appleton  |   |   |   |   |   |   |   |   |
| 920-358-7902                             |

| Preferred Home Health Care             | X | X | X | X | X | X | X | X |
| 1476 Kenwood Dr., Menasha              |   |   |   |   |   |   |   |   |
| 920-725-1116 • www.phhcare.com         |

| Recover Health                         | X | X | X | X | X | X | X | X |
| 801 W. Fulton St., Waupaca             |   |   |   |   |   |   |   |   |
| 715-258-2130 • www.recoverhealth.org   |

| Right At Home In Home Care            | X | X | X | X | X | X | X | X |
| 4311 N. Lightning Dr., Appleton       |   |   |   |   |   |   |   |   |
| 920-257-4667 • www.rightathome.net    |

| Senior Helpers                        | X | X | X | X | X | X | X | X |
| 2501 S. Oneida St., Ste. B, Appleton  |   |   |   |   |   |   |   |   |
| 920-749-9700 • www.seniorhelpers.com/foxcities |
# HOME CARE SERVICES - NON MEDICAL

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<th>Service Provider</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Website</th>
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<tbody>
<tr>
<td>St. Paul Elder Services - St. Paul at Home</td>
<td>316 E. 14th St., Kaukauna</td>
<td>920-766-6020 • <a href="http://www.stpaulelders.org">www.stpaulelders.org</a></td>
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<tr>
<td>Synergy HomeCare</td>
<td>717 Eisenhower Dr., Ste. B, Kimberly</td>
<td>920-836-1700 • <a href="http://www.synergyhomecare.com">www.synergyhomecare.com</a></td>
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<tr>
<td>Tongxeng Personal Home Care</td>
<td>206 S. Memorial Dr., Appleton</td>
<td>920-734-1702 • 600-549-8545 • <a href="http://www.tongxenghomecare.com">www.tongxenghomecare.com</a></td>
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<tr>
<td>Valley VNA Senior Care</td>
<td>1535 Lyon Dr., Neenah</td>
<td>920-727-5555 (F. V.) 920-538-2974 (N. L.) • 866-930-8862 • <a href="http://www.valleyvna.org">www.valleyvna.org</a></td>
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<tr>
<td>Visiting Angels of Appleton</td>
<td>3405 Commerce Ct., Ste. F, Appleton</td>
<td>920-944-8000 • <a href="http://www.visitingangels.com/appleton">www.visitingangels.com/appleton</a></td>
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<td>Elderly</td>
<td>7 Tri-park Way, Appleton</td>
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<td>Developmentally Disabled</td>
<td>314 W. Sunset Ave., Appleton</td>
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<td>Physically Disabled</td>
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<td>Dementia/Alzheimer’s</td>
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<td>Traumatic Brain Injury</td>
<td>1189 Valleyview Rd., Green Bay</td>
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<td>Alcohol and other Drug Abuse</td>
<td>5211 W. Century Farm Blvd., Appleton</td>
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<td>N9138 Brenda Dr., Appleton</td>
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<td>Dementia/Alzheimer’s</td>
<td>206 Royal St. Pat’s Dr., Wrightstown</td>
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<td>Traumatic Brain Injury</td>
<td>1619 Kaylee Ln., Appleton</td>
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<td>4301 Cilantro Ln., Kaukauna</td>
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<td>Emotionally Disturbed/Mental Illness</td>
<td>W131 Erv Ct., Kaukauna</td>
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<td>N8065 Hickory Rd., Bear Creek</td>
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<td>Dementia/Alzheimer’s</td>
<td>1612 W. Packard St., Appleton</td>
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## HOUSING - ADULT FAMILY HOMES (AFH)

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<th>ELD</th>
<th>DA</th>
<th>DD</th>
<th>PD</th>
<th>TBI</th>
<th>AODA</th>
<th>EDM1</th>
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<td>Innovative Services – Lindbergh St.</td>
<td>111 E. Lindbergh St., Appleton • 920-830-2995</td>
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<tr>
<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 • 920-766-6468</td>
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<td>Nobility Reigns, LLC</td>
<td>1415 W. Spring St., Appleton • 920-366-8707</td>
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<td>Productive Living Systems – Jonathan Place</td>
<td>2417/2419 Jonathan Dr., Appleton • 920-831-6289</td>
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<td>REM Townclub</td>
<td>N2284 Town Club Rd., Kaukauna • 920-759-5333</td>
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<td>N224 Randy’s Ln., Appleton • 920-687-8358</td>
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<td>Res Care – West Wilson</td>
<td>219 W. Wilson St., Appleton • 920-840-6044</td>
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<td>Ridgefield Home</td>
<td>W2592 Ridgefield Ct., Appleton • 920-993-9997</td>
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<td>The Gardens - Adult Family Homes, LLC</td>
<td>4271 &amp; 4291 N. Prairie Rose Ln., Appleton • 920-944-8880</td>
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<td>Your Neighborhood Living, Inc.</td>
<td>630 Lamers Rd., Kimberly • 920-707-1283</td>
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<td>Your Neighborhood Living, Inc. – Atlantic Street House</td>
<td>114 E. Atlantic St., Appleton • 920-850-0391</td>
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<td>Your Neighborhood Living, Inc. – Superior Street House</td>
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### HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)

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<th>TBI</th>
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<tr>
<td>DA = Dementia/Alzheimer’s</td>
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<tr>
<td>AODA = Alcohol and other Drug Abuse</td>
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<td>TBI = Traumatic Brain Injury</td>
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<td>EDMI = Emotionally Disturbed/Mental Illness</td>
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<td><strong>ANEW Choice Care (Winnebago County)</strong></td>
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<td><strong>ACS Clinical Services LLC</strong></td>
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<td><strong>Agape 2 - 9</strong></td>
<td>7 Tri-park Way, Appleton (Appleton &amp; Kaukauna) • 920-734-9871</td>
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<td><strong>Apple Creek Place (3 Facilities)</strong></td>
<td>5102, 5117, 5118 N. Cherryvale Ave., Appleton • 920-997-8090</td>
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<td><strong>Apricity - Casa Clare (Women)</strong></td>
<td>201 S. Glenridge Ct., Appleton • 920-731-3981</td>
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<td><strong>Apricity - Mooring House (Men)</strong></td>
<td>607 W. Seventh St., Appleton • 920-739-3235</td>
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<td><strong>Aspire Senior Living</strong></td>
<td>825 Cobblestone Ln., Kimberly • 920-720-0288</td>
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<td><strong>Brookdale Senior Living</strong></td>
<td>5800 Pennsylvania Ave., Appleton • 920-997-0725</td>
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<td><strong>Brotoloc (5 Facilities)</strong></td>
<td>N2780 State Highway 15, Hortonville (Appleton &amp; Hortonville) • 920-779-3900</td>
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<td>425 Moasis Dr., Little Chute • 920-788-7033</td>
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<td>112 Harris Way, Hortonville • 920-779-3221</td>
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<td><strong>Carolina Assisted Living</strong></td>
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<td><strong>Century Oaks Assisted Living</strong></td>
<td>2100 &amp; 2302 E. Glenhurst Ln., Appleton, WI 54913 • 920-475-7555</td>
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<td><strong>Clarity Care (4 Facilities)</strong></td>
<td>424 Washington Ave., Oshkosh • 920-236-6560</td>
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<td><strong>Country Terrace</strong></td>
<td>749 W. Parkway Blvd., Appleton • 920-232-1672</td>
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<td><strong>Country Villa Assisted Living</strong></td>
<td>N3782 County Road E, Freedom • 920-422-4620</td>
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*DISCLAIMER: Call for type of pet and breed of animal allowed. Some restrictions apply.*
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<tr>
<th>HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)</th>
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<td><strong>ELD</strong> = Elderly</td>
</tr>
<tr>
<td><strong>DD</strong> = Developmentally Disabled</td>
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<tr>
<td><strong>PD</strong> = Physically Disabled</td>
</tr>
<tr>
<td><strong>DA</strong> = Dementia/Alzheimer’s</td>
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<tr>
<td><strong>AODA</strong> = Alcohol and other Drug Abuse</td>
</tr>
<tr>
<td><strong>TBI</strong> = Traumatic Brain Injury</td>
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<td><strong>EDMI</strong> = Emotionally Disturbed/Mental Illness</td>
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<td><strong># BEDS</strong></td>
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<td><strong>Darboy Assisted Living</strong></td>
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<td>N9520 Silver Ct., Appleton • 920-832-9290</td>
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<td><strong>Fox Hollow</strong></td>
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<tr>
<td>W7126 Fox Hollow, Greenville • 920-364-9515</td>
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<td><strong>Frontida Assisted Living (2 Facilities)</strong></td>
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<td>816, 820 Schelfhout Ln., Kimberly • 920-948-0205</td>
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<td><strong>Gardens of Fountain Way (Calumet County)</strong></td>
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<td>1050 Fountain Way, Menasha • 920-993-9980</td>
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<td><strong>Gardenview (Winnebago County)</strong></td>
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<tr>
<td>1712 Midway Rd., Menasha • 920-733-4305</td>
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<td><strong>Good Shepherd Services</strong></td>
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<tr>
<td>607 &amp; 721 E. Bronson Rd., Seymour • 920-833-6856</td>
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<td><strong>Good Shepherd Services - Shepherd’s Inn</strong></td>
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<td>621 W. Factory St., Seymour • 920-833-2013</td>
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<td><strong>Heartwood Homes Senior Living</strong></td>
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<td>1407 and 1413 N. Mason St., Appleton</td>
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<tr>
<td>920-955-3500 • 920-955-3800</td>
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<tr>
<td><strong>Heritage Residential Living (Winnebago County)</strong></td>
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<td>2600 S. Heritage Woods Dr., Appleton • 920-738-3000</td>
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<td><strong>Kimberly Place</strong></td>
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<td>314 W. Kimberly Ave., Kimberly • 920-687-1198</td>
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<td><strong>Kindred Hearts of Greenville</strong></td>
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<td>W7098 Buttercup Ct., Greenville • 920-757-0996</td>
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<td><strong>Kindred Hearts of Kaukauna</strong></td>
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<td>548 Frances St., Kaukauna • 920-766-4455</td>
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<td><strong>Living Tree Estates, LLC</strong></td>
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<td>N1916 Greenville Dr., Greenville • 920-882-5045</td>
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<td><strong>LSS Eastwood Crisis Facility</strong></td>
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<tr>
<td>430 S. Kensington Dr., Appleton • 920-830-3376</td>
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<td><strong>LSS Grandstone Group Home</strong></td>
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<tr>
<td>1308 N. Leona St., Appleton • 920-730-1028</td>
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<tr>
<td><strong>Matthews Homes (6 Facilities)</strong></td>
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<tr>
<td>Appleton &amp; Menasha • <a href="http://www.matthewsseniorliving.com">www.matthewsseniorliving.com</a></td>
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<td>8-16/unit</td>
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<tr>
<td><strong>Mayflower Assisted Living</strong></td>
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<td>140 S. Mayflower Dr., Appleton • 920-991-9070</td>
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<td><strong>Meridian Senior Living (2 Facilities)</strong></td>
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<tr>
<td>793, 795 Tarragon Dr., Kaukauna • 920-462-4018</td>
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**DISCLAIMER:** Call for type of pet and breed of animal allowed. Some restrictions apply.
# HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)

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<th>Establishment</th>
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<th>TBI</th>
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<tr>
<td>Misty Arbor Assisted Living</td>
<td>333 Misty Ln., Appleton • 920-939-2177</td>
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<td>Oak Park Place Of Menasha, LLC (Winnebago County)</td>
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<td>Pnuma 1</td>
<td>W7066 Winnegamie Dr., Appleton • 920-832-4090</td>
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<td>Province Terrace Villas</td>
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<td>Ryan Community (Correctional)</td>
<td>1338 W. Prospect Ave., Appleton • 920-731-3768</td>
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<td>St. Paul Manor</td>
<td>316 E. 14th St., Kaukauna • 920-766-6020</td>
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<td>Touchmark Assisted Living and Memory Care (Winnebago County)</td>
<td>2601 Touchmark Dr., Appleton • 920-832-9100</td>
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<tr>
<td>Trinity Terrace (Waupaca County)</td>
<td>1835 Division St., New London • 920-982-5354</td>
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<td>Villa Hope</td>
<td>613 N. Division St., Appleton • 920-739-5337</td>
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<td>Villa Phoenix</td>
<td>408, 418 N. Lawe St., Appleton • 920-731-1316 • 920-733-5580</td>
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<td>Willow Lane Assisted Living</td>
<td>850 W. Elsner Rd., Appleton • 920-380-0511</td>
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*DISCLAIMER: Call for type of pet and breed of animal allowed. Some restrictions apply.
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<th>HOUSING - RESIDENTIAL CARE APARTMENT COMPLEXES (RCAC)</th>
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<td>200 W. Packard St., Appleton • 920-954-9990</td>
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<td>Eagle Point Senior Living</td>
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<td>955 E. John St., Appleton • 920-843-9499</td>
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<td>Good Shepherd Meadow Wood Apartments</td>
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<td>2600 Heritage Woods Dr., Appleton • 920-738-3000</td>
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<td>Renaissance</td>
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<td>2601 Touchmark Dr., Appleton • 920-832-9100</td>
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<td>500 W. Washington St., New London • 920-982-5354</td>
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*DISCLAIMER: Call for type of pet and breed of animal allowed. Some restrictions apply.*
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<th>HOUSING - INDEPENDENT LIVING APARTMENTS</th>
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<th>HOUSING ASSISTANCE</th>
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<td>925 W. Northland Ave., Appleton • 920-739-6811</td>
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<td>200 W. Packard St., Appleton • 920-954-9990</td>
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<td>825 Cobblestone Ln., Kimberly • 920-720-0288</td>
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<td>Bear Creek Apartments</td>
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<td>309 Durrel St., Bear Creek • 715-460-0198</td>
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<td>Buchanan Cottages</td>
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<td>N247 Marie Claire Dr., Appleton • 920-733-7078</td>
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<td>Canal Place</td>
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<td>137 E. Wisconsin Ave., Kaukauna • 920-759-2040</td>
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<td>Clarity Care Apartments (OCHA) (Winnebago County)</td>
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<td>1774-76 Chain Dr., Menasha • 920-731-9781</td>
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<td>Courtyard Apartments</td>
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<td>3600 Woodman Dr., Appleton • 920-731-8853</td>
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<td>Crescentview Apartments (OCHA)</td>
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<td>515 W. First St., Kimberly • 920-731-9781</td>
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<tr>
<td>D &amp; C Country View Apartments</td>
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<td>10</td>
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<tr>
<td>W1993 County Trunk S, Freedom • 920-788-6801</td>
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<tr>
<td>Eagle Point Senior Living</td>
<td></td>
<td>73</td>
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<tr>
<td>955 E. John St., Appleton • 920-843-9499</td>
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<tr>
<td>Fox Valley Lutheran Homes - Linwood Place</td>
<td>41</td>
<td></td>
<td>X</td>
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<tr>
<td>425 N. Linwood Ave., Appleton • 920-734-7225</td>
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<tr>
<td>Glenpark Apartments (OCHA)</td>
<td></td>
<td>49</td>
<td>X</td>
</tr>
<tr>
<td>2919 W. Glenpark Dr., Appleton • 920-731-9781</td>
<td></td>
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<tr>
<td>Golden Venture Apartments (Kaukauna Housing Authority)</td>
<td>74</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>125 W. 10th St., Kaukauna • 920-766-4772</td>
<td></td>
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<tr>
<td>Grandview Townhomes</td>
<td></td>
<td>40</td>
<td>X</td>
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<tr>
<td>551 N. Bluemound Dr., Appleton • 920-843-5067</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greenfield Manor</td>
<td></td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>825 E. Greenfield Dr., Little Chute • 920-687-0600</td>
<td></td>
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*DISCLAIMER: Call for type of pet and breed of animal allowed. Some restrictions apply.*
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<tr>
<th>HOUSING - INDEPENDENT LIVING APARTMENTS</th>
<th># OF APARTMENTS, ROOMS, DUPLEXES</th>
<th>HOUSING ASSISTANCE</th>
<th>PETS ALLOWED*</th>
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<tr>
<td>Hallmark Place</td>
<td>128</td>
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<tr>
<td>425 W. Kennedy Ave., Kimberly • 920-687-9441</td>
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<tr>
<td>Heritage Residential Living (Winnebago County)</td>
<td>150</td>
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<tr>
<td>2600 Heritage Woods Dr., Appleton • 920-738-3000</td>
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<tr>
<td>Hillside Apartments (OCHA)</td>
<td>25</td>
<td>X</td>
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<tr>
<td>526 W. Factory St., Seymour • 920-731-9781</td>
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<tr>
<td>John Fischer Manor</td>
<td>60</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>330 E. First Ave., Appleton • 920-716-3279</td>
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<tr>
<td>LSS Progressive Apartments</td>
<td>11</td>
<td>X</td>
<td>X</td>
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<tr>
<td>3002 W. Darling St., Appleton • 920-730-0090</td>
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<tr>
<td>Lynndale Village</td>
<td>60</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>3761 N. White Hawk Dr., Appleton • 920-209-7368</td>
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<td></td>
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<tr>
<td>Marion Heights (Waupaca County)</td>
<td>26</td>
<td></td>
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<tr>
<td>101 E. Beckert Rd., New London • 920-982-5354</td>
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<tr>
<td>New London Housing Authority (NLHA) - Franklin Apartments</td>
<td>62</td>
<td>X</td>
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<tr>
<td>505 Division St., New London • 920-982-8509</td>
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<tr>
<td>Oaklawn Apartments (Waupaca County)</td>
<td>24</td>
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<tr>
<td>315 Oshkosh St., New London • 715-258-0335</td>
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<tr>
<td>Oneida Heights Apartments (AHA)</td>
<td>159</td>
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<tr>
<td>525 N. Oneida St., Appleton • 920-882-2100</td>
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<tr>
<td>Oneida Comprehensive Housing Division</td>
<td>Call for information</td>
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<tr>
<td>2913 Commissioner St., Oneida • 920-869-2227</td>
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<tr>
<td>Outagamie County Housing Authority (OCHA)</td>
<td>Call for information Duplexes available</td>
<td>X</td>
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<tr>
<td>3020 W. Winslow Ave., Appleton • 920-731-9781</td>
<td></td>
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<tr>
<td>Parkview Village (Calumet County)</td>
<td>2 &amp; 3 Bedroom Units Multi-Family Units</td>
<td>X</td>
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<tr>
<td>2820 Kernan Ave., Appleton • 920-731-7288</td>
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<tr>
<td>Pinewood Apartments (OCHA)</td>
<td>25</td>
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<tr>
<td>125 John St., Hortonville • 920-731-9781</td>
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<tr>
<td>Randall Court Apartments (OCHA)</td>
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<tr>
<td>218 E. Randall St., Appleton • 920-731-9781</td>
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<tr>
<td>Regency Place Senior Living</td>
<td>40</td>
<td>X</td>
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</tr>
<tr>
<td>628 Grand Ave., Little Chute • 920-966-9905 • Opening Fall 2019</td>
<td></td>
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</tbody>
</table>

*DISCLAIMER: Call for type of pet and breed of animal allowed. Some restrictions apply.
<table>
<thead>
<tr>
<th>HOUSING - INDEPENDENT LIVING APARTMENTS</th>
<th># OF APARTMENTS, ROOMS, DUPLEXES</th>
<th>HOUSING ASSISTANCE</th>
<th>PETS ALLOWED*</th>
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<tbody>
<tr>
<td>Renaissance</td>
<td>8 condos</td>
<td>X</td>
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<tr>
<td>301 E. Florida Ave., Appleton • 920-380-1100</td>
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<td>Ridgeview Highland Senior Apartments</td>
<td>525</td>
<td>X</td>
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<tr>
<td>640 Ridgeview Cr., Appleton • 920-954-1920</td>
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<tr>
<td>Riverwalk Place (AHA)</td>
<td>70</td>
<td>X</td>
<td>X</td>
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<tr>
<td>431 E. Eagle Flats Pkwy., Appleton • 920-733-5046</td>
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<tr>
<td>Rosewood Glen Apartments (Waupaca County)</td>
<td>36</td>
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<tr>
<td>409 Partridge Dr., New London • 920-982-9602</td>
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<tr>
<td>Round House Manor</td>
<td>45</td>
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<tr>
<td>300 Bicentennial Ct., Kaukauna • 920-766-2233</td>
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<tr>
<td>SR Development</td>
<td>2</td>
<td>X</td>
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<tr>
<td>2324 W. Prospect Ave., Appleton • 920-419-4501</td>
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<tr>
<td>Seymour Senior Village</td>
<td>24</td>
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<tr>
<td>710, 720 Bronson Rd., Seymour • 877-377-1434</td>
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<tr>
<td><a href="http://www.cap">www.cap</a> services.org/rentals</td>
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<td>Touchmark on West Prospect (Winnebago County)</td>
<td>104</td>
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<tr>
<td>2601 Touchmark Dr., Appleton • 920-832-9100</td>
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<tr>
<td>Union Square Apartments</td>
<td>50</td>
<td>X</td>
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<tr>
<td>500 E. Winnebago St., Appleton • 920-539-7290</td>
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<tr>
<td>Villas of Combined Locks</td>
<td>24</td>
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<tr>
<td>334 Wallace St., Combined Locks • 920-786-2501</td>
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<tr>
<td>Windmill Manor</td>
<td>24</td>
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<tr>
<td>710 Monroe St., Little Chute • 920-788-9214</td>
<td></td>
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<tr>
<td>Woodridge Gardens</td>
<td>108 Multi-Family Units</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>3040 Green Meadow Dr., Appleton • 920-733-8811</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zion Place</td>
<td>28</td>
<td></td>
<td></td>
</tr>
<tr>
<td>115 E. Winnebago St., Appleton • 920-739-3104</td>
<td></td>
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</table>

*DISCLAIMER: Call for type of pet and breed of animal allowed. Some restrictions apply.
## HOUSING - SKILLED NURSING FACILITIES (SNF)

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Bed Count</th>
<th>DEMENTIA</th>
<th>HOSPICE</th>
<th>RESPITE</th>
<th>REHAB</th>
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<tbody>
<tr>
<td>Anna John Resident Centered Care Community (Oneida Nation)</td>
<td>48</td>
<td>X</td>
<td>X</td>
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<td>P,O,S</td>
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<tr>
<td>Atrium Post Acute Care of Little Chute</td>
<td>65</td>
<td>X</td>
<td>X</td>
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<td>Brewster Village</td>
<td>204</td>
<td>X</td>
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<td>P,O,S</td>
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<tr>
<td>Good Shepherd Home</td>
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<td>X</td>
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<td>Greentree Health and Rehabilitation Center (Waupaca County)</td>
<td>60</td>
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<td>ManorCare Health Services</td>
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<tr>
<td>Oakridge Gardens Nursing Center (Winnebago County)</td>
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<td>P,O,S</td>
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<tr>
<td>Peabody Manor (Winnebago County)</td>
<td>58</td>
<td>X</td>
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<tr>
<td>Rennes Health &amp; Rehab Center</td>
<td>88</td>
<td>X</td>
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<tr>
<td>St. Joseph Residence (Waupaca County)</td>
<td>76</td>
<td>X</td>
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<tr>
<td>St. Paul Elder Services</td>
<td>129</td>
<td>X</td>
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<td>P,O,S</td>
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<tr>
<td>The Bridges of Appleton</td>
<td>150</td>
<td>X</td>
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<td>The Pines Post Acute and Memory Care (Waupaca County)</td>
<td>95</td>
<td>X</td>
<td></td>
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<td>P,O,S</td>
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</tbody>
</table>

* P = Physical Therapy, O = Occupational Therapy, S = Speech Therapy

**Notes:**
- *Contract* facilities are indicated by an asterisk (*) after the facility name.

---

**ADRC • OUTAGAMIE COUNTY • 920-832-5178 • 866-739-2372**
<table>
<thead>
<tr>
<th>HOUSING - SKILLED NURSING FACILITIES (SNF)</th>
<th>* P=Physical Therapy</th>
<th>O=Occupational Therapy</th>
<th>S=Speech Therapy</th>
<th># BEDS</th>
<th>DEMENTIA</th>
<th>HOSPICE</th>
<th>RESpite</th>
<th>REHAB</th>
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</thead>
</table>
| The Recovery Inn (An Eduro Healthcare Community)  
2015 E. Enterprise Ave., Appleton • 920-560-1060 | 12 | | X | P,O,S Contract |
| Wisconsin Veterans Home (Waupaca County)  
N2665 County Road QQ, King • 888-458-5586 | 721 | X | X | P,O,S |

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website: www.gwkl.net email: info@gwkl.net

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St. Paul Villa
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Memory Care assisted living

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