When you need us most,
our family is here for you.

ENDURING A LOSS IS A CONFUSING
AND DISORIENTING TIME, BUT THERE IS
COMFORT TO BE FOUND IN KNOWING
THAT WE ARE HERE TO HANDLE THINGS
FOR YOU. A.J. HOLLY & SONS IS HERE TO
SERVE YOU WITH A TRADITION OF CARE
AND A LEGACY OF EXCELLENCE.

Respect
Dignity
Empathy

COMPASSION AND UNDERSTANDING
IN YOUR TIME OF NEED

A.J. Holly & Sons Funeral Home

Waupaca .................. 715-258-4020  Almond .................. 715-366-2711
Amherst .................. 715-824-3221  Poy Sippi .................. 920-987-5135
Wild Rose ................. 920-622-3774

www.hollyfuneralhome.com • Email: hollyfuneralhome@charter.net
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We can help you sort through all of the options available and make informed decisions about:
- Maintaining your independence
- Choices for long-term care and related services
- Medicare benefits and other health-related benefits
- Social Security benefits
- Health and wellness programs
- Support services and resources in your community

We provide unbiased information about the providers and services in your community, their availability, and costs. Our team of professionals will work with you to find the right fit of options for your individual situation and provide the information you need to make the best decisions.

WHO WE SERVE
The Aging & Disability Resource Center of Calumet, Outagamie and Waupaca Counties serves adults who are in need of information and assistance, benefit specialist services, and health and wellness programs. This includes people who meet one or more of the following criteria:
- Have a developmental disability
- Have a physical disability
- Have a mental health issue
- Have substance abuse issues
- Are over age 60
- Are young adults with a disability who are transitioning to adulthood
- Are families, caregivers, or advocates for any of these individuals

Call for an appointment to meet with us at one of our locations, at your home or at another location in the community.

OUR PURPOSE AND MISSION
Our mission is to offer adults, families and the community a single point of contact for information and assistance, plus individualized service planning to enhance self-sufficiency and quality of life. We want to help people make the best decisions to prevent or postpone the need for long-term care services and preserve personal resources for as long as possible.
AGING AGENCIES

GOVERNMENT AGENCIES

GREATER WISCONSIN AGENCY ON AGING RESOURCES
1414 MacArthur Road, Suite A
Madison, WI 53714
608-243-5670
www.gwaar.org
Robert Kellerman, Executive Director
The Greater Wisconsin Agency on Aging Resources provides advocacy, planning, coordination and information to multiple county and tribal aging departments and administers federal and state aging funding to counties.

BUREAU OF AGING AND DISABILITY RESOURCES
1 W. Wilson Street, Room 450
PO. Box 7851
Madison, WI 53707-7851
Consumer Inquiries: 608-266-2536
dhs.wisconsin.gov
Donna McDowell, Bureau Director
The Bureau of Aging and Disability Resources is the state administrative agency for the Older Americans Act and other federal and state aging programs.

DISABILITY BENEFIT SPECIALIST
Waupaca County Department of Health & Human Services
811 Harding Street
Waupaca, WI 54981
715-258-6400
See Benefit Assistance

ELDERCARE LOCATOR
715-258-6400 • 800-677-1116
www.eldercare.gov
9 a.m. to 6 p.m. Eastern Standard Time, Monday through Friday
Spanish speaking information specialists are on duty.
The Eldercare Locator is a public service of the U.S. Administration on Aging. It is the first step to finding resources for older adults in any U.S. community. Just one phone call or Web site visit provides an instant connection to resources that enable older persons to live independently in their communities. The service links those who need assistance with state and local area agencies on aging and community-based organizations that serve older adults and their caregivers.

ELDER BENEFIT SPECIALIST
Waupaca County Dept. of Health & Human Services
Aging & Disability Resource Unit
811 Harding Street
Waupaca, WI 54981
715-258-6400
See Benefit Assistance

WAUPACA COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES
811 Harding Street
Waupaca, WI 54981
715-258-6300
www.co.waupaca.wi.us
Provides a myriad of services to the general public. Divisions include: Public & Community Health, Family & Community Services, Aging & Disability Resources, Community Behavioral Health, Child & Youth Services, and Economic & Employment Support.

WAUPACA COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES
AGING & DISABILITY RESOURCE UNIT
811 Harding Street
Waupaca, WI 54981
715-258-6400
www.co.waupaca.wi.us
Aging and Disability Resource Centers (ADRCs) are the first place to go to get accurate, unbiased information on all aspects of life related to aging or living with a disability. ADRCs are friendly, welcoming places where anyone — individuals, concerned family members, or professionals working with issues related to aging or disabilities — can go for information specifically tailored to their situation. The ADRC provides information on a broad range of programs and services, helps people understand the various long term care options available to them, helps people apply for programs and benefits, and serves as the access point for publicly-funded long term care. These services can be provided at the ADRC, via telephone, or through a home visit, whichever is more convenient to the individual seeking help. The following services are available through the Aging & Disability Resource Center:

### ALZHEIMER'S FAMILY & CAREGIVER SUPPORT PROGRAM
Provides caregiver support and funding for respite care and adult day care for a family member of any age having Alzheimer's or any other irreversible dementia.

*See Caregiver Support*

### DISABILITY BENEFIT SPECIALIST
A Disability Benefit Specialist (DBS) is trained to counsel people ages 18-59 with physical disabilities, developmental disabilities, and/or mental illness and substance abuse issues about private or public benefits. DBSs are experts at helping people 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 and who work closely with other state and local professionals.

Disability Benefit Specialists help answer questions and solve problems related to Social Security, Medicare, health insurance and other public and private benefits for people with disabilities. Services may include assistance with application and appeals procedures. Services are free and confidential.

*See Benefit Assistance*

### ELDER BENEFIT SPECIALIST PROGRAM
An Elder benefit specialist is a person trained to help persons, age 60 or older, who are having a problem with their private or government benefits. They receive ongoing training and are monitored by attorneys knowledgeable in elder law. The attorneys are also available to assist older persons in need of legal representation on benefit matters.

*Who Should Seek Help From An Elder Benefit Specialist?*
- Residents 60 years of age and older who need assistance on public and private benefit issues.
- Older persons who need help in organizing the paperwork to apply for benefits.
- Older persons who have been denied a benefit that they think they are entitled to receive.

*What can an Elder Benefit Specialist Do?*
- Work closely with federal, state and local professionals connecting older persons to needed resources.
- Advocate on the your behalf with other parties.

*Benefit Specialists can help you with a variety of programs and issues, including:*
- Medicare Part A, B & D
- Medicare Supplemental Insurance
- Medicare Advantage Plans (Part C)
- Social Security
- Medical Assistance
- Homestead Tax Credit or Referral
- Housing & Utility Issues
- Wisconsin SeniorCare
- Food Share
- Legal Benefits and other concerns affecting people 60 and older.

*See Benefit Assistance*

### INFORMATION AND ASSISTANCE
AGING AND DISABILITY RESOURCE CENTER (ADRC)
715-258-6400
[www.co.waupaca.wi.us](http://www.co.waupaca.wi.us)
Under Health & Human Services select ADRC and/or Aging/Disability Newsletter
[www.youradrcresource.org](http://www.youradrcresource.org)
Connects older adults, their families and caregivers with much needed information, services and programs in the community. Even if an older family member lives outside of the county or state, the department will help families access the services and agencies needed. The Aging & Disability Resource Unit also publishes a quarterly newsletter – the ADRC Connection.
LONG-TERM CARE OPTIONS COUNSELLING
AGING AND DISABILITY RESOURCE CENTER
715-258-6400
www.co.waupaca.wi.us
Under Health & Human Services select ADRC
www.youradrcresource.org
The Aging and Disability Resource Center helps individuals and their families determine medical and other support needs as well as how to obtain those supports, so that individuals can remain independent and safe in their own homes. Options counselling also addresses eligibility for public funding and provides direction regarding how individuals can best use personal resources to pay for service needs. Options counselling is scheduled in the home of the individual.

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM (NFCSF)
Supports and assists family caregiver with information and assistance in accessing services along with counselling, training, support groups and funds for respite care and supplemental services.
See Caregiver Support

NUTRITION PROGRAM FELLOWSHIP, FOOD & FUN
Provides an opportunity for persons age 60 and over and their spouses to enjoy a nutritious meal in a social setting at one of seven sites. For home bound individuals, home-delivered meals are available. All meals provided by this program are on a contribution basis, with donations a very necessary part of the budget.
See Food – Senior Dining Sites

TRANSPORTATION PROGRAM
Helps older and disabled adults access services and programs they need in order to remain independent. The Volunteer Driver Program provides certified drivers who provide rides for necessary medical appointments within Wisconsin.
See Transportation and Volunteer Opportunities

VOLUNTEER PROGRAM
This program is essential to helping the department meet the growing needs of older adults. Volunteers play a key role in the Congregate and Home Delivered Meal programs, and Volunteer Driver Program and many other key programs, too numerous to mention, within the agency.
See Volunteer Opportunities

ABUSE
ELDER ADULT/ADULT-AT-RISK

WHAT IS AN ELDER ADULT/ADULT-AT-RISK?
Any adult (18-59) who has a physical or mental condition that substantially impairs his or her ability to care for his or her needs – or elder adult (age 60 and older) and who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation as defined below:

Physical/Sexual Abuse is the intentional or reckless infliction of physical pain or injury, illness, or any impairment of physical condition. It includes, but is not limited to beating, choking, burning, inappropriate medication, tying, locking a person up and a violation of criminal assault law.

Financial Exploitation is the misuse of an elder adult/adult-at-risk’s money or property. It includes deception, diverting income, mismanagement of funds, taking money or possessions against a person’s will, failure of a fiscal agent to fulfill his or her responsibilities, identity theft and financial transaction card crimes.

Neglect occurs when a caregiver’s failure to provide adequate food, shelter, clothing, medical or dental care results in significant danger to the physical or mental health of an elder adult/adult-at-risk person in their care.

Self-Neglect occurs when there is significant danger to an individual’s physical or mental health because the individual is responsible for his or her own care but fails to obtain adequate care, including food, shelter, clothing, or medical or dental care.

WARNING SIGNS OF ELDER ADULT/ADULTS-AT-RISK ABUSE:
- Sudden changes in behavior or finances
- Physical injuries, dehydration or malnourishment
- Extreme withdrawal, depression or anxiety
- Absence of basic care or necessities
- Kept away from others
- Unsanitary living conditions
- Personal items missing

SPEAK UP FOR ELDERS/ADULTS-AT-RISK!
How to report suspected abuse regarding an elder adult/adult-at-risk:
Waupaca County Adult Protective Services
715-258-6400 or after hours toll free 1-866-739-2372
All calls can be made anonymously and you do not need to prove that abuse is occurring. A social worker will investigate your suspicions and based on circumstances will offer support, assistance, or connections to the right services.
ABUSE: ELDER & DOMESTIC

TO REPORT ELDER ABUSE, PLEASE CALL:

- ELDER FINANCIAL EMPOWERMENT PROJECT
  Coalition of Wisconsin Aging Groups
  Physical Address:
  6320 Monona Drive, Suites 305 and 307
  Madison, WI
  Mailing address:
  PO Box 628248,
  Madison, WI 53562.
  800-488-2596 • 608-224-0606
  www.cwag.org
  Provides information, advocacy and referral to elder victims of financial abuse.

- WAUPACA COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES – AGING & DISABILITY RESOURCE UNIT
  811 Harding Street
  Waupaca, WI 54981
  715-258-6400
  Help for families of all ages in crisis.
  CRISIS HOTLINE: 800-719-4418

- WISCONSIN COALITION AGAINST DOMESTIC VIOLENCE
  1245 E Washington Avenue, Suite 150
  Madison, WI 53703
  608-255-0539
  www.endabusewi.org
  Advocacy network for domestic violence victims.

- WISCONSIN COALITION AGAINST SEXUAL ASSAULT, INC
  2801 West Beltline Highway, Suite 202
  Madison, WI 53713
  608-257-1516
  www.wcasa.org

ADAPTIVE MEDICAL EQUIPMENT

- A & J MOBILITY
  Greg Heinen Mobility Consultant
gbsales2@aandjvans.com
  1330 Mid Valley Drive
  DePere, WI 54115
  877-830-1330, 920-632-4882
  Cell: 920-368-1604
  Fax: 920-632-7167
  www.aandjmobility.com

- BILL-RAY HOME MOBILITY, LLC
  1110 W Kennedy Avenue, Suite C
  Kimberly, WI 54136
  920-257-4001
  www.friendlybeds.com
  Friendlybeds.com is a subsidiary of Bill-Ray Home Mobility.
  The makers of Friendly Beds which provide heavy-duty framework that goes over all ready existing beds,
  keeping your life as normal as possible yet giving heavy duty assistance for safety, mobility and overall independence.

- CP
  2801 South Webster Street
  Green Bay, WI 54301
  920-337-1122
  www.wearecp.org
  Providing persons with comprehensive assistive technology services and loan closet with augmentation devices.

- ERICKSON HOME MEDICAL EQUIPMENT
  8 South Main Street
  Clintonville, WI 54929
  715-823-2106
  ericksonsclintonville.com
  Wheelchairs, scooters, ramps, lifts and other handicap equipment

- GT MOBILITY & SERVICES LLC
  Green Bay: 844 Ontario Road, Green Bay, WI 54311
  920-491-8384
  Stevens Point: 2833 Stanley Street,
  Stevens Point, WI 54481
  715-341-2712
  Sun Prairie: 222 Linnerud Drive, Sun Prairie, WI 53590
  608-395-2350
  Toll Free: 877-741-8413
  www.gtmobility.com

- JERNEGAN’S HEALTH MART
  1301 Mill Street
  New London, WI 54961
  920-982-7670 • 800-924-7670
  www.jerneganshealthmart.com

- LARSEN-WINCHESTER LIONS - LOAN LOCKER
  Used Medical Equipment: 920-427-3244
  Build Ramps: 920-427-3236
  (leave message--your call will be returned)
  Store open on Tuesdays 10 a.m. to 2 p.m. and
  6 p.m. to 7 p.m. No appointment required.
  Location: We are located in the town of Larsen two buildings behind Clayton Town Hall and Fire Department building next to Trailhead park.
The Source 2019

LINCARE
4925 Coyle Drive
Stevens Point, WI 54481
855-338-5027 • 715-343-5440
www.lincare.com
The mission of Lincare is to set standards of excellence for providing respiratory care, infusion therapy and medical equipment to patients in the home. Our company’s success, which is characterized by responsiveness and clinical excellence, has been founded on the dedication of our professionals to quality care. Physicians, caregivers and patients trust Lincare to provide the quality care they expect and deserve.

LOAN CLOSET DIRECTORY

MOBILITY FOR VETS WHEELCHAIR SHOP INC.
270 Grand Seasons Drive
Waupaca, WI 54981
715-281-6175
Used Scooters, wheelchairs, walkers, etc. Quality repairs and services for the mobility needs of Veterans, their families, and others in need of such service.

MUSCULAR DYSTROPHY ASSOCIATION
2625 Development Drive, #10
Green Bay, WI 54311
920-499-4571
www.mda.org

NUMOTION
920 N. Westhill Boulevard
Appleton, WI 54914
800-942-8313 • 920-749-3777
www.numotion.com
Adult and pediatric custom rehab medical equipment. Equipment sales, rental and service. Retail showroom. Provides wheelchairs, medical equipment and rental equipment for sale or loan. Specializing in mobility products.

OFFICE FOR THE BLIND AND VISUALLY IMPAIRED
2331 E. Lourdes Drive
Appleton, WI 54915
Contact person: Jean Kenevan
920-831-2090
Fax: 920-831-2091
www.dhs.wisconsin.gov/blind

OFFICE FOR THE DEAF & HARD OF HEARING
200 N. Jefferson Street, Suite 511
Green Bay, WI 54301

Contact person: Nancy Harbison
920-659-7317
www.dhs.wisconsin.gov/odhh/index.htm

SWEET MEDICINE PRESCRIPTIONS PLUS
155 N. Main Street
Iola, WI 54945
715-445-3117

TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)
Public Service Commission
P.O. Box 7854, Madison
Voice: 800-231-3305
TTY: 800-251-8345
psc.wi.gov/Pages/Programs/TEPP.aspx
assistanceprograms/tepp/tepp-ind.htm
Helps persons with disabilities buy equipment they need in order to use basic telephone services.

THEDACARE AT HOME
800-984-5554
www.thedacare.org
• Waupaca: 710 Riverside Drive, (Located inside ThedaCare Physicians)
  Mon. - Fri.: 8:30 a.m. to 5 p.m., closed 12:30-1:00 pm
• Appleton: 3000 E. College Avenue, Suite A, (Located in Kensington Place Mall)
  Mon., Tues., Wed., Fri.: 8:30 a.m. to 5 p.m.
  Thurs.: 8:30 a.m. to 7 p.m.
• New London: 1405 Mill Street, (Located inside ThedaCare Medical Center)
  Mon. - Fri.: 8:30 a.m. to 5 p.m., closed 12:30-1:00 pm
• Oshkosh: 2100 Omro Road, (Located in Westgate Plaza)
  Mon. - Fri.: 8:30 a.m. to 5 p.m., closed 12:30-1:00 pm
• Shawano: 100 County Road B, (Located inside ThedaCare Physicians)
  Mon. - Fri.: 8:30 a.m. to 5 p.m., closed 12:30-1:00 pm

TOY LENDING LIBRARY
36 Broad Street, Suite 120
Oshkosh, WI 54901
920-424-4071 • 800-261-1895
Sponsored by Cerebral Palsy of Mideast Wisconsin. For children of all ages. A child with a disability may need modifications or adapted toys in order to interact with the environment intellectually. Toys are available, at no cost, for children with developmental delays, special needs or physical disabilities. Adaptive bike rentals available.
USED HOME MEDICAL EQUIPMENT - USEDHME.COM
P.O. Box 952
Green Bay, WI 54305
920-471-7900
Email: gdewane1@gmail.com
A free listing service where people can buy, sell or donate used home medical equipment. Mobility scooters, powerchairs, stairlifts, wheelchair accessible conversion vans, liftchairs, mobility batteries, patient lifts, scooter lifts, powerchair lifts, daily living aids, porchlifts, vertical lifts, portable ramps and bariatric equipment.

WHEELCHAIR RECYCLING PROGRAM
2554 Advance Road
Madison, WI 53718
608-243-1785

LARSEN-WINCHESTER LIONS CLUB
P.O. Box 92
Larsen, WI 54947
RAMP BUILDING PROGRAM:
By Appointment 920-427-3236

Wisconsin Council of the Blind & Visually Impaired
754 Williamson Street
Madison, WI 53703
800-783-5213 • 608-255-1166
www.wcbblind.org

Wisconsin Talking Book & Braille Library
813 West Wells Street
Milwaukee, WI 53233
Milwaukee: 414-286-3045
Elsewhere in Wisconsin: 800-242-8822
email: wtbbll@milwaukee.gov
www.talkingbooks.wi.gov
Services: Recorded books, magazines, “talking books” and playback equipment loaned free of charge.

Wisloan
877-463-3778 • 414-988-5333
e-mail: wcoordinator@ifmobilite.org
www.dhs.wisconsin.gov/disabilities/wistech/
wisloan.htm
Provides financing options to allow Wisconsin residents to purchase assistive technology devices.

ADAPTIVE EQUIPMENT: DRIVING AIDS & VAN CONVERSION COMPANIES

A & J Mobility
1330 Mid Valley Drive
DePere, WI, 54115
877-830-1330 • 920-632-4882
Cell: 920-368-1604
Fax: 920-632-7167
www.aandjmobility.com
Contact person: Greg Heinen Mobility Consultant
Email: gbsales2@aandjmobility.com
Adaptive equipment for cars, trucks, and vans. Vehicle lifts, Bruno lifts, wheelchair equipment, vehicle modifications, etc.

Bach Mobilites
1617 N. 28th Street
Escanaba, MI 49829
906-789-9490
Toll free: 800-828-2224
Fax: 906-787-1473
Email: bachmobilites@outlook.com
www.bachmobilites.com
ERICKSON AUTO TRIM AND MOBILITIES
644 Valley Road, Menasha, WI 54952
920-731-7910 • 800-731-7910
www.myericksonmobility.com

GT MOBILITY & SERVICES
Green Bay: 844 Ontario Road, Green Bay, WI 54311
(1-43 Industrial Park)
920-491-8384 • 877-741-8413
Stevens Point: 2833 Stanley Street,
Stevens Point, WI 54481
715-341-2712 • 800-859-9041
www.gtmobility.com
Adaptive equipment for cars, trucks and vans. Vehicle lifts, platform lifts, stair lifts, lift recliners, scooters, Bruno lifts, wheelchair equipment, portable ramps, vehicle modifications, Toiletvators, etc.

ROLLX VANS
6591 W. Highway 13
Savage, MN 55378
800-956-6668 • 952-890-7851
www.rollxvans.com

ADULT DAY SERVICES
CAHOOTS ADULT DAY SERVICES
Amherst: 137 N. Main Street
715-824-4341
Clintonville: 61 Anne Street
715-460-3349
Waupaca: 1035 Royalton Street
715-802-5002
www.cahootsads.com

CLARITY CARE INC.
424 Washington Avenue
Oshkosh, WI 54901
920-236-6560 • 877-674-2273 • 800-947-3529 (TDD)
www.claritycare.org/cc/default.asp
Provide services to persons with developmental disabilities and the Elder. Services include residential, home health, vocational employment, Respite, CBRF and day services.

CROSSROADS CARE CENTER OF WEAUWEGA
717 E. Alfred Street
Weyauwega, WI 54983
920-867-3121
www.crosroadscarecenter.com/
Weyauwega-nursing-home/

GREENTREE HEALTH & REHAB CENTER
70 Greentree Road
Clintonville, WI 54929
715-823-2194
www.greentreehealthandrehab.com

NEW LONDON ADULT DAY SERVICES – DEVELOPMENTAL DISABILITIES
Lutheran Social Services
500 W. Washington Street
New London, WI 54961
920-982-9267
www.lsswis.org

ADVOCACY
AARP - AMERICAN ASSOCIATION OF RETIRED PERSONS
National: 888-687-2277
www.aarp.org
Wisconsin: 866-448-3611
Email: wistate@aarp.org
www.aarp.org/states/wi
A national organization serving the needs of people age 50 and older through advocacy, research and consumer information.

ACT NOW (OPTIONS FOR INDEPENDENT LIVING)
Green Bay Office:
Hours: Mon. -Fri., 8:00 am – 4:30 pm
555 Country Club Road
Green Bay, WI 54313
920-490-0500
Toll Free: 888-465-1515
Fax: 920-490-0700
TTY: 920-490-0600
Fox Valley Office: Fox Valley Office has limited staff. Phone during regular hours, office visits by appointment only.
2331 E Lourdes Drive, Room 208
Appleton, WI 54914
John: 920-997-9999
Alyson: 920-882-9309
Fax: 920-997-9381
www.optionsil.com/advocacy/act-now/
Legislative advocacy network for persons with disabilities or the Elder

ARC – WEAUWEGA COUNTY CHAPTER #1244
45 20th Street
Clintonville, WI 54929
920-982-5084
Email: prschoen@charter.net
For Developmentally Disabled Individuals
ASSOCIATION OF MATURE AMERICAN CITIZENS
888-262-2006
amac.us
If you are looking for an organization that offers exceptional benefits and also stands up for the values that have made America great, you’ve come to the right place! Welcome to AMAC – The Association of Mature American Citizens – the fastest growing 50+ organization in America!

AUTISM SOCIETY FOX VALLEY
PO Box 266
Little Chute, WI 54929
920-558-4602 • 888-428-8476
General email: info@autismfoxvalley.org
Contact person: Diane Nackers
Email: bnack5@gmail.com
www.autismfoxvalley.org
Provides information, advocacy, support and education to persons with autism and their families

AUTISM SOCIETY OF WISCONSIN
1477 Kenwood Drive
Menasha, WI 54952
888-428-8476 • 9220-558-4602
Email: asw@asw4autism.org
www.asw4autism.org
Provides information and advocacy about autism and provides resource links.

BOARD ON AGING AND LONG TERM CARE (BOALTC)
Long Term Care Ombudsman Program
1402 Pankratz Street, Suite 111
Madison, WI 54704-4001
715-345-5229 • 800-815-0015
Fax: 608-246-7001
Email: BOALTC@Wisconsin.Gov
Medigap Helpline: 800-242-1060
Part D Helpline: 855-677-2783
www.longtermcare.wi.gov
Protects and promotes the rights of long term care consumers. Responds to complaints and problems of nursing home and community based residential facility residents and their families.

BRAIN INJURY ALLIANCE WISCONSIN
6409 Odana Road, Suite 1H
Madison, WI 53719
Helpline: 262-790-9660
Mobile: 608-206-6426
Fax: 262-790-9670
Email: admin@biaw.org
www.biaw.org
Provides advocacy, education, information, resources, prevention and support services to persons with brain injury.

DISABILITY BENEFIT SPECIALIST
Waupaca County Department of Health & Human Services Aging & Disability Resource Center
811 Harding Street
Waupaca, WI 54981
715-258-6400
*Serves people ages 18-59
See Benefit Assistance.

DISABILITY RIGHTS OFFICE
Federal Communications Commission
Consumer and Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554
Voice: 202-418-2517
Videophone: 844-432-2275
TTY: 888-835-5322
Email: DRO@fcc.gov
www.fcc.gov/cgb/dro
It is a very high priority with us that people with disabilities, such as a hearing, visual, speech or other types of disability, get the same opportunities as everyone else to telecommunicate.

DISABILITY RIGHTS WISCONSIN
131 W. Wilson Street, Suite 700
Madison, WI 53703
608-267-0214 • 800-928-8778
www.disabilityrightswi.org

ELDER BENEFIT SPECIALIST
Waupaca County Department of Health & Human Services Aging & Disability Resource Center
811 Harding Street
Waupaca, WI 54981
715-258-6400
*Serves people age 60+
See Benefit Assistance

FAIR HOUSING CENTER OF NORTHEAST WISCONSIN
4321 W. College Avenue, Suite 200
Appleton, WI 54914
920-560-4620
Fax: 920-560-4621
Toll-free statewide complaint intake line:
877-647-FAIR (3247)
www.fairhousingwisconsin.com
**GREAT LAKES INTER-TRIBAL COUNCIL INC.**  
2932 Highway 47 North  
Lac du Flambeau, WI  
Mailing address: PO Box 9, Lac du Flambeau, WI 54538  
715-588-3324  
Fax: 715-588-7900  
www.glitc.org

**GREATER WISCONSIN AGENCY ON AGING RESOURCES**  
1414 MacArthur Road, Suite A  
Madison, WI 53714  
608-243-5670  
Fax: 866-813-0974  
www.gwaar.org  
Contact person: Robert Kellerman, Executive Director  
Provides advocacy, planning, coordination and  
information to multiple county and tribal aging  
departments. Administers federal and state aging  
funding to counties.

**KATIE BECKETT PROGRAM**  
608-692-2865  
www.compasswisconsin.org  
The Katie Beckett Program is a special eligibility  
process that allows certain children who are residents  
of Wisconsin with long-term disabilities or complex  
medical needs, living at home with their families, to  
obtain a Wisconsin Medicaid card. Certain criteria must  
be met.

**LONG-TERM CARE OMBUDSMAN PROGRAM**  
715-345-5229 • 800-815-0015  
longtermcare.wi.gov  
Responds to complaints and problems of nursing home  
and community based residential facility residents and  
their families.

**NAMI FOX VALLEY, INC.**  
Appleton: 211 E. Franklin Street  
Appleton, WI 54911  
Wausau: 815 W Fulton Street, Suite 6  
Waupaca, WI 54981  
920-954-1550  
www.namifoxvalley.org  
Provides advocacy, education and support to persons  
with brain disorders and mental illness.

**OPTIONS FOR INDEPENDENT LIVING INC.**  
Appleton: 2331 E Lourdes Drive, Room 208  
Appleton, WI 54914  
920-997-9999 • 920-882-9309  
Green Bay: 555 Country Club Road, P O Box 11967  
Green Bay, WI 54313  
888-465-1515  
www.optionsil.com  
Assists persons living independently who have disabilities  
by providing advocacy, peer support, assistive/medical  
equipment, skills training, benefits counselling, etc.,

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

**WAUPACA COUNTY DEPARTMENT OF HEALTH &  
HUMAN SERVICES AGING & DISABILITY RESOURCE UNIT**  
811 Harding Street  
Waupaca, WI 54981  
715-258-6400  
www.co.waupaca.wi.us  
Aging and Disability Resource Centers (ADRCs) are the  
first place to go to get accurate, unbiased information on  
all aspects of life related to aging or living with a disability.  
ADRCs are friendly, welcoming places where anyone —  
individuals, concerned families or friends, or professionals  
working with issues related to aging or disabilities — can  
go for information specifically tailored to their situation. The  
ADRC provides information on a broad range of programs  
and services, helps people understand the various long  
term care options available to them, helps people apply  
for programs and benefits, and serves as the access point  
for publicly-funded long term care. These services can be  
provided at the ADRC, via telephone, or through a home visit,  
whichever is more convenient to the individual seeking help.

**WAUPACA COUNTY DEPARTMENT  
OF HEALTH & HUMAN SERVICES**  
811 Harding Street  
Waupaca, WI 54981  
715-258-6300  
www.co.waupaca.wi.us  
Provides a myriad of services to the general public. Divisions  
include: Public & Community Health, Family & Community  
Services, Aging & Disability Resources, Community Behavioral  
Health, Child & Youth Services, and Economic & Employment  
Support.

**THE WISCONSIN BOARD FOR PEOPLE WITH  
DEVELOPMENTAL DISABILITIES (BPDD)**  
101 E. Wilson Street, Room 219  
Madison, WI 53703  
888-323-1677 • 608-266-7826  
www.wi-bpdd.org
- **WISCONSIN COUNCIL ON DEVELOPMENTAL DISABILITIES (WCDD)**
  600 Williamson Street
  Madison, WI 53703
  608-266-5395
  www.wcdd.org

- **WISCONSIN PARKINSON ASSOCIATION**
  16655 W. Bluemound Road
  Brookfield, WI 53005
  414-312-6900
  www.wiparkinson.org
  Advocacy, support and educational programs for persons with Parkinson disease and their families.

### RESOURCES FOR FAMILIES WITH SPECIAL NEEDS CHILDREN

*Statewide agencies supporting Wisconsin families who have a child with a disability:*

- **GREAT LAKES INTERTRIBAL COUNCIL CHILDREN WITH SPECIAL HEALTH CARE NEEDS PROGRAM AND BIRTH TO 3 PROGRAM**
  Mailing address: P.O. Box 9
  Lac du Flambeau, WI 54538
  2932 Highway 47 N
  Lac du Flambeau, WI 54538
  715-588-3324 • 800-472-7207
  Fax: 715-588-7900
  www.glitc.org

- **NORTH EAST REGIONAL CENTER FOR CHILDREN & YOUTH WITH SPECIAL HEALTH CARE NEEDS (CYSHCN)**
  Children’s Hospital of Wisconsin – Fox Valley
  Concorde Building
  325 Commercial Street, Suite 400
  Neenah, WI 54956
  920-969-5325 • 877-568-5205
  www.northeastregionalcenter.org

- **WISCONSIN FAMILY ASSISTANCE CENTER FOR EDUCATION, TRAINING & SUPPORT (WIFACETS)**
  600 W. Virginia Street, Suite 501
  Milwaukee, WI 53204
  414-374-4645 • 877-374-0511
  Fax: 414-374-4655
  www.wifacets.org
  Providing opportunities to enhance the quality of life for children and adults with disabilities and their families.

- **WISCONSIN FAMILY TIES**
  800-422-7145 (This number, parents only please.)
  608-267-6888 (Other)
  www.wifamilyties.org
  A statewide not-for-profit organization run by families for families that include children and adolescents who have emotional, behavioral and mental disorders - without judgment - because we’ve been there too.

- **WELL BADGER RESOURCE CENTER**
  800-642-7837 (24/7, 365 days a year.)
  (During business hours, line is answered by parent specialists who have children with special needs).
  wellbadger.org
  Does your child, ages 0-21, have special needs? Do you have questions and don’t know where to get answers?
  We provide specialized information and referral services in the following areas: financial assistance, early intervention, advocacy, support groups, medical/health counselling, transportation and assistive technology.

- **WISCONSIN STATEWIDE PARENT-EDUCATOR INITIATIVE (WSPEI)**
  608-266-1781
  dpi.wi.gov/sped/families

### ALCOHOL, AODA

- **ALCOHOLICS ANONYMOUS**
  P.O. Box 435
  Stevens Point, WI 54481
  AA Hotline: 888-292-6677
  www.aawidistrict04.org

  Other areas:
  Appleton Hotline: 920-731-4331
  Oshkosh Helpline: 920-410-4620
  www.district02aa.org

- **ASCENSION**
  1531 S. Madison Street
  Appleton, WI 54915
  920-730-4411
  www.affinityhealth.org/Affinity/Services/PsychiatryPsychology.htm
  Alcohol and drug abuse treatment

- **ASCENSION MINISTRY BEHAVIORAL HEALTH/SUBSTANCE ABUSE (Counselling ONLY)**
  190 Grand Seasons Drive
  Waupaca, WI 54981
  715-258-8459
ALZHEIMER'S DISEASE, DEMENTIA SERVICES

ALZHEIMER'S ASSOCIATION OF GREATER WISCONSIN CHAPTER
Green Bay - Chapter Office
3313 S. Packerland Drive, Suite E
De Pere, WI 54115
920-469-2110

Fox Valley Outreach Office-
1535 Lyon Drive
Neenah, WI 54956
920-727-5541

www.alz.org/gwwi
Helpline: 800-272-3900
(24 hours a day, 365 days a year)
Provides Alzheimer's-related information and referral for support services, including the Helpline, educational and respite care programs, support groups, etc.

ALZHEIMER'S CENTER OF EXCELLENCE
ThedaCare Behavioral Health
444 N. Westhill Boulevard
Appleton, WI 54914
920-720-2300
www.thedacare.org
Provides accurate diagnosis and comprehensive treatment in helping Alzheimer's disease and dementia patients.

ALZHEIMER'S FAMILY & CAREGIVER SUPPORT PROGRAM (AFCS) AND ALZHEIMER'S NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM (NFCSP)
Waukesha County Department of Health & Human Services – Aging & Disability Resource Unit
811 Harding Street
Waukesha, WI 54881
715-258-6400
See Caregiver Support

CAREGIVER SUPPORT GROUP FOR FAMILY CAREGIVERS AND FRIENDS
Aging and Disability Resource Center (ADRC)
715-258-6400
www.youradrcresource.org
Several caregiver support programs are held throughout the area. Please call for the one most convenient for you.

Information is also available for support groups for long distance caregivers. The ADRC will help you to locate one nearest you. Funding may be available to help with

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respite and transportation to a support group or other caregiver support program. Just what you need to get the support and care for you.

See Caregiver Support

- **FOX VALLEY MEMORY PROJECT**
  1800 Appleton Road
  Menasha, WI 54952
  **Contact person:** Lynn An Clausing Rusch,
  Program Coordinator
  920-225-1711
  **Email:** lynnann@foxvalleymemoryproject.org
  **Website:** www.foxvalleymemoryproject.org

- **GERIATRIC MEMORY DISORDERS CLINIC**
  Froedtert Hospital • East Clinic
  4th Floor Internal Medicine Clinic
  9200 W. Wisconsin Avenue
  Milwaukee WI 53226
  414-805-3666
  **Website:** www.froedtert.com/memory-disorders

- **HOME SAFETY FOR DEMENTIA CARE**
  **Email:** thiscaringhome101@gmail.com
  **Website:** www.thiscaringhome.org
  Provides information on best practices and home safety for dementia care and social networking to caregivers to share information.

- **NEUROSCIENCE GROUP OF NORTHEAST WISCONSIN**
  1305 W. American Drive,
  Neenah, WI 54956
  920-725-9373
  **Toll free:** 800-201-1194
  **Fax:** 920-720-7392
  **Website:** neurosciencegroup.com
  Provides dementia diagnosis and management.

- **SAFE RETURN**
  800-272-3900
  **Website:** www.alz.org/help-support/caregiving/safety/medicalert-safe-return
  Alzheimer’s Association Safe Return® is a nationwide identification, support and enrollment program that provides assistance when a person with Alzheimer’s or a related dementia wanders and becomes lost locally or far from home. Assistance is available 24 hours a day, 365 days a year. If an enrollee is missing, one call immediately activates a community support network to help reunite the lost person with his or her caregiver. Safe Return faxes the enrolled person’s information and photo, if provided, to local law enforcement. When the person is found, a citizen or law official calls the 800 number on the identification products and Safe Return notifies listed contacts. The nearest Alzheimer’s Association office provides information and support during the search and rescue efforts.

- **TAKING CARE OF YOU: POWERFUL TOOLS FOR CAREGIVING**
  715-258-6400 (Information on future sessions.)
  715-258-0442 • 715-252-3892
  **Contact person:** Deb Brunner
  This is a 6-week program that is offered at least two times a year. If you need respite or supervision for your loved one so that you can attend, please call for arrangements.

- **WISCONSIN ALZHEIMER’S INSTITUTE**
  **Website:** www.wai.wisc.edu

**MEMORY DISORDER CLINICS**

- **ASPIRUS MEMORY CLINIC**
  2720 Plaza Drive, Suite 1400B
  Wausau, WI 54403
  715-847-2004 • 866-236-1573

- **CARE PARTNERS CLINTONVILLE**
  59 Industrial Avenue
  Clintonville, WI 54929
  715-460-3466
  **Website:** www.carepartners-countryterrace.com/

- **CENTER FOR SENIOR HEALTH AND LONGEVITY**
  Sinai Samaritan Medical Center
  1020 N. 12th Street
  Milwaukee, WI 53233
  414-219-7300
  Primary care and other consult services available.

- **FROEDTERT HOSPITAL AND MEDICAL COLLEGE**
  Community Memorial Medical Commons
  Geriatric Memory Disorders Clinic
  Senior Health Program
  W129 N7055 Northfield Drive, Suite 302
  Menominee Falls, WI 53051
  262-253-5400
  **Website:** www.froedtert.com

- **FROEDTERT HOSPITAL AND MEDICAL COLLEGE**
  Neurology Memory Disorders Clinic
  414-805-3666 • 800-272-3666
GERIATRIC MEMORY DISORDERS CLINIC
Froedtert Hospital
East Clinic, 4th Floor Internal Medicine Clinic
9200 W. Wisconsin Avenue
Milwaukee WI 53226
414-805-6644

MANAWA COMMUNITY LIVING CENTER
400 E. 4th Street
Manawa, WI 54949
920-596-2566
www.manawacommunitylivingcenter.com

MARSHFIELD CLINIC - NEUROSCIENCES
MEMORY DISORDERS CLINIC
1000 N. Oak Avenue
Marshfield, WI 54449
866-520-2510
www.marshfieldclinic.org

PSYCHIATRY-ALZHEIMER'S CENTER OF EXCELLENCE
ThedaCare Behavioral Health
1095 Midway Road
Menasha, WI 54952
920-720-2300 • 800-501-8247

UNIVERSITY OF WISCONSIN HEALTH HOSPITAL AND CLINICS - MEMORY ASSESSMENT CLINIC
2880 University Avenue
Madison, WI 53705
608-263-7740 • 800-323-8940
www.uwhealth.org

ASSISTED LIVING: ELDERLY
ADULT FAMILY HOME (AFH)

AURORA RESIDENTIAL ALTERNATIVES #118
N2349 Ashley Court
Waupaca, WI 54981
715-256-0485

BRENDAN HOUSE
2289 Appletree Lane
Waupaca, WI 54981
715-258-7308
www.brendana_fh.com/

CLARITY CARE PINE STREET
359 Pine Street
Manawa, WI 54949
920-596-2633

COMFORTS OF HOME OF IOLA
410 E. Ellefson Street
Iola, WI 54945
715-445-5325

GUARDIAN ANGEL
N3535 Bean City Road
New London, WI 54961
920-982-7348

GUARDIAN ANGEL II FOSTER CARE
1416 Werner-Allen Road
New London, WI 54961
920-284-2402

MAPLECREST DAVIS AFH
E5753 N. Water Drive
Manawa, WI 54949
920-596-2417

PARK LANE
207 Park Lane
Clintonville, WI 54929
920-236-6560

PARTRIDGE
530 Partridge Drive
New London, WI 54961
920-236-6560

PHEASANT
531 Pheasant Drive
New London, WI 54961
920-236-6560

COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)

BEACON HOUSE
307 W. Cook Street
New London WI 54961
920-982-7352

CARE PARTNERS ASSISTED LIVING
59 Industrial Avenue
Clintonville, WI 54929
715-460-3466 • 715-460-3477
Email: cp44clintonville@cpalct.com
www.carepartners-countryterrace.com

GARDEN PARK HOUSE
109 W. Lake Street
Waupaca, WI 54981
715-258-2191
KINDRED HEARTS
Clintonville: 76 W. Greentree Road, 54929, 715-823-7300
New London: 1706 Taubel Boulevard, 54961, 920-982-0686
www.khearts.com

MANAWA COMMUNITY LIVING CENTER - ASSISTED LIVING
401 E. 4th Street
Manawa, WI 54949
920-596-2566

MCKINLEY HOUSE
75 N. Park Street
Clintonville WI 54929
715-582-3032

PARK VISTA – THE LEGACY
1403 Churchill Street
Waupaca, WI 54981
Contact person: Kelley Robinson – RN Administrator
kelley.robinson@parkvistaliving.org
715-942-0047
parkvistaliving.org
22 Bed CBRF Class CNA facility. 55 and older persons
requiring intermediate care needs or dementia services. Private rooms with full bathrooms. Spa Room with whirlpool tub. Secured door system, emergency pendants, emergency pull cords. Nurse available. 24/7 staff access. Respite services available. Peaceful, park-like setting nestled up to Waupaca’s Crystal River. Secured patio area. Free w/c accessible transportation services. Social, physical and creative activities. Home cooked meals served daily.

STRONG HAVEN
N3501 Highway 110
Weyauwega, WI 54983
920-867-2801

TRINITY TERRACE
1835 Division Street
New London, WI 54961
920-982-9589
stjosephresidence.com

WAUPACA ELDER CARE
510 River Street
Waupaca, WI 54981
715-258-9681
www.waupacaeldericare.com

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Park Vista
retirement living
Independent Living • Assisted Living • Respite
We recognize the importance of senior living and believe
in making possible the happiness that we each hope
to have throughout our lives.
950 Highway QQ • Waupaca, WI 54981
(715) 256-0100

Park Vista
The Legacy
Park Vista - The Legacy is committed to person
centered care for residents with advanced care needs.
1403 Churchill Street • Waupaca, WI 54981
(715) 942-0047

www.parkvistaliving.org
WHAT IS ASSISTED LIVING?
Assisted living facilities offer housing alternatives for older adults who may need help with dressing, bathing, eating, 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 as many as 26 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 people 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.
- Visit at meal times, sample the food, and observe the quality of mealtime and the service.
- 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 your state’s long-term care ombudsman to see if any complaints have recently been filed against the assisted living facility you are interested in. In many states, the ombudsman checks on conditions at assisted living units as well as nursing homes.
- Contact the local Better Business Bureau 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 at http://www.medicare.gov/nhcompare/home.asp).

WHAT IS THE COST FOR ASSISTED LIVING?
Although assisted living costs less than nursing home care, it is still fairly 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. Across the U.S., monthly rates average $1,800 per month.
Because there can be extra fees for additional services, it is very important for older persons to find out what is included in the basic rate and how much other services will cost.
Primarily, older persons or their families pay the cost of assisted living. Some health and long-term care insurance policies may cover some of the costs associated with assisted living. In addition, some residences have their own financial assistance programs.
The federal Medicare program 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 people and those with disabilities pay for health care when they are not able to afford the expenses themselves.
For information on local resources call the Aging and Disability Resources Center at 715-258-6400.
RESIDENTIAL CARE APARTMENT COMPLEXES (RCAC)

- **WHISTLING PINES NORTH LLC**
  121 County Road QQ
  Waupaca, WI 54981
  715-256-9193

- **ASTER ASSISTED LIVING OF CLINTONVILLE**
  38 N. Main Street
  Clintonville, WI 54929
  715-823-4344
  asterseniorcommunities.com/our-locations/aster-assisted-living-of-clintonville

- **BETHANY PINES**
  1226 Berlin Street
  Waupaca, WI 54981
  715-258-5521
  www.bethanyofwaupaca.com/contact-us

- **LIVING OAKS**
  505 W. Lola Street
  Iola, WI 54945
  715-445-4440
  iolaseniorliving.com/living-oaks

- **PARK VISTA RETIREMENT LIVING**
  950 County Road QQ
  Waupaca, WI 54981
  715-256-0100
  www.parkvistaaliving.org

- **THE WASHINGTON CENTER**
  500 Washington Street
  New London, WI 54961
  920-982-5354
  stjosephresidence.com/

APARTMENT COMPLEXES WITH SUPPORT SERVICES

- **BUTTERNUT RIDGE APARTMENTS**
  165 S. Chet Krause Drive
  Iola, WI 54945
  715-445-2412
  iolaseniorliving.com/butternut-ridge-apartments/
  Eligibility requirements: Age 55 and over.

- **MARIAN HEIGHTS APARTMENTS**
  101 E. Beckert Road
  New London, WI 54961
  920-982-5354
  stjosephresidence.com/independent-living

ASSISTED LIVING: DEVELOPMENTALLY DISABLED

ADULT FAMILY HOME (AFH)

- **AURORA RESIDENTIAL ALTERNATIVES #118**
  N2349 Ashley Court
  Waupaca, WI 54981
  715-256-0485

- **BRENDAN HOUSE**
  2289 S. Appletree Lane
  Waupaca, WI 54984
  715-258-7308
  www.brendanafh.com

- **CLARITY CARE PINE STREET**
  359 Pine Street
  Manawa, WI 54949
  920-596-2633

- **GUARDIAN ANGEL**
  N3535 Beat City Road
  New London, WI 54961
  920-982-7348

- **GUARDIAN ANGEL II FOSTER CARE**
  N3535 Bean City Road
  New London, WI 54961
  920-284-2402

- **MAPLECREST DAVIS AFH**
  E5753 N. Water Drive
  Manawa, WI 54949
  920-596-2417

- **PARK LANE**
  207 Park Lane
  Clintonville, WI 54929
  920-236-6560

- **PARTRIDGE**
  530 Partridge Drive
  New London, WI 54961
  920-236-6560
HOUSING WITH SUPPORTIVE SERVICES: OPTIONS FOR OLDER PEOPLE

The following describes the various options available to older people who need supportive services in their place of residence. Choice of a suitable alternative depends on a number of factors, including lifestyle preferences, the level of support needed, cost, and the options available in a particular community. Some of the options are subject to specific government regulation, while others are not.

IN HOME CARE
Care services can be provided to older people in their own home or apartment. Homemaker, chore services, home delivered meals, home health care, attendant care, and transportation are some of the services that make it possible for people with long term care needs to remain in their homes. These can be arranged through public social service agencies, purchased from private agencies, or provided by family and friends. While most services are unregulated, home health agencies are licensed by the state and services arranged under the Community Options and Medicaid waivers are monitored by a case manager.

SENIOR HOUSING/INDEPENDENT LIVING APARTMENTS
Senior housing is multi-unit rental housing that is specially designed for and marketed to elder tenants. Most offer studio and/or one bedroom apartments and some have a recreation room or other common space for social gatherings. There may be a manager available to make referrals, organize events, or assist with independent living. Tenants may individually arrange for supportive services from outside providers, as with any in-home care. No license or special regulation is required for the facility.

RESIDENTIAL CARE APARTMENT COMPLEX (RCAC)
RCACs combine apartment housing with supportive, personal and nursing services. Residents have their own apartments, including full bath and kitchen facilities, and retain control over their personal space, care decisions and daily routines. Services are individually tailored to each resident’s capacities and preferences and are adjusted as necessary to avoid requiring people to move when their condition deteriorates with age. Facilities may provide up to 28 hours of service per resident per week. RCACs are either registered or certified. Certified facilities will be monitored by the state and eligible to receive Medical Assistance waiver funding, registered facilities will not.

ADULT FAMILY HOME
An adult family home is a residence where one to four unrelated adults live and receive meals, supervision, and personal care. Many adult family homes, especially those with only one or two paying residents, are private homes where elder or people with disabilities live with a foster family. Others are staffed homes. Adult family homes caring for one or two unrelated adults are certified by the county; homes caring for three or four residents are licensed and regulated by the state.

COMMUNITY BASED RESIDENTIAL FACILITY (CBRFS)
Community Based Residential Facilities (CBRFs) are staffed group living arrangements that provide room, board, supervision and other supportive services to five or more unrelated adult residents. Typically, residents have either a private or shared sleeping room and share living, dining and bathroom space with other residents of the facility. CBRFs are intended for people who cannot live independently but are neither acutely ill nor need extensive amounts of nursing care. Facilities vary in size from five residents to over 100. Some are houses, others are facilities. Some serve a frail elder population; others serve people with disabilities, people with Alzheimer’s disease, or a mixed group of residents. All CBRFs must be licensed by the state.

NURSING HOME
A nursing home is a health care facility which provides room, board, and 24 hour a day care. Residents may be admitted for short-term respite or recuperative stays or for long-term care for chronic conditions. Nursing homes are licensed by the state. Most are also certified for Medicare and Medicaid, which provide public funds to cover the cost of care for eligible residents.

FOR ADDITIONAL INFORMATION
For additional information on licensed, registered or certified facilities, visit the Wisconsin Department of Health and Family Services web site at http://dhs.wisconsin.gov/bqaconsumer/AssistedLiving/AsLivindex.htm
For a listing of senior housing projects, see Federally Assisted Housing Inventory at www.wheda.com.
**PHEASANT**  
531 Pheasant Drive  
New London, WI 54961  
920-236-6560

**COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)**

**BEACON HOUSE**  
307 W. Cook Street  
New London, WI 54961  
920-982-7352

**MCKINLEY HOUSE**  
75 N. Park Street  
Clintonville, WI 54929  
715-823-3032

**STRONG HAVEN**  
N3501 Highway 110  
Weyauwega, WI 54983  
920-867-2801

**WHISTLING PINES NORTH LLC**  
125 Highway QQ, Building K  
Waupaca, WI 54981  
715-256-9193

**BRAIN INJURY & DISABILITY SERVICES**

**BRAIN INJURY RESOURCE CENTER OF WISCONSIN INC.**  
511 N. Grand Avenue  
Waukesha, WI 53186  
262-770-4882  
Fax: 262-436-1747  
Email: Admin@bircofwi.org  
www.bircofwi.org

**ELDER BENEFIT SPECIALIST PROGRAM**

**WHAT IS AN ELDER BENEFIT SPECIALIST?**  
An Elder Benefit Specialist is a person trained to help persons aged 60 and older who are having a problem with their private government benefits.  
Benefit Specialists are continually trained and monitored by attorneys knowledgeable in elder law issues.

**HOW CAN AN ELDER BENEFIT SPECIALIST HELP?**  
An Elder Benefit Specialist can help by providing you with accurate and current information on your benefits; by advocating on your behalf with other parties involved; and by explaining other possible solutions; and if necessary, by referring you to an appropriate attorney.

**WHAT CAN AN ELDER BENEFIT SPECIALIST HELP YOU WITH?**  
- Medicare Supplemental Insurance  
- Legal Benefits and other concerns affecting people 60 and older  
- Homestead Tax Credit or Referral  
- Medical Assistance  
- Medicare Part A, B and D  
- Food Share  
- Housing and Utility Issues  
- Social Security  
- Medicare Advantage Plans (Part C)  
- Wisconsin SeniorCare

**Elder Benefit Specialist for Waupaca County**  
Contact person: Peggy Strey  
Waupaca County Department of Health and Human Services 715-258-6400

**ASK MEDICARE**  
www.medicare.gov  
Provides easy access to Medicare information

**DISABILITY BENEFIT SPECIALIST**  
Waupaca County Department of Health & Human Services  
Aging & Disability Resource Center  
811 Harding Street  
Waupaca, WI 54981  
715-258-6400  
*Serves people ages 18-59  
See Benefit Assistance.*
**ELDER BENEFIT SPECIALIST PROGRAM**
An Elder benefit specialist is a person trained to help persons, age 60 or older, who are having a problem with their private or government benefits. They receive ongoing training and are monitored by attorneys knowledgeable in elder law.

*See Elder Benefit Specialist Program on page 22.*

**GOVERNMENT BENEFITS**
[www.govbenefits.gov](http://www.govbenefits.gov)
Free Web site to find government benefit and assistance programs you may be eligible to receive.

**LONG-TERM CARE OMBUDSMAN PROGRAM**
715-345-5229 • 800-815-0015
longtermcare.wi.gov/section_detail.asp?linkcatid=1953&linkid=1014&locid=123
Responds to complaints and problems of nursing home and community based residential facility residents and their families.

**SOCIAL SECURITY ADMINISTRATION**
607 W. Northland Avenue
Appleton, WI 54911
877-694-5495 • 800-772-1213
[www.ssa.gov](http://www.ssa.gov)
Addresses questions and concerns relating to Social Security including retirement, survivors and dependents, disability, Medicare, Medicare Part D and Supplemental Security Income (SSI) benefits.

**STATE OF WISCONSIN BOARD ON AGING AND LONG-TERM CARE**
1402 Pankratz Street, Suite 111
Madison, WI 53704
800-815-0015
MEDIGAP HELPLINE: 800-242-1060
[longtermcare.wi.gov](http://longtermcare.wi.gov)
8 a.m. to 4:30 p.m. Mon-Fri
The Medigap Helpline provides insurance counseling to persons regarding Medicare, supplements, hospitals, cancer and long-term care insurance.

**TRICARE PROGRAM**
888-363-5433
[www.tricare.mil](http://www.tricare.mil)
For Veterans and dependents.

**WAUPACA COUNTY VETERANS SERVICE OFFICE**
811 Harding Street,
Waupaca, WI 54981
715-258-6475
[www.co.waupaca.wi.us](http://www.co.waupaca.wi.us)
Click on Departments and select Veterans Services

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**DISABILITY BENEFIT SPECIALIST PROGRAM**

**WHAT IS A DISABILITY BENEFIT SPECIALIST?**
A Disability Benefit Specialist is trained to counsel persons 18 years to 59 with physical disabilities, developmental disabilities, mental illness and/or substance use disorders about private or public benefits. They are experts at helping persons with extensive paperwork that is often required in benefit programs. Disability Benefit Specialists are continually trained by Disability Rights Wisconsin attorneys knowledgeable in disability benefits. They work closely with other state and local professionals.

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

**WHAT CAN A DISABILITY BENEFIT SPECIALIST HELP YOU WITH?**
• Medicaid (Medical Assistance)
• Social Security Disability (SSDI)
• Supplemental Security Income (SSI)
• Medicare, including Part D
• Prescription Drug Assistance
• FoodShare
• Low-Income Tax Credits
• Insurance Issues
• Housing and Utility Issues (as they relate to disability)

For Disability Benefit Specialist assistance in Waupaca County, call the Aging and Disability Resource Center - Waupaca County branch (ADRC)
715-258-6400
866-739-2372 – toll free
7-1-1
[www.youradrcresource.org](http://www.youradrcresource.org)
WISCONSIN HEALTH INSURANCE RISK
SHARING PLAN (HIRSP)
800-828-4777
Offers health insurance to Wisconsin residents who are unable to find adequate health insurance coverage or who have lost their employer sponsored group health insurance.

WISCONSIN OFFICE OF THE COMMISSIONER
OF INSURANCE
Madison: 800-236-8517
608-266-3585
oci.wi.gov/Pages/Homepage.aspx
Provides current information regarding Wisconsin insurance policies. Regulates and enforces Wisconsin insurance laws.

CAP SERVICES

ECONOMIC DEVELOPMENT:

SKILLS ENHANCEMENT PROGRAM
101 Tower Road
Waupaca, WI 54981
715-258-9575, Ext. 216
www.capservices.org
Provides education and updating of skills. Must meet income guidelines, work 20 hours a week and reside in one of the following counties: Waupaca, Waushara, Portage, Outagamie.

WORK-N-WHEELS
CAP Services, Inc.
1608 W. River Drive
Stevens Point, WI
715-343-7110
www.capservices.org/what-we-do/
housing-transportation/
Contact person: Kitty Johnson,
Business Development Coordinator
920-209-1384
Email: kjohnson@capmail.org
Auto loan program designed to help income eligible families/individuals with assistance in obtaining affordable and dependable vehicles. Car loans available at 0%. Maximum loan of $5000. 2 ½ years to repay. Autos must be needed for work related activity.

HEALTH:

MINISTRY DENTAL CLINIC -
DENTAL ASSISTANCE PROGRAM
3504 E. Maria Drive
Stevens Point, WI 54481
715-342-8060
The Ministry Dental Clinic was developed in partnership with Delta Dental and St. Michael’s Hospital in Stevens Point. Services are provided for Medical Assistance and BadgerCare recipients residing in Waupaca County.

HOUSING:

FIRST-TIME HOME BUYERS ASSISTANCE
715-343-7108
Deferred loans for down payment and closing costs are available to eligible first-time low- to moderate-income home buyers. Deferred loans for home rehabilitation are also available to participants.

HOUSING REHABILITATION
715-343-7142
For information or to request application
State-of-the-art weatherization to reduce the energy usage and rehabilitation to improve the living conditions of low-income home owners and renters.

OWNER-OCUPIED REHABILITATION ASSISTANCE
920-343-7142
For information or to request application
For individuals who already own a home.

RENTALS
877-377-1434
For apartment availability or to request application. Income & age restrictions may apply. Wheelchair accessible. Equal housing opportunity. CAP Services is an equal opportunity employer/provider. See HOUSING: Senior Independent for CAP senior housing locations.

WEATHERIZATION
715-258-6820 • 715-343-7142
Assist with home weatherization, insulation, furnace repair, etc. Must apply for and receive energy assistance.

INTERVENTION SERVICES:

ELDER ABUSE
715-258-9575, Ext. 302
FAMILY CRISIS CENTER
800-472-3377
Emergency shelter, counseling and legal advocacy are provided to victims of domestic abuse and their children and to runaway youth. Staff assists victims in identifying constructive alternatives to the problems they are experiencing.

LOCAL FAMILY CRISIS CENTER
101 Tower Road, #1
Waupaca, WI 54981
715-256-0996
The Family Crisis Center (FCC) provides assistance to victims of domestic violence and their families, friends and care providers. Services include shelter, a 24-hour-a-day toll-free crisis line, walk-in counseling, accompaniment for medical care and legal proceedings, referrals, and support groups. All services are free of charge and confidential.

SEXUAL ASSAULT VICTIM SERVICES
715-258-9575, Ext. 240
Education and crisis intervention services are provided to victims of sexual assault and their families.

SUPPORT GROUPS
Family Crisis Center: 715-256-1136, Ext. 215
DAAP: 715-256-1136, Ext. 20
Support groups for domestic abuse victims and for children of domestic violence. The Family Crisis Center also offers a 20-week domestic abuse alternatives program (DAAP) to abusers.

TRANSITIONAL LIVING
715-256-1136, Ext. 201
Short-term housing and supportive services are provided to domestic abuse victims who have chosen to live apart from their abuser until permanent, adequate and affordable housing can be found.

CARE MANAGEMENT
COMMUNITY CARE, INC.
102 Grand Seasons Drive
Waupaca, WI 54981
715-258-2994
www.communitycareinc.org/

Your local Family Care option for personal care and support

Some of the services we manage with you include:
- Care Management
- Personal Care
- Medical Supplies & Equipment
- Outpatient Mental Health
- Residential Care
- In-Home Supportive Care

For more information about the Family Care Program, contact your local Aging and Disability Resource Center (ADRC).

www.lakelandcareinc.com
LAKELAND CARE
Local. Compassionate. Dependable.
GOOD PEOPLE
Milwaukee Office: 414-289-8373
Madison offices: 608-223-0073
800-608-8003
www.goodpeople.us
Provides live-in caregivers to enable person to stay in their home. Provides no cost, no obligation evaluation and assessment and place carefully chosen compatibility, and substitutes for caregiver’s days off.

LAKELAND CARE, INC.
500 City Center
Oshkosh, WI 54901
877-227-3335 • 920-456-3200
www.lakelandcareinc.com
Offers care management services to help eligible elders and adults with disabilities live independently – at home or in their community through the Family Care Program.

CAREGIVER SUPPORT
See RESpite, SUPPORT GROUPs

ALZHEIMER'S NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM (NFCSP)

Waupaca County Department of Health & Human Services
811 Harding Street
Waupaca, WI 54981
715-258-6400

ARC ANGELS SENIOR HOME CARE
5733 Grande Market Drive, Suite C
Appleton, WI 54913
920-832-8032 • 877-832-8032
www.arcangelsicare.com
Medical and non-medical assistance, home helper and companionship. Serve areas of Waupaca, Shawano, Outagamie, Calumet and Brown counties.

BRIGHTSTAR
47 Park Place, Suite 375
Appleton, WI 54914
866-618-7827
Local phone: 920-882-7277
Fax: 920-882-7277
Contact person: Carol
www.brightstarcare.com
Provides in-home, private, medical and non-medical care.

CANCER SUPPORT
Contact person: Katie Norming, ThedaCare Oncology
920-364-3654

CAREGIVER SUPPORT GROUP FOR FAMILY CAREGIVERS AND FRIENDS
Aging and Disability Resource Center (ADRC)
715-258-6400
Several caregiver support programs are held throughout the area. Please call for the one most convenient for you. Information is also available for support groups for long distance caregivers.

The ADRC will help you to locate one nearest you. Funding may be available to help with respite and transportation to a support group or other caregiver support program. Just what you need to get the support and care for you.

CAREGIVER SUPPORT NETWORK
866-843-9810
www.wisconsin caregiving.org
Are you caring for an older adult, relative, child or a person with a disability? We offer respite information, assistance, education and support.
COMFORT KEEPERS
516 Red Bird Circle
DePere, WI 54115

Contact person: Natalie Hermann
920-882-5009 • 800-407-2588
www.comfortkeepers.com

Serving parts of Waupaca County. In-home care, homemaker, companion, personal care and private-duty nursing services, senior care, respite care, advance care needs.

EARLY INTERVENTION PROGRAM
Waupaca County Department of Health & Human Services – Health Services Division
811 Harding Street
Waupaca, WI 54981

715-258-6396

The Early Intervention Program provides developmental, educational and therapeutic services for families who have children between the ages of birth to three years old and have a delay in development (communication, movement, learning, social-emotional or self-help skills) or a diagnosed condition (Down’s Syndrome, prematurity, autism, etc.). The Early Intervention Program offers service coordination, developmental, speech and language, occupational and physical evaluations, therapies and special instruction. All services are provided in the child’s natural environment (home, daycare, Grandma’s house, park, etc.). The Early Intervention Program is funded through county, state and federal funds, and insurance and parental cost share.

FAMILY CAREGIVER ALLIANCE
FAMILY CARE NAVIGATOR
800-445-8106
www.caregiver.org

FAMILY SUPPORT PROGRAM
Waupaca County Department of Health & Human Services
811 Harding Street
Waupaca, WI 54981

715-258-6300

Provides individual support and services to families that include a child with severe disabilities. The Family Support Program was designed to relieve some of the stress, to preserve the child’s place in the family and ensure that parents get the help they need without having to give up parental responsibilities and control.

The amount of Family Support dollars each family receives is based on the costs of the family’s needs as identified in the service plan and the availability of resources from other programs and/or community resources. There is a maximum yearly amount of Family Support funding available per child. While there are no limits on family income for the purposes of eligibility for the Family Support Program, families may be assessed a parental fee for services they receive. However, funding is limited and program eligibility is not a guarantee that the family will receive services.

HOME HELPERS
1907 American Drive, Suite A6
Neenah, WI 54956

920-757-9610

Medical and non-medical in home care.

INDEPENDENCE FIRST
V/TTY: 414-291-7520:
www.independencefirst.org

A nonprofit agency directed by, and for the benefit of, persons with disabilities. We effectively facilitate empowerment of individuals with disabilities through: education, advocacy, independent living services and coalition.

LUTHERAN SOCIAL SERVICES OF WISCONSIN AND UPPER MICHIGAN
3003 A North Richmond Street
Appleton, WI 54911

920-730-1326

Offers support, expertise, resources and hope for older adults suffering from a variety of issues. Individual, couple and family counseling services available. Rates based on a sliding-fee donation scale.

NORTHEAST REGIONAL CENTER FOR CHILDREN & YOUTH WITH SPECIAL HEALTH CARE NEEDS (CYSHCN)
Children’s Hospital of Wisconsin–Fox Valley
Concorde Building
325 Commercial Street, Suite 400
Neenah, WI 54956

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

RCI REACH, ROSALYN CARTER INSTITUTE FOR CAREGIVING @ MOSAIC FAMILY HEALTH
920-997-8407

Contact person: Beth Belmore, MSE
920-998-8436
Email: Beth.Belmore@mosaicfamilyhealth.org
RECOVER HEALTH
801 W Fulton Street
Waupaca, WI 54981
715-258-2130
www.recoverhealth.org
Mon.-Fri.: 8:00 a.m. to 5 p.m.
RN on call 24 hours a day, 365 days a year.

Eligibility requirements based on medical necessity. Provides the following: skilled nursing; physical, occupational, speech and respiratory therapies; personal care, homemaker and companion services.

RIGHT AT HOME
2100 Omro Road, Suite H
Oshkosh, WI 54904
920-651-9400
www.rahhomecare.com
Covering the entire Waupaca county. Meal preparation, laundry, light housekeeping, hygiene, bathing, grooming, safety supervision, transportation and medication reminders. Serve both the elder and disabled people. Available 24/7.

TAKING CARE OF YOU:
POWERFUL TOOLS FOR CAREGIVING
Contact person: Deb Brunner
715-258-0442 • 715-252-3892
This is a 6-week program that is offered at least two times a year. If you need respite or supervision for your loved one so that you can attend, please call for arrangements.

TODAY’S CAREGIVER MAGAZINE
www.caregiver.com

TOY LENDING LIBRARY
36 Broad Street, Suite 120
Oshkosh, WI 54901
920-424-4071 • 800-261-1895
cpfamilynetwork.org/?s=toy+lending+library
Sponsored by Cerebral Palsy of Mideast Wisconsin. For children of all ages. A child with a disability may need modifications or adapted toys in order to interact with the environment intellectually. Toys are available, at no cost, for children with developmental delays, special needs or physical disabilities.

WELL BADGER RESOURCE CENTER
800-642-7837 (24/7, 365 days a year.)
(During business hours, line is answered by parent specialists who have children with special needs.
wellbadger.org

Does your child, ages 0-21, have special needs? Do you have questions and don’t know where to get answers? We provide specialized information and referral services in the following areas: financial assistance, early intervention, advocacy, support groups, medical/health counseling, transportation and assistive technology.

WAUPACA COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES - AGING AND DISABILITY RESOURCE CENTER (ADRC)
715-258-6400
www.co.waupaca.wi.us
Under Health & Human Services select ADRC and/or Aging/Disability Newsletter
www.co.waupaca.wi.us
Under Health & Human Services, click on ADRC
www.youradrcresource.org
Connects older adults, their families and caregivers with much needed information, services and programs in the community. Even if an older family member lives outside of the county or state, the department will help families access the services and agencies needed. The Aging & Disability Resource Unit also publishes a quarterly newsletter – The ADRC Connection.

WISCONSIN FAMILY CAREGIVER SUPPORT
866-843-9810 • 800-449-4481
www.wisconsincaregiver.org
Providing information, assistance, respite, support and education.

CONSUMER INFORMATION AND PROTECTION

BETTER BUSINESS BUREAU
Northeast Wisconsin Regional Office
1047 N. Lyndale Drive, Suite 1 A
Appleton, WI 54914
920-734-4352 • 800-273-1002
wiscosin.bbb.org

CONSUMER CREDIT COMPLAINT HOTLINE
800-452-3328
www.wdfi.org

DISABILITY BENEFIT SPECIALIST
Waupaca County Department of Health & Human Services Aging & Disability Resource Center
811 Harding Street
Waupaca, WI 54981
715-258-6400
* Serves people ages 18-59.
See Benefit Assistance.
DEPARTMENT OF AGRICULTURE, TRADE & CONSUMER PROTECTION
Bureau of Consumer Protection: 800-422-7128
www.datcp.state.wi.us
Wisconsin’s No Call List: 866-966-2255
nocall.wisconsin.gov

ELDER BENEFIT SPECIALIST PROGRAM
An elder benefit specialist is a person trained to help persons, age 60 or older, who are having a problem with their private or government benefits. They receive ongoing training and are monitored by attorneys knowledgeable in elder law.

See Elder Benefit Specialist Program on Page 24.

IDENTITY THEFT
Medicare: 800-633-4227
HHS Office of the Inspector General: 800-447-8477
Federal Trade Commission ID: 877-438-4338
To report misuse of personal information or identity theft.
www.ftc.gov/idtheft

LONG-TERM CARE OMBUDSMAN PROGRAM
715-345-5229 • 800-815-0015
longtermcare.wi.gov
Responds to complaints and problems of nursing home and community based residential facility residents and their families.

TENANT RESOURCE CENTER
1202 Williamston Street, Suite A
Madison, WI 53703
Mon. - Fri.: 9 a.m. to 6 p.m.
Rental rights questions (Toll-free, outside of Dane County): 877-238-RENT (7368)
UW-Madison office: 608-216-2321
www.tenantarcentercenter.org
The Tenant Resource Center is a nonprofit, membership organization dedicated to promoting positive relations between rental house consumers (tenants) and providers (landlords) throughout Wisconsin. By providing information and referrals, education about rental rights and the responsibilities, and access to conflict resolution, we empower the community to obtain and maintain quality affordable housing.

WISCONSIN CONSUMER PROTECTION DIVISION
800-422-7128

WISCONSIN OFFICE OF THE COMMISSIONER OF INSURANCE)
Madison: 800-236-8517
oci.wi.gov/Pages/Homepage.aspx
Provides current information regarding Wisconsin insurance policies. Regulates and enforces Wisconsin insurance laws.

COUNSELING

ASCENSION BEHAVIORAL HEALTH
190 Grand Seasons Drive
Waupaca, WI 54981
715-258-8459
Outpatient, mental health and AODA

AFFINITY BEHAVIORAL HEALTH OUTPATIENT SERVICES
1531 S. Madison Street
Appleton, WI 54915
920-738-2000
www.affinityhealth.org

AFFINITY BEHAVIORAL HEALTH PSYCHOLOGIST
2700 W. Ninth Avenue
Oshkosh, WI 54904
920-223-2000

ASCENSION-MINISTRY BEHAVIORAL HEALTH/ SUBSTANCE ABUSE (Counseling ONLY)
190 Grand Seasons Drive
Waupaca, WI 54981
715-295-5300

ASCENSION-MINISTRY BEHAVIORAL HEALTH AT ST MICHAELS (Outpatient/ Residential)
209 Prentice Street N.
Stevens Point, WI 54481
715-344-4611

CATHOLIC CHARITIES
N2845 Shadow Road
Waupaca, WI 54981
920-680-7450
www.gbdioc.org
Counselling for adults, children, families, and couples regardless of religious background, race or nationality. Fee paid by insurance, Medicaid or Medicare sliding fee scale.

CHRISTIAN FAMILY COUNSELING
1011 N. Lyndale Drive
Appleton, WI 54914
920-731-9798
**HELPING OTHERS PREVENT AND EDUCATION ABOUT SUICIDE (HOPES)**
National Suicide Prevention Lifeline
800-273-8255
TTY: 800-79TTY (4889)
suicidepreventionlifeline.org

**NAMI FOX VALLEY INC**
Appleton: 211 E. Franklin Street
Appleton, WI 54911
920-954-1550
Waupaca: 815 W. Fulton Street, Suite 6
Waupaca, WI 54981
920-954-1550 (by appointment only)
www.namifoxvalley.org
Provides advocacy, education and support to persons with brain disorders and mental illness

**PARTNERSHIP COMMUNITY HEALTH CENTER**
825 W. Fulton Street
Waupaca, WI 54981
920-731-7445
www.partnershipchc.org
Providing dental care for you. Always accepting new patients. Sliding fee available. No insurance? We can help. BadgerCare+ & most insurances accepted.

**SEXUAL ASSAULT CRISIS CENTER**
17 Park Place, Suite 400
Appleton, WI 54914
920-733-8119 • 800-722-7797
www.sacc-foxcities.org

**THE SAMARITAN COUNSELING CENTER**
Menasha: 1478 Kenwood Drive, Suite 1, Menasha, WI 54952
920-886-9319
New London: 709 W. Pine Street, New London, WI 54961
920-982-7863
Oshkosh: 110 Church Avenue, Oshkosh, WI 54901
920-235-1678
www.samaritan-counseling.com

**THEDACARE BEHAVIORAL HEALTH - MENASHA**
1095 Midway Road
Menasha, WI 54952
920-720-2300

**THEDACARE BEHAVIORAL HEALTH - WAUPACA**
(Counselling ONLY)
902 Riverside Drive, Suite 204
Waupaca, WI 54981
715-256-1475
www.thedacare.org

**WAUPACA COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES – COMMUNITY BEHAVIORAL HEALTH PSYCHIATRIC & COUNSELING SERVICES**
811 Harding Street
Waupaca, WI 54981
715-258-6304

**CRISIS HOTLINE:**

**WAUPACA COUNTY MENTAL HEALTH CRISIS**
24-HOUR EMERGENCY
800-719-4418

**SUICIDE PREVENTION HOTLINE**
800-273-8255

**DENTAL**

**AFFORDABLE DENTURES**
1800 W. Mason Street, Unit C
Green Bay, WI 54303
920-397-5609
www.affordabledentures.com

**ASCENSION DENTAL CLINIC**
Medical Arts Plaza
3504 E. Maria Drive
Stevens Point, WI 54481
715-342-8060
The Ministry Dental Clinic was developed in partnership with Delta Dental and St. Michael’s Hospital in Stevens Point. Services are provided for Medical Assistance and BadgerCare recipients residing in Waupaca County. Serves individuals with ForwardHealth benefits.

**DONATED DENTAL SERVICES**
6737 W. Washington Street, Suite 2360
West Allis, WI 53214-0173
866-812-9840 • 888-338-6852
www.wda.org
Must be disabled, chronically ill or age 65+ (or be the dependent of someone in listed categories) and either have no insurance or are not able to find dentist that accepts Medical Assistance insurance. There is a waiting list. Services provided at various locations.
- **FAMILY HEALTH MEDICAL & DENTAL CENTER/LA CLINICA**
  400 S. Townline Road
  Wautoma, WI 54982
  **920-787-5514**
  A community and migrant health center that provides primary medical and dental services to the area’s underserved population. All people, all ages needing care are welcome - we are not limited to who we can serve. We accept Medical Assistance patients and have fees based on income for those without insurance.

- **FOX VALLEY TECHNICAL COLLEGE**
  Dental Hygienist Student Clinic
  **920-735-4884**
  Offering cleanings, which include x-rays and fluoride treatments. Will mail records, x-rays to a dentist. BadgerCare and Medical Assistance cost share: $3.00 Children 12 and under: $20.00, adults: $25.00, 55+ seniors: $10.00

- **MARQUETTE DENTURE PROGRAM**
  1801 W. Wisconsin Avenue
  Milwaukee, WI 53201
  **414-288-6790 • 414-288-6508**
  Participants must be able to attend up to eight Wednesday morning appointments beginning in June each year and must have no remaining teeth. Cost is $220. There is a waiting list.

- **MARSHFIELD DENTAL CENTER**
  1307 N. Saint Joseph’s Avenue
  Marshfield, WI 54449
  **715-221-5600**
  Monday - Friday, 8am. - 5pm
  Serves all patients regardless of ability to pay or insurance status. Those who lack dental care are priority.

- **WISCONSIN DENTAL ASSOCIATION (WDA)**
  6737 W. Washington Street, Suite 2360
  West Allis, WI 53214
  **414-276-4520**
  www.wda.org
  Call for Reduced-rate dental clinics through the state

- **DISABILITY RESOURCES**
  See **ADAPTIVE & Medical Equipment**

- **KATIE BECKETT PROGRAM**
  **608-692-2865**
  www.compasswisconsin.org
  The Katie Beckett Program is a special eligibility process that allows certain children who are residents of Wisconsin with long-term disabilities or complex medical needs, living at home with their families, to obtain a Wisconsin Medicaid card. Certain criteria must be met.

- **LARSEN-WINCHESTER LIONS – LOAN LOCKER**
  Used Medical Equipment: **920-427-3244**
  Store open on Tuesdays 10 a.m. to 2 p.m. and 6 p.m. to 7 p.m. No appointment required.
  e-clubhouse.org/sites/larsenwinchester/page-6.php

- **MEDICAL ASSISTANCE PURCHASE PLAN (MAPP)**
  Waupaca County Department of Health & Human Services
  811 Harding Street
  Waupaca, WI 54981
  **715-258-6368**
  For individuals with disabilities who have some type of employment. Contact the pre-screener for economic and employment support.

- **NORTHEAST REGIONAL CENTER FOR CHILDREN & YOUTH WITH SPECIAL HEALTH CARE NEEDS (CYSHCN)**
  Children’s Hospital of Wisconsin--Fox Valley Concorde Building
  325 Commercial Street, Suite 400
  Neenah, WI 54956
  **920-969-5325 • 877-568-5205**
  www.northeastregionalcenter.org

- **OPTIONS FOR INDEPENDENT LIVING**
  **Green Bay Office:** 555 Country Club Road
  Green Bay, WI 54313
  **Mail:** P.O. Box 11967, Green Bay WI 54307
  **888-465-1515**
  **Fox Valley Office:** 2331 E Lourdes Drive, Room 208
  Appleton, WI 54914
  John: 920-997-9999
  Alyson: 920-882-9309
  Fax: 920-997-9381
  www.optionsil.com
  Committed to empowering people with disabilities to lead independent and productive lives by providing advocacy, peer support, information and referral, independent living skills training and community education.

- **SPECIAL OLYMPICS INC**
  **202-628-3630 • 800-700-8585**
  www.specialolympics.org
  Athletes with intellectual disabilities compete
TOY LENDING LIBRARY
36 Broad Street, Suite 120
Oshkosh, WI 54901
920-424-4071 • 800-261-1895
cpfamilynetwork.org/?s=toy+lending+library
Sponsored by Cerebral Palsy of Mideast Wisconsin. For children of all ages. A child with a disability may need modifications or adapted toys in order to interact with the environment intellectually. Toys are available, at no cost, for children with developmental delays, special needs or physical disabilities.

WAUPACA COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES AGING & DISABILITY RESOURCE UNIT
811 Harding Street
Waupaca, WI 54981
715-258-6400
www.co.waupaca.wi.us
Aging and Disability Resource Centers (ADRCs) are the first place to go to get accurate, unbiased information on all aspects of life related to aging or living with a disability. ADRCs are friendly welcoming places where anyone — individuals, concerned families or friends, or professionals working with issues related to aging or disabilities — can go for information specifically tailored to their situation. The ADRC provides information on a broad range of programs and services, helps people understand the various long term care options available to them, helps people apply for programs and benefits, and serves as the access point for publicly-funded long term care. These services can be provided at the ADRC, via telephone, or through a home visit, whichever is more convenient to the individual seeking help.

WAUPACA COUNTY ARC – FOR DEVELOPMENTALLY DISABLED INDIVIDUALS
Contact personnel: Ron & Pat Schoen
920-982-5084

WELL BADGER RESOURCE CENTER
800-642-7837 (24/7, 365 days a year)
(During business hours, line is answered by parent specialists who have children with special needs).
wellbadger.org
Does your child, ages 0-21, have special needs? Do you have questions and don’t know where to get answers? We provide specialized information and referral services in the following areas: financial assistance, early intervention, advocacy, support groups, medical/health counseling, transportation and assistive technology.

RESOURCES FOR THE DEVELOPMENTALLY DISABLED

THE ARC – WISCONSIN DISABILITY ASSOCIATION
arcwi.org
Information about the history and current goals of the association.

AUTISM SOCIETY OF WISCONSIN
1477 Kenwood Drive
Menasha, WI 54952
920-558-4602
Toll Free: 888-428-8476
www.asw4autism.org
Provides information and links regarding autism.

BRAIN INJURY ASSOCIATION OF WISCONSIN
262-790-9660 • 800-882-9298 (toll free)
www.biaw.org
No brain injury is too mild to ignore or too severe to lose hope.

COVEY
1930 Algoma Boulevard
Oshkosh, WI 54901
920-424-4071
www.covey.org

DISABILITY RIGHTS WISCONSIN
131 W. Wilson Street, Suite 700
Madison, WI 53703
608-267-0214
www.disabilityrightswi.org
Protection and advocacy for people with disabilities.

DOWN SYNDROME ASSOCIATION OF WISCONSIN
11709 W. Cleveland Avenue, Suite 2
West Allis, WI 53227
414-327-3729 • 866-327-DSAW (3729)
Email: info@dsaw.org
www.dsaw.org

INDEPENDENCE FIRST
Main office: 414-291-7520
www.independencefirst.org
Covers current disability laws on accessibility, education, housing, etc. and tells you how to protect your rights.

SOCIAL SECURITY
877-694-5495
www.ssa.gov
Good information on disability benefits.
WAISMAN CENTER - MADISON
800-532-3321 • 608-263-3301
www.waisman.wisc.edu
Specialist clinics in conjunction with the University of Wisconsin Hospital for those with developmental disabilities. This site is also helpful for those with severe and multiple disabilities. The Waisman Center is very involved with research.

WISCONSIN BOARD FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES
608-266-7826 • 888-332-1677
TTY/TDD: 608-266-6660
www.wi-bpdd.org
Provides information on advocacy and legislative issues important to those with developmental disabilities. Click on “Links” at the top of the page and you will find connections to many other interesting sites. BPDD also created a way for people to be informed of upcoming legislative issues and gives recommendations on how to respond to legislators.

WISCONSIN DEPARTMENT OF HEALTH SERVICES - BUREAU OF LONG-TERM SUPPORT, DEVELOPMENTAL DISABILITIES SECTION
www.dhs.wisconsin.gov/bdds
Links to all services available to Wisconsin residents.

FINANCIAL ASSISTANCE

ACCESS
This is a fast, easy-to-use Internet tool that can help you or someone you know to:

• Determine if you may be eligible for help for FoodShare, BadgerCare Plus, Medicaid, SeniorCare, Medicare Part D, The Emergency Food Assistance Program, Wisconsin Home Energy Assistance Program, and the State Life Insurance Fund.

• Apply online FoodShare, BadgerCare Plus, Family Planning Only Services, and Medicaid

• Get up-to-date information about the status of his/ her FoodShare, Medicaid, Badger Care Plus and Family Planning Services.

• Get answers to common questions about benefits.

www.access.wi.gov

AT & T - LIFELINE SERVICE
800-440-9853 (to sign up for Lifeline Wisconsin)
www.att.com/lifeline
For Residential Customers Only.
Not to be confused with emergency lifeline services. For more detailed information on eligibility and discounts. Now phone service is even more affordable.

Because phone service is so important in today’s world, AT&T believes everyone should have access to it. They offer two discounted telephone service plans to make basic phone service even more affordable for qualified customers.

EMPLOYMENT: ELDER & DISABLED

DIVISION OF VOCATIONAL REHABILITATION (DVR)
State of Wisconsin: 800-442-3477,
www.dwd.wisconsin.gov/dvr
Waupaca County: 811 Harding Street,
Waupaca, WI 54981
715-258-6421 • 800-848-4355
Oshkosh: 219 Washington Avenue, Suite 105
Oshkosh, WI 54901
920-424-4409 • 866-223-5539 (TTY)

GOODWILL INDUSTRIES OF NORTH CENTRAL WI INC
805 W. Fulton Street
Waupaca, WI 54981
715-942-0574
Helps persons with disabilities and other barriers to employment. Programs create jobs, offer training, and match assistive technology. Addresses education and developmental or diversity issues.

SENIOR SERVICE PROGRAM
920-468-1161 (WI telecommunications Relay 711)
www.newcurative.org
Provides job training for low-income persons who are age 55 or older.
• Regular Lifeline Wisconsin - makes basic phone service even more affordable for qualified customers with discounted phone service and the ability to add additional services and features.
• Enhanced Lifeline Wisconsin - offers a deeper discount to qualified Wisconsin customers who live on current or former reservation or tribal land, as defined in Title 25 - Code of Federal regulations, Section 20.1, Paragraph (v).

To qualify, a household must participate in one of the following: Food Stamps, Low-income Home Energy Assistance Program (LIHEAP), Medical Assistance (Title 19, including BadgerCare), Supplemental Security Income (SSI), WI Homestead Property Tax Credit, Wisconsin Works, Childcare.

WISCONSIN LIFELINE INFORMATION
www.phone-bill-assistance.com/lifeline/WI
Lists all the phone companies that offer Lifeline Programs in Wisconsin.

COMMUNITY OPTIONS PROGRAM/FAMILY CARE
Waupaca County Department of Health & Human Services
715-258-6400
Community Options help people who need long-term care to stay in their own homes and communities. If you need services to remain in your home, are being admitted to a Community Based Residential Facility (CBRF) or are already in a nursing facility and want to return home, you can request an assessment at no cost to you. The assessment determines the feasibility of remaining home by taking into account capabilities, special needs and the availability of caregivers to help.

EMERGENCY ASSISTANCE
Forward Service Corp.
811 Harding Street
Waupaca, WI 54981
715-258-6325
Emergency Assistance is designed to meet the immediate needs of eligible persons facing a current emergency. The emergency must be due to fire, flood, natural disaster, energy crisis or homelessness. Must have children to qualify.

ENERGY SERVICES FOR WAUPACA COUNTY
1300 Royalton Street
Waupaca, WI 54981
715-258-6820

ENERGY ASSISTANCE PROGRAM
For appointment: 800-506-5596
The Energy Assistance Program helps households once each heating season to supplement heating and electric costs. Households with heat and/or electric included in their rent are also eligible if they do not receive rental assistance. Households must complete a simple application and interview and must provide income verification for the three months prior, recent utility bills and social security cards for household members. Energy Services staff may assist with the application. Home visits may be scheduled for persons unable to leave their home to apply due to physical limitation.

• FEMA PROGRAM - One month rent (full or partial) or mortgage emphasis on homeless, evictions, etc. Utility grant in arrears with emphasis on disconnects or pending disconnection. Funding is limited, therefore, aid is not always available.
  www.fema.gov/apply-assistance

• HOMETOWN - Alliant Utility customer - income eligibility requirements. Grant to apply to utility bill up to $400.00. Funds are limited and based on availability.
  www.alliantenergy.com/BillPayOptions/AssistanceandFinancing/HometownCareEnergyFund

• KEEP WISCONSIN WARM - One-time grant of up to $700 to assist with heating costs and some electric. Funds are limited and based on availability.
  800-891-WARM (9276)
  www.kwwf.org

FOUNDATIONS FOR LIVING
1421 Churchill Street
Waupaca, WI 54981
715-942-2725
Fax: 715-942-2727
www.foundationsforlivingwaupaca.com
Hours 9am-4pm M-F
A non-profit ministry offering emergency overnight shelter, residential and non-residential transitional living housing, a Community Clothes Closet, some furniture, a Share and Care closet with non-food essential household goods for people in need, financial assistance through Salvation Army, St. Vincent de Paul, and the Veterans Assistance Foundation, educational opportunities and support so that people in Waupaca County can be healthy in mind, body, and spirit, living independent and productive lives to the best of their ability.
**SALVATION ARMY**

**Clintonville**: Police Department (transients),
715-823-3117

**Manawa**: Police Department,
920-596-3390

**New London**: St. John’s Community Resource Center,
209 South Pearl Street
New London, WI 54961
Monday Noon to 2:00 p.m. and
Thursday 11:30 a.m. to 1:30 p.m.
Jerry Lebakken: 920-570-2225
Barb Krueger: 920-982-2075, Ext. 2813

**Waupaca**:
Wayne Becker: 920-924-8653 (leave message)
Deb Walker: 715-258-6820
Police Department: 715-258-4400
(After hours emergency)
Sheriff’s Department: 715-258-4466
(After hours emergency)
Limited vouchers for emergency situations: shelter, heat and utilities, food, clothing, medical and transportation. Funds are limited and there are maximum amounts for each category and maximum amounts of assistance available per year.

**WEATHERIZATION - ENERGY CONSERVATION**

CAP Services, Stevens Point: 715-343-7142
Information Call Center: 866-432-8947

www.weccusa.org
www.capservices.org – Click on Weatherization.
Assists with home weatherization: insulation, furnace repair, etc. Must meet income guidelines. CAP Services Weatherization works with Energy Assistance offices in Marquette, Portage, Waupaca, and Waushara counties to make your home more energy efficient and to assist with heating costs. Call your local Energy Assistance office.

**FINANCIAL INFORMATION & SERVICE CENTER (FISC)**

**CONSUMER CREDIT COUNSELING SERVICE**

800-366-8161
Waupaca Branch: 715-942-1599
Goodwill Industries:

**Menasha**: 1800 Appleton Road, Menasha, WI 54952
920-886-1000

**Waupaca**: 805 W. Fulton Street, Waupaca, WI 54981
715-942-1599

**Oshkosh**: 1600 W. 20th Avenue, Oshkosh, WI 54902
920-966-1200

www.fisc-cccs.org
FISC helps people of all income levels with a wide variety of financial concerns. FISC offers proven workshops and practical counseling that have helped thousands of people find increased financial security. When money concerns seem overwhelming, talk with a certified counselor who can help you gain control over your money and remove tension and stress. We can show you how to get out of debt and reach your financial goals.

Our mission is to help families and individuals improve the quality of their lives through the teaching and application of sound financial principles. FISC does not make loans, offer insurance or sell investment products.

*Here are a few of the reasons why people come and see us:*

- When people are getting by but cannot seem to save money.
- When people experience major lifestyle changes.
- When an employer has downsized people.
- When people are worried or concerned about money.
- When people are planning for retirement.
- When people are considering bankruptcy.
- When financial issues are affecting relationships.

As a Consumer Credit Counseling Service, we offer affordable debt repayment plans for those clients with creditor issues. FISC is the Financial Information Service Center, Inc., a program of Goodwill Industries of North Central Wisconsin, Inc.

**GOVERNMENT BENEFITS**

www.govbenefits.gov
Free Web site to find government benefit and assistance programs you may be eligible to receive.

**HOME ACCESSIBILITY ASSISTANCE LOAN PROGRAM OPTIONS FOR INDEPENDENT LIVING**

Home Program Coordinator
555 Country Club Road
P.O. Box 11967
Green Bay, WI 54307-11967
888-465-1515, Ext. 122

www.optionsil.com
For more information, contact Steve LaFrombois:
SteveL@optionsil.org
Program provides deferred payment no interest loans to low- and moderate-income level persons with disabilities for the purpose of making accessibility modifications and general home repairs to their owner-occupied home. The loan must be paid when the property is sold, transferred or ceases to be the borrower’s principle place of residence. Types of projects eligible to receive a grant include ramp construction, bathroom, kitchen and bedroom modifications and additions. Must meet criteria for eligibility.
HOMESTEAD TAX CREDIT PROGRAM
Waupaca County Department of Health & Human Service - Aging & Disability Resource Center (ADRC)
811 Harding Street
Waupaca, WI 54981
715-258-6400
www.revenue.wi.gov/Pages/FAQS/ise-home.aspx
Elder Benefit Specialist: Peggy Strey
This program provides cash benefits to homeowners and renters who meet eligibility requirements. To qualify the applicant must have an annual income of less than $24,680, rent or own Wisconsin property in which one lives and be a legal resident of Wisconsin.

HOUSING REHABILITATION PROGRAM
CAP Services
For information or application: 715-343-7142
Low interest repair loan to income-eligible homeowners deferred to sale of home. Funds available for repair or replacement of things like roof, windows, furnace, well, septic, etc. Not for mobile homes.

LEAVEN
1475 Opportunity Way
Menasha, WI 54952
920-738-9635
www.leavenfoxcities.org
Provides emergency financial assistance on a short-term basis to needy persons who do not qualify for or whose needs cannot be met by existing agencies. Available to people in Outagamie (including all city of New London residents), Calumet and Northwest Winnebago Counties.

LIFELINE AND LINK-UP PUBLIC ASSISTANCE PROGRAMS
Lifeline offers qualified, low-income customer’s discounts on their basic monthly telephone bills either land line or wireless. Contact your local telephone provider for more information and tell them you would like to apply for this type of assistance.

LUTHERAN SOCIAL SERVICE (LSS) FINANCIAL COUNSELING:
Serving Wisconsin and Upper Michigan
33 N. 25th Street E
Superior, WI 64880
715-394 2054 • 888-577-2227
Email: mkrivinc@lsswis.org
www.conqueryourdebt.org

LSS is a non-denominational, non-profit certified by the NFCC to provide counseling services:
- Free Budget and Credit Counseling
- Debt Management Plans
- Required Bankruptcy Pre-Filing Counseling and Bankruptcy Pre-Discharge Education
- Credit Report Reviews
- Access by Phone, internet and In-Person
  (in Superior)

NATIONAL FOUNDATION FOR CREDIT COUNSELING
800-388-2227
www.nfcc.org

PAN FOUNDATION
panfoundation.org/index.php/en

PROPERTY TAX DEFERRAL LOAN PROGRAM
For application: 800-755-7835
If you are age 65 or older, own your own home in Wisconsin, have an annual household income below $20,000 and meet other qualifications, you may apply to Wisconsin Housing and Economic Development Authority (WHEDA) for a loan to pay your property taxes. The loan principle and interest does not have to be repaid until you transfer ownership of your property or you no longer live in it.

Only available from Jan. 1 to June 30. Maximum amount allowable is $2,500 per year. Can apply annually, however, total deferral amount cannot exceed 50% of home’s value as assessed on current property tax bill. Interest rate is subject to annual changes and is set Oct. 15 of each year.

RURAL HOUSING INC.
608-238-3448 • 888-400-5974
Limited amount of Wisconsin Housing and Economic Development Authority (WHEDA) funding available to fix broken pipes, pumps, hot water heaters, etc. To be eligible the client must be elder or disabled. Funding is limited, therefore, aid is not always available.

ST. VINCENT DE PAUL OF APPLETON, INC
1924 W. College Avenue
Appleton, WI 54914
920-739-1679 Ext.4
www.svdpappleton.org

Appleton office will forward client information to the local contact person. St. Vincent de Paul is a Catholic church based charity but clients do not have to be Catholic to benefit. They are able to help with crisis funds for living and medical expenses, etc in emergency situations.
**TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)**
Public Service Commission of Wisconsin
P.O. Box 7854
Madison, Wisconsin 53707-7854
Voice: 800-231-3305
TT: 800-251-8345
psc.wi.gov/Pages/Programs/TRS.aspx
Helps persons with disabilities buy equipment they need in order to use basic telephone services.

**TENANT RESOURCE CENTER**
1202 Williamson Street, Suite A
Madison, WI 53703
Office: 608-257-0143
Outside Dane County, Housing Counselor:
877-238-7368
9 a.m. to 6 p.m. Mon-Fri
www.tenantresourcecenter.org
The Tenant Resource Center (TRC) offers free counseling for tenants and landlords interested in learning more about their rental rights and responsibilities. Information on state and local rental laws and regulations and lease screening services are available. The TRC may also refer clients to other agencies, when appropriate, to assist them with their needs.

**WAUPACA COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES**
Division of Economic and Employment Support
811 Harding Street
Waupaca, WI 54981
715-258-6368
Medical Assistance, FoodShare (food stamps), BadgerCare Plus and Child Care Assistance. Provides public assistance programs for low-income individuals and households who meet program requirements. May also apply online, check benefits, and submit reviews at www.access.wi.gov.

To contact the Call Center for the East central Income Maintenance Consortium, 1-888-256-4563.
Fax verification of information and changes to:
1-855-293-1822.

**WEATHERIZATION - ENERGY CONSERVATION PROGRAM - ENERGY SERVICES FOR WAUPACA COUNTY**
1300 Royalton Street
Waupaca, WI 54981
715-258-6820
CAP Services, Stevens Point: 715-343-7142
Information Call Center: 866-432-8947
www.weccusa.org
www.capservices.org – Click on Weatherization.
Assists with home weatherization: insulation, furnace repair, etc. Must meet income guidelines. CAP Services Weatherization works with Energy Assistance offices in Marquette, Portage, Waupaca, and Waushara counties to make your home more energy efficient and to assist with heating costs. Call your local Energy Assistance office.

**WISCONSIN DEPARTMENT OF REVENUE**
265 W. Northland Avenue
Appleton, WI 54911
920-832-2727
www.revenue.wi.gov
Provides information regarding filing of income tax returns, Homestead Credit claims, sales tax, withholding, etc.

**WISPACT, INC.**
226 Corporate Drive
Madison, WI 53714
608-268-6006
Fax: 608-252-8449
www.wispact.org
WisPact is a trust that holds and manages an individual’s resources yet allows them to become eligible or remain eligible for public assistance benefits such as Medical Assistance (MA), Supplemental Security Income (SSI), Community Options Program (COP), Community Integration Program (CIP), Family Care, Katie Beckett and Medicaid Purchase Plan (MAPP).

**WISLOAN**
Options for Independent Living
920-490-0500 • 888-465-1515
TTY: 920-490-0600
www.optionsil.com
Helps residents with disabilities purchase assistive technology or home modifications.
TAX ASSISTANCE

- AARP TAX ASSISTANCE
  www.aarp.org/money/taxaide
  Provides free tax counseling

- HOMESTEAD TAX CREDIT PROGRAM
  Waupaca County Department of Health & Human Service - Aging & Disability Resource Center (ADRC)
  CAP Services
  101 Tower Road
  Waupaca, WI 54981
  715-258-6400
  www.revenue.wi.gov/Pages/FAQS/Ise-home.aspx
  Elder Benefit Specialist: Peggy Strey

  This program provides cash benefits to homeowners and renters who meet eligibility requirements. To qualify the applicant must have an annual income of less than $24,680 rent or own Wisconsin property in which one lives and be a legal resident of Wisconsin.

- IRS – FREE TAX PREPARATION
  Free tax preparation for those 60 years of age or older.

- PROPERTY TAX DEFERRAL LOAN PROGRAM
  For application: 800-755-7835
  If you are age 65 or older, own your own home in Wisconsin, have an annual household income below $20,000 and meet other qualifications, you may apply to Wisconsin Housing and Economic Development Authority (WHEDA) for a loan to pay your property taxes. The loan principle and interest does not have to be repaid until you transfer ownership of your property or you no longer live in it.

  Only available from Jan. 1 to June 30. Maximum amount allowable is $2,500 per year. Can apply annually, however, total deferral amount cannot exceed 50% of home’s value as assessed on current property tax bill. Interest rate is subject to annual changes and is set Oct. 15 of each year.

- WISCONSIN VOLUNTEER INCOME TAX ASSISTANCE (VITA) PROGRAM
  Wisconsin Department of Revenue
  608-266-2772 – Choose ‘Option 1 (individual income)’
  www.revenue.wi.gov

  Coordinated with Department of Revenue to provide income tax assistance to low-income individuals. Focus is on Homestead credit, earned income credit, and other state tax help. Volunteers trained by the Internal Revenue Service and the Wisconsin Department of Revenue prepare basic income tax return free of charge at VITA sites. Some VITA sites offer free IRS electronic filing of tax returns.

- THE TAXPAYER COUNSELING FOR THE ELDER (TCE) PROGRAM - INTERNAL REVENUE SERVICE
  800-906-9887
  www.irs.gov/individuals/tax-counseling-for-the-elderly

  Ask for a location in your area that offers TCE, VITA or AARP tax assistance.

  TCE offers free tax help to individuals who are age 60 or older. Trained volunteers from non-profit organizations provide free tax counseling and basic income tax return preparation for senior citizens. Volunteers who provide tax counseling are often retired individuals associated with nonprofit organizations that receive grants from the IRS.

FOOD: PANTRIES, GROCERY DELIVERY, SENIOR DINING SITES, OTHER

FOOD PANTRIES:

- BETHANY’S FIRESIDE GRILL “TO-GO”
  1226 Berlin Street
  Waupaca, WI 54981
  715-942-1428

  7 days/week 8 am - 6 pm, pick up
  Choose from a full restaurant menu and nutritious daily specials!

- CHRISTIAN FOOD PANTRY
  St. John’s Community Resource Center
  209 S. Pearl Street
  New London, WI 54961
  920-982-0970 • 920-570-2225
  Contact: Jerry, Manager
  920-446-2418

  Open Monday, Noon to 2:00 p.m.
  and Thursday, 11:30 a.m. to 1:30 p.m.

  Proof of residency is required, will provide vouchers for St. John’s Community Thrift Store and the Salvation Army.
HEALTH PROMOTION OPPORTUNITIES

The Aging & Disability Resource Center along with Waupaca County Department of Health and Human Services offers Health Promotion classes to the public two times per year. Each Spring and Fall season, the below classes are offered at no cost to individuals 60+ years of age.

HEALTHY LIVING WITH DIABETES
*Developed by Stanford University*

This workshop is for individuals who have diabetes and who would like to learn how to manage and live healthfully with diabetes in their home. People who have taken this workshop show better health and increased confidence in managing their diabetes as well as improvements in blood sugar and A1C levels. This workshop meets for 2 ½ hours a week for six weeks. Topics discussed include monitoring blood sugars, healthy eating and nutrition, relaxation techniques, planning for the future, prevention and communicating effectively with friends, family and medical team.

STEPPING ON: FALLS PREVENTION WORKSHOP
*Developed by Dr. Linda Clemson*

Proven to reduce falls and build confidence in older people, this workshop is designed specifically for people who are: 1) at risk of falling, 2) have a fear of falling, or 3) who have fallen one or more times. Participants meet for two hours a week for seven weeks. Workshops are facilitated by trained Leaders and provide a safe and positive working experience. Classes are highly participative; mutual support and success build participant’s confidence in their ability to manage their health behaviors, reduce their risk of falls, and maintain active and fulfilling lives.

LIVING WELL WITH CHRONIC CONDITIONS: SELF-MANAGEMENT WORKSHOP
*Developed by Stanford University*

This workshop is designed for people who have one or more chronic conditions. A chronic condition is an on-going health problem or disease such as diabetes, heart disease, arthritis, and other long-term problems. This workshop meets for 2 ½ hours a week for six weeks. This workshop is best for anyone who: has, or lives with someone who has one or more chronic conditions and is living in a home or apartment and not suffering from dementia. Benefits of this workshop include but are not limited to improved general health, fewer days of hospitalization, fewer out-patient health care visits and a healthcare cost savings.

Call the Aging & Disability Resource Center at 715-258-6400 for more information!
- **CLINTONVILLE AREA FOOD PANTRY**
  55 E. 12th Street (basement)
  Clintonville, WI 54929
  715-823-5461
  Monday, 11:00 a.m. to 1:00 p.m.
  and Thursday, 3:00 p.m. to 5:00 p.m.
  Emergency food 24 hrs. No charge if you meet certain guidelines.

- **DALE FOOD PANTRY**
  N848 Industrial Drive
  Dale, WI 54931
  920-982-5141 • 920-779-6705
  Wednesday, Noon to 1:30 p.m. and 5:30 to 6:30 p.m.

- **IOLA AREA FOOD PANTRY**
  Our Savior’s Lutheran Church
  395 E. Iola Street
  Iola, WI 54945
  715-445-3394 • Church: 715-445-2666
  Hours as needed

- **MANAWA FOOD PANTRY**
  114 2nd Street, P.O. Box 181
  Manawa, WI 54949
  920-596-3744
  Monday: 9:00 a.m. to Noon

- **MAMA’S HOUSE OF HOPE FOOD PANTRY**
  St. John’s Church
  318 E. Garfield Avenue
  Marion, WI
  715-754-5201
  www.stjohnsmarion.org
  Every 1st and 3rd Thursday, 3:00 to 4:00 p.m.
  Marion school district residents only.

- **MATTHEW 25:35 FOOD PANTRY**
  189 N. Main Street
  Iola, WI 54945
  Contact person: Larae McMorrow
  715-412-1611

- **NEW LONDON COMMUNITY CUPBOARD**
  Located at the Washington Center
  600 W. Washington Street
  New London, WI 54961
  920-982-8522
  Wednesday 9:00 a.m. to Noon

- **RUBY’S PANTRY**
  717 10th Street
  Waupaca, WI 54981
  651-674-0009
  Waupaca@rubyspantry.org
  Program of Home and Away Ministries. $20/bag of food. 3rd Saturday of month. Doors open at 8:00am, distribution 9-10:30am

- **SCANDINAVIA LUTHERAN CHURCH**
  105 Church Street
  Scandinavia, WI 54977
  715-467-2367 (Call in advance.)

- **WAUPACA FOOD PANTRY**
  800 Churchill Street
  Waupaca, WI 54981
  715-256-1645 (During hours of operation.)
  or 211 in emergency
  Monday, Wednesday and Friday 9:00 to 11:00 a.m.
  Waupaca school district residents only.

- **WEYMONT FOOD PANTRY**
  310 E. Main Street
  Weyauwega, WI 54983
  920-867-3026
  Monday 9:00 to 11:00 a.m. and 5:30 to 7 p.m.
  Closed on holidays. Proof of residency and identification required each time. Will open on Tuesday, if Monday is a holiday.

**GROCERY DELIVERY:**

- **ECONO FOODS**
  278 S. Main Street
  Clintonville, WI 54929
  715-823-5147
  Deliver Mon., Tue., Thurs., & Fri. until 3:30 p.m.
  Fee based on distance.

**SENIOR DINING SITES: FELLOWSHIP-FOOD-FUN**

- **WAUPACA COUNTY NUTRITION PROGRAM**
  715-258-6400
  For nutrition site questions and information.
  www.co.waupaca.wi.us
  Click on Senior Meal Sites under Health/Human Services. Seniors age 60 and older and their spouses are invited to attend congregate meals at any of the following seven sites. Information of interest to seniors and a variety of social activities are scheduled on a regular basis at each dining site.
Meals are served at the Senior Centers/Nutrition Sites, Monday through Friday - see serving times below. Please make reservations by Noon the day before by calling the senior dining site.

■ **CLINTONVILLE SENIOR CENTER**  
  Clintonville Community Center  
  30 S. Main Street  
  **715-823-7667**  
  Monday through Friday, 11:30 a.m.

■ **IOLA SENIOR CENTER**  
  Living Oaks  
  505 W. Iola Street  
  **715-445-2548**  
  Monday through Friday, 11:00 a.m.

■ **MANAWA SENIOR NUTRITION CENTER**  
  Little Wolf Town Hall  
  E6325 County Road N  
  **920-596-3320**  
  Monday through Friday, 11:30 a.m.

■ **MARION SENIOR CENTER**  
  Lions Point  
  325 W. Garfield Avenue  
  **715-754-2482**  
  Monday through Friday, 11:30 a.m.

■ **NEW LONDON SENIOR CENTER**  
  Washington Center  
  600 W. Washington Street  
  **920-982-8522**  
  Monday through Friday, 11:30 a.m.

■ **WAUPACA SENIOR NUTRITION CENTER**  
  Trinity Lutheran Church  
  206 E. Badger Street  
  **715-258-9598**  
  Monday through Friday, 11:30 a.m.

■ **WEYAUWEGA NUTRITION CENTER**  
  City Hall  
  109 E. Main Street  
  Weyauwega, WI 54983  
  **920-867-3213**  
  Monday through Friday, 11:30 a.m.

**OTHER:**

■ **THE BREAD BASKET**  
  First United Methodist Church  
  720 Demarest Street  
  Waupaca, WI 54981  
  **715-258-3400**  
  Tuesday evening, 4:45 to 6:00 p.m. - FREE community meal. City of Waupaca residents can call a taxi for paid transportation to and from the hall.

■ **FOOD SHARE PROGRAM**  
  - ALSO KNOWN AS FOOD STAMPS.  
  811 Harding Street  
  Waupaca, WI 54981  
  **715-258-6368**  
  Waupaca County Department of Health & Human Services - Division of Economic and Employment Support

■ **COMMUNITY MEAL**  
  First Presbyterian Church  
  200 S. Pine Street  
  Weyauwega, WI 54983  
  **920-867-2880**  
  Free meal offered on the 1st Monday of every month, 5:00 to 6:00 p.m.

■ **HOME DELIVERED MEALS**  
  Aging and Disability Resource Center  
  **715-258-6400**  
  Available to people who are confined to their homes because of illness. An assessment is done to determine eligibility.

**FOOT CARE**

■ **IOLA LIVING ASSISTANCE**  
  185 S. Chet Krause Drive  
  Iola, WI 54945  
  **715-445-2412**  
  As part of our Healthy Outreach Services we provide the following services: whirlpool bath or shower, nail care, blood pressure checks. Anyone, including the client requesting the service, family member or professional, may contact us and schedule an appointment. Payment is due on date of service. These services will not be billed to Medicare, Medicaid or private insurances.

■ **MANAWA COMMUNITY NURSING CENTER**  
  400 E. 4th Street  
  Manawa, WI 54949  
  **920-596-2566**  
  Clinic for all ages.  
  1st Thursday of each month, 8:00 a.m. to Noon.  
  First come, first served. Diabetics are welcome.  
  ($10 charge)
**MARION SENIOR CENTER**
Lions Point
325 W. Garfield Avenue
Marion, WI 54950
715-754-2482
Nail care is offered at the senior center by appointment. Anyone is welcome. Blood pressure and blood sugar testing also offered the 3rd Wednesday of every month.

**NEW LONDON SENIOR CENTER**
Washington Center
600 W. Washington Street
New London, WI 54961
920-538-2974
Contact person: Julie at Valley VNA Senior Services for appointment and cost.

Hosts a clinic for foot care for diabetic & non-diabetics the 2nd & 4th Friday of each month. **All ages are welcome.**

**WAUPACA SENIOR CENTER**
407 School Street
Waupaca, WI 54981
715-258-4437 (Call to schedule appointment.)
Foot care clinic held on 1st & 3rd Thursday of each month starting at 10:00 a.m. Free service provided. Diabetics/non-Diabetics are served. Free will donations.

**WEYAUWEGA NUTRITION SITE**
City Hall
109 E. Main Street
Weyauwega, WI 54983
Please call for appointment.
920-867-3213

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**FUEL-HEAT ASSISTANCE**

**ENERGY SERVICES FOR WAUPACA COUNTY**
1300 Royalton Street
Waupaca, WI 54981
715-258-6820

**ENERGY ASSISTANCE PROGRAM**
800-506-5596 (Call to schedule appointment.)
The Energy Assistance Program helps households once each heating season to supplement heating and electric costs. Households with heat and/or electric included in their rent are also eligible if they do not receive rental assistance. Households must complete a simple application and interview and must provide income verification for the three months prior, recent utility bills and social security cards for household members. Energy Services staff may assist with the application. Home visits may be scheduled for persons unable to leave their home to apply due to physical limitation.

• **FEMA PROGRAM**
One month rent (full or partial) or mortgage emphasis on homeless, evictions, etc. Utility grant in arrears with emphasis on disconnects or pending disconnection. Funding is limited, therefore, aid is not always available.
www.fema.gov/apply-assistance

• **HOMETOWN**
Alliant Utility customer - income eligibility requirements. Grant to apply to utility bill up to $400.00. Funds are limited and based on availability.
www.alliantenergy.com/BillPayOptions/AssistanceandFinancing/hometownCareEnergyFund

• **KEEP WISCONSIN WARM**
One-time grant of up to $700 to assist with heating costs and some electric. Funds are limited and based on availability.
www.kwwf.org

**SALVATION ARMY**
Clintonville: Police Department (transients),
715-823-3117

Manawa: Police Department,
920-596-3390

New London: St. John’s Community Resource Center,
209 South Pearl Street
Mon. Noon to 2:00 p.m. and Thurs. 11:30 a.m. to 1:30 p.m.
Jerry Lebakken: 920-570-2225
Barb Krueger: 920-982-2075, Ext. 2813

Waupaca: 920-924-2034
Sheriff’s Department: 715-258-4466
(after hour’s emergency)
Email: salvation1690@att.net with your needs
Limited vouchers for emergency situations: shelter, heat and utilities, food, clothing, medical and transportation. Funds are limited and there are maximum amounts for each category and maximum amounts of assistance available per year.
WEATHERIZATION - ENERGY CONSERVATION
CAP Services, Stevens Point: 715-343-7142
Information Call Center: 866-432-8947
www.weccusa.org
www.capservices.org – Click on Weatherization.
Assists with home weatherization: insulation, furnace repair, etc. Must meet income guidelines. CAP Services Weatherization works with Energy Assistance offices in Marquette, Portage, Waupaca, and Waushara counties to make your home more energy efficient and to assist with heating costs. Call your local Energy Assistance office.

GUARDIANSHIP

GUARDIANSHIP ISSUES
www.gwaar.org

WAUPACA COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES AGING & DISABILITY RESOURCE UNIT
811 Harding Street
Waupaca, WI 54981
715-258-6400
www.co.waupaca.wi.us
Aging and Disability Resource Centers (ADRCs) are the first place to go to get accurate, unbiased information on all aspects of life related to aging or living with a disability. ADRCs are friendly, welcoming places where anyone – individuals, concerned families or friends, or professionals working with issues related to aging or disabilities – can go for information specifically tailored to their situation. The ADRC provides information on a broad range of programs and services, helps people understand the various long term care options available to them, helps people apply for programs and benefits, and serves as the access point for publicly-funded long term care. These services can be provided at the ADRC, via telephone, or through a home visit, whichever is more convenient to the individual seeking help.

GAMBLING PROBLEMS

WISCONSIN COUNCIL ON PROBLEM GAMBLING
1585 Allouez Avenue
Green Bay, WI 54311
800-426-2535 (800-GAMBLE-5)
www.wi-problemsgamblers.org

GRANDPARENT SUPPORT

AARP - GRANDPARENT INFORMATION CENTER
202-434-2296
www.aarp.org/relationships/grandparenting
Provides information along with referrals to over 600 support groups.

GREATER WISCONSIN AGENCY ON AGING RESOURCES
1414 MacArthur Road, Suite A
Madison, WI 53714
608-243-5670
www.gawaar.org
Contact person: Robert Kellerman, Executive Director
The Greater Wisconsin Agency on Aging Resources provides advocacy, planning, coordination and information to multiple county and tribal aging departments and administers federal and state aging funding to counties.

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM
Waupaca County Department of Health & Human Services Aging & Disability Resource Center (ADRC)
811 Harding Street
Waupaca, WI 54981
715-258-6400 • 866-739-2372

UNIVERSITY OF WISCONSIN EXTENSION
GRANDPARENTING TODAY
fyi.uwex.edu/grandparenting/wisconsin-resources/

HEALTH SERVICES & PROGRAMS

AIDS RESOURCE CENTER OF WISCONSIN
633 C W Wisconsin Avenue
Appleton, WI 54911
920-733-2068 • 800-773-2068
www.arcw.org
Provides aggressive HIV education and prevention, access to comprehensive services for persons affected by HIV, disease and clinical research on HIV treatment. Anonymous HIV-antibody testing.

ASCENSION NURSE DIRECT
920-738-2230 • 800-362-9900
www.affinityhealth.org
Twenty-four hour call in health services
DIABETES EDUCATION
Riverside Medical Center - 900 Building
800 Riverside Drive
Waupaca, WI 54981
715-258-1162
Provides diabetic education for improved diabetes management. American Diabetes Association recognized program.

FAMILY HEALTH MEDICAL & DENTAL CENTER/LA CLINICA
400 S. Townline Road
Wautoma, WI 54982
920-787-5514
A community and migrant health center that provides primary medical and dental services to the area’s under-served population. All people, all ages needing care are welcome - we are not limited to who we can serve. We accept Medical Assistance patients and have fees based on income for those without insurance.

PARTNERSHIP COMMUNITY HEALTH CENTER
1814 N. Appleton Road, Door #3
Menasha, WI 54952
920-731-7445
www.partnershipchc.org
Provides services to all people, regardless of their ability to pay, in the area of the state known as the Fox Valley: Appleton, Neenah, Menasha and neighboring communities. In addition to serving people with difficulty accessing high-quality health care due to geographic, financial or language barriers, the clinic also serves homeless individuals and individuals at imminent risk of homelessness.

PARTNERSHIP COMMUNITY HEALTH CENTER DENTAL SITE
5337 W. Grande Market Drive
Appleton, WI 54913
920-731-1445

HEALTHY CONNECTIONS
Waupaca County Reproductive Health & Testing Clinic
Waupaca County Courthouse
811 Harding Street
Waupaca, WI 54981
715-258-6323
Tuesday: 9:00 a.m. to 5:00 p.m., appointment or walk-in.
       Wednesday: 9:00 a.m. to 2:00 p.m., appointment or walk-in.
       Friday: 8:00 a.m. to Noon, walk-in contraceptive refills only.

Contraceptive services, pregnancy and HIV testing, STD testing and treatment, emergency hormonal contraception (EHC).

RURAL HEALTH INITIATIVE
100 County Road B, Shawano, WI 54166
715-524-1488
Sustain health and safety of farm families. (Shawano, Waupaca, Outagamie and Marathon counties)

THEDACARE ON CALL
920-830-6877 • 800-236-2236
Free phone service staffed by representatives and registered nurses to answer your health questions and help you find a physician. Available 24 hours a day, seven days a week.

WAUPACA COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES - HEALTH SERVICES DIVISION
811 Harding Street
Waupaca, WI 54981
715-258-6323

WISCONSIN WELL WOMAN PROGRAM (WWWP)
811 Harding Street
Waupaca, WI 54981
715-258-6387
Provides coverage for mammograms and pap tests for women ages 45 to 64. Must meet income eligibility guidelines.

HEARING RESOURCES

ABUNDANT LIFE HEARING & HEALTH
2525 Washington Street
Manitowac, WI 54220
920-682-4990

AMERICAN ACADEMY OF AUDIOLOGY
To find an audiologist in your area.
800-222-2336
www.audiology.org

AVADA AUDIOLOGY & HEARING
102 Grand Seasons Drive, Waupaca, WI 54981
715-942-7314
www.avada.com

BETTER HEARING INSTITUTE HOTLINE
800-327-9355
www.betterhearing.org

DIVINE SAVIOR HEALTHCARE
2817 New Pinery Road
Portage, WI 53901
608-742-4143
www.dshealthcare.com
Hear Now is a national nonprofit program committed to assisting deaf and hard-of-hearing persons with limited financial resources who permanently reside within the U.S. to acquire hearing aids. Call Hear Now to discuss your eligibility.

See your local Miracle Ear Center to see if you meet eligibility requirements for the Miracle Ear foundation program.

Contact for more information about hearing loss, disorders of speech, language or swallowing or referral to an ASHA-certified audiologist or speech-language pathologist.

How do I connect to WTRS?
Dial 7-1-1 from any phone in Wisconsin or the appropriate WTRS toll free number below to connect to the Wisconsin Relay System. Give the operator the area code and number you want to call. During a relay call, the operator will voice everything typed by the TTY user and type everything said by the telephone user.

Dial 711 or
TTY: 1-800-947-3529 • Voice: 1-800-947-6644
Speech to Speech: 1-800-833-7637
Spanish to Spanish: 1-800-833-7813
HOME CARE: HEALTH AND/OR HOME SERVICES

■ ASCENSION AT HOME
Home Health & Hospice Services
816 W. Winneconne Avenue, Neenah, WI 54956
920-738-8100
www.ascensionathome.com
As a member of Ministry Home Care, the interdisciplinary team provides comprehensive home health and hospice services including skilled nursing care, physical therapy, speech/language pathology, occupational therapy, home health aides, grief support services, social work support and spiritual support. Specialty programs include home telemonitoring and PATH™ (Palliative Approach to Treatment at Home). With their partners in Affinity Home Care Plus, they also offer home infusion services, respiratory therapy services, home medical equipment and services.

■ AGING & DISABILITY RESOURCE UNIT
WAUPACA COUNTY DEPT OF HEALTH & HUMAN SERVICES
811 Harding Street
Waupaca, WI 54981
715-258-6400 • 866-739-2372
www.co.waupaca.wi.us
www.youradrcresource.org
Aging and Disability Resource Centers (ADRCs) are the first place to go to get accurate, unbiased information on all aspects of life related to aging or living with a disability. ADRCs are friendly welcoming places where anyone — individuals, concerned families or friends, or professionals working with issues related to aging or disabilities — can go for information specifically tailored to their situation. The ADRC provides information on a broad range of programs and services, helps people understand the various long term care options available to them, helps people apply for programs and benefits, and serves as the access point for publicly-funded long term care. These services can be provided at the ADRC, via telephone, or through a home visit, whichever is more convenient to the individual seeking help.

■ ARC ANGELS SENIOR HOME CARE
5733 Grande Market Drive, Suite C
Appleton, WI 54913
920-832-8032 • 877-832-8032
www.arcangelscare.com
Medical and non-medical assistance, home helper and companionship. Serve areas of Waupaca, Shawano, Outagamie, Calumet and Brown counties.

Experienced Home Care
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

Making Life Easier

homehelpershomecare.com
Each office is independently owned & operated.
BRIGHTSTAR
47 Park Place, Suite 375
Appleton, WI 54914
Contact person: Carol
920-882-7277 • 866-618-7827
www.brightstarcare.com
Provides in-home, private, medical and non-medical care.

CLARITY CARE INC.
424 Washington Avenue
Oshkosh, WI 54901
920-236-6560 • 800-947-3529 (TDD)
www.information@claritycare.org
Provide services to persons with developmental disabilities and the Elder. Services include residential, home health, vocational employment, Respite, CBRF and day services.

COMFORT KEEPERS
516 Red Bird Circle
DePere, WI 54115
Contact person: Natalie Hermann
920-882-5009
www.comfortkeepers.com
Serving parts of Waupaca County. In-home care. Homemaker, companion, personal care and private duty nursing services.

DEN SERVICES
7 S. Main Street, P O Box 206
Clintonville, WI 54929
Contact person: Linda Brost
715-823-3360 • 888-523-3367

HOME HELPERS
1907 American Drive, Suite A6
Neenah, WI 54956
920-757-9610 • 866-311-1154
Non-medical in-home care, CNA personal care.

LUTHERAN SOCIAL SERVICES - SENIOR CONNECTION
3003 A N. Richmond Street
Appleton, WI 54914
920-730-1326
Fax: 920-734-2824
Email: srcon@lsswis.org
An Information, Assistance & Referral program of Lutheran Social Services, for older adults and their families. Providing information regarding: Housing, Meal Programs, Caregiver Resources, Medical Alert, Legal Services. As well as both Agency and Private Hire options relating to Home Health Care, Errands, Handyman and Yard Services.

MANOR HEALTH SERVICES - APPLETON
1335 S. Oneida Street
Appleton, WI 54915
920-731-5177
Hospice care: 920-731-6646

LINCARE
1760 Prospect Court, Suite 112
Appleton, WI 54914
920-735-1261
Toll free: 877-735-1261
www.lincare.com
The mission of Lincare is to set standards of excellence for providing respiratory care, infusion therapy and medical equipment to patients in the home. Our company's success, which is characterized by responsiveness and clinical excellence, has been founded on the dedication of our professionals to quality care. Physicians, caregivers and patients trust Lincare to provide the quality care they expect and deserve.

RECOVER HEALTH
801 W. Fulton Street, Suite A
Waupaca, WI 54981
Contact personnel: Tanya or Jackie
715-258-2130
www.recoverhealth.org
8:00 a.m. to 5 p.m., Mon-Fri, RN on call 24/7, 365 days a year.
Eligibility requirements based on medical necessity.
Provides the following: skilled nursing; physical, occupational, speech and respiratory therapies; personal care, homemaker and companion services. Medicare certified.

ALMOST FAMILY
Contact person: Elizabeth Pankratz
920-729-6165
www.almostfamily.com
Non-medical home care.

REST ASSURED
877-338-9193
www.restassuredsystem.com
Rest Assured is a web-based “Telecare” system that connects you with real people using the latest wireless technology over the internet. It’s secure. It gives you freedom. It lets you stay in your own home.
Rest Assured offers in-home support services as you need them provided by specially trained caregivers, who you get to know personally. Rest Assured Telecaregivers communicate face-to-face, through our Live Interactive...
Network Companions (LINC, a 15-inch touch screen). Family members can also use the system to check in and chat face-to-face with their loved ones from anywhere in the world.

■ RIGHT AT HOME
2100 Omro Road, Suite H
Oshkosh, WI 54904
920-651-9400
www.rahhomecare.com
Covering the entire Waupaca county. Meal preparation, laundry, light housekeeping, hygiene, bathing, grooming, safety supervision, transportation and medication reminders. Serve both the elder and disabled people. Available 24/7.

■ SYNERGY HOMECARE
204 S. Main Street
Waupaca, WI 54981
(715) 942-8100
24 hour hotline: (715) 942-8102
email: kevinbaker@synergyhomecare.com
www.synergyhomecare.com
Synergy HomeCare provides non-medical home healthcare services to all age groups. Our dependable caregivers are experienced and matched to your specific needs. They are thoroughly screened, continually trained and background checked to ensure your safety and quality of service. Synergy is an affordable, compassionate and respected choice for families who want to keep their family members at home. Let us be that perfect puzzle piece to help your family improve the quality of life for your loved ones. Our services are offered hourly, daily, 24 hour (continuous) and live-in. We can be reached 24 hrs - 7 days a week.

Some of our services:
• Companionship
• Meal Planning/Prep
• Light Housekeeping
• Transportation/Errands
• Medication Reminders
• Respite Care for Family
• Surgery/Cancer Recovery
• Personal Care
• Alzheimer’s/Dementia Care
• Help with Bills/Pets
• Showering and Bathing
• Errands and Doctor Appointments

St. Joseph Residence
Life Plan Community

St. Joseph Residence
Rehab & Skilled Nursing Care
107 E. Becker Road
Post-Hospital & Rehab Care
Transitional Care, Wound Care
Short Term Rehabilitation
(Private Rooms)
Excellent Skilled Nursing Care
Outpatient Therapy Services

The Washington Center
Assisted Living Apartments
500 W. Washington Street

Trinity Terrace Assisted Living
1835 E. Division Street
Funding Options Available for Assisted Living

Providing a continuum of living options so you won’t have to look beyond our family of communities when you or your loved one’s care needs change.

Phone: 920-982-5354
www.stjosephresidence.com
Not for Profit – Catholic Values
Compassionate care for your body, your spirit, your wellbeing.
Serving the New London & Waupaca County community since 1967

Professional Skilled Care Close to Home
<table>
<thead>
<tr>
<th>FACILITY</th>
<th># OF BEDS</th>
<th>PAYER SOURCE</th>
<th>THERAPIES</th>
<th>SPECIALTIES</th>
<th>OTHER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bethany Home</td>
<td>104 beds private rooms available</td>
<td>Private Pay, Medicare, Private Insurance, Medical Assistance</td>
<td>Physical Therapy, Occupational Therapy, Speech Therapy</td>
<td>IV, Wound Care, Bariatric, Trach</td>
<td>Hospice, Respite, Care, Dementia Friendly with a Secured Unit including Memory Care</td>
</tr>
<tr>
<td>Crossroad Care Center of Crystal River</td>
<td>Licensed for 74 beds 14 private rooms</td>
<td>Private Pay, Medicare, Private Insurance, Medical Assistance</td>
<td>Physical Therapy, Occupational Therapy, Speech Therapy</td>
<td>TPN, IV Antibiotics, Wound Care, Bariatric, Ortho, Trach</td>
<td>Hospice, Respite, Dementia Friendly with a Secured Unit for Those With Wandering Issues, Smoking Outside the Facility Allowed</td>
</tr>
<tr>
<td>Crossroad Care Center of Weyauwega</td>
<td>Licensed for 60 beds Private rooms available</td>
<td>Private Pay, Medicare, Private Insurance, Medical Assistance</td>
<td>Physical Therapy, Occupational Therapy, Speech Therapy</td>
<td>Bariatric, IV Wound Care, Peritoneal Dialysis, Trach</td>
<td>Hospice, Respite, Specialized in dementia with Music and Memory Programs without a Secured Unit but Wanger Guard Available</td>
</tr>
<tr>
<td>Greentree Health Care Center</td>
<td>Licensed for 60 beds Private rooms available</td>
<td>Private Pay, Medicare, Private Insurance, Medical Assistance</td>
<td>Physical Therapy, Occupational Therapy, Speech Therapy</td>
<td></td>
<td>Hospice, Respite, Dementia Friendly but does not have a secured unit for those with wandering issues, it is a locally controlled facility</td>
</tr>
<tr>
<td>Iola Living Assistance</td>
<td>Licensed for 50 beds Private Rooms Available</td>
<td>Private Pay, Medicare, Medicare Advantage Replacement Plans VA Benefits, Private Insurance, Medical Assistance</td>
<td>Physical Therapy, Occupational Therapy, Speech Therapy</td>
<td>Medically complex Wound care, IV antibiotic, Ortho</td>
<td>Hospice, Family Environment, Massage &amp; Aroma, Therapy Intergenerational Community involvement, Weekly Entertainment</td>
</tr>
<tr>
<td>Manawa Community Nursing Center</td>
<td>Licensed for 15 beds All rooms are private but can do double</td>
<td>Private Pay, Medicare, Private Insurance, Medical Assistance</td>
<td>Physical Therapy, Occupational Therapy, Speech Therapy</td>
<td></td>
<td>Hospice, Respite, Dementia Specialist on staff With Music Therapy Programs, Facility Has an Intimate Feel, Great Life Enrichment Program and an Attached 10 Bed CBRF</td>
</tr>
<tr>
<td>Pine Manor Health Care</td>
<td>Licensed for 95 beds Private rooms available</td>
<td>Private Pay, Medicare, Private Insurance, Medical Assistance</td>
<td>Physical Therapy, Occupational Therapy, Speech Therapy</td>
<td>IV Therapy Wound care</td>
<td>Hospice, Respite, Long Term Care, Dementia Friendly with a Secured Unit, Admissions 24/7</td>
</tr>
<tr>
<td>St. Joseph Residence</td>
<td>Licensed for 97 beds Private Rooms Available</td>
<td>Private Pay, Medicare, Private Insurance, Medical Assistance Community Care</td>
<td>Physical Therapy, Occupational Therapy, Speech Therapy</td>
<td>Wound Care, IV, Ortho, Trach, TPN, Medically Complex</td>
<td>Out Patient Therapy, Hospice, Respite Care, Nurse Practitioner, Specialized Post Acute Care Rehab Services</td>
</tr>
<tr>
<td>Wisconsin Veterans Home - King</td>
<td>721 beds private rooms available</td>
<td>Private Pay, Medicare, VA Benefits, Private Insurance, Medical Assistance</td>
<td>Physical Therapy, Occupational Therapy, Speech Therapy, Work Therapy</td>
<td>IV Antibiotics, TPS, Wound Care, Trach, Pic Lines, Catheter Care, Peritoneal</td>
<td>Hospice, Dementia Specialist with a secured memory care unit, smoking shelter and credit union on campus, coffee shop, fishing and boating, bowling, theater, library, fitness room, Memory Café</td>
</tr>
</tbody>
</table>
**THEDACARE AT HOME**  
920-969-0919 • 800-984-5554  
www.thedacare.org  
**Waupaca:** 710 Riverside Drive,  
Waupaca, WI 54981  
715-256-3151,  
Mon. - Fri.: 8:30 a.m. to 5 p.m.  

**Appleton:** 3000 E. College Avenue, Suite A,  
Appleton, WI 54915 (Located in Kensington Place Mall)  
920-969-0919,  
Mon., Tues., Wed., Fri.: 8:30 a.m. to 5 p.m.  
Thurs.: 8:30 a.m. to 7 p.m.  

**New London:** 1405 Mill Street, New London, WI 54961  
920-531-2140,  
Mon. - Fri.: 8:30 a.m. – 5:00 p.m.  

**Oshkosh:** 2100 Omro Road, Oshkosh, WI 54904  
920-237-5690,  
Mon. - Fri.: 8:30 a.m. to 5 p.m.  

**Shawano:** 100 County Road B, Shawano, WI 54166  
715-524-1500,  
Mon. - Fri.: 8:30 a.m. to 5 p.m.  

**VALLEY VNA SENIOR SERVICES**  
1535 Lion Drive  
Neenah, WI 54956  
**Contact person:** Colleen  
920-538-2974  
**Contact person:** Julie Hert (Covers the New London Area)  
www.valleyvna.org  
Non-medical supportive home care

**HOME REPAIR AND MAINTENANCE:**

**SEPTIC REPAIR:**  

**HOSPICE**

**ASCENSION AT HOME**  
Home Health & Hospice Services  
816 W. Winneconne Avenue  
Neenah, WI 54956  
920-486-2261  
www.ascensionathome.com  
As a member of Ministry Home Care, the interdisciplinary team provides comprehensive home health and hospice services including skilled nursing care, physical therapy, speech/language pathology, occupational therapy, home health aides, grief support services, social work support and spiritual support. Specialty programs include home telemonitoring and PATH™ (Palliative Approach to Treatment at Home). With their partners in Affinity Home Care Plus, they also offer home infusion services.

**ASCENSION AT HOME**  
Home Health & Hospice Services  
1840 Post Road, Suite 5  
Plover, WI 54467  
715-204-3440  
www.ascensionathome.com  
The interdisciplinary team provides comprehensive home health and hospice services including skilled nursing care, physical therapy, speech/language pathology, occupational therapy, home health aides, grief support services, social work support and spiritual support. Specialty programs include home telemonitoring and PATH™ (Palliative Approach to Treatment at Home). With their partners in Ministry Home Care Plus, they also offer home infusion services, respiratory therapy services, home medical equipment and services.

**COMPASSUS**  
3237 Riverside Drive, Green Bay, WI 54301  
920-321-2004  
Provides hospice care, comfort and compassion for the whole family.

**HEARTLAND HOSPICE**  
1145 W. Main Avenue, Suite 205  
DePere, WI 54115  
866-216-5708  
www.heartlandhomehealth.com

**SOUTHERN CARE HOSPICE SERVICES**  
914 Furman Drive, Suite 1  
Waupaca, WI 54981  
715-942-8201  
www.southerncarehospice.com  
Our mission is to honor life and offer compassion to individuals and their families when facing a life-limiting illness.

**THEDACARE AT HOME HOSPICE**  
920-969-0919 • 800-984-5554  
www.thedacare.org  
Provides hospice services in the home or in facilities for Waupaca and some surrounding counties.
- **UNITY - LEADERS IN HOSPICE AND PALLIATIVE CARE**  
  920-338-1111 • 800-990-9249  
  A caring not-for-profit partnership of Bellin Health, St. Mary's and St. Vincent Hospitals. Serving portions of Waupaca County.  
  www.unityhospice.org

### HOSPITALS & SPECIALTY CLINICS

- **TEDACARE REGIONAL MEDICAL CENTER - APPLETON**  
  1818 N. Meade Street  
  Appleton, WI 54911  
  920-731-4101  
  www.thedacare.org

- **CHILDREN’S HOSPITAL OF WISCONSIN**  
  8915 W. Connell Court  
  Milwaukee, WI 53226  
  Main switchboard: 877-266-8989  
  Clinic appointments: 877-607-5280  
  www.chw.org  
  Autism behavior, communication evaluation program for children with complex developmental problems, comprehensive multi-specialty team evaluations for young children with autism, pervasive developmental delay, atypical developmental patterns, behavior-adjustment problems, communication delays and disorders. The multi-specialty team includes: developmental pediatrician, pediatric psychologist, pediatric social worker, speech-language pathologist. Services provided: family centered, coordinated diagnostic evaluation by a multi-specialty team, recommendations regarding treatment and educational programs, counseling parents about diagnosis, intervention, prognosis, referral to other specialists as needed, e.g. audiology, child psychiatry, genetics, neurology and ophthalmology. Follow-up evaluations to monitor child’s progress.

- **CHILDREN’S HOSPITAL OF WISCONSIN – FOX VALLEY**  
  130 Second Street  
  Neenah, WI 54956  
  920-969-7970  
  Pediatric Unit: 920-969-7900  
  Neonatal Intensive Care Unit: 920-969-7990  
  Central Scheduling: 877-607-5280  
  www.chw.org/foxvalley

- **MARSHFIELD CLINIC - PEDIATRIC DEPARTMENT**  
  Developmental and Behavioral Pediatrics  
  1000 N. Oak Avenue  
  Marshfield, WI 54449  
  715-387-5251  
  www.marshfieldclinic.org  
  Marshfield Clinic Children’s developmental and behavioral pediatrics program specializes in the diagnosis and treatment of common childhood behavioral problems including: parenting difficulties, aggressive-acting out behavior, Attention Deficit Hyperactivity Disorder (ADHD), school-related problems and tic disorders. We also evaluate and treat children with the less common developmental disorders including: autism, mental handicaps, developmental delays, cerebral palsy and fetal alcohol syndrome.

- **MARSHELF MEDICAL CENTER**  
  611 Saint Joseph Avenue  
  Marshfield, WI 54449  
  715-387-5511 • 800-782-8571  
  www.marshfieldclinic.org/locations/centers/marshfield%20medical%20center

- **TEDACARE MEDICAL CENTER - NEW LONDON**  
  1405 Mill Street  
  New London, WI 54961  
  920-531-2000 • 888-982-5330  
  www.thedacare.org

- **TEDACARE MEDICAL CENTER - WAUPACA**  
  800 Riverside Drive  
  Waupaca, WI 54981  
  715-258-1000  
  www.thedacare.org

- **ST. ELIZABETH HOSPITAL**  
  1506 Oneida Street  
  Appleton, WI 54915  
  920-738-2000  
  www.affinityhealth.org

- **ST. MICHAEL’S HOSPITAL**  
  900 Illinois Avenue  
  Stevens Point, WI 54481  
  General: 715-346-5000  
  Urgent Care: 715-343-3100  
  www.ministryhealth.org

- **TEDACARE REGIONAL MEDICAL CENTER - SHAWANO**  
  100 County Road B  
  Shawano, WI 54166  
  715-526-2111 • 800-743-2924  
  www.shawanomed.org

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THEDACARE REGIONAL MEDICAL CENTER - NEENAH
130 Second Street
Neenah, WI 54956
920-729-3100
www.thedacare.org

WAISMAN CENTER
University of Wisconsin Madison
1500 Highland Avenue
Madison, WI 53705-2280
608-263-3301
www.waisman.wisc.edu
The Waisman Center has ten specialty clinics that provide services and support for people with developmental disabilities and their families.

HOUSING: EMERGENCY & OTHER

EMERGENCY:

HARBOR HOUSE
Domestic Abuse Shelter
720 W. 5th Street
Appleton, WI 54914
920-832-1666
Toll free: 800-970-1171

HOMELESS CONNECTIONS
400 N. Division Street
Appleton, WI 54911
920-734-9192
Homeless shelter for adult or family.

HOPE CENTER - SALVATION ARMY
1600 Briggs Street
Stevens Point, WI 54481
715-341-2437
www.sastevenspoint.org

NEW COMMUNITY SHELTER
301 Mather Street
Green Bay, WI 54303
920-437-3766

WARMING SHELTER - FOUNDATIONS FOR LIVING
1421 Churchill Street
Waupaca, WI 54981
715-942-2725
Open October through April. Accepting guests at 6:30pm.

OTHER

ENERGY SERVICES FOR WAUPACA COUNTY
1300 Royalton Street, Waupaca, WI 54981
715-258-6820
Assistance for temporary crisis situations only and Low Income Energy Assistance Program (LIEAP). Funding is limited.

GATEWAY REALTY
715-258-2525.

HOUSING AND URBAN DEVELOPMENT,
U.S. DEPARTMENT OF
310 W. Wisconsin Avenue
Milwaukee, WI 53203-2289
414-297-3214 • 800-225-5342
TTY: 800-877-8339
www.hud.gov

LEAVEN
1475 Opportunity Way
Menasha, WI 54952
920-738-9635
Provides emergency financial assistance on a short-term basis to needy persons who do not qualify for or whose needs cannot be met by existing agencies. Available to people in Outagamie (including all city of New London residents), Calumet and Northwest Winnebago Counties.

RURAL HOUSING INC.
4510 Regent Street, # 2C
Madison, WI 53705
608-238-3448 • 888-400-5974
www.wisconsinruralhousing.org
Offers assistance with back taxes and mortgages to prevent homelessness. Limited funds also available for emergency water repairs. Must spend 30% of gross income on housing costs and be low-income.

TOMORROW’S HOME FOUNDATION
258 Corporate Drive, Suite 200 C
Madison, WI 53714
608-255-3131
www.tomorrowhomefoundation.org
The Tomorrow’s Home Foundation was created in 2000 for several purposes:
• Provide emergency assistance grants designed to provide critical repairs so that individuals and families can stay in their manufactured or mobile home.
• Create a method and mode for disposing of old, uninhabitable mobile homes that were blighting the countryside.
• Educate the manufactured and modular housing industry.
USDA RURAL DEVELOPMENT
1462 Strongs Avenue
Stevens Point, WI 54481
715-345-7600
Low interest home loans and home repair loans. Repair grants are available to those ages 62 and older. Eligibility is based on income and county residency.

HOUSING: RENTAL ASSISTANCE

*Eligibility for a rental voucher is based on family income and size.*

HORIZON MANAGEMENT GROUP INC. – SECTION 8 VOUCHERS
224 N. 6th Street
LaCrosse, WI 54602-2829
800-944-4866 • 608-784-2935
- Subsidized housing is when a person lives in an apartment unit/complex where your rent is based on your income.
- Section 8 is a voucher that allows you to live in an apartment, duplex, etc. of your choice, but still received help with your rent. Again, it is based on your income. Section 8 moves with you.
- It is very popular because of the freedom it offers. Because of this, it has a very long waiting list.

New London area: Apply at Franklin House Apartments (up to a five mile surrounding radius).
505 Division Street
New London, WI 54961-1480
920-982-8509
www.nlha.org

The rest of Waupaca County would receive Section 8 Vouchers through: Allegiant Property Management, LLC
412 South 3rd Street
La Crescent, MN 55947
1.888-393-3282
Fax: 507-551-2068
www.allegiantpropertymgmtllc.com

ELIZABETH MANOR
951 Elizabeth Street
Shawano, WI 54166
715-524-2132

HOUSING: SUBSIDIZED OR LOW-INCOME ELDER

Rent is based on 30% of adjusted income

CAMELOT APARTMENTS
210 W. Garfield Avenue
Marion, WI 54950
920-835-5150
Subsidized housing for elder, handicapped or disabled. If there are no vacancies, applicants will be put on a waiting list. Rents are based on 30% of tenant’s adjusted yearly income for rent and utilities.

COUNTRYSIDE ESTATES
Waupaca: 517 Wisconsin Avenue
Waupaca, WI 54981
Clintonville: 350 Morning Glory Drive
Clintonville, WI 54929
262-446-9144.

FRANKLIN PARK APARTMENTS
505 Division Street
New London, WI 54961
920-982-8509
Public housing for low income, elder and disabled.

MAPLE LEAF APARTMENTS
451 Grove Street
Manawa, WI 54949
888-576-6468 • 906-932-5500
Subsidized housing for all households, including elder and disabled.

MARILOT APARTMENTS
01 Riverview Drive
Marion, WI 54950
920-835-5150
Subsidized housing for elder, handicapped or disabled. If there are no vacancies, applicants will be put on a waiting list. Rents are based on 30% of tenant’s adjusted yearly income for rent and utilities.

MEADOW VIEW APARTMENTS
Lake View
625 Pleasant Street
Scandinavia, WI 54977
800-944-4866

Forest
210 Frogner Street
Iola, WI 54945
800-944-4866

PINEWOOD APARTMENTS
120 High Street, Embarrass, WI 54933
715-823-2866
**ROBERT OLEN APARTMENTS**
20 Wilson Street
Clintonville, WI 54929
715-823-5443
Subsidized housing for the elder, handicapped or disabled only, regardless of age.

**SENIOR CONNECTION - WASHINGTON CENTER**
500 W. Washington Street
New London, WI 54961
920-538-1511
We will meet with you to discuss housing options and information.

**SUN VALLEY MANOR APARTMENTS**
25 N. 12th Street
Clintonville, WI 54929
715-823-3541
Low income housing for elder and disabled.

**VALLEY CREST APARTMENTS**
151 Morning Glory Drive
Clintonville, WI 54929
715-823-5443
Office hours: Mon. - Thurs., 9:00 a.m. to 3:00 p.m.
Subsidized housing for all households, including elder and disabled.

**WAUPACA COUNTY APARTMENTS**
**Contact person:** Bobbi Stiebs, Manager:
715-258-0335
**Iola:** Whispering Pines Apartments,
420 Water Street, Iola, WI 54945
**Manawa:** Robinway Center Apartments,
400 Center Street, Manawa, WI 54949
**New London:** Oaklawn Apartments,
315 Oshkosh Street, New London, WI 54961
**Waupaca:** Alpine Haven West,
400 S. Western Avenue, Waupaca, WI 54981
**Weyauwega:** Riverbend Manor Apartments,
402 N. East Street, Weyauwega, WI 54983

**WOODLAND HILLS**
500 High Street
Waupaca, WI 54981
715-580-5360 (Carlson Management)
Subsidized housing for all households, including elder and disabled.

**YE OLDE FIRE HOUSE APARTMENTS**
222 N. Main Street
Waupaca, WI 54981
715-281-9555

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**HOUSING: SUBSIDIZED OR LOW-INCOME DISABLED**

Rent is based on 30% of adjusted income.

**CAMELOT APARTMENTS**
210 W. Garfield Avenue
Marion, WI 54950
800-346-8581 (Wisconsin Management Company)
Subsidized housing for elder, handicapped or disabled. If there are no vacancies, applicants will be put on a waiting list. Rents are based on 30% of tenant’s adjusted yearly income for rent and utilities.

**COUNTRYSIDE ESTATES**
**Clintonville:** 350 West Morning Glory Drive,
Clintonville, WI 54929
**Waupaca:** 517 Wisconsin Street, Waupaca, WI 54981
**Rental information:** Volunteers of America of Wisconsin,
825 Pleasant St.
Waukesha, WI 53186
262-446-9144 • 888-862-9472
**www.voawi.org** – click on WI for applications
Housing for people with disabilities

**FRANKLIN PARK APARTMENTS**
505 Division Street
New London, WI 54961
920-982-8509
Public housing for low income, elder and disabled.

**MAPLE LEAF APARTMENTS**
51 Grove Street
Manawa, WI 54949
**Manager:** 920-596-2570
Subsidized housing for all households, including elder and disabled.

**MARILOT APARTMENTS**
101 Riverview Drive
Marion, WI 54950
920-835-5150
Subsidized housing for elder, handicapped or disabled. If there are no vacancies, applicants will be put on a waiting list. Rents are based on 30% of tenant’s adjusted yearly income for rent and utilities.

**MEADOW VIEW APARTMENTS**
210 Frognor Way, Iola, WI 54945
625 Pleasant Street, Scandinavia, WI 54977
800-944-4866 (Horizon Management Group, Inc.)
**ROBERT OLEN APARTMENTS**  
20 Wilson Street  
Clintonville, WI 54929  
715-823-5443  
Subsidized housing for the elder, handicapped or disabled only, regardless of age.

**SUN VALLEY MANOR APARTMENTS**  
25 N. 12th Street  
Clintonville, WI 54929  
715-823-3541  
Low income housing for elder and disabled.

**VALLEY CREST APARTMENTS**  
151 Morning Glory Drive  
Clintonville, WI 54929  
715-823-5443  
Office hours: 9:00 a.m. to 3:00 p.m. Mon.-Thur.  
Subsidized housing for all households, including elder and disabled.

**WAUPACA COUNTY APARTMENTS**  
715-258-0335  
Contact person: Bobbi Stiebs, Manager  
Iola: Whispering Pines Apartments,  
420 Water Street, Iola, WI 54945  
Manawa: Robinway Center Apartments,  
400 Center Street, Manawa, WI 54949  
New London: Oaklawn Apartments,  
315 Oshkosh Street, New London, WI 54961  
Waupaca: Alpine Haven West,  
400 S. Western Avenue, Waupaca, WI 54981  
Weyauwega: Riverbend Manor Apartments,  
402 N. East Street, Weyauwega, WI 54983

**WAUPACA TOWN HOMES**  
730 LeRoy Butler Drive  
Waupaca, WI 54981  
877-377-1434  
Email: rentals@capmail.org

**WOODLAND HILLS**  
500 High Street  
Waupaca, WI 54981  
715-580-5360 (Carlson Management)  
Subsidized housing for all households, including elder and disabled.

**HOUSING: SENIOR INDEPENDENT**

**ANGELUS SENIOR APARTMENTS**  
205 S. Division Street  
Waupaca, WI 54981  
715-256-9469 • 715-281-6515

**ASTER RETIREMENT COMMUNITY**  
38 N. Main Street  
Clintonville, WI 54929  
715-823-4344  
www.angeluscommunities.com

**BETHANY SHADOW WOODS**  
1226 Berlin Street  
Waupaca, WI 54981  
715-258-5521

**BUTTERNUT RIDGE APARTMENTS**  
185 Chet Krause Drive  
Iola, WI 54945  
715-445-2412  
Eligibility requirements: age 55 and over.

**CAP SERVICES SENIOR HOUSING**  
877-377-1434  
www.capservices.org/rentals  
Iola Senior Village:  
110 S. Townline Road, Iola, WI 54945

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Contact us today for tours and applications!  
1-877-377-1434 | rentals@capmail.org | capservices.org/rentals

- 1-or 2-bedroom, 1 level apartment  
- Attached garage (most units)  
- Private entry, covered porch (most units)  
- Refrigerator, stove, garbage disposal, dishwasher (most units)  
- Microwave (some units)  
- Roll-in shower, low-lip shower, or tub  
- Air conditioner  
- Washer and dryer or hookups (most units)  
- Mailboxes on site  
- Community room (most locations)  
- Smoke-free property  
- Conveniently close to neighborhood amenities

- Heat  
- Hot and cold water  
- Sewer  
- Some locations include electric  
- Some locations include gas  
- Some locations include cable

- Garage service  
- Snow removal  
- Lawn care  
- Senior citizens  
- Independent living

Locations:  
- Adams  
- Berlin  
- Brickton  
- Clintonville  
- Coty 2 locations  
- Iola  
- Manawa  
- Menasha  
- Oshkosh  
- Weyauwega  
- Wauwatosa

Incomes restrictions may apply. CAP Services is an equal opportunity employer/provider.
**Olen Park Senior Village:**
72 E. 7th Street, Clintonville, WI 54929

**Waupaca and Fox Fire Senior Village:**
2830 Otter Drive, Waupaca, WI 54981

**Weyauwega Senior Village:**
202 S. Lincoln Street, Weyauwega, WI 54983

**Wolf River Senior Village:**
615 Depot Street, Manawa, WI 54949

Units are for ages 55+. Income restrictions may apply. Wheelchair accessible. Equal Housing Opportunity.

- **Iola Senior Village**
  110 S Townline Road
  Iola, WI 54945
  877-377-1434 (CAP Services)

- **Marian Heights Apartments**
  101 E. Beckert Road
  New London, WI 54961
  920-982-5354

- **Midstate Independent Living Consultants**
  3262 Church Street,
  Stevens Point, WI 54481-5321

800-382-8484 • 715-344-4210
Email: milc@milc-inc.org
[www.milc-inc.org](http://www.milc-inc.org)

Assists individuals who are disabled to remain in their homes and live as independently as possible.

- **Olen Park Senior Village**
  72 East 7th Street
  Clintonville, WI 54929
  877-377-1434 (CAP Services)

- **Rosewood Glen Apartments**
  409 Partridge Drive
  New London, WI 54961
  920-982-9602
  Eligibility requirements: Age 55 and over. Income limits.

- **Waupaca Senior Village**
  N2830 Otter Drive
  Waupaca, WI 54981
  877-377-1434 (CAP Services)

- **Weyauwega Senior Village**
  202 S Lincoln Street
  Weyauwega, WI 54983
  877-377-1434 (CAP Services)

- **Wolf River Senior Village**
  615-627 Depot Street
  Manawa WI 54949
  877-377-1434 (CAP Services)

### INFORMATION ASSISTANCE

*For connection to community services, dial 2-1-1 - Get the information you need with just one phone call.*

- **Aging and Disability Resource Center**
  Waupaca County Courthouse, 2nd Floor
  811 Harding Street
  Waupaca, WI 54981
  715-258-6400 • 866-739-2372
  [www.co.waupaca.wi.us](http://www.co.waupaca.wi.us) • [www.youradrcresource.org](http://www.youradrcresource.org)

Aging and Disability Resource Centers (ADRCs) are the first place to go to get accurate, unbiased information on all aspects of life related to aging or living with a disability. ADRCs are friendly welcoming places where anyone — individuals, concerned families or friends, or professionals working with issues related to aging or disabilities — can go for information specifically tailored to their situation. The ADRC provides information on a broad range of programs and services, helps people understand the various long term care options available.
to them, helps people apply for programs and benefits, and serves as the access point for publicly-funded long term care. These services can be provided at the ADRC, via telephone, or through a home visit, whichever is more convenient to the individual seeking help.

**SENIOR CONNECTION**
The Washington Center
500 W. Washington Street
New London, WI 54961
920-538-1511

**UNITED WAY 211 INFORMATION & REFERRAL**
A Community Service of United Way, Fox Cities, Inc.
1455 Midway Road
Menasha, WI 54952
920-954-7200
www.211now.org

**UNITED WAY OF NEW LONDON**
920-982-4089

**INFUSION THERAPY**

**LINCARE**
1760 Prospect Court, #112
Appleton, WI 54914
920-735-1261
5009 Coye Drive,
Stevens Point, WI 54481
920-735-1261
www.lincare.com

The mission of Lincare is to set standards of excellence for providing respiratory care, infusion therapy and medical equipment to patients in the home. Our company’s success, which is characterized by responsiveness and clinical excellence, has been founded on the dedication of our professionals to quality care. Physicians, caregivers and patients trust Lincare to provide the quality care they expect and deserve.

**OPTION CARE**
888-479-2799
http://optioncare.com/

**WALGREENS RESPIRATORY & INFUSION SERVICES**
866-827-8203
https://www.walgreens.com/pharmacy/infusion_services.jsp

**LEGAL SERVICES**

- **AARP - ADVOCACY ORGANIZATION FOR SENIORS**
  888-687-2277
  www.aarp.org

- **ELDER BENEFIT SPECIALIST PROGRAM**
  An elder benefit specialist is a person trained to help persons, age 60 or older, who are having a problem with their private or government benefits. They receive ongoing training and are monitored by attorneys knowledgeable in elder law.

  See Elder Benefit Specialist Program on Page 24.

- **ELDER RIGHTS PROJECT – SEE LEGAL ACTION OF WISCONSIN**

- **GREATER WISCONSIN AGENCY ON AGING RESOURCES (GWAAR)**
  608-243-5670
  www.gwaar.org

  Answers questions about the law in Wisconsin relating to guardianships, protective placements, conservatorships, powers of attorney for health care and finances, living wills and DNR orders. Gwwar also provides Legal information, specialized in Elder- Law, Case Consultation and referrals.

- **FAMILY AND MEDICAL LEAVE ACT**
  Federal: 1-866-4-USWAGE

- **LAWYER REFERRAL AND INFORMATION SERVICE - STATE BAR OF WISCONSIN**
  P.O. Box 7158
  Madison, WI 53707-7158
  Nationwide: 800-728-7788
  608-257-3838
  www.wisbar.org

- **LEGAL ACTION OF WISCONSIN**
  404 N. Main Street
  Oshkosh, WI 54901
  920-233-6521 • 800-236-1128

  Legal assistance to low income persons in non-criminal matters.
SENIOR CONNECTION
The Thompson Center on Lourdes
2331 Lourdes Drive
Appleton, WI 54915
920-939-3088
An Information, Assistance & Referral program of Lutheran Social Services, for older adults and their families. Providing information regarding: Housing, Meal Programs, Caregiver Resources, Medical Alert, Legal Services. As well as both Agency and Private Hire options relating to Home Health Care, Errands, Handyman and Yard Services.

STATE BAR OF WISCONSIN
Wisconsin lawyers, expert advisors, serving you.
www.wisbar.org/am/template.cfm?section=Wisconsin_Legal_Services_Agencies

STATE PUBLIC DEFENDER
1025 Clark Street, Room 302
Stevens Point, WI 54481
Appleton: 920-832-2774
Stevens Point: 715-343-5382
www.wispd.org
Legal representation for indigent persons charged with a state crime.

TENANT RESOURCE CENTER
1202 Williamson Street, Suite A
Madison, WI 53703
Office: 608-257-0143
Mediation: 608-257-2799
Outside Dane County: 877-238-7368
(Housing Counselor)
www.tenantresourcecenter.org
9 a.m. to 6 p.m. Mon-Fri
The Tenant Resource Center (TRC) offers free counseling for tenants and landlords interested in learning more about their rental rights and responsibilities. Information on state and local rental laws and regulations and lease screening services are available. The TRC may also refer clients to other agencies, when appropriate, to assist them with their needs.

WISCONSIN JUDICARE, INC
715-842-1681 • 800-472-1638
www.judicare.org
Judicare has expanded its Telephone Helpline to assist callers with their Landlord-Tenant, Social Security Disability Insurance, Supplemental Security Income, security deposit, and utilities questions. Eligible individuals calling the Telephone Helpline will receive legal information, telephone counsel and advice, brief services, or referrals to other organizations for assistance.

LIBRARIES

www.infosoup.org
Library system access and to request books, etc. to be put on hold and sent to library location of your choice.

CITY OF CLINTONVILLE PUBLIC LIBRARY
75 Hemlock Street
Clintonville, WI 54929
715-823-4563

CITY OF MARION PUBLIC LIBRARY
120 N. Main Street
Marion, WI 54950
715-754-5368

CITY OF NEW LONDON PUBLIC LIBRARY
406 S. Pearl Street
New London, WI 54961
920-982-8519

CITY OF WAUPACA PUBLIC LIBRARY
107 S. Main Street
Waupaca, WI 54981
715-258-4414

CITY OF WEYAUWEGA PUBLIC LIBRARY
301 S. Mill Street
Weyauwega, WI 54983
920-867-3742

IOLA VILLAGE LIBRARY
180 S. Main Street
Iola, WI 54945
715-445-4330

NEUSCHAFER COMMUNITY LIBRARY
317 Wolf River Drive
Fremont, WI 54940
920-446-2474
**LIFELINE: PERSONAL EMERGENCY RESPONSE SYSTEMS**

- **ADVANCE SECURITY SOLUTIONS**
  2210 Pinehurst Drive
  Middleton, WI 53562
  608-831-1688
  www.advancecable.com
  In-home personal emergency reporting systems used in the case of not only medical emergencies, but also fire or burglary emergencies.

- **ASCENSION LIFELINE.**
  **Appleton:** St. Elizabeth Hospital - Lifeline
  920-738-2711

  **Oshkosh:** Mercy Medical Center
  920-223-1564

- **DIRECT LINK**
  2700 W. College Avenue
  Appleton, WI 54914
  920-757-9610 • 866-311-1154

- **GREAT CALL LIFELINE SERVICE**
  800-918-8543
  www.greatcall.com

- **SHAWANO MEDICAL CENTER**
  309 N. Bartlette Street
  Shawano, WI 54166
  715-526-7257

- **THEDACARE LIFELINE**
  920-729-2221 • 920-738-6391
  • Appleton Medical Center
  • Theda Clark - Neenah
  • New London Family Medical Center
  • Riverside Hospital - Waupaca

- **THE RED CROSS**
  515 S. Washburn Road
  Oshkosh WI, 54904
  800-733-2767 • 920-231-3590
  www.redcross.org

- **LONG TERM CARE INSURANCE FROM CONSUMER AFFAIRS**
  www.consumeraffairs.com/insurance/ltc.html

**MEDICAL EQUIPMENT FOR LOAN AND/OR PURCHASE**

*See ADAPTIVE EQUIPMENT*

- **LINCARE**
  1760 Prospect Court, Unit 12
  Appleton 54914
  920-735-1261 • 877-735-1261 (Toll Free)
  www.lincare.com
  The mission of Lincare is to set standards of excellence for providing respiratory care, infusion therapy and medical equipment to patients in the home. Our company’s success, which is characterized by responsiveness and clinical excellence, has been founded on the dedication of our professionals to quality care. Physicians, caregivers and patients trust Lincare to provide the quality care they expect and deserve.

- **ERICKSON HOME MEDICAL EQUIPMENT**
  8 S. Main Street
  Clintonville, WI 54929
  715-823-2106 • 800-342-3085

- **JERNEGAN’S HEALTH MART**
  1301 Mill Street
  New London, WI 54961
  920-982-7670 • 800-924-7670
  www.jerneganshealthmart.com

**EQUIPMENT FOR LOAN:**

- **RED CROSS - GREATER WAUPACA AREA**
  1302 E. Wisconsin Avenue
  Appleton, WI 54911
  920-733-4481 • 800-727-0477
  www.newredcross.org
  Mon.- Fri.: 8:00 a.m. to 4:30 p.m.
**NUMOTION**
920 N. Westhill Boulevard
Appleton, WI 54914
920-749-3777 • 800-924-8313
www.newmotion.com

**SHOPKO EXPRESS WAUPACA**
800 Riverside Drive, Waupaca, WI 54981
715-256-1115 • 800-378-9999
www.shopko.com

**SWEET MEDICINE PRESCRIPTIONS PLUS**
155 S. Main Street, Iola, WI 54945
715-445-3117
Crutches available for rent; other equipment available for purchase.

**THEDACARE AT HOME**
800-984-5554
www.thedacare.org

Waupaca: 710 Riverside Drive, Waupaca, WI 54981
715-256-3151
Mon. - Fri.: 8:30 a.m. to 5 p.m.

**APPLETON:**
3000 E. College Avenue, Suite A, Appleton, WI 54915 (Located in Kensington Place Mall)
920-969-0919,
Mon., Tues., Wed., Fri.: 8:30 a.m. to 5 p.m.
Thurs.: 8:30 a.m. to 7 p.m.

**NEW LONDON:**
1405 Mill Street, New London, WI 54961
920-720-2300
Mon. - Fri.: 8:30 a.m. to 5 p.m.

**OSHKOSH:**
2100 Omro Road, Oshkosh, WI 54904
920-237-5690
Mon. - Fri.: 8:30 a.m. to 5 p.m.

**SHAWANO:**
100 County Road B, Shawano, WI 54166
715-524-1500
Mon. - Fri.: 8:30 a.m. to 5 p.m.

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**MEDICAL ENTITLEMENTS**

*See ADVOCACY - Elder and Disability Benefit Specialist Services*

**MEDICARE**

www.medicare.gov

Medicare is a federal health insurance program for people age 65 or older, some disabled people and people with end stage renal disease. Eligibility is based on your entitlement to a Social Security benefit. Part A is hospital insurance and Part B is medical insurance. Application for Medicare should be made with the Social Security Administration. For more information on the Medicare Program contact your county Benefit Specialist.

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**LYNN M. TANK**

**Insurance Agent**

OFFERING THE FOLLOWING PRODUCTS:

- Individual Health Insurance/ “Obamacare”
- Medicare Supplements with top rated carriers
- Medicare Advantage Plans
- Medicare Part D Prescription Plans

**NOW OFFERING! AUTO - HOME - FARM INSURANCE**

Office: (920)250-6051
lynnlns@hughes.net
221 W. North Water St • New London

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**MEDICARE RESOURCES FOR WISCONSIN RESIDENTS**

Medigap Part D and Prescription Drug Helpline (For people ages 60+): 1-855-677-2783

Disability Drug Benefit Helpline (For people under age 60): 1-800-926-4862

Medigap Helpline (Medicare supplement and Medicare Advantage information for all ages): 1-800-242-1060

Benefit specialists in your county or tribe (Medicare and other benefits issues):

https://www.dhs.wisconsin.gov/benefit-specialists/counties.htm

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60 The Source 2019
Medicare
HOW TO GET DRUG COVERAGE

Medicare offers prescription drug coverage to everyone with Medicare. If you decide not to join a Medicare Prescription Drug Plan when you’re first eligible, and you don’t have other creditable prescription drug coverage, you don’t get Extra Help, you’ll likely pay a late enrollment penalty.

To get Medicare drug coverage, you must join a plan run by an insurance company or other private company approved by Medicare. Each plan can vary in cost and drugs covered.

■ 2 WAYS TO GET DRUG COVERAGE
1. Medicare Prescription Drug Plan (Part D). These plans (sometimes called “PDPs”) add drug coverage to Original Medicare, some Medicare Cost Plans, some Medicare Private Fee-for-Service (PFFS) Plans, and Medicare Medical Savings Account (MSA) Plans.
2. Medicare Advantage Plan (Part C) (like an HMO or PPO) or other Medicare health plan that offers Medicare prescription drug coverage. You get all of your Medicare Part A (Hospital Insurance) and Medicare Part B (Medical Insurance) coverage, and prescription drug coverage (Part D), through these plans.

Medicare Advantage Plans with prescription drug coverage are sometimes called “MA-PDs.” You must have Part A and Part B to join a Medicare Advantage Plan.

■ HOW TO JOIN A DRUG PLAN
Once you choose a Medicare drug plan, here’s how you may be able to join:
- Enroll on the Medicare Plan Finder at www.medicare.gov/find-a-plan/questions/home.aspx or on the plan’s website.
  - Complete a paper enrollment form.
  - Call the plan.
  - Call 1-800-MEDICARE (1-800-633-4227).
When you join a Medicare drug plan, you’ll give your Medicare number and the date your Part A and/or Part B coverage started. This information is on your Medicare card.

■ JOINING A MEDICARE DRUG PLAN MAY AFFECT YOUR MEDICARE ADVANTAGE PLAN
If your Medicare Advantage Plan (Part C) includes prescription drug coverage and you join a Medicare Prescription Drug Plan (Part D), you’ll be disenrolled from your Medicare Advantage Plan and returned to Original Medicare.

For more information go to www.medicare.gov

Simplifying Healthcare Options

JMS is an Independent Health Insurance Agency Specializing in:
• Medicare • Dental & Vision • Individual ACA

We have over 30 years experience and stand behind our strong customer service values.

We educate you on the products available & re-evaluate your coverage options at renewal to be sure you have what is right for you.

1-800-236-8557 staff@jmsbrokerage.com
Office Located in Appleton, but will also travel to you in the surrounding cities.
www.jmsbrokerage.com
Contact the ES Call Center at 1-888-256-4563 to apply for the following:

- **QUALIFIED MEDICARE BENEFICIARY PROGRAM - QMB**
  The QMB program is available to help pay medical costs for persons who have low income and assets, but are above the Supplemental Security Income (SSI) eligibility limits.

  *For those who qualify, it can pay:*
  1. The Medicare part B premium.
  2. The part A and part B Medicare deductibles.
  3. The 20% co-insurance for part B if you are not currently receiving Social Security, but could purchase Medicare coverage, you may still be eligible and the program could pay both part A and part B premiums.

- **SPECIFIED LOW-INCOME MEDICARE BENEFICIARY PROGRAMS (SLMB AND SLMB+)**
  The SLMB programs pay the Medicare part B premium, but do not pay Medicare co-payments or deductibles.

- **MEDICAID-MEDICAL ASSISTANCE (MA)**
  The Medicaid program is a cooperative federal and state program that provides medical care to individuals with low income and little or no assets. There are two basic types of MA benefits: those received in an institutional/long-term care setting such as a nursing home or hospital and those received in the community.

### MEMORY SERVICES

- **ASPIRUS MEMORY CLINIC**
  2720 Plaza Drive, Suite 1400B
  Wausau, WI 54401
  715-847-2004 • 866-236-1573 (toll free)
  The Aspirus Memory Clinic targets its services to older adults in the north central Wisconsin area who are experiencing memory difficulties which may be the result of Alzheimer’s disease or other forms of dementia. An important aspect of our care is assessing the needs of the families and caregivers, and linking them with the community support services that will help them deal with the diagnosis, and with immediate and future needs. The clinic is staffed by a physician, a nurse practitioner, and a clinical social worker. We are also thankful to have the Greater Wisconsin Chapter of the Alzheimer’s Association working with us as a close consultant to provide ongoing support and education for patients, families and caregivers, and the clinic staff.

  The clinic provides a comprehensive assessment of the patient including a complete physical exam and health history, a psycho-social evaluation, and neurobehavioral testing to help determine the diagnosis and etiology of the patient’s presenting problems. Patients, families, and caregivers will be linked with appropriate medical and support services in the community.

  The patient’s primary care provider will be provided a complete assessment report with treatment recommendations.

  *The Aspirus Memory Clinic is open Wednesdays. For more information, or to make an appointment, please contact the clinic.*

- **MARSHFIELD CLINIC**
  Memory Disorders Clinic
  1000 N. Oak Avenue
  Marshfield, WI 54449
  715-387-5350 • 800-782-8581
  For more information, or to make an appointment, please contact the clinic.

- **MEMORY CARE CENTER**
  Neuroscience Group Memory Clinic
  1305 W. American Drive
  Neenah, WI 54956
  920-725-9373
  www.neurosciencergroup.com
  For more information, or to make an appointment, please contact the clinic.
**PREVEA HEALTH MEMORY ASSESSMENT CLINIC**
Prevea East DePere Health Center
3860 Monroe Road, De Pere, WI 54115
920-272-3313 • 888-277-3832
Clinic is held on Tuesday afternoons from noon to 4:00 p.m. For more information, or to make an appointment, please contact the clinic.

**PREVEA HEALTH MEMORY ASSESSMENT CLINIC**
Prevea St. Mary’s Health Center
1715 Dousman Street
Green Bay, WI 54303
920-272-3313 • 888-277-3832
Clinic is held Thursdays from 8:00 am to noon.
For more information, or to make an appointment, please contact the clinic.

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**NURSING HOMES**
A skilled nursing home is a health care facility that provides nursing services 24 hours a day. Persons needing extensive supervision, those with complex health plans needing rehabilitative services (occupational, physical or speech therapy) or those who do not have supportive living services available 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. Medications, personal items, therapy, and dental and foot care are typically not included in the daily rate. Nursing homes have admissions agreements that include information about the daily rate, policies regarding transfers, discharges and handling of resident funds, plus resident rights and responsibilities. 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 the stay meets their requirements. Long-term care or supplemental insurance may pay for some nursing home stays. Medical Assistance may cover unlimited stays once financial criteria are met. Private pay or veterans benefits may also be used. Discuss financial requirements and questions you have with the nursing home administrator and/or social worker.

**BETHANY HOME**
1226 Berlin Street
Waupaca, WI 54981
715-258-5521

**CROSSROADS CARE CENTER OF CRYSTAL RIVER**
1401 Churchill Street
Waupaca, WI 54981
715-258-8131

**CROSSROADS CARE CENTER OF WEYAUWEGA**
717 E. Alfred Street
Weyauwega, WI 54983
920-867-3121

**GREENTREE HEALTH & REHAB CENTER**
70 Greentree Road, Clintonville, WI 54929
715-823-2194
www.greentreehealthandrehabilitation.com

**IOLA LIVING ASSISTANCE**
P.O. Box 237
185 S. Chet Krause Drive
Iola, WI 54945
715-445-2412
www.iolalivingassistance.org

**MANAWA COMMUNITY NURSING CENTER**
400 E. Fourth Street
Manawa, WI 54949
920-596-2566

**ST. JOSEPH RESIDENCE**
107 E. Beckert Road
New London, WI 54961
920-982-5354

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The Wisconsin Veterans Home at King is a long term and rehabilitative care facility serving veterans and their eligible dependents. We offer excellent medical and nursing care to enhance quality of life. Our highly trained and dedicated staff strive to meet the unique needs of veterans by providing compassionate care built on the foundation of integrity, honor and respect. Residency requirement has been lifted and there is no waiting list. Discover everything King can offer you. Call us at 715.256.5027 for a tour or visit www.WisVets.com to see a virtual tour of the campus.

715.258.5586
N2665 County Road QQ
King, WI 54946
THE PINES POST ACUTE AND MEMORY CARE
1625 E. Main Street
Clintonville, WI 54929
715-823-3135 • 866-825-9152

WISCONSIN VETERANS HOME
N2665 County Road QQ
King, WI 54946
715-258-5586

WISCONSIN VETERANS HOME
21425G Spring Street
Union Grove, WI 53182
262-878-6700
866-669-8387 (866-NOW-vets)
dva.wi.gov/Pages/veteransHomes/
VeteransHomeUG.aspx

NURSING HOME RELOCATION - COMMUNITY RELOCATION AGING AND DISABILITY RESOURCE CENTER (ADRC)
715-258-6400 • 866-739-2372
Or contact your nursing home social worker.
www.youradrcresource.org

You may be eligible for Community Relocation.
Are you ready to move back home? With some help, you can manage on your own again. Through the Community Relocation Initiative, you may be able to live in an assisted living facility or your own home or apartment while still receiving the services you need. This initiative gives people a choice as to where they will receive long-term care. An individualized care plan will be developed to help you successfully transition back into your community.

This program is available to you if you:
• Currently reside in a nursing home and are expected to stay long term.
• Are 65 years of age or older or have a physical disability.
• Your nursing home care is currently paid for by WI Medicaid.
• You have an ongoing need for long-term care services.
If you are a Waupaca County resident living in a nursing home and are interested in this program, please contact the Aging & Disability Resource Center for more information.

LONG-TERM CARE OMBUDSMAN PROGRAM
715-345-5229 • 800-815-0015
longtermcare.wi.gov
Responds to complaints and problems of nursing home and community based residential facility residents and their families.

NUTRITION & SENIOR DINING SITES
See FOOD

PHARMACIES, PRESCRIPTIONS, DRUG PROGRAMS

CLINTONVILLE:

SHOPKO PHARMACY
291 S. Main Street
Clintonville, WI 54929-1604
715-823-2350 • 866-263-8098

IOLA:

SWEET MEDICINE PRESCRIPTIONS PLUS
155 S. Main Street
Iola, WI 54945
715-445-3117
Mail service available. Delivery within city limits of Iola.

NEW LONDON:

JERNEGAN’S HEALTH MART
1301 Mill Street
New London, WI 54961
920-982-7670 • 800-924-7670
www.jerneganshealthmart.com

WAL-MART PHARMACY
1717 N. Shawano Street
New London, WI 54961
920-982-7906
Mail service available.

SHAWANO:

DRIER PHARMACY
117 S. Main Street
Shawano, WI 54166
715-526-2011 • 800-295-4231
Mail service available. Delivery within city limits.

THERACARE PHARMACY
100 County Road B
Shawano, WI 54166
715-526-3456 • 800-335-3456
Mail service available. Delivery within city limits.

WALGREENS
401 E. Green Bay Street
Shawano, WI 54166-2541
715-524-5600
WAUPACA:

- **WAL-MART PHARMACY**
  1244 E. Green Bay Street
  Shawano, WI 54166-2208
  715-524-5983 • 800-364-6805
  Mail service available.

- **K-MART PHARMACY**
  830 W. Fulton Street
  Waupaca, WI 54981
  715-258-4285
  Mail service available.

- **PROFESSIONAL PHARMACY ASSOCIATES & RX CONSULTANTS**
  105 N. Western Avenue
  Waupaca, WI 54981
  715-256-2880 • 888-590-5004
  Mail service available.

- **SHOPKO EXPRESS WAUPACA**
  800 Riverside Drive
  Waupaca, WI 54981
  715-256-1115
  Mail service available. Free delivery within city limits.

- **SHOPKO HOMETOWN PHARMACY**
  825 W. Fulton Street
  Waupaca, WI 54981
  715-258-9000

- **STRATTON’S DRUG STORE**
  107 N. Main Street
  Waupaca, WI 54981
  715-258-7057
  Mail service available.

- **WALGREENS**
  925 W. Fulton Street
  Waupaca, WI 54981
  715-258-9228

OTHER:

- **BADGER RX GOLD**
  A prescription drug program that makes prescription medications accessible and affordable to people in Wisconsin who are uninsured or underinsured. The Badger Rx Gold Web site has information about the program, covered medications, how to apply, etc.
  www.badgerrxgold.com

- **MEDICARE - PART D**
  Social Security Administration
  607 W. Northland Avenue
  Appleton, WI 54911
  877-694-5495
  Your Benefit Specialists may assist you with enrollment of Part D
  See Elder Benefit Specialist Program on Page 23.

- **NEEDY MEDS**
  www.needymeds.org
  Information on medicine and healthcare assistance programs to find help with cost of medicine.

- **PARTNERSHIP FOR PRESCRIPTION ASSISTANCE**
  800-477-2669
  www.pparx.org

- **PRESCRIPTION DRUG HELPLINE**
  800-456-8211
  For those 60 years of age or older.

- **SENIORCARE**
  Contact your EBS – Elder Benefit Specialist
  See Aging & Disability Resource Center
  See Benefit Assistance
  800-657-2038
  www.dhs.wisconsin.gov/seniorcare/index.htm

SeniorCare is a Prescription Drug Assistance Program for Wisconsin residents who are 65 years of age or older who meet the eligibility criteria.

- What are the eligibility requirements? For Wisconsin residents age 65+ the annual enrollment fee of $30 per person is required with the application form. In addition, participants are subject to certain annual out-of-pocket expenses depending on their annual income, as shown in the table.
- How do I apply? Contact either number listed above or check the Web site.
Drugs from Canada
Just across the border and in many other countries citizens can walk into their corner drugstore and buy the same safe prescriptions we have here, but at a fraction of the price. But too many citizens of this country are forced to make unbearable choices between food and medicine. If the federal government isn’t willing to take on the drug companies and fight for more affordable prices, states like Wisconsin will have to lead the way.

This Web site gives our citizens the ability to buy certain prescriptions at significantly lower prices from pharmacies that have been visited and found to be safe, reputable and reliable by inspection on behalf of several state governors. It also provides information about SeniorCare, the new Medicare drug benefit and other programs that may be an option for you.

The goal is to let consumers make an informed choice among all of the available options - including local pharmacies, lower price generics available domestically, safe Canadian pharmacies and through a pharmacy benefit manager who will find the lowest price from several countries.

866-732-0305
Fax Orders: 866-732-0306
www.CanadaWayDrugs.com
We are your one stop shop for getting your medications at affordable prices. We are dedicated to provide you with the best service. Your orders are processed and mailed within five days.

WAUPACA COUNTY FREE PRESCRIPTION DISCOUNT CARD
715-258-6201
NACo Prescription Discount Card Program
Through a partnership with the National Association of Counties (NACo), the free Prescription Discount Card program provides area residents with a card that offers an average of 24% savings off the retail price of prescription medications not covered by insurance.

The card can be used by those who do not have insurance or by those who have prescriptions not covered by insurance. The card can also be used on some pet medications and is accepted at most pharmacies throughout the county.

The free discount cards may be used by all Waupaca County residents, regardless of age, income or existing health coverage. The Waupaca County Prescription Discount Cards are available at the courthouse.

RECREATION

The Waupaca County Senior Nutrition Program and the Senior Centers in Waupaca County provide a variety of senior activities including education, exercise, entertainment, birthday parties, card playing and other games, information and assistance, and internet access for seniors. See Nutrition - Senior Dining Sites and Senior Center sections for locations, etc.

AMERICA THE BEAUTIFUL - NATIONAL PARKS AND FEDERAL RECREATIONAL LANDS PASS
www.nps.gov/fees_passes.htm
The America the Beautiful - National Parks and Federal Recreational Lands Pass - Senior Pass is a lifetime pass for U.S. citizens or permanent residents age 62 or over. The cost is $10. The pass provides access to, and use of, federal recreation sites that charge an entrance or standard amenity. The pass admits the pass holder and passengers in a non-commercial vehicle at per-vehicle fee areas and pass holder plus 3 adults, not to exceed 4 adults, at per-person fee areas - children under 16 are admitted free. The pass can only be obtained in person at the park. The Senior Pass provides a 50 percent discount on some expanded amenity fees charged for facilities and services such as camping, swimming, boat launch and specialized interpretive services. In some cases where expanded amenity fees are charged, only the pass holder will be given the 50 percent price reduction. The pass is non-transferable and generally does NOT cover or reduce special recreation permit fees or fees charged by concessionaires.
CLINTONVILLE HIGH SCHOOL RECREATION CENTER
330 N. Harriet Street
Clintonville, WI 54929
715-823-7215, Ext. 7
All county residents welcome. Fee based on residency and age.

IOLA-SCANDINAVIA FITNESS & AQUATIC CENTER
445 S. Jackson Street
Iola, WI 54945
715-445-2411, Ext. 1504
www.iola.k12.wi.us (Click on Fitness & Aquatic Center)
All county residents welcome. Fee based on residency and age. Discounts apply to students (ages 12 to 17) and seniors age 60 and over.

WAUPACA RECREATION CENTER
407 School Street
Waupaca, WI 54981
715-258-4435

RECREATION: FOR DISABLED

THE SOAR FOX CITIES
211 E Franklin Street, Suite A
Appleton, WI 54911
920-731-9831
Email: info@soarfoxcities.com
www.soarfoxcities.com
For Individuals with Differing Abilities
Year-round social and respite programs.
Camp: Offered for youth and adults.
Special Olympics: Basketball, softball, swimming, bowling, gymnastics, power lifting, track and field, tee-ball and golf are offered throughout the year for athletes and teams to participate in.

CHALLENGE THE OUTDOORS INC
901 Anderson Drive
Green Bay, WI 54304
920-593-6300
www.ctoforme.org
Challenge The Outdoors is dedicated to serving the recreational needs and desires of the physically challenged sportsperson. We offer special hunts and fishing events throughout the year.

SPECIAL OLYMPICS - WISCONSIN - WAUPACA AREA
Contact person: Aaron Christenson,
New Waupaca Area Manager
715-467-1887 + 715-258-4121
• Special Olympics offer sports programs for school age children and adults within the community.
• Track season starts the year off, beginning in April and ending in June. Practices are held at the Waupaca High School - schedule determined by coach. There are a variety of events to choose from.
• Golf starts in June and runs through August. Practices are held at two Waupaca golf courses: Royal Oaks and Hidden Waters. There is no fee for participants.
• Bowling starts in September and runs through early December.
• Basketball starts in early January and runs through March.

WAUPACA RECREATION CENTER
407 School Street
Waupaca, WI 54981
715-258-4435

UNIVERSAL PLAYGROUND
Department contact: 920-832-5905
www.appletonparkandrec.org/parks-pavilions-trails/parks-recreational-areas/universal-playground
Located at Memorial Park off Ballard Road in Appleton. Handicapped designed. Accessible to children of all ages. The field is located on the corner of Capital Dr. and Witzke Blvd.

RECREATION: CAMP FOR CHILDREN AND ADULTS
WEEK LONG OVERNIGHT CAMPS:

CAMP AWESUM MOON BEACH
1487 Moon Beach Road
St. Germain, WI 54558
715-479-8255
Email: CampAwesum@yahoo.com
www.campawesum.org
Welcomes eight to sixteen year olds who are on the Autism Spectrum for a fun-filled week at summer camp. The camp is located at beautiful Moon Beach Camp in St. Germain, WI.

LIONS CAMP
3834 County Road A
Rosholt, WI 54473
715-677-4969
www.wisconsinlionscamp.com
The Lions Camp offers specific summer programs for visually impaired, deaf and hard of hearing and cognitively disabled individual’s ages 9-17 years. No cost to individuals enrolled in school programs with referral from teacher.
SPECIAL TOUCH CAMP
P.O. Box 25
Waupaca, WI 54981
715-258-2713
specialtouch.org
For those with physical and developmental disabilities ages 10 years and older. Held at Spencer Lake Christian Center in Waupaca. Children under age 10 can attend but must bring their own caregiver. Special Touch Ministry is a national organization.

WISCONSIN BADGER CAMP
PO. Box 723
Platteville, WI 53818
608-348-9689 (main office open year round)
www.badgercamp.org
For children and adults with developmental disabilities. No age restrictions. Wisconsin Badger Camp's mission is to provide a positive natural environment where individuals with developmental challenges can learn about their surroundings and realize their full potential. Through a group living experience, campers develop friendships and expand their social skills. Everyone, regardless of the severity of their disability, is welcome at Badger Camp. Camp applications are processed as received, beginning in early February, with no geographic or age limitations. Badger Camp's primary objectives are program and safety related. In essence, Wisconsin Badger Camp provides safe, fun, and unique programming in a supportive outdoor environment that is available to all individuals with developmental disabilities.

STATE PARK CAMPING/CABINS
Wisconsin Department of Natural Resources
608-266-2621
General questions: 888-936-7463
www.dnr.state.wi.us
(7 Days • 7 a.m.–10 p.m.)
There are seven cabins for people with disabilities in Wisconsin State Parks. There are rustic cabins at Copper Falls and Blue Mound state parks and cabins with more amenities at Mirror Lake, Buckhorn, High Cliff and Potowatami state parks and Kettle Moraine State Forest—Southern Unit. Call or visit the Web site to reserve.

SUPERVISED VACATIONS FOR ADULTS
Allows adults to travel on day or overnight trips to in-state or out-of-state attractions. Supervision is provided and all costs are usually included except personal spending. Local pick-up/drop-off may be available.
• Able Trek Tours
800-205-6713 • 608-524-3021
www.abletrektours.com
• Lamers Tour and Travel and RCDD Tours
800-236-1240
www.lamersstouandtravel.com
• Going Beyond Travel
262-512-1252
goingbeyondtravel.com
• Search Beyond Adventures, Inc.
800-800-9979
www.searchbeyond.com

RECREATION: DAY CAMPS

CAMP HOPE
920-739-6135
Sponsored by the Appleton YMCA and held at Plamann Park in Appleton during the summer. Camp Hope is a day camp for children ages 5-16 years who are physically and cognitively challenged as well as deaf/hard-of-hearing children. Activities include swimming, arts and crafts, singing, games and more!

KELLER'S LAKE DAY CAMP
715-823-2823
Contact person: Cindy Carrick
For individuals ages 5 years and above with developmental and physical disabilities. Usually takes place the first week in August.
■ CROSSROADS CARE CENTER OF WEYAUWEGA
717 E. Alfred Street
Weyauwega, WI 54983
920-867-3121
crossroadsicarecenter.com/veyauwega-nursing-home

■ GREENTREE HEALTH & REHAB CENTER
70 Greentree Road
Clintonville, WI 54929
715-823-2194
www.greentreehealthandrehabilitation.com

■ IOLA LIVING ASSISTANCE
P.O. Box 237
185 S. Chet Krause Drive
Iola, WI 54945
715-445-2412
www.iolalivingassistance.org

■ LIVING OAKS ASSISTED LIVING
505 W. Iola Street
Iola, WI 54945
715-455-2412

■ MANAWA COMMUNITY NURSING CENTER
400 E. Fourth Street
Manawa, WI 54949
920-596-2566
www.manawacommunitylivingcenter.com

■ THEDACARE MEDICAL CENTER NEW LONDON
1405 Mill Street
New London, WI 54961
Main hospital: 920-531-2000
Rehabilitation Department: 888-982-5330
www.thedacare.org

■ OFFICE FOR THE DEAF & HARD OF HEARING OF NORTH EASTERN REGION
200 N. Jefferson Street, Suite 511
Green Bay, WI 54301
920-659-7317
TEXTNET/HYLRELAY: 888-241-9430
www.dhs.wisconsin.gov/odhh/index.htm

■ PINE MANOR HEALTH CARE CENTER
1625 E. Main Street
Clintonville, WI 54929
715-823-3135 • 866-825-9152
pinemanorhealthcarecenter.com

■ THEDACARE MEDICAL CENTER - WAUPACA
800 Riverside Drive, Waupaca, WI 54981
715-258-1000
ThedaCare Aquatic Program – Rehab Services:
715-258-1053
www.thedacare.org

■ ST. JOSEPH RESIDENCE
107 E. Beckert Road, New London, WI 54961
920-982-5354
stjosephresidence.com

■ ST. MICHAEL’S HOSPITAL
Rehabilitation Services
900 Illinois Avenue
Stevens Point, WI 54481
715-346-5190
• Lymphedema Program: This is not a support group; this is a treatment to assist in dealing with this issue.
• Low Vision Program: Occupational Therapist provides tips and techniques to help those with low vision issues manage their daily activities, etc.

■ OFFICE FOR THE BLIND & VISUALLY IMPAIRED
Appleton: 920-831-2090
Madison: 888-879-0017

RENTAL ASSISTANCE
See HOUSING

REPRESENTATIVE PAYEE

■ HEARTLAND EMBRACE, INC
E3443 Appletree Lane
Waupaca, WI 54981
Mailing Address: PO Box 384, Waupaca WI 54981
715-412-4957
www.heartlandembrace.com

■ OSHKOSH FAMILY, INC
36 Broad St. #300
Oshkosh, WI 54901
920-231-9520

■ PAYMENT PARTNERS
1800 Appleton Road
Menasha, WI 54952
920-968-6984 • 800-366-8161
www.paymentpartner.org
A service of Financial Information and Service, Inc. (FISC) offering representative payee services and Bill Pay Program
RESPIRATORY THERAPY

- LINCARE
  1760 Prospect Court, Unit 112
  Appleton, WI
  877-735-1261 • 920-735-1261
  www.lincare.com
  The mission of Lincare is to set standards of excellence for providing respiratory care, infusion, therapy and medical equipment to patients in the home. Our company’s success, which is characterized by responsiveness and clinical excellence, has been founded on the dedication of our professionals to quality care. Physicians, caregivers, and patients trust Lincare to provide the quality care they expect and deserve.

RESPITE

See ADULT DAY SERVICES, CAREGIVER SUPPORT, DISABILITY RESOURCES, NURSING HOMES and RECREATION.

Respite care for adults and children with developmental disabilities is designed to provide caregivers with a break from their 24-hour, 7-day-a-week responsibility. Respite not only gives the caregiver a break, but also gives the person with disabilities an opportunity for growth and socialization. If the person you care for is on the Community Integration Program, the Community Options Program or the Family Support Program, these programs would cover the cost of respite. The family can also privately pay for respite.

FOR ADULTS:

- COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)
  Group homes that serve adults with developmental disabilities. There is a set rate for respite. A free-from-communicable-disease statement from a physician is also required. See Housing – Assisted Living – Elder, Adult Family Homes.

- LUTHERAN SOCIAL SERVICES
  Respite Care
  820 W. College Avenue, Suite 1
  Appleton, WI 54914
  920-733-2860
  www.lsswis.org

FOR CHILDREN AND ADULTS:

- CEREBRAL PALSY OF MIDEAST WISCONSIN
  Respite House
  1325 Eastman Street
  Oshkosh, WI 54901
  920-424-4073

- WAUTOMA HOUSE
  402 E. Division Street
  Wautoma, WI 54982
  920-787-4354
  www.cpmideastwis.com
  Same criteria as community based residential facilities. Offers weekend and weeklong respite options.

- EASTER SEALS RESPITE PROGRAM & CAMP WAWBEEK
  800-422-2324, Ext. 124
  For people with physical disabilities and little or no cognitive disabilities.

  Camp Wawbeek: In Wisconsin Dells the program offers both weekend (Sept.-May) and weeklong (June-Aug.) respite. One-to-one staffing is available and individuals need not be able to communicate needs.

SENIOR CENTERS

See FOOD - Senior Dining Sites

- CLINTONVILLE COMMUNITY CENTER
  30 S. Main Street
  Clintonville, WI 54929
  715-823-7667

- MARION SENIOR CENTER
  Lions Point
  325 W. Garfield Avenue
  Marion, WI 54950
  715-754-2482

- NEW LONDON SENIOR CENTER
  Washington Center
  600 W. Washington Street
  New London, WI 54961
  920-982-8522

- WAUPACA SENIOR CENTER
  407 School Street
  Waupaca, WI 54981
  715-258-4437
SUPPLEMENTAL SECURITY INCOME (SSI)

The Supplemental Security Program is a needs-based program available to people whose monthly income falls below certain limits. It pays monthly checks to people who are 65 or older, blind or have a disability and who don’t own much or have a lot of income. SSI isn’t just for adults; monthly checks can also go to disabled and blind children. People who get SSI usually get food stamps and Medicaid. Medicaid helps pay doctor and hospital bills.

WAUPACA COUNTY DEPARTMENT OF HEALTH & HUMAN SERVICES
811 Harding Street
Waupaca WI 54981
Elder Benefit Specialist:
715-258-6400
Aging & Disability Resource Center, Disability Benefit Specialist:
715-258-6400

SUPPORT GROUPS

AFFINITY NURSEDIRECT
800-362-9900
Affinity Health System’s NurseDirect not only answers medical questions, but can provide information about their practitioners and the support groups available in your area. In addition, they offer community classes which help people of all ages be proactive in leading a healthier lifestyle. From smoking cessation to heart disease screenings, babysitting instruction to cancer support groups, childbirth education to events for seniors, Affinity Health System is committed to caring for your health.

BETTER BREATHERS COPD (CHRONIC OBSTRUCTIVE PULMONARY DISEASE)
Support group meeting 6 times per year. Offers support and education for those with lung diseases.

Rotates Between St Elizabeth Hospital
1506 S. Oneida St Appleton
920-738-2558

and ThedaCare Medical Center
1818 N. Meade St. Appleton
920-738-5364
Please call for location

BRAIN INJURY SUPPORT GROUP(S)
SOAR Fox Cities
211 E. Franklin Street, Suite A
Appleton, WI 54911
920-731-9831
www.SOARfoxcities.com

CAREGIVER SUPPORT GROUP (LED BY BETHANY HOME)
Waupaca Senior Center
715-258-4437
2nd Wednesday of each month, 1:30 – 3:00 pm
For information call Hannah at
715-942-1440

CEREBRAL PALSY OF MIDEAST WISCONSIN
800-261-1895
www.cpmideastwis.com (click on “down to earth”)​

EPILEPSY SUPPORT GROUP
Epilepsy Foundation of Central Northeast Wisconsin
41 Park Ridge Drive, Suite C
Stevens Point, WI 54481
Meets 3rd Friday of each month at Portage County Library Prairie Room 3:30 pm
1001 Main Street
Stevens Point, WI 54481
715-341-5811

GRIEF SHARE
Shepherd Of The Lakes
153 County Road QQ
Waupaca, WI 54981
Contact Paula Thuerman: 715-258-8061
Meets Thursdays 6:00-8:00pm (call ahead)

MULTIPLE SCLEROSIS SELF-HELP GROUP
Call Larry: 715-258-5933
for more information
Multiple Sclerosis Self-Help Group meets occasionally.

REMEMBERING THROUGH SHARING
920-729-2087
A support group for parents who have experienced a miscarriage, ectopic pregnancy, stillbirth or newborn death. This is a wonderful environment for sharing and growth.
Program Descriptions:

**Special Olympics:** Basketball, softball, swimming, bowling, gymnastics, power lifting, track and field, tee-ball and golf are offered throughout the year for athletes and teams to participate in. Ext. 109.

**Kids on the Block:** An educational puppet program, which performs for young children throughout the Fox Valley providing a fun twist to educating youth about differing abilities, medical concerns and social issues. Kids on the Block is available upon request for schools, youth groups and churches. Ext. 111.

**Advocacy:** The SOAR Fox Cities provides guardianship services as well as advocacy during the individual education process (IEP). Ext. 100.

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**St. Elizabeth Hospital**
1506 S. Oneida Street
Appleton, WI
920-738-2558

**BRAIN INJURY SUPPORT GROUPS:**

**Ability Resource Center**
115 Washington Avenue, Suite A
Oshkosh, WI 54901
920-236-9230
2nd Thursday alternating months,
10:30 am-12:00 noon

**Making New Connections**
2990 Voyager Drive
Green Bay, WI 54311
920-866-9493
Contact person: Karen Feld
Fourth Wednesday - 7:00 to 9:00 pm

**Curative Connections**
2900 Curry Lane
Green Bay, WI 54311
920-468-1161
Meets once a quarter. Call for date.

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**St. Elizabeth Hospital**
1506 S. Oneida Street
Appleton, WI 54915
920-725-0943 x 111 • 920-731-9831
Call for information.
Program Descriptions:

- **Down Syndrome Family Network**: Monthly family gatherings are held the second Thursday of each month from 6:30 to 8 p.m. at Prince of Peace Lutheran Church, 2330 Calumet in Appleton.
- Meetings offer parents information and support. Ext. 100.
- **Special Olympics**: Basketball, softball, swimming, bowling, gymnastics, power lifting, track and field, tee-ball and golf are offered throughout the year for athletes and teams to participate in. Ext. 109.
- **Kids on the Block**: An educational puppet program, which performs for young children throughout the Fox Valley providing a fun twist to educating youth about differing abilities, medical concerns and social issues. Kids on the Block is available upon request for schools, youth groups and churches. Ext. 111.
- **Advocacy**: The Arc Fox Cities provides guardianship services as well as advocacy during the individual education process (IEP). Ext. 100.

- **Affinity Nursedirect**
  800-362-9900
  Affinity Health System’s NurseDirect not only answers medical questions, but can provide information about their practitioners and the support groups available in your area. In addition, they offer community classes which help people of all ages be proactive in leading a healthier lifestyle. From smoking cessation to heart disease screenings, babysitting instruction to cancer support groups, childbirth education to events for seniors, Affinity Health System is committed to caring for your health.

- **The Source 2019**

- **TBI Support Group Oshkosh**
  Aurora Medical Center
  855 N. Westhaven Drive
  Oshkosh, WI 54904
  920-233-3655
  4th Thursday, 6:30-8:30pm

- **Waupaca County Arc - For Developmentally Disabled**
  45 20th Street
  Clintonville, WI 54929
  920-982-5084
  Contact person: Ron & Pat Schoen

- **Arc Wisconsin**
  P.O. Box 201
  Stoughton, WI 53589
  608-422-4250
  arcwi.org
  Information about the history and current goals of Arc Wisconsin.

- **Autism Society of the Fox Valley**
  PO Box 266
  Little Chute, WI 54140
  920-558-4602 • 800-882-9282
  www.autismfoxvalley.org

- **Brain Injury Alliance of Wisconsin**
  6409 Odana Road, Suite 1A
  Madison, WI 53719
  800-882-9282
  www.biaw.org

- **Covey**
  1930 Algoma Boulevard
  Oshkosh, WI 54901
  920-424-4071 • 800-261-1895
  www.covey.org

- **Down Syndrome Association of Wisconsin – Fox Cities**
  211 E. Franklin Street
  Appleton, WI 54912
  920-460-9494
  Email: info@arcfoxcities.com
  www.dsawfoxcities.org

  - A parent-run group that works with the ARC Fox Cities to provide information, resources and opportunities for families of individuals with Down syndrome.
  - Provides new parent information packets to three area hospitals – St. Elizabeth’s Hospital, Appleton Medical Center and Theda Clark Medical Center.
  - Maintains an e-mail network and mailing list to keep families informed of local and statewide resources, services, organizations and activities.
  - If you wish to be added to the Down Syndrome Family Network e-mail group or mailing list, please contact us.

- **Marion Area Family Resource Center**
  120 N. Main Street
  Marion, WI 54950
  715-754-2491
  Information and access to needed services, monthly programming, etc.
MUSCULAR DYSTROPHY ASSOCIATION
2670 S. Ashland Avenue, Suite 101
Green Bay, WI 54304
920-499-4571
www.mda.org

SENIOR CONNECTION
Washington Center
500 W. Washington Street
New London, WI 54961
920-538-1511

SPINA BIFIDA WISCONSIN, LTD.
830 N. 109th Street, Suite 6
Milwaukee, WI 53226
414-607-9061
www.sbwis.org • www.facebook.com/sbwis • twitter.com/sbwis

THE WISCONSIN PARKINSON ASSOCIATION (WPA)
Parkinson Diese Support Group
ThedaCare – Riverside Medical Center
902 Riverside Drive, Maasch Room A
Waupaca, WI 54981
920-538-0144
Meets 3rd Wednesday at 2:00 pm.

UNITED WAY 211 INFORMATION & REFERRAL
A Community Service of United Way, Fox Cities, Inc.
1455 Midway Road
Menasha, WI 54952
800-924-5514
www.211now.org

UNITED WAY OF GREATER NEW LONDON
P.O. Box 104
New London, WI 54961
920-982-4089

WAUPACA FAMILY RESOURCE CENTER
515 School Street
Waupaca, WI 54981
715-256-1621
E-mail: waupacafrc@hotmail.com
Facebook: Waupaca Family Resource Center
www.waupacafrc.com
Information and access to needed services, monthly programming, etc.

WISCONSIN COUNCIL ON PROBLEM GAMBLING
1585 Allovez Avenue
Green Bay, WI 54303
800-426-2535 (800-GAMBLE-5)
www.wi-problemgamblers.org

THE BRIDGE THRIFT STORE MISSION OF HOPE
517 N Shawano Street
New London, WI 54961
Questions or donations:
Lori: 920-359-0705
Yvonne: 920-920-7494
Open Friday & Saturday 10:00 am - 5:00 p.m.
All proceeds go towards Mission of Hope House.

WAUPACA THRIFT STORE
123 E. Fulton Street
Waupaca, WI 54981
715-258-3111

TRANSLATOR SERVICES:
INTERPRETING SERVICE AGENCIES

UNITED TRANSLATORS
3701 E. Evergreen Drive • Appleton, WI 54912
622 W. Airport Road • Menasha, WI 54952
920-968-0040 • 920-422-4171
www.unitedtranslatorsinc.com/
Professional interpreters and translators.

TRANSPORTATION

NEW LONDON TRANSIT
New London Senior Center
600 W. Washington Street
New London, WI 54961
920-982-8523
Mon. - Fri.: 9:00 a.m. to 4:00 p.m.
Service area: City limits of New London.
Transportation for seniors (60 and over) and individuals with disabilities.

R&R TRANSPORT
715-281-4169 (24/7)

TRUCK CITY TAXI
217 Industrial Avenue
Clintonville, WI 54929
715-823-7888
Service area: City of Clintonville
Mon.-Fri.: 7:30am-5pm
WAUPACA TAXI
705 Redfield Street
Waupaca, WI 54981
715-258-2880
Service area: 6-mile radius from city of Waupaca.

WAUPACA COUNTY VOLUNTEER TRANSPORTATION PROGRAM
811 Harding Street
Waupaca, WI 54981
715-258-6279
Call and leave full name and phone number. A request for transportation requires a 72-hour advance notice. Eligibility requirements: Elder - age 60 and over, disabled - regardless of age, on Medical Assistance and/or working with approved agency programs.

MTM
Medicaid (M.A.) consumers must contact MTM to arrange transportation.
5117 W. Terrace Suite 400, Madison
Hours: 7:00 am – 6:00 pm
866-831-4130
www.mtm-inc.net/wisconsin

WORK-N-WHEELS
CAP Services, Inc.
1608 W. River Drive
Stevens Point, WI
Contact person: Cheryl Breit
715-343-7110
email: cbreit@capmail.org
Auto loan program designed to help income eligible families/individuals with assistance in obtaining affordable and dependable vehicles.

Car loans available at 0%. Maximum loan of $5000. 2 ½ years to repay. Autos must be needed for work related activity.

NEW LONDON TRANSIT
New London Senior Center
600 W. Washington Street
New London, WI 54961
920-982-8523
Mon. - Fri.: 9:00 a.m. to 4:00 p.m.
Service area: City limits only of New London. Transportation for seniors (60 and over) and individuals with disabilities.

NEW LONDON TRANSIT
New London Senior Center
600 W. Washington Street
New London, WI 54961
920-982-8523
Mon. - Fri.: 9:00 a.m. to 4:00 p.m.
Service area: City limits only of New London. Transportation for seniors (60 and over) and individuals with disabilities.

VETERANS SERVICES

BLINDED VETERANS ASSOCIATION OF WISCONSIN
125 N. West Street, 3rd Floor
Alexandria, VA 22314
202-371-8880 • 800-669-7079
www.bva.org

VETERANS ASSISTANCE PROGRAM
N2665 County Road QQ
King, WI 54946
715-258-6528
For homeless veterans and veterans that are in threat of becoming homeless due to a variety of reasons. Provide safe shelter and arrange programs suited to individual needs.

VETERANS EMPLOYMENT SERVICES
Waupaca Job Center
1979 Godfrey Drive
Waupaca, WI 54981
715-258-8832
www.dwd.wisconsin.gov/veterans
Eligibility requirements: Military veterans with other than dishonorable discharges.

VA WISCONSIN DEPARTMENT OF VETERANS AFFAIRS
201 W. Washington Avenue
P.O. Box 7843
Madison, WI 53707
800-947-8387 • 608-266-1311
dva.state.wi.us/Pages/Home.aspx
Vision Resources

- **American Council of the Blind**
  6731 W. Greenfield Avenue
  Milwaukee, WI 53214
  414-302-5123
  www.acb.org

- **EyeCare America - Vision Resources**
  877-887-6327
  www.aao.org/eyecare-america
  The foundation of the American Academy of Ophthalmology
  **We offer two programs:**
  1. Seniors program, for people 65 or older, U.S. citizens or legal residents, who have not been seen by an ophthalmologist in 3 or more years. They receive a medical eye exam and care for up to one year at no out-of-pocket cost for the physician's services.
  2. A glaucoma program, for people determined to be at increased risk by their age, race and glaucoma family history. Those eligible and uninsured receive a glaucoma exam at no charge. Those eligible with insurance are billed (normal office procedure).

- **Foundation for Sight & Sound**
  888-580-8886
  www.foundationforsightandsound.org/helpamerica

- **Office for the Blind and Visually Impaired**
  3262 Church Street, Suite 1
  Stevens Point, WI 54481
  888-879-0017
  www.dhs.wisconsin.gov/blind
  **Contact person:** Marge Lebrick
  Rehabilitation specialists provide in-home instruction on independent living skills and adaptive equipment, information, resources and referral for related services.

- **Wisconsin Council of the Blind & Visually Impaired**
  754 Williamson Street
  Madison, WI 53703
  800-783-5213 • 608-255-1166
  www.wcblind.org
  The Wisconsin Council of the Blind & Visually Impaired is a private, non-for-profit agency. Its mission is to promote the dignity and independence of the people in Wisconsin who are blind and visually impaired by providing services, advocating legislation and educating the general public. Through in-home evaluations, state-wide educational events, and the Sharper Vision Store, we serve those who are in need. WCBVI is funded through an annual drive, private grants and bequests.

- **Wisconsin Department of Public Instruction**
  813 W. Wells Street, Milwaukee, WI 53233
  Milwaukee: 414-286-3045
  Elsewhere in Wisconsin: 800-242-8822
  www.talkingbooks.wi.gov
  Services: Recorded books, magazines, “talking books” and playback equipment loaned free of charge.

Volunteer Opportunities

**Volunteer opportunities for all ages are also available at the Senior Nutrition Dining Sites to deliver meals to the Homebound and assist with the serving of the meals.**

- **Affinity Visiting Nurses**
  Home Health & Hospice Services
  816 W. Winneconne Avenue
  Neenah, WI 54956
  920-727-2000 • 866-236-8500
  Hospice is about living each day to the fullest. It’s about helping individuals dying of terminal illnesses live each day to the fullest in a pain-free environment, with dignity and peace. As a hospice volunteer, you can be a part of this incredible journey. Volunteers serve in many ways.
  **Duties vary, but volunteers most often:**
  • Perform household chores.
  • Run errands.
  • Listen to concerns.
  • Keep the patient company.
  • Provide a link to the hospice staff.
  • Offer support and comfort.

  While caring for others, you can find new meaning in your own life, gain greater self-knowledge, and experience satisfaction from making a difference in people’s lives! Volunteers often become more focused on the parts of life that matter most. Complete training and ongoing support is provided for all volunteers.

- **Bethany Home/Bethany Pines/Bethany Outreach**
  1226 Berlin Street
  Waupaca, WI 54981
  **Contact person:** Sarah Halstead
  715-942-1412
  Volunteers are needed in a variety of roles that enrich the lives of residents on our campus, help support the community and fit in volunteers’ busy schedules. Training and support are provided. We welcome you to share your talents, build your skills and make a world of difference while doing so.
ASCENSION HOME CARE
Home Health & Hospice Services
2501 Main Street
Stevens Point, WI 54481
Home Health: 800-397-9685
Hospice: 800-398-1297
www.ministryhealth.org

HOSPICE IS ABOUT
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THEDACARE AUXILIARY/HOSPITAL VOLUNTEERS
800 Riverside Drive
Wausau, WI 54491
715-258-1065
Contact person: Sandy Crane, Volunteer Coordinator

VOLUNTEER OMBUDSMAN
Board on Aging & Long-Term Care
1402 Pankratz Street, Suite 111
Madison, WI 53704
800-815-0015
longtermcare.state.wi.us
The Volunteer Ombudsman program is designed to protect the rights of elder & disabled people living in long-term care facilities such as health care centers and nursing homes. To be a Volunteer Ombudsman it takes commitment, caring and concern for our aging and disabled population.

WAUPACA COUNTY VOLUNTEER PROGRAM
Volunteers for Waupaca County’s Department of Health and Human Services
811 Harding Street
Waupaca, WI 54981
Contact person: Kristine Wiegmann, Coordinator

715-258-6277
Email: Kristine.Wiegman@co.waupaca.wi.us

WAUPACA COUNTY VOLUNTEER TRANSPORTATION PROGRAM
811 Harding Street
Waupaca, WI 54981
715-258-6279
We provide volunteer transportation for elder and disabled citizens of Waupaca County with prioritized medical and nutritional transportation as the primary mission.

WEATHERIZATION

WEATHERIZATION - ENERGY CONSERVATION PROGRAM - ENERGY SERVICES FOR WAUPACA COUNTY
1300 Royalton Street
Waupaca, WI 54981
715-258-6820
www.capservices.org - Click on Weatherization
Assists with home weatherization: insulation, furnace repair, etc. Must meet income guidelines. CAP Services Weatherization works with Energy Assistance offices in Marquette, Portage, Waupaca, and Waushara counties to make your home more energy efficient and to assist with heating costs. Call your local Energy Assistance office.

AT WHAT AGE SHOULD A PERSON QUIT DRIVING?

There is no specific age at which a person can be considered too old to drive, as long as he or she remains healthy and if the declines that take place in the senses and other capabilities are normal. However, because our driver’s license carries the greatest responsibility that each of us will ever have, we need to ask ourselves some questions regardless of our age.

- Do I have memory problems? • Am I sometimes afraid to drive?
- Do I feel aggressive when I drive? • Do I have trouble with my vision? Especially at night?
- Do I have trouble hearing? • Do I take medication that causes drowsiness, or stimulates?
- Do others honk their horn at me for no reason? • Do I have difficulty with heavy interstate traffic?
- How can I improve my driving skills?

You may wish to discuss this with a family member or medical provider.

Remember: If in doubt, DON’T DRIVE

The Source 2019  77
What you should know before you apply for Social Security Disability Benefits

■ **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 takes 3 to 5 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 people 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 (5 U.S.C. 552a) 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?**
  You can visit their website at www.socialsecurity.gov, or call 1-800-772-1213 or TTY 1-800-325-0778 for deaf and hard of hearing.
  Your local Aging & Disability Resource Center (715-258-6400) may also be able to provide assistance with other questions you may have if you are disabled.

*Resource: Social Security Adult Starter Kit Fact Sheet*
CONNECTIONS TO COMMUNITY LIVING
Are you ready to move back home?

If you are a Waupaca County resident and are interested in this program, please contact ADRC at 715-258-6400 or your nursing home social worker.

A community living specialists will set an appointment to meet with you and your family in the nursing home.

During the meeting, the community living specialists will assess whether you are eligible for the program by:
• Discussing your health care needs
• Discussing your preferences for the type of help you need
• Discussing your personal interests and availability of family and friends
• Discussing home care and residential options and preferences
• Explaining program policies and procedures
• Discuss financial eligibility for Medicaid services

YOU MAY BE ELIGIBLE FOR COMMUNITY RELOCATION

This program, administered through county government, is available to you if you meet the following:
• Currently reside in a nursing home and are expected to stay long-term
• Are 65 years of age or older or have a physical disability
• Your nursing home care is currently paid for by Wisconsin Medicaid
• Have an ongoing need for long-term care services

WITH SOME HELP, YOU CAN MANAGE ON YOUR OWN AGAIN

With Connections to Community Living you may be able to live independently with services in your own home or in an assisted living environment.

The Community Living Specialists works with you to develop an individualized service plan to ensure that you have a successful transition back to the community knowing any resources available to you.

DEVELOPING A RELOCATION PLAN

If you would like further information on the connections to Community Living Program, speak to your nursing home social worker and they will contact the Community Living Specialist, (or you may contact the ADRC yourself) who will work with you, your family and the nursing home to:
• Determine what your needs will be and what services are available for you.
• Develop a safe plan with services for you to return to the community.
• Have concluded contact during the relocation process.
• Continue to provide information on available resources to support your long term care needs.

We are committed to giving you a choice about where you live, while making sure you receive appropriate care.
HOW TO CONTACT YOUR LOCAL AND STATE LEGISLATORS

If you are unsure who your local legislator is, go to www.legis.state.wi.us on the Internet. Click on the “Who are My Legislator’s” link and enter your address for the answer.

To find your town and/or county government representation go to www.co.waupaca.wi.us on the Internet and click on the Directory of Public Officials link.

COMMUNICATION TIPS

■ TIPS ON TELEPHONING YOUR LEGISLATOR
  You can also reach federal legislators through the U.S. Capitol Switchboard at (202) 224-3121.
  Staff members usually handle calls to the legislator’s office. Therefore, it is important to ask to speak with the staff member who handles your issue of interest. Be sure to identify yourself and request to leave a brief message with the legislator that states the purpose of your call, e.g., “Please tell Senator/Representative (Name) that I support/oppose (S./H.R./___).”
  Also, it is important to state the reasons why you support or oppose the bill. You may ask for your legislator’s position on the bill if it is not known and you may also request a written response to your telephone call/message.

■ TIPS ON WRITING YOUR LEGISLATOR
  The letter is still one of the more widely used methods of communicating with a legislator’s office. Writing a letter gives you, as a constituent, the opportunity to express and defend your position on an issue. Your letter will be most effective if you follow a few simple guidelines:
  1.) Your purpose for writing should be stated in the first paragraph of the letter. If your letter pertains to a specific piece of legislation, identify it accordingly, e.g., House bill: H.R.____, Senate bill: S.____.
  2.) Be courteous. Even if the legislator has taken positions you disagree with, be respectful.
  3.) Get to the point quickly, and address only one issue in each letter. As a rule of thumb, it is best to limit your letter to one page.
  4.) Be sure to include information and your own personal reasons for supporting or opposing a piece of legislation. Legislators are not only influenced by who supports legislation, but also why.

■ TIPS ON EMAILING AN ELECTED OFFICIAL
  In general, the same guidelines for writing a letter apply to email messages. With an email message to a legislator, however, it is very important to include your street address in the email. This is the only way a legislator has of knowing that you are a constituent. In some instances, emails without street addresses may not receive a response.
Shadow Woods consists of 40 duplexes differing in sizes and layouts, serving those 55 years and older. All duplexes have riverfront, lakefront or wooded views.

The Pines offers outstanding Assisted Living Apartments for active people who need some help with tasks of daily living. Floor plans include studio, one and two bedroom units.

Coming to Bethany in 2017 will be The Pines CBRF, which will be another type of Assisted Living. This care plan offers 24 hour care, all with private rooms.

The Springs is Bethany’s wellness and fitness center. As a member of the gym you have access to HUR fitness equipment and may attend a variety of classes for all aspects of health and well-being.

Spruce Ridge is Bethany’s Skilled Nursing option. Bethany serves residents requiring extensive assistance with daily living activities and skilled nursing care.

Hickory Heights is a state of the art rehabilitation unit that Bethany offers for those needing rehab. All rooms are private suites furnished with a fridge, microwave and TV. Each room has a private restroom and shower as well.

Bethany has two unique restaurants available right on campus. One is the Bleu Barn, which offers a rustic feel featuring genuine sandwiches, deli foods, pizza, and pastas. The other choice is the Fireside Grill, this one offers a very comfortable and cozy dining setting with home cooked meals.

Bethany Home Inc. is a non-profit leading rehabilitative and healthcare center. Our team of therapists, nursing staff and restorative staff welcome admissions seven days a week.

715-412-0159
Living Life to the fullest

We’re making a difference in our community!
Because we are a part of the neighborhood, we feel a strong commitment to our patients and their families & friends. At Crossroads, we provide excellent healthcare that aligns with your needs and supports your values.

- 24 Hour Skilled Nursing
- Short & Long Term Care
- Superior Rehabilitation Services
- Comprehensive Wound Care
- Infusion Therapy
- Secure Memory Care

**Crystal River**
1401 Churchill St. Waupaca, WI 54981
Tel: 715.258.8131 / Fax: 715.258.0179
www.cccriver.com

**Weyauwega**
717 E. Alfred St., Weyauwega, WI 54983
Tel: 920.867.3121 / Fax: 920.867.3997
www.cccwega.com