

# Resource Booklet



*Aging and Disability Resource Center  
Of Buffalo and Pepin Counties*

**DISCLAIMER:**

*This list is provided to you for informational purposes only. You are solely responsible to verify the credentials of a provider/resources. The ADRC does not assume any responsibility for these providers/resources and does not guarantee the quality or availability of services. This is not an all-inclusive list.*

# TABLE OF CONTENTS

<u>Introduction .....</u>	<u>3</u>
<u>Abuse &amp; Neglect.....</u>	<u>4</u>
<u>Adult Day Care &amp; Respite.....</u>	<u>5</u>
<u>Alzheimer’s, Dementia &amp; Memory Loss.....</u>	<u>5 - 6</u>
<u>Assistance Programs.....</u>	<u>6 - 8</u>
<u>Assisted Living Options .....</u>	<u>9 - 10</u>
<u>Benefit Specialist Programs.....</u>	<u>10</u>
<u>Caregiver Assistance.....</u>	<u>11</u>
<u>Community Resources.....</u>	<u>12</u>
<u>Decision Making.....</u>	<u>12 - 13</u>
<u>Educational Classes, Events &amp; Seminars.....</u>	<u>13 - 14</u>
<u>Employment &amp; Vocational Rehab.....</u>	<u>14 - 16</u>
<u>Financial Services.....</u>	<u>16 - 17</u>
<u>Food Related Services.....</u>	<u>17 - 19</u>
<u>Hard of Hearing &amp; Visual Impairments.....</u>	<u>19 - 20</u>
<u>Health Care Providers.....</u>	<u>20 - 22</u>
<u>Homeless Shelters.....</u>	<u>23 - 24</u>
<u>Hospice.....</u>	<u>24 - 25</u>
<u>Housing.....</u>	<u>25 - 26</u>
<u>In-Home Care Services.....</u>	<u>27 - 28</u>
<u>Internet, Phone &amp; Technology.....</u>	<u>28 - 29</u>

## TABLE OF CONTENTS CONTINUED

<u>Legal Assistance &amp; Advocacy.....</u>	<u>29 - 30</u>
<u>Long Term Care Options Counseling.....</u>	<u>30</u>
<u>Meal Sites &amp; Home Delivered Meals.....</u>	<u>31</u>
<u>Medical Equipment &amp; Loan Closets.....</u>	<u>32 - 34</u>
<u>Nursing Homes.....</u>	<u>34</u>
<u>Personal Emergency Response System.....</u>	<u>35 - 36</u>
<u>Thrift Stores.....</u>	<u>36 - 37</u>
<u>Transportation.....</u>	<u>37</u>
<u>Veteran’s Services.....</u>	<u>38</u>

## INTRODUCTION

The Aging and Disability Resource Center (ADRC) of Buffalo and Pepin Counties is a single point of contact for information and assistance to residents of Buffalo and Pepin Counties, all at no cost to you. We can help you sort through the options that are available for older adults aged 60+ and adults with disabilities, mental illness and/or substance abuse disorders, along with their family members and caregivers. Having this knowledge will enable you to make informed decisions about such things as:

- Maintaining your independence
- Choices for long-term care and related services
- Medicare benefits and other health-related benefits
- Social Security benefits
- Supportive services and resources in your community

*Pepin County publishes a monthly newsletter called “Two Rivers Connection”. This newsletter includes information and local resources for seniors and their family/caregivers. To start receiving this newsletter by mail or email, call (866)-578-2372.*

# **ABUSE & NEGLECT**

Adult protective services provide aid to elder adults and Adults-at-Risk who have been abused, neglected, or exploited. If you suspect an elder adult or adult at risk has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation, please contact your county agency. *If you or someone you know is in immediate life-threatening danger, call 911.*

**Wisconsin Elder Abuse Hotline** **1-833-586-0107**  
<https://reportelderabusewi.org>

**Buffalo County Department of Health & Human Services** **(608) 685-4412**  
 407 S 2nd Street, Alma, WI 54610 <https://www.buffalocountywi.gov/>

- Business Hours: Monday – Friday 8:00 am – 4:30 pm
- *EMERGENCY AFTER HOURS: (608) 685-4433*

**Pepin County Department of Human Services** **(715) 672-8941**  
 740 7<sup>th</sup> Avenue W, Durand, WI 54736 <https://www.co.pepin.wi.us>

- Business Hours: Monday – Thursday 8:00 am – 5:00 pm, Friday 8:00 am -11:30 am
- *EMERGENCY AFTER HOURS: (715) 672-5944*

**Long-Term Care Ombudsman** **(800) 815-0015**  
 1402 Pankratz Street, Suite 111 Madison, WI 53704 <http://www.longtermcare.wi.gov>

Responds to complaints of residents or recipients of long-term care, such as care in nursing homes, assisted livings and services of managed long-term care programs (Family Care & IRIS).

**Bolton Refuge House** **(715) 834-9578**  
 807 S Farwell Street Eau Claire, WI 54701 <https://www.boltonrefuge.org/>

Serves individuals affected by domestic violence, intimate partner violence, sexual assault, dating violence, and stalking. Eau Claire staff are available 24 hours a day, 365 days a year. Other offices in Buffalo and Jackson Co.

**New Horizons** **(715) 538-2810**  
<http://www.nhagainstabuse.org/>

New Horizons offers FREE and confidential services to victims and survivors of domestic and sexual abuse in Buffalo County, Wisconsin. The shelter's Crisis Advocates provide support and advocacy for victims throughout their shelter stay.

- *24 Hour Crisis Line: Call (888)231-0066 or text for help: 608-667-9944*

**The Bridge to Hope** **(715) 235-9074**  
 21104<sup>th</sup> Avenue NE, Menomonie, WI 54751 <https://www.thebridgetohope.org>

The Bridge to Hope offers FREE and confidential services to victims and survivors of domestic abuse, sexual assault and human trafficking in Dunn and Pepin Counties, Wisconsin.

- *24 Hour Hotline: Call (800) 924-9918 or Text (715) 505-3640*

**Victim / Witness Services** **Call your local District Attorney's Office**

Provides information, support and advocacy to victims of crime and to witnesses for hearings.

- Buffalo County District Attorney's Office: (608) 685-6237
- Pepin County District Attorney's Office: (715) 672-8939

## **ADULT DAY CARE & RESPITE**

Adult Day Care is daytime care for functionally and/or cognitively impaired adults. It is provided through a structured program of social and rehabilitative services in a supportive group setting. Adult Day Care and hourly respite are available at the facilities listed. Meals and activities may be included.

**Arc of Dunn County, INC.** (715) 235-7373

1502 9th Street, E Menomonie, WI 54751

**Augusta Health & Rehab** (715) 286-2266

901 Bridge Creek Lane, Augusta, WI 54722

<http://augustahealthandrehab.com/>

**Benedictine Living Community and Adult Day Center** (507) 457-3810

1455 W Broadway St, Winona, MN 55987

[www.benedictineliving.org/winona-mn/](http://www.benedictineliving.org/winona-mn/)

**Grace Adult Day Services** (715) 723-1925

2050 County Highway I, Chippewa Falls, 54729

[www.livegracefully.org](http://www.livegracefully.org)

**Hmong Senior Center LLC Adult Day Center** (715) 514-3491

1724 Westgate Road, Eau Claire, WI 54703

**Plum City Care Center** (715) 647-2401

301 Cherry Avenue W, Plum City, WI 54761

<https://www.plumcitycare.com/>

**REACH: Helen's House Adult Day Program** (715) 456-3874

309 Selma Street, Eau Claire, WI 54703

<http://reach-inc.org/>

**REACH: Menomonie Adult Day Program** (715) 235-7733

3375 Kothlow Avenue, Suite 35, Menomonie, WI 54751

<http://reach-inc.org/>

**Wabasha County Adult Day Center** (651) 565-3612

611 Broadway Ave Suite 110, Wabasha, MN 55981

**Winona Health Lake Winona Manor** (507) 457-4366

865 Mankato Ave, Winona, MN 55987

[www.winonahealth.org](http://www.winonahealth.org)

## **ALZHEIMER'S, DEMENTIA & MEMORY LOSS**

**Alzheimer's Family Caregiver Support Program** (866)-578-2372

Funding to assist caregivers of persons with a dementia diagnosis to help with temporary respite or supplemental services like adaptive aids, transportation, or other things to help caregivers.

**Alzheimer's Association of Greater Wisconsin** (920) 469-2110

404 ½ N. Bridge Street, Chippewa Falls, WI 54729

<https://www.alz.org/gwwi>

- *24-Hour Helpline: (800) 272-3900*

**Memory Cafés** (866)-578-2372

A place for people with early memory loss to socialize, join in interesting activities or enjoy speakers on topics of health and wellness. Contact the ADRC Dementia Care Specialist for more information on Memory Café's in your area!

**Memory Screens** (866) 578-2372

A memory screen is a wellness tool that helps identify possible changes in memory and cognition. It creates a baseline of where a person is at in their cognition so that future changes can be monitored. The confidential screen takes about 10 minutes and can be done in your home or the ADRC office. Talk to an ADRC Specialist or Dementia Care Specialist at your local ADRC for more information and to schedule your free memory screen.

**Project Lifesaver** (715) 672-5944

Pepin County Sheriff's Office - PO Box 39, Durand, WI 54736

Project Lifesaver is a rescue program for Pepin County's most vulnerable individuals; for both children and adults with cognitive impairment or medical conditions that put them "at risk" to wander away and become lost. Participants wear a bracelet around their wrist or ankle which enables their location to be tracked with special search equipment.

**Purple Tube Project** (866) 578-2372

A collaborative effort between the ADRC and local law enforcement, to support community members living with dementia. The purpose of the program is to improve a potential crisis/emergency response by first responders. Person-centered information is gathered and stored in the home of a person living with dementia. This information is then made available to first responders if ever needed.

**Silver Alert Program** (608) 266-1671

Wisconsin DCI - PO Box 7857, Madison, WI 53707

<https://wisconsincrimealert.widj.gov/wisconsin-crime-alert-network>

Silver Alert is a plan to help local law enforcement in the rescue of missing persons who have cognitive impairment such as Alzheimer's disease or related dementia. Silver Alerts are broadcast to the public on roadways, email and text messages.

## **ASSISTANCE PROGRAMS**

### *Energy and Heating*

**Buffalo County Department of Health and Human Services** (608) 685-4412

407 S 2<sup>nd</sup> Street, Alma, WI 54610

<https://www.buffalocounty.com>

**Wisconsin Home Energy Assistance Program (WHEAP):** WHEAP provides eligible households assistance with heating costs, non-heat electrical costs, energy crisis funding and furnace repair or replacement. The regular WHEAP season runs from October 1 through May 15. Funds are limited.

- *Must be a Buffalo County Resident*

**Western Dairyland****(715) 985-2391**

23122 Whitehall Road, Independence, WI 54747

<https://www.westerndairyland.org>

**Weatherization:** The weatherization program exists to improve the energy efficiency of the housing stock for low/moderate income people. The program is available to eligible people who own or rent (with landlord's approval). Work can be done on homes, mobile homes, duplexes and apartment buildings. If you received Wisconsin Home Energy Assistance Program (WHEAP) benefits during the last heating season, you are automatically eligible for weatherization services.

- *Must be a Buffalo County Resident*

**WestCAP****(715) 265-4271**

525 Second Street, PO Box 308, Glenwood City, WI 54013

<http://westcap.org>

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- *Must be a Pepin County Resident for these programs*

## *Medications*

**FamilyWize**<https://familywize.org/>

FamilyWize is a trusted provider of prescription discounts, drug coupons and a prescription discount card. Prescription discounts are pre-activated, ready-to-use and free.

**Medicine Assistance Tool**<https://medicineassistancetool.org/>

The Medicine Assistance Tool is a search engine designed to help patients, caregivers, and health care providers by matching you with resources and cost-sharing programs that may help to lower your out-of-pocket costs, whether or not you have insurance.

**Needy Meds**<https://www.needymeds.org>

NeedyMeds is an online information resource of programs that provide assistance to people who are unable to afford their medications and health care costs. All the information is free, easy to access and updated regularly.

**RxAssist**<https://rxassist.org>

RxAssist offers a comprehensive database of patient assistance programs run by pharmaceutical companies to provide free medications to people who cannot afford to buy their medicine. A free prescription savings card is also available for print which can save costs on your prescription medications at participating pharmacies.

## *Other Assistance / Programs*

**Feed My People - Foodshare Specialist****(715) 835-9415**

2610 Alpine Road, Eau Claire, WI 54703

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

Assists individuals in applying for and renewing FoodShare benefits.



**FoodShare & Medicaid****(888) 627-0430**

Western Region for Economic Assistance (WREA)

<https://www.dhs.wisconsin.gov/forwardhealth/imagency/western.htm>*To apply for FoodShare and/or Medicaid Insurance, there are 3 options:*

- Online: Visit <https://access.wisconsin.gov> to complete an application
- Call: WREA at (888) 627-0430 to complete a phone interview or request a face-to-face appointment with someone from your local agency.
- Mail or Fax: Complete a paper application and mail to CDPU, PO Box 5234, Janesville, WI 53547 OR Fax to (855) 293-1822

*\*\*Connect to your benefits anywhere, anytime using the MyAccess mobile app available for download from Google Play or the Apple Store \*\**

**Goodwill Vouchers****Contact your Local Agency**

Vouchers are available to Buffalo and Pepin County residents experiencing a financial hardship and in need of clothing. Vouchers are valued at \$25 and can be used at most Goodwill stores.

- Buffalo County Human Services: (608) 685-4412
- Pepin County Human Services: (715) 672-8941

**Homestead Tax Credit Program****(866) 578-2372**

The Homestead Tax Credit is a tax benefit for renters and homeowners with low or moderate incomes. Eligible persons can get back some or all of their state taxes withheld during the year. Those who do not have earnings, or whose earnings were too small to have taxes withheld, can get extra cash back from the State. For more information or to apply, contact your local ADRC and ask to speak with the Elder Benefit Specialist.

**Salvation Army****Call your Local Agency**[www.salvationarmy.com](http://www.salvationarmy.com)

The Salvation Army provides short-term emergency financial assistance and help for people in a crisis. Funds can be used toward shelter, heat/utilities, food, clothing, medical and transportation.

- Buffalo County Human Services: (608) 685-4412
- Pepin County Human Services: (715) 672-8941

**St. Vincent DePaul****(715) 672-8617 (Help Line)**

825 E Prospect Street, Durand, WI 54736

Volunteers are trained to work closely with local agencies and charities. Together they help families and individuals in need of financial assistance and other services to help those less fortunate. They also run a thrift store which can provide low-cost household items and clothing.

- Must be a resident of Pepin County to receive financial assistance.

**Workforce Connections****(608) 789-5620**<https://www.workforceconnections.org/>

**Health Insurance Navigator:** WCI's Health Insurance Navigators are trained to help consumers as they look for health insurance through the Health Insurance Marketplace. The Marketplace is for people who don't have health insurance through a job or other government programs like Medicaid or Medicare. Contact WCI's Navigators for free, unbiased assistance. Navigators provides year-round assistance either remotely via phone, video call or in-person. Contact Wanda at (608) 790-8136 or Kelly at (608) 386-8629 if you have questions or need assistance.



## **ASSISTED LIVING OPTIONS**

When a person is unable to safely live in their own home, other housing options such as assisted living facilities may be needed. There are several types of assisted living options including Residential Care Apartment Complexes, Community Based Residential Facilities and Adult Family Homes. All options have 24-hour care and supervision available.

### **Residential Care Apartment Complexes (RCACs):**

- Residential Care Apartment Complexes (RCACs) are adult independent apartments.
- Private lockable entrance, kitchen with stove, private bathroom, sleeping/living areas.
- Individual can receive up to 28 hours of assistance per week.
- For a complete listing of Wisconsin RCACs visit: <https://www.dhs.wisconsin.gov/guide/rcac.htm>

**The Homeplace of Mondovi** (715) 926-4777  
158 E. Main Street, Mondovi, WI 54755 <https://www.thehomeplaceof.com/>

**The Homeplace of Durand** (715) 672-4823  
315 Country Lane, Durand, WI 54736 <https://www.thehomeplaceof.com/>

### **Community Based Residential Facilities (CBRFs):**

- State licensed: 24-hour supervision, meals, medication monitoring, personal care, semi-private/private rooms or apartments.
- May or may not have a private bathroom in each room.
- Facilities generally have 5-25 residents.
- For a complete listing of Wisconsin CBRFs visit: <https://www.dhs.wisconsin.gov/guide/cbrf.htm>

**Hillview Senior Living** (715) 926-4962  
200 Memorial Drive, Mondovi, WI 54755 <https://www.americanlutheranhomes.com/>

**The Homeplace of Mondovi** (715) 926-4777  
158 E Main Street, Mondovi, WI 54755 <https://www.thehomeplaceof.com/>

**The Seasons** (715) 647-2401  
301 Cherry Avenue W, Plum City, WI 54761 <https://www.theseasonsassistedliving.com/>

**Eagles Rest at Pepin Assisted Living** (715) 442-2197  
1110 2<sup>nd</sup> Street, Pepin, WI 54759 <https://www.eaglesrestpepin.com/>

### **Adult Family Home (AFH):**

- State licensed: 24-hour supervision, meals, medication monitoring, personal care & private rooms.
- Can accommodate 2 - 4 residents.
- May include up to 7 hours per week of nursing care per resident.
- For a complete listing of Wisconsin AFHs visit: <https://www.dhs.wisconsin.gov/guide/afh.htm>

**CBS Helping Hands** (715) 530-0915  
1103 E Laneville Avenue, Durand, WI 54736

**Country Corner AFH** (715) 672-3536  
W2289 Stai Coulee Road, Durand, WI 54736

**Flo's Adult Family Home** (715) 672-8191  
915 E Washington Street, Durand, WI 54736

**Step by Step Adult Family Home** (715) 926-5898  
637 West Hudson Street, Mondovi, WI 54755

**Troy's Adult Family Home** (715) 926-5828  
649 North Eau Claire Street, Mondovi, WI 54755

## **BENEFIT SPECIALIST PROGRAMS**

A Benefit Specialist is an individual who has been trained to help persons who are having difficulty with their private or government benefits. Benefit Specialists are often called “red tape cutters” because they are experts at helping adults with disabilities and the aging population with the extensive and complicated paperwork that is often required in applying for and obtaining benefits.

An ***Elder Benefit Specialist (EBS)*** assists anyone that is 60 years of age or older with answering questions or helping with the complicated paperwork that comes along with:

- Medicare A, B, C, and D
- Medicare Supplement Policies
- Social Security
- Other Public and Private Benefit Programs

A ***Disability Benefit Specialist (DBS)*** assists individuals ages 18-59 who have physical and/or developmental disabilities, mental illness, or substance use disorders. They provide information and assistance regarding public and private benefit programs and help individuals apply for and/or appeal the denial of benefits. Some areas and programs that they can assist with include:

- |                                 |                                      |
|---------------------------------|--------------------------------------|
| • Medicaid (Medical Assistance) | • Supplemental Security Income (SSI) |
| • Medicare, Including Part D    | • Social Security Disability (SSDI)  |
| • Prescription Drug Assistance  | • Housing & Utility Issues           |
| • Health Insurance Issues       | • Low-Income Tax Credits             |
| • Employment                    | • Food Share                         |

**\*\*You may make an appointment with a Benefit Specialist through the ADRC of Buffalo and Pepin Counties by calling (866) 578-2372.**

# CAREGIVER ASSISTANCE

## AARP Family Caregiving Website

<https://www.aarp.org/caregiving/>

AARP's Family Caregiving website is your one-stop shop for tips and tools to help you care for a loved one. It has valuable information about handling medical issues, health records and advance directives, home safety, financial and legal issues, caregiver life balance and much more.

## Caregiver Outreach Program

Dial 2-1-1 or (800) 362-8255

<https://www.unitedwaywi.org/page/caregiversupport>

211 Wisconsin, in partnership with AARP, offers direct and consistent contact to caregivers throughout the state. This project is intended to reach informal/unpaid family caregivers who are 18 years or older, who are providing care to those 18+. If you, or someone you know, could benefit from this type of connection, call 211.

## Caregiver Teleconnection Program

(866) 390-6491

<https://www.wellmedcharitablefoundation.org/caregiver-support/caregiver-teleconnection/>

Offers one-hour conference calls, at no cost. These sessions cover a wide range of interesting topics related to the care you provide to your loved one. You can get expert advice, ask questions and talk to other people who are also providing care. To participate in these sessions, you can either log in using a laptop, tablet or phone. If you prefer to call in, a phone number will be provided within the Zoom registration confirmation email.

## Family Caregiver Support Programs

(866) 578-2372

Funding to help caregivers who care for a person aged 60 and over, or a person with Alzheimer's disease or a related disorder regardless of age can be provided by the National Family Caregiver Support Program and the Alzheimer's Family Caregiver Support Program. Funding can help pay for such services as temporary respite, supplemental services like adaptive aids, transportation, etc. Funding assistance is also available to grandparents or relative caregivers 55 years of age and older who care for children under the age of 19, or care for a relative with a disability who is 19-59 years of age.

## Grandparents Raising Grandchildren

Contact your local UW-Extension Office

Support and information provided by UW-Extension. Contact Mary at [mary.campbellwood@wisc.edu](mailto:mary.campbellwood@wisc.edu) for more information or call:

- *Buffalo County Residents:* (608) 685-6256
- *Pepin County Residents:* (715) 672-5214

## Respite Care Association of Wisconsin

(608) 222-2033

<https://respitecarewi.org/>

RCAW promotes, supports, and expands quality statewide respite care across the lifespan. RCAW offers grants to family caregivers and organizations. These grants are not income-based. RCAW also offers free training for people interested in providing respite care, training for family caregivers, and the Wisconsin Respite Care Registry.

## COMMUNITY RESOURCES

### Carrier Alert Program - Great Rivers 211

**Dial 2-1-1 or (800) 362-8255**

The Carrier Alert program can provide special monitoring for those who live alone. After registration, mail carriers will notify Great Rivers 2-1-1 if the mail is not collected at the home. Specialists will try to reach the resident, emergency contacts and police, if needed. To register yourself or someone else, complete an intake form online: <https://forms.office.com/r/v3EWD7YUZ8>

### Center for Independent Living (CIL)

**(715) 233-1070**

2920 Schneider Avenue E, Menomonie, WI 54751

<http://cilwi.com/>

The Center for Independent Living in Western Wisconsin offers an array of services and will work with anyone who has a disability, regardless of age. Their services include such areas as advocacy, independent living skills training, information and referral, peer support, transition, assistive technology, accessibility, benefits analysis, and transportation.

- *Serves Pepin County Residents*

### Great Rivers 211

**Dial 2-1-1 or (800) 362-8255**

<https://www.greatrivers211.org/gr211/>

The 2-1-1 database takes the struggle and frustration out of finding answers to your questions. Offers free, confidential community information and referrals 24 hours/day. Using a comprehensive resource database, 2-1-1 Information and referral specialists will listen to your concerns, help you make informed decisions and link you to the most appropriate community resources.

### Independent Living Resources

**(888) 474-5745**

4439 Mormon Coulee Road, La Crosse, WI 54601

<http://www.ilresources.org/>

Helps individuals with disabilities achieve or maintain more self-sufficient and productive lives in their communities. People with disabilities are assisted in exploring alternatives to institutionalization and are encouraged to make their own decisions about how they will live. Services include Information and referral; Independent living skills training; Advocacy; Peer support; and Transition Services.

- *Serves Buffalo County Residents*

## DECISION MAKING

There are several options for legal decision making when a person is no longer able to make safe decisions with understanding. For more information on any of these options, or to request copies of forms, reach out to the ADRC of Buffalo and Pepin Counties at 866-578-2372.

**Release of Information (ROI):** ROI's allow health care providers to share health care information about you with people you would like involved in your treatment plans or medical decisions. ROI's do not change decision making capacity but allow for sharing of information. ROI's are provided by your medical provider and are typically in effect for one year but can be canceled at any time.

**Supported Decision Making (SDM):** A SDM agreement is a way for people with disabilities to get help from trusted family members, friends and professionals, to help them understand the situations and choices they face so they are able to make their own decisions. SDM does not require a court action and you are able to make changes to your agreement as you choose.

**Power of Attorney (POA):** Completing a Power of Attorney for Health Care or a Power of Attorney for Finance allows you to establish a decision maker for yourself in the event you are unable to act on your behalf. Having completed POA documents may allow your family to help you with legal decision making without the need to involve the legal system. For more information or a copy of these documents, please call your local ADRC.

- **Power of Attorney for Health Care (POA-HC):** This legal document allows you to establish your wishes in relation to health and medical situations including situations in which you would or would not want lifesaving procedures to be implemented. Your agent does not act on their wishes but is responsible for ensuring your wishes as set out in your POA-HC document are followed. Your agent does not take on this responsibility until two doctors or a doctor and a psychiatrist have both assessed you and determine you are no longer able to understand the implications of your health care decisions (called a statement of incapacity). This process is called activation and once a POA-HC has been activated, the agent can then assume a decision-making role with your health care decisions.
- **Power of Attorney for Finance (POA-F):** Is a legal document allowing you to establish an agent to handle financial related decisions based on the specific permissions you outline in your document. A POA-F can begin making financial decisions on your behalf at the time of signing or upon a future event or occurrence as identified by you in the document. By completing a POA-F, you are not giving up any of your decision making rights in regards to your finances, instead you are giving your agent authority to handle these decisions as well.

**Conservatorship:** Conservatorship is a voluntary process in which you ask for approval from the court to have another person legally manage your finances. A judge either approves or denies the person's suitability to manage your finances. The judge cannot assign anyone you have not nominated to be your conservator.

**Guardianship:** Guardian of Person or Guardian of Estate are court actions that remove a person's legal decision-making powers and transfers those powers to another person or a corporate guardian. Guardianship requires the courts find a person to be incompetent and therefore unable to make safe decisions. A person can have a guardian managing both their life decisions and finances or one or the other.

**GWAAR Guardianship Support Center**

**(855) 409-9410**

<https://gwaar.org/guardianship-resources>

Get information and assistance on issues related to adult guardianship, protective placement, advance directives, and more from the Wisconsin Guardianship Support Center (GSC). Operated by GWAAR, the GSC responds to requests for information through a toll-free helpline or by e-mail. Calls are returned in the order in which they are received. Please note the Guardianship Support Center is required to be a neutral information source. We are unable to provide legal advice or offer direct representation. *If you would like specific legal advice, please consult an attorney.*

## **EDUCATIONAL CLASSES, EVENTS, & SEMINARS**

- *For more information on any of the events listed below, please contact the ADRC of Buffalo and Pepin Counties at 866-578-2372.*

**ADRC Community Resource Fair:** An annual event which offers guest speakers and a variety of vendor resources, intended to aid persons who are aging and/or living with a disability, as well as their caregivers. This event is free and open to everyone, regardless of residency.

**ADRC Month Celebration:** In May 2020, Governor Tony Evers proclaimed May as Aging and Disability Resource Center (ADRC) month. In celebration of this recognition, each year the ADRC of Buffalo and Pepin counties hosts a community event that is free to the public. Community members are invited to meet the ADRC team and participate in fun activities.

**Final Affairs Forum:** The goal of this forum is to provide people of all ages with basic information on estate planning and end-of-life matters. Past topics have included Legal and Financial Matters, Funeral Planning, Hospice, Overview of Programs and Services provided by the ADRC, and much more. This event is free and open to residents of both Pepin and Buffalo counties.

**Savvy Caregiver Training:** An evidenced-based program where caregivers are able to learn new skills and strategies to care for their loved ones with dementia. Workshops are free to attend and open to residents of both Pepin and Buffalo counties.

**Scams & Frauds:** Learn what to look out for and how to protect yourself from scams and consumer frauds. Past topics have included banking scams, Medicare scams and more. This event is free and open to residents of both Pepin and Buffalo counties.

**Stepping-On:** An evidenced-based intervention program proven to decrease the incidence of falls. This class can help you avoid a dangerous and costly fall so you can keep doing the things you love to do. Workshops are free to attend and open to anyone, regardless of residency.

**UW-Extension Classes:** Offers a variety of online and in-person classes, programs, and educational materials. Examples of topics covered include “Grandparents Raising Grandchildren”, “Gardening & Horticulture”, “Food Preservation”, “Financial Management, Retirement Planning and Reverse Mortgages”, “Health and Wellness Education”, “Estate Planning”, “Grief and Healing”, and “Family Relationships”. For more information, please contact your local UW-Extension office.

- Buffalo County UW-Extension Office: (608) 685-6256
- Pepin County UW-Extension Office: (715) 672-5214

## **EMPLOYMENT & VOCATIONAL REHAB**

**Career Development Center** (715) 834-2771

1515 Ball Street, Eau Claire, WI 54703

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

Provide meaningful and appropriate vocational services and employment opportunities for individuals with disabilities or disadvantages. Some of the services provided include job placement, benefits analysis, vocational evaluation, prevocational services, and skills training.

**Center for Independent Living (CIL): Telework Program** (715) 233-1070

2920 Schneider Avenue E, Menomonie, WI 54751

<http://cilww.com/funding-resources/>

The Wisconsin Telework Program is a statewide, alternative loan program that allows Wisconsin residents with disabilities to purchase computers and other equipment needed to work from home or from other remote sites away from the office, such as work on the road or at a telework center.

- *Serves Pepin County Residents*

**Division of Vocational Rehabilitation (DVR)****Contact Your Local Agency**<https://dwd.wisconsin.gov/dvr/>

Provide vocational services such as: Job search and placement assistance; Transition to work services for students with disabilities in high school; Supported employment services for persons with severe disabilities (includes time-limited on-the job training); Rehabilitation technology, vocational and other training; Disability and employment assessment; Occupational licenses, tools and other equipment; Interpreter services; Rehabilitation teaching services; Post-employment services; And other supports.

- Buffalo County Residents: (800) 523-2139
- Pepin County Residents: (800) 622-1771

**REACH****(715) 552-2763**

2205 Heimstead Road, Eau Claire, WI 54703

<http://reach-inc.org/home>

Assists individuals with disabilities to successfully achieve competitive employment each year. Programs include the Supported Employment Program and the Adult Pre-Vocational and Life Skills Program.

**Stout Vocational Rehabilitation Institute****(715) 232-1410**

221 10th Avenue E, Menomonie, WI 54751

<https://www.uwstout.edu/outreach-engagement/svri>

Highly qualified staff coordinate and deliver vocational services directly to individuals with disabilities based on referrals from DVR, managed care organizations, and others. Services may include determining eligibility for DVR services, analyzing the effect that working will have on an individual's benefits, vocational evaluation assessment, pre-driving evaluation and training.

**Ticket to Work****(866) 833-2967**<https://www.ssa.gov/work/>

Ticket to Work is a voluntary employment program for people ages 18 through 64 who are receiving disability benefits under Social Security's Supplemental Security Income (SSI) program and/or Social Security Disability Insurance (SSDI) program. The goal is to assist beneficiaries in obtaining employment and working towards becoming self-sufficient.

**Workforce Connections****(608) 789-5620**<https://www.workforceconnections.org/>

**Foodshare Employment & Training (FSET):** The FoodShare Employment and Training program is a free voluntary program for all FoodShare members ages 16 and older who want to build job skills and find employment. The FSET program is a tool available for FoodShare members who need assistance in meeting the work requirement for FoodShare benefits.

**Foster Grandparent Program:** The Foster Grandparent Program (FGP) provides classrooms with senior volunteers for children with special needs or who are at an academic or social disadvantage. Volunteers work one-on-one with students serving between 10-40 hours a week in local schools

**Workforce Innovation & Opportunity Act (WIOA):** WIOA provides connections to training and support services to strengthen the workforce. This program provides relevant career training and guidance tailored to the local job market. A variety of individualized services are available to help overcome employment barriers.

**Wisconsin Works (W-2):** Wisconsin Works (W-2) assists individuals in meeting his/her employment & career goals. Individualized services are provided to each participant through Workforce Connections staff, partner agencies, and Wisconsin Job Centers.

- Buffalo County Residents: 2<sup>nd</sup> Street Alma WI 54610
- Pepin County Residents: 403 W. 3<sup>rd</sup> Avenue Durand, WI 54736



**Wisconsin Senior Employment Program (WISE)**

715-939-1400

522 Service Road Spooner WI 54801

<https://www.dhs.wisconsin.gov/wise/index.htm>

The Wisconsin Senior Employment Program (Senior Community Services Employment Program) is an employment training program for low-income, unemployed individuals aged 55 years and older. The program provides subsidized, part-time work experience for a limited time through community service to obtain the skills necessary for permanent employment. Participants in the program learn new skills and talents, or enhance existing ones, through valuable work experience and other training to become competitive in today's workforce.

**FINANCIAL SERVICES***Financial Counseling***Family Means**

(800) 780-2890

2260 East Ridge Center Eau Claire, WI 54701

[www.familymeans.org](http://www.familymeans.org)

Family Means Financial Solutions offers tools and education for people to gain financial stability and reduce unmanageable debt.

**NUMB3RS R US**

(715) 672-8093

309 3rd Ave Suite C, Durand, WI 54736

<https://www.numb3rsrus.com/>

Offers professional support in a variety of financial areas including consulting, budgeting, bookkeeping and daily money management.

**UW Extension for Buffalo and Pepin Counties**

UW-Extension

740 7th Avenue W, Durand, WI 54736

<https://extension.wisc.edu>

Offers free budget and debt counseling to those who need help with budgeting, money management skills and debt management. UW-Extension also offers online classes and resources for a variety of topics including financial management, retirement and reverse mortgages. Contact your local office for additional information.

- *Buffalo County Residents:* (608) 685-6256
- *Pepin County Residents:* (715) 672-5214

**Lutheran Social Services**

888-577-2227

[https://www.lsswis.org/service/housing-and-residential/financial-counseling/?parent\\_id=88](https://www.lsswis.org/service/housing-and-residential/financial-counseling/?parent_id=88)

LSS Financial Counseling offers an array of services that will assist in developing financial literacy.

Services include budget and debt counseling, debt management plans, credit report review, and financial education.

*Representative Payee Services*

A representative payee, or substitute payee, is a person who acts as the receiver of United States Social Security Disability (SSDI) or Supplemental Security Income (SSI) for a person who is not fully capable of managing their own benefits.

**Aptiv**

(608) 784-9450

3000 South Avenue, La Crosse, WI 54601

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

<b>House Calls of Menomonie</b> 1921 Talen Street, PO Box 361, Menomonie, WI 54751	(888) 232-6475 <a href="http://www.housecallsinc.org">http://www.housecallsinc.org</a>
<b>NUMB3RS R US</b> 309 3rd Ave Suite C, Durand, WI 54736	(715) 672-8093 <a href="https://www.numb3rsrus.com/">https://www.numb3rsrus.com/</a>
<b>Payee Service Inc</b> 390 Red Cedar Street, #R, Menomonie, WI 54751	(715) 233-0203
<b>RP Services of Wisconsin, Inc.</b> PO Box 368, Arkansaw, WI 54721	(715) 285-5020
<b>Social Security Representative Payee Program</b>	(800) 772-1213 <a href="https://www.ssa.gov/payee">https://www.ssa.gov/payee</a>

Assists in finding a representative payee if you are concerned that someone you know becomes incapable of managing or directing the management of their benefits.

## FOOD RELATED SERVICES

### *Community Meals*

<b>St. John Lutheran Church</b> 709 S 2 <sup>nd</sup> Street, Alma, WI 54610	(608) 685-4534 <a href="https://www.stjohn-alma.org">https://www.stjohn-alma.org</a>
<ul style="list-style-type: none"> <li>1<sup>st</sup> Sunday of the month from 5 - 6 pm. A no cost meal where all are welcome.</li> </ul>	
<b>Central Lutheran Church</b> 221 W Main Street, Mondovi, WI 54755	(715) 926-3811 <a href="https://www.centralmondovi.org">https://www.centralmondovi.org</a>
<ul style="list-style-type: none"> <li>2nd Wednesday of the month from 4:30 - 6 pm. Everyone is welcome to attend. No Summer Meals. Location rotates with Zion Lutheran Church: 246 E Main St. Mondovi WI. (715) 926-3664</li> </ul>	
<b>Faith Lutheran Church</b> 203 W Main Street, Durand, WI 54736	(715) 672-8107 <a href="https://www.149-wi.ourlodgepage.com">https://www.149-wi.ourlodgepage.com</a>
<ul style="list-style-type: none"> <li>Last Sunday of the month from 4:30 - 6 pm. Bingo from 3:30-4:30 pm. Sponsored by Faith Lutheran Church of Durand and Rock Creek Lutheran Church.</li> <li>Dine in and Take out.</li> </ul>	

### *Food Pantries*

*\*\*If you are new to the pantry, please be prepared to provide: 1. A form of ID for each member in your household; 2. Proof of Address; 3. Income \*\**

*\*\*For subsequent visits, please be prepared to provide: 1. A form of ID for the person picking up the food; 2. Proof of Residency only if it has changed since your last visit. \*\**

<b>Buffalo County Food Pantry</b> St. John's Lutheran Church - 709 S 2 <sup>nd</sup> Street, Alma, WI 54610	(608) 685-4946
<ul style="list-style-type: none"> <li>Third Thursday of the month from 10:30 am - 2pm.</li> </ul>	

**Mondovi Area Food Pantry** (715) 210-4047

125 E Hudson Street, Mondovi, WI 54755

- Mondays from 5 - 7 pm. Tuesdays and Thursdays from 10 am - 12 pm. Also offers a backpack program.

**St. John's UCC Food Pantry** (608) 687-3277

303 S Hill Street, Fountain City, WI 54629

- Second & Fourth Wednesdays from 3 - 5 pm. First & Third Mondays from 4:30 - 6:30 pm.

**Ruby's Pantry** (715) 926-5930

Buffalo County Highway Shop - 360 S Eau Claire St, Mondovi, WI 54755

- Every Third Thursday from 4 - 5:30 pm.

**Durand Area Food Pantry** (715) 672-3203

114 E Main Street, Durand, WI 54736

- Wednesdays from 9 am - 12 pm. Thursdays from 1 pm - 4 pm.

**Durand Area Mobile Food Pantry** (715) 672-8617

St. Mary's Assumption Catholic Church - 911 W Prospect Street, Durand, WI 54736

- Second Thursday of the month from 4:00 pm until food is gone. Bring your own bags/boxes.

**Pepin Food Pantry Senior Site** (320) 224-8425

Eastside Apartments - 701 Dunn Street, Pepin, WI 54759

- First, Third and Fifth Wednesday of the month from 10 - 11 am.

**Pepin/Stockholm Food Pantry** (715) 442-2519

Immanuel Lutheran Church - 205 Pine Street, Pepin, WI 54759

- Provided 2 - 3 times a month on Thursday from 10 - 11 am and 5 - 6 pm. Call ahead for dates.

## *Grocery Delivery*

**Hansen's IGA** (715) 926-3342

142 E Hudson Street, Mondovi, WI 54755

- Delivery fee of \$5. Will deliver within the Mondovi city limits. Place your order on Wednesdays between 8:30 am - 2:30 pm for Thursday morning delivery.

**E&S Fresh Market** (715) 442-2441410 2<sup>nd</sup> Street, Pepin, WI 54759

- Delivery fee of \$5. Will deliver within the Pepin city limits. Same-day delivery available during store hours Monday - Saturday.

## *Other Food Programs*

### **Food Share**

**See Pg. 9 for ways to apply**

FoodShare Wisconsin was created to help stop hunger and to improve nutrition and health. FoodShare helps eligible individuals with limited money buy the food they need for good health.

- Feed My People has a Foodshare Specialist who can assist individuals in applying for and renewing FoodShare benefits by calling (715) 835-9415, Ext. 121.

### **Commodity Supplemental Food Program**

**Contact your Local Office**

The Wisconsin Department of Health Service's Commodity Supplemental Food Program (CSFP) offers free, nutritious foods to low-income seniors aged 60 years and older. The monthly food package, worth about \$35, is available at no cost to eligible individuals. The foods are intended to be a supplement and do not provide a complete diet.

- Buffalo County Residents: (866) 578-2372
- Pepin County Residents: (715) 672-3203

### **Senior Farmer's Market Nutrition Program**

**(866) 578-2372**

740 7<sup>th</sup> Avenue W, Durand, WI 54736

<https://www.adrc-bcp.com/>

The Senior Farmers Market Nutrition Program offers low-income citizens, aged 60 or older, an opportunity to purchase fresh, locally grown fruits, vegetables and herbs from certified farmers. The individual will be issued vouchers which can be used from June 1 - October 31 at any participating farmers market or roadside stand in Wisconsin.

## **HARD OF HEARING & VISUAL IMPAIRMENTS**

### **iCanConnect**

**(800) 825-4595**

8306 West Lincoln Avenue, West Allis, WI 53219

<https://www.icanconnect.org>

iCanConnect provides free equipment and training for people with both significant hearing and vision loss who meet the program's disability and income eligibility guidelines. iCanConnect is a national program with local contacts that helps people stay connected to friends, family and the world.

### **Office for the Blind and Visually Impaired (OBVI)**

**(888) 879-0017**

[www.dhs.wisconsin.gov/blind](http://www.dhs.wisconsin.gov/blind)

Helps improve the lives of people with vision loss. Staff provide one-on-one services at a local office or in home. Some services OBVI staff can provide include adjustment to vision loss, education about eye diseases and disorders, suggest resources and teach new skills.

- Buffalo County Residents: (715)-751-3824
- Pepin County Residents: (608) 266-1255

### **Office for the Deaf and Hard of Hearing**

**(715) 836-2107**

610 Gibson Street, Suite 1, Eau Claire, WI 54701

[www.dhs.wisconsin.gov/odhh](http://www.dhs.wisconsin.gov/odhh)

Provides information and referral services on a variety of topics tailored to the unique needs of Deaf, Deaf-Blind, or hard of hearing residents. Topics include but are not limited to the following: 1. Available Technologies for Accessibility; 2. Community Services and Resources; 3. Communicating with people who are deaf, hard of hearing and deaf-blind.

**Telecommunications Equipment Purchase Program (TEPP) (608) 231-3305**

PO Box 7854, Madison, WI 53707

<https://psc.wi.gov/Pages/ForConsumers/TEPP.aspx>

Helps people with disabilities buy equipment they need in order to use basic telephone services.

**Wisconsin Talking Book and Braille Library (800) 242-8822**

813 W Wells Street, Milwaukee, WI 53233

<http://dpi.wi.gov/talkingbooks>

A full-service public library which provides talking books and players free of charge, along with free postage, to anyone with any type of vision or physical limitation that prevents them from reading normal print or comfortably holding a book. In addition, they also provide audio-described DVDs, audio and braille magazines and newspapers from across the nation.

## **HEALTH CARE PROVIDERS**

*\*For individuals with Medicaid Insurance, contact Forward Health Member Service at (800) 362-3002 for benefit information and assistance in locating a service provider in your area that accepts Medicaid.\**

### *Chiropractic*

**Durand Chiropractic Health Center (715) 672-4699**

210A W Main Street, Durand, WI 54736

**Mondovi Chiropractic (715) 926-4998**

143 Franklin Street, Mondovi, WI 54755

<http://www.mondovichiropractor.com/>**Pimblett Chiropractic (715) 828-1655**

695 E Main Street, Mondovi, WI 54755

<https://www.pimblettchiro.com/>

### *Dental*

**Chippewa Valley Technical College - Dental Hygiene Clinic (715) 833-6271**

615 W Clairemont Avenue, Eau Claire, WI 54701

<https://www.cvtc.edu/community-members/dental-clinic>**Gentle Dental Care (715) 230-3838**

N6428 Commerce Lane, Arkansaw, WI 54721

<https://www.gentledentalmenomonie.com/>**Midwest Dental - Mondovi (715) 926-4237**

132 Monroe Street B, Mondovi, WI 54755

<https://midwest-dental.com>**Mork Dental (608) 248-2442**

241 N Main Street, Cochrane, WI 54622

<https://www.morkdental.com/>**Pederson Dental (715) 926-6035**

853 W Main Street, Mondovi, WI 54755

**WDA Donated Dental Services (866) 812-9840**<https://www.wda.org/wda-foundation/donated-dental-services>

The mission of the WDA Foundation's Donated Dental Services (DDS) program is to help bring needed dental care to Wisconsin residents who are unable to afford treatment because of a limited income that is clearly linked to a permanent disability or advanced age (65 and older). This program is by application only. Eligibility is determined based on a completed written application and phone interview by the DDS referral coordinator.

## *Hearing*

<b>Miracle Ear</b>	<b>(715) 203-8340</b>
309 3 <sup>rd</sup> Avenue W, Suite E, Durand, WI 54736	<a href="https://www.miracle-ear.com">https://www.miracle-ear.com</a>
<b>North Ridge Hearing</b>	<b>(715) 442-3110</b>
406 1 <sup>st</sup> Street, Pepin, WI 54759	<a href="https://www.northridgehearing.com/pepin-wisconsin/">https://www.northridgehearing.com/pepin-wisconsin/</a>

## *Medical*

<b>Advent Health Hospital</b>	<b>(715) 672-4211</b>
1220 3 <sup>rd</sup> Avenue W, Durand, WI 54736	<a href="https://www.adventhealth.com">https://www.adventhealth.com</a>
<b>Buffalo County Public Health</b>	<b>(608) 685-4412</b>
407 South 2 <sup>nd</sup> Street, Alma, WI 54610	<a href="https://www.buffalocounty.com">https://www.buffalocounty.com</a>
<b>Advent Health - North Clinic</b>	<b>(715) 672-5981</b>
905 7 <sup>th</sup> Avenue W, Durand, WI 54736	<a href="https://www.adventhealth.com">https://www.adventhealth.com</a>
<b>Advent Health - South Clinic</b>	<b>(715) 672-5233</b>
1250 3 <sup>rd</sup> Avenue W, Durand, WI 54736	<a href="https://www.adventhealth.com">https://www.adventhealth.com</a>
<b>Gundersen St. Elizabeth's Alma Clinic</b>	<b>(651) 565-5599</b>
203 South Main Street, Alma, WI 54610	<a href="https://www.gundersenhealth.org/">https://www.gundersenhealth.org/</a>
<b>Mayo Clinic Health System - Oakridge</b>	<b>(715) 926-4858</b>
700 Buffalo Street, Mondovi, WI 54755	<a href="https://mayoclinichealthsystem.org">https://mayoclinichealthsystem.org</a>
<b>Pepin County Health Department</b>	<b>(715) 672-5961</b>
740 7 <sup>th</sup> Avenue W, Durand, WI 54736	<a href="https://www.co.pepin.wi.us">https://www.co.pepin.wi.us</a>

## *Mental Health & Substance Abuse*

<b>Buffalo County Human Services</b>	<b>(608) 685-4412</b>
407 South 2 <sup>nd</sup> Street, Alma, WI 54610	<a href="https://www.buffalocounty.com">https://www.buffalocounty.com</a>
<b>Pepin County Human Services</b>	<b>(715) 672-8941</b>
740 7 <sup>th</sup> Avenue W, Durand, WI 54736	<a href="https://www.co.pepin.wi.us">https://www.co.pepin.wi.us</a>

***\*\*\*If you or someone you care for are experiencing a mental health crisis, contact the Northwest Connections Crisis Line at: 888-552-6642 or text Hopeline at "741741".***

## *Pharmacies*

<b>Heike Pharmacy</b>	<b>(715) 672-5202</b>
213 W Main Street, Durand, WI 54736	
<b>Hometown Pharmacy</b>	<b>(715) 926-4938</b>
122 South Eau Claire Street, Mondovi, WI 54755	<a href="https://hometownpharmacyrx.com">https://hometownpharmacyrx.com</a>

## *Vision*

**Durand Optometry Clinic** (715) 672-8981  
 100 E Main Street, Durand, WI 54736 <https://durandoptometryclinic.com/>

**Mondovi Eye and Optical** (715) 926-4273  
 129 S Eau Claire Street, Mondovi, WI 54755 <https://mondovieandoptical.com/>

## *Other Healthcare Resources*

**AIDS Resource Center of Wisconsin** (715) 836-7710  
 505 S Dewey Street, #107, Eau Claire, WI 54701 <https://viventhealth.org/>  
 Services include Lifepoint Needle Exchange Program; Testing: HIV, Hepatitis C & Sexually Transmitted Infections; Dental Care for patients with HIV; Behavioral Health & Wellness Clinic for patients with HIV.

**Bridges Health - Milton Townhall** (507) 457-2891  
 S2794 WI-88, Fountain City, WI <https://bridgeshealthwinona.com/>  
 Services Provided: Health screening services, foot & nail care, primary care services, specialty services, virtual wellness program and other services.

- Clinic Hours: Thursdays from 11 am – 3 pm. Appointments are encouraged.

**Chippewa Valley Free Clinic** (715) 839-8477  
 1030 Oak Ridge Drive, Eau Claire, WI 54701 <http://cvfreeclinic.org/>

- Walk-In Clinic: Tuesday from 4:30 pm – 9 pm
- Mental Health Clinic: 1st & 3rd Thursday from 4:30 pm – 9 pm  
 2<sup>nd</sup> & 4<sup>th</sup> Thursday 5 pm – 8 pm (\*by appointment only)
- Vision Clinic: 4<sup>th</sup> Thursday from 5:15 pm – 8 pm (\*by appointment only)
- Dental Clinic: Tuesday from 5 pm – 8 pm (\*by appointment only)

**Just Toes & Foot Care LLC** (715) 559-6077  
 Provides re-occurring toenail clinics at the Riverview Senior & Community Center in Durand, at the Lion's Club in Pepin, and Déjà vu Salon in Alma.

- Riverview Senior & Community Center: 606 W Madison Street, Durand, WI 54736
- Pepin Lion's Club: 300 8<sup>th</sup> Street, Pepin, WI 54759
- Déjà vu Salon: 103 Main Street, Alma, WI 54610

**Menomonie Free Clinic** (715) 308-3808  
 2321 Stout Road, Menomonie, WI 54751 <http://www.menomoniefreeclinic.org/>

Services Provided: Health exams, lab, medications (excluding controlled substances) and reproductive health services. Dental services referred to other providers and payment stipend offered on a case-by-case basis.

- Clinic Hours: Tuesdays from 5 pm – 7 pm. Walk-Ins Only.



## HOMELESS SHELTERS

### Catholic Charities - Sojourner House

888-212-4357

618 S Barstow Street, Eau Claire, WI 54701

<https://cclse.org/the-sojourner-house/>

Provides a safe, clean place for adult men and women who are experiencing homelessness. Guests can sleep overnight, shower, wash their clothes, and eat breakfast. Sojourner House is a year-round facility that serves those who are experiencing homelessness from 7 pm in the evening to 8 am in the morning. Can provide sleeping arrangements for up to 38 men and 15 women.

### Catholic Charities - La Crosse Warming Center

608-519-8060

413 South 3<sup>rd</sup> Street, La Crosse, WI 54601<https://cclse.org/la-crosse-warming-center/>

The La Crosse Warming Center's mission is to work with the greater La Crosse community to better serve those experiencing homelessness with dignity and respect by providing a safe and warm place for homeless adults 18 years and older to get in out of the cold during the winter months from November 1 until May 1. Guests are able to take a shower and wash their clothes. Hours for the center are from 7:00 pm until 8:00 am, Monday through Sunday, including holidays.

### Family Promise - Beacon House Shelter

(715) 834-4357

309 E Lake Street, Eau Claire WI 54701

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

Can house up to six families at a time and provides immediate relief for families without a place to stay by giving them short-term shelter and allowing them time to get their feet back on the ground. Families may stay at the Beacon House for up to 30 days. During their stay they work with in-house case manager(s) to assess and remove some of the hurdles that have contributed to their homelessness.

### Hope Gospel Mission Inc.

(715) 552-5566

2650 Mercantile Drive, Eau Claire, WI 54701

[www.hopegospelmission.org](http://www.hopegospelmission.org)

Hope Gospel Mission exists to offer Christ-centered, life-changing help to men, women, and women with children, struggling with homelessness, addiction, trauma, or mental health needs.

### Western Dairyland Community Action Agency

1-800-782-1063

23122 Whitehall Road, PO Box 125, Independence, WI 54747

[www.WesternDairyland.org](http://www.WesternDairyland.org)

Single-family facilities, completely furnished with bedding, furniture, cooking utensils, etc. Facilities may be occupied up to 30 days. Facilities located in Mondovi, Eau Claire, Blair, and Black River Falls. Families only - no single individuals.

**Rapid Rehousing Program:** Rapidly connects families and individuals experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services.

## *Other Homeless Assistance:*

### Foundation for Rural Housing, Inc.

(608) 238-3448

PO Box 314, Oregon, WI 53575

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

Provides critical financial assistance toward Security Deposit, Rent, Mortgage, Utilities and Property Taxes. Applicant must be under the 50% County Median Income. Other program restrictions apply.

**WestCap** (715) 598-4750

525 Second Street, Glenwood City, WI 54013

<https://westcap.org/services/rentutility-assistance/>

**Homeless Intervention Program:** Helps low-income families and individuals achieve housing stability through a combination of rental assistance, case management, and connection to community resources. Housing Assistance staff members work to match individuals and families with programs that meet their needs. Current programs include: Rapid Re-Housing, Tenant Based Rent Assistance, and Permanent Supportive Housing.

**Wisconsin Help for Homeowners** (855) 246-6394<https://doa.wi.gov/Pages/LocalGovtsGrants/Homeowner-Assistance.aspx>

Wisconsin Help for Homeowners (WHH) is a new statewide program that can help with overdue bills like mortgage payments, property taxes, utilities, and more. The program is open to individuals and families who live in Wisconsin with overdue housing-related bills, both with and without a mortgage, who meet income and other eligibility requirements, and have experienced a qualified economic hardship since January 21, 2020.

**Workforce Connections** (608) 789-5620<https://www.workforceconnections.org/>

**Emergency Assistance (EA):** Emergency Assistance (EA) is a one-time payment that can help low-income eligible individuals with minor children that are homeless or have an eviction or foreclosure notice or who have experienced a flood, fire, or other natural disaster, or energy crisis. To be eligible for an Emergency Assistance payment, you must not have received an Emergency Assistance payment in the past 12 months.

- Buffalo County Residents: 2<sup>nd</sup> Street Alma WI 54610
- Pepin County Residents: 403 W. 3<sup>rd</sup> Avenue Durand, WI 54736

**HOSPICE****Gundersen St. Elizabeth's Hospice** (651) 565-55771200 5<sup>th</sup> Grant Boulevard W, Wabasha, MN<https://www.gundersenhealth.org/>**Heartland Hospice** (888) 436-8482

3410 Oakwood Mall Drive Suite 400, Eau Claire, WI 54701

<https://www.gentivahs.com/services/hospice-care/heartland-hospice/>**Interim Healthcare Hospice of Western Wisconsin** (715) 377-9617

625 Commerce Drive, Suite 200, Hudson, WI 54016

<https://www.interimhealthcare.com>

- Only serves Pepin County residents.

**Mayo Clinic Health System Hospice in Eau Claire** (800) 236-8408

1221 Whipple Street, Eau Claire, WI 54703

<https://mayoclinichealthsystem.org>**Moments Hospice** (715) 800-0900

2263 East Ridge Center, Eau Claire, WI 54701

**St. Croix Hospice** (855) 278-2764

1280 W Clairemont Avenue, #4, Eau Claire, WI 54701

<https://stcroixhospice.com/>

**Winona Health Home & Hospice****(507) 457-4468**

175 E Wabasha St, Winona, MN 55987

<https://winonahealth.org>

- Available to Buffalo County residents who live within 25 miles of Winona, MN.

## HOUSING

### *Buffalo County Subsidized Housing:*

**Buffalo County Housing Authority****(608) 418-9452**

- Several apartment units located in Alma, Cochrane, Nelson, and Mondovi.

**Eagle Bluff Apartments - Managed by ACC Management Group****(715) 664-8751**

436 South Main Street, Fountain City, WI 54629

<https://www.accmanagementgroup.com>**Jefferson Street Apartments - Managed by Landmark Company****(715) 834-3411**

310 Jefferson Street, Mondovi, WI 54755

**Mondovi Housing Authority - Highland Apartments****(715) 926-4943**

600 Buffalo Street, Mondovi, WI 54755

<http://www.mondovihousing.com/>

### *Pepin County Subsidized Housing:*

**Great River Apartments - Managed by ACC Management Group****(715) 619-1617**

N1000 County Road CC, Pepin, WI 54759

<https://www.accmanagementgroup.com>**Pepin County Housing Authority - Wisconsin Management Company****(715) 532-1515**<https://www.wisconsinmanagement.com/>

- Several apartment units located in Durand, Arkansaw and Pepin, WI.

### *Home Buying / Home Repair Programs*

**Chippewa County Housing Authority****(715) 839-6240**

711 N Bridge Street, Chippewa Falls, WI 54729

**Homebuyer Program:** No interest, deferred payment loans are available for down payment & closing costs assistance to income-eligible homebuyers. Applicants must contribute at least \$1,000 of their own funds toward the purchase of the home. Loans are paid back when the owner no longer occupies the home.

**Housing Rehabilitation Program:** A loan program designed to assist low and moderate-income households with repairs to their homes. Owner-occupied property loans are offered at 0% interest and payments are deferred until you sell or move out of the home. To complete an application online visit: <https://www.chippewacountywi.gov/community/housing-authority/home-repair>

**Tomorrow's Home Foundation****(608) 255-1088**

258 Corporate Drive, Suite 200 C, Madison, WI 53714

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

**Helping Hands Grant:** Designed to assist low-income mobile and manufactured homeowners who need critical repairs to their primary residence. Critical home repairs are those that are essential to remain in the home.

**Project Renewal Grant:** Available to assist Wisconsin low-income mobile homeowners with disposal or recycling of old, uninhabitable mobile homes. Applicant must own the home to be disposed of.

**USDA Rural Development****(715) 232-2614**

390 Red Cedar Street, Suite G, Menomonie, WI 54751

<https://www.rd.usda.gov/wi>

Provides a variety of low-interest loans to low-income eligible persons for housing needs. Housing Programs give families and individuals the opportunity to buy, build, repair, or own safe and affordable homes located in rural America. Also provides grants to persons aged 62 + that are unable to repay a repair loan.

**Western Dairyland****(715) 985-2391**

23122 Whitehall Road, Independence, WI 54747

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

**Home Repair & Accessibility Program:** Provides funds for making essential improvements to homes. Income eligibility restrictions apply.

**\*\*Property must be the primary residence of the owner & located in Buffalo County.\*\***

*Other Housing Resources:***Fair Housing Council****(877) 647-3247**

759 N. Milwaukee Street, Suite 500, Milwaukee, WI 53202

<https://www.fairhousingwisconsin.com>

Promotes fair housing throughout the state of Wisconsin by combating illegal housing discrimination and by creating and maintaining racially and economically integrated housing patterns.

**Legal Action of Wisconsin****(855) 947-2529**<https://legalaction.org/services/housing/>

Helps low-income families and individuals achieve housing stability through a combination of rental assistance, case management, and connection to community resources. Housing Assistance staff members work to match individuals and families with programs that meet their needs.

- Serves Buffalo County residents.

**Section 8 Housing Choice Voucher Program****888-393-3282 or (608) 784-1381**

412 South 3rd Street, La Crescent, MN 55947

<https://www.allegiantpropertymgmtllc.com>

The housing choice voucher program is the federal government's major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. A housing subsidy is paid to the landlord directly by the Public Housing Authority (PHA) on behalf of the participating family. The family then pays the difference between the actual rent charged by the landlord and the amount subsidized by the program. Income eligibility rules apply.

## **IN-HOME CARE SERVICES**

In-home care services can include a variety of services from skilled nursing care, housekeeping, personal care assistance, therapies and more. Contact any of the agencies below to inquire about rates and payment options. Coverage areas may be contingent on staff availability. If you are unable to afford these services, please contact the ADRC of Buffalo and Pepin Counties at (866) 5782372, as you may qualify for funding assistance, if eligible.

**Almost Family** (715) 831-0631  
 2523 W Folsom Street, Suite B, Eau Claire, WI 54703 <https://lhcgroupp.com>  
 • Coverage area includes all of Buffalo and Pepin Counties.

**Always There Homecare** (715) 530-3076  
 S643 County Road BB, Mondovi, WI 54755 <https://www.alwaystherehomecarewi.com>  
 • Coverage area includes all of Buffalo and Pepin Counties.

**Aveanna Home Health** **Contact your local agency**  
<https://www.aveanna.com>  
 4319 Jeffers Road, Suite 201, Eau Claire, WI 54703 (715) 598-5600  
 • Coverage area includes Mondovi, WI.  
 111 E Riverfront St Suite 102, Winona, MN 55987 (507) 494-8600  
 • Coverage area includes remainder of Buffalo County

**Clear Water Home Care** (715) 514-1520  
 1109 W MacArthur Avenue, Eau Claire, WI 54701 <https://cwhc.org>  
 • Coverage area includes Buffalo and Pepin Counties.

**Cornerstone Caregiving** (534) 444-9021  
 2155 Eastridge Center, Eau Claire, WI 54701 <https://cornerstonecaregiving.com>  
 • Coverage area includes Buffalo and Pepin Counties within 1 hour radius of Eau Claire.

**Gundersen St. Elizabeth's Home Health** (651) 565-5577  
 1200 5th Grant Boulevard, Wabasha, MN 55981 <https://www.gundersenhealth.org/>  
 • Coverage area includes most of Buffalo and Pepin counties.

**Hiawatha Homecare** (651) 388-2223  
 4920 Moundview Drive, Suite B, Red Wing, MN 55066 <https://hiawathahomecare.com>  
 • Coverage area only includes Stockholm, WI.

**Interim Healthcare of Western WI, Inc.** (715) 834-1313  
 4257 Southtowne Drive, Suite 3, Eau Claire, WI 54701 <https://www.interimhealthcare.com>  
 • Coverage area includes northern Buffalo County and all of Pepin County.

**International Quality Home Care****Contact Your Local Agency**<http://www.internationalquality.com/>

- |   |                       |
|---|-----------------------|
| • <u>36347 Main Street, Whitehall, WI 54773</u>                       | <u>(800) 687-9480</u> |
| • <u>1215 N 7<sup>th</sup> Street, Suite 105, Lake City, MN 55041</u> | <u>(877) 519-1644</u> |
| • <u>129 Hedin Avenue, Suite 101, Red Wing, MN 55066</u>              | <u>(877) 517-0644</u> |
| • <u>2620 Stein Boulevard, Suite A, Eau Claire, WI 54701</u>          | <u>(888) 278-3405</u> |

**Mayo Clinic Health System - Home Health Care****(715) 831-0100**

1221 Whipple Street, Eau Claire, WI 54703

<https://mayoclinichealthsystem.org>

- Coverage area includes Mondovi, WI.

**Touching Hearts at Home****(715) 598-7233**

990 Hillcrest St #110, Baldwin, WI 54002

<https://touchinghearts.com>

- Coverage area includes Mondovi, WI.

**Village Caregiving****(715) 334-8610**

PO Box 66, Eau Claire, WI 54703

<https://villagecaregiving.com/>

- Coverage area includes Buffalo and Pepin Counties.

## **INTERNET, PHONE AND TECHNOLOGY**

**Adaptive Technology Resources Inc.****(800) 770-8474**

W175 N11163 Stonewood Drive, Suite 232, Germantown WI 53022

<http://www.AdaptiveTR.com>

Provides a range of technological support to senior citizens, individuals with disabilities, those with visual impairments, and caregivers. A few examples of support include assistance with setting up internet services, setting up smart home systems such as Alexa, making sure communication equipment is up to date, staying in touch remotely with family members and monitoring the health of loved ones remotely.

**EveryoneOn****(877) 789-9889**<https://www.everyoneon.org>

Connects low-income families and individuals to affordable internet service, computers and provides online digital skills training and information.

**Internet and Phone Helpline - Public Service Commission****(608) 267-3595**

A helpline for people who need help locating phone or internet service. A Consumer Affairs staff person will walk through internet and phone service options, share any discount information, and provide information about Lifeline eligibility and enrollment.

**Open Wi-Fi tool for Drive-Up Internet**<https://maps.psc.wi.gov/apps/PublicWiFiLocations/>

An online tool that can assist users in finding free-to-use public broadband locations in their area. These are emergency internet locations for residents who do not have access to the internet at home. The buildings are closed, but the Wi-Fi connections remain accessible.

**Wisconsin Lifeline & Link-Up Program****Contact your local telephone company**<https://psc.wi.gov/Pages/Programs/LifeLineLinkup.aspx>

Lifeline is a Wisconsin Universal Service Fund program that makes essential telecommunications more affordable for low-income households by reducing monthly telephone charges. Most telephone companies that provide local residential service in Wisconsin offer this program to their residential customers. If you are interested in financial assistance for your local telephone service, then call your provider and say that you want to apply for Lifeline benefits.

- CenturyLink: (800) 201-4099
- Frontier Communications: (800) 515-0203
- TracFone (Safelink): (800) 723-3546
- US Cellular: (800) 447-1339
- 24/7 Telecom: (888) 247-2035
- Cochrane Cooperative: (608) 248-2323
- Nelson Telephone: (715) 672-4204
- Tri-County Telephone: (800) 831-0610
- TDS (800) 225-5837

**LEGAL ASSISTANCE & ADVOCACY***Advocacy Organizations and Legal Assistance***Clients Rights Office - WI Department of Health Services (608) 266-5525**

PO Box 7851, Madison, WI 53707

<https://www.dhs.wisconsin.gov/clientrights/index.htm>

The Client Rights Office serves individuals receiving services for developmental disability, mental health, and substance use. Inmates, emergency room patients, and single-person provider clinic patients are not served by the Client Rights Office.

**Disability Rights Wisconsin (800)-928-8778 or Rice Lake office at (715) 736-1232**

217 W Knapp Street, Rice Lake, WI 54868

<http://www.disabilityrightswi.org/>

Disability Rights Wisconsin is a private non-profit organization that protects the rights of people with disabilities statewide. They work to pursue justice on matters related to human and legal rights. They also provide assistance to individuals aged 18-59 who are currently enrolled or are eligible but not yet enrolled in Family Care, Family Care Partnership, or IRIS.

**Guardianship Support Center (GSC) (855) 409-9410**<https://gwaar.org/guardianship-resources>

Operated by GWAAR, the Guardianship Support Center (GSC) provides information and assistance on issues related to adult guardianship, protective placement, advance directives and more. The GSC is required to be a neutral information source and is unable to provide legal advice or offer direct representation. If you would like specific legal advice, please consult an attorney.

**Greater Wisconsin Agency of Aging Resources, Inc. (GWAAR) (608) 243-5670**

1414 MacArthur Road, Suite A, Madison, WI 53714

<https://gwaar.org>

Provides information, training and resources needed to develop advocacy skills.



**Lawyer Referral & Information Services – State Bar of WI** (800) 362-9082

<https://www.wisbar.org/forpublic/incedalawyer/pages/lris.aspx>

Will help you figure out if you need a lawyer and how to proceed if you do. You will not receive legal advice, but instead will talk with a legal assistant who will help analyze potential legal problems. If necessary, a referral will be made to an attorney in your area who has indicated an interest in your type of legal situation. Attorneys referred through this program agree to charge no more than \$20 for the first consultation, up to one half hour. Anything beyond the first half-hour, you will be charged the lawyer's regular fees.

**Legal Action of WI – La Crosse Office** (608) 785-2809

700 N 3<sup>rd</sup> Street, Suite 203, La Crosse, WI 54601

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

Provides free civil legal assistance to secure safety, stability, and independence for elder abuse victims through the “Elder Rights Project”. Free civil legal aid is also available to low-income individuals and families.

- *Must be a Buffalo County resident*

**Long-Term Care Ombudsman** (800) 815-0015

1402 Pankratz Street, Suite 111, Madison, WI 53704

<http://www.longtermcare.wi.gov>

Provides advocacy services to persons age 60 and older who are consumers of Wisconsin long term care programs (Family Care and IRIS). The Ombudsman Program has, by law, the authority to have contact with any resident or tenant of a Wisconsin nursing home, Community Based Residential Facility (CBRF), Residential Care Apartment Complex (RCAC), Adult Family Home (AFH).

**National Academy of Elder Law Attorneys (NAELA)** [www.naela.org](http://www.naela.org)

Members of NAELA are attorneys who are experienced and trained in working with legal problems of older Americans and individuals of all ages with disabilities. To find a lawyer close to you, go online at: [www.naela.org](http://www.naela.org). Search by zip code or attorney name.

**Wisconsin Judicare, Inc.** (800) 472-1638

401 5th Street, Suite 200, Wausau, WI 54403

<http://www.judicare.org>

Provides free civil legal assistance to secure safety, stability, and independence for elder abuse victims through the “Elder Rights Project”. Wisconsin Judicare’s mission is to provide legal assistance to those who otherwise cannot afford it.

- *Must be a Pepin County resident*

## **LONG TERM CARE OPTIONS COUNSELING**

**Aging and Disability Resource Center of Buffalo and Pepin Counties** (866) 578-2372

<https://www.adrc-bcp.com/>

ADRC specialists provide Options Counseling to offer information about the choices that are available to meet your long-term care needs and discuss factors to consider when making long-term care decisions. ADRC Specialists can assist with financial eligibility requirements, screening for functional eligibility and enrollment into long-term care programs such as Family Care or IRIS, if eligible.

# MEAL SITES & HOME DELIVERED MEALS

## *Home Delivered Meal Program*

Aging and Disability Resource Center of Buffalo and Pepin Counties (866) 578-2372  
<https://www.adrc-bcp.com/>

Home delivered meals are available throughout Buffalo and Pepin Counties to eligible individuals. No eligible person shall be denied a meal due to inability to pay. Delivery is available county-wide. Hot meals and salads available to all participants. Suggested contribution range is \$4 - \$6 per meal for both Buffalo and Pepin County participants. Reservations are required one (1) day in advance.

## *Meal Sites*

Congregate Meal sites provide an opportunity for Pepin and Buffalo County residents age 60+ and domestic partner (regardless of age) to enjoy a hot meal or salad in a family-like atmosphere. Suggested donation range of \$4 - \$6 per meal. Reservations are required one (1) day in advance for all meal sites, excluding Donna Mae's.

American Lutheran Home (715) 926-4962  
 200 Memorial Drive, Mondovi, WI 54755

- Home Delivered Meals Only

Donna Mae's Panther Café (715) 946-3139  
 870 State Highway 88, Gilmanton, WI 54743

- Serves Monday - Friday

Nelson Community Hall (715) 673-4070  
 S105 N Main St, Nelson, WI 54756

- Serves Monday - Thursday

The Lost Pirates (608) 248-2683  
 175 S River Road, Buffalo City, WI 54622

- Serves Monday - Thursday

Corral Bar & Riverside Grill (715) 672-8936  
 318 W Main Street, Durand, WI 54736

- Serves Tuesday-Friday

Pepin Lion's Club (715) 442-2289  
 300 8<sup>th</sup> Street, Pepin, WI 54759

- Home Delivered Meals Only

# MEDICAL EQUIPMENT & LOAN CLOSETS

## *Mobility Equipment*

**A&J Mobility** (715) 874-6630  
 2650 Prospect Drive, Eau Claire, WI 54703 <https://www.aandjmobility.com>  
 Wheelchair Van Sales, Rentals, Service and Mobility Equipment.

**Access Mobility** 608-782-1069  
 1542 Rose St, LaCrosse, WI 54603 <https://www.accessmobilityproducts.com/>  
 Carry a wide range of mobility products including wheelchairs, scooters, lift chairs, mobility ramps, and stair lifts. Rental options for some equipment.

**All Star Elevators** (715) 598-7511  
 2180 Hallie Road, Chippewa Falls, WI 54729 <https://www.allstarelevatorllc.com/>  
 Sell and install residential mobility equipment including ramps, home elevators, stair lifts, ceiling lifts, van lifts/conversions, scooters, power wheelchairs, lift recliners and more.

**Home Safety Innovations** (920) 379-4439  
<https://homesafetyinnovations.com/>  
 Focus is on providing home safety assessments and minor construction services. Products and install services include wheelchair ramps (available to purchase or rent), stair lifts, grab bars, outdoor railing installation, bathtub cut-out, and walk-in shower conversions.

**Mobility Works** (715) 438-4030  
 3115 Oak Knoll Drive, Eau Claire, WI 54701 <https://home.mobilityworks.com/>  
 Carry a wide range of mobility products including stair lifts, platform lifts, wheelchair ramps, ceiling and pool lifts and bathroom safety equipment.

**Numotion** (715) 552-3711  
 5845 Venture Dr, Ste 2, Eau Claire, WI 54703 <https://www.numotion.com>  
 Sell and repair individually configured manual wheelchairs and power wheelchairs. Also sell mobility products through an online retail portal including scooters, lift chairs, patient lifts, vehicle lifts, ramps, stair lifts and much more!

## *Medical Supplies & Assistive Devices*

**Apria Healthcare** (715) 834-7517  
 1316 N Hastings Way, Suite B, Eau Claire, WI 54703 <https://www.apria.com>  
 Sell a range of home healthcare equipment including CPAP and other respiratory supplies, supplies for diabetes care, wound care, incontinence, home safety, durable medical equipment and much more!

**Grace Home Respiratory** (715) 832-7377  
 2204 N Hillcrest Parkway, #2, Altoona, WI 54720 <https://www.ghr-ec.com>  
 Sell a range of home medical equipment including CPAP and other respiratory supplies, supplies for wound care, physical therapy, mobility products, durable medical equipment and much more! Rental options for some equipment.

**Hometown Pharmacy** (715) 926-4938  
 122 South Eau Claire Street, Mondovi, WI 54755 <https://hometownpharmacyrx.com>

**J&B Medical Supply** (800) 737-0045  
<https://jandbmedical.com>

J&B Medical offers an extensive assortment of medically necessary supplies. Supplies include diabetes management, incontinence, and much more. J&B Medical will work with health plans (including Medicaid) and providers to assist members in obtaining these life-enhancing supplies.

**Mayo Clinic Store - Eau Claire Midelfort** (715) 838-1815, opt. 1 then opt 2  
 1400 Bellinger Street, Suite 3 - Midelfort Building, Eau Claire, WI 54703 <https://www.mayoclinic.org>  
 Comprehensive supplier of durable medical equipment, postsurgical supplies, medical products and health care aids. Some products sold include bathroom safety equipment, compression garments, CPAP devices and supplies, mobility aids, wound care supplies and much more!

**SafeinHome** (855) 476-6665  
<https://www.safeinhome.com>

SafeinHome's Remote Support staff provides support with the help of an integrated system of sensors and assistive technology used in and out of the home. Remote Support solutions cover visitor safety, medication management, seizure management, daily activity reminders, community engagement, transitioning youth, and much more.

**Winona Home Medical** (507) 457-7703  
 930 Parks Avenue, Winona, MN 55987 <https://www.winonahealth.org>  
 Carry a wide range of high-quality home medical products and accessories including basic mobility aides such as canes and walkers, physical therapy equipment, respiratory equipment such as CPAP machines and accessories, compression wear, home safety aides for the bath, and many other healthcare supplies.

## *Loan Closets*

**Dunn County Veterans Service Office** (715) 232-1646  
 3001 US Highway 12 E, Suite 116, Menomonie, WI 54751 <https://www.co.dunn.wi.us>

- Loan Closet available to anyone regardless of residency.

**Gilmanton Legion** (715) 491-1520  
 W736 County Road B, Mondovi, WI 54755

- Loan Closet available for *Buffalo County residents*.

**UCP of West Central Wisconsin** (715) 832-1782  
 2153 Eastridge Center, Eau Claire, WI 54701 <http://www.ucpwcw.org/loan-closet>

## *Other Programs*

### Center for Independent Living (CIL) (715) 233-1070

2920 Schneider Avenue E, Menomonie, WI 54751 <http://cilww.com/>

**Device Loan and Demonstration Program:** Over 2000 pieces of assistive technology available for short-term trials, providing an opportunity for consumers to try out equipment and determine if it meets their needs. Staff also has knowledge of where to acquire equipment and any potential funding options that may be available.

**For Sale/Donation Site:** Visit <http://cilww.com/for-sale-donations/> for a current list of medical equipment that has been donated or is being sold privately.

**WISLOAN:** A statewide alternative loan program that allows Wisconsin residents with disabilities to finance assistive technology, home modifications, or equipment needed to become self-employed or to work from home.

- *Must be a Pepin County resident*

### Independent Living Resources (888) 474-5745

4439 Mormon Coulee Road, La Crosse, WI 54601 <http://www.ilresources.org/>

**Device Loan and Demonstration Program:** Assistive technology available for short-term trials, providing an opportunity for consumers to try out equipment and determine if it meets their needs. Staff also has knowledge of where to acquire equipment and any potential funding options that may be available.

**Donations:** Durable Medical Equipment is donated by community members. Because these items come in as a donation, they are able to be given out to individuals in need for free. Examples: walkers, wheelchairs, shower chairs etc.

**WISLOAN:** A statewide alternative loan program that allows Wisconsin residents with disabilities to finance assistive technology, home modifications, or equipment needed to become self-employed or to work from home.

- *Must be a Buffalo County resident.*

### Stout Vocational Rehabilitation Institute (715) 232-1410

221 10<sup>th</sup> Avenue E, Menomonie, WI 54751 <http://www.uwstout.edu/svri/atrc/>

**Wheelchair Clinic:** Technologists will diagnose potential repairs and perform routine cleaning and maintenance adjustment procedures. This is a free service. Appointments are suggested.

**Assistive Technology Services:** Includes evaluation, design, customization, modification, maintenance, repair, training, technical assistance, and identification of funding options.

## NURSING HOMES

For a complete listing of WI Nursing Homes visit: <https://www.dhs.wisconsin.gov/guide/nursing-home.htm>

### American Lutheran Homes - Mondovi Unit (715) 926-4962

200 Memorial Drive, Mondovi, WI 54755 <https://www.americanlutheranhomes.com/>

### Gundersen St. Elizabeth's Care Center - Shields Ave (651) 565-4581

626 Shields Avenue, Wabasha, MN 55981 <https://www.gundersenhealth.org/>

### Plum City Care Center (715) 647-2401

301 Cherry Avenue W, Plum City, WI 54761 <https://www.plumcitycare.com/>

# **PERSONAL EMERGENCY RESPONSE SYSTEM**

A personal emergency response system (PERS), sometimes referred to as a life line or life alert, is a home device that connects an individual to a 24-hour call center with the push of a button. The transmitter is typically worn on a neck pendant or wristband and sends a signal to the receiver. When the PERS button is pushed, the call center staff member evaluates the situation to decide if family or 911 should be contacted. The individual can talk with the call center staff from anywhere in the house using a 2-way intercom.

<b><u>Alert1</u></b>	<b>1-877-969-2603</b> <a href="https://www.alert-1.com">https://www.alert-1.com</a>
<b><u>Bay Alarm Medical</u></b>	<b>(877) 522-9633</b> <a href="https://www.bayalarmmedical.com">https://www.bayalarmmedical.com</a>
<b><u>Clark Electric</u></b>	<b>866-279-6544</b> <a href="http://www.cecoop.com">www.cecoop.com</a>
<b><u>Life Alert</u></b>	<b>(800) 360-0329</b> <a href="http://www.lifealert.com/">http://www.lifealert.com/</a>
<b><u>LifeFone</u></b>	<b>(800) 331-9198</b> <a href="https://www.lifefone.com">https://www.lifefone.com</a>
<b><u>Life Station</u></b>	<b>(833) 875-0364</b> <a href="https://www.lifestation.com">https://www.lifestation.com</a>
<b><u>Medical Alert</u></b>	<b>(800) 800-2537</b> <a href="https://www.medicalalert.com">https://www.medicalalert.com</a>
<b><u>Medical Guardian</u></b>	<b>(800) 668-9200</b> <a href="https://www.medicalguardian.com">https://www.medicalguardian.com</a>
<b><u>MobileHelp</u></b>	<b>(800) 992-0616</b> <a href="https://www.mobilehelp.com">https://www.mobilehelp.com</a>
<b><u>Lifeline</u></b>	<b>(855) 681-5351</b> <a href="https://www.lifeline.com">https://www.lifeline.com</a>
<b><u>Senior Safety</u></b>	<b>(888) 473-2800</b> <a href="https://www.seniorsafety.com">https://www.seniorsafety.com</a>
<b><u>VRI</u></b>	<b>(800) 860-4230 Select Option 2</b> <a href="https://vricares.com">https://vricares.com</a>

## *GPS Tracking and Wandering Devices*

### Angel Sense <https://www.angelsense.com/>

A tracking device for individuals at risk of wandering or elopement. Offers unparalleled features such as live location sharing for first responders, an auto pick-up speakerphone with an SOS button, and a highly accurate GPS tracker.

### GPS Smart Sole <https://metalert.shop/>

A tracking device that is similar to an orthotic that slides into any size shoe. It contains a tiny GPS tracking element centered into the pad. It runs on a rechargeable battery that lasts 2-3 days. The pads last up to 30 months depending on normal wear and use. It uses cellular and satellite technology. Once the GPS device is activated, you are able to monitor the location of the user right from your computer, tablet or smartphone!

### NOMO <https://nomosmartcare.com/>

Uses sensors to track motion in the home so you can check-in on your loved one from anywhere, anytime with an easy-to-use mobile app. Nomo tells you what you need to know as a caregiver, while respecting the privacy of those you care for.

### PocketFinder Smart Tracker <https://pocketfinder.com/>

Provides an ideal way for families and caregivers to keep track of the people they love. PocketFinder Vehicle & PocketFinder Smart Tracker help you know where they are and be alerted if they go too far - right from your App or computer. Get alerts when PocketFinder goes in or out of geo-fence zones. See where PocketFinder is going or where it has been up to the last 60 days.

### Project Lifesaver [\(715\) 672-5944](tel:(715)672-5944)

Pepin County Sheriff's Office - PO Box 39, Durand, WI 54736

Project Lifesaver is a rescue program for Pepin County's most vulnerable individuals; for both children and adults with cognitive impairment or medical conditions that put them "at risk" to wander away and become lost. Participants wear a bracelet around their wrist or ankle which enables their location to be tracked with special search equipment.

### Spark Nano GPS Tracker <https://www.brickhousesecurity.com/gps-trackers/spark-nano>

One of the smallest tracking devices in the market. Full 4G coverage anywhere in North America. Speed and location alerts sent instantly to your smartphone.

## THRIFT STORES

### Common Closet Thrift Store [\(651\) 565-0359](tel:(651)565-0359)

154 Pembroke Avenue, Wabasha, MN 55981

### Goodwill Industries <https://www.goodwillncw.org>

- 3605 Gateway Drive, Eau Claire, WI 54701 [\(715\) 835-0532](tel:(715)835-0532)
- 2500 Hills Court, Menomonie, WI 54751 [\(715\) 235-8488](tel:(715)235-8488)
- 1450 Gilmore Avenue, Winona, MN 55987 [\(507\) 454-4817](tel:(507)454-4817)



**Hope Gospel Mission Bargain Center** <https://www.hopegospelmission.org>

- 121 N Eau Claire Street, Mondovi, WI 54755 (715) 598-4778
- 1230 N Broadway Street, Menomonie, WI 54751 (715) 598-2097
- 2511 W Moholt Drive, Eau Claire, WI 54701 (715) 839-9498

**Luke 3:11 Project** (715) 530-2197 or [ahubert@frontier.net](mailto:ahubert@frontier.net)

- Free but used good winter outerwear for people of all ages.

**Mondovi Area Thrift Shop** (715) 926-5268

113 E Main Street, Mondovi, WI 54755

**OLPH Mission Thrift Store** (608) 323-7116411 S Washington Street, Arcadia, WI 54612 <https://www.holyfam.com/olph-mission.html>**Society of St. Vincent de Paul** (715) 672-8975

826 E Prospect Street, Durand, WI 54736

In addition to being a thrift store, they also provide assistance to those in need on a case-by-case basis.

Volunteers are trained to work closely with local agencies and charities. Together they can help families and individuals in need of financial assistance, help for bills and expenses, and other services to help those less fortunate.

- *Must be a resident of Pepin County* to receive financial assistance.

**Ye Old School Shoppe** (608) 248-26918<sup>th</sup> & Humboldt Street, Buffalo City, WI 54622

## TRANSPORTATION

**ADRC of Buffalo and Pepin Counties Transportation Program** (866) 578-2372740 7<sup>th</sup> Avenue W, Durand, WI 54736

Transportation services are available to Pepin and Buffalo County residents seven days a week for all purposes including medical, social, and personal business. Priority is given to individuals aged 60+ and people with disabilities. Handicap accessible van & bus available for individuals who require specialized transportation. Passengers will pay a cost share rate which is determined by income. Requests for transportation must be made 3 days in advance whenever possible.

\*For those with *WI Medicaid, BadgerCare Plus Standard and Benchmark Plans*, transportation for medical appointments only is provided by Wisconsin's State Transportation Program, MTM/Veyo:

- To schedule transportation for medical appointments, call MTM, Inc/Veyo. at 1-866-907-1493.

\*For those who are **Veterans**, please contact your local Veterans Service Office first:

- Buffalo County Veterans Service Office (608) 685-6219
- Pepin County Veterans Service Office (715) 672-8887

**New Freedom Transportation** (800) 228-3287

2920 Schneider Avenue E, Menomonie, WI 54751

<http://cilww.com/transportation-services/>

- Service area includes Pepin County. Accessible van transportation available.

## VETERAN'S SERVICES

Contact your local veteran's office for information about financial, educational, health or disability benefits and more for veterans.

**Buffalo County Veteran Services Office** (608) 685-6219  
407 S 2<sup>nd</sup> Street, Alma, WI 54610 <https://www.buffalocounty.com/198/Veteran-Services>

**Pepin County Veterans Service Office** (715) 672-8887  
407 S 2<sup>nd</sup> Street, Alma, WI 54610 <https://www.co.pepin.wi.us>

**Chippewa Valley VA Clinic** (715) 720-3780  
475 Chippewa Mall Drive, Chippewa Falls, WI 54729 <https://www.va.gov/>

**River Valley VA Clinic** (608) 784-3886  
2600 State Road, La Crosse, WI 54601 <https://www.va.gov/>

**Minneapolis VA Medical Center** (612) 725-2000  
1 Veterans Drive, Minneapolis, MN 55417 <https://www.minneapolis.va.gov>

**Tomah VA Medical Center** (608) 372-3971  
500 E Veterans Street, Tomah, WI 54660 <https://www.tomah.va.gov>

### Veterans Outreach and Recovery Program (VORP) **Contact your Regional Rep**

Connects Veterans to community services, provides case management and support, with a special focus on treatment and recovery. Staff work with community providers and professionals to provide assistance and connection to: Mental Health Services; Substance Use Treatment; Financial Assistance; Housing and Utilities; Claims and Benefits Assistance; Employment and Education; Transportation; and many more services.

- Buffalo County Residents: Region 2: Tabitha Dahn (608) 306-0390
- Pepin County Residents: Region 3: Karla Peterson (608) 381-1525

### VA Caregiver Support (855) 260-3274

The Caregiver Support Program offers training, educational resources, and multiple tools to help you succeed.

### Veterans Crisis Line 988 (Press 1)

Are you a Veteran in crisis or concerned about one? Connect with the Veterans Crisis Line to reach caring, qualified responders with the Department of Veterans Affairs. Many of them are Veterans themselves.

- *Chat: VeteransCrisisLine.net/cha*
- *Or Text: 838255*

For More Copies Contact:

The ADRC of Buffalo  
and Pepin Counties  
Toll Free: (866) 578-2372

Buffalo County:  
407 S 2<sup>nd</sup> Street  
Alma, WI 54610

Pepin County:  
740 7<sup>th</sup> Ave West  
Durand, WI 54736

Send us an email at:  
[ADRC-BP@co.pepin.wi.us](mailto:ADRC-BP@co.pepin.wi.us)

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