

AGING & DISABILITY RESOURCE CENTER

2024

A D R C

OUTAGAMIE COUNTY RESOURCE DIRECTORY



We make moving easy, ask us how!



APPLETON
RETIREMENT COMMUNITY
Independent and Assisted Living



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920-954-9990 x1303 or 1304

or email: welcome@appletonretirement.com

200 W. Packard Street, Appleton, WI 54911

www.appletonretirement.com



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3201 W 1st Ave • Appleton, WI 54914
(920) 738-0118



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- Grooming
- Toileting
- Incontinence management
- Transferring
- Walking
- Dietary assistance
- Scheduling of appointments & transportation

www.cottagesal.com

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www.SilverstoneMemoryCare.org

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Oneida Heights
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(920) 882-2100
www.appletonhousing.org



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311219

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- Seniors 62+



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(920) 733-5046
www.appletonhousing.org



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920-727-5555 | valleyvna.org

1535 Lyon Drive, Neenah, WI 54956

303959

55790

310098.1

307926

CAREPATROL

6 x 4.29

2024 Outagamie ADRC Sr. Dir.

Place on right hand page.



The **2024 Outagamie County Resource Directory** is a collaborative effort between the Outagamie County Aging & Disability Resource Center (ADRC) and Buyers' Guide. Directory listings do not constitute an endorsement from the Aging & Disability Resource Center or Buyers' Guide. The Directory is an informational reference. Directory listings are known resources available at time of publication and may not be complete. If information is omitted or you are in need of additional resource directories, please contact the:

**Outagamie County Aging & Disability Resource Center (ADRC)
Outagamie County Government Center, Level 1**

320 S. Walnut St.

Appleton, WI 54911

920-832-5178

866-739-2372 Toll Free

7-1-1 TTY

Fax: 920-832-2113

Email: ADRC@outagamie.org



You may also access the 2024 Outagamie County Resource Directory online at **www.outagamie.org/ADRC**.



If you are an advertiser interested in appearing in future directories, please contact the Buyers' Guide Sales Department at 920-982-2511.

ABUSE

ELDER AND ADULTS AT RISK

Provides vital information on how to report abuse, neglect, etc.

920-832-4646 Crisis

800-719-4418 • 920-832-1688 TTY

See page 67

COALITION OF WISCONSIN AGING GROUPS

The Elder Financial Empowerment Project provides information, advocacy, and referrals for financial abuse.

30 W. Mifflin St., Suite 406, Madison

800-488-2596 • cwag.org

WISCONSIN COALITION AGAINST DOMESTIC VIOLENCE

Provides domestic abuse advocacy.

1400 E Washington Ave,
Suite 227, Madison

608-255-0539 • endabusewi.org

HARBOR HOUSE DOMESTIC ABUSE PROGRAMS INC.

Provides 24 hour crisis line, emergency shelter, crisis counseling, legal advocacy and group support.

720 W. Fifth St., Appleton

920-832-1666 • 800-970-1171

harborhousewi.org

NATIONAL DOMESTIC VIOLENCE HOTLINE

Provides 24 hour crisis line.

800-799-7233 • 800-787-3224 TTY

thehotline.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES CRISIS

Provides 24 hour emergency crisis evaluation and counseling.

320 S. Walnut St., Appleton

920-832-4646 • 800-719-4418

920-832-1688 TTY

outagamie.org/crisis

See page 67

RAPE, ABUSE AND INCEST NATIONAL NETWORK

Provides hotline, counseling assistance and education on abuse.

800-656-4673 • rainn.org

WISCONSIN COALITION AGAINST SEXUAL ASSAULT

Provides sexual assault victim advocacy.

2801 W. Beltline Highway,
#202, Madison

608-257-1516 • wcasa.org

ADAPTIVE/MEDICAL MOBILITY EQUIPMENT

101 MOBILITY OF NORTHEAST WISCONSIN

Provides ramps, stairlifts, lift-chairs, and other disability related accommodations.

2312 W. Nordale Dr., Appleton

920-990-0181

appleton.101mobility.com

A&J MOBILITY

Provides wheelchair accessible vehicles and adaptations.

1330 Mid Valley Dr., De Pere

920-632-4882 • aandjmobility.com

ACCESS ELEVATOR

Home elevators, wheelchair lifts, stair lifts, and more.

2140 American Dr., Neenah

920-257-6060 • allaboutaccess.com

ACCESS MOBILITY VANS

Provides residential lifts, wheelchair ramps, vehicle lifts, mobility van sales, service and repairs.

2140 American Dr., Neenah

844-339-8267 Toll-Free

accessmobilityvans.com

ACCESSIBLE BATH SOLUTIONS, LLC

Free in home estimates.

3431 N French Rd., Appleton

920-636-5450

accessiblebathsolutions.com

ACCESSIBLE VEHICLE RENTAL

Provides wheelchair accessible vehicle rentals.

920-775-4538

aandjmobility.com/

wheelchair-van-rentals

ALS EQUIPMENT LOAN PROGRAM

Offers assistive devices for loan.

414-763-2220 • alsawi.org

ARROW LIFT

Provides stair lifts, elevators, dumbwaiters and platform lifts.

411 N. Casaloma Dr., Appleton

920-315-8703 • arrow-lift.com

ATSCARES.COM

615-562-0043

BACH MOBILITIES, INC.

Provides residential lifts, elevators, scooters and vehicle lifts.

800-828-2224

bachmobilitiesinc.com

BILL-RAY HOME MOBILITY

Provides assist rails, TV mounts, trapeze, Friendly Bed, etc.

1110 W Kennedy Ave.,

Suite C, Kimberly

920-257-4001

billrayhomemobility.com

BLACK CREEK LIONS CLUB

Builds ramps in the Black Creek area.

507 S. Maple St., Black Creek

920-427-6104

CEREBRAL PALSY CENTER

Provides assistive speech technology and augmentation device loan closet.

2801 S. Webster Ave., Green Bay

920-337-1122 • wearecp.org

CITY OF KAUKAUNA

Provides used medical equipment to loan to City of Kaukauna residents.

144 W. Second St., Kaukauna

920-766-6335 • cityofkaukauna.com

CUSTOM KREATIONS

Provides home modifications for residents with dementia, sensory impairments and at risk of falling.
6660 Old Hwy 29 Rd., Seymour
920-865-7700
customkreationsinc.com

EPILL.COM

Provides medication reminder devices.
800-549-0095 • epill.com

ERICKSON MOBILITY

Provides wheelchairs, scooters, ramps, stair lifts, etc.
644 Valley Rd., Menasha
920-731-7910 • 800-731-7910
myericksonmobility.com

FOX VALLEY LIONS MEDICAL EQUIPMENT LOAN LOCKER

A non-profit organization offering access to new & used medical equipment & supplies without charge to residents of the Fox Valley.
312 W. Northland Ave., Appleton
920-585-7072
sites.google.com/view/fvml/home

GRAND CHUTE LIONS CLUB

Builds wheelchair ramps in the Appleton area.
920-585-1042
e-clubhouse.org/sites/grandchutewi

HEALTH, EDUCATION, WELFARE - THE COMPRESSION GARMENT FUND

Financial Aid program helping lymphedema survivors obtain medically necessary compression garments.
920-213-2889
hew-wisc.org

HME HOME MEDICAL

Provides home medical equipment, service and repair.
800-236-2619 • hmehomemedical.com

INDEPENDENT MOBILITY PLUS

Provides repair service for home medical and mobility equipment.
450 N. Military Ave. Suite 7, Green Bay
920-965-6000 • themobility.biz

J & B MEDICAL SUPPLY

Delivers incontinent, urological and diabetic supplies.
800-737-0045 • jandbmedical.com

JUST WALKERS

Provides walkers and medical equipment.
888-986-0660 • justwalkers.com

LARSEN-WINCHESTER LIONS

Offers medical equipment loan closet. Builds ramps.
8348 County Road T, Larsen
920-427-3244 Medical Locker
920-427-3236 Ramp Building
e-clubhouse.org/sites/larsenwinchester

LARYNGECTOMY CLOSET

Offers support to laryngectomy patients.
Ascension Hospital
1506 S. Oneida St., Appleton
920-738-2045

LINCARE

Provides respiratory and tube feeding supplies for rental and purchase.
1760 Prospect Ct., Suite 112, Appleton
920-735-1261 • lincare.com

MOBILITY WORKS

Provides custom vehicles, vehicle adaptive equipment and service.
844 Ontario Rd., Green Bay
920-455-5313 • mobilityworks.com

NATIONAL SEATING AND MOBILITY

Offers custom-made mobility devices.
4500 W. Burnham St., West Milwaukee
866-248-0756 • nsm-seating.com

NUMOTION

Provides custom rehabilitation medical equipment, rental, purchase and repair.
1110 W. Kennedy Ave., Kimberly
920-749-3777 • 800-924-8313
numotion.com

OFFICE FOR THE BLIND AND VISUALLY IMPAIRED

Provides rehabilitation services.
2331 E. Lourdes Dr., Appleton
920-831-2090 • 888-879-0017
dhs.wisconsin.gov/blind

OPTIONS FOR INDEPENDENT LIVING

Provides home adaptations and medical equipment loan closet.
• 2331 E. Lourdes Dr., Room 208, Appleton
920-490-0500
• 555 Country Club Rd., Green Bay
888-465-1515 • 920-490-0500
optionsil.com

ROLLX VANS

Provides van adaptations for wheelchair accessibility.
6591 Highway 13 W, Savage, MN
800-956-6668 • rollxvans.com

TELECOMMUNICATIONS ASSISTANCE PROGRAM

Financial assistance to purchase specialized telecommunications equipment/copays for low income individuals who are Hard of Hearing, Deaf, and Deaf Blind.
Wisconsin Department of Health Services
Bureau of Aging & Disability Resources
1 W. Wilson St., Madison
608-267-7195
dhs.wisconsin.gov/odhh/tap.htm

TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)

Assists residents with disabilities to buy telephone equipment.

Public Service Commission
P.O. Box 7854, Madison

608-231-3305 Voice

psc.wi.gov/pages/forconsumers/tepp.aspx

THEDACARE AT HOME

Provides home medical equipment.

3000 E. College Ave., Appleton

800-984-5554

homemedical.thedacare.org

WISCONSIN COUNCIL OF THE BLIND AND VISUALLY IMPAIRED

Provides visually impaired assistance.

754 Williamson St., Madison

800-783-5213 • wcblind.org

WISCONSIN TALKING BOOK AND BRAILLE LIBRARY

Circulates audio books, Brailled materials and playback equipment.

813 W. Wells St., Milwaukee

800-242-8822 • 414-286-3045

talkingbooks.wi.gov

WISCONSIN TELECOMMUNICATION TELEPHONE RELAY SYSTEM

Provides TTY (also called TDD, TT or text telephone) devices for residents who cannot hear, need speak to type and read telephone conversations.

800-676-3777 • TTY/Voice

wisconsinrelay.com

WISLOAN

Provides financing to purchase assistive technology devices.

• 2331 E. Lourdes Dr., Room 208,
Appleton

920-490-0500

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

optionsil.com

dhs.wisconsin.gov/wistech/wisloan.htm

WOODBURY HEALTH PRODUCTS

Provides incontinence and urological products. Offers free samples.

800-777-1111

www.woodburyproducts.com

ADULT DAY SERVICES

CP FOX CITIES

Provides programs for adults with physical, cognitive and sensory conditions.

1020 Truman St., Kimberly

920-337-1122 ext 1314 • wearecp.org

ST. PAUL ELDER SERVICES ADULT DAY - CLUB GABRIEL

Provides medical, educational, recreational and therapeutic services including meals, bathing and foot, nail, and hair care.

316 E. 14th St., Kaukauna

920-766-6020 • stpaulelders.org

**Visit Wisconsin Adult Day Care Facilities
at www.dhs.wisconsin.gov/guide/adc.htm
for current information.**

ADVOCACY

ADRC

Assesses and meets the needs of Outagamie County residents over 17 1/2 years of age through options and advocacy. The ADRC provides information; assistance/referral; unbiased options; enrollment and benefit counseling; prevention and early intervention; short term case management; eligibility determination for Long Term Care; Nutrition Program; Community Living Specialist; Dementia Care; Disability and Elder Benefit Specialists; and Health Promotion Classes.

The ADRC provides informational resources online at **outagamie.org/ADRC**.

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

The ADRC publishes “**The ADRC Connection**” newsletter.

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

ADRC
Outagamie County Government Center,
Level 1, 320 S. Walnut St., Appleton

920-832-5178 • 866-739-2372

711 TTY

[See pages 58, 59, 60, 61, 68, 83, 85, 104](#)

ADRC

COMMUNITY LIVING SPECIALIST

Assists long term care Nursing Home residents to return to their home or an alternative living arrangement.

920-832-5178

[See pages 58, 114](#)

AIDS.ORG

Offers website with Aids information.
aids.org

ALS ASSOCIATION SUPPORT

Provides information and support.

414-763-2220 • alsawi.org

ALZHEIMER’S ASSOCIATION

Provides resources for Alzheimer’s disease and related dementias.

800-272-3900 Helpline

alz.org

AMERICAN PARKINSON DISEASE ASSOCIATION

Provides Parkinson disease support, education, and mind/body programs.

PO Box 14381, Madison

608-345-7938

apdaparkinson.org/community/wisconsin

AUTISM SOCIETY OF FOX VALLEY

Provides autism information, advocacy, education and support.

P.O. Box 266, Little Chute
920-558-4602 • 888-428-8476
autismgreaterwi.org/fox-valley

AUTISM SOCIETY OF GREATER WISCONSIN

Provides information, resource links, and advocacy.

1477 Kenwood Dr., Menasha
888-428-8476 • 920-558-4602
autismgreaterwi.org

BOARD ON AGING AND LONG TERM CARE – OMBUDSMAN PROGRAM

Protects and promotes the rights of long term care consumers.

1402 Pankratz St., Suite 111, Madison
800-815-0015 • longtermcare.wi.gov

CASA HISPANA

Hispanic/Latino bilingual center
 1475 Opportunity Way, Menasha
920-257-5699 • casahispanawi.org

DEPARTMENT OF HEALTH AND HUMAN SERVICES – CLIENT RIGHTS OF WISCONSIN

Guides residents with mental health, developmentally disabled and substance abuse with grievances.

P.O. Box 7851, Madison
608-266-5525
dhs.wisconsin.gov/clientrights

DISABILITY RIGHTS WISCONSIN

Assists disabled with access services through advocacy and legal expertise.
 1502 W. Broadway, Suite 201, Madison
800-928-8778 • disabilityrightswi.org

DISABILITY RIGHTS WISCONSIN (DRW) SSI MANAGED CARE EXTERNAL ADVOCACY PROJECT

Provides assistance to adult SSI and SSDI Medicaid recipients with medical, mental health or AODA services provided by their Medicaid HMO.

800-928-8778 • disabilityrightswi.org

DIVERSE AND RESILIENT

Northeast Wisconsin room to be safe. Anti-Violence programming for and about the increased violence against LGBTQ+ population.

400 N. Richmond St., Suite F, Appleton
414-856-5428 • diverseandresilient.org

END DOMESTIC ABUSE

Offers domestic violence information, assistance and advocacy.

1400 E. Washington St., Suite 227, Madison
608-255-0539 • endabusewi.org/home

ESTHER FOX VALLEY

Provides education, organizing skills, and advocacy in response to social justice issues.

920-843-8083 • Esther-foxvalley.org

FAIR HOUSING CENTER OF NORTHEAST WISCONSIN

Offers housing assistance advocacy, counseling, education and referral.

877-647-3247
fairhousingwisconsin.com

FOX VALLEY ADVOCACY COALITION

Advocates for the rights and interests of disabled and older residents in the Fox Valley.

211 E. Franklin St., Suite A, Appleton
920-832-0344 • soarfoxcities.com

FOX VALLEY ADVANCE CARE PLANNING PARTNERSHIP

Provides end of life education and advance care planning.

229 S. Morrison St., Appleton
920-997-8412 • fvacpp.org

GREATER WISCONSIN AGENCY ON AGING RESOURCES (GWAAR)

Monitors federal Older Americans Act programs serving residents over 60 years (Nutrition Program, Transportation, Elder Benefit Specialist and Advocacy).

1414 MacArthur Rd., Suite A, Madison
608-243-5670 • gwaar.org

HARBOR HOUSE DOMESTIC ABUSE PROGRAMS INC.

Offers 24 hour crisis line, emergency shelter, crisis counseling, legal advocacy and group support.

720 W. Fifth St., Appleton
800-970-1171 • 920-832-1667
920-832-1666 Crisis Line
harborhousewi.org

HMONG AMERICAN PARTNERSHIP

Assists refugees with orientation, personal counseling and integration into American society.

2198 S. Memorial Dr., Appleton
920-205-4020 • hapfv.org

KATIE BECKETT PROGRAM

Advocates for children who have long term disabilities or complex medical needs.

888-786-3246
dhs.wisconsin.gov/children/kbp

LEGISLATIVE HOTLINE

Provides legislative processes, bill histories and other information.

800-362-9472
docs.legis.wisconsin.gov

NAMI FOX VALLEY

Provides advocacy, education and support to residents with brain disorders and mental illness.

211 E. Franklin St., Appleton
920-954-1550 • namifoxvalley.org

NATIONAL RESOURCE CENTER ON LGBT AGING

Provides lesbian, gay, bisexual and transgender (LGBT) older adult advocacy.

212-741-2247 • lgbtagingcenter.org

NON-PROFIT AFFORDABLE HOUSING BASED RENTAL SERVICES (NAHBRS)

Provides health assessment, screening and support assistance to Outagamie County Housing Authority apartment tenants.

218 E. Randall St., Appleton
920-734-5596 • outagamiehousing.us

NORTHEAST REGIONAL CENTER FOR CHILDREN AND YOUTH WITH SPECIAL CARE NEEDS

Provides advocacy and help for special needs children and their families.

Children's Hospital of WI Fox Valley
325 N. Commercial St., Neenah
920-969-5325 • 877-568-5205
northeastregionalcenter.org

ONEIDA AGING & DISABILITY SERVICES

Provides advocacy and services for Oneida tribal elders.

2907 S. Overland Rd., Oneida
800-867-1551 • 920-869-2448
oneida-nsn.gov

OPTIONS FOR INDEPENDENT LIVING

Empowers residents with disabilities providing advocacy, information, referral, peer support, assistive medical equipment, independent living skills, benefits counseling, training and community education.

- 2331 E. Lourdes Dr.,
Room 208, Appleton
920-490-0500
- 555 Country Club Rd., Green Bay
888-465-1515 • 920-490-0500
optionsil.com

PRADER-WILLI SYNDROME ASSOCIATION

Provides support, education and advocacy for residents with Prader-Willi Syndrome and their families.

920-733-3077 • pwsaofwi.org

SOAR FOX CITIES

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

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT HOUSING DISCRIMINATION

Provides fair housing rights information. Accepts housing complaints.

414-297-3214 • hud.gov

WISCONSIBS

Provides education, advocacy and support to siblings of residents with disabilities.

211 E. Franklin St., Appleton
920-968-1742 • wisconsibs.org

WISCONSIN DISABILITY BOARD

Provides statewide advocacy and public policy affecting people with disabilities.

101 E. Wilson St., Room 219, Madison
608-266-7826 • wi-bpdd.org

WISCONSIN DEPARTMENT OF HEALTH SERVICES DIVISION OF LONG TERM CARE

Oversees long term support services for elderly and residents with disabilities.

1 W. Wilson St., Madison
608-266-1865 • 800-947-3529 • 711
dhs.wisconsin.gov

WISCONSIN FAMILY ASSISTANCE CENTER FOR EDUCATION, TRAINING AND SUPPORT

Offers information, assistance, advocacy, workshops and groups for families of children with disabilities.

600 W. Virginia St.,
Suite 501, Milwaukee
877-374-0511 • wifacets.org

WISCONSIN FAMILY TIES

Offers training, advocacy and support to families of children with emotional, behavioral and mental challenges.

16 N. Carroll St., Unit 230, Madison
608-267-6800 • wifamilyties.org

WISCONSIN FIRST STEP RESOURCE LINE

Provides information and referral to assist families and providers working with youth with special needs.

800-642-7837 Hotline

WISCONSIN PARKINSON ASSOCIATION

Providing hope, community, support, and resources for people with Parkinson's and their loved ones.

13400 Bishops Ln.,
Suite 120, Brookfield
414-312-6990 • wiparkinson.org

ALCOHOL/ SUBSTANCE ABUSE

ACS CLINICAL SERVICES

Provides assessment, screening, group therapy, drug testing and substance abuse referral.

720 W. Washington St., Appleton
920-830-1750

ADRC

Provides information, support and referral for adults with alcohol and substance abuse issues.

920-832-5178 • 866-739-2372

[See page 58](#)

AMS OF WISCONSIN OSHKOSH

Treatment of opioid dependency.
505 S. Washburn St., Oshkosh, WI
54904

920-232-2332 • amsoshkosh.com

APPLETON COMPREHENSIVE TREATMENT CENTER

Provides outpatient detox treatment and medication assisted treatment to individuals with opiate dependency.

3301 N Ballard Rd., Suite B, Appleton
888-473-0511 • ctcprograms.com

**ASCENSION
BEHAVIORAL HEALTH**

Provides inpatient and outpatient alcohol and substance abuse programs and treatment.

1531 S. Madison St., Appleton
920-223-8570 • ascension.org

AL-ANON

Provides services and support for residents affected by alcoholism.

888-425-2666

ALCOHOLICS ANONYMOUS

Provides alcoholism support and information.

920-389-9019 24-Hour Helpline
district02aa.org

CASA CLARE

Offers support to women with substance abuse.

201 S. Glenridge Ct., Appleton
920-731-3981 • apricityservices.com

**DIVISION OF MENTAL HEALTH
AND SUBSTANCE ABUSE**

Provides and manages mental health and substance abuse services.

dhs.wisconsin.gov/aoda

IRIS PLACE

Provides short term home as an alternative to hospital stays.

1213 S. Matthias St., Appleton
920-815-3217 • namifoxvalley.org/iris

MOORING HOUSE

Offers substance abuse support to men.

607 W. 7th St., Appleton
920-739-3235 • apricityservices.com

**MULTI-LANGUAGE SUBSTANCE
ABUSE TREATMENT CENTER**

Adapts substance abuse publications for non-English speaking residents.

877-726-4727 • samhsa.gov

NEW WELLNESS ASSOCIATES

Offers alcohol and substance abuse counseling.

1941 Lehrer Ln., Kaukauna
920-766-5040 • 800-369-6363
newwellnessassociates.net

**OUTAGAMIE COUNTY
DEPARTMENT OF HEALTH
AND HUMAN SERVICES –
MENTAL HEALTH**

Offers outpatient therapy, psychiatric and substance abuse services and case management.

320 S. Walnut St., Appleton
920-832-5270 • outagamie.org

**THEDACARE
BEHAVIORAL HEALTH**

Offers alcohol and substance abuse treatment and counseling.

1095 Midway Rd., Menasha
920-720-2300 • thedacare.org

WATERSHED TREATMENT

Provides detoxification, counseling, education and rehabilitation services.

888-510-2481 Helpline
thewatershed.com

WEST GROVE CLINIC APPLETON

Provides substance abuse Medication Assisted Treatment and offers a substance abuse focused Intensive Outpatient Treatment Program.

47 Park Pl., Suite 100, Appleton
920-574-3069 • westgroveclinic.com

**WISCONSIN COUNCIL ON
PROBLEM GAMBLING**

Provides self-help information, treatment provider referrals, crisis information and other resources.

1585 Allouez Ave., Green Bay
800-426-2535
wi-problemgamblers.org

ASSISTED LIVING

See Housing Charts pages 105-112

Visit current online Wisconsin Assisted Living Directories at

www.dhs.wisconsin.gov/guide/provider-search.htm

BENEFIT ASSISTANCE**ADRC****• Disability Benefit Specialist (DBS)**

Assists residents age 18 to 59 years with physical, intellectual and developmental disabilities, mental illness and/or substance use disorders with private and government benefits.

• Elder Benefit Specialist (EBS)

Assists residents age 60 years and older with private and government benefits.

920-832-5178 • 866-739-2372

See pages 58, 60

**AMERICAN ASSOCIATION
FOR RETIRED RESIDENTS
(AARP) TAX-AIDE**

Provides free tax counseling.

888-227-7669 • aarp.org/money/taxaide

BENEFITS CHECKUP

Provides web based service to pay medications, healthcare, utilities, etc.

800-794-6559 • benefitsCheckup.org

**BOARD ON AGING AND
LONG TERM CARE (BOALTC)**

Provides Medicare advocates, hospital, cancer and long term care insurance counseling.

1402 Pankratz St., Suite 111, Madison

800-242-1060 Medigap Helpline

855-677-2783 Medigap Part D &

Prescription Drug Helpline

longtermcare.wi.gov

COMMUNITY BENEFIT TREE

Helps plan Celebration of Support events to offset medical and living expenses.

W1734 Ken Dale Dr., Kaukauna
PO Box 348

920-422-1919

communitybenefittree.org

**EAST CENTRAL INCOME
MAINTENANCE (IM) PARTNERSHIP**

Provides FoodShare, Medicaid, BadgerCare, Family Planning information and application assistance.

888-256-4563

800-362-3002 Website Support

7-1-1 TTY • access.wi.gov

See page 72

HEALTH EDUCATION AND ENROLLMENT CENTER

Provides Marketplace health insurance enrollment assistance.

119 N. McCarthy Rd.,
Suite C, Appleton
920-882-6420 • 800-318-2596
healthcare.gov
See page 73

INSURANCE COMMISSIONER

Provides state insurance law and enforcement information.

125 S. Webster St., Madison
800-236-8517 Complaints
608-266-3585 • oci.wi.gov

LONG TERM CARE

Offers long term care information and planning.

nia.nih.gov/health/topics/
long-term-care

MEDICARE

Provides Medicare information.
Request free handbook.

877-486-2048 TTY • medicare.gov

MEDICARE FRAUD AND ABUSE

Offers information and contact in case of fraud or abuse.

877-486-2048 TTY • 800-633-4227
medicare.gov

MEDICARE QUALITY CARE FINDER

Provides Medicare providers and plan information.

800-633-4227 • 877-486-2048 TTY
medicare.gov

MEDIGAP HELPLINE

Provides Medigap and Medicare supplemental insurance information.

800-242-1060 Helpline
dhs.wisconsin.gov

OUTAGAMIE COUNTY VETERANS SERVICES

Aids veterans and their dependents in securing benefits.

320 S. Walnut St., Appleton
920-832-5697 • outagamie.org

PUBLIC ASSISTANCE FRAUD

Provides website and hotline to report FoodShare, BadgerCare or Medicaid fraud.

877-865-3432
www.dhs.wisconsin.gov/fraud

SINGLE CARE

Offers prescription drug program.

844-234-3057 • singlecare.com

SOCIAL SECURITY ADMINISTRATION (SSA)

Assists with Social Security benefit information and application.

607 W. Northland Ave., Appleton
877-694-5495 • 920-739-6862 TTY
ssa.gov

SOCIAL SECURITY MULTI-LANGUAGE GATEWAY

Offers Social Security information in 18 languages.

800-772-1213
ssa.gov/multilanguage

SOCIAL SECURITY ONLINE BENEFIT APPLICATION

Provides online application for retirement or disability benefits.

ssa.gov/retirement

TRELLIS PENSION & RETIREMENT RIGHTS

Provides pension issue counseling, information, and advocacy.

800-333-2433 • trellisconnects.org

TRICARE PROGRAM

Offers health care for service members, retired veterans and dependents.

800-444-5445 • tricare.mil

WOMEN'S INSTITUTE FOR A SECURE RETIREMENT

Educates women about financial, health and long term care planning.

202-393-5452 • wiserwomen.org

BLIND/VISUALLY IMPAIRED

ADRC

Provides information and assistance on vision loss and impairment. The ADRC has example assistive technology devices to help maintain or improve the functional capabilities of residents with disabilities.

920-832-5178 • 866-739-2372
See pages 15, 58

AMERICAN COUNCIL OF THE BLIND

Provides information and support for visually-impaired residents.

800-424-8666 • acb.org

AMERICAN FOUNDATION FOR THE BLIND

Provides information and resources for adults with vision loss.

212-502-7600 • afb.org

BLIND/VISUALLY IMPAIRED INFORMATION LINK

- Learn to protect your eyes and improve quality of life.

preventblindness.org/sports-eye-safety
www.nei.nih.gov

- Learn about braille.

braillebug.org

CENTER FOR BLIND/DEAF

Offers help and support to residents with visual or hearing loss.

8306 W. Lincoln Ave., West Allis
414-481-7477 Voice/TTY/DBC
deaf-blind.org

CENTER FOR SIGHT AND HEARING

Offers help to residents with vision or hearing loss.

815-332-6800 • 888-347-0811
cshni.org

DIVISION FOR VOCATIONAL REHABILITATION

Provides counseling to improve employment for residents with disabilities.

800-442-3477

dwd.wisconsin.gov/dvr

EYECARE AMERICA REFERRAL

Provides online referral for eye exams and care.

aao.org

HADLEY SCHOOL FOR THE BLIND

Offers no cost learning courses to residents with vision loss.

800-323-4238 • hadley.edu

LARSEN-WINCHESTER LIONS

Provides eye exam, glasses and contacts for those unable to pay. 8348 County Road T, Larsen

920-427-3244

e-clubhouse.org/sites/Larsen_winchester

LIGHTHOUSE CENTER FOR VITAL LIVING

Provides comprehensive rehabilitation for blind and visually impaired residents.

218-624-4828 • lcfvl.org

LIGHTHOUSE GUILD

Provides comprehensive rehabilitation for blind and visually impaired residents.

800-284-4422 • 7-1-1 TTY

lighthouseguild.org

MISSION CATARACT USA

Offers free cataract surgery to residents unable to pay.

559-797-1629 • missioncataractusa.org

NATIONAL EYE INSTITUTE

Provides eye condition and treatment information.

nei.nih.gov

NATIONAL FEDERATION OF THE BLIND

Provides resources and support to blind and visually impaired residents.

410-659-9314 • nfb.org

NFB-NEWSLINE NEWSPAPER BY PHONE

Provides 24 hour newspaper reading to callers from touch tone telephone, Internet or I-phone.

Wisconsin Talking Book and Braille Library

813 W. Wells St., Milwaukee

866-504-7300 Information

nfbnewslines.org

OFFICE FOR THE BLIND AND VISUALLY IMPAIRED

Provides in home rehabilitation and teaching techniques to help residents adapt to vision loss.

2331 E. Lourdes Dr., Appleton

920-831-2090 • 888-879-0017

dhs.wisconsin.gov/blind

ONESIGHT: LENS CRAFTERS

Offers free eye exam and glasses to those with no insurance or the ability to pay.

onesight.org

PREVENT BLINDNESS WISCONSIN

Provides free services, vision risk assessment, effective treatment, education, information and vouchers for low income families.

414-765-0505

wisconsin.preventblindness.org

U.S. DEPARTMENT OF VETERANS AFFAIRS

Provides care and federal benefits to veterans who are blind and their dependents.

800-827-1000 • 711 TTY • va.gov

VISION FORWARD ASSOCIATION

Offers evaluations, rehabilitation, housing, training, adaptive devices, support and social programs.

912 N. Hawley Rd., Milwaukee

414-615-0100 • 855-878-6056

vision-forward.org

VISIONAWARE

Provides self-help for vision loss.

800-232-5463 • visionaware.org

WISCONSIN CENTER FOR THE BLIND AND VISUALLY IMPAIRED

Offers education for visually impaired children and summer rehabilitation for adults with vision loss.

1700 W. State St., Janesville

800-832-9784 • wcbvi.k12.wi.us

WISCONSIN COUNCIL OF THE BLIND & VISUALLY IMPAIRED

Provides adaptive equipment, evaluations, referrals, rehabilitation, training, scholarships and canes.

754 Williamson St., Madison

800-783-5213 • wcbblind.org

WISCONSIN LIONS CAMP

Provides outdoor opportunities for those with visual or hearing disabilities.

3834 County Road A, Rosholt

715-677-4969

wisconsinlionscamp.com

WISCONSIN TALKING BOOK AND BRAILLE LIBRARY

Provides recorded cassettes, Braille books and downloadable web files for visually impaired residents.

813 W. Wells St., Milwaukee

800-242-8822 • 414-286-3045

dpi.wi.gov/talkingbooks

CAREGIVER SUPPORT/ EDUCATION

AARP CAREGIVING RESOURCE

Provides information on resources and programs for caregivers.

1-877-333-5885

aarp.org/caregiving

ADRC

Provides caregiver information, assistance/referral, and support.

The ADRC supports the Outagamie Caregiver Coalition in serving family caregivers. Offers Alzheimer's Family Caregiver Support Program (AFCSP) funding for residents with Alzheimer's disease or related dementia disorder.

920-832-5178 • 866-739-2372

See pages 15, 58, 77, 78

ALS ASSOCIATION

Provides information and support for both patient and family.

414-763-2220 • alsawi.org

ALZHEIMER'S ASSOCIATION

Provides resources for Alzheimer's disease and related dementias.

800-272-3900 Helpline

alz.org

AMERICAN PARKINSON DISEASE ASSOCIATION WISCONSIN

Provides a stipend to Parkinson patients for respite care services.

PO Box 14381, Madison

608-345-7938 • apdaparkinson.org

ASK MEDICARE

Offers web-based Medicare information and resources to help with caregiving.

medicare.gov

CAREPATROL FOX CITIES

Provides no cost assistance in finding safer assisted living, memory care, and senior living options.

920-428-0827 • carepatrol.com

CAREGIVERS ACTION NETWORK

Provides education, peer support and resources to family caregivers.

caregiveraction.org

CAREGIVER TELECONNECTION

Provides free telephone learning sessions with professional experts.

866-390-6491

wellmedcharitablefoundation.org

CARINGBRIDGE.ORG

Provides website that connects and supports caregivers with others.

caringbridge.org

COYLE CARE MANAGEMENT AND CONSULTING

Provides coaching and assistance to family and caregivers.

P.O. Box 1464, Appleton

920-740-8441

coylecaremanagement.com

ELDERCARE LOCATOR

Provides website and call center linking residents to agencies that serve residents over 60 and their caregivers.

800-677-1116 • eldercare.acl.gov

FAMILY CAREGIVER ALLIANCE

Provides telephone support to family caregivers.

800-445-8106 • caregiver.org

NAMI FOX VALLEY FAMILY SUPPORT AND EDUCATION

Provides support groups for families, caregivers, and loved ones living with individuals with mental illness.

211 E. Franklin St., Appleton

920-954-1550 • namifoxvalley.org

FAITH-BASED FAMILY SUPPORT

First Congregational Church
724 E. South River St., Appleton
920-954-1550

namifoxvalley.org

FOX VALLEY MEMORY PROJECT

Provides resources and support to people living with dementia, their care partners/families, and the community.

1800 Appleton Rd., Menasha

920-225-1711

foxvalleymemoryproject.org

info@foxvalleymemoryproject.org

See page 79

GREATER WISCONSIN AGENCY ON AGING RESOURCES (GWAAR)

Monitors federal Older Americans Act programs serving residents over 60 years (Nutrition Program, Transportation, Elder Benefit Specialist and Advocacy).

1414 MacArthur Rd., Suite A, Madison

608-243-5670 • gwaar.org

MOSAIC FAMILY HEALTH

Provides comprehensive memory loss assessment, family caregiver support group, and RCI REACH in-home caregiver counseling and support to caregivers caring for a loved one with memory loss.

229 S. Morrison St., Appleton

920-560-7167

mosaicfamilyhealth.org

See page 80

NATIONAL INSTITUTE ON AGING – ALZHEIMER'S CAREGIVING

Offers Alzheimer's disease education and referral.

800-222-2225 • nia.nih.gov

OUTAGAMIE CAREGIVER COALITION

Provides a caregiver support network with educational resources.

920-745-8487

See page 77

**RESPITE CARE ASSOCIATION
OF WISCONSIN**

Provides temporary relief through respite care for families and caregivers.
1835 E. Edgewood Dr.,
Suite 105, Appleton
608-222-2033
respitcarewi.org

**ST. PAUL ELDER SERVICES
HOFFMAN MEMORY CARE
RESOURCE CENTER**

Provides care partner support to those with loved ones dealing with memory disorders.
221 E. 13th St., Kaukauna
920-766-6020 • stpaulelders.org

**ST. PAUL ELDER SERVICES
CAREGIVER SUPPORT**

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

**THE MEADOWS AT TOUCHMARK
ON WEST PROSPECT**

Provides supportive Memory Care and monthly support group for those caring for a loved one with Alzheimer's or other dementia.
920-832-9100
touchmarkappleton.com

**VA CAREGIVER
SUPPORT COURSES**

Offers free courses through the VA and PsychArmor Institute.
psycharmor.org/caregivers

VALLEY VNA SENIOR CARE

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

VETERAN CAREGIVER SUPPORT

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

**WISCONSIN FAMILY CAREGIVER
SUPPORT NETWORK**

Offers caregiving information, support and resources.
866-739-2372 • wisconsincaregiver.org

WISCONSIN RESPITE REGISTRY

Provides online matching service for families in need of respite care providers.
608-222-2033 • respitcarewi.org

**CARE PLANNING/
COORDINATION****ADRC**

Assesses needs of residents over 17 1/2 years. Provides unbiased options long term care and enrollment counseling. Links residents to community resources.
920-832-5178 • 866-739-2372
See pages 15, 58, 62

CAREPATROL FOX CITIES

Provides no cost assistance in finding safer assisted living, memory care, and senior living options.
920-428-0827 • carepatrol.com

COMMUNITY HORIZONS LLC

Support Broker Services for individuals enrolled in self-directed programs - MCO or IRIS.
715-204-3204
communityhorizonsllc.com

COMMUNITY LIVING ALLIANCE

Provides care connections for independence at home. Partners with MCO, IRIS, or private pay.
608-242-8335

**CONSUMER DIRECT
CARE NETWORK**

Provides self-directed services.
877-785-9991
consumerdirectwi.com

**COYLE CARE MANAGEMENT
AND CONSULTING, LLC**

Assists elders and families to evaluate, coordinate and manage care.
P.O. Box 1464, Appleton
920-740-8441
coylecaremanagement.com

**FOX VALLEY ADVANCE CARE
PLANNING PARTNERSHIP**

Provides end of life education and advance care planning.
229 S. Morrison St., Appleton
920-997-8412 • fvacpp.org

VALLEY VNA SENIOR SERVICES

Offers options and solutions to manage care.
1535 Lyon Dr., Neenah
920-727-5555 • valleyvna.org

**CLOTHING/
HOUSEHOLD GOODS****COMMUNITY CLOTHES CLOSET**

Provides free clothing to those in need.
1465B Opportunity Way, Menasha
920-731-7834
communityclothescloset.org

COMMUNITY 2000

Provides clothing, household items, etc. in the Shiocton and Seymour school district. Open Tuesday-Thursday 8 am - 3 pm by appointment only.
1002 S. Main St., Seymour
920-833-0277

FREecycle™ GROUPS

Provides an online listing of items to be thrown out. Items must be free, legal and appropriate for all ages.
freecycle.org/find-towns

GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN

Provides clothing and household goods. Donation and Retail locations listed below:

- 1800 Appleton Rd., Menasha
920-731-6605
- N189 Stoney Brook Rd., Appleton
920-968-0820
- 4759 Michaels Dr., Appleton
920-731-6606
- 1341 W. Spencer St., Appleton
920-560-1234
goodwillncw.org

ST. VINCENT DE PAUL

Provides clothing and household goods. 1924 W. College Ave., Appleton
920-739-1679 • SVPAppleton.org

CONSUMER INFORMATION/ PROTECTION

BETTER BUSINESS BUREAU OF NORTHEAST WISCONSIN

Provides support and information to consumers and businesses. 10019 W. Greenfield Ave., Milwaukee
414-847-6000 • bbb.org

BETTER BUSINESS BUREAU WISE GIVING GUIDE

Provides support and information to donors and charities. 3033 Wilson Blvd., Arlington, VA
703-247-9321 • give.org

BOARD ON AGING AND LONG TERM CARE OMBUDSMAN PROGRAM

Investigates and mediates issues in the treatment of older and disabled residents receiving long term care. 1402 Pankratz St., Madison
800-815-0015
800-242-1060 Medigap Helpline
longtermcare.wi.gov

CAPTEL- CAPTIONED TELEPHONES

Phones designed for those who have difficulty hearing on the phone.
920-540-0704 Call/Text
chris.moylan@oeius.org

CENTER FOR AUTO SAFETY

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

COALITION OF WISCONSIN AGING GROUPS (CWAG)

Provides statewide collaboration of agencies committed to services for victims of identity theft. 30 W Mifflin St., Suite 406, Madison
800-488-2596 • cwag.org

CONSUMER PROTECTION BUREAU

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

CREDIT REPORT REQUEST SERVICE

Offers free credit reports. P.O. Box 105281, Atlanta, GA
annualcreditreport.com

DEPARTMENT OF HEALTH SERVICES

Office of Quality Assurance Provides home health care agencies, agency certification, state inspections and complaints against an agency.
800-642-6552 Hotline
dhs.wisconsin.gov/guide/complaints.htm

FRAUD WATCH NETWORK (AARP)

Provides resources for protection from fraud.
877-908-3360 Fraud Hotline
aarp.org/fraudwatchnetwork

IDENTITY THEFT

Provides steps to protect, repair and report misuse of personal information or identity theft.

- **800-633-4227** Medicare
- Federal Trade Commission
877-438-4338 • identitytheft.gov
See page 70

LIFELINE PHONE SERVICE

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

MEDICATION DRUG DROP

- Offers locations for unused medications.
- Fox Valley Metro Police Department
200 W. McKinley Ave., Little Chute
Monday - Friday 8:00 am - 4:30 pm
920-788-7505
 - Grand Chute Police Department
1900 W. Grand Chute Blvd., Appleton
Friday 7:00 am - 4:00 pm
920-832-1575
 - Hortonville Police Department
531 N. Nash St., Hortonville
Monday - Sunday 24 hours
920-779-6165
 - Kaukauna Police Department
144 W. 2nd St., Kaukauna
Monday - Friday 8:00 am - 4:30 pm
920-766-6333
 - New London Police Department
700 Shiocton St., New London
Monday - Friday 8:00 am - 6:00 pm
920-982-8505
 - Oneida Police Department
2783 Freedom Rd., Oneida
Monday - Sunday 24 hours
920-869-2239
 - Outagamie County Sheriff's Department
3030 E. Goodland Dr., Appleton
Monday-Friday 8:00 am - 4:30 pm
920-832-5605
 - Shiocton Police Department
N5605 WI-76, Shiocton
Monday - Friday 7:00 am - 1:00 pm
920-986-3294
 - Seymour Police Department

328 N. Main St., Seymour
Monday - Friday 8:00 am - 4:30 pm
920-833-2366

• Walgreens
729 W. Northland Ave., Appleton
920-954-8100
700 W. College Ave., Appleton
920-733-6599

NATIONAL ELDER FRAUD HOTLINE

Provides 24 hour hotline for reporting suspected fraud.
833-372-8311

NATIONAL DO NOT CALL REGISTRY

Registers residents to not receive national telemarketing calls.
888-382-1222 • 866-290-4236 TTY
donotcall.gov

NEXTDOOR SOCIAL NETWORK

Offers private social network to get information out to neighborhoods.
nextdoor.com

OUTAGAMIE COUNTY SOLID WASTE

Provides recycling and disposal service information.
1919 Holland Rd., Appleton
920-832-5277
recyclemoreoutagamie.org

PUBLIC SERVICE COMMISSION

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

READY WISCONSIN

Provides information on emergency preparedness, cyber safety, etc.
608-242-3000 • readywisconsin.wi.gov

RECALLS.GOV

Provides recall and safety information.
recalls.gov

RECYCLE THAT STUFF

Provides recycling information.
121 N. Linwood Ave., Appleton
920-955-3760
recyclethatstuff.com

SENIOR MEDICARE PATROL

Provides information to prevent and report Healthcare Fraud.
888-818-2611 • smpwi.org

U.S. POSTAL INSPECTION SERVICE

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

UNDERSTANDING CYBERBULLYING IN COLLEGE

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

WISCONSIN OFFICE OF THE COMMISSIONER OF INSURANCE

Provides Wisconsin insurance information. Regulates and enforces Wisconsin insurance laws.
800-236-8517
oci.wi.gov

DEAF/HEARING IMPAIRED

ADRC

Provides information and assistance to deaf and hearing impaired residents. The ADRC has example assistive technology devices used to help maintain or improve the functional capabilities of residents with disabilities.
920-832-5178 • 866-739-2372
711 TTY
See pages 15, 58

AMERICANS FOR BETTER HEARING FOUNDATION

Provides funding for co-pay on audiopro hearing aides.
abhf.org

AMERICAN SPEECH LANGUAGE HEARING ASSOCIATION (ASHA)

Provides information on hearing aid insurance coverage plus referrals to a certified audiologist or speech language pathologist.
800-638-8255 • 301-296-5650 TTY
asha.org

ATSCARES.COM

Provides amplification devices including phones and television speakers.
615-562-0043

CAPTIONCALL

Provides an amplified and captioning phone that is a no cost service for those with hearing loss to stay socially connected, ensure accurate communication with healthcare providers, 911, and to help people live independently longer.
833-691-1600 • captioncall.com

CENTER FOR COMMUNICATION, HEARING AND DEAFNESS

Provides service and resources for people with hearing loss.
414-604-2200 • 414-604-7217 TTY
hearwi.org

DIAL 7-1-1

Provides telecommunication relay services for residents who are deaf, hard of hearing, and/or speech disabled.
800-947-6644 Voice
800-947-3529 TTY
800-833-7637 Speech to Speech
English and Spanish
877-490-3724 Voice Carry Over
wisconsinrelay.com

HAVILAND HEARING AIDS

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

HEAR NOW PROGRAM

Provides hearing aid financial assistance.

Starkey Hearing Foundation

PO Box 41514, Minneapolis, MN

866-354-3254 • sotheworldmayhear.org

HEARING LOSS ASSOCIATION OF AMERICA

Provides hearing loss support, education and information about technology, research, systems, etc.

hlaawi.org

OFFICE FOR THE DEAF AND HARD OF HEARING

Provides state information and referral services for deaf, deaf blind, or hard of hearing residents.

1 W. Wilson St., PO Box 2659,

Madison

855-359-5252 • dhs.wisconsin.gov/odhh

TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)

Provides financial assistance to residents in need of special telephone equipment.

Public Service Commission

P.O. Box 7854, Madison

608-231-3305

psc.wi.gov/pages/programs/TEPP.aspx

WISCONSIN LIONS HEARING AID PROJECT

Provides hearing instruments to those who cannot afford them.

Wisconsin Lions Foundation

877-463-6953 • wlf.info

**DEMENTIA/
MEMORY LOSS****ADRC**

Provides information, referral and financial support for Alzheimer's and other related dementia. Offers Alzheimer's Family Caregiver Support Program (AFCSP) funding for residents with Alzheimer's disease or related dementia disorder and Dementia Care Specialist assistance.

920-832-5178 • 866-739-2372

See pages 15, 58, 59, 81

ALZHEIMER'S ASSOCIATION

Provides resources for Alzheimer's disease and related dementias.

800-272-3900 Helpline

alz.org

ALZHEIMER'S AND DEMENTIA ALLIANCE OF WI

Provides information and support to individuals and families affected by Alzheimer's.

888-308-6251 • alzwissc.org

ALZHEIMER'S TELEPHONE CAREGIVER SUPPORT GROUP

Provides Alzheimer's disease information, referral and support.

Greater Wisconsin Chapter,
Fox Valley Regional Office

2700 Vernon Dr., STE 340, Green Bay

800-272-3900 24 Hr. Helpline

alz.org/gwwwi

ALZPOSSIBLE

Offers caregivers webinar resource.

alzpossible.org/webinars/

CLEARVIEW BRAIN INJURY CENTER

198 County Road DF, Juneau

877-386-3400 • 920-386-3400

FOX VALLEY MEMORY PROJECT

Provides resources, support, cognitive and physical activities for participants with memory loss.

- Memory Cafes and outings
- Memory Loss Resource Center
- MindWorks Class
- Memory Link Program

1800 Appleton Rd., Menasha

920-225-1711

foxvalleymemoryproject.org

See Page 79

GOOD SHEPHERD SERVICES

Provides Alzheimer's caregiver support.

607 E. Bronson Rd., Seymour

920-833-6856

goodshepherdservices.org

HOFFMAN MEMORY CARE CENTER AT ST. PAUL ELDER SERVICES

Provides an array of quality memory care resources and support services to individuals, couples and family affected by all types of memory loss.

221 E. 13th St., Kaukauna

920-766-6020 ext. 186

MAKING SENSE OF ALZHEIMER'S

Provides information on Alzheimer's through website access.

makingsenseofalzheimers.org

MOSAIC FAMILY HEALTH RCI REACH

Provides in-home, personalized education and support for family caregivers of individuals with memory loss.

229 S. Morrison St., Appleton

920-560-7167

mosaicfamilyhealth.org

See Page 80

N.E.W. CURATIVE REHABILITATION/BRAIN INJURY/ NEUROLOGICAL PROGRAM

Provides information and rehab services to those recovering from brain injury.

2900 Curry Ln., Green Bay
920-468-1161 • curativeconnections.org

NORWOOD HEALTH CENTER/ PATHWAYS TRAUMATIC BRAIN INJURY UNIT

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

ONEIDA TRIBAL DEMENTIA CARE SPECIALIST

Provides Alzheimer's Disease information, referral, and support.
525 Airport Rd., Oneida
920-869-2711 ext. 4854
oneidanation.org

SILVER ALERT PROGRAM

Offers an alert system for missing residents over 60 years who have Alzheimer's, dementia, etc.
wisconsincrimealert.widog.gov

SPARK! PROGRAM

Offers art related projects to support those with memory disorders.
• The Trout Museum of Art
111 W. College Ave., Appleton
920-733-4089
troutmuseum.org/education/spark
• Building for Kids Children's Museum
100 W. College Ave., Appleton
920-734-3226
buildingforkids.org/spark

THE MEADOWS AT TOUCHMARK ON WEST PROSPECT

Provides supportive Memory Care and monthly support group for those caring for a loved one with Alzheimer's or other dementia.
2601 Touchmark Dr., Appleton
920-832-9100
touchmarkappleton.com

DENTAL

AFFORDABLE DENTURES

Offers low cost denture options and payment plans.

800-336-8873
920-932-4894 Green Bay
affordabledentures.com

DEVELOPMENTAL DISABILITIES AND ORAL HEALTH

Provides oral health information to residents with developmental disabilities.

866-232-4528 • nidcr.nih.gov

DONATED DENTAL SERVICES

Provides dental care to residents with permanent disabilities, chronic illness and low income residents over 65 years.

800-364-7646 • wda.org

FAMILIA DENTAL

Green Bay East
1931 Main St., Green Bay
920-499-2772
Green Bay West
2280 W. Mason St., Green Bay
920-321-3501
familiadental.com

FVTC DENTAL HYGIENE CLINIC

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

NACO DENTAL DISCOUNT PROGRAM

Offers discounted dental service membership.
877-354-6226 • mycountycare.com

PARTNERSHIP COMMUNITY HEALTH CENTER DENTAL

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

TRI-COUNTY COMMUNITY DENTAL CLINIC

Provides dental care to low income.
9 Tri-Park Way, Appleton
920-882-5500
tricitydental.org

DISABILITY RESOURCES

ADRC

Provides access to developmental, intellectual, and physical disability services. Assists youth with disabilities over 17 1/2 years of age in transition to the adult service system. The ADRC has example assistive technology devices to help maintain or improve the functional capabilities of residents with disabilities.

920-832-5178 . 866-739-2372
711 TTY
[See pages 15, 58](#)

ACCESSIBLE VAN RENTALS - GT MOBILITY

Provides accessible van rentals.
844 Ontario Rd., Green Bay
877-275-4915 • mobilityworks.com

ALS ASSOCIATION

Provides information and support for both patient and family.
414-763-2220 • alsawi.org

AMERICAN PARKINSON DISEASE

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

ATTENTION- DEFICIT/ HYPERACTIVITY DISORDER SUPPORT

Provides education, advocacy and support for residents with attention-deficit/hyperactivity disorder.
chadd.org

BRAIN INJURY ALLIANCE

Provides brain injury advocacy, education, support, and resources.

UW Eau Claire

105 Garfield Ave., Room HSS 248,
Eau Claire

BRAIN INJURY RESOURCE CENTER

Offers assistance and resources to residents living with brain injury.

511 N. Grand Ave., Waukesha
262-770-4882 • bircowfi.org

CHALLENGE THE OUTDOORS

Provides recreational activities for physically challenged residents. Home Instead

901 Anderson Dr., Green Bay
920-593-6300 • ctoforme.org

CHILDRENS LONG TERM SUPPORT YOUTH TRANSITION

Provides planning transition from youth to adulthood information.

dhs.wisconsin.gov/clts/waiver/transition

COVEY

Creates opportunities that foster personal growth through respite care, community engagement events, and a variety of other programs and services.

2200 Algoma Blvd., Oshkosh
920-424-4071

info@covey.org • covey.org

CP FOX CITIES

Provides resources, referrals and limited funding to help individuals live as independently as possible.

1020 Truman St., Kimberly
920-337-1122 ext. 1314

wearecp.org

DISABILITY ADVOCATES

Supports legislative action affecting people with disabilities.

101 E. Wilson St., Madison
608-266-7826 • wi-bpdd.org

DISABILITY RIGHTS WISCONSIN

Assists disabled residents to access services through advocacy and legal expertise.

1502 W. Broadway, Suite 201, Madison
800-928-8778

disabilityrightswi.org

EASTER SEALS CAMPS

Offers camps for children and adults with disabilities.

800-422-2324

eastersealswisconsin.com

EASTER SEALS DISABILITY HELPLINE

Offers assistance to residents with disabilities.

2331 E. Lourdes Dr., Appleton

920-832-0344 Helpline

eastersealswisconsin.com

EMPLOYMENT RESOURCES, INC

Provides employment and benefit counseling services to residents with disabilities.

608-246-3444 • eri-wi.org

EXCEPTIONAL EQUESTRIANS

Offers equine-assisted therapy.

1130 Orlando Dr., De Pere

920-347-3174

exceptionalequestrians.org

FOX CITIES DOWN SYNDROME ASSOCIATION OF WISCONSIN

Provides support and education to residents with Down Syndrome.

526 W Wisconsin Ave, Appleton

414-327-3729 • dsawfoxcities.org

FOX CITIES JOB CENTER

Providing access to career guidance, employment, and training opportunities. Referrals provided to disability, veterans, formerly incarcerated, and senior workforce programs.

1802 Appleton Rd., Menasha

920-997-3272

jobcenterofwisconsin.com

GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN

Provides employment assistance for people with disabilities.

1800 Appleton Rd., Menasha

920-731-6601 • goodwillncw.org

INNOVATIVE SERVICES

Provides self-directed and family centered support and services.

• 54 Park Place, Suite 300, Appleton

920-431-0962

• 2321 San Luis Pl., Green Bay

920-431-0962 • isiinc.org

KATIE BECKETT PROGRAM

Provides Medicaid and assistance to children with long term disabilities or complex medical needs.

888-786-3246

dhs.wisconsin.gov/children/kbp

MOVIN' OUT

Links residents with disabilities to safe, affordable, integrated housing.

902 Royster Oaks Dr., Madison

877-861-6746 • movin-out.org

NATIONAL INSTITUTE OF NEUROLOGICAL DISORDERS AND STROKE (NINDS)

Provides traumatic brain injury information and resources.

ninds.nih.gov

NEW HOPE CENTER

Provides housing options, day services and vocational services for residents with developmental disabilities.

443 Manhattan St., Chilton

920-849-9351 • newhopeinc.org

OPTIONS FOR INDEPENDENT LIVING

Provides advocacy, training, referral, peer support, assistive/medical equipment, independent living skills, benefits counseling and education to residents with disabilities.

- 2331 E. Lourdes Dr., Room 208, Appleton
920-490-0500
- 555 Country Club Rd., Green Bay
888-465-1515 • 920-490-0500
optionsil.com

OUTAGAMIE CHILDREN'S LONG-TERM SUPPORT PROGRAM

Provides support and service coordination to families in caring for disabled children

320 S. Walnut St. Appleton
920-832-5178

SOAR FOX CITIES

Provides education and support to residents with developmental disabilities.

211 E. Franklin St., Suite A, Appleton
920-731-9831 • soarfoxcities.com

SPECIAL OLYMPICS

Provides residents with intellectual disabilities sports training and athletic competition.

W5361 County Rd KK, Suite D, Appleton
920-659-5911
specialolympicswisconsin.org

VPI INC.

Provides vocational evaluation, employment and training, job placement services, school to work transition, day services, assistive technology, community and homeless outreach and early intervention.

2730 N. Roemer Rd., Appleton
920-749-5859 • vpiwi.org

WISCONSIBS

Provides education, advocacy and support to siblings of people with disabilities.

211 E. Franklin St., Appleton
920-968-1742 • wisconsibs.org

AUTISM SOCIETY OF GREATER WISCONSIN - FOX VALLEY

Provides autism information and family support.

1477 Kenwood Dr., Menasha
920-558-4602 • 888-428-8476
autismgreaterwi.org

WISCONSIN CHILDREN'S LONG TERM SUPPORT PROGRAM

Links parents of children with disabilities to long term support services.

dhs.wisconsin.gov/clts

WISCONSIN DISABILITY BOARD

Provides statewide advocacy and public policy affecting people with disabilities.

101 E. Wilson St., Room 219, Madison
608-266-7826 • wi-bpdd.org

WISCONSIN FAMILY ASSISTANCE CENTER FOR EDUCATION, TRAINING AND SUPPORT

Offers information, assistance, advocacy, workshops and groups for families of children with disabilities.

877-374-0511 • wifacets.org

WISCONSIN FIRST STEP RESOURCE LINE

Offers information and referral to families with children who have special health care needs.

800-642-7837 Hotline

WISCONSIN PARKINSON ASSOCIATION

Providing hope, community, support, and resources for people with Parkinson's and their loved ones.

13400 Bishops Ln, Brookfield
414-312-6990 • wiparkinson.org

WISCONSIN TELEWORK LOAN PROGRAM

Provides loans to residents with disabilities to purchase computers and equipment needed to work from home or from other remote sites.

Options for Independent Living

- 2331 E. Lourdes Dr., Room 208, Appleton
920-490-0500
- 555 Country Club Rd., Green Bay
888-465-1515 • 920-490-0500
optionsil.com

WISCONSIN TOURETTE SYNDROME ASSOCIATION

Provides resources and support to residents and families with Tourette Syndrome.

tourette.org/chapter/wi/

WISPACT

Provides trusts to safeguard the interests for residents with a disability.

608-268-6006 • 833-653-6503
wispact.org

EDUCATION

AARP DRIVER SAFETY PROGRAM

Provides driver safety courses.

888-227-7669
aarp.org/auto/driver-safety

ABLE LIGHT COLLEGE

Two-year post secondary certificate program designed for individuals with Intellectual/Developmental Disabilities.

ablelightcollege.org

AFFORDABLE COLLEGES ONLINE

Provides college resources for students with disabilities.

affordablecollegesonline.org/college-resource-center/resources-for-students-with-disabilities

CAP SERVICES – SKILLS ENHANCEMENT PROGRAM

Provides funding and supportive services for working, low income individuals to access the education needed to compete for jobs.
821 E. First Ave., Suite 3, Appleton
920-968-6365 • capservices.org

CELEBRATE DIVERSITY FOX CITIES

Educates, promotes and celebrates diversity.
1800 Appleton Rd., Menasha
celebratediversityfoxcities.com

EDGEWOOD COLLEGE – CUTTING EDGE PROGRAM

Provides individualized approach to college education for students with intellectual developmental disabilities.
1000 Edgewood College Dr., Madison
edgewood.edu

FOX VALLEY LITERACY COALITION

Promotes literacy awareness, recruits and trains volunteer tutors, matches tutors with students and provides small group classroom instruction.
130 E. Franklin St., Appleton
920-991-9840 • foxvalleylit.org

FOX VALLEY TECHNICAL COLLEGE (FVTC)

Offers associate degree, vocational diploma programs plus career counseling.
1825 N. Bluemound Dr., Appleton
920-735-5600 • fvtc.edu

OUTAGAMIE COUNTY MUSEUMS

Offers educational programs, exhibits and tours.

- **Appleton Historical Society Museum/Research Center**
128 N. Durkee St., Appleton
920-815-3541
- **Historical Society/History Museum at the Castle**
330 E. College Ave., Appleton
920-735-9370

NAMI FOX VALLEY

Provides education and support to those with mental illness.

- Peer to Peer - 8 week educational course offered to any adult living with mental illness.
- 211 E. Franklin St., Appleton
920-954-1550
namifoxvalley.org

ROADSCHOLAR

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

SENIOR COMPUTER USERS

Offers computer training for residents over 50 years of age.
Bordini Center (FVTC)
5 N. Systems Dr., Appleton
800-735-3882 ext 2429
920-735-2429 • fvtc.edu/seniorweb

THINK COLLEGE

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

THRIVE CAREER ACADEMY

Provides training and education opportunities for a diverse population to operate independently in the community.
UW Fox Valley
• 1478 Midway Rd., Menasha
• 2730 N. Roemer Rd., Appleton
920-749-5859 • vpiwi.org

UNIVERSITY OF WISCONSIN EXTENSION

Provides educational opportunities to low income families, residents with disabilities, etc.
3365 W. Brewster St., Appleton
920-832-5121 • outagamie.uwex.edu

UNIVERSITY OF WISCONSIN OSHKOSH FOX CITIES

Provides education opportunities and resources.
1478 Midway Rd., Menasha
920-832-2600 • uwosh.edu

UNIVERSITY OF WISCONSIN OSHKOSH (UW-O)

Provides Learning in Retirement and lifetime learning opportunities.
800 Algoma Blvd., Oshkosh
uwosh.edu/lir
920-424-1234 • uwosh.edu/oce

EMERGENCY SHELTERS AND SERVICES

AMERICAN RED CROSS

Provides disaster relief, military support, blood donations, etc.
2905 Universal St., LL 5,
Suite 201, Oshkosh
920-231-3590
redcross.org/local/wisconsin

CALL 4HOPE

Provides emergency help if someone is suffering from an overdose or drug reaction.

Dial 9-1-1

COMMUNITY OUTREACH TEMPORARY SERVICES (COTS)

Provides transitional housing for the homeless.

info@appletoncots.org for general inquiries.

- 1003 W. College Ave., Appleton
920-843-7269 **Women**
- 819 S. West Ave., Appleton
920-809-8434 **Young Adult & Veteran's Program**
- 913 S. West Ave., Appleton
920-515-2808 **Men**
appletoncots.org

EMERGENCY SERVICES

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

FATHER CARR'S HOMELESS CENTER

Provides shelter to those in need of a temporary residence.

1062 N. Koeller St., Oshkosh
920-231-2378 • fathercarrs.org

FOX VALLEY EMERGENCY ASSISTANCE FUND

Provides one time grants to qualifying individuals for emergency assistance.

920-830-1290 • cfoxvalley.org

HARBOR HOUSE DOMESTIC ABUSE PROGRAMS, INC.

Provides 24 hour crisis line, emergency shelter, crisis counseling, legal advocacy and group support.

720 W. Fifth St., Appleton
920-832-1666 Crisis Line
800-970-1171 Office
920-832-1667 Office
harborhousewi.org

LEAVEN

Provides emergency financial assistance with housing, utilities, transportation and other related emergencies.

- Leaven Fox Cities
1475 Opportunity Way, Menasha
920-738-9635 (24/7 Emergencies)
- St. Peter and Paul Catholic Church
105 N. Olk St., Hortonville
920-779-6133
- Community 2000
Open Tuesday-Thursday 8 am - 3 pm
by appointment only.
1002 Main St., Seymour
920-833-0277 • leavenfoxcities.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES - CRISIS

Provides 24 hour emergency crisis evaluation and counseling.

320 S. Walnut St., Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY
outagamie.org/crisis
preventsuicidewi.org
[See page 67](#)

PILLARS

Provides homeless and housing-related resources and services.

- Pillars Adult Shelter
1928 W. College Ave., Appleton
- Pillars Adult and Family Shelter
400 N. Division St., Appleton
- Resource Center
129 S. Mason St., Appleton
920-734-9192 • pillarsinc.org

POISON CENTER

Provides 24 hour poison information and emergency hotline.

800-222-1222 • wisconsinpoison.org

PROJECT HOME OF SALVATION ARMY

Provides transitional housing.

105 S. Badger Ave., Appleton
920-734-3324 • safoxcities.org

READY

Provides an emergency preparedness guide.

ready.gov

SALVATION ARMY

Provides shelter, food and clothing vouchers, counseling and access to legal aid, etc.

130 E. North St., Appleton
920-734-3324 • safoxcities.org

HARBOR HOUSE DOMESTIC & SEXUAL VIOLENCE PROGRAMS

Offers 24 hour crisis counseling.

720 W. Fifth St., Appleton
920-832-1666 Crisis Line
800-970-1171 Office
920-832-1667 Office
harborhousewi.org

SILVER ALERT PROGRAM

Offers alert system for missing residents over 60 years who are believed to have Alzheimer's, dementia, etc.

wisconsincrimealert.widobj.gov

USA NATIONAL SUICIDE AND CRISIS HOTLINES

Offers 24 hour crisis counseling.

988 • 988lifeline.org

WISCONSIN CRIME ALERT

Links law enforcement with the public and community to fight crime.

608-240-3597

wisconsincrimealert.widobj.gov

EMPLOYMENT ASSISTANCE**WORK-N-WHEELS PROGRAM**

Provides interest free auto loans to adults needing transportation to work.

821 E. First Ave., Suite 3, Appleton
920-968-6365 • capservices.org

CLARITY CARE EMPLOYMENT

Provides community employment services.

920-236-6560 • claritycare.org

COUNCIL ON PHYSICAL DISABILITIES

Promotes resources to improve employment opportunities for people with disabilities.

711 TTY/TDD/Relay

608-266-5364

dhs.wisconsin.gov/cpd

CREATIVE CONSULTANTS

Assists elderly and disabled residents through job coaching.

920-450-7704

DISABILITY RIGHTS WISCONSIN

Provides statewide advocacy resource for residents with disability issues.

1502 W. Broadway, Suite 201, Madison
800-928-8778 • disabilityrightswi.org

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

Provides information about discrimination, disability or age.

800-669-4000 • 800-669-6820 TTY
eeoc.gov

FOODSHARE EMPLOYMENT AND TRAINING PROGRAM

Offers employment training program to support FoodShare recipients.
1050 Midway Rd., Suite 2, Menasha
920-886-7118
dhs.wisconsin.gov/foodshare/fset.htm

FOX CITIES JOB CENTER

Providing access to career guidance, employment, and training opportunities. Referrals provided to disability, veterans, formerly incarcerated, and senior workforce programs.
1802 Appleton Rd., Menasha
920-997-3272
jobcenterofwisconsin.com

GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN

Helps residents with disabilities in need of employment.
1800 Appleton Rd., Menasha
920-731-6601 • goodwillncw.org

INNOVATIVE SERVICES

Provides work programs, skill focused job training and coaching for developmentally disabled special needs residents.
• 54 Park Place, Suite 300, Appleton
920-431-0962
• 2321 San Luis Pl., Green Bay
866-356-0779
isiinc.org

JOB ACCOMMODATION NETWORK

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

PROJECT SEARCH

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

SENIOR TRAINING AND EMPLOYMENT PROGRAM

Matches residents over 55 years in obtaining employment.
920-593-3557 • curativeconnections.org

SKILLS TO PAY THE BILLS

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

TICKET TO WORK PROGRAM

Supports workers with disabilities to maintain long term employment.
Employment Resources, Inc.
608-906-2713
eri-wi.org/programs/ticket

TODD STEVEN & ASSOCIATES

Assists residents with disabilities in defining their employment goals.
1244 Midway Rd., Ste. C, Menasha
920-232-3649 • toddsteven.com

VPI INC.

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

WISCONSIN SENIOR EMPLOYMENT (WISE)

Offers employment assistance to low income residents over the age of 55.
Greater Wisconsin Agency on Aging Resources (GWAAR)
920-469-8858 • gwaar.org

WORK INCENTIVE BENEFITS COUNSELING

Provides assistance to individuals with disabilities to move off public benefits as they earn wages.
2701 International Ln.,
Suite 210, Madison
855-401-8549 • eri-wi.org

YOUTH IN TRANSITION – YOU CAN WORK

Provides Wisconsin DHS Bureau of Long Term Support resources.
dhs.wisconsin.gov/clts/waiver/transition/youcanwork.htm

FINANCIAL ASSISTANCE

ADRC

Offers Disability and Elder Benefit Specialist assistance with private and government benefits. Provides Alzheimer's and other related dementia financial support.
920-832-5178 • 866-739-2372
[See pages 15, 58, 60](#)

ASSURANCE WIRELESS

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

COMMUNITY BENEFIT TREE

Helps plan Celebration of Support events to offset medical and living expenses.
W1734 Ken Dale Dr., PO Box 348,
Kaukauna
920-422-1919
communitybenefittree.org

EAST CENTRAL INCOME MAINTENANCE PARTNERSHIP

Provides enrollment services and manages benefits for FoodShare, Medicaid, BadgerCare, Family Planning Services and Caretaker Supplement programs.
888-256-4563 • access.wi.gov
[See page 72](#)

ELDER EMPOWERMENT FINANCIAL PROJECT

Provides assistance for financial exploitation.
800-488-2596 • cwagwisconsin.org

FOUNDATION FOR RURAL HOUSING

Provides financial assistance for housing expenses and costs.

888-400-5974

wisconsinruralhousing.org

GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN, INC.

Provides low cost confidential Financial and Debt Solutions Services.

1800 Appleton Rd., Menasha

920-886-1000 • 800-366-8161

goodwillncw.org/financial-and-debt-solutions-services/

HEAT FOR HEROES

Provides energy assistance to Veterans.

1225 S. Park St., Madison

800-891-9276

heat4heroes.org

HOME LOAN PROGRAMS

Provides renovation financing options to low income residents with disabilities who need accessibility modifications or general repairs.

• 2331 E. Lourdes Dr., Appleton

920-490-0500

• 555 Country Club Rd., Green Bay

888-465-1515 • 920-490-0500

optionsil.com

HOMEBUYER PROGRAM

Enables low income families to own a home.

Appleton Housing Authority

925 W. Northland Ave., Appleton

920-739-6811 ext. 103

appletonhousing.org

KEEP WISCONSIN WARM/COOL

Provides financial assistance, affordable payment plans, budget counseling and ways to conserve energy.

800-891-9276 • kwwf.org

LEAVEN

Provides short term emergency financial assistance.

• 1475 Opportunity Way, Menasha

920-738-9635

• St. Peter and Paul Church

105 N. Olk St., Hortonville

920-779-6133

• Community 2000

Open Tuesday-Thursday 8 am - 3 pm by appointment only.

1002 Main St., Seymour

920-833-0277 • leavenfoxcities.org

OUTAGAMIE COUNTY CHILDREN'S LONG-TERM SUPPORT WAIVER (CLTS)

Provides funding to children with various disabilities.

320 S. Walnut St., Appleton

920-832-5178 • outagamie.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES – ECONOMIC SUPPORT

Provides financial assistance to Outagamie County residents.

320 S. Walnut St., Appleton

920-832-5168 • outagamie.org

OUTAGAMIE COUNTY ENERGY ASSISTANCE

Provides energy assistance to Outagamie County residents.

420 E. Longview Dr., Appleton

920-735-0010 • 866-432-8947

800-506-5596 Appointment

homeenergyplus.wi.gov

[See page 72](#)

PAYMENT PARTNER

Offers representative payee services. Goodwill Industries of North Central Wisconsin, Inc.

1800 Appleton Rd., Menasha

920-968-6984

goodwillncw.org/programs/payment-partner

PENSION HELP

Provides pension assistance.

888-420-6550 • pensionrights.org

PROPERTY TAX DEFERRAL LOAN PROGRAM

Helps homeowners over 65 years pay property taxes.

Wisconsin Housing and Economic Development Authority

800-755-7835

SAFELINK WIRELESS PROGRAM

Provides phone and minutes.

800-723-3546 Tech Support

& Customer Care

safelinkwireless.com

SALVATION ARMY FOX CITIES

Provides shelter, food and clothing vouchers, counseling and access to legal aid, etc.

130 E. North St., Appleton

920-734-3324 • safoxcities.org

TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)

Provides financial assistance to residents with disabilities to buy specialized telephone equipment. Public Service Commission

608-231-3305 Voice

dhs.wisconsin.gov/odhh/tap.htm

TOMORROW'S HOME FOUNDATION

Assists people with disabilities purchase or rehabilitate a home.

Provides emergency assistance grants.

608-255-1088

tomorrowhomefoundation.org

WISCONSIN DEPARTMENT OF REVENUE

Provides state income tax return, Homestead Credit, etc. filing information.

265 W. Northland Ave., Appleton

608-266-2772 • revenue.wi.gov

WISCONSIN HOME ENERGY ASSISTANCE

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

WISCONSIN LIFELINE

Offers phone bill assistance.
Public Service Commission of WI.
608-267-3595
psc.wigov

WISCONSIN LIONS HEARING AID PROJECT

Provides hearing instruments for residents who cannot afford them.
877-463-6953 • wlf.info

WISCONSIN TELEWORK LOAN PROGRAM

Offers loans to residents with disabilities to purchase computers and equipment needed to work.
Options for Independent Living, Inc.
• 2331 E. Lourdes Dr., Room 208, Appleton
920-490-0500
• 555 Country Club Rd., Green Bay
888-465-1515 • optionsil.com

WISPACT

Provides trusts for residents with a disability to safeguard their public interests.
226 Corporate Dr., Madison
833-653-6503 • 608-268-6006
wispact.org

FOOD/MEALS/NUTRITION**ACADEMY OF NUTRITION & DIETETICS**

Offers nutrition information and healthy diets for seniors.
eatright.org

ADRC - OUTAGAMIE COUNTY NUTRITION PROGRAM

Provides Congregate and Home Delivered meal service in Outagamie County.
920-832-5178
[See pages 85](#)

CALUMET COUNTY NUTRITION PROGRAM

Provides Congregate and Home Delivered meal service
920-849-1451

MYPLATE.GOV

Provides food group and physical activity information.
myplate.gov

FOX VALLEY CHURCH

Distributes food to those in need.
1200 W. Kimberly Ave., Kimberly
920-991-1117

GOOGLE.COM/EXPRESS

Provides web shopping from local stores. Items delivered to home.
google.com/express

GRUBHUB

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

HOME STYLE DIRECT

Provides home delivered meals.
866-735-0921
www.homestyledirect.com

INSTACART

Provides in-home grocery delivery.
instacart.com

KAUKAUNA MEALS ON WHEELS

Provides Home Delivered meal service in Kaukauna and surrounding communities.
St. Paul Elder Services, Inc.
316 E. 14th St., Kaukauna
920-766-6020 ext. 137

LOAVES AND FISHES

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

LOCAL ROOTS

Provides chef services with home meal preparations.
localrootswi.com

MAMA D'S MEALS ON WHEELS

Provides Home Delivered meal service in the Freedom area.
920-766-2908

MIDWEST MEALS

Provides meal delivery service.
715-598-7733
midwestmeals.com

MOM'S MEALS

Provides Home Delivered meals with special diet options.
877-508-6667 • momsmeals.com

NUTRITION.GOV

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

ONEIDA AGING & DISABILITY SERVICES

Provides Congregate and Home Delivered meal service on Oneida reservation.
800-867-1551 • oneida-nsn.gov

PERSONAL TRAINER FOOD

Provides Home Delivered meals.
800-273-1686
personaltrainerfood.com

**RIVERVIEW GARDENS/
NEIGHBORHOOD MARKETS**

Offers opportunity to grow and sell fresh produce.

1101 S. Oneida St., Appleton
920-378-8527
riverviewgardens.org/gardens

SALVATION ARMY

Provides daily lunch program.
130 E. North St., Appleton
920-734-3324 • safoxcities.org

UBER EATS

Order food with Uber Eats phone app, delivered to home. Download application from Google Play Store or iPhone.

USDA MEAT/ POULTRY HOTLINE

Provides meat, poultry or egg product information.
888-674-6854 Hotline
www.fsis.usda.gov

UW-EXTENSION

Provides nutrition and healthy eating recommendations.
920-832-5121 • outagamie.uwex.edu

**WAUPACA COUNTY
NUTRITION PROGRAM**

Provides Congregate and Home Delivered meal service.
715-258-6400

FOOD PANTRIES**PLEASE NOTE:**

Food Pantries service dates and/or times are subject to change.

CHRISTIAN FOOD PANTRY

Distributes food Monday and Thursday 12:00 pm - 2:00 pm.
St. John's Resource Center
209 S. Pearl St., New London
920-428-2179

COMMUNITY 2000 - SEYMOUR

Provides Seymour and Shiocton School District emergency food. Open Tuesday-Thursday 8 am - 3 pm by appointment only.
1002 S. Main St., Seymour
920-833-0277

DOUBLE PORTION - MENASHA

Distributes food to those in need.
11:00 am - 12:15 pm
St. Thomas Episcopal Church
226 Washington St., Menasha
920-725-5601
doubleportionsoupkitchen.com

**FREEDOM CENTER
FOOD PANTRY - APPLETON**

Distributes food on Wednesday to those in need.
1110 S. Oneida St., Appleton
920-412-7582
freedom-from-hunger.org

FREEDOM FOOD PANTRY

Distributes food to those in need.
1st and 3rd Thursday
3:30 pm - 5:30 pm
W2002 Cty Rd S., Freedom
920-740-2753

**HEART OF THE VALLEY
FOOD PANTRY- KIMBERLY**

Distributes food to those in need.
1st Tuesday 6:00 pm - 8:00 pm
3rd Tuesday 10:00 am - 12:00 noon
1200 W. Kimberly Ave., Kimberly
920-572-5329

HORTONVILLE FOOD PANTRY

Distributes food to those in need.
Wednesdays 10:30 am - 12:30 pm & 5:30 pm - 6:30 pm
N848 Industrial Dr., Dale
920-779-6705

**LOAVES AND FISHES
FOOD PANTRY – KAUK / LC**

Distributes groceries Tuesdays to needy in Kaukauna and Little Chute.
2011 E. Main St., Little Chute
920-464-0491
loaves-and-fishes.wixsite.com/website

RUBY'S PANTRY

Offers groceries on a donation basis.
• Appleton: 1st Tuesday of the Month; 4:30 pm - 6:30 pm
326 E. North St., Appleton
920-733-2303
• Greenville: 1st Saturday of the Month
N1615 Meadowview Dr., Greenville
920-757-5722
rubyspantry.org

**ST. JOHN'S FOOD PANTRY –
LITTLE CHUTE**

Distributes food to those in need.
3rd Monday 10:00 am - 12:00 noon
411 Vandenbroek St., Little Chute
920-419-8270

ST. JOSEPH FOOD PROGRAM

Distributes food to those in need.
1465A Opportunity Way, Menasha
920-734-9461 • stjoesfoodprogram.org

SALVATION ARMY FOOD PANTRY

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

SEYMOUR FOOD PANTRY

Distributes food every other Tuesday to those in need.
Seymour Municipal Building
328 N. Main St., Seymour
920-833-2209

STOREHOUSE FOOD PANTRY

Distributes food to those in need.
Tuesdays 6:00 pm - 7:30 pm
Apostolic Truth Church
2720 N. Kesting Ct., Appleton
920-738-7800 ext. 100

**WASHINGTON CENTER
COMMUNITY CUPBOARD**

Distributes food to those in need.
The Washington Center. Every
Wednesday 8 am - 12 noon and 4:30
pm - 6 pm.
600 W. Washington St., New London
920-982-9290

FOOT CARE**APPLETON NAIL NURSE LLC**

Services offered at salon or in your
home.

3004 W. Lawrence St., Appleton
920-205-3764
NailNurseKym@outlook.com

IN-HOME FOOT/NAIL CARE, LLC

Provides certified foot and nail care,
including diabetics, in the Fox Valley.
920-840-3521

LOTUS FOOT CARE, LLC

Provides in-home foot and nail care to
seniors.
920-637-0754

ONE STEP FORWARD, LLC

Provides foot care services. Office
appointments only.
W5401 Schmidt Rd., Appleton
920-716-3860

**ST. PAUL ELDER SERVICES
FOOT/NAIL CARE**

Provides foot and nail care clinic.
316 E. 14th St., Kaukauna
920-766-6020 • stpaulelders.org

VALLEY VNA SENIOR CARE

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

GOVERNMENT SERVICES**BOARD ON AGING AND LONG
TERM CARE-OMBUDSMAN**

Investigates and mediates issues in
the treatment of older and residents
with disabilities receiving long term
care. Provides insurance counseling
on Medicare, supplements, hospitals,
cancer and long term care insurance.

800-242-1060 Medigap
800-815-0015 Ombudsman
longtermcare.wi.gov

DIVISION OF MOTOR VEHICLES

Provides state vehicle registration
and driver's license services. Issues
identification cards for those who do
not have a driver's license.

711 W. Association Dr., Appleton
608-264-7447 • wisconsin.gov

**GREATER WISCONSIN AGENCY
ON AGING RESOURCES (GWAAR)**

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

INSURANCE COMMISSIONER

Provides Wisconsin insurance policy
information. Regulates and enforces
Wisconsin insurance laws.

800-236-8517 Complaints
608-266-3585 General
oci.wi.gov

INTERNAL REVENUE SERVICE

Provides federal income tax
information.

1901B E. Capitol Dr., Appleton
844-545-5640 For Appointment
920-996-4860 • irs.gov

OUTAGAMIE COUNTY CLERK

Issues marriage licenses. Provides
county maps and plat books. Serves as
permanent record keeper for Outagamie
County.

320 S. Walnut St., Appleton
920-832-5077 • outagamie.org

**OUTAGAMIE COUNTY
CLERK OF COURTS**

Manages court files, collects fines and
filing court actions. Processes record
searches, petitions for occupational
driver license and passport applications.
Manages jury processes and
coordinates court calendars.

320 S. Walnut St., Appleton
920-832-5131 • outagamie.org

**OUTAGAMIE COUNTY
DEPARTMENT OF HEALTH
AND HUMAN SERVICES**

Administers Outagamie County Health
and Human Services.

DHHS Administration
320 S. Walnut St., Appleton
920-832-4741 • outagamie.org

**OUTAGAMIE COUNTY
EMERGENCY MANAGEMENT**

Provides the Outagamie County
emergency operations center.

320 S. Walnut St., Appleton
920-832-5148 • outagamie.org

OUTAGAMIE COUNTY EXECUTIVE

Coordinates and directs all Outagamie
County administrative and management
functions.

320 S. Walnut St., Appleton
920-832-1684 • outagamie.org

**OUTAGAMIE COUNTY
REGISTER OF DEEDS**

Keeps all county records of real estate,
birth, death and marriage certificates.

320 S. Walnut St., Appleton
920-832-5095 • outagamie.org

**OUTAGAMIE COUNTY
VETERANS SERVICE OFFICE**

Offers Outagamie County veterans services.

320 S. Walnut St., Appleton
920-832-5697 • outagamie.org

**SOCIAL SECURITY
ADMINISTRATION (SSA)**

Assists with Social Security benefit information and application.

607 W. Northland Ave., Appleton
877-694-5495 • ssa.gov

**U.S. CITIZENSHIP AND
IMMIGRATION SERVICES**

Provides federal immigration information.

800-375-5283 • uscis.gov

**WISCONSIN DEPARTMENT OF
HEALTH SERVICES DIVISION
OF LONG TERM CARE**

Oversees the provision of long term support/services for the elderly and residents with disabilities.

1 W. Wilson St., Madison
800-947-3529 TTY

608-266-1865

dhs.wisconsin.gov/long-term-care-support.htm

**WISCONSIN DEPARTMENT
OF REVENUE**

Provides state income tax return, Homestead Tax Credit, etc. filing information.

265 W. Northland Ave., Appleton
608-266-2772 • revenue.wi.gov

WISCONSIN STATE LEGISLATURE

Provides information on law and legislation.

legis.wisconsin.gov

GUARDIANSHIP**ADRC**

Provides guardianship information and assistance.

920-832-5178

See pages 58, 66

**OUTAGAMIE COUNTY GUARDIAN
ASSISTANCE PROGRAM**

Provides information and training on the role of a guardian.

2331 E. Lourdes Dr., Appleton
920-572-6313

outagamie.org/how-to/learn-about-becoming-a-guardian

See page 66

**WI GUARDIANSHIP
SUPPORT CENTER**

Provides guardianship, protective placement, advance directives, etc. information and assistance.

855-409-9410 • gwaar.org

HEALTH SERVICES**AIDS RESOURCE CENTER**

Provides HIV education, clinical research, prevention and access to services including anonymous HIV antibody testing.

633 W. Wisconsin Ave., Appleton
920-733-2068 • 800-359-9272
viventhealth.org

AIDS.ORG

Offers website with Aids information.
aids.org

ALL ABOUT YOU

Provides mastectomy supplies.
1045 N. Lynndale Dr., Ste., 1B,
Appleton

920-730-0909 • nowallaboutyou.com

ALS ASSOCIATION

Provides information and health services for both patient and family.

414-763-2220 • alsawi.org

AMERICAN CANCER SOCIETY

Provides cancer education.
800-227-2345 • cancer.org

**AMERICAN DIABETES
ASSOCIATION**

Provides diabetes education.
800-342-2383 • diabetes.org

AMERICAN HEART ASSOCIATION

Provides education on heart disease.
800-242-8721 • americanheart.org

**AMERICAN RED CROSS
NORTHEAST**

Provides health and safety training.
2905 Universal St., Suite LL5 201,
Oshkosh

920-231-3590 • redcross.org/wisconsin

APPLETON HEALTH DEPARTMENT

Provides health education and clinics within the City of Appleton.

100 N. Appleton St., Appleton
920-832-6429 • appleton.org

ARTHRITIS FOUNDATION

Provides arthritis education.
800-283-7800 • arthritis.org

**NORTHEAST REGIONAL CENTER
FOR CHILDREN AND YOUTH WITH
SPECIAL HEALTH CARE NEEDS**

Provides information, referral and family support for special needs children.

325 Commercial St., Neenah
877-568-5205 • 920-969-5325
northeastregionalcenter.org

CONSUMER REPORTS

Provides healthy living news.
consumerreports.org/health

**FOX VALLEY ADVANCE CARE
PLANNING PARTNERSHIP**

Provides end of life education and advance care planning.

229 S. Morrison St., Appleton
920-997-8412 • fvacpp.org

**HEALTHY BOWELS,
HEALTHY BLADDER**

Free educational website to promote bowel and bladder health.

healthybowelandbladder.org

HOPE CLINIC & CARE CENTER

Provides free medical care to the uninsured and under-insured.

1814 Appleton Rd., Menasha
920-931-1150 • hopeclinic.care

MESOTHELIOMA PROGNOSIS

Provides mesothelioma assistance.

877-367-6376 • mesotheliomaweb.org

MESOTHELIOMA PROGNOSIS NETWORK

Provides mesothelioma treatment options, support and resources.

866-520-7861 • asbestos.com

MESOTHELIOMA.NET

Provides information on mesothelioma treatments, doctors, research, and the trust funds available to certain victims.

1-800-692-8608 • mesothelioma.net

NATIONAL ALLIANCE FOR HISPANIC HEALTH

Provides health information and referral.

866-783-2645

www.healthyamericas.org

NATIONAL APHASIA ASSOCIATION

Provides aphasia education.

aphasia.org

NATIONAL INSTITUTE OF DIABETES

Provides diabetes education.

niddk.nih.gov

NATIONAL KIDNEY FOUNDATION

Provides organ donation, information and education.

800-543-6393 • kidneywi.org

OFFICE OF MINORITY HEALTH

Provides health information and referral.

800-444-6472

www.minorityhealth.hhs.gov

ONEIDA COMMUNITY HEALTH CENTER

Provides health services for Oneida tribal members.

525 Airport Dr., Oneida
920-869-2711 • oneida-nsn.gov

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES – PUBLIC HEALTH

Provides health education, communicable disease follow-up, immunizations and environmental health services to Outagamie County residents outside of Appleton.

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

NON-PROFIT AFFORDABLE HOUSING BASED RENTAL SERVICES (NAHBR)

Provides health assessment, screening and support assistance to Outagamie County Housing Authority apartment tenants.

218 E. Randall St., Appleton
920-734-5596 ext. 102
outagamiehousing.us

PARTNERSHIP COMMUNITY HEALTH CENTER

Provides medical, behavioral and dental health care to low income residents. Offers insurance education and enrollment assistance.

- 5471 Waterford Ln., Appleton
920-731-7445 Medical/Behavioral
- 5337 W. Grande Market Dr., Appleton
920-731-7445 Dental
- 119 N. McCarthy Rd., Suite C, Appleton
920-882-6420 Enrollment
partnershipchc.org

PLANNED PARENTHOOD

Provides education and services for sexual and reproductive health care.

508 W. Wisconsin Ave., Suite A, Appleton
844-493-1052 • plannedparenthood.org

PLEURAL MESOTHELIOMA CENTER

Provides Pleural Mesothelioma symptom and treatment information.

888-512-0428
pleuralmesothelioma.com

POISON CENTER HOTLINE

Provides 24 hour poison information.

800-222-1222 • aapcc.org

RADON NATIONAL SAFETY COUNCIL

Provides radon safety help.

800-557-2366 • sosradon.org

RURAL HEALTH INITIATIVE

Provides health screening, farm/home safety assessments, information and education to rural farm families.

715-524-1488 • wiruralhealth.org

ASCENSION- ST. ELIZABETH CANCER CENTER

Provides cancer information and support.

1506 S. Oneida St., Appleton
920-831-8900

THEDACARE REGIONAL CANCER CENTER

Provides cancer information and support.

2500 E. Capitol Dr., Appleton
920-364-3600

U.S. CONSUMER PRODUCT SAFETY

Provides 24 hour hotline help on product safety.

800-638-2772 • cpsc.gov

WISCONSIN FIRST STEP RESOURCE LINE

Offers statewide information and referral serving families with children who have special health care needs.

800-642-7837 Hotline

YMCA OF THE FOX CITIES

Offers health screenings, water arthritis therapy and other wellness programs.

- 218 E. Lawrence St., Appleton
920-739-6135
- 2851 E. Apple Creek Rd., Appleton
920-733-9622
- W6931 School Rd., Greenville
920-757-9820
- 225 W. Kennedy Ave., Kimberly
920-830-5700
ymcafoxcities.org

HOME CARE SERVICES – MEDICAL CHART

See pages 94-95

HOME CARE SERVICES – NON MEDICAL CHART

See pages 96-98

HOME EMERGENCY/ RESPONSE SYSTEMS

ADRC

Provides File of Life medical and personal information packets for use by emergency, medical personnel.

920-832-5178 • 866-739-2372
outagamie.org/ADRC
yourADRCresource.org

See page 58, 83

ANGEL SENSE

646-770-2950 • 888-999-2023
angelsense.com

ATSCARES.COM

615-562-0043

DO-NOT-RESUSCITATE (DNR)

DNR bracelet. Obtain order forms from a physician.

608-266-1568

dhs.wisconsin.gov/ems/dnr.htm

FAMILY FIRST MEDICAL ALARMS

888-887-9169

familyfirstmedicalalarms.com

HELPING HANDS CAREGIVERS

920-217-2961 • helpinghandswi.com

HOME INSTEAD

Partners with Lifeline.

920-997-0118

LIFE ALERT

800-852-3081 • lifealerthelp.com

LIFELINE.COM

855-681-5351

lifeline.com

ST. PAUL ELDER SERVICES

920-766-6020 • stpaulelders.org

SUBURBAN TECHNOLOGY

920-739-5156

suburbantechology.com

HOME MAINTENANCE/ IMPROVEMENT/MOVING

A-Z IMPACT SERVICES

Assists with cleaning and organizing.

920-267-0111 • azimpactservices.com

ACCESSIBLE BATH SOLUTIONS, LLC

Free in home estimates.

3431 N French Rd., Appleton

920-636-5450

accessiblebathsolutions.com

ALL SENIOR MOVERS

Specializes in helping Seniors downsize from single family homes to apartments, condos, senior living communities, assisted living, or memory care.

Appleton

920-306-1995 • allseniormovers.com

CERTIFIED PROFESSIONAL RESTORATION

Provides full ADA remodeling capabilities. Kitchen and bath remodels. Water damage repair. Duct cleaning. Free estimates.

920-882-9287 • cprestation.net

CLEANING FOR A REASON

Provides free house cleaning to women undergoing cancer treatment.

cleaningforareason.org

FEEL THE LOVE PROGRAM

Donate help to installing furnaces for those in need. Applications accepted May-August.

Christensen Heating & Air Cond.
1609 W. Wisconsin Ave., Appleton
920-731-3002

FOCUS ON ENERGY

Helps older residents to upgrade their furnace.

800-762-7077 Residential
focusonenergy.com

HABITAT FOR HUMANITY RESTORE

Builds affordable, energy efficient houses for low income families. Habitat ReStore sells building materials and home improvement items.

5402 W. Integrity Way, Appleton
920-830-8400

foxcireshabitat.org/restore

HELEN'S HOUSE HANDYMAN SERVICES

Provides home handyman services, lawn care, and snow removal.

920-851-2345 • info@helens-house.com

HOLIDAY HELPING HANDS LLC

920-358-4370

holidayhelpinghands2020.com

HOME REPAIR PROGRAM

Repairs and rehabilitates homes for low income older and disabled homeowners.

921 Midway Rd., Menasha

920-954-8702

foxcitieshabitat.org/programs/home-repair/

IN ITS PLACE ORGANIZING SERVICES

Helps to organize and prepare for a move.

920-419-1828 • initsplaceorganizer.com

LONG'S SENIOR TRANSITIONS

Helps with home organization, sale and moving.

920-734-6052 • longmoving.com

MOVING FORWARD

Moving seniors to assisted living or condos.

608-395-1821 • movingforwardsr.com

MOVIN' OUT

Provides housing counseling, down payment and rehab/repair and rental property assistance.

877-861-6746 • movin-out.org

PATRIOT PARTNERS REMOVAL, LLC

Provides estate sales and auctions assistance, demolition and removal services, and senior transition services. Veteran owned and environmentally friendly business dedicated to finding innovative ways to keep items out of the landfill.

633 Hyland Ave., Suite 1A, Kaukauna

920-214-3204

info@patriotpartnersremoval.com
patriotpartnersremoval.com

PROJECT HEAT'S ON

Provides Fall furnace, smoke alarm and carbon monoxide detector checks.

Volunteer Fox Cities

2616 S. Oneida St., Appleton

920-832-9360 • volunteerfoxcities.org

REBUILDING TOGETHER FOX VALLEY

Repairs and rehabilitates homes for low income older and disabled homeowners.

100 W. College Ave.,

Unit 50F, Appleton

920-730-2156 • rtfv.org

RECYCLE

Outagamie County waste/recycling guidelines.

1419 Holland Rd., Appleton

920-832-5277

RecycleMoreOutagamie.org

FOUNDATION FOR RURAL HOUSING

Provides financial assistance for housing expenses and costs.

888-400-5974

wisconsinruralhousing.org

SENIORS FIRST REMODELING, LLC

Provides modular home additions for seniors and people with disabilities. Manufacture, deliver, and install living suites that attach to a family member's home to allow independence for the resident while keeping them close to family.

920-903-0919 • LinkedLivingHomes.com

SENIORS ON THE MOVE SEGUES

Helps with organization, floor plans, moving, clean up and estate sales.

262-442-4200 • segues.net

SYSTEMS SOLUTIONS ORGANIZING

Assistance with organizing, downsizing, decluttering, and packing/unpacking.

563-580-8564

systemssolutionsorganizing.com

TRUCK 'N JUNK

Recycles and disposes clutter.

920-858-1455 • truck-n-junk.com

USDA RURAL HOME REPAIR PROGRAM

Provides financial help for repairs, improvements, etc. on homes for low income and older residents.

5417 Clem's Way, Stevens Point

715-345-7600 • rd.usda.gov/wi

WEATHERIZATION SERVICES

Provides weatherization services to low income renters and homeowners. Includes insulating water heaters, attics, side walls; repairs/replaces furnaces.

3020 E. Winslow Ave., Appleton

920-731-7566

weatherizationservices.org

HOUSING - ADULT FAMILY HOMES (AFH) CHART

See pages 99, 100, 105-107

HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF) CHART

See pages 99, 100, 109-112

HOUSING - DEFINITIONS

See page 100

HOUSING - INDEPENDENT LIVING APARTMENTS CHARTS

See pages 100, 101-104

HOUSING - RESIDENTIAL CARE APARTMENT COMPLEXES (RCAC) CHART

See page 99, 100, 108

Visit current online Wisconsin Assisted Living Directories for adult day care, adult family homes, community based residential facilities (CBRF) and residential care apartment complexes (RCAC) www.dhs.wisconsin.gov/guide/provider-search.htm

HOUSING - SKILLED NURSING FACILITIES (SNF) CHART

See pages 100, 113-114

HOUSING - TRANSITIONAL

APARTMENTS.COM

Provides online rental information.

COTS, INC.

Provides transitional housing for the homeless.

819 S. West Ave., Appleton
info@appletoncots.org
appletoncots.org

PILLARS RESOURCE CENTER

Provides homeless and housing-related resources and services.

129 S. Mason St., Appleton
920-734-9192

- Pillars Adult Shelter

Provides a safe evening shelter for the homeless.

1928 W. College Ave., Appleton
920-734-9192

- Pillars Adult and Family Shelter

400 N. Division St., Appleton
920-734-9192

pillarsinc.org

PROJECT HOME OF SALVATION ARMY

Offers transitional housing.

105 S. Badger Ave., Appleton
920-734-2534

WISOUSINGSEARCH.ORG

Provides free housing assistance.

877-428-8844 • WIHousingSearch.org

INFORMATION AND ASSISTANCE/REFERRAL

ADRC

Assesses and meets the needs of Outagamie County residents over 17½ years through service coordination and advocacy.

The Outagamie County ADRC provides: information; assistance/referral; unbiased options, enrollment and benefit counseling; prevention and early intervention; short term case management; eligibility determination for long term support benefits; Nutrition Program, Dementia Care, Disability and Elder Benefit Specialist, and Health Promotion classes.

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

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

The ADRC publishes “**The ADRC Connection**” newsletter.

The public is welcome to attend Outagamie County Aging Advisory and ADRC Regional Advisory Committee meetings. If interested in attending Committee meetings, call ADRC. Outagamie County Government Center Level 1

320 S. Walnut St., Appleton
920-832-5178 • 866-739-2372
711 TTY

See pages 15, 58, 59, 60, 61, 68, 83, 85

OTHER AREA ADRCs:

- Brown County
920-448-4300

adrcofbrowncounty.org

- Calumet County
920-849-1451

- Oneida Aging & Disability Services

920-869-6830

oneida-nsn.gov/resources/agingdisabilityservices/

- Shawano County
855-492-2372

adrcwolfriver.org

- Waupaca County
715-258-6400

- Winnebago County
877-886-2372 Toll free
co.winnebago.wi.us/ADRC

www.FindMyADRC.org

CASA HISPANA

Provides a bilingual center for information, referral, support and advocacy to the Hispanic/Latino community.

1475 Opportunity Way, Menasha
920-257-5699 • casahispanawi.org

DIAL 5-1-1

Provides road condition report.
511wi.gov

DIGGERS HOTLINE

Provides call center for locating utility lines before digging.

Dial 8-1-1 • diggershotline.com

ELDERCARE LOCATOR

Offers nationwide directory assistance for older residents to locate local resources.

Spanish interpreters available.

800-677-1116 • eldercare.acl.gov

HOME HEALTH HOTLINE

Provides information about home health care, agency certification for Medicare and/or Medical Assistance, state inspections and confirmed agency complaints.

Department of Health Services, Office of Quality Assurance

800-642-6552 Hotline
dhs.wisconsin.gov/guide/complaints.htm

NFB-NEWSLINE

Provides callers with 24 hour newspaper reading from touchtone telephone.

Talking Book & Braille Library
813 W. Wells St., Milwaukee
866-504-7300 • nfb.org

ONEIDA AGING & DISABILITY SERVICES

Provides services to Oneida tribal elders.

2907 S. Overland Rd., Oneida
800-867-1551 • 920-869-2448
oneida-nsn.gov

PILLARS RESOURCE CENTER

Provides homeless and housing-related resources and services.

129 S. Mason St., Appleton
920-734-9192 • pillarsinc.org

RURAL HEALTH INITIATIVE

Provides health and safety information to local farmers.

715-524-1488 • wiruralhealth.org

TIME/TEMPERATURE

Provides the current time and temperature.

920-734-0123

DIAL 2-1-1

Offers 24 hour nonemergency community information and referral for health and human service needs.

Serves as disaster contact
United Way
211wisconsin.org

UNITED HEALTHCARE COMMUNITY PLAN

Provides information for community services offered by BadgerCare, United Healthcare, etc.

844-203-8557

UNIVERSITY OF WISCONSIN EXTENSION

Provides information on resources and research to the community.

3365 W. Brewster St., Appleton
920-832-5121 • extension.wisc.edu

UW EXTENSION INFO

Provides answers to environmental, gardening, home, family living questions, etc.

extension.wisc.edu

WISCONSIN COUNCIL ON PROBLEM GAMBLING

Provides compulsive gambling education and training.

1585 Allouez Ave., Green Bay
800-426-2535
wi-problemgamblers.org

WISCONSIN FIRST STEP RESOURCE LINE

Provides information and referral, serving families with children who have special health care needs.

800-642-7837 Hotline

LEGAL ASSISTANCE**AMERICAN CIVIL LIBERTIES UNION**

Defends civil rights of residents.

aclu-wi.org

DISABILITY RIGHTS WISCONSIN

Offers statewide advocacy for residents with disability issues.

1502 W. Broadway, Suite 201, Madison
800-928-8778
disabilityrightswi.org

ELDER RIGHTS PROJECT

Provides free legal assistance for elder abuse victims.

Legal Action of Wisconsin
844-614-5468 • legalaction.org

IMMIGRATION ATTORNEYS GRZECA LAW GROUP

Provides immigration information.

1475 Opportunity Way, Menasha
888-471-1400 • grzecalaw.com

LAWYER REFERRAL AND INFORMATION SERVICE

Provides information, consultation and referral services at lower rates.

800-728-7788 • wisbar.org

LEGAL ACTION OF WISCONSIN

Offers legal assistance to low income residents in noncriminal matters.

300 Ohio St., Oshkosh
920-233-6521 • 855-947-2529
legalaction.org

LEGALSHIELD LEGAL SERVICES

Provides affordable access to attorney advice, family law, child custody, etc.

legalshield.com

STATE PUBLIC DEFENDER

Represents low income residents charged with crimes.

100 W. Lawrence St., Appleton
920-832-2774 • wispd.org

WISCONSIN ACCESS TO JUSTICE

Provides no cost legal assistance.

wisatj.org

WISCONSIN EQUAL RIGHTS

Enforces laws related to discrimination, family and medical leave and labor standards.

Workforce Development
201 E. Washington Ave., Madison
608-266-6860 Voice
dwd.wisconsin.gov/er

WISCONSIN JUDICARE

Assists with landlord/tenant, Social Security Disability Insurance, Supplemental Security Income, utility issues, etc. for Tribal Outagamie Residents only.

401 Fifth St., Suite 200, Wausau
715-842-1681 • 800-472-1683
www.judicare.org

LIBRARIES

APPLETON PUBLIC LIBRARY

Offers no cost Walking Books to Appleton homebound residents.
2411 S. Kensington Dr., Appleton
920-832-6173 • apl.org

BLACK CREEK PUBLIC LIBRARY

507 S. Maple St., Black Creek
920-984-3094 • blackcreeklibrary.org

ELISHA D. SMITH PUBLIC LIBRARY

440 First St., Menasha
920-967-3690 • menashalibrary.org

HORTONVILLE PUBLIC LIBRARY

531 N. Nash St., Hortonville
920-779-4279 • hortonvillelibrary.org

KAUKAUNA PUBLIC LIBRARY

207 Thilmany Rd., Suite 208, Kaukauna
920-766-6340 • kaukaunalibrary.org

KIMBERLY PUBLIC LIBRARY

515 W. Kimberly Ave., Kimberly
920-788-7515
kimberlypubliclibrary.org

LITTLE CHUTE LIBRARY

625 Grand Ave., Little Chute
littlechutelibrary.org • 920-788-7825

LITTLE FREE LIBRARIES

Provides books to residents through library boxes in various locations.
littlefreelibrary.org/ourmap

MUEHL PUBLIC LIBRARY

436 N. Main St., Seymour
920-833-2725 • muehlpubliclibrary.org

NEENAH PUBLIC LIBRARY

240 E. Wisconsin Ave., Neenah
920-886-6315 • neenahlibrary.org

NEW LONDON PUBLIC LIBRARY

406 S. Pearl St., New London
920-982-8519 • newlondonlibrary.org

SEELY G. MUDD LIBRARY

Lawrence University
113 S. Lawe St., Appleton
920-832-6750 • lawrence.edu/library

SHIOCTON PUBLIC LIBRARY

W7740 Pine St., Shiocton
920-986-3933 • shioctonlibrary.org

WALKING BOOKS

Provides free library service to homebound patrons.
920-832-6346

MANAGED CARE AND IRIS ORGANIZATIONS

COMMUNITY CARE, INC.

Provides funded, managed long term care. Coordinates Family Care and Family Care Partnership programs.
1848 N. Casaloma Dr., Appleton
920-441-5000 Family Care
920-441-5075 Partnership
communitycareinc.org
[See page 62](#)

CONNECTIONS

Provides long term care management and support to IRIS members.
6737 W. Washington St., Suite 2275, West Allis
844-520-1712 • connections wis.org
[See page 62](#)

GT INDEPENDENCE

Provides fiscal employer agents for IRIS members.
877-659-4500 • gtindependence.com
[See page 62](#)

ILIFE

Provides fiscal employer agents for IRIS members.
2020 Wells St., Milwaukee
888-800-5599 • ilife.org
[See page 62](#)

INCLUSA

Provides funded, managed long term care. Coordinates with the Family Care Program.
1486 Kenwood Dr., Suite 102, Menasha
877-622-6700 • inclusa.org
[See page 62](#)

LAKELAND CARE

Provides funded, managed long term care. Coordinates the Family Care program.
N6654 Rolling Meadows Dr., Fond du Lac
877-277-3335 • lakelandcareinc.com
[See page 62](#)

MIDSTATE INDEPENDENT LIVING CONSULTANTS (MILC)

Provides long term care management and support to IRIS members.
800-382-8484 • milc-inc.org
[See page 62](#)

OUTREACH HEALTH SERVICES

Provides fiscal employer agents for IRIS members.
204 E. 3rd St., Suite 110
P.O. Box 945, Osceola
877-901-5826
outreachhealthwisconsin.com
[See page 62](#)

SSI MANAGED CARE PROGRAM

Provides health care services through various Managed Care Organizations (MCOs) for those who receive SSI and Medicaid.
800-928-8778 • disabilityrightswi.org

TMG

Provides long term care management and support to IRIS members.
844-864-8987 • tmgwisconsin.com
[See page 62](#)

MENTAL HEALTH SERVICES

ADRC

Provides mental health information, assistance/referral.

920-832-5178 • 866-739-2372

See page 58

ANXIETY AND DEPRESSION ASSOCIATION OF AMERICA

Promotes preventative treatment and cure of anxiety disorders. Offers educational materials.

adaa.org

APPLETON COMPREHENSIVE TREATMENT CENTER

Provides medication-assisted therapy. 3301 W. Ballard Rd., Suite B, Appleton

888-473-0511

ASCENSION BEHAVIORAL HEALTH

Provides behavioral health information and support.

1531 S. Madison St., Appleton

920-730-4411 • ascension.org

ASCENSION GERIATRIC INPATIENT UNIT

Provides behavioral health information and support.

500 S. Oakwood Rd., Oshkosh, WI 54904

920-223-3532

https://healthcare.ascension.org/

CATALPA HEALTH

Provides mental health services and group therapy to youth with disabilities.

4635 W. College Ave., Appleton

920-750-7000 • catalpahealth.org

CATHOLIC CHARITIES OF THE DIOCESE OF GREEN BAY

Provides family, marriage and individual counseling.

1475 Opportunity Way, Menasha

920-734-2601 • catholiccharitiesgb.org

CHRISTIAN FAMILY SOLUTIONS

Offers counseling and support groups.

4351 W. College Ave., Suite 410,

Appleton

800-438-1772

christianfamilysolutions.org

VPI COMMUNITY OUTREACH CENTER

Provides drop-in center for residents with chronic mental illness to connect through classes, peer conversation and recreational activities.

322 N. Appleton St., Appleton

920-749-5867

THE CONNECTION

Provides information and resources for mental health and AODA issues.

myconnectionnew.org

WISCONSIN ADDICTION RECOVERY HELPLINE

Addiction recovery helpline for opioid abuse.

United Way

2-1-1 • 833-944-4673

211wisconsin.org

ELIZABETH MINISTRY INTERNATIONAL - ZECHARIAH HOUSE

Offers support and counseling for those harmed by pornography or sex addiction.

120 W. 8th St., Kaukauna

920-766-9380 • elizabethministry.com

EXCEPTIONAL EQUESTRIANS

Offers equine-assisted therapy program.

1130 Orlando Dr., De Pere

920-347-3174

exceptionalequestrians.org

FAMILY SERVICES OF NORTHEAST WISCONSIN

Offers family, marriage, individual and group counseling.

1810 Appleton Rd., Menasha

920-739-4226 • 800-998-9609

familyservicesnew.org

FRIENDSHIP PLACE

Provides social, educational and recreational therapy for residents with chronic mental illness.

220 N. Commercial St., Neenah

920-729-9975 • friendshipplaceinc.com

GJB HEALTH SERVICES

Provides counseling services for trauma, alcohol and drug, etc. Services include assessments, treatment and medication management.

711 N. Lynndale Dr.,

Suite 1A, Appleton

920-560-4525 • gjbhealthservices.com

HARBOR HOUSE DOMESTIC ABUSE

Offers 24 hour crisis counseling, legal advocacy and group support.

720 W. Fifth St., Appleton

920-832-1667

800-970-1171 Office

920-832-1666 Crisis

harborhousewi.org

HELPING OTHERS PREVENT AND EDUCATE ABOUT SUICIDE

Helps loved ones with suicide loss.

988 • 988lifeline.org

HMONG AMERICAN PARTNERSHIP

Assists refugees with personal counseling and integration

2198 S. Memorial Dr., Appleton

920-205-4020 • hapfv.org

INSTITUTE ON AGING FRIENDSHIP LINE

Provides 24/7 national crisis and counseling line for persons 60 years and older plus adults living with disabilities.

Offers on-going outreach calls to lonely older adults.

415-750-4111 • ioaging.org

IRIS PLACE

Provides peer support over short-term stays of up to 7 nights.
1213 S. Matthias St., Appleton
920-815-3217
namifoxvalley.org/iris-place

LUTHERAN SOCIAL SERVICES

Provides mental health counseling and AODA assessments.
3003 N. Richmond St.,
Suite A, Appleton
920-730-1326

MENTAL HEALTH AMERICA FOR WISCONSIN

Offers mental illness education and awareness.
414-276-3122 • mhawisconsin.org

NAMI FOX VALLEY

Provides mental health peer support and education for individuals living with mental health conditions and for family members.
211 E. Franklin St., Appleton
920-954-1550
namifoxvalley.org

NEW WELLNESS ASSOCIATES

Provides mental health counseling.
1941 Lehrer Ln., Kaukauna
920-766-5040 • 800-369-6363
newwellnessassociates.net

OBSESSIVE COMPULSIVE DISORDER (OCD)

Provides OCD and related disorders education and resources.
617-973-5801 • iocdf.org

OPTIONS TREATMENT PROGRAM

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

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES - CRISIS

Provides confidential 24 hour counseling.
Outagamie County DHHS Crisis
320 S. Walnut St., Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY
outagamie.org/crisis
[See page 67](#)

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES - MENTAL HEALTH

Offers outpatient therapy, psychiatric services, testing services and case management on a sliding fee schedule.
320 S. Walnut St., Appleton
920-832-5270 • outagamie.org

PREVENT SUICIDE FOX CITIES

Provides supports for suicide prevention, intervention and response.
211 E. Franklin St., Appleton
9-8-8 Crisis & Lifeline
preventsuicidefoxcities.org

RAWHIDE YOUTH AND FAMILY COUNSELING

Provides outpatient mental health services for individuals and families.
• E7475 Rawhide Rd., New London
• 446 Westhill Blvd., Ste. 6, Appleton
877-300-9101
rawhide.org/youth-counseling/locations

ROGERS MEMORIAL HOSPITAL

Provides adult obsessive compulsive disorder (OCD), anxiety, post traumatic stress disorder (PTSD), depression and eating disorder treatment programs.
4351 W. College Ave.,
Suite 300, Appleton
920-843-5660 • 800-767-4411
rogersbh.org

SAMARITAN COUNSELING CENTER

Provides healing mind, body and spirit counseling.
• 1205 Province Terrace, Menasha
920-886-9319
• 709 W. Pine St., New London
920-886-9319
• 510 Sullivan Ave., Kaukauna
920-886-9319
samaritan-counseling.com

SCHIZOPHRENIA.COM

Provides schizophrenia information, support and education.
schizophrenia.com

HARBOR HOUSE DOMESTIC & SEXUAL VIOLENCE PROGRAMS

Offers 24 hour crisis counseling.
720 W. Fifth St., Appleton
920-832-1666 Crisis Line
800-970-1171 Office
920-832-1667 Office
harborhousewi.org

SHERMAN COUNSELING CENTER

Provides psychiatric counseling, assessment and biofeedback.
W6152 Aerotech Dr., Appleton
2505 E. Evergreen Dr., Suite C,
Appleton
888-474-1344
sherman-counseling.com

SUICIDE AWARENESS VOICES OF EDUCATION

Provides information on suicide.
save.org

SUICIDE AWARENESS CENTER

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

THEDACARE BEHAVIORAL HEALTH

Offers many adult counseling programs.
1095 Midway Rd., Menasha
920-720-2300 • thedacare.org

US 2 BEHAVIORAL HEALTH

Applies a culture-first approach to trauma informed care. Provides mental health counseling and consulting.
119 N. McCarthy Rd., Suite P, Appleton
920-903-1060 • us2bhc.org

VETERANS OUTREACH AND RECOVERY PROGRAM

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

WELLNESS COUNSELING CENTER

Offers individual, couple, marriage and family counseling.
1703 S. Oneida St., Suite D, Appleton
920-733-1992
wellnesscenter-appleton.com

WILLOW CREEK BEHAVIORAL HEALTH

Provides inpatient behavioral health for all ages, outpatient group therapy for adolescents and adults. Free assessments.
1351 Ontario Rd., Green Bay
888-464-1498 • willowcreekbh.com

WISCONSIN COUNCIL ON PROBLEM GAMBLING

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

WISCONSIN FAMILY TIES

Statewide organization run by families with children with emotional, behavioral and mental disorders
16 N. Carroll St., Suite 230, Madison
608-267-6800 • wifamilyties.org

PRESCRIPTION DRUG ASSISTANCE**ADRC**

- Disability Benefit Specialist provides drug assistance to residents with a disability 18 to 59 years.
- Elder Benefit Specialist provides drug assistance to residents 60 years and older.

920-832-5178 • 866-739-2372
See pages 58, 60, 74

DISABILITY DRUG BENEFIT HELPLINE

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

DOSE HEALTH

Provides medication reminder and dispenser service.
844-300-6212 • dosehealth.com

EXTRA HELP

Provides help paying for Medicare prescription drug premiums, copayments and deductibles.
800-772-1213 • 800-325-0778 TTY
socialsecurity.gov/benefits/medicare/prescriptionhelp

GOOD DAYS

Offers assistance to pay for medications for chronic disease.
877-968-7233 • mygooddays.org

LEUKEMIA AND LYMPHOMA SOCIETY

Pay insurance premiums and helps meet copay obligations.
800-955-4572 • lls.org

MEDICINE ASSISTANCE TOOL

Provides application for free or affordable medications (income eligibility and no insurance coverage).
571-350-8643 • mat.org

NEEDY MEDS

Provides medication for database uninsured, low income.
800-503-6897 • needymeds.org

PRESCRIPTION DRUG HELPLINE

Offers help to residents over 60 years.
800-242-1060 Medigap Helpline

WISCONSIN SENIORCARE

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

PREVENTION/ HEALTH PROMOTION**ADRC**

Provides information, education and health promotion classes that focus on reducing risk of injury and disability.
920-832-5178 • 866-739-2372
yourADRCresource.org
See pages 58, 61

HEALTHY BOWELS, HEALTH BLADDER

Free educational website to promote bowel and bladder health.
healthybowelandbladder.org

NATIONAL INSTITUTE ON AGING

Provides research and resources for better health in aging process.
800-222-2225 • nia.nih.gov

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES – PUBLIC HEALTH

Provides health education, communicable disease follow-up, immunizations and environmental health services.
320 S. Walnut St., Appleton
920-832-5100 • outagamie.org

WISCONSIN POISON CONTROL

Provides poison prevention information and emergency care.
800-222-1222 • wisconsinpoison.org

WISCONSIN TOBACCO QUIT LINE

Provides support to quit smoking.
800-784-8669 • quitline.wisc.edu

RESIDENTIAL SUPPORTS FOR PEOPLE WITH DISABILITIES

ADRC – RESIDENTIAL SUPPORTS

Provides housing and independent living options for residents with disabilities.

920-832-5178 • 866-739-2372

See page 58

AGAPE OF APPLETON

Offers independence opportunities for residents with disabilities.

7 Tri-Park Way, Appleton

920-734-9871

920-734-2569 TDD/Voice

agapeinc.org

BROTOLOC – FOX VALLEY

Provides affordable assistance and support in remaining independent.

N2780 State Road 15, Hortonville

920-779-3900 • brotoloc.com

CLARITY CARE

Provides residential programs for adults with disabilities, traumatic brain injuries and mental illness.

920-236-6560 • claritycare.org

INNOVATIVE SERVICES

Offers residents with special needs education, resources and support in living independently.

• 54 Park Place, Suite 300, Appleton

920-431-0562

• 2321 SanLuis Pl., Green Bay

920-431-0962

LAKEVIEW SPECIALTY HOSPITAL AND REHAB

Provides transitional and long term living environments for those with brain disorders and other disabilities.

1701 Sharp Rd., Waterford

800-611-2063 • lakeviewssystem.com

LORI KNAPP COMPANIES

Offers independent living support.

97 Pioneer Rd., Fond du Lac

920-907-0949 • loriknappcares.com

PNUMA HEALTH CARE

Helps adults with mental health and/or developmental disabilities lead rewarding lives.

920-867-4969 • 920-470-6983

PRODUCTIVE LIVING SYSTEMS

Provides community living supports for adults with special needs.

619 N. Lynndale Dr., Appleton

920-738-5393 • plsjobs.net

REM THE MENTOR NETWORK

Provides independent living support and services.

2839 E. Frontage Rd., Abrams

715-861-7377 • remwisconsin.com

VILLA HOPE

Provides an assisted living facility.

613 N. Division St., Appleton

920-739-5337 • villahopeinc.com

SENIOR CENTERS

MENASHA SENIOR CENTER

Provides senior activities.

116 Main St., Menasha

920-967-3530

NEW LONDON SENIOR CENTER

Provides senior activities.

600 W. Washington St., New London

920-982-8522

THOMPSON CENTER ON LOURDES

Provides senior activities.

2331 E. Lourdes Dr., Appleton

920-939-3088 • thetcol.org

WALTER MUEHL SENIOR CENTER

Provides senior activities.

Good Shepherd Services, Ltd.

607 E. Bronson Rd., Seymour

920-833-6856

goodshepherdservices.org

SUPPORT GROUPS

ADRC

Provides current support group information.

920-832-5178 • 866-739-2372

AL-ANON

Provides services and support for residents affected by alcoholism.

888-425-2666 • al-anon.org

ALCOHOLICS ANONYMOUS

Provides services and support for recovering alcoholics.

920-731-4331 • aa.org

ALS ASSOCIATION SUPPORT GROUP

Provides information and support for both patient and family.

414-763-2220 • alsawi.org

APPLETON MILITARY SUPPORT

Provides support to military personnel.

1824 Ballard Rd., Appleton

920-735-0806

ATAXIA SUPPORT GROUP

Provides information and group support.

763-553-0020 • 608-237-6090

ataxia.org

BETTER BREATHERS GROUP

Provides support to residents with lung diseases.

St. Elizabeth Hospital

1506 S. Oneida St., Appleton

920-738-2558

CANCER SUPPORT GROUPS

• Gynecologic Oncology Support Group

• You Are Not Alone - Breast Cancer Support Group

• Support for People with Oral, Head, and Neck Cancer

ThedaCare Regional Cancer Center

Appleton

2500 E. Capitol Dr., Appleton

920-364-3600

**CENTER FOR
GRIEVING CHILDREN**

Offers help for grieving children and their parents.

Boys and Girls Club

600 Racine St., Menasha

920-750-5839 • bgclubfoxvalley.org

**CLARE KIEPKE COMMUNITY
OUTREACH CENTER**

Provides classes, peer support and social activities for residents with chronic mental illness.

322 N. Appleton St., Appleton

920-749-5867

EPILEPSY SUPPORT GROUP

Provides support to residents with epilepsy.

608-665-1848 • epilepsywisconsin.org

**FOX CITIES DOWN SYNDROME
ASSOCIATION OF WISCONSIN**

Provides support and education to residents with Down Syndrome.

526 W. Wisconsin Ave, Appleton

414-327-3729 • dsawfoxcities.org

FOX VALLEY GRIEF NETWORK

Offers bereavement support services.

FVGNSupport@gmail.com

wichmannfuneralhomes.com

FOX VALLEY MEMORY PROJECT

Offers caregiver support services.

1800 Appleton Rd., Menasha

920-225-1711

foxvalleymemoryproject.org

[See page 79](#)

**FOX VALLEY MEN'S GRIEF
SUPPORT MEETING**

First Wednesday of each month from 6-8 pm.

Moments Hospice Office

5517 W. Waterford Ln., Suite C,

Appleton 54913

920-841-5088

FRIENDSHIP PLACE

Offers social, educational and recreational support and therapy for residents with chronic mental illness.

220 N. Commercial St., Neenah

920-729-9975 • friendshipplaceinc.com

GENESIS CLUB

Offers support groups and drop in center for recovering alcoholics and drug addicts.

1213 N. Appleton St., Appleton

920-733-6180 • genesisclub.info

GRIEF SHARE

Provides support to all residents who have lost a loved one.

griefshare.org

GRIEF SUPPORT GROUP

Provides support for adults grieving the death of a loved one.

Faith Lutheran Church

601 E. Glendale Ave., Appleton

920-739-9191 • faithfoxvalley.org

**HARBOR HOUSE DOMESTIC &
SEXUAL VIOLENCE PROGRAMS**

Offers 24 hour crisis counseling.

720 W. Fifth St., Appleton

920-832-1666 Crisis Line

800-970-1171 Office

920-832-1667 Office

harborhousewi.org

**HEARING LOSS ASSOCIATION
OF AMERICA**

Provides meetings for residents with hearing loss.

Bordini Center

5 North Systems Dr., Appleton

hlaawi.org

HOPE SUPPORT GROUP

Provides support for patients and families living through cancer.

Encircle Health

2500 E. Capitol Dr., Appleton

920-364-3600

LIVESTRONG AT THE YMCA

Provides free exercise and support to residents surviving cancer.

920-739-6135

ymcafoxcities.org

LIVING WITH LOSS

Offers six-week grief support to adults experiencing the loss of a loved one.

ThedaCare Hospice

920-422-7581

LUPUS SUPPORT GROUP

Provides support to adults with lupus.

lupus.org/wisconsin

MULTIPLE SCLEROSIS SUPPORT

Provides support to residents with multiple sclerosis.

St. Elizabeth Hospital

1506 S. Oneida St., Appleton

800-344-4867

**MOSAIC FAMILY HEALTH
CAREGIVER SUPPORT GROUP**

Provides encouragement and support.

229 S. Morrison St., Appleton

920-832-2783

NAMI FOX VALLEY

Provides peer support groups for individuals living with mental health challenges, as well as support groups for family members.

211 E. Franklin St., Appleton

920-954-1550 • namifoxvalley.org

NAMI PEER SUPPORT GROUP

Provides support and ideas for coping with distress.

920-740-4565

namifoxvalley.org

NARCOTICS ANONYMOUS

Provides support to residents recovering from narcotics abuse.

866-635-2254 • iluna.org

**NEUROLOGY ASSISTANCE
DIRECTORY**

Provides a listing of supports and information for neurology disorders.

brainandlife.org

NEUROPATHY SUPPORT GROUP

Provides support for residents with neuropathy concerns.

877-883-9942

neuropathyaction.org

OVEREATERS ANONYMOUS

Provides support and education to those struggling with overeating.

ThedaCare Regional Medical Center
1818 N. Meade St., Appleton

920-202-1650

PARENT AND CAREGIVER SUPPORT GROUP

Provides support from facilitators who have children living with mental health challenges

233 E. College Ave., Appleton

920-954-1550 • namifoxvalley.org

PARKINSON'S SUPPORT GROUPS

Assists residents with Parkinson's disease.

- Neuroscience Group

1305 W. American Dr. Neenah

920-725-9373

- Touchmark on West Prospect

2601 Touchmark Dr., Appleton

920-832-9100

PULMONARY HYPERTENSION ASSOCIATION

Provides support and education for hypertension.

800-748-7274 • phassociation.org

ST. PAUL ELDER SERVICES

Provides Alzheimer's disease or memory disorders support.

- YOUNG ONSET

AND SUPPORT GROUP

Provides support for spouses of individuals diagnosed with memory disorders under the age of 65.

- GRIEF SUPPORT GROUP

Provides connection, support, and promotes self-care to those who have experienced loss.

316 E. 14th St., Kaukauna

920-766-6020 • stpaulelders.org

TRAUMATIC BRAIN INJURY SUPPORT PROGRAM - SOAR FOX CITIES

Mission is to support, navigate, inform, and care for the community members living with a traumatic brain injury.

Offers support groups, resource navigation, and much more.

SOAR Fox Cities

211 E. Franklin St., Suite A, Appleton

920-731-9831 • 920-585-7820

tbifoxcities.com

SURVIVORS ACTIVE AFTER STROKE

Provides support to stroke survivors and their caregivers. Held on the 2nd Tuesday of every month.

ThedaCare Regional Medical Center

130 Second St., Neenah

920-720-7328

SURVIVORS AFTER SUICIDE

Provides support to stroke survivors and their caregivers. Held on the 2nd Tuesday every month.

211 E. Franklin St., Appleton

preventsuicidefoxcities.org

THE MEADOWS AT TOUCHMARK ON WEST PROSPECT

Provides supportive Memory Care and monthly support group for those caring for a loved one with Alzheimer's or other dementia.

2601 Touchmark Dr., Appleton

920-832-9100 • touchmarkappleton.com

THEY HELP EACH OTHER (THEO)

Supports residents who have lost a loved one.

St. Mary's Church

312 S. State St., Appleton

920-739-5119 • stmaryparish.org/events

TOURETTE ASSOCIATION

Provides information about Tourette Syndrome and support groups.

tourette.org

US TOO

Support group for men with prostate cancer. Held on the 3rd Tuesday of every month.

Neenah Fire Station #31

1080 Breezewood Lane

920-722-0774

VETERANS OUTREACH AND RECOVERY PROGRAM

Provides support through staff and other professionals needed to address mental health, substance abuse, etc.

2919 W. Glenpark Dr., Appleton,

715-409-3767

dva.state.wi.us/pages/benefitsclaims/vorp.aspx

WI FACETS

Offers support to parents and caretakers of residents with disabilities.

877-374-0511 • wifacets.org

WISCONSIBS

Provides education, advocacy and support to siblings of residents with disabilities.

211 E. Franklin St., Appleton

920-968-1742 • wisconsibs.org

WISCONSIN FAMILY TIES

Offers a statewide organization run by families with children/adolescents with emotional, behavioral and mental disorders.

16 N. Carroll St., Ste 230, Madison

608-267-6800

TAX ASSISTANCE**INTERNAL REVENUE SERVICE (IRS)**

Provides federal income tax information.

1901B E. Capitol Dr., Appleton

920-996-4860 • irs.gov

TAXPAYER ADVOCATE HELPLINE

Helps taxpayers resolve tax issues not resolved through the IRS.

955-833-8230

taxpayeradvocate.irs.gov

VOLUNTEER INCOME TAX ASSISTANCE (VITA)

Provides volunteer tax assistance to low income residents.

Goodwill Menasha Retail Store and Training Center

1800 Appleton Rd., Menasha
920-968-6044 • filetaxes4free.org

WISCONSIN DEPARTMENT OF REVENUE

Provides state income tax information.

265 W. Northland Ave., Appleton
920-832-2727 • revenue.wi.gov

**TRANSLATORS/
INTERPRETERS****ASL PARTNERS LLC**

Provides sign language service.
5538 W. Waterford Ln., Suite J,
Appleton

920-422-2720
920-631-1590 Video Phone

CASA HISPANA

Provides a bilingual center to the Hispanic/Latino community.

1475 Opportunity Way, Menasha
920-257-5699 • casahispanawi.org

COMMUNICATION LINK

Provides sign language service.
10243 W. National Ave., West Allis
414-604-7231 Voice • commklinkasl.com

CONNECTING CULTURES

Provides translation Spanish, Hmong and Somali.

920-857-3131
connecting-cultures.com

COOPER INTERPRETING

Provides sign language service.
1610 N. Nicholas St., Appleton

920-850-5539

INTERNATIONAL LANGUAGES TRANSLATORS

Provides Hmong, Spanish, Chinese, Vietnamese, etc. translation.

1500 N. Casaloma Dr., Appleton
920-380-0980 • itlanguages.com

REME BASHI INTERPRETING SERVICE

Provides certified Spanish translation.
920-574-8687

UNITED TRANSLATORS

Provides translating services in over 25 languages.

PO Box 492, Menasha - Mailing
1001 W. Kennedy Ave., Suite E,
Kimberly - Office
920-944-8433

TRANSPORTATION**AARP DRIVER SAFETY PROGRAM**

Provides driver safety courses.
888-227-7669
aarp.org/driversafety

ABBY VANS INC.

Non-emergency specialized transportation.
715-743-3364

ADRC

Certifies Outagamie County residents 60 years and older for Valley Transit II transportation in the Fox Cities area.

920-832-5178 • 866-739-2372
See page 87

APPLETON INTERNATIONAL

Provides commercial airport services.
W6390 Challenger Dr., Appleton
920-832-5268

ASCENSION SAFE DRIVER PROGRAM

St. Elizabeth Hospital Rehab Services
N496 Milky Way, Appleton
920-738-2681

DIAL 5-1-1

Provides current road condition report.
511wi.gov

DIVISION OF MOTOR VEHICLES

Provides state licensing of vehicles.
711 W. Association Dr., Appleton
608-264-7447 • wisconsin.gov

HELPING HANDS OF HORTONVILLE

Provides local transportation for seniors 55 years +, or disabled, who live in the Village of Hortonville or the surrounding townships of Hortonville, Greenville, Ellington, Liberty, or Dale.
531 N. Nash St., Hortonville
920-779-6011

KOEPPEN'S MEDICAL TRANSPORT, LLC

Provides ambulatory and wheelchair bound transportation for elderly and disabled. Medical transportation and wheelchair transportation to family outings.

217 Industrial Dr., PO Box 207
Clintonville, WI
715-823-5711 • 800-622-5711
kmedtran.com

LAMERS BUS LINES

Offers private pay medical transport.
golamers.com

MAKE THE RIDE HAPPEN

Provides transportation information and assistance for adults with disabilities and seniors, including certification for Valley Transit II (Fox Cities), coordinating the volunteer driver program, and Bus Buddy assistance in learning to ride Valley Transit.

3003A N. Richmond St., Appleton
920-225-1719 • maketheridehappen.org
See page 87

METRO MEDICAL TRANSPORT

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

NON-PROFIT AFFORDABLE HOUSING BASED RENTAL SERVICES (NAHBRS)

Provides cost effective transportation for Outagamie County Housing Authority apartment tenants.
218 E. Randall St., Appleton
920-810-0812 • 920-858-9855
outagamiehousing.us

NEW LONDON TRANSIT

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

ON THE GO WITH TINA, LLC

Provides a comfortable, safe, and reliable transportation service, with wheelchair accessibility.
920-659-0619
onthegowithtinalc@gmail.com

NON EMERGENCY MEDICAL TRANSPORTATION (NEMT)

Schedules and pays for Medicaid and BadgerCare covered health service transportation.
Veyo, LLC
866-907-1493 Reservation Line
[See page 86](#)

ONEIDA PUBLIC TRANSIT

Provides transportation services.
920-496-5770 Oneida Transit

PUMPKINS CARE AGE TRANSPORTATION LLC

Wheelchair accessible transportation for all occasions.
920-740-4689
pumpkincareage@gmail.com

RUNNING, INC.

Provides urban Valley Transit II and rural transportation for Outagamie County disabled residents 60 years and older.
920-832-5789
[See page 87](#)

UBER

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

VALLEY TRANSIT

Connects the Fox Cities with bus routes. Certifies disabled residents for Valley Transit II transportation in the Fox Cities area.
801 Whitman Ave., Appleton
920-832-5800
[See page 87](#)

VALLEY TRANSIT II

Provides urban transportation contracted through Running, Inc. to disabled and residents over 60 years.
920-832-5789
[See page 87](#)

VT CONNECTOR

Extends the regular bus routes beyond standard route boundaries and hours. It connects people from a location outside of the bus route to transfer points.
920-832-5800 Information
920-832-5789 Schedule ride

OUTAGAMIE RURAL

Provides rural transportation outside Valley Transit II area to disabled and residents over 60 years, contracted through Running, Inc.
920-832-5789
[See page 87](#)

VETERANS ASSISTANCE**ARTISTS FOR THE HUMANITIES**

Offers an art therapy program that assists military veterans suffering from post-traumatic stress disorder, traumatic brain injury, and depression.
P.O. Box 882, Appleton
920-915-5595 • a4th.org

BLINDED VETERANS ASSOCIATION

Provides veteran information including peer counseling.

800-669-7079 • bva.org

FAMILY CAREGIVER ALLIANCE

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

FOX VALLEY VETERANS COUNCIL

Veteran service organizations and associate members providing emergency funding for basic needs to area veterans and families.
2 North Sysytems Dr., Appleton
920-358-0662
Foxvalleyveteranscouncil.org

HEAT FOR HEROES

Provides energy assistance to Veterans.
PO Box 68, Madison
800-891-9276 • kwivf.org

HOUSING AND URBAN DEVELOPMENT (HUD) VETERANS SUPPORTED HOUSING PROGRAM

Provides permanent housing and ongoing case management treatment services for homeless veterans or veterans on the verge of homelessness.
John H. Bradley VA Outpatient Clinic • 10 Tri-Parkway, Appleton
920-831-0070 ext. 47543
Appleton Housing Authority • 925 W. Northland Ave., Appleton
920-739-4564, ext. 108

JOHN H. BRADLEY VA OUTPATIENT CLINIC

Offers medical clinic for veterans.
10 Tri-Parkway, Appleton
920-831-0070

OFFICE OF VETERANS SERVICES

Provides employment, financial information and support to veterans.
920-997-3272

OUTAGAMIE COUNTY VETERANS SERVICES

Aids veterans and/or their dependents in securing benefits and presenting claims under federal/state laws and regulations.
320 S. Walnut St., Appleton

920-832-5697 • outagamie.org

PARALYZED VETERANS OF AMERICA

Provides advocacy and information for veterans and all residents with spinal cord injury or dysfunction.

800-424-8200 Headquarters

855-260-3274 Caregiver Support

855-829-6656 Women Veterans Hotline

866-734-0857 Benefits Helpline

pva.org

SOCIAL SECURITY ADMINISTRATION HOMELESS COORDINATOR

Helps homeless residents to receive Social Security or Supplemental Security Insurance (SSI).

Social Security Office

607 W. Northland Ave., Appleton

877-694-5495 • ssa.gov

TRICARE PROGRAM

Offers health benefits for veterans and dependents.

tricare.mil

U.S. VETERANS RESOURCE

Provides links to government, legal services, veteran assistance, etc.

833-468-9676 • nationsfinest.org

VETERAN CAREGIVER SUPPORT

Offers support to veteran caregivers.

855-260-3274 • cargiver.va.gov

VETERAN DIRECTED HOME AND COMMUNITY BASED SERVICES

Allows Veterans to direct their own services and supports to successfully remain at home.

gwaar.org

VETERANS EMERGENCY FUND

Provides emergency financial assistance to veterans in need.

Fox Valley Veterans Council, Inc.

2 N Systems Dr., Appleton

920-358-0662

foxvalleyveteranscouncil.org

VETERANS OUTREACH AND RECOVERY PROGRAM

Provides support through staff and other professionals needed to address mental health, substance abuse, etc.

2919 W. Glenpark Dr., Appleton,

715-409-3767

dva.state.wi.us/Pages/benefitsClaims/VORP.aspx

WISCONSIN DEPARTMENT OF VETERANS AFFAIRS

Assists with eligibility determination, education, employment assistance, etc. for veterans.

800-947-8387 • wisvets.com

WISCONSIN VETERANS HOME

Provides support and housing services for veterans.

N2665 County Road QQ, King

888-458-5586 • wisvets.com

WISCONSIN VETERANS VILLAGE ASSOCIATION

Affordable housing, support, and community to veterans.

2919 W. Glenpark Dr., Appleton

920-574-3350 • wisvva.org

VOLUNTEER OPPORTUNITIES

ADRC

Outagamie County Nutrition Program provides volunteer opportunities to assist with Congregate and Home Delivered meal services.

920-832-5178

[See page 85](#)

ALS ASSOCIATION

Offers many volunteer opportunities.

414-763-2220 • alsawi.org

AMERICAN RED CROSS

Provides volunteer opportunities.

2905 Universal St., LL5, Suite 201,

Oshkosh

920-231-3590

redcross.org/wisconsin

BREWSTER VILLAGE

Provides volunteer opportunities.

3300 W. Brewster St., Appleton

920-832-5400 • brewstervillage.org

COMMUNITY 2000

Open Tuesday-Thursday 8 am - 3 pm by appointment only.

1002 S. Main St., Seymour

920-833-0277

LEAVEN

Provides volunteer opportunities for basic needs and short term assistance.

1475 Opportunity Way, Menasha

920-738-9635

leavenfoxcities.org

ST. JOSEPH FOOD PROGRAM, INC.

Provides food assistance volunteer opportunities.

1465A Opportunity Way, Menasha

920-734-9461

stjoesfoodprogram.org

FOX VALLEY HUMANE ASSOCIATION

Provides volunteer pet care opportunities.

N115 Two Mile Rd., Appleton

920-733-1717 • foxvalleypets.org

FOX VALLEY LITERACY COUNCIL

Provides volunteer tutoring opportunities.

130 E. Franklin St., Appleton

920-991-9840 • foxvalleylit.org

FOX VALLEY MEMORY PROJECT

Provides volunteer opportunities at the Memory Loss Resource Center and Memory Cafés.

1800 Appleton Rd., Menasha

920-225-1711

foxvalleymemoryproject.org

[See pages 79](#)

**OUTAGAMIE COUNTY
DEPARTMENT OF HEALTH
AND HUMAN SERVICES –
VOLUNTEER SERVICES**

Recruits and coordinates volunteers as companions, representative payees, legal guardians and drivers.
500 W. Fifth St., Appleton
920-832-5515 • outagamie.org

PILLARS, INC

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

ST. PAUL ELDER SERVICES

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

ST. VINCENT DE PAUL

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

**THEDACARE REGIONAL
CANCER CENTER**

Provides volunteer opportunities.
2500 E. Capitol Dr., Appleton
920-364-3600

VOLUNTEER FOX CITIES

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

YOUTH TRANSITION

ADRC

Provides access to intellectual, developmental and physical disability services.

Assists youth with disabilities over 17 1/2 years in transition to the Adult Service system.

920-832-5178 • 866-739-2372
See pages 15, 58

**CHILDRENS LONG TERM
SUPPORT (CLTS)**

Provides information for planning transition from youth to adulthood.
dhs.wisconsin.gov/clts

CLARITY CARE EMPLOYMENT

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

**DEPARTMENT OF PUBLIC
INSTRUCTION (DPI)**

Provides state transition and requirement information.
608-266-1781 • dpi.wi.gov

WISCONSIN DISABILITY BOARD

Provides statewide advocacy and public policy affecting people with disabilities.
101 E. Wilson St., Room 219,
Madison
608-266-7826 • wi-bpdd.org

DISABILITY RIGHTS WISCONSIN

Provides statewide advocacy resource for residents with disabilities.
1502 W. Broadway, Suite 201,
Madison
800-928-8778 • disabilityrightswi.org

IRIS PLACE

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

**NORTHEAST REGIONAL
CENTER FOR CHILDREN
AND YOUTH WITH SPECIAL
HEALTH CARE NEEDS**

Provides free assistance and support to families and caregivers of youth (birth to 21 years) with special health care needs.

325 N. Commercial St., Neenah
920-969-5325 • 877-568-5205
northeastregionalcenter.org

SOAR FOX CITIES, INC.

Provides transition services to residents 16-26 years with developmental disabilities or traumatic brain injury.
211 E. Franklin St., Suite A, Appleton
920-731-9831 • soarfoxcities.com

**COUNTY COMMUNITIES
ON TRANSITION**

Offers students with disabilities help with education, employment and independent living transitions.
Community Action for Transition
VPI, Inc.
110 N. Kensington Dr., Appleton
920-749-5840 • vpiwi.com

VPI, INC.

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

**WISCONSIN FAMILY ASSISTANCE
CENTER FOR EDUCATION,
TRAINING AND SUPPORT**

Offers information, assistance, advocacy, and support groups for families of children with disabilities.
600 W. Virginia St., Suite 501,
Milwaukee
877-374-0511 • wifacets.org



**BUILD CONFIDENCE.LIVE
INDEPENDENTLY. ENJOY
PEACE OF MIND**

Please Call
(920)-739-5156
for more information!

“Your Local Provider”

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suburbantechology.com





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programs and services you need to live
independently.



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Phone: 1-844-CARE-PLS
(1-844-227-3757)
Email: info-request@careplus4you.com

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312792
Soar Fox Cities
3 x 8.75
2024 Outagamie ADRC
Sr. Dir.



Aging & Disability Resource Center (ADRC)

WHAT WE DO

The Aging & Disability Resource Center (ADRC) offers a no cost, single point of contact for information; assistance/referral; unbiased options, benefit and long term care enrollment counseling; short term case management; advocacy; plus health promotion programs.

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

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

WHO WE SERVE

The ADRC serves:

- Older Adults
- Adults with Physical Disabilities
- Adults with Intellectual/Developmental Disabilities
- Adults with Chronic Mental Illness
- Adults with Substance Abuse Issues
- Youth with Disabilities Transitioning into the Adult Services System (over 17½ years)
- Professionals
- Caregivers
- Family Members
- Healthy Adults Planning for the Future

**Outagamie County
Government Center
320 S. Walnut St.
Appleton, WI 54911
920-832-5178
www.outagamie.org**

**866-739-2372 Toll Free
www.yourADRCresource.org
7-1-1 TTY**

**To locate other
Wisconsin ADRCs visit
www.FindMyADRC.org**

ADRC DEMENTIA CARE SPECIALIST

The Aging & Disability Resource Center (ADRC) Dementia Care Specialist provides information and assistance Outagamie County adults with memory or cognitive concerns and those with a dementia diagnosis. The Dementia Care Specialist supports family members and friends who are caregivers. It is our goal to create 'dementia-friendly' communities where adults with dementia remain active and safe. The Dementia Care Specialist offers the following areas of support and assistance.

SUPPORT FOR INDIVIDUALS WITH DEMENTIA:

- **Memory Screens:** Memory screens are provided at no cost and are confidential brief tests that are used to evaluate memory, judgement and the ability to understand visual information.
- **Memory Cafes:** Memory Cafes offer socialization and interactive activities with others who experience memory loss.
- **Independence:** The Dementia Care Specialist may connect those affected by memory loss with educational, social, recreational and other local opportunities to support independence and a healthy lifestyle.

SUPPORT FOR FAMILY CAREGIVERS:

- **DICE Approach:** A method toward understanding and managing behavioral and psychological symptoms of dementia.
- **Caregiver Support Groups:** Contact your local Aging & Disability Resource Center (ADRC) 866-739-2372 for Caregiver Support Group information in Calumet, Outagamie and Waupaca Counties.
- **Assistance with Care Planning:** The Dementia Care Specialist is knowledgeable on local opportunities and resources to connect adults and family caregivers with information in coping with memory loss.

COMMUNITY SUPPORT:

- **Dementia-Friendly Communities:** The Dementia Care Specialist collaborates and partners with local agencies and organizations in the development of dementia- friendly communities which may include:
 - Memory Cafes
 - Dementia-Friendly Businesses
 - Increased Civic Awareness of Dementia-related Issues
 - Dementia Capable Emergency Response Networks

www.yourADRCresource.org • 866-739-2372 Toll Free

DISABILITY BENEFIT SPECIALIST (DBS)

WHAT IS A DISABILITY BENEFIT SPECIALIST (DBS)?

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

WHO SHOULD SEEK HELP FROM A DISABILITY BENEFIT SPECIALIST?

- Persons who want to know more about private or public benefits
- Persons who need help in organizing their paperwork and applying for benefits
- Persons who have been denied a benefit they think they are entitled to

WHAT CAN A DISABILITY BENEFIT SPECIALIST HELP YOU WITH?

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

ELDER BENEFIT SPECIALIST (EBS)

WHAT IS AN ELDER BENEFIT SPECIALIST (EBS)?

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

WHO SHOULD SEEK HELP FROM AN ELDER BENEFIT SPECIALIST?

- Persons who want to know more about private or public benefits
- Persons who need help in organizing their paperwork and applying for benefits
- Persons who have been denied a benefit they think they are entitled to

WHAT CAN AN ELDER BENEFIT SPECIALIST HELP YOU WITH?

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

Contact the [Aging & Disability Resource Center \(ADRC\)](#) for Benefit Specialist assistance. Appointments are encouraged. Language interpreters are provided upon request.

Evidence-Based



Classes

StrongWomen™ (AKA Strong Bodies)

Developed by Tufts University

An evidence-based strength training program for middle-aged to older men/women. Proven to help with: increased muscle mass and strength; improved bone density and reduced risk for osteoporosis and related fractures; reduced risk of diabetes, heart disease, arthritis, depression and obesity; improved self-confidence, sleep and vitality.

Stepping On: Falls Prevention Workshop

Developed by Dr. Linda Clemson

Stepping On is a seven-week workshop using adult education to develop knowledge and skills to prevent falls in older adults. The Stepping On program focuses on how strength and balancing exercises, medication management, home safety, footwear, vision and mobility are important in preventing falls.

Stanford Self-Management Programs:

Developed by Stanford University

Living Well with Chronic Disease: Self-Management Workshop:

Chronic conditions may cause you to lose physical conditioning and suffer problems over many years. Learn the skills to deal with your illness, continue your normal life, and handle your emotions.

Healthy Living with Diabetes:

This program is designed to help adults with type 2 diabetes or pre-diabetes learn self-management skills and increase their confidence level in managing their diabetes.

Healthy Living with Chronic Pain:

A researched program proven to improve health and well-being for people with chronic pain. The program covers many topics related to pain management and how to improve social, physical and mental well-being.

Tai Chi

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

Mind Over Matter: Healthy Bowels, Healthy Bladder

Developed by Dr. Heidi Brown- UW-Madison

This workshop designed to help women build the skills and confidence they need to adopt strategies and exercises that help them prevent or improve incontinence symptoms. This workshop has been scientifically proven to reduce leakage! Even if you don't have leakage symptoms now, it's never too early or too late to think about your bladder and bowel health!

Call 920-832-5178 for more information.
www.outagamie.org/residents

LONG TERM CARE OPTIONS

WHAT IS LONG TERM CARE?

It is any service or support needed as a result of a disability, getting older or having a chronic illness that limits the ability to do things (ie, bathing, getting dressed, making meals, going to work and paying bills). There are services and supports available to help residents do things independently or with the support of someone else. There are two managed long term care programs for eligible county residents to choose from: 1) Family Care, and 2) Family Care Partnership. In addition to the Family Care and Family Care Partnership programs, eligible county residents may also have the option to choose the long term care federal waiver IRIS (Include, Respect, I Self-Direct) or continue to use their Medicaid ForwardHealth card for services.

WHAT IS FAMILY CARE?

Family Care coordinates long term care services and supports. Health care and prescription drug coverage are provided by Medicare and Medicaid in Family Care. The Family Care program integrates home and community-based services such as nursing home care, Medicaid personal care, home health and other services, etc. Family Care does not pay for primary (doctor) care services. In Family Care, members use their own physician and Medicaid ForwardHealth card to pay for primary care services. Members obtain their prescription drug coverage through their Medicare Part D prescription drug assistance plan and/or Medicaid. Family Care provides a team which includes a registered nurse, care manager, the member and other loved ones or professionals. In Family Care, members do have the choice to participate in SDS (Self-Directed Supports) which offers members a variety of options to direct some of their own services.

WHAT IS FAMILY CARE PARTNERSHIP?

Family Care Partnership covers all long term care services in the Family Care program plus all health care services and prescription drug coverage. The Family Care Partnership program integrates home and community-based services such as nursing home care, physician services, hospitalization, medications and all other medical care. Family Care Partnership provides a team which includes a nurse practitioner, registered

nurse, social worker, physician, the member and other loved ones and professionals. Primary care services are integrated in the Family Care Partnership program that is managed by the team along with long term care services. Members use physicians who are in the Managed Care provider network. Members obtain prescription drugs only through the Family Care Partnership program and do not need a Medicare Part D prescription drug provider or Wisconsin SeniorCare. Family Care Partnership includes all benefits that are paid for by the member's Medicaid ForwardHealth card and Medicare. In Family Care Partnership, members have the personal choice to participate in SDS (Self-Directed Supports) which offers members a variety of options to direct some of their own services.

WHAT IS IRIS (INCLUDE, RESPECT, I SELF-DIRECT)?

IRIS (Include, Respect, I Self-Direct) is a long term care federal waiver where members "self-direct" their community based, long term care supports and services. The IRIS self-direct option allows members to creatively use their monthly budget allocation to meet their long term care needs. A member's budget allocation is determined during ADRC enrollment counseling. In IRIS, members will continue to use their Medicaid ForwardHealth card and Medicare to pay for needed supports and services. An IRIS Independent Consultant works directly with the member to help develop a care plan. An IRIS Fiscal Agent pays for the care plan supports and services.

WHO IS ELIGIBLE FOR FAMILY CARE, FAMILY CARE PARTNERSHIP OR IRIS?

County residents who are 65 years and older; Residents 18 years and older with a physical and/or developmental disability; Medicaid eligible; and who are functionally eligible (otherwise eligible to receive services in a nursing home or in Family Care non-nursing home level of care).

WHERE DO I GO TO ENROLL?

Contact the [Outagamie County Aging & Disability Resource Center \(ADRC\) 920-832-5178](#). Trained ADRC staff will explain long term care options, determine eligibility and help individuals decide which program is best for them.

ADVANCE CARE PLANNING

ADVANCE CARE PLANNING DECISION TOOL

There may come a time when your loved one needs help making decisions. The State of Wisconsin has a range of options for adults to get the support they need to lead productive lives in Wisconsin. Advance care planning is important for adults of all ages. A Release of Information form, obtaining a Representative Payee, or a Power of Attorney, can assist families to provide the support and safeguards an individual needs. Release forms and Supported Decision-Making agreements help the individual maintain some decision-making power. Representative Payee and Power of Attorney grant decision making to another person in certain circumstances but have a much narrower scope of authority than a Guardianship. A Guardianship is appointed by the court and is the most restrictive for the individual and requires a Competency Evaluation from a Doctor.

Current formal tools for people who need help with decisions

 <p>Release forms</p> <ul style="list-style-type: none"> • Person signs release forms authorizing a specific person(s) access to certain kinds of records (health, financial, etc.). • Some release forms may allow a person to select certain records to be released while retaining privacy over others. • Some release forms may provide one-time or time-limited access to records, others releases may remain in effect in perpetuity. 	 <p>Supported Decision-Making agreements</p> <ul style="list-style-type: none"> • Person makes all their own decisions. Person identifies area in which they want support, identifies a Supporter(s) to help them gather information, compare options, and communicate their decisions to others. • The Supported Decision-Making agreement outlines what types of decisions the Person wants support and the role of the Supporter. • Agreement can be changed or stopped at any time by the Person or Supporter. 	 <p>Representative payee</p> <p>The Social Security Administration (SSA) appoints an individual/organization to receive SSI/SSDI benefits for a person who cannot manage or direct the management of their own benefits.</p> <p>To change a Representative Payee, the Person must complete an application process with the SSA.</p>	 <p>Power of Attorney</p> <ul style="list-style-type: none"> • Formal legal arrangements that permit others to act on the Person's behalf. • Powers of Attorney (POA) designate another (agent) individual to make certain decisions (generally health care or financial) on the Person's behalf. POAs can be set up in different ways. Some POAs are activated only when a person is incapacitated. 	 <p>Limited or Full Guardianship</p> <ul style="list-style-type: none"> • Transfers some or all decision-making authority from the Person to a court-appointed Guardian. • Once guardianship is granted by the courts it is difficult (and costly) to modify or reverse the guardianship; any changes must be made through a formal court process. • No least restrictive alternatives
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ADVANCE CARE PLANNING

Advance Care Planning is making sure the people who matter know what matters most to you. It includes thinking about, talking about, and writing down your wishes for future health care. It also includes important legal documents, called Advance Directives.

Advance Care Planning is important because it is your right to make decisions about your health care. If you are very sick, injured, or nearing the end of your life and you cannot communicate, someone will make decisions for you. If you don't plan, the decisions that are made may not be what you would have wanted and this can also be very difficult for your loved ones.

Make sure your wishes are known and honored by thinking ahead about what you would want, talking with your loved ones and health care professionals, and by completing your Advance Directives. If you could not speak for yourself, Advance Directives allow the person (or people) you trust to make decisions for you.

SUPPORTED DECISION-MAKING AGREEMENTS

If you desire support from someone you trust to help you make decisions, release forms and Supported Decision-Making agreements may be an appropriate option for you. In a Supported Decision-Making agreement, you choose who you want to be your Supporter to assist you in certain areas such as educational, medical, and/or housing. You remain in control of your own decision-making.

Wisconsin BPDD: www.wi-bpdd.org/SupportedDecisionMaking

WISCONSIN ADVANCE DIRECTIVE DOCUMENTS

1. Finances: The Power of Attorney for Finances and Property (also called Durable Power of Attorney) is a document you must complete to give legal authority to the person you would trust to make decisions about your finances and property if you are not able to act for yourself.
2. Health Care: The Power of Attorney for Health Care is a document you must complete to give legal authority to the person you would trust to make decisions for you about your health care if you are unable to act for yourself.

Wisconsin Department of Health Services: www.dhs.wisconsin.gov/forms/advdirectives

***It is recommended to complete the Power of Attorney for Finances and Property PLUS Power of Attorney for Health Care at the same time to avoid complications. ***

FIND OUT MORE REGARDING ADVANCE CARE PLANNING AND DECISION MAKING:

- Fox Valley Advance Care Planning Partnership: www.fvacpp.org
- Your doctor and/or health care professionals
- If appropriate, talk to your lawyer or find a lawyer who specializes in working with older adults at www.winaela.org/find-an-attorney

ADVANCE DIRECTIVE - HEALTH CARE

Advance directives for health care are an important part of advance care planning and healthy aging. If you are sick, injured, or nearing the end of your life and cannot communicate, someone will make health care decisions for you. Complete your advance directive for health care, including the Power of Attorney for Health Care, to name the person you would want to speak for you (called your **health care agent**) and communicate your wishes to your loved ones and health care professionals.

What is a health care agent?

Your health care agent (sometimes called your power of attorney for health care) makes health care decisions for you if you cannot. Health care agents may be needed for many reasons like if you are very sick, injured, or nearing the end of your life. You must choose your health care agent *before* you need them.

What decisions does a health care agent make?

Health care agents cannot make decisions for you unless you are not able. At that point, your health care agent may make decisions about:

- Your medical care, such as tests, medicine, surgery, and other treatments
- The location where you will receive medical care
- Who your doctor(s) will be
- Who has access to your medical records

Who should be my health care agent?

If you are an adult living in Wisconsin, you must choose your health care agent. Per state law, there is no person who can automatically make health care decisions for you (such as your spouse or next of kin) if you cannot. Your health care agent does not need to be related to you. Choose someone who:

- You trust to make decisions that are best for you
- Will follow your wishes even if they do not always agree with them
- You talk to regularly about what is most important to you
- Is willing to be your health care agent
- Can make decisions in high stress situations

The person you choose may decide they are unable or unwilling to be your health care agent at any time. If you are able, ask 1-2 other people that you trust to be your alternate health care agents.

How do I make this legal?

Complete a Power of Attorney for Health Care document to legally name your health care agent. You can get this document from your doctor's office or the Fox Valley Advance Care Planning Partnership. Help is available. Once it is done, share with your loved ones and other people you trust. Send a copy to your doctor's office to keep in your medical record.

Find more information and help, contact:

Fox Valley
Advance Care Planning
 Partnership

www.FVACPP.org (920) 997-8412

229 S. Morrison St., Appleton, WI 54911



GUARDIANSHIP

A Guardian is an individual or agency appointed by the Court to make ongoing decisions for an individual who has been determined by the Court to be unable to appropriately handle matters related to his/her care, safety and/or financial and property affairs. The individual's best interests must be taken into account by the Guardian when making decisions for health care, living environments and managing all financial and property affairs. The Court may appoint the same person as Guardian of Person and Estate OR may appoint two different individuals, one as Guardian of Estate and one as Guardian of Person. The Court may also appoint two individuals to act together as co-Guardians. While co-Guardians may be authorized by the Court to act individually when necessary for convenience purposes, they are generally expected to consult with one another in regards to effectively meeting the needs. Once a guardian has been appointed, required reports to the Register in Probate Office must be submitted on an annual basis.

You are able to find more information on Guardianship at the Guardianship Support Center through GWAAR (Greater Wisconsin Agency on Aging Resources): <https://gwaar.org/guardianship-resources>

Outagamie County Health and Human Services also has a Guardianship Assistance Program. Please see below.



GUARDIAN ASSISTANCE PROGRAM

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

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

Outagamie County Guardian Assistance Program

2331 E. Lourdes Drive
Appleton, WI 54915
920-572-6313 or OutagamieGuardian@gmail.com

A guardian is an individual appointed by the Court to make ongoing decisions for an individual who has been determined unable to appropriately handle matters related to their care, safety and/or financial and property affairs.



Outagamie County provides training sessions on the basics of guardianship for volunteers and family members serving as guardians for Outagamie County residents.

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

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

OutagamieGuardian@gmail.com.

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

CHECK IT OUT!
www.outagamie.org

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

ELDER AND ADULTS AT RISK

WHAT IS AN ELDER AT RISK?

When a person age 60 years and older is subjected to physical abuse, material or financial exploitation, neglect, self-neglect or emotional abuse.

WHAT IS AN ADULT AT RISK?

When a person age 18 to 59 years has a physical, mental illness or developmental disability that substantially impairs their ability to care for their needs and is experiencing physical abuse, material or financial exploitation, neglect, self-neglect or emotional abuse.

EXAMPLES OF ABUSE:

- **Physical Abuse** is the willful infliction of physical pain, injury or unreasonable confinement. It includes, but is not limited to, beating, choking, burning, inappropriate medication, tying, locking a person up and sexual assault.
- **Material or Financial Exploitation** is the misuse of money or property. It includes deception, diverting income, mismanagement of funds and taking money or possessions against a person's will.
- **Neglect** occurs when a caregiver's failure to provide adequate food, shelter, clothing, supervision, medical or dental care results in significant danger to the physical or mental health of an elder or adult under their care.
- **Self-Neglect** occurs when an elder or adult's physical or mental health is endangered by their own inability to provide adequate food, shelter, clothing, medical or dental care.
- **Emotional Abuse** is name calling, threatening, harassing or treating an elder or adult like a child. It also includes isolating an elder or adult from their family members and friends.

HOW TO REPORT ELDER AND ADULTS AT RISK:

Outagamie County Department of Health and Human Services
CRISIS 920-832-4646 • 800-719-4418 TOLL FREE • 920-832-1688 TTY
CALL 9-1-1 IF AN EMERGENCY

RISK FACTORS FOR ELDER AND ADULTS AT RISK:

- Significant losses in life which result in their becoming more dependent (e.g. death of spouse, loss of health, loss of independence, etc.)
- History of family conflict and poor family relationships
- Unreasonable expectations placed on elder or adult by caregiver and vice versa
- Substance abuse by caregiver, elder and/or adult
- Caregiver dependence on an elder or adult for money and/or support
- Poor physical and/or mental health of caregiver
- Caregiver attempts to assume power of attorney when the elder or adult is not capable of understanding what they are signing
- Caregiver overburdened by caring for other dependents, having too many demands and having poor impulse control or conflict resolution skills
- An elder or adult who is at risk for exploitation due to cognitive impairments

IDENTIFY AND ORGANIZE YOUR PERSONAL AFFAIRS

The Outagamie County Aging & Disability Resource Center (ADRC) has the **Identify and Organize Your Personal Affairs** guide to help you record the location of current documents, contact residents, possessions and miscellaneous information that will be important to you when addressing financial and personal affairs, end-of-life decisions, etc. Recording one's wishes in advance will help to avoid confusion, uncertainty and conflict.

QUESTIONS TO CONSIDER

1) Who should be your personal guardian or representative if you are unable to manage your affairs? Who should be executor of your estate after your death?

2) Who should receive your personal property and possessions (real estate, vehicles, household items, jewelry, artwork, guns, collectibles, etc.) after your death?

3) Do you have a **Power of Attorney (POA) for Finances and Property**? Who holds that Power? List **current** POA contact information (name, relationship, address, telephone, fax, email). The POA for Finances and Property should be updated every five (5) years.

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

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

Have a conversation to discuss this guide and your views with the person(s) whom you trust, who are willing to respect your views and values, who are able to make difficult decisions in stressful circumstances, who will closely follow what you want and be a good advocate for you. It is advised that this guide be reviewed every five (5) years or at the time of a life-changing event.

Copies of the **Identify and Organize Your Personal Affairs** guide are available at the Outagamie County ADRC, Government Center-Level 1; 320 S. Walnut St., Appleton or may be downloaded at [www.outagamie.org/Aging & Disability Resource Center\(ADRC\)/Resource Information/ADRC Identify and Organize your Personal Affairs Guide](http://www.outagamie.org/Aging & Disability Resource Center(ADRC)/Resource Information/ADRC Identify and Organize your Personal Affairs Guide)

WHAT TO DO WHEN YOU LOSE A LOVED ONE

SECURE VITAL STATISTICS (Information required for documents)

1. Full legal name, complete address, telephone number, and email address.
2. Religious name (if any).
3. Date of birth.
4. Place of birth.
5. Marital status.
6. Name of spouse (if married).
7. Spouse's maiden name (if wife).
8. Educational attainment.
9. Citizenship (US/Canadian/Mexican).
10. Father's name.
11. Father's birthplace.
12. Mother's name and maiden name.
13. Mother's birthplace.
14. Number and full names and addresses of all children/grandchildren/great grandchildren.
15. Social security number.
16. Veteran's serial/service number.
17. Date and place of service, date of discharge.
18. How long at current residence/former residence(s).
19. Occupation, job title, nature of work, & employment history.
20. Location of work place, telephone number, and email.
21. Family origin.

MAKE PAYMENT TO THE FOLLOWING

22. Estate/Inheritance taxes.
23. Funeral expenses.
24. Purchase of family burial estate, mausoleum, crypt, cremation niche.
25. Family burial estate, mausoleum crypt, cremation niche opening and closing costs.
26. Permanent memorialization.
27. Monument/marker engraving.
28. Funeral director.
29. Clergy.
30. Organist and vocalist.
31. Florist.
32. Obituary.
33. Clothing.
34. Long distance phone service.
35. Food.

WHAT TO DO WHEN YOU LOSE A LOVED ONE

36. Transportation.
37. Doctors.
38. Nurses.
39. Medical practitioners.
40. Ambulance.
41. Hospital/nursing homes.
42. Medications and drugs.
43. Current and urgent bills.

COLLECT DOCUMENTS

44. Will (check will regarding special wishes).
45. Prepare legal papers, certificates, and permits.
46. Birth certificate/legal proof of age.
47. Citizenship papers.
48. Social Security card or number.
49. Marriage license.
50. Veteran's discharge certificate.
51. Insurance policies (life, health, accident, property, auto) and government forms.
52. Disability claims.
53. Bank books and listing of accounts.
54. Other financial accounts.
55. Property deeds.
56. Cemetery deed or proof of ownership.
57. Auto titles or bill of sale.
58. Income tax returns, receipts, and cancelled checks.

MAKE ARRANGEMENTS WITHIN HOURS OR AS SOON AS POSSIBLE

59. Make cemetery arrangements.
60. Secure interment space and get exact location of burial/disposition.
61. Arrange for opening and closing of the grave/mausoleum/niche space.
62. Secure endowment care.
63. Arrange graveside committal service.
64. Secure use of cemetery chapel for committal prayers.
65. Decide on embalming and other preparation of deceased.
66. Provide photo of deceased for appearance details.

67. Funeral Home preference.
68. Location of funeral service.
69. Service type (religious, fraternal, military, etc.)
70. Time and place for visitation and funeral services.
71. Arrange for special religious services.
72. Provide information for eulogy.
73. Select casket (open or closed?)
74. Select outer burial container and/or burial vault.
75. Select urn/niche space (if cremation).
76. Provide vital statistics about deceased for newspaper.
77. Clothing for deceased.
78. Jewelry and glasses for deceased.
79. Select cosmetology and hairdressing for deceased.
80. Selection of scripture and readings (poems, etc.)
81. Clergy to officiate.
82. Marking of grave (either temporary or permanent).
83. Select memorial marker/monument setting and inscription.
84. Select charitable contributions for memorials in memory of deceased.
85. Register book, memorial/prayer cards.
86. Select pallbearers.
87. Floral arrangements and transportation before and after services.
88. Select music.
89. Organist/Pianist/Vocalist.
90. Arrange for funeral coach.
91. Arrange limousine for family and pallbearers.
92. Arrange funeral car list for family and guests.
93. Clothing for you and minor children.
94. Decide who will look after minor children and/or pets
95. House cleaning.
96. Extra chairs.
97. Transportation for family and guests.

98. Reviewing and signing all paperwork (e.g. burial permit).
99. Answering innumerable phone calls, emails, letters, and texts.
100. Necessary meetings with funeral director, lawyer, clergy, and cemetery.
101. Arrange transportation and lodging for out-of-town guests.
102. Acknowledging those who help in a special way (contributors of flowers, food, donations, etc.)
103. Decide how many certified copies of death certificate to order.
104. Food for family and out-of-town relatives and guests.
105. Items for memento display and/or memorial board.
106. Decide on memorial video production, pictures, music, etc.
107. Arrange for writing thank you notes.

NOTIFY AS SOON AS POSSIBLE

108. All family members.
109. All relatives.
110. All friends.
111. Minister and church.
112. Funeral Director.
113. Pallbearers.
114. Cemetery.
115. Doctor.
116. Employer of deceased.
117. Employers of relatives not going to work.
118. Organist, musicians, vocalists.
119. Newspapers regarding notices.
120. Social Security Administration.
121. Veterans Administration.
122. Insurance agents.
123. Religious, fraternal, civic organizations and unions.
124. Attorney, accountant, financial planner and executor of estate.
125. Credit card companies.

CONSUMER PROTECTION

From resolving home improvement issues to avoiding potential scams and identity theft, the Bureau of Consumer Protection provides a service to **inform, educate** and **protect** the public in Wisconsin. Residents afflicted with consumer issues must notify:

Department of Agriculture, Trade and Consumer Protection
Bureau of Consumer Protection
 2811 Agriculture Drive, P.O. Box 8911, Madison 53708-8911
 1-800-422-7128
DATCPHotline@wi.gov

Avoid Scams

Beware of imposters. Legitimate businesses or government agencies will not ask for personal information or threaten you. Do not respond to imposter scams.

Do not wire transfer money or pay by gift card. Money sent via wire transfer or pay by money cards is impossible to track. Pay by credit card (not debit card).

Never give out your Social Security, credit card, bank account or other personal information to anyone you do not know.

Protect your computer. Do not enter personal information on unfamiliar websites. Do not click on links within unsolicited emails. Update antivirus software, use **strong passwords** and change passwords regularly.

Before you act, **STOP, THINK, ASK** and get it in writing. If unsure, contact the Bureau of Consumer Protection.

Identity Theft Tips

Do not carry your Social Security number.

Limit and know the number of identification and credit cards you carry.

Shred bills, receipts, credit card offers, etc. that contain personal and financial information. **Review** your credit and financial statements when they arrive.

Check your credit report annually, at no cost, from each of the three (3) major credit reporting agencies. Call 1-877-322-8228 or visit online annualcreditreport.com

Keep personal information and confidential documents locked up and secure.

Register for the Wisconsin Do Not Call Registry at NoCall.Wisconsin.gov or call 1-888-382-1222.

CONTACT YOUR LEGISLATORS

CALL YOUR LEGISLATOR:

When you call your legislator, identify the issue.

- Be clear in your mind what you want to accomplish
- Determine who can help you accomplish your goal

Do your homework.

- If you're calling about a particular bill, know the name of the bill and number
- Research the issue and outline your comments

Speaking to your legislator.

- Identify yourself and who you represent
- Be brief and to the point
- State exactly why you are calling
- Be polite and non-threatening
- Avoid a lengthy debate
- Give reasons for your position
- Mention others who support your position
- Make a specific request for their support

How to end your conversation.

- Offer to send additional information
- Leave your name, address and telephone number
- Thank your legislator for their time and attention

WRITE YOUR LEGISLATOR:

- Type your letters when possible. If handwritten, make sure it is legible
- Be sure to put your return address on the letter and envelope
- Sign your name and identify yourself as a constituent
- Discuss only one issue in a letter
- Clearly state your position
Be brief and to the point
- Be sure to explain how a particular issue affects you or your family
- Ask your legislator to relate their position to you in their reply
- Follow-up when your legislators support positions that you agree with

U.S. LEGISLATIVE HOTLINE

800-362-9696 Toll Free

WISCONSIN LEGISLATIVE HOTLINE

Information on state legislators.

800-362-9472 Toll Free

www.legis.state.wi.us

**Contact the Aging & Disability Resource Center (ADRC)
for a current listing of elected officials.**

ACCESS

ACCESS Your Connection to Health, Nutrition, Child Care and More

- Find out which low or no cost programs you may be able to get
- Apply online for FoodShare, Medicaid, BadgerCare Plus, Family Planning Only Services, and Child Care
- Replace your ForwardHealth card (for some plans)
- Get an Explanation of Medical Benefits (EOMB)
- Manage your benefits:
 - Get up-to-date information
 - Report changes
 - Renew your benefits
 - Submit your FoodShare and Child Care Six-Month Report form

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

FAST - PRIVATE - EASY

**CALL EAST CENTRAL
INCOME MAINTENANCE (IM)
1-888-256-4563 TOLL FREE
7-1-1 TTY**

2023-2024 ENERGY ASSISTANCE PROGRAM

WHO QUALIFIES FOR ENERGY ASSISTANCE?

- Households whose total gross income for 1 month immediately preceding the month of application is below the amount for their household size.
- Households that are responsible for paying heating costs directly to fuel or utility company.
- Households whose heating costs are included in their rent may still qualify.

1 MONTH INCOME GUIDELINES:

# in Household	Gross Income Limit
1	\$2820.67
2	\$3688.58
3	\$4556.50

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

**CALL ENERGY SERVICES 800-506-5596 TO SCHEDULE AN APPOINTMENT
OR 920-735-0010 FOR QUESTIONS.**

HEALTH INSURANCE MARKETPLACE

HealthCare.gov



What *IS* the Health Insurance Marketplace?

The Health Insurance Marketplace provides a new way to buy health insurance.

The Marketplace lets you:

- See available options.
- Decide what fits your needs and budget.
- Apply for coverage and determine if you qualify for a federal tax subsidy.

To Enroll

November 1st, 2023 - January 15th, 2024

www.healthcare.gov

Call 1-800-318-2596

TTY: 1-855-889-4325

What do you need to enroll?

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

You may qualify for lower premiums or out-of-pocket costs, based on your household income and size.

In 2023-2024, an individual making up to about \$58,320 or a family of 4 making up to about \$120,000, may qualify for these lower costs.

Marketplace Assistance

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

Download application at:

<https://marketplace.cms.gov/applications-and-forms>

INFORMATION REQUIRED FOR MEDICAID APPLICATIONS

THE FOLLOWING INFORMATION FOR APPLICANT AND SPOUSE MUST BE PROVIDED AT THE TIME OF APPLICATION FOR A MEDICAID-RELATED PROGRAM OR BENEFIT:

- Social Security number
- Birth date
- Medicare claim number and eligibility begin date for Part A and Part B
- All private health insurance policy numbers, premium amounts and company name/address
- Social Security benefits
- Shelter and utility expenses (rent, renters insurance, mortgage, taxes, homeowners insurance, heat, electric, water, sewer, garbage pick-up, telephone, etc.).

THE FOLLOWING ITEMS REQUIRE WRITTEN VERIFICATION:

- You will be required to provide proof of all your assets. Example of proof include a copy of your bank statements showing the value of your bank account on the date the application is completed, property tax bill, vehicle title registration, or something that shows face value and cash value of your life insurance policy. If married and applying for institutional Medicaid, an asset assessment will be required for both the applicant and the spouse.
- Divestment: has anyone given away property, stocks/ bonds, cash, vehicles?
Has anything of value been sold, traded, transferred or given away within the last 60 months? Has a trust been created within the last 5 years? If so, be prepared to document dates and amounts.
- Copy of Guardianship letters or Durable Power of Attorney documents. If none, complete Authorization of Representative page with signatures of applicant, representative and witness.
- Supplemental Security Income (SSI) termination letter if applicant was on SSI prior to request for county Medicaid.
- Your worker may request additional documentation not listed above.

MEDICARE PLAN FINDER

Create an account for a personalized Medicare Plan Finder Experience.

When you create an account, you can:

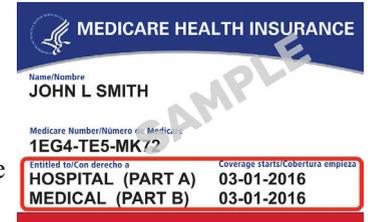
- Build a better drug list with suggestions based on prescriptions you filled within the last 12 months.
- Modify your drug list and save changes.
- Compare benefits and costs in your current plan to other plans available in your area.
- See prices based on any help you get with drug costs.

Create your new account

If you want access to personalized information and features, you must create an account. Visit Medicare.gov/plan-compare and click “Log in or create account.”

Have the following information ready:

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



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

My Username:

My Password Hint:

Forgot your Username or Password?

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

1. Medicare number
2. Last name
3. Date of birth

WHAT YOU SHOULD KNOW BEFORE YOU APPLY FOR SOCIAL SECURITY DISABILITY BENEFITS

● HOW DOES SOCIAL SECURITY DECIDE IF I AM DISABLED?

By law, Social Security has a very strict definition of disability. To be found disabled:

- You must be unable to engage in any substantial gainful activity because of your medical condition(s); and
- Your medical condition(s) must have lasted or be expected to last at least 1 year or be expected to end in death.

● MY DOCTOR SAYS I AM DISABLED. IS THAT ENOUGH TO QUALIFY ME FOR DISABILITY BENEFITS?

No. You cannot get disability benefits solely because your doctor says you are disabled.

● I AM GETTING DISABILITY PAYMENTS FROM MY JOB OR OTHER AGENCY. CAN I AUTOMATICALLY GET SOCIAL SECURITY DISABILITY BENEFITS?

No. Social Security disability laws are different from most other programs. For example, Social Security does not pay benefits for partial disability.

● HOW LONG DOES IT TAKE TO MAKE A DECISION?

It can take up to 12 months to get a decision. This depends on how much time it takes to get your medical records and any other evidence needed to make a decision.

● CAN I DO ANYTHING TO SPEED UP THE DECISION?

Yes. You can speed up the decision by being prepared for your interview. You can also speed things up by making sure you have the information Social Security requests of you regarding your work history and medical records.

● HOW DOES SOCIAL SECURITY MAKE THE DECISION?

Your application is sent to a state agency that makes disability decisions. The state has medical and vocational experts who will contact your doctors and other places where you received treat-

ment to get your medical records.

The state agency may ask you to have an examination or medical test. You will not have to pay for any examination or test. If the state does request an examination, make sure you keep the appointment.

● IF SOCIAL SECURITY DECIDES THAT I AM DISABLED, WHAT TYPES OF BENEFITS CAN I RECEIVE?

Social Security pays disability benefits under two programs:

- Social Security Disability Insurance (SSDI) for insured workers, their disabled surviving spouses and children (disabled before age 22) of disabled, retired or deceased workers.
- Supplemental Security Income (SSI) for residents with little or no income and resources.

● CAN I APPLY FOR DISABILITY BENEFITS ONLINE?

Yes. Simply log on to: www.ssa.gov for more information about applying online. Note: You cannot apply for SSI online.

● WILL MY PERSONAL INFORMATION BE KEPT SAFE?

Yes. Social Security protects the privacy of those they serve. As a Federal agency, they are required by the Privacy Act of 1974 (5U.S.C.522a) to protect the information they get from you.

● WHAT IF I AM MORE COMFORTABLE SPEAKING IN A LANGUAGE OTHER THAN ENGLISH?

Free interpreter services are provided to help you conduct your Social Security business.

● WHERE CAN I GET MORE INFORMATION?

Visit www.ssa.gov, call 800-772-1213 Toll Free, 800-325-0778 TTY for deaf and hard of hearing or contact the [Aging & Disability Resource Center \(ADRC\)](#) to provide assistance with other questions you may have if you are disabled.



Home
Instead[®]
SENIOR CARE[®]

To us, it's personal.

Shopping & Errand Service

Grocery shopping, food pantry and prescription pick-ups, and other personalized errands for Outagamie County residents, ages 60 years and older.

- One trip weekly per participant
- Up to two locations per trip (maximum of 2 hours, including travel)
- Outagamie County residents only

To schedule Shopping & Errand Service, call Home Instead[®] at 920.997.0118.

Participant donations are welcomed but not required. A donation envelope will be provided with each visit. Participant donations are confidential and will ensure service continuation.

Shopping & Errand Service receives federal Older Americans Act funding from Outagamie County.

In partnership with



Each Home Instead franchise office is independently owned and operated.



Outagamie Caregiver Coalition



We make it easier
to care for your
loved one.

Are you a caregiver?

You might be a caregiver if ...

- While visiting your parents you do laundry, clean the house and keep the refrigerator fresh.
- Your spouse is undergoing rehabilitation after a recent surgery and you spend your days at their bedside and in the therapy gym.
- You're having a hard time remembering your own personal life details because you are so focused on someone else's.
- Your vocabulary consists of walker, paperwork, medication, physician, appointment.

You ARE a caregiver!

OutagamieCaregiverCoalition@gmail.com
920-442-0612

The Outagamie
Caregiver Coalition
empowers caregivers
by providing needed
support through
comprehensive
education
and resources.

We help YOU ...

- Access resources
- Receive education
- Find support
- Make connections

Through ...

- Resource fairs
- Presentations
- Caregiver chats



Outagamie Caregiver Coalition

OutagamieCaregiverCoalition@gmail.com
920-442-0612

Supported by:



Find us on 

ALZHEIMER'S FAMILY CAREGIVER SUPPORT PROGRAM (AFCSP)

The Alzheimer's Family Caregiver Support Program (AFCSP) was created by the Wisconsin legislature in 1985 in response to the stress and service needs of families caring at home for someone with irreversible dementia. To become eligible for AFCSP funding, a person must have an Alzheimer's disease or related dementia disorder diagnosis from their physician, live at home, and meet AFCSP financial requirements. AFCSP is coordinated by the Wisconsin Bureau of Aging and Disability Resources (BADR) and is available in every county and tribe throughout the state.

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

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

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

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

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



920 225-1711

info@foxvalleymemoryproject.org

Support for you and your loved one living with memory loss!

Fox Valley Memory Project works to create dementia-friendly communities that support people living with dementia and their care partners. Programs include socialization events; caregiver support; referral services; education; and facilitated sessions for people with early to mid-stage dementia.

Social Engagement Opportunities

- Attend **Memory Cafés** to meet new friends and enjoy themed social engagement activities using music, art, dance and more!
- Sing in our “**On a Positive Note**” Chorus and share your love for music with others
- Join friends for **Special Events** at our Monthly Lunch Bunch, Bike rides, Bus Trips, exploring parks, and more!

Care Support Opportunities

- Receive resource navigation through ***Memory Link program** for in-home and long-term care, respite resources, or other concerns in caring for yourself or your loved one
- Learn about caregiving at monthly health and caregiver **education events**
- Attend a caregiver **support group** to learn from each other how to better care for yourself and people living with memory loss

Weekly Mindworks Sessions

- Mindworks is a **facilitated program** for people with early to mid-stage dementia
- Provides enhanced **social connections**
- Promotes brain health, physical activity, and **overall wellness** through engaging activities.
- Provides **respite time** for caregivers and family members while participants are in class

*Aging and Intellectual & Developmental Disability Program

- Helping people with IDD and their caregivers to **navigate the dementia journey**
- Educational opportunities to help **manage behavioral symptoms of dementia** in the context of an IDD diagnosis
- Monthly webinars series in partnership with SOAR Fox Cities

*These projects are supported, in part by grant number 90ADPI0068, from the U.S. Administration for Community Living, DHHS, Washington, D.C. 20201; and by grants from the David L. and Rita E. Nelson Family Fund; the Boldt Company; the Menasha Corporation Foundation, and the US Venture/Schmidt Family Foundation.

For more information, and to sign up for our newsletter, call 920-225-1711, email info@foxvalleymemoryproject.org or visit our website FoxValleyMemoryProject.org

We look forward to meeting you!

Fox Valley Memory Project
1800 Appleton Road | Menasha WI 54952



Rosalynn Carter Institute for Caregiving
Resources for Enhancing Alzheimer's Caregiver Health

RCI REACH

A **UNIQUE** PROGRAM FOR **CAREGIVERS**
 OF INDIVIDUALS LIVING WITH MEMORY LOSS

Could you use some encouragement, support, and understanding in your caregiving journey? The RCI REACH Program is designed to assist caregivers experiencing stress in the care of their loved ones at home. The program offers current information in Alzheimer's disease and related dementia as well as in-depth support. A certified coach can help develop strategies and techniques for coping with troubling behaviors while improving emotional and physical health.

This evidence based program is designed to help you:

- Enhance your understanding about the impact of dementia on the brain & body
- Teach techniques to manage your stress
- Reduce your sense of social isolation as you connect to community resources designed to be "dementia friendly"
- Reduce caregiver burden and depression, while improving self reported health
- Most of all, increasing caregiver's confidence in their own ability to provide care
- Services are tailored to meet individual needs
- Open to families in Calumet, Outagamie, Waupaca, and Winnebago Counties

For more information about this no cost support program contact Mosaic Family Health and ask to speak with the RCI REACH caregiver coach, 920-997-8407
Located at 229 S. Morrison St., Appleton, WI 54911



10 SIGNS OF EARLY MEMORY LOSS DETECTION

1. Memory changes that disrupt daily life. Are you forgetting recently learned information, important dates or events, asking for the same information over and over; relying on memory aides (e.g., reminder notes or electronic devices) or family members for things you use to handle on your own?

What's typical? Sometimes forgetting names or appointments but remembering them later.

2. Challenges in planning or solving problems. Are you having trouble following a familiar recipe, keeping track of monthly bills, having difficulty concentrating or taking longer to do things than you did before?

What's typical? Occasionally, making errors when balancing a checkbook.

3. Difficulty completing familiar tasks. Are you having trouble driving to a familiar location, managing a budget, remembering rules of a favorite game?

What's typical? Occasionally, needing help to use microwave setting or to record a television show.

4. Confusion with time or place. Do you lose track of dates, passage of time or forget where you are and how you got there?

What's typical? Getting confused about the day of the week but figuring it out later.

5. Trouble understanding visual images and spatial relationships. Are you having difficulty reading, judging distance, determining color and contrast or recognizing your own reflection?

What's typical? Vision changes related to cataracts.

6. New problems with words in speaking or writing. Do you have trouble following or joining a conversation? Do you stop in the middle of a conversation and have no idea how to continue, repeat yourself or have problems finding the right word to call things (e.g., calling a “watch” a “hand-clock”). *What's typical? Sometimes, having trouble finding the right word*

7. Misplacing things and losing the ability to retrace steps. Do you frequently lose things and are unable to go back over the steps to find them again?

What's typical? Occasionally, misplacing things (e.g., pair of glasses, TV remote control).

8. Decreased or poor judgment. Do you use poor judgment in dealing with money, giving large amounts to telemarketers or pay less attention to grooming or keeping yourself clean?

What's typical? Making a bad decision once in a while.

9. Withdrawal from work or social activities. Do you withdraw from hobbies, social activities, work projects or sports? Do you have trouble keeping up with a favorite sports team or remembering how to complete a favorite hobby?

What's typical? Sometimes, feeling weary of work, family and social obligations.

10. Changes in mood and personality. Do you become confused, suspicious, depressed, fearful or anxious? Easily upset at home, at work, with friends or in places where you are out of your comfort zone?

What's typical? Developing very specific ways of doing things and becoming irritable when a routine is disrupted.

If you are concerned with warning signs, consult your physician. For more information, contact the Alzheimer's Association 24/7 Helpline 800-272-3900, Mosaic Family Health 920-997-8407, Fox Valley Memory Project 920-225-1711 or contact the ADRC Dementia Care Specialist 920-832-5178.

EMERGENCY PREPAREDNESS**ARE YOU READY?**

Emergency events can occur quickly and without warning. Planning for any emergency requires considering all likely scenarios that could affect you. If you are able to stay at home, utilities (electricity, water, heat, air conditioning), telephone service, transportation, etc. could be interrupted or lost for a considerable amount of time.

- Have enough food, water and other essentials on hand to last three or more days. You may have to evacuate your home or community.
- Choose an out-of-town person to be your contact point for family members to call if you are separated. Make sure everyone has the telephone number.
- Choose two emergency meeting places: one outside of your home and one outside of your neighborhood.

CREATE AN EMERGENCY SUPPLY KIT

- One gallon of water per person per day for at least three days for drinking and sanitation
- At least a three day supply of non perishable food
- Battery-powered radio with extra batteries
- Flashlight with extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask helps filter contaminated air. Plastic sheeting and duct tape help contain contaminated items
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
- Prescription medications and glasses. Extra pair of glasses or contact lenses.
- Infant formula and diapers
- Pet food and extra water for your pet
- Important family documents (insurance policies, personal identification, family photos and bank account records) in a waterproof, portable container
- Cash or traveler's checks and change
- Extra set of keys to house, car etc.
- Small amount of cash and change.
- Sleeping bag or warm blanket for each person
- Complete change of clothing with sturdy shoes
- Household chlorine bleach and medicine dropper – Dilute nine parts water to one part bleach disinfectant. Treat water – 16 drops of regular household liquid bleach per gallon of water.
- Fire extinguisher
- Matches in a waterproof container
- Feminine supplies and personal hygiene items
- Paper cups, plates and plastic utensils, paper towels
- Paper and pencil
- Books, games, puzzles or other activities for children

PREPARE • PLAN • STAY INFORMED

FILE OF LIFE COULD BE YOUR LIFE SAVER!

FILE OF LIFE enables emergency medical response teams to obtain a quick medical history when a person is unable to communicate in an emergency. Emergency response workers are trained to look for **FILE OF LIFE** stickers and “red” packets.

FILE OF LIFE lists a person’s name, emergency medical contacts, health insurance policy numbers, health concerns, current medications with dosages, allergies, recent surgeries, primary physician, health care proxies and other immediate information that will be helpful during an emergency. **The FILE OF LIFE** packet should be visibly placed on the outside refrigerator door. A compact version is available to carry in a wallet, purse or car compartment.

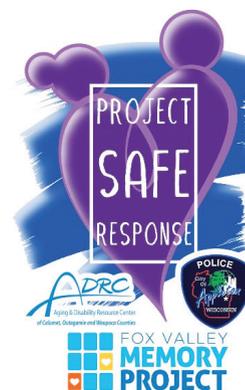


It is critical to maintain FILE OF LIFE accuracy and currency. You could save your life or a loved one. Update **FILE OF LIFE** information with every medication change and/or physician visit. Go online to www.youradrcresource.org (under Quick Link), select **FILE OF LIFE** and download **FILE OF LIFE** replacement information sheets. **TIP:** When you turn your clock back or ahead for Daylight Savings, change your smoke alarm batteries and update your **FILE OF LIFE** information!

FILE OF LIFE packets are available, at no cost, in the Outagamie County Aging & Disability Resource Center (ADRC) located within the Outagamie County Government Center, 320 S. Walnut Street, Appleton. For further information, call the **Outagamie County Aging & Disability Resource Center (ADRC) 920-832-5178** and ask to speak to an Information and Assistance Specialist.

PROJECT SAFE RESPONSE

Project Safe Response is a program of the Appleton Police Department in collaboration with the Fox Valley Memory Project (FVMP) and the Outagamie Aging and Disability Resource Center (ADRC) that will allow members of our community living with dementia, autism, or other cognitive impairments and their caregivers an opportunity to proactively provide critical information to first responders so they can be more informed when responding to critical calls for service. The program will be maintained by the Appleton Police Department. Community members can enroll in the program by first filling out an informational packet and then setting up an intake meeting. The forms are available at the Appleton Police Department, FVMP, the ADRC, or online at appletonpd.org. The information provided to the program will serve as an alert to first responders and include any relevant information necessary to facilitate a safe and effective response in the case of a critical incident.



NUTRITION CHECK

	<u>YES</u>	<u>NO</u>
1. Have you been hospitalized, in a nursing home or had any serious health illnesses in the last year? (flu, dehydration, broken bones, a fall, pneumonia or any medication adjustments.)	2	0
2. Do you have a chronic illness and/or pain that affects what you eat? Examples: • Diabetes • High blood pressure • Heart condition • Arthritis • Breathing difficulties	2	0
3. Do you eat at least 5 servings of fruit, vegetables or juice per day? Serving Examples: • 1/2 c. cooked • 1 c. leafy green • 1 med. piece of fruit or 6 oz. juice	0	2
4. Do you eat at least 2 servings of protein-rich foods daily? Serving Examples: • 1/2 c. tuna • 1/2 c. cottage cheese • 2 oz. cheese • 2 Tbsp. peanut butter • 2 oz. meat, fish or poultry • 3/4 c. dried beans or peas • 2 eggs	0	2
5. Do you consume at least 2 servings of calcium-rich foods and/or take a calcium supplement daily? Serving Examples: • 1 c. milk • 1 c. yogurt • 1 c. ice cream • 1 c. calcium-fortified orange juice	0	2
6. Do you drink at least six glasses (8 ounces each) of caffeine-free fluids regularly throughout the day? Examples: • water • milk • juice • decaf coffee or tea • soda • lemonade	0	2
7. Is it hard for you to chew, swallow or taste your food?	1	0
8. Do you need help with any of the following? • Financial assistance to buy food • Help with grocery shopping • Meal preparation assistance • Special/modified dishes or silverware	3	0
9. Is eating an enjoyable experience for you?	0	1
10. Do you take 3 or more medications daily including prescription or over-the-counter drugs, vitamins or herbal supplements?	1	0
11. Have you lost or gained 10 or more pounds in the last 6 months without wanting to?	3	0
12. Do you participate in regular physical activity? Examples: • walking • bicycling • stair climbing • housekeeping • gardening	0	1
13. Do you drink beer, wine or liquor on a regular basis?	1	0

Add numbers for your Nutrition Check score:

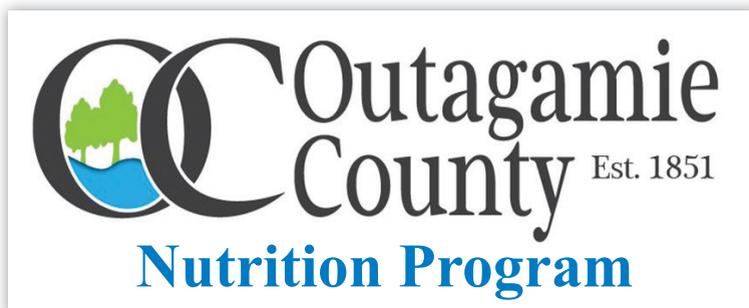
Score:

0-4 Your score indicates you do not need to make changes in your eating habits. Check your Nutrition Check score every year.

5-9 You may need to make some changes in your diet and activity level to help you remain strong, healthy and independent. Check your Nutrition Check score again in 6 months.

10 + You may be at risk for nutrition problems. You are encouraged to make changes in your diet and activity level to help you maintain or improve your health. You may want to talk to your physician or registered dietitian about your Nutrition Check score.

Check your Nutrition Check score again in 3 to 6 months.



OUTAGAMIE COUNTY NUTRITION PROGRAM

The **Outagamie County Nutrition Program** offers **CONGREGATE** and **HOME DELIVERED MEAL SERVICE** to individuals 60 years and older on a donation basis. The Nutrition Program provides nutritional, financial, social, educational and informational support to older participants and family caregivers.

CONGREGATE MEAL SERVICE offers nutritious meals in a group setting at county-wide congregate meal site locations. Congregate Meal Service provides socialization, fellowship, volunteer opportunities, nutrition education and counseling, public benefit assistance, health screenings and current information on aging issues. Participants must make a meal reservation in advance of meal service by calling the following Nutrition Program Congregate meal site locations **Reservations are required for lunch one (1) day prior by 12:00 noon.*

APPLETON

Oneida Heights Apartments
525 N. Oneida St., Appleton
Monday - Friday
11:30 A.M. and 12:15 P.M.
920-209-4175

KAUKAUNA

Streets, Parks & Recreation Building
207 Reaume Ave., Kaukauna
Monday - Friday 11:30 A.M.
920-740-4641

APPLETON

Thompson Center on Lourdes
2331 E. Lourdes Dr., Appleton
Tuesday, Thursday 12:15 P.M.
920-858-5619

HORTONVILLE

Village Municipal Building
531 N. Nash Street
Monday - Friday 11:00 A.M.
920-740-4648

SEYMOUR

Seymour Municipal Building
328 N. Main St., Seymour
Monday - Friday 11:30 A.M.
920-213-3490

***Call the Outagamie County ADRC 920-832-5178 for current Congregate meal site information.**

HOME DELIVERED MEAL SERVICE offers nutritious meals to Outagamie County residents 60 years and older who are homebound by reason of illness, disability or isolation. Call the **Outagamie County ADRC 920-832-5178** to speak with an Information and Assistance Specialist to inquire about Home Delivered meal service eligibility.

Nutrition Program participants may receive meal service on a donation basis. A suggested donation is encouraged. Participant donations remain confidential and support Outagamie County Nutrition Program meal service continuation.

NUTRITION PROGRAM VOLUNTEER OPPORTUNITIES are available at Congregate meal sites above. Interested volunteers may call 920-968-2414.

MEDICAID NON-EMERGENCY TRANSPORTATION

Who Can Get Non-Emergency Medical Transportation?

Non-emergency medical transportation is a Medicaid covered service for individuals enrolled in certain Medicaid programs. Rides can include public transportation (such as a city bus), rides in specialized medical vehicles, or rides in other types of vehicles depending on your medical and transportation needs. If public transportation is not available, you will not be required to take it.

Veyo, LLC, Wisconsin's Medicaid and BadgerCare Plus transportation manager. Veyo, LLC schedules and pays for rides to Medicaid and BadgerCare Plus covered health care services.

You may be able to get a ride to your Medicaid or BadgerCare Plus covered health care service, if you have no other way to get to your appointment and you are enrolled in one of the following programs:

- Wisconsin Medicaid (including IRIS)
- The BadgerCare Plus
- Family Planning Only Services
- Tuberculosis-Related Services-Only Benefit
- BadgerCare Plus Express Enrollment for Pregnant Women

Please Note: If you have a medical emergency you should call 911



Veyo, LLC is required to follow federal and state law and can only schedule and pay for rides if you are not able to get a free ride.

If you are enrolled in the Core Plan or the Basic Plan and Family Planning Only Services, you can only get a ride to services covered under Family Planning Only Services.

Mileage Reimbursement (Gas Payment)

If you have a car and are able to drive yourself to your appointment but cannot afford to pay for gas, you may be able to be paid for gas. Contact Veyo, LLC before you go to your appointment to see if you can be reimbursed for mileage.

For More Information

For more information about scheduling rides, meals and lodging, complaints, new rules, denied transportation or Fair Hearings:

- Contact Veyo, LLC at veyo.com
- Call 866-907-1493 (voice) Reservation Line Call two (2) business days before ride.
- See your ForwardHealth Enrollment and Benefits handbook at www.dhs.wi.gov/em/customerhelp
- See your Member Update at dhs.wi.gov/em/customerhelp
- Call Member Services 800-362-3002
- Call Complaint Line 866-907-1493

2023 OUTAGAMIE PARATRANSIT SERVICE

URBAN SERVICE - Valley Transit II

Valley Transit II Service Area (3/4 mile off Fixed Bus Route System)

*Appleton | Kaukauna | Menasha | Neenah | Combined Locks | Fox Crossing | Kimberly | Little Chute
Buchanan | Grand Chute | Harrison | Vandenbroek*

Fares

ONE-WAY Paratransit fares for Outagamie County disabled and/or senior riders 60 years and older:

ADA Paratransit Service	\$4.00
Sunday Service (7:30 A.M. to 2:00 P.M. cash only)	\$11.00

Ticket Purchase

- Valley Transit II tickets may be purchased **in sheets of 10 tickets** at Valley Transit Ticket Outlets, by mail, phone or in person at Valley Transit – 801 S. Whitman Ave. Appleton, WI 54914 or call **920-832-5800**.
- Agency Tickets: Passengers eligible for service under long-term care programs must use an agency ticket to ride. IRIS or Managed Care Organizations need to contact Valley Transit to purchase agency tickets. Agency tickets are not valid for Sunday service.

RURAL SERVICE

ONE-WAY Service runs outside of Valley Transit II service area, but within rural Outagamie County. Paratransit fares for Outagamie County disabled and/or senior riders 60 years and older:

Fare: \$6.00 – Ticket Purchase

- Rural tickets may be purchased **in sheets of 10 tickets** by mail, phone or in person at Valley Transit – 801 S. Whitman Ave. Appleton, WI 54914 or call **920-832-5800**.
- Agency Tickets: Passengers eligible for service under long-term care programs must use an agency ticket to ride. IRIS or Managed Care Organizations need to contact Valley Transit to purchase agency tickets. Agency tickets are not valid for Sunday service.

TO SCHEDULE TRANSPORTATION

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

Valley Transit II Riders must be certified at the following locations:

SENIOR RIDERS

Make the Ride Happen

3003 N. Richmond St., Appleton 54914
920-225-1719 888-200-0576

Outagamie County Government Center

Aging & Disability Resource Center (ADRC)
320 S. Walnut St., Appleton 54911
920-832-5178 866-739-2372 7-1-1 TTY

DISABLED RIDERS (ADA)

Fax application to: 920-830-7599

or

Mail to: Valley Transit

801 S. Whitman Ave., Appleton 54914

RIDE WITH CONFIDENCE!



Travel training is available for groups and individuals.

Stephanie Gifford, Travel Training Specialist, Hablo Español

Contact us at **(920) 832-5800** or **traveltraining@Appleton.org** to learn everything you need to know about riding the bus!



LEARN HOW TO USE YOUR SMARTPHONE TO PLAN YOUR TRIP!

With our rider tool **ridemyvalleytransit.com** you can track your bus in real-time and get service alerts.

WWW.MYVALLEYTRANSIT.COM



For more information or a tour:
920.731.7310
325 E. Florida Avenue, Appleton



Rennes Health & Rehab Center

Rehabilitative Services & Skilled Nursing

- Private Rooms
- 24-Hour Nursing Care
- In-House Staff Therapists
- Home Safety Evaluation
- Outpatient or Inpatient Rehab
- Physical, Occupational & Speech Therapy
- One-to-One Patient-to-Therapist Treatment
- State-of-the-Art Rehab Equipment & Therapy Gyms



Renaissance by Rennes

Assisted Living Apartment Community

- Individual Private Apartments
- Wireless Internet/Cable Included
- Medication Monitoring
- Transportation & Outings
- Healthy Home-cooked Meals
- Weekly Housekeeping
- 24-Hour Care Team
- Full-Time Registered Nursing
- Beauty Salon/Barber Shop and Spa



For more information or a tour:
920.380.1100
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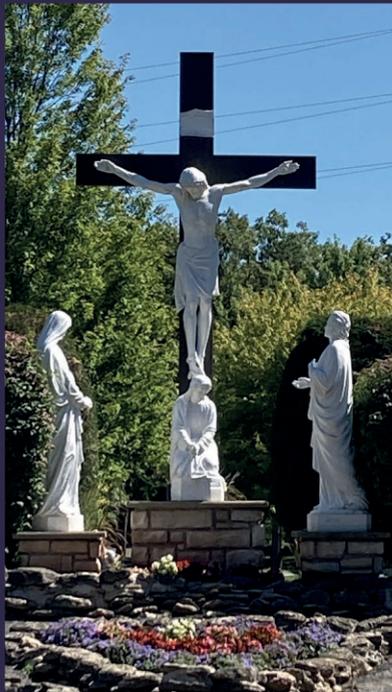
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Pamela McAvoy
Kody S. Garza
Erik L. Fuehrer
Michael D. Lawrynk

website: www.gwkl.net
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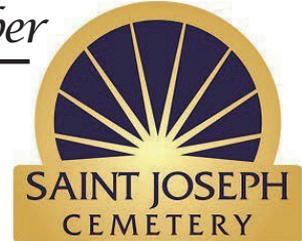
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HIRING HOME CARE

CONSIDERATIONS HIRING HOME CARE

- **Interview in Person** Your initial reaction to the agency and/or home care provider is important.
- **References** Ask for at least 3 to 6 references.
- **Criminal Background Checks** Ensure the safety of home, self, personal property, etc. by following up with references and conducting a Criminal Background Check.
- **Insurance** (Workers' Compensation, liability, bonding, etc.) What if something is broken in the home, a home care provider is dishonest or an injury occurs while on the job?
- **Taxes** (local, state and federal payroll taxes) Wages must be reported if you hire an independent home care provider.
- **Training** What kind of training has the home care provider had? Do they participate in a continuing education program?
- **Availability** Is care available up to 24 hours a day, 7 days a week, etc.? What happens if a home care provider calls in sick or needs time off?
- **Documentation** Is a log maintained daily on activity? Daily events should be written down so that all those involved in caregiving are aware of what has happened.
- **Transportation** Is there home care provider assistance for running errands, going to appointments, etc.? What about emergency transportation?
- **Rates and Billing** (private pay, Medicare, Medicaid, long term care insurance, etc.) Check everything out. You are going to need resources to pay for care. Keep good records.
- **Contract or Service Agreement** Are you obligated for a certain period of time? Is there a deposit required to initiate services? Define your caregiving expectations. Get in writing.
- **Back up Plan** No matter how well a plan has been thought out, be prepared if something goes wrong or the plan changes.

AGENCY PROVIDER

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

Considerations:

- Services may be too costly to use regularly
- You may have to accept a schedule around employees
- You may not be pleased with the quality or reliability of the employee
- Different employees may be sent on different day, interrupting continuity of care

INDEPENDENT PROVIDER

- Less costly than going through an agency
- You directly manage the worker and have control over hours, tasks and pay
- One person giving care which can provide continuity for your loved one

Considerations:

- Contacting, interviewing and screening are your job and can be time consuming
- If worker is ill or unavailable, you need to arrange for substitutes
- You are responsible for all paperwork, i.e., Social Security records, payments and insurance
- You will need liability insurance to cover the worker in case of accidents

Call the Aging & Disability Resource Center (ADRC).

HOME CARE SERVICES - MEDICAL (INCLUDING HOSPICE PROVIDERS)	SKILLED NURSING	REHAB	HOSPICE
ALMOST FAMILY HOME CARE 880 S. Oneida Street Suite E, Menasha 54952 920-729-6165 • www.lhcgroup.com	X	X	
ASCERACARE HOSPICE CARE 2120 S Ridge Rd, Green Bay 54304 920-339-9065 • amedisys.com	X	X	
AURORA HEALTH AT HOME 931 Discovery Rd, Green Bay 54311 877-266-9138 • www.aurorahealthcare.org	X		X
BRIGHTSTAR CARE 2361 Omro Rd., Oshkosh 54904 920-718-5399 • www.brightstarcare.com	X		
CALUMET COUNTY HOME HEALTH CARE AND HOSPICE 206 Court St, Chilton 53014 920-849-1432	X	X	X
COMFORT KEEPERS 516 Redbird Cir, De Pere 54115 920-413-5941 • www.comfortkeepers.com	X	X	
COMPASSUS 816 W Winneconne Ave, Neenah 54956 888-806-6539 • www.compassus.com	X	X	X
COMPASSUS (GREEN BAY) 2960 Allied St., Suite 105, Green Bay 920-310-3981 • www.compassus.com			X
HELPING HANDS CAREGIVERS 509 W Walnut St, Green Bay 54303 920-217-2961 • www.helpinghandswi.com	X		
HOSPICE AT CHERRY MEADOWS (THEDACARE) 2600 W Heritage Woods Dr., Suite 43A, Appleton 920-454-6859	X	X	X
MOMENTS HOSPICE OF APPLETON, LLC 5517 W Waterford Ln., Suite C, Appleton 920-212-8533			X
PREFERRED HOME HEALTH CARE 1476 Kenwood Dr, Menasha 54952 888-830-9911 • phhcare.com	X	X	
PROMEDICA HOME HEALTH 1145 W Main Ave., Suite 205, De Pere 866-216-5708 • promedica hospice.org	X	X	X
PRN HOMEHEALTH AND THERAPY 1101 E South River St, Appleton 54915 888-830-9911 • www.prnhealthservices.com	X	X	
ST. CROIX HOSPICE 420 S. Washington St., Suite A, Green Bay 54301 920-305-7900 • stcroixhospice.com			X

HOME CARE SERVICES - MEDICAL (INCLUDING HOSPICE PROVIDERS)	SKILLED NURSING	REHAB	HOSPICE
ST. PAUL ELDER SERVICES HOSPICE 316 E 14th St, Kaukauna 54130 920-766-6180 • www.stpaulelders.org	X	X	X
THEDACARE AT HOME 3000 E College Ave, Appleton 54915 920-969-0919 • www.thedacare.org	X	X	X
UNITY HOSPICE & PALLIATIVE 2366 Oak Ridge Cir, De Pere 54115 920-338-1111 • www.unityhospice.org			X

HOME CARE SERVICES - NON MEDICAL

PC = Personal Care H = Housekeeping MP = Meal Preparation S = Shopping	RC = Respite Care/Companion MR = Medication Reminders TE = Transportation Escort MA = Medical Assistance	PC	H	MP	S	RC	MR	TE	MA
A-Z IMPACT SERVICES 920-267-0111 • azimpactservices.com		X	X	X	X	X			
ACTIKARE RESPONSIVE IN-HOME CARE 1220 East Mitchel Ave, Appleton 920-691-3073 • actikare.com/appleton		X	X	X	X	X	X	X	X
AGAPE SUPPORTED APARTMENT PROGRAMS 7 Tri-Park Way, Appleton 920-734-9871		X	X	X	X	X	X	X	
ALMOST FAMILY HOME CARE 880 S. Oneida Street Suite E , Menasha 920-729-6165 • www.lhcgroup.com		X	X	X	X	X	X	X	X
AMEDISYS HOME HEALTH 2120 S Ridge Rd, Green Bay, 54304 920-497-1234 • amedisys.com		X							
ARC ANGELS SENIOR HOME CARE 5733 W Grande Market Dr, Appleton 920-832-8032 • www.arcangelscare.com		X	X	X	X	X	X	X	
AVEANNA HOME HEALTH - WAUPACA 801 Fulton St, Waupaca 715-258-2130 • www.aveanna.com		X	X	X	X	X	X	X	X
BRIGHTSTAR CARE 35 Park Place Suite 100, Appleton 920-882-7277 • www.brightstarcare.com/appleton		X	X	X	X	X	X	X	
CHRISTIAN SERVANTS HOME CARE, LLC W5669 Cty Rd KK, Suite E, Appleton 920-851-8100		X	X	X	X	X	X	X	X
CLARITY CARE 424 Washington Ave, Oshkosh 920-236-6560 • www.claritycare.org		X	X	X	X	X	X	X	X
COMFORT KEEPERS 516 Redbird Cir, De Pere 920-215-4979 • www.comfortkeepers.com		X	X	X	X	X	X	X	X
GOOD PEOPLE 800-608-8003 • www.goodpeople.us		X	X	X	X		X	X	
GOOGLE.COM/EXPRESS google.com/express					X				
HELEN'S HOUSE SUPPORTIVE HOME CARE 920-851-2345 • info@helens-house.com		X	X	X	X	X	X	X	
HELPING HANDS CAREGIVERS 509 W Walnut St, Green Bay 920-217-2961 • www.helpinghandswi.com		X	X	X	X	X	X	X	X

HOME CARE SERVICES - NON MEDICAL

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HOME CARE ASSISTANCE, FOX CITIES									
1755 W 7th Ave, Oshkosh 920-717-1547 • www.homecareassistanceoshkosh.com		X	X	X	X	X	X	X	
HOME HELPERS HOME CARE OF APPLETON									
920-587-4042 • www.homehelpershomecare.com		X	X	X	X	X	X	X	
HOME INSTEAD									
3020 E College Ave, Suite L, Appleton 920-997-0118 • www.homeinstead.com		X	X	X	X	X	X	X	
HOMEAID HEALTH CARE									
101 W Edison Ave, Suite 253, Appleton 920-637-4486 • www.homeaidhealthcare.com		X	X	X	X	X	X	X	
HOLIDAY HELPING HANDS LLC									
1914 E. Frances St., Appleton 54911 920-358-4370 • holidayhelpinghands2020.com		X	X	X	X	X	X		
INTERIM HEALTHCARE OF THE FOX CITITES									
1244 Appleton Rd, Suite D, Menasha 920-944-8945 • www.interimhealthcare.com/foxcities		X	X	X	X	X	X	X	X
NICOLET SUPPORTIVE HOME CARE									
821 E 1st Ave, Suite 2A, Appleton 920-982-2631 • nicoletstaffing.com		X	X	X		X		X	
OUTAGAMIE COUNTY SUPPORTIVE HOME CARE									
320 S Walnut St, Appleton 920-832-5485 • www.outagamie.org			X	X	X				X
PASOUA HOME CARE, LLC									
508 W Wisconsin Ave, Ste B, Appleton 920-358-7902 • pasouahomecare.com		X	X	X	X	X	X	X	X
PREFERRED HOME HEALTH CARE									
1476 Kenwood Dr, Menasha 920-725-1116 • phhcare.com		X	X	X	X	X	X	X	
RIGHT AT HOME IN HOME CARE									
4311 N Lightning Dr, Appleton 920-257-4667 • www.rightathome.net		X	X	X	X	X	X	X	
SENIOR HELPERS									
2501 S Oneida St, Ste B, Appleton 920-214-5697 • www.seniorhelpers.com/foxcities		X	X	X	X	X	X	X	
ST. PAUL ELDER SERVICES									
316 E. 14th St, Kaukauna 920-766-6020 • stpaulelders.org		X	X	X	X	X	X	X	X
SYNERGY HOMECARE									
3825 E. Calumet St., Suite 100, Appleton 920-843-1700 • www.synergyhomecare.com		X	X	X	X	X	X	X	

HOME CARE SERVICES - NON MEDICAL

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TONGXENG PERSONAL HOME CARE 206 S Memorial Dr, Appleton 920-734-1702 • www.tongxenghomecare.com		X	X	X	X		X	X	X
VALLEY VNA SENIOR CARE 1535 Lyon Dr., Neenah 920-727-5555 • valleyvna.org/communityprograms		X	X	X	X	X	X	X	X
VISITING ANGELS OF APPLETON 17 Park Place, #150, Appleton 877-618-4748 • www.visitingangels.com/appleton		X	X	X	X	X	X	X	

HOUSING QUESTIONS TO ASK

- Is there an entrance fee? If yes, is it reimbursed when I move out?
- What determines the monthly fee and how often can it be raised?
- How much notice do I have to give if I leave?
- What is included in the monthly rate?
- Do I have a private bathroom?
- What are the costs for additional services or meals, private room, telephone, etc?
- What is the meal plan and are meals provided?
- Do you accommodate special diets?
- Are pets allowed?
- Is there awake staff overnight?
- Is there an emergency response system?
- Does the facility have an Emergency Preparedness Plan (power outage, fire, etc.)
- May outside services come in to help me?
- Is there a nurse on call 24 hours a day?
- What is the ratio of staff to residents?
- Is the facility at maximum capacity?
- What are the policies regarding visitors?
- Is there transportation available if I have a doctor appointment? What is the cost?
- Do you have parking or garage for a vehicle?
- If I have to be hospitalized for a period of time, what happens to my apartment or room?
- What personal possessions may I bring?
- Has the facility had any citations?
- What happens when my money runs out?
- Is the facility accessible?
- Does the facility have an emergency power back-up?

CHOOSING ASSISTED LIVING

WHAT IS ASSISTED LIVING?

Assisted living facilities offer housing alternatives for older residents who may need help with dressing, bathing, eating supervision and toileting but do not require the intensive medical and nursing care provided in nursing homes.

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

WHAT SERVICES ARE PROVIDED?

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

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

HOW TO CHOOSE A FACILITY?

A good match between a facility and a resident's needs depends as much on the philosophy and services of the assisted living facility as it does on the quality of care.

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

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

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

THE FOLLOWING STEPS SHOULD ALSO BE CONSIDERED:

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

WHAT IS THE COST FOR ASSISTED LIVING?

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

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

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

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

HOUSING DEFINITIONS

INDEPENDENT LIVING APARTMENT

Multi-unit dwellings specifically intended for older and/or disabled residents who are capable of managing their own lives. The costs can range from subsidized apartments for low income individuals to quite expensive condominium-style units. Some complexes may have recreation rooms, activities, transportation services and/or a congregate meal site on the premises. These facilities have minimal services available. Some may charge entrance fees.

ADULT FAMILY HOME (AFH)

A dwelling where 3 or 4 adults who are not related to the operator reside and receive care, treatment, or services that are above the level of room and board and that may include up to 7 hours per week of nursing care per resident. Adult Family Homes are licensed and regulated by the Division of Quality Assurance within the Department of Health Services. Long term support funding may be available to help with costs, if the resident is eligible.

RESIDENTIAL CARE APARTMENT COMPLEX (RCAC)

Apartment-type units with their own kitchen, bathroom, living and sleeping areas. The residents are somewhat independent, usually needing some degree of help with daily living activities. Through the facility, a resident can obtain up to 28 hours of assistance per week. Emergency assistance is available. Social and recreational activities as well as meals are also available. Be sure to ask what services are included in the monthly rate and what services require additional payment. Facilities that are registered with the state accept private pay only. If the facility is certified with the state, they may be able to accept funding if it is available and the resident is eligible. The RCAC manager can answer questions regarding financial matters.

COMMUNITY BASED RESIDENTIAL FACILITY (CBRF)

Group home setting consisting of 5-21+ beds. They can be single or double occupancy rooms, usually with a half-bath. They have common dining and living areas. These facilities are licensed by the state and classified according to their size and the population they serve. They are required to provide assistance with bathing, dressing, grooming, medications, referral services, meals and health monitoring. They schedule in-home and community activities, transportation for errands, etc. Payment for these facilities are generally private pay. Long term support funding is available to help with costs.

SKILLED NURSING FACILITY (NURSING HOME)

Health care facility that provides nursing services 24 hours a day. Persons needing extensive supervision, those with complex health plans, residents needing rehabilitative services (occupational, physical or speech therapy) or those who do not have supportive living services available are residents who would benefit from nursing home care. Costs vary according to the services and the level of care provided. Nursing homes are licensed and surveyed by state and federal regulators. There are a variety of ways to pay for nursing home costs. Medicare pays for limited nursing home stays as long as it meets their requirements. Long term care or supplemental insurance may pay for some stays. Medical Assistance may cover unlimited stays once financial criteria is met. Private pay or veterans benefits may also be used.

Contact the Aging & Disability Resource Center (ADRC) for further information.

HOUSING - INDEPENDENT LIVING APARTMENTS	# OF APARTMENTS, ROOMS, DUPLEXES	HOUSING ASSISTANCE	PETS ALLOWED
APPLETON HOUSING AUTHORITY (AHA) 925 W Northland Ave, Appleton 54914 920-739-6811	Call for Information	* See Definition Below	
APPLETON RETIREMENT COMMUNITY 200 W Packard St, Appleton 54911 920-954-9990	104		X
ASPIRE SENIOR LIVING 825 Cobblestone Ln, Kimberly 54136 920-282-6779	136		X
BEAR CREEK APARTMENTS 309 Durrel St, Bear Creek 54922 715-460-0198	8	X	
BUCHANAN COTTAGES N247 Marie Claire Dr, Appleton 54915 920-733-7078	66 Cottages	X	X
CANAL PLACE 137 E Wisconsin Ave, Kaukauna 54130 920-759-2040	24	X	
CLARITY CARE APARTMENTS (WINNEBAGO COUNTY) 1774-76 Chain Dr, Menasha 54952 920-734-5596 ext. 100	8	X	
COURTYARD APARTMENTS 3600 Woodman Dr, Appleton 54914 920-731-8853	61	X	X
CRESCENTVIEW APARTMENTS (OCHA) 515 W First St, Kimberly 54136 920-734-5596	50	X	
D & C COUNTRY VIEW APARTMENTS W1993 County Trunk S, Freedom 54130 920-788-6801	10	X	
EAGLE POINT SENIOR LIVING 955 E John St, Appleton 54911 920-843-9499	73		X
LINWOOD PLACE 425 N Linwood Ave, Appleton 54914 920-734-7225	41	X	X
WISCONSIN VETERAN'S VILLAGE ASSOCIATION Veteran Housing 2919 W Glenpark Dr, Appleton 54914 920-734-5596	49	X	

HOUSING - INDEPENDENT LIVING APARTMENTS	# OF APARTMENTS, ROOMS, DUPLEXES	HOUSING ASSISTANCE	PETS ALLOWED
STATESBURG APARTMENTS (KAUKAUNA HOUSING AUTHORITY) 125 W 10th St, Kaukauna 54130 920-766-4772	74	X	
GRANDVIEW TOWNHOMES 551 N Bluemound Dr, Appleton 54914 920-830-2010	40	X	X
GREENFIELD MANOR 825 E Greenfield Dr, Little Chute 54140 920-687-0600	32	X	
HALLMARK PLACE 425 W Kennedy Ave, Kimberly 54136 920-687-9441	128	X	
HERITAGE RESIDENTIAL LIVING (WINNEBAGO COUNTY) 2600 Heritage Woods Dr, Appleton 54915 920-738-3000	150	X	
HILLSIDE APARTMENTS (OCHA) 526 W Factory St, Seymour 54165 920-734-5596	25	X	
JOHN FISCHER MANOR 330 E First Ave, Appleton 54911 920-716-3279	60	X	X
LSS PROGRESSIVE APARTMENTS 3002 W Darling St, Appleton 54914 920-730-0090	11	X	X
LYNNDALE VILLAGE 3761 N White Hawk Dr, Appleton 54913 920-209-7368	60	X	
MARION HEIGHTS (WAUPACA COUNTY) 101 E Beckert Rd, New London 54961 920-982-5354	26	X	
FRANKLIN APARTMENTS NEW LONDON HOUSING AUTHORITY 505 Division St, New London 54961 920-982-8509	62	X	X
OAKLAWN APARTMENTS (WAUPACA COUNTY) 315 Oshkosh St, New London 54961 715-258-0335	24	X	
ONEIDA COMPREHENSIVE HOUSING DIVISION 2913 Commissioner St, Oneida 54155 920-869-2227	Call for Information	X	

HOUSING - INDEPENDENT LIVING APARTMENTS	# OF APARTMENTS, ROOMS, DUPLEXES	HOUSING ASSISTANCE	PETS ALLOWED
ONEIDA HEIGHTS APARTMENTS (AHA) 525 N Oneida St, Appleton 54911 920-882-2100	159	X	
OUTAGAMIE COUNTY HOUSING AUTHORITY (OCHA) 3020 W Winslow Ave, Appleton 54911 920-731-9781	Call for Information. Duplexes Available.	* See Definition Below	
PARKVIEW VILLAGE (CALUMET COUNTY) 2820 Kernan Ave, Appleton 54915 920-731-7288	2 & 3 Bedroom Units. Multi-Family Units.	X	
PINEWOOD APARTMENTS (OCHA) 125 John St, Hortonville 54944 920-734-5596	25	X	
RANDALL COURT APARTMENTS (OCHA) 218 E Randall St, Appleton 54911 920-734-5596 ext. 100	100	X	
REGENCY PLACE SENIOR LIVING 628 Grand Ave, Little Chute 54140 920-949-1669	40	X	
RENAISSANCE 301 E Florida Ave, Appleton 54911 920-380-1100	8 Condos		X
RIDGEVIEW HIGHLANDS SENIOR APARTMENTS 640 Ridgeview Cr, Appleton 54911 920-954-1920	525	X	X
RIVERWALK PLACE (AHA) 431 E Eagle Flats Pkwy, Appleton 54915 920-733-5046	70	X	X
ROSEWOOD GLEN APARTMENTS (WAUPACA COUNTY) 409 Partridge Dr, New London 54961 920-982-9602	36	X	
ROUND HOUSE MANOR 300 Bicentennial Ct, Kaukauna 54130 920-759-9426	45	X	
SEYMOUR SENIOR VILLAGE 710, 720 Bronson Rd Seymour 54165 877-377-1434 • www.capservices.org/rentals	24	X	X
TOUCHMARK ON WEST PROSPECT (WINNEBAGO COUNTY) 2601 Touchmark Dr, Appleton 54914 920-832-9100	104		X

HOUSING - INDEPENDENT LIVING APARTMENTS	# OF APARTMENTS, ROOMS, DUPLEXES	HOUSING ASSISTANCE	PETS ALLOWED
UNION SQUARE APARTMENTS 500 E Winnebago St, Appleton 54911 920-539-7290	50	X	X
VALLEY VNA SENIOR CARE (WINNEBAGO COUNTY) 1535 Lyon Dr., Neenah 54956 920-727-5555	32		
VILLAS OF COMBINED LOCKS 334 Wallace St, Combined Locks 54113 920-788-2501	24	X	
WINDMILL MANOR 710 Monroe St, Little Chute 54140 920-788-9214	24	X	
WOODRIDGE GARDENS 3040 Green Meadow Dr, Appleton 54914 920-733-8811	108 Multi-Family Units	X	
ZION PLACE 115 E Winnebago St, Appleton 54911 920-358-7323	28	X	
GENERAL DISCLAIMERS			
HOUSING: Visit www.dhs.wisconsin.gov/guide/provider-search.htm for current information.			
PETS: Call for type of pet and breed of animal allowed. Some restrictions apply.			

Outagamie County Hoarding Task Force

The Hoarding Task Force was developed out of the Elder Abuse Coordinated Community Response effort, where it was identified that hoarding and clutter management was a growing problem for Outagamie County. Since then, community partners have come together to talk about the growing issue and how the group can assist with these complex and sometimes difficult situations. The Task Force has developed a Brochure, Referral Guidelines, Referral Form, and a Resource List. These documents are housed at the Aging and Disability Resource Center (ADRC) of Outagamie County and the ADRC is the first point of contact for families, individuals, and professionals needing information or assistance with severe clutter or hoarding situations. Permission is obtained by the ADRC to discuss the situation with the Task Force and help problem solve with the individual and interested parties. The Task Force is made up of individuals from Appleton Police Department, Outagamie County Sheriff, Outagamie County Human Service departments, Appleton and Outagamie Housing Authorities, Pillars, Humane Association, NAMI, Rebuilding Together, Patriot Partners, Independent Cleaning Solutions, Legal Action, Grand Chute Fire/EMS, and State of WI Department of Justice. The group of individuals that make up the Task Force from so many different agencies are hopeful the resources can help individuals who are looking for it and those who are ready for change. For more information, contact the Aging and Disability Resource Center – Outagamie County at (920) 832-5178.

HOUSING - ADULT FAMILY HOMES (AFH)

ELD = Elderly DD = Developmentally Disabled PD = Physically Disabled DA = Dementia/Alzheimer's	TBI = Traumatic Brain Injury AODA = Alcohol and Other Drug Abuse EDMI = Emotionally Disturbed/ Mental Illness	# BEDS	ELD	DD	PD	DA	TBI	AODA	EDMI
AGAPE 1 AND 1A 7 Tri-Park Way, Appleton 54914 920-734-9871		1		X					
C & JS 406 W High St, Seymour 54165 920-833-1919		4	X	X	X				
CLARITY CARE 424 Washington Ave, Oshkosh 54901 920-236-6560 • www.claritycare.org		4	X	X	X	X	X		
EMPOWERMENT LIVING SERVICES - BADGER HOUSE 1613 W. Homestead Dr., Appleton 54914 920-851-2084		4		X			X		X
GREAT LAKES HOME HEALTHCARE, LLC 104 W. 4th St., Kaukauna 54130 920-809-1023		4		X					
GUINEVERES KEEP 1114 East Main St, Little Chute 54140 920-366-8707		4		X					X
HELEN'S HOUSE 610 Harvest Tr, Little Chute 54913 920-851-2345		4	X		X	X			
HELEN'S HOUSE (GRAND CHUTE BLUE) 4210 N. Shadywood Ct, Appleton 54913 920-851-2345		4	X		X	X			
HELEN'S HOUSE (GRAND CHUTE) 4236 N. Shadywood Ct, Appleton 54913 920-851-2345		4	X		X	X			
HELEN'S HOUSE (KIMBERLY) 206 Rivers Edge Dr., Kimberly 54136 920-851-2345		4	X	X	X	X	X		
HELEN'S HOUSE (KIMBERLY YELLOW) 210 Rivers Edge Dr., Kimberly 54136 920-851-2345		4	X	X	X	X	X		
HOMES FOR INDEPENDENT LIVING - TAMARACK 1612 W Packard St, Appleton 54914 920-734-5912		4		X					X
HOMES FOR INDEPENDENT LIVING - WESTWOOD 1101 E Glendale Ave, Appleton 54911 920-993-8242		4		X					

HOUSING - ADULT FAMILY HOMES (AFH)

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INNOVATIVE SERVICES - CILANTRO 4301 Cilantro Ln, Kaukauna 54130 920-462-4477		4	X	X	X		X		
INNOVATIVE SERVICES - ERV COURT W131 Erv Ct, Kaukauna 54130 920-759-9423		4	X	X	X	X	X		X
INNOVATIVE SERVICES - GLENVIEW 2700 Glenview Ave., Kaukauna 54130 920-462-4586		3		X	X				X
INNOVATIVE SERVICES - HICKORY ROAD N8075 Hickory Rd, Bear Creek 54922 920-752-4578		4		X	X	X			X
INNOVATIVE SERVICES - KAYLEE LANE 1619 Kaylee Ln, Appleton 54913 920-882-0286		4		X			X		
LIGHT HOUSE CARE 1001 W. Elm Dr., Little Chute 54140 715-219-5438		3	X	X	X	X	X		X
LOPPNOW ADULT FAMILY HOME 2426 N Appleton St, Appleton 54911 920-993-5517		4		X	X				
MAYNARD ADULT FAMILY HOME 107 Lamine Ln, Combined Locks 54113 920-428-9221		4	X	X	X				X
NOBILITY REIGNS, LLC 1415 W Spring St, Appleton 54914 920-366-8707		4		X		X	X	X	X
PANTHER HOUSE 1425 W Homestead Dr, Appleton 54914 920-851-2084		3		X			X		X
PRODUCTIVE LIVING SYSTEMS - JONATHAN PLACE 2417/2419 Jonathan Dr, Appleton 54914 920-831-6289		4		X			X		X
RES CARE N224 Randy's Ln, Appleton 54915 920-687-8358		4		X					
SPECTRUM 21 N1306 Ellen Ln., Greenville 54942 920-475-6986		3		X					

HOUSING - ADULT FAMILY HOMES (AFH)

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THE GARDENS ADULT FAMILY HOME, LLC 6321 Kurney Dr., Appleton 54913 920-427-4041		4	X	X	X	X	X		
THE GARDENS ADULT FAMILY HOME, LLC 4271, 4291 N Prairie Rose Ln, Appleton 54913 920-944-8880 • gardensafh.com		4	X		X	X	X		
THE GARDENS ADULT FAMILY HOME, LLC - RIDGE HOME 6353 Kurney Ave., Appleton 54913 920-840-6599		4	X	X	X	X	X		
WEILAND HOUSE - HEART AND HOMES SUPPORT SERVICES 406 W Weiland St., Appleton 54140 920-606-9378		4		X	X		X		X
YOUR NEIGHBORHOOD LIVING, INC 921 N Superior St, Appleton 54911 920-850-0391		4		X		X	X		X
YOUR NEIGHBORHOOD LIVING, INC. 630 Lamers Rd, Kimberly 54136 920-423-3143		4		X					X
DISCLAIMER Visit www.dhs.wisconsin.gov/guide/provider-search.htm for current information.									

HOUSING - RESIDENTIAL CARE APARTMENT COMPLEXES (RCAC)	# APTS	HOSPICE	RESPITE	PETS ALLOWED
APPLETON RETIREMENT COMMUNITY 200 W Packard St, Appleton 54911 920-954-9990	104	X	Based on Availability	X
ASPIRE SENIOR LIVING 825 Cobblestone Ln, Kimberly 54136 920-282-6779	48	X	X	X
COUNTRY VILLA - LITTLE CHUTE 1415 W. Main St., Little Chute 54911 920-788-3444	53	X	X	
EAGLE POINT SENIOR LIVING 955 E John St, Appleton 54911 920-843-9499	40	X	X	X
GOOD SHEPHERD MEADOW WOOD 605 Bronson Rd, Seymour 54165 920-833-1566	36	X	X	X
HERITAGE ASSISTED LIVING (WINNEBAGO COUNTY) 2600 Heritage Woods Dr, Appleton 54915 920-738-3000	137	X	X	
PRIMROSE OF APPLETON 5715 N. Meade St., Appleton 54913 920-212-3472	76	X	X	X
RENAISSANCE 301 E Florida Ave, Appleton 54911 920-380-1100	74	X	X	X
ST. PAUL VILLA 312 E 14th St, Kaukauna 54130 920-766-6020	89	X	X	X
TOUCHMARK ON WEST PROSPECT (WINNEBAGO COUNTY) 2601 Touchmark Dr, Appleton 54914 920-832-9100	35	X	Based on Availability	X
WASHINGTON CENTER (WAUPACA COUNTY) 500 W Washington St, New London 54961 920-982-5354	33	X	X	
GENERAL DISCLAIMERS HOUSING: Visit www.dhs.wisconsin.gov/guide/provider-search.htm for current information. PETS: Call for type of pet and breed of animal allowed. Some restrictions apply.				

HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)

ELD = Elderly DD = Developmentally Disabled PD = Physically Disabled DA = Dementia/Alzheimer's AODA = Alcohol and other Drug Abuse TBI = Traumatic Brain Injury EDMI = Emotionally Disturbed/Mental Illness	# BEDS	ELD	DD	PD	DA	AODA	TBI	EDMI	Pets Allowed
CARE PARTNERS ASSISTED LIVING (CALUMET COUNTY) W5219 Amy Ave, Kaukauna 54130 920-949-4050	14	X		X	X				
ACS CLINICAL SERVICES LLC 2 Brighton Cir, Appleton 54915 920-364-9335	10					X			
AGAPE 3-9 7 Tri-park Way, Appleton 54914 920-734-9871	6-8/ unit		X					X	
ANEW CHOICE CARE (WINNEBAGO COUNTY) 1255 & 1265 De Pere St, Menasha 54952 920-722-4275	12	X	X	X	X		X	X	
APPLE CREEK PLACE 5102/5117/5118 N Cherryvale Ave, Appleton 54913 920-735-6166	66	X		X	X				
APRICITY - CASA CLARE (WOMEN) 201 S Glenridge Ct, Appleton 54914 920-731-3981	20					X			
APRICITY - MOORING HOUSE (MEN) 607 W Seventh St, Appleton 54911 920-739-3235	19					X			
ASPIRE SENIOR LIVING 825 Cobblestone Ln, Kimberly 54136 920-282-6779	83	X		X	X		X		X
BROTOLOC - FOX VALLEY N2780 State Road 15, Hortonville 54944 920-779-3900 • brotoloc.com	6-8/ unit		X				X	X	
CARE PARTNERS ASSISTED LIVING/MEMORY CARE 112 Harris Way, Hortonville 54944 920-779-3221	56	X	X	X	X				
CARE PARTNERS ASSISTED LIVING/MEMORY CARE 5031 N French Rd, Appleton 54913 920-903-8325	20	X	X	X	X				
CARE PARTNERS ASSISTED LIVING 5101 N French Rd, Appleton 54913 920-939-2020	38	X	X	X	X				X
CAROLINA ASSISTED LIVING 3201 W First Ave, Appleton 54914 920-738-0118	45	X		X	X				
CENTURY OAKS 2100/2302 E Glenhurst Ln, Appleton 54913 920-475-7555	67/87/ unit	X	X	X	X		X		X

HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)

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CLARITY CARE 424 Washington Ave, Oshkosh 54901 920-236-6560 • www.claritycare.org	6-8/ unit	X	X	X	X		X		
COPPERSTONE ASSISTED LIVING (WINNEBAGO) 751 Deerwood Ave., Neenah 54956 920-550-1258	64	X			X				
COUNTRY TERRACE 749 W Parkway Blvd, Appleton 54914 920-830-3285	16	X	X		X		X	X	
COUNTRY VILLA N3779-N3782 Country Villa Way, Freedom 54130 920-422-4620	38/ unit	X		X	X			X	
COUNTRY VILLA ASSISTED LIVING 1415 N Main St, Little Chute 54911 920-788-3444	30	X		X	X			X	
DIMENSIONS LIVING APPLETON 5800 Pennsylvania Ave, Appleton 54914 920-997-0725	95	X			X				X
EAGLE COURT MEMORY CARE 975 E. John St. Appleton 54911 920-843-9499	28	X			X				
BETHEL DARBOY N9520 Silver Ct, Appleton 54915 920-832-9290	8	X			X			X	
FOX HOLLOW W7126 Fox Hollow, Greenville 54942 920-364-9515	8	X	X	X	X		X	X	X
FRONTIDA KIMBERLY 816, 820 Schelfhout Ln, Kimberly 54136 920-687-9330	48	X		X	X				
GARDENS OF FOUNTAIN WAY (CALUMET COUNTY) 1050 Fountain Way, Menasha 54952 920-993-9980	23	X			X				
GARDENVIEW (WINNEBAGO COUNTY) 1712 Midway Rd, Menasha 54952 920-733-4305	15	X			X				
GOOD SHEPHERD SERVICES - FOREST GLEN 721 E Bronson Rd, Seymour 54165 920-833-6856	20	X		X	X				
GOOD SHEPHERD SERVICES - SHEPHERD'S INN 621 W Factory St, Seymour 54165 920-833-2013	20	X		X	X				X

HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)

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HEARTWOOD HOMES SENIOR LIVING 1407 and 1413 N Mason St, Appleton 54914 920-955-3131	38	X		X	X				
HERITAGE (WINNEBAGO COUNTY) 2600 S Heritage Woods Dr, Appleton 54915 920-738-3000	18	X			X				
KIMBERLY PLACE 314 W Kimberly Ave, Kimberly 54136 920-687-1198	8	X	X				X	X	X
LIONS KEEP 916 S Daybreak Dr, Appleton 54915 920-202-3130	5		X					X	
LIVING TREE ESTATES, LLC N1916 Greenville Dr, Greenville 54942 920-882-5045	47	X		X	X				X
LSS EASTWOOD CRISIS FACILITY 430 Kensington Dr, Appleton 54915 920-830-3376	8	X				X		X	
LSS GRANDSTONE GROUP HOME 1308 N Leona St, Appleton 54911 920-730-1028	8							X	
MONARCH MEADOWS AT ST. JOSEPH RESIDENCE 107 E. Beckert Rd., New London 54961 920-982-5354	24	X			X				
THE LANDINGS OF KAUKAUNA 793, 795 Tarragon Dr, Kaukauna 54130 920-462-4018	46	X		X	X				X
MISTY ARBOR SENIOR LIVING 333 Misty Ln, Appleton 54914 920-621-5935	16	X		X	X			X	X
OAK PARK PLACE MENASHA (CALUMET COUNTY) 2205 Midway Rd, Menasha 54915 920-702-0000	55	X		X	X			X	
PNUMA 1 W7066 Winnegamie Dr, Appleton 54914 920-832-4090	5		X					X	
PNUMA 2 233 S Lynndale Dr, Appleton 54914 920-470-6983	5		X					X	
PRIMROSE MEMORY CARE 5717 Meade St, Appleton 54913 920-202-8600	26	X			X				

HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)

ELD = Elderly DD = Developmentally Disabled PD = Physically Disabled DA = Dementia/Alzheimer's AODA = Alcohol and other Drug Abuse TBI = Traumatic Brain Injury EDMI = Emotionally Disturbed/Mental Illness	# BEDS	ELD	DD	PD	DA	AODA	TBI	EDMI	Pets Allowed
PROVINCE TERRACE VILLAS 5216 Long Ct, Appleton 54914 920-257-2573	8	X	X	X	X		X	X	X
RYAN COMMUNITY (CORRECTIONAL) 1338 W Prospect Ave, Appleton 54914 920-731-3768	16								
SHILOH ASSISTED LIVING 140 S Mayflower Dr, Appleton 54914 920-268-6429	22	X		X	X			X	
SILVERSTONE MEMORY CARE 5100 Schroth Ln., Grand Chute 54913 920-903-8141	44	X			X				
ST. PAUL MANOR 316 E 14th St, Kaukauna 54130 920-766-6020	24	X			X				X
TOUCHMARK ON WEST PROSPECT (WINNEBAGO COUNTY) 2601 Touchmark Dr, Appleton 54914 920-832-9100	50	X		X	X				
TRINITY TERRACE (WAUPACA COUNTY) 1835 Division St, New London 54961 920-982-5354	32	X							
VALLEY VNA SENIOR CARE (WINNEBAGO COUNTY) 1535 Lyon Dr., Neenah 54956 920-727-5555	50	X		X	X		X		
VILLA HOPE 613 N Division St, Appleton 54911 920-739-5337	15		X				X	X	
VILLA PHOENIX 408, 418 N Lawe St, Appleton 54911 920-731-1316	22		X			X		X	
WILLOW LANE ASSISTED LIVING 850 W Elsner Rd, Appleton 54913 920-380-0511	32	X		X	X				
GENERAL DISCLAIMERS									
HOUSING: Visit www.dhs.wisconsin.gov/guide/provider-search.htm for current information.									
PETS: Call for type of pet and breed of animal allowed. Some restrictions apply.									

HOUSING - SKILLED NURSING FACILITIES (SNF)

P=Physical Therapy O=Occupational Therapy S=Speech Therapy	# BEDS	DEMENTIA	HOSPICE	RESPITE	REHAB
LITTLE CHUTE HEALTH SERVICES 1201 Garfield Ave, Little Chute 54140 920-788-5806	86	X	X	X	P O S Contract
EDENBROOK ON MEADE NURSING AND REHAB 2915 N Meade St, Appleton 54911 920-993-6800	95	X	X	X	P O S
ANNA JOHN RESIDENT CENTERED COMMUNITY (ONEIDA NATION) 2901 S Overland Rd, Oneida 54155 920-869-2797	48	X	X	X	P O S
BREWSTER VILLAGE 3300 W Brewster St, Appleton 54914 920-832-5400 • brewstervillage.org	204	X	X	X	P O S
GOOD SHEPHERD HOME 607 Bronson Rd, Seymour 54165 920-833-6856	50	X	X	X	P O S Contract
GREENTREE HEALTH AND REHABILITATION CENTER (WAUPACA COUNTY) 70 Greentree Rd, Clintonville 54929 715-823-2194	60		X	X	P O S
MEADOWBROOK AT APPLETON 1335 S Oneida St, Appleton 54915 920-731-6646	104	X	X	X	P O S
OAKRIDGE GARDENS NURSING CENTER (WINNEBAGO COUNTY) 1700 Midway Rd, Menasha 54952 920-739-0111	36	X	X	X	P O S Contract
PEABODY MANOR (WINNEBAGO COUNTY) 2600 S Heritage Woods Dr, Appleton 54915 920-738-3000	58	X	X	X	P O S
RENNES HEALTH & REHAB CENTER 325 E Florida Ave, Appleton 54911 920-731-7310	88		X	X	P O S
ST. JOSEPH RESIDENCE (WAUPACA COUNTY) 107 E Beckert Rd, New London 54961 920-982-5354	76	X	X	X	P O S Contract
ST. PAUL ELDER SERVICES 316 E 14th St, Kaukauna 54130 920-766-6020	129	X	X	X	P O S

HOUSING - SKILLED NURSING FACILITIES (SNF)

P=Physical Therapy O=Occupational Therapy S=Speech Therapy	# BEDS	DEMENTIA	HOSPICE	RESPITE	REHAB
THE PINES POST ACUTE AND MEMORY CARE (WAUPACA COUNTY) 1625 E Main St, Clintonville 54929 715-823-3135	50	X	X		P O S
THE RECOVERY INN 2015 E Enterprise Ave, Appleton 54913 920-560-1060	12			X	P O S Contract
WISCONSIN VETERANS HOME (WAUPACA COUNTY) N2665 County Rd QQ, King 54981 888-458-5586	521	X	X	X	P O S
* OUTAGAMIE COUNTY COMMUNITY LIVING SPECIALIST: Call the ADRC for Outagamie County Community Living Specialist assistance in helping nursing home residents, receiving long term care, to return to their home or an alternative living arrangement.					



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 825 Cobblestone Lane, Kimberly, WI 54136

Aspire Oshkosh: 920-289-3887
 150 Aspire Lane, Oshkosh, WI 54902

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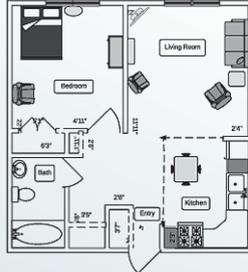
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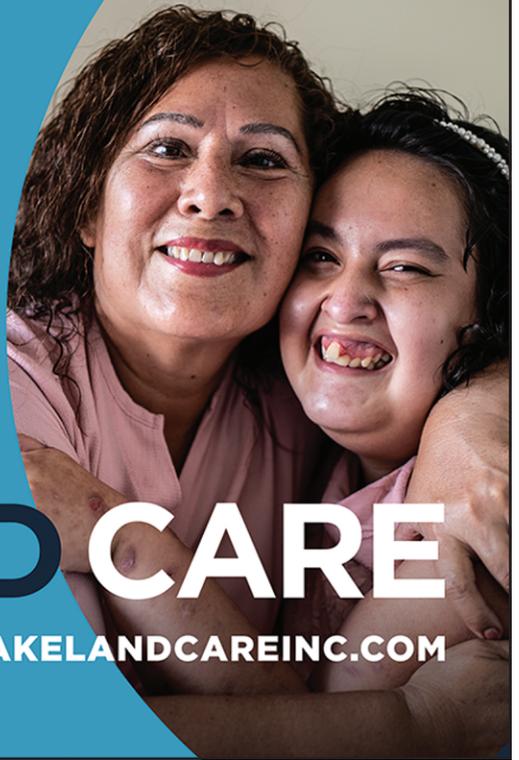
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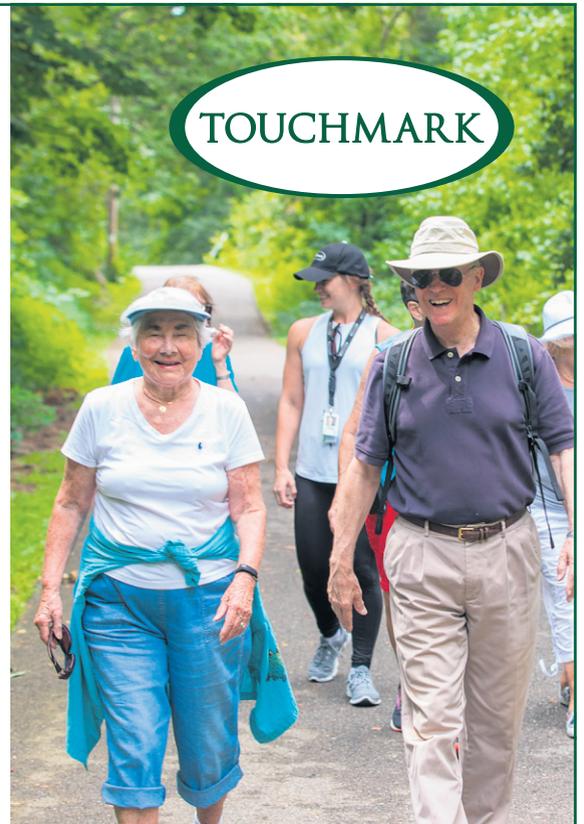
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