AGING & DISABILITY RESOURCE CENTER

OUTAGAMIE COUNTY BRANCH
RESOURCE DIRECTORY

Aging & Disability Resource Center
of Wisconsin
A FAMILY REUNITES

Meet the Davis siblings!

The powerful bond of family cannot be broken by time or distance, as three siblings reunited at Appleton Retirement Community can attest.

The Davis siblings, including Frank and twin sisters Alberta and Roberta, hail from Kansas, but life later relocated them around the country. The siblings and their spouses lived in the Fox Cities throughout the 1960s and ’70s and today, they can call Appleton home once again. The family was reunited when Roberta moved from Colorado to join Frank and Alberta at ARC earlier this year.

At ARC, family ties are strong and having loved ones nearby makes each day bright. Being under the same roof as her family brings Alberta immense joy and comfort. “We are so happy to have our family all here with us after many years of separation,” she says.

At Appleton Retirement Community, family ties are strong and having loved ones nearby makes each day bright.

APPLETON RETIREMENT COMMUNITY
INDEPENDENT AND ASSISTED LIVING
A Midwest Senior Living Affiliate

The residents of Appleton Retirement Community invite you to visit their community.
Call Sara Fawcett for a Tour and Lunch at 920-954-9990
or email sfawcett@midwestseniorliving.net

200 W. Packard Street, Appleton, WI 54911 • www.midwestseniorliving.net
### TABLE OF CONTENTS

#### CATEGORIES

<table>
<thead>
<tr>
<th>Category</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abuse</td>
<td>9</td>
</tr>
<tr>
<td>Adaptive/Medical/Mobility Equipment</td>
<td>9</td>
</tr>
<tr>
<td>Adult Day Services</td>
<td>11</td>
</tr>
<tr>
<td>Advocacy</td>
<td>11</td>
</tr>
<tr>
<td>Alcohol and Substance Abuse</td>
<td>13</td>
</tr>
<tr>
<td>Alzheimer’s and Other Dementia</td>
<td>14</td>
</tr>
<tr>
<td>Assisted Living</td>
<td>15</td>
</tr>
<tr>
<td>Benefit Assistance</td>
<td>15</td>
</tr>
<tr>
<td>Blind/Visually Impaired</td>
<td>16</td>
</tr>
<tr>
<td>Caregiver Support and Education</td>
<td>17</td>
</tr>
<tr>
<td>Care Planning and Coordination</td>
<td>17</td>
</tr>
<tr>
<td>Clothing and Household Goods</td>
<td>18</td>
</tr>
<tr>
<td>Consumer Information and Protection</td>
<td>18</td>
</tr>
<tr>
<td>Deaf/Hearing Impaired</td>
<td>19</td>
</tr>
<tr>
<td>Dental</td>
<td>20</td>
</tr>
<tr>
<td>Disability Resources</td>
<td>20</td>
</tr>
<tr>
<td>Educational Opportunities</td>
<td>23</td>
</tr>
<tr>
<td>Emergency Shelters and Services</td>
<td>23</td>
</tr>
<tr>
<td>Employment Assistance</td>
<td>24</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>25</td>
</tr>
<tr>
<td>Food/Meals/Nutrition</td>
<td>27</td>
</tr>
<tr>
<td>Food Pantries</td>
<td>27</td>
</tr>
<tr>
<td>Foot Care</td>
<td>27</td>
</tr>
<tr>
<td>Government Services</td>
<td>28</td>
</tr>
<tr>
<td>Guardianship/Representative Payee</td>
<td>29</td>
</tr>
<tr>
<td>Health Services</td>
<td>29</td>
</tr>
<tr>
<td>Home Care Services – Medical</td>
<td>60</td>
</tr>
<tr>
<td>Home Care Services – Non Medical</td>
<td>61-62</td>
</tr>
<tr>
<td>Home Emergency/Medical Response Systems</td>
<td>63</td>
</tr>
<tr>
<td>Home Improvement and Moving</td>
<td>31</td>
</tr>
<tr>
<td>Hospice Providers</td>
<td>64</td>
</tr>
<tr>
<td>Housing – Adult Family Homes</td>
<td>67</td>
</tr>
<tr>
<td>Housing – Community Based Residential Facilities (CBRF)</td>
<td>68-69</td>
</tr>
<tr>
<td>Housing – Independent Living Apartments</td>
<td>70-71</td>
</tr>
<tr>
<td>Housing – Nursing Homes</td>
<td>72</td>
</tr>
<tr>
<td>Housing – Residential Care Apartment Complexes (RCAC)</td>
<td>73</td>
</tr>
<tr>
<td>Housing – Transitional</td>
<td>32</td>
</tr>
<tr>
<td>Housing – Wisconsin Assisted Living Directories</td>
<td>32</td>
</tr>
<tr>
<td>Information and Assistance/Referral</td>
<td>32</td>
</tr>
<tr>
<td>Legal Assistance</td>
<td>33</td>
</tr>
<tr>
<td>Libraries</td>
<td>34</td>
</tr>
<tr>
<td>Mental Health and Counseling</td>
<td>34</td>
</tr>
<tr>
<td>Prescription Drug Assistance</td>
<td>36</td>
</tr>
<tr>
<td>Prevention</td>
<td>37</td>
</tr>
<tr>
<td>Residential Supports for Persons with Disabilities</td>
<td>37</td>
</tr>
<tr>
<td>Senior Centers</td>
<td>37</td>
</tr>
<tr>
<td>Support Groups</td>
<td>37</td>
</tr>
<tr>
<td>Tax Preparation</td>
<td>40</td>
</tr>
<tr>
<td>Translators/Interpreters</td>
<td>40</td>
</tr>
<tr>
<td>Transportation</td>
<td>40</td>
</tr>
<tr>
<td>Veterans Assistance</td>
<td>41</td>
</tr>
<tr>
<td>Volunteer Opportunities</td>
<td>42</td>
</tr>
<tr>
<td>Youth to Adult Transition</td>
<td>43</td>
</tr>
</tbody>
</table>

#### FEATURED INFORMATION

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>49</td>
</tr>
<tr>
<td>Advance Directives</td>
<td>50</td>
</tr>
<tr>
<td>Aging &amp; Disability Resource Center (ADRC)</td>
<td>51-52</td>
</tr>
<tr>
<td>Alcohol &amp; Substance Abuse Signs and Symptoms</td>
<td>53</td>
</tr>
<tr>
<td>Choosing Assisted Living</td>
<td>54</td>
</tr>
<tr>
<td>Disability Benefit Specialist</td>
<td>55</td>
</tr>
<tr>
<td>Elder and Adults At Risk</td>
<td>56</td>
</tr>
<tr>
<td>Elder Benefit Specialist</td>
<td>55</td>
</tr>
<tr>
<td>Emergency Preparedness</td>
<td>57</td>
</tr>
<tr>
<td>Energy Assistance Program</td>
<td>74</td>
</tr>
<tr>
<td>Health and Prevention Programs (ADRC)</td>
<td>58</td>
</tr>
<tr>
<td>Hiring Home Care</td>
<td>59</td>
</tr>
<tr>
<td>Housing Definitions</td>
<td>65</td>
</tr>
<tr>
<td>Housing Questions to Ask</td>
<td>66</td>
</tr>
<tr>
<td>Identity Theft</td>
<td>74</td>
</tr>
<tr>
<td>Contact Your Legislator</td>
<td>66</td>
</tr>
<tr>
<td>Long Term Care Options</td>
<td>75</td>
</tr>
<tr>
<td>Medicaid Application Information</td>
<td>76</td>
</tr>
<tr>
<td>Finding a Medicare Part D Drug Plan</td>
<td>77</td>
</tr>
<tr>
<td>Medicare Presentations</td>
<td>78</td>
</tr>
<tr>
<td>Memory Cafés</td>
<td>78</td>
</tr>
<tr>
<td>Moving “To Do” List</td>
<td>79</td>
</tr>
<tr>
<td>10 Signs of Early Memory Loss Detection</td>
<td>80</td>
</tr>
<tr>
<td>Nutrition Check</td>
<td>81</td>
</tr>
<tr>
<td>Outagamie County Nutrition Program</td>
<td>82</td>
</tr>
<tr>
<td>Prepare to Care Presentations</td>
<td>79</td>
</tr>
<tr>
<td>Record Retention Schedule</td>
<td>83</td>
</tr>
<tr>
<td>Share the Care Presentations</td>
<td>79</td>
</tr>
<tr>
<td>Applying for Social Security Disability</td>
<td>84</td>
</tr>
<tr>
<td>Transportation</td>
<td>85</td>
</tr>
</tbody>
</table>
MORE HOPE, MORE SECURITY, 
MORE PEACE OF MIND, MORE TIME, MORE JOY

At BrightStar Care, our goal is to improve the quality of life of those entrusted to our care. We are here to make more possible everyday and help you get the most out of life. BrightStar Care offers high quality, personalized care - available around the clock. Our registered nurse will assess your needs, develop a customized care plan, and match a trained, certified and RN-supervised caregiver to meet your unique requirements. Tell us what you need - we’ll take care of it.

> Personal Care  
(Hygiene, Bathing, Medication Reminders, Exercise)

> Skilled Nursing Care  
(Infusion Therapy, Blood Draws, Injections, Vital Signs)

> Care provided from 1 hour to 24 hours/7 days a week

> Errands and Other Personal Services

> Light Housekeeping and Laundry

> Companionship

> Meal Preparation

> Transportation

All caregivers are licensed, bonded, drug tested fully insured and must meet exceptionally high standards and qualification requirements.

Serving all ages in Appleton/Fox Cities & Waupaca Areas

Serving Appleton/Fox Cities & Waupaca Areas
866 618 7827 (STAR) or 715 942 0496
www.brightstarcare.com/appleton
cbrauer@brightstarcare.com
Independently Owned & Operated
We are Comfort Keepers, and we provide the kind of non-medical in-home care services that help people maintain full and independent lives, all in the comfort and familiar surroundings of their own home. And whether you are around the corner or across the country, there is probably one of our over 600 locally-owned and operated offices close by.

We would be happy to arrange a free in-home visit to help you learn more, so give us a call today.

420 E. Longview Dr., Suite E, Appleton, WI 54911
Ph. (920) 882-5009
Over 600 independently owned and operated offices nationwide.

WWW.COMFORTKEEPERS.COM

WE ARE COMFORT KEEPERS™

NO MATTER WHERE YOU LIVE,
There's A Comfort Keeper Close By

SERVICES
- Companionship
- Homemaking
  - Errands, Shopping
  - Housekeeping,
    Laundry, etc.
- Personal Care
  - Bathing, Hygiene
  - Incontinence Care
  - Many Others
- Skilled Nursing
  - Wound, Medication,
    Blood Draws,
    Ostomy, Bowel

GABERT, WILLIAMS,
KONZ & LAWRYNKO, LLP
ATTORNEYS AT LAW

Wills, Estate Planning, Probate & Elder Law
Real Estate, Serious Injury, Accident & Insurance Cases

920-733-5521
FREE 30 Minute Consultation
website: www.gwkl.net
email: info@gwkl.net
2711 N. Mason Street, Suite B
Appleton, WI 54914
(Corner of Mason & OO)

Michael P. Konz, Michael D. Lawrynko,
Erik L. Fuehrer, Thomas L. Williams - Of Counsel
MAKE SHOWERING SAFE AND EASY

- Tub-To-Shower Conversions
- Walk-in Tubs
- One Day Installation
- Full Bath Remodeling
- FREE, no pressure estimates
- Excellent price and quality

CALL OR VISIT OUR SHOWROOM
1303 Midway Road
Menasha, WI
(920) 733-8125
www.wattersplumbing.com

$300 off Complete Bath System
Expires 12/31/13
May not be combined with other offers
Only available at time of estimate
MP #22054

Good Shepherd Services, Ltd.

We are your premier regional provider of community-based and residential services.

- Good Shepherd Home
- The Shepherd’s Inn - A Residential Care Facility
- Meadow Wood Assisted Living Apts.
- Community Support Agency - Home-based Services
- Children’s Center
- Generations Adult Day Center
- Support Groups - Parkinson’s & Alzheimer’s
- Rehab. Agency - Physical, Occupational and Speech

We are a faith-based care community dedicated to serving those entrusted to us with dignity, respect and compassion, in a safe and cheerful environment. Our goal is to provide extraordinary care, while creating moments of joy and a sense of belonging.

607 Bronson Rd., Seymour, WI 920.833.6856 www.gssltd.org
The ultimate in short-term rehab and extended care services
Dedicated to Serving the Needs of the Community

AMENITIES INCLUDE:
• Licensed Nursing Care 24 hours a day, 7 days a week
• Medicaid/Medicare Certified
• Physical, Occupational and Speech Therapies
• Outpatient & Inpatient Therapies
• Medication Management
• Private Rooms
• Nutritious Home-style Cooked Meals, plus snacks
• Special Diet Plans supervised by a Registered Dietitian
• Religious Services
• Volunteer Programs
• Activities/Entertainment
• Cable T.V.
• Beauty/Barber Shop
• Computerized Charting

Parkside Care Center, LLC
1201 Garfield Ave., Little Chute, WI 54140
920-788-5806 • Fax 920-788-5797
www.ParksideCareCenter.com

“Kind Smiles, Warm Hearts, Sincere Care”

Frances Kolat (Resident)
Katie Weyer (CNA on left)
Amy Coenen (RN on right back)
Carly Hammen (CNA on right front)

QUALITY, COMFORT AND CONVENIENCE

Make a Highlands Community your next home!
♦ Spacious one & two bedroom apartments
♦ No entrance or endowment fee
♦ Heated underground parking
♦ On-site amenities, activities and more!

Some apartments reserved for moderate income seniors

Call today for a private showing:

Appleton (920) 954-1920
Neenah (920) 722-3222
Winneconne (920) 582-7200

www.HighlandsCommunities.com
The 2013 Aging & Disability Resource Center (ADRC) Outagamie County Branch Resource Directory is a collaborative effort between the Aging & Disability Resource Center (ADRC) Outagamie County Branch and New London Buyers’ Guide. Directory listings do not constitute an endorsement from the Aging & Disability Resource Center or New London 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 directories, contact the:

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

You may also access the 2013 Resource Directory online at www.outagamie.org
Click on Residents. Click on Aging & Disability Resource Center. Click on Resource Directory.

IF YOU ARE AN ADVERTISER AND ARE INTERESTED IN APPEARING IN FUTURE DIRECTORIES, PLEASE CONTACT OUR SALES DEPARTMENT 920-982-2511

NEW LONDON BUYERS’ guide
Abuse

ELDER FINANCIAL EMPOWERMENT PROJECT
Provides information, advocacy and referral to elder victims of financial abuse.
CWAG
2850 Dairy Drive, Suite 100, Madison
800-488-2596 Ext. 328
www.cwag.org

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

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

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES CRISIS
24 hour emergency crisis evaluation and counseling.
Outagamie County DHHS – Crisis
401 South Elm Street, Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY

RAPE, ABUSE AND INCEST NATIONAL NETWORK
800-656-4673 • www.rainn.org

WISCONSIN COALITION AGAINST DOMESTIC VIOLENCE
Advocacy network for domestic abuse victims.
307 South Paterson Street, Madison
608-255-0539 • 608-255-3560 TTY
www.wcadv.org

Adaptive/Medical/Mobility Equipment

3M RESIDENT MONITORING
Wireless resident monitoring.
7170 West Donges Bay Road, Mequon
800-606-0661
www.3m.com/resident-monitoring

A&J MOBILITY
Wheelchair accessible vehicles and adaptations.
333 W. Washington Street, Appleton
888-775-7750
www.aandjmobility.com

ACCESSIBLE VEHICLE RENTAL
Wheelchair accessible vehicle rentals.
800-596-4366 Valders
www.aandjmobility.com/rentals.asp

AFFINITY HOME CARE PLUS
Provides durable medical equipment services.
2074 American, Neenah
920-832-8874 • 866-357-6502
www.affinityhomecareplus.org

ARROW LIFT
Provides stair lifts, elevators, dumbwaiters and platform lifts.
1881 North Casaloma Drive, Appleton
888-815-4387 • 920-733-3421
www.arrow-lift.com

BACH MOBILITIES, INC.
Lifts for home and vehicles.
800-828-2224
www.bachmobilities.com

BLACK CREEK LIONS CLUB
Builds ramps for those in need in the Black Creek area.
920-984-3241 • www.e-clubhouse.org

BILL-RAY HOME MOBILITY
Provides assist rails, TV mounts, trapeze, Friendly Bed, Med Alert alarms, etc.
3800 North Providence Avenue, Appleton
920-915-8433
www.friendlybeds.com

CEREBRAL PALSY CENTER
Provides assistive technology services and loan closet with augmentation devices.
920-337-1122 • www.cp-center.org

CITY OF KAUKAUNA
Provides used medical equipment to Heart of the Valley residents.
Kaukauna City Hall
201 West Second Street, Kaukauna
920-766-6335

ERICKSON MOBILITY
Wheelchairs, scooters, ramps, lifts and other handicap equipment.
644 Valley Road, Menasha
920-731-7910 • 800-731-7910
www.myericksonmobility.com

GT MOBILITY & SERVICE
Adaptive equipment for cars, trucks and vans, lifts, etc.
844 Ontario Road, Green Bay
877-741-8413 • 800-859-9041
www.gtmobility.com

HEALTHTECH MARKETING GROUP
Provides technology products:
MediPendant, Presto, Telekin, A&D Medical and Sonamba.
42400 West Nine Mile Road, Novi, MI
888-205-3148
www.healthtechmg.com
J & B MEDICAL SUPPLY
Delivers incontinent, urological and diabetic supplies. Clinical services and language interpretation services available.
50496 West Pontiac Trail, Wixom, MI
866-674-5850
www.jandbmedical.com

PERSONCARE.NET
Provides adaptive, assistive devices and rehab clothing.
800-609-7967
www.personcare.net

RELIANT REHAB SERVICE
Provides wheelchairs, medical equipment and rental equipment.
920-749-3777 • 800-924-8313
www.reliantrehab.com

ROLLX VANS
Provides adaptations for wheelchair accessibility to vans.
6591 Highway 13 W, Savage, MN
800-956-6668
www.rollxvans.com

THE STANDING COMPANY
SuperStand wheelchair.
5848 Dixie Highway, Saginaw, MI
800-782-6346
www.thestandingcompany.com

ST. PAUL AT HOME
Provides emergency, security and communication response systems and medication dispensing devices.
316 East 14th Street, Kaukauna
920-766-6188 • www.stpaulelders.org

TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)
Helps persons with disabilities buy equipment they need in order to use basic telephone services.
Public Service Commission
PO Box 7854, Madison
800-251-8345 TTY
608-231-3305 Voice
www.psc.wi.gov

THEDACARE AT HOME
3000 East College Avenue,
Suite A, Appleton
920-969-0919 • 800-984-5554
www.thedacare.org

UNITED SEATING AND MOBILITY
Provides custom rehab medical equipment. Equipment sales, rental and service. Retail showroom.
1883 North Silverspring Drive, Appleton
920-739-5555 • 888-599-4446
www.UnitedSeating.com

LINCARE
Provides rental and purchase of respiratory and DME supplies.
2500 North Lyndale Drive, Appleton
920-735-6261 • 866-752-0139

WISCONSIN COUNCIL OF THE BLIND AND VISUALLY IMPAIRED
754 Williamson Street, Madison
800-783-5213 • www.wcbblind.org

WISCONSIN TALKING BOOK AND BRAILLE LIBRARY
Provides recorded cassettes, Braille books and downloadable web files.
813 West Wells Street, Milwaukee
800-242-8822
www.talkingbooks.wi.gov

WISCONSIN TELECOMMUNICATION TELEPHONE RELAY SYSTEM
A TTY (also called TDD, TT or text telephone) device that allows persons who cannot hear and/or speak to type and read their telephone conversations. During a relay call, the voice will be typed.
800-947-3529 TTY • 7-1-1 TTY
800-947-6644 Voice
800-395-9877 Information Line

WISLOAN
Provides financing options to purchase assistive technology devices.
Options for Independent Living
• 820 West College Avenue, Appleton
920-997-9999
• 555 Country Club Road, Green Bay
920-490-0500 • 888-465-1515 Toll free
Adult Day Services

ST. PAUL ELDER SERVICES

CLUB GABRIEL

ADULT DAY SERVICES

Provides medical, educational, recreational and therapeutic services including bathing, foot and nail care, meals and beautician services
316 East 14th Street, Kaukauna
920-766-6020 Ext. 188
www.stpaulelders.org

GOOD SHEPHERD SERVICES GENERATIONS

ADULT DAY CENTER

Provides social and vocational programs and bathing.
Meadow Wood Learning Center
605 East Bronson Road, Seymour
920-833-7746 • www.gssltd.org

GREENTREE HEALTH & REHABILITATION CENTER

70 Green Tree Road, Clintonville
(Waupaca County)
715-923-2194
www.greenreethandrehabilitation.com

HAVEN OF HOPE DAYCARE

Provides support to families and caring for both children and adults with special needs.
1000 West Main Street, Little Chute
920-423-3066
www.havenofhopedaycare.com

LUTHERAN SOCIAL SERVICES ADULT DAY SERVICES

Provides personal care, socialization, physical and cognitive stimulation plus bathing.
- Thompson Community Center
  820 West College Avenue, Appleton
  920-225-1735
- Washington Center (adults with developmental disabilities)
  500 West Washington Street, New London
  920-982-9267 • www.lsswis.org

Advocacy

ADRC - OUTAGAMIE COUNTY

Assesses and meets the needs of Outagamie County persons over 17 1/2 years through service coordination and advocacy.

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

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

A computer is available for public access to information and services through the Internet. For persons with hearing impairments, the computer talks as you type and reads or spells out text. For persons with visual impairments, screen magnification is available.

Reading pens and pocket talker amplifiers are available upon request.

The ADRC has assistive technology devices and manual with examples of equipment used to maintain or improve the functional capabilities of persons with disabilities. Language interpreters are provided.

The ADRC publishes a quarterly newsletter “The ADRC Connection”

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

See pages 51, 52

THE ARC FOX CITIES

Provides education and advocacy for youth and adults with disabilities.
375 Winnebago Avenue, Menasha
920-725-0943 • www.arcfoxcities.com

AMERICAN PARKINSON DISEASE ASSOCIATION

Advocacy, support and educational programs for persons with Parkinson disease and their families.
www.wichapterapda.org

AUTISM SOCIETY OF THE FOX VALLEY

Provides information, family support, advocacy, and professional and resource development.
1800 Appleton Road, Menasha
920-968-6829 • www.focol.org/asfv

AUTISM SOCIETY OF WISCONSIN

Provides information, resource links and advocacy about autism.
1477 Kenwood Drive, Menasha
920-558-4602 • 888-428-8476
www.asw4autism.org

BOARD ON AGING AND LONG TERM CARE OMBUDSMAN PROGRAM

Protects and promotes the rights of long term care consumers.
1402 Pankratz Street, Madison
800-815-0015
www.dhs.wisconsin.gov/aging/boaltc/ltcombud
BRAIN INJURY ALLIANCE
 Provides advocacy, education, information, resources, prevention and support services to persons with brain injury.
 21100 West Capitol Drive, Pewaukee
 800-882-9282 • www.biaw.org

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CLIENT RIGHTS OFFICE
Handle grievance procedures for mental health, developmentally disabled and substance abuse.
 1 West Wilson Street
 PO Box 7851, Madison
 608-267-4867

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

DISABILITY RIGHTS WISCONSIN (DRW)
Statewide advocacy resource for persons with disability issues.
 131 West Wilson Street, Madison
 800-928-8778 • 888-758-6049 TTY
 www.disabilityrightswi.org

DISABILITY RIGHTS WISCONSIN (DRW) SSI MANAGED CARE EXTERNAL ADVOCACY PROJECT
Works with Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) adults in receiving medical care.
 2701 Larsen Road, Green Bay
 866-290-9346
 www.disabilityrightswi.org

FAIR HOUSING CENTER OF NORTHEAST WISCONSIN
Advocacy, counseling, education and referral for victims of housing discrimination.
 4650 West Spencer Street, Appleton
 920-560-4620 • 877-647-3247
 www.fairhousingwisconsin.com

FOX VALLEY ADVOCACY COALITION
Advocates for the rights and interests of disabled and older persons in the Fox Valley.
 920-997-9999 • 920-832-0344

FOX VALLEY END-OF-LIFE CARE COALITION
Provides education and advocacy on advance care planning and last chapter living.
 Thompson Community Center
 820 West College Avenue, Appleton
 920-225-1724 • www.fveolcare.org

FOX VALLEY SIBLING SUPPORT NETWORK
Provides assistance, education, advocacy and support to siblings of people with special needs.
 506 Parkway Boulevard, Appleton
 920-968-1742 • www.fvssn.org

GREATER WISCONSIN AGENCY ON AGING RESOURCES (GWAAR)
Monitors federal Older Americans Act programs serving persons 60 years and older (Elderly Nutrition Program, Transportation, Elder Benefit Specialist Program, Advocacy, etc.). Sponsors Guardianship Support Center.
 1414 MacArthur Road, Madison
 608-243-5670 • www.gwaar.org

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

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

KATIE BECKETT PROGRAM
Advocacy for Wisconsin children who have long term disabilities or complex medical needs.
 808-266-3236
 www.dhs.wisconsin.gov

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

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

NATIONAL RESOURCE CENTER OF LGBT AGING
Resource center improving the quality of services and support for lesbian, gay, bisexual and transgender (LGBT) older adults.
 www.lgbtagingcenter.org
NORTHEAST REGIONAL CENTER FOR CHILDREN AND YOUTH WITH SPECIAL CARE NEEDS
Provides advocacy and help for special needs children and their families.
Children’s Hospital of WI – Fox Valley
325 North Commercial Street, Neenah
877-568-5205
www.northeastregionalcenter.org

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

OPTIONS FOR INDEPENDENT LIVING
Empowers persons with disabilities by providing advocacy, information/referral, peer support, assistive/medical equipment, independent living skills, benefits counseling, training and community education:
- Thompson Community Center
  820 West College Avenue, Appleton
  920-997-9999
- 555 Country Club Road, Green Bay
  888-465-1515 • 920-450-0500
  www.optionsil.com

PEOPLE FIRST FOX CITIES
Self-advocates with developmental disabilities meet to learn how to impact the community.
920-725-0943 • www.arcfoxcities.com

PRADER-WILLI SYNDROME ASSOCIATION
Provides state support, education and advocacy for persons with Prader-Willi Syndrome and their families.
2701 North Alexander Street, Appleton
866-797-2947 • www.pwsaofwi.org

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

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

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

WISCONSIN COALITION AGAINST DOMESTIC VIOLENCE
Advocacy network for domestic violence victims.
307 South Paterson Street, Madison
608-255-0539 • 608-255-3560 TTY
www.wcadv.org

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

WISCONSIN FAMILY TIES
Nonprofit organization run by families with children with emotional, behavioral and mental disorders.
800-422-7145 • www.wifamilyties.org

WISCONSIN PARKINSON ASSOCIATION
Advocacy, support and educational programs for persons with Parkinson disease and their families.
800-972-5455 • www.wiparkinson.org

WISCONSIN FIRST STEP HOTLINE
Information and advocacy to caregivers of children with special health care needs.
800-642-7837 Hotline
www.mch-hotlines.org

Alcohol and Substance Abuse

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

ADRC
Provides information, support and referral for adults with alcohol and substance abuse issues.
See pages 51, 52, 53

AFFINITY BEHAVIORAL HEALTH SERVICES
Alcohol and drug abuse treatment.
1531 South Madison Street, Appleton
920-730-4411 • www.affinityhealth.org

ALCOHOLICS ANONYMOUS
920-731-4331 Hotline
888-292-6677 • www.district02aa.org

CASA CLARE
Women’s substance abuse support.
201 South Glenridge Court, Appleton
920-731-3981 • www.mooringcasa.com
**FAMILY SERVICES OF NORTHEAST WISCONSIN**
Alcohol and drug abuse assessment and counseling.
1810 Appleton Road, Menasha
920-739-4226
www.familyservicesnew.org

**LUTHERAN SOCIAL SERVICES SIDE BY SIDE**
Certified alcohol and other drug abuse outpatient treatment for older adults and their families.
Thompson Community Center
820 West College Avenue, Appleton
920-225-1713 • www.lsswis.org

**MOORING HOUSE**
Men’s substance abuse support.
607 West 7th Street, Appleton
920-739-3235
www.mooringcasa.com

**MULTI-LANGUAGE SUBSTANCE ABUSE TREATMENT CENTER**
Adapts government publications for those whose language is not English.
www.kap.samhsa.gov

**NEW WELLNESS ASSOCIATES**
Alcohol and drug abuse counseling.
2420 Crooks Avenue, Kaukauna
920-766-5040

**OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES MENTAL HEALTH**
Outpatient therapy, psychiatric services, testing services and case management.
401 South Elm Street, Appleton
920-832-5270 • www.outagamie.org

**THEDACARE BEHAVIORAL HEALTH**
Alcohol and substance abuse counseling.
1095 Midway Road, Menasha
920-720-2300 • 800-501-8247
www.thedacare.org

**WATERSHED TREATMENT**
Medical detox and rehab service.
800-861-1768
www.thewatershed.com

**WISCONSIN COUNCIL ON PROBLEM GAMBLING**
Provides compulsive gambling education and training.
1423 Kellogg Street, Green Bay
800-426-2535
www.wi-problemgamblers.org

---

**Alzheimer’s and Other Dementia**

**ADRC**
Provides information and financial support for Alzheimer’s and other related dementia.
See pages 51, 52, 80

**ALZHEIMER’S ASSOCIATION**
Provides Alzheimer’s related information and referral for support services.
Greater Wisconsin Chapter
Fox Valley Regional Office
1535 Lyon Drive, Neenah
920-727-5541
800-272-3900 Helpline
www.alz.org/gwwi

**ALZHEIMER’S CAREGIVER SUPPORT GROUP**
Addresses stress, caregiving responsibilities, nutrition, depression, etc.
Good Shepherd Services, Ltd.
607 East Bronson Road, Seymour
920-833-6856 • www.gssltd.org

**ALZPOSSIBLE**
Webinar resource for caregivers.
www.alzpossible.org

**FOX VALLEY MEMORY PROJECT**
Project creates an integrative, dementia friendly community.
- Memory Cafés
  Provides information, social activities, camaraderie and supportive settings.
- Care Partners Welcome Center
  Provides information, assistance and resource library.
Thompson Community Center
820 West College Avenue, Appleton
920-225-1711
See page 78

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

**LUTHERAN SOCIAL SERVICES MINDWORKS**
Provides peer support, cognitive and physical activities for persons with memory loss.
Thompson Community Center
820 West College Avenue, Appleton
920-225-1712 • 920-225-1705
www.lsswis.org

**MEMORY CARE CENTER**
Memory diagnostic and treatment clinic.
Neuroscience Group Memory Clinic
1305 West American Drive, Neenah
920-725-9373 • 800-201-1194
www.neurosciencegroup.com/
**Assisted Living**

See Community Based Residential Facilities (CBRF) see pages 68, 69 and Residential Care Apartment Complexes (RCAC) see page 73 or go online for the Wisconsin Assisted Living Directories at:

www.dhs.wisconsin.gov/bqaconsumer/AssistedLiving/Aslivindex.htm

**Benefit Assistance**

**AMERICAN ASSOCIATION FOR RETIRED PERSONS (AARP) TAX PREPARATIONS**

Provides free tax counseling.

www.aarp.org/money/taxaide

**ADRC**

- Disability Benefit Specialist
  Assists persons 18 to 59 years with physical disabilities, developmental disabilities, mental illness and/or substance use disorders.

- Elder Benefit Specialist
  Assists persons over 60 years with private and government benefits (Medicare, supplemental insurance, SSI, Social Security, Medical Assistance, SeniorCare, etc.)

  See pages 51, 52, 55

**BADGER RX GOLD**

Provides medication assistance for Wisconsin uninsured or under-insured persons.

866-809-9382

www.badgerrxgold.com

**BENEFITS CHECKUP**

A Web-based service to screen benefit programs for seniors with limited income and resources.

800-677-1116.

www.benefitsCheckup.org

**BOARD ON AGING AND LONG TERM CARE**

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

1402 Pankratz Street, Madison

800-242-1060 Helpline

www.longtermcare.wi.gov

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

Provides FoodShare, Medicaid, BadgerCare Plus, Family Planning Services and Caretaker Supplement enrollment.

888-256-4563 Toll Free

7-1-1 TTY • www.access.wi.gov

**FAMILYWISE**

Prescription drug savings program.

United Way Fox Cities

920-954-7210 • www.familywise.com

**INSURANCE COMMISSIONER**

Provides current state information regarding state insurance policies. Regulates and enforces Wisconsin insurance laws.

800-236-8517 • www.oci.wi.gov

**MEDICARE**

Provides Medicare information. Request free handbook.

800-633-4227 • www.medicare.gov

**MEDICARE FRAUD AND ABUSE HOTLINE**

Report Medicare fraud.

800-447-8477

www.medicare.gov/FraudAbuse/HowToReport.asp

**MEDIGAP HELPLINE**

Assists persons with Medicare Supplements, Medicare Advantage plans, long term care insurance and employer/retiree health plans.

800-242-1060

www.longtermcare.wi.org

**OUTAGAMIE COUNTY VETERANS SERVICE OFFICE**

Aids veterans or their dependents in securing benefits.

227 South Walnut Street, Appleton

920-832-5697 • www.outagamie.org

**SOCIAL SECURITY ADMINISTRATION**

Assists with Social Security including retirement, survivors and dependents, disability, Medicare and Supplemental Security Income (SSI) benefits.

607 West Northland Avenue, Appleton

877-694-5495 • www.ssa.gov

**SOCIAL SECURITY MULTI-LANGUAGE GATEWAY**

Offers Social Security information in 16 languages.

www.ssa.gov/multilanguage

**SOCIAL SECURITY ONLINE BENEFIT APPLICATION**

Provides online application for retirement or disability benefits.

www.socialsecurity.gov

**TRICARE PROGRAM**

Tricare is the health care program for uniformed service members, veterans and dependents.

www.tricare.osd.mil

**UPPER MIDWEST PENSION RIGHTS PROJECT**

Provides free counseling, information and advocacy to Wisconsin residents with pension issues.

866-783-5021 • www.tcaging.org
WISCONSIN HEALTH INSURANCE RISK SHARING PLAN (HIRS P)
Offers health insurance to residents who are unable to find adequate insurance coverage or have lost their employer sponsored group health insurance.
1751 West Broadway, Madison
800-828-4777 • www.hirsp.org

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

ADRC
Provides information and assistance on vision loss and impairment.
The ADRC has a computer available for persons with visual impairments to access information and services through the Internet.
Screen magnification and reading pens are available. The ADRC has an Assistive Technology kit and manual with examples of equipment used to maintain or improve the functional capabilities of persons with disabilities.
See pages 51, 52

AMERICAN COUNCIL OF THE BLIND
800-424-8666 2pm – 5pm EST
www.acb.org

AMERICAN FOUNDATION FOR THE BLIND
Provides information for older persons with vision loss.
800-232-5463 • www.visionaware.org

EYECARE AMERICA REFERRAL
Provides eye exams with opthamologists.
www.eyecareamerica.org

EYEDEAL EYEWEAR
Qualification for reduced or free eye care.
866-221-6790
www.eyedealeyewear.com

LENS CRAFTERS
Qualification for reduced or free eye care.
888-935-4589 • www.onesite.org

LUTHERAN SOCIAL SERVICES VISUALLY IMPAIRED PEOPLE SUPPORT GROUP
Provides support, education, socialization and assistance to persons with visual impairments.
Thompson Community Center
820 West College Avenue, Appleton
920-225-1714 • www.lsswis.org

MISSION CATARACT USA
Qualification for reduced or free eye care.
800-343-7265
www.missioncataractusa.org

NATIONAL FEDERATION OF THE BLIND
Provides information, resources and support to blind and visually impaired persons.
www.nfb.org

NFB-NEWSLINE NEWSPAPER BY PHONE
Callers are read newspapers 24/7 from touch tone telephone, Internet or Iphone.
Wisconsin Regional Library for the Blind and Physically Handicapped
813 West Wells Street, Milwaukee
866-504-7300 Information
www.nfbnewsl ine.org

OFFICE FOR THE BLIND AND VISUALLY IMPAIRED
Provides in home rehabilitation to reduce the effects of vision loss by teaching techniques to help persons adapt to vision loss.
Thompson Community Center
820 West College Avenue, Appleton
920-831-2090 • 888-879-0017
www.dhs.wisconsin.gov/blind

PREVENT BLINDNESS WISCONSIN
Education, information, vision risk assessment and vouchers for low income families.
414-765-0505
www.preventblindness.org/wi

VISION FORWARD ASSOCIATION
Support for coping with eye disorders.
855-878-6056
www.vision-forward.org

WISCONSIN COUNCIL OF THE BLIND & VISUALLY IMPAIRED
Promote the dignity and independence of the blind and visually impaired.
Assistive visual devices available.
754 Williamson Street, Madison
800-783-5213 • www.wcblind.org
Caregiver Support and Education

ADRC
Provides caregiver information, assistance and support.
The ADRC supports the Outagamie Caregiver Coalition in serving family caregivers.
See pages 51, 52, 79

ASK MEDICARE
Web-based Medicare information and other resources to help with caregiving.
www.medicare.gov/caregivers

FAMILY CARE NAVIGATOR
Online state by state help for family caregivers.
800-445-8106 • www.caregiver.org

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

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

OUTAGAMIE CAREGIVER COALITION
Network dedicated to caregivers by providing needed support through education and resource.
920-225-1745
See pages 79

RESPITE HOUSE
Offers weekend and week long respite options.
1325 Eastman Street, Oshkosh
800-261-1895
www.cpmideastwis.com/respite.php

ST. PAUL ELDER SERVICES CAREGIVER SUPPORT
Provides 24/7 in home personal support and respite care at St. Paul Villa.
316 East 14th Street, Kaukauna
920-766-6188 • 920-766-6020
www.stpaulelders.org

SHARE THE CARE
A support system that helps individuals as they age or during a serious illness. An initiative of the Outagamie Caregiver Coalition.
920-225-7145 • www.sharethecare.org
See page 79

VETERAN CAREGIVER SUPPORT LINE
Caregiver support line to assist persons providing care to U.S. Veterans.
855-260-3274 • www.caregiver.va.gov

ALTERNATIVE RESOLUTIONS
Helps families with mediation.
920-993-1490
www.alternativeresolutions.biz

COMMUNITY CARE, INC.
Provides regional funded managed long term care serving families and adults with physical and developmental disabilities.
Coordinates Family Care and Family Care Partnership programs.
4435 West Lawrence Street, Appleton
920-750-5500 • 866-992-6600
www.communitycareinc.org
See page 75

COYLE CARE MANAGEMENT AND CONSULTING
Provides comprehensive care management services to elders and their families.
920-740-8441
www.coylecaremanagement.com

ELDER WATCH AND ADVOCACY
Liaison between client, clients family, and health care providers.
920-725-6196 • 920-850-2136
www.elderwatchandadvocacy.com

INCLUDE, RESPECT, I SELF-DIRECT (IRIS)
Provides Wisconsin self-directed Medicaid funded long term care where members choose own support services and goods.
888-515-4747
www.wisconsin-IRIS.com
See page 75

LIVING WITH ASSISTANCE
Provides supportive care services for older and disabled adults in the Fox Valley region.
Fox Valley Lutheran Homes/Faith in Action
920-734-7225 • www.fvlhomes.org
Clothing and Household Goods

**CARING CONCEPTS**
Provides clothing and other products for the elderly and disabled.
2220 17th Street, Monroe
800-769-7771
www.caringconcepts.net

**COMMUNITY CLOTHES CLOSET**
Provides clothing.
1465B Opportunity Way, Menasha
920-731-7834
www.communityclothescloset.org

**COMMUNITY 2000**
Provides clothing, household items, etc. to persons in Shiocton and Seymour school district area.
1002 South Main Street, Seymour
920-833-0277

**FREECYCLE™ GROUPS**
Online network that lists items to be thrown out. Items must be free, legal and appropriate for all ages.
www.freecycle.org/group/US/Wisconsin

**GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN**
Provides clothing and household goods:
- N189 Stoney Brook Road, Appleton
  920-968-0820
- 1800 Appleton Road, Menasha
  920-731-6605
- 4759 Michaels Drive, Appleton
  920-731-6606
  www.goodwillnew.org

**HELPING 2ND HANDS**
Provides clothing.
10:00 am – 6:30 pm Wednesdays.
N848 Industrial Drive, Dale
920-779-6705

**ST. VINCENT DE PAUL**
Provides clothing and household goods.
1924 West College Avenue, Appleton
920-739-1679
www.SVDAppleton.org

**Consumer Information and Protection**

**BEFTER BUSINESS BUREAU OF NORTHEAST WISCONSIN**
1047 North Lyndale Avenue, Appleton
920-734-4352 • 800-273-1002
www.wisconsin.bbb.org

**BEFTER BUSINESS BUREAU WISE GIVING GUIDE**
3033 Wilson Blvd., Arlington, VA 22201
www.give.org

**BOARD ON AGING AND LONG TERM CARE OMBUDSMAN PROGRAM**
Investigates and mediates problems in the treatment of older and disabled persons receiving long term care.
1402 Pankratz Street, Madison
800-815-0015
www.longtermcare.wi.gov

**BUREAU OF CONSUMER PROTECTION**
Assists with consumer complaints.
800-422-7128 • www.datcp.wi.gov

**CONSUMER PROTECTION**
Statewide renter’s hotline.
800-422-7128 • www.datcp.wi.gov

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

**FOX VALLEY FUNERAL CONSUMER ALLIANCE**
Volunteer organization dedicated to affordable funerals. Information available on organ donation, cremation, and funeral planning.
www.funerals.org/affiliates/FoxValley

**GUIDE FOR PENNY PINCHERS**
Consumer money saving tips
www.guideforpennypinchers.com

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

**IDENTITY THEFT**
Report misuse of personal information or identity theft.
800-633-4227 Medicare
877-486-2048 TTY
- Inspector General
  800-447-8477
- Federal Commission
  877-438-4338 • 866-653-4261 TTY
  www.ftc.gov/idtheft
See page 74

**ST. VINCENT DE PAUL**
Provides clothing and household goods.
1924 West College Avenue, Appleton
920-739-1679
www.SVDAppleton.org

**FREECYCLE™ GROUPS**
Online network that lists items to be thrown out. Items must be free, legal and appropriate for all ages.
www.freecycle.org/group/US/Wisconsin

**GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN**
Provides clothing and household goods:
- N189 Stoney Brook Road, Appleton
  920-968-0820
- 1800 Appleton Road, Menasha
  920-731-6605
- 4759 Michaels Drive, Appleton
  920-731-6606
  www.goodwillnew.org

**HELPING 2ND HANDS**
Provides clothing.
10:00 am – 6:30 pm Wednesdays.
N848 Industrial Drive, Dale
920-779-6705

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

**FOX VALLEY FUNERAL CONSUMER ALLIANCE**
Volunteer organization dedicated to affordable funerals. Information available on organ donation, cremation, and funeral planning.
www.funerals.org/affiliates/FoxValley

**GUIDE FOR PENNY PINCHERS**
Consumer money saving tips
www.guideforpennypinchers.com

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

**IDENTITY THEFT**
Report misuse of personal information or identity theft.
800-633-4227 Medicare
877-486-2048 TTY
- Inspector General
  800-447-8477
- Federal Commission
  877-438-4338 • 866-653-4261 TTY
  www.ftc.gov/idtheft
See page 74

**ST. VINCENT DE PAUL**
Provides clothing and household goods.
1924 West College Avenue, Appleton
920-739-1679
www.SVDAppleton.org

**FREECYCLE™ GROUPS**
Online network that lists items to be thrown out. Items must be free, legal and appropriate for all ages.
www.freecycle.org/group/US/Wisconsin

**GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN**
Provides clothing and household goods:
- N189 Stoney Brook Road, Appleton
  920-968-0820
- 1800 Appleton Road, Menasha
  920-731-6605
- 4759 Michaels Drive, Appleton
  920-731-6606
  www.goodwillnew.org

**HELPING 2ND HANDS**
Provides clothing.
10:00 am – 6:30 pm Wednesdays.
N848 Industrial Drive, Dale
920-779-6705

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

**FOX VALLEY FUNERAL CONSUMER ALLIANCE**
Volunteer organization dedicated to affordable funerals. Information available on organ donation, cremation, and funeral planning.
www.funerals.org/affiliates/FoxValley

**GUIDE FOR PENNY PINCHERS**
Consumer money saving tips
www.guideforpennypinchers.com

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

**IDENTITY THEFT**
Report misuse of personal information or identity theft.
800-633-4227 Medicare
877-486-2048 TTY
- Inspector General
  800-447-8477
- Federal Commission
  877-438-4338 • 866-653-4261 TTY
  www.ftc.gov/idtheft
See page 74
INSURANCE COMMISSIONER
Provides current statewide information regarding Wisconsin insurance policies. Regulates and enforces Wisconsin insurance laws.
800-236-8517
www oci wi gov oci home htm

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

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

OUTAGAMIE COUNTY RECYCLING
Outagamie County Solid Waste
920-832-5277
www recyclemoreoutagamie org

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

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

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

RECYCLE THAT STUFF
121 North Linwood Avenue, Appleton
920-955-3760 • 877-677-4437
www recyclethatstuff com

U.S. POSTAL INSPECTION SERVICE
Addresses suspected fraud through the U.S. mail or if the mail was used in a crime via the Internet, telephone or in person.
877-876-2455
www postalinspectors uspis gov

WISCONSIN DO NOT CALL LIST
Sign up to not receive state telemarketing calls.
866-966-2255
www noccall wisconsin gov/web/home asp

Deaf/Hearing Impaired

ADRC
The ADRC has a computer for Internet access available to persons with hearing impairments. The computer talks as you type and reads or spells out text. Reading pens and pocket talker amplifiers are available. The ADRC has an Assistive Technology kit and manual with examples of equipment used to maintain or improve the functional capabilities of persons with disabilities.
See page 51, 52

AMERICAN SPEECH LANGUAGE HEARING ASSOCIATION (ASHA)
Provides information on hearing aid insurance coverage and related services plus referrals to a certified audiologist or speech language pathologist.
800-638-8255 • 301-296-5650 TTY
www asha org

BETTER HEARING INSTITUTE
Provides education, support and treatment information for people with hearing loss.
800-327-9355 • www betterhearing org

CENTER FOR COMMUNICATION, DEAFNESS AND HEARING
UniversaLink Assistive Technology Program.
414-541-5465 • 414-604-7217 TTY
www cchdwi org

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

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

HEARING LOSS ASSOCIATION OF AMERICA
Provides coping strategies, education and information about new technology, medical research, social support systems, etc. for persons with hearing loss.
920-420-8462
www hearingloss org

INTERNATIONAL HEARING SOCIETY
800-521-5247 • www ihsinfo org
OFFICE FOR THE DEAF AND HARD OF HEARING
Provides statewide information and referral services for deaf, deafblind, or hard of hearing residents.
17 Park Place, Appleton
920-659-7317
Textnet/tty/relay 888-241-9430

TELECOMMUNICATIONS EQUIPMENT PURCHASE PROGRAM (TEPP)
Provides financial assistance to persons in need of special telephone equipment.
Public Service Commission
PO Box 7854, Madison
800-251-8345 TTY
608-231-3305 Voice

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

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

DEVELOPMENTAL DISABILITIES AND ORAL HEALTH
Provides information to maintain good oral health for people with developmental disabilities.
www.nidcr.nih.gov

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

Disability Resources
ADRC
Provides access to developmental and physical disability services. Assists youth with disabilities over 17 1/2 years in transition to the Adult Service system.
The ADRC has an Assistive Technology kit and manual with examples of equipment used to maintain or improve the functional capabilities of persons with disabilities.
See pages 51, 52

FOX CITIES COMMUNITY HEALTH CENTER DENTAL CLINIC
A full service dental clinic for underinsured and uninsured patients.
By appointment only.
5337 Grand Market Drive, Appleton
920-731-7445

FVTC DENTAL HYGIENE STUDENT CLINIC
Offers cleaning, x-rays and fluoride treatments at Fox Valley Technical College.
920-735-4884

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

WISCONSIN DENTAL ASSOCIATION (WDA)
Provides reduced rate dental clinic listings.
www.wda.org/tab/public

AMERICAN PARKINSON DISEASE ASSOCIATION
608-229-7628
www.wichapterapda.org

THE ARC FOX CITIES
Works with community agencies to provide direct services to persons with developmental disabilities and their families.
375 Winnebago Avenue, Menasha
920-725-0943 • www.arcfoxcities.com

AUTISM: EDUCATING OUR COMMUNITY
Meetings about Autism.
920-731-6044

BRAIN INJURY ALLIANCE
Provides advocacy, education, information, resources, prevention and support services to persons with brain injury.
800-882-9282 • www.biaw.org

BRAIN INJURY RESOURCE CENTER
Offers statewide brain injury assistance and resources.
262-770-4882 • www.bircofwi.org

CEREBRAL PALSY AND ARC MIDWEST WISCONSIN
Provides services and programs that help persons and families with cerebral palsy, physical and developmental disabilities and other behavioral challenges.
36 Broad Street, Oshkosh
800-261-1895
www.cpmideastwis.com

CHALLENGE THE OUTDOORS
Enables physically challenged persons to participate in hunting, fishing and other recreational activities.
920-525-1123
www.ctoforme.org

20
CHILDREN AND ADULTS WITH ATTENTION-DEFICIT / HYPERACTIVITY DISORDER
Provides education, advocacy and support.
920-735-1099 • www.chadd.org

CLARITY CARE
Provides in-home care, relocation assistance, home health, fiscal services, life skills, computer services, residential living options for adults with developmental disabilities and traumatic brain injuries.
Thompson Community Center
820 West College Avenue, Appleton
920-236-6560
800-947-3529 TDD
855-224-7487 Home Health Service

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

DISABILITY RIGHTS WISCONSIN (DRW)
Advocacy resource for persons with disability issues.
131 West Wilson Street, Madison
800-928-8778 Madison
888-758-6049 TTY/TEXT NET
www.disabilityrightswi.org

DISABILITYINFO.GOV
Information and resources to persons with disabilities to participate in the workforce.
www.disabilityinfo.gov

DISABLED CITIZENS
Provides public support for disabled persons.
1222 Doctors Drive, Neenah
920-731-5195
www.disabledcitizens.org

DIVISION OF VOCATIONAL REHABILITATION (DVR)
Provides employment services and counseling to people with disabilities.
Fox Cities Work Force Development Center
1802 Appleton Road, Menasha
920-968-6219 • 866-223-5539
www.dwd.wisconsin.gov/dvr/

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

DOWN SYNDROME FAMILY NETWORK
Provides referral information.
ARC Fox Cities
375 Winnebago Avenue, Menasha
920-725-0943
www.arcfoxcities.com

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

EASTER SEALS DISABILITY HELPLINE
HelpLine is available to Outagamie County residents with disabilities.
Thompson Community Center
820 West College Avenue, Appleton
920-832-0344 Helpline
www.eastersealswisconsin.com

EXCEPTIONAL EQUESTRIANS
Equine-assisted therapy program.
1130 Orlando Drive, De Pere
920-347-3174
www.exceptionalequestrians.org

FOX VALLEY AUTISM SOCIETY
Provides Autism information and family support.
1800 Appleton Road, Menasha
920-968-6829 • www.focls.org/asfv

FOX VALLEY SIBLING SUPPORT NETWORK
Provides assistance, education, advocacy and support to siblings of persons with disabilities.
506 East Parkway Boulevard, Appleton
920-968-1742 • www.fvssn.org

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

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

INDEPENDENT JOURNEYS
Provides supported living opportunities to persons with mental and developmental disabilities.
800-445-8106

INNOVATIVE SERVICES
Provides accessible and family centered support and services.
• 808 West Wisconsin Avenue, Appleton
920-830-2995 Ext. 1002
• 445 South Madison Street, Green Bay
866-356-0779
www.myinnovativeservices.com
LUTHERAN SOCIAL SERVICES
Provides residential and day services for persons with disabilities.
920-730-1326 • 800-488-5181
www.lsswis.org

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

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

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

OPTIONS FOR INDEPENDENT LIVING
Providing advocacy, information and referral, peer support, assistive/medical equipment, independent living skills, benefits counseling, training and community education to persons with disabilities.
• Thompson Community Center
  820 West College Avenue, Appleton
  920-997-9999
• 555 Country Club Road, Green Bay
  888-465-1515 • 920-490-0500
  www.optionsil.com

OUTAGAMIE COUNTY FAMILY SUPPORT PROGRAM
Assists families in caring for severely disabled children who live in the home and are under 21 years.
Valley Packaging, Inc.
3375 West Brewster Street, Appleton
920-749-5870 Ext 4502

PEOPLE FIRST APPLETON
Self-advocates with developmental disabilities meet to learn how to impact their community.
920-725-0943

SPECIAL OLYMPICS
W5361 County Road KK, Appleton
920-731-1614 • 800-704-1614
www.specialolympicswisconsin.org

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

VALLEY PACKAGING INDUSTRIES
Vocational education, employment and training, job placement services, school to work transition, day services, assistive technology, community and homeless outreach and early intervention.
2730 North Roemer Road, Appleton
920-749-5859 • www.vpind.com

WHEELCHAIR GETAWAYS OF WISCONSIN
Provides accessible van rentals.
844 Ontario Road, Green Bay
800-642-2042

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

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

WISCONSIN BUREAU OF LONG TERM SUPPORT
Links Wisconsin residents to services.
608-261-6836
www.dhs.wisconsin.gov/bdds

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

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

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

WISCONSIN TELEWORK LOAN PROGRAM
Loan program for persons with disabilities to purchase computers and other equipment needed to work from home or from other remote sites.
Options for Independent Living
• Thompson Community Center
  820 West College Avenue, Appleton
  920-997-9999
• 555 Country Club Road, Green Bay
  888-465-1515 • www.optionsil.com

WISPECT
Provides trusts for persons with a disability to safeguard their public interests.
800-236-4940 • www.wispact.org
EDUCATIONAL OPPORTUNITIES

AARP DRIVER SAFETY PROGRAM
Driver safety courses.
866 448-3611
www.aarp.org/driversafety

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

FOX CITIES ROTARY MULTICULTURAL CENTER
Facilitates efforts to educate, promote and celebrate diversity.
128 North Oneida Street, Appleton
920-882-4056
www.foxcitiesmulticultural.org

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

FOX VALLEY TECHNICAL COLLEGE (FVTC)
Offers associate degree and vocational diploma programs. Career counseling services available.
1825 North Bluemound Drive, Appleton
920-735-5600 • www.fvtc.edu

ROADSCHOLAR (FORMERLY ELDERHOSTEL)
Provides affordable educational adventures for persons over 40 years.
877-426-8056 • www.roadscholar.org

SENIOR COMPUTER USERS GROUP
Computer training and educational opportunity for persons age 50 and older.
Fox Valley Technical College (FVTC)
1825 North Bluemound Drive, Appleton
920-735-2429
www.fvtc.edu/seniorweb

STARTING POINT PROGRAM
Free individual counseling and workshops for persons in transition.
Fox Valley Technical College (FVTC)
1825 North Bluemound Drive, Appleton
920-735-5696

UNIVERSITY OF WISCONSIN EXTENSION
Provides information and education on resources and research to the community.
Outagamie County UW Extension
3365 West Brewster Street, Appleton
920-832-5121 • www.outagamie.org

UNIVERSITY OF WISCONSIN FOX VALLEY
1478 Midway Road, Menasha
920-832-2600
www.uwfox.uwc.edu

UNIVERSITY OF WISCONSIN OSHKOSH (UWO)
Promotes lifelong learning.
800 Algoma Boulevard, Oshkosh
800-633-1442
www.uwosh.edu/llice

COMMUNITY 2000
Provides emergency financial assistance to eligible persons in Shiocton and Seymour school district area.
1002 South Main Street, Seymour
920-833-0277

COMMUNITY OUTREACH TEMPORARY SERVICES (COTS)
Provides transitional housing for the homeless who are working toward independent living:
- 1003 West College Avenue, Appleton, (Women) 920-831-6591
- 913 South West Avenue, Appleton, (Men) 920-734-3609
www.appletoncots.org

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

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

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

AFFINITY NURSEDIRECT
24/7 call-in health service.
920-738-2230 • 800-362-9900
www.affinityhealth.org
FOX VALLEY WARMING SHELTER
Provides a safe evening shelter for the homeless.
1928 West College Avenue, Appleton
920-832-1479
www.foxvalleywarmingshelter.org

HARBOR HOUSE DOMESTIC ABUSE PROGRAMS
Provides confidential 24/7 crisis line, emergency safe shelter, individual crisis counseling, legal advocacy and group support.
720 West Fifth Street, Appleton
920-832-1666 • 800-970-1171
www.harborhouseonline.org

LEAVEN
Provides emergency financial assistance with housing, utilities, transportation and other related emergencies:
- 1475 Opportunity Way, Menasha
  920-738-9635 (24/7 Emergencies)
- St. Therese Catholic Church
  213 East Wisconsin Avenue, Appleton
  920-738-9635
- Zion Lutheran Church
  912 North Oneida Street, Appleton
  920-738-9635
- St. Peter and Paul Catholic Church
  105 North Olk Street, Hortonville
  920-779-0166
- Seymour/Community 2000
  1002 Main Street, Seymour
  920-833-0277
www.focol.org/leaven

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES CRISIS
Provides 24/7 emergency crisis evaluation and counseling.
401 South Elm Street, Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY

PROJECT HOME OF SALVATION ARMY
Provides transitional housing.
105 Badger Avenue, Appleton
920-734-2534

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

SALVATION ARMY OF THE FOX CITIES
Provides heat, utilities, shelter, food, clothing vouchers. Offers counseling, access to legal aid, etc.
130 East North Street, Appleton
920-734-3324 Appleton
209 South Pearl Street, New London
920-570-2225 New London
www.safoxcities.org

SEXUAL ASSAULT CRISIS CENTER - FOX CITIES
24/7 confidential crisis service.
17 Park Place, Appleton
920-733-8119 • 800-722-7797
www.sacc-foxcities.org

USA NATIONAL SUICIDE AND CRISIS HOTLINES
24/7 counseling service.
800-784-2433 • 800-273-8255

Employment Assistance

FOX CITIES WORKFORCE DEVELOPMENT CENTER
Serve job seekers of all ages by providing training, consulting, etc.
1802 Appleton Road, Menasha
920-997-3272
www.foxcitieswork.com

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

DISABILITY RIGHTS WISCONSIN (DRW)
Statewide advocacy resource for persons with disability issues.
131 West Wilson Street, Madison
800-928-8778
888-758-6049 TTY/TEXT NET
www.disabilityrightswi.org

DISABILITY.GOV
Offers persons with disabilities information and resources to participate in the workforce. www.disability.gov

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

EMPLOY-ABILITY
Vocational, computer skills, assistive technology assessments and training.
300 North Appleton Street, Appleton
920-993-1951

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

FOODSHARE EMPLOYMENT AND TRAINING PROGRAM
Employment training program to support FoodShare recipients.
Workforce Development
1802 Appleton Road, Menasha
920-968-6318 • 920-832-1656

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES CRISIS
Provides 24/7 emergency crisis evaluation and counseling.
401 South Elm Street, Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY
GOODWILL INDUSTRIES OF NORTH CENTRAL WISCONSIN
Helps persons with disabilities and other barriers to employment. Programs create jobs, offer training and match assistive technology. Addresses financial, educational, developmental or diversity issues:
- 1800 Appleton Road, Menasha 920-731-6605
- 4759 Michaels Drive, Appleton 920-731-6606
- N189 Stoney Brook Road, Darboy 920-968-0820

INNOVATIVE SERVICES
Provides work programs, skill-focused job training and coaching for the developmentally disabled and special needs consumers.
- 808 West Wisconsin Avenue, Appleton 920-830-4880
- 445 South Madison Street, Green Bay 866-356-0779
www.myinnovativeservices.com

JOB ACCOMMODATION NETWORK (JAN)
Provides hiring, training, retention and career advancement information for persons with disabilities.
800-526-7234 • 877-781-9403 TTY
www.jan.wvu.edu

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

SENIOR SERVICE PROGRAM
Matches persons over 55 years in obtaining employment.
1802 Appleton Road, Menasha 920-968-6301
800-636-1161, Ext. 3557
www.newcurative.org

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

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

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

WISCONSIN JOB CENTER
Fox Cities Workforce Development Center
1802 Appleton Road, Menasha
920-997-3272 • 888-258-9966
920-832-2756 TTY
www.wisconsinjobcenter.org

WISCONSIN SENIOR EMPLOYMENT PROGRAM
Assists persons over 55 years with career assessment, job seeking, resume writing, training, etc.
Fox Valley Workforce Development Board
1401 McMahon, Neenah
920-720-5600 Ext. 315

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

Financial Assistance

ADRC
Disability and Elder Benefit Specialists provide assistance with private and government benefits. Provides Alzheimer’s and other related dementia financial support.
See pages 51, 52

COMMUNITY 2000
Provides financial assistance and budgeting classes to eligible persons in Shiocton and Seymour school district area.
1002 South Main Street, Seymour
920-833-0277

EAST CENTRAL INCOME MAINTENANCE (IM) PARTNERSHIP
Provides enrollment services and manage benefits for: FoodShare, Medicaid, BadgerCare Plus, Family Planning Services and Caretaker Supplement.
888-256-4563 • 7-1-1 TTY
www.access.wi.gov

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

FINANCIAL INFORMATION AND SERVICE CENTER (FISC)
Provides low-cost confidential financial advice, budgeting, and debt counseling.
1800 Appleton Road, Menasha
920-886-1000 • 800-366-8161
www.fisc-cccs.org
HEAR NOW
Provides financial assistance and related services to hearing impaired persons.
800-328-8602
www.sotheworldmayhear.org

HOME ACCESSIBILITY ASSISTANCE LOAN PROGRAM
Provides deferred payment, no interest loans to low-income persons with disabilities.
Options for Independent Living, Inc.:
• Thompson Community Center
  820 West College Avenue, Appleton
  920-997-9999
• 555 Country Club Road, Green Bay
  888-465-1515 Ext. 122
www.optionsil.com

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

HOME OWNERSHIP PROGRAM
Enables qualified low-income families to own a home.
Appleton Housing Authority
924 West Northland Avenue, Appleton
920-739-6811 Ext. 111

HOUSING PARTNERSHIP OF THE FOX CITIES
Provides transitional housing, affordable rental and home buying options.
605 East Hancock Street, Appleton
920-731-6644, Ext. 106
www.housing-partnership.org

KEEP WISCONSIN WARM FUND
Provides preventative services and financial assistance to persons with unmet energy needs. Arranges affordable payment plans, offers budget counseling and teaches ways to conserve energy.
800-891-9276 • www.kwwf.org

LEAVEN
Provides short term emergency financial assistance to needy persons who do not qualify for or whose needs cannot be met by existing agencies.
1475 Opportunity Way, Menasha
920-738-9635 • www.focal.org/leaven

OFFICE OF VETERANS SERVICES
Menasha Job Center
1802 Appleton Road, Menasha
920-968-6081

OUTAGAMIE COUNTY ENERGY ASSISTANCE
Energy assistance for Outagamie County residents.
420 East Longview Drive, Appleton
920-735-0010
800-506-5596 Appointment

PAYMENT PARTNER
Offers representative payee services and FISC bill pay program.
1800 Appleton Road, Menasha
920-968-6564 • 800-366-8161
www.paymentpartner.org

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

SAFELINK WIRELESS PROGRAM
Provides eligible persons with phone and minutes.
800-977-3768
www.safelinkwireless.com

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

TOMORROW'S HOME FOUNDATION
Assists disabled persons in the purchase of a manufactured or modular home. Provides emergency assistance grants.
www.tomorrowshomefoundation.org

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

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM
Heating assistance, counseling for energy conservation and budgeting.
866-432-8947

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

WISCONSIN TELEWORK LOAN PROGRAM
Loan program for persons with disabilities to purchase computers and other equipment needed to work.
Options for Independent Living, Inc.:
• Thompson Community Center
  820 West College Avenue, Appleton
  920-997-9999
• 555 Country Club Road, Green Bay
  888-465-1515 • www.optionsil.com
WISPACT
Provides trusts for persons with a disability to safeguard their public interests.
131 W. Wilson Street. Madison
608-268-6006 Ext 201
www.wisplant.org

Food/Meals/Nutrition

ADRC - OUTAGAMIE COUNTY NUTRITION PROGRAM
Congregate and Home Delivered meal service in Outagamie County.
920-832-5178 • 866-739-2372
7-1-1 TTY
See page 82

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

ACADEMY OF NUTRITION AND DIETETICS
800-877-1600 • www.eatright.org

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

LUTHERAN SOCIAL SERVICES SENIOR CONNECTION
Provides listing of grocery/errand delivery services.
Thompson Community Center
820 West College Avenue
Appleton
920-225-1705 Appleton
920-538-1511 New London

KAUKAUNA MEALS ON WHEELS
Home Delivered meal service in Kaukauna and surrounding communities.
St. Paul Elder Services, Inc.
920-766-6020, Ext. 119

KINGS DAUGHTER’S MEALS ON WHEELS
Home Delivered meal service in city of Appleton.
920-831-5029

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

ONEIDA TRIBE ELDER SERVICES
Congregate and Home Delivered meal service on Oneida reservation.
800-867-1551

SALVATION ARMY OF THE FOX CITIES
Provides daily lunch program.
130 East North Street, Appleton
920-734-3324

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

BREAD OF LIFE
227 East State Street, Black Creek
920-984-9305

CHRISTIAN FOOD PANTRY
St. John’s Resource Center
209 South Pearl Street, New London
920-982-0970

CLINTONVILLE FOOD PANTRY
55 12th Street, Clintonville
715-823-5461

FREEDOM CENTER FOOD PANTRY
1110 South Oneida Street, Appleton
920-450-2010 • 920-740-8718
www.cometofreedom.com

HORTONVILLE FOOD PANTRY
Wednesdays 12:30 – 1:30 pm and 5:30 – 6:30 pm.
N848 Industrial Drive, Dale
920-779-6705

LOAVES AND FISHES
Distribute groceries to needy families in Kaukauna and Little Chute area.
3500 Crooks Avenue, Kaukauna
920-766-9131

NEW LONDON COMMUNITY CUPBOARD
The Washington Center
600 West Washington Street, New London
920-982-8522

SALVATION ARMY FOOD PANTRY
130 East North Street, Appleton
920-734-3324

ST. JOSEPH FOOD PROGRAM
1465A Opportunity Way, Menasha
920-734-9461
www.stjoesfoodprogram.org

Foot Care

BRIGHTSTAR
17 Park Place, Appleton
920-882-7277 Appointment
www.brightstarcares.com
GOOD SHEPHERD COMMUNITY SUPPORT
607 Bronson Road, Seymour
920-833-7746 Clinic
www.gssltd.org

LUTHERAN SOCIAL SERVICES FOOT CARE
● Provides clinic foot care. Thompson Community Center
820 West College Avenue, Appleton
920-225-1727 Appointment
● Provides in home foot care.
920-225-1722 Appointment

SHOPKO PHARMACY
Provides shoes for diabetics and those with foot problems.
1000 Northland Avenue, Appleton
920-739-6871 Appointment

ST. PAUL ELDER SERVICES CLOUD WALKERS
316 East 14th Street, Kaukauna
920-766-6188 • www.stpaulelders.org

VALLEY VNA FOOTCARE CLINICS
920-727-5555 Appointment
920-538-2974 New London
www.valleyvna.org

DIVISION OF MOTOR VEHICLES (DMV)
State vehicle registration and drivers license services. Issues identification cards for those who do not have a driver’s license.
711 West Association Drive, Appleton
800-924-3570 • www.dot.state.wi.us

GREATER WISCONSIN AGENCY ON AGING RESOURCES (GWAAR)
Monitors federal Older Americans Act programs serving persons age 60 years and older. (Elderly Nutrition Program, Transportation, Elder Benefit Specialist Programs, Advocacy, etc.)
1414 MacArthur Road, Madison
608-243-5670 • www.gwaar.org

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

INTERNAL REVENUE SERVICE (IRS)
Federal income tax assistance.
800-829-1040 • www.irs.gov

OUTAGAMIE COUNTY CLERK OF COURTS
Manages court files, collects payments of fines and serves the general public and attorneys filing court actions. Processes record searches, provides copies of court records, petitions for occupational driver license and passport applications. Manages jury processes and coordinates the posting of court calendars.
320 South Walnut Street, Appleton
920-832-5131 • www.outagamie.org

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

OUTAGAMIE COUNTY EMERGENCY MANAGEMENT
Emergency operations center for Outagamie County.
320 South Walnut Street, Appleton
920-832-5148 • www.outagamie.org

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

OUTAGAMIE COUNTY REGISTER OF DEEDS
County record keeper of real estate, birth, death and marriage certificates.
410 South Walnut Street, Appleton
920-832-5095 • www.outagamie.org

Government Services
BOARD ON AGING AND LONG TERM CARE OMBUDSMAN PROGRAM
Investigates and mediates problems in the treatment of older and disabled persons receiving long term care. Medigap Helpline provides insurance counseling to persons on Medicare, supplements, hospitals, cancer and long term care insurance.
800-242-1060 Medigap
800-815-0015 Ombudsman
www.longtermcare.wi.gov

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

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

OUTAGAMIE COUNTY REGISTER OF DEEDS
County record keeper of real estate, birth, death and marriage certificates.
410 South Walnut Street, Appleton
920-832-5095 • www.outagamie.org

GOVERNMENT SERVICES
BOARDS ON AGING AND LONG TERM CARE OMBUDSMAN PROGRAM
Investigates and mediates problems in the treatment of older and disabled persons receiving long term care. Medigap Helpline provides insurance counseling to persons on Medicare, supplements, hospitals, cancer and long term care insurance.
800-242-1060 Medigap
800-815-0015 Ombudsman
www.longtermcare.wi.gov

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

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

OUTAGAMIE COUNTY REGISTER OF DEEDS
County record keeper of real estate, birth, death and marriage certificates.
410 South Walnut Street, Appleton
920-832-5095 • www.outagamie.org
OUTAGAMIE COUNTY VETERANS SERVICE OFFICE
Veterans services in Outagamie County.
227 South Walnut Street, Appleton
920-832-5697 • www.outagamie.org

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

WISCONSIN BUREAU OF AGING AND DISABILITY RESOURCES (BADR)
Wisconsin Department of Health Services
1 West Wilson Street, Madison
608-266-2536

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

GOLDEN CARE SERVICES
PO Box 5036, De Pere
920-532-9109
www.goldencareservices.org

GUARDIANSHIP PAYEE SERVICES
5254 Samers Bay Road, Omro
920-233-7646

GUARDIANSHIP SUPPORT CENTER
Greater Wisconsin Agency on Aging Resource, Inc. (GWAAR)
1414 MacArthur Road, Madison
855-409-9410 • www.gwaar.org

LUTHERAN SOCIAL SERVICES
3003A North Richmond Street, Appleton
800-488-5181 • www.lsswis.org

OSHKOSH FAMILY
36 Broad Street, Oshkosh
920-231-9520
www.oskoshfamily.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH VOLUNTEER SERVICES
Recruits and coordinates volunteer representative payees.
Outagamie County DHHS - Volunteer Services
500 West Fifth Street, Appleton
920-832-5515 • www.outagamie.org

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

PROFESSIONAL GUARDIANSHIPS
1345 West Mason Street, Green Bay
920-499-4431

Health Services

AFFINITY NURSEDIRECT
24/7 call-in health service.
920-738-2230 • 800-362-9900
www.affinityhealth.org

AFFINITY ONLINE HEALTH RISK ASSESSMENTS
- Heart Aware Identifies heart health status and changes you can make to your lifestyle to ward off heart disease.
- Vascular Aware Identifies signs of vascular disease and what you can do to prevent it.
www.affinityhealth.org/object/services-know-your-risks.html

AIDS RESOURCE CENTER OF WISCONSIN
Provides HIV education, prevention, access to services for persons affected by HIV disease and clinical research on HIV treatment. Anonymous HIV antibody testing.
103 East Washington Street, Appleton
920-733-2068 • 800-773-2068
www.arcw.org

ALL ABOUT YOU
Provides mastectomy supplies
Does visits and fittings at nursing homes.
1045 N. Lynndale Drive, Appleton
920-730-0909

ALZHEIMER ’S ASSOCIATION
Provides Alzheimer’s related information, education and support.
Greater Wisconsin Chapter
Fox Valley Regional Office
1535 Lyon Drive, Neenah
920-727-5541 • 800-272-3900 Helpline
www.alz.org/gwwi

= 29
AMERICAN CANCER SOCIETY  
Provides education about cancer.  
790 Marvelle Lane, Green Bay  
920-321-1360 • 800-227-2345  
www.cancer.org

AMERICAN DIABETES ASSOCIATION  
800-342-2383 • www.diabetes.org

AMERICAN HEART ASSOCIATION  
608-221-8866  
www.americanheart.org

AMERICAN RED CROSS NORTHEAST WI  
Provides health and safety training.  
1302 East Wisconsin Avenue, Appleton  
920-733-4481 • 800-856-3667  
www.redcross.org/wi/oshkosh

APPLETON PUBLIC HEALTH  
Provides health education and clinics within the City of Appleton.  
100 North Appleton Street, Appleton  
920-832-6429

AQUATIC ARTHRITIS EXERCISE PROGRAM  
Good Shepherd Services, Ltd.  
920-833-7796 • www.gssltd.org

ARTHRITIS FOUNDATION  
800-283-7800  
800-333-1380 Wisconsin Chapter  
www.arthritis.org

CHILDREN AND YOUTH WITH SPECIAL HEALTH CARE NEEDS  
Provides health care for special needs children.  
325 Commercial Street, Neenah  
920-969-5325 • 800-642-7837 Hotline  
www.northeastregionalcenter.org

CONSUMER REPORTS  
Healthy living and health news.  
www.consumerreports.org/health

FOX CITIES COMMUNITY HEALTH CENTER  
Provides primary care to low income persons with no insurance.  
Goodwill Community Center  
1814 North Appleton Road, Menasha  
920-731-7445 • www.ccchc.org

HOMEAID HEALTH CARE HELPING HANDS AT HOME  
1463 Kenwood Drive, Menasha  
920-969-0526 Ext. 2  
www.homeaidhealthcare.com

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

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

MEDICATION DRUG DROP OFFS  
Unused medication drop off.  
• Appleton Police Department  
222 South Walnut Street, Appleton  
920-832-5500  
• Seymour Police Department  
306 North Main Street, Seymour  
920-833-2366  
www.ocdrugdrop.org

MESOTHELIOMA PROGNOSIS  
Provides help and resources about mesothelioma.  
www.mesotheliomapronosis.org

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

NATIONAL DIABETES EDUCATION PROGRAM  
Provides diabetes education.  
www.ndep.nih.gov/resources/diabetes-healthsense/?redirect=true

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

ONEIDA COMMUNITY HEALTH CENTER  
525 Airport Road, Oneida  
920-869-2711  
www.oneidanation.org/healthcenter

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

PLANNED PARENTHOOD  
• 3800 North Gillett Street, Appleton  
920-731-9534  
• 508 West Wisconsin Avenue, Appleton  
920-731-6304  
www.plannedparenthood.org

PLEURAL MESOTHELIOMA CENTER  
Provides symptom, treatment and diagnosis information.  
800-381-1772  
www.pleuralmesothelioma.com
**POISON CENTER HOTLINE**  
800-222-1222 • www.aapcc.org

**PULMONARY REHABILITATION PROGRAM**  
Provides education to persons suffering from lung problems like COPD, emphysema, and chronic bronchitis.  
St. Elizabeth Hospital  
1506 South Oneida Street, Appleton  
920-738-2558

**RADON NATIONAL SAFETY COUNCIL**  
800-767-7236 • www.sosradon.org

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

**ST. PAUL ELDER SERVICES**  
316 East 14th Street, Kaukauna  
920-766-6188 • 920-766-6020  
www.stpaulelders.org  
• Ear Irrigation/Candling  
• Healing Waters exercise classes and aquatic therapy.  
• Kegels exercise program to regain bladder and/or bowel control.  
• Wound care and lymphedema treatment.  
• Stroke rehab program.

**STEDACARE ON CALL**  
24/7 call in health service.  
920-830-6877 • 800-236-2236  
www.thedacare.org

**U.S. CONSUMER PRODUCT SAFETY**  
800-638-2772 Hotline

**WISCONSIN FIRST STEP**  
Statewide information/referral hotline serving families with children who have special health care needs.  
800-642-7837 Hotline  
www.mch-hotlines.org

---

**Home Care Services**  
**– Medical Services**  
(SEE CHART, PAGE 60)

**Home Care Services**  
**– Non Medical**  
(SEE CHART, PAGES 61-62)

**Home Emergency/ Medical Response Systems**  
(SEE CHART, PAGE 63)

**Home Improvement and Moving**

**ADRC**  
Provides minor home repairs to Outagamie County homeowners over 60 years.  
See page 51, 52

**ACTION ORGANIZING SERVICES**  
Helps hoarders.  
414-380-7122  
www.actionorganizingservices.com

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

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

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

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

**IN ITS PLACE ORGANIZING SERVICES**  
Downsize basements, garages, closets, etc. in preparation for a move.  
920-725-2502  
www.initsplaceorganizer.com

**LONG’S SENIOR TRANSITIONS**  
Helps with home organization, sale and moving.  
920-734-3260 • www.longmoving.com

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

---

ADRC • 401 S. ELM STREET, APPLETON, 54911 • 920-832-5178 • 866-739-2372 TOLL FREE • 7-1-1 TTY  
Email: ADRC@outagamie.org • www.outagamie.org • www.yourADRCresource.org
WEATHERIZATION SERVICES
Provides weatherization services to eligible low income renters and homeowners. Services include insulating water heaters, attics and side walls, furnace repair and replacement.
3020 East Winslow Avenue, Appleton
920-731-7566

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

RURAL HOUSING
Provides funding to fix broken pipes, pumps, hot water heaters, etc. Must be elderly or disabled.
888-400-5974
www.wisconsinruralhousing.org

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

Housing – Adult Family Homes
(SEE CHART, PAGE 67)

Housing – Definitions
(SEE PAGE 65)

Housing – Transitional
COMMUNITY OUTREACH TEMPORARY SERVICES (COTS)
Provides transitional housing for homeless men and women.
- 1003 West College Avenue, Appleton (Women) 920-831-6591
- 913 South West Avenue, Appleton (Young Adult Program) 920-734-3609
- 819 South West Avenue, Appleton (Men) 920-734-3609
www.appletoncots.org

EMERGENCY SHELTER OF THE FOX VALLEY
400 North Division Street, Appleton
920-734-9192
www.emergencyshelterfoxvalley.org

FOX VALLEY WARMING SHELTER
Evening shelter for homeless.
1928 West College Avenue, Appleton
920-832-1479
www.foxvalleywarmingshelter.org

HOUSING PARTNERSHIP OF THE FOX CITIES
Transitional housing, affordable rental and home buying options.
605 East Hancock Street, Appleton
920-731-6644
www.housing-partnership.org

PROJECT HOME OF SALVATION ARMY
Transitional housing.
105 Badger Avenue, Appleton
920-731-7726

Information and Assistance / Referral

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

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

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

A computer is available for public use to access information and services through the Internet. For persons with hearing impairments, the computer talks as you type and reads or spells out text. For persons with visual impairments, screen magnification is available.

Reading pens and pocket talker amplifiers are available upon request. The ADRC has assistive technology devices and a manual with examples of equipment used to maintain or
improve the functional capabilities of persons with disabilities. Language interpreters are provided.

The ADRC publishes a quarterly newsletter, “The ADRC Connection.”

The public is welcome to attend Outagamie County Aging and Long Term Support plus ADRC Advisory Committee meetings. If interested in attending Committee meetings, call the ADRC Outagamie County Branch See pages 51, 52

OTHER AREA ADRC’S:

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

DIAL 2-1-1
24/7 nonemergency community information and referral.
United Way Fox Cities
1455 Midway Road, Menasha
2-1-1 • 800-924-5514
920-954-7202 TDD
www.unitedwayfoxcities.org

DIAL 5-1-1
Road condition report.
Dial 5-1-1 • www.511wi.gov

ELDERCARE LOCATOR
Directory assistance to locate local resources. Spanish interpreters available.
800-677-1116 • www.eldercare.gov

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

LUTHERAN SOCIAL SERVICES SENIOR CONNECTION
Provides information and options counseling for housing, yard work, snow removal and other supports:
- Thompson Community Center
  820 West College Avenue, Appleton
  920-225-1705
- The Washington Center
  500 West Washington Street, New London
  920-538-1511

NFB-NEWSLINE
Callers are read newspapers 24/7 from touch-tone telephone.
Wisconsin Regional Library for the Blind and Physically Handicapped
813 West Wells Street, Milwaukee
866-504-7300 Information
800-882-1629 NFB-Newsline
www.nfb.org

ONEIDA TRIBE ELDER SERVICES
2907 South Overland Road, Oneida
800-867-1551
www.oneidanation.org

TIME/TEMPERATURE
920-734-0123

UNIVERSITY OF WISCONSIN EXTENSION
Provides information on resources and research to the community.
Outagamie County UW Extension
3365 West Brewster Street, Appleton
920-832-5121
www.outagamie.uwex.edu

UW EXTENSION INFO
Answers to environmental, gardening, home, family living questions, etc.
www.infosource.uwex.edu

WISCONSIN FIRST STEP
Information/referral serving families with children who have special health care needs.
800-642-7837 Hotline
www.mch-hotlines.org

WISCONSIN COUNCIL ON PROBLEM GAMBLING
Provides compulsive gambling education and training.
1423 Kellogg Street, Green Bay
800-426-2535
www.wi-problemgamblers.org

Legal Assistance

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

AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP) LEGAL SERVICES
Provides free legal advice for persons over 50 years.
800-424-3410 • www.aarp.org
AMERICAN CIVIL LIBERTIES UNION
Defends civil rights of residents.
414-272-4032 • www.aclu-wi.org

DISABILITY RIGHTS WISCONSIN (DRW)
Statewide advocacy for persons with disability issues.
131 West Wilson Street, Suite 700, Madison
800-928-8778 Madison
888-758-6049 TTY/TEXT NET
www.disabilityrightswi.org

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

LAWYER AND REFERRAL INFORMATION
Legal help at lower rates.
P.O. Box 7158, Madison
800-362-9082 • www.wisbar.org

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

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

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

WISCONSIN EQUAL RIGHTS DIVISION
Enforces laws related to discrimination, family and medical leave and labor standards.
Workforce Development
201 East Washington Avenue, Madison
608-266-6860 Voice
866-221-7854 TTY
www.dwd.wisconsin.gov/er/

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

LIBRARIES
APPLETON PUBLIC LIBRARY
Walking Books Program delivers books at no cost to Appleton homebound residents.
225 North Oneida Street, Appleton
920-832-6170
920-832-6346 (Walking Books)
www.apl.org

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

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

HORTONVILLE PUBLIC LIBRARY
102 West Main Street, Hortonville
920-779-4279
www.hortonvillelibrary.org

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

KAUKAUNA PUBLIC LIBRARY
111 Main Avenue, Kaukauna
920-766-6340
www.kaukaunalibrary.org

MUEHL PUBLIC LIBRARY
436 North Main Street, Seymour
920-833-2725
www.muehlpubliclibrary.org

SEELY G. MUDD LIBRARY
Lawrence University
113 South Lawe Street, Appleton
920-832-6750
www.lawrence.edu/library

SHIOCTON PUBLIC LIBRARY
W7740 Pine Street, Shiocton
920-986-3933
www.shioctonlibrary.org

MENTAL HEALTH AND COUNSELING
ADRC
Provides information, support and referral for adults with mental health needs.
See pages 51, 52, 53

AFFINITY BEHAVIORAL HEALTH SERVICES
1531 South Madison Street, Appleton
920-730-4411 • www.affinityhealth.org

AMEDISYS HOME HEALTH SERVICES
Behavioral health program for homebound patients.
2120 South Ridge Road, Green Bay
866-833-0172 • www.amedisys.com

ANXIETY AND DEPRESSION ASSOCIATION OF AMERICA
Promotes preventative treatment and cure of anxiety disorders. Offers educational materials.
240-485-1001 • www.adaa.org
ANXIETY, STRESS AND DEPRESSION CENTER
103 West College Avenue, Appleton
920-915-4567 • www.metalsky.com

APPLETON PSYCHIATRIC COUNSELING CENTER
477 South Nicolet Road, Appleton
920-882-6610
www.appletonpsychiatric.com

CATHOLIC CHARITIES
Provides family, marriage and individual counseling, etc.
214 East Summer Street, Appleton
920-734-2601 • 877-500-3580
www.gbdioc.org

CHAPS ACADEMY
Equine-assisted therapy program.
N5367 Mayflower Road, Shiocton
920-986-3003
www.chapsacademy.org

CHRISTIAN FAMILY COUNSELING
1049 North Lyndale Drive, Appleton
920-731-9798 • www.wlcfs.org

CLAIRES KIEPKE OUTREACH CENTER
Assists persons with chronic mental illness through classes, peer conversation and recreational activities.
322 North Appleton Street, Appleton
920-749-5867

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

EXCEPTIONAL EQUESTRIANS
Equine-assisted therapy program.
1130 Orlando Drive, De Pere
920-347-3174
www.exceptionalequestrians.org

FAMILY COUNSELING ASSOCIATES
300 North Woods Edge Drive, Appleton
920-738-7795 • 800-457-8668
www.familycounseling-mca.org

FAMILY SERVICES OF NORTHEAST WISCONSIN
Family, marriage, individual and group counseling, etc.
1810 Appleton Road, Menasha
920-739-4226
www.familyservicesnew.org

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

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

HARBOR HOUSE DOMESTIC ABUSE PROGRAMS
Confidential 24/7 crisis counseling, legal advocacy and group support.
720 West Fifth Street, Appleton
920-832-1666 • 800-970-1171
www.harborhouseonline.org

HARMONY COUNSELING CENTER
Multi-cultural counseling.
206 South Memorial Drive, Appleton
920-428-6484

HELPING OTHERS PREVENT AND EDUCATION ABOUT SUICIDE (HOPES)
Helps loved ones with suicide loss.
800-273-8255
www.hopes-wi.org

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

LUTHERAN SOCIAL SERVICES COUNSELING
Provides older adult and caregiver counseling support groups and community education.
Thompson Community Center
820 West College Avenue, Appleton
920-730-1321 • www.lsswis.org

MENTAL HEALTH INFO SOURCE
www.mhsource.com

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

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

OBSESSIVE COMPELLUSIVE DISORDER (OCD)
Provides education about OCD and related disorders.
617-973-5801 • www.ocfoundation.org
OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES
CRISIS
Provides confidential 24/7 counseling by professional mental health staff.
Outagamie County DHHS Crisis
401 South Elm Street, Appleton
920-832-4646 • 800-719-4418
920-832-1688 TTY
See page 56

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

PSYCHOLOGY ASSOCIATES OF THE FOX CITIES
2557 East Calumet Street, Appleton
920-738-9999 • www.pa-fc.com

ROGERS MEMORIAL HOSPITAL COUNSELING FOR EATING DISORDERS
800-767-4411
www.rogershospital.org/menroe

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

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

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

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

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

SOWING THE SEEDS OF HOPE
Mental health help for the farming community.
800-942-2474

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

THEDACARE BEHAVIORAL HEALTH
1095 Midway Road, Menasha
920-720-2300 • 800-501-8247
www.thedacare.org

WELLNESS COUNSELING CENTER
Individual, couple, marriage and family counseling.
103 West College Avenue, Appleton
920-733-1992
www.wellnesscenter-appleton.com

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADRC
Disability Benefit Specialist provides drug assistance to persons with a disability 18 to 59 years.
Elder Benefit Specialist provides drug assistance to persons 60 years and over.
See pages 51, 52, 55

WISCONSIN COUNCIL ON PROBLEM GAMBLING
Provides compulsive gambling education and training.
1423 Kellogg Street, Green Bay
920-437-8888 • 800-426-2535
www.wi-problemgamblers.org

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

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

Prescription Drug Assistance

ADRC
- Disability Benefit Specialist provides drug assistance to persons with a disability 18 to 59 years.
- Elder Benefit Specialist provides drug assistance to persons 60 years and over.
See pages 51, 52, 55

WISCONSIN UNITED FOR MENTAL HEALTH
Provides schizophrenia information, support and education.
www.schizophrenia.com

AMERICAN DIABETES ASSOCIATION
Provides diabetes information, support and education.
www.diabetes.org

BUDGET AND FAMILY LINES
Assists persons under 60 years old with a disability.
800-926-4862

EXTRA HELP
Provides help paying for Medicare’s prescription drug coverage premiums, copayments and deductibles.
877-694-5495 • www.ssa.gov
PARTNERSHIP FOR PRESCRIPTION ASSISTANCE
Application for free or affordable medications (income eligibility and no insurance coverage).
888-477-2669 • www.pparx.org

PRESCRIPTION DRUG HELPLINE
For those 60 years of age or older.
855-677-2783

WISCONSIN SENIORCARE
Prescription drug assistance program for residents over 65 years.
800-657-2038
www.dhfs.wisconsin.gov/seniorcare

Prevention
ADRC
Provides information, education and intervention activities that focus on reducing risk of injury and disability.
See page 58

NATIONAL INSTITUTE ON AGING
Research and resources for better health in aging process.
www.nihseniorhealth.gov

WISCONSIN TOBACCO QUIT LINE
800-784-8669

Residential Supports for Persons with Disabilities
ADRC
Provides housing and independent living options, counseling for persons with disabilities.
See pages 51, 52

AGAPE OF APPLETON
7 Tri-Park Way, Appleton
920-734-9871
920-734-2569 TDD/Voice
www.agapeinc.org

BROTOLOC - FOX VALLEY
N2780 State Road 15, Hortonville
920-779-3900 • www.brotoloc.com

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

INNOVATIVE SERVICES
● 808 West Wisconsin Avenue, Appleton
920-830-2995 • 866-431-0962
● 445 South Madison Street, Green Bay
www.myinnovativeservices.com

LORI KNAPP
97 Pioneer Road, Fond du Lac
920-907-0949
www.loriknappcompanies.com

LUTHERAN SOCIAL SERVICES
3003A North Richmond Street, Appleton
920-730-1326

PNUMA HEALTH CARE
N3856 Loss Road, Weyauwega
920-867-4969

PRODUCTIVE LIVING SYSTEMS
920-738-5393

REM
2149 Velp Avenue, Green Bay
920-434-5352

VILLA HOPE
613 North Division Street, Appleton
920-739-5337 • www.villahopeinc.org

Senior Centers
LUTHERAN SOCIAL SERVICES THOMPSON COMMUNITY CENTER
820 West College Avenue, Appleton
920-225-1700
www.thompsoncenter.org

MENASHA SENIOR CENTER
116 Main Street, Menasha
920-967-3530

NEW LONDON SENIOR CENTER
600 West Washington Street, New London • 920-982-8522

WALTER MUEHL SENIOR CENTER
Good Shepherd Services, Ltd.
607 Bronson Road, Seymour
920-833-6434

Support Groups
AL-ANON
For persons affected by alcoholism.
888-425-2666 • 800-668-2491
www.al-anon.alateen.org

ALCOHOLICS ANONYMOUS (AA)
For recovering alcoholics.
920-731-4331 • 888-292-6677
www.district02aa.org

ALZHEIMER’S AND RELATED DISORDERS SUPPORT GROUP
● St. Paul Elder Services, Inc.
316 East 14th Street, Kaukauna
920-766-6020 Ext. 198
● Good Shepherd Services, LTD
607 East Bronson Road, Seymour
920-833-1566
AMPUTEES SUPPORT GROUP
5000 West National Avenue, Milwaukee
414-384-2000

BARIATRIC SUCCESS CIRCLE
Bariatric surgery patients or those contemplating surgery.
100 Theda Clark Medical Plaza, Neenah
920-725-4527

BETTER BREATHERS SUPPORT GROUP
For persons with lung diseases.
St. Elizabeth Hospital
920-738-2558

BRAIN INJURY SUPPORT GROUP
Brain injury persons and their family/friends.
St. Elizabeth Hospital
1506 South Oneida Street, Appleton
920-725-0943 Ext. 111

CAREGIVER SUPPORT GROUP
920-738-2230 • 800-362-9900
www.affinityhealth.org

CENTER FOR GRIEVING CHILDREN
For grieving children and their parents.
Boys and Girls Club
160 South Badger Avenue, Appleton
920-750-5839

CLAIRE KIEPKE OUTREACH CENTER
Drop in center for persons with mental illness.
322 North Appleton Street, Appleton
920-749-5867

COMMUNITY CIRCLES OF SUPPORT
To help persons transition from incarceration to the community.
800 Appleton Road
Menasha, WI 54952
920-968-6832 • 877-490-3120
www.circles-of-support.org

DISABLED CITIZENS
920-729-5972
www.disabledcitizens.org

DOWN SYNDROME FAMILY NETWORK
The ARC Fox Cities
375 Winnebago Avenue, Menasha
920-725-0943 • www.arcfoxcities.com

EPILEPSY SUPPORT GROUP
800-332-1000
www.epilepsyfoundation.org

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

FOX VALLEY DIABETIC EDUCATION AND SUPPORT GROUP
Meetings held second Thursday.
Fox Valley Technical College (FVTC)
1825 North Bluemound Drive, Appleton
920-716-3373

FOX VALLEY FIBROMYALGIA SUPPORT GROUP
Zion Lutheran Church
912 North Oneida Street, Appleton
920-707-4993

FOX VALLEY CELIAC DISEASE
Gluten intolerance digestive disease meetings.
920-734-5552
www.foxvalleyceliacs.com

FOX VALLEY GRIEF NETWORK
Wichmann-Fargo Funeral Homes bereavement support services.
920-831-9905
www.wichmanfargo.com

FOX VALLEY NEW VOICE CLUB
Laryngectomy patients, families and friends.
St. Elizabeth Hospital
1506 South Oneida Street, Appleton
920-738-2045

FOX VALLEY SIBLING SUPPORT NETWORK
Provides education, advocacy and support to siblings of persons with disabilities.
506 East Parkway Boulevard, Appleton
920-968-1742 • www.fvssn.org

FRIENDSHIP PLACE
Social, educational and recreational support and therapy for persons with chronic mental illness.
220 North Commercial Street, Neenah
920-729-9975
www.friendshipplaceinc.com

GENESIS CLUB
Support group and drop in center for recovering alcoholics and drug addicts.
1213 North Appleton Street, Appleton
920-733-6180
www.genesisclub.info

GRIEF SUPPORT GROUP
For adults grieving the death of a loved one.
Thompson Community Center
820 West College Avenue, Appleton
920-727-2000
HARBOR HOUSE DOMESTIC ABUSE SUPPORT GROUPS
720 West Fifth Street, Appleton
920-832-1666 • 800-970-1171
www.harborhouseonline.org

HEARING LOSS ASSOCIATION OF AMERICA
Meetings for persons with hearing loss.
Fox Valley Unitarian Universalist
2600 Phillip Lane, Appleton
920-725-2579
www.hearingloss.org

LIVING WITH LOSS
A six-week grief group offering support to adults who have experienced the loss of a loved one.
The Heritage Community Room
2600 South Heritage Woods Drive, Appleton
920-730-3408 • 800-984-5554

LUPUS SUPPORT GROUP
St. Elizabeth Hospital
1506 South Oneida Street, Appleton
920-727-8020

LUTHERAN SOCIAL SERVICES SUPPORT GROUPS
Thompson Community Center
820 West College Avenue, Appleton
● Family Caregiver Support
920-225-1702
● Hmong Elder Outreach
Outreach, education, socialization, benefit assistance and translation services. Provides counseling for post traumatic stress syndrome.
920-225-1717 • 920-225-1718
● Side-By-Side For persons over 50 years with substance abuse concerns.
920-225-1713
● Visually Impaired People (VIP) Support Group.
920-225-1714 • www.lsswis.org

MEN JOURNEYING THROUGH GRIEF
For men who have experienced the death of a loved one.
Affinity Visiting Nurses
816 West Winneconne Avenue, Neenah
920-727-2000 • 866-236-8500

MULTIPLE SCLEROSIS SUPPORT GROUP
St. Elizabeth Hospital
1506 South Oneida Street, Appleton
920-984-4040

NAMI FOX VALLEY
Provides support for persons with mental illness and their families.
211 East Franklin Street, Appleton
920-954-1550
www.namifoxyvalley.org

NARCOTICS ANONYMOUS
866-635-2254 • www.iluana.org

NEUROPATHY SUPPORT GROUP
For persons with neuropathy concerns.
920-380-0218

NEUROLOGY ASSISTANCE DIRECTORY
Listing of patient organizations.
800-879-1960
www.neurologynow.com

NEW BEGININGS
Dinner and social group for widows and widowers.
920-739-2093

OSTOMY CLUB
For persons with ostomies.
St. Elizabeth Hospital
1506 South Oneida Street, Appleton
920-830-1238

OVARIAN CANCER SUPPORT GROUP
Appleton Medical Center
Martha Siekman Cancer Center
1818 North Meade Street, Appleton
920-380-1500 #5

OVEREATERS ANONYMOUS
● St. Bernard’s Church
1617 West Pine Street, Appleton
920-739-0331
● Appleton Medical Center
1818 North Meade Street, Appleton
920-725-4527

PARKINSON SUPPORT GROUPS
For persons with Parkinson disease and their families:
● Thompson Community Center
820 West College Avenue, Appleton
920-225-1700
www.lss.org
● Good Shepherd Services, Ltd.
607 East Bronson Road, Seymour
920-833-6856 Ext. 117
www.gssltd.org

PARENTS, FAMILY AND FRIENDS OF LESBIANS AND GAYS SUPPORT GROUP
Harmony Café
233 East College Avenue, Appleton
920-734-2233

PULMONARY HYPERTENSION ASSOCIATION
800-748-7274
www.phassociation.org

SEXUAL ASSAULT CRISIS CENTER
Support groups for survivors and families.
920-733-8119
800-722-7797
www.sacc-foxcities.org
SURVIVORS ACTIVE AFTER STROKE
For stroke survivors and their caregivers.
Theda Clark Medical Center
130 Second Street, Neenah
920-720-7328

SURVIVORS OF SUICIDE SUPPORT GROUP
For family and friends with suicide loss.
Fox Valley Universalist Fellowship
2600 East Phillip Lane, Appleton
920-750-9091
www.communityforhope.org

THEDACARE PULMONARY REHAB PROGRAM
Help persons with lung problems to better manage their condition.
Appleton Medical Center
1818 North Meade Street, Appleton
920-738-5364

THEY HELP EACH OTHER (THEO)
For those who have had a loved one die. Meet 1st and 3rd Monday of every month.
St. Mary’s Church
308 South State Street, Appleton
920-739-2093

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

YOU ARE NOT ALONE
For women surviving breast cancer.
Appleton Medical Center
Martha Siekmann Cancer Center
1818 North Meade Street, Appleton
920-380-1500 #5

Contact the Aging & Disability Resource Center (ADRC) Outagamie County Branch for current support group information.
920-832-5178 • 866-739-2372
7-1-1 TTY
Email: ADRC@outagamie.org

Tax Preparation
AMERICAN ASSOCIATION FOR RETIRED PERSONS (AARP) TAX AIDE
Trained AARP volunteers provide older persons with free state and federal income tax preparation.
920-215-1040 Appointment

INTERNATIONAL REVENUE SERVICE (IRS)
Provides federal income tax information.
1901 East Capitol Drive, Appleton
800-829-1040 • www.irs.gov

VOLUNTEER INCOME TAX ASSISTANCE (VITA)
Provides volunteer tax assistance to low-income persons.
Department of Revenue
920-215-1040
www.revenue.wi.gov

WISCONSIN DEPARTMENT OF REVENUE
State income tax information.
265 West Northland Avenue, Appleton
920-832-2727 • www.revenue.wi.gov

INTERNATIONAL LANGUAGES TRANSLATORS
ASL, Hmong, Lao, Spanish, Russian, and German, Chinese, Kurdish, Vietnamese, Arabic.
342 West Wisconsin Avenue, Appleton
920-380-0980
www.internationaltrans.com

JEM TRANSLATORS
920-734-3339
Spanish

UNITED TRANSLATORS
ASL, Spanish, Hmong, German, French, Arabic and Russian.
920-968-0040

Translation
ADRC
Certifies Outagamie County residents over 60 years for Valley Transit II senior transportation in the Fox Cities area.
See pages 51, 52, 85

AFFINITY OCCUPATIONAL HEALTH
Certifies persons with disabilities for Valley Transit II transportation in the Fox Cities area.
N496 Milky Way, Appleton
920-730-5337
See page 85

DIAL 5-1-1
Road condition report.
www.511wi.gov

DIVISION OF MOTOR VEHICLES (DMV)
711 West Association Drive, Appleton
800-924-3570 • www.dot.state.wi.us

Translators / Interpreters
CONNECTING CULTURES
Spanish, Hmong, Somali
866-687-0407

You are not alone
For stroke survivors and their caregivers.
Theda Clark Medical Center
130 Second Street, Neenah
920-720-7328

Survivors after stroke
For stroke survivors and their caregivers.
Theda Clark Medical Center
130 Second Street, Neenah
920-720-7328

Survivors of suicide support group
For family and friends with suicide loss.
Fox Valley Universalist Fellowship
2600 East Phillip Lane, Appleton
920-750-9091
www.communityforhope.org

Thedacare pulmonary rehab program
Help persons with lung problems to better manage their condition.
Appleton Medical Center
1818 North Meade Street, Appleton
920-738-5364

They help each other (THEO)
For those who have had a loved one die. Meet 1st and 3rd Monday of every month.
St. Mary’s Church
308 South State Street, Appleton
920-739-2093

Wisconsin family ties
Statewide organization run by families with children/adolescents with emotional, behavioral and mental disorders.
800-422-7145 (parents only)
www.wifamilyties.org

You are not alone
For women surviving breast cancer.
Appleton Medical Center
Martha Siekmann Cancer Center
1818 North Meade Street, Appleton
920-380-1500 #5

Contact the Aging & Disability Resource Center (ADRC) Outagamie County Branch for current support group information.
920-832-5178 • 866-739-2372
7-1-1 TTY
Email: ADRC@outagamie.org

Tax preparation
American association for retired persons (AARP) tax aide
Trained AARP volunteers provide older persons with free state and federal income tax preparation.
920-215-1040 Appointment

Internal revenue service (IRS)
Provides federal income tax information.
1901 East Capitol Drive, Appleton
800-829-1040 • www.irs.gov

Volunteer income tax assistance (VITA)
Provides volunteer tax assistance to low-income persons.
Department of Revenue
920-215-1040
www.revenue.wi.gov

Wisconsin department of revenue
State income tax information.
265 West Northland Avenue, Appleton
920-832-2727 • www.revenue.wi.gov

International languages translators
ASL, Hmong, Lao, Spanish, Russian, and German, Chinese, Kurdish, Vietnamese, Arabic.
342 West Wisconsin Avenue, Appleton
920-380-0980
www.internationaltrans.com

Jem translators
920-734-3339
Spanish

United translators
ASL, Spanish, Hmong, German, French, Arabic and Russian.
920-968-0040

Transportation
ADRC
Certifies Outagamie County residents over 60 years for Valley Transit II senior transportation in the Fox Cities area.
See pages 51, 52, 85

Affinity occupational health
Certifies persons with disabilities for Valley Transit II transportation in the Fox Cities area.
N496 Milky Way, Appleton
920-730-5337
See page 85

Dial 5-1-1
Road condition report.
www.511wi.gov

Division of motor vehicles (DMV)
711 West Association Drive, Appleton
800-924-3570 • www.dot.state.wi.us

Translators / Interpreters
Connecting cultures
Spanish, Hmong, Somali
866-687-0407

You are not alone
For stroke survivors and their caregivers.
Theda Clark Medical Center
130 Second Street, Neenah
920-720-7328

Survivors after stroke
For stroke survivors and their caregivers.
Theda Clark Medical Center
130 Second Street, Neenah
920-720-7328

Survivors of suicide support group
For family and friends with suicide loss.
Fox Valley Universalist Fellowship
2600 East Phillip Lane, Appleton
920-750-9091
www.communityforhope.org

Thedacare pulmonary rehab program
Help persons with lung problems to better manage their condition.
Appleton Medical Center
1818 North Meade Street, Appleton
920-738-5364

They help each other (THEO)
For those who have had a loved one die. Meet 1st and 3rd Monday of every month.
St. Mary’s Church
308 South State Street, Appleton
920-739-2093

Wisconsin family ties
Statewide organization run by families with children/adolescents with emotional, behavioral and mental disorders.
800-422-7145 (parents only)
www.wifamilyties.org

You are not alone
For women surviving breast cancer.
Appleton Medical Center
Martha Siekmann Cancer Center
1818 North Meade Street, Appleton
920-380-1500 #5

Contact the Aging & Disability Resource Center (ADRC) Outagamie County Branch for current support group information.
920-832-5178 • 866-739-2372
7-1-1 TTY
Email: ADRC@outagamie.org

Tax preparation
American association for retired persons (AARP) tax aide
Trained AARP volunteers provide older persons with free state and federal income tax preparation.
920-215-1040 Appointment

Internal revenue service (IRS)
Provides federal income tax information.
1901 East Capitol Drive, Appleton
800-829-1040 • www.irs.gov

Volunteer income tax assistance (VITA)
Provides volunteer tax assistance to low-income persons.
Department of Revenue
920-215-1040
www.revenue.wi.gov

Wisconsin department of revenue
State income tax information.
265 West Northland Avenue, Appleton
920-832-2727 • www.revenue.wi.gov

International languages translators
ASL, Hmong, Lao, Spanish, Russian, and German, Chinese, Kurdish, Vietnamese, Arabic.
342 West Wisconsin Avenue, Appleton
920-380-0980
www.internationaltrans.com

Jem translators
920-734-3339
Spanish

United translators
ASL, Spanish, Hmong, German, French, Arabic and Russian.
920-968-0040

Transportation
ADRC
Certifies Outagamie County residents over 60 years for Valley Transit II senior transportation in the Fox Cities area.
See pages 51, 52, 85

Affinity occupational health
Certifies persons with disabilities for Valley Transit II transportation in the Fox Cities area.
N496 Milky Way, Appleton
920-730-5337
See page 85

Dial 5-1-1
Road condition report.
www.511wi.gov

Division of motor vehicles (DMV)
711 West Association Drive, Appleton
800-924-3570 • www.dot.state.wi.us
KOBUSSEN BUSES
Provides rural transportation for Outagamie County disabled and persons 60 years and older.
920-766-0606 • 800-447-0116
www.kobussen.com
See page 85

LAMERS BUS LINES
Private pay medical transport.
920-832-8890 • www.golamers.com

MAKING THE RIDE HAPPEN
Provides transportation information and assistance for older adults. Certifies persons 60 years and older for Valley Transit II transportation in the Fox Cities area. Coordinates volunteer driver program. Provides Bus Buddy assistance in learning to ride the Valley Transit.
Thompson Community Center
820 West College Avenue, Appleton
920-225-1719 • 888-200-0576
See page 85

METRO MEDICAL TRANSPORT
Wheelchair and cot transportation.
920-982-6059

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

NON EMERGENCY MEDICAL TRANSPORTATION
Provides non-emergency medical transportation services for Medicaid and BadgerCare Plus members. Contact the ADRC for current information.

ONEIDA TRIBE TRANSPORTATION
920-833-1658 Oneida Transit
800-897-1551 Elder Services

OUTAGAMIE COUNTY REGIONAL AIRPORT
Commercial air services. W6390 Challenger Drive, Appleton
920-832-5268 - Airlines, or pages cannot be reached.

RUNNING, INC.
Provides urban Valley Transit II transportation for Outagamie County disabled and persons 60 years and older.
920-832-5789
See page 85

THE CONNECTOR
A Valley Transit service that extends local public transit beyond fixed routes and daily operating schedules.
920-832-5800 Information
920-832-5789 Schedule ride
800-954-5514
www.myvalleymemorial.com

VALLEY TRANSIT
Provide fixed bus route public transportation in the Fox Cities
801 Whitman Avenue, Appleton
920-832-5800 • www.appleton.org/vt

VALLEY TRANSIT II
Running, Inc. is contracted by Valley Transit to provide urban transportation to disabled and persons 60 years and older.
920-832-5789
See page 85

Veterans Assistance

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

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

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

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

PARALYZED VETERANS OF AMERICA
Provides advocacy and information for veterans and all persons with spinal cord injury or dysfunction.
800-424-8200 • www.pva.org

Veterans Assistance

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

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

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

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

PARALYZED VETERANS OF AMERICA
Provides advocacy and information for veterans and all persons with spinal cord injury or dysfunction.
800-424-8200 • www.pva.org

Veterans Assistance

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

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

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

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

PARALYZED VETERANS OF AMERICA
Provides advocacy and information for veterans and all persons with spinal cord injury or dysfunction.
800-424-8200 • www.pva.org

Veterans Assistance

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

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

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

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

PARALYZED VETERANS OF AMERICA
Provides advocacy and information for veterans and all persons with spinal cord injury or dysfunction.
800-424-8200 • www.pva.org
Volunteer Opportunities

ADRC
Volunteer opportunities to serve meals at Elderly Nutrition Program meal sites and deliver midday meals to homebound persons. Lay leaders are needed for ADRC prevention workshops.

See pages 58, 82

AMERICAN RED CROSS
1302 East Wisconsin Avenue, Appleton
920-733-4481 • 800-856-3667
www.redcros.org

BREWSTER VILLAGE
Volunteer opportunities to assist with resident activities.
3300 West Brewster Street, Appleton
920-832-5400
www.brewstervillage.org

FOX VALLEY HUMANE SOCIETY
Volunteers needed for pet care, administrative assistance, etc.
N115 Two Mile Road, Appleton
920-733-1717, Ext. 104
www.foxvalleypets.org

FOX VALLEY LITERACY COALITION
Offers tutoring opportunities.
130 East Franklin Street, Appleton
920-991-9840 • www.fvlc.net

FOX VALLEY WARMING SHELTER
Volunteers help with meal service and hospitality at evening homeless shelter.
1828 West College Avenue, Appleton
920-832-1479
www.foxvalleywarmingshelter.org

LUTHERAN SOCIAL SERVICES
Volunteer opportunities with older adults.
Thompson Community Center
820 West College Avenue, Appleton
920-225-1756 • www.lsswis.org

OUTAGAMIE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES VOLUNTEER SERVICES
Volunteers recruited as companions, representative payees, legal guardians, drivers, Pen Pals, etc.
410 South Walnut Street, Appleton
920-832-5515 • www.outagamie.org

ST. PAUL ELDER SERVICES
Volunteer companionship, crafts, etc. opportunities.
316 East 14th Street, Kaukauna
920-766-6183
www.stpaulelders.org

VOLUNTEER CENTER OF EAST CENTRAL WISCONSIN
Provides volunteer opportunities in the Fox Valley area.
2616 South Oneida Street, Appleton
920-832-9360
www.volunteercenter.net
• Retired and Senior Volunteer Program (RSVP) Volunteer opportunities for persons over 55 years
Youth to Adult Transition

ADRC
Access to developmental and physical disability services.
Assists youth with disabilities over 17 1/2 years in transition to the Adult Service system.
See pages 51, 52

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

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

DISABILITY RIGHTS WISCONSIN
Statewide advocacy resource for persons with disability issues.
131 West Wilson Street, Madison
800-928-8778
888-758-6049 TTY/TEXT NET
www.www.disabilityrightswi.org

DIVISION OF VOCATIONAL REHABILITATION (DVR)
Fox Cities Work Force Development Center 1802 Appleton Road, Menasha
920-997-3272 • 920-832-2756 TTY
www.dwd.wisconsin.gov/dvr

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

TRANSITIONAL ADVISORY COUNCIL (TAC)
Regional network to assist students with disabilities in making a successful transition to education, employment and independent living.
Community Action for Transition (CAT) c/o Valley Packaging Industries, Inc.
110 North Kensington Drive, Appleton
920-749-5840

VALLEY PACKAGING INDUSTRIES
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 North Roemer Road, Appleton
920-749-5859 • www.vpind.com

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

Call or stop by for a tour!

Quality Affordable Housing

Independent Senior Living in two great locations

Friendly Community with activities and management that cares.

ONEIDA HEIGHTS
525 N. Oneida Street, Appleton, WI 54911
(920) 882-2100

Secured building, all utilities, blinds, appliances, laundry room, on-site maintenance, noon mealsite program, beauty salon, fitness center, nurse advocate, beautiful grounds with gazebo, satellite TV, free parking, and pets.

RIVERWALK PLACE
431 E. Eagle Flats Parkway, Appleton, WI 54915
(920) 733-5046

Secured building, all utilities, underground parking, blinds, appliances, garbage disposal, carpeting, laundry room, on-site maintenance, cable TV, clubroom, fitness, and pets. Located on the Fox River.

Affordable 1 bedroom apartments, rent based on income.

Let Valley Transit take you there.

Valley Transit
Connecting the Fox Cities

Valley Transit Bus Service
17 bus routes serving the Fox Cities
6 days a week. Passengers 65 & older can ride for only 90¢*

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

920-832-5800
www.myvalleymtransit.com

*Must show VT Reduced Fare Card or Medicare Card upon request to receive reduced fare on fixed route.
Retirement living worth smiling about!

APPLETON, WI
Emerald Valley Assisted Living (CBRF)
Secure community serving those with dementia.
200 W. Valley Rd.
Appleton, WI 54915
www.bakaenterprises.com
(920) 830-6649
Carolina Manor Assisted Living (CBRF)
3201 W. 1st Ave.
Appleton, WI 54915
www.cottagelivingal.com
(920) 738-0118
GREEN BAY, WI
Marla Vista Manor (CBRF)
1006 N. Military Ave.
Green Bay, WI 54303
www.cottagelivingal.com
(920) 499-1119
Carrington Manor (CBRF)
2626 Finger Road
Green Bay, WI 54302
www.cottagelivingal.com
(920) 469-2606

Marla Vista Gardens (CBRF)
Secure community serving those with dementia.
1016 N. Military Ave.
Green Bay, WI 54303
www.cottagelivingal.com
(920) 405-0632

KEWAUNEE, WI
Emerald Shores Assisted Living (CBRF)
1100 Baumeister Dr.
Kewaunee, WI 54216
www.bakaenterprises.com
(920) 388-2833

HARTFORD, WI
Emerald Ridge Assisted Living (RCAC)
1025 Bell Avenue
Hartford, WI 53027
www.emeraldridgeassistedliving.com
(262) 670-9477
Emerald Ridge Memory Care (CBRF)
Secure community serving those with dementia.
1025 Bell Avenue
Hartford, WI 53027
www.emeraldridgeassistedliving.com
(262) 670-9477

Managed by:

BAKA ENTERPRISES, INC.
A Senior Living Management Company
3232 N. Ballard Rd., Suite 202
Appleton, WI 54911
Office: (920) 574-3833
Fax: (920) 574-3850
www.bakaenterprises.com
www.cottagelivingal.com

Visit us on:

facebook twitter
Home Health

Providing services that promote independence and help people to stay in their own home!

Clarity Care Can Provide:

• Assistance with household chores
• Aid in bathing, dressing, other personal care needs
• Grocery shopping and meal preparation
• Skilled nursing services, including IVs & wound care
• Medication management and reminders
• Physical, occupational and speech therapy
• Transportation assistance, with or without the client
• Respite to family members, companionship for client

Experienced, friendly staff members provide services that are flexible and meet your needs and budget.

Call Toll Free:
855-CC-IS-4-US
(855-224-7487)

www.claritycare.org

Fox Cities, Oshkosh, Green Bay & Fond du Lac

Caring for your family member like our family member!

Equal Opportunity Employer and Provider of Spoken Language Assistance.
Senior care with compassion.

Not safe living at home?
Live worry-free at Grand Horizons with many locations to serve you.
Assisted living with nurses on staff and caregivers 24 hours a day, 7 days a week.

TOURS WELCOME DAILY!

Call 920.205.3861
Zoua Yang, RN

Grand Horizons I
5102 N. Cherryvale Ave.
Appleton, WI 54913
Phone: 920.997.8090

Grand Horizons II
5118 N. Cherryvale Ave.
Appleton, WI 54913
Phone: 920.997.8140

We offer...

- High staff to resident ratio
- Quality, compassionate, personal care by experienced, attentive staff 24/7
- Experienced full-time Nurses with 24 hour on call services
- Dementia/Alzheimer specific care available
- Private 1 bedrooms with full baths
- Private 2 bedrooms with full baths available
- Ambulatory and non-ambulatory residents, all wheelchair accessibility
- Activity program
- Hospice & Respite care
- Medication management
- Secured home-like environment

Grand Horizons II
5117 N. Cherryvale Ave.
Appleton, WI 54913
920.735.6166

Grand Horizons - West
140 S. Mayflower Dr.
Appleton, WI 54914
920.991.9070
LIKE WHAT YOU SEE...

Make sure you don't miss your opportunity for 2014!

Contact us today to reserve your space for 2014 or Your Rep.

920-982-2511
ACCESS is an Internet tool that can help you identify if you are eligible to receive the following benefits:

- FoodShare Wisconsin
- Medicaid
- BadgerCare Plus
- Medicare Premium Assistance
- The Emergency Food Assistance Program (TEFAP)
- State Life Insurance Fund

**HOW TO USE ACCESS IN 2 EASY STEPS!**

1. Go to [www.access.wisconsin.gov](http://www.access.wisconsin.gov)
2. Click button to choose:

   **Am I Eligible?** See if you are eligible for Nutrition, Prescription Drug Plans, Energy Assistance, Tax Credits, Health or Child Care.

   **Apply for Benefits:** FoodShare, Health Care, Family Planning Waiver and Child Care.

   **Login to Account:** Check the status of your benefits, report changes, renew benefits and manage health care. Your information will stay private and secure.

---

**East Central Income Maintenance (IM) Partnership** will provide enrollment services and manage benefits for: FoodShare Wisconsin, Medicaid, BadgerCare Plus, Family Planning Services and Caretaker Supplement. Call 888-256-4563 Toll Free 7-1-1 TTY
Advance planning allows you to make choices regarding your medical care and/or finances in the event that you become incapacitated. This is your opportunity to express your wishes rather than potentially having a court appoint a guardian to do this for you. Advance planning may be made by any competent individual 18 years and older.

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

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

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

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

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

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

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

Multi-language versions of the Advanced Directive and Power of Attorney for Health Care may be obtained at the State Bar of Wisconsin or Aging with Dignity.
WHAT WE DO
The Aging & Disability Resource Center (ADRC) serving Calumet, Outagamie and Waupaca Counties offers a no cost, single point of contact for information; assistance/referral; options, benefit and long term care enrollment counseling; short term case management; advocacy; plus health and wellness programs.

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

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

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

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

**Aging & Disability Resource Center (ADRC) Outagamie County Branch**
920-832-5178 • 866-739-2372 Toll Free • 7-1-1 TTY
Email: ADRC@outagamie.org
## ALCOHOL/SUBSTANCE ABUSE SIGNS AND SYMPTOMS

<table>
<thead>
<tr>
<th>Falling</th>
<th>Trauma</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confusion</td>
<td>Dementia</td>
</tr>
<tr>
<td>Memory Deficits</td>
<td>Grief and Depression</td>
</tr>
<tr>
<td>Anxiety, Panic</td>
<td>Insomnia</td>
</tr>
<tr>
<td>Anemia</td>
<td>Hypertension</td>
</tr>
<tr>
<td>Cardiac Arrhythmias</td>
<td>Heart Failure</td>
</tr>
<tr>
<td>GI Bleeding</td>
<td>Fatigue</td>
</tr>
<tr>
<td>Weight Loss</td>
<td>Edema</td>
</tr>
<tr>
<td>Malnutrition</td>
<td>Osteoporosis</td>
</tr>
<tr>
<td>Psychosis</td>
<td>Neuropathies (pain, numbness)</td>
</tr>
<tr>
<td>Poor Balance</td>
<td>Difficulty Walking</td>
</tr>
<tr>
<td>Withdrawal, Isolation</td>
<td>Inability to Care for Self</td>
</tr>
</tbody>
</table>

### RED ALERT QUESTIONS

- Are there recent or marked changes in personality?
- Are there recurring episodes of memory loss and confusion?
- Has the person tended to be more socially isolated and stays at home most of the time?
- Has the person tended to neglect personal hygiene, not been eating regularly, not keeping appointments, especially doctor appointments?
- Has the individual been neglecting his or her medical regimen?
- Has the individual been unable to manage income effectively?
- Has he or she been in trouble with the law?
- Has the individual caused problems with neighbors?
- Has drinking been associated with any of the above?

### SCREENING FOR PROBLEM DRINKING

- On average, how many days per week do you drink alcohol?
- On a typical day when you drink, how many drinks do you have?
- What is the maximum number of drinks you have had on a given occasion during the past month?
- Have you ever felt you should cut down on your drinking?
- Have people annoyed you by criticizing your drinking?
- Have you ever felt bad or guilty about your drinking?
- Have you ever had a drink first thing in the morning to steady your nerves or to get rid of a hangover?

Contact the Aging & Disability Resource Center (ADRC) for confidential information, assistance and/or referral.
WHAT IS ASSISTED LIVING?
Assisted living facilities offer housing alternatives for older persons who may need help with dressing, bathing, eating, and toileting, but do not require the intensive medical and nursing care provided in nursing homes.

Assisted living facilities may be part of a retirement community, nursing home, senior-housing complex, or may stand-alone. Licensing requirements for assisted living facilities vary by state and can be known by 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 people with severe cognitive impairments or severe physical disabilities?
- Does the facility provide a written statement of the philosophy of care?
- Visit each facility more than once, sometimes unannounced.
- Visit at meal times, sample the food, and observe the quality of mealtime and the service.
- 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).

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

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

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

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

Call the Aging & Disability Resource Center (ADRC).
**DISABILITY BENEFIT SPECIALIST**

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

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

**WHAT CAN A DISABILITY BENEFIT SPECIALIST HELP YOU WITH?**
- Social Security Disability Income (SSDI)
- Supplemental Security Income (SSI)
- Medical Assistance
- Medicare Part A,B,C and D Information and Assistance
- Private Health and Disability 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**

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

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

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

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

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

WHAT IS AN ADULT AT RISK?
When a person 18 to 59 years old who has a physical or mental condition 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, 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 problems and poor family relationships
• Unreasonable expectations placed on elder or adult by caregiver and vice versa
• Substance abuse by caregiver, elder or adult
• Caregiver dependence on an elder or adult for money and support
• Poor physical and/or mental health of caregiver
• A “get even” attitude of an adult child toward an elder or adult
• Caregiver attempts to assume power of attorney when the elder or adult are unable to comprehend a financial situation
• Caregiver overburdened by caring for other dependents, having too many demands and having poor impulse control or conflict resolution skills
• Caregiver denial of medically necessary procedures and services
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
CARFit: HELPING MATURE DRIVERS FIND THEIR FIT
CarFit is an educational program that offers older adults the opportunity to check how well their personal vehicles “fit” them.

The CarFit program also provides information and materials on community-specific resources that could enhance their safety as drivers, and/or increase their mobility in the community.

Bring CarFit to your community!

Prepare to Care – Booklet developed by the AARP Foundation
A program that helps individuals and families develop a care plan for themselves and/or for a loved one. The caregiving plan is based on the needs and wishes of those who will be receiving the care. It includes a five-step plan and workbook. There are no costs associated to this program.

Get “Med-Wise”: Talking with your Pharmacist – Developed by the UW-Madison School of Pharmacy
- Manage your medicines more effectively
- Gain confidence in talking with your Pharmacist
- Learn what to ask about your medicines - practice with a guest Pharmacist

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

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

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

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

- **Interview in Person** Your initial reaction to the agency and/or home care provider is important.
- **References** Ask for at least 3 to 6 references.
- **Criminal Background Checks** Ensure the safety of home, self, personal property, etc. by following up with references and conducting a Criminal Background Check.
- **Insurance** (Workers’ Compensation, liability, bonding, etc.) What if something is broken in the home, a home care provider is dishonest or injured?
- **Taxes** (local, state and federal payroll taxes) Wages must be reported if you hire an independent home care provider.
- **Training** What kind of training has the home care provider had? Do they participate in a continuing education program?
- **Availability** Is care available up to 24 hours a day, 7 days a week, etc.? What happens if a home care provider calls in sick or needs time off?
- **Documentation** Is a log maintained daily on activity? Daily events should be written down so that all those involved in caregiving are aware of what has happened.
- **Transportation** Is there home care provider assistance for running errands, going to appointments, etc.? What about emergency transportation?
- **Rates and Billing** (private pay, Medicare, Medicaid, long term care insurance, etc.) Check everything out. You are going to need resources to pay for care. Keep good records.
- **Contract or Service Agreement** Are you obligated for a certain period of time? Is there a deposit required to initiate services? Define your caregiving expectations. Get in writing.
- **Back up Plan** No matter how well a plan has been thought out, be prepared if something goes wrong or the plan changes.

### 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
<table>
<thead>
<tr>
<th>HOME CARE SERVICES - MEDICAL</th>
<th>SKILLED NURSING</th>
<th>REHAB</th>
<th>HOSPICE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Affinity Visiting Nurses</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>816 West Winneconne Avenue, Neenah 920-727-2000 • 866-236-8500 • <a href="http://www.affinityvisitingnurses.org">www.affinityvisitingnurses.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Amedisys Home Health Care</strong></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>2120 South Ridge Road, Green Bay 920-497-1234 • 866-833-0172 • <a href="http://www.amedisys.com">www.amedisys.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AseraCare Hospice</strong></td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>1294 Lombardi Avenue, Green Bay 920-497-4672 • 866-268-3203 • <a href="http://www.hospice.aseracare.com">www.hospice.aseracare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Aurora Visiting Nurse Association of Wisconsin</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>920-232-3696 • 800-862-2201 • <a href="http://www.aurorahealthcare.org">www.aurorahealthcare.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BrightStar</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>17 Park Place, Appleton 920-882-7277 • 866-618-7827 • <a href="http://www.brightstarcare.com">www.brightstarcare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Calumet County Home Health Care &amp; Hospice</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>206 Court Street, Chilton • 920-849-1424</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Clarity Care Home Health</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>424 Washington Avenue, Oshkosh 920-236-6560 • 920-469-5240 • <a href="http://www.claritycare.org">www.claritycare.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Comfort Keepers</strong></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>420 East Longview Drive, Appleton 920-882-5009 Appleton • 920-490-8707 Green Bay <a href="http://www.comfortkeepers.com">www.comfortkeepers.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Heartland Home Health Care and Hospice</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>1145 West Main Avenue, De Pere 920-336-6455 • 866-216-5708</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Preferred Home Health Care</strong></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1476 Kenwood Drive, Menasha 920-725-1116 • <a href="http://www.phhcare.com">www.phhcare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ResCare HomeCare</strong></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1477 Kenwood Drive, Menasha 920-729-6165 • 800-236-2668 • <a href="http://www.rescarehomecare.com">www.rescarehomecare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SouthernCare Hospice</strong></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>1800 West Mason Street, Green Bay 920-496-1690 • <a href="http://www.southerncareinc.com">www.southerncareinc.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>St. Paul Hospice Services</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>316 East 14th Street, Kaukauna 920-766-6180 • <a href="http://www.stpaulelders.org">www.stpaulelders.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Theda Care at Home</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>3000 East College Avenue, Appleton 920-969-0919 • 800-984-5554 • <a href="http://www.thedacare.org">www.thedacare.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Unity Hospice &amp; Palliative</strong></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2366 Oak Ridge Circle, DePere 920-338-1111 • 800-990-9249 • <a href="http://www.unityhospice.org">www.unityhospice.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HOME CARE SERVICES - NON MEDICAL</td>
<td>PC</td>
<td>H</td>
<td>MP</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----</td>
<td>---</td>
<td>----</td>
</tr>
<tr>
<td><strong>American Red Cross Shopping and Errand Service</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-733-4481 • 800-856-3667</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ARC Angels Senior Home Care</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>920-832-8032 • 877-832-8032 • <a href="http://www.arcangelscare.com">www.arcangelscare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Arcadia Health Care &amp; Medical Staffing</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>516 East Wisconsin Avenue, Appleton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-733-7890 • <a href="http://www.homecareappleton.com">www.homecareappleton.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Brightstar</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>17 Park Place, Appleton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-882-7277 • 866-618-7827 • <a href="http://www.brightstar.com">www.brightstar.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Clarity Care In Home Health Care/Help at Home</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>920-236-6560 • 920-469-5240 • <a href="http://www.claritycare.org">www.claritycare.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Comfort Keepers</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>420 East Longview Drive, Appleton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-882-5009 • 920-490-8707 • <a href="http://www.comfortkeepers.com">www.comfortkeepers.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Compassionate Home Health Care</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>5601 Grande Market Drive, Suite M, Appleton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-257-4383 • <a href="http://www.chhcinc.org">www.chhcinc.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>D.E.N. Services</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>920-450-4997 • 715-823-3360 • <a href="http://www.usahealthcareguide.com">www.usahealthcareguide.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fox Valley Lutheran Homes/Faith in Action</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>920-734-7225 • <a href="http://www.fvlhomes.org">www.fvlhomes.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gemini Helping Hands</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>888-544-2282</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Golden Touch Home Care</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>920-427-9143 • <a href="http://www.gtinhomecare.com">www.gtinhomecare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Good People</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Live in caregivers only</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>800-608-8003 • <a href="http://www.goodpeople.us">www.goodpeople.us</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Good Shepherd Community Support Agency</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>605 East Bronson Road, Seymour</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-833-7746 • <a href="http://www.gssltd.org">www.gssltd.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Helping Hands Caregivers</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>443 South Jackson Street, Green Bay</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-217-2961 • <a href="http://www.helpinghandswi.com">www.helpinghandswi.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>HomeAid Health Care</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>1463 Kenwood Drive, Menasha</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-969-0526, Ext. 2 • <a href="http://www.homeaidhealthcare.com">www.homeaidhealthcare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HomE CARE SERviCES - NON MEDICAL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PC</strong> = Personal Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>H</strong> = Housekeeping</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MP</strong> = Meal Preparation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>S</strong> = Shopping</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>RC</strong> = Respite Care/Companion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MR</strong> = Medication Reminders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TE</strong> = Transportation Escort</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PC</strong></td>
<td><strong>H</strong></td>
<td><strong>MP</strong></td>
<td><strong>S</strong></td>
</tr>
<tr>
<td>-------</td>
<td>-------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>Home Helpers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2700 West College Avenue, Appleton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-757-9610 • 866-311-1154</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="http://www.homehealthcareappletonwi.com">www.homehealthcareappletonwi.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Home Instead Senior Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3020 East College Avenue, Appleton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-997-0118 • 888-633-1548 • <a href="http://www.homeinstead.com">www.homeinstead.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Home Sweet Home</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1500 North Casaloma Drive, Appleton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-954-0404 • 888-954-0404 • <a href="http://www.homesweethomewi.com">www.homesweethomewi.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Midwest Stay at Home Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4321 Ballard Road, Appleton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-364-0316 • 888-406-1412</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="http://www.midweststayathomecare.com">www.midweststayathomecare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="http://www.facebook.com/midweststayathomecare">www.facebook.com/midweststayathomecare</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Outagamie County DHHS Supportive Home Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-832-5178 • 866-739-2372 • <a href="http://www.outagamie.org">www.outagamie.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preferred Home Health Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-725-1116 • <a href="http://www.phhcare.com">www.phhcare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Recover Health</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>715-258-2130 • <a href="http://www.recoverhealth.org">www.recoverhealth.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Reigel Home Health Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-886-3544</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>ResCare HomeCare</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1477 Kenwood Drive, Menasha</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-729-6165 • 800-236-2668 • <a href="http://www.rescarehomecare.com">www.rescarehomecare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Right at Home In Home Care &amp; Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1019 Truman Street, Kimberly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-257-4667 • <a href="http://www.rahnew.com">www.rahnew.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Senior Helpers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3962 North Richmond Street, Appleton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-749-9700 • <a href="http://www.seniorhelpers.com">www.seniorhelpers.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>St. Paul Elder Services – St. Paul at Home</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>316 East 14th Street, Kaukauna</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-766-6188 • <a href="http://www.stpaulelder.org">www.stpaulelder.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Tongxeng Personal Home Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>206 South Memorial Drive, Appleton</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>920-734-1702 • 800-549-8545</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="http://www.tongxenghomecare.com">www.tongxenghomecare.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Valley VNA Senior Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1535 Lyon Drive, Neenah • 920-727-5555</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fox Valley • 920-538-2974 New London • <a href="http://www.valleyvna.org">www.valleyvna.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>HOME EMERGENCY/MEDICAL RESPONSE SYSTEMS</strong></td>
<td><strong>TELEPHONE</strong></td>
<td><strong>WEBSITE</strong></td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---------------</td>
<td>-------------</td>
<td></td>
</tr>
</tbody>
</table>
| **ADRC**                                   | 920-832-5178 • 866-739-2372 | www.outagamie.org  
www.yourADRCresource.org |
<p>| Provides File of Life medical and personal information packets for use by emergency medical personnel. | | |
| <strong>Advance Security Solutions</strong>              | 888-860-8098  | <a href="http://www.lifeassistusa.com">www.lifeassistusa.com</a> |
| <strong>Aurora/VNA Lifeline</strong>                     | 800-686-4314  | <a href="http://www.aurorahealthcare.org">www.aurorahealthcare.org</a> |
| <strong>Comfort Keepers-Safety Choice Program</strong>   | 920-882-5009 • 920-490-8707 | <a href="http://www.comfortkeepers.com">www.comfortkeepers.com</a> |
| <strong>Daily Care Services</strong>                     | 800-588-4098  | <a href="http://www.dailycareservices.com">www.dailycareservices.com</a> |
| <strong>Direct Link</strong>                             | 920-757-9610 • 866-311-1154 | <a href="http://www.directlink911.com">www.directlink911.com</a> |
| <strong>Do-Not-Resuscitate (DNR)</strong>                | 608-266-1568  | <a href="http://www.dhs.wisconsin.gov">www.dhs.wisconsin.gov</a> |
| DNR bracelet. Obtain order forms from a physician. | | |
| <strong>Family First</strong>                            | 800-504-1756  | <a href="http://www.familyfirstmedicalalarms.com">www.familyfirstmedicalalarms.com</a> |
| <strong>Free Cell Phones</strong>                        | 920-948-8029 • 920-948-9840 | |
| <strong>MedAlerts Midwest / Bill-Ray Home Mobility</strong> | 920-915-8433 | <a href="http://www.billrayhomemobility.com">www.billrayhomemobility.com</a> |
| <strong>Ministry Life Direct</strong>                    | 920-628-9605  | <a href="http://www.affinityhealth.org">www.affinityhealth.org</a> |
| <strong>Phillips Lifeline</strong>                       | 800-380-3111  | <a href="http://www.lifelinesystems.com">www.lifelinesystems.com</a> |
| <strong>ResCare HomeCare Personal Emergency Response Pendant</strong> | 920-729-6165 • 800-236-2668 | <a href="http://www.rescarehomecare.com">www.rescarehomecare.com</a> |
| <strong>Safe Living Technologies</strong>                | 920-968-0107 • 877-780-0848 | <a href="http://www.safelivingtech.com">www.safelivingtech.com</a> |
| <strong>St. Paul Elder Services</strong>                 | 920-766-6020  | <a href="http://www.stpaulelders.org">www.stpaulelders.org</a> |
| <strong>Thedacare Lifeline</strong>                      | 920-738-6391 • 800-242-1306, Ext. 4773 | <a href="http://www.thedacare.org">www.thedacare.org</a> |
| <strong>USA Med Alert</strong>                           | 262-909-3636  | <a href="http://www.usamedalert.com">www.usamedalert.com</a> |
| <strong>VRI Medical Alarms</strong>                      | 800-860-4230  | <a href="http://www.monitoringcare.com">www.monitoringcare.com</a> |</p>
<table>
<thead>
<tr>
<th>HOSPICE PROVIDERS</th>
<th>TELEPHONE</th>
<th>WEBSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affinity Visiting Nurses Hospice</td>
<td>920-727-2000 • 866-236-8500</td>
<td><a href="http://www.affinityhealth.org">www.affinityhealth.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.affinityvisitingnurses.org">www.affinityvisitingnurses.org</a></td>
</tr>
<tr>
<td>Anna John Nursing Home</td>
<td>920-869-2797</td>
<td></td>
</tr>
<tr>
<td>Appleton Health Care Center</td>
<td>920-993-6800</td>
<td><a href="http://www.appletonhealthcarecenter.com">www.appletonhealthcarecenter.com</a></td>
</tr>
<tr>
<td>Asera Care Hospice</td>
<td>920-497-4672 • 866-268-3203</td>
<td><a href="http://www.aseracare.com">www.aseracare.com</a></td>
</tr>
<tr>
<td>Aurora Visiting Nurse Association of Wisconsin</td>
<td>920-232-3696 • 800-862-2201</td>
<td><a href="http://www.aurorahealthcare.org">www.aurorahealthcare.org</a></td>
</tr>
<tr>
<td>Brewster Village</td>
<td>920-832-5400</td>
<td><a href="http://www.brewstervillage.org">www.brewstervillage.org</a></td>
</tr>
<tr>
<td>Brightstar</td>
<td>920-882-7277</td>
<td><a href="http://www.brightstarcare.com">www.brightstarcare.com</a></td>
</tr>
<tr>
<td>Colony Oaks Care Center</td>
<td>920-739-4466</td>
<td><a href="http://www.colonyoaksmedrehab.com">www.colonyoaksmedrehab.com</a></td>
</tr>
<tr>
<td>Good Shepherd Services</td>
<td>920-833-6856</td>
<td><a href="http://www.gssltd.org">www.gssltd.org</a></td>
</tr>
<tr>
<td>Heartland Home Health and Hospice - Green Bay</td>
<td>920-336-6455 • 866-216-5708</td>
<td><a href="http://www.hcr-manorcare.com">www.hcr-manorcare.com</a></td>
</tr>
<tr>
<td>Hospice Care At Cherry Meadows</td>
<td>920-969-0919 • 800-984-5554</td>
<td><a href="http://www.thedacare.org">www.thedacare.org</a></td>
</tr>
<tr>
<td>Hospice Foundation of America</td>
<td>202-457-5811 • 800-854-3402</td>
<td><a href="http://www.hospicefoundation.org">www.hospicefoundation.org</a></td>
</tr>
<tr>
<td>Manorcare Health Services</td>
<td>920-731-6646</td>
<td><a href="http://www.hcr-manorcare.com">www.hcr-manorcare.com</a></td>
</tr>
<tr>
<td>Oakridge Gardens Nursing Center</td>
<td>920-739-0111</td>
<td></td>
</tr>
<tr>
<td>Parkside Care Center</td>
<td>920-788-5806</td>
<td><a href="http://www.parksidecarecenter.com">www.parksidecarecenter.com</a></td>
</tr>
<tr>
<td>Rennes Health &amp; Rehab Center</td>
<td>920-731-7310</td>
<td><a href="http://www.rennesgroup.com">www.rennesgroup.com</a></td>
</tr>
<tr>
<td>St. Joseph Residence</td>
<td>920-982-5354</td>
<td><a href="http://www.stjosephresidence.com">www.stjosephresidence.com</a></td>
</tr>
<tr>
<td>St. Paul Elder Services</td>
<td>920-766-6180</td>
<td><a href="http://www.stpaulelders.org">www.stpaulelders.org</a></td>
</tr>
<tr>
<td>Southern Care Hospice</td>
<td>920-496-1690 • 866-419-2774</td>
<td><a href="http://www.southerncareinc.com">www.southerncareinc.com</a></td>
</tr>
<tr>
<td>Thedacare at Home</td>
<td>920-969-0919 • 800-984-5554</td>
<td><a href="http://www.thedacare.org">www.thedacare.org</a></td>
</tr>
<tr>
<td>Unity Hospice and Palliative Care</td>
<td>920-338-1111 • 800-990-9249</td>
<td><a href="http://www.unityhospice.org">www.unityhospice.org</a></td>
</tr>
<tr>
<td>Wisconsin Veterans Home - King</td>
<td>715-258-5586 • 888-458-5586</td>
<td><a href="http://www.whking.com">www.whking.com</a></td>
</tr>
</tbody>
</table>
HOUSING DEFINITIONS

INDEPENDENT LIVING APARTMENTS
Multi-unit dwellings specifically intended for older and/or disabled persons who are capable of managing their own lives. The costs can range from subsidized apartments for low income individuals to quite expensive condominium-style units. Some complexes may have recreation rooms, activities, transportation services and/or a congregate mealsite on the premises. These facilities have minimal services available. Some may charge entrance fees.

RESIDENTIAL CARE APARTMENT COMPLEXES (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 FACILITIES (CBRF)
Group home setting consisting of 8-20 beds. They can be single or double occupancy rooms, usually with a half-bath. They have common dining and living areas. These facilities are licensed by the state and classified according to their size and the population they serve. Many facilities offer additional service packages for increased rates. They are required to provide assistance with bathing, dressing, grooming, medications, referral services, meals and health monitoring. They schedule in-home and community activities, transportation for errands, etc. Payment for these facilities are generally private pay. Funding is available to help with costs but it is limited and there is generally a long waiting list. The CBRF manager can answer questions regarding financial matters.

SKILLED NURSING FACILITIES (NURSING HOMES)
Health care facility that provides nursing services 24 hours a day. Persons needing extensive supervision, those with complex health plans, persons needing rehabilitative services (occupational, physical or speech therapy) or those who do not have supportive living services available are persons who would benefit from nursing home care. Costs vary according to the services and the level of care provided. The daily rate should include room and board, activities, social services and nursing care. Therapy, medications, dental care, foot care and personal items are typically not included in the daily rate. Nursing homes have an admission agreements that include information about the daily rate, policies regarding transfers and discharges, policies regarding the handling of residents funds and the rights and responsibilities of the residents. Nursing homes are licensed and surveyed by state and federal regulators. There are a variety of ways to pay for nursing home costs. Medicare pays for limited nursing home stays as long as it meets their requirements. Long term care or supplemental insurance may pay for some stays. Medical Assistance may cover unlimited stays once financial criteria are met. Private pay or veterans benefits may also be used. The nursing home administrator and/or social worker can answer questions regarding financial matters.

Contact the Aging & Disability Resource Center (ADRC) for further information.
HOUSING QUESTIONS TO ASK

- Is there an entrance fee? If yes, is it reimbursed when I move out?
- What determines the monthly fee and how often can it be raised?
- How much notice do I have to give if I leave?
- What is included in the monthly rate?
- Do I have a private bathroom?
- What are the costs for additional services or meals, private room, telephone, etc?
- What is the meal plan and are meals provided?
- Do you accommodate special diets?
- Are pets allowed?
- Is there awake staff overnight?
- 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?
- Do you have transportation available if I have a doctor appointment?
- 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?

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

WISCONSIN LEGISLATIVE HOTLINE
Information on state legislators.
800-362-9472
www.legis.state.wi.us

Contact the Aging & Disability Resource Center (ADRC) for a current listing of elected officials.
<table>
<thead>
<tr>
<th>ELD = Elderly</th>
<th>DD = Developmentally Disabled</th>
<th>PD = Physically Disabled</th>
<th>TBI = Traumatic Brain Injury</th>
<th># Beds</th>
<th>ELD</th>
<th>DA</th>
<th>DD</th>
<th>PD</th>
<th>TBI</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agape 5</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1326/1328 West Pershing Street, Appleton • 920-739-4688</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Home Again</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>602 East Beacon Avenue, New London • 920-982-6605</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Homes for Independent Living of WI</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>1612 West Packard Street, Appleton • 920-734-5912</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Homes for Independent Living Westwood</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>1101 East Glendale Avenue, Appleton • 920-993-8242</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Innovative Services - Cilantro</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4301 Cilantro Lane, Kaukauna • 920-462-4477</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Innovative Services - Erv Court</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>W131 Erv Court, Kaukauna • 920-759-9423</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Innovative Services - Hickory Road</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>N8065 Hickory Road, Bear Creek • 920-752-4578</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Innovative Services - Kaylee Lane</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>1619 Kaylee Lane, Appleton • 920-882-0286</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Lamers House</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>630 Lamers Road, Kimberly • 920-707-1283</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Loppnow Adult Family Home</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td>X</td>
<td>male</td>
<td>X</td>
<td>male</td>
</tr>
<tr>
<td>2426 North Appleton Street, Appleton • 920-993-5517</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Lutheran Social Services - Greenbrier</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1310 Greenbrier Drive, Appleton • 920-734-5392</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Lutheran Social Services - Randys Lane</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>N224 Randys Lane, Appleton • 920-687-8358</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Maynard Adult Family Home</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>107 Lamine Lane, Combined Locks • 920-766-6462</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Productive Living Systems - Jonathan Place</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>2417/2419 Jonathan Drive, Appleton • 920-831-6289</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Ridgeview Home</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>W2592 Ridgefield Court, Appleton • 920-993-9997</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **ELD** = Elderly  
**DD** = Developmentally Disabled  
**PD** = Physically Disabled  
**DA** = Dementia/Alzheimer’s  
**AODA** = Alcohol and other Drug Abuse  
**TBI** = Traumatic Brain Injury |
<table>
<thead>
<tr>
<th><strong># BEDS</strong></th>
<th><strong>ELD</strong></th>
<th><strong>DD</strong></th>
<th><strong>PD</strong></th>
<th><strong>DA</strong></th>
<th><strong>AODA</strong></th>
<th><strong>TBI</strong></th>
</tr>
</thead>
</table>
| **Agape of Appleton**  
920-734-9871 | 52 | X | X | X | | |
| **American Grand Assisted Living Suites**  
793, 795 Tarragon Drive, Kaukauna • 920-759-0690 | 55 | X | X | X | | |
| **Brotoloc Health Care System**  
920-779-3900 (Appleton & Hortonville) | 36 | | X | | X | |
| **Care Partners Assisted Living**  
425 Moasis Drive, Little Chute • 920-788-7033 | 14 | X | | | X | |
| **Carolina Manor**  
3201 West First Avenue, Appleton • 920-738-0118 | 45 | X | | | X | |
| **Cloverdale Group Home**  
1825 Cloverdale Drive, Appleton • 920-739-9642 | 6 | X | X | | | |
| **Country Terrace**  
749 West Parkway Boulevard, Appleton • 920-830-3285 | 16 | X | X | X | | |
| **Emerald Valley Assisted Living** (Winnebago County)  
200 West Valley Road, Appleton • 920-830-6649 | 20 | X | | | X | |
| **Fox River Senior Living**  
5800 Pennsylvania Avenue, Appleton • 920-997-0725 | 95 | X | | | X | |
| **Gardens of Fountain Way** (Calumet County)  
1050 Fountain Way, Menasha • 920-993-9980 | 23 | X | | | X | |
| **Gardenview** (Winnebago County)  
1712 Midway Road, Menasha • 920-733-4305 | 15 | X | | | X | |
| **Good Shepherd Services - Birchway**  
607 East Bronson Road • 920-833-6856 | 20 | X | X | X | | |
| **Grand Horizons I, II, III**  
5102, 5117, 5118 North Cherryvale Avenue, Appleton • 920-735-6166 | 66 | X | X | X | | |
| **Grand Horizons -West**  
140 South Mayflower Drive, Appleton • 920-991-9070 | 22 | X | X | | X | |
| **Grand Horizons - Darboy** (Calumet County)  
N9520 Silver Court, Appleton • 920-832-9290 | 8 | X | | | X | |
| **Grand Horizons - Kimberly**  
816, 820 Shelfhout Lane, Kimberly • 920-687-9330 | 22 | X | X | | X | |
| **Heartwood Homes Senior Living**  
1407 and 1413 North Mason Street, Appleton • 920-955-3131 | 38 | X | X | | X | |
| **Heartwood Homes Senior Living** (Winnebago County)  
1265 De Pere Street, Menasha • 920-722-4275 | 8 | X | X | | X | |
| **Heritage Assisted Living** (Winnebago County)  
2600 South Heritage Woods Drive, Appleton • 920-738-3000 | 18 | X | | | X | |
| **Kimberly Place**  
314 West Kimberly Avenue, Kimberly • 920-687-1198 | 8 | X | | | | X |
## HOUSING - COMMUNITY BASED RESIDENTIAL FACILITIES (CBRF)

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Beds</th>
<th>ELD</th>
<th>DD</th>
<th>PD</th>
<th>DA</th>
<th>AODA</th>
<th>TBI</th>
</tr>
</thead>
<tbody>
<tr>
<td>KindredHearts of Kaukauna</td>
<td>548 Frances Street, Kaukauna • 920-766-4455</td>
<td>16</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>KindredHearts of Greenville</td>
<td>W7098 Buttercup Court, Greenville • 920-366-4893</td>
<td>16</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>KindredHearts of New London (Waupaca County)</td>
<td>1706 Taubel Boulevard, New London • 920-982-0686</td>
<td>18</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Living Tree Estates</td>
<td>N1916 Greenville Drive, Greenville • 920-882-5045</td>
<td>46</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Matthews of Appleton House I &amp; II</td>
<td>W2629 and W2613 Barney Court, Appleton • 920-257-9878</td>
<td>32</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Matthews Senior Living Communities Adare Place I, II, III, IV</td>
<td>1645,1650, 1665, 1670 Century Oaks Court, Menasha 920-257-9878 (Winnebago County)</td>
<td>40</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Matthews of Wrightstown (Brown County)</td>
<td>510 Meadow Lane, Wrightstown • 920-257-9878</td>
<td>16</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Mooring Programs - Casa Clare</td>
<td>201 South Grenridge Court, Appleton • 920-731-3981</td>
<td>20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Mooring Programs</td>
<td>607 West Seventh Street • 920-739-3235</td>
<td>19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Pnuma 1</td>
<td>W7066 Winnegamie Drive, Appleton • 920-832-4091</td>
<td>5</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pnuma 2</td>
<td>233 South Lynndale Drive, Appleton • 920-734-3092</td>
<td>5</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Province Terrace Villas</td>
<td>5216 Long Court, Appleton • 920-257-2013</td>
<td>8</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Rogers Avenue</td>
<td>1719 Rogers Avenue, Appleton • 920-954-0457</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Russet Court</td>
<td>2210 Russet Court, Appleton • 920-739-6197</td>
<td>8</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shepherd's Inn</td>
<td>621 West Factory Street, Seymour • 920-833-6856</td>
<td>20</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tri-Manor South</td>
<td>1312 South Monroe Street, Appleton • 920-749-0700</td>
<td>20</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Trinity Terrace (Waupaca County)</td>
<td>101 East Beckert Road, New London • 920-982-9354</td>
<td>28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Valley VNA Senior Services (Winnebago County)</td>
<td>1533 &amp; 1537 Lyon Drive, Neenah • 920-727-5544</td>
<td>60</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Villa Hope</td>
<td>613 North Division Street, Appleton • 920-739-5337</td>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Villa Phoenix</td>
<td>408, 418 North Lawe Street, Appleton • 920-731-1316</td>
<td>22</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

**ELD = Elderly  
DD = Developmentally Disabled  
PD = Physically Disabled  
DA = Dementia/Alzheimer’s  
AODA = Alcohol and other Drug Abuse  
TBI = Traumatic Brain Injury**
<table>
<thead>
<tr>
<th>HOUSING - INDEPENDENT LIVING APARTMENTS</th>
<th># OF APARTMENTS, ROOMS, DUPLEXES</th>
<th>HOUSING ASSISTANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Appleton Housing Authority (AHA)</strong></td>
<td>925 West Northland Avenue, Appleton • 920-739-6811</td>
<td>Section 8 housing vouchers, public housing sites and homeownership programs are available.</td>
</tr>
<tr>
<td><strong>Angelus Retirement Community</strong> (Waupaca County)</td>
<td>38 North Main Street, Clintonville • 715-823-4344</td>
<td>59</td>
</tr>
<tr>
<td><strong>Appleton Retirement Community</strong></td>
<td>200 West Packard Street, Appleton • 920-954-9990</td>
<td>104</td>
</tr>
<tr>
<td><strong>Bear Creek Apartments</strong></td>
<td>309 Durrel Street, Bear Creek • 715-460-0199</td>
<td>8</td>
</tr>
<tr>
<td><strong>Buchanan Cottages</strong></td>
<td>N247 Marie Claire Drive, Appleton • 920-733-7078</td>
<td>66 cottages</td>
</tr>
<tr>
<td><strong>Canal Place</strong></td>
<td>137 East Wisconsin Ave, Kaukauna • 920-759-2040</td>
<td>24</td>
</tr>
<tr>
<td><strong>Courtyard Apartments</strong></td>
<td>3600 Woodman Drive, Appleton • 920-731-8853</td>
<td>61</td>
</tr>
<tr>
<td><strong>Crescentview Apartments</strong></td>
<td>515 West First Street, Kimberly • 920-731-9781 (OCHA)</td>
<td>50</td>
</tr>
<tr>
<td><strong>D &amp; C Country View Apartments</strong></td>
<td>W1993 County Trunk S, Freedom 920-788-6801</td>
<td>10</td>
</tr>
<tr>
<td><strong>Glenpark Apartments (OCHA)</strong></td>
<td>2919 West Glenpark Drive, Appleton • 920-731-9781</td>
<td>48</td>
</tr>
<tr>
<td><strong>Golden Valley Senior Living Center</strong></td>
<td>830 East Elm Street, Little Chute • 920-687-3804</td>
<td>29</td>
</tr>
<tr>
<td><strong>Golden Venture Apartments</strong> (Kaukauna Housing Authority)</td>
<td>125 West 10th Street, Kaukauna • 920-766-4772</td>
<td>71</td>
</tr>
<tr>
<td><strong>Greenfield Manor</strong></td>
<td>825 East Greenfield Drive, Little Chute • 920-687-0600</td>
<td>32</td>
</tr>
<tr>
<td><strong>Hallmark Place</strong></td>
<td>425 West Kennedy Avenue, Kimberly • 920-687-9441</td>
<td>128</td>
</tr>
<tr>
<td><strong>Heritage</strong> (Winnebago County)</td>
<td>2600 Heritage Woods Drive, Appleton • 920-738-3000</td>
<td>131</td>
</tr>
<tr>
<td><strong>Hillside Apartments (OCHA)</strong></td>
<td>526 West Factory Street, Seymour • 920-731-9781</td>
<td>25</td>
</tr>
<tr>
<td><strong>Holland Place Apartments</strong></td>
<td>1640 Holland Road, Seymour • 920-687-2184</td>
<td>80</td>
</tr>
<tr>
<td><strong>John Fischer Manor</strong></td>
<td>330 East First Avenue, Appleton • 920-832-9355</td>
<td>60</td>
</tr>
<tr>
<td><strong>Linwood Place / Fox Valley Lutheran Homes</strong></td>
<td>425 North Linwood Avenue, Appleton • 920-734-7225</td>
<td>41</td>
</tr>
<tr>
<td><strong>Lyndale Village</strong></td>
<td>3761 North White Hawk Drive, Appleton • 920-209-7368</td>
<td>60</td>
</tr>
<tr>
<td><strong>Marian Heights</strong> (Waupaca County)</td>
<td>107 East Beckert Road, New London • 920-982-5354</td>
<td>26</td>
</tr>
<tr>
<td>HOUSING - INDEPENDENT LIVING APARTMENTS</td>
<td># OF APARTMENTS, ROOMS, DUPLEXES</td>
<td>HOUSING ASSISTANCE</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>---------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>New London Housing Authority (NLHA)</td>
<td>62</td>
<td></td>
</tr>
<tr>
<td>505 Division Street, New London • 920-982-8509</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Manor Apartments</td>
<td>16</td>
<td>X</td>
</tr>
<tr>
<td>421 North Main Street, Seymour • 888-683-1205</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oaklawn Apartments (Waupaca County)</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>315 Oshkosh Street, New London • 715-258-0335</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oneida Heights Apartments (AHA)</td>
<td>159</td>
<td></td>
</tr>
<tr>
<td>525 North Oneida Street, Appleton • 920-882-2100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outagamie County Housing Authority (OCHA)</td>
<td>1 bedroom apartments and duplexes available</td>
<td>X</td>
</tr>
<tr>
<td>218 East Randall Street, Appleton • 920-731-9781</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pinewood Apartments (OCHA)</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>125 John Street, Hortonville • 920-731-9781</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prospect Arms</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>306 West Prospect Street, Appleton • 920-856-9010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Randall Court Apartments (OCHA)</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td>218 East Randall Street, Appleton • 920-731-9781</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renaissance</td>
<td>8 condos</td>
<td></td>
</tr>
<tr>
<td>301 East Florida Avenue, Appleton • 920-380-1100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ridgview Highland Senior Apartments</td>
<td>525</td>
<td></td>
</tr>
<tr>
<td>640 Ridgview Circle, Appleton • 920-954-1920</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Riverwalk Place (AHA)</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>431 East Eagle Flats Parkway, Appleton • 920-733-5046</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rosewood Glen Apartments (Waupaca County)</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>409 Partridge Drive, New London • 920-982-9602</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Round House Manor</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>300 Bicentennial Court, Kaukauna • 920-766-2233</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seymour Senior Village</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>710, 720 Bronson Road, Seymour • 877-377-1434</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sherwood Cliffs (Calumet County)</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>W450 Clifton Road, Sherwood • 800-346-8581</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Touchmark (Winnebago County)</td>
<td>104</td>
<td></td>
</tr>
<tr>
<td>2601 Touchmark Drive, Appleton • 920-832-9100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Valley VNA Senior Services (Winnebago County)</td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>1537 Lyon Drive, Neenah • 920-727-5544</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Village at Creekside</td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>2801 Garners Creek Court, Kaukauna • 920-810-1167</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Villas of Combined Locks</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>334 Wallace Street, Combined Locks • 920-788-2501</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windmill Manor</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>710 Monroe Street, Little Chute • 920-788-9214 • 920-788-0211</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wolf River Terrace</td>
<td>12</td>
<td>X</td>
</tr>
<tr>
<td>6670 East Elm Street, Shiocton • 920-984-3840</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zion Mutual Homes</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>115 East Winnebago Street, Appleton • 920-858-7510</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## HOUSING - NURSING HOMES

<table>
<thead>
<tr>
<th></th>
<th># BEDS</th>
<th>DEMENTIA</th>
<th>HOSPICE</th>
<th>RESPITE</th>
<th>REHAB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anna John Nursing Home (Oneida Nation)</td>
<td>48</td>
<td>X</td>
<td>X</td>
<td></td>
<td>P</td>
</tr>
<tr>
<td>W846 County Road EE, De Pere • 920-869-2797</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appleton Health Care Center</td>
<td>120</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>2915 North Meade Street, Appleton • 920-993-6800</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brewster Village</td>
<td>204</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>3300 West Brewster Street, Appleton • 920-832-5400</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Colony Oaks Care Center</td>
<td>92</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>601 Briarcliff Drive, Appleton • 920-739-4466</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good Shepherd Home</td>
<td>65</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S,S Contract</td>
</tr>
<tr>
<td>607 Bronson Road, Seymour • 920-833-6856</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greentree Health and Rehabilitation Center</td>
<td>60</td>
<td>X</td>
<td>X</td>
<td></td>
<td>P,O,S</td>
</tr>
<tr>
<td>70 Green Tree Road, Clintonville • 715-823-2194 (Waupaca County)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lakeview Manor (Waupaca County)</td>
<td>50</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>912 Manor Drive, Weyauwega • 920-867-2183</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ManorCare Health Services</td>
<td>104</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>1335 South Oneida Street, Appleton • 920-731-6646</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oakridge Gardens Nursing Center (Winnebago County)</td>
<td>111</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S,S Contract</td>
</tr>
<tr>
<td>1700 Midway Road, Menasha • 920-739-0111</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parkside Care Center</td>
<td>65</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S,S Contract</td>
</tr>
<tr>
<td>1201 Garfield Avenue, Little Chute • 920-788-5806</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peabody Manor (Winnebago County)</td>
<td>58</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>2600 South Heritage Woods Drive, Appleton • 920-738-3000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pine Manor Health Care Center (Waupaca County)</td>
<td>90</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>1625 East Main Street, Clintonville • 715-823-3135</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recovery Inn</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td>P,O,S</td>
</tr>
<tr>
<td>2105 East Enterprise Avenue, Appleton • 920-766-6020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rennes Health &amp; Rehab Center</td>
<td>88</td>
<td>X</td>
<td>X</td>
<td></td>
<td>P,O,S</td>
</tr>
<tr>
<td>325 East Florida Avenue, Appleton • 920-731-7310</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Joseph Residence (Waupaca County)</td>
<td>107</td>
<td>X</td>
<td>X</td>
<td></td>
<td>Client Contracted P,O,S Contract</td>
</tr>
<tr>
<td>107 East Beckert Road, New London • 920-982-5354</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Paul Elder Services</td>
<td>117</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>316 East 14th Street, Kaukauna • 920-766-6020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vallhaven Care Center (Winnebago County)</td>
<td>134</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>125 Byrd Avenue, Neenah • 920-725-2714</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weyauwega Health Care Center (Waupaca County)</td>
<td>60</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>717 East Alfred Street, Weyauwega • 920-867-3121</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wisconsin Veterans Home (Waupaca County)</td>
<td>721</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>P,O,S</td>
</tr>
<tr>
<td>N2665 County Road QQ, King • 888-458-5586</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HOUSING - RESIDENTIAL CARE APARTMENT COMPLEXES (RCAC)</td>
<td># APTS</td>
<td>HOSPICE</td>
<td>RESpite</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>--------</td>
<td>---------</td>
<td>---------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appleton Retirement Community</td>
<td>104</td>
<td>X</td>
<td>Based on Availability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>200 West Packard Street, Appleton • 920-954-9990</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chatham Apartments (Waupaca County)</td>
<td>33</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>500 West Washington Street, New London • 920-982-9200</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good Shepherd Meadow Wood Apartments</td>
<td>37</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>605 Bronson Road, Seymour • 920-833-1566</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heritage Assisted Living (Winnebago County)</td>
<td>137</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2600 Heritage Woods Drive, Appleton • 920-738-3000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renaissance</td>
<td>74</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>301 East Florida Avenue, Appleton • 920-380-1100</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Paul Villa</td>
<td>89</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>312 East 14th Street, Kaukauna • 920-766-6020 Ext.102</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Touchmark (Winnebago County)</td>
<td>104</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2601 Touchmark Drive, Appleton • 920-832-9100</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Valley VNA Senior Services (Winnebago County)</td>
<td>32</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1537 Lyon Drive, Neenah • 920-727-5544</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
IDENTITY THEFT

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

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

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

2012-2013 ENERGY ASSISTANCE PROGRAM

WHO QUALIFIES FOR ENERGY ASSISTANCE?

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

INCOME GUIDELINES:

<table>
<thead>
<tr>
<th># in Household</th>
<th>Gross Income Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$6,071</td>
</tr>
<tr>
<td>2</td>
<td>$7,939</td>
</tr>
<tr>
<td>3</td>
<td>$9,806</td>
</tr>
<tr>
<td>4</td>
<td>$11,674</td>
</tr>
</tbody>
</table>

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

CALL ENERGY SERVICES 800-506-5596 TO SCHEDULE AN APPOINTMENT OR 920-735-0010 FOR QUESTIONS.
WHAT IS 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 people 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 care 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 care services. In Family Care, members use their own physician and Medicaid ForwardHealth card to pay for primary care services. Members obtain their prescription drug coverage through their Medicare Part D prescription drug assistance plan and/or Medicaid. Family Care provides a team which includes a registered nurse, care manager, the member and other loved ones or professionals. In Family Care, members do have the choice to participate in SDS (Self-Directed Supports) which offers members a variety of options to direct some of their own services.

WHAT IS FAMILY CARE PARTNERSHIP?
Family Care Partnership covers all long term care services in the Family Care program plus all health care services and prescription drug coverage. The Family Care Partnership program integrates home and community-based services such as nursing home care, physician services, hospitalization, medications and all other medical care. Family Care Partnership provides a team which includes a nurse practitioner, registered nurse, social worker, physician, the member and other loved ones and professionals. Primary care services are integrated in the Family Care Partnership program that is managed by the team along with long term care services. Members use physicians who are in the Managed Care provider network. Members obtain prescription drugs only through the Family Care Partnership program and do not need a Medicare Part D prescription drug provider or Wisconsin SeniorCare. Family Care Partnership includes all benefits that are paid for by the member’s Medicaid ForwardHealth card and Medicare. In Family Care Partnership, members have the personal choice to participate in SDS (Self-Directed Supports) which offers members a variety of options to direct some of their own services.

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

WHO IS ELIGIBLE FOR FAMILY CARE, FAMILY CARE PARTNERSHIP OR IRIS?
County residents who are 65 years and older; Residents 18 years and older with a physical and/or developmental disability; Medicaid eligible; and who are functionally eligible (otherwise eligible to receive services in a nursing home or in Family Care non-nursing home level of care).

WHERE DO I GO TO ENROLL?
Contact the Aging & Disability Resource Center (ADRC). Trained ADRC staff will explain long term care options, determine eligibility and help individuals decide which program is best for them.
**INFORMATION REQUIRED FOR MEDICAID APPLICATIONS**

THE FOLLOWING INFORMATION FOR APPLICANT AND SPOUSE MUST BE PROVIDED AT THE TIME OF APPLICATION FOR A MEDICAID RELATED PROGRAM OR BENEFIT:

- Social Security number
- Birthdate
- Medicare claim number and eligibility begin date for Part A & Part B
- All private health insurance policy numbers, premium amounts and company name/address
- Social Security benefits
- Shelter and utility expenses if the monthly amount exceeds $350 (rent, renters insurance, mortgage, taxes, homeowners insurance, heat, electric, water, sewer, garbage pick-up, telephone, etc.)

**THE FOLLOWING ITEMS REQUIRE WRITTEN VERIFICATION:**

- Other income (pension, veterans, annuities, interest, gross wages, self-employment income, alimony, child support)
- Savings/checking, certificate of deposit, stocks/bonds, annuities, other investments (bank statements, vehicle information)
- All life insurance policies indicating current face and cash surrender values
- Burial trust agreement (irrevocable or otherwise). Burial insurance purchased through funeral home
- Ownership of property (land contracts, life leases, copy of real estate tax statement or sales agreement if there is a home, other property owned, etc.)
- Divestment: has anyone given away property, stocks/bonds, cash, vehicles? Has anything of value been sold, traded, transferred or given away within the last 60 months? Has a trust been created within the last 5 years? If so, be prepared to document dates and amounts.
- Copy of Guardianship Letters or Durable Power of Attorney documents. If none, complete Authorization of Representative page with signatures of applicant, representative and witness.
- Supplemental Security Income (SSI) termination letter if applicant was on SSI prior to request for county Medicaid.
Finding a Medicare Part D Drug Plan Online

Go to www.medicare.gov
- Click on Drug Coverage drop down to “Find Health and Drug plans”
- Enter zip code where you live
- Either enter information from your Red, White and Blue Medicare card or click directly on “Find Plans”

Step 1 of 4 – Enter Information
- Answer all questions
- When finished click on “Continue to Plan Results”

Step 2 of 4 – Enter Your drugs
- Enter your drugs and select “Find my Drug”
- Once you have found your medication click “+Add Drug”
- Update Dosage and Frequency if needed and click “Add drug and dosage”
- Your Drug list will be automatically saved – Write down your drug list ID, password date and zip code
- When finished click on “My Drug list is Complete”

Step 3 of 4 – Select Your Pharmacies
- Select your pharmacy

Step 4 of 4 – Refine Your Plan Results
- You can select specific criteria such as plan type, premium amounts and deductible and/or
- Select type of plan you want: Prescription Drug Plan; Medicare Health Plans with Drug coverage; Medicare Health Plans without Drug coverage

Your Plan Results
- Your personalized plan list will appear, ranked by the estimated annual cost. You can sort results by other criteria if you choose.
- You may put a checkmark next to three plans to compare them side-by-side, click “compare”
- You can see details for an individual plan by clicking on that plan
- Select a tab if you would like additional information such as: drug costs and coverage or plan ratings.

Keep in mind this is only an estimate of your yearly cost. The actual amounts may be different.

After comparing and choosing a plan, you may enroll directly online by clicking “Enroll”. You may also enroll by contacting the plan, calling 1-800-Medicare (1-800-633-42273) or through an insurance agent.

For assistance in finding a Medicare Part D Drug Plan, contact the Aging & Disability Resource Center (ADRC) and meet with a Benefit Specialist.
Joyful camaraderie!

Interesting Programs!

Growing Relationships!

Acceptance and Caring!

The Fox Valley Memory Project is offering Memory Cafés to those with early stage dementia, mild memory loss or cognitive impairment and their care partners for lively discussions, information gathering, refreshments, etc. A gerontology professional will be available to answer questions.

Memory Cafés

- 1st and 3rd Saturday
  10:00 a.m. - noon
  LSS Adult Day Center
  Thompson Community Center
  820 West College Avenue, Appleton

- 2nd and 4th Thursday
  2:00 - 4:00 p.m.
  Atlas Coffee Mill and Café
  425 West Water Street, Appleton

Watch for more Memory Cafés and a Care Partners Welcome Center located at the Thompson Community Center. Call the Fox Valley Memory Project Coordinator 920-225-1711 for more information.

Helping to make the Fox Valley a “dementia friendly” community one café at a time!

The Fox Valley Memory Project is funded by a grant from the Basic Needs Giving Partnership Fund for the Fox Valley Region supported by the U.S. Venture Fund for Basic Needs, J.J. Keller Foundation and other community partners.
THE OUTAGAMIE CAREGIVER COALITION INVITES YOU TO:

Start the Conversation • Form Your Team
Make a Plan • Find Support
Care for Yourself and Others

PREPARE TO CARE
Presentations help you and your family develop a caregiving plan based on your needs and wishes.
Includes an AARP workbook.

February 20, 2013  5:00 p.m.
May 15, 2013  5:00 p.m.
August 21, 2013  5:00 p.m.

SHARE THE CARE
Share the Care provides support to individuals as they age or during a serious illness by engaging family, friends, church members, etc. to help with care. Presentations explain the process.

March 20, 2013  5:00 p.m.
June 19, 2013  5:00 p.m.
September 18, 2013  5:00 p.m.

Presentations at
The Thompson Community Center
820 West College Avenue, Appleton

RSVP
ADRC Outagamie County Branch
920-832-5178; 866-739-2372 Toll Free;
or Email ADRC@outagamie.org

The Outagamie Caregiver Coalition is dedicated to supporting and educating caregivers.

MOVING “TO DO” LIST

There are a million details that crop up before a move. Use this handy checklist to help you remember what needs to be done:

BANKS. Close current accounts if they are not transferable and establish new accounts at your new location. be sure your old bank has your new address.

INSURANCE. Notify your agent of your new address and discuss how your insurance needs may change with your move. For instance, you may not need as much coverage if you’re moving from a house to an apartment.

UTILITIES. Establish cut-off dates and give your forwarding address to all utilities and services including telephone, cable TV, electricity, gas, water and garbage removal. Arrange for utilities to be started in your new home so everything will be working when you arrive.

MEDICAL RECORDS. Obtain records from your doctor(s), dentist, ophthalmologist, optometrist, veterinarian, etc. If you’ve already selected new health care providers, make arrangements to have your records sent directly to them.

DELIVERY SERVICES. Arrange to discontinue home delivery of newspapers, magazines, etc.

RECYCLING. You probably will not move many items, ranging from partially filled cans of paint, old appliances and furniture, etc. Your community may have strict requirements relating to the disposal of these items, so call to check on your options and arrange for their collection.

CHANGE OF ADDRESS. Fill out postal forwarding address and change-of-address forms to send to the following:
• Family and friends
• Magazines (allow four to six weeks notice)
• Credit card companies
• Pension funds and investment firms
• Professionals (lawyer, accountant, realtor, etc.)
• IRS, Social Security, pension officers
• Your workplace and schools
• National associations or clubs
• Voter registration office and motor vehicle bureau
10 SIGNS OF EARLY MEMORY LOSS DETECTION

1. Memory changes that disrupt daily life. Are you forgetting recently learned information, important dates or events, asking for the same information over and over; relying on memory aides (e.g., reminder notes or electronic devices) or family members for things you used to handle on your own?

*What’s typical?* Sometimes forgetting names or appointments but remembering them later.

2. Challenges in planning or solving problems. Are you having trouble following a familiar recipe, keeping track of monthly bills, having difficulty concentrating or taking longer to do things than you did before?

*What’s typical?* Occasionally, making errors when balancing a checkbook.

3. Difficulty completing familiar tasks. Are you having trouble driving to a familiar location, managing a budget, remembering rules of a favorite game?

*What’s typical?* Occasionally, needing help to use microwave setting or to record a television show.

4. Confusion with time or place. Do you lose track of dates, passage of time or forget where you are and how you got there?

*What’s typical?* Getting confused about the day of the week but figuring it out later.

5. Trouble understanding visual images and spatial relationships. Are you having difficulty reading, judging distance, determining color and contrast or recognizing your own reflection?

*What’s typical?* Vision changes related to cataracts.

6. New problems with words in speaking or writing. Do you have trouble following or joining a conversation? Do you stop in the middle of a conversation and have no idea how to continue, repeat yourself or have problems finding the right word to call things (e.g., calling a “watch” a “hand-clock”).

*What’s typical?* Sometimes, having trouble finding the right word.

7. Misplacing things and losing the ability to retrace steps. Do you frequently lose things and are unable to go back over the steps to find them again?

*What’s typical?* Occasionally, misplacing things (e.g., pair of glasses, TV remote control).

8. Decreased or poor judgment. Do you use poor judgment in dealing with money, giving large amounts to telemarketers or pay less attention to grooming or keeping yourself clean?

*What’s typical?* Making a bad decision once in a while.

9. Withdrawal from work or social activities. Do you withdraw from hobbies, social activities, work projects or sports? Do you have trouble keeping up with a favorite sports team or remembering how to complete a favorite hobby?

*What’s typical?* Sometimes, feeling weary of work, family and social obligations.

10. Changes in mood and personality. Do you become confused, suspicious, depressed, fearful or anxious? Easily upset at home, at work, with friends or in places where you are out of your comfort zone?

*What’s typical?* Developing very specific ways of doing things and becoming irritable when a routine is disrupted.

If you have questions about any of these warning signs, consult your physician. Early diagnosis provides the best opportunities for treatment, support and future planning. For more information, contact the Alzheimer’s Association 800-272-3900 or the Aging & Disability Resource Center (ADRC) for community resources.
# NUTRITION CHECK

## Circle YES or NO

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Have you been hospitalized, in a nursing home or had any serious health illnesses in the last year? (flu, dehydration, broken bones, a fall, pneumonia or any medication adjustments.)</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>2.</td>
<td>Do you have a chronic illness and/or pain that affects what you eat? Examples: • Diabetes • High blood pressure • Heart condition • Arthritis • Breathing difficulties</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>3.</td>
<td>Do you eat <strong>at least 5</strong> 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</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>4.</td>
<td>Do you eat <strong>at least 2 servings</strong> 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</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>5.</td>
<td>Do you consume <strong>at least 2 servings</strong> 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</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>6.</td>
<td>Do you drink <strong>at least six glasses</strong> (8 ounces each) of caffeine-free fluids regularly throughout the day? Examples: • water • milk • juice • decaf coffee or tea • soda • lemonade</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>7.</td>
<td>Is it hard for you to chew, swallow or taste your food?</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>8.</td>
<td>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</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>9.</td>
<td>Is eating an enjoyable experience for you?</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>10.</td>
<td>Do you take <strong>3 or more</strong> medications daily including prescription or over-the-counter drugs, vitamins or herbal supplements?</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>11.</td>
<td>Have you lost or gained <strong>10 or more</strong> pounds in the last 6 months without wanting to?</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>12.</td>
<td>Do you participate in regular physical activity? Examples: • walking • bicycling • stair climbing • housekeeping • gardening</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>13.</td>
<td>Do you drink beer, wine or liquor on a regular basis?</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

**Add the circled numbers for your Nutrition Check score:**

### What does your Nutrition Check score mean?

- **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.**
The Outagamie County Nutrition Program offers CONGREGATE and HOME DELIVERED meal service to persons 60 years and older or disabled on a donation basis. The Nutrition Program provides nutritional, financial, social, educational and informational support.

CONGREGATE MEAL SERVICE offers nutritious meals, in a group setting, at countywide Congregate mealsites. Congregate meal service provides socialization, educational and recreational activities, nutrition and benefit counseling, health screenings, current information on aging issues, plus volunteer opportunities. Participants must make meal reservations in advance at the following Congregate mealsite locations below:

<table>
<thead>
<tr>
<th>Mealsite</th>
<th>Address</th>
<th>Days</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oneida Heights Apartments</td>
<td>525 North Oneida Street, Appleton</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
<tr>
<td>Golden Venture Apartments</td>
<td>125 West 10th Street, Kaukauna</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
<tr>
<td>Randall Court Apartments</td>
<td>218 East Randall Street, Appleton</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
<tr>
<td>Good Shepherd Services</td>
<td>Walter Muehl Senior Center</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
<tr>
<td>Greenville Safety Building</td>
<td>W6895 Parkview Drive, Greenville</td>
<td>Monday - Friday</td>
<td>11:30 am</td>
</tr>
</tbody>
</table>

HOME DELIVERED MEAL SERVICE offers nutritious meals to homebound Outagamie County residents 60 years and older or disabled under 60 years living alone. Eligible Home Delivered meal participants must be homebound, unable to attend a Congregate mealsite, unable to prepare meals independently and have no other resources to assist with meal provision.

There is no charge for OUTAGAMIE COUNTY NUTRITION PROGRAM meal service. Participants may receive meal service on a donation basis. A suggested donation requested. Participant donations are confidential and support Outagamie County Nutrition Program meal service continuation.

Call the Aging & Disability Resource Center (ADRC) Outagamie County Branch
920-832-5178; 866-739-2372 Toll Free; 7-1-1 TTY; or Email adrc@outagamie.org
# RECORD RETENTION SCHEDULE

<table>
<thead>
<tr>
<th>1 Year</th>
<th>7 Years</th>
<th>Permanently</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank reconciliations</td>
<td>Duplicate deposit slips</td>
<td>1099 forms received</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Annuity year end statement</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Bank statements</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Certificates of deposit statements</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Cancelled checks</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Contracts and leases (expired)</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Contracts and leases still in effect (expiration +7 years)</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Electronic funds transfer documents</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Alimony, custody or prenuptial agreements</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Bills of sale</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Birth and death certificates</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Cash books</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Construction documents</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Deeds</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Detailed list of financial assets held</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Divorce decrees</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Education records</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Financial statements (end-of-year)</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Home purchases and improvement records (as long as you own the property)</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Journals</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Life insurance policies</td>
</tr>
<tr>
<td>Accident reports and claims (settled cases)</td>
<td>Expired contracts and leases</td>
<td>Loan documents, notes</td>
</tr>
</tbody>
</table>
WHAT YOU SHOULD KNOW BEFORE YOU APPLY FOR SOCIAL SECURITY DISABILITY BENEFITS

• HOW DOES SOCIAL SECURITY DECIDE IF I AM DISABLED?
  By law, Social Security has a very strict definition of disability. To be found disabled:
  • You must be unable to do any substantial work because of your medical condition(s); and
  • Your medical condition(s) must have lasted or be expected to last at least 1 year or be expected to end in death.

• MY DOCTOR SAYS I AM DISABLED. IS THAT ENOUGH TO QUALIFY ME FOR DISABILITY BENEFITS?
  No. You cannot get disability benefits solely because your doctor says you are disabled.

• I AM GETTING DISABILITY PAYMENTS FROM MY JOB OR OTHER AGENCY. CAN I AUTOMATICALLY GET SOCIAL SECURITY DISABILITY BENEFITS?
  No. Social Security disability laws are different from most other programs. For example, Social Security does not pay benefits for partial disability.

• HOW LONG DOES IT TAKE TO MAKE A DECISION?
  It takes 3 to 5 months to get a decision. This depends on how much time it takes to get your medical records and any other evidence needed to make a decision.

• CAN I DO ANYTHING TO SPEED UP THE DECISION?
  Yes. You can speed up the decision by being prepared for your interview. You can also speed things up by making sure you have the information Social Security requests of you regarding your work history and medical records.

• HOW DOES SOCIAL SECURITY MAKE THE DECISION?
  Your application is sent to a state agency that makes disability decisions. The state has medical and vocational experts who will contact your doctors and other places where you received treatment to get your medical records.

The state agency may ask you to have an examination or medical test. You will not have to pay for any examination or test. If the state does request an examination, make sure you keep the appointment.

• IF SOCIAL SECURITY DECIDES THAT I AM DISABLED, WHAT TYPES OF BENEFITS CAN I RECEIVE?
  Social Security pays disability benefits under two programs:
  • Social Security Disability Insurance (SSDI) for insured workers, their disabled surviving spouses and children (disabled before age 22) of disabled, retired or deceased workers.
  • Supplemental Security Income (SSI) for people with little or no income and resources.

• CAN I APPLY FOR DISABILITY BENEFITS ONLINE?
  Yes. Simply log on to: www.socialsecurity.gov/applyfordisability/ for more information about applying online. Note: You cannot apply for SSI online.

• WILL MY PERSONAL INFORMATION BE KEPT SAFE?
  Yes. Social Security protects the privacy of those they serve. As a Federal agency, they are required by the Privacy Act of 1974 (5U.S.C.522a) to protect the information they get from you.

• WHAT IF I AM MORE COMFORTABLE SPEAKING IN A LANGUAGE OTHER THAN ENGLISH?
  Free interpreter services are provided to help you conduct your Social Security business.

• WHERE CAN I GET MORE INFORMATION?
  Visit www.socialsecurity.gov , call 1-800-772-1213, TTY 1-800-325-0778 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.
Effective January 2, 2013, ONE WAY paratransit fares for Outagamie County disabled and/or senior riders 60 years and older are:

Valley Transit II Urban Service Area
(Appleton, Neenah, Menasha, Grand Chute, Kaukauna, Little Chute, Kimberly, Combined Locks and Darboy)

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Service (Rider requires no assistance from the door into the building)</td>
<td>$3.60</td>
</tr>
<tr>
<td>Premium Service (Driver assists rider from the door into the building)</td>
<td>$6.00</td>
</tr>
<tr>
<td>Sunday Service (Available to ADA riders only 7:30 AM - 2:00 PM)</td>
<td>$11.00</td>
</tr>
</tbody>
</table>

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

Valley Transit II riders must be certified at the following locations:

- **Senior Riders**
  - Making the Ride Happen
  - Thompson Community Center
  - 820 West College Avenue, Appleton
  - 920-225-1719 or 888-200-0576 Toll Free

- **Disabled Riders (ADA)**
  - Affinity Occupational Health
  - N496 Milky Way, Appleton
  - 920-730-5337

OR

- Aging & Disability Resource Center (ADRC) Outagamie County Branch
  - 401 South Elm Street, Human Services Building, Entrance #3, Level 2, Appleton
  - 920-832-5178 or 866-739-2372 Toll Free

To schedule transportation, call Running, Inc. 920-832-5789 one day in advance

Outagamie County Rural Service Area
(Outside of the Valley Transit II service area within rural Outagamie County)

Rural $6.00 one way fare

Rural tickets may be purchased at Kobussen Buses, W914 County Trunk CE, Kaukauna 920-766-2247 or 800-447-0116 (Ask for Paratransit)
Senior Helpers stands ready to serve your family’s needs with personalized, in-home care and expertly trained, professional caregivers. Your in-home care initial assessment is the first step to peace of mind.

Call today to learn more.
(920) 749-9700
(888) 418-7146
www.seniorhelpers.com

Angelus Retirement Community Offers
• New Life Experiences
• Vibrant Life Enrichment Program
• “Graceful Stays” Short-term Respite Stay

For More Information Call 715.823.4344 Today!
38 North Main Street, Clintonville WI 715.823.4344
www.angelusretirementcommunity.com

haviland hearing aids
Since 1957

1336 E Wisconsin Ave
Appleton, WI 54911
(920) 733-7525
Website: www.havilandhearing.com

Free Hearing Aid Trial
Free Hearing Evaluation
By Appointment or In Your Home
Personal Hearing Aid Fitting
One Month Supply of Batteries

Yours to use for One Full Month
No Cost, No Gimmicks, and No Obligation to buy.

Shirley Clemmons, B.C.-HIS
and Peter J. Zellmer, Au.D.
2013 Destination Oshkosh
Airventure Visitor’s Guide

THE FACTS:
- 26,000 Copies Printed
- Distributed on EAA grounds throughout the week
- Points of interest and distribution in Fox Valley, Central Wisconsin and Southeastern Wisconsin
- 100 Million Dollar impact to the state of Wisconsin
- Nearly 700,000 visitors
- EAA visitors will travel 75 to 100 miles on a daily basis to points of interest and lodging.

THE CONTENT:
- 2013 AirVenture visitor information
- Convention site map and daily schedule
- What’s “New” at the 2013 AirVenture
- Comprehensive restaurant guide
- Day trip planners
- “Top 10 Things to do in Oshkosh”

THE DATES:
- Deadline: June 11, 2013
- Distribution Begins: July 15, 2013

Call your sales rep today for more information
920.982.2511

Don’t miss out on this Advertising Opportunity.
it’s more than a job…

it’s a mission.
Keeping you at home with home health, hospice, infusion therapy, respiratory therapy and quality home medical equipment.

866.236.8500
affinityvisitingnurses.org

WELCOME HOME!

Whether you are looking for a single-level home or an independent or assisted living apartment, you’ll experience THE (FULL) LIFE at Touchmark at West Prospect.

Call today for a personalized tour and learn about our award-winning life enrichment and wellness program!

TOUCHMARK ON WEST PROSPECT
2601 Touchmark Drive, Appleton, Wisconsin 54914
Phone (920) 832-9100 • TouchmarkAppleton.com

Getting you back to your life after surgery or illness.

(920) 858-7918 Call for more information
3300 W. Brewster Street - Appleton, WI 54914
Outagamie County's short term rehab and long term care facility

Brewster Village

• “Brewster Village is by far the nicest nursing facility I have been in.”
• “All services that Brewster provides are above and beyond all expectations. Friendly staff, good food and rehab department is excellent.”
• “The best in the area. Thank you.”
ERICKSON
Home Medical Equipment
Your Complete Home Medical Care Center!

Lift Chairs
CPAP Supplies & Accessories
Bathroom Aids
Mobility Accessories
Home Oxygen
Rollators

8 S. Main Street, Clintonville, WI 54929
Store Hours: Mon. - Fri. 9-5 • Sat. 9-12
24 Hours Service - 7 Days A Week!
Call Toll Free: 800-342-3085
Local Phone: 715-823-2106
Fax: 715-823-1322
24 Hour Emergency Service

106 ligaments. 33 joints. 28 bones.
One clinic.

Our mission at the Neal Diabetic Foot and Ankle Center is to provide the latest advances in surgical and non-surgical treatments to every member of your family. Quality patient care is the cornerstone of our practice.

Although we specialize in diabetic wound care, maintenance and surgery, we can assist every member of your family with any foot or ankle problem.

Dr. Toni Jo Neal
DPM, MHA, CWS

NEAL
Diabetic Foot & Ankle Center
W2654 County Road KK, Appleton
( across from the Darboy Club)
www.nealpodiatry.com
920.830.2221

We serve all ages from pediatrics to seniors.

ResCare Home Care
Licensed Home Care Medicare Approved
Skilled Nursing Services
Caregivers: Experienced Fully Screened Bonded and Insured
Services:
Personal Hygiene Assistance Meal Preparation and Planning Light Housekeeping Laundry Physical and Occupational therapy Much More...

Service Hours:
2 hours up to 24 hours per day, 7 days per week
For more information call
1-800-238-3014 Chilton 1-800-236-2668 Menasha 1-800-261-2080 Oshkosh
www.ResCareHomeCare.com

Yo
Ho
Me
S
P
Eq
KK
- p
Ho
A
K
Da
C
Sa
M
2
H
N
5
Co
We
Cl
O
from
M
9-
&
c
•
Center
71
t
p
Ho
S
Neal
L
the
a
County
Jo
u
S
a
bo
8
D

Care,
Although
cornerstone
non-surgical
treatments.

E
C
106
1
50
176
care,

a
x
-

o

a

l
n

a

l
n

a

a

4

o

a

L

S

1

We

1

a

a

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1

a

a

L

S

1
2013 'boomers AND BEYOND

Make sure you don’t miss your opportunity for 2013!

CONTACT US TODAY AT:

920.982.2511 or 715.823.3151

Now taking space reservations for 2013.
At our home
Or at yours...
Excellence in Elder Care.

Prairie Home Assisted Living providing excellence in care for the elderly of the Fox Valley since 1999.
✓ Warm, fun atmosphere enriches today,
   Person Centered Health Care provides peace of mind for tomorrow.
✓ Enriching Daily Activities
✓ Daily Exercise, Fun & Fitness Room
✓ Nature Trail Walkways
✓ Lovely Garden, Patios & Pond
✓ Beautifully Decorated Facilities
✓ Comfortable sitting areas with flat screen TV, DVDs & Wii games.
✓ Private Rooms & Bathrooms
✓ Fully Equipped Beauty Salons
✓ Spiritual Care, Hospice & Therapy
✓ CNA/RA Caregivers under supervision of medical professionals.
✓ On-site RN
✓ Unprecedented Caregiver Ratio
✓ 3 Homes – 1 Caring Community

www.prairiehomeassistedliving.com  
(920) 969-0526, Ext. 1

HomeAid Health Care provides non-medical care services designed to keep seniors and the disabled independent and safe at home.
✓ Companion Care enhances quality of life through socially engaging and mentally stimulating activities.
✓ Home Support Care provides a helping hand with daily chores like cooking, cleaning & laundry. Handyman, Home Improvement, & Gardening services.
✓ Personal Care provides the highest quality care delivered with sensitivity and respect. Bathing, dressing, grooming and toileting assistance.
✓ Transport Care makes getting out and about easy with escort assistance for shopping, errands, outings and appointments.
✓ Therapeutic Care helps maintain mental and physical functions, keeps the home safe and seniors independent. Alzheimer & Dementia Care, Respite Care, Foot & Nail Care, Medication Monitoring

www.homeaidhealthcare.com  
(920) 969-0526, Ext. 2
Why Heartwood Homes?
Ordinary assisted living homes try to be all things to all people. The result: inefficient care and untrained staff that lead to unnecessary medications, increased emergency room visits, and higher monthly costs. Heartwood Homes is different. Over the last decade Heartwood Homes has built a solid reputation within the medical community for providing advanced care for advanced dementia. We are responsive to our customers, passionate in our advocacy, principled in our approach and responsible in our actions. Clearly, we do memory care better, because memory care is all we do.

Memory Care Expertise
At Heartwood Homes we provide innovative care solutions to the common challenges faced with the many forms of dementia (memory loss) including:

- Alzheimer’s Disease
- Lewy Body Dementia
- Frontotemporal Dementia
- Mild Cognitive Impairment
- Normal Pressure Hydrocephalus
- Wernicke-Korsakoff Syndrome
- Vascular Dementia
- Parkinson’s Disease
- Pick’s Disease
- Creutzfeldt-Jakob Disease
- Huntington’s Disease
- Mixed Dementia

Enhancing Memories
Embracing Independence

HeartwoodSeniorLiving.com
For Care Information • 920-955-3131
1407 & 1413 N. Mason St., Appleton