

# OPTIONS

## *A Resource Guide of Long Term Care Services*

*We hope our Options Resource Guide will help you identify agencies and programs that specialize in many services you may be interested in receiving.*



Government Center  
36250 Main Street - PO Box 67  
Whitehall, WI 54773  
**1-800-273-2001 or 715-538-2001**  
TTY: use Wisconsin Relay 711  
Fax: **715-538-1437**  
**Business Hours:** 8:00 a.m. to 4:30 p.m.  
Monday through Friday

Email: [resourcecenter@co.trempealeau.wi.us](mailto:resourcecenter@co.trempealeau.wi.us)  
Website: [www.co.trempealeau.wi.us](http://www.co.trempealeau.wi.us)

*Enhancing the Lives of Families in Trempealeau County*  
April 2023

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## **What is the Aging and Disability Resource Center (ADRC)?**

The Aging and Disability Resource Center (ADRC) of Trempealeau County serves the general public as a source of information, assistance and connections to services for adults over 60 and adults with disabilities. Senior Services and the ADRC of Trempealeau County joined together and consolidated all services to consumers on January 1, 2014. The combined units will be known as the ADRC of Trempealeau County. All Senior Services programs will remain the same.

**The mission of the Aging and Disability Resource Center of Trempealeau County is to provide useful information, assistance and education about service options while at all times supporting the rights, dignity and preferences of the individual.**

We provide **free**:

- confidential, professional consultations
- assistance planning and advocacy
- connections to home care, meals, transportation, respite/caregiver support, housing and much more

To learn more about the following publicly funded, community-based, long-term care programs of Family Care, the Self-Directed Supports Program known as IRIS (Include, Respect, I Self-Direct), the National Family Caregiver Support Program (NFCSP) and the Alzheimer Family Caregiver Support Program (AFCSP), please contact the ADRC of Trempealeau County by phone at 1-800-273-2001 or 715-538-2001 option #2 or by e-mail at [resourcecenter@co.trempealeau.wi.us](mailto:resourcecenter@co.trempealeau.wi.us). You may also visit us online at [www.trempealeaucounty.com/adrc](http://www.trempealeaucounty.com/adrc). For further information on Aging and Disability Resource Centers please contact us or visit <http://www.dhs.wisconsin.gov/lcicare/adrc/>

Family Care is a long-term care service system with goals to support people's independence, choice and access to services and supports to meet their needs, and improve overall quality of life through a cost-effective long-term care system. In our Western Wisconsin area of Trempealeau, Buffalo, Clark, Jackson, La Crosse, Monroe, Pepin, and Vernon, there are two managed care organizations that operate the Family Care Program, Inlusa and My Choice Wisconsin. IRIS (Include, Respect, I Self-direct) is a long-term care program where people are able to self-direct their publicly funded, community-based, long-term care supports and services. For further information on Inlusa, My Choice Wisconsin and/or IRIS visit them online at [www.inlusa.org](http://www.inlusa.org), [www.mychoicewi.org](http://www.mychoicewi.org) and [www.Wisconsin-IRIS.com](http://www.Wisconsin-IRIS.com).

The NFCSP (National Family Caregiver Support Program) provides information and assistance to family members and friends who help or care for persons age 60 and older and/or grandparents or relative caregivers age 55 and older who are caring for children under age 19 or who are caring for a relative with a disability. The AFCSP (Alzheimer's Family Caregiver Support Program) provides information and assistance to family members and friends who help or care for individuals with Alzheimer's disease and related disorders regardless of age.

Our qualified staff can connect you, family, and friends to a variety of agencies, programs, resources and information.

## **Abuse and Neglect**

Are you or someone you know...

- being threatened, hit or touched without your permission?
- not receiving adequate food, shelter, clothing, medical or dental care?
- experiencing financial problems because money is being taken without permission?

By reporting cases of abuse, you'll access the assistance of professionals who are sensitive to the needs of people who are elderly, physically or developmentally disabled.

### **Reporting Abuse**

- **By law your identity is kept confidential.**
- **Call the Aging and Disability Resource Center of Trempealeau County Monday through Friday 8:00 am to 4:30 pm at 1-800-273-2001 or 715-538-2001 option #2; evenings and weekends call the Trempealeau County Sheriff's Department at 715-538-4351.**
- **A staff member will listen to your concerns.**
- **An Adult Protective Services worker will assess the situation and offer options. If the person accepts help, he or she is linked to services.**
- **Remember, a competent adult has the right to decline assistance.**
- **If alleged abuse is confirmed, appropriate legal action is pursued.**

### **How You Can Help**

#### **Do's**

- **Maintain close ties with impaired friends, neighbors and relatives.**
- **Examine closely your ability to provide long-term, in-home care; explore alternative sources of care.**
- **Ask for sources of help and use them.**
- **Recognize that many forms of abuse and mistreatments are crimes.**
- **Contact Adult Protective Services if you suspect adult abuse in your family or community.**

#### **Don'ts**

- **Offer personal home care unless you thoroughly understand and can meet the demands, responsibilities and costs involved.**
- **Ignore your limitations and over extend yourself when caring for an impaired adult.**
- **Hamper the impaired adult's independence or intrude unnecessarily on the impaired adult's privacy.**
- **Ignore signs of abuse in the community because you aren't related to the suspected victim.**
- **Neglect reporting suspected abuse for fear of financial or legal responsibility.**

**If you or someone you know is living in one of these abusive situations, PLEASE CALL:**

- **911** for immediate danger
- **Aging and Disability Resource Center of Trempealeau County**  
Office hours: Monday through Friday, 8:00 am to 4:30 pm  
1-800-273-2001 or 715-538-2001

## *Abuse and Neglect – continued*

- **Trempealeau County Sheriff's Department**  
715-538-4351 (after hours)
- **New Horizons Outreach Office**  
24 Hour Crisis Line, 1-888-231-0066 or 608-791-2610 or text only 608-667-9944

## *Abuse Resources*

- **National Center on Elder Abuse**  
1-855-500-3537 <http://www.nce.acl.gov>
- **National Clearinghouse on Abuse in Later Life**  
608-255-0539 <http://www.ncall.us>
- **National Deaf Domestic Violence Hotline**  
855-812-1001 <http://www.thedeafhotline.org>
- **National Domestic Violence Hotline**  
Anonymous and confidential help 24 hours a day, seven days a week  
1-800-799-SAFE (7233) or 1-800-787-3224 (TTY) <http://www.thehotline.org>
- **Wisconsin Bureau of Aging and Disability Resources**  
For information on abuse, 608-266-2536  
<https://www.dhs.wisconsin.gov/aps/index.htm>
- **Wisconsin Coalition Against Sexual Assault**  
608-257-1516 or TTY 608-257-2537  
e-mail: [wcasa@wcasa.org](mailto:wcasa@wcasa.org) <http://www.wcasa.org>

## *Adult Day Care*

- **A New Day Adult Day Care**  
218 W Broadway, Blair, 608-989-2323
- **Bethany St. Joseph Merit Centre**  
North: 1020 Windsor Street, La Crosse, 608-784-2700  
South: 3900 East Avenue South, La Crosse, 608-788-2900  
<http://www.bsjcorp.com> e-mail [Meritcentre@bsjcorp.com](mailto:Meritcentre@bsjcorp.com)
- **Coulee Region Adult Day Center**  
Onalaska, 608-519-2306 e-mail [keplera@couleeregionadultdaycenter.com](mailto:keplera@couleeregionadultdaycenter.com)
- **Grace Lutheran Foundation Adult Day Care**  
<http://www.livegracefully.org>  
Altoona, 715-832-8811  
Chippewa Falls, 715-738-1925

## Adult Day Care - continued

- **Aptiv, Inc**  
Day Services Program, La Crosse, 608-784-9450  
Day Services Program, Black River Falls, 715-284-2546

## Advocacy Services

The following agencies can help advocate on behalf of individuals or groups when needed services are not being adequately provided by a service delivery organization.

- **Aging & Disability Resource Center of Trempealeau County**  
1-800-273-2001 or 715-538-2001 or e-mail: resourcecenter@co.trempealeau.wi.us
- **AIDS Resource Center of Wisconsin**  
AIDS/HIV education, prevention, and access to services  
505 S Dewey St. Eau Claire, 715-836-7710  
811 Rose St. La Crosse, 608-785-9866
- **Alcoholics Anonymous**  
Alcoholics Anonymous of La Crosse, 866-491-8004  
Chippewa Valley Intergroup 715-835-5543  
<http://www.aa.org>
- **ALS Association - Wisconsin Chapter**  
920-279-4449 Diane  
[www.alsawi.org](http://www.alsawi.org) <http://www.als.org/wisconsin>
- **Alzheimer's Association**  
Chippewa Valley Region, 715-861-6174 La Crosse, 608-519-1808  
Helpline, 1-800-272-3900 or <http://www.alz.org>
- **American Cancer Society**  
1-800-227-2345  
La Crosse Area, 608-783-5001  
[www.cancer.org](http://www.cancer.org)
- **ARC La Crosse, Inc.**  
Promotes quality of life for people with developmental and related disabilities  
1035 Green Bay Street #4, La Crosse, 608-782-4799  
email: [adrc@lacrosse@centurytel.net](mailto:adrc@lacrosse@centurytel.net)
- **Benefit Specialist**  
Aging and Disability Resource Center of Trempealeau County  
**Disability** Benefit Specialist (**Ages 18-59**) 1-800-273-2001 or 715-538-2001  
**Elder** Benefit Specialist (**Ages 60 and older**) 1-800-273-2001 or 715-538-2001
- **Better Business Bureau**  
414-847-6000, [www.bbb.org](http://www.bbb.org)



## Advocacy Services - continued

- **Brain Injury Resource Center of Wisconsin, Inc.**  
262-770-4882, e-mail: [admin@bircofwi.org](mailto:admin@bircofwi.org)
- **Citizen Advocacy**  
Inviting community members to individually protect the rights, promote interests, and support the lives of people with disabilities  
601 7th St N, La Crosse  
608-782-4760 <http://www.citizenadvocacylacrosse.org>
- **Coalition of Wisconsin Aging Groups (CWAG)**  
Provides advocacy and education on issues affecting elders  
1-800-488-2596 or 608-224-0606  
e-mail: [webmaster@cwag.org](mailto:webmaster@cwag.org) <http://www.cwagwisconsin.org>
- **Diabetes Local**  
<http://www.diabeteslocal.org>
- **Disability Rights Wisconsin**  
State protection and advocacy agency for people with disabilities  
1-800-928-8778 or 608-267-0214, Madison Office  
1-800-708-3034 or 414-773-4646, Milwaukee Office or TTY 1-888-758-6049
- **Domestic Violence & Victim Witness Coordinator**  
1-877-538-2311 ext. 278 or 715-538-2311 ext. 278
- **Hmong Mutual Assistance Association**  
Eau Claire, 423 Wisconsin St, 715-832-8420  
La Crosse, 1815 Ward Ave, 608-781-5744  
[www.hmoobagency.org](http://www.hmoobagency.org)
- **Independent Living Resources**  
Advocates for people with physical or developmental disabilities  
1-888-474-5745 or 608-787-1111  
e-mail: [advocacy@ilresources.org](mailto:advocacy@ilresources.org) <http://www.ilresources.org>
- **Legislative Hotline**  
Call to advocate for support or change in legislation  
1-800-562-6000 TTY 800-833-6388
- **Medicaid/Medical Assistance (MA) Medical Transportation**  
Veyo is the provider for Non-Emergency Medical Transportation (NEMT)  
To schedule a ride, call 1-866-907-1493  
Complaint line "We Care," 1-866-436-0457  
If ride is late, call 1-866-907-1494  
[Wi.ridewithveyo.com](http://Wi.ridewithveyo.com) for links and resources  
Report Fraud, 1-877-865-3432 <http://reportfraud.wisconsin.gov/>
- **National Alliance for the Mentally Ill (NAMI)**  
NAMI Trempealeau County, 608-484-2723 e-mail: [namitremplecounty@yahoo.com](mailto:namitremplecounty@yahoo.com)  
NAMI Helpline, 1-800-950-6264  
Crisis: Call or text 988; [swbrown003@gmail.com](mailto:swbrown003@gmail.com) or 715-538-3048  
<http://www.nami.org> (National) <http://www.namiwisconsin.org> (State)

## Advocacy Services - continued

- **National Federation of the Blind of Wisconsin**  
608-758-4800, email: [nfb@nfb.org](mailto:nfb@nfb.org), [www.nfb.org](http://www.nfb.org)
- **National Multiple Sclerosis Society**  
1-800-344-4867  
<http://www.nationalmssociety.org>
- **Office of the Commissioner of Insurance**  
Will take complaints concerning an insurance company or a specific insurance agent  
1-608-266-3585, 1-800-236-8517, <http://www.oci.wi.gov>  
Hearing and Speech Impaired number only, 608-266-3586
- **U.S. Department of Justice**  
Americans with Disabilities Act (ADA) Information Line  
Provides information about the ADA or information about filing a complaint;  
Spanish language service also available  
1-202-353-1555, TTY 1-800-877-8339 <http://www.justice.gov>
- **Wisconsin Alzheimer's Institute**  
Madison: 608-265-9955, email: [waimail@mailplus.wisc.edu](mailto:waimail@mailplus.wisc.edu)
- **Wisconsin Board on Aging and Long Term Care Ombudsman Program**  
Advocates and investigates complaints about services for people who age 60 and over  
with home care, nursing homes and/or other long term care institutions  
1-800-815-0015, email: [BOALTC@Wisconsin.Gov](mailto:BOALTC@Wisconsin.Gov)  
MediGap, 1-800-242-1060
- **Wisconsin Board for People with Developmental Disabilities**  
Dedicated to improving the independence, productivity and integration of people with  
developmental disabilities  
1-608-266-7826, [wi-bpdd.org](http://wi-bpdd.org)
- **Wisconsin Council on Mental Health**  
Madison: 608-266-2717  
e-mail: [WCMH@wisconsin.gov](mailto:WCMH@wisconsin.gov)
- **Wisconsin Department of Agriculture, Trade and Consumer Protection**  
Assists with concerns regarding products, services and consumer complaints  
608-224-5013; TDD: 608-224-5058; <http://datcp.wi.gov>
- **Wisconsin's Family Care and IRIS Ombudsman Program**  
Disability Rights Wisconsin  
Madison, 1-800-928-8778 or email: [info@drwi.org](mailto:info@drwi.org)
- **Wisconsin Guardianship Support Center**  
Answers questions about the law in Wisconsin relating to guardianships, protective  
placements, conservatorships, Power of Attorneys for Health Care and Finances, Living  
Wills, and Do Not Resuscitate orders; does not provide legal representation, legal  
advice, or finds/provides guardians  
1-855-409-9410 e-mail: [guardian@gwaar.org](mailto:guardian@gwaar.org) <http://www.gwaar.org>

## **Aging and Disability Resource Centers (ADRC)**

- **Aging and Disability Resource Center of Buffalo and Pepin Counties**  
1-866-578-2372  
Buffalo County office, 608-685-6336  
Pepin County office, 715-672-8945  
e-mail: ADRC-BP@co.pepin.wi.us  
<https://www.adrc-bcp.com/>
- **Aging and Disability Resource Center of Eau Claire County**  
1-888-338-4636 or 715-839-4735 e-mail: adrc@eauclairecounty.gov  
[http://www.co.eau-claire.wi.us/Aging\\_and\\_DisabilityResourceCenter/index.htm](http://www.co.eau-claire.wi.us/Aging_and_DisabilityResourceCenter/index.htm)
- **Aging and Disability Resource Center of Trempealeau County**  
1-800-273-2001 or 715-538-2001  
e-mail: resourcecenter@co.trempealeau.wi.us;  
<http://www.co.trempealeau.wi.us/ADRC>
- **Aging and Disability Resource Center of Jackson County**  
1-844-493-4245 or 715-284-3978
- **Aging and Disability Resource Center of La Crosse County**  
1-800-500-3910 or 608-785-5700 adrc@lacrossecounty.org
- **Find an Aging and Disability Resource Center**  
<http://www.dhs.wisconsin.gov/adrc/consumer/index.htm>
- **Eldercare Locator**  
1-800-677-1116 www.eldercare.acl.gov

## **Alcohol & Other Drug Abuse (AODA) Services**

- **Gundersen Health System - Behavioral Health**  
La Crosse, 1-800-362-9567 ext. 52287 or 608-775-2287  
Whitehall, 715-538-2383  
<http://www.gundersenhealth.org/behavioral-health>
- **Gundersen Health System - Behavioral Health Residential Treatment Centers**  
Unity House for Men, 608-775-8689  
Unity House for Women, 608-775-8689
- **Mayo Clinic Health System - Behavioral Health**  
Arcadia, 608-323-3373  
Holmen, 608-526-3351  
Eau Claire, 715-838-3274  
La Crosse, 1-800-362-5454 or 608-392-9555
- **Northwest Connections**  
24 hour Mental Health and AODA Crisis Line, 1-888-552-6642  
Text HOPE to 741741

## **Alcohol and Other Drug Abuse (AODA) Services- continued**

- **West Central Wisconsin Behavioral Health**  
Whitehall, 1-866-805-0304 or 715-538-4312 ext 2210

### **Addiction Related Resources**

- **Coulee Recovery Center**  
933 Ferry St, La Crosse, 608-784-4177  
e-mail: CCA@couleecouncil.org  
<http://www.couleecouncil.org>
- **Wisconsin Council on Problem Gambling**  
1-800-426-2535 Text: 1-850-888-4673  
<http://www.wi-problemgamblers.org>

### **Support Groups – Addictions**

- **Alcoholic Anonymous**  
Alcoholics Anonymous of La Crosse, 866-491-8004  
Chippewa Valley Intergroup 715-835-5543  
<http://www.aa.org>
- **Great Rivers 211**  
Dial 211 or 800-362-8255  
TTY 1-866-884-3620 <http://www.greatrivers211.org>

## **Clinics**

- **Mayo Clinic Health System**  
Arcadia, 608-323-3373  
Eau Claire, 715-838-3311  
Holmen, 608-526-3351  
La Crosse, 608-785-0940  
Mondovi, 715-926-4858  
Onalaska, 608-392-9797  
Osseo, 715-597-3121
- **Geriatric Clinic - VA Medical (Veterans Only)**  
Tomah, 1-800-872-8662 ext. 66313
- **Gundersen Health System**  
Ashley Wellness Clinic, 608-323-3210  
Galesville, 608-582-2025  
La Crosse, 1-800-362-9567 or 608-782-7300  
Onalaska, 608-775-2287
- **Gundersen Tri-County Hospital and Clinics**  
Blair, 715-538-4355  
Independence, 715-985-2351  
Whitehall, 715-538-4355 (clinic) or 715-538-4361 (hospital) or 1-888-775-0516

## *Clinics– continued*

- **Krohn Clinic**  
Black River Falls, 715-284-4311
- **Scenic Bluffs Community Health Care Center**  
Norwalk, 608-823-7853 (has sliding fee scale)  
Cashton, 608-654-5100
- **Winona Health**  
Winona, MN, 507-454-3650

## *Clinics-Free*

- **Chippewa Valley Free Clinic**  
Eau Claire, 715-839-8477
- **Nurses Hotline**  
Gundersen, 608-775-4454; Mayo, 715-838-3311
- **St. Clare Health Mission**  
La Crosse, 608-519-4633
- **Options Clinic, Whitehall**  
715-538-2306

## *Counseling*

- **Center for Resilience and Healing, LLC**  
608-585-8914
- **Coulee Council on Addictions**  
608-784-4177
- **Great Rivers 211**  
Dial 211 or 1-800-362-8255  
TTY 1-866-884-3620 <http://www.greatrivers211.org>
- **Gundersen Health System - Behavioral Health**  
La Crosse, 608-775-2287 Whitehall, 715-538-2383  
<http://www.gundersenhealth.org/behavioral-health>
- **Mayo Clinic Health System Behavioral Health Services**  
Arcadia, 608-323-3373  
Eau Claire, 715-838-5369 (for appointments only) or 1-888-838-4777  
La Crosse, 1-800-362-5454 or 608-785-0940
- **Trempealeau County Department of Human Services**  
715-538-1768
- **West Central Wisconsin Behavioral Health**  
Whitehall, 1-866-805-0304
- **Wisconsin Vet Centers**  
La Crosse, 608-782-4403

## **Dental Services**

### **Find a Dentist**

- **Affordable Dentures**  
Eau Claire, 715-502-2784
- **Black River Falls Dental Center**  
715-670-0400
- **Wisconsin Dental Association**  
West Allis, 414-276-4520 Madison, 608-259-8065 [www.wda.org](http://www.wda.org)

### **Medical Assistance (MA) Dental Providers**

- **Chippewa Falls Dental Center – Marshfield Clinic**  
Chippewa Falls, 1-800-782-8581 ext. 92000 or 715-738-2000
- **Chippewa Valley Technical College**  
Eau Claire, 1-800-547-2882 ext. 6271 or 715-833-6271
- **Scenic Bluffs Community**  
(sliding fee schedule)  
Cashton, 608-654-5100
- **Neillsville Dental Center**  
Neillsville, 715-743-1900

## **Emergency Resources**

### ***Immediate Danger - Call 911***

- **Great Rivers 211** (service available 24 hours, 7 days a week)  
Dial 211 or 1-800-362-8255  
TTY 1-866-884-3620 <http://www.greatrivers211.org>
- **Northwest Connections (Mental Health Emergency)**  
1-888-552-6642
- **Road Conditions**  
Dial 511
- **Suicide Hot Line**  
1-800-273-8255

### **Clothing**

- **Holy Family Catholic Church Mission**  
Arcadia, 608-323-7116
- **Mondovi Area Thrift Shop** (Tuesday-Friday 12-5, Saturday 9-1)  
Mondovi, 715-926-5268
- **Thrift Shop – Cents & Sensibility**  
23741 Washington Street, Independence, 715-985-3301  
e-mail: [thriftstore@westerndairyland.org](mailto:thriftstore@westerndairyland.org)

## **Emergency Resources - continued**

### **Housing – Homeless and Domestic Violence**

- **American Red Cross (Disaster Related)**  
1-877-618-6628
- **Beacon House Family Shelter**  
309 E. Lake Street, Eau Claire, WI  
715-834-4357
- **Bolton Refuge House (Domestic Abuse)**  
Eau Claire, 1-800-252-4357 or 715-834-0628  
Jackson County, 715-333-2350  
Buffalo County, 715-834-9634
- **Hope Gospel Mission**  
Eau Claire, 715-552-5566
- **New Horizons Domestic Abuse Shelter**  
Whitehall, 715-538-2810 Crisis Line 888-231-0066 Text Line 608-667-9944
- **Ruth House**  
Eau Claire, 715-834-4000
- **Salvation Army**  
223 North 8<sup>th</sup> Street, La Crosse, WI 54601  
608-782-6126 or Eau Claire 715-834-1224
- **Salvation Army, Trempealeau County**  
Lori Peterson, 608-989-9921
- **Western Dairyland EOC, Inc.**  
Independence, Haven homeless shelters *for families only*  
1-800-782-1063 or 715-985-2391  
e-mail: HomelessServices@WesternDairyland.org

### **Employment and Training**

The following agencies offer vocational services and support:

- **Aptiv (formerly Riverfront)**  
LaCrosse, 608-784-9450
- **Division of Vocational Rehabilitation,**  
La Crosse, 608-405-4111  
Eau Claire 715-836-4001
- **Independent Living Resources**  
La Crosse, 1-888-474-5745 or 608-787-1111, TTY 1-888-378-2198  
advocacy@ilresources.org
- **ORC Industries**  
Arcadia, 608-323-2101  
La Crosse, 608-781-7727
- **Project SEARCH**  
Statewide Coordinator 715-544-9171

## **Employment and Training– continued**

- **Western Dairyland Employment Services**  
Independence, 800-782-1063, 715-985-2391
- **Western Technical College (GED)**  
**independence@westernnc.edu**  
Independence, 715-985-3392
- **Winona ORC**  
Winona, 507-452-1855
- **Wisconsin Job Center**  
La Crosse, 608-789-5627
- **Workforce Connections – Connecting People, Work & Training**  
800-742-5627

***\*For funding options, contact the ADRC of Trempealeau County at 1-800-273-2001 or 715-538-2001***

## **Financial Assistance**

- **Affordable Connectivity Program**  
Eligibility 877-384-2575  
Tech Support 800-723-3546
- **Benefit Specialists of Trempealeau County**
  - Disability Benefit Specialist (Ages 18-59)  
1-800-273-2001 or 715-538-2001
  - Elder Benefit Specialist (Age 60 and older)  
1-800-273-2001 or 715-538-2001
- **Benefits Checkup**  
[www.benefitscheckup.org](http://www.benefitscheckup.org)
- **Safelink Wireless**  
Free Cell Minutes Program [www.safelinkwireless.com](http://www.safelinkwireless.com)  
1-800-723-3546 for Enrollment and Plan Changes  
1-800-378-1684 for Technical Support ONLY
- **Social Security Administration**  
Eau Claire Office, 1-866-815-2924 or 1-800-772-1213
- **Western Dairyland for Energy Assistance**  
715-985-2391 or 1-800-782-1063
- **Veterans Service Office, Trempealeau County**  
1-877-538-2311 ext. 217 or 715-583-2311 ext. 217
- **Western Region for Economic Assistance Consortium, 1-888-627-0430**  
Monday, Tuesday, Thursday, Friday: 9:00 a.m., to 4:00 p.m.  
Wednesday: 10:00 a.m., to 4:00 p.m.  
Fax applications and/or proof/verification: 1-855-293-1822  
Apply on line: <http://access.wisconsin.gov>



## *Financial Assistance– continued*

- **Mail in applications:** CDPU  
PO Box 5234  
Janesville, WI 53547-5234

### Representative Payee Companies

- **Catholic Charities**  
1-888-212-4357 or 608-782-0710
- **House Calls of Menomonie**  
715-232-6475 or 888-232-6475    <http://www.housecallsinc.org>
- **Mississippi Valley Guardians**  
715-273-6628
- **Payee Services, Inc.**  
1-866-755-0203 or 715-233-0203

### Financial Counseling/Education

- **Family Financial Management Program (UW-Extension Office)**  
1-877-538-2311 ext. 209 or 715-538-2311 ext. 209
- **Family Means**  
715-834-7171    <http://www.familymeans.org>
- **Lutheran Social Services**  
1-888-577-2227    <http://www.conqueryourdebt.org>

### Financial Resources for Housing

- **Movin' Out, Inc - Housing Solutions for People with Disabilities**  
Madison, 608-251-4446  
e-mail: [info@movin-out.org](mailto:info@movin-out.org)    <http://www.movin-out.org>
- **Refinance & Mortgage Guide for People with Disabilities (guide)**  
<http://refinancemortgagerates.org/mortgage-guide-for-people-with-disabilities>
- **Rural Housing**  
1-888-400-5974 or 608-238-3448  
<http://www.wisconsinruralhousing.org>

## *Hearing Services*

- **Division of Vocational Rehabilitation (Employment Only)**  
La Crosse, 1-800-523-2139 or 608-785-9500
- **Independent Living Resources**  
La Crosse, 1-888-474-5745 or 608-787-1114
- **Office for the Deaf and Hard of Hearing**  
Madison (central office), 1-855-359-5252  
Eau Claire, 715-836-2107  
e-mail: [DHSODHH@wisconsin.gov](mailto:DHSODHH@wisconsin.gov)    <http://dhs.wisconsin.gov/odhh>

## *Hearing Services– continued*

- **Wisconsin Dept of Public Instruction (specific to students)**  
608-266-3390 Option #2 or 800-441-4563 Option #2
- **Telecommunications Equipment Purchase Program (TEPP)**  
608-231-3305  
<http://www.PSC.WI.gov/pages/programs/TEPP.aspx>
- **711 Wisconsin Relay Connector**  
Dial 711 or 1-800-947-6644  
<http://www.wisconsinrelay.com>

## *Home Care/Hospice/Respite*

### **Supportive Home Care**

In-home services such as laundry, housekeeping, meal preparation and more.

- **Almost Family**  
Eau Claire, 715-831-0631  
La Crosse, 608-779-0900
- **Always There Home Care of Western Wisconsin, LLC**  
Mondovi, 715-530-3076  
<http://www.alwaystherehomecarewi.com>
- **Aveanna Home Health (formerly Recover Health of Wisconsin, Inc.)**  
Eau Claire, 715-598-5600  
La Crosse, 608-406-3140  
Winona, 507-494-8600  
<http://www.recoverhealth.org>
- **BrightStar Care**  
Onalaska, 608-519-4324  
<http://www.brightstarcare.com>
- **Home Instead Senior Care**  
Eau Claire 715-941-4717  
Winona, 507-285-1700  
<http://www.homeinstead.com>
- **International Quality Homecare**  
1-888-995-4742 New Referrals  
800-687-9480 Whitehall Office
- **Moore Genuine Care, LLC**  
715-286-2734
- **Safe at Home Senior Care**  
Eau Claire, 715-598-7233

## Home Care/Hospice/Respite– continued

### **Nursing Assistance/Personal Care**

Skilled licensed nursing services.

- **Almost Family**  
Eau Claire, 715-831-0631  
La Crosse, 608-779-0900
- **Aveanna Home Health (formerly Recover Health of Wisconsin, Inc.)**  
Eau Claire, 715-598-5600  
La Crosse, 608-406-3140  
Winona, 507-494-8600  
<http://www.aveanna.com>
- **BrightStar Care**  
Onalaska, 608-519-4324  
<http://www.brightstarcare.com/lacrosse>
- **Home Instead Senior Care**  
Eau Claire 715-941-4717  
Winona, 507-285-1700  
<http://www.homeinstead.com>
- **International Quality Homecare**  
1-800-687-9480 or 888-995-4742  
La Crescent, MN, 507-895-2570
- **Moore Genuine Care, LLC**  
(Serves all Trempealeau County communities)  
Augusta, 715-286-2734

### **Hospice Care**

Provides nursing, social work, home health aides, pastoral care, and volunteer services for people who are terminally ill.

- **Black River Memorial Hospice**  
(Serves communities of Arcadia, Blair, Ettrick, Galesville, Independence, Osseo, Strum and Trempealeau)  
Black River Falls, 715-284-3662  
<http://www.brmh.net/services/hospice>
- **Gundersen Health System - Hospice**  
(Serves communities within 45 miles of La Crosse)  
608-775-8435  
<http://www.gundersenhealth.org/hospice>
- **Heartland Hospice**  
1-866-216-5708  
[www.heartlandhospice.com](http://www.heartlandhospice.com)
- **Mayo Clinic Health System Franciscan Healthcare Hospice**  
(Serves communities of Ettrick, Galesville and Trempealeau)  
La Crosse, 1-800-362-5454 ext. 29790 or 608-392-9790

## Home Care/Hospice/Respite– continued

### **Hospice Care (con't)**

- **Mayo Clinic Health System Home Care and Hospice**  
(Serves communities of Eleva, Strum and Osseo)  
Chippewa Falls – 1-800-236-8408 or 715-831-0100
- **St Croix Hospice**  
Eau Claire, 1-855-278-2764
- **St Joseph's Home Health - Hospice**  
(Serves communities of Eleva, Strum and Osseo)  
Chippewa Falls, 1-715-726-3485
- **Winona Area Hospice**  
(Serves communities within 25 miles of Winona, MN)  
Winona, 507-457-4468      <http://www.winonahealth.org>

### **Respite Care**

- **Alzheimer Family Caregiver Support Program**  
Aging and Disability Resource Center of Trempealeau County  
1-800-273-2001 or 715-538-2001 or e-mail:  
[resourcecenter@co.trempealeau.wi.us](mailto:resourcecenter@co.trempealeau.wi.us)
- **National Family Caregiver Support Program**  
Aging and Disability Resource Center of Trempealeau County  
1-800-273-2001 or 715-538-2001 or e-mail:  
[resourcecenter@co.trempealeau.wi.us](mailto:resourcecenter@co.trempealeau.wi.us)
- **Gundersen Tri-County Care Center \***  
Whitehall, 715-538-2677
- **Mayo Clinic Health System in Osseo\***  
Osseo, 715-597-3121
- **Retired Senior Volunteer Program (RSVP) Volunteer Caregivers**  
Independence, 715-985-2391 ext. 1205

*\*In-hospital respite only, pending bed availability*

## Home Improvements

- **Rural Development**  
Menomonie - home rehabilitation grants and loans to address wiring, plumbing, windows, siding and other needs including ramps and other home accessibility needs  
715-232-2614 ext. 4
- **Rural Housing**  
Madison, 1-888-400-5974 or 608-238-3448      <http://www.wisconsinruralhousing.org>
- **Tomorrow's Home Foundation (specific to manufactured and mobile homes)**  
<http://www.tomorrowshomefoundation.org>; 608-255-1088
- **Western Dairyland Economic Opportunity Council, Inc.**  
Independence, weatherization and home modification  
1-800-782-1063 or 715-985-2391      <http://www.westerndairyland.org>

## **Housing and Residential Placements**

Helping people stay at home is at the heart of community long term care programs such as Family Care and IRIS. Whether you live in a house, apartment, condominium or mobile home, the Aging and Disability Resource Center of Trempealeau County, your Family Care care management team, or IRIS consultant can work with you to ensure you remain in your home for as long as you are safely able to do so. Residential placement is to be considered a “last resort” and most people are able to remain in their own homes for the duration of their lives.

If you are already in a residential placement that is not affordable to you, staff with the Aging and Disability Resource Center of Trempealeau County, your Family Care care management team, or IRIS consultant can help you find and secure the best living situation that meets your needs at a more affordable rate.

For more information on services that support independence or for information on locating or choosing a residential facility, please visit [www.dhs.wisconsin.gov/guide/find.htm](http://www.dhs.wisconsin.gov/guide/find.htm)

Below are the definitions of different types of residential placements intended for situations when a person is no longer safe to live independently in the community.

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

- Small group living situation (one to four residents)
- Home-like atmosphere
- Private or semi-private bedrooms
- Family style meals

### **Residential Care Apartment Complex (RCAC)**

- Separate apartments with a small kitchen, private bath and separate living and sleeping area
- Central dining room and a meal plan
- Provide up to 28 hours of support services, personal assistance and nursing services per week
- Emergency assistance available 24 hours a day
- Must be own legal decision maker at time of admission

### **Community Based Residential Facility (CBRF)**

- Size of facility varies (five or more residents)
- Can be a remodeled home to a newly built facility
- Private or semi-private bedroom and bathroom
- Common dining room with all meals provided
- Staff available 24 hours a day

### **Skilled Nursing Facility (SNF)**

- As a residential placement, is most restrictive level of care
- Private or semi-private bedroom and bathroom
- Staff, including registered nurse, available 24 hours a day

## **Housing and Residential Placement (con't)**

Below is a list of residential facilities located in Trempealeau County. If you are looking for a facility outside of Trempealeau County, please call the Aging and Disability Resource Center of Trempealeau County at 1-800-273-2001 or 715-538-2001 or visit [www.dhs.wisconsin.gov/guide/assisted-living.htm](http://www.dhs.wisconsin.gov/guide/assisted-living.htm)

### **Adult Family Homes (AFH)**

- Trempealeau County Health Care Center      608-386-4204  
  Apple Way AFH      Independence  
  Clover Way AFH      Independence  
  Hickory Ridge AFH    Blair
- Mary Ignasiak      608-582-2616  
  A County Home      Ettrick

### **Residential Care Apartment Complexes (RCAC)**

- Dove Health Care      715-597-8922  
  Dove Assisted Living    Osseo
- Trempealeau County Health Care Center      608-386-4204  
  Clover Way      Independence  
  Country Ridge    Pigeon Falls
- Gundersen Tri-County Senior Living      715-538-2411  
  Sunrise Manor    Whitehall

### **Community Based Residential Facilities (CBRF)**

- Family Circle (Specific for Males)      715-695-3531  
  Family Circle      Strum
- Grand Avenue      608-989-2511  
  Grand Avenue Assisted Living    Blair
- Strum Residence LLC      715-695-3951  
  Rolling Meadows of Strum    Strum
- Trempealeau County Health Care Center      608-386-4204  
  Farnam Community Living    Whitehall  
  Willow Brook      Whitehall  
  Willow Ridge      Whitehall

### **Skilled Nursing Facilities (SNF)**

- Dove Health Care      715-597-2493
- Grandview Care Center      608-989-2511
- Gundersen Tri County Care Center      715-538-4361
- Marinuka Manor      608-582-2211
- Pigeon Falls Health Care Center      715-983-2293
- Trempealeau County Health Care Center      715-538-4312

## *Housing and Residential Placements (con't)*

### **Independent Living Apartments for Seniors**

- Eden House (meals only)  
Galesville, 608-582-2211

## *Housing Resource List*

- **Public Housing Authority**  
Housing Authority of Trempealeau County, 715-538-2274
- **WIHousingSearch.org**  
1-877-428-8844      <http://wihousingsearch.org>
- **Western Dairyland Economic Opportunity Council, Inc.**  
Independence, 1-800-782-1063 or 715-985-2391  
<http://www.westerndairyland.org>
- **Independent Living Centers**  
Independent Living Resources, 1-888-474-5745 or 608-787-1111  
<http://www.ilresources.org>

## *Housing-Trempealeau County*

*The following pages contain information on subsidized housing for families, individuals with disabilities and seniors. Typically subsidized housing is a percentage of a person's gross income. For more information and to verify availability or to be added to a wait list, please contact the individual housing provider listed.*

<b>Location</b>	<b>Building</b>	<b># units</b>	<b>Designation</b>	<b>Federal Agency</b>	<b>Management</b>
Arcadia	Arcadia Public Hsg Willow St	24	Mixed	HUD	Housing Authority of Trempealeau County 36358 Main St, PO Box 295 Whitehall, WI 54773 715-538-2274
	Arcadia Public Hsg Sobotta St	8	Mixed	HUD	Housing Authority of Trempealeau County 36358 Main St, PO Box 295 Whitehall, WI 54773 715-538-2274
	Arcadia Housing- Central Manor Gillespie St	40	Elderly/Disabled	RD	Housing Authority of Trempealeau County 36358 Main St, PO Box 295 Whitehall, WI 54773 715-538-2274
	Partridge Run Apts.	8	Elderly/Disabled	HUD	Allegiant Property Mgmt 608-784-1381 888-393-3282 FAX 507-551-2068 412 S 3 <sup>rd</sup> St La Crescent, MN 55947
	Thousand Oaks 1385 E Wilson Ave.	52	Mixed	RD	Horizon Management Group, Inc. Karen Sampson 608-784-2935 800-944-4866 PO Box 2829 La Crosse, WI 54602-2829
Blair	Blair Apartments	48	Mixed	RD	Allegiant Property Mgmt 608-784-1381 888-393-3282 FAX 507-551-2068 412 S 3 <sup>rd</sup> St La Crescent, MN 55947
	Blair Public Housing Knutson St	4	Mixed	HUD	Housing Authority of Trempealeau County 36358 Main St, PO Box 295 Whitehall, WI 54773 715-538-2274
Eleva	Eleva Housing Inc.	16	Elderly/Disabled	RD	Landmark Co. 715-834-3411 PO Box 720 Eau Claire, WI 54701
	Eleva Lutheran Hous- ing	14	Elderly/Disabled	RD	Landmark Co. 715-834-3411 PO Box 720 Eau Claire, WI 54701



<b>Location</b>	<b>Building</b>	<b># units</b>	<b>Designation</b>	<b>Federal Agency</b>	<b>On-Site Office</b>	<b>Management</b>
Ettrick	North Pine Apts. Ettrick	32	Mixed	RD	608-582-4235	Horizon Management Group, Inc. 608-784-2935 800-944-4866 PO Box 2829 La Crosse, WI 54602-2829
	Greenview Apts. E. Third St. Ettrick	9	Mixed	RD		Horizon Management Group, Inc. 608-784-2935 800-944-4866 PO Box 2829 La Crosse, WI 54602-2829
Galesville	W. Ridge Ave, Galesville	16	Mixed	HUD		Housing Authority of Trempealeau County 36358 Main St, PO Box 295 Whitehall, WI 54773 715-538-2274
	Edgewood Ln, Galesville	4	Mixed	HUD		Housing Authority of Trempealeau County 36358 Main St, PO Box 295 Whitehall, WI 54773 715-538-2274
	Lakeview Courts Galesville	24	Elderly/ Disabled	RD	608-582-4235	Horizon Management Group, Inc. 608-784-2935 800-944-4866 PO Box 2829 La Crosse, WI 54602-2829
	Galesville Greens Apts. W. Clark Ave. Galesville	26	Mixed	RD	608-582-2206	Horizon Management Group, Inc. 608-784-2935 800-944-4866 PO Box 2829 La Crosse, WI 54602-2829
Independence	Bugle Apartments Elm St, Independence	24	Mixed	RD		Housing Authority of Trempealeau County 36358 Main St, PO Box 295 Whitehall, WI 54773 715-538-2274
	Parkview Apart- ments, Inc. Independence	18	Elderly/ Disabled	HUD		Allegiant Property Mgmt 608-784-1381 888-393-3282 FAX 507-551-2068 412 S 3 <sup>rd</sup> St La Crescent, MN 55947
Osseo	Osseo Housing	36	Elderly/ Disabled	RD		Kristin B. Osseo Housing, Inc. PO Box 643 Osseo, WI 54758 715-299-6603
Pigeon Falls	Winsand Dr and Church St. Pigeon Falls	22	Mixed	RD		Housing Authority of Trempealeau County 36358 Main St, PO Box 295 Whitehall, WI 54773 715-538-2274

<b>Location</b>	<b>Building</b>	<b># units</b>	<b>Designation</b>	<b>Federal Agency</b>	<b>On-Site Office</b>	<b>Management</b>
Strum	Strum Housing, Inc. Strum	16	Elderly/ Disabled	RD		Landmark Co. 715-834-3411 PO Box 720 Eau Claire, WI 54701
Trempealeau	Riverview Apartments, Inc. (South Street)	12	Mixed	RD	Office 608-534-7410	Allegiant Property Mgmt 608-784-1381 888-393-3282 FAX 507-551-2068 412 S 3 <sup>rd</sup> St La Crescent, MN 55947
	Riverview Apartments, Inc. (Pine Street) Trempealeau	16	Elderly/ Disabled	RD		
Whitehall	Brookside, Parkside, Hillside Claire St. Whitehall	57	Elderly/ Disabled	RD		Housing Authority of Trempealeau County 36358 Main St, PO Box 295 Whitehall, WI 54773 715-538-2274
	Whitehall Public Housing Maranatha Pl. Whitehall	4	Mixed	HUD		Housing Authority of Trempealeau County 36358 Main St, PO Box 295 Whitehall, WI 54773 715-538-2274

**Designation Definitions:**

Elderly/Disabled: Apartments marked Elderly/Disabled are for people with low income over the age of 62 or who have a disability.

Mixed: These apartments are for anyone who meet the low income guidelines.

**Federal Agency:**

RD: Rural Development

HUD: Housing and Urban Development

## **Legal Services/Resources**

- **Better Business Bureau of Wisconsin**  
1-800-273-1002 or 414-847-6000      <http://wisconsin.bbb.org>
- **Coalition of Wisconsin Aging Groups Elder Law Center**  
1-800-488-2596      <http://www.cwagwisconsin.org>
- **Free Legal Clinic – Eau Claire**  
L. E. Phillips Public Library, 400 Eau Claire Street, Eau Claire  
3rd Wednesday of each month: 5:30 p.m. to 7:00 p.m.  
<http://www.eauclaire.countybar.com>; 715-839-5004
- **Guardianship Hotline**  
1-855-409-9410
- **Lawyer Information and Referral Service of State Bar of Wisconsin**  
1-800-362-9082      <http://www.wisbar.org>
- **Legal Action of Wisconsin**  
La Crosse, 1-855-947-2529 or 608-785-2809      <http://www.legalaction.org>  
Tuesday and Thursday: 8:30 a.m. to 11:30 a.m.
- **State Bar of Wisconsin**  
<http://www.wisbar.org>; 1-800-728-7788
- **Tenant Resource Center**  
1-877-238-7368      [http://www.tenantresourcecenter.org/rights\\_in\\_wisconsin](http://www.tenantresourcecenter.org/rights_in_wisconsin)
- **Trempealeau County District Attorney**  
1-877-538-2311 ext. 276 or 715-538-2311 ext. 276
- **Wisconsin Guardianship Support Center**  
1-855-409-9410 or E-mail: [Guardian@gwaar.org](mailto:Guardian@gwaar.org)

*\*Also see Attorney listing in the telephone book yellow pages*

## **Lifeline (Personal Emergency Response System)**

- **Clark Electric**  
866-279-6544 or 715-267-6544
- **Lifeline**  
1-800-543-3546 ext. 3050
- **SafeLink Wireless**  
Free Cell Phone Minutes Program      [www.safelinkwireless.com](http://www.safelinkwireless.com)  
1-800-723-3546 for Enrollment and Plan Changes Support  
1-800-378-1684 for Technical Support ONLY
- **Verizon-Sure Response**  
1-855-299-9327
- **VTech Careline Home Safety Phone**  
Find under VTech Factory Store on Google

## Meals/Nutrition

### Home-Delivered Meals

- **Aging and Disability Resource Center of Trempealeau County (including Senior Services)** 1-800-273-2001 or 715-538-2001 option # 1
- **Homestyle Direct, 1-866-735-0921**  
www.homestyledirect.com
- **Mom's Meals, 1-877-508-6667**  
www.momsmeals.com

### Meal Sites

- **Free Meal/Donations Accepted**  
Ettrick, Living Hope Parish, 5:00 to 6:30 p.m. every third Sunday
- **Meal Sites** – Aging and Disability Resource Center of Trempealeau County (including Senior Services) All meal sites require reservations, please call individual site.
  - Arcadia**— Wanek Center, 608-409-2470  
Wednesday and Friday, 11:30 am to 12:30 pm
  - Blair** — Friendship First Community Center, 608-989-2818  
Tuesdays 11:30 am to 12:30 pm
  - Galesville** – Boon Docks Locker Room, 608-582-4401  
Monday through Friday, 11:00 am to 12:00 pm
  - Pine Creek/Dodge** – Sacred Heart Church, 608-539-3704  
Tuesday and Thursday, 12:00 pm
  - Strum** — Immanuel Lutheran Church 715-695-3511  
Tuesdays, 11:30 am to 12:30 pm

### Nutrition

- **Senior Farmers Market Nutrition Program**  
June through October, Aging and Disability Resource Center of Trempealeau County 1-800-273-2001 or 715-538-2001 option #2

### Grocery stores that will deliver:

- **Robbe's IGA**  
Strum, 715-695-3765

### Food Pantries

- **Blair**  
608-989-2818
- **Galesville**  
608-399-8440
- **Independence**  
715-985-3055
- **OLPH Mission/Thrift Store (Arcadia)**  
608-323-7116 or in emergency 608-323-8462

**Meals/Nutrition– continued**  
**Food Pantries– continued**

- **Osseo**  
715-597-3213
- **Ruby’s Pantry**  
715-597-2485
- **Reaching Out Ministries**  
715-896-0604 or 715-538-3701
- **Strum**  
715-695-3511
- **TCHCC**  
715-538-2397
- **Whitehall**  
715-538-2397

**Medical Supplies/Equipment**

- **Access Mobility**  
608-782-1069
- **A&J Mobility**  
715-874-6630
- **ActivStyle (incontinence supplies)**  
888-280-8632
- **Apria Healthcare**  
715-834-7517
- **Degen Berglund, Inc**  
608-775-8585
- **Grace Home Respiratory and Medical Supply**  
715-832-7377
- **Hilton Medical Supply**  
La Crosse, 608-785-0390
- **Home Delivery of Incontinence Supplies**  
1-800-269-4663
- **Howard’s Home Furnishings (lift-chairs)**  
Osseo, 715-597-3344      [www.shophowards.com](http://www.shophowards.com)
- **J & B Medical Supply**  
1-800-737-0045
- **Independence First Mobility Store (Wheelchair Recycling Program)**  
Milwaukee Area, 414-291-7520
- **Lifeway Mobility**  
507-267-5214

## *Medical Supplies and Equipment– continued*

- **Mayo Clinic Home Medical**  
La Crosse, 608-392-9797  
Eau Claire, 715-838-1815  
Osseo, 715-597-3121
- **Midwest Off Roads**  
La Crosse, 608-784-9980
- **Mobility Works**, Eau Claire 715-438-4028
- **NuMotion** (formerly Reliant Rehab)  
Eau Claire, 715-552-3711

## *Mental Health Services*

- **Aging & Disability Resource Center of Trempealeau County**  
1-800-273-2001 or 715-538-2001 e-mail: resourcecenter@co.trempealeau.wi.us
- **Great Rivers 211** (service available 24 hours, 7 days a week)  
Dial 211 or 1-800-362-8255  
TTY 1-866-884-3620 <http://www.greatrivers211.org>
- **Gundersen Health System - Behavioral Health**  
Whitehall, 715-538-4361  
La Crosse, 1-800-362-9567 ext. 52287 or 608-775-2287  
<http://www.gundersenhealth.org/behavioral-health>
- **Ho-Chunk Nation Behavioral Health**  
La Crosse, 608-783-6025; Black River Falls, 715-284-9851  
<http://www.ho-chunknation.com>
- **Mayo Clinic Health System Behavioral Health**  
Eau Claire, 715-838-3311  
La Crosse, 608-392-9555
- **National Alliance on Mental Health (NAMI)**  
1-800-236-2988  
La Crosse, 608-785-9658  
Eau Claire, 715-450-6484  
Trempealeau, Scott Brown 715-538-3048 or e-mail: swbrown003@gmail.com  
Family to Family [www.namilacrossecounty.org](http://www.namilacrossecounty.org)
- **Northwest Connections**  
1-888-552-6642
- **Positive Avenues Drop-In Center**  
320 Putnam Street, Eau Claire, 715-838-2409
- **RAVE (Recovery Avenue) Drop-In Center**  
1806 State Street, La Crosse, Monday - Friday 9:00 am to 5:00 pm  
608-785-9615
- **Sacred Heart Behavioral Health Center**  
Eau Claire, 715-717-4121
- **Veteran's Office - Trempealeau County**  
1-877-538-2311 ext. 217 or 715-538-2311 ext. 217

### *Mental Health Services– continued*

- **Veterans Only: Suicide Prevention**  
1-800-273-TALK or 715-538-2311 ext. 217
- **West Central Wisconsin Behavioral Health**  
Whitehall, 1-866-805-0304 or 715-538-9134
- **Wisconsin Vet Centers**  
La Crosse, 608-782-4403

### **Support Groups Related to Specific Mental Health Issues**

There are a number of groups in the area offering support to people with mental health issues and those who care about them.

- **Great Rivers 211** (service available 24 hours, 7 days a week)  
Dial 211 or 1-800-362-8255  
TTY 1-866-884-3620 <http://www.greatrivers211.org>

### *Nursing Homes and Hospitals*

- **Dove Health Care**  
Osseo, 715-597-2493 (Nursing Home)
- **Grand View Care Center**  
Blair, 608-989-2511 (Nursing Home)
- **Gundersen Tri-County Hospital and Clinics**  
715-538-4361 (Hospital)
- **Marinuka Manor**  
Galesville, 608-582-2211 (Nursing Home)
- **Mayo Clinic Health System – Oakridge**  
Osseo, 715-597-3121 (Hospital)
- **Pigeon Falls Health Care Center**  
Pigeon Falls, 715-983-2293 (Nursing Home)
- **Trempealeau County Health Care Center**  
Whitehall, 715-538-4312 (Nursing Home)

### *Pharmacies and Prescription Drug Programs*

#### **Pharmacy Services**

- **Blair Pharmacy**  
Blair, 608-989-2919  
Blair, Pigeon Falls and Whitehall (delivery and mail out)
- **Colby Pharmacy**  
Whitehall, 715-538-4947 (mail out only)
- **Galesville Pharmacy**  
Galesville, 608-582-2446  
Ettrick, Galesville, Trempealeau (delivery and mail out)

- **Pharmacy and Prescription Drug Services– continued**  
**Pharmacies– continued**

**Mayo Clinic Health System Pharmacy and Home Medical**

Eau Claire, 715-838-6000

Osseo, 715-597-3166 (mail out only)

*\*\*Pharmacies that deliver or mail out prescriptions may charge a fee for the service*

**Prescription Drug Programs**

- **Benefit Specialist**

Aging and Disability Resource Center of Trempealeau County (including Senior Services)

**Disability Benefit Specialist (Ages 18-59)** 1-800-273-2001 or 715-538-2001

**Elder Benefit Specialist (Ages 60 and older)** 1-800-273-2001 or 715-538-2001

- **Benefits Checkup**

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

- **Board on Aging and Long Term Care**

1-855-677-2783 <http://www.longtermcare.wi.gov>

Medicare Part D and Prescription Drug Hotline (ages 60 and older)

- **Medicare Part D**

1-800-633-4227; TTY: 1-877-486-2048

<http://www.medicare.gov>

- **Prescription Drug Assistance Programs**

<http://www.dhs.wisconsin.gov>

Prescription drugs area a major expense for many health care consumers and some insurance programs provide no or limited coverage for these drugs. The website listed will provide some places to turn for help and information.

- **Wisconsin Drug Card Program**

<http://www.wisconsindrugcard.com>

Discount prescriptions with no restrictions or eligibility criteria

- **Wisconsin SeniorCare**

1-800-657-2038 <http://www.dhs.wisconsin.gov/seniorcare/index.htm>

A prescription drug program for Wisconsin residents who are 65 years of age or older.

There is an annual enrollment fee and minimal co-pay for each prescription. A senior's projected annual income will determine whether certain out-of-pocket expenses will also be required.

**Support Groups and Contact Agencies**

- **Amyotrophic Lateral Sclerosis (ALS, Lou Gehrig's Disease)**

Diane Fergot, 920-279-4449 or email: [diane@alsawi.org](mailto:diane@alsawi.org)

- **Alcoholics Anonymous/ALANON**

715-538-1566



- **Alzheimer's Association**  
Chippewa Falls, 715-861-6174; La Crosse, 608-519-1808  
Helpline, 1-800-272-3900 or <http://www.alz.org>  
CareFinder <http://www.alz.org/carefinder>  
Navigator <http://www.alzheimersnavigator.org>
- **Alzheimer's Caregiver Support Group**  
Sacred Heart Hospital Education Department, Eau Claire, 715-839-4265  
Alzheimer's Support Group or Peer Mentoring,  
La Crosse, 1-800-797-1656 or 608-784-5011
- **Caregiver Support Group**  
Shirley Wright Memorial Library, Trempealeau  
2nd Thursday, 1pm—2pm
- **Consumer Recovery Support**  
RAVE, 1806 State St, La Crosse, 608-785-9615; Wednesday, 5:00pm to 6:30pm  
Wellness Shack, 505 S. Dewey St, Suite 101, Eau Claire 715-855-7705
- **Diabetes Local**  
<http://www.diabeteslocal.org>
- **Eau Claire Low Vision Support Group**  
715-379-9011
- **Great Rivers 211** (service available 24 hours, 7 days a week)  
Dial 211 or 1-800-362-8255 or 608-791-4344  
<http://www.greatrivers211.org>
- **Mayo Clinic Health System Behavioral Health Services**  
Eau Claire, 715-838-3311  
La Crosse, 608-392-9555
- **Mental Health Coalition of the Greater La Crosse Area,**  
[www.mentalhealthlacrosse.org](http://www.mentalhealthlacrosse.org)
- **National Alliance for the Mentally Ill (NAMI) of Trempealeau County**  
715-538-3048 or e-mail: [swbrown001@tcc.coop](mailto:swbrown001@tcc.coop)
- **Survivors of Suicide Support Group**  
Coulee Recovery Center, 933 Ferry St, 608-633-3135  
3<sup>rd</sup> Wednesday of the month at 6:00 pm to 7:30 pm
- **Wisconsin Family Caregiver Support Program**  
Aging & Disability Resource Center of Trempealeau County  
1-800-273-2001 or 715-538-2001, option #6  
e-mail: [resourcecenter@co.trempealeau.wi.us](mailto:resourcecenter@co.trempealeau.wi.us)

## **Transitional Planning**

### **Planning for the Future Prior to Age 17**

#### **Information and Assistance**

Help finding services and community resources, assessment for funding availability for children with developmental, physical disabilities or severe emotional disturbance.

- **Trempealeau County Department of Human Services, Behavioral Health Unit**  
1-877-538-2311 ext. 290 or 715-538-1768

### **Planning for Adulthood 17 Years of Age and Older**

#### **Information and Assistance**

Help finding services and community resources, assessment for available funding for adults with developmental and/or physical disabilities.

- **Aging & Disability Resource Center**  
1-800-273-2001 or 715-538-2001 e-mail: [resourcecenter@co.trempealeau.wi.us](mailto:resourcecenter@co.trempealeau.wi.us)

#### **Guardianship**

If the child is going to need a guardian, please call to begin the process (suggested age is 17 years, 6 months).

- **Trempealeau County Dept. of Human Services**  
1-877-538-2311

#### **Disability Benefit Specialist**

Assistance in applying for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) through Social Security (suggested age to begin is 17 years, 9 months).

- **Disability Benefit Specialist Aging & Disability Resource Center**  
1-800-273-2001 or 715-538-2001

## **Transportation Services**

- **Abby Vans**  
Neillsville, 1-800-236-8438 or 715-743-3364
- **Access Medical Transit**  
608-782-4200
- **Aging and Disability Resources of Trempealeau County (including Senior Services)**  
Bus and Van, 1-800-273-2001 or 715-538-2001, option #8  
Volunteer Driver, 1-800-273-2001 or 715-538-2001, option #8
- **Big Hat Travel**  
715-718-2330 (non-emergency medical); 715-533-0093 (general)
- **Pine Creek Transportation Service**  
Taylor, 715-662-2028 email: db.pinecreektrans@gmail.com
- **Tender Care Transport**  
Eau Claire, 715-835-2435
- **Veterans Service Office, Trempealeau County (medical for veterans only)**  
1-877-538-2311 ext. 217 or 715-538-2311 ext. 217
- **Veyo, Non-Emergency Medical Transportation (NEMT) (Medicaid Only)**  
1-866-907-1493 single reservations or routine rides  
TTY – 711  
WI.ridewithveyo.com  
Report Fraud 1-877-865-3432 <http://www.reportfraud.wisconsin.gov/>

## **Vision: Blind and Visually Impaired Services**

- **Division of Vocational Rehabilitation (*Employment Only*)**  
La Crosse, 1-800-523-2139 or 608-785-9500  
Eau Claire, 800-442-3477
- **Independent Living Resources**  
La Crosse, 1-888-474-5745 or 608-787-1111  
Email: [advocacy@ilresources.org](mailto:advocacy@ilresources.org)
- **Low Vision Clinic—Gundersen Health System**  
La Crosse, 1-800-362-9567 ext. 52191
- **Office for the Blind and Visually Impaired**  
Eau Claire, 715-836-6772 [www.dhs.wisconsin.gov/blind](http://www.dhs.wisconsin.gov/blind)
- **Telecommunications Equipment Purchase Program**  
608-231-3305  
TEPP – assists individuals that are hard of hearing, deaf/severely hard of hearing, speech impaired, mobility/motion impaired, deaf with low vision or deaf and blind to obtain equipment for basic phone service  
TAP – a program for those who are deaf or severely hard of hearing in a low income household to pay the TEPP co-payment if you qualify

**Vision: Blind and Visually Impaired Services (con't)**

- **Wisconsin Council of the Blind & Visually Impaired**  
608-255-1166      <http://wcblind.org>  
A variety of services including assistive aids, appliances, computer technology, legislative advocacy, and education.

**Volunteer Services**

- **Retired Senior Volunteer Program (RSVP) Volunteer Caregivers**  
Independence, 715-985-2391, ext. 1205
- **Aging and Disability Resource Center of Trempealeau County**  
Whitehall, 1-800-273-2001 or 715-538-2001

## *Trempealeau County Government at Your Service*

<b>Aging &amp; Disability Resource Center</b>	<b>715-538-2001</b>	
<b>ADRC Toll-Free</b>	<b>1-800-273-2001</b>	
<b>Government Center:</b>	<b>715-538-2311</b>	
<b>Government Center:</b>	<b>Toll-Free 1-877-538-2311</b>	
Child Support Agency	Ext. 232	
Circuit Court Judge	Ext. 239	
Clerk of Court	Ext. 331	
Community Cable TV	Ext. 309	
Coroner	715-538-4351	
Corporate Counsel	Ext. 246	
County Board Chair	Ext. 200	
County Clerk	Ext. 201	
Department of Corrections	715-538-4333	
District Attorney	Ext. 476	
Emergency Management	Ext. 215	
Farm Service Agency - PO Box 645-Whitehall, WI		715-538-4396
Forester/DNR	715-928-2462	
Health Care Center	715-538-4312	
Health Department	Ext. 220	
Highway Office	715-538-4799	
Highway Shop	715-538-2221	
Housing Authority	715-538-2274	
Human Resources/Asst. Admin. Coordinator		Ext. 213
Human Services	715-538-1768	
Land Conservation	Ext. 223	
Land Records	Ext. 343	
New Horizons, PO Box 518, Whitehall, WI		715-538-2810
Probation & Parole	715-538-4333	
Register of Deeds	Ext. 244	
Register and Probate	Ext. 244	
Sheriff	Ext. 364	
Treasurer	Ext. 219	
University of WI Extension	Ext. 208	
Veterans Services	Ext. 217	
Victim/Witness Coordinator	Ext. 278	

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