



RESOURCE GUIDE

**for Adults Over 60 &
Adults with Disabilities**



**Aging & Disability Resource Center
of the Lakeshore**

**1701 Michigan Avenue, Manitowoc
810 Lincoln Street, Kewaunee**

920-683-4180 or 1-877-416-7083

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DISCLAIMER

This resource guide was developed to assist individuals needing resources in order to make informed decisions. The Aging and Disability Resource Center of the Lakeshore does not assume responsibility for the services, nor shall this resource guide create a liability on the part of or be a cause of action against the Aging and Disability Resource Center of the Lakeshore, Manitowoc County, Kewaunee County, or any officer or employee thereof for any problems that may result from reliance of this resource guide. The Aging and Disability Resource Center of the Lakeshore does not endorse the content included in this resource guide. This publication may not represent all businesses and organizations serving Kewaunee and Manitowoc counties. We have made every effort to make this resource useful to our residents; however, an organization's inclusion or omission is not a reflection of its merit.



The Mission of the Aging & Disability Resource Center of the Lakeshore is to be a single source of information, assistance, and access to community resources for the aging population, people with disabilities, their families, and caregivers in the Kewaunee and Manitowoc County communities.

Wendy Hutterer, Director

To locate an Aging & Disability Resource Center in another county, call the Elder Care Locator

1-800-677-1116

**This information was valid at printing. Please check our website for the most up-to-date information.*

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AGING & DISABILITY RESOURCE CENTER **OF THE LAKESHORE**

Aging & Disability Resource Centers (ADRC) shall serve all of the following groups of individuals, regardless of their financial means:

- Older adults (age 60+)
- Adults with developmental/physical disabilities
- Adults with mental illness and/or substance abuse issues
- Caregivers
- Individuals who inquire about resources or request assistance on behalf of consumers in any/all of the above categories
- Adults with mild memory impairment or dementia
- Youth with Disabilities Transitioning into the Adult Services System (over 17-1/2 years)

Please check this resource guide for answers to your questions; call to schedule an appointment, or walk in Monday through Friday from 8:00 a.m. to 4:30 p.m. to speak directly with staff. After hours appointments available upon request. Translators are available upon request for scheduled appointments.

CONTACT US

Kewaunee Office

810 Lincoln Street
Kewaunee, WI 54216

Manitowoc Office

1701 Michigan Avenue
Manitowoc, WI 54220

Phone: 920-683-4180

1-877-416-7083

Email: adrc@manitowoccountywi.gov

Website: www.adrcofthelakeshore.com

ADRC CORE SERVICES

INFORMATION AND ASSISTANCE (I & A)

I & A staff are available to confidentially discuss, provide information, and make referrals regarding a variety of topics:

Options Counseling

The ADRC shall provide assistance as well as information about care needs and available resource/support options. The consultation is available at no charge and will review both publically and privately funded options.

Transitional Services

The ADRC shall invite referrals and coordinate with existing support systems to assist young adults with disabilities to transition into the long-term care system. The ADRC shall share information about services available to children with long-term care needs to school districts and other support systems.

Prevention and Early Intervention Services

The ADRC shall collaborate with other community resources to promote efforts to keep individuals healthy and independent. This includes providing information, support, and assistance to family and other informal caregivers to delay or prevent the need for institutionalization and/or comprehensive long-term care services.

Access to Publicly Funded Long-Term Care Programs and Services

The ADRC shall assure that all consumers are informed about eligibility for Long-Term Care Funding. The ADRC shall administer a Long-Term Care Functional screen to determine functional eligibility for Long-Term Care programs, such as IRIS and Family Care, and will provide information regarding financial eligibility guidelines.

FAMILY CAREGIVING & PREVENTION PROGRAM SPECIALIST

The Family Caregiving Program Specialist shall provide confidential assistance, information, support, education, and advocacy to family caregivers who are caring for someone over the age of 60. Through assessment, information about options related to benefits, services/resources, and financial assistance programs can be explored with the caregiver. Prevention Programs are scheduled and offered to assist in falls prevention, living with a chronic condition, and how to care for yourself while being a primary caregiver.

DEMENCIA CARE SPECIALIST

The Dementia Care Specialist (DCS) shall provide education and awareness about Alzheimer's disease and other dementias. This shall include: providing options to caregivers and individuals affected by memory loss regarding community resources and services, assisting with future planning, memory screens, and providing Virtual Dementia Tours.

MOBILITY PROGRAM

The Mobility Manager shall serve as a transportation resource to seniors and adults with disabilities, and shall implement a coordinated, community-wide transportation service network that responds to the demands of individuals within the community. By utilizing a variety of transportation providers in partnership with one another, consumers' individual transportation needs may be met in an efficient and cost-effective manner.

NUTRITION PROGRAMS

Through the oversight of a Registered Dietitian and Nutrition Program Supervisor, the Nutrition Programs shall provide access to wholesome meals to older individuals, either at local community dining sites, or directly to homebound individuals. The Nutrition Programs provide health education and aims to reduce hunger and food insecurity while assisting older individuals to live independently. Programs can provide opportunities for social interaction to help reduce isolation of older individuals. The Nutrition Program's Registered Dietitian may provide one-on-one nutrition counseling when necessary.

ELDER BENEFIT SPECIALIST

The Elder Benefit Specialists (EBS) shall provide assistance to seniors age 60 and over who are looking to access public and private benefits or programs. An EBS is able to provide information related to: Medicare Part D, Medicare Savings Plans, Senior Care, Medicare, Medical Assistance, and Social Security. In addition, the Elder Benefit Specialist can provide information and assistance with Medical Assistance program denials. You will need an appointment to see an EBS.

DISABILITY BENEFIT SPECIALIST

The Disability Benefit Specialist (DBS) shall provide assistance to individuals age 17.5-59 who are looking to access public and private benefits or programs. A DBS is able to provide information related to: Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), FoodShare, Medicare, Medicaid/Medical Assistance, insurance questions, work incentive programs, and housing & utility related issues to name a few topics. You will need an appointment to see a DBS.

ABUSE PREVENTION

If you suspect that you or someone you know is the victim of emotional, physical, sexual abuse, neglect, and/or financial exploitation, please call Adult Protective Services in your county for confidential reporting and resource information. Additional assistance, including advocacy, shelter, and support group information may be obtained by contacting:

Abuse Agencies Serving BOTH Kewaunee and Manitowoc Counties	
Elder Abuse Hotline	833-586-0107 www.reportelderabusewi.org
Coalition of WI Aging Groups (CWAG): Financial Abuse	1-800-488-2596 Madison: 608-224-0606 www.cwagwisconsin.org
Sexual Assault Center of Green Bay	920-436-8899
U.S. National Domestic Violence Hotline	1-800-799-SAFE (7233) 1-800-787-3224 (TTY) www.thehotline.org
Abuse Agencies Serving Kewaunee County	
Kewaunee County Human Services – Adult Protective Services (APS)	920-388-7030 www.kewauneeco.org
Violence Intervention Project (VIP)	920-487-2111 24 Hour Hotline: 1-877-847-3223

Abuse Agencies Serving Manitowoc County	
Manitowoc County Domestic Violence & Sexual Assault Resource Center Now known as “InCourage”	920-684-4661 24 Hour Crisis Line: 920-684-5770 www.incouragewi.org
Manitowoc County Human Services Department Adult Protective Services (APS)	920-683-4230 After Hours Crisis Line: 1-888-552-6642

ADULT DAY SERVICES

Adult Day Service Centers provide supervised and structured programming that includes a variety of health, social, and support services during daytime hours. These are community-based service models designed to meet the individual needs of people with cognitive and/or functional impairments, including Alzheimer’s or related dementias.

Please call us at 1-877-416-7083 for Day Service locations.

ADVANCED DIRECTIVES/PLANNING

Advanced Directives are legal documents that allow individuals to put their healthcare and financial decisions in writing in the event they are no longer able to communicate their wishes. To find the appropriate form that is suitable for your situation, contact your physician or local hospital, your family attorney, or obtain copies of forms online at www.dhs.wisconsin.gov/aging/index.htm. One copy of the completed form should be on file with your physician, one copy should go with your healthcare designee, and one should be kept with your own important documents. Types of Advanced Directives include:

Declaration to Physicians (Living Will)

The Declaration to Physicians allows the individual to state his/her wishes regarding health care in the event of a terminal illness and/or the end of life if in a persistent vegetative state. The decisions the individual makes will be carried out as stated in the living will regardless of what other family members may want.

Do Not Resuscitate (DNR) Orders

A Do Not Resuscitate order is a legal document issued by a physician to direct emergency medical technicians, first responders, and emergency health care facilities not to attempt cardiopulmonary resuscitation (CPR) on a person, should that person suffer cardiac or respiratory arrest.

Guardianships

A guardian is someone who is chosen or appointed to make legal decisions for another person who is unable to make those decisions on their own. Guardianships are often looked at for children or individuals who have become incapacitated through age or disability.

Power of Attorney for Finance and Property

A power of attorney for finance and property, or financial power of attorney, is a simple, inexpensive, and reliable way to arrange for someone to manage your finances if you are unable to make these decisions for yourself. A financial power of attorney can be drafted so that it goes into effect as soon as you sign it. Or, you can specify that the power of attorney does not go into effect unless a doctor certifies that you have become incapacitated.

Power of Attorney for Health Care

The POA-HC allows the individual to appoint another person(s) to make their health care decisions if s/he becomes unable to make these decisions. The person(s) appointed to carry out an individual's healthcare wishes is the Health Care Agent. It is important to discuss end-of-life choices with the Health Care Agent prior to an emergency, so that s/he is able to carry out personal wishes. This document gives the Health

Care Agent authority to make decisions only when activated (when the individual has been determined incapable to make health care decisions by two physicians). It does not give your Health Care Agent any other authority for your financial or other business decisions.

Supported Decision Making

Supportive decision making is a process of supporting and accommodating an adult with a functional impairment to enable the adult to make life decisions, including decisions related to where the adult wants to live, the services, supports, and medical care the adult wants to receive, whom the adult wants to live with, and where the adult wants to work, without impeding the self-determination of the adult.

DENTAL SERVICES

Dental services for low income and under/uninsured.

Dental Services	
Serving BOTH Kewaunee and Manitowoc Counties	
WDA Donated Dental Services	888-338-6852 www.wda.org/wda-foundation
Dental Services	
Serving Kewaunee County	
Door County Medical Center – Dental Clinic	920-746-3788
Dental Services	
Serving Manitowoc County	
Lakeshore Community Health Care	920-686-2333 www.lakeshorechc.org

EDUCATION & TECHNOLOGY

Many colleges, technical schools, and agencies have recognized the desire for diverse groups of seniors and adults with disabilities to continue learning. Specialized education opportunities for individuals residing in Manitowoc and Kewaunee counties are listed below. Contact your local library to inquire about education offerings and technology services.

Public Library Listings Serving Kewaunee County	
Algoma	920-487-2295
Kewaunee	920-388-5015
Public Library Listings Serving Manitowoc County	
Kiel	920-894-7122
Manitowoc (homebound library services)	920-686-3000
Two Rivers (homebound library services)	920-793-8888
Educational Opportunities Serving BOTH Kewaunee and Manitowoc Counties	
Northeast WI Technical College (NWTC)	1-800-422-6982 Green Bay: 920-498-5444 Luxemburg: 866-845-5945 Sturgeon Bay: 920-746-4900 www.nwtc.edu
UW–Green Bay – Lifelong Learning Institute	920-465-2356 www.uwgb.edu/lir

Educational Opportunities Serving Kewaunee County	
Defensive Driving Program Classes – AARP	www.aarpdriversafety.org
UW Extension - Kewaunee	920-388-7141 kewaunee.extension.wisc.edu
Educational Opportunities Serving Manitowoc County	
Lakeshore Technical College (LTC-Cleveland Campus)	920-693-1000 www.gotoltc.edu
Lakeshore Technical College (LTC- Manitowoc Campus)	920-683-2846 www.gotoltc.edu
UW Extension - Manitowoc	920-683-4167 manitowoc.extension.wisc.edu
UWGB - Manitowoc Campus	920-683-4700 www.uwgb.edu/manitowoc

EMPLOYMENT

For individuals interested in obtaining employment and need assistance finding opportunities or support on the job, contact the agencies listed below for a variety of options.

Employment Assistance Serving BOTH Kewaunee and Manitowoc Counties	
Curative Connections Senior Training & Employment Program	920-468-1161 www.curativeconnections.org
Division of Vocational Rehabilitation (DVR) Northeast Regional Office	920-930-6733 www.dwd.wisconsin.gov/dvr
ERI Employment Resources, Inc	1-855-401-8549 www.eri-wi.org
Job Center of Wisconsin	1-888-258-9966 www.jobcenterofwisconsin.com
Options for Independent Living – Work Incentive Benefit Specialist	920-490-0500 1-888-465-1515 www.optionsil.com
WI Senior Employment Program (WISE)	920-469-8858 (Manitowoc) 920-593-3557 (Kewaunee) www.dhs.wisconsin.gov/ wise/counties
Employment Assistance Serving Kewaunee County	
East Shore Industries	920-487-3541 www.esiempowers.com
Forward Services	920-366-7656 www.fsc-corp.org
We Are Hope, Inc	920-743-7273 www.wearehopeinc.org

Employment Assistance Serving Manitowoc County	
Ascend Services	920-682-4663 www.ascendservicesinc.org
Forward Services	920-395-9154 www.fsc-corp.org

FINANCIAL ASSISTANCE PROGRAMS

The following agencies offer information regarding financial assistance and programs for those with limited incomes. Assistance may be related to public benefits, tax preparation services, or home/property repair to name a few things. Organizations should be contacted with questions specific to programs, available resources, eligibility guidelines, and application information.

It is important to contact your local utility company if you are having difficulty making payments, as many have the ability to work with you to reduce payments or offer special programs for a variety of household incomes.

Organizations Providing Information on Financial Assistance
Serving BOTH Kewaunee and Manitowoc Counties

ADRC of the Lakeshore	920-683-4180 1-877-416-7083 www.adrcofthelakeshore.com
American Red Cross Northeast WI Chapter	877-618-6628 www.redcross.org/local/wisconsin
East Central Income Maintenance Partnership	1-888-256-4563 www.access.wisconsin.gov
Integrated Community Solutions (Section 8 Housing Choice Voucher Program) Rental Assistance	920-498-3737 www.ics-gb.org
Lakeshore CAP	Kewaunee: 920-743-0192 Manitowoc: 920-682-3737 www.lakeshorecap.org
Medicare Part D and Prescription Drug Helpline	Age 60+: 1-855-677-2783 Under 60: 1-800-926-4862
Medigap Helpline	1-800-242-1060
Movin' Out	1-877-861-6746 Ext.7 www.movin-out.org

<p>Partners for Community Development Home Buyers, Home Rehab & Weatherization</p>	<p>920-459-2780 1-800-584-8172 www.partners4cd.com</p>
<p>Property Tax Deferral Loan Program (WHEDA) (for applicants age 65 and older)</p>	<p>1-800-755-7835</p>
<p>Salvation Army</p>	<p>Kewaunee: 920-924-8643 Manitowoc: 920-684-7117 711 (TTY) www.salvationarmy.org</p>
<p>SeniorCare Prescription Drug Program</p>	<p>1-800-657-2038 www.dhs.wisconsin.gov/senior_care</p>
<p>Social Security Administration SSI and SSDI programs</p>	<p>Kewaunee: 1-888-862-4811 1-800-325-0778 (TTY) Manitowoc: 1-877-409-8430 1-800-325-0778 (TTY) National: 1-800-772-1213 www.ssa.gov</p>
<p>USDA Rural Development Home Buyers, Home Repairs</p>	<p>Kewaunee: 715-524-8522 Ext 4 Manitowoc: 920-907-2976 Ext 4 www.rd.usda.gov</p>

<p>Wisconsin Weatherization Assistance Program (WHEAP)</p>	<p>Kewaunee: 1-800-506-5596 Manitowoc: 1-833-646-0823 http://homeenergyplus.wi.gov</p>
<p>WisLoan Low interest loans for assistive technology</p>	<p>920-490-0500 1-888-465-1515 www.optionsil.com</p>
<p>WisPACT Manages & administers Special Needs Trusts for individuals with disabilities</p>	<p>833-653-6503 www.wispact.org</p>
<p>Organizations Providing Information on Financial Assistance Serving Kewaunee County</p>	
<p>Energy Services Handles applications for Wisconsin Home Energy Assistance Program. WHEAP (Oct 1 - May 15)</p>	<p>920-388-0652 1-800-506-5596 www.wearehopeinc.org/HomeEnergy</p>
<p>Money Management Counselors</p>	<p>920-743-1862 www.moneymanagementcounselors.com</p>

Organizations Providing Information on Financial Assistance Serving Manitowoc County	
Financial & Debt Solution Services	920-886-1000
Salvation Army Rent, Utilities, Clothing, Furniture	920-684-7117
United Way	920-682-8888 www.unitedwaymanitowoccounty.org

FINANCIAL MANAGEMENT SERVICES

Financial Management Services are available to provide individuals with various forms of assistance to ensure economic security. Types of assistance include: budget counseling and bill paying. For listing of representative payee service providers call 920-683-4180 or 1-877-416-7083.

Budgeting Assistance Services Serving BOTH Kewaunee and Manitowoc Counties	
Advocacy Programs of Family Service Association	920-783-6839 www.advocacyprograms.org
Catholic Charities Budgeting Program	920-272-8234 www.catholiccharities.gb.org

Helpful Tip: Most banks will offer bill paying and statement balancing services for their customers (check with your financial institution, fees may apply).

FUNERAL SERVICES

End-of-life issues and plans are important for families to discuss before an emergency or health crisis occurs. Planning early helps relieve family members of extra burdens during their time of grief.

Funeral Homes Serving Kewaunee County	
Harrigan Parkside Funeral Home & Crematory	920-682-0346 www.harriganparksidefuneralhome.com
Jen's Family Funeral Home & Crematory	920-682-1568
Kinnard Funeral & Cremation Services	Kewaunee: 1-888-926-3660 www.kinnardfcs.com
Malcore Funeral Homes & Crematory	920-432-5579 East 920-499-4100 West www.malcorefuneralhome.com
McMahon Funeral Home Luxemburg	920-845-2389 www.mcmahonfh.com
Proko-Wall Funeral Home & Crematory	920-468-4111 1-800-750-4222 www.prokowall.com
Schinderle Funeral Home Algoma	920-487-2662 www.schinderlefuneralhome.com

Funeral Homes
Serving Manitowoc County

<p style="text-align: center;">Deja & Martin Funeral Chapel Two Rivers</p>	<p style="text-align: center;">920-793-1756 www.dejamartin.com</p>
<p style="text-align: center;">Harrigan Parkside Funeral Home & Gathering Center Crematory & Chapel Manitowoc</p>	<p style="text-align: center;">920-682-0346 www.harriganparksidefuneralhome.com</p>
<p style="text-align: center;">Lambert-Eckert Funeral Home Mishicot</p>	<p style="text-align: center;">920-755-2212</p>
<p style="text-align: center;">Lendman Funeral Home and Gathering Center Manitowoc</p>	<p style="text-align: center;">920-717-0176 www.legacycarepartners.com</p>
<p style="text-align: center;">Malcore Funeral Homes & Crematory</p>	<p style="text-align: center;">920-432-5579 East 920-499-4100 West www.malcorefuneralhome.com</p>
<p style="text-align: center;">Pielhop Wieting Funeral Home Brillion and Reedsville</p>	<p style="text-align: center;">Brillion: 920-756-2102 Reedsville: 920-754-4088 www.pielhopwieting.com</p>
<p style="text-align: center;">Proko-Wall Funeral Home & Crematory</p>	<p style="text-align: center;">920-468-4111 1-800-750-4222 www.prokowall.com</p>
<p style="text-align: center;">Stoltenberg Funeral Chapel Cleveland</p>	<p style="text-align: center;">920-693-8741</p>

Lakeshore Family Funeral Homes www.lakeshorefamilyfuneralhomes.com	
Christianson & Deja Funeral Home Valders	920-775-4433
Jens Family Funeral Home & Crematory Manitowoc	920-682-1568
Klein & Stangel Two Rivers	920-793-1396
Pfeffer Funeral Home Manitowoc	920-684-4642
Reinbold & Pfeffer Family Funeral Home Manitowoc and Kellnersville	Manitowoc: 920-682-0118 Kellnersville: 920-732-3535

HOME HEALTH SERVICES – SKILLED CARE

Medical home health agencies provide services that include skilled nursing, physical/speech/occupational therapy, wound care, and IV management. A medical home health agency is licensed and required to meet State of Wisconsin standards. Medicare and/or Medicaid Programs, or private insurance, *may* reimburse medical home health agency costs, verify this prior to scheduling services.

Please visit our website at www.adrcofthelakeshore.com or call us at 1-877-416-7083 for a current list of Home Health Service locations.

HOME CARE SERVICES

Non-medical, in-home agencies may offer a variety of services designed to assist a client wishing to remain in his or her home. These agencies are not licensed as home health agencies by the State of Wisconsin and are not able to provide skilled care. They are, however, able to provide the following services.

Personal Care Services

Personal care services generally consists of assistance with the following activities of daily living: grooming, bathing, dressing, personal hygiene, exercising, transferring, ambulation, adaptive equipment, supervision and support, monitoring and supervision for permanent risk, and assistance with medications.

Companion Services

Companionship services generally consists of providing supervision and minimal assistance to someone and often are used for respite when the main caregiver is out of the home.

Please visit our website at www.adrcofthelakeshore.com or call us at 1-877-416-7083 for a current list of Home Care Service locations.

For a list of personal care workers, please visit our website.

HOME / DURABLE MEDICAL EQUIPMENT

Home or durable medical equipment items allow and encourage individuals to complete activities of daily living that their illness or condition may not allow them to complete without assistance. Equipment can include, but is not limited to, canes, crutches, walkers, wheelchairs, bed tables, hospital beds, patient lifts, hearing aids, braces, prosthetics, commodes, oxygen and other respiratory aides. This equipment can be purchased, rented, or may be covered by insurance, including Medicare and/or Medical Assistance.

Please visit our website at www.adrcofthelakeshore.com or call us at 1-877-416-7083 for a current list of Home / Durable Medical Equipment locations.

Loan Closets

Loan closets retain rented durable medical equipment that requires a deposit upon time of pick-up. Available equipment may include: shower chairs, walkers, commodes, wheel chairs, canes, crutches, toilet risers, toilet grab bars, transfer chairs and benches. The deposit is refunded to you at the time the equipment is returned - if in good (re-useable) condition. The Loan Closet is a short term loan program. For a listing of loan closets by county, please visit www.loanclosets.org.

Loan Closets Serving Kewaunee County	
Algoma American Legion Club	920-255-0874
Casco Lions Club	920-606-9250
Dvckesville Lions Club	920-845-5231 Gene Dalebroux
Options for Independent Living	920-490-0500 888-465-1515 www.optionsil.org
Loan Closets Serving Manitowoc County	
Lions Club/ADRC Lending Closet	920-683-4180 www.adrcofthelakeshore.com
Options for Independent Living	888-465-1515 www.optionsil.org
Two Rivers Fire Dept.	920-793-5521
Veterans Equipment Closet	815-404-9105 John Jacobs

HOSPICE & PALLIATIVE CARE

Hospice provides services to someone who is diagnosed with a terminal illness, has a limited life expectancy, and is no longer seeking aggressive treatment. Hospice provides a variety of services focusing on *quality* of life including, but not limited to, skilled nursing care, care management, medications, home health aide services, in-home respite, inpatient respite, durable medical equipment and bereavement counseling.

Palliative Care provides services to those who have a serious, chronic or life limiting illness. Services focus on *quality* of life, including symptom management, and can begin at any stage of the illness.

Please call us at 1-877-416-7083 or check our website for a current list of Hospice and Palliative service locations.

HOUSING OPTIONS

There are a variety of types of housing for seniors and adults with disabilities available to Manitowoc and Kewaunee county residents. Please visit our website at www.adrcofthelakeshore.com or call us at 1-877-416-7083 for a current list of housing options.

Independent Apartments

There are many independent apartment options within Manitowoc and Kewaunee Counties, and there may be complexes that only rent to seniors over the age of 50, or to adults with disabilities. Depending on the apartment, rent may be based on income.

Subsidized Housing

Rent is determined by deducting certain monthly medical expenses from the gross income, and arriving at a net figure. Rent is assessed at 30% of the net income. Some apartments

have a maximum rent that they can charge. Some buildings may have a county run nutrition program meal site at their facility. Appliances are included, and laundry facilities are located in the building. Utilities may or may not be extra. Some buildings may offer larger apartments for married couples.

Supported Apartments (SAP)

These types of apartments typically serve adults with disabilities, and levels of care may range from only a few hours per week, to 24 hour supervision. Care may be provided by a licensed agency, or individual tenants may choose to hire their own homemaker services to assist them with care needs ranging from homemaker services to skilled care.

Adult Family Homes (AFH)

An AFH is an assisted living facility where one to four adults who are not related to the operator reside and receive care, treatment or services that are above the level of room and board and that may include up to seven hours per week of nursing care per resident. There are private AFH providers, typically a single adult or couple who open their homes to others, and certified AFH providers run by an agency. Services provided vary among individual Adult Family Homes.

Community Based Residential Facility (CBRF)

A CBRF is a type of assisted living facility where five or more unrelated adults live together. The goal of the CBRF is to assist individuals in achieving the highest level of independence of which they are capable. Different populations are served by specific CBRFs. Some of these populations include: the elderly, individuals with Alzheimer's disease, emotionally and mentally disturbed adults, developmentally and physically disabled adults, and veterans. A CBRF is classified according to its size and the population it serves. A CBRF is required to provide assistance with bathing, dressing, grooming, medication management, social activities, health monitoring, and meals. They are not required to have professional nurses on duty twenty-four hours a day, but do have staff available at all times.

Residential Care Apartment Complex (RCAC)

An RCAC is an apartment-type assisted living facility where five or more individuals live (each in their own apartment or as a couple) and offer independence and control over personal space, care decisions, and daily routines. Up to twenty-eight hours per week of supportive services such as assistance with medication, bathing, dressing, grooming and nursing care are provided. If a resident requires more than twenty-eight hours of supportive service per week, the tenant may be able to pay an additional fee for increased care, contract with a home health care or hospice agency, or obtain assistance through informal supports such as friends and family to assist. Emergency assistance is available twenty-four hours a day. Social and recreational activities and meals are also offered.

Mental Health and/or Disabilities Options

Agencies provide residential services to people with disabilities. These organizations may operate adult family homes, community-based residential facilities, and supervised apartment settings. The local offices of the organizations can be contacted for information regarding openings and program availability.

Nursing Homes / Skilled Nursing Facilities

Skilled nursing facilities, also called nursing homes, provide long-term, skilled care for people who require assistance with their daily needs. In addition, many now offer short rehabilitation services to return individuals to their highest level of functioning and independence. Some offer respite care, hospice care, or specialized dementia units.

Visit the Medicare website: www.medicare.gov to find and compare Medicare and Medicaid-certified Nursing Homes based on a star rating system.

LEGAL ADVOCACY ISSUES / RESOURCES

The following agencies *may* provide limited legal advice and/or advocacy, or be able to direct you to additional resources and assistance. Please contact them with specific questions about legal issues, for advocacy services, and for information regarding possible income guidelines for assistance.

Legal/Advocacy Resources Serving BOTH Kewaunee and Manitowoc Counties	
AARP	1-866-448-3611 www.aarp.org
Benefit Specialists, ADRC of the Lakeshore	920-683-4180 1-877-416-7083 www.adrcofthelakeshore.com
Better Business Bureau of WI	414-847-6000 www.bbb.org
Bureau of Aging and Long-Term Care – Ombudsman	1-800-815-0015 www.longtermcare.wi.gov
The Coalition of Aging Group	608-224-0606 1-800-488-2596 ext. 328 www.cwagwisconsin.org/elder-law-center
Commissioner of Insurance- State of Wisconsin	1-800-236-8517 Madison: 608-266-3585 www.oci.wi.gov
DAAN (Disability Advocacy Action Network) - Options for Independent Living	920-490-0500 ext. 108 1-888-465-1515 ext.108

<p>Disability Rights Wisconsin (DRW) Statewide advocacy for adults age 18-59</p>	<p>Madison: 608-267-0214 Milwaukee: 414-773-4646 1-800-928-8778 www.disabilityrightswi.org</p>
<p>Fair Housing of Northeast WI</p>	<p>920-560-4620 1-877-647-3247 www.fairhousingwisconsin.com</p>
<p>Guardianship Support Center</p>	<p>1-855-409-9410 guardian@gwaar.org</p>
<p>GWAAR (Greater Wisconsin Agency on Aging Resources) Statewide advocacy for adults age 60 years and older</p>	<p>608-243-5670 www.gwaar.org</p>
<p>Lawyer Referral & Information Service (LRIS) Referrals, low income assistance and advice</p>	<p>1-800-362-9082 www.wisbar.org/forpublic/ineeda_lawyer/pages/lris.aspx</p>
<p>Legal Action of Wisconsin Free legal assistance for eligible low-income persons. Tenant and debtor rights, family and civil rights cases.</p>	<p>920-432-4645 1-800-236-1127 www.legalaction.org</p>
<p>Tenant Resource Center</p>	<p>1-877-238-7368 Madison: 608-257-0006 www.tenantresourcecenter.org</p>
<p>Wisconsin Bar Association-Attorney Referral Service: Modest means</p>	<p>1-888-529-7599 www.wisbar.org/modestmeans</p>
<p>WI Dept. of Agriculture, Trade, and Consumer Protection</p>	<p>1-800-422-7128 Madison: 608-224-5012 www.datcp.wi.gov</p>

MEMORY CARE RESOURCES

If you are concerned that you or someone you know may be suffering from Alzheimer's disease or other dementia, contact your family doctor or neurologist for an assessment. Memory Assessment Centers are specialized diagnostic clinics that assess individuals to determine what may be causing memory loss symptoms. Early diagnosis allows individuals to receive maximum benefit from available treatments, which may vary depending on the cause of the dementia.

Memory Cafés (Manitowoc County Only)

Memory cafés welcome those experiencing early stage dementia, mild memory loss or cognitive impairment, and family and friends of those affected. It's a great opportunity for lively discussions, information gathering, refreshment, camaraderie, and lots of creative fun!

The Virtual Dementia Tour

There are questions we ask ourselves when caring for or visiting someone with dementia of Alzheimer's disease. Wouldn't it be helpful to be able to experience what they go through? Here's your chance! For 10 minutes, you will live the life of someone with dementia. For more information call 1-877-416-7083.

Physician & Support Services - Memory Loss Serving BOTH Kewaunee and Manitowoc Counties	
Dementia Care Specialist ADRC of the Lakeshore	920-683-4180 1-877-416-7083 www.adrcofthelakeshore.com
Alzheimer's Association of Greater Wisconsin Chapter	920-469-2110 1-800-272-3900 www.alz.org/gwwi
Prevea Health Clinic	920-717-0800 www.prevea.com
Wisconsin Alzheimer's Institute	920-272-1610 608-263-6449 www.wai.wisc.edu

Physician and/or Support Services - Memory Loss Serving Kewaunee County	
Door County Memory Care	920-746-3504 www.dcmedical.org
Physician and/or Support Services - Memory Loss Serving Manitowoc County	
Aurora Health Care – Geriatrics	920-793-2281
Lakeshore Memory Café	1-877-416-7083
Lakeshore Memory Clinic	920-320-8600 www.hfmhealth.org/memoryclinic

MedicAlert + Safe Return Alzheimer's Association

This is a 24-hour nationwide emergency response service for individuals with Alzheimer’s disease or a related dementia who wander or who suffer a medical emergency. When a caregiver reports an individual is lost, a community support network will be activated to help reunite the caregiver/family with their loved one. Call 1-800-432-5378 for more information about cost or to join. www.alz.org/safereturn

MENTAL HEALTH & AODA SERVICES

The following organizations provide a variety of services to those living with mental health and/or alcohol, drug, and other addiction (AODA) issues. Services may include: support groups, counseling, therapy, and advocacy.

Mental Health Services & AODA Serving BOTH Kewaunee and Manitowoc Counties	
National Alliance for Mental Illness (NAMI)	800-950-6264 www.nami.org
National Hotline for Mental Health Crisis & Suicide Prevention	1-800-273-8255
Phoenix Behavioral Health	920-657-1780 www.phoenixbhc.com
Prevea Behavioral Care	920-496-4700 www.prevea.com
Willow Creek Behavioral Health	1-888-258-9756 www.willowcreekbh.com
Suicide Crisis Life Line	988 www.988lifeline.org

Mental Health Services & AODA Serving Kewaunee County	
Alcoholics Anonymous (AA) Meetings	www.doorkewauneeaa.org/ meetings
Bellin Health Psychiatric	920-433-6073 www.bellin.org
Bellin Health Riverside Psychiatric Center De Pere	920-338-2855 www.bellin.org
Family Services of Northeast WI Green Bay	920-436-6800 1-800-998-9609 www.familyservicesnew.org
Jackie Nitschke Center, Inc Green Bay	920-435-2093 www.jackienitschkecenter.org
Kewaunee County Behavioral Health	920-388-7030 www.kewauneeco.org
Kewaunee Department of Human Services Crisis Line	920-255-1645 24 hours / 7 days a week
Mental Health Services & AODA Serving Manitowoc County	
Alcoholics Anonymous	1-800-355-7318
Narcotics Anonymous	1-888-611-1813
Aurora Behavioral Health	920-793-7420 www.care.aurorahealthcare.org
CORE Treatment Services, Inc.	www.coretreatmentservices.com
Dynamic Family Solutions	920-323-7431 www.dynamicfamilysolutions.com
HFM Behavioral Health	920-320-8600 www.hfmhealth.org/behavioral-health
Lighthouse Recovery Center	Hotline: 920-374-3989 920-374-4433 www.lighthousecommunitycenter.org

Lakeshore Community Health Care	920-686-2333 www.lakeshorechc.org
Manitowoc County Department of Human Services Crisis Support	920-683-4230 M-F 8am-4:30pm 1-888-552-6642 Nights, weekends, and holidays TTY 920-683-5168
Manitowoc County Human Services Department	920-683-4230 www.manitowocountywi.gov
NAMI - Manitowoc County	920-320-7606 www.namimanitowocounty.org
Painting Pathways Clubhouse	920-652-9952 www.paintingpathways.org

NUTRITION PROGRAMS

Nutrition program services and goods may be obtained through a variety of local and county organizations, as well as through several parishes in the county at low to no cost. Contact ADRC of the Lakeshore for details on specific eligibility guidelines and operating hours.

The following is a list of Dining Sites. Please call by 11:00am the day prior for a reservation.

Senior Dining Sites Serving Kewaunee County	
Kewaunee Dining Site Community Congregational Church 502 Center St, Kewaunee	1-877-416-7083 Monday-Friday
Luxemburg Dining Site St John Lutheran Church 700 Heritage Rd, Luxemburg	1-877-416-7083 2nd & 4th Wednesdays

Senior Dining Sites Serving Manitowoc County Call ADRC - 920-683-4180	
Manitowoc Senior Center 3330 Custer Street, Manitowoc	Monday-Friday
Two Rivers Senior Center 1520 17 th Street, Two Rivers	Monday-Friday
Kiel Community Center 510 3 rd Street, Kiel	Monday-Friday

Home Delivered Meals

Home delivered meals are prepared hot or frozen. Meals are delivered to homebound adults who meet eligibility requirements. For additional information, contact the ADRC at 1-877-416-7083.

Home Delivered Meals	
ADRC of the Lakeshore	920-683-4180 1-877-416-7083 www.adrcofthelakeshore.com
Mom's Meals	1-877-508-6667 www.momsmeals.com

Food Pantries Serving Kewaunee County	
Kewaunee County Food Pantry	920-487-3663 www.kcfpantry.org
Lakeshore Community Pantry (was known as Holy Rosary Food Pantry)	920-388-9050 www.lakeshorecommunitypantry.org
Luxemburg/Casco Food Pantry	920-845-5362
Food Pantries Serving Manitowoc County	
Kiel Area Community Food Pantry Inc.	920-894-7074
Mishicot & Two Rivers Ecumenical Pantry	920-793-5364
Peter's Pantry, Manitowoc	920-682-6989 www.peterspantry.org
Salvation Army, Manitowoc	920-684-7117
St. Vincent de Paul Society	920-682-9452 www.svdpm Manitowoc.org

Senior Farmers Market Nutrition Program (FMNP)

Offers low-income older citizens an opportunity to purchase fresh, locally-grown fruits, vegetables and herbs from certified farmers. Senior FMNP checks can be used from June 1 through October 31 at any participating farmers market or roadside stand in Wisconsin who display the Approved Vendor sign. Dates and application sites advertised in the local newspaper and Aging & Disability Resource Connection newsletter.

PERSONAL EMERGENCY RESPONSE SYSTEMS

Personal emergency response systems are 24-hour electronic monitoring systems that allow a person to contact help in time of need.

Contact the ADRC for the most updated listing.

RESPIRE CARE

Respite services are designed to provide family members or primary caregivers with breaks from their caregiving responsibilities. Respite is provided to individuals with disabilities, chronic or terminal illness, and to persons at risk of abuse and/or neglect. Respite can occur at in-home and out-of-home settings for any length of time depending on the needs of the family and available resources. Another family member, friend, agency, assisted living facility, or skilled nursing facility may also provide respite.

Please visit our website at www.adrcofthelakeshore.com or call us at 1-877-416-7083 for a current list of options.

SENIOR CENTERS

Senior Centers provide opportunities for education, social events, recreational activities, volunteering, counseling, mentoring, prevention/health promotion, and resource/referral.

Examples of some educational opportunities include: workshops on ceramics and other arts & crafts, library services-including large print books and books on tape/CD, tax preparation, volunteer opportunities, and guest speakers on various issues such as; benefits, financial planning, health, and government issues.

Examples of recreational activities include: card playing, dart ball, bingo, tatting, movies, inter-generational activities, dominos, billiards, table tennis, computers/internet access, Wii, and TV series production.

Examples of health and wellness programs include: exercise classes, walking programs, yoga, blood pressure screenings, flu vaccinations, foot care clinics, and hearing aid services.

Contact the Senior Center for a calendar of events, questions about cost for programs/classes, and transportation options.

*The Kewaunee Senior Center is currently looking for a new location. For a list of activities and events, please visit the Kewaunee Senior Dining Site, located at Community Congregational Church, 502 Center Street, Kewaunee, WI 54216. Open Monday through Friday 10:00am-1:00pm.

Kewaunee Senior Center	*See Above
Kiel Community Center	920-894-7861
Manitowoc Senior Center	920-686-3060
Two Rivers Senior Center	920-793-5596

SUPPORT RESOURCES & HOTLINES

Support can be an invaluable resource for individuals affected by disease and other life changing events, their families and/or caregivers, and the community as a whole. The following are some common agencies that may offer support through a variety of ways, including: advocacy, hotlines and in person support groups. Call to inquire about local groups or chapters.

Support Resource & Hotlines Serving BOTH Kewaunee and Manitowoc Counties	
AIDS Resource Center of Wisconsin	1-800-359-9272
Alzheimer's Association	1-800-272-3900
American Cancer Society	1-800-227-2345
American Council of the Blind	1-800-424-8666
American Diabetes Association	1-800-342-2383
American Heart Association	1-800-242-8721
American Kidney Foundation	1-800-638-8299
American Liver Foundation	1-800-465-4837
American Lung Association	1-800-586-4872
American Parkinson's Disease Association	1-800-223-2732
American Stroke Association (Stroke Family Warmline)	1-888-478-7653
Arthritis Foundation Hotline	1-800-283-7800
Autism Society of Greater Wisconsin	1-888-428-8476
Board on Aging & Long-Term Care (BOALTC)/Ombudsman	1-800-815-0015
Bone Health & Osteoporosis Foundation	1-800-231-4222
CancerCare	1-800-813-4673
Coalition of WI Aging & Health Groups	1-800-488-2596
Disability Rights Wisconsin (DRW)	1-800-928-8778 www.disabilityrights.wi.org Email: info@drwi.org
Eldercare Locator	1-800-677-1116
EyeCare America	1-877-887-6327
Job Accommodation Network (JAN) - Workplace accommodation & disability employment information	1-800-526-7234
Lawyer Referral & Information Service (LRIS) - State Bar of WI	1-800-362-9082
Medicaid - Forward Health Member Services	1-800-362-3002
Medicare Hotline	1-800-633-4227

Support Resource & Hotlines Serving BOTH Kewaunee and Manitowoc Counties	
Medigap Helpline	1-800-242-1060
National Multiple Sclerosis Society	1-800-344-4867
Office for the Blind and Visually Impaired (OBVI)	1-888-879-0017
Office for the Deaf and Hard of Hearing (ODHH)	1-855-359-5252
SAMHSA National Helpline	1-800-662-4357
SeniorCare Hotline (Prescription Drug Plan)	1-800-657-2038
Social Security Administration	1-800-772-1213
Kewaunee County	1-888-862-4811
Manitowoc County	1-877-409-8430
Suicide & Crisis Lifeline	988 www.988lifeline.org
United Way - 211	211
VA Benefits Helpline	1-800-827-1000
WI Council of the Blind & Visually Impaired	1-800-783-5213
WI Guardianship Support Center	1-855-409-9410
WI Region of Narcotics Anonymous	1-800-240-0276 www.wisconsinna.org
Fraud Reports & Complaint Lines Serving BOTH Kewaunee and Manitowoc Counties	
Federal Trade Commission	1-877-382-4357 www.reportfraud.ftc.gov
Health Care Fraud Hotline:	
Medicare Fraud Hotline	1-800-633-4227
Medicaid Fraud Hotline	1-877-865-3432
Insurance Complaint Hotline	1-800-236-8517
National No-Call Registry	1-888-382-1222 www.donotcall.gov
Office of Fair Housing & Equal Opportunity (FHEO):	
Office of Fair Housing	1-800-765-9372
Housing Discrimination Hotline	1-800-669-9777
WI Consumer Protection Hotline	1-800-422-7128

ADRC SUPPORT GROUPS

For a full listing of local support groups please visit our website at www.adrcofthelakeshore.com or call us at 920-683-4180 or 1-877-416-7083. If you do not have internet access, please call the ADRC of the Lakeshore to be mailed a complete listing of all support groups.

- Alzheimer's Association Family Caregiver - Early Stage Memory Loss Support Group
- ADRC Family Caregiver Support Group
- Men's Caregiver Support Group (Manitowoc Only)

TRANSPORTATION

There are a variety of transportation options and service providers available in Manitowoc & Kewaunee Counties. Please contact individual providers to determine which option will be able to best accommodate your needs.

If you have further transportation questions, contact:

- Manitowoc County Mobility Manager: 920-686-6977
- Kewaunee County Human Services Transportation: 920-388-0626

Transportation Providers Serving BOTH Kewaunee and Manitowoc Counties	
MTM/Veyo Non-emergency medical transportation for WI MA and BadgerCare Plus (<u>NOT Family Care members</u>).	1-866-907-1493 Deaf/Hearing Impaired: TTY 1-866-907-1493 www.mtm-inc.net/wisconsin TTY 711
Transportation Providers Serving Kewaunee County	
Abby Vans Based in Neilsville, WI	1-800-236-8438 www.abbyvans.com
Algoma Bus Service (age 55+ or adults w/disabilities)	920-388-0626
Be Driven! Transport, LLC	920-810-4771 www.be-driven-transport.com
Comfort Travel Green Bay Can service ambulatory, wheelchair and stretcher riders for non-emergency needs (medical or non-medical)	920-490-7667
Door County Cab Sturgeon Bay	920-818-1124
Door County Green Bay Shuttle	920-746-0500
Jimbo's Express & Shuttle Sturgeon Bay	920-818-1084 920-556-4836
Julie's Country Care Express Casco	920-255-3898
Kewaunee County Transportation Program (age 55+ or adults w/disabilities)	920-388-0626 www.Kewauneeco.org
North East Wisconsin Transportation Services Forestville	920-825-7411

North Central Care Van Based in Antigo, WI	715-623-2229
Sully's Rides	920-677-9676
Wheel Chair Transportation Green Bay	920-494-3333
Yellow Cab of Brown County Green Bay	920-435-1111
Transportation Providers Serving Manitowoc County	
ADRC Volunteer Driver & Rural Transportation Program	920-686-6977 www.adrcofthelakeshore.com
Assist-to-Transport	920-682-8820
Brandt Bus Provides city transportation for adults with disabilities to/from sheltered employment.	920-682-8823
Felician Village On the Go Serving Ages 50 + / 24 hours, 7 days a week	920-684-7171 Ext 351 or Ext 425
Kiel Community Senior Club	920-894-7861
MMTS Paratransit	920-686-3560
Maritime Cab & Delivery	920-686-1300
Maritime Metro Transit	920-686-3560 www.maritimemetro.org
Our Town Taxi	920-629-7941
Trivers Taxi Service	920-794-9494
Two Rivers Trust Car *Serves Two Rivers Senior Center Members Only	920-793-5596 www.tworiversseniors.org

VETERANS SERVICES

Veterans Services Serving BOTH Kewaunee and Manitowoc Counties	
DAV Transportation Out-of-County Medical Transport to Milwaukee VA Hospital	920-431-2641 Pickup at Holiday Inn in Manitowoc County
Veterans Service Office	Kewaunee: 920-388-7198 Manitowoc: 920-683-4055
Women Veterans Call Center	1-855-829-6636

ADRC VOLUNTEER PROGRAMS

Advocacy

- Represents the ADRC of the Lakeshore at regional and state meetings.
- Commission on Aging – Attend public hearings and quarterly meetings to help the Commission on Aging make informed decisions.
- Nutrition Project Council – Assist the Nutrition Program Coordinator and the Aging & Disability Resource Center of the Lakeshore in evaluating, planning, and advocating for the nutrition program in Manitowoc and Kewaunee counties.

Caregiver

- Class Facilitator – Receives training to offer evidence-based programming to caregivers.

Health Promotion

- Memory Café – Assist with program.
- Wellness and Prevention Programs – Receives training to offer evidence –based programming to the community.

Medicare Part D Open Enrollment

- Must have previous experience to assist community.

Nutrition Program

Assist the dining site manager with the following:

- Driver and/or runners for Home Delivered Meals.
- Kitchen Assistance.

Transportation Coordinating Committee (TCC)

- Attends quarterly meetings to help in the coordination of Manitowoc County's specialized transportation programs for the elderly and the disabled.

Transportation Program

- Driver – Uses the ADRC vehicle or personal vehicle to transport individuals to/from destination. Must have a valid driver's license and insurance.

WORKSHOPS

Bingocize

Are you looking for a fun and exciting way to stay active? Bingocize is a unique program that combines the game of bingo with exercise and health information. Participants meet for one hour, twice a week for ten weeks, to play a few rounds of bingo and engage in various exercises. Throughout the program, participants can expect to see improvements in their overall fitness, strength, flexibility, and balance. Exercises can be adapted to suit your fitness level.

Boost Your Brain & Memory

A six-week, instructor-led course with a holistic and evidence-based approach to improving brain health. This class will teach you new habits to help you maintain cognitive health as well as practice new skills for better memory performance. This program is intended for those who are not diagnosed with dementia, to learn ways they can lower their risk of developing dementia.

Powerful Tools for Caregivers

A six-week workshop that addresses the needs of caregivers. This workshop focuses on building communication skills, lowering stress, setting goals, making tough decisions, coping with anger and guilt, accessing community resources, and solving problems. Educational in nature, but allows time for sharing and bonding.

Sip & Swipe

A two-day workshop offering those who have never used a tablet or smartphone a safe way to learn basic skills such as: turning a tablet on/off, searching the internet, creating an email account, and more. Each course is based on individual needs/skill levels.

Stepping On

A seven-week workshop that is proven to reduce falls. Through the leadership of trained facilitators and presentations by community experts, this workshop focuses on improving balance and strength, home and environmental safety, vision, and medication review. Research shows that Stepping On participants have a 31% reduced risk of falls.

Stepping Up Your Nutrition

Did you know that malnutrition can cause muscle loss and dizziness which can increase your risk of falls? If you have two or more chronic conditions, you may be at risk of malnutrition. You may also be at risk for malnutrition if you are losing weight without dieting, not getting enough to eat, losing muscle strength, and not drinking enough fluids.

For more information on these workshops, please visit our website at www.adrcofthelakeshore.com or call us at 1-877-416-7083.

NOTES

NOTES

EMERGENCY: Call 911

After Hours Crisis Line:

Kewaunee County 920-255-1645

Manitowoc County 1-888-552-6642

Poison Control Center: 1-800-222-1222

Local Police: _____

Local Fire: _____

Local Ambulance: _____

Doctor: _____

Clinic: _____

Hospital: _____

Minister/Church: _____



Check the Resource Guide for the answer to your questions or call:

Phone Numbers:

**920-683-4180 or
1-877-416-7083**

**Monday through Friday
8:00 a.m. - 4:30 p.m.**

E-mail: adrc@manitowoccountymi.gov

Website: www.ADRCofttheLakeshore.com

Locations:

**1701 Michigan Avenue, Manitowoc
810 Lincoln Street, Kewaunee**