



RESOURCE GUIDE

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



**Aging and 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, Kewaunee County, Manitowoc 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.



“To provide person-centered, individualized care to educate, support, and empower the aging and disability communities.”

To locate an Aging and Disability Resource Center or Tribal Partner in another county, please call:

844-WIS-ADRC

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

The mission of the Aging and 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

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AGING AND DISABILITY RESOURCE CENTER OF THE LAKESHORE

Aging and Disability Resource Centers (ADRCs) 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
- Family caregivers
- Adults with mild memory impairment or dementia
- Youth with disabilities transitioning into the Adult Services System (over 17 ½ years)
- Individuals who inquire about resources or request assistance on behalf of consumers in any/all of the above categories

Please check this resource guide for answers to your questions, call to schedule an appointment, or walk in Monday - Friday from 8:00am to 4:30pm to speak directly with staff. After hours appointments are 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 or 1-877-416-7083

Email: adrc@manitowoccountywi.gov

Website: www.adrcofthelakeshore.com

ADRC CORE SERVICES

ADRC SPECIALISTS

ADRC Specialists are available to confidentially discuss, provide information, and make referrals regarding a variety of topics:

Options Counselling

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

Transitional Services

The ADRC shall accept 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 ensure 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.

CAREGIVER & HEALTH PROMOTION SPECIALIST

The Caregiver & Health Promotion 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. Health Promotion Programs are scheduled and offered to assist in falls prevention and older adult exercise.

DEMENTIA 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 PROGRAM

Through the oversight of a Registered Dietician and Nutrition Program Supervisor, the Nutrition Program shall provide access to wholesome meals to older individuals, either at local community dining sites or directly to homebound individuals. The Nutrition Program provides 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 Dietician may provide one-on-one nutrition counseling when necessary.

ELDER BENEFIT SPECIALIST

The Elder Benefit Specialist (EBS) shall provide assistance to adults 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, SeniorCare, Medicare, Medical Assistance, and Social Security. In addition, the EBS 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 ½ to 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. 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, or 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	1-833-586-0107 www.reportelderabusewi.org
Coalition of WI Aging Groups (CWAG): Financial Abuse	1-800-488-2596 Madison: 608-224-0606 www.cwag.org
U.S. National Domestic Violence Hotline	1-800-799-SAFE (7233) TTY: 1-800-787-3224 www.thehotline.org Text "Start" to 88788
Abuse Agencies Serving Kewaunee County	
Kewaunee County Human Services Department Adult Protective Services	920-388-7030 www.kewauneeco.org
Violence Intervention Project (VIP)	920-487-2111 24 Hour Hotline: 1-877-847-3223 www.vipadvocates.net

Abuse Agencies Serving Manitowoc County	
InCourage	920-684-4661 24 Hour Crisis Line: 920-684-5770 www.incouragewi.org
Manitowoc County Human Services Department Adult Protective Services	920-683-4230 After Hours Crisis Line: 1-888-552-6642 TTY: 920-683-5168

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 those decisions for yourself. A financial power of attorney can be drafted so that it goes in to 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

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 over your financial or other business decisions.

Supported Decision-Making

Supported 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	
N.E.W. Door County Dental Clinic	920-746-3788 www.newcc.health

Dental Services Serving Manitowoc County	
Noble Community Clinics	1-800-942-5330 www.nobleclinics.org/lakeshore

EDUCATION & TECHNOLOGY

Many colleges, technical schools, and agencies have recognized the desire for diverse groups of older adults and adults with disabilities to continue learning. Specialized education opportunities for individuals residing in Kewaunee and Manitowoc 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 www.algomapubliclibrary.org
Kewaunee	920-388-5015 www.kewauneepubliclibrary.org
Public Library Listings Serving Manitowoc County	
Kiel	920-894-7122 www.kiellibrary.org
Manitowoc <i>homebound library services</i>	920-686-3000 www.manitowoclibrary.org
Two Rivers (Lester Public Library) <i>homebound library services</i>	920-793-8888 www.lesterlibrary.org

Educational Opportunities Serving BOTH Kewaunee and Manitowoc Counties	
Northeast WI Technical College (NWTC)	Green Bay: 920-498-5444 Luxemburg: 920-845-5945 www.nwtc.edu
UW-Green Bay Lifelong Learning Institute	920-465-2356 www.uwgb.edu/lir
Educational Opportunities Serving Kewaunee County	
UW Extension - Kewaunee	920-388-7141 kewaunee.extension.wisc.edu
Educational Opportunities Serving Manitowoc County	
Lakeshore College	Cleveland: 920-693-1000 Manitowoc: 920-683-2846 www.lakeshore.edu
UW Extension - Manitowoc	920-683-4167 manitowoc.extension.wisc.edu
UW-Green Bay Manitowoc Campus	920-683-4700 www.uwgb.edu/manitowoc

EMPLOYMENT

For individuals interested in obtaining employment who 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	
Division of Vocational Rehabilitation (DVR) Bay Area Regional Office	920-930-6733 www.dwd.wisconsin.gov/dvr
ERI Employment Resources, Inc	608-246-3444 www.eri-wi.org
Job Center of Wisconsin	Manitowoc: 920-930-6565 Kewaunee: 920-930-6570 www.jobcenterofwisconsin.com
Options for Independent Living - Work Incentive Benefit Specialist	920-490-0500 www.optionsil.com
Senior Community Service Employment Program	920-965-7758
WI Senior Employment Program (WISE)	Manitowoc: 920-857-7182 Kewaunee: 920-593-3557 www.dhs.wisconsin.gov/wise/counties
Employment Assistance Serving Kewaunee County	
ESI	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	414-203-8399 1-877-618-6628 www.redcross.org/local/wisconsin

East Central Income Maintenance Partnership	1-888-256-4563 www.access.wi.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
Medigap Helpline	1-800-242-1060
Movin' Out	608-251-4446 ext. 7 www.movin-out.org
Property Tax Deferral Loan Program (WHEDA) For Applicants Age 65 and Older	1-800-755-7835
Salvation Army	Kewaunee: 920-924-8643 Manitowoc: 920-684-7117 711 (TTY) www.salvationarmy.org
SeniorCare Prescription Drug Assistance Program	1-800-657-2038 711 (TTY) www.dhs.wisconsin.gov/seniorcare
Social Security Administration SSI and SSDI Programs	Kewaunee: 1-888-862-4811 TTY: 1-800-325-0778 Manitowoc: 1-877-409-8430 TTY: 1-800-325-0778 National: 1-800-772-1213 www.ssa.gov

USDA Rural Development Home Buyers, Home Repairs	Kewaunee: 715-524-8522 ext. 4 Manitowoc: 920-907-2976 ext. 4 www.rd.usda.gov
WisLoan Low interest loans for assistive technology	920-490-0500 1-888-465-1515 www.optionsil.com
WisPACT Manages and administers Special Needs Trusts for individuals with disabilities	608-268-6006 www.wispact.org
Organizations Providing Information on Financial Assistance Serving Kewaunee County	
Energy Services Handles applications for Wisconsin Home Energy Assistance Program - WHEAP (Oct. 1 - May 15)	920-388-0652 1-800-506-5596 www.wearehopeinc.org/HomeEnergy
Money Management Counselors	920-743-1862 www.moneymanagementcounselors.com
Organizations Providing Information on Financial Assistance Serving Manitowoc County	
Financial & Debt Solution Services	920-886-1000
Partners for Community Development Handles applications for Wisconsin Home Energy Assistance Program - WHEAP (Oct. 1 - May 15)	1-833-646-0823 www.partners4cd.com

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 counselling and bill paying. For a 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

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
Jens Family Funeral Services & 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 and Cremation Service, LLC Algoma	920-487-2662 www.schinderlefuneralhome.com
Funeral Homes Serving Manitowoc County	
Deja & Martin Funeral Chapels Two Rivers	920-793-1756 www.dejamartin.com
Harrigan Parkside Funeral Home & Gathering Center Crematory & Chapel Manitowoc	920-682-0346 www.harriganparksidefuneralhome.com
Lambert-Eckert Funeral Home Mishicot	920-755-2212 www.lamberteckert.com

Malcore Funeral Homes & Crematory	920-432-5579 East 920-499-4100 West www.malcorefuneralhomes.com
Pielhop Funeral Home Brillion and Reedsville	Brillion: 920-756-2102 Reedsville: 920-754-4088 www.pielhop.com
Proko-Wall Funeral Home & Crematory	920-468-4111 1-800-750-4222 www.prokowall.com
Stoltenberg Funeral Chapel Cleveland	920-693-8741
Lakeshore Family Funeral Homes www.lakeshorefamilyfuneralhomes.com	
Christianson & Deja Funeral Home Valders	920-775-4433
Jens Family Funeral Services & Crematory Manitowoc	920-682-1568
Klein & Stangel Two Rivers	920-793-1396
Pfeffer Funeral Home Manitowoc	920-684-4642
Reinbold & Pfeffer Funeral Services Manitowoc and Kellnersville	Manitowoc: 920-682-1568 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 consist of assistance with activities of daily living such as: 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 consist 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 providers.

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 aids.

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 Serving Kewaunee County	
Algoma American Legion	318-548-7448
Casco Lions Club	920-606-9250
Dyckesville Lions Club	920-845-5231
Green Bay VFW	920-863-6714
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 Department	920-793-5521
Veterans Equipment Closet	815-404-9105

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 counselling.

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

Independent Apartments

There are many independent apartment options within Kewaunee and Manitowoc 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 homeware providers 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 24 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 28 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 28 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 24 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	1-888-687-2277 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 on Aging Group	608-224-0606 1-800-488-2596

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
Disability Rights Wisconsin (DRW) Statewide advocacy for adults age 18-59	Madison: 608-267-0214 Milwaukee: 414-773-4646 1-800-928-8778 www.disabilityrightswi.org
Guardianship Support Center	1-855-409-9410 guardian@gwarr.org
GWAAR Greater Wisconsin Agency on Aging Resources Statewide advocacy for adults age 60+	608-243-5670 www.gwaar.org
Lawyer Referral Service (LRS) Referrals, low income assistance, and advice	1-800-362-9082
Legal Action of Wisconsin Free legal assistance for eligible low income persons. Tenant and debtor rights, family, and civil rights cases.	1-855-947-2529 920-432-4645 www.legalaction.org
Wisconsin Bar Association - Attorney Referral Service: Modest Means	1-888-529-7599 www.wisbar.org/modestmeans
WI Dept. of Agriculture, Trade, and Consumer Protection	1-800-422-7128 Madison: 608-224-5012 www.datcp.wi.gov

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 specialist 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

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, refreshments, camaraderie, and lots of creative fun!

The Virtual Dementia Tour

There are questions we ask ourselves when caring for or visiting someone with dementia or Alzheimer's disease. "The Virtual Dementia Tour" helps those without dementia imagine what it might be like to live with cognitive decline. It is a simulation based experience paired with a follow up debriefing and educational session. For more information, call 1-877-416-7083.

Physician and/or 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

Wisconsin Alzheimer's Institute	608-263-2862 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
Holy Family Memorial Reed Avenue Campus Memory Clinic	920-320-8600 www.hfmhealth.org/memoryclinic
Prevea Health Clinic	920-717-0800 www.prevea.com

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 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 the cost of the program 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
Phoenix Behavioral Health	920-657-1780 www.phoenixbhc.com
Prevea Behavioral Care	After Hours 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
Emplify Health by Bellin Outpatient Mental Health	920-433-6073 www.bellin.org
Emplify Health by Bellin 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 Dept. 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	1-800-240-0276
Aurora Behavioral Health	920-793-7420 www.aurorahealthcare.org
CORE Treatment Services, Inc	920-663-1035 www.coretreatmentservices.com
Dynamic Family Solutions	920-323-7431 www.dynamicfamilysolutions.com
HFM Behavioral Health	920-320-8600 www.hfmhealth.org/behavioral-health
Horizons Recovery Residence	920-717-0264
Lighthouse Recovery Center	Hotline: 920-374-3989 920-374-4433 www.lighthouserecoverycommunitycenter.org
Lotus Recovery	920-717-7107
Nobel Community Clinic	800-942-5330 www.nobelclinics.org

Manitowoc County Human Services Dept. Crisis Support	Monday - Friday 8am - 4:30pm: 920-683-4230 Nights, Weekends, Holidays: 1-888-552-6642 TTY: 920-683-5168 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 the 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 business 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 and 4th Wednesdays

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

For a full list of programs and services that provide meal deliveries, please visit the Food Resources section of our website at www.adrcofthelakeshore.com.

Food Pantries Serving Kewaunee County	
Kewaunee County Food Pantry	920-487-3663 www.kcfpantry.org
Lakeshore Community Pantry	920-388-9050 www.lakeshorecommunitypantry.org
LC Food Pantry	920-845-5362 www.holytrinitycasco.com/lc-food-pantry-marvs-bin
Food Pantries Serving Manitowoc County	
Grow It Forward	920-645-9467 www.grow-it-forward.org

Kiel Area Community Food Pantry, Inc	920-894-2357
Mishicot & Two Rivers Ecumenical Pantry	920-793-5364
Peter's Pantry, Manitowoc	920-682-6989 www.peterspantry.org
Salvation Army, Manitowoc	920-686-8989
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 WI who display the Approved Vendor sign. Contact the ADRC for dates and application sites.

PERSONAL EMERGENCY RESPONSE SYSTEMS

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

Contact the ADRC for the most up to date 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, intergenerational 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 screening, 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.

Kiel Community Center	920-894-7861 www.kielwi.gov/community-center
Manitowoc Senior Center	920-686-3060 www.manitowoc.org/275/Senior-Center
Two Rivers Senior Center	920-793-5596 www.two-rivers.org/seniorcenter

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 Resources & Hotlines Serving BOTH Kewaunee and Manitowoc Counties	
Vivent Health (AIDS Resource Center of WI)	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 (Stoke Family Warmline)	1-888-478-7653
Arthritis Foundation Hotline	1-800-283-7800
Autism Society of WI	608-630-9147
Board on Aging & Long-Term Care (BOALTC)/Ombudsman	1-800-815-0015
CancerCare	1-800-813-4673
Catholic Charities	920-272-8234
Coalition of WI Aging & Health Groups	1-800-488-2596
Disability Rights Wisconsin (DRW)	1-800-928-8778 www.disabilityrightswi.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 Service (LRS) - State Bar of WI	1-800-362-9082
Medicaid - Forward Health Member Services	1-800-362-3002
Medicare Hotline	1-800-633-4227
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 (Prescription Drug Assistance Program)	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 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.com
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 Housing Discrimination Hotline	1-800-765-9372 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.

Manitowoc Support Groups:

- Memory Support Network
- Family Caregiver Support Group
- Men's Caregiver Support Group

Kewaunee Support Group:

- Caregiving Together

TRANSPORTATION

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

If you have further transportation questions, contact:

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

Transportation Providers Serving BOTH Kewaunee and Manitowoc Counties	
MTM Non-emergency medical transportation for WI MA and BadgerCare Plus (Not Family Care members)	1-866-907-1493 Deaf/Hearing Impaired: TTY 1-866-907-1493 www.mtm-inc.net/wisconsin
Transportation Providers Serving Kewaunee County	
Abby Vans Based in Neillsville	1-800-236-8438 www.abbyvans.com
Algoma Bus Service Age 55+ or adults w/ disabilities	920-388-0626
Be Driven! Transport, LLC	920-213-2326 www.be-driven-transport.com
Door County Cab Based in Sturgeon Bay	920-818-1124
Jimbo's Express & Shuttle Based in Sturgeon Bay	920-818-1084 920-556-4836
Julie's Country Care Express Based in 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 Based in Forestville	920-825-7411
Sully's Rides	920-667-9676

Transportation Providers Serving Manitowoc County	
ADRC Volunteer Driver & Rural Transportation Program	920-686-6977 www.adrcofthelakeshore.com
Assist-to-Transport	920-682-8820
Felician Village On the Go Serving Ages 50+ 24 hours, 7 days a week	920-684-7171 Ext. 351 or Ext. 425
Kiel Senior Transportation	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
Two Rivers T.R.U.S.T. 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 multiple places in Green Bay, and Holiday Inn in Manitowoc
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 ADRC of the Lakeshore in evaluating, planning, and advocating for the nutrition program in Kewaunee and Manitowoc counties.

Health Promotion

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

Medicare Part D Open Enrollment

- Must have previous experience to assist the 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 light exercises and health information. Participants meet for one hour, twice a week, for 10 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 and 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.

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:**

920-683-4180

1-877-416-7083

Monday through Friday

8:00am - 4:30pm

Email: adrc@manitowoccountyiwi.gov

Website: www.adrcofthelakeshore.com

Locations:

1701 Michigan Avenue, Manitowoc

810 Lincoln Street, Kewaunee