

Spotlight On: The Aging and Disability Resource Center of Northwest Wisconsin



Mission and Vision

The mission and vision of the Aging and Disability Resource Center of Northwest Wisconsin (ADRC of NW WI) is to help older people and people with physical or developmental disabilities secure needed services or benefits, live with dignity and security, and achieve maximum independence and quality of life. The goal of the Aging and Disability Resource Center is to empower individuals to make informed choices and streamline access to services and supports.

Who We Serve

We proudly serve Polk and Burnett Counties and the St Croix Chippewa Indians of Wisconsin. We provide assistance to adults (including disabled young adults 17.5 years old) and the elderly. We serve people with physical and intellectual/developmental disability, mental health or substance abuse issues, and the elderly. We also offer guidance and assistance to caregivers and family members of loved ones, spouses, medical providers, discharge planners and professionals in the community...anyone who cares about or is assisting an elderly or disabled individual. We assist all people - regardless of income.

What We Do

By enabling people to find resources in their communities and make informed decisions about long term care, ADRCs help people conserve their personal resources, maintain self-sufficiency and delay or prevent the need for potentially expensive long term care. ADRCs also serve as the single access point for publicly funded long term care, including Family Care and IRIS.

Most services offered by the ADRC are provided free of charge. People who use the transportation services provided by the ADRC are charged a co-payment for rides. Meal services, such as congregate dining and home delivered meals, do not charge a fee but a donation to the program is appreciated. The workshops, part of Community Programming, may cost a fee for the books participants receive. The staff of the ADRC may refer you to other providers outside of the ADRC, and those providers may charge for their services.



Professionals on Staff and Services They Provide:

Disability Benefits Specialists (DBS) provide benefits counseling to adults ages 18 to 59 with physical disabilities, developmental disabilities, mental illness and/or substance abuse disorders. We have two Disability Benefits Specialist, Christi Arcand and Wanda Washkuhn. The ADRC and local resources have teamed to form a County Community on Transition in Polk and Burnett county to provide teachers, parents and other providers the information they need for transition planning for young adults with disabilities who are getting ready to graduate from High School. In December we will travel to 2 locations to provide the Transition Road Show, an event where we bring the resources TO the teachers.

Elder Benefits Specialists (EBS) provide assistance to adults ages 60 and over who are having problems with their private or government benefits, or who simply have questions about their benefits. We have two Elder Benefits Specialist, Liz Arcand and Connie Crosby. Medicare Part D open enrollment (October 15-December 7th) is a very busy time of year for these two, as they meet with people needing assistance or losing coverage to go over their options. This past October our Elder Benefits Specialist went out into the community to provide information on the various parts of Medicare, speaking at 7 different locations throughout Polk and Burnett counties.

Information and Assistance Specialists (I&A Specialists) listen to your concerns, assess your needs and help connect you to service providers. We have three Information and Assistance Specialists; Angie Joy, Diane Voltz and Barb Engelhart. At least one is available for walk-ins and daily calls Monday-Friday 8:30-4:30pm. They are able to assist with the following:

Get Help Paying for Long-Term Care

The ADRC is the entry-way to publicly funded long-term care programs (Family Care and IRIS). We screen for eligibility for these programs and then explain your options so that you can make an informed decision about which program you choose.

Options Counseling

Offering information about the choices available to meet your long-term care needs. Learn about the spectrum of care – ranging from home-based care, the variety of assisted living options, and nursing home care. We help you to evaluate and weigh your long-term care service options. We can also answer your questions about Family Care and IRIS.

Dementia Care Needs

The ADRC is proud to offer Dementia Care Specialist services with our Dementia Care Specialist, Barb Engelhart. This is a new service offered in our area. The Dementia Care Specialist is a trained social worker, specializing in the needs and concerns of people living with dementia, their caregivers and family, and the professionals working with people who have dementia. A lending library of books and DVDs related to caregiving is also available.

Caregiver Supports

Tremendous demands are placed on caregivers. ADRC staff is available to provide information to caregivers about available services and to assist caregivers in accessing those services. Our Dementia Care Specialist, Barb Engelhart, helps organize and host the Caregiver Support Group at Peace Lutheran Church in Dresser, WI.

Other Services Our Agency Provides to the Community



Community Programming

The ADRC provides and sponsors an array of educational and community outreach programs focusing on health promotion, prevention, caregiving, planning for the future, and topics of interest to community members. We currently offer the following workshops: Living Well with Chronic Conditions (open to adults of all ages), Stepping On Fall Prevention (open to older adults at risk for or have a fear of falling) and Powerful Tools for Caregivers (open to family caregivers).

We also work closely with the Polk County Fair Board to provide the Centenarian Celebration (pictured) and local speakers at the Polk County Fair. In addition to the Polk County Fair, we can be seen at the following events/fairs/wellness events: Amery Centennial Hall Winter Wellness Expo, both Burnett County Fairs, Osceola Community Fair, BMC Health Expo, BMC Diabetes Education Night, Grantoberfest, Osceola Medical Center Employee Health Fair, WITC Caregiver Caregiver Conference, St Croix Tribe Caregiver Conference and more!

The ADRC of NW WI publishes a monthly newsletter called The Voice. We distribute about 3200 issues per month of our newsletter-- 24 full color pages of fun, useful information and exciting news.

Loan Closet

The ADRC loan closet allows people to borrow items such as walkers, bath chairs, wheelchairs and toilet seat risers for up to 3 months. It is meant to help people who only need the items on a temporary basis, such as after a surgery. The number and types of items available may vary based on donations and patron demand. Items are available on a first-come, first-served basis. A deposit is required.

Senior Dining/Home Delivered Meals

Senior dining options include congregate dining at nine sites throughout Polk and Burnett Counties. For those who qualify, home delivered meals are also offered. Anyone who is interested in either dining option and new to Senior Dining should first contact Dawn Sargent, the Nutrition Program Coordinator at the ADRC. We provide approximately 1200 meals per week—including both congregate dining and home delivered meals. Our volunteer drivers put on a total of 154,577 miles in 2013 delivering meals.

Transportation

The ADRC provides non-emergency local and out of area medical transportation to people with disabilities or people age 60 and over, who reside in Burnett and Polk Counties. Our ADRC Specialist, Kari Broten works to coordinate rides for individuals with our volunteer drivers for approximately 150 ride requests per month. Co-payments are charged for this service and are based on mileage starting and ending at the volunteer driver's home.