



**Aging and Disability Resource Center  
of Waukesha County  
Division of Health and Human Services**

**ADRC Connection  
2012**

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*Letter From the County Executive*



Dear Friends of County Government,

In March of this year, I had the honor and privilege of breaking ground on Waukesha County's new Health and Human Services Building. I was so proud to be part of the groundbreaking for this outstanding and much anticipated project alongside colleagues that have played an equally important role in bringing this project to this point.

This beautiful, highly efficient new building will truly be a gem in Waukesha County, and the work that will be done in that building is extremely important to the vitality of our great community. People from all walks of life, for generations to come, when faced with disability, age, income or health related issues, will go to the new building to get the help they need to improve their lives. Last year alone, over 112,000 people were served by the Department of Health and Human Services, and over 11,000 by the Aging and Disability Resource Center.

This project has been a major part of Waukesha County's 5-Year Capital Plan. Our 5-year Plan allows for the County to carefully plan and

strategically budget for major capital projects, including this building.

Waukesha County received favorable bids for the HHS Building both last year and this year saving the County a total of \$1.5 million. The \$35.2 million building is expected to be completed by the end of 2013.

I'm proud of Waukesha County for so many reasons. We operate our County like a business, and when we invest in a road or a building project – like the new Health and Human Services Building – we put a minimum of 20% down. We receive the lowest interest rate available because of our AAA/aaa bond rating, and we pay off the project in ten years or less.

It is important to thank all of those involved in the Health and Human Services Building project for their hard work and dedication. Next year in this very newsletter, I look forward to reporting on the ribbon cutting of this new, state-of-the-art building!

Sincerely,

Dan Vrakas  
Waukesha County Executive  
[countyexec@waukeshacounty.gov](mailto:countyexec@waukeshacounty.gov)

Our thanks go out to volunteers Gary and Gail for helping to create this Newsletter

# *Letter From the Manager of the Aging and Disability Resource Center*

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To all ADRC Connection Readers,

Days are getting shorter. School has started. Fall is here. Time seems to go faster as we age!

We have been very busy at the ADRC. Paul Decker was chosen as our new County Board Chair and Gilbert Yerke as new Human Services Committee Chair. We welcome them and look forward to working with them and the entire County Board, as well as the County Executive, Health & Human Services Administrators and staff and all county departments. We continue to work with our many partners at the county, state and federal level to meet the needs of our Waukesha County consumers. We have so much to offer. I encourage you to go on-line and visit our website at [www.waukeshacounty.gov](http://www.waukeshacounty.gov). You will find out about all the services we have at the ADRC and numerous links to a wide variety of topics and pertinent information. The ADRC is very grateful for the community partners we have in for-profits, non-profits, faith based and business. We cannot do our work without them and our many collaborations. Waukesha County can be very proud of all the work that is done to improve the quality of life for older adults and adults with disabilities.

The ADRC has an expert staff of professionals. You can talk to an ADRC specialist from 8:00 a.m. to 4:30 p.m. by calling 262-548-7848. After hours, call 211/First Call for Help (262-547-3388). You can also walk in during those hours and meet with our staff. Our Disability Specialist work with ages 18-59 and our Elder Benefit Specialists work with those 60+. The four of them have a wealth of knowledge and can assure that you are aware of all the benefits you may be eligible for. All our staff is dedicated and well trained. They care about each call and that you get the necessary resources/answers.

Appointments may also be set up for the office or in the home. The ADRC also does numerous

presentations in the community to inform groups of our services. The ADRC is the front door for long-term care services. We help students and their families leaving the children's waiver programs so that they may easily transition into the adult programs. We help determine Family Care eligibility and provide options counseling and enrollment. We work closely with the State and our two managed care organizations to ensure processes work efficiently.

The ADRC has the county aging unit within it. All counties have an aging unit and funding is provided by the Older Americans Act, as well as county tax levy and state funding. Join us at one of our senior dining sites for a nutritious meal, socialization and education. The sites are located throughout the county. We also serve home delivered meals out of these sites. Please call 262-548-7826 for more information and reservations.

The OAA services include other areas as well, including medication management, respite, homemaker, adult day services and much more. A satellite office for the Alzheimer's Association is located at the ADRC. With the growing numbers of Alzheimer's/Dementia in our county, this is most helpful for staff and families. The ADRC does a lot for caregivers. We appreciate all that caregivers do to assist their loved ones. We are here to assure the caregivers get what they need for support and well-being. The Caregiver Connection is an organization of partners, ADRC, Interfaith, Alzheimer's Association and United Way, working to give caregivers a "place to go". Check out the Caregiver Connection website at <http://thecaregiverconnection.org>. The ADRC also has support for grandparents and other relatives raising grandchildren. Call for more specifics on any caregiver issues. Stop and visit our Caregiver Library in our lobby. Check out items on a large variety of topics.

The ADRC also oversees specialized transportation for seniors and people with disabilities. Specialized vans,

## *Letter From the Manager of the Aging and Disability Resource Center*

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shared fare taxis and shuttles operate across the county to help consumers access services. Call for details.

The ADRC is the place to call for Elder Abuse and Adults at Risk. The Adult Protective Services Unit of the ADRC has highly qualified staff that works with our most difficult cases. We are seeing more and more crisis cases and cases are becoming much more complex.

In addition to all of our staff and many partners, we are also grateful to our many volunteers. Karen Straw is our new volunteer coordinator. She is always busy recruiting a variety of volunteers to assist with the work of the ADRC. We hear from our volunteers *“that I get back so much more than I give”*. Call Karen if you are interested in helping at our senior dining sites, delivering meals to our homebound, office assistants, guardians for clients and many more. Thank you to our new volunteers, who are putting together our Newsletters, those organizing our library, filing, organizing paperwork information, acting as guardians, delivering meals and most importantly smiles and support.

Our ADRC Advisory Board is led by Bill Graham. The Board is a loyal dedicated group of advocates; idea people who support and guide the ADRC. We say thank you and farewell to Pat Hansen, Nancy Pagels and Larry Weidmann who retired from the Board. We will soon welcome new board members. Board meetings are the first Thursday of the month and are open to the public. Join us.

The ADRC continues to be part of many special projects. We are proud to be part of a 5-year Grant with the UW-Madison Engineering School. The Active Aging Project is a wonderful chance to work with technology to help seniors stay safely in their homes. In addition, the project is working with safe driving for seniors and falls prevention.

It is very exciting to be part of this national project. See the article in the newsletter about this project. We are also getting started on a pilot with the State Medical Society to promote discussions around assuring all of us have a Power of Attorney for Health Care. In addition, we will be working with Cares Transitions to help decrease readmissions to hospitals. We continue to work with students to give them experiences that will help them grow professionally in order to help our populations.

As we do all that I have mentioned, we are watching our landscape change with the construction of our new Health and Human Services Center. It is quite a project for our county. In a year, we will be packing up and moving to this new, modern facility. Another change!

We have seen a lot of change in our ADRC these last years. It stretches us, makes us look outside the box, challenges and sometimes frustrates us, but the goal is always for those of us at the ADRC to be the best we can be, so that we can meet our mission – to promote independence and improve quality of life, while offering choices to our consumers. You too are our partners!

We hope you enjoy our newsletter. Please contact us at any time with thoughts or suggestions. We are your ADRC! We are proud to serve Waukesha County. Thank you!

My best,



Cathy Bellovary, Manager

## *Message From the ADRC Advisory Board Chair*

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Dear Friends,

It is my honor and privilege to report to you, the recent activities of the Waukesha County Aging and Disability Advisory Board of which I am the Chairperson. In the many years I was an employee of Waukesha County, we had a motto that identified who we are, what we accomplished in the past, what we are accomplishing today and what our strong expectations are for the future. The Waukesha County motto is Waukesha County Leading the Way!

Our Advisory Board and selected members have been recognized for their involvement in Board activities at the local, regional and state level, demonstrating our commitment to Leading the Way.

Board members Julie Turkoske and Carolyn Spitz advocated for an extensive sidewalk repair to insure the safety of physically challenged adults and children using a local city facility. Board members taking individual action for physically challenged people.

Glenn Lee, Sandy Wolff, guests Janet and Lorraine Lee and I represented Waukesha County at the Regional Long-Term Care Advisory Committee meeting, recently held in Waukesha. Kenosha, Racine, Jefferson, Milwaukee and Walworth counties were also invited. The state chose Waukesha for this event and I facilitated the meeting. The state representative attended one of our ADRC Advisory Board meetings and had a favorable impression of our ADRC Board and our meeting.

Waukesha ADRC was selected to present a summary report of our Southeast Region meeting with the Northeast and Western Regions at the Wisconsin Long-Term Care Advisory Council

meeting in Madison. I represented Waukesha County and the Northeastern Region.

Positive energy and leadership continues to be demonstrated in our partnership with the ADRC, staff, Board member Carolyn Spitz and I, interested citizens of New Berlin Wisconsin and the Engineering Department of the University of Wisconsin-Madison working together on the New Berlin Connects Project (NBC). This project is funded by a single national grant. Milwaukee County (urban) Richland County (rural) and Waukesha County (suburban) were selected to participate. A simple description of this project is looking for the positive assets in the community, rather than the deficits, and working toward the goals of utilizing technology to maintain and improve the quality of life of our older people.

Board member Sandy Wolff represents our ADRC at the State Aging Advisory Committee. An example of her advocacy was her report to the committee concerning the Living Well with Chronic Conditions and the Stepping On Program initiatives. Important information was provided directly to the State committee, impacting our Waukesha County programs...an opportunity to tell the Waukesha County story.

The foundation of the ADRC Advisory Board is the support and encouragement of the ADRC staff in the pursuit of our ADRC mission. It is our expectation that our Board will demonstrate the spirit of the motto Waukesha County Leading the way.

It is our privilege to serve the citizens of Waukesha County

Sincerely,

William G. Graham, Chair  
ADRC Advisory Board

# *Elder Benefits Specialist*

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## **Medicare Open Enrollment – It’s Earlier Now!**

**October 15 - December 7**

Each year, there are new health plans (Medicare Advantage) and prescription drug coverage (Part D) choices. You should review your current health plan and prescription drug coverage each fall.

### **Is Your Plan Still A Good Plan For You?**

The Medicare Plan Finder ([www.medicare.gov/find-a-plan](http://www.medicare.gov/find-a-plan)) can show you plans in this area that may

- Cost less
- Cover your drugs
- Have a network that includes your providers

You can also get

- An estimate of your annual prescription costs
- Quality and customer service ratings for each plan

### **Important Medicare Dates**

#### **September & October – Review and Compare**

Review: Your plan may change. Review any notices from your plan about changes for next year.

Compare: In October, use Medicare’s tools to find a plan that meets your needs.

#### **October 15 – Open Enrollment Begins... It’s earlier now!**

This is the one time of year when everyone with Medicare can make changes to their Medicare Advantage and Part D plans for the next year.

Decide: October 15 is the first day you can change your Medicare coverage for next year.

#### **December 7 – Open Enrollment Ends**

In most cases, December 7 is the last day you can change your Medicare coverage for next year. The plan has to get your enrollment application by December 7.

#### **January 1 – Coverage Begins**

Your new coverage begins if you switched to a new plan. If you stay with the same plan, any changes to coverage, benefits or costs for the new year begin on January 1.

### **Four Ways to Get the Help You Need**

1. Visit [www.medicare.gov/find-a-plan](http://www.medicare.gov/find-a-plan) to use the Medicare Plan Finder.
2. Look at your most recent “Medicare & You” handbook to see a listing of plans in your area. You should also review any information you get from your current plan, including Annual Notice of Change letter.
3. Call 1-800-MEDICARE (1-800-633-4227), and say “Agent”. Help is available 24 hours a day, including weekends. If you need help in a language other than English or Spanish, let customer service know the language. TTY users should call 1-877-486-2048.
4. Get free personalized health insurance counseling by calling your State Health Insurance Assistance Program (SHIP). The Elder Benefit Specialists at the ADRC of Waukesha County are your local SHIP counselors, for assistance call the ADRC at (262) 548-7848. To get the phone number for the SHIP in other areas, visit [www.medicare.gov/contacts](http://www.medicare.gov/contacts), or call 1-800-MEDICARE.

**Consumer Alert**  
**Letter from State of Wisconsin Department of Revenue regarding**  
**Real Estate Sales and Credit Monitoring**

The Department of Revenue (DOR) inadvertently included Social Security numbers in a real estate sales file posted on the DOR website. The DOR has mailed letters to the sellers that may have been impacted, offering them one year of free credit monitoring if they have concerns about the release of this information. Please note, the term “seller” may be misleading to some consumers because this includes any real estate transaction, such as: transfers, changes in the deed of a property, and the creation or changes to a trust. These letters were mailed to the last known address of the seller. If the seller does not receive a letter, he or she can contact the department to confirm whether or not their social security number was included on their real estate transfer form:

**Toll-free number: 888-947-3453**

**Email: [realestate@wisconsin.gov](mailto:realestate@wisconsin.gov)**

In addition to the free credit monitoring, consumer protection agencies suggest that consumers can further protect themselves by placing a security freeze or fraud alert on their credit report. A fraud alert is free, will be active for 90 days and can be removed. This notifies creditors if someone attempts to open an account in your name. A security freeze prohibits any credit agency from releasing information in your credit report without your authorization. The request must be sent by certified mail with a \$10 fee to each of the credit agencies. Below is the contact information for all three credit agencies to place a security freeze or fraud alert on their credit report:

**Equifax**

P.O. Box 740250  
Atlanta, GA 30374

888-766-0008  
TDD: 800-255-0056  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013

888-397-3742  
TDD: 888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 6790  
Fullerton, CA 92834

800-680-7289  
TDD: 877-553-7803  
[www.transunion.com](http://www.transunion.com)

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**BadgerCare Plus/Core/Basic**

Changes were implemented last month by the Department Health Services (DHS) for BadgerCare Plus and Core members. These changes affect only income-eligible non-pregnant, non-disabled adults above the 133% of the Federal Poverty Level (\$25,390 for a household size of three) and do not apply to children, youths exiting foster care and certain tribal members. Another change that has happened is an increase of existing premiums for those who have been paying premiums. BadgerCare Plus Core Plan members will still need to pay the annual \$60 processing fee. And if the member has a monthly premium fee then this \$60 processing fee will be used to pay their first monthly premium. The third change to BadgerCare is if a client has access to employer sponsored health insurance where the required premium does not exceed 9.5% of the household income for the employee only then they will no longer be qualified for BadgerCare Plus. To learn more about these changes please go to the link below:

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

## *Disability Benefits Specialist*

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### **Social Security Administration**

Clients who are receiving Supplemental Security Income (SSI) and/or Social Security Disability Insurance benefits must receive these benefits via direct deposit into a savings or checking account. Those who do not have either can set up a direct deposit to a debit card program through the Social Security Administration (SSA) called "Direct Express". If a client is using Direct Express they are allowed to use this to make purchases, pay bills and get cash at thousands of locations nationwide, however, there is a debit fee one needs to be aware of. Cardholders are allowed one free ATM withdrawal each month but after that one withdrawal additional ones will cost 90 cents each, if the ATM is within network choice. ATMs that are outside of network choice will cost several dollars to withdraw money. You can help your client locate ATMs within network choice at the following link: <http://www.usdirectexpress.com/edcfdtclient/atmLocator.jsp>

### **Medicare**

Dear Marci is an advice column written by the Medicare Rights Center that helps answer questions on typical Medicare concerns. To sign up for this column go to <http://www.medicarerights.org/about-mrc/newsletter-signup.php>.

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## **The Sandwich Generation**

Have you found yourself trying to juggle family responsibilities, work, health, finances? You are not alone. Many Americans juggle these day-to-day activities and more. Many of you are also caregiving for a loved one, maybe a parent or in-law while also raising younger children. This is a growing population in the country known as the Sandwich Generation.

According to the United States Census Bureau, the number of parents living with their adult children increased from 2.2 million in 2000 to 3.6 million in 2007, a 63% increase. This means one in eight adult children is currently caring for at least one child and a parent under the same roof.

While this has renewed sharing of values and traditions within the family, it has also posed some strain on caregivers in our communities. A survey conducted by AgingCare.com found that although adult children are often responsible for paying for their elderly parent's care. The large majority of caregivers are vastly unprepared when the needs of their loved one increases. These increases in care provision, time spent caregiving and other family needs can also impact adult children at their workplace. The survey found 43% of working caregivers have had to take time off work due to caregiving responsibilities, 48% say they are earning less money at work as a result of caregiving and 25% have been fired or had to quit their job as a result of caregiving.

Knowing your local resources can help you prepare for any upcoming needs you and your loved one may have. Services and programs that can provide a needed break for caregivers (Respite), guidance, options counseling are just a few resources that can assist caregivers in our community. The Aging and Disability Resource Center of Waukesha County is the first point of entry for Caregivers to learn what programs and services may be available to assist them with their caregiving needs.

## *Volunteers....at the Center of Change*

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### **Volunteers are Vital to the Aging and Disability Resource Center**

Within the mission statement of the Aging and Disability Resource Center reads the following statement:

*“Waukesha County is committed to serving adults and their families with issues of aging and /or disability. We will provide information, assistance and education to promote independence and improve quality of life, while offering choices to the consumer”.*

The ADRC would not be able to stand by this statement without the assistance of volunteers. Our committed volunteers help provide the necessary services to help promote independence and improve quality of life for seniors and the disabled living in Waukesha County. Without their help we would not be able to provide the following programs:

**Friendly Visitor Program**-The friendly visitor program was developed to help older adults connect with a new friend that will visit them on a regular basis. Friendly visitors offer support to many seniors who do not have family close by or have out-lived their friends.

**Home Delivered Meal Program**-Home delivered meals are available to homebound seniors unable to cook for themselves. This program would not be possible without the help of volunteer drivers. Home delivered meal drivers are reimbursed for their mileage and work under the direction of a Senior Dining Site Manager.

**Senior Dining Program**-There are 10 senior dining centers located throughout Waukesha County. These centers offer well balanced, hot, nutritious meals at a low cost. Volunteers, known as Senior Dining Assistants, are vital to the operation. Senior Dining Assistants help set up, serve and clean up. They may also help pack meals for home delivery and help with registration.

We rely on volunteers to provide these services. The need for our services is growing along with the aging population of Waukesha County. If you are interested in becoming an ADRC volunteer please call Karen at 262-548-7829 or visit our website at [www.waukeshacounty.gov/adrc](http://www.waukeshacounty.gov/adrc) or [www.wcvolunteers.com](http://www.wcvolunteers.com)

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## *The Benefits of Volunteering*

Working as a volunteer can be both personally and professionally rewarding.

By becoming a volunteer, you can:

- ◇ Help others and give back to your community.
- ◇ Learn about yourself and others.
- ◇ Share your talents.
- ◇ Make new friends and network with people.
- ◇ Build self-esteem and increase your confidence.

# Transportation Programs

## Waukesha County Subsidized Transportation Programs

**Did You Know...** National statistics, as reported by Wis-DOT, claim that elderly drivers are more likely to be injured in a car accident than a younger driver is. They are also more likely to be involved in multi-car accidents. Sometimes giving up the driving privilege can be one of the hardest decisions to make. If you or a loved one are considering looking into transportation options that may be available to you, Waukesha County just may be able to help.

### TAXI PROGRAM

For Waukesha County residents who are non or limited drivers age 65 years and older, AND disabled adults between the ages of 18 -64 that currently receive SSI or SSDI benefits and can enter and exit a vehicle with little or no assistance. An SSI or SSDI Benefits Verification Form must be submitted with an application.

The taxi providers that participate in the subsidized program are listed below, Hours and days of operation vary. Call the service provider directly to schedule a ride (all are area code 262).

All Day Taxi	993-9200
Best Cab Of Waukesha	549-6622
Waukesha Cab	613-8595
Elmbrook Senior Taxi	785-1200
Lake Country Cares Cab	695-2670
M & M Taxi LLC	894-1889
Muskego Senior Taxi	679-4754
New Berlin Senior Taxi	814-1611
Oconomowoc Silver Streak	567-6404
Seniors on the Go (Mukwonago)	363-5700

### RIDELINE PROGRAM

For Waukesha County residents who are non or limited drivers age 65 years or older, unable to enter or exit a vehicle and require an accessible vehicle, have no taxi service in their community, or need to travel outside of the taxi service area.

AND for Waukesha County residents who are non-drivers between the ages of 18-65, unable to enter or exit a vehicle, and use a mobility aid or are blind.

Service to Milwaukee County ONLY for second opinion, consultation, or service NOT duplicated in Waukesha County, with prior approval.

Waukesha County contracts with Meda-Care Vans of Waukesha to provide the Rideline program. Contact MedaCare Vans at least 24 hours in advance to schedule your accessible transportation (262) 650-1000.

### SHUTTLE PROGRAM

The shuttle program serves ambulatory residents age 60 and over. Please call the Shuttle Providers listed below for information and reservations.

Sussex Senior Shuttle (Sussex and Lisbon)	246-6447
Menomonee Falls Senior Shuttle	251-4230

# *Step Into Nature—Waukesha County Park System*

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## **How Waukesha County Park System Can Help Your Health**

What are some simple ways of getting your family healthy? An active lifestyle! Active living is a way of life that integrates at least 30 minutes of physical activity into daily routines. Physical activity helps you feel, look, and do your best. It means you have energy throughout the day for work or school, and energy left over to enjoy your leisure time. It does not mean being an athlete or being able to run so fast or jump so high. Being fit means being able to do the things you want to do in life with ease.

Individuals can create an active lifestyle in a variety of ways, and with the Waukesha County Park System you have an unlimited outside setting within close proximity. You can be outside, which in turn creates a more active lifestyle.

From a July 2010 issue of the *Harvard Health Letter*. Here are five good reasons to get outdoors:

**Your vitamin D levels rise.** Sunlight hitting the skin begins a process that leads to the creation and activation of vitamin D. Studies suggest that this vitamin helps fight certain conditions, from osteoporosis and cancer to depression and heart attacks. Limited sun exposure (don't overdo it), supplemented with vitamin D pills if necessary, is a good regimen.

**You'll get more exercise.** If you make getting outside a goal, that should mean less time in front of the television and computer and more time walking and doing other things that put the body in motion.

**You'll be happier.** Light tends to elevate people's mood, and there's usually more light available outside than in. Physical activity has been shown to help people relax and cheer up, so if being outside replaces inactive pursuits with active ones, it might also mean more smiles.

**Your concentration will improve.** Children with ADHD seem to focus better after being outdoors. It might be a stretch to say that applies to adults, but if you have trouble concentrating, outdoor activity may help.

**You may heal faster.** In one study, people recovering from spinal surgery experienced less pain and stress and took fewer pain medications when they were exposed to natural light. An older study showed that the view out the window (trees vs. a brick wall) helped recovery in the hospital.

With over 7,500 acres throughout the County, you can take your family to a Waukesha County Park to walk, bike, swim, snowshoe, or cross-country ski. Waukesha County has a great variety of parks and locations for anyone within any level of an active lifestyle.

From eight parks, five boat launches, three golf courses, to three multi-use trails, two ice arenas, Retzer Nature Center, and the Expo Center there is more than enough outdoor space for those striving for an active lifestyle or for those who simply want to enjoy the outdoors. Each park has its own charm and personality geared for whatever activity you would like to participate in.

Waukesha County Parks have trails for every level of activity. The Lake Country and New Berlin trails are paved, which makes it a great recourse for someone pushing a stroller to someone pushing a wheelchair. These lineal trails, with mile markers and convenient parking, make it easy to navigate and monitor so you can make it back to your car in time. The hilly terrain of our wooded hiking trails is for those looking for a more intense workout. And for those just looking for some variety, we have many different trails and activities to choose from.

# Step Into Nature—Waukesha County Park System

Continued from page 10

Use the change in seasons to add diversity. Try snowshoeing or cross-country skiing instead of hiking in the winter months. From bird watching in the spring to nature hiking in the fall, there are only your excuses holding you back. Volunteer to help pull evasive weeds at Retzer Nature Center. Walk those 9 holes instead of using a cart.

According to a Synopsis of 2010 Research Papers, the National Recreation and Park Association states, “In addition to enhancing physical health, numerous studies demonstrate that access to green views and environments can improve cognitive functioning, impulse control, resilience to stressful life events, and overall mental health. Conversely, studies report a link between low nature access with increases in deficit/hyperactivity disorder.”

With this in mind, we hope that you take the role of an active lifestyle, no matter what degree, and explore the natural resources we have within the Waukesha County Park System. Here are a few ideas by month, just to name a few:

Jan.	JanBoree Fun
Feb.	Valentines Day Hike
Mar.	First Day of Spring Bike Ride
April	Earth Day festivities/plant a garden/tree
May	Golf
June	Join a group hike to celebrate National Trails Day
July	Bike to Work/ National Park and Recreation Day/Swim
August	Camp and nature hike
September	Enjoy a Harvest Festival
Oct	Visit a pumpkin patch
Nov	Take the extended family to Retzer Nature Center to enjoy nature indoors or outdoors. It is a great place to visit.
Dec	Go Ice Skating

## *Aging and Disability Resource Center of Waukesha County*

### *Mission Statement*

Waukesha County is committed to serving adults and their family with issues of aging and/or disability. We will provide information, assistance, and education to promote independence and improve quality of life, while offering choices to the consumer.

Our goal is to advocate for and affirm the rights, dignity, and value of individuals served while limiting risk to those most vulnerable.

## *Why A Caregiver Contacts ARDC*

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### **Why would a family caregiver contact the Aging and Disability Resource Center**

**Family caregivers are people providing unpaid care for a family member or a friend dealing with aging, disability or long term care issues. Caregiving can be very time-consuming, emotionally and physically draining. Being a caregiver can also be a very isolating and lonely experience.**

Many who are helping others do not even think of themselves as "caregivers." However, when one or more of the following types of situations arise, it is time to start considering yourself as a caregiver:

- Your family member or friend's health issues are requiring more of your attention and you are transporting to medical appointments and doing follow-up care
- You notice a change in the family member or friend's hygiene (body odor, clothes not clean); you begin to assist with laundry, encourage or assist with bathing
- You are making sure their monthly bills are paid and you assist balancing the checkbook and writing the checks
- Home maintenance is slipping - the grass is overgrown, things are broken, but not repaired, you begin to assist with chores and maintenance
- The refrigerator is full of spoiled food or there is no food in the refrigerator, you begin to provide weekly meals and sort through the refrigerator and dispose of outdated or spoiled food
- Calls from the family member or friend asking you to repeat information and/or questions when upcoming appointments are
- Bruises are evident from falls that you family member or friend have not been reported to you

The staff at the ADRC can provide information, and resources, and help you find support or supplemental services that can assist with all of the listed concerns, and be a lifesaving resource. Information and assistance from the ADRC is a no cost service. Caregivers can request a home assessment or an office visit. The ADRC is a single point of entry that simplifies access to supports and services helpful for the caregiver. The ADRC staff can help the caregiver with:

- Assistance in gaining access to services; Help the caregiver plan, find and get more care, services, or programs (e.g. transportation, meals, housekeeping, personal care);
- Individual counseling, organization of support groups, and training for caregivers to assist the caregivers in making decisions and solving problems relating to their role;
- Respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities;
- Discussions which explore long-term care options; review eligibility for benefits and how to pay for long term care
- Help to figure out health care insurance and prescription drug options;
- Providing a listing of local adult housing and assisted living; and
- Assistance with legal issues (e.g. setting up advance directives, living wills) or make referrals for legal advice.

Call the ADRC at 262-548-7848 when you need assistance with your caregiver role!

## The Zablocki VAMC Model

Based on 2008 estimates, there were over 558,000 veterans with dementia in the U.S. and this number is projected to increase to 571,000 by 2012. The Veteran Affairs estimated that 8% of total VA expenditures, \$3.2 billion dollars, would be spent for nursing home care. Dementia and Alzheimer's disease rank third and fourth in the annual cost per patient in Veterans Health Administration (VHA). At the Zablocki Veteran Affairs Medical Center in Milwaukee, approximately 450 veterans are served annually in the specialty clinic for diagnosing and managing dementia. It is estimated that 70% of those veterans live at home with a family caregiver.

“Dementia Caregiver Services for Veterans and Families: The Zablocki VAMC Model is a two year system redesign project. Partners in this project are the Clement J. Zablocki Veterans Affairs Medical Center (VAMC), Alzheimer's Association – Southeastern Wisconsin Chapter, Greater Wisconsin Agency on Aging Resource (GWAAR) and the Aging and Disability Resource Centers of Milwaukee, Kenosha, Racine and Waukesha County. The goal of this project is to create an efficient referral process that reduces family caregiver burden and delays nursing home placement for veterans with dementia. Over the past two years, staff in the ADRCs have participated in trainings about dementia, caregiver needs and learned of the services provided by the Alzheimer's Association and VAMC. This has improved the referral process between all associated agencies and has provided caregivers, staff from the ADRC's and Zablocki VA Medical Center, educational programs about dementia, caregiver needs and respite services.

For more information, contact the Aging & Disability Resource Center of Waukesha County at 262-548-7848.



## *New Research Study on Aging*

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### **Aging & Disability Resource Center of Waukesha County Chosen to Participate in New Research Study on Aging**

The Aging and Disability Resource Center (ADRC) of Waukesha County is excited to announce that it has been chosen to participate in a new research study with the University of Wisconsin-Madison called the “Active Aging Research Center”. This five-year project, funded by the federal Agency on Health Care Research and Quality, will develop ways to help older people remain independent, active, and engaged in their communities. The University of Wisconsin-Madison received the only grant award in the country for this project. In addition, Waukesha County was one of only three counties in the state chosen to participate. At the end of the five-year grant period, the results of the study will be shared nationally to benefit older adults throughout the country. Further information about the project can be found at <http://aarc.chess.wisc.edu>.

#### **What will the study accomplish?**

The project aims to identify resources, develop networks, and create technologies to help older adults maintain their independence. It will work to expand programs to help older adults:

Prevent falls

Increase home service dependability

Manage medications

Improve safe driving

Reduce loneliness and isolation

#### **How can older adults and caregivers in Waukesha County participate?**

Research staff will be seeking volunteers to participate in focus groups, interviews and other activities. The researchers are looking for direct feedback from older adults and caregivers about what helps older adults live independently, and what challenges exist. By volunteering to participate, older adults and caregivers of Waukesha County can help make sure the researchers get it right. They will be among the first to test the new tools and programs being developed, making sure that they work well for older people and caregivers.

Older adults and caregivers of Waukesha County can play a leading role in finding ways to help older adults remain independent. They will contribute to research that will benefit older people across our state and eventually, the nation. They can also help their children and grandchildren by creating tools for future generations to continue to live independently.

#### **If you have questions about the study or if you would like further information, please contact:**

Ms. Christa Glowacki, Active Aging Research Center Study Coordinator – Waukesha County

Aging & Disability Resource Center of Waukesha County

Phone: (262) 548-7838

E-mail: [cglowacki@waukeshacounty.gov](mailto:cglowacki@waukeshacounty.gov)



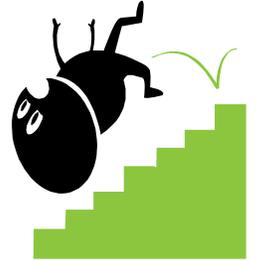
**Active Aging  
Research  
Center**

# Falls Among Older Adults

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Falling is not a natural part of aging, yet more than 100 older adults in Wisconsin require a visit to the emergency department or hospital every day because of a fall.

Twenty to thirty percent of people who fall suffer moderate to severe injuries such as bruises, hip fractures, or head traumas. These injuries can make it hard to get around and limit independent living. They also can increase the risk of early death. Falls are the most common cause of traumatic brain injuries. Most fractures among older adults are caused by falls, and the most common fractures are of the spine, hip, forearm, leg, ankle, pelvis, upper arm, and hand. Many people who fall, even those who are not injured, develop a fear of falling. This fear may cause them to limit their activities, leading to reduced mobility and physical fitness, and increasing their actual risk of falling.



How big is the problem? More than 1/3 of adults 65 and older fall each year in the United States. Among older adults, falls are the leading cause of injury deaths. They are also the most common cause of nonfatal injuries and hospital admissions for trauma. In 2005, 15,800 people 65 and older died from injuries related to unintentional falls; about 1.8 million people 65 and older were treated in emergency departments for nonfatal injuries from falls, and more than 433,000 of these patients were hospitalized.

Following these four easy steps can help you stay fall-free:

1. Begin a regular exercise program to improve balance and coordination. Be sure to ask your doctor about the best type of exercise program for you before getting started.
2. Have a doctor or pharmacist review all the medicines you take, even over-the-counter medicines. Combinations of medicines can make you sleepy or dizzy and can cause a fall.
3. Have your vision checked by an eye doctor at least once a year.
4. Make your home safer by:
  - Removing things you can trip over.
  - Keeping items you use often in cabinets you can reach easily without a step stool.
  - Using grab bars and non-slip mats in the bathroom.
  - Improving the lighting in your home especially at the top and bottom of stairs
  - Having handrails on all staircases.
  - Wearing shoes both inside and outside the house. Avoid going barefoot or wearing slippers.

*Resource: Centers for Disease Control and Prevention [www.cdc.gov](http://www.cdc.gov)*

## **AoA Celebrates the 40<sup>th</sup> Anniversary of its Successful Nutrition Program**



2012 marks the 40<sup>th</sup> anniversary of the Administration on Aging's (AoA) Nutrition Program. Programs funded by the Older Americans Act (OAA) are more important than ever as Americans are living longer than in the past. AoA's Nutrition Program provides meals and related nutrition services to older Americans in congregate settings, including senior centers. The Program also funds the delivery of meals to homebound older Americans.

In 1972, Congress added the Nutrition Program to the Older Americans Act (OAA). It's been 40 years since this most visible and popular program funded under the OAA has been implemented throughout the United States and its territories. Since 1972 over 8 billion nutritious meals have been served to older adults in senior or community centers, or delivered to their homes.

From the beginning this program was designed to help reduce hunger and malnutrition. Hunger, food insecurity, and malnutrition lead to poorer health outcomes and decreased functionality. This program was designed to increase socialization, not only for congregate participants, but also those who are homebound. Research indicates that social interconnectedness and active social engagement improve health outcomes and quality of life. Adequate quality nutrition is essential for health as well as reducing and managing the risk of chronic disease. Meals are designed to meet the most recent science evidence-based nutrition standards.

This program not only emphasizes access to healthy and appetizing meals, but also nutrition education and counseling to help older adults and their caregivers make informed choices to manage and control their health. Services are successfully targeted to individuals who are lower-income, older, more likely to live alone, be less healthy, more food insecure, more functionally impaired, more likely to be a minority individual, and more likely to live in rural communities.

Good nutrition is extremely important to the ongoing health of older Americans. Healthy meals prevent chronic illness and help older adults maintain their independence and connection to their communities. Looking to the future, the Administration on Aging, State Units on Aging, Area Agencies on Aging, and local service providers together will be changing to meet the increasing needs of a larger and more diverse older population; the service system will be more accommodating to choice, be more integrated in health and home and community based service systems and will help keep older adults at home in the community for as long as possible.

## *Waukesha County Senior Dining Centers*

We would like to invite all seniors 60 and above to join us for a great nutritious lunch, great socialization and nutrition education at one of our ten senior dining centers. Reservations are required 24 hours in advance. The suggested donation is \$4.00 and all donations are confidential. These donations allow us to continue to serve the seniors of Waukesha County at the dining centers. No one will be denied a meal based on the inability to contribute.

**BROOKFIELD**—Brookfield Community Center, 2000 North Calhoun Road  
262-782-1636— Mon thru Fri @ 12:00 noon

**BUTLER**—Hampton Regency Apartments, 12999 W. Hampton Ave.  
262-783-5506—Mon thru Fri @ 11:45 am

**HARTLAND**— Breezewood Village Apartments, 400 Sunnyslope Drive  
262-367-5689—Mon, Wed, Fri @ 12:00 noon

**MENOMONEE FALLS**—Menomonee Falls Comm. Center, W152 N8645 Margaret Road  
262-251-3406—Mon thru Fri @ 12:00 noon

**MUKWONAGO**—Birchrock Apartments, 280 Birchrock Way  
262-363-4458—Mon thru Fri @ 12:00 noon

**MUSKEGO**— Muskego City Hall, W182 S8200 Racine Avenue  
262- 679-3650—Mon, Wed, Fri @ 11:45 am

**NEW BERLIN**—National Regency, 13750 W. National Avenue  
262-784-7877—Mon thru Thurs @ 11:45 am

**OCONOMOWOC**—Hickory View Apartments, 211 S. Concord Road  
262-567-5177—Mon thru Fri @ 12:00 noon

**SUSSEX**—Sussex Community Center, W240 N5765 Maple Avenue  
262-246-6747—Mon thru Fri @ 12:00 am

**WAUKESHA**—LaCasa Village—1431 Big Bend Road, Waukesha  
262-547-8282—Monday—Friday 12:00 noon.

**Please call the Senior Dining Center between 10:00 am and 1:00 pm, or call Waukesha County Senior Dining at 262-548-7826 to make your reservation.**

## *What's New in Nutrition?*

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Planning meals is an excellent way to *save time, effort and money*.

Here are a few tips to help you when shopping for food.

### **Shopping:**

- Plan a week's menu. Read the advertisements for specials that you can plan into your menu.
- Make your shopping list based on the things you need to prepare the menu.
- Organize your shopping list in the order the foods are arranged in your grocery store. This saves time and may help you avoid forgetting some things.
- Never shop when you are hungry. Hungry shoppers often make impulse purchases and spend extra money.

### **Cooking:**

- If using a recipe, decide if you can reduce the amount it makes or freeze several portions for use at another meal.
- Prepare foods in smaller pans or baking dishes.
- Read cookbooks for recipes designed to serve a few people. Here is a website with some great ideas! (<http://www.tasteofhome.com/Recipes/Publication/Cooking-for-Two-magazine>)
- Cooking time may need to be shortened for recipes that have been reduced. Check for doneness before serving.

### **Using leftovers:**

- Always date and store leftovers properly. A general guide is to keep refrigerated leftovers for no longer than 3-5 days; frozen leftovers should be kept no longer than three months. **REMEMBER, WHEN IN DOUBT, THROW IT OUT.**
- Vegetables: add leftover cooked vegetables to omelets, casseroles and soups.
- Fruits: add canned or fresh fruit to salads or use as a topping for roasted chicken or turkey.
- Bread: make crumbs from bread and use as a casserole topping. Add cooked pasta to casseroles or soups.

For more information go to the **Waukesha County UW Cooperative Extension**

**Website <http://waukesha.uwex.edu>**



Provided by: Waukesha County UW Cooperative Extension

Nutrition for the Young at Heart – Cooking for One or Two. Adapted with permission from Michigan State University, 2006. UW Extension provides equal opportunities in employment and programming, including Title IX and ADA.

## Family Care

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### Family Care Now an Entitlement Program

Family Care, which is a State and Federally funded Long Term Care program designed to assist people with their care needs in the community is now an entitlement program in Waukesha County. For the first time in the history of long term care funding in Waukesha County, there are no waiting lists for eligible parties to receive long term care services. This is very welcome news for our elderly and disabled citizens. Waiting lists for services have been in place for over 25 years, and often times people would end up with no other choice than to enter a nursing home to receive the care that they required.

The Family Care program can provide a wide array of long term care services to people in their own homes, at a significantly lower cost than in the institution. Examples of services that may be provided are home delivered meals, adult day care, personal care and nursing services, housekeeping, durable medical equipment, respite care, specialized transportation, personal emergency response systems, therapies, and assisted living.

The ADRC of Waukesha County is responsible for completing the initial screening for the Family Care program. Individuals must meet functional and financial criteria in order to participate in the program. Once eligible, people are given a choice of joining one of two care management organizations, or they may decide to self direct their care through the State's IRIS program. Care Wisconsin and Community Care are the two local care management organizations that the State of Wisconsin contracts with to administer the Family Care program in Waukesha County. Family Care and IRIS take a person centered approach to long term care service provision, and the individual is very involved in deciding on their service package.

Interested parties may inquire about the Family Care program as well as any other services to elderly and disabled individuals by contacting the ADRC at 262-548-7848. The ADRC is located in the Human Service Center at 500 Riverview Avenue, Waukesha, WI. 53188. Office hours are Monday through Friday from 8:00 AM-4:30 PM.

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A recent report by the UW-Madison Applied Population Lab (APL) forecasts that Wisconsin's population will increase by 808,914 to almost 6.5 million between 2010 and 2040.

During the same period, the number of residents age 65 and older in Wisconsin is projected to grow by how many?

- a) 332,876   b) 435,009   c) 545,342   d) 766,326

Answer : d) 766,326.

According to the APL report, 94.7 percent of the growth in Wisconsin's population over the thirty year period will be attributable to increases in the number of older residents in the state.

The number of people age 65 and over in Wisconsin is projected to almost double from 777,314 in 2010 to 1,543,640 by 2040.

During the same period, the primary working-age population (18 to 64 years olds) is expected to increase by less than one percent and the under 18 year old population by two percent.



Source: Wisconsin's Future Population, 2010-2040

# *Adult Protective Services (APS)*

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## **Waukesha County Adult Protective Services Unit**

The Adult Protective Services Unit for Waukesha County is located in the Waukesha County Aging and Disability Resource Center which is a division of the Waukesha County Department of Health and Human Services. The Adult Protective Services unit is mandated by the State of Wisconsin to work with Adults at Risk and Elder Adults at Risk. The state definition of Adults at Risk is any adult who has a physical or mental condition that substantially impairs his or her ability to care for his or her needs, and who has experienced, is currently experiencing or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation. The state definition of Elder Adults at Risk is an individual who is age 60 or older and has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect or financial exploitation.

The Adult Protective Services Unit receives referrals from the Aging Disability Resource Center, from the Courts and from Law Enforcement. Currently the staff in the Adult Protective Services unit is comprised of 8 social workers and 2 licensed clinical social workers.

When the Adult Protective Services unit receives a referral the first goal is to make sure that the Adult at Risk or Elder Adult at Risk is safe. A variety of techniques are used when investigating a referral and the result of an investigation can result in any number of outcomes. These outcomes can range from the individual being found to have capacity to make decisions for themselves, whereby they then have the right to tell the Adult Protective Services worker they do not want our involvement, or they may decide they will accept services voluntarily. At the other end of the spectrum where the individual does not have the capacity to make decisions for themselves and refuses to accept services voluntarily, then the Adult Protective Services worker may then initiate a legal intervention to make sure the individual's needs are met and they are kept safe. A guiding principle for Adult Protective Services is to balance the individual's right to self-determination with the least intervention possible with keeping the individual safe.

In Waukesha County an Interdisciplinary team meets regarding issues, topics and concerns to elders at risk and adults at risk. These meetings are quarterly where community partners meet to discuss concerns, to problem solve issues brought forth and to share ideas. Also, this group does educational segments on topics chosen by the group. The individuals that comprise the membership of this team include a representative from a variety of community agencies. More specifically the membership is made up of staff from the Aging Disability Resource Center, including Adult Protective Services staff, the state ombudsman for Waukesha county, representative from Disability Rights, a building inspector, social workers from the various police departments, staff from 211, a representative from the Women Center, representatives from various agencies trained in AODA and or Mental Health issues, and representatives from the two Family Care programs serving Waukesha County etc. This group is fluid and welcomes other participants.

# *Deaf & Hard of Hearing Issues*

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## *Hearing Loss*

For people who have had full hearing for most of their lives, the signs of a possible hearing loss can sneak up slowly or appear suddenly, seemingly overnight.

When hearing decreases slowly over time, the signs are not immediately apparent to the person who is losing the ability or to those around him or her. It is often accompanied with an increase of a myriad of other feelings that include denial, inadequacy, social awkwardness, annoyance, frustration, feelings of being left out, fear, and grief that things are changing. These feelings often cause the person experiencing this loss of hearing to avoid seeking the expertise of medical professionals or adaptive equipment.

As in most areas of physical and mental health, putting off seeking help for a suspected condition such as a decline in the ability to hear is never a good idea. Some conditions can be reversed if caught and treated in time by a qualified specialist. If the loss is permanent, there are a wide variety of options for adaptive equipment available to people nowadays that are very helpful and easy to use. Do you need to get your hearing tested?

Do you find yourself:

- Asking friends and family to repeat themselves?
- Experiencing difficulty hearing or understanding the TV or telephone?
- Having difficulty understanding conversation in noisy situations, such as restaurants or stores or outdoors?
- On the receiving end of frustration from family members, friends, coworkers, and others who feel you do not understand them or are ignoring them?
- Feeling like people around you are mumbling or not speaking clearly?

If you answered yes to one or more of the questions above, it is a good idea to go to a licensed audiologist to have your hearing tested. Once you know whether or not you have a hearing loss, you can discuss options available to you with the licensed professional.

Melani Kaplan, Human Services Program Coordinator, Office for the Deaf and Hard of Hearing

### **Where can I find information on hearing loss?**

A wonderful starting point is <http://www.dhs.wisconsin.gov/sensory> . There are many links available from this site that will provide a wealth of information.

Additional contacts:

- Southeastern Regional Coordinator, Thomas Benziger at 262-290-4466 or [ThomasBenziger@wisconsin.gov](mailto:ThomasBenziger@wisconsin.gov)
- Deaf Benefits Specialist Jennifer Koehn at 262-347-3045 or [JenniferM.Koehn@wisconsin.gov](mailto:JenniferM.Koehn@wisconsin.gov)

*HELP IS A FOUR LETTER WORD*

**THREE DIGIT NUMBER**

**211**

*or (262) 547-3388*

Free, confidential assistance 24/7

Area resources, life needs, personal issues

**Simply call 211 to get help  
with life**

**WE'RE ON THE WEB!**

[WWW.WAUKESHACOUNTY.GOV/ADRC](http://WWW.WAUKESHACOUNTY.GOV/ADRC)

[WWW.WAUKESHACOUNTY.GOV](http://WWW.WAUKESHACOUNTY.GOV) (HHS)

Aging and Disability Resource Center of Waukesha County

Human Services Center

500 Riverview Avenue

Waukesha, WI 53188

Local: (262) 548-7848

(866) 677-2372

Web site: [www.waukeshacounty.gov/adrc](http://www.waukeshacounty.gov/adrc)

Email: [adrc@waukeshacounty.gov](mailto:adrc@waukeshacounty.gov)

Core services of the Aging and Disability Resource Center of Waukesha County

- Information and assistance
- Long-term care options counseling
- Financial and functional eligibility
- Elderly and disability benefits counseling
- Emergency referrals
- Adult protective services/elder abuse
- Outreach and marketing
- Health promotion, prevention, early intervention
- Short-term care management
- Senior Dining programs
- Specialized Transportation

Who is helped

- Older adults age 60+
- Adults with physical or developmental disabilities
- Adults with mental health or substance abuse concerns
- Professionals/Agencies
- Caregivers

***Exercise the Brain...***

Staying mentally sharp is just as important as staying physically fit. Challenge the mind with new experiences, such as traveling, reading, and being creative.

# Telephone / Web Site Information Directory

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AARP.....	www.aarp.org... 1-866-448-3611
ACCESS .....	www.access.wisconsin.gov
Addiction Resource Council Crisis Line .....	262-524-7921
Administration on Aging.....	www.aoa.gov
Age Net.....	www.agenet.org
Aging and Disability Resource Center of Waukesha County...262-548-7848..	www/waukeshacounty.gov/adrc
AODA-Alcohol & Other Drug Abuse-Waukesha County HHS.....	262-548-7224 or 1-800-272-3900
Alzheimer’s Association –Southeastern WI.....	414-479-8800 or 1-800-922-2413..... www.alz.org/sewi
American Diabetes Association.....	1-800-342-2383... www.eatright.org
American Heart Association.....	www.americanheart.org..... www.ahaf.org
American Stroke Association .....	1-888-4STROKE or 1-888-478-7653..... www.strokeassociation.org
ARCh .....	262-542-9811..... www.waukeshaarch.org
Autism Society of Southeastern Wisconsin.....	920-558-4602 or 888-428-8476..... www.asw4autism.org
Benefits Checkup .....	www.access.wisconsin.gov..... www.benefitscheckup.org
Brain Injury Association of Wisconsin.....	1-800-882-9282..... www.biaw.org
Caregiver Connection.....	262-548-7848.... www.thecaregiverconnection.org or www.whocaresforyou.org
Center for Communication Hearing & Deafness.....	414-604-2200/TTY 414-604-7217/www.cchdwi.org
Universal Link.....	1-800-755-7994... www.cchdwi.org/catalog.php
Department of Health and Human Services .....	262-548-7212
Down Syndrome Association of Wisconsin .....	866-327-3729 or 414-327-3729..... www.dsaw.org
Easter Seals of Southeastern Wisconsin .....	262-547-6821 or 414- 449-4444..... www.wi-se.easterseals.com
Elder Abuse.....	262-548-7848
<i>After hours</i> .....	First Call For Help 211 / <i>Emergency</i> : 911 / <i>Non emergency</i> 262-547-3388
Eldercare Online.....	www.ec-online.net
Food Share .....	www.wisconsin.gov/foodshare
Health and Human Services, U.S. Department of.....	www.hhs.gov
Health and Human Services, Wisconsin.....	www.dhs.wisconsin.gov
Hearing Loss Association of America .....	www.hearingloss.org
Medicare .....	1-800-633-4227..... www.medicare.gov
National Council on Aging.....	1-800-424-9046..... www.ncoa.org
National Alliance on Mental Illness / NAMI.....	262-524-8886... www.namiwaukesha.org
National Mental Health Association in Waukesha .....	262-547-0769..... www.mhawauk.org
National Osteoporosis Foundation .....	1-800-231-4222..... www.nof.org
NeedyMeds .....	www.needymeds.org
Public Health Center of Waukesha County .....	1-800-540-3620..... 262-896-8430 or TTD: 262-896-8234
Social Security Administration.....	1-800-772-1213 / Local 866-220-7885..... www.ssa.gov
Southeast Regional Center for Children and Youth with Special Health Care Needs .....	1-800-234-5437
United Cerebral Palsy of Southeast Wisconsin .....	414-329-4500 or 1-800-872-5827..... www.ucpsew.org
Veterans Service.....	262-548-7732
Waukesha County Home Page .....	www.waukeshacounty.gov

*Quick links to departments, services and information*

