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Folder Title:
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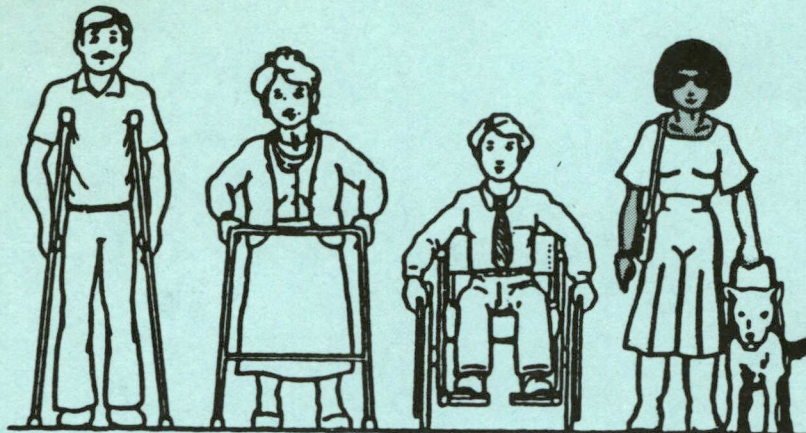
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REACHING TOWARDS INDEPENDENCE:
THE UN-DIRECTORY

A DIRECTORY OF COMMUNITY RESOURCES,
A CHECKLIST AND HOW TO DO MANUAL FOR
DISABLED PERSONS, THEIR FAMILIES AND SIGNIFICANT OTHERS

CIL the southeastern wisconsin
center for independent living

OCTOBER, 1981

THIS PROJECT IS MADE POSSIBLE BY THE FOLLOWING FUNDING:

City of Milwaukee-Community Development Agency;
Department of Housing and Urban Development-Community Development
Block Grant Program

Milwaukee County Commission
For Handicapped and Disabled Persons

Milwaukee County-Housing Programs;
Department of Housing and Urban Development-Community Development
Block Grant Program

August Mueller Trust

Wisconsin Division of Vocational Rehabilitation
(P.L.95-602-Title VII-Part B)

1981-THE INTERNATIONAL YEAR OF DISABLED PERSONS

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INTRODUCTION

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- B. ACKNOWLEDGMENTS
- C. THE ROLE OF SEWCIL IN INDEPENDENT LIVING
- D. THE DISABLED PERSON'S BILL OF RIGHTS
- E. THE PATIENT'S BILL OF RIGHTS
- F. "CALL AHEAD AND CHECK" INSTRUCTIONS
- G. INDEPENDENT LIVING CHECKLIST



A. REACHING TOWARDS INDEPENDENCE: THE UN-DIRECTORY, ITS PURPOSE AND PLACE

Why do we call this book Reaching Toward Independence: The Un-Directory? We call it the Un-Directory because it's more than just a listing of services with names, phone numbers and addresses. It's a checklist, a how-to-do manual and a guide to living independently. It offers ideas, options, solutions to problems and answers some very common questions. In addition, it gives the disabled person a chance to live a fuller lifestyle and an opportunity to shed past dependencies and serves as a foundation from which they can grow and live on their own.

SEWCIL, as an agency which serves the disabled community, has made a commitment to independent living--"We support the right of every individual, disabled or not, to chose to live their life as independently as possible." We feel that by providing this book with its valuable lists of resources and articles that we are offering an important stepping stone to independent living. We hope it serves you well.

B. ACKNOWLEDGEMENTS

This Un-Directory would not have been possible without the hard work, commitment, and assistance of many people and organizations. We would like to take the time in this section to publicly thank most of them for their valuable contribution. In addition, it goes almost without saying that this resource directory is dedicated to our disabled brothers and sisters. They were and are the reason it was created.

John Ross/Big John - It was his dream child.
Bob/Bear Hodge - Our fearless leader. He believed in Big John's dream.
Cheryl Kirchner - She pulled the pieces together.
Mary Biederman - She was asked time after time to pick up the pieces.
Cindy Mack - Our Jack-of-all-Trades. She helped in so many areas.

and

Ellen Boettcher
Ellen Daly
Laura Falbo
Jeff Garrison, M.D.
Bill Giesler
Patty Hayes/Peppermint Patty
Wendy Hodge
Jeff Kaminsky

Peggy Katz
Jane Kirkoff
Chuck Ney
John Noble
Bob Petrosik
Ray Reikkoff
Joyce Rendel
John Scigliano

Special thanks need to be made to the National Spinal Cord Injury Foundation for leading the way with their consumer directory and to our Milwaukee Area Chapter for their guidance. Additional thanks need to be given to United Way of Greater Milwaukee, Inc. for their human services directory, to Accent on Living for permission to reprint several articles, and to the Comprehensive Rehabilitation Center Project at Curative for their assistance in the Recreation and Engineering sections.

C. THE ROLE OF SEWCIL IN INDEPENDENT LIVING

The Southeastern Wisconsin Center for Independent Living, Inc. (SEWCIL) is a community based nonprofit agency that provides and coordinates independent living services to people with physical and sensory disabilities.

The Center is a unique venture in community human service delivery for several reasons. First, it's a consortium (composed of over 25 agencies and organizations who are committed to cooperative and coordinated independent living services) and, secondly, it's governed by a disabled majority (giving disabled people mandated input into the development, implementation, evaluation and funding of programs that effect their day to day lives).

SEWCIL's role is to work with the disabled persons, their family or significant others and to coordinate services in the attendant care, housing, accessibility, peer/family support and other independent living areas. This approach is not only felt to be more logical, humane and efficient, but also more cost effective in terms of using existing community resources and insuring non-duplication of independent living services.

D. THE DISABLED PERSON'S BILL OF RIGHTS

We believe that all people should enjoy certain rights. Because people with disabilities have consistently been denied the right to fully participate in society as free and equal members, it is important to state and affirm these rights.

All people should be able to enjoy these rights regardless of race, creed, color, sex, religion, or disability.

1. The right to live independent, active and full lives.
2. The right to accessible, integrated, convenient and affordable housing.
3. The right to an adequate income or wage substantial enough to provide food, clothing, shelter and other necessities of life.

4. The right to quality physical and mental health.
5. The right to training and employment without prejudice or stereotype.
6. The right to the equipment, assistance, and support services necessary for full productivity provided in a way that promotes dignity and independence.
7. The right to accessible transportation and freedom of movement.
8. The right to bear, adopt and raise children and have a family.
9. The right to a free and appropriate public education.
10. The right to participate and benefit from entertainment and recreation.
11. The right of equal access to and use of all business facilities and activities in the community.
12. The right to communicate freely with all fellow citizens and those who provide services.
13. The right to legal representation and full protection of all legal rights.
14. The right to a barrier-free environment.
15. The right to determine one's own future and make one's own life choices.

E. PATIENT'S BILL OF RIGHTS

The American Hospital Association's Committee on Health Care prepared the following definition of a patient's rights and distributed it to member hospitals across the nation.

The patient has the right to:

1. Considerate and respectful care.
2. Obtain from his physician complete current information concerning his diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand.
3. Receive from his physician information necessary to give informed consent prior to the start of any procedure and/or treatment.

4. Refuse treatment to the extent permitted by law, and to be informed of the medical consequences of his action.
5. Every consideration of his privacy concerning his own medical program.
6. Expect that within its capacity a hospital must make reasonable response to the request of a patient for its services.
7. Expect that all communications and records pertaining to his care should be treated as confidential.
8. Obtain information as to any relationship of his hospital to other health care and educational institutions insofar as his care is concerned.
9. Be advised if the hospital proposes to engage in or perform human experimentation affecting his care or treatment.
10. Expect reasonable continuity of care.
11. Examine and receive an explanation of his bill regardless of source of payment.
12. Know what hospital rules and regulations apply to his conduct as a patient.

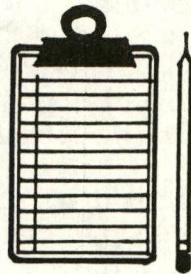
F. "CALL AHEAD AND CHECK" INSTRUCTIONS



The above symbol will be used throughout The Un-Directory. It means, "Call ahead and check." Because accessibility is a term generally used to refer to wheelchair accessibility, and because many different programs and services are mentioned in this directory, it is recommended that you ask questions by telephone.

By using the telephone, you can avoid making trips to facilities that are not accessible, or visiting agencies or businesses that do not meet your particular needs.

When services are provided by an agency, it is the agency's job to explain these services in detail to you. You are not expected to know ahead of time whether a program or service is right for you. Remember, ask clear questions over the telephone--questions that are aimed at finding out whether particular services meet your needs. You will get better service if you keep this symbol in mind: "Call ahead and check."



A CHECKLIST OF THINGS TO CONSIDER FOR INDEPENDENT LIVING

G. INDEPENDENT LIVING CHECKLIST

Striving to be independent is a big step in anyone's life. For the disabled this quest can sometimes seem overwhelming. Therefore, SEWCIL has compiled an Independent Living Checklist which can serve as a guide in achieving your maximum independence. It is not meant to dictate what you must do. Rather, it should act as a personalized reminder of your needs.

The checklist coincides with the chapters in this book and poses questions that relate to everyday life. We suggest you mark the areas you feel you need assistance with or want more information on and then refer to the appropriate chapter in Reaching Toward Independence: The Un-Directory.

Emergencies

- Have you developed plans to deal with emergency situations that may arise?
- Did you make a list of emergency telephone numbers to keep by the telephone for easy access?

Finances

- Are you aware of the community resources available that can be of assistance to you?
- Are you aware of financial assistance you may be eligible for?
- Do you know how to go about applying for financial assistance?
- Do you know how to prepare a budget?
- Are you familiar with what you are allowed to deduct from your income taxes?
- Have you established credit?
- Do you know where you can go for financial assistance in case of an emergency?

Transportation

- Are you aware of the transportation options available to you?
- If you are considering driving, do you know how to begin the "learning" process?
- Do you know the special devices available to you to assist you in driving?

Housing

- Are you aware of the housing options available to you?
- Are you familiar with the housing assistance agencies available to assist you?
- Do you know if you are eligible for housing assistance? Rent Assistance? Do you know how to find out if you are eligible?
- If you are thinking of buying a home, are you familiar with financial assistance available to you?
- Do you know what you can comfortably afford to pay for rent? House payments?
- Are you familiar with the modifications you may need to make so that your home or apartment is as accessible as possible?
- If you need attendant care assistance, do you know where and how to find an attendant?
- Do you know what you can comfortably afford to pay an attendant?

Attendant Care

- Do you know about funding options available to help you pay for attendant services?
- Are you familiar with the hiring/firing process of attendants? If not, do you know where to go for assistance?
- Have you planned for emergency attendant care backup?

Medical

- Do you have a family physician?
- Are you familiar with the emergency medical services in your area? Are they accessible to you?
- Do you need nursing services? If you do, do you know where they are located?

Education

- Are you familiar with your educational options?
- Are you aware of the various funding sources available to give you assistance with your education?

Employment

- If you are considering looking for employment, have you checked out what benefits you could stand to lose?
- Are you comfortable with what to communicate during an interview?
- Are you aware of and confident with your skills? Do you know how to "sell yourself" to a potential employer?
- Are you aware of what types of special equipment, if any, you may need to be more efficient and independent in the work field?
- Are you aware of the various day activities that are available to help you with the following: Sheltered Employment? Day Services? Volunteer Services?

Equipment

- Are you aware of the proper maintenance required for your wheelchair, braces, etc.?
- Are you aware of the different types of equipment and special devices available to help you become more independent?

Nutrition and Wellness

- Are you aware of what you need for good nutrition?
- Have you made plans for assistance in grocery shopping, if needed?
- Are you eligible for food stamps?
- Do you know who to contact for emergency food distribution assistance? Have you planned ahead to avoid emergency situations?
- Have you taken steps to insure your well being?

Sexuality

- Are you aware of your sexuality despite your disability? Are you comfortable with "you" as a person?
- Do you have an outlet for social interaction?

Recreation

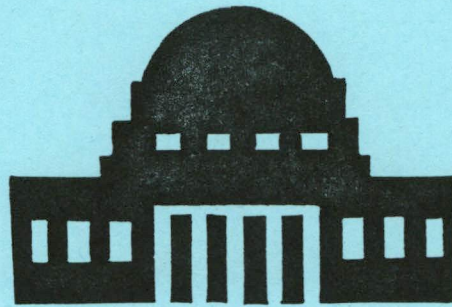
- If you choose to be recreationally active, are you aware of the resources available to assist you?
- Are you familiar with the special devices available to help you enjoy recreational activities?

Travel

- Are you aware of the different modes of transportation for traveling and their accessibility?
- Do you know how to plan for a trip?
- Do you know how to check out the accessibility of your destination?

Counseling

- Have you, your family, loved ones or friends come to terms with your disability?
- If everything seems to be "falling apart" for you, do you know where and to whom to go to for help?
- Are you familiar with Peer Counseling? Do you know how to find a peer counselor if you need one?



CHAPTER 1

AN OVERVIEW OF GOVERNMENT IN THE CITY AND COUNTY OF MILWAUKEE

CHAPTER 1

GOVERNMENTAL STRUCTURE OF MILWAUKEE CITY AND COUNTY

- A. CITY SERVICE NUMBERS
- B. CITY OF MILWAUKEE
 - MAYOR
 - COMMON COUNCIL
 - CITY CLERK
 - CITY COMPTROLLER
 - TAX COMMISSIONER
 - CITY TREASURER
 - COMMUNITY DEVELOPMENT AGENCY (CDA)
 - DEPARTMENT OF CITY DEVELOPMENT (DCD)
 - MUNICIPAL COURT
 - CITY ATTORNEY
 - HEALTH DEPARTMENT
 - BUILDING INSPECTION AND SAFETY ENGINEERING
 - MILWAUKEE PUBLIC LIBRARY
- C. MILWAUKEE COUNTY

GOVERNMENTAL SUTUCTURE OF MILWAUKEE
CITY AND COUNTY

A. CITY SERVICE NUMBERS

Abandoned Autos	278-3311
Air Pollution	257-6543
Alley Lights Out	259-4097
Animal Bites	278-3535
Backwater in Basement	278-3427
Bad Housing	278-3646
Building Permits	278-2507
Catch Basins, Clogged	278-3427
Children, Neglected	273-8660
Dead Animal Pick-Up	278-3341
Drainage Problems	278-2453
Fire or Fire Hazard	347-2323
Floods	462-3460
Food Complaints	278-3674
Garbage Collection	278-3341
Heat, Lack of	278-3646
Health Dept.	278-3521
Holes in Street	278-3431
Housing Code Violations	278-3646
Icy Streets	278-3341
Immunizations	278-3624
Night Parking	273-8670
Parking Meters (broken)	278-3271
Police	765-2323
Poison Center	931-4114
Rat Control	278-3537
Rescue Squad	347-2323
Rent Withholding	278-3646
Stray Animals	278-3535
Street Sewer Back-Ups	278-3427
Street Cleaning	278-3341
Street Lights Broken	278-3481
Street Light Installation	278-3265
Suspicious Persons	765-2323
Tax Assessments	278-3651
Tax Bills	278-2248
Tot Lots	278-3277
Traffic Sign Damage	278-3481
Traffic Sign Requests	278-3234
Trees Down	278-3595
Vandalism	278-8660
Venereal Disease	278-3631
Water Bills	278-2830
Water Leak	278-3710
Weed Control	278-3341

B. CITY OF MILWAUKEE

Our local politicians are the people to turn to when looking for help when confronting a problem or solving an issue about community involvement or access to city services. A brief look at some of the offices and departments which make up our city and county governments will give some important clues as to whom to contact to best answer your needs. The city will be considered first.

MAYOR

The duties of the mayor include that of selecting and appointing city department heads, members of commissions and members of boards and their committees. Law requires the mayor or an individual appointed by the mayor to serve on many city government groups. The mayor does not make laws. However, he can veto a bill proposal. The mayor is responsible for the execution of laws and also for preparing the city's annual budget. Henry W. Maier is the current mayor. This office is elected and is located at City Hall, 200 East Wells; Phone 278-2200.

COMMON COUNCIL

The Common Council is comprised of Milwaukee's sixteen alderpersons. Working together on the Council, the aldermen make laws for the city. The Council considers and acts on three kinds of policy making and legislation. They are:

1. General and specific ordinances or laws of the city.
2. Amendments to the city constitution, and
3. Resolutions or policy statements for city government.

All new business is referred to one of the Council's seven standing committees. They are:

1. Finance and personnel.
2. Judiciary and legislation.
3. Public improvements.
4. Public safety.
5. Utilities and licenses.
6. Zoning and development.
7. Committee on committees. This group meets to review rules of the Common Council or to consider special issues which cannot be delegated to the other standing committees.

The Common Council meets every third Tuesday at 9:00 a.m. on the third floor of City Hall, 200 East Wells Street. Each of the standing committees meets at least one time in between the full council meeting. Petitions, community groups and city residents supply the council with many ideas, of which are then voted into law. The Common Council will not consider or act on any issue unless it is introduced by another council member.

If you have a concern which should be looked at by the Common Council, the proper course of action is to call your alderman. Aldermen can be reached at City Hall, telephone 278-2221, during work hours, or at their residence as listed below by district:

DISTRICT	ALDERMEN	HOME PHONE
1.	Roy B. Nabors	445-1973
2.	John R. Kalwitz	466-3900
3.	Sandra Hoeh	332-3312
4.	Kevin D. O'Connor	342-7408
5.	Steven Cullen	445-6064
6.	Marlene E. Johnson	263-5025
7.	Robert M. Weber	873-3514
8.	Wayne P. Frank	671-4924
9.	James Kondziella	464-7439
10.	Betty Voss	931-7913
11.	Joan Soucie	543-2554
12.	Clifford A. Draeger	671-2815
13.	Robert A. Anderson	281-7496
14.	Daniel J. Ziolkowski	384-0355
15.	Richard L. Spaulding	353-9582
16.	Gregory G. Gorak	258-5927

The alderman is your main contact between you and city government. The alderman's job is twofold:

1. They sit on the Common Council.
2. They work with individual residents who live in the districts they represent to get help from city government. The phone number at City Hall is 278-2221 which is the place to call to find out which alderman represents the district in which you live. Aldermen are elected every four years, and each one represents approximately 40,000 city residents.

CITY CLERK

The City Clerk helps city government run smoothly. The office of City Clerk provides staff to assist the Common Council and employs secretaries for Milwaukee's sixteen aldermen.

The City Clerk has two main responsibilities:

1. He keeps the city records by making certain that the city's charter and code of ordinances are currently up to date, and
2. He is also responsible for issuing and recording licenses.

The City Clerk is appointed by the Common Council for a term of four years. Allen R. Calhoun is the City Clerk. He is located at City Hall, 200 East Wells, phone 278-2221.

CITY COMPTROLLER

The Comptroller is the city's chief financial officer and, as such, has the job of estimating city revenue which does not come from property tax. This money may come from federal and state revenue sharing, fines or permit and license sales. When the mayor and the Common Council decide on the city budget, the Comptroller presents the amount of revenue other than property tax. This amount is deducted from the city budget and the remainder is the city property tax. James McCann is the Comptroller. The Comptroller is elected every four years and is located at City Hall, 200 East Wells, phone 278-3321.

TAX COMMISSIONER

The Tax Commissioner has the chore of real estate assessment on both commercial and residential sites. Every structure in the city of Milwaukee gets appraised every four years. Staff in this office also compute the sum property value in Milwaukee. This total, plus the amount it takes to run city government, are added to one another and the resulting figure is the annual tax rate. The Tax Commissioner is Vernon Weltz. This office is an appointed position every three years and is located at City Hall, 200 East Wells, phone 278-3651.

CITY TREASURER

The City Treasurer has the job of collecting and accounting for city, county, and state taxes and any other revenue paid to run city government. The City Treasurer invests funds which are not currently used in banks and local savings and loans. The interest earned on this revenue helps pay the city's debts and also created a fund which is used to decrease future taxes. This is an elected office. Wayne Whittow is the current City Treasurer. His office is at City Hall, 200 East Wells, phone 278-2241.

COMMUNITY DEVELOPMENT AGENCY (CDA)

Milwaukee's Community Development Agency has the job of administering the city's annual Community Development (CD) grant. The CDA was organized in 1974 when the city received its first CD funds. Members of the CDA work on proposal developments. This means that they help groups apply for Community Development funds. They organize public hearings at which all proposals for CD funds are presented and discussed. After a project receives CD funds, the CDA staff begin a three-fold task. First, some CDA staff are monitors. These monitors evaluate any project which is currently in operation throughout the duration of its grant period to see if it is accomplishing its proposed goals. Second, CDA members check on spending; and third, they check for compliance on funded projects. To stay in compliance means to follow certain rules set by the federal government regarding issues of equal employment, environmental standards, and purchasing procedures. The CDA is financed entirely from Milwaukee's CD grant. Its office is located at City Hall, 200 East Wells, phone 278-3647.

DEPARTMENT OF CITY DEVELOPMENT (DCD)

The Department of City Development serves Milwaukee in the areas of planning, housing and redevelopment. Its goals are:

1. To preserve existing neighborhoods.
2. To create a solid job market by promoting economic development.
3. To manage public housing programs.

The DCD also tries to plan comprehensively for the city. In doing so, they consider major trends in the following:

1. Land use.
2. Transportation needs.
3. Employment levels.
4. Population information.

The DCD is located at 734 North 9th Street, phone 278-2690. This office houses the following departments: (see next page)

TELEPHONE NUMBER

DEPARTMENT

278-2990	Administrative Services
278-3327	Community Housing Operations
278-2145	Community Services
278-2945	Comprehensive Planning and Programming
278-2681	Economic Development
278-2686	Homestead Program
278-2680	Neighborhood Improvement Development Corporation
278-2217	Milwaukee Economic Development Corporation
278-3726	Project Operations
278-2913	Project Services
278-2952	Zoning Information

MUNICIPAL COURT

The Municipal Court handles City Ordinance violations. It has two divisions:

1. The Intake Court.
2. The Trial Court.

The Intake Court is where anyone accused of violating a city law must appear. There the accused must plead either guilty, no contest, or not guilty. A plea of "guilty" or "no contest" puts the accused in the position of complying with a fine which the judge sets. A plea of "not guilty" at the Intake Court means that the accused person will be scheduled to appear at the Trial Court. There an assistant city attorney will present evidence and the accused (defendant) will be given a chance to present his version of the story. The Municipal Court, which was organized in 1975, is staffed by two judges. Currently the judges are William J. Panagis and John Siefert. The Municipal Court is located and operated out of the first floor of the Public Library, 818 West Wisconsin Avenue, phone 278-3800.

CITY ATTORNEY

The office of the City Attorney is staffed with twenty-eight lawyers, three legal investigators, and thirty clerical staff. This department's job is that of giving legal advice to all branches of the city government. The City Attorney's staff defends all lawsuits filed against the city.

HEALTH DEPARTMENT



The work of the Health Department is spread among three areas. They are:

1. Environmental Health and Consumer Protection.
2. Disease Prevention, Detection Through Clinic, and Community Health Services.

3. Health Education.

Clinical services without charge are available to all Milwaukee residents. They are:

1. Child health clinics for children from birth to six months of age.
2. Nursing assessments and screening of school-age children.
3. Screening tests for adults to check vision, hearing, weight, pulse & respiration, blood, and urine.
4. Prenatal care for pregnant women.
5. Home visits to newborns by public health nurses.
6. Confidential venereal disease tests and treatments.
7. Immunizations.

Many of these medical services are offered at neighborhood health centers. One can get more information by calling the one nearest them:

ADDRESS	MEDICAL SERVICE	PHONE
7630 W. Mill Road	Northwest Health Center	353-3500
3200 N. 36th Street	Keenan Health Center	444-4040
841 N. Broadway, Rm. 228	Central Health Center	278-3614
4001 S. 6th St.	Lake Health Center	483-7230
1640 S. 24th St.	South Side Health Center	645-9330
2770 N. 5th St.	Isaac Coggs Community Health Center	278-5600
1230 W. Grant St.	Johnston Community Health Center	278-3628

BUILDING INSPECTION AND SAFETY ENGINEERING

The Building Inspection and Safety Engineering Department employs two hundred people to inspect commercial and residential buildings for code violations. Building codes are laws that describe how buildings should be constructed and maintained. Building codes are laws made by the Common Council. This department is located at 841 North Broadway, phone 278-3441.

MILWAUKEE PUBLIC LIBRARY

Public Library services are city-wide. A library card is free and can be obtained at any library upon presentation of two forms of identification. With a card, you may borrow books, records, cassette tapes, videotapes, 16mm films, magazines and other periodicals, and even works of art. The library also

sponsors activities such as evening programs on diverse topics, free films for children and reading clubs during the summer. The library offers a drive-in service. This means that one can check out materials without having to get out of their car. Book mobiles and vans for the community libraries North and South programs bring books for checkout to many neighborhood locations. There are five hundred professional librarians and aides to serve you at the following locations:

LIBRARIES	ADDRESS	PHONE
Central Library and Library for the Blind and Physically Disabled	814 W. Wisconsin Ave.	278-3046
Atkinson	1960 W. Atkinson Ave.	278-3068
Capitol	7413 W. Capitol Dr.	278-3006
Center Street	2620 W. Center St.	278-3090
East	1910 E. North Ave.	278-3058
Finney	4243 W. North Ave.	278-3066
Forest Home	1432 W. Forest Home Ave.	278-3083
Llewellyn	907 E. Russell Ave.	278-3019
Martin Luther King	310 W. Locust St.	278-3098
Mill Road	6431 N. 76th St.	278-3088
North Milwaukee	3310 W. Villard Ave.	278-3079
Oklahoma	3501 W. Oklahoma Ave.	278-3055
Tippecanoe	3912 S. Howell Ave.	278-3211
Over-60-Service	- - - - -	278-3211

C. MILWAUKEE COUNTY

Milwaukee County government is massive in that it provides over three hundred services to county residents such as courts and judiciary, public safety, health and welfare, park maintenance, recreation and culture, the museum, the zoo, and other essential services including public works, highways, transportation and sanitation. The County government can be explained by considering three distinct areas of service:

EXECUTIVE

The County Executive is Milwaukee's chief elected official. All resolutions and ordinances which are passed by the County Board of Supervisors must be approved by the County Executive. Some of the responsibilities of the County Executive are:

1. To develop and submit for approval by the County Board the annual County budget.
2. To appoint the heads of major County departments including most members of Boards and Commissions.

3. To oversee and make recommendations to improve County programs and services.
4. To direct and coordinate all administrative and management functions of County government.

The present County Executive is William F. O'Donnell.

LEGISLATIVE

This branch of County government is known as the County Board of Supervisors. The Board's first task is to adopt the annual County budget. Meetings of the County Board are held every three weeks and are open to the public.

There are twenty-five supervisors who sit on the Board. F. Thomas Ament is the current Chairman. Supervisors are elected for four-year terms. A list of the current supervisors and their phone numbers are as follows:

DISTRICT	SUPERVISORS	TELEPHONE NUMBER
1.	Bernice K. Rose	278-4257
2.	William E. Meaux	278-4278
3.	Penny E. Podell	278-4237
4.	Harout O. Sanasarian	278-4245
5.	Paul F. Mathews	278-4261
6.	Robert L. Jackson, Jr.	278-4243
7.	Terrance L. Pitts	278-4241
8.	Gerald D. Engel	278-4271
9.	James A. Krivitz	278-4235
10.	Paul A. Henningsen	278-4265
11.	John J. Valenti	278-4253
12.	Bernadette Skibinski	278-4269
13.	Dorothy K. Dean	278-4233
14.	Richard D. Nyklewicz, Jr.	278-4252
15.	James Koconis	278-4239
16.	F. Thomas Ament	278-4263
17.	Daniel Cupertino, Jr.	278-4232
18.	Fred N. Tabak	278-4259
19.	John D. St. John	278-4249
20.	Richard H. Bussler	278-4273
21.	James J. Lynn	278-4247
22.	Joseph M. Hutsteiner	278-4255
23.	James R. Ryan	278-4267
24.	Richard Kuzminski	278-4231
25.	Thomas A. Bailey	278-4275

JUDICIAL

Milwaukee County has thirty-seven circuit judges whom the voters elect for six-year terms. These judges serve the County in one of five divisions:

1. CIVIL COURTS
Civil Courts settle disputes between private parties involving injury of people or property.
2. FAMILY COURTS
Family Courts deal for the most part with cases affecting marriage.
3. CRIME AND TRAFFIC COURTS
Crime and traffic court cases involve a situation in which the state has accused a person of committing a crime. The Crime and Traffic Division has two sections:
 - a. Misdemeanor Cases.
 - b. Felony Cases.

Misdemeanor and traffic cases are handled by the judges in one section whereas felony cases are handled by the other section.
4. CHILDREN'S COURTS
Children's Courts handle most matters involving minors. (under age of 18).
5. PROBATE COURTS
Probate Courts settle estates and distribute property as provided in wills.

ADDRESSES AND TELEPHONE NUMBERS

MAYOR
City Hall
200 East Wells
Milwaukee, WI 53202
278-2200

ALDERMAN
City Hall
200 East Wells
Milwaukee, WI 53202
278-2221

CITY CLERK
City Hall
200 East Wells
Milwaukee, WI 53202
278-2221

CITY COMPTROLLER
City Hall
200 East Wells
Milwaukee, WI 53202
278-3321

TAX COMMISSIONER
City Hall
200 East Wells
Milwaukee, WI 53202
278-3651

CITY TREASURER
City Hall
200 East Wells
Milwaukee, WI 53202
278-2241

COMMUNITY DEVELOPMENT AGENCY
City Hall
200 East Wells
Milwaukee, WI 53202
278-3647

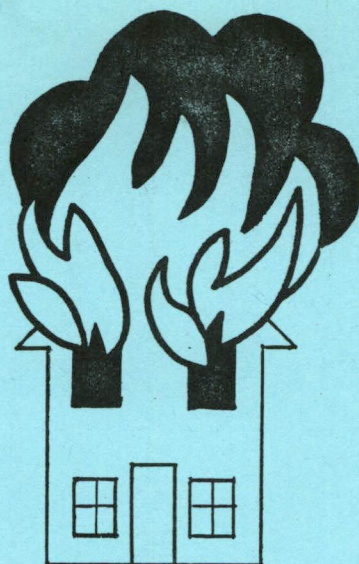
DEPARTMENT OF CITY
DEVELOPMENT
734 North 9th Street
Milwaukee, WI 53233
278-2690

MUNICIPAL COURT
Public Library
1st floor
818 West Wisconsin Ave.
Milwaukee, WI 53233
278-3800

CITY ATTORNEY
City Hall
200 East Wells
Milwaukee, WI 53202
278-2601

BUILDING INSPECTION AND
SAFETY ENGINEERING
841 North Broadway
Milwaukee, WI 53202
278-3441

MILWAUKEE PUBLIC LIBRARY
814 West Wisconsin Ave.
Milwaukee, WI 53233
278-3046



CHAPTER 2
EMERGENCY ASSISTANCE

CHAPTER 2

EMERGENCY ASSISTANCE

- A. INTRODUCTION
- B. USING THE TELEPHONE IN AN EMERGENCY
- C. EMERGENCY TELEPHONE NUMBERS IN MILWAUKEE COUNTY
- D. IF YOU DO NOT HAVE A TELEPHONE
- E. SETTING UP AN EMERGENCY CODE
- F. TELEPHONE REASSURANCE
- G. POSSIBLE TYPES OF EMERGENCIES

EMERGENCY ASSISTANCE

A. INTRODUCTION

An emergency is a sudden interruption in a person's normal schedule of daily activities. It happens suddenly, it is usually unexpected, and it requires immediate action. Obvious instances would be a fire or a sudden serious medical problem. For example, what do you do if you get a severe cut or burn? Following are some helpful suggestions for a disabled person who is involved in an emergency.

B. USING THE TELEPHONE IN AN EMERGENCY

When an emergency occurs, a person can call one of three telephone numbers: the operator, the police, or the fire department. Telephoning one of these numbers will guarantee that help is sent to you. It is your job to give the right information.

When calling the operator, police, or fire department, you should give the following information as calmly and directly as possible:

1. Give the exact location of where you are.
2. State your emergency.
3. State your disability if this is important in the emergency.
4. Give your name.
5. Give your telephone number.

Note that #1, the exact location of the emergency, should be stated first. That way, if communication is cut off for some reason, you will already have given the most important fact - where help is needed. Second, you should state #2, what kind of emergency you have, so that the right kind of help will be sent to you. With just these two facts (#1 and #2), where and what kind of emergency, help can be sent to you. You should give the other information (#3, #4, and #5) only if you have time to do so.

C. EMERGENCY TELEPHONE NUMBERS IN MILWAUKEE COUNTY

Following is a list of emergency telephone numbers for communities in Milwaukee County. (Note: If you do not have time to use this list, call the operator instead.) All the

communities listed have a number to call for the police, ambulance, and fire department and rescue squad. Also, some communities have a number to call for paramedics. (Paramedics are trained medical personnel who treat a person immediately, without having to go to the hospital in an ambulance first.) At the end of the list is the TTY number for all emergencies in Milwaukee County.

AREA	PHONE	DEPARTMENT
Bayside	352-9000	Fire, Police, Ambulance, Paramedic
Brown Deer	355-0200	Fire, Rescue Squad, Ambulance, Paramedic
	354-4121	Police
Cudahy	744-1234	Fire, Rescue Squad, Ambulance, Paramedic
	744-8220	Police
Fox Point	352-8111	Fire, Police, Rescue Squad, Ambulance, Paramedic
Franklin	425-4211	Fire, Rescue Squad, Ambulance
	425-2522	Police
Glendale	228-7111	Fire, Rescue Squad, Ambulance, Paramedic
	228-1100	Police
Greendale	421-2332	Fire, Rescue Squad, Ambulance
	421-2400	Police
Greenfield	282-7400	Fire, Rescue Squad, Ambulance
	761-1400	Police
Hales Corners	425-1212	Fire, Rescue Squad, Ambulance
	425-5432	Police
Milwaukee, City of	347-2323	Fire, Rescue Squad, Ambulance, Paramedic
	765-2323	Police
Oak Creek	762-3030	Fire, Rescue Squad, Ambulance
	762-8200	Police
River Hills	352-8211	Fire, Police Rescue Squad, Ambulance, Paramedic
St. Francis	483-1416	Fire, Rescue Squad, Ambulance
	481-2232	Police
Shorewood	332-0595	Fire, Police, Rescue Squad, Ambulance, Paramedic

South Milwaukee	762-1234 762-1965	Fire, Rescue Squad, Ambulance Police
Wauwatosa	258-0461 771-7400	Fire, Rescue Squad, Ambulance, Paramedic Police
West Allis	541-6060 476-1240	Fire, Rescue Squad, Ambulance, Paramedic Police
West Milwaukee	384-2260 645-2151	Fire, Rescue Squad, Ambulance Police
Whitefish Bay	962-8430 962-8177	Fire, Rescue Squad, Paramedic Police, Ambulance
TTY-Milwaukee County	278-5252	All Emergencies

D. IF YOU DO NOT HAVE A TELEPHONE

What should you do if an emergency occurs, you are alone at home, and you do not have a telephone to use? Here are some ways to get the attention of someone to help you, especially if your mobility is very limited:

1. Scream for help.
2. Pick an object in your immediate surroundings to use as a "tool" for making noise.
3. Create an unusual situation, to attract someone's attention. For example, break a window.
4. Blink a flashlight or electric light on and off.

Remember, to get help you will need to attract attention. Use your imagination!

E. SETTING UP AN EMERGENCY CODE

If you are a person whose mobility is very limited, consider setting up a code with a neighbor whose window faces yours. A sign in the window could show, for example, when you need help. Or, the sign could show when you are all right, meaning that when it does not show, something is wrong. If you set the sign in the window so that it is easy for you to knock down or pull down, a neighbor who sees that the sign is missing will know that you need help.

F. TELEPHONE REASSURANCE

Telephone reassurance is a service to check on people living alone who are elderly or disabled. It may be offered through hospitals, fire or police departments, or private Social Service agencies.

Reassurance lines are set up either for the individual to phone them or for someone from the service to call at a scheduled time. There is a procedure for checking on the person if he or she cannot be reached.

Wisconsin Information Service (WIS) has a listing of all places that provide telephone reassurance.

WISCONSIN INFORMATION SERVICE (WIS)

276-0760

G. POSSIBLE TYPES OF EMERGENCIES

You should have a plan of action for each type of emergency in the list that follows. Planning ahead can help you avoid some of these emergencies. And, for emergencies that cannot be avoided, planning ahead will make it easier for you to act if the emergency occurs. Planning also might prevent the emergency from ending in tragedy.

For each type of emergency, you should consider:

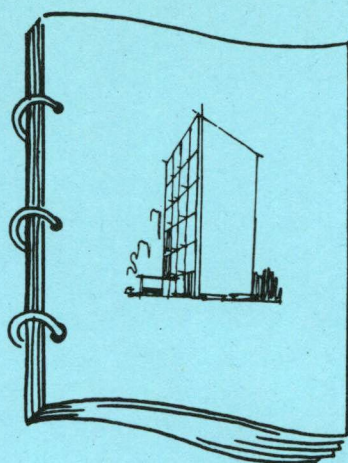
1. What if this emergency happened to me?
2. Can I plan ahead to avoid it? If so, what plan should I have?
3. What will I do if the emergency occurs? What will I do first? Second?

Remember, plan carefully so that emergencies can be avoided. Know what you would do if the emergency happened to you, and know what you would do if your first plan of action fails.

For each type of emergency that you might have, you should write down places to contact for help.

TYPE OF EMERGENCY	SUGGESTIONS
Medical	For Ambulance, telephone: Operator, ambulance, police Go to: Hospital Emergency Room (See "Medical Services") Telephone: Family doctor
Run out of medication	Telephone: Pharmacist (try to plan ahead) See: "Financial Assistance & Material Resources" List, Chapter 3

Fire	Telephone: Operator, fire department
No attendant	Telephone: Back-up attendants, family, friends Telephone: SEWCIL 643-0910 See: "Attendant Care" chapter for home health agencies, V.N.A.
Car/Van	Telephone: Auto club emergency service (if you are a member) Telephone: Mechanic Telephone: Towing Service (for a charge) Telephone: Police Note: Carry minor spare parts in your vehicle
Emotional crisis or Counseling need	See: "Counseling" chapter See: "General Counseling Services" list, Ch. 3 See: "Helpline or Hotline" list, Ch. 3 See: "Religious Organizations" list, Ch. 3
No money	See: "Financial Assistance & Material Resources" list, Ch. 3 Note: Plan a budget, to avoid this type of emergency
No food	See: "Financial Assistance & Material Resources" list, CH. 3 See: "Religious Organizations" list, Ch. 3
Broken plumbing	Contact: Building manager or landlord Telephone: Plumber
Burglary or Intruder	Telephone: Police
No heat	Telephone: Emergency Energy Assistance Program 272-5727
Need orthopedic/rehabilitation supplies	Telephone: Supplier Note: Keep minor spare parts on hand
Weather - Storm (no electricity) Tornado Heavy snow	Note: Keep a transistor radio Note: Keep candle or flashlight Note: Go to safest part of building Telephone: Snow/Sun Squad Project 278-5268 Note: Plan for getting snow shoveled
No housing	See: "Financial Assistance & Material Resources" list, Ch. 3



CHAPTER 3

AGENCIES, ORGANIZATIONS, AND COMMUNITY RESOURCES

CHAPTER 3

AGENCIES, ORGANIZATIONS AND COMMUNITY RESOURCES

- A. WHAT TO KNOW AND LOOK FOR
- B. CATEGORIES
AGENCY AND ORGANIZATION DESCRIPTIONS

AGENCIES, ORGANIZATIONS AND COMMUNITY RESOURCES

A. WHAT TO KNOW AND LOOK FOR (THINGS TO CONSIDER)

This chapter of helping agencies in the greater Milwaukee area is arranged according to categories. Any agency included here meets one of these three conditions:

1. The agency deals only with disabled populations.
2. The agency has facilities or has a section that will help people with disabilities.
3. Disabled people can seek help from the agency just as easily as anyone else can (e.g., hotlines).

An example of what is not listed here are residential centers or "halfway houses". They are omitted because they often are not accessible. Also, counseling centers (which are listed) would refer a person to a halfway house if needed.

Before contacting an agency, you should consider the following:

1. What services does the agency provide?
2. Is the agency accessible?
3. Are you eligible for the agency's services?
4. What is the fee for services?
5. Will the services really help you?

Finally, if you do not find the help you need in this chapter, look further in the directory's Table of Contents. An agency might be mentioned elsewhere. Or, it will be described more thoroughly in a chapter more specific to the services the agency performs. Also, other chapters contain lists of places to contact that are not included in this chapter, so again, be sure to check the Table of Contents.

B. CATEGORIES

The helping agencies in the Greater Milwaukee area are arranged according to the categories below. Each category's separate list follows, and includes an abbreviation for the category and a description of that category.

ADA - Assistance for Alcoholism and Drug Abuse

Persons who are having a problem with alcohol or drug abuse can find assessment, information, counseling and referral to inpatient treatment or halfway houses.

AO - Advocacy Organizations

Advocacy groups work to help individuals obtain their rights in various areas.

CCF - Child Care Facilities

These day care centers will accept children with some types of disabilities.

CSO - Community Service Organizations

A wide variety of services are available to the general public through these organizations. A description of what each agency does is included in this category to make it easier to find what you need.

ER - Employment Resources

Employment or help with job training or placement may be found through these organizations.

FAMR - Financial Material Assistance

Help with expenses for some services and emergency supplies of clothing, food or household items are supplied by these organizations. Because it would be difficult to tell what each agency does without a description, a brief explanation of services will follow each organization.

GA - Government Agencies

Local, county, state and federal agencies are listed here. They may also be found in other categories descriptive of the services offered.

GCS - General Counseling Services

This list includes those agencies that provide counseling in a variety of subjects. These may include crisis intervention, family or budget problems, loss of a loved one (adjustment) and others.

HL - Helplines and Hotlines

Helping or hotlines provide information on emergency counseling or advise over the phone.

HR - Housing Resources

Help with many types of housing problems can be found through the places listed in this section.

IS - Information Services

Agencies in this category will be able to provide assistance in a wide range of subjects. The primary purpose of these agencies is to provide information and referral, but other services may exist depending upon the nature of the request.

LA - Legal Assistance

These agencies either offer referrals to lawyers or provide free legal advice.

MER - Medical Evaluation and Referral

The primary focus of these organizations is the diagnosis or evaluation of specific medical problems or referral to a source of medical help.

MOS - Minority Outreach Services

The agencies in this category serve people of either black, hispanic, or American Indian origin.

RC - Rehabilitation Centers

Rehabilitation agencies have a variety of services that may include assessment, counseling, vocational evaluation and training, medical help and recreation activities for the physically developmentally disabled, mentally ill or alcohol and drug abusers.

RO - Religious Organizations

Religious organizations are agencies affiliated with a particular denomination. The activities may range from religious observance, to social activities.

UR - University Resources

This category includes colleges, universities and any special programs run by them. The programs also are listed elsewhere in appropriate categories.

VHO - Voluntary Health Organizations

A voluntary health organization is defined as an organization that serves a particular disability and provides a variety of services, e.g., I & R, Hotline, Peer counseling, research, etc.

We have, in addition, enclosed some more detailed descriptions for agencies and organizations that aren't well-known. Those that are well-known or whose name is self-descriptive have been left alone. This should in no way be misconstrued as an endorsement of a particular agency or organization, but is intended for informational purposes only.

AGENCY AND ORGANIZATION DESCRIPTIONS

The Adult Services Coalition (TASC)

Advocacy in the adult social service area; client group includes older and handicapped or abused adults.

Al-Anon Family Groups and Alateen

Information, self-help program for families and friends of alcoholics; groups meet to share experiences; community outreach to inform the public; no fees.

Alcoholics Anonymous

Counseling and guidance to alcoholics and families; provides information; furnishes speakers; no fees.

Allied Council of Senior Citizens of Wisconsin, Inc.

Advocacy in areas of better housing, medical services, tax relief, transportation, lower prices for goods, drugs, food.

American Cancer Society - Milwaukee Division Inc.

Information and counseling services; provides sickroom equipment, home visits, transportation for outpatient; conducts special rehabilitation programs; also sponsors self-help groups for cancer victims; serves Milwaukee County.

American Cancer Society - Wisconsin Division, Inc.

A variety of services; includes sickroom and medical equipment supplies, transportation, information services and sponsors support groups for patients and families.

American Red Cross

Free courses in First Aid, CPR (cardiopulmonary resuscitation), family health and home nursing; transportation to and from local health and social service agencies on agency request; visiting patients, writing letters, recreational activities, poison control center and community blood pressure and vision screening clinics.

Artreach Milwaukee

Tours art centers and exhibits and participates in classes at art schools; sends professional artists into treatment facilities to perform and lead workshops.

Association for Lutheran Handicapped Inc.

Provides church services and fellowship hours for handicapped persons eight times a year.

Badger Association of the Blind

Home for the blind; sells aids and appliances; information about services.

Boy Scouts of America, Inc.

Programs for young people.

Calvary Housing Development, Ltd.

Non-profit management firm for Calvary Gardens; offers recreational and other tenant services.

Catholic Social Services of the Archdiocese of Milwaukee, Inc.

Counseling for adoption services; homemaker service; transportation; meals on wheels; outreach and medical information.

Center for Blind Children, Inc.

Program for visually impaired infants and young children including those with multiple handicaps.

Central North Community Council, Inc.

A north side community group

Child and Family Development Center

Class for pre-schoolers

Childhood Cancer Assistance Program

Funds for children with cancer.

Children's Service Society of Wisconsin

Adoption services; child-focused counseling; treatment foster care.

Combined Community Services Board

Responsible for services to the developmentally disabled mentally ill and alcohol and other drug abusers.

Commando's Project 1

Employment, educational and recreational services to juvenile parolees -- minor home repairs, home winterization, and build wheelchair ramps.

Commission for the Handicapped and Disabled

Acts in an advisory capacity to county government in matters relating to the handicapped and disabled with special emphasis on housing, transportation, social services and recreation.

Commission on Aging

Develops plans for programs and services for older adults, in the areas of health and nutrition, housing finances, recreation transportation and legislation.

Community Advocates

A complaint resolution center; assists consumers/citizens in solving problems they encounter in the market place or with public and private bureaucracies.

Community Care Organization of Milwaukee

Counseling, homemaker services, housing search, medical equipment, home-delivered meals and transportation.

Community Development Agency

Coordinates the development, implementation and evaluation of the City of Milwaukee Community Development program.

Community Home Services Co-op

A worker collective for home repair in the West-of-the-River area.

Community Relations - Social Development Commission

Administers programs through agencies and direct operation in 5 broad areas of concern--health and welfare; children and youth; housing and neighborhood development; aging; and employment, training and adult education.

Cooperation West Side Association (COWSA)

A West Side neighborhood improvement group.

Cosmopolitan Club Charities

Helps with corrective plastic surgery.

Counseling Center of Milwaukee, Inc.

Provides short-term crisis intervention counseling.

Cudahy Low Income Center

Emergency food and housing, used clothing, furniture and appliances.

Disabled American Veterans

Assistance to disabled veterans, in determining eligibility applying for and obtaining benefits.

Easter Seal Society

Education, recreation, referral services; group and individual counseling; recreation and day camp.

East Side Community Council

An upper East Side community group.

Elder Care Line, Inc.

Transportation for people who are over 60 and is provided for medical purposes, grocery shopping, meal programs, social activities.

Emergency Energy Assistance Program

Emergency assistance for families who are threatened with or who have had gas, oil, coal, or electrical services discontinued.

ESHAC, Inc. (formerly East Side Housing Action Committee)

A northeast side community group.

Equal Employment Opportunity Commission

Race, color, sex, religion, national origin, handicap, age.

Father Gene's Help

Emergency food supplies and a telephone reassurance service.

Financial and Debt Counseling Services, Inc.

Financial counseling.

Focus (Family Oriented Counseling for Understanding Sightloss)

Small group counseling sessions for adults with sight loss.

Girl Scouts of Milwaukee Area, Inc.

Programs for individual girls and groups; educational and recreational experiences.

Governor's Ombudsman Program for the Aging and Disabled

Deals with complaints regarding services to the aging and disabled especially nursing home care, financial and medical assistance programs, social services, medical services and housing.

Greater Milwaukee Stroke Club

Self-help group; social and recreational opportunities.

Handicapped Industries, Inc.

Employment for handicapped individuals who have completed training with other agencies.

Health and Social Services Department Division of Community Services
Supervision for public and private human service agencies serving clients as well as those needing care for mental illness, developmental disability and alcohol and other drug abuse.

Health and Social Services Department Division of Health
Public health services, including health facilities monitoring, preventable disease control, community health programs, environmental health concerns.

Health and Social Services Department Division of Vocational Rehabilitation
Evaluation on the job training and terminal sheltered workshop employment.

House of Peace Community Service Center
Housing, welfare, employment problems and emergency needs.

Housing and Urban Development, Department of
Assistance in housing related matters, such as home buying, home improvement loans, rental assistance, mortgage interest subsidies and mortgage payment problems.

The Human Element, Inc.
Counseling, short and long term placement and adoption services.

Industries for the Blind, Inc.
Employment for the visually handicapped and other handicapped persons.

Industry, Labor and Human Relations Department
Work Incentive Program - Assist people receiving welfare assistance; self-supporting through employment.

Jewish Family and Children's Service
Family and individual counseling, services to the aged, volunteer services.

Justice Department
Handles complaints especially misrepresentation and violations; consumer protection laws.

Kindcare
Provides legal guardianship and advocacy to MR adults who are without families and live in nursing homes.

Lions Clubs International, Milwaukee Metro Area
Information, financial assistance to the visually handicapped and the hearing impaired.

Lutheran Social Services of Wisconsin and Upper Michigan
Social casework and group work services to children and unwed mothers, provides counseling services, adoptive child placement services, family life education.

Marquette University Dental Clinic
Dental examination and treatment at minimal cost.

Marquette University Speech Clinic

Evaluation, therapy and hearing evaluation for persons with speech and language disabilities.

Merrill Park Neighborhood Association

Merrill Park neighborhood improvement group.

Mid-Town Neighborhood Association (MTNA)

A mid-town neighborhood improvement group.

Milwaukee Christian Center

Neighborhood center services, free home repairs, hot lunches, drug counseling.

Milwaukee County Real Estate and Housing Division

Makes direct home repair loans for necessary repairs; grants to eliminate architectural barriers for handicapped or disabled persons; a model home for disabled persons.

Milwaukee County Transit System

Administers 2 subsidized transportation programs; half fare program for bus fares and users side subsidy.

Milwaukee Educational Opportunity Centers

Assists low income and disadvantaged persons; counseling; information, financial aids and assistance.

Milwaukee Emergency Food Bank Coalition

Free Food supplies.

Milwaukee Hearing Society

Education, recreation, counseling, hearing screening, information, reconditioned hearing aids on a loan basis.

Milwaukee Open Door Society

Services related to adoption.

Milwaukee Psychiatric Hospital

Care for inpatients, outpatients and half-way house patients.

Milwaukee Rescue Mission

Counseling, food, shelter and clothing.

Milwaukee Urban League

Conducts research to identify community needs, works with existing institutions, develops new institutions and mobilizes blacks and other minorities.

Neighborhood Housing Services of Milwaukee (NHS)

A housing service group; serves near south side and a section of the north side.

New Concepts Foundation, Inc.

Operates group homes for developmentally disabled.

New Concept Self-Development Center, Inc.

Mental health counseling, job training programs, family planning counseling, social service referral.

Northside Neighborhoods Together

A northside community organization; focuses on political processes.

Northwest Action Council

A northwest side neighborhood improvement organization.

Park West Redevelopment Task Force

Develops plans for redevelopment of abandoned Park West Freeway corridor.

Penfield Children's Center

Developmental treatment services for mentally handicapped, emotionally disturbed and developmentally disabled children.

Planned Parenthood Association of Wisconsin, Inc.

Central office 1135 West State Street, Milwaukee, 53233

Hours 8:30 a.m. to 9:00 p.m. Monday through Thursday, 8:30 a.m. to 5:00 p.m. Friday, 8:30 a.m. to 12 noon Saturday, some evening clinics; family planning services and medical examination.

Pride Community Center, Inc.

GED instruction, counseling, drug abuse services, recreational activities.

Project Involve, Inc.

Information and counseling of various types and help in obtaining housing employment, health care, social security, SSI, Medicare, food stamps and other services; home making services, adult day care, emergency food supplies.

Project Job

Work experience for persons who have never worked.

Revenue Department Homestead Relief Claims

Income tax relief based on income and the amount of property taxes or rent paid.

St. Francis Children's Activity and Achievement Center

Evaluations and pre-school education for children who have learning problems.

St. Francis Parish and Social Center

Citizens club, a social center for both young people and adults; counseling; meal program; emergency food and clothing.

St. John School for the Deaf

Educational program for children who have severely impaired hearing.

St. Vincent De Paul Society Milwaukee

Material assistance; loans for medical equipment.

Salvation Army - Adult Rehabilitation Center
Work therapy; board and room, clothing.

Salvation Army - Milwaukee
Salvation army camp; emergency help; employment service; program for shut-ins.

SER/JOBS for Progress, Inc.
Employment services; English as a second language, adult basic education, GED courses.

Seventh Day Adventist Community Service Center
Clothing, bedding and household supplies.

Sherman Park Community Association
Sherman Park Community Organization.

Sight Center
Eye examinations and glasses.

Snow/Sun Squad Project
Home and yard maintenance services, snow shoveling, lawn mowing and raking.

Social Security Administration
Benefit payments under social security, including retirement, survivors, disability, health insurance; income (SSI).

Social Services Department
Administers aid to families with dependent children, food stamps, medical assistance; general assistance and social services.

Financial Assistance - with aid to families with dependent children; general assistance veterans assistance, medical assistance and food stamps.

Family and Children's Services - Assessment, information, referral, foster care and institutional prevention and placement, protective services; family counseling, services to families with handicapped children.

Social Services Resources - Homemakers; volunteers; day care; foster home finding; purchase of services; institutional care; and early periodic screening, diagnosis and treatment (EPSDT).

Adult Social Services - Information and referral, crisis intervention, supportive home care, homemakers, transportation, protective guardianships, counseling.

Southeastern Wisconsin Center for Independent Living (SEWCIL)
Independent living planning for disabled adults, including attendant care referral and training, housing screening and referral, counseling, transportation screening and referral, and TTY services for the hearing impaired.

South Milwaukee Human Concerns

Food, clothing, furniture, volunteer, home rehabilitation.

Southside Wellness Project

Family life education services, educational and personal growth groups, speakers on mental health; family life and support groups for single parents and women.

Telos, Inc.

Handicapped housing; construction, renovation, accessibility surveying.

United Association for Retarded Citizens

Information and referral; recreation programs; education programs; problem intervention.

United Way of Greater Milwaukee, Inc.

Works to create a high level of human services; information and referral.

University of Wisconsin

Hearing Evaluation Center

Diagnostic and rehabilitative services to persons with impaired hearing; including hearing aid evaluation and recommendation, speech reading, auditory training, language therapy.

School of Nursing

Parenting classes for mentally retarded.

Speech clinic

Therapy and diagnostic services to persons who have speech or language problems.

Testing Office

Information and applications for educational testing programs.

Variety Club Epilepsy and Neurological Center

Diagnosis and treatment; counseling; assistance with employment, education.

Veterans Administration

Assists in filing claims for veterans benefits.

Veterans Administration Medical Center

Hospitalization, nursing home care, domiciliary care, outpatient treatment; full range of medical services, including medication supplies, prosthetic devices.

Visiting Nurse Association of Milwaukee

Nursing care; home care services; mobile meals.

Wauwatosa Public Schools Special Services Department

Speech therapy, homebound instruction, special education classes, evaluations; social work services.

We Four Program, Inc.

Assistance in dealing with insurance financial problems; benefit programs; landlords tenant problems; companionship, help in shopping, transportation.

Welfare Advocacy Center

Provides information about rights and benefits under State and federal laws to welfare recipients and low income families.

West Side Community Center

Assistance with tenant/landlord problems, information and referral, home maintenance, services.

O.C. Whitesoul Club, Inc.

Food, clothing and household supplies, home maintenance services.

Wisconsin Foundation of Dentistry for the Handicapped

Dental screening, referral to dentists, for developmentally disabled and other handicapped persons.

Wisconsin Lutheran Child and Family Service

Family counseling; adaption services; alcoholism counseling.

Wisconsin Registry of Interpreters for the Deaf

Interpreter services.

Wisconsin Society for the Prevention of Blindness, Inc.

Public education, research; provides referral and information screening programs.

Work Assistance Program

Education, job training, sheltered employment, counseling, job placement, evaluation services.

Work Exchange, Inc.

Resource for the exchange of services; telephone reassurance.

B. CATEGORIES

ADA - ASSISTANCE FOR ALCOHOLISM AND DRUG ABUSE

Al-Anon Family Group
and Alateen
8320 West Bluemound Road
Room 209
Milwaukee, WI 53213
257-2415

Alcoholics Anonymous -
Milwaukee
135 West Wells Street
Room 622
Milwaukee, Wisconsin 53203
272-3081

American Indian Council
on Alcoholism
2451 W. North Avenue
Milwaukee, WI 53205
342-7080

Alcoholism Outpatient
Services
2707 N. 54th Street
Milwaukee, WI 53210
871-9600

DePaul Rehabilitation
Hospital, Inc.
4143 S. 13th Street
Milwaukee, WI 53221
281-4400

Genesis Program
3034 W. Wisconsin Avenue
Milwaukee, WI 53208
931-8683

Inner City Council on
Alcoholism, Inc.
4365 N. 27th Street
Milwaukee, WI 53216
444-4310

Midwest Challenge, Inc.
2824 W. McKinley Blvd.
Milwaukee, WI 53208
342-1038

Milwaukee Council on
Alcoholism
2266 N. Prospect Ave.
Milwaukee, WI 53202
276-8487

Milwaukee Council on
Drug Abuse
1442 N. Farwell Ave.
Room 501
Milwaukee, WI 53202
271-7822

Milwaukee Psychiatric
Hospital
1220 Dewey Avenue
Wauwatosa, WI 53213
258-2600

New Beginning Clinic
1200 W. National Avenue
Milwaukee, WI 53212
643-8530

Mental Health Complex
Milwaukee County
9455 Watertown Plank Road
Wauwatosa, WI 53226
257-5211

Urban Institute Inc.
4222 W. Capitol Drive
Milwaukee, WI 53216
447-1300

AO - ADVOCACY ORGANIZATIONS

The Adult Services Coalition
(TASC)

P. O. Box 08517
Milwaukee, WI 53208
342-4558

Allied Council of Senior
Citizens of Wisconsin, Inc.
622 W. Mitchell Street
Milwaukee, WI 53204
645-9790

Community Advocates
3517 W. Burleigh Street
Milwaukee, WI 53210
873-1521

Kindcare
611 East Wells Street
Milwaukee, WI 53202
271-8110

Metropolitan Milwaukee Fair
Housing Council, Inc.
1138 W. Center Street
Milwaukee, WI 53206
263-2566

Milwaukee County Commission
for the Handicapped and
Disabled
1442 N. Farwell Avenue
Milwaukee, WI 53202
278-5232

National Association for
Advancement of Colored People
3655 N. Teutonia
Milwaukee, WI 53206
444-5270

S.C.O.P.E. (Special Concerns
Organization of Parents and
Educators)
c/o Patricia Steege
4631 S. Pine Avenue
Milwaukee, WI 53207
744-1085

United Association for
Retarded Citizens (U.A.R.C.)
611 E. Wells Street
Milwaukee, WI 53202
272-2412

Equal Employment Opportunity
Commission
342 North Water Street
Milwaukee, WI 53202
291-1111

Welfare Advocacy Center
1347 N. 12th Street
Milwaukee, WI 53205
931-8330

Wisconsin Disability
Coalition - Southeastern
Region
4121 N. Larkin
Milwaukee, WI 53211
475-0785

Worker Rights Institute
1347 N. 12th Street
Milwaukee, WI 53205
342-2022

CCF - CHILD CARE FACILITIES

Specialty Centers

Easter Seal Child
Development Center
5225 West Burleigh
Milwaukee, WI 53210
871-1270
18 months - 3 years

St. Francis Children's Center
6700 N. Port Washington Road
Milwaukee, WI 53217
351-0450
0 - 14 years

Center for Blind Children
3722 South 58th Street
Milwaukee, WI 53220
321-6362 - 352-8884
2 hours in p.m.
1 month - 5 years

St. Aemelian Pre-school
8901 West Capitol
Milwaukee, WI 53222
463-1641
2-1/2 years - 3rd grade

Penfield Children's Center
833 North 26th Street
Milwaukee, WI 53233
344-7676
1 month - 6 years

Demmer Kiwanis Childrens Center
Curative Rehabilitation Center
9001 West Watertown Plank Road
Wauwatosa, WI 53226
259-1414
0 - 3 years

Day Care Centers

St. John Child Day Care
and Development
4850 South Lake Drive
Cudahy, WI 53110
482-0554
2-1/2 - 7 years

Ebenezer Child Care
3616 West National
Milwaukee, WI 53215
643-5454
2-1/2 - 6 years

E. M. Jones Child Care
3951 North 20th Street
Milwaukee, WI 53206
447-1612
3 months - 7 years

Milwaukee Montessori School
4610 West State Street
Milwaukee, WI 53208
259-0370
2-1/2 - 4 years

Neighborhood House
941 North 28th Street
Milwaukee, WI 53208
933-6161
2-1/2 - 5 years

Poo Bear Day Care
2330 North 53rd
Milwaukee, WI 53210
445-0650
6 weeks - 5 years

Grays Child Development Center
2634 North 3rd Street
Milwaukee, WI 53212
264-1335
6 weeks - 6 years

Wauwatosa Nursery Center
1529 Wauwatosa Avenue
Milwaukee, WI 53213
257-0955
2-1/2 - 6 years

South Side Community School
1000 South Layton Blvd.
Milwaukee, WI 53215
383-4004
3 - 6 years

Day Care Services for Children
Baird Child Development Center
2210 West Beecher Street
Milwaukee, WI 53215
645-5337
2-1/2 - 6years

South Day Care of St. Joeseeph
3249 South 18th Street
Milwaukee, WI 53215
645-5337
2-1/2 - 6 years

Children's Workshop
3302 North Sherman Blvd.
Milwaukee, WI 53216
383-4004
3 - 6 years

Mary Linsmeier Schools
(five locations)
Central Office
257-4225

CSO - COMMUNITY SERVICE ORGANIZATIONS

American Red Cross
Greater Milwaukee Chapter
2600 W. Wisconsin Avenue
Milwaukee, WI 53233
342-8680

Artreach Milwaukee
161 West Wisconsin
Suite 7011
Milwaukee, WI 53203
271-4704

Badger Association of the
Blind
912 North Hawley Road
Milwaukee, WI 53213
258-9200

Boy Scouts of America, Inc.
Milwaukee County Council
3716 West Wisconsin Avenue
Milwaukee, WI 53208
344-6830

Catholic Social Services of
the Archdiocese of Milwaukee,
Inc.
207 E. Michigan Street
Milwaukee, WI 53202
271-2881

Children's Service Society
of Wisconsin
610 North Jackson Street
Milwaukee, WI 53202
276-5265

Citizens Outreach Services
of Waukesha County, Inc.
21200 West North Avenue
Brookfield, WI 53005
786-9140

Commando's Project I
522 West North Avenue
Milwaukee, WI 53212
372-6260

Community Care Organization
of Milwaukee County, Inc.
1845 N. Farwell Avenue
Suite 200
Milwaukee, WI 53202
276-4357

Disabled American Veterans
342 North Water Street
Milwaukee, WI 53202
276-1425

Easter Seal Society
Milwaukee County
5225 W. Burleigh Street
Milwaukee, WI 53210
871-1270

Father Gene's Help
5921 West North Avenue
Milwaukee, WI 53208
453-1257

Fish, Inc.
4250 South 5th Street
Milwaukee, WI 53207
645-6570

Girl Scouts of Milwaukee
Area Inc.
2500 North Mayfair Road
Milwaukee, WI 53226
476-1050

Greater Milwaukee Stroke
Club
1653 South 24th Street
Milwaukee, WI 53205
645-9855

House of Peace Community
Service Center
1702 West Walnut Street
Milwaukee, WI 53205
933-1300

The Human Element, Inc.
2701 North 56th Street
Milwaukee, WI 53210
445-9111

Jewish Family and
Children's Service
1360 North Prospect Avenue
Milwaukee, WI 53202
273-6515

Lions Club International
Milwaukee Metro Area
P. O. Box 94
Germantown, WI 53022
251-5869 - 675-2120

Lutheran Social Services
of Wisconsin and Upper
Michigan
3200 West Highland Blvd.
Milwaukee, WI 53208
342-7175

Milwaukee Christian Center
2137 West Greenfield
Milwaukee, WI 53204
672-1840

Snow/Sun Squad Project
1744 N. Farwell Avenue
Milwaukee, WI 53202
278-5268

Milwaukee Hearing Society
744 North 4th Street
Milwaukee, WI 53203
272-1773 (TTY)
272-1771

Milwaukee Open Door Society
P. O. Box 1352
Milwaukee, WI 53201
442-7129

Milwaukee Rescue Mission
1023 North 5th Street
Milwaukee, WI 53203
271-6626

Planned Parenthood Association
of Wisconsin, Inc.
1135 West State Street
Milwaukee, WI 53233
271-8181

Pride Community Center, Inc.
726 East Locust Street
Milwaukee, WI 53212
263-5666

Project Involve, Inc.
Central Office
161 West Wisconsin Avenue
Milwaukee, WI 53203
272-5600

South Office
1311 West Lincoln
Milwaukee, WI 53215
384-3270

Project Involve, Inc.
East Office
931 East Odgen
Milwaukee, WI 53202
273-5500

Northwest Office
3816 North Teutonia
Milwaukee, WI 53206
372-9450

West Allis Office
5928 West Burnham Street
Milwaukee, WI 53219
543-6007

Southeast Suburbs
1st National Bank
Packard Plaza - 2nd Floor
Cudahy, WI 53110
482-2030

Protective Services
270 West Wells Street
Room 407
Milwaukee, WI 53203
272--694

St. Francis Parish
and Social Center
1927 North 4th Street
Milwaukee, WI 53202
374-5750

St. Vincent DePaul
Society of Milwaukee
2200 North 19th Street
Milwaukee, WI 53205
342-5725

Salvation Army - Adult
Rehabilitation Center
324 N. Jackson Street
Milwaukee, WI 53202
276-4316

Salvation Army - Milwaukee
4757 North 76th Street
Milwaukee, WI 53218
462-5226

United Association for
Retarded Citizens
611 East Wells Street
Milwaukee, WI 53202
272-2412

United Way of
Greater Milwaukee, Inc.
606 East Wisconsin Avenue
Milwaukee, WI 53202
271-0738

Work Exchange, Inc.
2201 North 35th Street
Milwaukee, WI 53208
445-4786

Variety Club Epilepsy
and Neuorological Center
950 North 12th Street
Milwaukee, WI 53233
289-8100

Visiting Nurse Association
of Milwaukee
1540 North Jefferson
Milwaukee, WI 53202
276-2295

We Four Program, Inc.
817 North Marshall
Milwaukee, WI 53202
277-7775

West Side Community Center
544-46 North 31st Street
Milwaukee, WI 53208
933-2080

O.C. White Soul Club, Inc.
2200 North 3rd Street
Milwaukee, WI 53212
374-5770

Wisconsin Lutheran Child
and Family Service
6800 North 76th Street
Milwaukee, WI 53223
353-5000

Wisconsin Registry of
Intrepeters for the Deaf
P. O. Box 07060
Milwaukee, WI 53207
353-0913

Wisconsin Society for
the Prevention of
Blindness, Inc.
759 North Milwaukee Street
Room 523
Milwaukee, WI 53202
765-0505

ER - EMPLOYMENT RESOURCES

Curative Rehabilitation Center
CRC-Project/Job Development
9001 West Watertown Plank Road
Milwaukee, WI 53226
259-1414

DVR - Milwaukee North-
East Office
2430 North Murray Avenue
Milwaukee, WI 53211
224-4776

DVR - Milwaukee North
West Office
6815 West Capitol Drive
Milwaukee, WI 53216
257-4957

DVR - Milwaukee South
East Office
3501 South Howell Avenue
Milwaukee, WI 53207
224-3953

DVR - Milwaukee South
West Office
9401 West Beloit Road
Milwaukee, WI 53227
257-4922

Handicapped Industries, Inc.
6228 West Capitol Drive
Milwaukee, WI 53216
464-2950

Industries for the Blind, Inc.
3220 West Vliet Street
Milwaukee, WI 53208
933-4319

Industry, Labor and Human
Relations Department
Work Incentive Program
Central
536 West Wisconsin Avenue
Milwaukee, WI 53203
224-4233

North
2320 West Capitol Drive
Milwaukee, WI 53206
447-7277

South
3023 West Greenfield Avenue
Milwaukee, WI 53215
224-4272

Job Service
Downtown
819 North 6th Street
Milwaukee, WI 53203
224-4201

North
4222 West Capitol Drive
Milwaukee, WI 53216
445-0500

South
3023 West Greenfield Avenue
Milwaukee, WI 53215
224-4008

South Milwaukee
905 Milwaukee Avenue
South Milwaukee, WI 53177
762-3999

West Allis
2363 South 102nd Street
West Allis, WI 53227
257-8990

Project Job
(Job Opportunity Building)
207 East Buffalo Street
Milwaukee, WI 53209
289-9040

Work Assistance Program
1339 North Milwaukee Street
Milwaukee, WI 53202
272-2344

FAMR - FINACIAL AND MATERIAL ASSISTANCE

Childhood Cancer
Assistance Program
20240 West Gebhardt Road
Brookfield, WI 53005
462-1324

Cosmopolitan Club Charities
400 West Silver Spring Drive
Milwaukee, WI 53217
963-0550

Father Gene's Help
5921 West North Avenue
Milwaukee, WI 53208
453-1257

Fiancial and Debt Counseling
Services, Inc.
711 West Capitol Drive
Milwaukee, WI 53206
372-5180

Health and Social Services
Department of Vocational
Rehabilitation
East Office
2430 North Murray Avenue
Milwaukee, WI 53211
224-4776

Southeast Office
3501 South Howell Avenue
Milwaukee, WI 53207
224-3953

Southwest Office
6815 West Beloit Road
Milwaukee, WI 53227
257-4922

West Office
6815 West Capitol Drive
Milwaukee, WI 53216
257-4957

House of Peace Community
Service Center
1702 West Walnut
Milwaukee, WI 53205
933-1300

Milwaukee County Transit
System Executive Office
4212 West Highland Blvd.
Milwaukee, WI 53208
278-4091

Revenue Department Homestead
Relief Claim
819 North 6th Street
4th Floor
Milwaukee, WI 53203
224-4000

St. Benedict Community
Meal Program
924 West State Street
Milwaukee, WI 53233
271-0135

St. Francis Parish and
Social Center
1927 North 4th Street
Milwaukee, WI 53202

Salvation Army - Adult
Rehabilitation Center
324 North Jackson Street
Milwaukee, WI 53202
276-4316 or 265-6360

Seventh Day Adventist
Community Service Center
1627 North Van Buren Street
Milwaukee, WI 53202
273-6546

Sight Center
4001 West Capitol Drive
Milwaukee, WI 53216
445-5501

Social Security Administration
Area Director
9401 West Beloit Road
Milwaukee, Wi 53227
257-4922

Downtown
526 East Michigan Street
Milwaukee, WI 53202
276-2700

Social Security Administration
Mitchell Branch
1675 South 8th Street
Milwaukee, WI 53204
276-2700

North Side
6414 West Fond du Lac Avenue
Milwaukee, WI 53218
276-2700

South Side
6251 West Forest Home Avenue
Milwaukee, WI 53220
276-2700

Vliet Branch
2729 West Vliet Street
Milwaukee, WI 53208
276-2700

Snow/Sun Squad Project
1744 North Farwell Avenue
Milwaukee, WI 53202
278-5268

Social Services Department
Central Office
1220 West Vliet Street
Milwaukee, WI 53205
289-6897

South Side Office
1515 West National Avenue
Milwaukee, WI 53204
289-5961

South Milwaukee Human Concerns
801 Marquette Avenue
South Milwaukee, WI 53172
764-5340

Veterans Administration
Regional Office
342 North Water Street
Milwaukee, WI 53202
278-8680

GA - GOVERNMENT AGENCIES

City of Milwaukee
Rental Assistance
734 North 9th Street
Milwaukee, WI 53233
278-2964

Combined Community Services Board
10437 West Watertown Plank Road
Wauwatosa, WI 53226
257-7503

Commission for the Handicapped
and Disabled - Milwaukee County
1442 North Farwell Avenue
Milwaukee, WI 53202
278-5232

Commission on Aging
Milwaukee County
1442 North Farwell Avenue
Room 206
Milwaukee, WI 53202
278-4268

Community Development Agency
City of Milwaukee
City Hall
200 East Wells Street
Room 606
Milwaukee, WI 53202
278-3647

Community Relations Social
Development Commission (CR-SDC)
161 West Wisconsin Avenue
Suite 7166
Milwaukee, WI 53202
272-5600

DVR - Milwaukee Northeast
2430 North Murray Avenue
Milwaukee, WI 53211
224-4776

DVR - Milwaukee Northwest
6815 West Capitol Drive
Milwaukee, WI 53216
257-4957

DVR - Milwaukee Southeast
3501 South Howell Avenue
Milwaukee, WI 53207
224-3953

DVR - Milwaukee Southwest
9401 W. Beloit Road
Room 408
Milwaukee, WI 53227
257-4922

Emergency Energy Assistance
Program
161 West Wisconsin Avenue
Milwaukee, WI 53203
272-5600
272-5727 (24 Hour)

Governor's Ombudsman Program
For the Aging and Disabled
State of Wisconsin
819 North 6th Street
Suite 540
Milwaukee, WI 53203
224-4386

Health and Social Services Dept.
Division of Community Services
State of Wisconsin
Milwaukee Region
819 North 6th Street, 6th Floor
Milwaukee, WI 53203
224-4501

Health and Social Services Dept.
Division of Health
State of Wisconsin
6815 West Capitol Drive
Milwaukee, WI 53216
466-9763

Health and Social Services Dept.
Division of Vocational Rehab-
ilitation State of Wisconsin
6815 West Capitol Drive
Milwaukee, WI 53216
527-0250

Health and Social Services Dept.
Division of Vocational Rehab.
Wisconsin Workshop for the
Blind, State of Wisconsin
5316 West State Street
Milwaukee, WI 53208

Justice Department
Office of Consumer Protection
State of Wisconsin
819 North 6th Street
Room 520
Milwaukee, WI 53203
224-1867

Milwaukee County Rental
Assistance
Court House Annex
Room 310
907 North 10th Street
Milwaukee, WI 53233
278-4894

Real Estate and Housing Division
Milwaukee County
907 North 10th Street
Room 310
Milwaukee, WI 53233
278-4884

Social Services Department
Central Office
1220 West Vliet Street
Milwaukee, WI 53205
289-6897

State of Wisconsin
Revenue Department
Homestead Relief Claims
819 North 6th Street
Milwaukee, WI 53203
224-4000

U.S. Department of Housing
and Urban Development (HUD)
744 North 4th Street
Milwaukee, WI 53203
291-3214

U.S. Equal Employment
Opportunity Commission
342 North Water Street
Milwaukee, WI 53203
291-1110

U.S. Social Security Administration
526 East Michigan Street
Milwaukee, WI 53202
276-2700

Area Director
9401 West Beloit Road
Milwaukee, WI 53227
321-8940

Mitchell Branch
1675 South 8th Street
Milwaukee, WI 53204
276-2700

North Side
6414 West Fond du Lac Avenue
Milwaukee, WI 53204
276-2700

South Side
6251 West Forest Home Avenue
Milwaukee, WI 53220
276-2700

Vliet Branch
2729 West Vliet Street
Milwaukee, WI 53208
276-2700

U.S. Veterans Administration
Medical Center
5000 West National Avenue
Wood, WI 53193
384-2000

Regional Office
342 North Water Street
Milwaukee, WI 53202
278-8680

West Allis Rental Assistance
7525 West Greenfield Avenue
West Allis, WI 53214
476-4340

GCS - GENERAL COUNSELING SERVICES

Catholic Social Services
207 East Michigan
Milwaukee, WI 53202
271-2881

636 West Kneeland Street
Milwaukee, WI 53205
271-7496

Counseling Center of Milwaukee, Inc.
1428 North Farwell Avenue
Milwaukee, WI 53202
271-4610 or 271-2565

Southside Wellness Project
3200 South 28th Street
Milwaukee, WI 53215
643-7913

Family Service of Milwaukee
2819 West Highland Blvd.
Milwaukee, WI 53208
342-4558

Visiting Nurse Association
of Milwaukee
1540 North Jefferson Street
Milwaukee, WI 53202
276-2295

Focus (Family Oriented
Counseling for Understanding
Sightloss)
P.O. Box 17575
Milwaukee, WI 53217
964-6661

Lutheran Social Services
Milwaukee
3200 West Highland Blvd.
Milwaukee, WI 53208
342-7175

Waukesha
414 North Moreland Blvd.
Waukesha, WI 53186
542-8036

Milwaukee County Mental
Health Complex
9191 West Watertown Plank Road
Milwaukee, WI 53226

Milwaukee Psychiatric Hospital
1220 Dewey Avenue
Wauwatosa, WI 53213
258-2600

New Concept Self-Development
Center, Inc.
600 West Walnut Street
Milwaukee, WI 53212
265-0941

1531 West Vliet Street
Milwaukee, WI 53205
344-5788

HL - HELPLINES AND HOTLINES

Alcoholics Anonymous
272-3081

Battered Women's Shelter
933-2722

Crisis Help for Abused Women
643-5455

DePaul Hospital Hotline
(Counseling and referral for
drug and alcohol abuse problems)
281-4400

Emergency Energy Assistance
Program
272-5600
272-5727 (24 hours)

Family Helpline
963-1444
(A telephone counseling and
referral service for family,
parenting and personal problems.)

Family Law Hotline
271-3833

Food Stamp Hotline
1-800-362-9634

Gay Counseling Services
342-2729

Gay People's Union
347-1222

Landlord-Tenant Hotline
271-3833

Lawyer Hotline
1-800-362-9616
Offers free legal advice on
Wednesday nights from 7-9 p.m.

Legislative Hotline
1-800-362-9696
Toll-free service providing
information about the Wis.
State Legislature and the
Status of particular bills.

Mainstream on Call
1-800-424-8089
Non-profit partially funded
by U.S. Department of Labor;
its goal is to help the
disabled gain full
participation in society

Milwaukee Amputee Counseling
Center
258-9066

Planned Parenthood Association
of Wisconsin
271-8181

Second Opinion Surgery
Hotline
1-800-638-6833

Underground Switchboard
271-3123
A crisis intervention
telephone counseling service:
special emphasis on drug
information and counseling

Wisconsin Information Service
276-0760

Women's Crisis Line, Inc.
964-7535

HR - HOUSING RESOURCES

Calvary Housing Development, Ltd.
2959 North Teutonia Avenue
Milwaukee, WI 53206
372-1473

Central North Community Council, Inc.
2600 North 2nd Street
Milwaukee, WI 53212
No Phone

City of Milwaukee
Rental Assistance
734 North 9th Street
Milwaukee, WI 53233
278-2964

Community Home Services Co-op
906 East Center Street
Milwaukee, WI 53212
264-2141

Cooperation West Side
Association (COWSA)
1418 North 27th Street
Milwaukee, WI 53208
344-0454

East Side Community Council
3271 North Newhall Street
Milwaukee, WI 53212
372-2473, 372-2480 or
264-4806

Merrill Park Neighborhood Association
418 North 34th Street
Milwaukee, WI 53208
933-4208

Metropolitan Milwaukee Fair
Housing Council, Inc.
1138 West Center Street
Milwaukee, WI 53206
263-2566

Mid-Town Neighborhood
Association (MTNA)
2512 West Lisbon Avenue
Milwaukee, WI 53205
342-6656

Milwaukee County Real
Estate and Housing Division
907 North 10th Street, Room 310
Milwaukee, WI 53233
278-4884

Milwaukee County Rental
Assistance
Court House Annex, Room 310
907 North 10th Street
Milwaukee, WI 53233
278-4894

Near South Side Neighbors
c/o Journey House
1009 South 16th Street
Milwaukee, WI 53204
647-0548

Neighborhood Housing Services
of Milwaukee (NHS)
Northside Office
2741 West Fond du Lac Avenue
Milwaukee, WI 53210
263-2690

New Concepts Foundation, Inc.
5920 West North Avenue
Milwaukee, WI 53208
259-0355

Northside Neighborhoods
Together
4468 North 26th Street
Milwaukee, WI 53209
445-6831

Park West Redevelopment
Task Force
2342 West North Avenue
Milwaukee, WI 53205
342-2400

Sherman Park Community Assoc.
3824 West Burleigh Street
Milwaukee, WI 53210
444-9803

Southeastern Wisconsin Center
for Independent Living (SEWCIL)
1545 South Layton Blvd.
Milwaukee, WI 53215
643-0910

Telos, Inc.
1545 South Layton Blvd.
Milwaukee, WI 53215
643-1132

U.S. Department of Housing
and Urban Development (HUD)
744 North 4th Street
Milwaukee, WI 53203
291-3214

Valley Park Neighborhood
Association
c/O Yvonne Wentlandt
3930 West Clybourn Street
Milwaukee, WI 53208

West Allis Rental Assistance
7525 West Greenfield Avenue
West Allis, WI 53214
476-4340

West Side Community Center
Community Housing Improvement
Program (CHIP)
546 North 31st Street
Milwaukee, WI 53208
933-2080

IS - INFORMATION SERVICES

Better Business Bureau of
Greater Milwaukee
740 North Plankinton Avenue
Milwaukee, WI 53203
Information: 273-1600
Complaints: 273-0123

Child Find Project
C.E.S.A. 19
2930 South Root River Pkwy.
West Allis, WI 53227
257-6793

Community Insurance Information
Center
3428 West North Avenue
Milwaukee, WI 53208
447-1100

Governor's Ombudsman Program for
the Aging and Disabled
891 North 6th Street
Suite 540
Milwaukee, WI 53203
224-4386

Greater Milwaukee Dental
Association, Inc.
161 West Wisconsin Avenue
Milwaukee, WI 53208
273-3736

Medical Society of Milwaukee
County
411 East Mason Street
Milwaukee, WI 53202
271-9870

Milwaukee Council on Alcoholism
2266 North Prospect Avenue
Suite 324
Milwaukee, WI 53202
276-8487

Milwaukee Council on Drug Abuse
1442 North Farwell, Room 501
Milwaukee, WI 53202
271-7822

Public Library
814 West Wisconsin Avenue
Milwaukee, WI 53233
278-3000 (See Telephone Directory
for Neighborhood Libraries)

Wisconsin Cancer Information
Service
1900 University Avenue
Madison, WI 53705
1-800-362-8038 (Toll-free)

Wisconsin Dental Association
633 West Wisconsin Avenue
Milwaukee, WI 53203
276-4520

Wisconsin Information Service
(WIS)
161 West Wisconsin Avenue #7079
Milwaukee, WI 53203
276-0760

Wisconsin Registry of
Interpreters for the Deaf
P.O. Box 07066
Milwaukee, WI 53207
353-0913

LA - LEGAL ASSISTANCE

American Civil Liberties
Union (ACLU)
135 West Wells Street
Suite 709
Milwaukee, WI 53203
272-4032

Justice Department
Office of Consumer Protection
819 North 6th Street
Milwaukee, WI 53203
224-1867

Lawyer Referral and
Information Service
Milwaukee Bar Association
610 North Jackson Street
Milwaukee, WI 53202
271-3080

Legal Action of Wisconsin, Inc.
(LAW, formerly Milwaukee Legal
Services)
Family Law Office
211 West Kilbourn Avenue
Milwaukee, WI 53202
278-7722

North Side Office
326 West Brown Street
Milwaukee, WI 53212
372-2800

South Side Office
1006 South 16th Street
Milwaukee, WI 53204
645-9022

Legal Aid Society
1204 West Wisconsin Avenue
Milwaukee, WI 53233
765-0600

Milwaukee Young Lawyers
Association
610 North Jackson Street
Milwaukee, WI 53202
271-3833

MER - MEDICAL EVALUATION AND REFERRAL

Health and Social Services
Department
Division of Health
State of Wisconsin
6815 West Capitol Drive
Milwaukee, WI 53216
466-9763

Marquette University
Dental Clinic
604 North 16th Street
Milwaukee, WI 53233
224-9010

Marquette University
Speech Clinic
619 North 16th Street
Milwaukee, WI 53233
Office - 224-7349
Clinic - 224-7426

Medical Society of Milwaukee
County
411 East Mason Street
Milwaukee, WI 53202
271-9870

Planned Parenthood Association
of Wisconsin, Inc.
1135 West State Street
Milwaukee, WI 53233
Clinics - 271-8181
Administration - 271-8116

UWM Hearing Evaluation Center
Pearse Hall
2513 East Hartford Avenue
Milwaukee, WI 53211
963-4351

UWM Speech Clinic
Pearse Hall
2513 East Hartford Avenue
Milwaukee, WI 53211
963-4351

Veterans Administration
Medical Center
5000 West National Avenue
Wood, WI 53193
384-2000

Visiting Nurse Association
of Milwaukee
Administration Office
1540 North Jefferson
Milwaukee, WI 53202
276-2295

North-South
795 North Van Buren Street
Milwaukee, WI 53202
276-2295

West
3321 North 76th Street
Milwaukee, WI 53222
871-3660

Southwest
10201 West Lincoln Avenue
West Allis, WI 53227
321-9010

Wisconsin Foundation of
Dentistry for the Handicapped
c/o United Association for
Retarded Citizens
611 East Wells Street
Milwaukee, WI 53202
271-4782

MOS - MINORITY OUTREACH SERVICES

American Indian Council
on Alcoholism
2451 West North Avenue
Milwaukee, WI 53205
342-7080 342-1667

Centro De Enriquecimiento
Comunal (Community
Enrichment Center)
530 East Center Street
Milwaukee, WI 53212
372-8064

Centro De La Comunidad Unida
(United Community Center)
1028 South 9th Street
Milwaukee, WI 53204
384-3100

Council for Spanish Speaking,
Inc.
Spanish Center
614 West National Avenue
Milwaukee, WI 53204
384-3700

Esperanza Unida
1334 South 11th Street
Milwaukee, WI 53204
671-0251

Indian Community School
2964 North Bartlett
Milwaukee, WI 53211
964-3131

Indian Urban Affairs Council
1410 North 27th Street
Milwaukee, WI 53208
342-4171

Milwaukee Area American
Indian Manpower Council, Inc.
3121 West Wisconsin Avenue
Milwaukee, WI 53208
931-8822

Milwaukee Educational Opportunity
Centers
(Division of High Education Aids
Board)
600 West Walnut Street
Milwaukee, WI 53212
224-4466

Milwaukee Educational Oppor-
tunity Centers
1206 West Mitchell Street
Milwaukee, WI 53204
224-4296

Milwaukee Indian Health
Board, Inc.
930 North 27th Street
Milwaukee, WI 53208
931-8111

Milwaukee Urban League
936 West Center Street
Milwaukee, WI 53206
374-5850

SER/Jobs for Progress, Inc.
906 West Mitchell Street
Milwaukee, WI 53204
643-4424

United Indians of Milwaukee
1554 West Bruce Street
Milwaukee, WI 53204
384-8070

United Migrant Opportunity
Services
809 West Greenfield
Milwaukee, WI 53204
671-5700

RC - REHABILITATION CENTERS

Curative Rehabilitation Center
9001 West Watertown Plank Road
Wauwatosa, WI 53226
259-1414

Curative Rehabilitation Center - Cudahy
5071 South Lake Drive
Cudahy, WI 53110
744-7630

DePaul Rehabilitation Hospital
4143 South 13th Street
Milwaukee, WI 53221
281-4400

Goodwill Industries
Milwaukee Area, Inc.
6055 North 91st Street
Milwaukee, WI 53225
353-6400

Jewish Vocational Service
1339 North Milwaukee Street
Milwaukee, WI 53202
272-1344

Southeast Campus Rehabilitation
Facility
109 West Wilbur Avenue
Milwaukee, WI 53207

Southwest Campus Rehabilitation
Facility
6015 West Forest Home Avenue
Milwaukee, WI 53220
545-8080

Sacred Heart Rehabilitation Hospital
1545 South Layton Blvd.
Milwaukee, WI 53215
383-4490

RO - RELIGIOUS ORGANIZATIONS

Archdiocese of Milwaukee
Office for Human Concerns
731 West Washington Street
Milwaukee, WI 53204
645-8100

Association for Lutheran Handicapped
Inc.
2330 South 30th Street
Milwaukee, WI 53215
384-8887

St. James Deaf Mission
(Episcopal)
833 West Wisconsin Avenue
Milwaukee, WI 53233
271-1340

UR - UNIVERSITY RESOURCES

Alverno College
3401 South 39th Street
Milwaukee, WI 53215
671-5400

Cardinal Stritch College
6801 North Yates Road
Milwaukee, WI 53217
352-5400

Concordia College
3201 West Highland Blvd.
Milwaukee, WI 53208
344-3400

Marquette University
Dental Clinic
604 North 16th Street
Milwaukee, WI 53233
224-9010

Disabled Student Services
1212 West Wisconsin Avenue
Milwaukee, WI 53233
224-1645

Information
224-7250

Speech Clinic
619 North 16th Street
Milwaukee, WI 53233
Office - 224-7349
Clinic - 224-7426

Milwaukee Area Technical College
Milwaukee
1015 North 6th Street
Milwaukee, WI 53203
278-6600

North
5555 West Highland
Mequon, WI 53092
242-6500

South
6665 South Howell Avenue
Oak Creek, WI 53154
762-2500

West Allis
1200 South 71st Street
Milwaukee, WI 53214
476-3040

Mount Mary College
2900 North Menomonee River Pkwy.
Milwaukee, WI 53222
258-4810

University of Wisconsin -
Extension
Information
224-1833

University of Wisconsin --
Milwaukee
Center for Behavioral
Studies
P.O. Box 413
Milwaukee, WI 53201
963-4927

Disabled Student Services
E. Building Room 186
2002 East Kenwood
Milwaukee, WI 53211
963-5822
963-6287 (TTY)

Information
963-1122

VHO - VOLUNTARY HEALTH ORGANIZATIONS

American Cancer Society
Headquarters
6401 West Capitol Drive
Milwaukee, WI 53216
461-1100

North Unit
3979 North 64th Street
Milwaukee, WI 53216
461-0920

South Unit
5124 West Howard
Milwaukee, WI 53220
545-3760

American Diabetes Association
Wisconsin Affiliate Inc.
5215 North Ironwood Road
Milwaukee, WI 53217
964-7676

American Heart Association
Wisconsin Affiliate
795 North Van Buren Street
Milwaukee, WI 53202
271-9999

Arthritis Foundation,
Wisconsin Chapter
1442 North Farwell
Suite 508
Milwaukee, WI 53202
276-0490
1- 00-242-9945 (toll-free)

Cystic Fibrosis Foundation
Wisconsin Chapter
6330 West North Avenue
Milwaukee, WI 53213
257-0525

Great Lakes Hemophilia
Foundation, Inc.
1701 West Wisconsin Avenue
Milwaukee, WI 53233
344-0772

Greater Milwaukee Area Society
for Autistic Children
2012 North 71st Street
Milwaukee, WI 53213
778-1691

Kidney Foundation of Wisconsin
Inc. - Milwaukee Chapter
6525 West Bluemound
Milwaukee, WI 53213
453-2830

Leukemia Society of America,
Inc. - Wisconsin Chapter
411 East Mason Street
Milwaukee, WI 53202
271-4880

Lupus Erythematosus Society
of Wisconsin, Inc.
P. O. Box 16621
Milwaukee, WI 53216
546-0110

March of Dimes (National
Foundation)
710 North Plankinton Avenue
Milwaukee, WI 53203
289-0880

Mental Health Association
In Milwaukee County
161 West Wisconsin Avenue
Suite 3144
Milwaukee, WI 53203
276-3122

Milwaukee Amputee Counseling
Center
10708 West Hayes Avenue
Milwaukee, WI 53227
258-9066

Multiple Sclerosis Society
of Milwaukee, Inc.
750 North Lincoln Memorial
Milwaukee, WI 53202
272-3004

Muscular Dystrophy Association
Milwaukee Chapter
5918 West North Avenue
Milwaukee, WI 53208
453-7600

Myasthenia Gravis Foundation
Milwaukee Chapter
9325 West St. Paul Avenue
Milwaukee, WI 53226
258-6809

National Multiple Sclerosis
Society, Southeastern
Wisconsin Chapter
615 East Michigan Street
Milwaukee, WI 53202
276-4606

National Spinal Cord Injury
Foundation
9001 West Watertown Plank Road
Milwaukee, WI 53226
475-7792

Planning Council for Mental Health
and Social Services
1442 North Farwell Avenue
Milwaukee, WI 53202
278-5380

Retinitis Pigmentosa Foundation
Greater Milwaukee Chapter, Inc.
P. O. Box 21969
Milwaukee, WI 53221
282-2828

United Association for
Retarded Citizens (UARC)
611 East Wells Street
Milwaukee, WI 53202
272-2412

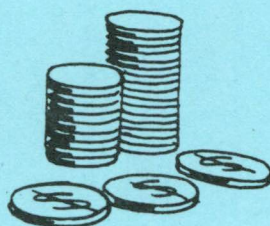
Variety Club Epilepsy and
Neurological Center at
Mt. Sinai Medical Center
950 North 12th Street
Milwaukee, WI 53233
289-8100

Wisconsin Epilepsy Association
Epilepsy League of Milwaukee
1245 East Washington Avenue
Madison, WI 53703
1-800-255-9009

Wisconsin Lung Association
1701 West Wisconsin Avenue
Milwaukee, WI 53233
933-1161

Wisconsin Spina Bifida Association
P. O. Box 18093
Milwaukee, WI 53218
461-9252

United Cerebral Palsy of
Southeastern Wisconsin, Inc.
152 W. Wisconsin Avenue
Suite 434
Milwaukee, WI 53203
272-4500



CHAPTER 4
FINANCIAL ASSISTANCE

CHAPTER 4

FINANCIAL ASSISTANCE

- A. INTRODUCTION
- B. PROCEDURES TO USE WHEN DEALING WITH AN AGENCY
- C. ELEGIBILITY CRITERIA
- D. AGENCIES AND PROGRAMS THAT PROVIDE FINANCIAL ASSISTANCE
 - SOCIAL SECURITY ADMINISTRATION
 - MEDICAL ASSISTANCE (MEDICAID OR TITLE XIX)
 - MEDICARE (TITLE XVIII)
 - FOOD STAMPS
 - AID TO FAMILIES WITH DEPENDENT CHILDREN
 - DIVISION OF VOCATIONAL REHABILITATION
 - VETERANS ADMINISTRATION PROGRAMS
 - DEPARTMENT OF SOCIAL SERVICES
 - PUBLIC LAW 95-602 (TITLE VII)-INDEPENDENT LIVING
 - WORKER'S COMPENSATION
 - COMBINED COMMUNITY SERVICES BOARD (C.C.S.B.)
 - UNITED WAY OF GREATER MILWAUKEE, INC.
 - HILL-BURTON ACT
- E. PRIVATE INSURANCE
- F. TAXES
 - TAXABLE INCOME
 - MEDICAL EXPENSES
 - TRANSPORTATION
 - HOME REMODELING
 - BUSINESS TRAVEL
 - ATTENDANT CARE
- G. HOW TO ESTABLISH CREDIT
- H. MANAGING YOUR MONEY
 - HINTS ON HANDLING MONEY
 - SAMPLE BUDGET FORM
 - BUDGET COUNSELING

FINANCIAL ASSISTANCE

A. INTRODUCTION

This chapter is intended to be a guide and a useful tool. Its purpose is to give general as well as specific information about financial assistance, and to tell where or who to contact for more information.

B. PROCEDURES TO USE WHEN DEALING WITH AN AGENCY

There are certain procedures that should be followed by a person dealing with an agency:

1. Contact the Agency that you feel can best help you.

Example: You want to get job training. You contact DVR.

2. You are responsible for filling out the forms required by the agency. You are also responsible for providing the agency with the required medical and financial statements and proof that you are eligible for services. Having this information ready will help to process your application with a minimum of delay.

Example: When you first contact the agency, ask what medical/financial statements or other information is required by the agency.

3. You should be prepared to spend considerable time at some agencies because they work on a first-come first-serve basis. If you have a special problem that prevents you from getting to the agency or waiting for several hours, consider having a responsible adult go for you to represent you. Or, you might ask the agency if they could send someone to your home.

4. When you talk to someone at an agency, keep a record of the name, date and subject of the call.

Example: You phoned DVR and they said they would call you back later in the week. Friday morning arrives and there has been no phone call from DVR. You follow up by phoning them and, since the information from your earlier call is written down, you know who to ask to talk to, and you can remind them of the date when you last called.

Remember, this chapter is a guide to help you. It does not contain all the answers you need. If you want more information on any agency, contact that agency and ask for that information.

We have shown you where to phone or write. Also, it is your responsibility to follow up on all inquiries.

Finally, it should be noted that the information in this chapter is subject to change. There is no way we can be sure of which budget cuts will be made or how they will affect you as a disabled individual. Nor do we know when these cuts will go into effect.

C. ELIGIBILITY CRITERIA

Eligibility for financial assistance generally depends upon three very significant factors:

Mean Test - This quite simply means how much income do you have and does it qualify you for a variety of financial assistance programs. Examples of financial assistance programs that use a means test are:

1. Medical Assistance - Title 19
2. Aid for Dependent Children (AFDC)
3. Food Stamps
4. General Assistance Programs
5. Section-8 rental assistance programs
6. Supportive Home Care - Title 20

Age Test - This is used primarily for the Medicare - Title 18 programs and begins either at age 62 (for early retirement) or at age 65 (for regular retirement). For more specific information contact your local Social Security Office. Additional age tests are required for Federally subsidized low income elderly housing. For specific information in this area contact your City or County Housing Authorities or your Area Office for the Department of Housing and Urban Development.

Disability Test - Many programs of financial support for purchasing services are based on categorical disability. An example would be Wisconsin Statutes for Developmental Disabilities (Chapter 51.437), Alcohol and Drug Abuse and Mental Illness (Chapter 51.42). In order to qualify for local County programs you need documentation that you have any of the above disabilities. For a Developmental Disability you need to have either Mental Retardation, Cerebral Palsy, Autism, or Epilepsy. In Milwaukee County local agencies are contracted to provide a wide range of these services (examples would be Curative Rehabilitation Center, Goodwill Industries, Jewish Vocational Services, and DePaul Rehabilitation Hospital). The contracting is done through the Combined Community Services Board (CCSB). If you feel you or a family member need help in a variety of areas like sheltered work, day activities, day services, some outpatient medical treatment, or even in-patient care

for an alcohol or drug problem then contact the CCSB and they'll refer you to an agency that will help.

Special note: These programs are widely utilized and there are extensive waiting lists for many of the services, so check with the CCSB for more information. The phone number is 257-7518.

D. AGENCIES AND PROGRAMS THAT PROVIDE FINANCIAL ASSISTANCE

SOCIAL SECURITY ADMINISTRATION

Three (3) financial assistance programs are administered through the Social Security Administration:

1. Social Security
2. Social Security Disability Insurance (SSDI)
3. Supplemental Security Income (SSI).

To receive payments from any of these programs you must apply at your local Social Security office.

A few tips when dealing with Social Security:

1. If you are denied benefits, check out the appeal process.
2. If you move, go back to work, or your situation changes in some way, notify Social Security.
3. Don't keep checks to which you are not entitled, you may end up paying it back.
4. When talking to Social Security ask questions - if you don't ask, they won't know what to tell you.
5. Ask precise questions.
6. If the person you are talking to does not know the answer to your questions, ask to speak with someone else.
7. Keep a record of contacts. Write down: date of contact; problem, and/or questions; name of person you talked to; resolution of problem; and if you need to call back and to whom you should speak.

What is Direct Deposit?

Social Security, SSDI, and SSI checks can be directly deposited in a checking or savings account in a bank, savings bank, savings and loan association or similar institution, or Federal or State chartered credit union. The monthly check will be deposited directly into your account, rather than being mailed to your home.

Ask your banking service, or contact your local Social Security office for more details.

What information do you need when contacting the Social Security Administration?

1. Name of person receiving, or applying for benefits.
2. Home address.
3. Social Security number.
4. Appropriate dates, such as, employment, applications, receipt of checks, etc.

What information must you report to Social Security?

1. Change of Address
2. Earnings above the allowable limit, or if you return to work.
3. If you leave the United States, or work outside of the United States.
4. Change in family situation, such as, death, divorce, status of dependents, marriage, etc.

There is a general telephone number for all Social Security offices in Milwaukee. Check in the telephone directory under Social Security Administration for the office located nearest your home if you plan to go to a Social Security Office.

SOCIAL SECURITY ADMINISTRATION

276-2700

1. Social Security

Social Security is a federal program that most workers have deducted from their payroll checks. It is designed to help workers and their dependents in retirement.

Social Security was not designed with the intent to fully support people. You should build up your own savings, pensions and insurance before retirement.

Who gets Social Security?

- a. People who have retired
- b. Survivors, members of a deceased worker's family who are eligible.
- c. Dependent parents who are 62 years or older.
- d. Some surviving divorced wives.
- e. Adults who become disabled in childhood (before reaching 22), who receive benefits based on earnings of their mother or father.

If you think you might be eligible, or have further questions contact your local Social Security office.

How much money will you receive from Social Security?

The amount of benefits you receive is directly related to the amount you (or your family worker) paid into Social Security through payroll deductions. If both husband and wife have worked, you are entitled to the larger amount of benefits.

If you return to work after receiving benefits there is a limited amount you can earn before it effects your benefits. Contact Social Security for details before you return to work. You are required to notify Social Security if you return to work. Remember your benefits may be reduced or stopped if you earn above the allowable limit.

Income from investments and savings do not effect Social Security benefits.

2. Social Security Disability Insurance (SSDI)

Social Security Disability Insurance (SSDI) is a federal program designed to help the worker against the loss of earnings because of a disability. A worker is considered disabled when he/she has a physical or mental condition that prevents them from doing any substantial gainful work, and the condition is expected to last 12 months or result in death.

Who is eligible for SSDI?

- a. Disabled workers under 65 years.
- b. Some family members of disabled workers.
- c. Persons disabled before 22 years who continue to be disabled. Benefits are payable as early as 18 years when a parent receives social security retirement or disability benefits or when insured parent dies.

If you are a worker and become disabled, you will be eligible for monthly benefits if you have worked under social security long enough and recently enough. Contact Social Security for specific details - they will tell you if you are, or are not, eligible.

When will benefits begin and how much will you receive?

There is a 6 month waiting period before benefits begin from SSDI, generally payments will begin in the 7th month following disability (and application).

The amount you receive is directly related to the amount you paid into Social Security through payroll deductions. You cannot receive both Social Security retirement and SSDI; you can receive both SSDI and SSI, or Workmen's Compensation up to a maximum level of income.

How does SSDI and DVR (Division of Vocational Rehabilitation) interact?

When you apply for SSDI benefits, you will be referred to your State vocational rehabilitation agency. People who become

entitled to benefits because of disability will not be paid those benefits if, without good cause, they refuse counseling, training or other services offered to them by their State vocational rehabilitation agencies (DVR). They can discontinue your checks!

3. Supplemental Security Income (SSI)

Supplemental Security Income (SSI) is a federal and state program developed to insure that all eligible persons receive a basic cash income. The aim of the program is to provide monthly checks when they are needed. The amount you receive will be determined by your other sources of income. SSI is sometimes received to supplement other sources of income to bring your total income up to the allowable monthly level. To receive SSI you must apply at your local Social Security office.

Who is eligible for SSI?

People in financial need who are 65 years or older, and people in financial need at any age who are blind or disabled.

Eligibility based on blindness or disability depends on the severity of your condition. To be considered disabled, a person must be unable to engage in substantial gainful work because of a physical or mental impairment which has lasted (or is expected to last) for at least 12 months or which can be expected to result in death.

People may get SSI even if they have never worked.

People living in institutions receiving Medical Assistance covering more than 50 percent of the cost of care are not entitled to a full SSI payment. They may be eligible for a reduced payment to help cover personal expenses.

What can you own and still be eligible for SSI?

A person, who is single (or married but not living with their spouse) can have assets worth up to \$1,500 and still get SSI payments. The amount for a couple is \$2,250. Assets include savings accounts, stocks, bonds, jewelry and other valuables a person or couple own.

Not everything owned counts as an asset. A home does not count as an asset. Personal effects or household goods also do not count as assets in most cases. Insurance policies or a car may not affect eligibility either, depending on their value.

What income can you have and still receive SSI?

People can have some money coming in and still get SSI.

People who work while they are getting SSI can earn as much as \$65 in a month without any reduction in their SSI checks. The check is reduced \$1 for each \$2 in earnings over \$65 in a month.

For eligible people who live in someone else's household - a son's or daughter's home, for example - the SSI check may be reduced.

If you have questions regarding SSI contact your local Social Security Administration office.

MEDICAL ASSISTANCE (MEDICAID OR TITLE XIX)



Medical assistance is a state and federally funded program that provides physical and related health care services to persons with low incomes. Disabled persons may be eligible for Medicaid on the basis of their income.

Because eligibility is determined by your state on the basis of broad federal guidelines, there are geographic differences between eligibility requirements and types of services covered. Each state establishes its own eligibility requirements for Medicaid.

Who is eligible in Wisconsin?

1. Persons who are receiving welfare or other public assistance benefits or SSI.
2. Individuals, or their children may be eligible if their medical expenses exceed a given percentage of their annual income.

For more information contact Social Security Administration, or Milwaukee County Social Services.

MEDICARE (TITLE XVIII)



Medicare is a federally funded health insurance program for persons over 65 years and disabled persons under 65 years, who:

1. have been entitled to receive Social Security disability benefits for a total of 24 months, or
2. who need dialysis treatments or a kidney transplant.

The eligibility is not based on income.

The Medicare program has two parts:

1. Part A: Hospital insurance that helps pay for care while in the hospital and for related health care services after leaving the hospital. There is no monthly premium for Part A.

2. Part B: Voluntary medical insurance that helps pay doctor bills and other approved medical services. There is a monthly premium for Part B, that is usually deducted from your monthly Social Security benefits.

Medicare does not pay for all medical expenses, there are specific amounts and guidelines allowable.

Contact the Social Security Administration for further information about coverage and applications.

FOOD STAMPS

How do you become eligible for Food Stamps? To be eligible for food stamps you must:

1. File an application
2. Have an interview with a Food Stamp Worker
3. Meet basic eligibility rules
4. Register for work
5. Meet income and resource limits

Where do you get an application form?

The County Food Stamp office will give you an application form on the same day you ask for one. If you are unable to go to the food stamp office, you can phone and they will mail one to you or you can send someone down for you.

What happens then?

The worker will tell you what information you must bring with you when you return the completed form.

If you qualify for food stamps you should get them within 30 days from the date the office received your completed application, if you have brought in all the information that is needed.

What do you do if you have no money at the present time to buy food?

Let the Food Stamp office know. You should be able to get food stamps in two or three days.

Is the application for food stamps used for any other assistance programs?

Yes, the same form will also be used to find out if you qualify for other financial assistance or Medical Assistance.

What information is needed for food stamps?

1. Social Security numbers of all members of your household or non-citizens proof of status from U.S. Immigration and Naturalization Service.

2. Proof of Resources
 - a. Bank books
 - b. Proof of income of family members
 - c. Benefit letters from social security, VA
 - d. Unemployment compensation check stubs
 - e. Pension information
3. Shelter Costs
 - a. Rent receipts or mortgage payment book
 - b. Cost of utilities, including one phone
 - c. Property tax
 - d. Householders insurance
4. Cost of care for children/other dependents

If you receive Supplemental Security Income can you get food stamps?

No, SSI payment includes value comparable to food stamp allotment.

Do you have to register for work?

Yes, generally, if you can physically work and are between the ages of 18 and 60 years of age. There are others who do not have to register for work - check with the food stamp office.

For more information there is a toll-free food stamp hotline, 1-800-362-9634.

You may have to spend a full day or two in the food stamp office. You can ask a worker to come to your home if you cannot get out to the office or you may send a responsible adult to the office for you.

AID TO FAMILIES WITH DEPENDENT CHILDREN



What is AFDC?

A program of financial assistance and social services for dependent children and those relatives with whom they live.

What is a dependent child?

Any child under 18 years and not receiving proper financial support or care because of:

1. Disability or incapacity of one or both parent
2. Continued absence from home of one or both parents
3. Parents were never married
4. Unemployment of the father (AFDC-U)

Who is considered a relative?

1. Parent of the child
2. Relative of the child by blood or marriage, including first cousins.

Who is eligible for AFDC?

1. Income and resources must be less than state law defines necessary to support family of your size

Can you work and receive AFDC?

Yes. Part of the money earned by persons included in the application and monthly grant is subtracted from the monthly grant check.

If you don't work must you register for work?

Yes. Generally persons over 16 are required to register for work incentive (WIN) program. Ask your worker for information.

Remember you are responsible to get all information needed to them. You are responsible for following and knowing the rules and regulations you must follow.

For more information, contact the Department of Social Services.

DIVISION OF VOCATIONAL REHABILITATION



Professionally trained rehabilitation counselors determine if a person is eligible for DVR services. To be eligible, a person must meet the following two requirements:

1. There must be a physical or mental disability which constitutes or results in a substantial handicap to employment.
2. There must be a reasonable expectation that the DVR services will be of benefit to the individual in terms of employability.

An individual may be eligible to receive the following DVR services regardless of financial need:

Medical and psychological evaluation
Comprehensive vocational evaluation
Counseling and guidance (vocational and personal adjustment)
Job Seeking skills
Job placement assistance
Reader services to the blind
Work adjustment skill training in rehabilitation facilities

The following DVR services may be provided to an individual after financial need is considered:

Training - tuition and books for:
approved private trade schools
University of Wisconsin system
vocational, technical and adult education system

Room and board while attending school
 Transportation
 Occupational licenses, tools, equipment and supplies
 Training materials for preparatory instruction, correspondence study, or tutorial training
 Physical restoration - Medical and psychiatric treatment
 Physical and occupational therapy
 Artificial limbs
 Orthotic braces
 Glasses
 Artificial eyes
 Wheelchairs
 Hearing aids

For DVR clients who are having difficulty with or questions about their rehabilitation program, DVR has an Ombudsman Project. Clients with problems or complaints may contact the Ombudsman at 963-0620. The Ombudsman can assist DVR clients by:

1. Providing the client with information regarding DVR services.
2. Providing assistance in entering/re-entering DVR or in working with a client's current rehabilitation program.
3. Providing information and referral for other services such as: Transportation, medical services, housing, adaptive equipment, insurance, education, and job training.
4. Assisting a client in voicing his concerns/problems related to his rehabilitation.
5. Acting as an advocate, to support a client dealing with DVR or any other human service agency.

For more information about DVR, contact the nearest office in Milwaukee. The DVR offices are:

DVR - MILWAUKEE SOUTHEAST OFFICE	224-3953; 224-3954
3501 South Howell Avenue	224-3955; 224-3956
Milwaukee, Wisconsin 53207	

DVR - MILWAUKEE SOUTHWEST OFFICE	257-4922
9401 West Beloit Road - Room 408	
Milwaukee, Wisconsin 53227	

DVR - MILWAUKEE NORTHWEST OFFICE	257-4957
6815 West Capitol Drive	
Milwaukee, Wisconsin 53216	

DVR - MILWAUKEE NORTHEAST OFFICE	224-4776; 224-4777
2430 North Murray Avenue	
Milwaukee, Wisconsin 53211	

DVR - WORKSHOP FOR THE BLIND
5316 West State Street
Milwaukee, Wisconsin 53203

771-5311

VETERANS ADMINISTRATION PROGRAMS



Many benefits are available through the Veterans Administration. Eligibility for a particular type of benefit may depend on status of discharge, length of service, length of time since separation from service and service connected disability.

Because of the complexity of eligibility requirements and individual situations, general kinds of benefits are listed. For more specific information, contact the Veterans Administration.

VETERANS ADMINISTRATION
342 North Water Street
Milwaukee, Wisconsin 53203

278-8680

Veterans Benefits

1. Disability Compensation
2. VA Housing Loans
3. Counseling and Psychological Services
4. Education Benefits
5. Medical Care
6. Dental Treatment
7. G.I. Life Insurance
8. Employment Assistance
9. Burial Benefits
10. Veteran's Centers for a variety of counseling and Vietnam Era Readjustment.

There are also two booklets available through the Veterans Administration that may be helpful.

1. Federal Benefits for Veterans and Dependents
2. Summary of Benefits for Veterans with Military Service Before February 1, 1955 and Their Dependents

DEPARTMENT OF SOCIAL SERVICES



Programs administered through the Department of Social Services are funded with a combination of county, state and federal money.

If you are an adult with no dependent children, and within the income eligibility limits, services are provided through the Adult Services Division of the Department of Social Services.

If you have dependent children, and are within the income eligibility limits, services are provided through the Children's

Services Division of the Department of Social Services.

Generally, if you are receiving Social Security benefits, Supplemental Security Income (SSI), or Aid to Families with Dependent Children (AFDC) your income will be within the eligibility limits. Each program, however, may have additional eligibility requirements, in order to receive services.

Following is a brief description of some of the Social Service programs currently available.

For more information about existing programs and eligibility requirements contact your local Department of Social Services at the following numbers:

Adult Services - Elderly & Disabled (Information)	289-6771
Adult Services - Elderly & Disabled (Services)	289-6874
General Information number	289-6897

Glossary of Services

Adoption - All the activities involved in providing adoptive services. This includes study services, placements and supervision.

Adult Day Care - Services provided for part of a 24-hour day to an adult for purposes of offering personal attention and promotion of social, physical and emotional well-being, by means of opportunity and companionship, self-education, nutrition, and satisfying leisure time activities. Settings include: Certified in-home care, family day care homes, or certified day care centers, and may include provision of one or two meals. Part of this service involves recruitment, study and approval of certified day care resources. Medical or remedial care such as medical examinations, diets and assistance in taking prescribed medications may also be provided, along with transportation, as an integral but subordinate part of the service. This service includes access activities.

Advocacy - The representation of the rights and interests of applicants or recipients of Title XX services in an effort to bring about change which will eliminate barriers to meeting identified needs.

Child Day Care - The provision of a comprehensive coordinated set of activities providing direct care, child development, nutrition, recreation, and education in order to enhance the social, emotional, intellectual and physical growth of children. This service is available for a portion of a 24-hour day through one of the following settings: (certified) in-home care, family day care

homes, or licensed day care centers. Included in this service is recruitment, study and approval/licensing of day care resources. One or two meals or snacks may be provided to the child during the day and transportation may be included as part of the service. Medical or remedial care such as the required dental and medical exams and vision screening, if not covered by Title XIX, may also be provided as an integral but subordinate part of the service. This service includes access activities.

For provision of this service to Goal I the following criteria apply:

Child Day Care, funded by Title XX, is available for periods reasonably related to the time a person is employed, seeking employment, or is engaging in an approved educational program. Child Day Care, when provided to Goal I (Achieving or Maintaining Economic Self-Support to Prevent, Reduce or Eliminate Dependency) is available only to persons or families who:

1. Are employed or actively seeking employment (with the period of actively seeking employment being 20 hours per week for 60 days):
2. May be authorized only for training programs (this excludes WIN program participants) which have a goal of self-sufficient employment including (a) programs leading to a high school diploma or high school equivalency degree or (b) programs of a predetermined one to four year duration yielding an undergraduate collegiate or vocational degree/certificate;
3. Are participating in refresher course work which is needed when the applicant has an appropriate level of education but has not been employed in the last several years and the course work is necessary for re-entry into the employment field. This doesn't include graduate level courses or degree;
4. (As an exception to 3 above) Newly singled parents (persons who have been widowed, abandoned, divorced, etc. for no more than 1 year prior to application for services) with prior graduate training can participate in up to two graduate level courses where necessary to re-enter a profession for which they have been previously trained;
5. Need re-education or training due to a disability which has occurred and are participating in a program relating to Vocational Rehabilitation.

Counseling - The utilization of special skills to assist individuals, families, or groups in achieving objectives through exploration of a problem and its ramifications, examinations of attitudes and feelings, consideration of alternative solutions, and decision-making.

Court - Assisting the courts when requested or required in investigations, studies, recommendations and supervision (excludes adoptions).

Day Services - Non-residential, comprehensive coordinated care, services, and/or treatment to enhance motivation and social development and to alleviate disabilities when present. Day Services Program shall provide a continuous delivery of services for a scheduled portion of a 24-hour day and may include the cost of a noon meal. Examples are: licensed or approved day treatment facilities, day care for the mentally handicapped, etc. This service includes access activities.

Diagnosis/Evaluation - Activities (including medical, such as a medical or psychiatric exam, if integral but subordinate and not covered under Title XVIII or XIX) leading to identification of the nature and/or extent of the presenting problems and determination of the appropriate professional who will decide the kinds of services a person needs to remove, ameliorate, or manage the problem and develop measurable client objectives. An assessment tool is important in the determination of whether it is possible to maintain a person in their home rather than in an institution.

Education and Training - Those activities which assist persons in obtaining education and/or training in accordance with their capacities and/or vocational needs. This service can include payment for educational expenses as well as the actual provision of a broad and varied curriculum of practical and/or actual subjects primarily designed to develop the ability to learn, acquire useful knowledge and basic learning skills to improve his economic well-being and/or to improve the ability to apply them to everyday living. Payment for educational services may only be made if the services are unavailable without cost and are not the responsibility of a state or local education agency. This service includes access activities.

Emergency Shelter - Provision of emergency shelter for not more than 30 days in a 6-month period. This service can only be provided in a private licensed facility. This service includes access activities.

Family Planning - Counseling, educational, referral and medical services (including diagnosis, treatment, drugs, supplies, devices, and related counseling when furnished, prescribed by, or under the supervision of a physician) to enable individuals of either sex (including minors) to voluntarily determine the number of or to plan the spacing of their children.

Health Related - Identifying, through consultation with individuals, needs for preventive and prompt remedial medical services and dental services; locating qualified providers of those services; and helping solve any problems which may prevent

persons from obtaining and making optimum use of services available. (This includes activities involved in the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT).)

Home and Financial Management - Assisting in or providing for management of household budget, maintenance and care of the home, child rearing, nutrition, preparation of food and consumer education. This service includes access activities.

Home Delivered or Congregate Meals - Assisting individuals to utilize a nutritional program. This can include payment for the cost of food, preparation, and/or delivery of meals to an individual in his or her home or a central dining facility. This service includes access activities.

Housing - Services directed toward working with landlords and others to upgrade sub-standard rental housing, to obtain repairs to homes if sub-standard or unsuitable, and to find other housing suitable and adequate at affordable prices. Includes payments made for the performance of skilled home maintenance tasks not usually done by family members. Activities include: Construction of ramps if an occupant is wheelchair-bound, modifying living facilities, and providing specialized equipment so a handicapped person may function more independently, or other minor modifications. This service includes payment of moving expenses.

Information and Referral - Provision of factual information to individuals and organizations concerning human problems and available services and resources. The referral process includes a follow-up responsibility.

Legal - Legal Services shall include legal advice, legal representation in court and otherwise, legal research, education and counseling regarding legal rights and responsibilities and similar activities for or on behalf of individuals or groups who are unable to obtain private legal counsel for civil matters because of inadequate means. (Individuals and groups are those who qualify for Title XX services.)

Planning, Placement and Supervision - Activities of the agency staff leading to placement of children and/or adults in approved or licensed settings such as foster care for children, respite care and community-based and institutional residential care facilities, which are suitable to the needs of the individual and ongoing activities assuring the appropriateness of and need for that placement through periodic review and to provide supportive services to individuals providing and individuals receiving care and treatment in the above settings. (Activities associated with special living arrangements are subsumed under this service.)

Protective payment - Services may include fees for guardians, conservators and related costs of bonds and filing fees. The

decision as to who is to have a protective payee and the actual selection of the payee are the responsibilities of the income maintenance unit or agency if there is a money grant.

Recreation - Recreational Services provided for planned and supervised activities designed to (1) help meet specific individual therapeutic needs in self-expression and social interaction and (2) develop skills and interests leading to enjoyable and constructive use of leisure time (includes, but is not limited to, camping, Big Brothers, YWCA, YMCA, 4-H, senior citizens). This service includes access activities.

Sheltered Employment - Non-competitive employment in a workshop, at home, or in a regular work environment for persons with a physical or mental handicap. A handicapped person is defined as any person who, by reason of physical or mental defect or alcohol or drug abuse, is or may be expected to be totally or partially incapacitated for remunerative occupation. (Sheltered employment may occupy up to a full working day and may be one of a number of components included in a sheltered workshop program.) This service includes access activities.

Supportive Home Care - Supportive Home Care is assistance with the activities of daily living including unskilled home maintenance tasks (associated with chore services) that are necessary for home and personal maintenance in order to prevent inappropriate institutionalization. This in-home assistance is supportive in nature and may include an array of services that is determined and monitored by the social services professional. Assistance is provided in the client's residence by either a family member friend, or other person approved in advance by the County Department of Social Services. This service includes access activities.

Transportation - Provision of transportation and related costs to make it possible for individuals or families to travel to and from facilities and resources. Services include: the cost of transportation, meals when appropriate, and attendants or escorts when necessary. (This service is fundable through Title XX if it is not covered by Title XVIII, Title XIX, Wisconsin's Elderly and Handicapped Transportation grants or other Federal grants. A county may use either Title III of the Older Americans Act funds or Title XX funds for this service if the above funding is not available.) This service includes access activities.

PUBLIC LAW 95-602 (TITLE VII)
COMPREHENSIVE SERVICES FOR INDEPENDENT LIVING



Public Law - 95-602 (Title VII) is a part of the Rehabilitation Amendments of 1978 and Title VII specifically targets Federal funds for independent living. There are two parts to Title VII: Part A - relates to funds for provision of services and Part B - relates to funding centers for Independent Living.

The main intent of Title VII is to fill the gap that exists in services for people with severe disabilities. This would be primarily for disabled persons who are not covered by existing local, state and Federal programs. In Milwaukee County, throughout Wisconsin and in many other parts of the country, there are excellent programs mandated by State law for people with Developmental Disabilities, Mental Health Needs and an Alcohol or Drug Abuse problem, but people with severe physical disabilities are not covered. An example would be Spinal Cord Injured, Multiple Sclerosis, Muscular Dystrophy, Stroke, Diabetes, Hearing and Visual Impairment, Arthritis, Cancer, Amputees and other mobility areas.

Title VII programs are funded to fill this need and to assist the disabled person in the following areas:

1. Housing
2. Advocacy
3. Transportation
4. Attendant Care
5. Financial Assistance
6. Accessibility
7. Independent Living Skills/Activities for Daily Living (ADL)
8. TTY/TDD and Interpret Services
9. General Information and Referral
10. Use of Community Resources
11. Coordination of Services
12. Other areas

The main intent of these programs are to insure that the severely disabled person can live independently in the community as a full participant with all the benefits and rights that are theirs.

For more information on independent living and Title VII in Southeastern Wisconsin, contact the following agencies:

The Southeastern Wisconsin Center
for Independent Living, Inc.
(SEWCIL)
1545 South Layton Blvd.
Milwaukee, WI 53215

643-0910

TTY/TDD available

Society's Assets, Inc.
(SAI)
1445 Junction Avenue
Racine, WI. 53403

1-637-9128

TTY/TDD available

WORKER'S COMPENSATION



It is the responsibility of every employer to carry worker's compensation insurance. This insurance is purchased through

reputable companies, and there is no cost to the employee. This insurance covers both mental and physical harm from a work-related accident or an occupational disease.

It should be noted that Worker Compensation is governed by the State and Benefits may increase from year to year. If there are questions as to an individual case, call the Worker Compensation Division. (Numbers listed at the end of this chapter).

Benefits

1. The insurance company pays the benefits to the injured worker, physician and/or chiropractor. If a disability extends beyond 7 days, compensation will be paid starting 3 days following the day of the injury.
2. Full compensation (temporary total disability) amounts to two-thirds ($2/3$) of a worker's average weekly wage or the maximum allowable under the law. (For example, in 1980 the maximum was \$233.00/week)
3. Once an injured worker has reached their "healing plateau" (a medical determination) partial payments will begin. These payments (permanent partial disability) are medically determined percentages of disability. (For example in 1980, \$70/week is payable.) If an individual is given a 10% disability rating for head and back injury this would equal 100 weeks @ \$70.00. For a loss of arm at shoulder would equal 500 weeks compensation.
4. It should be noted that temporary total disability payments do not coincide with permanent partial disability payments. Compensation payments are exempt from all creditors for debt except delinquent federal income tax. It is not necessary to report compensation for income tax purpose.
5. Death Benefits - All dependents of a deceased worker are entitled to $66\frac{2}{3}\%$ of an employees wages. Burial expenses up to \$1,000 are payable. Further questions as to whether dependents are eligible for these benefits should be directed to the Worker Compensation Offices.

Treatment

Medical - An injured worker has the choice of any physician, chiropractor or podiatrist practicing within the state. Medical treatment includes any treatment reasonably necessary to cure and relieve the effects of the injury. Employer or the insurance company has the right to have an injured worker examined by a practitioner of their choice at reasonable intervals. It should be noted that failure to comply with a written request to submit to an examination may delay benefits.

Rehabilitation - If an injured worker is unable to return to his/her employer at his/her former job or another position, rehabilitation services may be available. Questions as to how rehabilitation services apply on individual situations, should be directed to the insurance company, the Division of Vocational Rehabilitation and/or the Worker Compensation Division.

Legal/Hearing Procedures

- A. An injured worker may file for a hearing if one or all the following occur.
1. The employer does not file a claim.
 2. There is proof that an injured worker did not receive all entitled benefits.
 3. Claims for additional disability must be supported by a physician, chiropractor, or podiatrist.
- B. Attorney Involvement
If an injured worker is represented by an attorney, he/she is entitled to 20% of the benefits he recovers. An attorney can collect (20%) of benefits over what the injured worker has already received or currently is receiving. It should be noted that the attorney receives nothing if he does not recover any further benefits.
- C. Hearings
A hearing will be scheduled by the Worker Compensation Division and will notify all concerned parties. Put everything in writing concerning the disability or injury, for example doctor's visits, unpaid medical expenses, compensation paid to date. Bring this information to the hearing and if necessary, witnesses.

If you have any questions contact:

Worker's Compensation Division
819 North 6th Street
3rd Floor State Office Building
Milwaukee, WI 53203

224-4381

Worker's Compensation Division
201 East Washington Avenue - Room 152
Madison, WI 53702

(608) 266-1340
Toll free number for
Injured workers only
1-800-362-3020

COMBINED COMMUNITY SERVICES BOARD (C.C.S.B.)



The Combined Community Services Board (C.C.S.B.) is a citizen group appointed by the Milwaukee County Board of Supervisors. C.C.S.B. funds Milwaukee County agencies that provide services in: (1) alcohol and other drug abuse, (2) developmental disabilities, and (3) mental health. C.C.S.B. oversees the development of a plan and budget for funding these agencies.

Special Note: Most of these programs and services are in high demand and waiting lists are in place at cooperating agencies.

C.C.S.B. operates under two State of Wisconsin Statutes: 51.42 Mental Health and Alcohol and Drug Abuse and 51.437 Developmental Disabilities. It receives \$30 million from the State of Wisconsin and \$2 million from the Federal government. With this money the C.C.S.B., in turn, funds approximately fifty agencies providing the above mentioned services. Half of their money goes to the Milwaukee County Mental Health Center for part of the Center's operating costs.

It is estimated that in 1981 42,000 people will be served by agencies funded through the C.C.S.B. The Board's purpose is to insure that, within Milwaukee County, individual needs are being met by the agencies serving them, and that these agencies work together to provide services.

Eligibility for C.C.S.B. services is based on an individual having one of the three above mentioned disabilities. In addition, most services are provided free of charge to the disabled person or their family, e.g., Day Service and Sheltered Work Programs. For outpatient and other medically oriented services there may be a fee. The amount of the fee is determined by the disabled persons or their families financial situation and in most instances a sliding fee scale is available.

For more information, contact:

Combined Community Services Board 257-7503
10437 Watertown Plank Road
Milwaukee, (Wauwatosa) WI 53226

UNITED WAY OF GREATER MILWAUKEE, INC.



United Way of Greater Milwaukee, Inc., is an agency whose purpose is to fund human services programs in the greater Milwaukee Area. It provides funding to well over 300 programs in more than 100 different agencies. To fund these programs, it holds an annual fund raising campaign to raise contributions from both individuals and corporations. In 1980, it received

over \$14 million from its campaign; it also received over \$.5 million from governmental grants, investments and other sources.

Indirectly, United Way provides a service to the individual who is in need of assistance. They will refer the individual to an agency that is funded through United Way and that might be able to help him.

For information, contact:

United Way of Greater Milwaukee, Inc.
606 East Wisconsin Avenue
Milwaukee, Wisconsin 53202

271-0738

HILL-BURTON ACT



If you are not eligible for Medicare or Medicaid (Title XIX) and are not able to afford medical services, you should be aware of the Hill-Burton Act. It requires any medical facility which uses federal funds for construction to provide some medical care at no charge or less than the usual charge to people who are not able to pay.

These facilities provide services under the Hill-Burton Act.

1. Children's Hospital
2. Columbia Hospital
3. Community Memorial Hospital - Menomonee Falls
4. Curative Rehabilitation Center
5. DePaul Rehabilitation Hospital
6. Mount Sinai Medical Center
7. Oconomowoc Memorial Hospital
8. St. Anthony Hospital
9. St. Joseph's Hospital
10. St. Luke's Hospital
11. St. Mary's Hospital
12. Waukesha Memorial Hospital
13. West Allis Memorial Hospital

To receive care under the Hill-Burton Act you must meet the eligibility requirements. The admitting departments of the above medical facilities can give you more information.

E. PRIVATE INSURANCE

At some point in most people's lives they think about buying insurance. There are several basic types of insurance coverage available, such as:

Health Insurance
Automobile Insurance

Life Insurance
Homeowners/Renters Insurance

Insurance companies generally have literature available that describes these and other types of insurance. Ask the Insurance Agent to give you some brochures so you are able to look them over at your leisure.

Whatever type of policy you decide to buy, there are some general guidelines you should consider:

1. Shop carefully before buying. Prices and coverage vary greatly from one company to another.
2. Don't buy more insurance than you really need. This is a waste of money.
3. Check for a "pre-existing clause" in the policy. Some policies will not cover an individual for any past condition, i.e., polio, M.D., etc. Be sure you are aware if this exists in the policy.
4. Ask what your monthly, annual, semi-annual, etc. premiums will be. You may have to pay more for monthly premiums than for annual because of the paper work involved. Be sure the amount of the premium will be comfortable for you to pay. (If you do take the policy, be sure to budget for the premium amount.)
5. Be sure you know exactly what you are, and are not, covered for in the policy.
6. Know what the conditions for payment of a claim are.
7. Check to be sure the company you are dealing with is reputable. Call the Better Business Bureau (273-1600) and/or the Insurance Commissioner's Office in Madison (608-266-3585).
8. If you are in doubt about the type and amount of insurance coverage you need, ask a person you feel you are able to trust, i.e., friends, counselor, parents, etc. The Insurance Commission in Madison can also be of assistance.
9. Don't allow yourself to be "pressured" into buying any policy you are not sure about.
10. If you change insurance coverage, do not give up your existing insurance coverage before the date the new policy begins.
11. Check the amount of the deductible in the policy. The amount of deductible is entirely up to the policyholder. Deductibles vary, so consult the insurance agent about the advantages and disadvantages involved. The greater the deductible the less expensive the coverage is.

Whether you choose to have insurance coverage, how much coverage you choose and the cost of that coverage is ultimately up to you. It's your money and your responsibility to spend it wisely. Shop

around, be cautious and ask questions.

The Better Business Bureau has pamphlets available that explain the different types of insurance. Some of them cost 15¢ or 20¢, which you must mail along with a self-addressed stamped envelope in order to get the pamphlet in return. For more information, contact:

Better Business Bureau of Greater Milwaukee 273-1600
740 North Plankinton Avenue
Milwaukee, Wisconsin 53203

F. TAXES



If a person's income is above a minimum level, he or she is required to file a federal income tax return. The tax period covers the calendar year (January 1 to December 31). April 15th is the deadline for filing the return for the preceding year.

Taxpayers who are disabled should be aware of tax rules that may be of particular interest to them. These regulations include what types of disability income are taxable, medical expenses that are deductible, and certain other related expenditures that may be claimed as deductions.

Special Note: It is essential to keep all receipts, cancelled checks and other proof for any expense claimed as a deduction.

TAXABLE INCOME

Some kinds of disability payments need to be reported as income for tax purposes and others do not. Workmen's Compensation, Social Security Disability Insurance and Veterans Administration Disability pensions are not taxable. Payments from health or life insurance policies for which the individual, not an employer has paid the premiums are also not counted as income. Most other types of disability income must be reported. It may be possible, however, to qualify for Disability Income Exclusion, which means that taxes do not need to be paid on the entire income if the person meets certain requirements.

MEDICAL EXPENSES

Medical expenses may be deducted after the amount reaches 3% of the person's income. Anything paid for by insurance companies may not be deducted.

You may deduct:

1. Fees for doctors, surgeons, dentists, osteopaths, ophthalmologists, optometrists, chiropractors, chiropodists, podiatrists, psychiatrists, psychologists and Christian Science practitioners.

2. Fees for hospital services, therapy, nursing services (including nurse's meals while on duty), ambulance hire, and laboratory, surgical, obstetrical, diagnostic, dental, and X-ray services.
3. Meals and lodging provided by a hospital during medical treatment, and meals and lodging provided by a center during treatment for alcoholism or drug addiction.
4. Medical and hospital insurance premiums.
5. Special equipment, such as a motorized wheelchair, hand controls on a car and a special telephone, telecaption adapter for the deaf.
6. Special items, including false teeth, artificial limbs, eyeglasses, hearing aids, wheelchair, crutches and guide dogs for the blind or deaf.
7. Transportation for needed medical care.
8. All your medicines and drugs.
9. Pills or other birth control items your doctor prescribed.
10. Special foods and drinks your doctor prescribed only for the treatment of an illness.
11. Vitamins, iron, etc., your doctor prescribed.

TRANSPORTATION

Transportation for medical care may be deducted. These expenses may include such items as taxi fares to a hospital or doctor's office, a trip by parents to visit a handicapped child in an institution, or the transportation cost of accompanying a child for medical treatment.

HOME REMODELING

Payment for special equipment for a home or similar improvements may be deducted. These items can include ramps, lifts, stairway elevators and bathroom remodeling. The amount of deductible is that amount which is greater than any increase in the value of the property.

BUSINESS TRAVEL

If the disabled individual requires an attendant to accompany him or her on a business trip, the attendant's travel expenses, meals and lodging may be deducted.

ATTENDANT CARE

In certain instances the cost of attendant care may be deductible.

1. The person must be hired to enable the taxpayer to work outside the home.
2. The attendant hired may be a relative but not a dependent of the taxpayer.
3. The person for whom the care is provided must be either 15 years of age or physically or mentally disabled.

The Internal Revenue Service will answer questions about individual tax returns. You may call or write. Letters should be addressed to the District Director. When the inquiry is a complicated one, it may be necessary to go to the IRS office. If so, be certain to take all the necessary papers with you.

INTERNAL REVENUE SERVICE
517 East Wisconsin Avenue
Milwaukee, WI 53202

271-3780

Toll-free outside the Milwaukee Area

1-800-452-9100

1-800-382-4059 (TTY) - TTY service is available from 7:30 A.M. to 5:45 P.M. for the hearing impaired.

The Internal Revenue Service has several publications that may be helpful to you in preparing your tax forms. They are:

Publication 907 Tax Information for Handicapped and Disabled Individuals

Publication 502 Medical and Dental Expenses

Publication 503 Child and Disabled Dependent Care

President's Commission on Employment of the Handicapped
"Special Report: Taxes and Disability"
Washington, D.C. 20210
(tax deduction publication)

If you are preparing your tax forms and disagree with an IRS employee's interpretation of whether an expense is deductible you may request what is called a letter ruling. To obtain a letter ruling, write to the Assistant Commissioner (Technical) National Office of the Internal Revenue Service, 1111 Constitution Avenue, N.W., Washington D.C. 20024. There also is an appeals process for persons whose returns are being audited. An IRS employee will explain the procedure.

Wisconsin residents are also obligated to file a state income tax return when their income is above a minimum level. This is due on April 15th of the following year. Figures used are based on the federal tax form.

Wisconsin Department of Revenue
819 North 6th Street
Milwaukee Wisconsin 53203

224-4000
224-4440

For information to help in filing a tax return, income tax information and tax forms, contact the above agency.

G. HOW TO ESTABLISH CREDIT

Read the following "Steps" for general information concerning developing credit.

Phone stores, banks or major credit companies that you are interested in applying for credit. Ask them to send you any information or application's needed for establishing credit.

Have all information together so the processing of the credit application can be done as soon as possible. If you decide to use a co-signer have that person go with you or co-sign before you send in the application.

Before you sign a contract or apply for a credit card, remember to check the finance charge and annual percentage rate. If you don't understand something in the contract, ask for an explanation. Remember - the only dumb question is the question not asked.

It is your money you are spending, so be sure you are spending it wisely. There may be some types of credit that will "eat" your spending dollars faster than other credit plans. Shop and compare before you commit yourself. Paying the bills from credit cards and other credit is your responsibility so be sure you can afford to buy the convenience of credit.

Step 1 - Figure out how much credit will cost you and whether you can afford it.

Step 2 - Shop around for the best terms. The following laws can help you compare costs.

- a) Truth in lending - Creditors must give you basic information about the cost of buying on credit.
- b) Truth in leasing - You can compare the cost of leasing with the cost of buying on credit.

Step 3 - Remember two terms -

- a) Finance Charge - is the total dollar amount you pay to use credit. It includes interest costs and sometimes service charges, related insurance premiums or appraisal fees.

- b) Annual Percentage Rate (APA) - is the percentage cost of credit on a yearly basis. This is your key to comparing costs, regardless of the amount of credit or how long you have to repay it.

Step 4 - Credit Cards, Department Store Charge Plates and Check Overdraft

- a) Creditors must tell you the method of calculating the finance charge.
- b) Creditors must tell you when finance charges begin on your credit account.

Step 5 - The Equal Credit Opportunity Act says that race, color, age, sex, marital status and other certain factors may not be used to discriminate against you in any part of a credit dealing.

Step 6 - Know the three C's, or what do creditors look for.

Capacity - Can you repay the debt?

Creditors ask for: Employment information, your occupation, how long you've worked, how much you earn.

They also want to know: How many dependents, Do you pay alimony or child support

Character - Will you repay the debt?

Creditors look at: Credit history, how much you owe, how often you borrow, whether you pay bills on time, whether you live within your means.

They also look for signs of stability: How long you have lived at your present address, whether you rent or own, whether you are insured.

Collateral - Is the creditor fully protected if you fail to repay?

Creditors want to know: What do you have that could be used to secure your loan.
What sources you have other than income to repay your loan - savings, investments, property

Step 7 - Do Special rules apply to you?

Age: A creditor may not
- turn you down or decrease your credit because of age

- Ignore your retirement income in rating your application
- close your account or ask you to re-apply because you are a certain age or retire
- deny you credit or close your account because credit life insurance or other credit-related insurance is not available to persons your age.

Creditors may "score" your age in a credit scoring system but if you are 62 or older you must be given at least as many points for age as anyone under 62.

Public Assistance - you may not be denied credit just because you receive Social Security or public assistance (AFDC, etc.)

Certain information related to this source of income could have a clear bearing on credit worthiness.

A creditor may consider such things as:

- How old your dependents are
- Will you continue to meet residency requirements for receiving benefits

Step 8 - Ways to build up a good credit history

1. Open a checking or savings account or both. These show you have money and know how to manage it.
2. Apply for a department store credit card. Repaying credit card bills on time is a plus in credit history.
3. If you're new in town, write for a summary of any credit record in your old town.
4. Ask a friend or relative with a good credit standing to co-sign an application with you for your first account.
5. If you're turned down find out why and try to clear up any misunderstanding.

Step 9 - Laws can help you start your credit history and keep your record accurate

The Equal Credit Opportunity Act
The Fair Credit Reporting Act

SUGGESTIONS FOR BUILDING CREDIT

1. Establish a savings and/or checking account.

2. Borrow against the security of your savings account at your bank.
3. Apply for a small loan and deposit it in your savings account and make the payments from your savings account.
4. You may ask a close relative or friend who has a good credit standing to co-sign for you.
5. Open a charge account at a local store.
6. Buy something on time at the local department store.
7. Apply for a gasoline credit card.
8. Apply for a loan using your car as collateral.

WHAT CAN YOU DO IF DENIED CREDIT?

1. Ask why you were turned down.
2. You can challenge some reasons for them turning you down.
3. You cannot be discriminated against because you are a woman, your age, marital status, being on public assistance, race, sex, area of town/city you live in or religion.

WHAT CAN YOU DO IF YOU ARE TURNED DOWN BECAUSE THEY SAY YOU HAVE A POOR CREDIT RATING?



You have the right, according to the Fair Credit Reporting Act:

1. To be told the name and address of the Consumer Reporting Agency responsible for preparing a Consumer Report that was used to deny you credit, insurance or employment or to increase the cost of credit or insurance.
2. To be told the nature, substance and sources of information collected about you.
3. To take anyone of your choice with you when you check your file.
4. Not to be billed for all information to which you are entitled if you apply within 30 days after receipt of notification you have been denied credit.
5. To be told who has received a Consumer Report on you within the last six month or within the past two years if for employment.

6. To have incomplete or incorrect information investigated by the agency and have the inaccurate information removed from your file.
7. Have the agency notify those you name who have received the incorrect information that this information was removed from your file.
8. If your dispute with the agency cannot be resolved you have the right to have your side of the dispute placed in your file and included in future reports.
9. To request the reporting agency to send your version of the dispute and certain business without charge if requested within 30 days of adverse action.

You have the above rights and more rights under the Fair Credit Reporting Act. If you wish to have more information about it write to:

Federal Deposit Insurance Corporation
550 - 17th Street N.W.
Washington, D.C. 20429

Ask for the Fair Credit Reporting Act.

For more information on obtaining credit call your local bank, department store, credit union or visit the gasoline company you do business with or go into the service station and ask how you can get a charge card for their company.

H. MANAGING YOUR MONEY

HINTS ON HANDLING MONEY

1. Deposit your checks or cash as soon as possible. (SSI and SSDI checks can be "direct deposited" into your checking or savings account. Check with your bank for details.)
2. Pay all bills by check or money order. This supplies proof of payment for your protection. If you must pay by cash, be sure you get a receipt.
3. Prepare a budget that is easy for you to follow. (See Sample Budget Form). Be sure to follow it.
4. Pay bills on time.
5. It is an unwise practice to keep large amounts of money lying around your house.
6. Unless applying for a loan or other financial assistance, you do not need to discuss your financial situation with others.

7. Keep a small amount of cash available for emergencies.
8. Remember, if you borrow money you are obligated to pay it back.
9. If you intend to lend money, be sure the chances are good that it will be returned to you.

SAMPLE BUDGET FORM

A budget can be a useful tool which will help you to realize where you spend your money and if you are spending it wisely. However, a budget is only good if you follow it.

Below is a sample budget which will help you see what must be included. A simple rule to remember is that your income must be equal or greater than expenses. In order to see if it is, subtract the expenses from the income.

INCOME:

Wages	\$ _____
SSI	_____
SSDI	_____
Personal Income	_____
Other (AFDC, General Assistance,	_____
Workmen's Compensation,	_____
Supportive Home Care, Food	_____
Stamps, Etc.)	_____

Total \$ _____

EXPENSES:

Rent	_____
Heat	_____
Electricity	_____
Telephone	_____
Water	_____
Gas	_____
Transportation	_____
Gasoline	_____
Insurance (Health, Auto, etc.)	_____
Food	_____
Medical (including medication)	_____
Clothing and Special Equipment	_____
Entertainment	_____
Loan Payment	_____
Attendant/Home Care	_____
Emergency Fund	_____
Other (specify) _____	_____

Total \$ _____

Again, your total income should be equal or greater than your expenses.

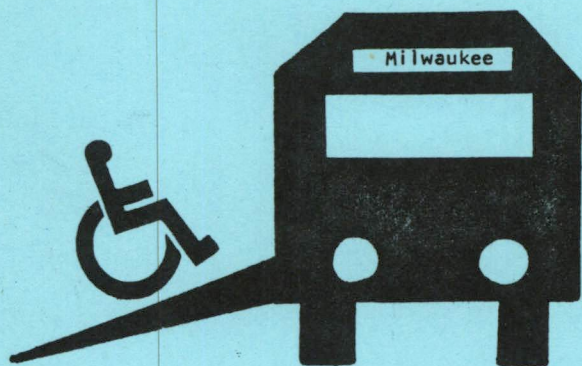
If after you have subtracted expenses from income, you find that your income is lower than what you need, it is time for you to re-evaluate your living situation and find a way to make the needed adjustments.

BUDGET COUNSELING



Budget counseling is a service to help people understand and manage their money and define their financial goals and offer methods to help you reach those goals. They can also help you develop a budget, answer questions regarding credit, help you develop a savings plan and assist you to develop a plan to pay off your debts in a realistic way.

There are several budget counseling services available. Check your telephone book. The Consumer Budget Counseling Service, 1206 West Mitchell, Milwaukee, Wisconsin, 643-4477 charges on a fee schedule based on what an individual is able to pay. Other services do charge more, so call first to find out what they charge. In addition to these services, your bank can also be of assistance to you.



CHAPTER 5
TRANSPORTATION

CHAPTER 5

TRANSPORTATION

- A. MOTOR VEHICLES
 - DRIVER EDUCATION AND EVALUATION
 - VEHICLES THAT ARE PRACTICAL FOR THE DISABLED DRIVER
 - SPECIAL PLATES AND IDENTIFICATION CARDS
 - HANDICAPPED PARKING
 - HAND CONTROLS, MOBILITY AND MODIFICATIONS
 - REPAIR AND MAINTENANCE
 - AUTO INSURANCE
 - AUTOMOBILE CLUBS
- B. USER-SIDE SUBSIDY PROGRAM
- C. MASS TRANSIT
- D. TRANSPORTATION FOR SPECIAL POPULATIONS
- E. CHARTER BUSES
- F. CAR RENTAL

TRANSPORTATION

A. MOTOR VEHICLES

DRIVER EDUCATION AND EVALUATION

Driver education and evaluation services are available through agencies and through commercial driving schools. These services are offered to people who: (1) need adaptive equipment; (2) need a modified vehicle, and/or (3) need to learn new driving techniques due to a disability that affects the functional operation of a regularly-equipped vehicle.

Following are some things to consider in selecting a driver education program:

1. Cost - Before selecting a commercial driving school, get prices from several different schools and compare them. Do not be fooled by a school that promises that you will need only 5 or 6 hours of driver training to learn to drive because many persons need 20 to 30 hours or even 30 to 40 hours of instruction before passing the license exam. Even when you apply for an agency-based driver education program, ask about any fees that might be charged to you.
2. Medical Evaluation - Each person entering a driver education program should have a physician's approval. Before decisions on adaptive equipment are made, the program should require some type of evaluation of the student's functional capacities. This evaluation will determine whether the student has the functional capabilities necessary for driving a vehicle, before time and money are invested in the driver training program.
3. Safety - Examine the adaptive aids you will be using to learn to drive, to be sure they are safe. Do not use homemade equipment or any adaptive aids that might be a hazard to your safety.
4. Ask to meet the Instructor - Meet the person who will be teaching you. Ask any questions you might have. Ask about getting assistance in selecting the proper equipment for your needs. Find out whether guidance in finding and buying insurance is offered. Ask whether arrangements for the driving test can be made when you have completed instruction.

You should also find out what is included in the planned curriculum. It should include different types of driving (city, freeway, rural, nighttime) as well as different

driving maneuvers (parking, turnabouts, driving under adverse conditions, passing, freeway entry and exit ramps, lane changing, etc.)

Following is a list of area driver education programs that instruct physically disabled individuals.

Agency Programs

CURATIVE REHABILITATION CENTER 259-1414
Driver Education Project
9001 Watertown Plank Road
Wauwatosa, WI 53226

VETERANS ADMINISTRATION HOSPITAL 384-2000
Physical Therapy Department
5000 West National Avenue
Wood, WI 53193

Private Driving Schools

ALPINE DRIVING SCHOOL 871-8500
(hand controls)
5021 West Capitol Drive
Milwaukee, WI 53216

ARCADE DRIVERS SCHOOL
(hand controls)
Executive Office
3722 West Lisbon Avenue
Milwaukee, WI 53208

A SPECIAL DRIVERS SCHOOL 871-7750
(van available)
2309 North 36th Street
Milwaukee, WI 53210

VEHICLES THAT ARE PRACTICAL FOR THE DISABLED DRIVER

People have different tastes in vehicles but when purchasing one there are some general things to consider.

Fuel economy	Type of usage (work, errands, carrying equipment, etc.)
Cost of the vehicle	Options in equipment
Engine Performance	Sales
Style	
Brand Name	

A disabled person, however, must take even more than these factors into consideration when buying a vehicle. The vehicle must be practical for that individual. A reputable equipment dealer, your driving instructor, or an occupational therapist can be of help to you in selecting the right vehicle.

Here is a list of vehicles and who can best use them. The purpose of this list is to provide suggestions to think about, it is not official or proven.

Motorcycles

Motorcycles are good for fuel efficiency, warm or moderate climates, and for people with outdoor interests. Many ambulatory disabled people have them. Some people with strong trunk muscles can transfer onto the motorcycle seat and put their wheelchair on a rack at the back of the motorcycle. Certain companies have come up with a novel idea for the nontransfer wheelchair. The wheelchair fits into a side car and the side car operates the accompanying motorcycle.

Two-Door Cars

Two-door cars are suitable for people in regular wheelchairs. Unless there are bucket seats, the wheelchair can then be stored in the back seat. New front wheel drive cars give more room in the back and front because they do not have a hump down the middle of the car floor. An automatic roof-mounted wheelchair carrier is available for people who have weak arms.

Four-Door Cars or Station Wagons

Most station wagons are four-doors. A wheelchair is difficult to put into a four-door car without some assistance unless the front seat can recline. Then the wheelchair can be pulled in from the passenger side. Four-door vehicles are not as highly recommended unless the disabled person has assistance or is fairly ambulatory.

An auto might be chosen over a van because of price, economy, or maneuverability. Things to consider when selecting an auto include:

1. Wide door openings for the wheelchair
2. Tilt Steering
3. Enough room in the back for a wheelchair
4. An extended warranty
5. Power steering and brakes (if needed)

Vans

Vans are practical for people who have high level or upper extremity problems and for those who use electric wheelchairs. Vans are also practical as recreation vehicles.

Things to Consider:

1. Seating capacity
2. Leg Room
3. Interior height
4. Tilt steering
5. Power steering and brakes
6. Heavy duty alternator (this takes care of battery drains from all power sources)
7. Dual battery system (this also takes care of battery drains from all power sources)
8. Mid-size suspension (a half-ton suspension system gives a better ride)
9. An extended warranty
10. Overdrive system (for fuel economy)
11. Automatic transmission

When shopping for a van, check around because there are great variations in the price of vans from one dealer to another, even within the same brand name. A van with a lot of windows would be recommended for better visibility and safety. All switches and knobs should be within reach. If they are not, consider that extensions will need to be ordered for them. As for the length of the van, a shorter-length van has less room in the interior and the ride is rougher. A longer van has poorer fuel economy, and is harder to park and drive. For both parking and space in the interior, a medium-length van is best.

Caution: Keep in mind that having certain equipment installed might require alterations in the basic structure of the van, depending on the make of the van. Choose your van carefully!

SPECIAL PLATES AND IDENTIFICATION CARDS



Separate forms are used to apply for disabled plates and for a special identification card for the physically disabled. The parking privileges for both are identical. The benefit of owning the card is that it can be transferred from car to car. As a result, a disabled person can be transported in any car, and parking privileges are granted for that car. With the disabled plates, parking privileges are granted only for that particular vehicle. Examples of both forms follow this page. Additional forms can be obtained by contacting:

APR 6 1981

APPLICATION FOR SPECIAL LICENSE PLATES FOR DISABLED PERSON

Under Section 341.14 (1a), (1m), (1q), Wis. Stats.

MVD-2162 7-80

FOR OFFICE USE

Instructions:

- See qualifications, provisions and fee information on reverse side.
- Complete section A and have your physician complete section B.

MAKE CHECK
PAYABLE
AND MAIL

TO: Wisconsin Department of Transportation
Support Processing Unit
P.O. Box 7911, Madison, WI 53707

- Please type or print clearly.

A. Disabled person's name

Address

NOTE: If you are a licensed driver, the department may review your physical/mental condition to re-evaluate your licensing eligibility.

City

State

Zip

Date of Birth

Age

Driver License Number - If none, so state.

LICENSED DRIVER or EMPLOYER NAME if applying under (1m) or (1q).

Phone No.
&
Area Code

Disabled Person

Vehicle Owner

Address

City

State

Zip

"X" the one (1) box below under which you are applying for special license plates:

- ☐ a resident of Wisconsin for myself as the disabled under s. 341.14(1a)
☐ a licensed driver for another disabled person under s. 341.14(1m)
☐ an employer for a disabled employee's use under s. 341.14 (1q)

I have read the information on the reverse side of this application and fully understand the qualifications and provisions under which special plates and identification card may be issued.

☐ Check if requesting special identification card under s. 343.51 in addition to special plates. (see qualifications and provisions on reverse side). (Add fee of \$3)

I hereby authorize my physician to release information pertaining to my disability.

X

(licensed driver or employer if different than disabled)

(Date)

X

(Disabled person)

(Date)

B. Physician complete below

With the permission of the disabled person named above, I submit the following concerning his/her disability.

Disabled by:

☐ Paraplegia

☐ Amputation of: ☐ Leg ☐ Foot ☐ Both Hands
☐ Loss of use of:

☐ Minimum vision of 20/200

☐ Describe other condition resulting in an equal degree of disability so as not to be able to get about without great difficulty. (In order to determine degree of impairment we request you specify the particular contributing diagnosis, prognosis, medications and dosage if appropriate in space provided below or in lieu of this attach a recent hospital discharge summary or narrative report).

Please Print:
physician's name

address

X

(physician signature)

(Date)

SPECIAL LICENSE PLATES—Qualifications and provisions

341.14(1a) Whenever any resident of this state, who is registering or has registered an automobile or motor home

—OR—

341.14(1m) If any licensed driver submits that another person is regularly dependent on the licensed driver for transportation

—OR—

341.14(1q) If any employer who provides an auto or motor home for an employee's use

—SUBMITS—

a statement from a physician duly licensed to practice medicine certifying that the person is disabled by paraplegia, minimum faulty vision of 20/200, amputation or loss of use of a leg, foot or both hands, or other condition resulting in an equal degree of disability so as not to be able to get about without great difficulty

—MAY—

request from the Wisconsin Department of Transportation plates of a special design which entitles the motor vehicle parked by, or under the direction of, such person to parking privileges.

SPECIAL IDENTIFICATION CARD—Qualifications and provisions

Section 343.51 provides that:

Any person who qualifies for special plates under 341.14 (1a), (1m), (1q) may request a special identification card which entitles any motor vehicle parked by or under the direction of, such person to parking privileges.

PARKING PRIVILEGES:

An automobile or motor home bearing a special license plate issued under s. 341.14 (1a), (1m), (1q) or a motor vehicle upon which a special identification card issued under s. 343.51 is displayed is exempt from any ordinance imposing time limitations on parking in any street or highway zone and parking lot, whether municipally owned or leased, with one-half hour or more limitation but otherwise is subject to the laws relating to parking. Where the time limitation on a metered stall is one-half hour or more, no meter payment is required. Parking privileges are limited to the following:

1. A person to whom plates were issued under s. 341.14(1a).
2. A qualified operator acting under the direction of a person to whom plates were issued under s. 341.14(1a) when such person is present.
3. A person to whom plates were issued under s. 341.14(1m) when the disabled person for whom the plates were issued is present.
4. A person for whom plates were issued under s. 341.14(1q).
5. A qualified operator acting under the express direction of a person for whom plates were issued under 341.14(1q) when such person is present.
6. A person to whom a special identification card was issued under s. 343.51.
7. A qualified operator acting under the express direction of a person to whom a special identification card was issued under s. 343.51 when such person is present.

An automobile or motor home bearing special license plates issued under s. 341.14(1a), (1m), (1q) or a motor vehicle upon which a special identification card issued under s. 343.51 is displayed is exempt from s. 346.505 or any ordinance prohibiting parking, stopping or standing upon any portion of a street, highway or parking facility reserved for handicapped persons by official traffic signs, distinct markers or parking meters indicating the restriction.

ADDITIONAL INFORMATION:

- No person may hold more than one valid special identification card.
- A physician's statement which is already on file with the Wisconsin Department of Transportation which provides the necessary information may be used to establish eligibility for special plates and identification card. Indicate the purpose for which the statement was filed, i.e. application for: ☐ disabled plates ☐ operators license ☐ special identification card
- Special identification cards will be issued only to disabled persons.
- When a person to whom a permanent card has been issued can no longer make proper use of the card, the card shall be returned to the Wisconsin Department of Transportation.

FEE INFORMATION:

- Determine the amount of fee necessary to change to special plates expiring July 31 each year using the following:
 1. If automobile—If your present license plates:
 - A. Are valid beyond July 31, there is no fee required. A refund of excess fee paid will be made.
 - B. Expire on July 31, no fee is required if you have renewed for the following year. If you have not renewed for the following year, submit the annual fee of \$18.
 - C. Expire before July 31, an added fee of \$1.50 per month is required for each full month.
 2. If motor home, please call (608) 266-1384 for assistance in determining the correct fee.
- If also requesting a special identification card an additional \$3 is required.

SUBMIT THIS APPLICATION, THE CERTIFICATE OF TITLE FOR THE VEHICLE AND PROPER FEE TO ADDRESS SHOWN ON REVERSE SIDE.

—When you receive the new special plates, destroy old plates.—

**APPLICATION FOR SPECIAL IDENTIFICATION
CARD FOR PHYSICALLY DISABLED**
Under Section 343.51, Wisconsin Statutes
MVD-2452A 7-80

FOR OFFICE USE		
Card No.	Date Issued	Date Expires

Instructions:

- See qualifications and provisions on reverse side.
- Complete section A and have your physician complete section B or if you are a disabled veteran, you may have the US Veterans Administration complete Section B

FEE: \$3

**MAKE CHECK
PAYABLE
AND MAIL**

**TO: Wisconsin Dept. of Transportation
Support Processing Unit
P.O. Box 7911, Madison, WI 53707**

- Please type or print clearly

A. Applicant's Name

Address

City

State

Zip

Date of Birth

Age

Driver License Number - if none, so state

If Applicant
is a Minor:

Name of parent, foster parent or legal guardian.

Area code
&
Phone No.

NOTE: If you are a licensed driver, the department may review your physical/mental condition to re-evaluate your licensing eligibility.

I have read the information on the reverse side of this application and fully understand the qualifications and provisions under which a special identification card may be issued. I hereby give permission to:

☐ my physician ☐ the U.S. Veterans Administration

X

to supply the information requested below:

(applicant's signature—if minor see information on reverse side).

(Date)

B. Physician or U.S. Veterans Administration Complete Below

With the permission of the applicant named above, I submit the following information concerning his/her physical disability.

● **Permanently Disabled By:**

☐ Paraplegia

☐

Amputation of:
Loss of use of:

☐

Leg

☐

Foot

☐

Both Hands

☐

Minimum Vision of 20/200

☐

Describe other condition resulting in an equal degree of disability so as not to be able to get about without great difficulty: (In order to determine degree of impairment we request you specify the particular contributing diagnosis, prognosis, medications and dosage if appropriate in space provided below or in lieu of this by attaching a recent hospital discharge summary or narrative report.)

● **Temporarily Disabled By:**

☐

Describe temporary physical condition which renders the person unable to walk or unable to walk without great difficulty.

In my opinion the duration of the temporary disability will be until



(Date)

Please Print:

physician's name

Address

This statement is for issuance of special identification card and is not to be considered as a claim for VA benefits.

X

(Authorized VA Representative)

(Date)

(or) **X**

(Physician)

(Date)

(Medical License No)

Office Phone

(area code)

Section 343.51 provides that:

Any person who is disabled by paraplegia, minimum vision of 20/200, amputation or loss of the use of a leg, foot or both hands, or other condition resulting in an equal degree of disability so as not to be able to get about without great difficulty,

-OR-

any person who is temporarily physically disabled by any physical condition which renders the person unable to walk or unable to walk without great difficulty,

-MAY-

request from the Wisconsin Dept. of Transportation a special identification card which entitles any motor vehicle parked by, or under the direction of, such person to parking privileges.

PARKING PRIVILEGES:

A motor vehicle upon which a special identification card issued under s. 343.51 is displayed is exempt from any ordinance imposing time limitations on parking in any street or highway zone and parking lot, whether municipally owned or leased, with one-half hour or more limitation but otherwise is subject to the laws relating to parking. Where the time limitation on a metered stall is one-half hour or more, no meter payment is required. Parking privileges are limited to the following:

1. A person to whom a special identification card was issued under s. 343.51.
2. A qualified operator acting under the express direction of a person to whom a special identification card was issued under s. 343.51 when such person is present.

A motor vehicle upon which a special identification card issued under s.343.51 is displayed is exempt from s. 346.505 or any ordinance prohibiting parking, stopping or standing upon any portion of a street, highway or parking facility reserved for handicapped persons by official traffic signs, distinct markers or parking meters indicating the restriction.

ADDITIONAL INFORMATION:

- Special identification cards will be issued only to disabled persons.
- No person may hold more than one valid identification card.
- No person under one year of age is eligible for an identification card.
- Signature - If applicant (disabled person) is a minor; the parent, foster parent, or legal guardian must sign and indicate their relationship to the applicant.
- A physician's or U.S. Veterans Administration statement which is already on file with the Wisconsin Department of Transportation which provides the necessary information may be used to establish eligibility for an identification card. Indicate the purpose for which the statement was filed, ie. application for: ☐ disabled plates, ☐ operators license.
- The expiration date for a temporary identification card will be the date provided by the physician as the estimated duration of a temporary disability.
- When a person to whom a permanent card has been issued can no longer make proper use of the card, the card shall be returned to the Wisconsin Department of Transportation.
- A fee of \$3 is required for each issuance of an identification card. This fee applies to the issuance of an original (permanent or temporary), a replacement, or issuance of another temporary to extend the date.
- If questions, please write to the address on reverse side or call (608) 266-1384 for assistance.

DEPARTMENT OF TRANSPORTATION
819 North 6th Street
Milwaukee, WI 53203

224-4655

Forms are also available at the four testing stations in Milwaukee:

NORTHEAST TESTING STATION
6101 North Teutonia Avenue
Milwaukee, WI 53209

463-1350

NORTHWEST TESTING STATION
8701 West Fond du Lac Avenue
Milwaukee, WI 53225

464-0846

SOUTHEAST MILWAUKEE STATION
2422 South 10th Avenue
Milwaukee, WI 53215

762-7500

SOUTHWEST STATION
4159 South 76th Street
Milwaukee, WI 53220

545-6570

HANDICAPPED PARKING

Under certain conditions, a parked vehicle with disabled plates or the special I.D. card on display will not be ticketed when it remains parked beyond the time limit. Not being ticketed applies to both parking zones and parking meters; however, the zone or meter must have a time limit of one-half hour or longer. For example, this rule would not apply to a parking meter that has a 10-minute time limit. Also, the rule might be different for states other than Wisconsin. This privilege is for the convenience of the disabled driver and should not be abused.

Problems with special parking continue to exist for disabled drivers. Designated handicapped parking spaces are often abused by non-disabled drivers. Many people do not realize that special parking spaces are very important for disabled drivers, not only because they are close to buildings (which is especially helpful when there is snow on the ground), but also because the spaces are wider, so that a person with a wheelchair can get in or out of the car or van.

Only strong enforcement can eliminate abuse of handicapped parking spaces by people who do not need them. This enforcement can start with people alerting the proper authorities when violations of disabled parking spaces occur.

Additional copies of this reminder can be obtained by contacting:
The Milwaukee County Commission for Handicapped and Disabled
Persons at 278-5232.

**THIS IS NOT A TICKET
BUT A REMINDER
YOU ARE
Illegally PARKED**

- () in a space reserved for the handicapped.
- () across a ramp used by persons in wheelchairs.



THIS SYMBOL IDENTIFIES
FACILITIES WHICH HAVE
BEEN SPECIFICALLY DE-
SIGNED AND RESERVED
FOR USE BY THE PHYSI-
CALLY HANDICAPPED.

These facilities are provided for individuals whose physical disabilities make their use a necessity.

If you are not handicapped, your future consideration by not blocking this space would be appreciated.

COURTESY OF MILWAUKEE COUNTY COMMISSION
FOR HANDICAPPED AND DISABLED PERSONS

HAND CONTROLS, MOBILITY AND MODIFICATIONS



When selecting a piece of equipment, several questions should be kept in mind:

1. Is it safe?
2. Is it sturdy?
3. Is it durable? Will it last?

Following is a listing of major adaptive devices for vehicles, compiled with the assistance of a local company, Handi-Cap Equipment, Inc. A detailed list can also be found in AAA's Handicapped Driver's Mobility Guide.

HAND CONTROLS

Types: Amputee hand controls (hooks attached to controls)

Quadriplegic hand controls (for limited upper extremity)

Standard hand controls (regular grip)

Joy-Stick (for severely limited upper extremity)

Set-Ups: Push-pull (push for brake, pull for gas; same for all types)

Motorcycle type (twist for gas; cruise control highly recommended for this set-up; not recommended for weak arm and wrists)

Toward lap (when pushed down toward the lap, the vehicle accelerates)

Things to consider: Do the hand controls have a warranty?
Are they sturdy?
Can they be removed, for transfer from an old car to a new one?

OTHER ADAPTIVE DEVICES FOR VEHICLES

Electric parking brake

Steering column extension (brings the steering wheel closer to the driver)

Steering knobs (many types are available; get advice as to which to select)

1. Standard grip
2. Grip
3. Tri-pin
4. Amputee hook
5. Turn signal extensions
6. Shift extension (for automatic shift lever)
7. Cruise control
8. Dimmer switch on steering wheel or hand control
9. Horn switch
10. CB Radio (strongly recommended for emergencies)

ADAPTIVE VAN EQUIPMENT

1. Lowered floor (for head clearance)
2. Raised top (for head clearance)
3. Raised doors (for head clearance)
4. Driving area larger (for driving from a wheelchair)
5. Power seat (forward, back, up and down)
6. Channeled floor
7. Powered driving chair
8. Captain's swivel chair with movable arms
9. Power pan (drops 6" for a person driving from a wheelchair)
10. Low-effort or zero-effort steering
11. Zero-effort braking
12. Small or undersized steering wheel
13. Quadriplegic console (for those unable to reach all controls on the dashboard.
14. Plywood flooring (so that the front wheels of the wheelchair do not get caught in spaces)
15. Wheelchair lifts (there are many types, including electric and hydraulic)
16. Wheelchair tie downs (for inside the van; manual or electric)
17. Remote control (this device can start the van and/or open its doors and lift from a distance)
18. Control box (located on the outside rear of the van)
19. CB Radio (strongly recommended for emergencies)
20. Power windows

Following are the only companies in the Greater Milwaukee area that currently deal in driving equipment or van modifications for the disabled. There may be other places that will do some work, but it probably will be as a special request rather than as a regular feature of the company. If you do find some dealer that will do work for you, it might be necessary to help them order the equipment.

A SPECIAL DRIVERS SCHOOL	(Hand controls only)
2309 North 36th Street	
Milwaukee, WI 53210	871-7755

CLINICAL CONVENIENCE PRODUCTS
Contracting Services Division
2070 Helena
Madison, WI 53704

(608) 249-1234

HANDY-CAP EQUIPMENT, INC.
W146 S6450 Tess Corners Drive
Muskego, WI 53150

422-0502

MOBILITY UNLIMITED
7741 West National Avenue
Milwaukee, WI 53214

774-3085

CVC MOBILITY OF WISCONSIN
5608 West Hemlock Street
Milwaukee, WI 53223

358-2828

Following is a list of companies that evaluate, sell, and/or distribute van lifts and other adaptive automotive equipment. It is strongly recommended that you get advice from local dealerships before you take any action with a dealer on this list.

Automotive Conversion Corp.
255 Industrial Row
Troy, Michigan 48084
(313) 549-7070

The Braun Corporation (Save-A-Step)
1014 S. Monticello
Winamac, Illinois 46996

Collins Industries Inc.
Hutchinson, Kansas 67501

Compass Industries, Inc.
715 15th Street
Hermosa Beach, CA 90254

Double D. Industries
110 Fox Hill Road
St. Charles, MO 63301

Electro Van Lift Inc.
White Bear Lake, MN 55110

Gresham Driving Aids, Inc.
30800 Wixom Boulevard
Wixom, MI 48096

Handi-Ramps, Inc.
1414 Armour Boulevard
Mundelein, IL 60060

Helper Industries, Inc.
832 N.W. 1st Street
Ft. Lauderdale, FL 33311

HP Bus Corp
P.O. Box 28 - Dept. WT
No. Billerica, MA 01862
(VW Microbus only)

Lance Enterprises, Inc.
1391 Blue Hills Avenue
Bloomfield, CT 06002

Robert McHenry
Pilot Knob, MO 63663

Motorette Corp.
6014 Peseda Boulevard
Tarzana, CA 91356

Para Industries Ltd.
4826 11th Street N.E.
Calgary, Alta T2E 2W4
Canada

Ricon R-20 Van Lift, Inc.
15806 Arminta Street
Van Nuys, CA 91406

R-J Chair Lift Co.
7228 Madison Avenue
Forest Park, IL 60130

Royce International Ltd.
4345 S. Santa Fe Drive
Englewood, CO 80110

Safety Van Lift Co.
1627 Linnea Avenue
Eugene, OR 97401

Fred Scott & Sons Co.
101 Kelley Street
Elk Grove, IL 60007

Speedy Wagon
4105 Highway 94
St. Charles, MO 63301

Target Industries
8 Heywood Street
Springfield, MA 01101

Time Savers, Inc.
Sacramento, CA 95826

Vanmaster, Drive-Master Corp.
61-A N. Mountain Avenue
Montclair, NJ 07042

Following is a list of V.A. accepted hand control manufacturers.

Blatnik Precision Control, Inc.
1523 Cota Avenue
Long Beach, California 90813
(213) 436-3275

Drive-Master Corp.
16 Andrew Drive
West Paterson, New Jersey 07424
(201) 785-2204

Ferguson Auto Service
1112 North Sheppard Street
Richmond, Virginia 23230
(804) 358-0800

Gresham Driving Aids
P.O. Box 405
Wixom, Michigan 48096
(313) 624-1533

Handicaps, Inc.
4335 South Santa Fe Drive
Englewood, Colorado 80110
(303) 781-2062

Kroepke Kontrols, Inc.
104 Hawkins Street
Bronx, New York 10464
(212) 885-1547

Manufacturing & Production Services Corp.
4664 Mercury Street
San Diego, California 92111
(714) 292-1423

Mobility Products and Design, Inc.
709 Kentucky Street
Vallejo, California 94590
(707) 642-8967

Nelson Medical Products
5690 Sarah Avenue
Sarasota, Florida 33583
(813) 924-2058

Smith's Hand Control
1420 Brookhaven Drive
Southaven, Mississippi 38671
(601) 393-0540

Trujillo Industries
5040 Firestone Boulevard
South Gate, California 90280
(MANUFACTURES STEERING ASSISTS ONLY)
(213) 546-7943

Wells-Engberg Company
P.O. Box 6388
Rockford, Illinois 61125
(815) 397-6208

Wright-Way, Inc.
P.O. Box 40907
Garland, Texas 75040
(214) 278-2676

REPAIR AND MAINTENANCE

Before buying a vehicle, check the "frequency of repair" record. This can be done by contacting Consumers Report or other advocacy groups, or with a reputable and friendly car mechanic.

Also, consider purchasing an extended warranty on a new vehicle. For approximately \$200 extra, most cars will be covered up to 50,000 miles for major parts and equipment.

Follow the Owner's Manual closely for the vehicle's service schedule. When having it serviced, either go to a reliable dealer (who specializes in your car) or to a trustworthy mechanic who will take care of your car. Have the tire pressure and the oil checked regularly.

The following are some maintenance tips for adaptive devices:

Hand Controls - Make sure they are tight fitting. Check regularly for loose nuts and bolts. Keep them well lubricated where recommended.

Wheelchair lift - The main check points should be lubricated regularly.

Power Seats - If anything is wrong, go to a dealer. Do not attempt to fix it because the warranty might not be valid if it is worked on by anyone other than a dealer.

Power Doors - Lubricate all moving parts once a month.

AUTO INSURANCE

Car insurance can be an area of special concern to disabled drivers. As with any driver, it is a disabled driver's responsibility to "shop around" for the best insurance coverage at rates you can afford. Often, the same insurance coverage, i.e., liability, collision, etc., will vary in price from one insurance company to another.

Above all, do not be afraid to ask questions. If you do not know what something means, or what coverage you really need then ask. Other disabled drivers can be a good source of this information. Talk to them. Get as much information as you possibly can. It's your money and you will be spending it on car insurance for many years, so shop wisely.

Disabled drivers used to be placed in an "assigned risk" category no matter what their driving record was, which caused them to have to pay higher insurance rates. Effective April 1, 1976, the State of Wisconsin Adopted new rules (Ins. 6154)

which prohibit this and other types of discrimination. A person can no longer be refused, cancelled, or denied insurance because of the following factors only:

Past criminal record

Physical or developmental disability (as defined in Section 51.343(1) Wis Stats.)

Past mental disability

Age

Marital Status

Sexual preference

Moral character

If you feel you have been discriminated against or treated unfairly, contact:

OFFICE OF THE COMMISSIONER OF INSURANCE OF WISCONSIN
201 East Washington Avenue
Madison, WI 53702
(608) 266-3585

AUTOMOBILE CLUBS

Automobile clubs are very helpful for disabled drivers. Their main feature is Emergency Road Service, including towing. If your vehicle will not start, or is in an accident, a service club will help you with everything from loans to repairs. Here is a list of the features an automobile club might offer:

Emergency Road Service

Travel Services

- Reservations
- Travel guides
- Travel counselors
- Road maps
- Discount rates with hotels and rent-a-car
- Tour guidebooks, including campgrounds

Protection Services

- Travel insurance
- Baggage insurance
- Flight insurance

Financial Services

- Bail Bond Protection
- Guaranteed Arrest Bond
- Travelers checks
- Automobile financing

Civic Services

- Driver Education Programs
- Safety Education Programs
- Safety patrols
- Auto repair facilities
- Traffic and highway safety films

Convenience Services

- Discount luggage
- Film processing
- Travel oriented products

Automobile clubs in the Milwaukee area include: American Automobile Association (AAA), Amoco Motor Club, Ford Motor Club, Mobil Motor Club, and J. C. Penny Motor Club. More information on these clubs can be gotten by contacting your local dealership. There are also automobile clubs sponsored by various insurance companies.

For more information, contact the company whose club you are interested in joining. Also, see "Associations" or "Clubs" in the Yellow Pages.

B. USER-SIDE SUBSIDY PROGRAM

The purpose of the Milwaukee County User-Side Subsidy program (U.S.S.) is to provide transportation at an affordable cost for disabled residents of the county. The U.S.S. program is part of the Transit System. The transportation is provided by taxi and van companies that have chosen to participate in the program.

For each one-way trip a disabled person takes, they pay a small minimum fee. The rest of the expense of the trip is subsidized, or paid for, up to a set amount by the U.S.S. program.

To be eligible, a person must be a resident of Milwaukee County and use a walker, wheelchair, long leg brace, or crutches, or be legally blind. Persons who use a cane or quad cane are not eligible. Trips which are paid for by other sources, such as DVR and Title XIX, will not be paid for by U.S.S.

There is an annual registration fee for the U.S.S. program. Applicants must have their disability certified by a physician or appropriate agency. Each participant receives a card that must be presented to the driver of the van or taxi.

When you need a ride, it is best to call 48 hours ahead of time. Always call the company directly, not the Transit System.

PARTICIPATING CARRIERS

Vans (for wheelchair participants):

Atkins Transportation	445-7656
Care Cabs, Inc.	476-1001
Medical Transports	643-1414
Meda-Care Vans, Inc.	645-0111

Taxis (for collapsible wheelchair and other participants):

Atkins Transportation	445-7656
Brew City Cab	263-2739
City Veterans Cab	933-2266
Yellow Cab	271-1800

For more information about the User-Side Subsidy program, contact:

USER-SIDE SUBSIDY
Milwaukee County Department
of Public Works
Professional Services Division
Courthouse Annex - Room 309
907 North 10th Street
Milwaukee, WI 53233

344-4550

C. MASS TRANSIT

Approximately 40% of the Milwaukee County Mass Transit System's buses are lift-equipped. This offers another method of transportation for people who use a wheelchair. A reduced fare is in effect at all times except 6 a.m. to 9 a.m. and 3 p.m. to 6 p.m. Monday through Friday for persons in wheelchairs. This card can be obtained by contacting:

Milwaukee County Transit System
4212 West Highland Blvd.
Milwaukee, WI 53208
344-4550, ext. 307

344-6711 is the number to call for information on schedules and routes for buses that are lift-equipped. It is suggested that you request timetables and route maps for routes that have lift-equipped buses. You may also ask for a brochure entitled "How to Ride the Wheelchair Lift Buses".

D. TRANSPORTATION FOR SPECIAL POPULATIONS

Three companies provide transportation to residents of Milwaukee County by vans that are lift-equipped for wheelchairs. Trips can be paid for through the User-Side Subsidy program (U.S.S.), Title 19, or by the individual themselves ("private pay"). While U.S.S. will pay for transportation to any type of activity, Title 19 covers only trips to doctor or dentist appointments.

Because rates for these transportation services can be quite high for the individual to pay themselves, it is recommended that you get a U.S.S. card. Information on how to get this card can be found in Section B of this chapter.

Following are the companies that provide transportation for special populations. It is best to call two days ahead of time to schedule a ride.

NOTE: The prices for these companies' services vary. It is your responsibility to find out which company's services cost less.

CARE CABS 476-1001

MEDA-CARE VANS 645-0111

MEDICAL TRANSPORTS 643-1414

Elder Care Line

Elder Care Line is available to Milwaukee County residents 60 years of age or older. The person must be able to get in and out of the van with minimal assistance. Rides are provided mostly for grocery shopping and medical and dental appointments. A small donation is requested for the ride. For more information, contact:

ELDER CARE LINE 344-2544

E. CHARTER BUSES

Following are charter bus companies in Milwaukee that have buses equipped with wheelchair spaces.

MILWAUKEE TRANSPORT CO.
344-4550, Ext. 251

One Bus with 8 wheelchair spaces may be chartered. Several others with one wheelchair space are also available.

GOLDEN RULE BUS LINE
475-5556

There are buses with varying numbers of wheelchair spaces that are available for charter.

RED BUS
351-3200

One bus with wheelchair spaces is available. It is used mainly as a recreational vehicle for nursing homes.

Many other companies will charter buses but do not have any that are wheelchair equipped. Check under "Buses-Charter and Rental" in the Yellow Pages.

F. CAR RENTAL

Avis Rent-a-Car is presently the only car rental agency in Milwaukee that provides hand controls for disabled drivers.

To rent a car with hand controls, reservations must be made at least two weeks in advance by calling the following toll-free number:

AVIS RENT A CAR 1-800-331-1212
Tulsa Reservation Center

Other Avis offices are listed in the Yellow Pages under "Automobile Renting & Leasing".

For more general information on car rental, see "Car Rental" in Chapter 17-Travel.



CHAPTER 6

HOUSING

CHAPTER 6

HOUSING

- A. INTRODUCTION
- B. GUIDELINES FOR CHOOSING A HOME OR APARTMENT
- C. FEDERAL, STATE AND LOCAL PROGRAMS

HOUSING

A. INTRODUCTION

Housing is one of the most critical areas for anyone, but particularly for a disabled person because the process of finding a place to live is complicated by the following factors:

1. Is it accessible?
2. Does it need to be rent subsidized?
3. Should it be located near public transportation?
4. What neighborhood should it be located in?
5. Will I need additional room for a live in attendant?
6. Can I afford it?
7. Is there indoor parking available?
8. If you are a young disabled person, are you willing to live in housing or an apartment complex primarily for the elderly?

These are just a few of the questions that need to be asked when you are getting ready to move or even considering moving.

This chapter will attempt to answer some of these questions for you, but more importantly it should help you answer the questions yourself. It will deal with guidelines for selecting housing, some of the major Federal, State and local governmental housing programs, and will identify some of the major local housing that is available to disabled persons. It is not intended to be the answer for all people, but just a good beginning.

B. GUIDELINES FOR CHOOSING A HOME OR APARTMENT

Before you can make any decision regarding renting an apartment or home you must know what you are able to comfortably afford to pay each month. In order to determine this you need to develop a budget. Follow this format and you should be all right.

1. Total all income received on a monthly and yearly basis.
2. Total all expenses on a monthly and yearly basis, such as:
 - a. Estimated heating (monthly)
 - b. Electricity (monthly)

- c. Water bill, if necessary (monthly)
- d. Telephone (monthly)
- e. Gas bill for appliances, if necessary (monthly)
- f. Estimated food cost (monthly)
- g. Transportation costs, e.g., gasoline, User-Side, etc. (monthly)
- h. Clothing
- i. Insurance, e.g., health, renters, auto, etc. (monthly and/or yearly)
- j. Attendant wages, if necessary (monthly)
- k. Parking fees, if any (monthly)
- l. Add any charge account bills, subscription fees, newspaper charges, prescription fees, etc.
- m. Emergency money, e.g., doctor, car repair/unexpected car maintenance, orthopedic appliance repair, etc.

By subtracting expenses from income you will know what you are able to comfortably spend per month on rent. A good guideline for everyone is not to exceed 25-30% of your monthly income for rent. (This is also the figure used for rent subsidized housing.)

It will cost more to initially move into your new home or apartment because of the things you may not have, e.g., furniture, curtains, canned goods, spices, dish detergent, cooking utensils, bathroom supplies, etc.. Also, you probably will have to pay a security deposit for the apartment or home (generally one month's rent in advance), a utilities deposit and phone installation fee. Remember, it will be the little items that mount up in expenses. It is important to add these costs into your expense figures. A budget check list is attached for you to use in figuring your independent living expenses.

RENT

After determining what you can afford to pay in rent, you should find out what is included in the rent of any place you choose. Rent fees may or may not include the following:

- 1. Heat
- 2. Utilities
- 3. Appliances
- 4. Furniture
- 5. Carpeting

6. Maintenance fee

7. Parking fee

LOOKING FOR A PLACE TO LIVE

There are a number of resources available to help someone locate a home or apartment:

1. Newspaper ads
2. Search agencies
3. Real estate brokers
4. Housing agencies
5. Word of mouth
6. Rehabilitation agencies
7. Bulletin boards in supermarkets
8. Governmental agencies such as HUD, Housing Authority (get your name on all lists)
9. The Southeastern Wisconsin Center for Independent Living (SEWCIL) has a housing counseling program.

You will need to decide the area of town in which you wish to live. It is important to try to be as near as possible to your place of work, stores, churches, and public transportation lines. It makes independent life alot easier when you allow yourself as much convenience as possible.

IS THIS THE BEST PLACE FOR ME TO LIVE?

A home or an apartment may be pretty, but if it is not accessible or cannot be changed to comfortably fit your needs, then it is not for you. No home or apartment will be 100% accessible to accomodate your disability, but if you identify what your needs are and know what changes you can make, you will be able to find a convenient place for you to live.

Listed below are suggested things to consider:

PARKING: Is parking near and/or convenient to the entrance?
Is there designated parking for the disabled?

ENTRANCES: Is the entrance accessible enough to fit your needs, e.g., ramp, minimal stairs, handrails, etc.?
Will the owner allow a ramp to be built?

Can you use the door handle and lock easily?
Can you swing the door open without much effort?
Are you able to comfortably reach and open the mailbox?

HALLWAYS: Are hallways wide enough for you to turn your wheelchair easily?
Are there rails to guide you?
Are there many obstacles in the way, e.g., staircases, changing widths?
Is there proper security? If not, are hallways properly lit?

KITCHEN: Is there adequate cabinet space?
Will the apartment manager allow you to remove cabinet doors if needed?
Can you mark cabinet doors if you are visually impaired?
Check cabinet tops, sink, stove top, etc.. Are you comfortable using them? (e.g., height, width, depth of each, approach, easy access)
Are appliances gas or electric? This is a personal preference but it is important that you are able to safely and comfortably use all your appliances.
Are there an adequate amount of electrical outlets?
Can you safely reach them?
Are faucet handles easy for you to use?
Are the buttons or dials on the stove easy for you to use?
Conveniences: Is the refrigerator self-defrosting?
Is the stove self-cleaning?
Is there a garbage disposal?
These are not necessities but rather conveniences that make life easier.

BATHROOM: You need to have enough space to get a wheelchair parallel to the tub or shower.
If you have a tub/shower combination and it has glass doors, you may find it easier to transfer if you remove the glass door. (Be sure you get the owner's permission.)
If you use a wheelchair, be sure the toilet has enough space on one or both sides to allow for an easy transfer.
Find out if the owner will permit grabbars to be put up near the toilet, tub, or in the shower.
You can get in closer to the sink if there are no cupboards underneath it.

BEDROOM: Estimate how much room your bedroom furniture will take up and then estimate if there is enough space to comfortably move around in.
Is there adequate closet space?
Can clothes be removed and re-hung in the closet easily? If not, will the owner allow the clothes

rod to be raised or lowered for your convenience?
Can the light switch be reached easily?

GENERAL:

Can you reach the elevator buttons?
Are there electrical outlets easily accessible to you in all rooms?
Can you reach and use the apartment intercom system?
Can you reach and use the heat thermostat? Air conditioning?
Can you open and close windows easily?
Find out where the fuse box is. Can you easily reach it?
If there is carpeting, is it too thick for you to comfortably move around?
Is the trash receptacle accessible?

STORAGE:

Is there storage space available?
Is it accessible?
Is it large enough to store what you want in it?

LAUNDRY
FACILITIES:

Are there laundry facilities available?
Is the laundry room accessible?
What is the distance from the laundry room to your apartment?
Are laundry machines easy to reach?
Is there room to put a portable washer/dryer in your apartment?
Is there a laundromat near enough for you to use?

MANAGER/
LANDLORD:

Is the manager/landlord willing to allow you to make needed minor changes you may need to live comfortably, such as a ramp, grabbars, aids for the visually impaired, protective coverings, sight devices for the hearing impaired?
Is the manager living on the premises? If so, would he/she be willing to give you occasional emergency assistance?
Who is responsible for making repairs and general upkeep, such as lawn care, snow removal, etc.?

LEASE:

If you are eligible for subsidy, is your landlord willing to do his part to accept the subsidy?
Does your lease allow for pets, children, or live-in attendants?
When is the rent payable? To whom do you pay rent?
What are you looking for in a lease? One-year commitment? Six-month? Sub-lease (if necessary)? Condominium (where you own the apartment)?

BUDGET CHECK LIST

A. Expenses

Estimated Heating	\$ _____
Electricity	\$ _____
Water, if necessary	\$ _____
Telephone	\$ _____
Gas for appliances, if necessary	\$ _____
Estimated Food costs	\$ _____
Transportation costs	\$ _____
Clothing	\$ _____
Insurance	\$ _____
Attendant Wages	\$ _____
Parking Fees	\$ _____
Misc. bills, charge accounts, subscription fees, newspaper charges, prescriptions, etc.	\$ _____
Emergency Money	\$ _____
Other	\$ _____
Total	\$ _____

B. Income Source

SSI	\$ _____
SSDI	\$ _____
AFDC	\$ _____
Wages, salary	\$ _____
Trust Allowance	\$ _____
Food Stamps	\$ _____
Other	\$ _____
Total	\$ _____

Expense Total: \$ _____ Minus Income Total: \$ _____ =

RENT: \$ _____

C. FEDERAL, STATE AND LOCAL HOUSING PROGRAMS

This section of the housing chapter is divided into three parts. The first identifies the major governmental housing programs; the second identifies and provides explanations of commonly used governmental housing words and terms; and the third part provides lists of the major governmental and private providers of housing for disabled persons.

1. MAJOR GOVERNMENTAL HOUSING PROGRAMS

<u>Agency and Program Name</u>	<u>Beneficiary</u>	<u>Program Description</u>
A. Farmers Home Administration (FmHA) 1305 Main Street Stevens Point, WI 54481 (715)341-5900		
1. FmHA - 502 (Homeowner)	Persons whose adjusted incomes are under FmHA limits for moderate income and who do not own a dwelling.	FmHA provides a loan for the purchase of a decent, safe and sanitary modest house under 1,300 square feet. The loan term is usually 33 years and the interest rate is below market rates. Applies to single family new construction, existing or existing with rehabilitation housing.
2. FmHA - 502 (interest credit) (Homeowner)	Low income families whose adjusted incomes do not exceed the FmHA limits for moderate income and who do not own a dwelling.	FmHA provides a loan at an interest rate as low as 1%. Family pays 25% of its adjusted income. This amount must be enough to support the payment amount on a 1% mortgage. The subsidy is reviewed periodically and adjusted if necessary. Applies to single family new construction, existing or existing with rehabilitation housing.
3. FmHA - 504 (Rehabilitation)	Low income families, individuals and elderly whose incomes meet FmHA limits.	FmHA provides a loan of up to \$5,000 at an interest rate of 1% to repair for health, safety and weatherization. Elderly can qualify for a grant if unable to afford a loan. Applies to rehabilitation of owner-occupied housing only.

<u>Agency and Program Name</u>	<u>Beneficiary</u>	<u>Program Description</u>
4. FmHA - 515 (Rental)	Families whose incomes do not exceed FmHA limits and persons age 62 and over.	FmHA provides a direct loan to the owner which can include a subsidy to reduce interest to as low as 1%. Also, a rental subsidy can be included to insure that eligible tenants pay only 25% of income for rent. Applies to new construction only.
5. FmHA - 502 (self-help) (Homeowner)	Families and individuals whose incomes do not exceed FmHA limits for low income.	Families obtain FmHA loan to purchase site, materials and pay for some subcontracting. Through a group "sweat equity" feature, families do much of the construction work on their own homes. Applies to new construction only.
6. FmHA - 502 (guarantee) (Homeowner)	Persons whose adjusted incomes are above the FmHA moderate income level but not over \$20,000.	FmHA issues a guarantee for 90% of the home mortgage which is made by a private lender for a dwelling meeting FmHA standards. The borrower negotiates the terms of the mortgage loan with the lender. Applies to new construction, existing or existing with rehabilitation housing.
B. Department of Housing and Urban Development (HUD) Milwaukee Area Office 744 N. 4th St. Milwaukee, WI 53203 (414)291-1493		
1. HUD - CDBG Title I Rehabilitation (Rehabilitation)	Each local government sets its own income and geographic priorities. Emphasis is placed on low and moderate income households.	HUD provides CDBG funds to selected local governments to operate a housing rehabilitation program. Local government uses funds to award rehabilitation grants, loans or a combination of the two to residential property owners in targeted areas. Local government unit administers program. Applies to rehabilitation of multi-family and single family homes only.

<u>Agency and Program Name</u>	<u>Beneficiary</u>	<u>Program Description</u>
2. HUD - 312 (Rehabilitation)	Property owners must meet locally set income requirements or live in targeted neighborhoods or areas.	HUD provides low interest rehabilitation loans—currently at 3% with up to a 20 year term—to property owners unable to obtain private financing. Usually this program is administered by a city housing agency or development agency with funds earmarked for certain neighborhoods or areas. Applies to rehabilitation of primarily owner occupied structures of 1-4 units and some multi-family.
3. HUD - Section 8 (moderate rehabilitation) (Rental)	Families, elderly or handicapped persons whose incomes do not exceed HUD limits.	Same as Section 8 existing rental program except that beneficiary selects a unit rehabilitation program and fair market rent for unit is increased by 20% (over approved fmr) to make up for rehabilitation costs. Applies to moderate rehabilitation of existing multi-family or single family rental units.
4. HUD - Section 8 (existing) (Rental)	Families, elderly or handicapped persons whose incomes do not exceed HUD limits.	HUD provides a direct rent subsidy to the owner for the difference between the fair market rent (fmr) for the unit and what the tenant can afford to pay (usually based on 25% of the tenant's income). Housing units are selected by the tenant participants. Applies to existing single and multi-family housing.
5. HUD - Section 8 (new construction) (Rental)	Families, elderly or handicapped persons whose incomes do not exceed HUD limits.	HUD provides a direct rent subsidy to the owner for the difference between the fair market rent (fmr) for the unit and what the tenant can afford to pay (usually based on 25% of the tenant's income). Program does not provide construction or permanent financing.
6. HUD - Public Housing (Rental)	Lower income tenants who meet HUD guidelines. PHA sets priority for admission.	Local PHAs develop, own and operate housing projects, financing them through the sale of tax-exempt obligations. HUD provides financial assistance to pay the debt service of PHA obligations. Rents are based upon 25% of tenants income.

<u>Agency and Program Name</u>	<u>Beneficiary</u>	<u>Program Description</u>
7. HUD -202 (Rental)	Elderly or handicapped persons. No income limits, except in the case of tenants eligible for a rent subsidy.	HUD provides a direct loan for development. Interest rate is based on average rate paid on federal obligations during previous fiscal year. Participation in Section 8 program for at least 20% of units. Applies to new construction or existing with substantial rehabilitation multi-family and cooperative housing.
8. HUD - 235 (i) (Homeowner)	Families, elderly or handicapped persons whose incomes do not exceed HUD limits.	HUD insures mortgage and makes direct monthly payments to lender to reduce the interest rate to as low as 4%. A 3% downpayment is required. Maximum insurable loan on a 3 bedroom home is \$38,000. Home buyer must pay 20% of income toward mortgage payment. Applies to new construction or existing with substantial rehabilitation single family or condominium housing.
9. HUD - 203 (Homeowner)	Anyone who needs mortgage insurance to obtain a home loan from a private lender.	HUD insures mortgage issued by lender. A 3% downpayment is required for first \$25,000 of purchase price and 5% for remainder. Current interest is 10½% plus a mortgage insurance charge. Maximum insurable loan is \$60,000 for a single family unit. Applies to new construction and existing 1-4 unit housing.
10. HUD - Urban Homesteading (Homeowner)	Homesteaders must be equitably selected by local government. Priority is given to low-moderate income households.	Vacant HUD held properties are transferred to local government. Local government sells property for a token sum (as low as \$1.00) to homesteaders who agree to make necessary repairs and occupy property for at least 3 years.

<u>Agency and Program Name</u>	<u>Beneficiary</u>	<u>Program Description</u>
11. HUD - Public Housing Modern- ization (Rehabilitation)	Tenants of units which are updated are the ultimate beneficiaries.	Local PHAs modernize existing PHA-owned housing projects with funds from sale of tax-exempt obligations. HUD provides fin- ancial assistance to pay the debt service of these obliga- tions. Contributions are paid over a 20 year period. Applies to modernization of existing public housing projects only.
C. Wisconsin Depart- ment of Local ^ Affairs and Development, (DLAD) Division of Housing P.O. Box 7970 Madison, WI 53702 (608)266-1018		
1. DLAD - Housing and Neighborhood Conservation (Rehabilitation)	Families and indivi- duals whose incomes do not exceed 100% of area median (for installment loans) and 50% of area median (for defer- red payment loans).	Qualified homeowner receives either a low interest install- ment loan or a deferred payment loan to make repairs which correct health and safety de- fects and extend the life of the dwelling. Applies to owner- occupied units between 1-4 dwellings needing some rehabili- tation.
D. Wisconsin Depart- ment of Veterans Affairs (Wis Vets) 77 North Dickinson St. Madison, WI 53702 (608)266-1311		
1. Wis Vets - Home Purchase (Homeowners)	Veteran who meets service requirement and whose income in- cluding spouse's does not exceed \$22,000.	Wis Vets provides a direct loan to a veteran at an interest rate around 7% for the purchase of a single family home. A 5% down- payment is required. Applies to existing or new construction.

<u>Agency and Program Name</u>	<u>Beneficiary</u>	<u>Program Description</u>
E. Wisconsin Housing Finance Authority (WHFA) Suite 300 P.O. Box 1728 Madison, WI 53701 (608)266-7884		
1. WHFA - Construction and mortgage fin- ance (Rental)	Families and elderly whose incomes do not exceed the maximum allowed for Section 8 assistance.	WHFA provides construction and mortgage loans for the develop- ment of low-moderate income housing which is usually com- bined with HUD's Section 8 housing subsidy program. Applies to multi-family new construction; substantial rehabilitation.

For further details on any of these programs, please contact the agency that is in charge.

2. HOUSING DEFINITION AND TERMS

- A. Accessibility - For the purposes of handicapped housing, accessibility is defined as those special design features that permit usage by persons with physical or sensory disabilities.
- B. Handicapped Housing - Handicapped Housing is defined as housing specifically designed and built for persons who, because of their handicapped condition, need either accessibility or special design features in order to live independently. Examples would be ramped entranceways, elevators, wider doorways, specially equipped kitchens and bathrooms, raised lettering on appliances, or special lighting on doorbells and telephone hookups for the hearing impaired. Current government guidelines require that all federally sponsored housing programs have a minimum of 10% of the housing units built for handicapped persons.
- C. Handicapped Person - The Federal definition states the following: Any person who: (1) has a physical or mental impairment that substantially limits one or more major life activities (e.g. caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working); (2) has a record of such impairment (has a history of, or has been misclassified as having a mental or physical impairment that substantially limits one or more major life activity); or (3) is regarded as having such impairment. (Appendix III:B:1, S85.31) 43 Federal Register 2137, January 13, 1978.
- D. Rent Subsidy/Rental Assistance - These two terms are almost interchangeable because both focus on governmental programs for individuals who, because of their low income levels, need financial assistance in order to pay their rent. The Federal, State and local governments

have set aside funds to help these individuals pay their rent. The low income person pays part of the rent (generally between 15 and 30% of their income depending on the type of program) and the government pays the remainder directly to the landlord, manager or owner.

3. HOUSING PROVIDERS

The following listing is in no way complete, but it is an attempt to identify the existing major handicapped housing providers and to serve as a resource when seeking an appropriate place to live. It also needs to be reemphasized that many of these units have some type of rent subsidy or assistance attached to them and in order to qualify you have to meet their low income guidelines. In addition, for many of the units there are extensive waiting lists, so be sure and call ahead.

A. Section 8, City

Bayview Manor
744 E. Linus Street
1500 West Forest Home Avenue
Milwaukee, WI 53207
271-5201

Bradford Place
2323 E. Bradford Place
Milwaukee, WI 53211
271-5201

Callahan Court
1110 N. 17th Street
Milwaukee, WI 53233
276-8333

Calvary Housing
1515 W. Chambers
Milwaukee, WI 53206
372-1473

Camilla Court
535 W. Concordia
Milwaukee, WI 53212
447-7373

Euclid Arms Apartments
3130-40 S. 20th Street
Milwaukee, WI 53215
273-2200

Evergreen Square IV
3139 South 77th Street
Milwaukee, WI 53220
961-1520

Fernwood Court
6700 W. Appleton Ave.
Milwaukee, WI 53216
273-7641

Florist Garden Apartments
6010 N. 35th Street
Milwaukee, WI 53209
271-5201

Gardens, The
3425-35 N. 60th Street
Milwaukee, WI 53216
449-1020

Grand Haven Apartments
520 North 20th Street
Milwaukee, WI 53233
342-0240

Hampton Gardens
4821 N. 22nd Street
Milwaukee, WI 53209
444-4821

JVS Rehabilitation
2713-15 N. 39th Street
2912-12A West Fairmont Ave.
2331-33 S. 8th Street
Milwaukee, WI
272-1344

La Casa
1028 S. 9th Street
Milwaukee, WI 53204
271-5690 ext. 514

LaCasa Evangelica
1226 S. Seventh St.
Milwaukee, WI 53204
645-3215

Long Island Village
5337-5508 N. Long Island Dr.
Milwaukee, WI 53209
273-2200

Mount Zion Apartments
3rd St. and Garfield Ave.
Milwaukee, WI 53212
372-7811

Park Bluff Apartments
5555 S. Layton Blvd.
Milwaukee, WI 53215
671-1600

Ridgewood Apartments
9001 N. 76th St.
Milwaukee, WI 53223
354-2000

Southlawn Park
(Public Housing Section 8)
2130-2148 W. Morgan Ave.
Milwaukee, WI 53233
278-2690

WAICO Apartments
1722 N. 12th Street
Milwaukee, WI 53205
264-7151

Willows, The
2205 N. Cambridge Ave.
Milwaukee, WI 53202
272-4477

B. Section 8, Suburban

Courts, The
195 W. Puetz Rd.
Oak Creek, WI 53154
449-1020

La Corona
1631-99 S. 3rd Street
308-10 W. Mitchell Street
Milwaukee, WI
271-6500

Milwaukee Rehab.
6018 N. 64th St.
6330 W. Florist Ave.
4783-85 N. 30th St.
10511-13-15 W. Hampton Ave.
Milwaukee, WI
442-1405

North Meadows Apartment
9410-9420-9334 W. Brown Deer Rd.
Milwaukee, WI 53224
961-1520

Park Club Apartments
8243-55 N. 107th St.
Milwaukee, WI 53224
464-8008

Southgate Square
3775-85-89 S. 27th St.
3795A-J S. 27th St.
Milwaukee, WI 53221
961-1520

Terrace Apartments
1011 & 1017-31 Pleasant St.
Milwaukee, WI 53202
271-6500

West Ridge Apartments
7901 West Glenbrook Rd.
Milwaukee, WI 53223
354-2000

Courtyard, The
12200 W. North Ave.
Wauwatosa, WI 53226
271-5201

Evergreen Square of Cudahy
3717-57 E. Ramsey Ave.
Cudahy, WI 53110
961-1520

Glen Courts
6091-6117 N. Green Bay Ave.
Glendale, WI 53209
449-1020

Greenbrook Apartments
4955 S. Greenbrook Terrace
Greenfield, WI 53220
282-5020

Heritage House
11515 W. Cleveland Ave.
West Allis, WI 53227
541-7070

Ridgedale Apartments
7720-50-80 W. Grange Ave.
Greendale, WI 53129
354-2000

Sunrise (Arbeth) Apartments
8750 W. National Ave.
West Allis, WI 53227
608-249-3322

Willow Wood
3030 N. 124th St.
Wauwatosa, WI 53226
271-5201

Woods, The
3331 W. College Ave.
Milwaukee, WI 53221
786-0750

C. 202/8

Santa Cruz
3029 W. Wells St.
Milwaukee, WI 53208
384-3700

D. Section 236

Apollo Village
N 20th and Highland
Milwaukee, WI 53233
342-2000

Forest Acres
10010 W. Forest Home Ave.
Hales Corners, WI 53130
962-7711

Grant Park Square
2825 S. Chicago Ave.
South Milwaukee, WI 53172
961-1520

Green Courts
4141 - 4185 W. Schroeder Dr.
Brown Deer, WI 53209
961-1520

Lake Forest Apartments
8471-8571 S. Chicago Ave.
Oak Creek, WI 53154
961-1520

River Park Apartments
3500 N. Oakland Ave.
Shorewood, WI 53211
258-4110 or 271-5690

Tosa Glen
1330 N. St. James Ct.
Wauwatosa, WI 53213
781-2080

Windsong Village Apartments
11024 W. Oklahoma Ave.
West Allis, WI 53227
272-4440

Telos Handicap Housing
3200 N. Sherman Blvd
834 N. 35th St
10th and Atkinson
Milwaukee, WI
643-1132

Arbeth Apartments
8754 W. National Ave.
Milwaukee, WI 53227
321-1004

Boulevard Apartments 2601 W. Lapham Milwaukee, WI 53204 224-0770	Callahan Court 1110 N. 17th Milwaukee, WI 53233 276-8333
Cherry Creek Wildwood and White Oak Oak Creek, WI 53154 764-1458	Cleveland Terrace 2700 S. 14th & 15th St. Milwaukee, WI 53215 352-1352
Evergreen Square S. 77th and Oklahoma Milwaukee, WI 53219 541-3472	Florist Gardens 6010 N. 35th Milwaukee, WI 53209 271-5201
Gatehouse Apartments 833 North 14th Street Milwaukee, WI 53233 344-6822	Greenbrook Apartments 5100 W. Edgerton Milwaukee, WI 53220 282-5020
Juneau Village III Jefferson Courts N. Milwaukee and E. Juneau Milwaukee, WI 53202 271-5370	Lake Forest Apartments 8471-8571- S. Chicago Ave. Oak Creek, WI 53154 764-5470
Layton Gardens S. 22nd and Layton Milwaukee, WI 53215 281-6928	Lisbon Square 1539 N. 20th Street Milwaukee, WI 53205 344-2470
Main Street Gardens S. 61-64th and W. Main Milwaukee, WI 53214 352-1352	McKinley Gardens N. 20-24th and W. Vliet Milwaukee, WI 53205 344-1874
Meadow Village 1470 N. 17th St. Milwaukee, WI 53205 342-7171	Northridge Lakes Phase II and III 9217 N. 75th Street Milwaukee, WI 53223 354-2000 ext. 19
St. Peters Apartments 6540 N. 80th St. Milwaukee, WI 53223 353-5496	State Street Apartments 1400 W. State St. Milwaukee, WI 53233 344-2024
Wrighttown Apartments 2506 N. 3rd St. Milwaukee, WI 53212 344-2470	WAICO 1722 N. 12th Street Milwaukee, WI 53205 264-7151

E. 221 (d) (3)

Atkinson Court Apartments
1114 W. Atkinson
Milwaukee, WI 53206
271-5690

Kanekoa Gardens
2862 N. 15th St.
Milwaukee, WI 53206
786-0283

Plymouth Hill Apartments
826 W. Galena
Milwaukee, WI 53205
263-1020

F. 221 (d) (3) BMIR

Teutonia and Green Tree
Apartments
N. Teutonia and Green
Tree Road
Milwaukee, WI
352-7120

Bradley Homes
N. 64th Court and West Bradley
Milwaukee, WI 53223
354-9500

G. Public Housing - Elderly

Arlington Court
1633 North Arlington Place
Milwaukee, WI 53202
276-6230

Cherry Court
1525 N. 24th St.
Milwaukee, WI 53205
342-21-71

Convent Hill
1325 N. Jefferson St.
Milwaukee, WI 53202
273-6262

Hillside Terrace
1545 N. 7th St.
Milwaukee, WI 53205
263-1500

Cambridge Apartments
1831 North Cambridge
Milwaukee, WI 53202
272-4155

NCNCC
3846 N. Port Washington Rd.
3765 N. 13th St.
2022 N. Palmer
Milwaukee, WI
352-4027

Walnut Park Apartments
1551 N. N. 9th St.
Milwaukee, WI 53205
224-0770

West View Manor
S. 99th and W. Ohio
Milwaukee, WI 53227
272-4477

Becher Court
1800 West Becher Street
Milwaukee, WI 53215
645-9030

College Court
3334 W. Highland Blvd.
Milwaukee, WI 53208
342-2800

Highland Park
1275 North 17th St.
Milwaukee, WI 53205
342-8228

Holton Terrace
2825 N. Holton St.
Milwaukee, WI 53212
264-2370

Lapham Park
1901 North 6th St.
Milwaukee, WI 53212
263-2800

Locust Court
1350 E. Locust Street
Milwaukee, WI 53212
264-3232

Mitchell Court
2600 W. National Ave.
Milwaukee, WI 53204
645-7820

Lincoln Court
2325 S. Howell Ave.
Milwaukee, WI 53207
481-0100

Merrill Park
222 N. 33rd St.
Milwaukee, WI 53208
342-8663

Riverview
1300 East Kane Place
Milwaukee, WI 53202
273-5621

H. Public Housing - Low Income Families

Highland Park
1275 N. 17th St.
Milwaukee, WI 53205
342-8228

Lapham Park
1901 N. 6th St.
Milwaukee, WI 53204
263-2800

Westlawn
6301 W. Sheridan Ave.
Milwaukee, WI 53218
461-1560

Hillside Terrace
1545 N. 7th St.
Milwaukee, WI 53205
263-1500

Parklawn
4435 W. Marion St.
Milwaukee, WI 53216
444-2010

Scattered Sites
1725 W. McKinley
Milwaukee, WI 53205
344-9220

I. Public Housing - Veterans' Housing

Berryland
6089 N. 42nd St.
Milwaukee, WI 53209
461-1900

Southlawn
3350 S. 25th St.
Milwaukee, WI 53206
672-5144

Northlawn
5145 N. 20th St.
Milwaukee, WI 53209
462-4650

J. Rooming Houses

Allis Rooming House
2201 S. Allis
Milwaukee, WI 53207
747-9245

Bajic, Luka
939 N. 15th St.
Milwaukee, WI 53233
931-9568

The Amity
818 N. 15th St.
Milwaukee, WI 53233
931-9473

Bergo, Milo D.
901 S. 18th St.
Milwaukee, WI 53204
647-9358

Bergo, Milo D.
830 S. 19th St.
Milwaukee, WI 53204
647-9359

Carlson, Axel W.
755 N. 25th
Milwaukee, WI 53233
931-9675

Child's Beatrice
1918 N. 6th St.
Milwaukee, WI 53212
263-1246

Clybourn Apartments
3305 W. Clybourn
Milwaukee, WI 53208
445-9244

Economy Hotel
1423 S. 81st St.
Milwaukee, WI 53214
476-6440

The Hawley
1435 W. Kilbourn
Milwaukee, WI 53233
931-9479

Katchever, A.
933 N. 24th St.
Milwaukee, WI 53233
342-0323

Lake Drive Rooming House
2575 N. Lake Dr.
Milwaukee, WI 53211
961-9347

Park View Manor
2827 W. Parnell Ave.
Milwaukee, WI 53221
281-5485

Prospect Ave. Residence
1925 N. Prospect Ave.
Milwaukee, WI 53202
276-8628

Rothstein and Brodnicki
2512 W. Wells
Milwaukee, WI 53233
931-9872

Betty Anne Apartments
822 N. 20th St.
Milwaukee, WI 53233
931-9408

Cesar's Inn
5527 W. National Ave.
Milwaukee, WI 53214
383-7388

Chojnowski, Frank
2633 N. 1st St.
Milwaukee, WI 53212
263-9188

Dobnick, John J.
821 S. 19th St.
Milwaukee, WI 53204
671-0118 (after 5 P.M.)

The Governor
8723 W. Greenfield Ave.
Milwaukee, WI 53214
778-0544

Katchever, A.
703 S. 5th St.
Milwaukee, WI 53204
647-9154

Keirse, E. E.
1016 N. 29th St.
Milwaukee, WI 53208
931-9619

The Mayfair
712 E. Knapp
Milwaukee, WI 53202
276-6685

Petawa Residence
1331 N. Astor
Milwaukee, WI 53202
278-9305

Richardson House
2713 W. Richardson Pl.
Milwaukee, WI 53208
933-9282

Zappeterreno, Joe
802 N. Van Buren
Milwaukee, WI 53202
178-3280

K. Emergency and Temporary Housing

Casa Maria Hospitality House
1131 N. 21 St.
Milwaukee, WI 53233
344-5745

Serves families only. Volunteer staff. Period of stay is on a day to day basis, not to exceed 2 weeks. No persons with mental, alcohol or drug abuse problems will be taken. Must be 18 or over.

Friendship House
1029 N. Marshall St.
Milwaukee, WI 53202
276-2633

Serves families, married couples and singles 18 years or over. Women with children (boys must be 10 years or younger). No persons with mental, alcohol or drug abuse problems will be taken.

House of Peace Community Center
1702 W. Walnut St.
Milwaukee, WI 53205
933-1300

Serves families, married couples and singles over 18 years. No persons with mental, alcohol or drug problems will be taken. Limited lodging and stay period.

Salvation Army Emergency Lodge
1730 N. 7th St.
Milwaukee, WI 53205
265-1993

Serves families and singles 18 years or over. No persons with mental, alcohol or drug problems will be taken.

St. Benedict the Moor
1015 N. 9th St.
Milwaukee, WI 53233
271-0135

Serves families and singles 18 years or over. Period of stay is limited. No persons with mental, alcohol or drug problems will be taken.

Rescue Mission
1023 N. 5th St.
Milwaukee, WI 53212
271-6626

For men only.



CHAPTER 7
ATTENDANT CARE

CHAPTER 7

ATTENDANT CARE

- A. WHAT IS AN ATTENDANT?
- B. FINDING AN ATTENDANT
 - WHERE TO LOOK FOR AN ATTENDANT
 - INTERVIEWING AND SELECTING ATTENDANTS
 - KEEPING AN ATTENDANT/MAINTAINING THE RELATIONSHIP
- C. HOME HEALTH AND OTHER HEALTH AGENCIES AND THEIR ROLE IN ATTENDANT CARE
- D. SOCIETY'S ASSETS ROLE IN ATTENDANT CARE
- E. SEWCIL'S ROLE IN ATTENDANT CARE
- F. FUNDING SOURCES FOR ATTENDANTS
- G. RESPITE CARE

ATTENDANT CARE

A. WHAT IS AN ATTENDANT?

Attendant care is the physical assistance of another human being with essential everyday living activities. The individual providing the physical assistance is the attendant. Attendant care services are those tasks performed by an attendant when assisting a severely disabled person in bathing, dressing, grooming, toilet care, transferring, eating, and other activities of daily living. If needed, an attendant also helps with meal preparation, shopping, and household chores.

Within the Independent Living Movement attendant care is viewed as a "survival right". Attendant care is a necessary service for the physical survival of the severely disabled person. The Independent Living philosophy assumes that the disabled individual is best able to manage and direct his/her own care. The disabled consumer is the best person to monitor the adequacy and quality of the care he/she receives. The disabled consumer is the employer, the attendant is the employee.

Attendant care is an alternative to institutionalization. Attendant care allows relatively low skilled individuals to provide attendant care services in a community setting for an individual that would otherwise be provided in an institutional setting. A person is frequently institutionalized if there is no means of receiving attendant care in the community.

B. FINDING AN ATTENDANT

WHERE TO LOOK FOR AN ATTENDANT

Finding a qualified, reliable attendant is not an easy task. The actual process is not that difficult, but it is an ongoing task. Knowing yourself and your needs is essential. The availability of possible attendants will vary depending on job requirements, degree of flexibility on the job, amount of money available to pay attendant's salary, and size and type of community.

Some suggestions of where to advertise for attendants are:

1. College bulletin boards and placement offices.
2. Local newspapers, including agency newsletters and college papers.
3. Other disabled persons who use attendants. Also persons who are attendants.

4. Hospital bulletin boards.
5. Community organizations, churches, etc.
6. SEWCIL currently has a limited referral list which will be expanding (see section on SEWCIL's role in attendant care for more detailed information.)

After ads have been placed, interested individuals will call for information. Explain your general situation and arrange to meet the person. Do not hire a person before seeing them. The purpose of the interview is to inform the person exactly what the job involves, including wages, hours to work and duties.

Keep the names, addresses and telephone numbers of the people you interview and contact for future use. Keep the names, addresses and telephone numbers of former attendants, also as a source for future or emergency contacts. Remember the more contacts you have the better the chances of finding attendants - be creative and follow through with all leads and ideas.

INTERVIEWING AND SELECTING ATTENDANTS

The first contact you have with the potential attendant will probably be over the telephone. In this telephone conversation give a brief description of who you are:

1. Area where you live (not your address until a personal interview is arranged)
2. What your typical daily routine is (a brief description)
3. What times you need someone
4. How much you can pay

Also, find out:

1. Where they live
2. Their means of transportation
3. Where they can be contacted (telephone number)

Be prepared and friendly - first impressions are important. If they are still interested set up a personal interview.

During the personal interview it is important to spend some time together getting to know each other. During the personal interview more detailed information is given:

1. Discuss all aspects of the job - daily routine, hours, days, pay, expectations, degree of commitment
2. Get acquainted with the person - daily routine, likes and dislikes, feelings about the work you require, vacation or time off, etc.
3. Evaluate the person - do they seem reliable, do they seem cooperative, are they flexible, do you feel comfortable with them.

Hire only persons you feel comfortable with! Ask for and check references before hiring the person. Some disabled individuals like having a written agreement for the attendant and themselves to sign. The agreement is a description of the job duties, salary, hours and time-off. The agreement is not legally binding, but is used only as a way of clarifying each person's responsibilities. Other disabled individuals feel a written agreement is too formal, and prefer a more friendship type of arrangement.

The main thing to remember is that the relationship is fulfilling mutual needs. The disabled individual and the attendant are both responsible for the success of the relationship.

KEEPING AN ATTENDANT/MAINTAINING THE RELATIONSHIP

An attendant that is happy and satisfied with their work is the best possible situation. An attendant with good morale will do better work for you and will be pleasant to have in your home. Also, having your physical needs taken care of in a pleasant manner will leave you free to do other things. How happy your attendant is with the job will partly depend upon their personality, and how they feel about being an attendant. The attendant should be someone who can accept responsibility, who is patient and flexible and who can accept your physical differences. The attendant must be able to accept the fact that, although you are physically dependent, you are completely in charge of your life.

Another factor that will effect your attendant's job satisfaction is the material benefits. Always look for an attendant who needs and appreciates the salary (and room and board in the case of a live-in attendant) that you are offering. Be very cautious of the person who claims to want the job only because they want to help people. This type of person will probably see the relationship as their doing a favor for you. The relationship you want is one of mutual respect and need.

One more factor effecting how happy your attendant is with the job is feeling that what they are doing is worthwhile and important. The degree that the attendant likes and respects you will have a great effect on their job satisfaction. You have to remember that respect and being liked are qualities that you earn.

Some things you can do to keep your attendant satisfied and happy with their work are:

1. Don't be afraid to explain how you want things done, even several times if necessary.
2. Be fair in your demands (this is where a complete job description is helpful).
3. Praise good work - show your appreciation.
4. If problems come up let the attendant know. Be honest about your concerns, without being hostile.
5. Function as independently as your disability and energy allows.
6. Be knowledgeable about your own care and needs.
7. Be active in some outside activities - school, work, recreation, etc. The attendant should not be expected to be your only friend or support.

Most of the time, problems can be worked out with open and honest communications. However, it is important to realize that it may be impossible to resolve some problems. The best solution might be to look for a new attendant.

C. HOME HEALTH AND OTHER HEALTH AGENCIES AND THEIR ROLE IN ATTENDANT CARE

Home Health Agencies and the Visiting Nurses Association (V.N.A.) are a source of agencies that provide attendant care services. The attendants are agency employees - recruited, trained and paid by the supervising agency. The agencies offer either personal care or housekeeping services, but not both if existing rules are strictly followed. The V.N.A. provides services that are primarily medically oriented. The Home Health Agency employees are referred to as Home Health Aides, Homemakers, or Chore Service Workers and provide primarily housekeeping type of services. For specific information on the services provided contact the agency.

D. SOCIETY'S ASSETS ROLE IN ATTENDANT CARE



Society's Assets, Inc. (SAI), located in Racine currently has an agency-based attendant care program. The SAI program employs eight Attendants, a Registered Nurse, and a Program Coordinator. Services provided are supportive home care and personal care; for example, dressing, transfers, meal preparation, light housekeeping, etc. Clients who require more than two hours per week of housekeeping services are referred to Family Services, and medical procedures are handled by the Visiting Nurses Service. Clients must have a permanent disability and be in need of personal care. The SAI program was established to provide attendant services with the idea that the disabled individual would eventually be able to employ their own attendant. For current information contact Society's Assets, Inc. at 637-9128.

E. SEWCIL'S ROLE IN ATTENDANT CARE



SEWCIL has awarded an attendant care grant to the Visiting Nurses Association of Milwaukee to develop a training program and train prospective attendants and disabled consumers. The prospective attendant training will be 16 hours in length, and disabled consumers 12 hours. * SEWCIL will have a list of persons interested in working as attendants who have completed the training program. Disabled consumers who have completed the training and consumers who have experience in employing attendants will have access to the attendant referral list. These consumers can use the referral list as a resource for employing an attendant. Disabled consumers who have no attendant experience, or have not completed the training program will be referred to an Independent Living Coordinator.

For more information contact the Coordinator of Attendant Care Services at 643-0910.

* There will be no charge for the training program.

F. FUNDING SOURCES FOR ATTENDANTS



There are 4 primary funding sources for attendants:

1. Title XIX, also known as Medical Assistance or Medicaid
2. Title XX
3. Title XVIII, also known as Medicare
4. Disabled individuals personal resources

1. Title XIX. To receive Title XIX the individual must be categorically eligible (S.S.I. or A.F.D.C.), or medically needy. Two services can be provided under Title XIX:

- a) Home Health Care services which must be provided through a certified home health agency. The services are provided by home health aides under the direction of a nurse or doctor.
- b) Personal Care Services are provided by home health agencies, social service departments, and a few community care projects. Personal Care services involve medical services that are limited to a person's physical needs. Services must be ordered by a doctor, and supervised by a nurse. The person performing the services cannot be a family member.

Home health care services usually focus on maintaining over longer periods of time a condition that is stable. Basic homemaker services are not covered under Title XIX, because they are not medical needs. For more information contact your County Department of Social Services.

2. Title XX. To be eligible for Title XX the person, or family income must be below a certain level. In general, persons receiving S.S.I. or A.F.D.C. are eligible for most services. Some persons are assessed a fee for services provided. Title XX provides funding for Homemaker Services and Supportive Home Care Services. These services assist persons with non-medical activities of daily living. The funding is sent to the disabled individual to pay for services. The amount of funding received is determined by the amount of services needed. There is a maximum amount that can be received. A social worker develops the case plan; a doctor also provides part of the information in developing the case plan. For more information contact your County Department of Social Services. Available funding varies from County to County.

3. Title XVIII. To be eligible for Title XVIII (Medicare) a person must be receiving either S.S.D.I. (Social Security Disability Insurance); or be 65 years or older and receiving Social Security benefits. Medicare has two parts: 1) Part A - hospital insurance which pays for home health care if it is ordered by a doctor within 14 days of your discharge from a hospital or skilled nursing facility, and 2) Part B - medical insurance can pay for home health care when hospital insurance (Part A) cannot pay anymore. The recipient must sign for, and a fee is

deducted from their monthly checks to receive Part B benefits.

Part A can pay for up to 100 visits following discharge from a hospital or a skilled nursing facility, and Part B can pay for additional visits after the 100 visits quota has been used. The Medicare program does not cover all costs of paying a home health aide.

Medicare will only pay for the following home health care services:

- a) Part-time skilled nursing care
- b) Physical therapy
- c) Speech therapy
- d) If you need any of the above three, the following can be provided as well:

Occupational therapy
Part-time home health aides
Medical supplies and equipment provided by an agency.

Medicare will not pay for:

- a) Full-time nursing care at home
- b) Drugs
- c) Meals delivered to your home
- d) Homemaker services.

For more information contact your Social Security Administration office.

4. Personal resources. If the disabled person is employed, or receiving other private benefits they may be ineligible for the funding programs previously described. In that case, they will have to pay the attendant from their own income, or from private insurance sources (Workmen's Compensation, Long-Term Disability Insurance). Sometimes it is possible to exchange needs, for example, room and board for attendant care, tutoring for attendant care, use of van or car for driver, etc. The key to the exchange of needs idea is to be creative. You may have more to offer than you think.

Obviously there is no one answer to the funding problem. The primary idea is to investigate all possible sources, and use your imagination.

G. RESPITE CARE

Special mention should be made in this chapter of respite care. "Respite" means temporary relief. Respite care programs give family members and attendants of disabled individuals an opportunity to be relieved of their responsibilities by providing someone else to care for the disabled individual for a short period of time.

There are three respite care programs in Milwaukee. They differ in the age and disability groups they serve. The cost (if any) and the hours and length of time care is offered vary among programs. For more information, contact any of the following respite care programs:

962-9190 EAST SIDE ADULT RESPITE CARE PROGRAM 2647 N. Stowell
Milwaukee, WI
53211

Age: 18 or older.

Disability: Any. Must not require nursing care.

276-5265 RESPITE CARE PROGRAM 610 N. Jackson
(a joint project of the Milwaukee Milwaukee, WI
Junior League and Children's 53202
Service Society of Wisconsin)

Age: Newborns to 18 years.

Disability: Any.

272-4500 UNITED CEREBRAL PALSY-RESPITE CARE 152 W. Wisconsin
PROGRAM Milwaukee, WI
53203

Age: Adults - developmental disabilities (cerebral palsy, mental retardation, epilepsy and autism)

18 and under - developmentally disabled, physically disabled and emotionally ill

HEALTH AGENCIES

Catholic Social Services	271-2881
Family Service of Milwaukee	344-3344
Interfaith Program	276-4884
Jewish Vocational Service	272-1344
Kimberly Home Care	258-5858
Medical Personnel Pool of Milwaukee	258-3700
Medical Placement Services, Inc.	278-0048
Midwest Medical Placement Service	933-3181
Milw. Co. Dept. of Social Services	289-6897
Nursefinders, Inc.	276-1110
Outreach Home Health Services	332-9030
Personal Services, Inc.	445-6789
Project Involve	272-0694
Quality Care	453-1000
Tau Home Health Care Agency	647-1205
Therapy Services, Inc.	276-9830
Trinity Memorial Hospital	769-9000
Upjohn Health Care Services, Inc.	475-7635
Visiting Nurse Association	276-2295
We Care Nursing Services, Inc.	527-0545



CHAPTER 8
MEDICAL SERVICES

CHAPTER 8

MEDICAL SERVICES

- A. AMBULANCES, RESCUE SQUADS AND PARAMEDIC UNITS
- B. HOSPITAL EMERGENCY ROOMS
- C. AREA HOSPITALS
- D. HEALTH DEPARTMENTS
- E. COMMUNITY HEALTH CENTERS
- F. YOU AND YOUR PHYSICIAN
- G. AN EXPLANATION OF MEDICAL SPECIALTIES
- H. DENTAL CARE
 - HOW TO SELECT A DENTIST
 - AN EXPLANATION OF DENTAL SPECIALTIES
 - DENTAL REFERRALS AND SERVICES FOR THE DISABLED

A. EMERGENCY MEDICAL SERVICES

The following is a list of telephone numbers for ambulance service, rescue squads and paramedic units in the Milwaukee County area. The duties of the different types of emergency services vary from community to community. When you call, state your problem as clearly as possible so that the person who answers can determine what type of assistance you need.

Bayside		Oak Creek	
Ambulance	352-9000	Ambulance	762-3030
Paramedics	352-9000	Rescue Squad	762-3030
Brown Deer		River Hills	
Ambulance	355-0200	Ambulance	352-8211
Rescue Squad	355-0200	Rescue Squad	352-8211
Paramedics	355-0200	Paramedics	352-8211
Cudahy		St. Francis	
Ambulance	744-1234	Ambulance	483-1416
Rescue Squad	744-1234	Rescue Squad	483-1416
Fox Point		Shorewood	
Ambulance	352-8111	Ambulance	332-0595
Rescue Squad	352-8111	Rescue Squad	332-0595
Paramedics	352-8111	Paramedics	332-0595
Franklin		South Milwaukee	
Ambulance	425-4411	Ambulance	762-1234
Rescue Squad	425-4411	Rescue Squad	762-1234
Glendale		Wauwatosa	
Ambulance	228-7111	Ambulance	258-0461
Rescue Squad	228-7111	Rescue Squad	258-0461
Paramedics	228-7111	Paramedics	258-0461
Greendale		West Allis	
Ambulance	421-2332	Ambulance	541-6060
Rescue Squad	421-2332	Rescue Squad	541-6060
		Paramedics	541-6060
Greenfield		West Milwaukee	
Ambulance	282-7400	Ambulance	384-2260
Rescue Squad	282-7400	Rescue Squad	384-2260
Hales Corners		Whitefish Bay	
Ambulance	425-1212	Ambulance	962-8177
Rescue Squad	425-1212	Rescue Squad	962-8430
		Paramedics	962-8430
Milwaukee			
Ambulance	347-2323		
Rescue Squad	347-2323		
Paramedics	347-2323		

B. HOSPITAL EMERGENCY ROOMS

These hospitals have 24-hour emergency room service.

Children's Hospital
1700 West Wisconsin Avenue
931-4050

St. Francis Hospital
3237 South 16th Street
647-5165

Columbia Hospital
2105 East Newport Avenue
961-3500

St. Luke's Hospital
2900 West Oklahoma
647-6333

Deaconess Hospital-Good
Samaritan Medical Center
620 North 19th Street
933-9600

St. Mary's Hospital
2323 North Lake Drive
289-7111

Milwaukee County Hospital
8700 West Wisconsin Avenue
257-5717

St. Michael's Hospital
2400 West Villard
263-8175

Mount Sinai Medical Center
950 North 12th Street
289-8114

Trinity Memorial Hospital
5900 South Lake Drive
Cudahy, WI
769-9000

St. Anthony Hospital
1004 North 10th Street
271-1965

West Allis Memorial Hospital
8901 West Lincoln Avenue
West Allis, WI
321-2200

C. AREA HOSPITALS

General Hospital - has general medicine and surgery services. also may have pediatrics, obstetrics and psychiatric departments.

Specialty Hospital - Includes Children's Hospital, specializing in treatment of children, Milwaukee Psychiatric Hospital, specializing in psychiatric cases and DePaul Rehabilitation Center, specializing in alcoholism and drug abuse.

Rehabilitation hospital - Specializes in the treatment and rehabilitation of persons with physical disabilities such as strokes, spinal cord injuries, arthritis and brain trauma. There is an emphasis on physical and occupational therapy. These hospitals do not have general medicine or surgery services.

Osteopathic Hospital - Has the same services as a general hospital but is staffed by osteopathic physicians. Osteopaths and physicians who receive a MD degree have very similar medical training and usually take the same state licensing examinations. Osteopaths, however, believe that diseases may be caused by disturbances in the musculoskeletal system. They

may treat diseases by manipulation of the body in addition to standard scientific methods. Osteopathic medicine is based on a philosophy of treating the whole patient, including physical, emotional and nutritional needs. This philosophy is often called wholistic medicine.

Columbia Hospital
2025 East Newport Avenue
Milwaukee, WI 53211
961-3300

General inpatient and outpatient services. Emergency room.

DePaul Rehabilitation Hospital
4143 South 13th Street
Milwaukee, WI 53221
281-4400

Alcoholism and drug abuse rehabilitation specialty. Inpatient and outpatient services.

Family Hospital
2711 West Wells Street
Milwaukee, WI 53203
344-9400

General inpatient and outpatient services. Emergency room.

Froedtert Memorial Lutheran Hospital
9200 West Wisconsin Avenue
Milwaukee, WI 53226
259-3000

General inpatient and outpatient services.

Good Samaritan Medical Center - Deaconess Campus
620 North 19th Street
Milwaukee, WI 53233

General inpatient and outpatient services. Emergency room.

Good Samaritan Medical Center - Lutheran Campus
2200 West Kilbourn Avenue
Milwaukee, WI 53233
344-8800

General inpatient and outpatient services.

Lakeview Hospital
10010 West Bluemound Road
Milwaukee, WI 53226
259-7279

Osteopathic hospital. General inpatient and outpatient services.

Milwaukee Children's Hospital
1700 West Wisconsin Avenue
Milwaukee, WI 53233
931-1010

General inpatient and outpatient services for children.
Emergency room.

Milwaukee County Medical Complex
8700 West Wisconsin Avenue
Milwaukee, WI
257-7996

General inpatient and outpatient services. Emergency room.
The medical complex also includes a separate rehabilitation hospital.

Milwaukee Psychiatric Hospital
1220 Dewey Avenue
258-2600

Inpatient and outpatient psychiatric services. Also provides treatment for alcoholism and drug abuse.

Mt. Sinai Medical Center
950 North 12th Street
Milwaukee, WI 53201
289-8200

General inpatient and outpatient services. Emergency room.

Northwest General Hospital
5310 West Capitol Drive
Milwaukee, WI 53216
447-8543

Osteopathic hospital. General inpatient and outpatient services. Emergency room.

St. Joseph's Hospital
5000 West Chambers Street
Milwaukee, WI 53210
447-2000

General inpatient and outpatient services.

St. Luke's Hospital
2900 West Oklahoms Avenue
Milwaukee, WI 53215
647-6423

General inpatient and outpatient services. Emergency room.

St. Mary's Hill Hospital
2350 North Lake Drive
Milwaukee, WI 53211
271-5555

Inpatient and outpatient psychiatric services.

St. Mary's Hospital
2323 North Lake Drive
Milwaukee, WI 53211
289-7000

General inpatient and outpatient services. Emergency Room.

St. Michael's Hospital
2400 West Villard Avenue
Milwaukee, WI 53209
263-8000

General inpatient and outpatient services. Emergency room.

Veterans' Administration Medical Center
5000 West National Avenue
Wood (Milwaukee) WI 53193
384-2000

General inpatient and outpatient services.

West Allis Memorial Hospital
8901 West Lincoln Avenue
West Allis, WI 53227
321-2200

General inpatient and outpatient services. Emergency room.

D. HEALTH DEPARTMENTS

Listed below are the health departments in the Milwaukee County area. The services they offer vary but may include school health services, immunizations, home visits, health screening (vision, hearing, blood pressure, diabetes, etc.) and health counseling and referral. Call to find out whether the health department in your community has the service you need.

Brown Deer Health Department
4800 West Green Brook Drive
Brown Deer, WI 53223
355-5220

Cudahy Health Department
4920 South Lake Drive
Cudahy, WI 53110
769-2239

Fox Point-Bayside Health Dept.
7241 North Longacre Road
Fox Point, WI 53217
352-8117

Glendale Health Dept.
5909 N. Milwaukee River Parkway
Glendale, WI 53209
228-1590

Greenfield Health Dept.
7325 West Forest Home Avenue
Greenfield, WI 53221
543-5500

Milwaukee Health Dept.
Central office
841 North Broadway
Milwaukee, WI 53202
278-3521

Isaac Coggs Community
Health Center
2770 N. 5th Street
Milwaukee, WI 53212
278-5600

Northwest Health Center
7630 West Mill Road
Milwaukee, WI 53223
353-3500

Lake Health Center
4001 South 6th Street
Milwaukee, WI 53221
483-7230

Oak Creek Health Dept.
8640 South Howell Avenue
Oak Creek, WI 53154
762-9400

Shorewood Health Dept.
3930 N. Murray Avenue
Shorewood, WI 53211
332-4200

Wauwatosa Health Dept.
7725 W. North Avenue
Wauwatosa, WI 53213
258-3000

West Milwaukee Health Dept.
4755 West Beloit Road
West Milwaukee, WI 53214
645-1822

Franklin Health Dept.
9229 W. Loomis Road
Franklin, WI 53122
425-7500

Greendale Health Dept.
6500 Northway
Greendale, WI 53129
421-1300

Hales Corners Health Dept.
5635 S. New Berlin Road
Hales Corners, WI 53130
425-3355

Health Centers:
Municipal Building
841 N. Broadway
Milwaukee, WI 53202
278-3521

Mathew Keenan Health Center
3200 North 36th Street
Milwaukee, WI 53216
444-4040

South Side Health Center
1640 S. 24th Street
Milwaukee, WI 53204
645-9330

Johnston Community Health
Center
1230 West Grant Street
Milwaukee, WI 53215
278-3628

St. Francis Health Dept.
4235 S. Nicholson Avenue
St. Francis, WI 53207
481-2300

South Milwaukee Health Dept.
921 Monroe Avenue
South Milwaukee, WI 53172
764-5060

West Allis Health Dept.
7120 West National Avenue
West Allis, WI 53214
476-3770

Whitefish Bay Health Dept.
1200 E. Fairmount Avenue
Whitefish Bay, WI 53217
962-6648

E. COMMUNITY HEALTH CENTERS

Community health centers have been established in some neighborhoods for the purpose of providing low cost health care. The services available vary depending on the clinic. The cost also varies. Some clinics do not charge, while others have fees based on a sliding scale.

Following is a list of community health centers.

Capitol Drive Community Health Centers
2411 West Capitol Drive
Milwaukee, WI 53206
871-1660

Guadalupe Children's Medical & Dental Clinic
1112 South 3rd Street
Milwaukee, WI 53204
643-8787

Hilliard Community Health Center
1747 North 6th Street
Milwaukee, WI 53212
264-1614

16th Street Community Health Center
1036 South 16th Street
Milwaukee, WI 53204
672-1353

South Side Community Health Clinic
1231 South 7th Street
Milwaukee, WI 53204
672-3150

West of the River Community Health Center
2578 North Booth
Milwaukee, WI 53212
263-4508

F. YOU AND YOUR PHYSICIAN

Selecting a doctor is an important decision in any person's life. However, to someone with a disability, this is doubly important.

When trying to select a physician, set up an "interview" appointment. This interview will help you decide if this doctor is able to fulfill your needs. ASK QUESTIONS and expect to receive clear and precise answers. If the answers do not satisfy you, interview another doctor. Although no doctor is able to be all things to all people, it is important for your well being and good health to select a physician that is best suited to you and your needs.

Below are some things to consider when selecting a physician:

1. Is the physician located in an area that will allow for easy transportation?
2. Is the doctor's office or clinic accessible to you?
3. Is the doctor experienced with, or open to learning about, your disability?
4. Will the doctor accept your funding eligibility (i.e., Medical Assistance, private insurance, etc.) rather than cash? Will the staff help you prepare the needed forms?
5. What facility does the doctor refer patients to for tests? Is that building accessible?
6. Is the physician affiliated with a hospital that you like?
7. Is the doctor part of a clinic in which there are other doctors you may need to see? This may be important to you because of your transportation arrangements.

You and your doctor will share the responsibility for your health care. Your doctor must be responsible for providing you with proper care and guidance. You must be responsible for knowing your disability and communicating your needs. As with any relationship, honest communication and mutual respect are extremely important to make that relationship work.

G. AN EXPLANATION OF MEDICAL SPECIALTIES

The following is a list of medical specialties along with definitions.

1. Internist - Medical specialist - Internal Medicine, no surgery, diseases of adults only.
2. Family Practitioner - 3 year residency; General Practitioner - no residency required. First time medical care. Fills most medical needs of adults, children.
3. Ophthalmologist - Surgical specialist, diseases of the eye. M.D. also prescribes corrective lenses.
4. Optometrist - prescribes corrective lenses.
5. Optician - Dispenses corrective lenses.
6. Orthopedic Surgeon - skeletal system surgeon.
7. Rheumatologist - Medical specialist in joint and connective tissue diseases.

8. Physiatrist - Medical specialist in physical medicine and rehabilitation. Treats acute and chronic physical disabilities with physical and medical means.
9. Neurologist - Medical specialist for disorders of the neuro-muscular system.
10. Neurosurgeon - Surgical specialist for disorders of the central and peripheral nervous system.
11. Pediatrician - Medical specialist for diseases of childhood.
12. Dermatologist - Medical specialist for diseases of the skin.
13. Obstetrician/Gynecologist - Surgical specialist for pregnancy and disorders of the female reproductive system.
14. Plastic Surgeon - Surgical specialist for disorders or disfigurements of the skin.
15. Podiatrist - Non-M.D.; Doctor of foot disorders; some surgery is performed.
16. Psychiatrist - Medical specialist for disorders of the mind and feelings.
17. Psychologist - Ph.D. or Ed.D (Doctorate) in the analysis of mental function. Psychotherapy can be practiced with appropriate training.
18. Orthotist - Trained craftsman who makes body braces.
19. Urologist - Surgical specialist for disorders of the urinary tract.
20. Prosthetist - Trained craftsman who makes artificial limbs.
21. Oncologist - Medical or Surgical specialist for cancer disorders.
22. Anesthesiologist - Physician who puts you to sleep during operations.
23. Cardiologist - Medical specialist - diseases of the heart in adults.
24. Pathologist - Medical specialist working diagnostically with human tissues.
25. Radiologist - Physician who examines the human body by x-ray.
26. Osteopath - A physician (D.O.) with similar training to an M.D.

27. Chiropractor - Variable training requirements; treats disorders by body manipulations; not a physician.
28. Renologist - Medical specialist for kidney disease.
29. Endocrinologist - Medical specialist for hormonal disorders.
30. Occupational Medicine Specialist - deals with health problems in the work place.
31. Gastroenterologist - Medical specialist who deals with disorders of the intestinal system.
32. Proctologist - Surgical specialist, dealing with anal-rectal disorders.
33. Infectious Disease Medical Specialist - Dealing with communicable diseases and infections.
34. ENT (Ear Nose Throat)Oto Rhino-Lavyingologist - Surgical specialist dealing with ENT disorders.
35. Oral Surgeon - Dental surgical specialist dealing with certain oral disorders.
36. Vascular Surgeon - Deals with blood vessel diseases.
37. Hematologist - Medical specialist dealing with blood disorders.
38. Thoracic Surgeon - Specialist for surgically treatable diseases of the chest.
39. Cardiac Surgeon - Specialist for surgically treatable disorders of the heart.

H. DENTAL CARE

HOW TO SELECT A DENTIST

Selecting a dentist is as important to your health as choosing a doctor. Proper dental care can save you many problems later in life. When most people think of a dentist, they think of extractions and filling cavities. However, there are many problems that can originate in the mouth. Proper dental care and early detection of trouble can eliminate most problems easily.

When selecting a dentist, don't be afraid to ask questions and insist on answers. In this section is a list of questions to consider when choosing a dentist.

1. Is the dentist familiar with your disability?
2. Is the dentist's facility accessible to you?
3. Does the facility contain all the diagnostic services you may need (x-ray, etc.)?
4. Is the dentist part of a clinic or dental complex in which there are other dental specialists whom you may need to see from time to time (i.e. oral surgeon)?
5. If you are on a fixed income, will the dentist accept your funding eligibility (e.g. Medicare, Medicaid) and will the staff help you with forms to be filled out?
6. Is the dentist close to where you live?

AN EXPLANATION OF DENTAL SPECIALTIES

Most dentists are in general practice. Others specialize in the following areas:

1. Endodontists specialize in the cause, diagnosis, prevention and treatment of diseases and injuries of the tooth pulp, root and related tissues.
2. Oral pathologists specialize in the diagnosis of diseases of the structures of the mouth.
3. Oral surgeons specialize in the removal of teeth and in surgery of the oral cavity and related tissues.
4. Orthodontists specialize in correcting and straightening the position of teeth and jaws.
5. Pedodontists specialize in dental care for children.
6. Periodontists specialize in the treatment of diseases of the gums and other supporting tissues.

DENTAL REFERRALS AND SERVICES FOR THE DISABLED

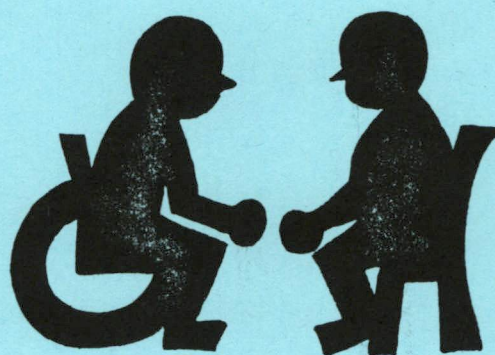


Referrals to dentists who are experienced in working with patients who have a disability may be obtained through the Wisconsin Foundation of Dentistry for the Handicapped. They can provide information concerning office accessibility, whether the dentist accepts Title 19, and if the dentist is familiar with a particular disability.

Wisconsin Foundation of Dentistry for the Handicapped
271-4782

Marquette Dental School has a dental clinic for disabled persons. It is the only one in the Milwaukee area. Fees are set at a reduced rate.

Faye McBeath Special Clinic
604 North 16th Street
507 North 16th Street (barrier free entrance)
Milwaukee, WI 53233
224-7388



CHAPTER 9

COUNSELING AND PSYCHOLOGICAL SERVICES

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COUNSELING AND PSYCHOLOGICAL SERVICES

- A. WHAT IS COUNSELING
- B. WHAT DO YOU NEED HELP WITH
- C. ADDITIONAL INFORMATION
- D. HOW TO CHOOSE A COUNSELOR
- E. PEER COUNSELING

COUNSELING AND PSYCHOLOGICAL SERVICES

A. WHAT IS COUNSELING?

There are many different theories of counseling and each theory has developed a different idea of how the mind works, how problems develop and the approach used to solve those problems. Despite the great number and variety of theories of counseling there are some similarities and common characteristics which all theories share. In general counseling involves:

1. A helping relationship in which two or more people share a willingness to communicate with, explore and understand one another in a non-judgmental, non-critical way.
2. Personal growth and change - learning to better understand yourself and your problems as well as being able to deal with those problems more effectively.
3. Assistance with setting personal goals and developing a plan to meet those goals.
4. A supportive, safe environment which allows you to freely express your ideas or feelings, explore options or take risks.
5. Taking risks by discussing information or feelings about yourself which may be painful or difficult to talk about or trying to do something you've never done before.

B. WHAT DO YOU NEED HELP WITH?

There are many types of services that counseling centers and counselors may provide. Here is a list of a few of the more common problems that counseling can help with.

Do you need help with problems related to a dependency on alcohol or drugs? Often a dependency on alcohol or drugs causes problems in other areas of your life as well, such as personal problems, family problems or problems at work. Alcohol and drug abuse centers offer counseling and a variety of other services to help with these types of problems.

Do you need help with managing money, budgeting, financial advice, reducing debts, or getting information regarding financial assistance programs? Financial counseling could help you with these problems.

Do you need help with family related problems? Families or individual family members may get help with problems concern-

ing the physical and/or mental abuse of a child, parent or spouse. In addition, families could get counseling help for marriage problems, divorce problems, family planning and parenting or children who are having problems at school or at home.

Do you need help with an emergency or crisis situation? Counseling for a problem that needs immediate attention is called crisis intervention. There are many telephone hotlines or helplines that provide emergency counseling or sometimes information or referral to another source of help. Choosing which hotline to call often depends on your problem.

Do you need help with filling your time with meaningful activities? Vocational counseling can help with determining your interests and abilities, developing job skills and seeking employment. For those who can't work, don't want to work or work too much, recreational or leisure counseling can help them learn to use their time in a productive, rewarding way.

Do you need help with general emotional problems? Counseling may help you overcome depression, phobias, behavior problems or give you direction when you just feel mixed up. Mental health centers are also involved in promoting wellness and prevention.

Do you need help from someone who has experienced problems similar to your own? Often it is easier to talk about your problems with someone who has experienced the same or similar problems. Peer counseling offers you and sometimes your family the opportunity and support to share common problems or experiences with others like you.

Do you need help with nutritional problems? Sometimes counseling can help you with proper dieting, maintaining or developing good eating habits, or controlling weight problems.

Do you need help with legal problems? Legal counseling can help with a variety of problems including interpretation of the law, legal advice or advocacy, estate planning, establishing guardianship, assisting in divorce or child custody cases, or helping if you are the victim of a crime. However, legal counselors are not necessarily lawyers and cannot act as an attorney for you.

Do you need help with problems related to sex or sexuality? Counseling is designed to help you become more comfortable and/or knowledgeable about your sexuality, including discussing physical techniques or "how-to" information and social aspects such as dating, marriage and having children. Since marital problems are often related to sex, counseling is sometimes done with couples. A word of caution; counselors should not offer or agree to have sex with you for any reason.

C. ADDITIONAL INFORMATION

If you feel you need help with any of the problems mentioned, you can get more information by referring to the chapter in this directory which deals specifically with that problem, for example the chapters on finances nutrition, sexuality, etc.

In addition, Chapter 2 lists a number of agencies, centers or hotlines that provide counseling services which you can contact for help or further information.

D. HOW TO CHOOSE A COUNSELOR

Whether you are referred to a counselor or are looking for one on your own, here are some guidelines to consider before choosing a counselor:

1. Is the counselor qualified? Check the counselor's credentials; what experience and training has the counselor had?
2. What is the counselor's area of expertise; in other words does the counselor specialize in a certain type of counseling (for example family counseling, vocational counseling, leisure counseling). Try to match your needs with the counselor who specializes in that area.
3. Is it more comfortable for you to work with a counselor whose cultural or ethnic background is similar to your own? Is it easier for you to talk about your problems to someone of the same sex or the opposite sex?
4. What is the location of the counselor's office or agency? Is it accessible? How far are you willing to travel?
5. How will you pay for the counselor's services? Will insurance cover your expenses and if not, does the counselor have a sliding fee scale?
6. Can you arrange a time to meet that is convenient to both you and the counselor? Is the counselor available in the case of an emergency?
7. How much time are you or the counselor willing to commit to working through your problems and is that enough/too much for your needs? Identifying your needs will help you and the counselor decide how much time might be necessary.
8. What are your responsibilities? Know when and where you are to meet with the counselor and be on time; will you be participating in group or individual sessions? What activities might the counselor ask you to do?

9. Finally, know your rights! You have the right to request another counselor if you feel that your needs are not being met. You have the right to expect that all the information the counselor knows about you will be kept confidential and that your right to privacy is respected. Most importantly, you have the right to be treated with consideration and respect at all times.

E. PEER COUNSELING

A peer, according to Webster's Dictionary, is "a person or thing of the same rank, ability, etc.; an equal." In other words, a peer is two or more persons who share a similar circumstance or characteristic, such as age, sex, occupation/profession, disability, interests, etc.. Some examples would be woman to woman, carpenter to carpenter, football fan to football fan, spinal cord injured individual to spinal cord injured individual, disabled individual to disabled individual, teenager to teenager. The list of similar circumstances can obviously be limitless.

Counseling is an exchange or sharing of ideas and/or information. Peer counseling then is a sharing of ideas and/or information between two person who share a similar circumstance or characteristic.

It is an assumption of peer counseling that the peer counselor is successfully coping with their situation and, as a result, have valuable skills and resources for helping others. Peer counselors are motivated to fulfill other's needs for information and understanding that are similar to those they themselves have known in times of crisis.

Having made an effective adjustment to a situation does not in itself create an effective peer counselor. Peer counselors must also have the skills and attitudes necessary to communicate their understanding of another's situation. They need to pool their knowledge of resources, know where to find additional information, and know when to refer concerns to physicians or other professional helpers. Peer counselors must learn not to assume responsibility for another's problem solving attempts. In short, peer counselors need to develop basic helping skills and a mutual support group if they are to be most effective.

If you are interested in being a peer counselor, or are interested in meeting with a peer counselor, contact an agency that serves individuals that have disabilities similar to yours. For a listing of many of these agencies, please refer to Chapter 3 of this directory and look under Voluntary Health Organizations (VHO's).