

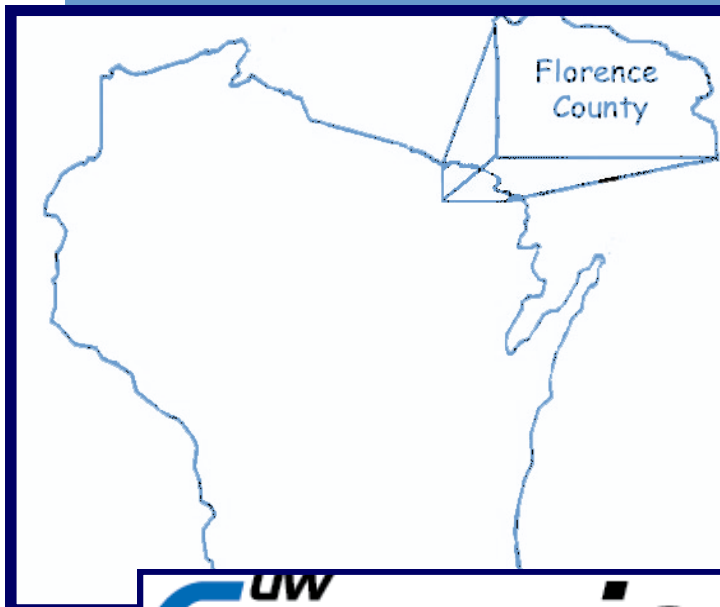
2008-2009  
QUICK GUIDE  
TO SERVICES

FOR  
FLORENCE  
COUNTY  
RESIDENTS



Brought to you by:

**Florence  
County  
University of  
Wisconsin  
Extension**



**UW  
Extension**  
Cooperative Extension

**Phone:**  
715/528-4480  
or 715/528-5490  
**Fax:** 715/528-5172  
[www.uwex.edu/  
ces/cty/florence/](http://www.uwex.edu/ces/cty/florence/)

# Child & Family Services Network

Aging..... 715-528-4890  
 Or toll free ..... 1-888-528-4890  
*Elderly Family Caregiver Information & Support*

Birth to 3 ..... 715-528-3477  
*Early Intervention for Infants & Toddlers*

Caring House..... 715-528-5161  
*Domestic Abuse & Sexual Assault*

The Family Center of Florence County .....  
 ..... 715-528-5566  
 Or toll-free..... 1-888-432-6495  
*Parent Education & Support*

Forward Service Corporation ..... 1-888-258-9966  
*Services for Low Income Families*

HeadStart..... 715-528-5880

Health Department ..... 715-528-4837

Housing..... 715-528-3475

Human Services ..... 715-528-3296  
 Or toll-free..... 1-888-452-3296  
*Children & Family Services*

Job Center ..... 715-251-1144  
 Or toll free ..... 1-888-258-9966  
*Employment Services*

Library..... 715-528-3094

Northeast Wisconsin Technical College.....  
 ..... 1-866-528-5883  
*Florence Community Learning Center*

Parenting Again ..... 1-888-432-6495  
*Grandparents & Relative Caregivers*

Project Bridges ..... 1-800-470-5833  
*Child Care Resource & Referral*

Sheriff ..... 715-528-3346

Spread Eagle Sporting/  
 County Activity Coop ..... 715-696-6699  
*Youth Recreational Activities*

St. Vincent De Paul ..... 715-528-4720  
*Support for Low Income Families*

**Emergency ..... 911**  
**Poison Control ..... 1-800-222-1222**



**Florence Schools**  
 Business Office ..... 715-528-3218  
 from Spread Eagle ..... 715-696-3203  
 Elementary School..... 715-528-3262  
 from Spread Eagle ..... 715-696-3203  
 Middle/High School ..... 715-528-3215  
[www.florence.k12.wi.us](http://www.florence.k12.wi.us)

University of Wisconsin-Extension  
 Community Development.... 715-528-4480 Ext 116  
 Family Living ..... 715-528-4480 Ext 113  
 Nutrition Education ..... 715-528-5490 Ext 115  
 4H/Youth Development..... 715-528-5490 Ext 114  
 Agriculture/Horticulture..... 715-528-4480 Ext 113  
*Educational Programming*

WIC (Women, Infants & Children).....715-528-4837  
*Food Vouchers*

AGENCY/ PROGRAM NAME	WHO IS SERVED	SERVICES PROVIDED	CONTACT	LOCATION	HOURS	COST
ACCESS	All Ages	Access is a website for people who live in Wisconsin to find out if they might be able to get: Help with buying food, low- or no-cost health care, help with buying prescription drugs or special tax credits.		Free Internet use and assistance available at most libraries.	24 hours 7 days a week	Service free and confidential
Website: <a href="http://www.access.wisconsin.gov">www.access.wisconsin.gov</a>						
Aging	Age 60+ or disabled based on waiver or spouse of person age 60+	Information and assistance, Benefit Specialist program, Senior meals/nutrition, transportation, outreach, family caregiver support, Homestead Tax, Alzheimer's support, support groups, Senior Care—prescription assistance, intergenerational programs, and long-term care and options assistance.	Barb Bauer or Rich Kallman 715-528-4890 Toll free: 1-888-528-4890	Florence County Courthouse 501 Lake Ave P O Box 140 Florence, WI 54121	M – F 8:30am - 4pm Weekends by Appointment	No fee for services. Donations accepted.
Email: <a href="mailto:bbauer@co.florence.wi.us">bbauer@co.florence.wi.us</a>						
Big Brothers, Big Sisters of the Bay Area	Youth ages 6-16	Mentoring Services in communities and schools. One on one in the community and mentors with kids in school for one hour per week.	Tanya Schuster Executive Director Toll free: 1-866-676-2227 Local: Sharon Kazainka 906-774-2180	1100 Ludington St Suite 302 Escanaba, MI 49829	M – F 8am—5pm EST	None
Birthright	Women who are pregnant	Pregnancy service providing practical and emotional support for women who are pregnant or who may be pregnant and are in need of assistance.	906-774-1822 Toll free: 1-800-550-4900	617 S Stephenson Ave. Iron Mountain, MI 49801	M & Th 11am—5pm By appointment on other days	Services are voluntary, confidential, and free of charge.
Caring House Florence County Outreach Office	All victims of domestic violence and sexual assault	Counseling (individual and group), transportation, advocacy (legal, medical, Housing) support. Shelter located in Iron Mountain for victims of domestic abuse.	Donna Fayas-Johnson 715-528-5161 Fax 715-528-5173 Toll free: 1-800-392-7839	Florence County Courthouse 501 Lake Ave Florence, WI 54121	M – F 8am—4pm 24 Hour Crisis Line	Service free and confidential
Catholic Charities	Families with an unplanned pregnancy	Services are provided to those who choose parenting or adoption. Social workers are able to meet with families where it is convenient. Also offers adoption services.	Jennifer Alf or Tara DeGrave 920-272-8234, ext. 8234	1825 Riverside Drive Green Bay, WI Home visits possible	M T & F 8am—4:30pm W & TH 8am-8pm	Services are voluntary, confidential, free of charge and open to all faiths.

<b>AGENCY/ PROGRAM NAME</b>	<b>WHO IS SERVED</b>	<b>SERVICES PROVIDED</b>	<b>CONTACT</b>	<b>LOCATION</b>	<b>HOURS</b>	<b>COST</b>
Dickinson County Healthcare System (DCHS) Prescription Assistance Program	Anyone who meets income eligibility guidelines	Helps match individuals, who have insufficient or no prescription coverage to existing pharmaceutical programs so they may receive prescriptions at greatly reduced or no cost.	906-774-4404 or Toll free: 1-866-309-4404	DCHS Crystal Lake Building 800 Crystal Lake Blvd. Iron Mountain, MI 49801	M—Th 9am—4pm	Service is free
Energy Assistance, Florence County Human Services	Income-qualified customers	Pay for heating and electric; Must apply before May 30.	Colleen Moller (at Florence County Housing) 528-3296 Ext. 164	PO Box 170 Florence, WI 54121	M – F 8:30am - 4pm. Closed 12:00-12:30pm for lunch	No cost to apply
The Family Center of Florence County	Area families and child care providers who care for children (primarily) birth to 5	Playgroups, parent education classes & workshops, car seat safety inspections, Parents as Teachers family visiting & education, Toll Free Parenting “Warmline”, developmental screenings, resource library, newsletter, center & outdoor play-yard available for drop in visits.	Lori Friberg, Program Director 715-528-5566 Toll free: 1-888-432-6495	612 Lake Ave. PO Box 17 Florence, WI 54121 One block west of the Courthouse	M - F 8am—4pm and by appointment  (summer & school break hours may vary, please call!)	None Donations accepted
Email: <a href="mailto:fcfamily@borderland.net">fcfamily@borderland.net</a> <a href="http://www.florencewisconsin.com/FamilyCenter/Home.htm">http://www.florencewisconsin.com/FamilyCenter/Home.htm</a>						
Florence Natural Resource Center	General Public	Burning Permits, Fishing and Hunting licenses, gift shop Visitor & Tourist information, Natural Resource Information, WI DNR information, County Information, Forestry & Parks information, USDA Forest Service information	Nathan Ruble Director 715-528-5377 ext. 101 Toll free: 1-888-889-0049 ext.101	5638 Forestry Dr. Florence, WI 54121 Corner of US2 & Hwy 101/70	Dec.-Mar. M - F 9am—4pm Apr.-Nov. M - F 8am—5pm S 9am—4pm	None

AGENCY/ PROGRAM NAME	WHO IS SERVED	SERVICES PROVIDED	CONTACT	LOCATION	HOURS	COST
Florence School District	4 year Kindergarten through 12th Grade	Active Learning through: High/Scope programming at the elementary; Expeditionary Learning / Outward Bound (ELOB) at the middle school and high school - enhanced with 4yr K — 12 Adventure Education programming. Participation in SAGE Grant allowing for smaller class sizes at the elementary school. Library services which include career resources, skill enhancement services via PLATO, computer/internet access and tax forms. On-line classes for college—credits through NWTC classroom and distance learning opportunities Free / Reduced Breakfast or Lunch.	Florence School Administrative Office 715-528-3218	Florence School District Administrative Office 425 Olive Ave Florence, WI 54121	M – F 7:30am - 4pm Summer hours M – F 7:30am - 3pm	No fee to participate

Website: [www.florence.k12.wi.us](http://www.florence.k12.wi.us)

Greenpath Debt Solutions	All who need help	Free financial analysis, developing a home budget, debt management services, budget counseling, credit reports, bankruptcy counseling. Services available by telephone.	906-932-4169 Toll free: 1-888-776-6735 Fax: 906-932-2635	629 W. Cloverland Dr. Ironwood, MI 49938	M – F 8am - 5pm Monday evenings by appointment only	Initial financial consultations are free
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Website: [www.greenpath.com](http://www.greenpath.com)  
Email: [Ironwood@greenpath.com](mailto:Ironwood@greenpath.com)

Health Department	All Ages	Wisconsin Women, Infant, & Children (WIC) Program, Healthcheck, Immunization, Wisconsin Well Woman Program, Fluoride Supplementation, Home visits to families with newborn infants, Children with Special Health Care Needs, (information and referral as needed), radon and water testing kits, and other Public Health programs.	Karen Wertanen RN BSN Mary Blazer RN 715-528-4837	Florence County Courthouse 501 Lake Ave PO Box 17 Florence, WI 54121	M – F 8am – Noon 12:30pm - 4:30pm	None to minimal
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Email: [kwertanen@co.florence.wi.us](mailto:kwertanen@co.florence.wi.us)

AGENCY/ PROGRAM NAME	WHO IS SERVED	SERVICES PROVIDED	CONTACT	LOCATION	HOURS	COST
Housing	Low to moderate income residents	Provides no-interest deferred payment home repair loans for low-to-moderate income home owners. Provides one-time emergency assistance payment of utilities and rent.	Colleen Moller or Jen Steber 715-528-3475 Toll free: 1-888-452-3296 Email: cmoller@co.florence.wi.us	Florence County Courthouse 501 Lake Ave PO Box 170 Florence, WI 54121	M – F 8:30am – Noon 12:30pm – 4:00pm	
Human Services	Individuals and Families in Florence County	Economic Support—Food Share, Medical Assistance, Badgercare, Wisconsin Home Energy and Assistance Program (WHEAP); Children & Family (Child Abuse, Neglect, Juvenile Court, Foster Care Licensing, Kinship Care) Community Services/ Long-Term Support (Frail Elderly, Mental Health, Developmentally/Physically Disabled, Substance Abuse, Birth to Three, Family Support, Elder Abuse & Neglect).	Jen Steber— Director 715-528-3470 Toll free: 1-888-452-3296 Fax: 715-528-3341	Florence County Human Services Department 501 Lake Ave PO Box 170 Florence, WI 54121	M – F 8:30am - Noon 12:30pm - 4:00pm	Most programs are no charge. Sliding fee scale for some programs.
Email: <a href="mailto:jsteber@co.florence.wi.us">jsteber@co.florence.wi.us</a>						
Iron Mountain Veteran's Medical Center	Veterans meeting eligibility criteria	Acute/medical/surgical hospital, outpatient services, outpatient clinics and pharmacy.	906-774-3300	325 East H St. Iron Mountain, MI 49801	Outpatient services: M – F 8am - 4:30pm	Variable
Just-4-Kids Child Care	Children 6 wks to 12 yrs. old Head Start 3 to 5 yrs. old Early Head Start 6 wks—3 yr. old	Head Start program, Preschool and child care Services, before and after School Child Care, Early Head Start, Inclusive Classroom	Shelley Dumais— Owner 715-251-4761 (Niagara) Kris Jones - Assistant Director 715-528-5880 (Florence)	Chapin Street 900 W. Chapin Florence, WI 54121	Child Care M – F 6am - 5:30pm HeadStart M – Th 8am – 11am	Hourly and full time weekly rates available according to age.
Library	All Ages	Summer reading program, internet access, word processing, on-line catalog, interlibrary loan audio/video/ books, and tax forms.	Florence: 715-528-3094 Fax: 715-528-5330	400 Olive Ave PO Box 440 Florence, WI 54121	M W & F 9am – Noon M Tu W Th 3:30pm - 7:30pm Sat 9am - 1pm	None
On-line catalog: <a href="http://www.infosoup.org">http://www.infosoup.org</a>						

<b>AGENCY/ PROGRAM NAME</b>	<b>WHO IS SERVED</b>	<b>SERVICES PROVIDED</b>	<b>CONTACT</b>	<b>LOCATION</b>	<b>HOURS</b>	<b>COST</b>
Lifeline and Link-up	Customers meeting Income guidelines	Waiver of telephone service connection and installation charges. Reduced phone bill.	Niagara Telephone Company Raynie Richardson 715/528-3344	1133 Main St Niagara, WI 54121	M – F 8am - 5pm	Variable
NEWCAP, Inc.	Any resident who meets income guidelines	Emergency shelter subsidy; home weatherization; Section 8 housing vouchers Reproductive Health Help.	715-528-4346	621 Lake St. Florence, WI 54121	M – F 7:30am - 4pm	None
Website: <a href="http://www.newcap.org">www.newcap.org</a>						
Northeast WI Technical College (NWTC)	Age 17 and over	Adult Continuing Education High School Equivalency Diploma (HSED) General Education Development (GED)	Sally Glime Regional Coordinator Toll free: 1-866-528-5883	Office: 705 Washington Ave PO Box 226 Niagara, WI 54151	Office: M – Th 8:30am - 7pm F 9am - 3pm Class times to be determined	Variable
Email: <a href="mailto:north@nwtc.edu">north@nwtc.edu</a>						
Project Bridges	Parents seeking child care. Providers needing continuing education.	Referrals and resources for parents seeking child care. Certification for child care providers. Support through training, technical assistance and resources for child care providers.	Toll free: 1-800-470-5833 or 715-479-0337	Call for services in Florence	M – Th 8am - 4:30pm	Most services are free
St. Vincent DePaul	Any Florence County resident under income guidelines	Food pantry, government commodities, rent (NEWCAP), utilities, Thrift Store, back to school supplies, Christmas toys, clothing, emergency needs, garden supplies.	Dorothy Vayda or Anne Leshke 715-528-4720	732 Chapin Street P O Box 92 Florence, WI 54121	Tu & Th 10am - 4pm W 10am - 6pm Sat 10am - 2pm	
Salvation Army	Any Florence County resident with income guidelines	Rent, utilities, traveler's emergency funds, emergency food, and shelter funds	Dorothy Vayda 715-528-4720 Emergency Services: Sheriff's Dept 715-528-3346	732 Chapin Street P O Box 92 Florence, WI 54121		None
SHARE	Anyone No income restrictions	Nonprofit food buying club that helps people save money on food. A traditional SHARE package saves 30-50%. (Volunteering is encouraged but not mandatory)	Florence— Agnes Nelson 528-4907 or Toll free: 1-800-548-2124	Headquarters Center PO Box 403 13111 W Silver Spring Butler, WI 53007	Once a month at the Florence Natural Resource Center	Variable

AGENCY/ PROGRAM NAME	WHO IS SERVED	SERVICES PROVIDED	CONTACT	LOCATION	HOURS	COST
Social Security Administration	Families and individuals in need of services provided.	Information on retirement benefits, disability benefits, survivor benefits and Supplemental Security Income (SSI).	906-786-9615 Toll-free: 1-800-772-1213	2015 1st Ave North Escanaba MI 49829	M – F 9am - 4pm (EST)	None
Website: <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>						
Spread Eagle Sporting/ The County Activity Coop	Youth and Families	A wide array of adult supervised and constructive activities for children that teach positive ways to fill leisure time and develop lifelong skills.	715-696-6699 Fax: 715-696-6354	PO Box 588 Florence, WI 54121	Vary by program	None to minimal
University of Wisconsin-Extension	Nutrition Education Program serves Food Share eligible families. All other extension programs are open to everyone.	Educational programs including: Family Living Programs (financial management, parent and family issues) Nutrition Education (food/nutrition classes/workshops, questions answered) Youth Development (4-H, Fun Food & Fitness and other youth programming) Community Resource Development (business development, facilitation, strategic planning, conflict negotiation, shorelandscaping, and other life-long learning needs) Agriculture/Horticulture (Ag and Hort questions, Master Gardener Program)	<b>Family Living:</b> Joan LeFebvre 715-479-3653 or 715-528-4480 ext.113 <b>Nutrition Education:</b> Jean Richard 715-528-5490 Ext.115 <b>4H/Youth Development:</b> Meg Dallapiazza 715-528-5490 Ext.114 <b>Community Development:</b> Corrin Seaman 715-528-4480 Ext.116 <b>Agriculture/Horticulture:</b> Scott Reuss 715-732-7510	Florence Natural Resource Center 5628 Forestry Dr. Florence, WI 54121	M – F 8:00am - 4:00pm	Most services are free or minimal cost
Website: <a href="http://www.uwex.edu/ces/cty/florence/">http://www.uwex.edu/ces/cty/florence/</a> On-line certificate and degree courses: <a href="http://uwhelp.wisconsin.edu/majorcareers/distance.asp">http://uwhelp.wisconsin.edu/majorcareers/distance.asp</a>						
USDA Rural Development	Very low to moderate income families	Loans and grants to purchase and repair homes.	Phone: 715-362-8522	Shawano Area Office 603B Lakeland Rd Shawano, WI 54166 Willing to meet with you at your location.	8am - 4:30pm Individual appointments can be arranged.	Varies by program
Email: <a href="mailto:RD.Shawano@wi.usda.gov">RD.Shawano@wi.usda.gov</a> Website: <a href="http://www.rurdev.usda.gov/wi">www.rurdev.usda.gov/wi</a>						

<b>AGENCY/ PROGRAM NAME</b>	<b>WHO IS SERVED</b>	<b>SERVICES PROVIDED</b>	<b>CONTACT</b>	<b>LOCATION</b>	<b>HOURS</b>	<b>COST</b>
Veterans Service	Veterans or Veteran's next-of-kin	Advocacy, help with forms (grants/loans, subsistence aid, medical assistance, disability, social security, pension), military service/honor guard, grave markers.	Pat D. Smith Veteran's Service Officer 715-696-6770	1872 N Lake Rd Florence WI 54121	24 hours a day 7 days a week	Normally free of charge
Email: <a href="mailto:patsmith@up.net">patsmith@up.net</a>						
Wild Rivers Interpretive Center	General Public & School Children	Natural Resource and Environmental Education	Nathan Ruble 715-528-5377 ext. 101 Toll Free: 1-888-889-0049	5628 Forestry Dr. Florence, WI 54121 Corner of US2 & Hwy 101/70	Dec.-Mar. M—F 9am-4pm Apr.-Nov. M—F 8am-5pm S 9am-4pm Or by appointment	None in general \$2/student for some programs, scholarship available
Website: <a href="http://www.florencewisconsin.com">www.florencewisconsin.com</a>						
Wisconsin Job Center  Forward Service Corporation	Age 19 and Above	Employment search, job retention and Educational Programming. Assistance with: resume writing, career decision making, educational funding, child care needs, and obtaining High School Diplomas. Link to: Department of Vocational Rehabilitation (DVR), Experience Works (employment assistance for age 55+), Job Corps, Veterans Services, Job Service (unemployment services) Workforce Investment Act (WIA)	715-251-1144 or toll free: 1-888-258-9966 Cheryl Neuens	Wisconsin Job Center 705 Washington Ave PO Box 45 Niagara, WI 54151	Mon & Tues 8am - Noon 12:30pm - 4:30pm  Also available on Fridays from 9:00am-Noon at the Florence Library. Available Wed., Thurs., and Fri. by appointment only	Free nonprofit agency
Email: <a href="mailto:cneuens@fsc-corp.org">cneuens@fsc-corp.org</a>						
Wisconsin Judicare	Residents who meet income guidelines	Legal help involving bankruptcy, social security and SSI, family law, health, housing, income Maintenance, tax matters and Indian Law.	Toll free: 1-800-472-1638	Wisconsin Judicare 300 Third St. Suite 210 Wausau, WI 54402	M – F 8:30am - 4:30pm	No cost to apply
Email: <a href="mailto:info@judicare.org">info@judicare.org</a> Website: <a href="http://www.judicare.org">www.judicare.org</a>						

AGENCY/ PROGRAM NAME	WHO IS SERVED	SERVICES PROVIDED	CONTACT	LOCATION	HOURS	COST
Wisconsin Senior Care	Residents who meet age and income guidelines	Prescription Drugs for Wisconsin Seniors	Toll free: 1-800-657-2038 Or contact Florence County Aging	PO Box 6710 Madison, WI 53716	M – F 7am –6pm	Annual enrollment fee \$30; co-pays of \$5 for generic; \$15 for brand names; other costs variable
Website: <a href="http://www.forwardhealth.wi.gov">www.forwardhealth.wi.gov</a>						

**FROM THE  
FLORENCE COUNTY  
EXTENSION OFFICE  
TO YOU.....**

Florence County UW-Extension  
Florence Natural Resource Center  
3977 US Hwy 2  
Florence, WI 54121



### **Our Mission...**

University of Wisconsin-Extension extends the knowledge and resources of the University to the people of Wisconsin, wherever they live and work.

We are committed to:

- \*People and Partnerships
- \*Change
- \*Openness and Diversity
- \*Accessibility to All

Our education programs focus on the issues, assets, and needs of the communities we serve.

### **Providing Educational Programming In:**

- \*Community & Economic Development
- \*Natural Resources Development
- \*Family Living
- \*Nutrition Education
- \*4-H & Youth Development
- \*Horticulture/Master Gardening
- \*Agriculture Information Referral

University of Wisconsin-Extension  
United States Department of Agriculture



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University of Wisconsin-Extension provides  
Equal Opportunities in Employment  
and Programming. Including Title IX  
and ADA Requirements.