



Get Connected. Get Help.™

# Help for Hard Times

*United Way's 2-1-1 has compiled this guide to help people in **Portage County** who are unemployed or struggling financially.*

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## ***Can an individual get services or funds from United Way?***

United Way refers people in need to organizations in the community that have the expertise to best meet those needs. These organizations determine eligibility and the amount of aid given, usually based on government guidelines or established policies. These guidelines exist to prevent people from taking advantage of the system and still serve as many people as possible. United Way works to bring people and resources together to improve lives in Portage County. We are committed to helping to establish a safety net to meet the needs of our community.

### **CHILD CARE ASSISTANCE**

#### **FINANCIAL ASSISTANCE FOR CHILD CARE**

Portage County Health & Human Services  
888-445-1621 (Income Maintenance Call Center)  
715-345-5350 (Health & Human Services)  
Screening and Application also online at:  
<https://access.wisconsin.gov/>  
Child care assistance for income eligible families that are in work or work-related activities.

#### **REFERRALS TO CHILD CARE**

ChildCaring  
715-841-9490  
[www.childcaring.org](http://www.childcaring.org)  
Provides a list of regulated child care programs based on criteria selected by client, such as hours of operation, staff qualifications, facility type, and ages served.

### **ECONOMIC SUPPORT/ PUBLIC ASSISTANCE**

Emergency Services  
715-344-7438  
Handles requests for emergency assistance and coordinates available resources to meet basic emergency needs such as food, shelter, and transportation.

Forward Service Corporation  
715-544-1562  
Emergency Assistance may be available when families with minor children in the household experience financial crisis beyond the caregiver's control, and an emergency of homelessness, impending homelessness, energy crisis, fire, flood or natural disaster.

Portage County Economic Support Program  
888-445-1621 (Income Maintenance Call Center)  
Screening and Application also online at:  
<https://access.wisconsin.gov/>

Public assistance programs available include **BadgerCare Plus, Medicaid, Child Care Assistance, and FoodShare** (formerly Food Stamps) for eligible low-income families.

### **EDUCATION**

#### **COLLEGES & UNIVERSITIES**

Mid-State Technical College  
715-344-3063  
[www.mstc.edu](http://www.mstc.edu)

U.W. – Stevens Point  
715-346-0123  
[www.uwsp.edu](http://www.uwsp.edu)

#### **CONTINUING EDUCATION**

Mid-State Technical College Continuing Education  
715-344-3063  
[www.mstc.edu](http://www.mstc.edu)  
MSTC has courses, certificates, and degree programs that teach new skills essential for getting ahead or learning a whole new career. Call or log on for complete course information.

U.W. – Stevens Point Continuing Education  
715-346-3838  
[www.uwsp.edu/conted](http://www.uwsp.edu/conted)  
UWSP Continuing Education provides credit classes, certificate programs, degree completion programs, non-credit workshops and seminars. Call or log on for complete course information.

#### **HIGH SCHOOL EQUIVALENCY**

LINK  
715-344-3063  
[www.mstc.edu/student-resources/link](http://www.mstc.edu/student-resources/link)  
Provides tuition-free assistance with study skills, math, English, reading, science, career education, ESL, and GED/HSED preparation.

### **EMPLOYMENT**

#### **EMPLOYMENT TRAINING, PLACEMENT & SEARCH**

Services available at the Wisconsin Rapids Job Center:

- Dislocated Worker Office  
715-422-5000  
<https://dwd.wisconsin.gov/dislocatedworker>  
Counsels workers affected by closing or permanent layoffs.

- **Job Service**  
715-422-5000  
Or find jobs on-line at:  
<https://JobCenterofWisconsin.com>  
Help job seekers find employment, identify and market their vocational skills, abilities and interests, and access appropriate educational and training programs as necessary. Offers computer access to allow job seekers to use the Internet in their job search, and printers to do résumés, cover letters, etc.
- **Veterans' Services**  
715-422-5000  
Job placement assistance and case management for at-risk veterans.
- **Wisconsin Division of Vocational Rehabilitation (DVR)**  
715-422-5000  
Provides a variety of services designed to help people with disabilities by providing individualized services that include vocational guidance and counseling, and assistive technology.
- **Workforce Innovation & Opportunity Act - WIOA**  
715-544-1562  
Funds job-related training programs that may also help pay for tuition, fees, books and supplies for qualifying students.

**FoodShare Employment and Training (FSET)**  
888-445-1621 (For Referral)  
715-345-5925 (Case Manager)  
FoodShare participants may receive job search assistance through the FoodShare Employment & Training Program, which is an employment program attached to the FoodShare Program. Services may include resume development, career exploration, and unpaid work experience. Gas money or bus fare for work search related activities may also be available, as well as help with work related expenses.

**Wisconsin Works (W-2) Program**  
715-544-1562  
W-2 is Wisconsin's Temporary Aid for Needy Families (TANF) program, which provides employment services and training to help eligible residents get and keep employment.

### **STARTING YOUR OWN BUSINESS**

**Cap Services Business Development**  
715-343-7500  
[www.capservices.org](http://www.capservices.org)

Provides help with business plans, financial planning, and a lease/purchase program for a new facility at below market rate rent.

**Central Wisconsin SCORE**  
715-384-3454  
[www.centralwisconsin.score.org](http://www.centralwisconsin.score.org) (Marshfield)  
Working and retired executives and business owners donate their time and expertise to help current business owners and aspiring entrepreneurs, through both online and face-to-face counseling, advice, and mentoring.

**Portage County Business Council**  
715-344-1940  
[www.portagecountybiz.com](http://www.portagecountybiz.com)  
Offers services to Portage County residents including business development assistance, site selection assistance, and leadership training.

**Small Business Administration**  
800-827-5722 – National  
414-297-3941 – Milwaukee  
[www.sba.gov](http://www.sba.gov)  
Assists, counsels, and protects the interests of small businesses, including offering loans.

**U.W.-Stevens Point Small Business Development Center**  
715-346-3838  
[www.uwsp.edu/conted/sbdc](http://www.uwsp.edu/conted/sbdc)  
Offers management education and counseling for anyone interested in learning to start or operate a small business.

### **UNEMPLOYMENT COMPENSATION**

**Unemployment Insurance**  
414-435-7069 (Claims Specialist)  
[www.dwd.wisconsin.gov/uiben/](http://www.dwd.wisconsin.gov/uiben/)  
Provides payments based on work in Wisconsin to eligible workers who are temporarily unemployed.

### **FINANCIAL COUNSELING/BUDGETING**

**Family Living Program**  
715-346-1321  
[www.portage.extension.wisc.edu](http://www.portage.extension.wisc.edu)  
Offers free instruction for family members to learn how to manage family finances, through U.W. – Extension.

**Financial Wellness Program of Portage County**  
715-346-1321  
[www.portage.extension.wisc.edu](http://www.portage.extension.wisc.edu)  
Volunteer counselors help determine family income/expenses, develop a spending plan, and address credit use and debt problems, through U.W. – Extension.

### Greenpath Financial Counseling

800-550-1961

[www.greenpath.com](http://www.greenpath.com)

Provides financial and budget counseling and credit report reviews at no cost. Bankruptcy counseling, housing counseling, student loan counseling, and debt management planning is also available for a fee.

### Saint Lawrence Community Services –Financial Counseling

715-849-3311

866-849-3311 (toll free)

[www.cclse.org](http://www.cclse.org)

Families and individuals may receive an evaluation of their financial situation, develop a plan, participate in budgeting classes, and financial and bankruptcy counseling, through Catholic Charities.

Local schools and colleges sometimes offer consumer finance courses. Call for current schedules and fees:

- Mid-State Technical College  
715-344-3063  
[www.mstc.edu](http://www.mstc.edu)
- U.W.-Stevens Point  
715-346-0123  
[www.uwsp.edu](http://www.uwsp.edu)

## FOOD

### COMMUNITY MEALS

#### Place of Peace

715-252-7860

[www.wisconsineci.org](http://www.wisconsineci.org)

1948 Church St., Stevens Point

Serves a community meal weekly on Thursdays at 5pm at Downtown Mission Church.

#### The Salvation Army

715-341-2437

[www.sastevenspoint.org](http://www.sastevenspoint.org)

1600 Briggs St., Stevens Point

The Hope Center provides 3 community meals daily: breakfast served 6:30-7:00am, lunch at Noon, and dinner at 5:30pm.

### FOOD ASSISTANCE PROGRAMS

#### FoodShare (formerly Food Stamps)

888-445-1621 (Income Maintenance Call Center)

Screening and Application also online at:

<https://access.wisconsin.gov/>

Provides a debit card for eligible applicants to use in most grocery stores to purchase food.

### WIC (Women, Infants & Children Nutrition Program)

715-345-5350

Food vouchers are issued for the purchase of food that meets the nutritional needs of young children and their mothers, through Portage County Health & Human Services.

### FOOD PANTRIES

#### Interfaith Food Pantry

715-347-2689

2810 Post Rd., Plover

Food pantry that serves individuals and families in Portage County. Distributes on the 2<sup>nd</sup> and 4<sup>th</sup> Tuesday of the month from 5-8pm.

#### New Hope Community Church Food Pantry

715-630-2612

[www.newhopecommchurch.org](http://www.newhopecommchurch.org)

117 W. 2<sup>nd</sup> St., Junction City

Community food pantry opens the 2<sup>nd</sup> and 4<sup>th</sup> Sunday of the month, Noon-1pm for Junction City area residents.

#### Portage County Mobile Pantry

715-341-9922

Delivers a supplemental supply of groceries to rural residents in need the 2<sup>nd</sup> and 4<sup>th</sup> Thursday of the month.

#### Rosholt Food Pantry

715-570-3045

247 Depot St., Rosholt

Donated food distributed to Rosholt-area residents in need on the 1<sup>st</sup> and 3<sup>rd</sup> Monday of the month, 3-5pm, at the Rosholt Clinic Building.

#### St. Paul's Food Pantry

715-344-5660

[www.stpaulequips.com](http://www.stpaulequips.com)

1919 Wyatt Ave., Stevens Point

Pantry at St. Paul's Lutheran Church may provide assistance based on interview which shows an immediate need and plan for long term resolution, open Tuesday and Thursday 10am-2pm.

#### St. Vinnie's Food Pantry

715-344-7395

[www.stvinniesthriftstore.com](http://www.stvinniesthriftstore.com)

2124 Rice St., Stevens Point

Distributes donated and TEFAP foods (formerly Government Commodities) each Tuesday, 10:30am-2:30pm. Low-income Portage County residents may be served twice/month.

The Salvation Army  
715-341-2437  
[www.sastevenspoint.org](http://www.sastevenspoint.org)  
1600 Briggs St., Stevens Point  
The Hope Center provides food assistance on Saturdays, 10am-1pm.

TRACK – Tomorrow River Area Communities Kitchen  
715-824-5615  
293 S. Main St., Amherst  
Food pantry at Peace Lutheran Church for families in need who live in the Tomorrow River School District, Monday 8-10am and Thursday 5-7pm.

To learn if there are other FOOD RESOURCES in your area, contact United Way's 2-1-1:

- Dial 2-1-1, 715-848-2255, or 800-922-5590 24/7
- Text your zip code to 898-211 Monday-Friday 8am-4pm. Standard message and data rates may apply.
- Online chat at [www.unitedwaypoco.org/united-ways-2-1-1](http://www.unitedwaypoco.org/united-ways-2-1-1) Monday-Friday 8am-12 Noon.
- Email [askus@unitedwaymc.org](mailto:askus@unitedwaymc.org). Email answered Monday-Friday 8am-5pm.

## HEALTH SERVICES

### FITNESS & WELL-BEING

Stevens Point Area YMCA  
715-342-2980  
[www.spymca.org](http://www.spymca.org)  
Offers fitness equipment and classes based on sliding fees for income-eligible families and free 30-day passes for local recently dislocated workers who have lost a full-time job.

### HEALTH SCREENINGS

Blood Pressure Screening  
715-346-1401  
Volunteers provide blood pressure screening at the Lincoln Center on the 1<sup>st</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> Thursday of each month 10am-Noon, and the 2<sup>nd</sup> Wednesday of each month 10:30-11:30am.

Public Health Intake & Referral  
715-345-5350 (leave a message for return call)  
[www.co.portage.wi.us/](http://www.co.portage.wi.us/)  
Public health nurses at Portage County Health & Human Services answer public health-related questions, make health assessments and referrals.

Wisconsin Well Woman Program  
715-345-5712 ext 6  
[www.co.portage.wi.us/hhsd/](http://www.co.portage.wi.us/hhsd/)

Income-eligible, uninsured, or underinsured women between the ages of 45 and 64 may have mammograms, pap tests, pelvic exams, and certain other health screenings.

### MEDICAL & DENTAL CARE

At Portage County Health & Human Services:

- BadgerCare Plus Programs  
888-445-1621 (Income Maintenance Call Center)  
Screening and Application also online at: <https://access.wisconsin.gov/>  
Public health care coverage for eligible Wisconsin residents.
- Community Health Services  
715-345-5350  
Provides public health services for all ages, including immunizations, school health services, prenatal/postnatal visits for high-risk mothers, and communicable disease control.
- Wisconsin Well Woman Program  
715-345-5712 ext 6  
Income-eligible, uninsured, or underinsured women between the ages of 45 and 64 may have mammograms, pap tests, pelvic exams, and certain other health screenings.

Family Health/ La Clinica Dental Center  
715-997-9802  
[www.famhealth.com](http://www.famhealth.com)  
Dental clinic provides general dentistry services on a sliding fee scale.

Family Health/La Clinica  
920-787-5514 (Wautoma)  
800-942-5330 (toll free for patients)  
[www.famhealth.com](http://www.famhealth.com)  
A comprehensive Community and Migrant Health Center that provides bilingual (English/Spanish) medical for underserved people in Portage County at its [Wautoma](#) location.

Health Insurance Marketplace  
800-318-2596  
[www.healthcare.gov](http://www.healthcare.gov)  
Provides information about health insurance options for individuals and families, as well as small businesses. Insurance plans available at a reduced cost for those who are income-eligible.

HealthFirst Network  
800-246-5743  
[www.healthfirstnetwork.org](http://www.healthfirstnetwork.org)  
Provides reproductive and productive health care and education on a sliding-fee scale.

## **PHYSICIAN REFERRALS**

### **Ascension Medical Group**

[www.ascension.org/wisconsin](http://www.ascension.org/wisconsin)

### **Aspirus Clinics**

800-847-4707

[www.aspirus.org](http://www.aspirus.org)

### **Marshfield Clinic**

[www.marshfieldclinic.org/doctors](http://www.marshfieldclinic.org/doctors)

## **PRESCRIPTION DRUG ASSISTANCE**

### **Emergency Services**

715-344-7438

Provides referrals for assistance for those who are unable to pay for needed prescriptions in an emergency situation.

### **FamilyWize Prescription Drug Discount Card**

800-222-2818

[www.familywize.org](http://www.familywize.org)

These cards are used to get immediate savings on prescription drugs at participating pharmacies for people who have no health insurance, during deductible periods, and for prescription medicine not covered by health insurance, Medicare, and other benefit plans.

### **NACo Prescription Discount Card Program**

877-321-2651

[www.nacorx.org](http://www.nacorx.org)

Portage County's discount card program helps residents regardless of age, income, or existing health coverage, with prescription drug costs that aren't covered by insurance.

### **NeedyMeds Website**

800-503-6897

[www.needymeds.org](http://www.needymeds.org)

NeedyMeds is a non-profit service that helps people who are unable to afford medicine or health care costs find assistance programs at no cost to them.

### **Partnership for Prescription Assistance**

888-477-2669

[www.PPARx.org](http://www.PPARx.org)

Helps patients lacking prescription coverage get the medicines they need for free or at lower costs.

## **HELP FOR ADDICTION**

## **ALCOHOL & OTHER DRUGS**

### **Al-Anon**

888-425-2666

[www.area61afg.org](http://www.area61afg.org)

Group meetings for relatives and friends to help them work through the effects of living with a relative's or friend's problem drinking.

### **Alcoholics Anonymous**

888-292-6677

[www.aawidistrict04.org](http://www.aawidistrict04.org)

Provides 12-step Alcoholics Anonymous meetings. Log on for current information about local 12-step Alcoholics Anonymous meetings.

### **Ascension Saint Michael's Behavioral Health**

715-344-4611

[www.ascension.org](http://www.ascension.org)

AODA services for chemically dependent people and their families, including mental health counseling, outpatient day treatment and continuing care support. A residential treatment center is also available.

### **Narcotics Anonymous**

920-232-9615

[www.wisconsinna.org/members/area-services](http://www.wisconsinna.org/members/area-services)

Offers recovery from the effects of addiction through working a 12-step program. Call or log on for current information about local meeting times and places.

### **Wisconsin Addiction Recovery Helpline**

833-944-4673 or 2-1-1

<https://211.wisconsin.communityos.org/addiction-helpline>

Free, confidential resource for finding substance abuse treatment and recovery services.

## **GAMBLING**

### **Greater Stevens Point Gamblers Anonymous**

[www.gamblersanonymous.org](http://www.gamblersanonymous.org)

Gamblers Anonymous (GA) meets weekly to provide self-help and support for people to overcome gambling. Check website for local meeting times.

### **Wisconsin Council on Problem Gambling**

800-426-2535

[www.wi-problemgamblers.org](http://www.wi-problemgamblers.org)

Information and referral for compulsive gamblers and their loved ones.

## **SMOKING & TOBACCO USE**

### **First Breath**

715-342-7750

[www.ascension.org/wisconsin](http://www.ascension.org/wisconsin)

Prenatal care providers provide education and support services for pregnant women who desire to quit smoking.

### **Wisconsin Tobacco Quit Line**

800-784-8669

[www.ctri.wisc.edu/quit-line/coaching](http://www.ctri.wisc.edu/quit-line/coaching)

Free telephone coaching and other information about quitting methods, medications, quit plans and tips.

## HOUSING

### EMERGENCY SHELTER

#### Community Warming Center

715-252-7860

[www.wisconsineci.org](http://www.wisconsineci.org)

Provides a warm place for adults to sleep during the winter months only, November 1-April 1. Check in time is 8:30-9pm at Frame Memorial Presbyterian Church.

#### Domestic Violence Shelter

715-343-7125

800-472-3377 (toll free)

[www.capservices.org](http://www.capservices.org)

Temporary shelter and other confidential services for those affected by domestic abuse, and their children.

#### The Salvation Army Hope Center

715-341-2437

[www.sastevenspoint.org](http://www.sastevenspoint.org)

Short term shelter for people who have no other place to stay, as long as they are not under the influence of drugs or alcohol and do not have any sexual offenses.

### FORECLOSURE ASSISTANCE

#### Catholic Charities Mortgage Delinquency and Foreclosure Prevention

715-849-3311

Provides in-person or telephone counseling to homeowners who are at risk of losing their home to foreclosure.

#### Homeowner's HOPE™ Hotline

888-995-4673

[www.995hope.org](http://www.995hope.org)

Provides free telephone credit counseling to help homeowner's facing foreclosure.

#### Making Home Affordable Website

[www.makinghomeaffordable.gov](http://www.makinghomeaffordable.gov)

Information about federal programs available to help avoid foreclosure.

### RENT & MORTGAGE ASSISTANCE

#### Catholic Charities – Saint Lawrence Community Services

715- 849-3311 or 866- 849-3311

[www.cclse.org](http://www.cclse.org)

Program participants receive case management services that may lead to rent payment assistance.

#### Emergency Services

715- 344-7438

Handles requests for emergency rent or mortgage assistance for low-income individuals

and families makes referrals to other programs for assistance.

#### Forward Service - Emergency Assistance Program

715- 544-1562

Needy families with a child, who have a current emergency of homelessness, impending homelessness, energy crisis, fire, flood or natural disaster, may apply to receive Emergency Assistance to help keep their home.

#### Rural Housing

888-400-5974

One time funding for rent or mortgage is available to low income individuals and families on a case by case basis.

## LEGAL SERVICES

### FREE LEGAL AID

#### Justiceworks, Ltd.

715-344-3677

[www.justiceworksltd.org](http://www.justiceworksltd.org)

A volunteer network of Portage County residents coordinates services that help with court forms and the legal process with family law issues, and professional mentoring for reintegrating high-risk offenders back into the community.

#### Portage County Legal Aid Society

715-344-3677

Legal aid office for low-income residents provides brief answers to legal questions and legal representation.

#### Wisconsin Judicare

800-472-1638

[www.judicare.org](http://www.judicare.org)

Legal aid office in Wausau serves low-income Portage County residents in certain non-criminal cases.

### LABOR LAWS & STANDARDS

#### Employment Complaint Process

715-261-8747

Complaint Specialist at the Job Service in Wausau answers questions regarding employment issues & concerns, provides complaint forms, and processes employment-related complaints.

#### U. S. Department of Labor - Wage/Hour Division

866-487-9243 (National Helpline)

[www.dol.gov/whd](http://www.dol.gov/whd)

Administers and enforces *Federal* labor laws, including minimum wage, overtime, and child labor laws.

Wisconsin Department of Workforce  
Development - Equal Rights Division  
608-266-6860 (Madison)

[www.dwd.wisconsin.gov](http://www.dwd.wisconsin.gov)

Administers Wisconsin's Fair Employment Law, which prohibits discrimination against any person on the basis of ancestry, color, creed, national origin, race, sex, disability, arrest or conviction record, age, marital status, sexual orientation, use of lawful products or membership in the military reserve. Also administers Wisconsin's Family and Medical Leave Act, and handles complaints for unpaid wages.

### **LAWYER REFERRAL**

Lawyer Referral & Information

800-362-9082

[www.wisbar.org](http://www.wisbar.org)

Legal hotline refers callers to a lawyer that specializes in the specific type of legal situation the client is looking for.

Modest Means Referral Program

800-362-9082

[www.wisbar.org](http://www.wisbar.org)

Individuals whose income is too high to qualify for free legal aid but too low to pay an attorney's regular fees can be referred to an attorney who has agreed to offer reduced fees.

## **MATERIAL RESOURCES**

### **PERSONAL NEEDS & HOUSEHOLD GOODS**

Community Thrift Store (formally St. Vinnies)

715-344-7395 (Thrift Store)

715-344-7438 (Emergency Services)

Clothing is available to anyone in need by contacting Emergency Services.

Emergency Services

715-344-7438

Screens applicants for referrals to programs that can help provide material goods such as furniture, appliances, and other household items, including clothing, diapers, and school supplies.

Kids Closet

[smileforchristssake@yahoo.com](mailto:smileforchristssake@yahoo.com)

1948 Church St., Stevens Point

Provides clothing for infants and children at no charge each Thursday, 2-6pm at Downtown Mission Church. Baby bottles, crib sheets, diaper bags, etc. may also be available.

Portage County Dressed to Work Association

715-572-1200

Provides no-cost clothing, accessories, appropriate attire selection for lower income

individuals who are interviewing and entering the workforce. Applicants should contact their caseworker or community agency worker for a referral.

### **THRIFT SHOPS**

Community Thrift Store (formally St. Vinnies)

715-344-7395

2124 Rice St., Stevens Point

Dime and Dollar Thrift Store

715-341-0562

3268 Church St., Stevens Point

Goodwill Industries

715-544-6637

1017 Commons Circle, Plover

Goodwill Industries

715-345-0311

5373 Hwy 10 E., Stevens Point

Consignment Stores also sell pre-owned items. They are listed in the Yellow Pages.

To learn if there are other MATERIAL RESOURCES in your area, contact United Way's 2-1-1:

- Dial 2-1-1, 715-848-2255, or 800-922-5590 24/7
- Text your zip code to 898-211 Monday-Friday 8am-4pm. Standard message and data rates may apply.
- Online chat at [www.unitedwaypoco.org/united-ways-2-1-1](http://www.unitedwaypoco.org/united-ways-2-1-1) Monday-Friday 8am-12 Noon.
- Email [askus@unitedwaymc.org](mailto:askus@unitedwaymc.org). Email answered Monday-Friday 8am-5pm.

## **MENTAL HEALTH SERVICES**

### **INDIVIDUAL, FAMILY & MARRIAGE COUNSELING**

*For information, call United Way's 2-1-1:*

- Dial 2-1-1, 715-848-2255, or 800-922-5590 24/7
- Text your zip code to 898-211 Monday-Friday 8am-4pm. Standard message and data rates may apply.
- Online chat at [www.unitedwaypoco.org/united-ways-2-1-1](http://www.unitedwaypoco.org/united-ways-2-1-1) Monday-Friday 8am-12 Noon.
- Email [askus@unitedwaymc.org](mailto:askus@unitedwaymc.org). Email answered Monday-Friday 8am-5pm.



## **SUPPORT GROUPS**

For information, call United Way's 2-1-1:

- Dial 2-1-1, 715-848-2255, or 800-922-5590 24/7
- Text your zip code to 898-211 Monday-Friday 8am-4pm. Standard message and data rates may apply.
- Online chat at [www.unitedwaypoco.org/united-ways-2-1-1](http://www.unitedwaypoco.org/united-ways-2-1-1) Monday-Friday 8am-12 Noon.
- Email [askus@unitedwaymc.org](mailto:askus@unitedwaymc.org). Email answered Monday-Friday 8am-5pm.

## **TELEPHONE COUNSELING & CRISIS INTERVENTION**

Family Crisis Center Hotline  
(24 hours/day, 7 days/week)  
715-343-7125

800-472-3377 (toll free)

[www.capservices.org](http://www.capservices.org)

This hotline, a program of CAP Services Family Crisis Center, provides telephone counseling for Portage County residents experiencing a domestic abuse crisis.

Hopeline – Text Crisis Line

741741 – Text Short Code

Confidential crisis text service dealing with problems such as: suicide, depression, family issues, and school problems.

Mental Health Navigation Program

715-343-7104

[www.capservices.org](http://www.capservices.org)

This is a program of CAP Services that provides people experiencing mental health issues help with identifying providers and services, accessing community services, and advocacy.

Portage County Crisis Intervention Services

(24 hours/day, 7 days/week)

866-317-9362 (toll free)

[www.co.portage.wi.us/](http://www.co.portage.wi.us/)

Health & Human Services provides support services to individuals involved in emergency mental health situations.

***If you are in a mental health emergency, or need to talk to a counselor right away, call Portage County Crisis Intervention Services at 866-317-9362, 24 hours a day. If you are in a domestic violence crisis, call the Family Crisis Center Hotline at 715-343-7125, 24 hours a day; long distance callers may call toll-free 800-472-3377.***

## **PUBLIC INTERNET ACCESS**

Portage County Public Library

[www.pocolibrary.org](http://www.pocolibrary.org)

Offers public computers for word processing, internet access, and electronic searching. Find out more from your local branch:

Almond 715-366-2151

Plover 715-341-4007

Rosholt 715-677-4512

Stevens Point 715-346-1544

The Job Center

715-422-5000

Provides computers for job-seekers to work on résumés and cover letters, and to research job openings on the internet.

## **SPECIAL POPULATIONS**

### **MILITARY FAMILIES**

Armed Forces Emergency Services

877-272-7337

[www.redcross.org](http://www.redcross.org)

The American Red Cross works with military aid societies to help meet emergency financial needs when an urgent personal or family crisis arises for persons on active duty in the military.

Army Community Service

608-388-3505

[www.mccoy.armymwr.com](http://www.mccoy.armymwr.com)

Services at Fort McCoy for Army families include family advocacy, and information about deployment/mobilization, relocation, employment, and financial readiness.

Family Assistance Center

800-292-9464 (Hotline)

[www.wisconsinmilitary.org/fac/](http://www.wisconsinmilitary.org/fac/)

Family Assistance Centers provide services such as, crisis intervention, community information, and emergency financial services.

Operation Homefront

800-390-4643

[www.operationhomefront.org](http://www.operationhomefront.org)

Provides emergency assistance to active military and the families they leave behind, and to wounded warriors when they return home. Includes help with auto repair, home repair, food assistance, vision care, and financial assistance.

Stevens Point Area YMCA

715-342-2980

[www.spymca.org](http://www.spymca.org)

The YMCA offers free memberships for local families of deployed military.

### Wausau Vet Center

715-842-1724

[www.vetcenter.va.gov](http://www.vetcenter.va.gov)

Provides readjustment services for returning war veterans and their family members.

## **VETERANS**

### Disabled American Veterans Van

608-504-1313

Volunteer drivers transport veterans to medical appointments at V.A. facilities. Please call to schedule.

### Portage County Veterans Service Office

715-346-1310

[www.co.portage.wi.us/veterans](http://www.co.portage.wi.us/veterans)

Provides information, counseling, and assistance in obtaining state and federal veterans benefits and entitlements.

### Veterans Administration Clinics

608-372-3971 (Must call Tomah in advance to enroll)

Provides primary medical care for Portage County veterans at the [Wausau](#) and [Wisconsin Rapids](#) locations.

### Veterans' Services

715-422-5000

Job placement assistance and case management for veterans, at the Wisconsin Rapids Job Center.

### Wausau Vet Center

715-842-1724

[www.vetcenter.va.gov](http://www.vetcenter.va.gov)

Readjustment services for returning war veterans and their families.

## **TRANSPORTATION SERVICES**

### Central Transportation

715-341-4490

[www.stevenspoint.com/transit](http://www.stevenspoint.com/transit)

Coordinates city bus services in the Stevens Point area, both fixed bus routes and Paratransit Services for those with disabilities.

### Plover Shared-Ride Taxi

715-342-1313

Government funded, shared-ride taxi services for any trip that is within, ends, or originates within a 5 mile radius of the Village of Plover (includes Stevens Point).

To learn about other TRANSPORTATION SERVICES in your area, contact United Way's 2-1-1:

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- Online chat at [www.unitedwaypoco.org/united-ways-2-1-1](http://www.unitedwaypoco.org/united-ways-2-1-1) Monday-Friday 8am-12 Noon.
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## **UTILITY & ENERGY ASSISTANCE**

### **UTILITY ASSISTANCE**

#### Catholic Charities – Saint Lawrence Community Services

715- 849-3311 or 866- 849-3311

[www.cclse.org](http://www.cclse.org)

Program participants receive case management services that may lead to utility payment assistance.

#### Emergency Services

715- 344-7438

Handles requests for emergency utility assistance for low-income individuals and families and makes referrals to other programs for assistance.

#### Energy Services of Portage County

715-344-5999

Financial assistance for gas, electric, or heating fuel bills for income-eligible Portage County residents. Provides a one-time energy grant per heating season, as well as crisis funding for those facing a disconnection.

#### Forward Service - Emergency Assistance Program

715-544-1562

Needy families with a child, who have an impending energy crisis, fire, flood or natural disaster, may apply to receive Emergency Assistance to help keep pay their past due utility bill.

### **WEATHERIZATION**

#### Focus on Energy

800-762-7077

[www.focusonenergy.com](http://www.focusonenergy.com)

Offers cash-back rewards for the purchase and installation of qualifying home heating equipment.

## Weatherization Program

715-343-7145

[www.capservices.org](http://www.capservices.org)

Weatherization services help reduce a household's heat bill by providing measures such as attic and wall insulation, reducing air leakage, water heater conservation measures, and heating system repair or replacement for qualified households, through CAP Services.

For information about weatherization assistance through Community Development Block Grants, contact United Way's 2-1-1:

- Dial 2-1-1, 715-848-2255, or 800-922-5590  
24/7

- Text your zip code to 898-211 Monday-Friday 8am-4pm. Standard message and data rates may apply.
- Online chat at [www.unitedwaypoco.org/united-ways-2-1-1](http://www.unitedwaypoco.org/united-ways-2-1-1) Monday-Friday 8am-12 Noon.
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We're here any time you don't know where to turn for help



**Get Connected. Get Help.™**

## Get Help

When you need information about community services, or are looking for help with a personal or family matter, United Way's 2-1-1 will answer your questions about what's available, who to contact for the details you want, and how to take the next step toward solving your problems or meeting your needs. Need Help?

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## Give Help

Want to volunteer to serve a meal, support grieving families, or help out during a disaster? Want to donate items to a program that helps abused children or homeless families? Want to Give Help?

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- Text your zip code to 898-211 Monday-Friday 8am-4pm. Standard message and data rates may apply.
- Online chat at [www.unitedwaypoco.org/united-ways-2-1-1](http://www.unitedwaypoco.org/united-ways-2-1-1) Monday-Friday 8am-12 Noon.
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