

## HELP DURING HARD TIMES RESOURCE GUIDE

Developed, in partnership, by the United Way of Washington County, as of March 2011

Facing the challenge of loss of job or reduction in hours, need for medical care, domestic violence, homelessness, house fire or other disaster, need for food or legal assistance? This is a list of many of the organizations in Washington County that can help you. Unless otherwise noted, telephone numbers listed are manned Monday – Friday, from 8:00 am-4:30 pm.

**HOUSING HOTLINE (262) 334-4912 24-hours per day, 7 days a week**

*Locate county resources related to emergency housing; transitional shelter; rent, mortgage, and utility assistance; legal assistance including during threat of eviction; transportation assistance; and expediting disability SSI approval*

**W-2 (262) 335-5310 or 306-3505 Monday – Friday, 8:00 am-4:30 pm <http://dcf.wisconsin.gov/w2>**

### DISASTER / HOUSING CRISIS

**HOUSING HOTLINE (262) 334-4912 24-hours per day, 7 days a week**

*Services provided by Hebron House of Hospitality, Friends of Abused Families, Salvation Army, Youth & Family Project, Family Promise, St. Vincent de Paul, Full Shelf Food Pantry, County Government, and other local organizations*

**DISASTER SERVICES (262) 334-5687 Mon–Fri, 9 am – 4 pm (after hours, call 1-800-696-3873) [www.redcrosswc.org](http://www.redcrosswc.org)**  
*American Red Cross of Washington County responds to house fires, floods, tornadoes, ice storms, and other disasters*

**DOMESTIC VIOLENCE SHELTER / CRISIS LINE (262) 334-5598 24-hours per day, 7 days a week [www.fafinc.org](http://www.fafinc.org)**  
*Friends of Abused Families provides shelter and counseling for victims of domestic violence*

**EMERGENCY SHELTER FOR HOMELESS FAMILIES (262) 644-8900 [www.familypromisewc.com](http://www.familypromisewc.com)**  
Telephone line is manned Monday – Friday, 7:00 am – 5:00 pm  
*Family Promise coordinates overnight accommodations and meals provided by host church congregations and a Day Center where families receive case management and employment search support*

### FOOD

**West Bend – Full Shelf Food Pantry (231 Municipal Drive) (262) 335-0685 email=[fullshelffoodpantry@yahoo.com](mailto:fullshelffoodpantry@yahoo.com)**  
Hours for food pick-up = Mon through Fri 4:15 – 5:30 pm; special senior 65+ hours 1<sup>st</sup> & 3<sup>rd</sup> Tues 10:00–11:00 am  
*Distributes meat, cheese, fresh fruits and vegetables, canned and dry food products, and bakery items*

**Germantown – St. Boniface/St. Gabriel Food Pantry (W204 N11940 Goldendale Road – Germantown)**  
Hours for food pick-up = 1<sup>st</sup> and 3<sup>rd</sup> Mondays 3:00–8:00 pm (262) 628-2040  
*Distributes canned and dry food products*

**Hartford – Hartford Food Pantry (24 North Johnson Street – Hartford)**  
Hours for food pick-up = Tues 10:00–12:45 pm, Thurs 12:00–2:45 pm, 3<sup>rd</sup> Wed 6:00–7:45 pm, 1<sup>st</sup> Sat 9:00–11:45 am  
*Distributes canned and dry food products (262) 673-5747*

**Jackson – Jackson Food Pantry (Christ Evangelical Lutheran Church, N168 W20152 Main Street – Jackson)**  
Hours for food pick-up = by appointment, call (262) 305-1394 email=[jacksonwifoodpantry@yahoo.com](mailto:jacksonwifoodpantry@yahoo.com)  
*Distributes canned and dry food products, some produce and dairy, and occasionally meat*

**Kewaskum – Kewaskum Community Food Pantry (corner of 2<sup>nd</sup> & Regal) – Kewaskum)**  
Hours for food pick-up = Tuesday & Thursdays 4:00–6:00 pm; Saturday 9-11 am (262) 626-8798  
*Distributes canned and dry food products, and seasonal fresh produce*

**Slinger – Slinger Community Food Pantry (312 E Washington Street – Slinger)**  
Hours for food pick-up = Mondays 10:00 am–12 noon, Wednesdays 3:00–5:00 pm  
*Distributes canned and dry food products (262) 644-0507*

### FINANCIAL & LEGAL SERVICES

**FINANCIAL ASSISTANCE (262) 335-4677 –for families (262) 335-4510 –for adults [www.co.washington.wi.us](http://www.co.washington.wi.us)**  
*Washington County Human Services helps provide financial support for medical coverage, food share program, child care subsidies, home energy assistance, and other assistance [www.ckfwi.org/2tool-county-brochures.html](http://www.ckfwi.org/2tool-county-brochures.html)*

**LEGAL ADVICE & REPRESENTATION (920) 233-6521 1-800-236-1128 [www.legalaction.org](http://www.legalaction.org)**  
*Legal Action of Wisconsin, Inc. provides FREE legal advice and representation to low-income people (e.g., eviction, foreclosures, housing conditions, public benefits, and protection from domestic violence)*

**FINANCIAL COUNSELING SERVICES (262) 306-9241 [www.cccsonline.org](http://www.cccsonline.org)**  
Monday = 11 am – 7 pm; Tuesday – Friday = 8 am – 5 pm  
*Consumer Counseling Services provides FREE budget and financial counseling*

**TRANSPORTATION** for assistance with transportation, call Housing Hotline, (262) 334-4912

## HEALTHCARE

Albrecht Free Medical Clinic, 1110 Oak Street, Suite 1200 – West Bend (262) 334-8339 www.albrechtfreeclinic.org  
Clinic hours: Tuesday from 6:00–7:30 pm, Wednesday 9:00–12 noon by appointment only, Thursday from 6:00–8:00 pm  
For information or to make an appointment, call Monday through Friday, 9:00 am–5:00 pm

Community Memorial Health Outreach Clinic, W180 N8085 Town Hall Road – Menomonee Falls (262) 257-3393  
Clinic hours: Tues & Thurs 5:30–8:00 pm (call to schedule an appointment Mon through Thurs from 8:00 am – 9:00 pm or  
Friday from 8:00 am – 5:00 pm) www.communitymemorial.com/services/outpatient/outreach.cfm

FREE Familywise prescription discount cards available to United Way of Washington County, (262) 338-3821

## MENTAL HEALTH ISSUES / ALCOHOL & OTHER DRUG ABUSE

**ACUTE CARE / CRISIS INTERVENTION** (262) 365-6565 or 1-866-906-6565 24-hours per day, 7 days a week  
Washington County Human Services provides mobile crisis intervention 24-hours per day, 7 days a week for threat of  
suicide, critical mental / alcohol or other drug abuse episodes, parent/child conflict, and other critical incidents

**ALCOHOL & OTHER DRUG ABUSE SERVICES** (262) 335-4583 www.co.washington.wi.us  
Washington County Human Services provides outpatient counseling, day and inpatient treatment services

Council on Alcohol & Other Drug Abuse (262) 335-6888 www.councilonaoda.org  
Provides services to increase access to treatment or education for adolescents and adults  
Mon, Wed & Fri from 8:00 am–4:00 pm; Tues & Thurs from 8:00 am–8:00 pm

**MENTAL HEALTH** (262) 335-4545 www.co.washington.wi.us  
Washington County Human Services provides psychiatric services, individual & family therapy, and mental health outreach

## CHILDREN & FAMILIES

**CHILD ABUSE / NEGLECT HOTLINE** (262) 335-4888 or 1-800-616-0446 24-hours per day, 7 days a week  
Washington County Human Services investigates reports of child physical/ sexual/ emotional abuse and child neglect

**PREGNANT WOMEN AND INFANTS** (262) 335-4466  
Washington – Ozaukee County WIC Program provides supplemental nutritious food and education for women who are  
pregnant, breast feeding or less than 6 months postpartum. Services also available for children under age 5

Circle of Friends for clothing (newborn to size 26X), towels, blankets, etc. at Immanuel United Church of Christ in West  
Bend – call (262) 334-2886 for information on how to obtain a voucher and hours

Mother's Room for diapers, baby clothing through 24 months, maternity clothing, and other baby supplies  
St. James Episcopal Church, 148 S. 8<sup>th</sup> Ave in West Bend  
1<sup>st</sup> & 3<sup>rd</sup> Wednesdays from 1:00 – 2:00 pm and 2<sup>nd</sup> & 4<sup>th</sup> Wednesdays from 7:00 – 8:00 pm

**CHILDREN & FAMILY SERVICES** (262) 335-4610 www.co.washington.wi.us  
Washington County Human Services provides information and assistance related to parent-child services and adolescent /  
teen issues, and kinship care

## AGING & DISABILITY SERVICES

**ADULT PROTECTIVE SERVICES** (262) 335-4497 www.co.washington.wi.us  
Washington County Aging & Disability Resource Center investigates reports of suspected physical/ sexual/material abuse  
or neglect/self-neglect of persons 60 and over or any adult with a physical, cognitive or developmental disability

**MEDICAL TRANSPORTATION OUT-OF-COUNTY FOR SENIOR CITIZENS 60+, INCLUDING VETERANS HOSPITAL** (262) 365-0902  
Interfaith Caregivers, 9:00 am–2:00 pm Monday – Friday www.interfaithwashco.org

## DIVORCE & SEPARATION / GRIEF & LOSS

**SEPARATED & DIVORCE SUPPORT GROUP** (262) 644-7374  
Monday nights, 6:30 pm at St. Frances Cabrini Education Center, 615 Hawthorn Drive in West Bend – open to persons of  
all denominations to help individuals heal by working through personally relevant situations & feelings

**BEREAVEMENT GROUP** (262) 338-2366, ext 12  
1<sup>st</sup> Thursday of the month, 6:30 pm in the lower level of St. Frances Cabrini Church, 1025 S. 7<sup>th</sup> Ave (enter at northeast  
entrance at rear of church building) – this group open to persons of all denominations provides an opportunity for  
information, discussion and support to those who have experienced death of a loved one