

Resources to Help Victims in Buffalo County



This booklet was compiled by Buffalo County Coalition Against Violence.

love
shouldn't
hurt

*This booklet is designed to help you
find the help you need to live a
healthier, happier, and safer life.*

What is in this booklet?

- **Who are victims of abuse?**
- **What is Domestic Abuse?**
- **How Domestic Abuse affects kids**
- **Are you ready to leave?**
- **What if you stay?**
- **Safety Preparation Considerations**
- **Post Separation Abuse**
- **Adverse Childhood Experiences**
- **Emergency Domestic Abuse shelters**
- **211 Information for resources**
- **Counseling services**
- **Help with housing, heating, job search, and food**
- **Counseling and mental health services**
- **Legal aid and resources**
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- **Jail release notifications**
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Scan QR Codes throughout the book for more information.

Who are victims of domestic abuse?

Who are the victims of abuse?

They're all around us. Domestic abuse can affect *anyone*, regardless of gender, age, income, education or religion.

It doesn't just happen to poor people or people who drink too much. It also doesn't just happen to women. It happens to men too.

It's hard to say exactly how many people are victims of domestic abuse, but most people agree that about 1 out of 4 adults are victims. Part of the reason it's hard to say how many people are victims, is that many people don't report abuse every time it happens. Sometimes, they never do.

Why don't they report abuse?

Embarrassed for friends, family and neighbors to know their family isn't

Embarrassment

perfect, especially if the victim knows they aren't able to leave their abuser. They don't want to lose the family's respect of other people.

FEAR

Fear that the abuse will be worse after, fear that no one will believe them, fear about putting their children's other parent in jail - resulting in trauma to the child/children and possible loss of family income. Fear of being broke and homeless with kids.

Shame keeps many victims from seeking help. Men are especially reluctant to

Shame

report abuse because they don't realize they are victims and that it's not okay for someone to hit them. Society says men can't be victims of abuse and that it's okay for women to hit men; in fact, it's usually the funny part of television and movies. Therefore, men fear they won't be believed, worse, that they will be the one arrested; that they will experience a loss of respect from their friends, family and people in general if word gets out they are victims of abuse.

WHAT IS DOMESTIC ABUSE?

Abusive behavior by one household or family member in order to control or manipulate

- **Physical Abuse** – Infliction of physical pain or bodily harm.
- **Sexual Abuse** – Any form of sexual contact or exposure without consent or when victim can't give consent.
- **Emotional Abuse** – Infliction of mental anguish.
- **Financial Abuse** – Illegal or improper exploitation of funds.
- **Neglect** – Refusal or failure to fulfill a care-taking obligation; such as denial of food, shelter, clothing, medical assistance.

What does it look like when it's happening?

Intimidation and Threats

- Using looks/actions/gestures/voice to scare partner.
- Showing weapons, destroying property, punching walls, etc.
- Threatening to hurt someone the victim cares about or pets.

Emotional/Verbal Abuse

- Mocking or humiliating partner privately or in public.
- Threats of suicide or relapse of alcohol or drug use.
- Withholding love - "silent treatment" - until abuser gets their own way.

Sexual Abuse

- Threatening or flaunting an infidelity.
- Use of force during sex.
- Having sex while they are too drunk or high to say "yes" or "no".

Financial/Economic Abuse

- Keeping partner on an allowance.
- Making partner give you his/her money.
- Using someone for his or her money.
- Hiding spending and incurring debt without partner's knowledge.

Sexism

- Using argument, that one gender is superior to the other in certain ways and has privileges that the other should not have.
- "Rules" for the relationship that are based on gender.
- Saying it's okay for a female to hit a male because "he's a man".

Isolation & Extreme Jealousy

- Controlling who the partner is friends with, where she/he goes.
- Separating partner from family, fighting with parent's family.
- Not letting partner be involved in his/her own activities.

- Constantly checking or demanding to check partner's cell phone.
- Accusing partner of cheating in order to play the victim.
- Using "jealous love" to justify controlling behavior.

Using Children

- Threatening to take away or not allow contact with children.
- Threatening to hurt or hurting children in front of victim.
- Threatening to report or reporting the partner for child abuse.



WHAT ABOUT THE KIDS?

How Domestic Abuse Affects Children

When domestic abuse occurs in the home, there can be many physical and emotional effects on children who witness the violence.

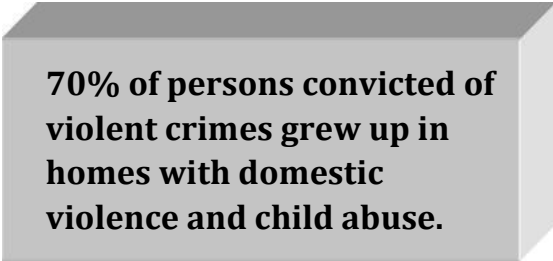
Immediate threats include:

- May be hurt trying to intervene to protect a parent.
- May be hurt while being held by a parent being attacked.

Other ways kids are affected:

- They are 15 times more likely to be abused themselves.
- They are more likely to develop drug/alcohol problems as a means to escape the fighting and unhappiness at home.
- They are more likely to get in trouble outside the home - perhaps out of anger, or perhaps as a way to get attention from the system.
- They may begin to believe violence is okay, which will affect how they deal with anger, which could lead to a life of violence.
- Higher risk of developing speech problems, stress related physical ailments (rashes, headaches, and ulcers), developmental delays and constant anxiety wondering when the next fight will occur.
- Children who witness violence in the home are more likely to abuse their partners as adults than children raised in nonviolent homes.
- Children also show many behaviors/feelings because of living with constant tension in the home. Some of these include:
 - Constant anxiety
 - Feeling guilty for not being able to stop the abuse
 - Fear they will lose a parent
 - Constant need for adult attention
 - Shame or Embarrassment from being in the family

Did you know:



70% of persons convicted of violent crimes grew up in homes with domestic violence and child abuse.

Are you ready to leave?

There is help available to help you do that!

If you don't feel safe call Bolton Refuge House's 24-Hour Crisis Line to talk to a crisis advocate.

715-834-9578

If the situation is dangerous and you need to leave now, Bolton Refuge House support services are available for you and your children 24-hours a day.

Bolton Refuge House has an emergency shelter offering short term; temporary night stays for victims of domestic violence who are fleeing. Please contact the Bolton Refuge House crisis line to inquire about options and needs.

Emergency Shelter and support services are free and confidential.

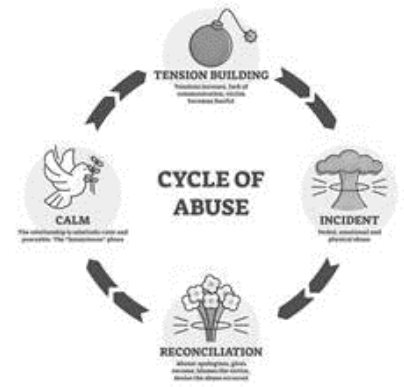
Remember: the most dangerous times for victims of domestic violence is when the victim decides to leave the relationship.

If you decide to leave and your abuser is in jail, be sure to sign up for the VINE Jail release notification.

PLEASE contact Bolton Refuge House to talk about what your rights and options are. Victim Advocates are here to help you create a safety plan, recognizing you are the expert in this relationship.

WHAT IF YOU STAY?

Trying to get out of an abusive relationship if the abuser wants you to stay is like trying to get out of a maze. It's tricky, confusing and just when you think you have found the exit, you find it leads nowhere and you have to go back and try another route.



Strong emotional and psychological forces keep the victim tied to the abuser. Sometimes situational realities, such as a lack of money, keep the victim from leaving.

Emotional Reasons Victims Don't Leave:

- **Hope.** The abusive partner promises to change and shows remorse and it looks like they might ... for a while. It's called the Cycle of Abuse.
- **Fear.** The abusive partner threatens death if victim leaves.
- **Guilt.** Guilt that they are "giving up" on the abuser, who they feel they can save from destructive behaviors.
- **Confusion.** The abuser can be wonderful a majority of the time and may be a wonderful parent or friend to others.

Situational Reasons for Staying:

- **Economic.** The abuser has kept victim's earning potential to a minimum so victim is dependent financially on abuser; victim doesn't know about community resources and housing.
- **Children.** The abuser threatens to "take the kids" if victim leaves, and victim fears for safety of children if abuser gets custody.
- **Isolation.** The abuser has driven away all friends and family, so the victim has no one to go to for help.
- **Fear.** Fear that if the victim calls police, abuser will not be arrested and/or charged, or will return even more angry and violent.
- **Pets.** Pets are family! Abusers often abuse pets, so the victim can't always leave behind a pet.

Please Remember...

If you decide to stay with your abuser, seek help from a domestic abuse agency and talk to someone who can help you try to stay safer. You can call **Bolton Refuge House at 715-834-9578**. *Services are free of charge and completely confidential.* They can help you develop a safety plan for when things get bad. Your safety plan should include:

- Develop a support system of friends and relatives you trust and have a code word that you can use with them to alert them about trouble.
- Have a packed bag ready with medications and other important items hidden in a handy place in case you need to leave quickly. Include money, an extra set of keys, extra clothes and important documents for yourself and your children. You may not be able to return safely for a long time and will need those documents to apply for assistance and housing. Include birth certificates, social security card, divorce or custody papers, and insurance papers. Scan and store family photos to a jump drive or online so you do not lose them if you leave.
- Give a neighbor permission to "get involved" and call police if they hear a disturbance coming from your home.
- Hide another phone to use in case your abuser takes and destroys your primary phone. Bolton Refuge House can give you a "911 phone" to keep hidden in case you need it.

Did you know that all cell phones work to call 911, even if the cell phone has no minutes or provider? As long as the battery is charged, you can call 911. So keep an old cell phone charged and make it your "911 phone". That is true for landlines too. Just plug any phone into a wall outlet and you'll hear a dial tone. You can't call anyone else but you can call 911.

Domestic Violence Safety Preparations

Considerations

Leaving an abuser can be dangerous. Allow yourself to take the necessary steps to feel safe and secure before, during, and after an escape using this checklist:

Before Leaving:

- Recognize warning signs and triggers from abusers.
- Plan a couple of places you would feel safe going to (friends, family, shelter, police station, or public place).
- Have an escape route in mind (know the layout of your house and how you can safely exit).
- Keep a bag packed of important items if needing to leave quickly (clothes, phone, money, medications and documents/identification).
 - Make sure it is stored in a safe and accessible place (ex: work, secret spot).
- If possible, keep a spare phone to contact emergency services and turn off apps that reveal your location.
- Consider keeping a journal of previous or recurring abusive incidents.
- Think about opening a second bank account.
- Develop a code/safe word you can give to children and trusted individuals in case of emergencies (neighbors, family, and friends).

During a Domestic Violence Incident:

- Avoid rooms/areas where weapons may be accessible to the abuser.
- Avoid rooms where abusers can trap you (bathroom, closet, small rooms).

- Get to a place where you can call 911!
- Seek medical attention.
- If unsure of where to go, search for the closest domestic violence shelter.
- Take photos of any physical injuries (cuts, bruises, etc.).
- Make a police report.

After Leaving:

If your abuser has been arrested and/or you are able to go back to your place of residency here are ways to further protect yourself and children from any future incidences:

- Obtain a Restraining Order and create copies to have on hand at all times.
 - Give copies to neighbors, work, and children's school
- Change locks, phone, and phone numbers.
- If possible, consider setting up an alarm system, security lights, and a doorbell camera.
- Keep trusted individuals informed that an abuser is not allowed near the home.
- If in need to keep communications with a partner, be sure to meet in a public setting and have contact with a trusted third party.
- Don't forget to reach out to people who can provide you support with domestic violence issues.

Bolton Refuge House is located in Eau Claire, WI and is open 24 hours a day year round including holidays. Don't hesitate to reach out if you need information on domestic violence related resources and support crisis line where you can speak with an advocate who is always available at: 715-834-9578.

Post Separation Abuse

Domestic violence (DV) is more than just physical abuse. During the relationship, domestic violence can be coercive control, physical abuse, verbal abuse, emotional abuse, psychological abuse, sexual abuse, and financial abuse. When the relationship ends, the abuse does not stop, it just transitions to a new form of abuse referred to as post separation abuse.

Post separation abuse continues to escalate and often, far surpasses the DV that victims are subjected to while under the same roof as their abuser. After the relationship ends, the perpetrator sets their sights on the child(ren) to exert control and to terrorize the healthy parent. Every high-conflict custody battle has three basic narratives: the abuser's need for control, the abuser's need to "win" and, the abuser's desire to hurt or punish the healthy parent.

Examples of Post Separation Abuse includes:

Counter Parenting

- Undermines the safe parent's parenting abilities and decisions.
- Denies or withholds consent/care for child's medical or therapeutic needs.
- Seeks to impose opposing values in the child to spite the safe parent.

"Alienation" Allegations

- Child favors the safe parent and rejects the abusive parent leading to false allegations of "alienation" despite the fact that

"parental alienation" is a pseudo concept, denounced and debunked by all credible organizations around the world.

- "Parental alienation" claims lodged against the safe parent as a legal strategy to cast doubt on their credibility.
- Valid claims of abuse labeled as alienation by the abusive parent as a defensive tactic.

Neglectful or Abusive Parenting

- Exposes children to unsafe content, situations, or people, which creates concern and fear in the safe parent.
- Uses violence, intimidation, threats, manipulation, and ridicule to gain compliance from the children.
- Abusive parent places their own needs above the needs of the children.

Isolation

- Spreads lies and rumors to family, friends, teachers, and community relationships to discredit the safe parent and destroy their support system and reputation.
- Paints a false narrative, projecting their own issues to discredit the safe parents.
- Withholds child's social interaction to maintain abusive parents' sphere of control.

Harassment & Stalking

- Bombards the healthy parent with an overwhelming number of emails, phone calls, and manipulative, threatening, and abusive messages.
- Monitors whereabouts, social interactions, social media, etc. via devices, online communications tools, or spyware.

- Terrorizes and intimidates safe parent with threats without rising to the level of involving law enforcement.

Legal Abuse

- Misuse of court proceedings to control, harass, intimidate, coerce, and exhaust the financial and emotional resources of the safe parent.
- Disregards court orders, makes false reports, deliberately causes delays in court proceedings, and makes legal threats to assert power and control over the safe parent.
- Seeks a change in custody only as a means of revenge, punishment, and continued control over the safe parent.

Financial Abuse

- Withholds, mismanages, or delays support payments and court-ordered reimbursements.
- Blocks access to bank accounts and other financial resources.
- Interferes or jeopardizes job interviews, employment, or career advancement of the safe parent.
- Misuse of litigation to disadvantage the safe parent financially.

Coercive Control

- Creates a sense of fear that pervades all elements of the safe parent's life.
- Consistently belittles, undermines, shames, and criticizes the safe parent to abuse emotionally.
- Strategically manipulates family, friends, or community into conflict with the safe parent to remain in control and gain an advantage (triangulation).

- Imposes a false narrative to make the safe parent doubt their reality, memory, and perceptions (gaslighting).



Adverse Childhood Experiences

Post-separation abuse does not just affect the victim; it has both immediate and long-lasting effects on children resulting in high adverse childhood experiences (ACEs).

ACE's, a term used to describe any traumatic event during childhood such as divorce, violence, emotional abuse, neglect, substance abuse or even an environment that undermines a child's sense of bonding or stability.

ACEs can have lasting effects on health and well-being in childhood and life opportunities well into adulthood.

According to the CDC about 64% of adults in the United States reported they had experienced at least one type of ACE before age 18. Nearly one in six (17.3%) adults reported they had experienced four or more types of ACEs.

An ACE score is a tally of different types of abuse, neglect, and other hallmarks of a rough childhood. According to the Adverse Childhood Experiences study, the rougher your childhood, the higher your score is likely to be and the higher your risk for later health problems.

Adverse Childhood Experience Questionnaire for Adults

California Surgeon General's Clinical Advisory Committee



Our relationships and experiences—even those in childhood—can affect our health and well-being. Difficult childhood experiences are very common. Please tell us whether you have had any of the experiences listed below, as they may be affecting your health today or may affect your health in the future. This information will help you and your provider better understand how to work together to support your health and well-being.

Instructions: Below is a list of 10 categories of Adverse Childhood Experiences (ACEs). From the list below, please place a checkmark next to each ACE category that you experienced prior to your 18 th birthday. Then, please add up the number of categories of ACEs you experienced and put the <i>total number</i> at the bottom.	
1. Did you feel that you didn't have enough to eat, had to wear dirty clothes, or had no one to protect or take care of you?	☐
2. Did you lose a parent through divorce, abandonment, death, or other reason?	☐
3. Did you live with anyone who was depressed, mentally ill, or attempted suicide?	☐
4. Did you live with anyone who had a problem with drinking or using drugs, including prescription drugs?	☐
5. Did your parents or adults in your home ever hit, punch, beat, or threaten to harm each other?	☐
6. Did you live with anyone who went to jail or prison?	☐
7. Did a parent or adult in your home ever swear at you, insult you, or put you down?	☐
8. Did a parent or adult in your home ever hit, beat, kick, or physically hurt you in any way?	☐
9. Did you feel that no one in your family loved you or thought you were special?	☐
10. Did you experience unwanted sexual contact (such as fondling or oral/anal/vaginal intercourse/penetration)?	☐
Your ACE score is the total number of checked responses	

Do you believe that these experiences have affected your health?

☐ Not Much ☐ Some ☐ A Lot

Experiences in childhood are just one part of a person's life story.
There are many ways to heal throughout one's life.

Please let us know if you have questions about privacy or confidentiality.

5/5/20

Bolton Refuge House

24-HOUR CRISIS LINE: 715-834-9578

807 S Farewell St • Eau Claire

Office number: (715) 834-9578 www.boltonrefuge.org/



Bolton Refuge House, Inc. (BRH) creates a safe space through programs and services for all persons impacted by domestic violence, intimate partner violence, human trafficking, child abuse, elder abuse, stalking, and sexual assault, and advocates for social change.

Bolton Refuge House provides a range of services and resources to victims and their children. Services address the individual's desire to live in a healthy, stable, violent free home, while learning healthy behaviors that will end the cycle of violence within their family. Bolton Refuge House provides confidential services at no cost to victims.

- *24 -HOUR HOTLINE SERVICE: Bolton Refuge House provides twenty-four hour coverage of a crisis line, seven days per week (including weekends and holidays).*
- *TEMPORARY SHELTER AND FOOD. Located in Eau Claire WI, emergency shelter is offered to victims fleeing from violence within current living situations. Support staff is available 24hrs a day, 365 days a year.*
- *Personal Advocacy: Client advocacy is provided by assisting with locating financial resources and obtaining educational resources.*
- *Legal Advocacy: Bolton Refuge House strives to inform victims of their legal rights, remedies, and system responsibilities. Legal Advocates can help navigate victims through the complications of the civil and criminal system.*

- *System Advocacy: Bolton Refuge House works with professionals in relevant systems to overcome barriers that may prevent victims and their children from receiving services that would be appropriate to their needs.*
- *SUPPORTIVE LISTENING/OPTIONS: Bolton Refuge House provides individual supportive listening/options with the purpose of empowering victims. Information is provided that enables these victims to maintain and/or improve their self-image, identify their needs, and provide options to assist the individual and their children. Victims are assisted in creating a safety plan.*
- *SUPPORT GROUPS: Bolton Refuge House provides both on-sight and virtual groups. Groups are designed to provide a peer support group and education for victims.*
- *INFORMATION AND REFERRAL SERVICES: Bolton Refuge House provides information and referral services to individuals who need or request information about community resources and assists them with accessing those resources. All referrals are performed within the laws, and require a written signed release of information.*



Scan to add Bolton
Refuge House to
your contacts.



BOLTON REFUGE HOUSE, INC

Bolton Refuge House, Inc. creates safe space through programs and services for all persons impacted by interpersonal violence, and advocates for social change.

Advocacy Center of Winona

24-HOUR CRISIS LINE: 507-452-4453

100 Latsch Square Suite 201 • Winona

Office number: (507) 452-4453

www.Advocacywinona.org



The Advocacy Center of Winona assists the victims of sexual assault and domestic violence. Advocacy Center provides immediate and on-going needs of victims, including emergency shelter, restraining order assistance, support groups, and legal support.

New Horizons Shelter and Outreach Centers

24-HOUR CRISIS LINE: 800-706-8586

18544 Scranton Street • Whitehall

Office number: (715) 538-2810

www.nhagainstabuse.com



New Horizons provides services 24 hours a day to all victims of domestic abuse, elder abuse and sexual assault. Services include emergency shelter, support services, legal advocacy and safety planning.

The Bridge to Hope

24-HOUR CRISIS LINE: 800-924-9918

403 3rd Ave W, Suite 600 • Durand

Office number: (715) 235-9074

<https://www.thebridgetohope.org/>



The Bridge to Hope offers **FREE** and **confidential** services to victims and survivors of domestic abuse, sexual assault and human trafficking in Dunn and Pepin Counties, Wisconsin. We serve victims and prevent or reduce the occurrence of such events by offering the core services such as advocacy, legal advocacy, and support groups.



Dial 2-1-1 or (800) 362-8255 | TTY (866) 884-3620

What is Great Rivers 2-1-1?

An Information & Referral and Crisis Line Toll-free in Wisconsin, Minnesota and Iowa | Language interpretation available

Call with Confidence

We take the confusion and guesswork out of finding the right place to call. By calling 2-1-1, you will receive free confidential assistance 24 hours a day, 7 days a week.

Text with Confidence

Connect with Great Rivers 2-1-1 specialists by text weekday afternoons and evenings. To begin, text your zip code to 898211.

Get the Help You Need

At different points in our lives, we can all use a little help. However, we don't always know when - or where - to ask for that help. 2-1-1 is a place to make the connections that can help you find answers and prevent problems from getting more serious. Using a comprehensive resource database, 2-1-1 Information and Referral Specialists will listen to your needs and concerns; help you make informed decisions and link you to the right community resources.

- Support Groups
- In-home Services
- Alcohol and Drug Abuse
- Suicidal Thoughts and Feelings
- Landlord/Tenant Issues
- Relationship/Family Problems
- Parenting Concerns
- Depression
- Unplanned Pregnancy
- Adult and Child Abuse
- Victim of Sexual Abuse or Human Trafficking
- Temporary Shelter/Housing
- Food Resources

COUNSELING AND MENTAL HEALTH SERVICES

If you are looking for counseling or mental health services, you can check the phone book or online. Here are a few local resources.

Northwest Connections

Northwest Connections is a 24/7 Emergency Crisis Line throughout several counties in Wisconsin. If you or someone you know is in crisis please call 888-552-6642 to reach the crisis line.

Family and Children's Center

2507 Weston St.
La Crosse, WI 54601
(608) 787-9415

West Central Wisconsin Behavioral Health Clinic

N36647 County Road QQQ
Whitehall, WI 54773
(715) 538-9134

Winona Health

855 Mankato Ave
Winona, MN 55987
(507) 454-2606

Mayo Health Systems – Eau Claire

Behavioral Health
310 Chestnut St
Eau Claire, WI 54703
(715) 838-5369

Hiawatha Valley Mental Health Center

420 E Sarnia St
Winona, MN 55987
(507) 454-4341

Gundersen Lutheran Behavioral Health

1900 South Avenue
La Crosse, WI 54601
(608) 775-2287



Western Dairyland Community Action Agency

715-985-2391 or 1-800-782-1063

23122 Whitehall Road • Independence, WI 54747

www.westerndairyland.org



Serving Buffalo, Eau Claire, Trempealeau and Jackson Counties

Western Dairyland Community Action Agency was established to help people by providing opportunities.

Housing

We provide help getting affordable housing, rental assistance and security deposit assistance.

Education and Employment

715-985-2391, ext. 215

Western Dairyland has programs available to help low-wage earners continue their education and/or enhance employment opportunities.

- **Skills Enhancement Program**

Helps low-wage earners who are pursuing education at a university or technical school. Assistance may include help with books, tuition, parking fees, childcare and school supplies.

- **RENEW Program**

Re-Employment Now for Exceptional Workers (RENEW) is a program designed to help displaced homemakers with training.

- **Project Advance**

715-985-2391 ext. 259

Project Advance is a program designed to train low-wage earners in either welding or machine tool careers.

Wheels for Work

715-985-2391 ext. 216 or 715-836-7511

Wheels for Work helps people meeting income guidelines obtain low interest loans for auto repairs and down payments on a vehicle. Applications are available at www.westerndairyland.org

Child & Adult Care Food Program

Toll Free: 1-800-782-1880 or 715-836-7511, ext. 185

Reimburses family day care providers for serving food that meets USDA nutritional guidelines. The program provides training in nutrition, meal planning, and developing healthy eating habits.

Head Start

715-985-2391 ext. 252

The Head Start program is designed for children ages 3-5 years to enhance growth and development, strengthen family bonds, and provide community resources. Services are provided at a Head Start Center or can be home based if there is no center nearby.

Weatherization

715-985-2391

Western Dairyland provides weatherization services to approximately 300-500 homes per year and may include insulation, furnace replacement or repair, caulking, weather stripping, installing energy efficient bulbs, sealing major air leaks and other energy conserving activities to eligible families. Eligibility is automatic if you received heating assistance during the last heating season. To apply, contact your local Human Services office to begin the process.

Energy Crisis

715-985-2391 ext. 290

As a supplement to the Wisconsin Home Energy Assistance Program, emergency assistance in no heat situations is available which will help with bill payment, furnace repair or replacement.

Home Repair and Accessibility

715-985-2391

The Home Repair and Accessibility program provides funds for making essential improvements to a home which may include septic systems, wells, structural problems, safety hazards, roofing, siding and handicap accessibility.

Foreclosure Intervention Program

715-985-2391

Western Dairyland's Foreclosure Intervention Program provides clients with lender mediation, budget counseling, and helps develop an action plan regarding the current foreclosure situation.

Food Pantries

Ruby's Pantry:

Buffalo County Highway Shop, 360 S Eau Claire St, Mondovi (715)-926-4824
Every Third Thursday 4pm to 5:30pm

Mondovi Food Pantry:

125 E Hudson St, Mondovi, (715) 210-4047
Open Every Monday 5 PM – 7PM and Every Tuesday & Thursday 10AM-12PM

Independence Food Pantry:

At Independence City Hall, Independence..... (715) 985-3055
Open Monday through Friday 8am to 12:30pm and 1:30pm to 3:30pm

Durand Area Mobile Food Pantry:

Saint Mary's Catholic Church, 911 W Prospect Ave, Durand.....(715) 672-8617
Open second Thursday of the Month 4:00pm until food is gone.

Durand Area Food Pantry:

114 E Main St, Durand.....(715) 672-3203
Open Wednesday's 9:00am to 12:00pm and Thursday's 1:00pm to 4:00pm

Alma Food Pantry:

St John's Lutheran Church, 709 S 2nd St, Alma.....(608)685-4946
Open the third Thursday of the month 10:30am to 2pm

Fountain City Food Pantry:

St John's UCC, 303 S Hill St, Fountain City..... (608) 687-3277
*Open the first and third Monday of the month 4:30pm to 6:30pm and
The second and fourth Wednesday 3pm to 5pm*

Pepin Food Pantry:

Eastside Apartments, 701 Dunn St, Pepin..... (320) 224-8425
1st, 3rd and 5th Wednesday of the month 10:00 -11:30 AM

Pepin/Stockhom Food Pantry:

Immanuel Lutheran Church, 205 Pine St, Pepin (715)-442-2519
Call for times available

LEGAL ACTION of WISCONSIN - La Crosse

205 S. 5th Ave., Suite 300 • La Crosse, WI 54601

800-873-0927 or 608-785-2809 • TTY: 800-947-3529

www.legalaction.org



*If you can't afford a lawyer, you often can't afford justice.
Legal Action of Wisconsin provides free legal services to low-income people who would be denied justice without our help.*

La Crosse Area Office

*Counties Served: **Buffalo**, Crawford, Grant, Jackson, Juneau, La Crosse, Monroe, Richland, Trempealeau, and Vernon*

If you are a low-income person in one of these counties, we may be able to help with your civil legal problem.

Intake

To see if you qualify for services, you have to go through an intake process. To start intake, call the La Crosse office at 608-785-2809 or toll free at 800-873-0927.

- General intakes are taken by telephone on Tuesday and Thursday mornings from 8:30 - 11:30 a.m.
- Intake for **family law** is taken by telephone on the third Tuesday each month from 8:30 - 11:30 a.m.

Other Legal Resources:

Tenant Resource Center (877) 238-7368. En

Español: (608) 237-8913. Offers free [housing counseling](#) for tenants and landlords interested in learning more about their rental rights and responsibilities under Wisconsin law.

THE LEGAL SYSTEM

DEFINITIONS OF COMMON LEGAL TERMS

Arrest: When someone is taken into custody by a law enforcement officer.

Defendant: The person accused of committing a crime.

Victim: The person injured or harmed by the defendant during the commission of a crime or a person who suffers a loss because of the defendant's actions.

Plaintiff: The person who begins a court action, usually the State of Wisconsin.

District Attorney: The Prosecutor for the County of Buffalo/State of Wisconsin. The District Attorney or Assistant District Attorney makes the decision as to who is prosecuted and for what crimes.

Criminal Complaint: A document filed by the District Attorney's Office with the Court listing the crimes (also known as charges), penalties the defendant is alleged to have committed, and the probable cause (the officer's report of what transpired) for the charges.

Felony: A crime punishable by a prison term.

Misdemeanor: A crime punishable by a jail term of one year or less to be served in the County Jail.

Bail: Security (money) given to obtain temporary release of a person after being arrested. Bail money (Bond) posted is held in the Clerk of Court's Office until the case is resolved. If the defendant should fail to appear for any court hearings, the bail money could be ordered forfeited and the person who posted the bail could lose their money.

Initial Appearance:

This is the first time the defendant appears in court. The defendant's rights are explained, bail conditions may be set, the next hearing date would be

scheduled, and if this is, a felony case the court will talk about a preliminary hearing being scheduled.

Preliminary Hearing: A hearing before a court for the purpose of determining if there is probable cause to believe a felony has been committed by the defendant.

Arraignment: When the defendant appears in court and enters his/her plea to the charge after the Preliminary Hearing on Felony Cases.

Felony: A crime punishable by a prison term.

Misdemeanor: A crime punishable by a jail term of one year or less to be served in the County Jail.

No Contact Order: (This is NOT a Restraining Order.)

A "No Contact Order" is part of the criminal case process. It is a condition of bond, meaning that in order to get out of jail; the defendant agrees not to have any contact with the victim/witness. This means no contact in person, in writing, by telephone or by a third party acting on the defendant's behalf. In all cases, the "No Contact Order" remains in effect until the case is settled or until the judge orders a change. If the defendant violates the "No Contact Order" he/she could be arrested and charged with bail jumping.

Extended Supervision/Parole: The conditional release of a defendant from prison after serving their term of incarceration.

Probation: An alternative to incarceration, which allows the defendant to be held accountable while receiving programming and supervision in the community.

Public Defender: An attorney appointed by the State Public Defender's Office to represent a defendant in a criminal case if the defendant qualifies for such representation. The defendant must give financial information to the Public Defender's Office so that they can determine whether or not a person would qualify.

Restitution: A condition requiring the defendant to make payments for any loss, injury or damage he/she caused.

RESTRAINING ORDERS (PROTECTION ORDERS)

A domestic abuse restraining order, also called an injunction, is an order issued by a judge instructing your abuser to have no further contact with the petitioner. The respondent can't call, email, text the petitioner, drive by or go to the petitioner's house or work or anywhere they know the petitioner may be. They also can't have anyone else do it for them. That's called a "third party contact".

To get the paperwork needed to file a restraining order you can come to the Clerk of Court Office or you can go out on to wicourts.gov. On wicourts.gov you will choose forms on the top of the screen and then click circuit court. Click in Civil and then choose what type you need. You will need the following documents:

- Petition for Temporary Restraining Order and/or Petition and Motion for Injunction Hearing
- Temporary Restraining Order and Notice of Injunction Hearing
- Respondents Information for Sheriff to Effect Service,
- Confidential Address Information in Domestic Abuse, Child Abuse, Individual at Risk, and Harassment Temporary Restraining Order and Injunction Actions and
- Petitioner's Statement of Respondent's Possession of Firearms.

Domestic abuse is defined in §813.12 (1)(am), Wisconsin Statutes, as an intentional infliction of or threat to inflict physical pain, physical injury or illness; impairment of physical condition; damage to personal property; or sexual contact or sexual intercourse without consent. There must be facts showing an imminent danger of physical harm before a temporary restraining order can be issued.

Harassment is defined as: (a) Striking, shoving, kicking or otherwise subjecting the person to physical contact; or (b) Engaging in an act that would constitute child abuse under §48.02(1); or (c) Sexual assault under §940.225; or (d) Stalking under §940.32; or attempts or threat to do same; or (e) Engaging in a course of conduct or repeatedly committing acts which harass or intimidate the person and which serve no legitimate purpose.

Child Abuse: The respondent has engaged in, has threatened to engage in, or based on prior conduct of the child and the respondent, may engage in:

- Physical injury inflicted on the child by other than accidental means.
- Sexual intercourse or sexual contact contrary to §§940.225, 948.02, 948.025, 948.095, Wis. Stats.
- Sexual exploitation of the child contrary to §948.05, Wis. Stats.
- Permitting, allowing or encouraging the child to violate prostitution laws contrary to §944.30, Wis. Stats.
- Forcing the child to view sexual activity contrary to §948.055, Wis. Stats.

- Exposing genitals or pubic area to the child contrary to §948.10, Wis. Stats.
- Causing the child to expose genitals or pubic area contrary to §948.10, Wis. Stats.
- Emotional damage to the child as defined in §48.02(1)(gm), Wis. Stats.
- Manufacturing methamphetamines contrary to §48.02(1)(g), Wis. Stats.

Petitioner. A person who seeks a restraining order is called a petitioner because that individual petitions the court to order another person to stay away from them.

Respondent. The person, who receives the petition, saying that they are to stay away from the petitioner, is called the respondent because they have the opportunity to respond to the court as to what is said in the petition.

Temporary Restraining Order. It is just that - a temporary order that is good for only two weeks, until the Injunction hearing where both parties can tell their side to the judge. As soon as the respondent is served with the papers, they cannot have any contact with you. You can learn if they have been served by signing up for the VINE-VPO notification system (learn more about it in the VINE VPO on the next page.)

Injunction. At the injunction hearing, if the judge decides that there is evidence that the victim should get a longer order, the temporary restraining order becomes an **injunction** - which usually lasts for four years, but can go longer.

There is no fee to file a Domestic Abuse Restraining Order petition, but there is a fee for filing a Harassment Restraining Order. If you can't afford it, ask the clerk for a Petition to waive fees to have the fee waived.

FIREARMS SURRENDER

It is against the law for anyone who has a domestic abuse injunction against them to own or be in possession of firearms. They are supposed to surrender them to their local sheriff's department or someone else who the court says is responsible - a third party.

In 2014, it became Wisconsin law that the courts had to have a hearing to verify that firearms are being surrendered after a permanent injunction is granted. When you fill out a restraining order petition, you may get a form that asks you to list any known firearms that your abuser owns. The law only wants to know about firearms, not bows or knives.

What if your abuser violates the restraining order/injunction?

The first priority in such a situation is to stay safe.

If you feel you are in immediate danger, call 911.

If the abuser is not where you are now, but is threatening to come to you, call 911. If the contact is not an immediate danger, call the 911 Non-Emergency number at 608-685-4433.

Know, your abuser can talk ABOUT you but cannot talk TO you. They can't have someone else give you a message, like: "Tell my ex-wife I still love her" or "Tell my ex-boyfriend to call me."

They can't drive by your house every day if they don't have a good reason to, like going to and from work or to one of their family member's house. Even then, they can't pull into your driveway or park in front of your house to watch you. They can't call out at you.

So what do you do if the injunction is violated?

- **Document everything.** Even if your abuser is not charged this time, keep giving police reports to build a case of intentional violations. On the inside of the back cover of this book there is a chart to help you with documenting.
- Write the violation time and date in a diary or make a note on your phone calendar. Try to make note of what car abuser was in or who they were with, etc.
- Save all text messages, voicemails, emails, etc.
- If you can *safely* do so without provoking your abuser, take a picture of the abuser violating the injunction.
- Get the names and phone numbers of witnesses, to give to police.
- If possible, get a camera to record anyone coming and going from your property. A picture is worth a thousand words.

V.I.N.E. Protective Order Notification



V.I.N.E.-Protective Order (VPO)

If you have obtained a Temporary Restraining Order, you can register to be notified when the TRO has been served by law enforcement.

- Call 1-855-948-7648 or
- Register online at www.vinelink.com. Click on the Wisconsin map, then click "WI Statewide County Jails", then on the "Protective Order" tab on the left of your screen.

You will need:

- **12 digit CCAP case number**
- **County that issued the TRO (Buffalo)**
- **Respondents FIRST and LAST name**

You can receive notification via phone and/or email. If you select to receive notification by phone, you will be asked to choose a 4-digit PIN number when you register. Choose a number that is easy for you to remember but hard for someone else to guess.

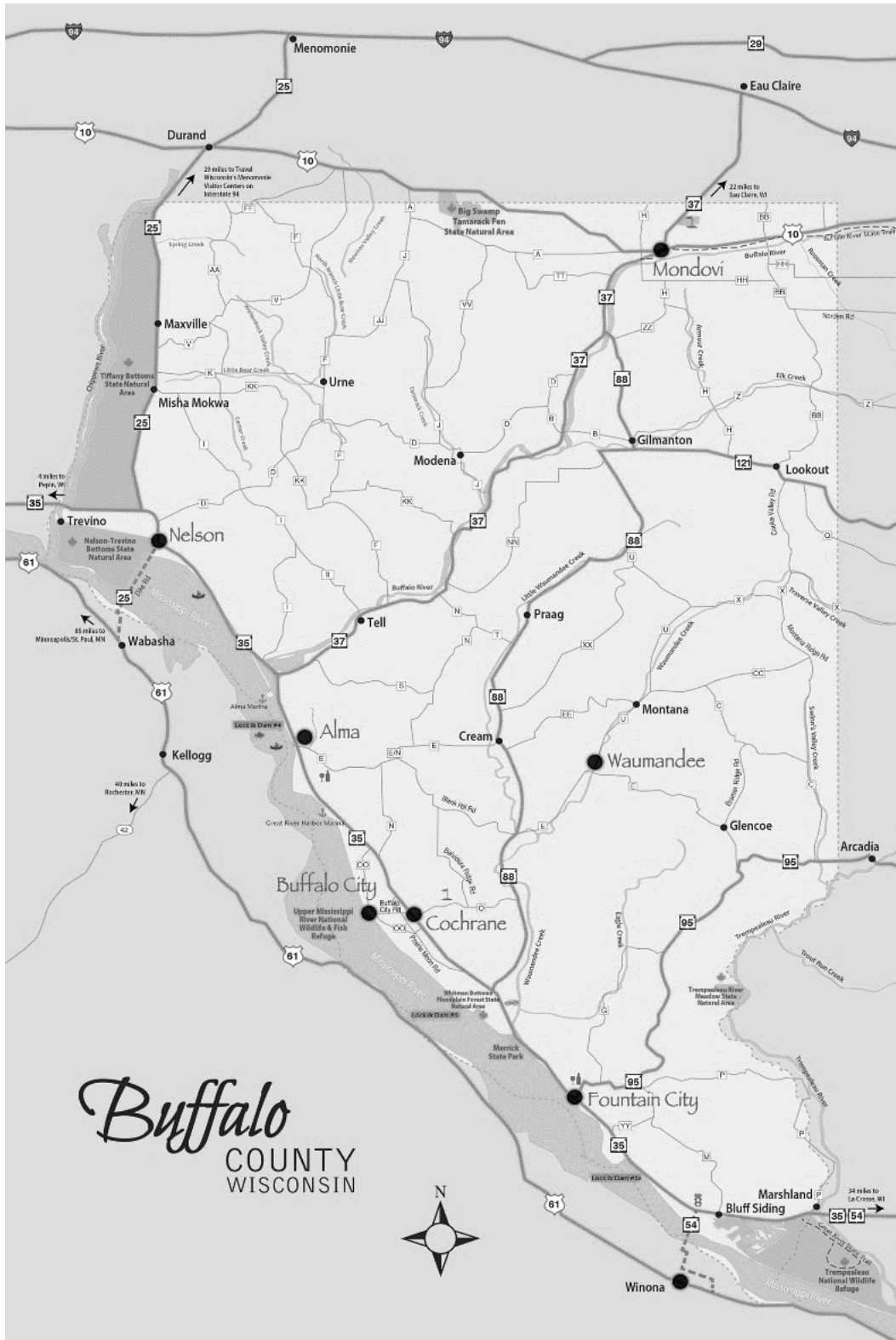
- When the notification call comes, you **MUST** enter the PIN number before you can listen to the notification.
- If an injunction is issued at your hearing, it may have a firearm restriction. If it does, you will be notified when the respondent surrenders any firearms to local law enforcement. If the respondent surrenders to a third party, you will not be notified.

**You can search for your restraining order using the 12-digit court case number and the respondent's full name. Make sure you are spelling the name the same way it is spelled in Wisconsin Circuit Court Access (formerly CCAP) at: www.wcca.wicourts.gov . You will then be able to register to receive notification. Please note that notification is only generated when TROs are served or firearms are collected by law enforcement and not private process servers or third parties.*

BUFFALO COUNTY

Your county government has several agencies that help the residents of our county. Most of these agencies operate out of the County Courthouse in Alma at 407 S 2nd St.

The county's website is [www. https://www.buffalocountywi.gov/](https://www.buffalocountywi.gov/)



Buffalo County Clerk of Courts

608-685-6212

2nd Floor of County Courthouse, 407 S 2nd St, Alma



The Clerk of Court Office is where all the records of the court are handled. This is where you file civil and family court petitions, such as divorce, change in custody or placement, etc. This is also, where victims of abuse can file a petition asking for a Temporary Restraining Order.

The Clerk's office staff cannot provide legal advice or assist in the preparation of papers. However, if you need assistance, Bolton Refuge House (715-834-9578) can help you fill out the paperwork.

The Clerk of Court Office is where you go to obtain the forms and file once complete.

The process to get a Temporary Restraining Order has a few steps. First, you – the “Petitioner” – have to prepare a petition (the paperwork). These can be obtained either at the Clerk of Court Office or on wicourts.gov. To determine what kind of restraining order you are requesting please see the TRO Page.

There is no fee to file a Domestic Abuse Restraining Order petition, but there is a fee for filing a Harassment Restraining Order. If you can't afford it, ask the clerk for a Petition to waive fees to have the fee waived.

Once the petition is completed, the Clerk's staff will forward to a Court Official for consideration. If there is sufficient cause, the Court will issue the Temporary Restraining Order. This is good for only two weeks, until the Injunction hearing where both parties can tell their side.

At the hearing, the Judge will decide if there is enough evidence to grant a longer order. If it's granted, the Temporary Restraining Order becomes an Injunction.

Buffalo County Sheriff's Office

608-685-4433

2nd Floor of County Courthouse, 407 S 2nd St, Alma



What happens when you call 911?

When someone calls 911 to report a crime, a dispatcher will take information and then send the proper police agency to investigate the call. If it's within a city or village that has a police department, then dispatch will send an officer from that department, and possibly a Sheriff's deputy as back-up. If it's outside a city or village, then the Sheriff's Office will be sent.

The officer assigned to the case will interview the victim and/or the person who made the call. The officer will take a statement from the victim and from any witnesses who observed the incident. The officer may take photographs of any injuries to the victim or any damages to personal property. The officer will attempt to obtain a statement from the abuser - who now becomes known as the "defendant".

If the officer finds "probable cause" to believe that a crime has been committed, they are required by law to arrest the defendant and take them to jail.

The officer will then give the victim the opportunity to sign a "72-Hour No Contact", which legally requires that the abuser stays away from the victim and the victim's home for 72 hours. This gives the victim a chance to seek emergency shelter or make other safety-planning decisions.

After they have completed their investigation, the officer will submit their report to the District Attorney's Office for criminal prosecution - "being charged".

Why is the abuser sometimes not arrested right away?

If the officer is unable to determine probable cause for an arrest, they will likely take a report and leave the scene without making an arrest, in order to gather more evidence or refer their report to the District Attorney's Office for review. If the District Attorney feels that is enough evidence to charge an abuser with a crime, *then* the abuser will be arrested after that.

What if the abuser leaves the scene before police arrive?

If the officer is unable to locate the defendant, they will submit their reports to the District Attorney's Office for review, and if the District Attorney decides to charge the abuser with a crime, then an arrest warrant will be issued.

Mondovi Police Department

715-926-4443

225 E Main St, Mondovi, WI 54755

What happens when you call 911?

When someone calls 911 to report a crime, a dispatcher will take information and then send the proper police agency to investigate the call. If the call is in the City of Mondovi, dispatch will send an officer from the Mondovi Police Department, and possibly a Sheriff's deputy as back up. The officer assigned to the case will interview the victim and/or the person who made the call. The officer will take a statement from the victim and from any witnesses who observed the incident. The officer may take photographs of any injuries to the victim or any damages to personal property. The officer will attempt to obtain a statement from the abuser - who now becomes known as the "defendant". If the officer finds "probable cause" to believe that a crime has been committed, they are required by law to arrest the defendant and take them to jail.

The officer will then give the victim the opportunity to sign a "72-Hour No Contact", which legally requires that the abuser stays away from the victim and the victim's home for 72 hours. This gives the victim a chance to seek emergency shelter or make other safety-planning decisions.

After they have completed their investigation, the officer will submit their report to the District Attorney's Office for criminal prosecution - "being charged".

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If the District Attorney feels that is enough evidence to charge an abuser with a crime, **then** the abuser will be arrested after that.

What if the abuser leaves the scene before police arrive?

If the officer is unable to locate the defendant, they will submit their reports to the District Attorney's Office for review, and if the District Attorney decides to charge the abuser with a crime, then an arrest warrant will be issued.

Buffalo County District Attorney's Office

608-685-6236

2nd Floor of County Courthouse, 407 S 2nd St, Alma

When a person is arrested or referred for a crime that is domestic abuse related, the arresting officer submits a report to the District Attorney's Office. This report is reviewed by prosecutors in the District Attorney's office and a charging decision is made. One of three things will happen:

- A criminal complaint is filed; the defendant is "charged"
- The report is referred back to the arresting officer to be handled as an ordinance violation or for further investigation
- Prosecution is declined based on a lack of insufficient evidence, lack of prosecutive merit, not a criminal offense, an uncooperative victim, etc.

After a criminal complaint is issued, the defendant makes his/her first appearance in court for the purpose of entering a plea of guilty or not guilty. This appearance is called an "initial appearance." At the initial appearance, the Judge can order "conditions of release" such as no contact with the victim, no consumption of drugs/alcohol, etc.

If the defendant pleads "guilty", the Court can proceed to sentencing the defendant.

If the defendant pleads "not guilty", the defendant and the defense attorney, if any, will attempt to make a deal without going to trial.

The prosecutor handling the case makes the decision as to what the best deal is for each case. This decision is based on facts, which can be proven in Court, the extent of injury or damage caused by the defendant, information received from the victim, input from Probation and Parole, input from local law enforcement and the defendant's prior criminal history.

In making a plea agreement, the prosecutor can require that the defendant complete certain conditions such as; pay fines, attend counseling or addiction evaluations (AODA), etc.

If the case cannot be resolved through a plea agreement, the case goes to trial. This is a formal hearing in Court at which time witnesses testify. If the case goes to trial, it is necessary to have the victim testify in Court. The Victim Coordinator will be able to help you.

Buffalo County Victim Witness Coordinator

608-685-6258

2nd Floor of County Courthouse, 407 S 2nd St, Alma

The Victim Witness Services Program provides information, support and services to crime victims. If you are the victim of a crime, the Victim Witness Coordinator can help you in many ways:

- Explain to you what your rights are under Wisconsin Chapter 950
- Inform you of any charges filed against your abuser or, if the prosecutor decides not to file charges-explain their reasoning
- Inform you of all court proceedings regarding your case
- Ask the prosecutor to add a "no contact" order to your abuser's bond conditions
- Attend court hearings with you
- Assist in explaining Victim and Witnesses' rights to your employer if you are required to appear in Court
- Provide you with a safe waiting area before and after your testimony
- Have your interests considered by the court when deciding whether to exclude individuals from a preliminary hearing
- Have your interests considered by the court when deciding whether to grant an adjournment of your case
- Talk with the prosecutor about how you will be affected by the outcome of the case, plea agreements and sentencing options
- Help with completing a Victim Impact Statement or making a statement in court at a sentencing hearing
- Assist with requesting restitution, if applicable
- Assist with applying to Crime Victim Compensation
- Help retrieve any property being held as evidence
- Request for HIV testing, if applicable
- Transportation to court when testifying, if needed
- Provide resources and assist with completing a restraining order, if needed
- Offer referrals for additional services (domestic abuse, intimate partner violence, sexual assault victims, etc.)

For online links to other helpful services for crime victims/survivors can go to www.WIVictimsVOICE.org.

Buffalo-Pepin County Community Justice Service (CJS)

608-685-6798

2nd Floor of County Courthouse, 407 S 2nd St, Alma
2nd Floor County Courthouse, 740 7th Ave W., Durand



The Buffalo-Pepin Community Justice Services (CJS) Program provides services for non-violent offenders for whom substance abuse and mental health is a contributing factor in their criminal activity. The CJS team works with the District Attorney's office and Sheriff's Department to help participants on their journey to sobriety. Participants who successfully complete the program will not be charged or, if charged, will have the opportunity for charges or penalties against them dismissed or reduced.

Services include:

- Create a case plan specific to that participant.
- Meeting/Screening potential participants in the jail.
- Drug testing as ordered by the court.
- Provide resources related to recovery for substance use.
- Work through relapses and triggers to assist participants with their road to recovery and offer self-guided resources.
- Assist in working through other aspects of the participants needs such as food share, Badgercare, employment, mental health, housing, family, etc.
- Provide transportation to appointments such as AA/NA meetings, residential treatment facilities, counseling appointments, etc.
- Victim services - provide resources and programing for families.

Wisconsin Department of Corrections

Probation and Parole

Buffalo County Office: 715-284-4747

2nd Floor of County Courthouse, 407 S 2nd St, Alma



When a person has been convicted of a crime and placed on community supervision by the court, they are assigned an Agent. This Agent monitors the individual's compliance with court ordered conditions and supervises the client for the period of his/her probation or extended supervision term.

When the Agent is assigned a new client, the Agent will review all the available information including the Criminal Complaint, Judgment of Conviction, the individual's prior record, victim information, and any other available information. The client will be required to sign Rules of Supervision, which detail the conduct that would constitute a violation of their supervision. The Agent also holds the client accountable for attending any court ordered counseling or programming and paying court ordered financial obligations. The agent will attempt to make contact with any known victims as well.

Clients on supervision have regular meetings with their Agent, as well as scheduled and unscheduled home visits to verify compliance with conditions. Community service, counseling, alcohol and drug testing, as well as other programming for identified needs may also be required. Electronic monitoring may also be used to verify the client's compliance with supervision conditions.

If the client violates their Rules of Supervision, the Department of Corrections will impose sanctions. Sanctions vary from verbal warnings, written warnings, community service, short jail holds, jail sanctions, up to revocation of their supervision. Depending on the violation behavior, the client may be held in custody during the investigation of the violations. Any allegations involving assaultive or threatening conduct by the client will result in incarceration while the violations are investigated.

When a client's supervision is revoked, withheld probation cases are returned to the sentencing court, where the judge will impose either a jail sentence up to one year or a prison term followed by extended supervision. If the client is on extended supervision or parole, the client will be returned to prison for a period of time.

Buffalo County Veteran Services Office

608-685-4433

1st Floor of County Courthouse, 407 S 2nd St, Alma



The mission of the Veteran Services Office is to assist veterans and their families to obtain local, state, and federal benefits. We can help veterans discover the benefits to which they are entitled and assist them with the application process. The Buffalo County Veteran Services Office is committed to advocate for veterans, provide quality services, and programs for them and their families.

There can be special circumstances as a Veteran and their family members go through some unique struggles. PTSD, mental health, health issues, and other financial struggles can be difficult to navigate.

There is assistance and resources available through your County Veteran Service Office who can help veterans and their families get the help they need. We assist with finding places for counseling, mental health services, drug rehabilitation, housing resources, assistance for utilities and other costs of living, employment, and apportionment for families of jailed veterans. We advocate for Veterans, their spouses, and dependents to insure they are aware of additional programs and benefits available to improve their quality of life.

We strongly advocate for Veterans and their families, not only for the benefits they deserve, but also to improve their quality of life.

Resources:

Buffalo County Veteran Service Office	Buffalo County Courthouse 407 South Second Street PO Box 492 Alma, WI 54610 (P) 608-685-6219 (F)608-685-6242
Chippewa Valley VA Clinic (CBOC)	475 Chippewa Mall Drive Chippewa Falls, WI 54729 (P)715-720-3780

Milwaukee VAMC	Clement J. Zablocki VA Medical Center 5000 West National Avenue Milwaukee, WI 53295-1000 (P) (414) 384-2000 Main phone (P) (888) 469-6614 Toll-free, main phone (P) (800) 273-8255 VA Crisis Helpline (P) (877) 424-3838 Help for Homeless Vets Fax Number : (414)-382-5013 (Eligibility) Fax Number:(414) 382-5319
Madison VAMC	William S Middleton Memorial Veterans Hospital 2500 Overlook Terrace Madison, WI 53705-2286 (P) 608-256-1901 or 1-888-478-8321 (F) 608-280-7207 or 608-280-7096
Minneapolis VAMC	Minneapolis VA Health care system One Veterans Drive Minneapolis, MN 55417 (P) 612-725-2000 Eligibility (F) 612-725-1107 (F) 612-467-5628
Tomah VAMC Covid-19 Vaccine Appointment Line 1-800-872-8662 EXT 66274 Eligibility EXT# 61751 Patient Advocacy 608-372-3971 EXT 66353	Tomah VA Medical Center 500 E Veterans Street Tomah, WI 54660 (P) 608-372-3971 (F) 608-372-1691
La Crosse VAMC	4000 State Road 16 Valley View Mall ANNEX La Crosse, WI 54601 (P) 608-784-3886 (F) 608-374-8201 (F) 608-374-8206 (For Medical Records)
VA Pharmaceutical And Treatment Billing	866-393-1846
Tomah VA Community Care	608-374-8182
St Cloud Substance Abuse Center	4801 Veterans Dr. St Cloud MN 56303 (P) 320-255-6390 or (P) 320-252-1670 (Mental Health Services)
Vet Center: VORP Chris Dahl Christopher.dahl@va.gov	Lacrosse Vet Center 910 2nd Ave N Onalaska , WI 54650 (P) 608-782-4403 (F) 608-374-8206
Veterans Crisis Line	988 OPT 1
72 Hour emergency	1-844-724-7842
Urgent Care	1-800-698-2411

Buffalo County Health & Human Services

608-685-4412

3rd floor County Courthouse, 407 S 2nd St, Alma



The Department of Health & Human Services mission is to empower individuals, families and communities to live well by preventing disease, protecting health and assuring safety while encouraging independence. The mission will be achieved using proven scientific evidence and clinical expertise. When a victim of domestic violence contacts Health & Human Services, they are first referred to the Bolton Refuge House office for assistance. Human Services works with residents to ensure victims have the help they need.

Assistance may include:

- Locating safe housing – contracted shelter, relative or friend's home.
- Making sure the victim and the victim's family's basic needs are met including food, clothing and housing.
- Referrals to counseling services.

Other programs available at Health & Human Services include:

W-2 PROGRAM:

Through a referral to Workforce Connections, provides assistance to unemployed parents, people with disabilities and people in an abusive relationship to receive services to obtain employment and become self-sufficient.

FOOD SHARE:

To assist low-income individuals and families to obtain food.

MEDICAL ASSISTANCE/ BADGER CARE:

Provides health care benefits to individuals and families who meet financial, health or age requirements.

WISCONSIN HOME ENERGY ASSISTANCE PROGRAM (WHEAP):

Assists eligible households with heat or energy assistance payments.

CHILD CARE:

Provide reimbursement for child care expenses to employed parents who meet program and income eligibility.

AGING AND DISABILITY RESOURCE CENTER (ADRC)

The ADRC of Buffalo and Pepin Counties serves the general public as a source of information for aging & disability resources. Its mission is to provide useful information, assistance and education about service options while supporting the rights and preferences of the individual.

We provide free:

- Confidential professional consultations
- Assistance planning and advocacy
- Connections to home care, meals, transportation, respite and caregiver support, housing and much more.

FAMILY AND CHILDREN SERVICES:

Mission statement: to keep families, children and communities safe while protecting the dignity and self-determination of those we serve. Services and programs including Alternate Care, Child Protection Services, Child Welfare Services, Independent Living Program and Juvenile Justice/Youth Services.

ADULT PROTECTIVE SERVICES:

According to state law, elder abuse is when a person “60 years of age or older or who is suffering from the infirmities of aging” is subject to physical abuse, financial abuse, neglect, or self-neglect.

VULNERABLE ADULT ABUSE is when a person is subject to physical or financial abuse, neglect or self-neglect, who is 18 years old developmentally disabled or has infirmities of aging, mental illness or other like capacities and who is:

1. Substantially mentally incapable of providing for his or her needs for food, shelter, clothing, personal care or health care.
2. Unable to report cruel maltreatment without assistance.

Poem provided by victim from Buffalo County

I AM

I am smart. I am important. I am blessed. I am grateful. I am talented. I am loved. I am over it.

I am worthy. I am different. I am respectful. I am spreading fun. I am not what has been done to me. I am a good listener. I am silly. I am intelligent. I am focused. I am me. I am not alone. I am happy. I am willing to share. I am calm. I am spreading kindness. I am doing my best. I am brave. I am a leader. I am a visionary. I am making a difference. I am not going to listen to your bullying or believe it anymore. I am ethically correct. I am a dreamer. I am healthy.

I am joyful. I am humble. I am seeking the truth. I am faithful. I am forever me. I am spreading love. I am organized. I am funny. I am a deep thinker. I am strong. I am no longer afraid. I am spreading hope. I am honest. I am compassionate. I am healing. I am no longer scared. I am determined. I am humble. I am alive. I am speaking the truth, always. I am strong enough to say no more. I am ready. I am encouraging others. I am repaired and fixed. I am eccentric. I am not going to let you continue shaming and blaming me. I am able to overcome and heal. I am a genius. I am appreciative. I am loving. I am responsible. I am spreading smiles and laughter. I am a fighter. I am going to be simply me. I am POWERFUL. I am a force to be reckoned with. I am not going to worry. I am not going to be broken apart by you any longer. I am independent. I am helpful. I am morally strong. I am spreading love. I am questioning everything, especially you. I am not going to give up ever. I am fearless. I am helping others. I am using kind words. I am promoting self-worth in all paths I cross. I am challenging everything, particularly you. I am not going to cry anymore. I am done. I am finally free. I am one of a kind. I am moving forward. I am loved. I am FREE.

Bolton Refuge House, Inc

24-Hour Crisis Line: 1-855-5BOLTON



*Free, confidential community
information, referrals and crisis line
services 24 hours a day.*

**National Domestic
Violence hotline**

1-800-799-SAFE

800-787-3224 (TTY)



Contra la Violencia Doméstica

UNIDOS

Against Domestic Violence

1-800-510-9195

**National Dating Abuse Helpline:
1-866-331-9474, 1-866-331-8453 TTY**