

2009

# Storybook



A look into the role of members, families, guardians, providers, county resources, and employees in promoting independence.

 **CARE WISCONSIN**  
*Partnering for Independence since 1976*



# There's the story, and then there are the *stories* behind the story.

At Care Wisconsin, our mission has guided us since 1976:  
*To promote independence and quality of life  
by providing innovative solutions  
to health and long-term care needs*

We are a community organization that specializes in public health and long-term care programs and services for frail elderly and adults with disabilities. Our care management programs serve over 3,500 members living throughout south central Wisconsin along with their families and guardians.

The real Care Wisconsin story is best told by the individuals who share our values and who have experienced our programs and services firsthand.

Here are some of the stories behind the story.

“You don’t know how to give until you know how to say thank you.”

Don Sittig, member of Waushara County Family Care program



**A**T 27, DON SITTIG FOUND HIMSELF WITH custody of his sons, three-year-old Jeremy and five-year-old Jason. After helping his youngest son for years to overcome severe behavioral disorders, Don was diagnosed with multiple sclerosis. He’d like to say he handled the news graciously, but he admits he went through a “poor me” phase and finally decided to “be a survivor rather than a victim.”

Don moved his boys from Racine to Wautoma, went to work for himself, and got involved with Wisconsin Family Ties, a statewide organization run by families for families of children with emotional, mental, and behavioral disorders. His advocacy for the organization and his devotion to keeping Jeremy alive gave Don a focus he now credits with his own survival.

Today, Jeremy is doing well, Jason is married with his own five-year-old son, and Don works 17 hours a week from home as a Wisconsin Family Ties advocate. Although Don drives and can use his walker for short distances, he’s relied mainly on a wheelchair and a scooter for the past six years.

When Don became less mobile, the director at one of the organizations he works with provided materials and organized the labor to build Don an accessible front deck and walkway. When he hesitated to accept it, Don was told: “You don’t know how to give until you know how to say thank you.” He took that to heart.

When he came off the waiting list and enrolled in Care Wisconsin’s Family Care program, Don approached his care team about getting a car lift to transport his scooter. Don’s Family Care care manager was his hands as he applied for funding sources for the lift, the costs of which were eventually covered by the MS Society.

In coordinating snow removal services, Don’s care manager also found a contractor to help him finish his seemingly endless bathroom remodel, making it safer and more accessible for him. Don also had multiple falls as he did his laundry in the basement until his care team arranged supportive home care. And transportation assistance to his medical appointments also makes life easier for Don.

He plans to get his care manager’s help again—this time writing his living will and thank you’s for the lift. Saying thank you is something Don’s gotten much better at doing—a very good thing for the many families in his community who receive so much back from him. 🏠

Single mom June Halsey is working hard to provide a better life for herself and her eight-year-old son.

**J**UNE HALSEY LIVES IN AN ADULT FAMILY home in Berlin with her eight-year-old son, Antonio, and receives supported employment services through Fox River Industries (FRI). An employee at Berlin's Wal-Mart for 10 years, June greets customers with a smile. She recently became a member of Care Wisconsin's Family Care program in Green Lake County.

June's Family Care care team is made up of social worker Chris Wright, a former admissions counselor for Lutheran Social Services, and RN Mary Johanknecht, a former county psychiatric nurse and nursing home administrator. When Chris and Mary first met with June to help her define her outcomes, she was in tears because she felt like a failure for not always being able to help her son "just like other mothers are able to help their sons." She said, "I just want to be able to help him with some of his homework."

Mary and Chris worked with FRI and helped facilitate tutoring for June through Advocap, a local nonprofit involved in literacy issues. She now reads entry-level books, and has started dreaming again that someday she may be able to drive herself to work and her son to school events. Until then, June uses FRI transportation for some of her commuting, or gets cabs, which she pays for herself.

Through FRI, June swims weekly at the Oshkosh YMCA, and she's found their other programs beneficial in the past. FRI offers a wealth of information and services to Green Lake County residents—primarily to those who are developmentally disabled, but also to individuals with chronic mental illness, W-2 participants, transitioning students, and juveniles.



With the added support of her care team, June's confidence has grown. Even though she knows her son will pass her up in academics as well as in stature in the next few years, many doors are opening to her with the literacy services she's receiving.

Chris and Mary really enjoy working with June, and hope they can continue to replace those tears of frustration with the happy smile she's best known for as she greets those Wal-Mart customers. 🏠

Working together, the Jefferson County Aging and Disability Resource Center and Care Wisconsin enrolled 615 people in Family Care and Partnership over six months.



Despite the frantic pace at which they were moving, the “beauty of it was that everyone stepped up and worked hand-in-hand,” says Sue Torum, manager, Jefferson County Aging and Disability Resource Division.

**E**STABLISHED UNDER THE FAMILY CARE program, Aging and Disability Resource Centers (ADRCs) provide assistance and referrals to community services as well as enrollment into public programs such as Family Care and Partnership. The county-run ADRCs help frail elders and people with disabilities stay independent in their communities, while offering a resource for the public to get accurate, objective information on services related to aging or living with a disability.

During 2008, ADRCs opened in the nine counties where Care Wisconsin is a managed care organization: Columbia, Dodge, Green Lake, Jefferson, Marquette, Sauk, Washington, Waukesha, and Waushara. Collaboration between each ADRC and Care Wisconsin was—and continues to be—essential to reaching the end goal: to ensure that frail elders and adults with disabilities get access to the quality services they need when they need them.

When Family Care opens in a county, there is a transition period when current clients in the public programs and eligible people on the waiting list transition to Family Care. During this period, the ADRC provides options counseling to these individuals about their choices of public programs.

To see how this process works, we'll take a look at the Jefferson County ADRC, which opened July 1, 2008, two months before Care Wisconsin started its programs in the county. Working together, the ADRC and Care Wisconsin enrolled 615 people in Family Care and Partnership over six months, says Sue Torum, manager of the Jefferson County Aging and Disability Resource Division.

The state has set forth a transition schedule, which each county must follow. For the first six months, current clients in state long-term care programs made the transition to Family Care. For the first 36 months, people on

waiting lists who meet eligibility requirements are transitioning to Family Care. After this three-year transition, frail elders and adults with disabilities who are eligible will be able to enter Family Care right away.

Given the number of current clients and all the people on the waiting list in Jefferson County, the ADRC was very busy! Options counselors talked with each individual, helping determine needs, available resources (financial, friends, family, and other networks), preferred living situations, and goals. For people on the waiting list, the ADRC's options counselors also needed to screen for both financial and functional eligibility.

While the ADRC had to process clients through quickly, in crucial instances, "everyone was also able to step back and refocus their efforts—in one case, to get a very ill person moved in time to be near her family," Sue recalls. They didn't have all the pieces in place, but with great cooperation, organizations and individuals worked to get the person moved within 24 hours. Despite the frantic pace at which they were moving, the "beauty of it was that everyone stepped up and worked hand-in-hand."

Dawn Smith, Care Wisconsin's Family Care administrator for Jefferson County, notes, "Our work with the ADRC has become very fluid. People understand the Family Care and Partnership programs better." With that understanding, she says, the ADRC works closely with Care Wisconsin to pick enrollment dates that work optimally for the member, meet the state contract requirements, and create the best transition possible.

The ADRC and Care Wisconsin are also reaching out to the community to build awareness of public programs among consumers, family caregivers, guardians, advocates, service providers and the social service network. 🏠

Dane County Partnership member Narda Jackson calls care manager Gary Grothaus “a wonderful friend like you’ve known your whole life...He’ll always be my friend.”



**E**VEN WITH A PAINFUL ARTHRITIC HIP from a childhood injury and a weight of 500 pounds, 62-year-old Narda Jackson stayed busy with her family. With a DeanCare weight loss program, Narda lost nearly 200 pounds so that she could undergo gastric bypass surgery. Post surgery strokes and falls left her living with her daughter, bed-bound, and dependent on help for all activities of daily living. Narda enrolled in Care Wisconsin’s Partnership program a month after the strokes, with the lofty goal of regaining her independence.

From the beginning, Narda’s story is one of relationships. Gary Grothaus, the Care Wisconsin Partnership team RN at the time, reflects, “Our team conducted an initial assessment and got all players involved and

communicating—including physical therapy, occupational therapy, and home care.”

Installation of an overhead trapeze helped Narda build up her strength and reduced her daily home visits from six to just two visits after only six weeks. Six months later, she was able to stop all home care. Her care team used her case with first-year University of Wisconsin physical therapy students to show how much improvement can be made in an individual’s home with the correct staff, equipment, and member-driven priority-setting.

The care team worked with Narda to determine her priorities, then communicated a plan to help her reach her desired outcomes. Her first major goal was to use the commode on her own—and with great determination,

she accomplished this surprisingly quickly. Planning for socialization was also important since “Narda is a social butterfly,” says Rachael Shebeck-Tonn, the social worker on her care team.

Despite great progress, Narda needed a hip replacement before bearing weight on her hip. A post surgery infection set her back so far that when it finally cleared, her physical therapy had to begin again, nearly from scratch. The same interdisciplinary team worked with a determined Narda to help her follow her grandson’s instructions to “hurry up and get walking” so she could teach him how to dance; she did.

Narda now lives in her own apartment, buys groceries, cooks, sews, crochets, draws, and spends time with her family. She goes to Care Wisconsin’s Connections Day Center in Madison three days a week, where she shares her cooking and plays spades and dominoes with her friends.

When her care team calls Narda an inspiration, she speaks of her dad, who was a railroad chef: “There was nothing he couldn’t do, and I wanted to be just like him.” The second of six children, Narda was 11 when her mother died. She cooked, cared for the younger children, and learned electrical wiring and home repairs—everything her father would teach her.

She’s passed all of that and more down to her family. She was her daughter’s inspiration and support when she broke her ankle. Residents at Narda’s apartment love her young grandsons, of whom she says: “They know when they get older, they’re going to need help, and they’ll want people to help them.”

Her brother recently enrolled with Care Wisconsin and will soon begin taking the van to Connections Day Center with her. Narda says she’ll introduce him to everyone, but emphasizes that if he wants to be independent, “he’ll have to make some friends of his own too.” 🏠



Narda’s enthusiastic about her team at Care Wisconsin: “This is the best place to be if you have problems with your health, because there are so many people to help you.”

Narda Jackson, member of  
Dane County Partnership program

Work and social interaction at Waushara Industries has boosted Waushara County Family Care member Tara Bryant's self-confidence.



**D**AN AND BARB BRYANT OF REDGRANITE were leery of change that might result when Care Wisconsin's Family Care program came to Waushara County. Their 25-year-old daughter, Tara, had been on the county waiting list since she graduated from high school in 2005.

In fact, when Family Care care team members RN care manager Mary Johanknecht and care manager Danielle Opsal first visited the family after Tara was enrolled on January 1, 2009, they "had to leave the home without coming in, and discuss Family Care more with the family

before setting up a new appointment," Mary says. Since then, the care team's work with developing outcomes for Tara based on hers and her family's hopes and dreams has helped boost her confidence tremendously.

Tara had worked at Waushara Industries (WI) part-time while in high school. Mary and Danielle recently facilitated her return to WI doing piece work four days a week on a variety of projects, including packaging yarn, counting cards for watercolor packaging, and putting CDs in books. WI offers a wide variety of vocational rehabilitation programs and social events, as well as transportation.

Tara's parents also feel comfortable calling Danielle and Mary when they need something. Recently, Dan called Danielle to let her know that Tara's feet and legs were hurting from standing too long on the cement floors. Working with WI Executive Director Rick King, the care team helped facilitate Tara being able to work while sitting down.

Barb emphasizes that since enrollment in Family Care, Tara, always a good communicator, "is much happier, and even is talking more." Tara's care team and parents are also considering a summer camp for her this year—a first for her. And her dad is renovating Tara's space within their home so that she can more easily entertain her new friends.

Dan says, "I like Danielle and Mary, and I trust them. I wish Tara's Family Care team could take care of all the disabled people that we know." Tara's new relationships and greater self-confidence seem to have driven his skepticism away. 🏠

## Washington County Family Care member Diane Welke and her husband, Al, don't let accessibility challenges interfere with their travel plans.

**A**L AND DIANE WELKE'S KIDS HAD LEFT home when Diane was diagnosed with brain tumors in 1989. After removal of a tumor at the age of 45, she had hearing and vision difficulties and became physically disabled to the point that she lost the ability to stand, walk, or balance.

After being hospitalized for nearly a year in Milwaukee, Diane required extensive occupational therapy and home care. She began with the state's Community Options Program, but was too young to qualify for the services of an adult day center. Diane received assistance from The Threshold in West Bend, which provides a variety of rehabilitation, pre-vocational, and programming services to individuals with disabilities in Washington County. Al, who had no prior experience with disabilities, says he was surprised at the level of services that was available.

The couple felt the brain injury came just when it seemed it was going to be "their time," and they feared they wouldn't be able to enjoy it. Al credits staff at The Threshold with getting them "out of their funk, so to speak" by encouraging them to look into travel accommodations for those with physical disabilities.

Family Care team leader Kim Kunz says Al provides excellent family support for his wife even while working full-time. And she credits Diane with handling everything with a positive outlook. Together, the couple also battled Diane's breast cancer, from which she is now in remission.

Now in her 60s, Diane goes to The Threshold three days a week, in an area that specializes in brain injuries, receiving exercise and pre-vocational training, and doing piece work. Two days

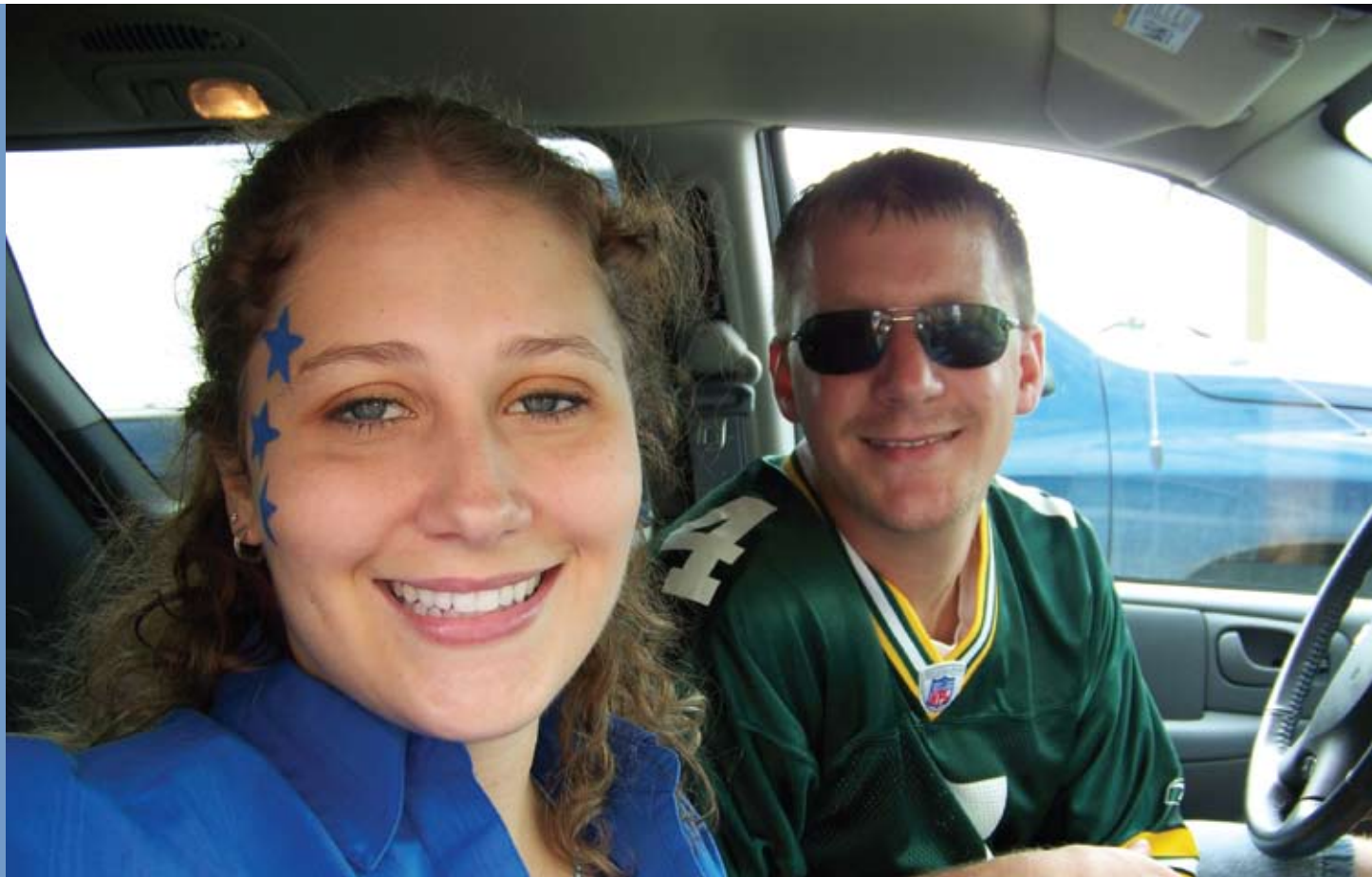


a week, Diane is at home with the assistance of home care staff, some of whom have been with the family for more than 10 years.

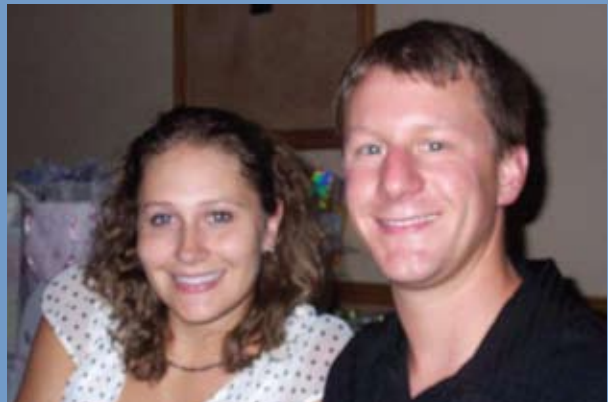
Al's travel research has led to the couple's trips to New York and Minneapolis to visit children and grandchildren, to the Grand Canyon, and even a couple of cruises. Each time they travel, Al funnels his "accessibility update" back to the people at The Threshold so they can share it with others.

When Al retires later this year, he and Diane plan to travel more—places like Niagara Falls and the Caribbean are calling to them. 🏠

Dodge County Family Care member Jaclyn Gregor says change is something she's come to expect and accept "as part of a greater plan out there for us that we don't know."



When Jaclyn was first enrolled, she says the Family Care team met with her and identified as her goals staying healthy, active, and motivated.



**I**N ONE INSTANT, EVERYTHING CAN CHANGE. Everyone knows this, but some of us experience life-changing moments that make this concept unbelievably real. Jaclyn Gregor is one of those people.

In the past nine years, since a missed stop sign on a foggy morning led to a shattered cervical vertebra and subsequent spinal fusion, Jaclyn has had lots of time to wonder what might have been. She is now what is termed an “incomplete quadriplegic,” which means she shouldn’t be able to use any part of her body below her arms. A healthy, positive outlook, intensive therapy up to four hours a day, and wonderful family support helped her look not at what she can’t do, but at what she can do, feel, and move—which, as it turns out, is more than she’s supposed to be able to.

When the accident occurred that morning in December 1999, the college freshman considering a psychology major at UW-Whitewater was thinking about her holiday plans. Weeks later, she awoke to a whole new reality. Her parents remodeled their home, and she moved back home with them. Jaclyn had to relearn the most basic life skills, giving her (and all those close to her) a new perspective on everything. When her younger brother started looking at colleges, Jaclyn was motivated to finish a two-year associate degree online.

In a chance meeting through mutual friends, she also met her future husband, Mark Gregor, a security officer at Fox Lake Correctional Institution. Three years later, they were married, and built a home together in rural Theresa on land given to them by her parents.

With lots of planning and evaluation of situations, the couple has travelled to Mexico, Chicago, New York, Washington, D.C., and Pennsylvania. And although the logistics of raising a child would be difficult, they haven’t yet ruled out that option.

Jaclyn has a job she loves as a receptionist at her neighbor’s tattoo studio, doing the books, greeting clients, and keeping them company while they get their tattoos. While it’s not the same as being a psychologist, she says the clientele at the tattoo studio are widely accepting and friendly, and enjoy telling her their stories.

Having Mark in her life makes it more complete, and she’s grateful for the love and support she’s received from her parents, brother, and numerous aunts, uncles, and cousins. In addition to these natural supports, she’s also had great therapists and health care providers to help get her where she is today.

When she was switched from the county waiver program to Care Wisconsin’s Family Care program November 1, 2008, Jaclyn didn’t notice much change in the care package she received—positive or negative. She has the same nurse as before, and a new social worker.

When Jaclyn was first enrolled, she says the Family Care care team met with her and identified as her goals staying healthy, active, and motivated. From that time on, her care team has been impressed with Jaclyn and her ability to accept and adapt to what life’s brought her in the best way possible. That should make it easy for them to work together on what Jaclyn can do. 🏠

When Bob Koerner could no longer provide all the help his brother, Don, needed, he trusted and relied on Washington County Family Care care manager Mary Deering to help him find a home where Don is not only safe, but also happy.



**I**N 2000, WHEN DON KOERNER MOVED IN WITH his brother and guardian, Bob, in West Bend, all was well for a while. But by May 2008, Bob was working second shift, which left Don fending for himself much of the time. Bob realized his brother needed more assistance than he could provide.

Care Wisconsin care manager Mary Deering had been Don's case manager prior to him enrolling in Family Care. Mary was the person Bob trusted and relied on to help identify a good home for Don. She was familiar with Guaranteed Quality and its director, Tracey Schmit, and felt the residence would be a good fit for Don. Still, she was concerned about how Don would adjust to his new situation.

Quietly friendly, happy, and cooperative, Don adjusted beautifully to the loosely structured, home-like atmosphere at the four-bed residential facility. He enjoys the freedom to have friends over and to choose from among dancing, games, crafts, baking, or movies for a nightly activity—usually followed by a night-time tea break with his “buddy,” Tracey.

When not at home, Don attends an adult day center, where he enjoys many friendships and activities such as music therapy, swim and bowling teams, crafts, and field trips. Don also volunteers at the day center, where he sells things at the Habitat for Humanity shop, and has logged as many as 32 hours of community outings in just a six-month period.

A routine eye exam shortly after Don moved to his new home identified that he had cataracts in both eyes—a cause of difficulties he was having in maintaining balance and movement. After surgery on both eyes, his outlook on his world changed dramatically, and Don now moves better than he has in years.

Mary, Bob, and Tracey have worked together with Don to identify important goals—one of which is for him to become more assertive. “Don is such a helpful, compliant person that we made it a goal for him to become more comfortable expressing his ideas and preferences,” says Mary. While Don is obviously very familiar with Mary and Tracey, Mary notes that they want him to feel comfortable asking to use the phone to call a friend, for example—or simply to express his needs and preferences.

Don has identified that he likes talking with and about God. A firm believer in using natural supports, Tracey helped arrange for volunteers to pick Don up and take him to and from church services each Saturday, where the office staff and pastor know him well.

He still counts “bumming with” his brother as one of his favorite activities, and he likes visiting Bob’s son and his dogs. But Don is also very comfortable with his new home and its staff, and enjoys making plans with staff.

Initially concerned about not providing all of Don’s care himself, Bob appreciates the supportive, home-like atmosphere of his new residence. He’s also thankful for the long-standing, caring relationship Don has with Mary.

After all these years, Mary knows the things Don really likes: anything sweet, country music, horses, cowboy movies, making models, doing puzzles, dancing, animals, his brother, his buddy Tracey, his friends, and pastor. Now he’s getting better at expressing those preferences and communicating his needs. 🏠



Don still counts “bumming with” his brother—shopping for deals on anything country or cowboy—as one of his favorite activities.

Living our values is something we just do.



**E**MPLOYEES AT CARE WISCONSIN TAKE their mission of promoting independence and quality of life seriously, both while at work and at play. Our values are more than just words on a piece of paper we post on a wall...*We live these values* because they are an integral part of interacting with the world around us in a meaningful way.

**Respect.** We treat our members and colleagues with respect, fairness and dignity, and value the smallest contributions and achievements of the individual. **Wisconsin Special Olympics** develops motor skills and physical fitness for children and adults with cognitive disabilities, but it also promotes friendships and improves self-confidence. To raise money for these special athletes, a brave team of

10 employees was willing to take the **Polar Plunge** into the icy waters of Lake Monona in Madison while other employees supported them with their pledges and cheers.

**Relationships.** Care Wisconsin employees cooperate and communicate to help improve quality of life for our members. Along the way, we form caring relationships with our members and with those with whom we partner. Our compassion and caring doesn't end with our jobs. When we have a chance to raise money for an organization that raises awareness, provides assistance, and supports research for a cure, many of us put on our walking shoes and participated in local **Memory Walks sponsored by the Alzheimer's Association.**



**Integrity.** We are true to our word, ethical and responsible. Care Wisconsin employees wanting to make a difference in their spare time formed a volunteerism committee that was quickly and generously supported by employees. As a first project, the committee gathered up 650 pounds of food for the **Second Harvest Food Bank** prior to the holidays.

**Social Responsibility.** We enhance quality of life in our community, and develop solutions that use resources wisely. We realize that investing in our children is investing in our community's future. Working with **Head Start**, which provides quality preschool activities to low-income children, our employees donated three printers and other items, as well as funds for other supplies.

**Excellence.** We set high standards for ourselves and strive to change what exists into something better. We persevere, just as students of the **Omega School**—adults



returning to obtain their GED—move forward despite the financial challenges they're often experiencing. Our employees organized a Giving Tree that provided holiday gifts for 100 children of students at the Omega School.

In an era of change and volunteerism, we look for new opportunities to make a positive difference in our communities. Living our values is something we just do. And there's nothing that says we can't have fun with it along the way. 🏠

“One thing I can say about Ben is that keeping him on task is always a goal because he’s a very social person...He has lots of friends!”

Carol Smith, caseworker at Green Valley Enterprises, Inc.,  
on Columbia County Family Care member Ben DeYoung



Ben makes friends easily and gets along well with his co-workers and customers at Vineyard Books & Gifts in Beaver Dam.

ANYONE WHO KNOWS 24-YEAR-OLD BEN DeYoung will tell you he’s a pleasant, cheerful young man. He lives with his family in Friesland and goes to day services at Green Valley Enterprises, Inc. in Beaver Dam.

Ben recently spent three-and-a-half years looking for employment to supplement his work at Green Valley until his Family Care care manager worked with Creative Community Living Services, Inc. (CCLS) to place Ben in the community at Vineyard Books & Gifts in Beaver Dam.

Vineyard owner Patricia Davis says Ben is always very pleasant and cheerful, and notes that he seems to work better independently, as he loves to chat. He sets up tables, cleans, restocks supplies, and keeps customers and his co-workers smiling.

While at Green Valley, Ben does piecework on various projects from trailer hitches to packaging reflectors, getting paid on each piece he completes correctly and on pace. Carol Smith, his caseworker at Green Valley, says he functions at a high level and is able to do the last—and most complicated—step of the process. Green Valley’s transportation takes Ben to and from his job at Vineyard two mornings a week.

Ben proudly shows Carol his paychecks from Vineyard Books & Gifts, and she says he seems happy with his work there. She has no doubt he has lots of friends at the new job. That’s a common theme: Ben’s Family Care care manager can’t say enough good things about Ben, calling him a “sweetheart...a real positive kid.” 🏠

## Our Mission

To promote independence and quality of life by providing innovative solutions to health and long-term care needs

## Our Values

### **Respect**

We value and trust each other, and treat each other with fairness and dignity. We appreciate each person's views, needs and contributions.

### **Relationships**

We believe in open communication, cooperation and shared responsibility. We are compassionate and nurturing.

### **Integrity**

We are true to our word. We are ethical, honest and responsible in all we do.

### **Social Responsibility**

We participate in our community by enhancing quality of life. We develop solutions that use resources wisely.

### **Excellence**

We set high standards for ourselves. We strive to change what exists into something better.



*Partnering for Independence since 1976*

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