

Purpose

A primary lesson learned in the aftermath of 9/11, anthrax, SARS and other widespread disasters is that traditional methods of communication fall short of reaching all community members. Individuals with the greatest needs are often outside the channels of mainstream communication, and as such are referenced as “special populations” in this guide.

Currently, the state of Wisconsin Public Health Emergency Preparedness Program has identified special populations emergency planning as an area demanding further collaborative work at state and local levels. Communication drills, improved communications systems and improved operational plans must be based on data and participant input from members of special populations, related agencies and community groups.

The Douglas County Special Populations Emergency Communication Guide is a tool for members of all emergency planning sectors to use in their efforts to reach and address the needs of special populations during routine and emergency events.

This guide is not intended to replace any existing emergency response plan but instead is intended to annex existing plans.

Planning Process

The Douglas County Special Populations Emergency Communication Guide was produced by a local special needs steering committee with representatives from county government, emergency responders, and local agencies that provide services to special populations groups. Subcommittees were organized to address important emergency planning issues among various special needs sub-groups.

These special needs sub-groups includes:

- Children
- Seniors
- Physically Disabled
- Developmentally Disabled
- Mental Health and Chemical Abuse
- Culturally and Geographically Isolated
- Economically Disadvantaged
- Pet Owners

This plan features information specific to Douglas County; however, it can be used by other jurisdictions and agencies in the following ways:

1. Research
 - Survey agencies and organizations outside your department/agency to learn their successes and failures in reaching special populations.
 - Conduct focus groups or community roundtables with members of different special population groups to identify their needs and barriers to communication.
 - Analyze data gathered from the surveys, focus groups, and your previous research efforts in defining and locating special populations. Look for common themes.
2. Community Engagement
 - Collaborate with community organizations to develop messages and materials to reach special populations.
 - Develop and test messages for cultural and linguistic competence with members of the targeted populations.
 - Identify appropriate, trusted messengers to deliver the messages and via appropriate delivery channels.
 - Maintain ongoing relationships and partnerships with community organizations, government agencies, first responders and other service providers.
3. Organize the Information

- In your existing database, enter information from your research on communication barriers for special populations and preferred channels of communication. This database will become your special population community network.
- Create a communication plan to reach special populations using a variety of methods, messages and messengers. This plan will supplement your organization's existing crisis communication plan.
- Test your community network. Look for gaps in message delivery.
 - Revise your special population outreach plans according to the outcomes of your test. Schedule tests at least annually.
 - Once you have successfully defined, located and reached members of your initial special population groups, you can expand your initiative to include more groups.

4. Next Steps, as of March 2008

- Consider GIS mapping of major clusters.
- Develop and place materials on Douglas County and other agency websites.
- Reconvene Douglas County Public Health Preparedness – Education Steering Committee to identify and facilitate the education of the Special Needs Population Categories.

General Planning Assumptions

1. Two types of public communication will be used: Push Communication, which refers to pushing a message out to the public (television, newspapers, emergency broadcasts, etc) and Pull Communication, which refers to the public looking for public communications (hotlines, websites, etc).
2. Standard Communication: refers to standard mechanisms of communication to the public during an emergency, primarily radio and television.
3. No one form of public communication will reach all populations. Multiple strategies must be employed beyond standard communication mechanisms.
4. All individuals have a responsibility for their personal preparedness plans.
5. Neither a Governor-declared nor a locally-declared emergency needs to be in place for the Douglas County Emergency Operations Plan to be activated.
6. This guide is not intended to replace any existing plan. This guide is a communication tool to help develop a more efficient response for those that may require additional support in an emergency.

7. In an emergent event involving a large population, workforce availability may be compromised.
8. A large-scale evacuation or extended shelter-in-place order will be time and resource extensive. If the incident covers multiple counties or is occurring statewide, mutual aid resources will likely not be available.

Population sub-groups and definitions

Children

Children 0-17 years of age, Preschool children, Head Start, Day Care, School Districts, Foster Homes, Kinship Care, Juvenile Justice, Children at high risk for abuse or neglect

Seniors

People age 65 years and older

Disability

Physical, Developmental, Mental Health, Alcohol/Substance Abuse or Dependency

Limited Language Competency

Legal Migrant Workers, Illegal Migrant Workers, Immigrants, Illiterate

Culturally and Geographically Isolated

Sexual Offenders, Jail, Cabin/Recreation, Campground/RV, Isolated Household, Special Events and Fairs

Economically Disadvantaged

Medicaid, Food Share, Emergency Food Access, Homeless, Fixed Incomes, Unemployed, Uninsured/Underinsured, Immigrants

Pet Owners

Those with domestic household pets including service animals

Acronym and Abbreviation List

AODA	Alcohol and Other Drug Abuse
CBRF	Community Based Residential Facility
CGIH	Culturally and Geographically Isolated – Isolated Households special needs subgroup
CGJ	Culturally and Geographically Isolated – Jail special needs subgroup
CGRP	Culturally and Geographically Isolated – Recreation Population and Cabin Owners special needs subgroup
CGSE	Culturally and Geographically Isolated – Special Events and Fairs special needs subgroup
CGSO	Gutturally and Geographically Isolated – Sex Offenders special needs subgroup
CHD	Children special needs subgroup
CMIST	A resource directory organized under Communication, Medical, Independence, Supervision, Transportation
COMR	Communication Resource in the CMIST Resource Directory
DD	Developmentally Disabled special needs subgroup
DME	Durable Medical Equipment
DVR	Division of Vocational Rehabilitation
EDEF	Economically Disadvantaged – Emergency Food Access special needs subgroup
EDFI	Economically Disadvantaged – Fixed Income special needs subgroup
EDFS	Economically Disadvantaged – FoodShare special needs subgroup
EDH	Economically Disadvantaged – Homeless special needs subgroup
EDI	Economically Disadvantaged – Immigrants special needs subgroup
EDM	Economically Disadvantaged – Medicaid special needs subgroup
EDUE	Economically Disadvantaged – Unemployed special needs subgroup
EDUU	Economically Disadvantaged – Uninsured/Underinsured special needs subgroup
ES	Economic Support
FACR	Facility Resource in the CMIST Resource Directory
FIDR	Maintaining Functional Independence Resource in the CMIST Resource Directory
GIS	Geographic Information System
LLIG	Limited Language Competency – Immigrant special needs subgroup
LLIL	Limited Language Competency – Illiterate special needs subgroup
LLIM	Limited Language Competency – Illegal Migrant Workers special needs subgroup
LLLM	Limited Language Competency – Legal Migrant Workers special needs subgroup
MEDR	Medical Resource in the CMIST Resource Directory
MHCA	Mental Health and Chemical Abuse special needs subgroup
MOU	Memorandum of Understanding
PD	Physically Disabled special needs subgroup
PDDH	Physically Disabled – Deaf and Hard of Hearing special needs subgroup
PDVI	Physically Disabled – Visually Impaired special needs subgroup
POE	Pet Owners – Exotic Animals, Small Animals, Exotic/Natural Wildlife special needs subgroup
POH	Pet Owners – Household Pets special needs subgroup
POL	Pet Owners – Livestock/Animal Husbandry
REM	REM Wisconsin is a service organization for persons with developmental disabilities

SARS	Severe Acute Respiratory Syndrome
SNR	Senior special needs subgroup
SPMI	Severely and Persistently Mentally Ill
SPVR	Supervision Resource in the CMIST Resource Directory
SVC	Superior Vocations Center, Inc
TLC	Transitional Living Center
TRNR	Transportation Resource in the CMIST Resource Directory
TRS	Telecommunications Relay Service
TTY	Telephone Typewrite, or Teletype
V/ TTY	Voice or Teletype available

Douglas County Special Populations Demographics

Disability (physical)

According to the 2000 census, there are at least 1,272 people in Douglas County that are at least 5 years old and have a physical disability. This is 3% of the total population of Douglas County (n=43,287).

Age

According to the 2000 census, there are 6,291 people in Douglas County who are at least 65 years old. This is 15% of the total population of Douglas County.

Limited Language Competency

According to the 2000 census, 1,633 Douglas County residents speak a language other than English at home. This is 4% of the total population of Douglas County.

Of those who speak Spanish at home (n=484), 71% reported speaking English very well while 16% reported not speaking English well and 4% reported not speaking English at all.

Of those who speak other Indo-European languages at home (n=581), 76% reported speaking English very well while 8% reported not speaking English well yet none reported not speaking English at all.

Of those who reported speaking Asian and Pacific Island languages at home (n=196), 39% reported speaking English very well while 11% reported not speaking English well and 4% reported not speaking English at all.

Of those who speak all other languages at home (n=372), 58% reported speaking English very well while 13% reported not speaking English well yet none reported not speaking English at all.

It is reported that there are 105 linguistically isolated households in Douglas County. A linguistically isolated household is defined as one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English “very well.” In other words, all members 14 years old and over have at least some difficulty with English.

Unemployed

According to the 2000 census, 7% (n=1,574) of the civilian labor force at least 16 years old in Douglas County is unemployed. This is 4% of the total population in Douglas County.

Uninsured

According to the Wisconsin Health Insurance Coverage 2005 report and the U.S. Census Bureau, Data Integration Division, Small Area Estimates Branch, Model-based Estimates, in 2000 it is estimated that 8-12% of Douglas County residents were uninsured (n= 3,463-5,194).

Pet Population Estimates

The National Council on Pet Population Study and Policy data reflects information relating only to the animals that are in animal shelters. The American Veterinary Medical Association (AVMA), however, periodically does a study that determines the population of various animals in the United States. Information on the U.S. Pet Ownership & Demographics Sourcebook may be obtained from the AVMA at <http://www.avma.org/membshp/marketstats/sourcebook.asp>

The AVMA does offer a formula to roughly estimate the number of pets in a service area. In 2000, the U.S. Census estimated that there were 2.67 persons per household. Using 2000 Census data from www.census.gov regarding your community, you may wish to consider the following formula taken from the 2002 U.S. Pet Ownership & Demographic Sourcebook published by the AVMA:

Method for Dog Estimates:

of persons within community divided by 2.67 = total # of households
total # of households x 0.361 (percent of dog owners) = total # of dog owning households
total # of dog owning households x 1.6 (mean # per household) = total dog population

11,758 estimated dogs in Douglas County (based on 20,356 households from the 2000 U.S. census).

Method for Cat Estimates:

of persons within community divided by 2.67 = total # of households
total # of households x 0.316 (percent of cat owners) = total # of cat owning households
total # of cat owning households x 2.1 (mean # per household) = total cat population

13,508 estimated cats in Douglas County (based on 20,365 households from the 2000 U.S. census).

Children (CHD)

CMIST Resources	COMR TRNR
Special Population Sub-Group Definition	Children 0-17 years of age Preschool children Head Start Day Care School Districts Latchkey Programs Foster Homes Kinship Care Juvenile Justice Children at high risk for abuse or neglect
Estimated Population Size	2005 estimated 9,390 children
Location of Population in Jurisdiction	Dispersed throughout county with majority of population in the City of Superior (the most northern region of the County).
Point of Contact	<p>Superior School District 715-394-8700 Janna Stevens – Janna.Stevens@superior.k12.wi.us</p> <p>St. Croix School District 715-378-2263 Sue Chandler – Schandler@solonk12.net</p> <p>Maple School District (has 51 students that influx from Bayfield county) 715-363-2431 Gregg Lundberg – District Administrator</p> <p>School Districts Northwoods School District (has students from both Douglas and Washburn Counties) 715-466-2297 Jean Serum – jean_serum@northwood.k12.wi.us</p> <p>Cathedral School 715-392-2976 Tim Johnson – sandy@superiorcathedralschool.org</p> <p>Maranatha School 715-399-8780 Keith Russell – maracademy@gmail.com</p> <p>Twin Ports School 715-398-6947 Twinportsbaptist@juno.com</p>
	Foster Homes
Barriers to Reach/Concerns	<p>Most schools have plans for fire, tornado and crisis intervention, not for pandemic.</p> <p>Northwoods School District serves 152 students who reside in Douglas County.</p> <p>The YMCA manages Latchkey Programs at the following elementary schools:</p> <ol style="list-style-type: none"> 1. Great Lakes- has 3 sites with 59 enrolled 2. Cooper School- 17 enrolled 3. Bryant School- 17 enrolled 4. Four Corners- 17 enrolled 5. Northern Lights- 17 enrolled <p>Home Schooled children:</p> <ol style="list-style-type: none"> 1. Superior School district 112 children 2. St. Croix School District 63 children 3. Maple School District 65 children <p>How many informal day cares are there in Douglas County?</p> <p>What supplies need to be available, ie: formula, diapers, etc.</p>

	Reuniting children with parents
Notification Mechanism	Activate established emergency protocols of schools Public Alert System for parents/care givers.

Seniors (SNR)

CMIST Resources	COMR TRNR MEDR
Special Population Sub-Group Definition	Elderly (defined as 65 years of age and older) Senior Housing Nursing Home/Assisted Living facilities Adult Family Group homes Elderly living in community with support of family/other sources Aging Resource Center Home Care agencies Senior Meal Sites and Meals-on-Wheels
Estimated Population Size	2005 estimated 6,200 seniors
Location of Population in Jurisdiction	Dispersed throughout county with majority of population in the City of Superior, in the northern most region of the county.
Point of Contact	<p>Senior Housing</p> <p>Nelson Dewey Apts. 218-729-7570 Greg Billman, Manager 218-348-0703 Gbillman@msn.com</p> <p>Phoenix Villa Apts. Superior and Lake Nebagamon Bruce Todd, Manager 715-392-3447 ext 101 Btodd@ccbsuperior.org Gary Valley – Gvalley@ccbsuperior.org</p> <p>Superior Golden Apts. Lisa Knutson, Manager 715-394-9468 Emer – Casey Gilman – 393-2189</p> <p>Villa Rita 715-395-0405</p>
	<p>Nursing Homes</p> <p>St. Francis in the Park Jim Laine, Adm. 715-394-5591 Adm.stfrancis@healthprime.org</p> <p>Golden Living Dan Stephans, Adm. 715-392-5144 Daniel.Stephans@goldenliving.com</p> <p>Villa Marina Lori Foley, Adm 715-392-3300 Lfoley@centurytel.net Bobbie Stachovich Bstachovich@centurytel.net</p> <p>Middle River Rehab Joseph Simonich, Adm. 715-398-3523 715-356-8195 or 8888</p>
	<p>Assisted Living</p> <p>The Baker House 715-392-2071 Charlie and Eva Baker, owners kidshav02@yahoo.com</p>

		<p>Harmony House Sharon Kotter/Pam Clark 715-392-7615 HarmonyKC@charter.net</p> <p>Northern Residence – Greg Swenson 715-374-2274 715-374-3358 Grgen@msn.com</p> <p>Pearl House Karla Dahl, manager 715-395-0988 Bsisto@yahoo.com</p> <p>Stardusk House Greg Date, owner 715-394-3553</p>
	Aging Resource Center	<p>Rhoda Nagorski, Director 715-394-3611 Rhoda@seniorconnectionswi.org</p>
	Senior Meal Sites	<p>Rhoda Nagorski, Director 715-394-3611</p>
Point of Contact (cont.)	Home Care Agencies	<p>The Dove Greg Leveska, Adm. 715-392-3133</p> <p>Interim Health Care 218-722-0053 Rebecca Volkman – Director Health Care Services RVolkman@interimhealthcare.com</p> <p>Gentiva Health Services Beth Abrahamson, Dir. 218-723-8999 Beth.Abrahamson@Gentiva.com</p> <p>St. Luke’s Home Care Lynn Nelson, Dir. 218-249-6111 LNelson@SLHduluth.com</p>
	Other Providers	<p>Community Options Program/LSS Jan Cummings, Manager 715-394-2054 ext. 113 JCumming@LSSWIS.org</p> <p>Indianhead Home Services 715-395-2266 (local) Nancy Wiles, RN DON 715-532-9396 NancyWiles@indianheadCAA.org</p> <p>Superior Helping Hands 715-392-1379 Tracy DeMar, owner 218-591-2657</p> <p>Home Instead Senior Care Mary Andrews 866-427-8810</p> <p>I Wish Home Health Leela Hahon 715-372-8788</p>
Barriers to Reach/Concerns	<p>In event of evacuation for nursing homes, assisted living and adult group homes:</p> <ol style="list-style-type: none"> 1. Transportation 2. Staffing 3. Medical concerns 	

	<ol style="list-style-type: none"> 4. Safety especially for those with dementia 5. Family notification 6. MOU's for evacuation sites 7. Timing and coordination <p>For shelter in place:</p> <ol style="list-style-type: none"> 1. Inadequate supplies of food, linens, medications, water 2. Staffing 3. Safety for vulnerable population, especially those with dementia 4. Equipment 5. Generator to operate electrical equipment 6. Loss of heat in winter and cooling in summer <p>Nursing homes are mandated by the State and Federal levels to have evacuation plans but may have limited resources and staff to execute the plan.</p>
<p>Barriers to Reach/Concerns (cont.)</p>	<p>Home Bound/Senior Housing/ Frail elderly in event of evacuation:</p> <ol style="list-style-type: none"> 1. Transportation 2. Family notification 3. Care giver ability and availability 4. Safety issues especially for those with dementia 5. Medications/ medical supplies 6. Clothing and toiletries including glasses, hearing aides, dentures 7. Walkers, canes, wheel chairs 8. Emergency plan for pets 9. May refuse to leave residence 10. May not know closest shelter site <p>To Shelter in Place:</p> <ol style="list-style-type: none"> 1. Supplies 2. Food and Water 3. Medications 4. Electricity 5. Ability to care for self/availability and ability of care givers for those with dementia 6. Communications 7. Loss of heat in winter and loss of cooling in summer <p>2006 Number of Meals Served: Home Delivered: 66,642 Congregate Dining: 29,897 Total meals provided: 96,538 There would be a huge gap if this program was unable to operate. Currently, no plan in place for continuation of operations during a A major emergent event.</p>
<p>Notification Mechanism</p>	<p>Use Public Emergency Weather Alert System, newspapers, radio, TV, email, cell phones, flyers, communication board.</p> <p>Implement emergency protocols of service providers.</p> <p>Encourage churches to develop a calling tree to check on elderly in their parishes; utilize parish nurses.</p> <p>Explore possible sources to utilize to disperse information out to community,</p>

	ie: Tavern League, especially for rural areas. Work with local media to provide accurate and timely information to educate public
Physically Disabled (PD)	
CMIST Resources	COMR MEDR FIDR TRNR
Special Population Sub-Group Definition	
Estimated Population Size	Social Security Only (Not SSI): 1,305 disabled persons Supplemental Security Income (SSI): 1,036 blind and disabled persons (These are <u>only</u> totals of persons receiving SSA benefits of all disability types) 2000 estimate of at least 1,272 people that are at least 5 years old and have a physical disability.
Location of Population in Jurisdiction	Interspersed throughout communities. Accessible Public Housing Units Nursing Facilities Hospital (temporary physical conditions)
Point of Contact	Home Medical 800-682-5305 STRIDE – Special Transit Ride 218-722-3327 Connie DCDHHS 715-395-1304 Division of Vocational Rehabilitation (DVR) 715-392-7896 North Country Independent Living 715-392-9118 v/tty Gloria Hakkila-Johnson – NCILGloria@superior-NFP.org Superior Vocations Center, Inc. (SVC) - 715-392-6171 Karen Griffin Challenge Center, Inc. 715-394-2771 Katey Geistseld – Kgeistseld@challenge-center.org Social Security Office 715-392-6449
Barriers to Reach/Concerns	May not be involved in a program or receive ongoing services. Accessible Transportation (wheelchair lift) Service Animals Personal Care Assistance Daily Living Assistance Medications Electrically Dependent Equipment Accessible transportation Seasonal weather may affect mobility in the community Damage to the community (trees down, sidewalks torn up) may affect mobility
Notification Mechanism	Through existing integrated mechanisms of public alert system. Through service providers such as home health, DME dealer, DVR, Douglas County Human Services, Specialized transport, medical providers. Public housing authorities Web link for a list of interpreters statewide www.dhfs.wisconsin.gov/sensory Click on “Interpreting Information” then on “Interpreting Directory”

Physically Disabled – Visually Impaired (PDVI)

CMIST Resources	COMR MEDR FIDR TRNR
Special Population Sub-Group Definition	Visually Impaired Persons
Estimated Population Size	2006 estimated 1,911 blind persons
Location of Population in Jurisdiction	Interspersed in county and communities Some concentrations at Challenge Center, Superior Vocation Center, Senior and Handicapped Housing, hospital and Nursing Home Facilities.
Point of Contact	Social Security Office 715-392-6449 North Country Independent Living Gloria Hakkila-Johnson 715-392-9118 v/tty WI Council for the Blind and Visually Impaired 800-783-5213 Local Ophthalmologists/ Optometrists N.O.A.A. National Weather Service 218-729-6697 Duluth Lighthouse for the Blind and Visually Impaired 218-624-8822 Division of Vocational Rehabilitation (DVR) 715-392-7896
Barriers to Reach/Concerns	Educational materials to prepare for emergencies need Braille and/or verbal delivery. Printed material not discernable, such as captioned advices (T.V. alerts) in emergencies. Otherwise familiar or maneuverable space suddenly becomes impassable neither with white cane nor with service animal due to hazard-filled landscape. Cannot drive vehicles to transport. Service animals may not be allowed into certain shelters. Blind individual may not have available proper papers to show service animal's shots or certification of safety around public.
Notification Mechanism	N.O.A.A. weather radio. Verbal or phone contact by trusted individuals or groups. Alert to emergencies via persons/radio/phone in the usual ways. Special radios automatically alarm about imminent danger of life and property from weather and non-weather events (such as wildfires, hazardous spills) and Emergency Alert messages. Adaptive equipment and techniques, including at work sites.

Physically Disabled - Deaf and Hard of Hearing (PDDH)

CMIST Resources	COMR FIDR
Special Population Sub-Group Definition	Deaf and Hard of Hearing Persons
Estimated Population Size	Nothing listed
Location of Population in Jurisdiction	Nothing listed
Point of Contact	<p>Social Security Office 715-392-6449</p> <p>Bureau for the Deaf and Hard of Hearing 715-836-2107 Carolyn Small 715-271-9040</p> <p>Americans With Disabilities Act (ADA)</p>
Barriers to Reach/Concerns	<p>Emphasizing need for emergency planning. Some may not have Text Telephone or Teletypewriter (TTY). Lack of electricity an issue for notifying.</p>
Notification Mechanism	<p>TTY allows a telephone user to send typed messages to another caller and to receive typewritten messages from the caller directly (TTY) or through a Telephone Relay Service (TRS) operator.</p> <p>Voice carry-over telephone allows a hearing impaired person to communicate orally by phone and to receive text communication from the other caller, as transcribed by a TRS operator.</p> <p>Captioned telephone allows hearing impaired to receive communications by phone orally while receiving an almost simultaneous text translation.</p> <p>Communication Access Realtime Translation (CART) translates spoken word into written text for persons with hearing loss. The closed captioning is embedded within the video signal and viewed with a decoder.</p> <p>Emergency Alert System can be hooked up to a strobe light or other mechanism</p> <p>Desk top models of Emergency Alert Systems are available with L.E.D. screen, which can be installed. This can notify for, ie: "Shelter Warning" or "Weather Watch" or "Tornado Warning", in addition to pointing out the geographic area of concern. An adapter can be connected to a printer.</p>

Mental Health and Chemical Abuse (MHCA)

CMIST Resources	COMR MEDR FIDR
Special Population Sub-Group Definition	Mental Health community Alcohol abuse/addicted Serious and Persistent Mentally Ill Drug abuse/addicted
Estimated Population Size	There is no accurate measurement. Douglas County and its contracted agencies served 400 individuals with mental illness, and 153 individuals with chemical dependency, monthly.
Location of Population in Jurisdiction	Interspersed throughout communities. Low income housing units (i.e., Superior Housing Authority, Catholic Charities, Royalton Manor) Nursing Facilities CBRF's
Point of Contact	Douglas County Department of Health and Human Services 715-395-1304 Dave.Longsdorf@douglascountywi.org HDC Human Development Center 715-392-8216 (mental health and AODA services) Betsy Byler – Betsy.Byler@HDCHRC.org 24 hour Mental Health Crisis Line 715-395-2259 Tradewinds Residence, Inc. (CBRF) 715-394-2077 Lutheran Social Services of Wisconsin 715-394-4173 John Ball – John.Ball@LSSWIS.org Twin Ports VA Clinic 715-392-9711 The Superior Treatment Center 715-392-9300 Miller Dwan Chemical Dependency Services 218-786-8216 Douglas County Aging and Disability Resource Center 715-395-1234 Mary Holschuh – Mary.Holschuh@douglascountywi.org
Barriers to Reach/Concerns	May not be involved in a program or receive ongoing services. Symptoms may interfere with ability to follow up with services (paranoia, limited comprehension, low motivation). Co-morbidity of Mental Health with developmental disabilities and chemical dependency. Public view of mental health issues/misunderstandings. Emergency Detoxification? Lack of independent transportation i.e., license revoked (AODA), inability to drive (SPMI)
Notification Mechanism	Through existing integrated mechanisms of public alert system. Through contracted agencies, and clients served by providers. i.e., case managers, counselors, etc. Many individuals with these disabilities reside in CBRF's. The CBRF will have an individual plan.

Developmentally Disabled (DD)

CMIST Resources	COMR MEDR FIDR TRNR
Special Population Sub-Group Definition	Developmentally Disabled
Estimated Population Size	Estimated 300-400 persons.
Location of Population in Jurisdiction	Interspersed throughout communities. Accessible Public Housing Units Nursing Facilities Adult Family Homes Community Based Residential Facilities Hospital (temporary physical conditions)
Point of Contact	STRIDE – Special Transit RIDE 218-722-3327 Douglas County Department of Health and Human Services 715-395-1304 Mary Holschuh – Mary.Holschuh@douglascountywi.org Division of Vocational Rehabilitation (DVR) 715-392-7896 North Country Independent Living 715-392-9118 v/tty Superior Vocations Center, Inc. (SVC) 715-392-6171 Challenge Center, Inc. 715-394-2771 Social Security Office 715-392-6449 Lutheran Social Services of Wisconsin 715-394-4173 Jan Cummings – Jan.Cummings@LSSWIS.org HDC Human Development Center 715-392-8216 Douglas County Aging and Disability Resource Center 715-395-1234 Mary Holschuh – Mary.Holschuh@douglascountywi.org
Barriers to Reach/Concerns	May not be involved in a program or receive ongoing services. Accessible Transportation (wheelchair lift) Personal Care Assistance Daily Living Assistance Medications Electrically Dependent Equipment Seasonal weather may affect mobility in the community Damage to the community (trees down, sidewalks torn up) may affect mobility Accessible transportation Co-occurring disorders Communication Identifying facility able to meet needs May not have adequate resources/supplies/staff to treat/provide for
Notification Mechanism	Through existing integrated mechanisms of public alert system. Through service providers such as Challenge Center, REM, Innovative Living, Home health, DME dealer, DVR, Douglas County Department of Health & Human Services, Specialized transport, medical providers. Public housing authorities. Universal pictures and signs. Contact through employers, family, guardians, friends, caregivers.

Limited Language Competency – Legal Migrant Workers (LLLM)

CMIST Resources	COMR
Special Population Sub-Group Definition	Limited Language Competency - Legal Migrant Workers
Estimated Population Size	unknown
Location of Population in Jurisdiction	Thought to be predominantly dispersed in rural areas.
Point of Contact	Northland Connection 218-529-7564 Chris Maddy Migrant Labor Services, WI Dept. of Workforce Development 608-266-0002
Barriers to Reach/Concerns	Mobile population not present in large numbers in Douglas County. Communication difficult Limited access to media Difficult to provide timely communication to invisible population
Notification Mechanism	Through employers.
Resource	National Resource Center on Advancing Emergency Preparedness for Culturally Diverse Communities http://www.diversitypreparedness.org/

Limited Language Competency – Illegal Migrant Workers (LLIM)

CMIST Resources	COMR
Special Population Sub-Group Definition	Limited Language Competency - Illegal Migrant Workers
Estimated Population Size	unknown
Location of Population in Jurisdiction	Thought to be predominantly dispersed in rural areas.
Point of Contact	None identified locally. Migrant Labor Services, WI Dept. of Workforce Development 608-266-0002
Barriers to Reach/Concerns	Legal concerns regarding seeking treatment and evacuation. Very mobile Limited access to media Adequate interpreters for small but need population Difficult to provide timely communication
Notification Mechanism	Try checking : Office for Refugees and Immigrants www.ncsl.org/programs/immig/immigstateoffices05.htm
Resource	National Resource Center on Advancing Emergency Preparedness for Culturally Diverse Communities http://www.diversitypreparedness.org/

Limited Language Competency – Immigrants (LLIG)

CMIST Resources	COMR
Special Population Sub-Group Definition	Limited Language Competency – Immigrants: Chinese, Hmong, Hispanic, Vietnamese, Other
Estimated Population Size	Needs quantification
Location of Population in Jurisdiction	City of Superior
Point of Contact	None identified locally. Refugee Assistance Services Program, WI Dept. of Children and Families 608-266-3800
Barriers to Reach/Concerns	Legal concerns regarding contacting authorities. Communication likely to be difficult. Need for adequate number of interpreters. Cultural barriers Access to media may be limited Reaching on time
Notification Mechanism	Through employers – Restaurant , door-door, churches
Resource	National Resource Center on Advancing Emergency Preparedness for Culturally Diverse Communities http://www.diversitypreparedness.org/

Limited Language Competency – Illiterate (LLIL)

CMIST Resources	COMR
Special Population Sub-Group Definition	Limited Language Competency – Illiterate
Estimated Population Size	Needs quantification
Location of Population in Jurisdiction	
Point of Contact	Even Start Family Literacy Nicky Wilson, Coordinator 715-394-8740 Ext. 156
Barriers to Reach/Concerns	Material with low literacy instructions need to be prepared / developed. Will need for additional staff to read or translate information. Admission by individuals not likely to occur.
Notification Mechanism	Standard communication mechanisms, word of mouth, churches, community centers, food shelters, employers.

Culturally and Geographically Isolated – Sex Offenders (CGSO)

CMIST Resources	COMR SPVR
Special Population Sub-Group Definition	Culturally and Geographically Isolated – Sex Offenders
Estimated Population Size	Estimated 124 persons, which includes some duplicate names
Location of Population in Jurisdiction	Multiple
Point of Contact	Douglas County Sheriff’s Office 715-395-1371

Barriers to Reach/Concerns	Population should be easily reachable because of being registered. Where to place? In general population shelter?
Notification Mechanism	Standard communication mechanisms.

Culturally and Geographically Isolated – Jail (CGJ)

CMIST Resources	COMR TRNR SPVR
Special Population Sub-Group Definition	Culturally and Geographically Isolated – Jail
Estimated Population Size	Maximum capacity of 219 persons in the Douglas County Jail. Average is between 185-190 persons.
Location of Population in Jurisdiction	Douglas County Jail.
Point of Contact	Douglas County Sheriff *** Central Control post 715-395-1508
Barriers to Reach/Concerns	Some non-English speaking inmates Evacuation Plans informally set up Easily reachable Jail is best place for sheltering in. Sheriff’s department should follow own policies and procedures.
Notification Mechanism	

Culturally and Geographically Isolated – Recreation Population and Cabin Owners (CGRP)

CMIST Resources	COMR
Special Population Sub-Group Definition	Campground / Parks / Recreation / Summer Surge / Lucias Woods Boating community Cabin Owners
Estimated Population Size	33 registered campgrounds and parks are located throughout the county. 12 registered Tourist Rooming House. Various other isolated cabins.
Location of Population in Jurisdiction	Throughout the county, including rural areas.
Point of Contact	<p>Recreation Population</p> <p>Douglas County Forestry Department – County Parks 715-378-2219</p> <p>Campgrounds public and private</p> <p>Douglas County State Parks – Brule River State Forest 715-372-5678</p> <p>Douglas County State Parks – Amnicon Falls State Park 715-398-3000</p> <p>Douglas County State Parks – Pattison State Park 715-399-3111</p> <p>Marina</p> <p>Municipal parks</p> <p>Private parks</p>
	<p>Cabin Owners</p> <p>Superior-Douglas County Chamber of Commerce 715-394-7716</p>

Barriers to Reach/Concerns	Number to be contacted Concern put on resort owners and campgrounds May not know the area or where to go
Notification Mechanism	

Culturally and Geographically Isolated – Isolated Households (CGIH)

CMIST Resources	?
Special Population Sub-Group Definition	Culturally and Geographically Isolated – Isolated Households
Estimated Population Size	
Location of Population in Jurisdiction	
Point of Contact	Chief Elected Officials ?
Barriers to Reach/Concerns	Difficult to reach and communicate with. Hidden population difficult to quantify Population may be unreachable by choice Will not likely know where to go
Notification Mechanism	

Culturally and Geographically Isolated – Special Events and Fairs (CGSE)

CMIST Resources	COMR
Special Population Sub-Group Definition	Culturally and Geographically Isolated – Special Events and Fairs
Estimated Population Size	
Location of Population in Jurisdiction	
Point of Contact	Head of the Lakes Roxanne Nephew, Assistant Manager 715-394-7848 Lake Superior Dragon Boat Festival 218-260-9850 HaugFest Event Coordinator Superior-Douglas County Chamber of Commerce 715-394-7716
Barriers to Reach/Concerns	Need plan for Fair / race nights Need plans to evacuate Traffic control plan Crowd control plan
Notification Mechanism	

Economically Disadvantaged – Medicaid (EDM)

CMIST Resources	COMR MEDR	
Special Population Sub-Group Definition	Economically Disadvantaged – Medicaid (includes Badgercare which is up to 200% above poverty level)	
Estimated Population Size	June 2007 estimated 6,225 total recipients: 3,246 adults and 2,979 children 3,141 open cases	
Location of Population in Jurisdiction	Dispersed throughout the county.	
Point of Contact	Douglas County Department of Health & Human Services 715-395-1304 April Heim, ES Supervisor Kevin Giersdorf, ES Lead Worker	
Barriers to Reach/Concerns	Not all have phones Individuals in multiple categories Transportation Needs Focus is on meeting basic needs more than preparedness planning	Large populations/ geographically spread out Financially unprepared for an emergency Limited resources
Notification Mechanism	Telephone Door to Door Mailing	

Economically Disadvantaged – Homeless (EDH)

CMIST Resources	COMR FIDR	
Special Population Sub-Group Definition	Economically Disadvantaged – Homeless	
Estimated Population Size	600 + (HUD definition)	
Location of Population in Jurisdiction	Dispersed throughout county. Campgrounds Hotels: - Androy Hotel 715-394-7731 - Manning Motel 715-392-2281 - local mom and pop Backside of Dollar Days and Walmart Railroad tracks	
Point of Contact	Douglas County Department of Health & Human Services 715-395-1304 April Heim, ES Supervisor Kevin Giersdorf, ES Lead Worker Homeless shelters: Center Against Sexual and Domestic Abuse, Inc. (CASDA) 715-392-3136 Harbor House Crisis Shelter 715-394-9608 Solid Rock Safe Haven and Soup Kitchen/ NWCSA (Men Only) 715-392-6264 Salvation Army 715-394-7001	
Barriers to Reach/Concerns	Not all have phones Individuals in multiple categories	Large populations/ geographically spread out Financially unprepared for an emergency

	<p>Transportation Needs Limited resources Lack of support system Transient Living arrangements at best Focus is on meeting basic needs more than preparedness planning Safety Concerns (i.e., battered women and perps) Medications needs (no access for the homeless)</p>
Notification Mechanism	<p>Personal contact Sheriff's Department</p> <p>Food Pantries: NWCSA</p> <p>Shelters:</p>

Economically Disadvantaged – FoodShare (EDFS)

CMIST Resources	COMR FIDR TRNR
Special Population Sub-Group Definition	Economically Disadvantaged – FoodShare
Estimated Population Size	June 2007 estimated 3,783 total recipients: 2,030 adults and 1,753 children 1,626 open cases
Location of Population in Jurisdiction	Dispersed throughout the county.
Point of Contact	Douglas County Department of Health & Human Services 715-395-1304 April Heim, ES Supervisor Kevin Giersdorf, ES Lead Worker
Barriers to Reach/Concerns	<p>Not all have phones Large populations/ geographically spread out Individuals in multiple categories Financially unprepared for an emergency Transportation Needs Limited resources Access to benefits Focus is on meeting basic needs more than preparedness planning</p>
Notification Mechanism	Standard Communication Radio

Economically Disadvantaged – Emergency Food Access (EDEF)

CMIST Resources	COMR
Special Population Sub-Group Definition	Economically Disadvantaged – Emergency Food Access
Estimated Population Size	1,400 persons served at the Superior site. 50 persons served at the Gordon site. 90 persons served at the poplar site. 200 to 300 households served monthly by Harbor House. Solid Rock serves 5 meals per day at 60 persons per meal (not on Sunday).
Location of Population in Jurisdiction	Dispersed throughout the county.
Point of Contact	<p>Gordon Area Pantry, Gordon Town Hall 715-376-2732</p> <p>Faith United Methodist Church 715-394-9608</p> <p>Salvation Army 715-394-7001</p>

	Solid Rock Safe Haven and Soup Kitchen/NWCSA (Men Only) 715-392-5127
Barriers to Reach/Concerns	Rural Transportation Food on Hand Limited Food available
Notification Mechanism	Standard Communication Radio

Economically Disadvantaged – Fixed Income (EDFI)

CMIST Resources	COMR
Special Population Sub-Group Definition	Economically Disadvantaged – Fixed Income
Estimated Population Size	
Location of Population in Jurisdiction	Dispersed throughout the county.
Point of Contact	Douglas County Department of Health & Human Services 715-395-1304 April Heim ES Supervisor Kevin Giersdorf, ES Lead Worker Superior Housing Authority Nancy DeGryne-Sharpe 715-394-6601 Barley Manor Woodlaneway Superior Townhouses Catholic Charities, Housing Counseling 715-394-5951 Golden Apartments Center Against Sexual and Domestic Abuse, Inc. (CASDA) 715-392-3136 Androy Hotel 715-394-7731
Barriers to Reach/Concerns	Rural No Phones Transient Transportation Financially unprepared Medication needs Estimating size accurate count How to access their income Individuals will be duplicated in other areas
Notification Mechanism	Standard Communication

Economically Disadvantaged – Unemployed (EDUE)

CMIST Resources	FIDR
Special Population Sub-Group Definition	Economically Disadvantaged – Unemployed
Estimated Population Size	Difficult to estimate 2000 estimated 1,574 of the civilian labor force at least 16 years old in Douglas County was unemployed.
Location of Population in Jurisdiction	Dispersed throughout the county.
Point of Contact	Accessing other services Food Share Food Pantries W2
Barriers to Reach/Concerns	Not easily identified as they are not all collecting unemployment.
Notification Mechanism	Job Center Human Services

Economically Disadvantaged – Uninsured/Underinsured (EDUU)

CMIST Resources	COMR
Special Population Sub-Group Definition	Economically Disadvantaged – Uninsured/Underinsured
Estimated Population Size	Difficult to estimate 2000 estimated 3,463-5,194 persons uninsured.
Location of Population in Jurisdiction	
Point of Contact	Price County Lake Superior Community Health Center 715-392-1955 Twin Ports VA Clinic 715-392-9711
Barriers to Reach/Concerns	Rural Transportation Not seeking services
Notification Mechanism	Standard Communication Door to Door Getting info to Centers Crisis Lines HRC & LSS

Economically Disadvantaged – Immigrants (EDI)

CMIST Resources	COMR FIDR
Special Population Sub-Group Definition	Economically Disadvantaged – Immigrants
Estimated Population Size	Unknown
Location of Population in Jurisdiction	Superior
Point of Contact	University International Student Area Housing Population Superior Housing Authority 715-394-6601
Barriers to Reach/Concerns	Locating Language Barriers Cultural understanding Trust
Notification Mechanism	Church they attend Housing Schools

Pet owners – Household Pets (POH)

CMIST Resources	COMR FACR
Special Population Sub-Group Definition	Pet Owners – Household Pets
Estimated Population Size	Estimated 11,758 dogs (7,348 households with dogs) Estimated 13,508 cats (6,432 households with cats) Unknown number of birds, horses
Location of Population in Jurisdiction	Dispersed throughout county.
Point of Contact	Superior Veterinary Hospital 715-392-6211 Affiliated Emergency Veterinary Service-Duluth 5:00 P.M.- 8:00 A.M 218-302-8000 Douglas County Fairgrounds, Roxanne Nephew 715-319-1471 Animal Rescue Federation, Sheila Love 715-394-7387 Humane Society of Douglas County, Jodi Frank 715-398-6784
Barriers to Reach/Concerns	Vets may not have plan in place Need individual plans May not evacuate if they have to leave pets ‘People’ shelters may not allow pets. Tracking system for pets Vaccination / medication considerations Records of shots Staffing needs for caring of pets Food Needs No facilities for (suggestions Fairgrounds) Interstate Health Certificate to transfer over State lines
Notification Mechanism	Standard Communication

Pet owners – Livestock/Animal Husbandry (POL)

CMIST Resources	COMR FACR
Special Population Sub-Group Definition	Pet Owners – Livestock/Animal Husbandry
Estimated Population Size	UW Extension 8000 cattle & calves, 803 horses, 662 sheep & lambs
Location of Population in Jurisdiction	Poplar, South Range, Town of Superior
Point of Contact	Northwoods Harness Club 715-378-2383 Douglas County 4-H Clubs Sarah Wilcox, 4-H Youth Development Educator, UW-Extension 715-395-1363
Barriers to Reach/Concerns	Space / facilities / shelters Food and water Transportation Capture Vaccination / Medication Farmers will not evacuate without taking care of livestock. Farmers tend to help each other (support system), may not be as large an issue for government to help.
Notification Mechanism	UW Extension Standard Communication

Pet owners – Exotic Animals, Small Animals, Exotic/Natural Wildlife (POE)

CMIST Resources	COMR FACR
Special Population Sub-Group Definition	Pet Owners - Exotic Animals, Small Animals, Exotic/Natural Wildlife
Estimated Population Size	Unknown
Location of Population in Jurisdiction	
Point of Contact	
Barriers to Reach/Concerns	Cannot develop plan for individuals with exotics. We would provide information of where to take an exotic animal. Would still need to provide transportation. Provide education and awareness. Exotics may not be registered, unknown and may not become apparent until a disaster occurs.
Notification Mechanism	

Douglas County CMIST Tool

Communication – Medical – Independence – Supervision - Transportation

Douglas County

Special Populations Emergency Communication Guide

rev: 12/01/09

Special Population Category	Resource Type	Organization	County, Regional, State	POC Title	Phone	Fax	Email	Web
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COMMUNICATION RESOURCES

Radio

17 radio stations	KUWS 91.3FM	Regional (Superior)	News Director	715-394-8530	715-394-8404	JMunson@uwsu per.edu	http://kuws.fm/
	KBMX 108FM	Regional		218-727-4500			http://www.mix108.com
	KDAL 610AM	Regional	News Director	218-722-4321	218-722-5423	john.warren@wcradio.com	www.kdal610.com
	KDNW FM 97.3 / KDNI FM 90.5	Regional		218-722-6700	218-722-1092		www.kdnw.fm
	KKCB 105 FM	Regional		218-727-4500			http://www.kkcb.com/
	KLDJ 101.7 FM	Regional					http://www.kool1017.com
	102.5 FM	Regional		218-722-4321	218-722-5423	info@northland sclassicrock.com	http://www.ktrbr.com
	KTCO 98.9 FM	Regional		218-722-4321	218-722-5423	studio@ktcofm.com	http://www.ktcofm.com
	KUMD 103.3 FM	Regional		218-726-7181	218-726-6571	kumd@kumd.org	http://www.kumd.org
	WHSB 89.9 FM	Regional (Brule)	News Director	715-394-8197	715-394-8404	jmunson@uwsu per.edu	http://wpr.org/regio ns/sup/
	WJRF 89.5 FM	Regional		218-722-3017		AirStaff@RefugeRadio.com	
	WWJC 850 AM	Regional		218-626-2738	603-907-7881	radio@wwjc.com	http://www.wwjc.com
	KQDS 95.7 FM	Regional		218-728-9500	218-723-1499	kq95@redrockradio.org	http://www.95kqds.com
	WWAX 92.1 FM	Regional		218-728-9500			http://www.921lite.com
	KZIO 94.1 FM	Regional		218-728-9500			http://www.94xrock.com
	KQDS 1490 AM	Regional		218-728-9500	218-723-1499	thefan@redrockradio.org	http://www.fan1490.com
	NOAA National Weather Service	Regional		218-729-6697			

Television

Douglas County

Special Populations Emergency Communication Guide

3 television stations
 KBJR-TV NBC 6/ KDLH-TV CBS 3
 WDIO-DT/WIRT-DT 10/13
 WDSE PBS 8

rev: 12/01/09

218-720-9600 218-720-9699
<http://www.northlandnewscenter.com>

218-727-6864 218-727-2318
news@wdio.com
<http://www.wdio.com/>

218-724-8567 218-724-4269
email@wdse.org

Newspaper

4 newspapers (X daily; X weekly)	Superior Telegram (Daily)	Regional	715-395-5000	editorial@superiortelegram.com	http://www.superiortelegram.com/
	Duluth News Tribune (Daily)	Regional	218-723-5281	webteam@duluthnews.com	http://www.duluthnews.com/
	Superior Catholic Herald (Frequency??)	County	715-392-8268		http://www.catholicherald.org/
	UWS The Stinger (Daily)	County (College)			

PDDH Physically Disabled - Deaf and Hard of Hearing

print materials, personnel with expertise, various associations	Social Security Administration		715-392-6449		
	Office for the Deaf and Hard of Hearing		715-836-2107		http://dhs.wisconsin.gov/sensory/

PDVI Physically Disabled - Visually Impaired

print materials, personnel with expertise, various associations	Duluth Lighthouse for the Blind and Visually Impaired	Regional	218-624-8822 218-624-4479	info@lighthousefortheblind-duluth.org	http://www.lighthousefortheblind-duluth.org
	Social Security Office		715-392-6449		

Douglas County

Special Populations Emergency Communication Guide

rev: 12/01/09

North County Regional
Independent Living

715-392-9118
v/tty

Division of Vocational
Rehabilitation (DVR)

715-392-7896

<http://www.dwd.state.wi.us/dvr/default.htm>

Wisconsin Council for the
Blind and Visually
Impaired

800-783-5213

<http://www.wcblind.org/>

**LLLM, Interpreters
LLIM,
LLIG, EDI**

List of Wisconsin Free
Lance Interpreters
List

http://dcf.wisconsin.gov/refugee/interpreter_resources/default.htm

CHD School Districts

Public and Private
Schools

City of Superior

Solon Springs School District
Maple School District

715-378-2263
715-363-2431

Cathedral School
Marantha School

715-392-2976
715-399-8780

Twin Ports School

715-398-6947

CHD Foster Homes

Foster Homes for
Children

County

Steve Siebers
715-395-1309

http://www.douglascountywi.org/countydepartments/human_services/youthservices.htm

SNR Senior Housing

Douglas County
 Special Populations Emergency Communication Guide
 Senior Nelson Dewey
 Apartments Apts.

rev: 12/01/09

Greg 218-729-7570,
 Billman, 218-348-0703
 Manager

Pheonix Villa Superior
 Apts. and Lake
 Nebagamo
 n
 Bruce 715-392-3447
 Todd,
 Manager

Superior
 Golden Apts.
 Villa Rita
 Glenda 715-394-9468
 Peede,
 Manager
 715-395-0405

SNR Nursing Homes

Nursing Homes for Seniors
 St. Francis in the Park
 Golden Living
 Villa Marina
 Middle River Rehab
 Superior Administrator 715-394-5591
 Superior Administrator 715-392-5144
 Superior Administrator 715-392-3300
 Administrator 715-398-3523

SNR Assisted Living

Assisted Living for Seniors
 The Baker House
 Harmony House
 Northern Residence
 Pearl House
 Stardusk House
 Charlie and Eva Baker, Owners 715-392-2071
 Sharon Kotter, Pam Clark 715-392-7615
 Donna Dell, owner 715-374-2274,
 715-374-3358
 Carol Dahl, manager 715-395-0988
 Greg Date, owner 715-394-3553

SNR Aging Resource Center

SNR Senior Meal Sites

Gathering sites for Senior Meals
 Aging Resource Center
 Rhoda Nagorski, Director
 715-394-3611

SNR Other Senior Communication Contacts

Community Options Program/LSS
 County
 Jan Cummings, Manager
 715-394-2054 ext 113

PD Physically Disabled Populations

DCDHHS	County	715-395-1304	http://www.douglascountywi.org/countypartments/humanservices/humanservices1.htm
North Country Independent Living	Regional	715-392-9118 v/tty	
Division of Vocational Rehabilitation (DVR)	County	715-392-7896	http://www.dwd.state.wi.us/dvr/default.htm
Superior Vocations Center, Inc.	County	715-392-6171	
Challenge Center, Inc.	County	715-394-2771	http://www.challenge-center.org/index.htm
Social Security Office	County	715-392-6449	
Douglas County Aging and Disability Resource Center	County	715-395-1234	http://www.douglascountywi.org/adrc

MHCA Mental Health and Chemical Abuse

Douglas County
Special Populations Emergency Communication Guide
DCDHHS County

rev: 12/01/09
715-395-1304

<http://www.douglascountywi.org/countypartments/humanservices/humanservices1.htm>
<http://www.humandevlopmentcenter.org/locations/douglas.aspx>
<http://www.tradewindsresidence.com>
<http://www.lsswis.org/>

HDC Human Development Center	County	715-392-8216	715-392-6055	
Tradewinds Residence Inc. (CBRF)	County	715-394-2077	715-394-7033	info@tradewindsresidence.com
Lutheran Social Services of Wisconsin	Regional	715-394-4173		
Twin Ports VA Clinic	Regional	715-392-9711		
The Superior Treatment Center	Regional	715-392-9300		info@superiortreatmentcenter.org
Douglas County Aging and Disability Resource Center	County	715-395-1234		http://www.douglascountywi.org/adrc

DD Developmentally Disabled

DCDHHS	County	715-395-1304		http://www.douglascountywi.org/countypartments/humanservices/developmentaldisabilities.htm
North Country Independent Living	Regional	715-392-9118	v/tty	
Superior Vocations Center, Inc. (SVC)	County	715-392-6171		
Challenge Center, Inc.	County	715-394-2771		http://www.challenge-center.org
Social Security Office	County	715-392-6449		

Douglas County

Special Populations Emergency Communication Guide

rev: 12/01/09

Lutheran Social Services of Wisconsin
715-394-4173
<http://www.lsswis.org/>

HDC Human Development Center
715-392-8216 715-392-6055

<http://www.humandevlopmentcenter.org/locations/douglas.aspx>

Division of Vocational Rehabilitation (DVR)
715-392-7896

<http://www.dwd.state.wi.us/dvr/default.htm>

Douglas County Aging and Disability Resource Center
715-395-1234

<http://www.douglascountywi.org/adrc>

LLLM Limited Language Competency - Legal Migrant Workers

Northland Connection
Regional
Chris Maddy,
Director,
Marketing/
Business
Recruitment
218-529-7564 218-529-7592

<http://www.northlandconnection.com/>

Migrant Labor Services, WI Dept. of Workforce Development
608-266-0002

<http://dwd.wisconsin.gov/migrants/default.htm>

LLIM Limited Language Competency - Illegal Migrant Workers

National Resource Center on Advancing Emergency Preparedness for Culturally Diverse Communities

<http://www.diversitypreparedness.org/>

Douglas County

Special Populations Emergency Communication Guide

rev: 12/01/09

608-266-0002

<http://dwd.wisconsin.gov/migrants/default.htm>

Migrant Labor State
Services, WI
Dept. of
Workforce
Development

National National
Resource Center on
Advancing
Emergency
Preparedness
for Culturally
Diverse
Communities

<http://www.diversitypreparedness.org/>

LLIG Limited Language Competency - Immigrants

National National
Resource Center on
Advancing
Emergency
Preparedness
for Culturally
Diverse
Communities

<http://www.diversitypreparedness.org/>

608-266-3800 608-261-6376

State
Refugee Assistance
Services
Program, WI
Dept. of
Children and
Families

<http://dcf.wisconsin.gov/refugee/default.htm>

LLIL Limited Language Competency - Illiterate

Even Start County
Family Literacy
Coordinator

Nicky Wilson,
715-394-8740
ext. 156

wilsonn@superior.k12.wi.us
http://dpi.wi.gov/titl_index.htm

CGSO Culturally and Geographically Isolated - Sex Offenders

Douglas County
County
Sherriff's Office

715-395-1371

<http://www.dcsheeriff.org/index.html>

CGJ Culturally and Geographically Isolated - Jail

CGRP Culturally and Geographically Isolated - Recreation Population and Cabin Owners

Recreation Population	Douglas County Forestry Department	Jon Harris, Director	715-378-2219	715-378-2807	http://www.douglascountywi.org/countydepartments/forestry/Forest%201/forestrynew.htm
	Brule River State Forest		715-372-5678	715-372-4836	http://dnr.wi.gov/forestry/stateforests/SF-Brule/
	Amnicon Falls State Park		715-398-3000		http://www.dnr.state.wi.us/ORG/LAND/PARKS/specific/aminicon/
	Pattison State Park		715-399-3111		http://www.dnr.state.wi.us/org/land/parks/specific/pattison/
Recreation Population and Cabin Owners	Superior-Douglas County Chamber of Commerce		715-394-7716	715-394-3810	http://visitdouglasscounty.com/

CGSE Culturally and Geographically Isolated - Special Events and Fairs

Head of the Lakes	County	Roxanne Nephew, Assistant Manager	715-394-7848		http://www.holfair.com/
Lake Superior Dragon Boat Festival	Superior		218-260-9850	715-395-2853	http://www.lakesuperiordragons.com/
Superior-Douglas County Chamber of Commerce	County		715-394-7716	715-394-3810	http://visitdouglasscounty.com/

EDM Economically Disadvantaged - Medicaid

Douglas County
Special Populations Emergency Communication Guide

rev: 12/01/09

715-395-1304

DCDHHS County April Heim,
ES
Supervisor
, Kevin
Giersdorf,
ES Lead
Worker

<http://www.douglascountywi.org/countydepartments/human-services/economicsupport.htm>

EDH Economically Disadvantaged - Homeless

Homeless Shelters	Center Against Sexual and Domestic Abuse, Inc. (CASDA)	Regional	April Heim, ES Supervisor , Kevin Giersdorf, ES Lead Worker	715-392-3136	http://www.douglascountywi.org/countydepartments/human-services/humanservices1.htm
	Harbor House Crisis Shelter	Regional		715-394-9608 or 715-392-4157	http://www.harborhousesecs.org
	Solid Rock Safe Haven and Soup Kitchen/NWCS A	Regional		715-392-6264	http://www.northwest-csa.org/services/solidrocksafehaven.htm
	Salvation Army	Regional	Major Rosemary Matson	715-394-7001	http://www.salvationarmyusa.org/
Local Hotel/Motel	Androy Hotel	Superior		715-394-7731	http://www.androyhotel.com/
	Manning Motel	Superior		715-392-2281	

EDFS Economically Disadvantaged - FoodShare

Douglas County
Special Populations Emergency Communication Guide

rev: 12/01/09

DCDHHS County April Heim, 715-395-1304

<http://www.douglascountywi.org/countydepartments/humanservices/humanservices1.htm>

ES
Supervisor
, Kevin
Giersdorf,
ES Lead
Worker

EDEF Economically Disadvantaged - Emergency Food Access

Gordon Area Pantry Town Hall	Gordon Town Hall	715-376-2732
Faith United Methodist Church	Superior	715-394-9608
Salvation Army	Regional Rosemary Matson	Major 715-394-7001
Solid Rock Safe Haven and Soup Kitchen/NWCS A	Regional	715-392-6264

<http://www.salvationarmyusa.org/>
<http://www.northwestcsa.org/services/solidrocksafehaven.htm>

EDFI Economically Disadvantaged - Fixed Income

DCDHHS	County April Heim, ES Supervisor , Kevin Giersdorf, ES Lead Worker	715-395-1304
Superior Housing Authority		715-394-6601 info@superiorhousing.org
Catholic Charities, Housing Counseling	County Sandy Al- Qudah, Director of Housing Counseling	715-394-6617 salqudah@ccbsuperior.org

<http://www.douglascountywi.org/countydepartments/humanservices/economicsupport.htm>
<http://www.superiorhousing.org/>
<http://www.ccbsuperior.org/CommunityServices.htm>

<http://www.casda.org>

Center Against Sexual and Domestic Abuse, Inc. (CASDA)
Androy Hotel Superior
<http://www.androyhotel.com/>

EDUU Economically Disadvantaged - Uninsured/Underinsured

Lake Superior County 715-392-1955 715-392-1935
Community Health Center
Twin Ports VA Regional 715-392-9711

EDI Economically Disadvantaged - Immigrants

Superior Housing Authority 715-394-6601 715-394-3512
info@superiorhousing.org

POH Pet Owners - Household Pets

Veterinary Clinics
Superior Veterinary Hospital 715-392-6211
<http://www.superioranimalhospital.com/>
Affiliated Emergency Veterinary Service 218-302-8000
<http://www.aevs.com/locations.cfm?id=2>
Humane Society of Douglas County
County Jodi Frank 715-398-6784
<http://www.hsdcpets.com>
Other
Douglas County Fair Grounds
County Roxanne Nephew, Assistant Manager 715-394-7848
<http://www.holfair.com/>
Animal Rescue Federation Care
Regional Sheila Love 715-394-7387
<http://www.animalrescuefederation.com/>

POL Pet Owners - Livestock/Animal Husbandry

Northwoods Harness Club
Regional 715-378-2383

Douglas County
 Special Populations Emergency Communication Guide
 Douglas County
 County 4-H
 Clubs

rev: 12/01/09

Sarah Wilcox, 4-H Youth Development Educator, Douglas County UW-Extension
 715-395-1363 715-395-1399 sarah.wilcox@ces.uwex.edu <http://douglas.uwex.edu/4h/handbook.html>

Special Population Category	Resource Type	Organization	County, Regional, State	POC Title	Phone	Fax	Email	Web
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MEDICAL RESOURCES

SNR Senior Home Care Agencies

Senior Home Health Agencies	The Dove	Greg Leveska, Administrator		715-392-3133				
	Interim Health Care			218-722-0053				
	Gentiva Health Services	Beth Abramson, Dir.		218-723-8999				
	St. Luke's Home Care	Lynn Nelson, Dir.		218-249-6111				
	St. Mary's Home Care	Brenda Ehnes, Dir.		218-786-4004				
	Indianhead Home Services	Nancy Wiles, RN DON	County	715-395-2266 (local), 715-532-9396				
	Superior Helping Hands	Tracy DeMar, owner		715-392-1379, 218-591-2657				
	We Care For You, Inc.	Joanne		715-394-7180				
	Home Instead Senior Care	Mary Andrews	Regional	866-427-8819				

PD Physically Disabled			
Physically Disabled	Home Medical Products & Services	Regional	800-682-5305
PDVI Physically Disabled - Visually Impaired			
Visually Impaired	Duluth Lighthouse for the Blind and Visually Impaired	Regional	218-624-8822 218-624-4479
			info@lighthousefortheblind-duluth.org http://www.lighthousefortheblind-duluth.org/
MHCA Mental Health and Chemical Abuse			
In-Home Services, Psychotherapy, Psychological Testing and Assessments, Psychiatry	HDC Human Development Center	County	715-392-8216 715-392-6055
	Lutheran Social Services of Wisconsin	Regional	http://www.humandevopmentcenter.org/locations/douglas.aspx
	Twin Ports VA Clinic	Regional	715-394-4173
	The Superior Treatment Center	Regional	715-392-9711
Outpatient Services	Miller Dwan Chemical Dependency Services	Regional	715-392-9300
Outpatient and Inpatient Services for adults and adolescents			info@superiortreatmentcenter.org www.superiortreatmentcenter.org
DD Developmentally Disabled			

Douglas County

Special Populations Emergency Communication Guide

rev: 12/01/09

715-392-8216 715-392-6055

<http://www.humandevlopmentcenter.org/locations/douglas.aspx>

In-Home Services, Psychotherapy, Psychological Testing and Assessment, Psychiatry

HDC Human Development Center

County

Lutheran Social Services of Wisconsin

Regional

715-394-4173

<http://www.lsswis.org/>

Outpatient and Inpatient Services for adults and adolescents

County

715-392-8216 715-392-6055

<http://www.humandevlopmentcenter.org/locations/douglas.aspx>

EDM Economically Disadvantaged - Medicaid

Benefits Counseling

DCDHHS

County

715-395-1304

<http://www.douglascountywi.org/countypartments/humanresources/economicsupport.htm>

April Heim, ES Supervisor, Kevin Giersdorf, ES Lead Worker

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MAINTAINING FUNCTIONAL INDEPENDENCE RESOURCES

PD Physically Disabled Populations

Services and assessments

Regional

715-392-9118 v/tty

North Country Independent Living

Superior Vocations Center, Inc. (SVC)

County

715-392-6171

Challenge Center, Inc. DCDHHS

County

715-394-2771

<http://www.challenge-center.org>

715-395-1304

Case Management Center
 HDC Human Development Center
 County
 Challenge Center, Inc.
 County
 DCDHHS
 County

715-394-2771
 715-395-1304

PDVI Physically Disabled - Visually Impaired

Visually Impaired
 Duluth Lighthouse for the Blind and Visually Impaired
 Regional

218-624-8822 218-624-4479
info@lighthousefortheblind-duluth.org
<http://www.lighthousefortheblind-duluth.org/index.html>

MHCA Mental Health and Chemical Abuse

Training and Support Services
 HDC Human Development Center
 County

715-392-8216 715-392-6055

<http://www.humandevlopmentcenter.org/locations/douglas.aspx>
<http://www.lsswis.org/>

Lutheran Social Services of Wisconsin
 Regional

715-394-4173

Case Management Center
 HDC Human Development Center
 County

715-395-1304
 715-392-8216 715-392-6055

<http://www.humandevlopmentcenter.org/locations/douglas.aspx>
<http://www.lsswis.org/>

Lutheran Social Services of Wisconsin
 County
 Regional

715-395-1304
 715-394-4173

PDDH Physically Disabled - Deaf and Hard of Hearing

Office for the Deaf and Hard of Hearing
 Regional

715-836-2107

<http://dhs.wisconsin.gov/sensory/>

DD Developmentally Disabled

Services, assessments, trainings, support
 North Country Independent Living support
 Regional

715-392-9118
 v/tty

Superior Vocations Center, Inc. (SVC)	County	715-392-6171	http://www.challenge-center.org
Challenge Center, Inc.	County	715-394-2771	http://www.humandevlopmentcenter.org/locations/douglas.aspx
HDC Human Development Center	County	715-392-8216	http://www.lsswis.org/
Lutheran Social Services of Wisconsin	Regional	715-394-4173	http://www.humandevlopmentcenter.org/locations/douglas.aspx
DCDHHS	County	715-395-1304	http://www.challenge-center.org
HDC Human Development Center	County	715-392-8216	http://www.lsswis.org/
Case Management Center	County	715-392-6055	
Challenge Center, Inc.	County	715-394-2771	
DCDHHS	County	715-395-1304	
Lutheran Social Services of Wisconsin	Regional	715-394-4173	
EDH Economically Disadvantaged - Homeless			
Homeless Shelters	Regional	715-392-3136	http://www.casda.org
Center Against Sexual and Domestic Abuse, Inc. (CASDA)	Regional	715-394-9608 or 715-392-4157	info@harborhousesecs.org
Harbor House Crisis Shelter	Regional	715-392-6264	http://www.harborhousesecs.org
Solid Rock Safe Haven and Soup Kitchen/NWCSA	Regional		http://www.northwest-csa.org/services/solidrocksafehaven.htm
Salvation Army	Regional	Major Rosemary Matson	http://www.salvationarmyusa.org/

Douglas County

Special Populations Emergency Communication Guide

rev: 12/01/09

Special Population Category	Resource Type	Organization	County, Regional, State	POC Title	Phone	Fax	Email	Web
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SUPERVISION RESOURCES

CGSO Culturally and Geographically Isolated - Sex Offenders

Supervision possibly needed in Sherriff's Office shelter facilities	Douglas County	County			715-395-1371		http://www.dcsheriff.org/index.html	
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CGJ Culturally and Geographically Isolated - Jail

Supervision needed in shelter facilities	Douglas County Jail	County		Fred Linder, Jail Administrator	715-395-1508		http://www.douglascountywi.org/countydepartments/jail/jail.htm	
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Special Population Category

Resource Type

Organization

County, Regional, State

POC Title

Phone

Fax

Email

Web

TRANSPORTATION RESOURCES

CHD Buses, Vans (Handicap and General)

include # of buses, # of vans	Superior School District	City of Superior						
include # of buses, # of vans	Solon School District	Solon Springs			715-378-2263			
include # of buses, # of vans	Maple School District	Maple			715-363-2431			
include # of buses, # of vans	Cathedral School	City of Superior			715-392-2976			
include # of buses, # of vans	Marathantha School	City of Superior			715-399-8780			
include # of buses, # of vans	Twin Ports School	City of Superior			715-398-6947			

**SNR, PD, Handicap Accessible Vans
PDVI, DD**

Douglas County

Special Populations Emergency Communication Guide

Special needs transit
 STRIDE - Regional
 Special Transit
 RIDE

rev: 12/01/09
 218-722-3327

<http://www.duluthtransit.com/RiderGuide/StrideServices.aspx>

CGJ Culturally and Geographically Isolated - Jail

Supervision needs during transportation	Douglas County Jail	County	Fred Linder, Jail Administrator	715-395-1508			http://www.douglascountywi.org/countydepartments/jail/jail.htm
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FACILITY RESOURCES - Shelters

Douglas County Shelters
 Insert List

Douglas County

Special Populations Emergency Communication Guide

rev: 12/01/09

Veterinary Clinics	Superior Veterinary Hospital	Regional	715.392.6211	http://www.superioranimalhospital.com/
	Affiliated Emergency Veterinary Service	Regional	218-302-8000	http://www.aevs.com/locations.cfm?id=2
Humane Society	Humane Society of Douglas County	County	715-398-6784	http://www.hsdcpets.com/
Other	Douglas County Fair Grounds	County	715-394-7848	http://www.holfair.com/
	Animal Rescue Federation Care	Regional	715-394-7387	http://www.animalrescuefederation.com/

POL Pet Owners - Livestock/Animal Husbandry

Northwoods Harness Club	Regional	715-378-2383	
Douglas County 4-H Clubs	County	715-395-1363	http://douglas.uwex.edu/4h/handbook.html
	Sarah Wilcox, 4-H Youth Development Educator, Douglas County UW-Extension	715-395-1399	sarah.wilcox@ces.uwex.edu