

Resources

Find assistance anywhere in the state

Find help with housing, income, food, health care, and more...

211 Wisconsin

Get information and referrals for thousands of services across Wisconsin. Anyone can call 2-1-1 at any time, 24 hours a day, 365 days a year to talk with someone. Assistance finding help with housing, utilities, food, employment, addiction recovery options, and more is available in over 180 languages.

- Call 2-1-1 or 1-877-947-2211
 - To use VRS (Video Relay Services), dial 877-947-2211
- Text your ZIP code to 898211
- Live chat or search their [website](#)

Well Badger

Talk with a certified Information & Referral Specialist, Monday through Friday from 7am to 6pm. They will help you find the right resources to meet your needs, identify programs you're likely to be eligible for, and help you make a plan, since getting support can take many steps. Interpretive services are available, whenever needed, and follow-up is provided, if wanted.

- Call 1-800-642-7837
- Text 608-360-9328
- Email help@wellbadger.org
- Live chat or search their [website](#)

WISCAP

Some Wisconsin Community Action Agencies provide immediate help. Others can connect you with local resources for:

- Food
- Housing
- Utilities
- Health care services
- Family support

To find your local agency, visit the WISCAP [website](#) and click on your county.

State Benefits

The State of Wisconsin has programs to help low-income households with:

- Food – through FoodShare (also known as SNAP or food stamps)
- Health care – through BadgerCare Plus and Wisconsin Medicaid
- Child care expenses – through Wisconsin Shares
- Income and job readiness – through W-2 (also known as Wisconsin Works)

Anyone can use the [ACCESS](#) website at any time to see if you might be eligible for any of these programs or to apply for assistance. You can also apply by contacting your [local agency](#).

[ACCESS](#) also lets you know if you might be eligible for other types of assistance that are available, but you have to apply for these separately:

- Help with buying prescription drugs
- Home energy assistance
- Earned income, child, and Homestead tax credits
- Low cost life insurance

Income

For help with income...

Unemployment Insurance

If you have become unemployed or partially unemployed (i.e., your hours were cut), you could be eligible for [Unemployment Insurance](#).

[Job Center of Wisconsin locations](#) offer free internet access to file for Unemployment Insurance and to search for a job.

Federal Stimulus Checks

The federal CARES Act created these one-time [Economic Impact Payments](#). If you have not already received a stimulus payment (direct deposit, check, or debit card), the IRS website has information on:

- Finding out whether your payment has been sent: “[Get My Payment](#).”
- Receiving a payment, even if you are not required to file income taxes: “[Non-Filers: Enter Payment Info Here](#).” You can get this payment without filing 2018 or 2019 taxes if
 - Your single income is less than \$12,200.
 - Your married joint income is less than \$24,400.
 - You have no income.

Income Tax Credits

The Earned Income Tax Credit (EITC or EIC) helps working people with low to moderate income. You must meet certain qualifications and file a tax return, even if you do not owe any tax. EITC reduces the amount of tax you owe and may give you a refund. For more information, visit the IRS website on the [Earned Income Tax Credit](#).

The [ACCESS website](#) can also be used to let you know if you might be eligible for EITC, child, and Homestead tax credits.

Child Support

The Wisconsin Child Support Agency has information

- For custodial parents on [applying for child support services](#).
- For noncustodial parents on [requesting a modification](#) (i.e., changing your order). If your income has changed, you may want to look into having your order adjusted.

Wisconsin Works (W-2)

Parents and pregnant women with low incomes may be eligible for [Wisconsin Works \(W-2\)](#). The program can provide case management and/or cash assistance to eligible families. See the [W-2 Benefits and Services brochure](#) for more information.

You can find out if you may be eligible for W-2 online through the [ACCESS website](#) or apply at [your local W-2 agency](#).

Financial Information

For information on managing personal finances, mortgages, student loans, and other debt...

Managing Personal Finances in Tough Times

A number of websites have information on managing your finances during COVID-19.

- The [UW Extension](#) has contact information for free or low-cost financial counselors, highlights common financial challenges as a result of the COVID-19 pandemic, and provides links to government websites and assistance that might be available.
- [CSBS](#) (originally the Conference of State Bank Supervisors) has information on temporary government relief programs and examples of common COVID-19-related scams and tips on how to avoid them.
- [CFPB](#) (the Consumer Financial Protection Bureau) links to information and resources to protect and manage personal finances during the pandemic, including information on mortgage assistance, managing finances, student loans, and avoiding scams.
- The [National Disability Institute \(NDI\) Financial Resilience Center](#) has information and resources to address the impact of COVID-19 on the financial and personal health of people with disabilities and those with chronic health conditions, as well as their families and communities.
- Entering your zip code into [211 Financial Information Services](#) provides information about financial services that may be available in your area. Alternately, call 211 (or 1-877-947-2211 for Video Relay Services) any time of day, every day of the year, to speak with someone who can connect you with services.

Credit Counseling

The Wisconsin Department of Financial Institutions (DFI) has information on [Dealing with Debt Problems](#) and a [list of credit counseling agencies](#) that can provide budget counseling, credit counseling, bankruptcy counseling, and more.

Health Care

For health insurance and no- or low-cost health care services...

The Federal Health Insurance Marketplace and Covering Wisconsin

If you are uninsured, the [federal Health Insurance Marketplace](#) can help you find and purchase private health insurance. Assistance with premiums and cost sharing are available to individuals and families, depending on household size and income.

If you need help finding and enrolling in the right health insurance coverage for you, [Covering Wisconsin](#) can connect you with a health care navigator who will help. Navigators can also provide education on how to use your health insurance. Covering Wisconsin is free and available in 16 languages through the use of interpreters and translation services.

Wisconsin Medicaid

To find out if you could be eligible or to apply online for health care coverage through one of the [Wisconsin Medicaid programs](#) (including Badger Care Plus) visit the [ACCESS](#) website. You can apply:

- By clicking on “Apply for Benefits” on the [ACCESS](#) website.
- By calling your [agency](#).
- By filling out and sending a [paper application](#).

Free or Low-Cost Health Care

Many [clinics in Wisconsin](#) provide health care services for people who have little or no insurance, including:

- [Free and low cost clinics](#) (a list and map)
- [Low or no cost dentists](#)
- [Federally Qualified Health Centers](#) (community-based organizations that provide comprehensive primary care and preventive care, including health, oral, and mental health, and substance abuse services to people of all ages, regardless of your ability to pay)
- [Rural health centers](#)
- [Tribal health centers](#)

Special Health Care Situations

The Wisconsin [Department of Health Services](#) also has information about

- Free and reduced health care services (including [vision](#), [prescription drug](#), and [hospital services](#))
- Help with [medical bills or debt](#)
- Assistance when you or someone you care for has a disability or chronic illness
- [Health Insurance and Benefits for Wisconsin Veterans](#)

Food

For help putting food on the table...

211 Wisconsin Food Pantries

211 is available to help with all kinds of needs, in every part of the state. Enter your zip code [into this website](#) to learn about food pantries in your area. Alternately, call 211 (or 1-877-947-2211 for Video Relay Services) any time of day, every day of the year, to speak with someone who can connect you with services.

FoodShare

Also known as SNAP (Supplemental Nutrition Assistance Program) or food stamps, [FoodShare](#) helps people with limited money buy food. Monthly benefit amounts depend on your income and the number of people in your home. You can apply for FoodShare

- Online through the [ACCESS website](#). Click "Apply for Benefits."
- By calling your [agency](#).
- By filling out and sending a [paper application](#).

Women, Infants and Children (WIC) Nutrition Program

[WIC](#) provides supplemental nutritious foods, nutrition education, breastfeeding education and support, and connections to other community services for lower income pregnant women, infants, women who are breastfeeding, postpartum women, and children younger than five years old.

- See the Wisconsin Department of Health Services for [WIC eligibility rules](#).
- [Contact a local WIC office](#) to apply.

Elder Nutrition Program

For information on participating in a [program](#) that provides meals to adults aged 60 and older, contact your [County or Tribal Nutrition Program](#).

Commodity Supplemental Food Program (CSFP)

[CSFP](#) offers free, nutritious foods to low-income individuals aged 60 years and older. Monthly income limits are \$1,354 for a single person or \$1,832 for a family of two (for larger families add \$479 for each additional member).

Housing

For help with rent, renters' rights, mortgages, and more...

Find Housing Help Anywhere in Wisconsin

- 211: Get information and referrals 24 hours a day, 365 days a year.
 - Call 2-1-1 (or, to use Video Relay Services, dial 877-947-2211)

- Text your ZIP code to 898211
- Live chat or search their [website](#)
- WISCAP: To find your local agency, visit their [website](#) and click on your county.

The COVID-19 Wisconsin Rental Assistance Program (WRAP)

Eligible applicants can receive up to \$1,000 per month for three months to pay for rent and/or security deposits. In general, grants are available to adults who live in Wisconsin who have:

- Lost income due to COVID-19 and are unable to pay rent.
- Household income at or below 80% of the county average (median income).

If approved, WRAP payments will go directly to your landlord. Households that qualify for utility assistance will have those applications processed at the same time as the request for rent assistance.

The Wisconsin Department of Administration is working with WISCAP to get these funds to eligible renters. Information is available in [English](#), [Spanish](#), and [Hmong](#).

Contact your local Community Action Agency to apply. Visit the WISCAP [website](#) and click on your county to find local contact information.

Emergency Assistance

[Emergency Assistance](#) is a one-time payment that can help low-income parents pay an emergency housing or utility-related expense. Emergency Assistance payments can be used to:

- Stop an eviction from your current apartment.
- Pay a security deposit on a new apartment if you have been evicted.
- Pay a utility bill if your heat, electricity, sewer, or water service has been stopped.

You can apply for Emergency Assistance through your [local W-2 agency](#).

Critical Assistance (CA) Program

The [Critical Assistance Program](#) is designed to provide direct emergency financial assistance toward housing costs of low- and moderate-income households. The program serves 69 of Wisconsin's 72 counties (it is not available in Dane, Milwaukee, or Racine counties). Applicants may be eligible for help once every three years with one of the following: security deposit, rent, mortgage, utilities, or property taxes.

Department of Agriculture, Trade, and Consumer Protection (DATCP) Landlord/Tenant Issues

DATCP's [Guide for Landlords and Tenants](#) answers commonly asked questions about landlord-tenant rights and responsibilities in simple language. The guide is intended to help landlords and tenants avoid common problems and resolve them when they do occur. It is not a comprehensive guide or a

substitute for legal advice. The agency does not provide financial assistance or information on resources that do.

211 Wisconsin Mortgage Assistance

211 is available to help with all kinds of needs, in every corner of the state. Entering your zip code into this website provides information about [mortgage assistance](#) that may be available in your area. Alternately, call 211 (or 1-877-947-2211 for Video Relay Services) any time of day, every day of the year, to speak with someone who can connect you with services.

Wisconsin Housing and Economic Development Authority (WHEDA)

WHEDA has a [variety of options](#) for homeowners who are having difficulties making mortgage payments. Depending on the type of loan you have, you may be eligible for suspended or reduced payments, a repayment plan to catch up on past due amounts, a change to the terms of your loan, etc. Credit counseling and answers to frequently asked questions are also on the [WHEDA website](#).

Consumer Financial Protection Bureau (CFPB)

The [CFPB](#) has information and resources to help individuals protect and manage personal finances during the pandemic, including information on [Mortgage Relief Options](#) for federally or Government Sponsored Enterprise backed or funded loans (for example, through the FHA, VA, USDA, Fannie Mae, Freddie Mac). CFPB provides information about options, but does not provide direct assistance with mortgage payments.

Housing and Urban Development (HUD) Making Home Affordable

If you are experiencing difficulty communicating with your mortgage company or lender about your need for mortgage relief, [housing counselors](#) are available to help, at no cost. Call 888-995-HOPE (4673). The sooner you call, the more options may be available to you. The Making Home Affordable program provides information about options, but does not provide direct assistance with mortgage payments.

Utilities and Internet

For help with electric or heating bills, or finding free WiFi...

Emergency Assistance

[Emergency Assistance](#) is a one-time payment that can help low-income parents with an emergency housing or utility-related expense. Emergency Assistance can be used to:

- Pay a utility bill if your heat, electricity, sewer, or water service has been stopped.
- Pay a security deposit on a new apartment if you have been evicted.
- Stop an eviction from your current apartment.

You can apply for Emergency Assistance through your [local W-2 agency](#).

Wisconsin Home Energy Assistance Program (WHEAP)

Low- and moderate-income households may be eligible for heating and electric assistance through [WHEAP](#). Other services include:

- Emergency fuel assistance
- Counseling for energy conservation and energy budgets
- Pro-active copayment plans
- Targeted outreach services
- Emergency furnace repair and replacement

For more information, call 1-866-HEATWIS (432-8947). You can also call this number or visit the website to find out [where to apply](#).

Free Internet Access

- [Job Center of Wisconsin locations](#) offer free internet access to look for a job and/or file for Unemployment Insurance.
- This [map](#) contains information about free public WiFi locations across Wisconsin. Click on a dot to see details about an access site near you.

Child Care

For help finding and paying for child care...

Wisconsin Shares

The [Wisconsin Shares](#) Child Care Subsidy Program supports low-income working families by paying for a portion of the cost of child care so that parents or other approved caregivers can work, go to school, or participate in approved work training programs. Wisconsin Shares is implemented locally by counties and tribes. You can apply for Wisconsin Shares:

- Online through the [ACCESS website](#). Click "Apply for Benefits."
- By calling your [agency](#).
- By filling out and sending a [paper application](#).

Child Care Availability Map

Use this Department of Children and Families [website](#) to search for available child care by county or zip code. The map will give you a list of providers, addresses, available slots, and contact information.

Information for Families

This Department of Children and Families [website](#) contains information to help families navigate making decisions around enrolling their child in a group or family child care program; finding safe, high-quality care; and staying safe in the months ahead.

Interpersonal Violence

It's not your fault. Help is available. If you are in immediate danger, call 911.

To talk with someone when you or someone you know has been threatened, assaulted, scared, or hurt...

Safety Alert: Computer use can be monitored and is impossible to completely clear.

Domestic and Dating Violence

- You can talk with someone at the [National Domestic Violence Hotline](#) 24 hours a day, 7 days a week, every day of the year. Call 1-800-799-7233 (799-SAFE) or TTY 1-800-787-3224.
- Find contact information for local services through [End Abuse Wisconsin](#). This webpage also has answers to frequently asked questions.

Sexual Assault

- When you call the [National Sexual Assault Hotline](#) 800-656-HOPE (4673), you'll be routed to a local organization based on the first six digits of your phone number. Cell phone callers have the option to enter the ZIP code of their current location to more accurately locate the nearest sexual assault service provider.
- The [Wisconsin Coalition Against Sexual Assault](#) lists service providers by county or Tribe.

Adult Protective Services

- To report abuse of an any adult (age 18 to 59) who has a physical or mental condition that impairs their ability to care for their needs and who has experienced, is experiencing, or is at risk of abuse, neglect, self-neglect, or financial exploitation, call your [county helpline](#).
- To report abuse of an elder (age 60 plus), call your [county helpline](#).
- To report abuse in a nursing home or other long term care facility, contact the Department of Health Services [Division of Quality Assurance](#).

Mental and Behavioral Health

For help and support with stress, mental health, or substance use concerns...

COVID-19 Resilient Wisconsin

This Department of Health Services [website](#) has practical tools and sources of support to help strengthen your [resilience](#) during times of stress, so you can take care of yourself and those around you – during COVID-19 and beyond.

Sources of Support During COVID-19

This short [guide](#) provides a list of organizations that support individuals with mental health or substance use concerns, and highlights specialized programs that offer culturally appropriate care and support to people with mental and behavioral health challenges who belong to underserved populations.

Hotlines, Helplines, and Virtual Support

This Department of Health Services [website](#) lists hotlines, helplines, and virtual support resources for:

- Caregivers
- Essential and frontline workers
- LGBTQ+ community
- Parents and families
- People with mental health concerns
- People with substance use concerns
- People with physical abuse, emotional abuse, or violence in the home
- Service members and veterans
- Youth and young adults

Assistance for People Over 60 or with a Disability

For services that are available if you are at least 60 years old or have a disability...

Aging and Disability Resource Centers

Contact your local [ADRC](#) to get accurate, unbiased information on all aspects of life related to aging (age 60+) or living with a disability, including meeting basic needs such as housing, food, and financial assistance. Find your local ADRC through the Department of Health Services [website](#).

If you are a tribal member who is age 60+ or living with a disability, you may choose to contact a [tribal aging and disability resource specialist](#). If your tribe does not have an aging and disability resource specialist, your local ADRC can help you.

Benefit Specialists

[Benefit specialists](#) help older adults (age 60+) and people with disabilities with questions and problems related to benefits such as Medicare, Medicaid, Social Security, FoodShare, and health insurance.

- You can [find a benefit specialist](#) at the Aging and Disability Resource Center or aging office in your county of residence.
- If you are a tribal member, you may choose to contact a [tribal benefit specialist](#).
- If you are deaf, hard of hearing or Deaf-Blind and [need help with your benefits](#), you may choose to contact the Deaf Disability Benefit Specialist at the Office for the Deaf and Hard of Hearing. These services are offered statewide.

Elder Nutrition Program

For information on participating in a [program](#) that provides meals to adults aged 60 and older, contact your [County or Tribal Nutrition Program](#).

Commodity Supplemental Food Program (CSFP)

[CSFP](#) offers free, nutritious foods to low-income individuals aged 60 years and older. Monthly income limits are \$1,354 for a single person or \$1,832 for a family of two (for larger families add \$479 for each additional member).

National Disability Institute (NDI) Financial Resilience Center

The [NDI Financial Resilience Center](#) has information and resources to address the impact of COVID-19 on the financial and personal health of people with disabilities and those with chronic health conditions, as well as their families and communities.

Culturally and Linguistically Specific Resources and Services

The following sites have information in a variety of languages or about culturally specific services...

National Institutes of Health (NIH)

The NIH Network of the National Library of Medicine has links to a wide variety of [health information in multiple languages](#).

Covering Wisconsin

Covering Wisconsin has flyers in Spanish on using ForwardHealth (Wisconsin Medicaid) insurance, making appointments, and where to go when you're sick:

- [Cómo comenzar a usar el Seguro](#)
- [Cómo pedir una Cita](#)
- [A donde ir cuando Estoy Enfermo](#)

Tribal Health Centers

This DHS website provides a list, links, and contact information for the [tribal health centers](#) in Wisconsin.

Thawj Nplooj

[HmongHealth.org](#) has a variety of health information and resources.

A Guide to Sources of Support During COVID-19

This short [guide](#) provides a list of organizations supporting individuals with mental health or substance use concerns, and highlights specialized programs that offer culturally appropriate care and support to people with mental and behavioral health challenges who belong to underserved populations.

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

This [web-based library](#) contains resources and information on disaster preparedness for culturally diverse communities and other at-risk populations. Resources are available in multiple languages, appropriate to diverse cultures, and cover various emergency contexts. By clicking on “Resource Type,” individuals can narrow the documents to “Resources for public and lay audiences.”