

disability**rights** | WISCONSIN



Making change. Being change.

REPORT TO COMMUNITY 2005

## NAME CHANGE AMPLIFIES MISSION

The Wisconsin Coalition for Advocacy discussed changing its name for years, to one more descriptive of what the protection and advocacy organization is all about. The push to make it happen came full circle in 2005 with a successful name-change process. The name chosen, *Disability Rights Wisconsin*, became official in early 2006.



The change amplifies the organization's mission of achieving positive change in the lives of people with disabilities by challenging systems and society. A task force of then WCA board and staff members researching name options dug deep into the mission and core values to identify ideas that fit. The final choice, approved last summer, instantly spotlights the issue that drives every protection and advocacy effort the group undertakes and underscores its statewide focus. Above all, *Disability Rights Wisconsin*—the name and the organization behind it—says making change is being change.

## Determined to make change and be change

**Dramatic proof of how determined this organization is to create positive change** in the lives of people with disabilities is the change process we initiated for ourselves last summer.

The *Wisconsin Coalition for Advocacy* officially retired that name in December 2005 after soul-searching sessions to find another that said it better. Since January, WCA has been *Disability Rights Wisconsin*, a name we believe instantly identifies the organization with its cause.

The process a board and staff leadership group used to decide the name change was energizing. It made us think deeply about agency goals. We considered what the organization stands for and whether the people it serves statewide know it by name as well as by deed. These discussions brought us all closer to appreciating the fundamental impact the organization has had on disability rights in Wisconsin. And the impact it must continue to have.


Long before making it official, Disability Rights Wisconsin lived up to its new name. The organization was a strong, visible advocate last year for SSI recipients trying to understand and use managed care. We worked tirelessly to ensure community based placements for people affected as nursing homes and intermediate care facilities closed down.

When Medicare Part D loomed on the horizon last year, Disability Rights introduced a drug benefit helpline for people with disabilities facing unnecessary confusion and worse. We quickly demanded state help when we saw first-hand how this ill-advised, poorly executed Federal program put hundreds of citizens at serious risk of being denied their medications.

Disability Rights continued to focus hard on critical issues of segregated education—still a barrier for too many children with disabilities in the state. Advocates and attorneys further addressed vocational rehabilitation issues and stayed in the fight to make accessible voting a right for all Wisconsin citizens.

Finally, going to the community has always been important to this organization, by any name. Disability Rights Wisconsin did so again last year in “listening sessions” that gave board and leadership staff a chance to hear from people across the state who deal daily with the challenges of access, discrimination and lack of appropriate resources. Like our renaming process, their voices provoked a fresh commitment to mission we further renew in this Report to Community.

Thanks to inspiration from those and other voices, our cause is now our name. We also thank the skilled professionals who make this organization so effective, our visionary board, and an impressive coalition of funders and colleagues who help Disability Rights Wisconsin “make change and be change” to the benefit of people with disabilities.



**Thomas Rhorer**  
*Board President*



**Lynn Breedlove**  
*Executive Director*

## Strong advocacy stands between individuals and a faulty process

People and their lives can get lost when bureaucratic cost-consciousness undermines an otherwise effective process. Advocacy Specialist Susan Tess saw that happen too often last year as she took part in the effort to downsize intermediate care facilities around the state and relocate residents with developmental disabilities to the “most integrated” setting in their home communities.

Susan and Disability Rights Wisconsin strongly advocated for the policy change, adopted by the State of Wisconsin in 2004. They welcomed the state’s commitment to moving people out of multi-bed institutions into what was intended to be individualized community-based care.

Five of six ICF-MRs—intermediate care facilities for people with developmental disabilities—closed or met their downsizing goals in 2005 and early 2006. Hundreds of people who spent decades inside institutions moved to community settings as a result of the program. Disability Rights has played a pivotal oversight role throughout. Susan participates on relocation teams, monitors the process, and provides advocacy for individuals as requested.

Disability Rights’ presence ensured better outcomes for many residents. The organization met with resistance, however, when the competing interests of cost and doing the right thing met head-on. The result was dissolution of what should have been a value-based process.

Mitch Hagopian (l) and Susan Tess work hard to ensure individuals being moved from ICF-MRs are fairly served.



The original premise, Susan says, had been to base relocation decisions on individual assessments and person-centered planning. “That way, we could identify each person’s support needs and the quality-of-life options that mattered most to them. The goal was to make decisions in the individual’s genuine best interest, not find a speedy solution to fiscal pressures.”

There were success stories. Residents, families and guardians actively involved with local county human services and the facility throughout the process felt they had more control in decision making. Susan stepped in when families or guardians felt excluded from the planning or pressured to accept placements they thought ignored what was best for the person.

“Having Susan there, active in so many relocations, is part of keeping the institutions and the system honest,” Mitch Hagopian notes. The Disability Rights attorney lauds Susan’s skilled, unblinking advocacy. He says her first-hand experience on the relocation teams and with individual residents gave *him* the facts to promote systems change. He petitioned the State Department of Health and Family Services Division of Disability and Elder Services to correct faults in the process.

Mitch and Susan found that a mandatory quality-assurance component, to ensure the health and safety of residents remaining in facilities, had disappeared from the process. Some facilities closed without convening required relocation teams and others made attempts to “close” and reopen as the same institution under a different banner and license. These and other concerns are on the table thanks to Disability Rights Wisconsin.

“Despite a good faith effort on the part of the State to carry out an important change, the process has not always gone smoothly,” Mitch says. “Our vigilance on behalf of the people most affected means more of them have been served fairly than would otherwise have been the case.” ■

## Program offers lawyers tools and insights to use in advocate role

### RELOCATION ADVOCACY AT WORK

One case Susan Tess says shows the impact Disability Rights Wisconsin advocacy has had on the relocation process involves a man in his early 50s living in an ICF-MR in northern Wisconsin. The downsizing facility, the county and the state all determined the resident met the qualifications for “no active treatment” and intended moving him to a skilled nursing facility affiliated with the ICF-MR. When Susan learned this, she contacted and informed the man’s guardian of the proposed placement. The guardian asked that the relocation process explore community options and Susan took up the case, advocating for a community alternative. She worked closely with the guardian and experts in the State Bureau of Long Term Support (BLTS) to arrange for appropriate evaluations of the man’s health, quality-of-life issues, and his care and equipment needs—all with the goal of moving him into a more-connected community setting.

In this case, the state, through BLTS, was instrumental in the development of the community plan. With increased care and attention during a transition period, the man is healthier now than he’s been in years. And very soon, he’ll move into the specially designed house that will be his new home.

Attorneys prepared to serve as *guardian ad litem* (GAL) for people with developmental disabilities or mental illness are a critical resource in the disability community. Yet, until the Wisconsin Supreme Court made GAL training mandatory, lawyers accepting such work did not need specific training in what is an extremely complicated practice area.

Disability Rights Wisconsin introduced its own GAL training program in 2005 to educate lawyers statewide on providing effective representation in protective placement cases involving people with developmental disabilities or mental illness. The state helped fund the program, which drew over 300 attorneys to six one-day GAL sessions last year. Disability Rights also published and distributed over 5,000 copies of a companion guide on *guardian ad litem* issues.

Attorney Mitch Hagopian, who coordinates the ongoing program for Disability Rights, working with colleagues Dianne Greenley and Susan Tess, says the spur to develop quality training specific to disability issues comes, in part, from scenarios like the downsizing of intermediate care facilities across the state. Skilled court-appointed GALs help ensure the residents they represent make the best move possible.

“There are legal and factual issues unique to people with developmental disabilities or mental illness,” Mitch explains. “That’s why we need more lawyers everywhere across the state capable of taking this advocate role. And Disability Rights is the only organization capable of training them in that role.”

Besides providing participants with the legal tools to put forward positions the courts will accept, Mitch says the Disability Rights training also humanizes the clients they represent. It makes a huge difference, Mitch notes, if the attorney acting as guardian sees possibilities rather than limitations. ■

## Project builds awareness of change and ensures access to care

Disability Rights Wisconsin prides itself on being a resource for consumers, but also for professionals who serve the needs of people with disabilities and their families. An SSI Managed Care advocacy project begun in October 2005 follows that model closely. In quiet but fundamental ways, it protects access to health care for a group of individuals most in need.

The project, funded by the Wisconsin Department of Health and Family Services, provides outreach and advocacy help to SSI (Supplemental Security Income) recipients newly enrolled in MCOs (managed care organizations) as part of a change in benefits. The project started in Milwaukee County then expanded to Waukesha, Kenosha and Racine counties.

Project Coordinator Julie Dixon\*Seidl describes last year's launch of SSI Managed Care advocacy as a concentrated mix of building awareness about the benefit change itself and intervening to ensure a continuum of care for the people affected.

"Our outreach began with presentations to hundreds of professionals as well as potential enrollees," Julie says. "We got the word out to everyone we could—community service providers, case-management workers, other advocacy and legal-action groups—to let them know Disability Rights is here and can be called on for assistance." The advocacy project fields phone calls to the Disability Rights Milwaukee office every weekday,

"For some, our mailing really brought home the fact of a change in their health care benefits," Julie explains. "It generated calls to our help line that gave us a chance to remind recipients of their rights and direct them in how to use their MCO network effectively."

Other calls addressed specific issues where the care level changed for the worse due to coverage problems or enrollment confusion. A handful of cases involved coverage of motorized wheelchairs or scooters—coverage denied for no good reason. The advocacy project investigated and learned MCOs misinterpreted the state's criteria in denying the requests. Disability Rights stepped in to help resolve individual cases and address the larger issue at a systems level.

"Working as we do on individual cases, we see trends, red flags, that tell us problems like the wheelchair denials could be widespread," Julie says. "Where we find it, the advocacy project is prepared to take the issue higher." Managing Attorney for Disability Rights Shirin Cabraal consults on systems issues for the SSI project.

For some SSI recipients, the shift is disruptive. In a percentage of cases, Julie and Advocacy Specialist Tracy Reed help people "opt out" of the managed care change. Where someone is in fragile health, they argue against tampering with complex but effective home care arrangements or switching providers. Advocacy efforts cut through the red tape and allow people to retain their existing health care status.

Future plans include on-site reviews of the MCOs in collaboration with the UW-Madison Center for Health Systems Research Analysis. The reviews will monitor quality care and program administration.

Tips on transportation, making sure critical medical needs are safely met, being a resource for other professionals—Julie sees the advocacy impact of the managed care project as significant. "It's the missing piece for people who need information and intervention. In that, I've seen us make a real difference." ■

Julie Dixon\*Seidl (l) and Tracy Reed provide managed care advocacy for SSI recipients in a four-county area.



connecting with individuals and providers who have questions and concerns.

Feedback has been positive. Community service providers immediately welcomed Disability Rights as another place to turn for assistance in securing care or coverage for a client. A brochure sent to benefit consumers raised awareness of the advocacy project threefold. SSI recipients themselves began to get in touch.

## Information resource becomes watchdog for people in drug plan

**A project begun last year to help consumers and others navigate a change in government-funded drug coverage** became a watchdog effort to avert a health-care crisis.

Disability Rights Wisconsin introduced its Disability Drug Benefit Helpline and a related training program in mid-2005 so people with disabilities had a reliable place to get the facts about the infamous Medicare Part D.

The Disability Rights program came to fill a huge information gap when the federal government delayed releasing details about the complex enrollment process for the new prescription drug benefit program and a dizzying list of plans. For people who rely on both Medicare and Medicaid and therefore must participate, the Helpline became a resource and, for some, a lifeline.

Attorney Aimee McCutcheon, who leads the project for Disability Rights, conducted workshops for benefit professionals and consumers about the drug plan last year and, with Information/Assistance Specialist Judy Zitske, responded to Helpline calls. “Even when we had so little to go on, there were things we could do to prepare people for the change, help them make sense of the plans,” Aimee recalls. “But early on it was clear there would be no help from federal agencies for people left without coverage in the transition—which we witnessed almost as soon as the program began.”

In the first weeks of January, the Helpline fielded an onslaught of calls to 800-926-4862, many from people unable to fill prescriptions, confused about their plan, desperate for answers. Hundreds of Wisconsin citizens with disabilities found themselves without necessary medications as an untested, ill-considered system failed.

Disability Rights and other advocates alerted state officials in advance that faults in the program could become dire. Within days of the drug plan becoming official, they requested the state intervene, which it did in January and again in February, covering prescriptions for people with disabilities and seniors put at deadly

risk. The state continues providing emergency medications to people with dual eligibility. Disability Rights sees a need for the program to last through 2006.

The Helpline and training program remain active, too, as new people become eligible every month. And because nothing about Medicare Part D is fixed or certain, Aimee expects there will continue to be a place for drug plan information and advocacy. “And Disability Rights Wisconsin and the Drug Benefit Helpline will be here.” ■

Judy Zitske (l) and Aimee McCutcheon daily unscramble Medicare Part D for people with disabilities.



## Advocates bring reason to employment rights

**“How can people who are prepared and eager to work at a meaningful job settle for less? And why should they?”**

Terri Fuller, Disability Rights Wisconsin Advocacy Specialist, generally asks questions that demand answers when she advocates for people with disabilities facing barriers to work. That includes fighting decisions that are more than illogical—they deny people’s rights and contradict the law.

Terri channels her fierce persistence into Disability Rights *Return to Work* program. She handles individual cases and, with Attorney Patrick Berigan last year, argued for systems change within the Wisconsin Division of Vocational Rehabilitation (DVR). DVR is the largest employment network in the state charged with helping consumers with disabilities find and maintain employment consistent with their interests, strengths, skills and abilities.

Disability Rights established *Return to Work* under federal mandate in 2001. It assists beneficiaries of Social Security Disability and SSI (Supplemental Security Income) wishing to enter or re-enter the workforce. Efforts in 2005 reflect the steel-eyed focus Disability Rights has on this issue.

“It’s huge for people with disabilities to be able to work,” says Patrick. “This project allows Disability Rights to get more involved assisting individuals who face barriers, influencing changes at DVR and how employment counselors serve clients.”

Patrick Berigan (l) and Terri Fuller made returning to work a reality for people with disabilities in 2005.



Terri describes cases where counselors make decisions about a client’s employment goals without exploring career options, a process that should help the individual make informed choices about employment goals.

“People are made to feel they should be grateful for what they are offered when in fact they’ve had little say about their work choices. When it happens to the people least able to advocate for themselves, we step in.”

By law, people with disabilities returning to work have the right to develop their own Individualized Employment Plan or get outside help to do so. An appropriate plan sets a goal that takes into account a person’s interests and skills, addresses opportunities for training, and considers the need for support and assistive equipment. Federal law sees these as priorities in any employment effort for people with disabilities. DVR policy cannot rightfully dismiss or undervalue anything that might be a barrier to work.

When a consumer asks Disability Rights for assistance, Terri helps them identify other factors, like housing, transportation and family situation. *Return to Work* allows Disability Rights to advocate for people facing any job barrier.

Advocacy efforts or a change in counselors often mean a client is better served, Terri notes. But the project sees a challenge in getting all work counselors to understand why Disability Rights is at the table, and to accept its protection and advocacy authority.

Knowing the law means Disability Rights can insist on compliance in an individual case when DVR backs out of commitments written into an accepted plan, limits funds for education or uses the annual review of a plan as an excuse to cancel services.

Ongoing meetings with the head of DVR have helped. Nonetheless, Terri and Patrick know there is more to do before policy directives make it into widespread practice. Until then, Disability Rights remains committed to bringing reason to employment rights for people with disabilities. ■

## Steadfast activism ends era of segregated education

Parents, educators and advocates for children with disabilities tasted victory last year. Red Cedar Hall in the Rice Lake School District in northwestern Wisconsin—established more than 30 years ago as a segregated school—all but closed its doors as the communities it served decided in favor of inclusion.

For Disability Rights Wisconsin, the victory signaled the power of an unwavering effort to bring children home to their own school districts.

“We helped lay the groundwork for closing Red Cedar Hall over several years,” says Pat Kelly, a Disability Rights Advocacy Specialist with long experience helping families across the state fight for what’s best for their children. “Having our northwest office in place as of 2003 made a great difference. We started to see many more cases where parents questioned the validity of having a segregated school.”

Rick Pelishek, Director of the Rice Lake office, says Disability Rights served as a catalyst. “Even before the office opened, we had influenced the outcome on individual cases enough that the organization had a strong and positive presence on the issue of inclusion.”

As people learned about the right of a child with disabilities to attend school with his or her age-group peers, a quiet activism grew. Pat says families began to see a different future for their children outside a segregated setting.

Pat and Rick both say the turning point was a forum on special education Disability Rights helped organize in Barron County in September 2003. Speakers included a district superintendent, a special education teacher, parents of children with disabilities, and Disability Rights Trainer and Program Consultant Mark Sweet.

Experts and community members gave voice to both sides of the issue at this pivotal event. Pat recalls most of them talked about “what is best for our kids.” She adds, “The idea that so many people came out, school people and parents, to listen to each other and consider what this change meant—it moved the discussion to the next level.”

After the forum, Disability Rights began working closely with school districts and directors of special education committed to inclusion. Pat consulted on individual cases and with Rick, provided information about accommodations and the process of developing required individual education plans for students with disabilities. A trust was building among parents in communities across the region, an assurance that their neighborhood schools *could* make this work, that their children with disabilities had a better place to learn, interact and prepare for adulthood.

As school districts calculated the savings and embraced a better way to educate all the children in their charge, pupil numbers dwindled at Red Cedar Hall. The institution relocated to temporary quarters and announced plans to close after the last small class now enrolled graduates.

Rick says change comes hard up north. But when the people most concerned make up their minds and have a local resource like Disability Rights Wisconsin, hard change becomes positive change. ■

Rick Pelishek stands outside the former segregated school in Rice Lake that now houses a local Head Start program.



## Disability Rights attorneys recognized by State Bar

*Commitment to the legal rights of people without easy access to justice earned two Disability Rights Wisconsin attorneys distinguished 2005 awards from their peers at the Wisconsin State Bar convention in May 2006.*

In recognition of a legal career devoted to representing clients without resources, elderly citizens and people with disabilities, Attorney Mitch Hagopian received the 2005 Pro Bono Award for Legal Services Attorney. The award recognizes lawyers active in support of organizations that provide legal services to low-income populations, and who strive to improve the accessibility and fair delivery of legal services. The State Bar honor made note of Mitch's work over the years with a civil legal services provider in western Wisconsin, the Elder Law Center based in Madison and, most recently, Disability Rights Wisconsin. He has trained hundreds of lay advocates and attorneys on benefits programs and regularly presents CLE programs for the State Bar. Mitch's nomination noted his wide and continued influence in the profession on legal thinking around public benefits issues.



Her law colleagues applauded Dianne Greenley of Disability Rights for her role as attorney and social worker with the 2005 Dan Tuchscherer Outstanding Public Interest Law Attorney award. Given in recognition of "a lawyer who has demonstrated a selfless, lifetime commitment to working in the public interest, both inside and outside the field of law," the award reflects the profession's quest to enhance the viability and visibility of public interest law. Dianne's focus for more than 30 years has been advocacy for persons with mental illness. Her work on consumer rights, confidentiality, discrimination, stigma and individual access to services is legend. Dianne helped lead a major mental health study in Dane County examining services for women with mental health and substance abuse disorders, and is a mentor on both legal and social work issues for a new generation of advocates.



## Financial and Service Highlights

This snapshot of 2005 captures Disability Rights Wisconsin in action as the organization worked at making change and being change across the state.

### Revenue Pie Chart Notes

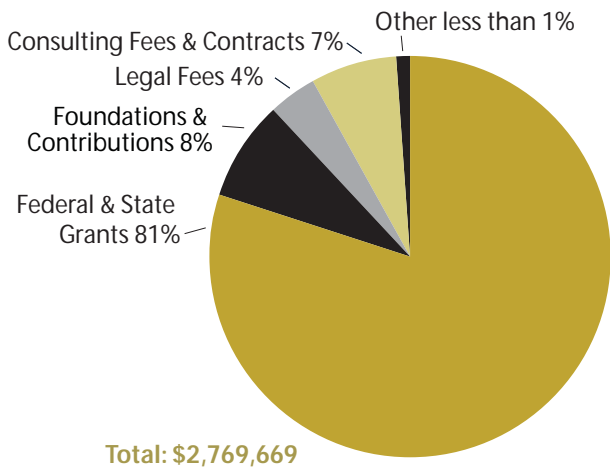
**Foundations and contributors (8%)** concerned about rights issues gave generously to Disability Rights Wisconsin in 2005. These important partners include:

- Helen Bader Foundation
- Faye McBeath Foundation
- Otto Bremer Foundation
- Greater Milwaukee Foundation:  
Conrad J. Ruehle Fund, Locke A. Sprague Fund, and Grace A. Dahlke Fund
- Dane County Pro Bono Trust Fund
- Wisconsin Trust Account Foundation
- Equal Justice Fund
- Wisconsin Department of Justice  
Discretionary Award

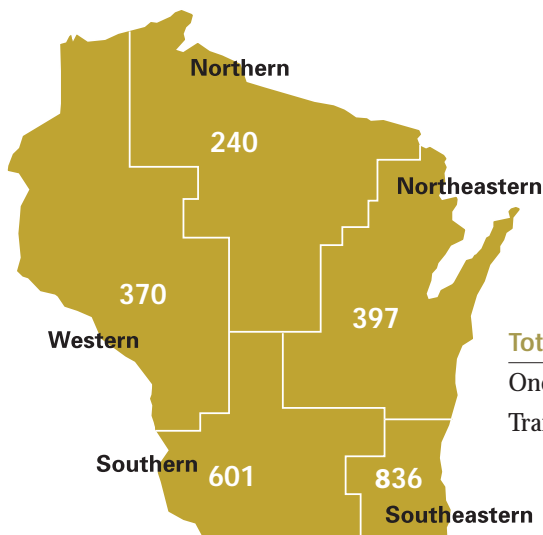
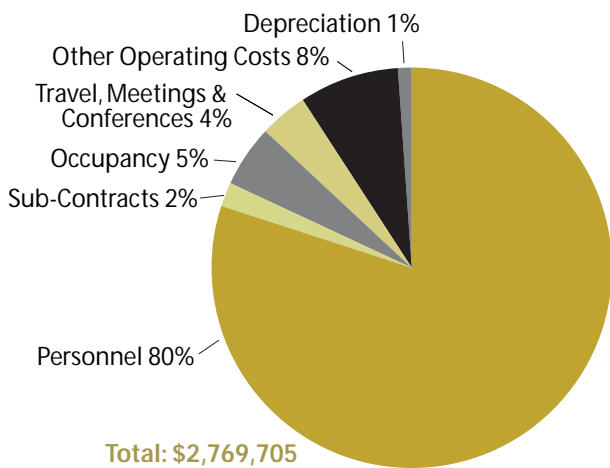
New programs generated more **consulting and contract revenue (7%)**. Disability Rights provided legal backup to county-based benefits programs in 2005 and ran a helpline for consumers affected by the coming of Medicare Part D, the federal drug-coverage program.

**Legal fees (4%)** provide valuable revenue for Disability Rights each year. They also signal victories for people with disabilities who rightfully seek justice in the courts.

### Revenue FY05



### Expenses FY05



### Total Individuals Served Statewide in 2005

One-to-one Advocacy 2408 (see map at left)  
 Training/Consultation 4346

### Statement of Financial Position for FY04 and FY05

	FY05	FY04
<b>Assets</b>		
Current		
Cash & Equivalents	221,929	201,881
Accounts Receivable	16,780	38,851
Grants Receivable	124,207	155,179
Prepaid Expenses	66,386	64,548
Total current assets	\$ 429,302	\$ 460,459
Property & Equipment, Net	57,437	55,673
<b>Total Assets</b>	<b>\$ 486,739</b>	<b>\$ 516,132</b>
<b>Liabilities &amp; Net Assets</b>		
Current Liabilities		
Accounts Payable	\$ 41,360	\$ 76,740
Amortized Rent	3,421	0
Leasehold improvement payable	5,566	9,606
Accrued Vacation	108,681	93,086
Grant funds received in advance	49,447	0
Deferred Revenue	132,580	205,617
Total current liabilities	\$ 341,055	\$ 385,049
Long-term Liabilities		
Amortized Rent	20,240	0
Leasehold improvement payable	0	5,605
Total Liabilities	361,295	390,654
Unrestricted Net Assets	125,444	125,478
<b>Total Liabilities &amp; Net Assets</b>	<b>\$ 486,739</b>	<b>\$ 516,132</b>

### Statement of Revenue and Expenses for FY04 and FY05

	FY05	FY04
<b>Revenue</b>		
Government Grants	\$ 2,238,931	\$ 2,320,321
Foundations & Contributions	208,546	134,028
Legal Fees	112,281	100,947
Consulting Fees & Contracts	201,792	122,465
Other	8,119	42,871
<b>Revenue Total</b>	<b>\$ 2,769,669</b>	<b>\$ 2,720,632</b>
<b>Expenses</b>		
Personnel	\$ 2,225,925	\$ 1,987,438
Sub-contracts	45,030	181,949
Occupancy	139,923	119,765
Travels, Meetings & Conferences	102,040	146,580
Other Operating Costs	231,613	226,781
Depreciation	25,174	24,321
<b>Expense Total</b>	<b>\$ 2,769,705</b>	<b>\$ 2,686,834</b>
<b>Net Income (loss)</b>	<b>\$ (36)</b>	<b>\$ 33,798</b>

## 2005 BOARD

**Joy Combs**  
Minocqua  
**Sue Gilbertson**  
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**Linda Halvorson**  
Chippewa Falls  
**Jerome Holzbauer**  
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**Clara Walker**  
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**Roger Wolff**  
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Germantown  
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## 2005 STAFF

### Madison Office

**Linda Apple**  
Office Manager  
**Molly Bandt**  
Staff Attorney  
**Joanne Berman**  
Advocacy Specialist  
**Lynn Breedlove**  
Executive Director  
**Vanessa Carroll**  
Law Clerk  
**Jo Cauley**  
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**Jessica Gilkison**  
Staff Attorney  
**Phyllis Greenberger**  
Advocacy Specialist  
**Dianne Greenley**  
Supervising Attorney  
**Angie Hanson**  
Administrative Support  
**Mitch Hagopian**  
Supervising Attorney  
**Jodi Hanna**  
Supervising Attorney  
**Kim Hogan**  
Intake Specialist  
**Amy Judy**  
Violence Against Women  
with Disabilities Project  
Coordinator  
**Joan Karan**  
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**Pat Kelly**  
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**Kristin Kerschensteiner**  
Managing Attorney

**Jason Klimowicz**  
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**Mirrna Latief**  
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**Lori Powers**  
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**Alicia Sidman**  
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**Jeff Spitzer-Resnick**  
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**Mark Sweet**  
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Consultant  
**Susan Tess**  
Advocacy Specialist  
**Todd Winstrom**  
Staff Attorney  
**Judy Zitske**  
Medicare Part D  
Information & Assistance  
Specialist

### Milwaukee Office

**Palmer Bell**  
Milwaukee Office Director  
(from 8/05)  
**Patrick Berigan**  
Supervising Attorney  
**Shirin Cabraal**  
Managing Attorney  
**Julie Dixon\*Seidl**  
SSI Managed Care  
Project Coordinator  
**Elizabeth Ford**  
Advocacy Specialist  
**Terri Fuller**  
Advocacy Specialist  
**Deborah Gray**  
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**Michelle Martini**  
Advocacy Specialist  
**Monica Murphy**  
Managing Attorney  
**Erin Parks**  
Law Clerk  
**Tracy Reed**  
Intake Specialist  
**Cathy Steffke**  
Advocacy Specialist

### Rice Lake Office

**Rick Pelishek**  
Northwest WI Office  
Director  
**Karen Lane**  
Advocacy Specialist

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Toll Free: 877-338-3724\*

TTY: 888-758-6049 (for all three offices)

Disability Drug Benefit Helpline: 800-926-4862 statewide

\* for persons with disabilities and their family members

[disabilityrightswi.org](http://disabilityrightswi.org)

Alternative formats of this report available upon request.

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