



National Council on Aging

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of millions of struggling older adults.

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National Council on Aging

NCOA Week

Dec. 3, 2013

Call for proposals: Help seniors enroll in SNAP

Thanks to a generous grant from the Walmart Foundation, NCOA is leading an initiative to alleviate senior hunger and enroll more older adults into the Supplemental Nutrition Assistance Program (SNAP). State agencies, senior centers, community and faith-based organizations, and coalitions are invited to apply for grants of up to \$50,000 to help seniors apply for and enroll in SNAP. The deadline is Jan. 3.



[Learn how to apply](#)

Thanksgiving leftovers—the Farm Bill in Congress

As Congress tries again to finalize this year's budget and update the Farm Bill, SNAP continues to be in the crosshairs. Feeding America is sponsoring a Day of Action on Dec. 4 to urge Congress to protect and strengthen SNAP and other nutrition programs. The Food Research and Action Center also is sponsoring the "Who Goes Hungry" campaign.

[Make a call on Dec. 4](#) | [Explore the FRAC campaign](#) | [Get advocacy tools](#)

Ask your Senators to protect low-income people with Medicare

The Senate Finance Committee will vote next week on a bill to fix Medicare physician payments. But the Medicare Qualified Individual (QI) Program may not get the fix it needs. QI pays Medicare Part B premiums for beneficiaries with incomes of about \$14,000-\$15,500, and it expires Dec. 31. If the Senate bill fails to make the program permanent, nearly half a million low-income seniors could be forced to drop the Part B benefit and lose access to their doctors, or pay over \$1,200 in new premiums.

[Email your Senators today](#) | [Learn more about the QI program](#)

ACT NOW

Today is #GivingTuesday!

Did you participate in Black Friday and Cyber Monday? Then don't forget #GivingTuesday—a day set aside to give back this holiday season. Today, the NCOA board and staff will match all donations to NCOA up to \$30,000!

[Donate today](#)

Last chance for Medicare Open Enrollment

Dec. 7 is the last day for this year's Medicare Open Enrollment period. If you know a person with Medicare who is looking for assistance, please point them to our newly enhanced My Medicare Matters website.

[Visit My Medicare Matters now](#)



Jefferson County 2013 Locally Developed Transportation Coordination Plan

Project Manager Information

Lead Agency: Jefferson County Human Services
Contact Person: Susan Torum, Manager
Title: Aging & Disability Resources Division
Address: 1541 Annex Road
Jefferson WI 53549
Phone: 920-674-8136
E-mail Address: suet@jeffersoncountywi.gov

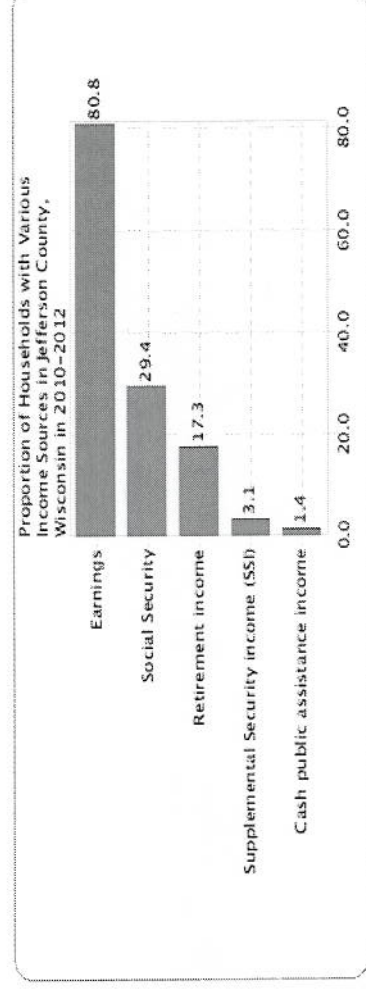
Narrative Summary

The Public Transit – Human Services Transportation Coordination Plan for Jefferson County: 2013, has been derived from a “locally developed, coordinated public transit human services transportation plan.” The plan serves as a framework to assist all transportation stakeholders in improving public transit and human services transportation throughout Jefferson County and focuses on coordinating transportation for elders, those with disabilities or otherwise transportation disadvantaged.

The coordination planning process was initially done in 2008, with annual amendments being made in subsequent years. On September 9, 2013, a comprehensive planning process was undertaken to remain in compliance with the 4 elements of the Federal Moving Ahead for Progress in the 21st Century Act (MAP-21) and Wisconsin Department of Transportation (WisDOT) requirements.

Assessment of Target Population

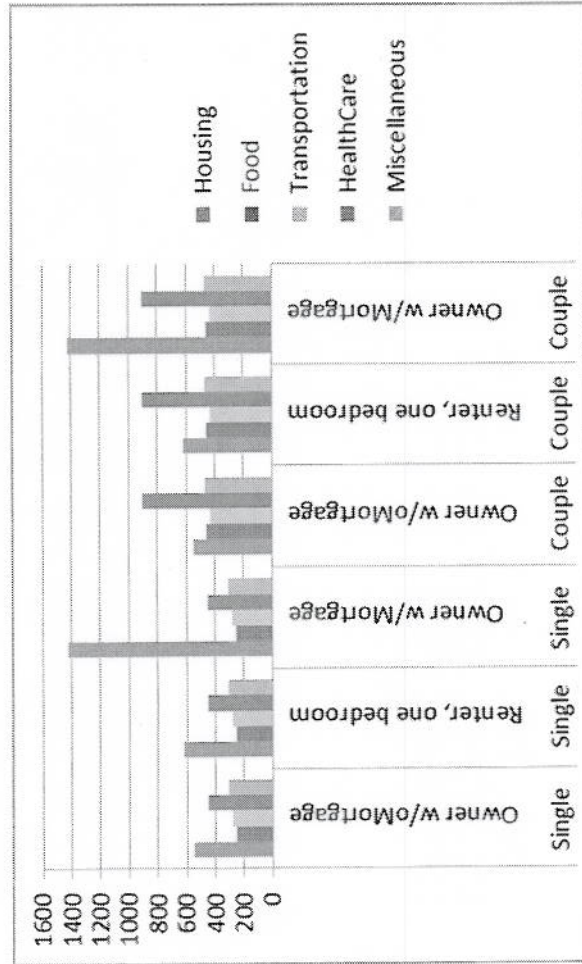
Population: Jefferson County utilized the 2010 Census data to assess the target population and determine gaps in service. The 2010 Demographic Profile of the American Community Survey shows that 83,868 people reside in Jefferson County.



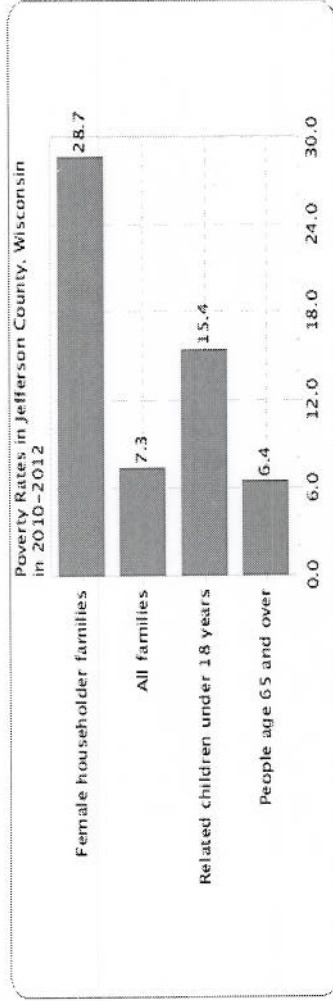
Income: Eighty-one percent of the households received earnings and 17 percent received retirement income other than Social Security. Twenty-nine percent of the households received Social Security and the average income from Social Security was \$17,690. These income sources are not mutually exclusive; that is, some households received income from more than one source. The county' median household income is \$55,615.

Elder Economic Security: The Wider Opportunities for Women (WOW) Network is a national organization that advocates for economic security; they publish the study results of the National Elder Economic Security Initiative. The information developed through the Elder Standard helps us understand that many older adults who are not poor, as defined by the official poverty level, still do not have enough income to meet their basic needs. The Elder Standard answers the following questions: How much income—or combination of personal income and public programs—is needed by older adults living on fixed incomes to cover today's rising living costs? What is the impact of public programs, such as Medicare, Medicaid, or housing assistance on an elder's evolving income and health needs? Will it be necessary for able older adults to continue to work for pay, despite being of retirement age and preferring to retire? According to the 2012 Security Index, elder's financial needs are illustrated in the following chart. Transportation costs equal to, or exceed, food costs in 50% of the cases.

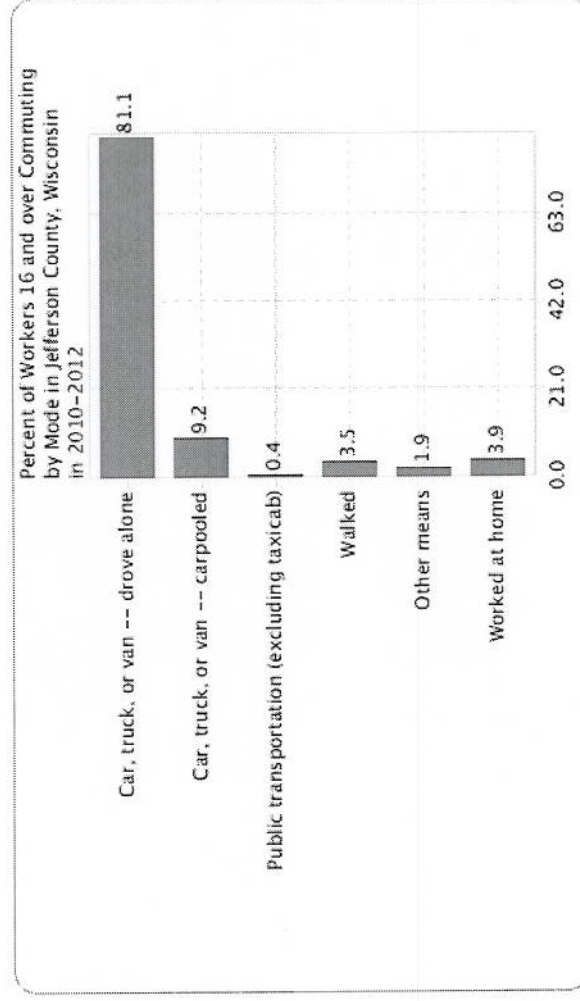
Jefferson County Elder Economic Security Index 2012



Poverty and Participation in Government Programs: In 2010-2012, 11 percent of people were in poverty. Fifteen percent of related children under 18 were below the poverty level, compared with 6 percent of people 65 years old and over. Seven percent of all families and 29 percent of families with a female householder and no husband present had incomes below the poverty level.



Commuting to Work: Eighty-one percent of employed individuals in Jefferson County drove to work alone in 2010-2012, and 9 percent carpooled. Among those who commuted to work, it took them on average 23 minutes to get to work.



Summary from the Community Transportation Association of America Grant to Study Transportation in Jefferson/Rock Counties

On July 2, 2013 SRF Consulting Group of Madison, WI, began studying the feasibility of expanded transportation services in Jefferson and Rock Counties via a Community Transportation Association of America grant that was awarded to Brown Cab Service, Inc. The project's deliverables encompass all four of the required elements of the coordinated plan:

1) **An assessment of available services that identifies current transportation providers - Appendix A**

✓ SRF prepared a detailed list of providers in the study area. The appendix shows those currently serving Jefferson County.

2) **An assessment of transportation needs for transportation disadvantaged populations - Appendix B**

✓ On 11/12/12, the Community Transportation Association of America (CTAA) facilitated a Mobility Visioning Workshop with providers from Rock and Jefferson County. The needs that were identified as most needed by the elderly and persons with disabilities are as follows (in no particular order): medical (dialysis & wound clinic); visiting families in care facilities; shopping outside of the local community and for non-medical necessities. Some barriers identified include: services are not available when or where people need them; services are not coordinated or accessible; lack of interest in addressing transportation issues and funding. Some possible solutions to the problems were discussed and will be considered in both planning processes

3) **Strategies, activities and/or projects that address the identified gaps between current services and needed services - Appendix C**

✓ On September 9, 2013, the Aging and Disability Resource Center (ADRC) of Jefferson County and St. Coletta of WI hosted a comprehensive planning process in order to remain in compliance with the 4 elements of the Federal Moving Ahead for Progress in the 21st Century Act (MAP-21) and Wisconsin Department of Transportation (WisDOT) requirements. The invitation/attendance information is found in Appendix D.

4) **Priorities for implementation based on resources, time and feasibility**

✓ **Goal #1:** In order to increase rural transportation options and/or services for the transportation disadvantaged, Jefferson County is contracting with Brown Cab to provide Intra-County taxi transportation. This effort will meet several key activities, including expanding service hours and same day assistance. Intra-county taxi service is also one of the options that SFR Consulting was asked to focus its efforts on. The first would create a "One-Call" Transportation Resource Center; the second alternative would create taxi service county-wide.

✓ **Goal #3:** Develop and improve communication of transit options and resources. The ADRC & St. Coletta of WI will take the lead in hosting transportation meetings with stakeholders on a bi-annual basis. The ADRC has approached *Your Friends-in-Action*, a volunteer organization about developing or expanding a shopping buddy program. Seniors especially appreciate the hands on assistance with loading/unloading packages and this type of assistance falls within this organization's mission. Should Your Friends-in-Action expand this program, this would free up driver time currently being provided through the ADRC and potentially increase the number of rides the ADRC can provide.

✓ **Goal #4:** Increase transportation resources. New scheduling software purchased by Jefferson County will result in many more report options that will potentially benefit other stakeholders as they complete federal, state, foundation or private grant applications.

Coordinated Plan: Reporting Requirements

- 1) Outline of coordination planning process and meetings(s) format including a summary of the participant's evaluation of the process - Appendix E
- 2) Copy of the meeting record and/or narrative overview of meeting(s) to develop the coordination plan - Appendix F
- 3) Copies of the meeting invitation list and participant list(s) including the county and the individuals affiliation or representation - Appendix D
- 4) The plan itself, which includes the four required elements noted above - Appendix C

Appendix A

Jefferson County Transportation Provider Inventory				
Provider	Type of Transportation	Payment Accepted	Purpose – from organizations website	
LaVigne's Bus Company N3019 Hwy 12 Fort Atkinson, WI 53538 Contact: 920-563-1515	Wheelchair Accessible	Managed Care Medicare Medicaid Private Pay	LaVigne's Bus Company is a medical transport service company providing medical transportation throughout Jefferson County and beyond.	
St. Coletta of Wisconsin N4637 County Y Jefferson, WI 53549 Contact: 920-674-4330	Wheelchair Accessible	Managed Care Private Pay	St. Coletta is a 53.10 recipient that offers transportation services to all county's residents; however, the majority of passengers have a disability. Transportation is not restricted by trip purpose.	
Brown Cab Company 735 Madison Ave Fort Atkinson, WI 53538-1469 Contact: 920-563-6303	Shared Ride Taxi Wheelchair Van Fort Atkinson Jefferson Lake Mills	Managed Care Private Pay \$ 85.21	Demand-response, shared-ride taxi service primarily operating within city limits.	
FISH Community Volunteers Jefferson Contact: 920-674-3557	Volunteer Drivers	Donations	Small scale door-to-door volunteer driver program offering rides of residents of the City of Jefferson.	
Jefferson County Human Services 1451 Annex Road	Volunteer Drivers Paid Drivers	Private Pay Medicaid	Provides Driver/Escort Services to the elderly and persons	

Jefferson, WI 53549 Contact: 920-674-8104	VA Van Drivers	S85.21 Program	with disabilities to get to medical appointments and grocery shopping. The service is also available to agency clients needing transportation to agency services. This program is only available to those individuals who have no other means of transportation. Coordinates rides for the Veterans using the Veteran's Services Van.
Your Friends-in-Action 164 W. Garland Street Jefferson, WI 53549 Contact: 920-674-4548	Volunteers	Donation	Volunteers provide volunteer driver services to the elderly or those with disabilities to access non-medical community resources.
Passenger Transit Inc. 309 Williams Street Watertown, WI 53094 Contact: 920-261-7433	Shared Ride Taxi Wheelchair Van Watertown	Managed Care Private Pay \$ 85.21	Demand-response, shared-ride taxi service primarily operating within city limits.
MTM Transportation 5117 W. Terrace, Suite 400, Madison, WI 53718 Contact: 866-907-1493	Contracted	Medicaid	Provides non-emergency medical transportation to certain Medicaid eligible.

Appendix B

Community Transportation Association of America
Mobility Visioning Workshop – Edgerton, WI
November 12, 2012
Summary Results of Conversation and Activity

Introductions

Attendees:
Michelle Gamin
Bryan Swengel
Carmel Peters
Sue Patton
Gary Prew
Steve Carlson
Jeff Acker
Diane Lowe, Brown Lab
Liz Ritz, Midwest of Transportation
Barbara Flanagan, Waukegan
David J. Manning, City of Janesville Transit
Kendall Brown Lab
Betsy Milbrink

1. Needs - What are the unmet mobility needs that you see in the region?

- Employment (8)
 - Latino population
 - Evening and weekend
 - Intercity – Milwaukee, Madison and other urban communities (4)
 - Youth
 - Training
 - Easy to understand information
 - Medical appointments (6)
 - Dialysis
 - Outside residing community
- Tourism
 - Visiting family in care facilities
 - Travel between communities (2)
 - Family reunions in other communities
 - Social activities
 - Evenings

- Trips to Senior Center
- Elderly population unable to drive (2)
- Non-medical necessities – bank, grocery, shopping etc.. (7)
 - Malls
 - Walmart
 - Regional (5)
 - Education – Tech and UW (2)
 - Extended hours (2)
 - Evening
 - Sunday
 - More affordable options
 - Bus service from Johnson Creek and Janesville

2. Where are people that use transportation going to?

- Medical (10)
 - Dialysis
 - Social Services
 - Regional recreation
 - Downtown
 - Employment (9)
 - Interviews
 - Social (2)
 - Church (2)
 - Education (5)
 - Pre-School
 - School
 - Secondary and Post-Secondary
 - Public Buildings
 - Hair Salons
 - Human Services
 - Probation Offices
 - Court Hearings
 - Home
 - Out of town
 - Shopping (7)
 - Grocery

3. Where are people using transportation coming from?

- Employment (2)
- Education (6)
 - Post – Secondary Schools

Figure 1

- Elementary - HS
 - Disability Workshops (2)
 - Bars
 - Inexpensive Hotels -- Low income transportation
 - Group Homes -- Assisted living (2)
 - Senior living -- at home or apartment (not assisted living) (3)
 - Organized senior living areas (3)
 - Home (4)
 - Low income
 - Social Services community group
 - Community Center
 - Medical (5)
 - Hospital
 - Rehab
 - Detox
 - Dialysis
 - Rural/isolated communities (5)
 - Out of town
 - Population centers to jobs (2)
 - Intercity -- 9 incorporated areas to other areas
 - Outside county limits
4. When do people need to travel--times of day and week
- Now -- last minute unplanned (2)
 - Weekends (4)
 - Pre 6am (2)
 - 6am -- 8am (2)
 - 7am -- 8am
 - 7am -- 8:30am
 - 8am
 - 11am -- 1pm
 - 2:30pm
 - 3pm -- 6pm
 - 3:30pm -- 5pm
 - 3:30pm -- 5:30pm M-F
 - 5pm -- 6pm
 - Late night (3)
 - Fri -- Sat 10pm -- 2am
 - Retail and industrial shifts -- 10pm
 - Evenings
 - All day (2)
 - 10am -- 4pm

- 8am -- 5pm
- 6am -- 6pm
- Week days (2)

5. How often do people need to travel

- Daily/7 days (1)
- Mon. -- Fri. (8)
- 1 per weekend
- Until my car is repaired
- Out of town daily
- 3-4 days a week (survey)
- "I've never ridden the bus here before"
- 3 times a week (3)
- Monthly
- On-demand (2)
- Saturdays
- Work varies
- Occasionally
- 5-7 days a week for treatment for 6-8 weeks
- Weekly
- 1 time a week for 6 weeks -- group
- 1 per week (2)
- When "I" need it...otherwise waste of taxpayer money
- Once in a blue moon
- Once

6. Purpose -- for what purpose are people travelling?

- Grocery shopping -- food pantry (6)
- Walmart
- Johnson Creek Outlets
- Medical (11)
 - Wound Clinic
 - Physical Therapy
 - VA Hospital
 - Recurring appointments -- MAW Clinic, Hospital,
 - Fort Atkinson, Madison
 - Community Support -- mental health
 - UW Partners or Ft. Healthcare
 - Dialysis (2)
 - Dentist
 - Senior Nutrition

- Social visits
 - To elderly relatives
 - Keep up routine
 - Get out and about
 - Sporting Events/Concerts at State University
 - Employment (2)
 - Madison
 - Retail
 - Manufacturing in other towns
 - Education
 - Fort and Watertown
 - Evening classes
7. Barriers— What are the transportation barriers that you or your organization face?
- Not open when I need to go (6)
 - Hard to find rural taxis after 6pm
 - Time of day for trip — before or after business hours
 - Accessible weekend and evening transportation
 - Hours of service
 - Geographic service area (5)
 - Trips outside of community
 - Great distances are expensive
 - Language
 - Multiple systems — Watertown Transit, Brown Cab, Other
 - Legacy of failed public transit — Watertown City Bus Service
 - Lack of Understanding (5)
 - Misinterpretation by media of values of transit
 - Belief that transit is for other people — perception, stigma
 - Information/knowledge
 - Not accessible for disabled riders (2)
 - No regular scheduled routes
 - Access — snow removal
 - Lack of coordinating entity in Jefferson City. (2)
 - Funding — silos due to program eligibility
 - Dominance of highways as only focus of county transportation
 - "Special" special needs — bariatric
 - "Extras" — large shopping buggies and strollers
 - Behavioral issues
 - People with multiple infirmities often experience fear
 - Cost
 - Awareness
 - Logistcare (Medicaid Transportation Broker)
8. Problems - other problems with current transportation services
- Funding (8)
 - Rural areas with expensive long distance trips
 - County has no room for new services — 0% budget (3)
 - Government funding not available
 - State dollars
 - Low Ridership — low fare revenue (2)
 - Managed care will not authorize service — decrease potential ridership
 - Not remembering taxi available
 - Mobility
 - On-going turnover in volunteer base (2)
 - Requirement to be volunteer driver offend volunteers
 - Increased size of passenger
 - Increased passenger needs — older population aging in-place
 - Changing definition of standard wheelchair
 - Not enough interest in addressing the issue (2)
 - Jefferson City. Survey showed little support for transit
 - Oversight
 - Image of public transit
 - VOS
9. Solutions - possible solutions to problems described, additional services
- Prepare transportation plan with emphasis on transit — Jefferson City/Others
 - Convene Blue Ribbon Transp/Transit Task force — regional or by county
 - Bring issue to top of local official's agendas
 - Change funding disconnect
 - Unified dispatch — One-Call (3)
 - Fewer funding silos — allowing combined funding for programs serving larger areas
 - Gas prices — subsidy
 - Information consolidation — "One Stop"
 - County sponsored taxi service floating between cities as needed
 - Asset sharing
 - Van pools for employment
 - Private sector transit services
 - Regional taxi system
 - Regionalized service model
 - Regional Mobility Districts (RTA)
 - State and Federal funding
 - Shared ride that includes neighboring communities
 - Dedicated local funding

10. Priorities – based on previous answers

- Intercity service (4)
 - Weekdays
 - 7 days a week
- One Stop/One call (2)
- Education/Marketing (2)
 - Education of Value = increased funding
- Regional Dispatch

Appendix C

Goals	Strategies	Outcomes
1. Increase rural transportation options and/or service for the transportation disadvantaged.	• Improve/expand service hours, geographic coverage, driver assistance, same-day service • Combine efforts to collectively recruit volunteer driver/escort programs to deliver services • Reach out to service organizations to recruit volunteers, i.e. Lions Club to assist in transporting those with low-vision • Increase Taxi Cab services/availability • Increase the availability of accessible vehicles • Continue to advocate for and provide support to committee members, in their application of 5310 and 85.21 funding, which would increase transportation access and availability • Explore opportunities for car repair and gas vouchers	
2. Coordinate and consolidate transportation services	• Support ongoing CTAA study of Hwy 26 corridor • Collaborate with county/city/non-profit agencies to consider joint purchasing options for fuel, vehicle maintenance, driver training and substance abuse testing. • Share use of operational resources, (vehicles, facilities, support services and dispatch services). • Assess available services and determine efficiency	
3. Develop and improve communication of transit options and resources	• Create centralized listing of county and/or regional transit services • Explore options for coordination software to match users with providers based on eligibility • Engage all transportation providers and stakeholders to be active in Coordination Plan and attend bi-annual meetings • Identify and more actively promote ride share programs, i.e. state vans, on-line resources, Shared Ride WI	

	• Explore options for grocery and pharmacy services	
4. Increase transportation resources	• Engage transportation providers and county-wide agencies to provide accurate statistical information on a bi-annual basis • Maintain awareness of current resources and readiness	
5. Increase community awareness and access to information about transportation issues in county	• Engage political, county and municipal representatives in the Coordination process • Develop educational tool(s) to increase community awareness of transportation issues • Develop new or enhance electronic access as a vehicle for above mentioned tools • Explore connection to 2-1-1 system.	

Appendix D

MEETING INVITATION/ATTENDANCE LIST			
Name	Method of Invitation		Attended
Aging & Disability Advisory Committee			
Earlene Ronk, Chair			
Carol Battenberg	Meeting Discussion	No	
Dan Krause	Meeting Discussion	No	
Jim Mode	Meeting Discussion	Yes	
Georganne Mortensen	Meeting Discussion	No	
Connie Stengel	Meeting Discussion	No	
Darlene Schaefer	Meeting Discussion	No	
Sharon Olson, ADRC Supervisor	Meeting Discussion	No	
Human Services Board			
Jim Mode, Chair	Meeting Discussion	Yes	
Richard Jones	Meeting Discussion	No	
Augie Tietz	Meeting Discussion	No	
John MacKenzie	Meeting Discussion	No	
Jim Schultz	Meeting Discussion	No	
Pam Rogers	Meeting Discussion	No	
Julie Merrit	Meeting Discussion	No	
John Molinaro, County Board Chair	Meeting Discussion	No	
Ben Wehmeier, County Administrator	Meeting Discussion	No	
Transportation Providers			
Patti Heitz, LaVigne Bus Company	E-mail	No	
Yvonne Duesterhoeft, Veterans Services	E-mail	No	
Karen Rippen, Your Friends in Action Volunteers	E-mail	Yes	
Alison Schaid, Alden Estates	E-mail	No	
Lori Miller, St. Coletta's	Email	Yes	
Mary Vohs, St. Coletta's	Email	Yes	
Ted Behncke, St. Coletta's	E-mail	Yes	
Mark Roesch, Watertown Passenger Transit	E-mail	No	
FISH Community Volunteers, Jefferson	Phone Call	No	
Dave Lowe, Brown Cab	Email & in-person	Yes	
Karl Schulte, Brown Cab	Email & in-person	No	

Bethesda Lutheran Homes		Email	No
Jackie Cloute, Jefferson County S85.21 Program		Email	Yes
Surrounding Counties Transportation Managers			
Melanie MacDonald, Dodge County		Email	No
Joyce Lubbin, Rock County		Email	No
Lori Muzkato, Walworth County		Email	No
City Managers/Mayors			
Evelyn Johnson, Fort Atkinson		Email	No
Tim Freitag, Jefferson		Email	No
Mark Johnsrud, Johnson Creek		Email	No
Jenny Fox, City of Watertown		Email	Yes
Bob Thompson, City of Waterloo		Email	No
Steven Wilke, City of Lake Mills		Email	No
Others			
Charlene Berg, DVR		Email	No
Kathleen Eisenmann, UWEX		Email	Yes
Dennis Helling, Economic Development		Email	No
Jill Johnson, Jefferson County Workforce Development		Email	Yes

This list represents the entities involved in the 2008 planning process, although there have been staffing changes, so the organizations or committee's listed may not be represented by the same individual.

Appendix E

Outline of coordination planning process and meetings(s) format including a summary of the participant's evaluation of the process

From: Sue Torum [mailto:SueT@jeffersoncountywi.gov]

Sent: Friday, August 16, 2013 2:30 PM

To: Patti Heitz (Lavigne@compufort.com); (lavignebus@gmail.com); mvohs@stcolettawi.org; Macdonald, Melanie; 'Charlene Berg'; Jeanette Petts; Jennie Fox (jfox@ci.watertown.wi.us); 'karen.rippen@rainbowhospicecare.org'; 'Lori Partoll'; mahathaway@hotmail.com; Mary Ann Steppke (msteppke@charter.net); 'Nancy Haberman'; Sheila Frohmader (Sheilaf@jeffersonwis.com); Kathy Eisenmann; Steve Grabow; Dennis L. Helling; Benjamin Wehmeier; John Molinaro; Jackie Cloute; Kathi Cauley; Andy Erdman; Yvonne Dueterhoeft; Dawn Smith @ Carewisc.org; Becky Brokmeier (brokmeierb@carewisc.org); David Vobora (dvobora@familycarealliance.org); Linda Branson (lbranson@oppinc.com); 'ejohnson@fortatkinsonwi.net'; 'mayor@waterloowi.us'; 'johnd@cityofwatertown.org'; 'markj@johnsoncreekwi.org'; 'wilke@ci.lake-mills.wi.us'; Jim Mode (grmadoc@ticon.net); John McKenzie (jwmckenzie@charter.net); Pam Rogers; Augie Tietz; Richard Jones; 'davel@runningcab.net'; 'karl@browncab.net'; Admin Car; Carrie Porter; Foss, Judy M - DOT (Judy.Foss@dot.wi.gov); 'Hirshfeld, Stephen - DOT' (Stephen.Hirshfeld@dot.wi.gov); Terry Gard; Imuzatko@co.walworth.wi.us; JOYCE LUBBEN (LUBBEN@co.rock.wi.us); 'Behncke, Ted' (tbehncke@stcolettawi.org)

Subject: Coordinated Transportation Meeting

Dear Transportation Stakeholder,

Please consider attending the 2013 Coordinated Transportation Meeting being held in September at St. Coletta's (see enclosed notice). Federal transportation law requires that projects funded by the Section 5310, Elderly and Disabled Capital Assistance Program be "derived from a locally developed, coordinated public transit-human services transportation plan" and that the plan be "developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by members of the public". St. Coletta of WI receives Section 53.10 funds and Jefferson County Human Services receives S 85.21 Elderly and Disabled Specialized Transportation Assistance from the WI DOT. Our current plan is five years old and it is time to be updated to remain in compliance with the federal directive.

As you are aware, Jefferson County has a variety of transportation options with varying eligibility requirements. Regardless of classification (transit agencies, county governments, non-profit organizations, or private business) services are delivered to transportation disadvantaged individuals and the general public. Transportation coordination provides more rides to more people through cooperation, communication, and sharing resources.

Defined by WI DOT, transportation coordination is a process where human service agencies, transportation providers, consumer groups, and public officials work together to develop and improve services for transportation disadvantaged individuals by ensuring that transportation resources funded by different programs are coordinated. Transportation disadvantaged individuals are unable to provide their own transportation as a result of disability, age-related condition, or income. Coordination demands communication, trust, flexibility, and the willingness to focus on client needs. It will:

- Develop and improve transportation options,
- Improve access,
- Minimize service duplication, and
- Facilitate appropriate, cost-effective transportation with available resources.

The locally developed plan is broad and serves as a guide to help transportation stakeholders achieve the goals that we establish; at this time, several transportation planning efforts are in progress so this meeting is timely in terms of helping us plan for 2014 and beyond. Please rsvp by replying to this email. Please do not "reply to all."
Thank you.

Sue

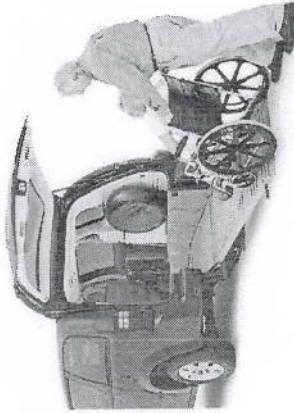
Sue Torum, Manager
Aging & Disability Resources Division
Jefferson County Human Services
1541 Annex Road
Jefferson, WI
920-674-8136

Jefferson County:
"Responsible government advancing quality of life"

2013 Locally Developed Coordinated Public Transit-Human Services Transportation Plan for Jefferson County

Please Attend!

The goal of transportation coordination is to share resources to assist the transportation disadvantaged public in getting rides based on their individual mobility needs.



MEETING DETAILS

Monday, September 9, 2013

3:00 p.m.—4:30 p.m.

St. Coletta of WI
N4637 County Rd Y
Jefferson, WI

Contact: 920/674-8104 to request a ride to the meeting.

Contact: 920/674-8136 for more information or to discuss alternate ways to participate in this discussion.

This poster was sent to every organization on the invitation list with a request that they help distribute it widely. It was also sent to senior dining sites, senior centers, libraries and elderly/disabled housing complexes and the county's Facebook page and newspapers.



Aging & Disability Resource Center
Of Jefferson County
1541Annex Road
Jefferson, WI 53549
920/674-8734 Direct 866/740-2372 Toll-free 920-674-7603 Fax

TO: Transportation Providers
Transportation Consumers
Interested Others

FROM: Sue Torum, Manager
Aging & Disability Resources Division

DATE: August 13, 2013

RE: Transportation Coordinating Committee Meeting

Jefferson County & St. Coletta of WI will be hosting a Transportation Coordinating Committee Meeting on:

Monday, September 9, 2013
3:00 p.m. – 4:00 p.m.
St. Coletta of Wisconsin
N4637 County Rd Y
Jefferson, WI

The purpose of this meeting is to review & update the 2008 "locally developed coordinated transportation plan." During this meeting the 4 required elements of the plan will be discussed:

- 1) Identification of current public, private and non-profit transportation providers.
- 2) Assessment of transportation needs for transportation disadvantaged populations.
- 3) Strategies, activities and/or projects that address the identified gaps.
- 4) Plan priorities based on resources, time and feasibility.

This email was sent to those on the invitation list via email and/or US postal service.

JEFFERSON COUNTY TRANSPORTATION COORDINATION
MEETING AGENDA

SEPTEMBER 9, 2013
3:00 P.M.-4:30 P.M.

1. Welcome & Introductions
2. Overview
 - FTA and WI DOT Plan Requirements
 - State and Federal Grant Programs
3. Discussion
 - Resources: Current Assessment of Available Providers
 - Needs: Summary from 11/12/12 Mobility Vision Workshop
 - Gap Assessment
4. Review Current Plan
5. Review & Revise Strategies/Goals
6. Establish Action Items
7. Approve the Plan

County/Region:	Jefferson
Date:	9/11/2013
Facilitator(s):	Sue Torum

For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions		Strongly Agree	Agree	Strongly Disagree	Don't Know		
1.	The information covered in the group discussions, examples and explanations was understandable.	1 (3)	2 (2)	3	4	5	6
2.	The meeting provided a good forum for communication about public/human services transportation coordination.	1 (2)	2 (3)	3	4	5	6
3.	Participants at the meeting were from a broad stakeholder group.	1 (1)	2 (2)	3 (1)	4 (1)	5	6
4.	The county/region's prioritized action plan is comprehensive and realistic.	1 (1)	2 (3)	3	4	5	6
5.	The county/region has a working coordination team.	1 (1)	2 (2)	3 (2)	4	5	6
6.	The 2006 Coordination plan has been implemented.	1	2	3 (2)	4 (2)	5	6 (1)
7.	Developing the prioritized action plan was meaningful and valuable.	1 (1)	2 (3)	3 (1)	4	5	6
8.	I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1 (3)	2 (2)	3	4	5	6
Facilitator Questions							
9.	Facilitator was knowledgeable about the meeting process.	1 (4)	2	3 (1)	4	5	6

10. The information was presented in a clear, logical format. 1 (4) 2 3 (1) 4 5 6

11. The time allotted for the meeting was: too much about right (5) not enough

12. List three key points/issues presented during the meeting that were the most valuable or useful.

- Coordinate resources for those needing rides
- Conflict of business with providing rides between cities
- Lack of general public transportation
- Discussion about solutions that followed natural transportation supports
- Discussion about the needs for a central dispatch
- Business support for patron transportation
- Sharing of resources
- Assessment of needs
- Coordination of consumers through transportation
- Finding out what grants are still there to apply for
- Knowing there are others that want to collaborate in recruiting
- Having someone with years of experiences that has knowledge to share
- Nice to have information presented about types of funding
- Good to hear the needs of others
- Great plans for coordinating efforts

13. List any information or meeting content you felt was omitted or needed further clarification.

- I think we need to go deeper into some of the issues
- I think there needs to be a way to divide these tasks so that they can be conquered

14. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

- YES (3)

Other comments: None

ADRC Annual Update 2014

ADRC Name: Jefferson Submission Date: _____

Please submit the following documentation:

1. Contact Information

 X Appendix A

2. Governing Board

 X Appendix B

3. Organizational Documentation

 X Personnel Worksheet (Appendix C)

 X ADRC Organization Chart (Please attach; include position titles)

 X Organizational Chart, include ADRC Governing Board showing ADRC within the broader county structure (Please attach)

Note: Please indicate on one of the above charts where the APS and Aging units are located.

4. Budget Information and Subcontract Information

 X Appendix D

 N/A Appendix E

5. Other Information

 X Fillable Form (Appendix F)

6. ADRC Success Stories

 X Appendix G

7. Performance Improvement Project for 2013

_____ Please attach a completed Change Project Report or Change Project Summary for your 2013 Performance Improvement Project.

***Note:** Format is now in Word. When you go to enter information into either Appendix D or E, simply double click into the table. This will open up like a spreadsheet in Excel, yet you are still in your original Word document. When you have entered in everything please scroll back up to the top of the table and click outside of the table. It will then let you move up and down in the original document. You can still do everything you would normally do in Excel, in this format. *

Please attach all documentation to one email message and send to your Regional Quality Specialist with a cc to DHSRCTeam@wisconsin.gov by **December 10, 2013**. For RQS contact information please go to: <http://www.dhs.wisconsin.gov/lcicare/adrc/professionals/whoswho/ADRCQualityTeamContact.docx>

Appendix A - Contact Information 2014

ADRC Contact Information (Please designate one lead staff for the identified program area within the ADRC)

	Name	Office Telephone	Email Address
ADRC Director	Susan Torum	920-674-8136	suet@jeffersoncountywi.gov
Primary Contact	Same		
Secondary Contact	Sharon Olson	920-674-8139	sharono@jeffersoncountywi.gov
Financial Contact	Joan Daniel	920-674-8147	joand@jeffersoncountywi.gov
I&A Specialist Contact	Dominic Wondolkowski Karen Tyne Nancy Toshner Sara Zweig	920-674-8732 920-674-8731 920-674-8115 920-674-8140	dominicw@jeffersoncountywi.gov karent@jeffersoncountywi.gov nancyt@jeffersoncountywi.gov saraz@jeffersoncountywi.gov
Functional Screen Liaison	Karen Tyne	920-674-8731	karent@jeffersoncountywi.gov
Youth Transition Contact	Sharon Olson	920-674-8139	sharono@jeffersoncountywi.gov
DBS Contact	Sandy Free	920-674-8158	sandyf@jeffersoncountywi.gov
EBS Contact	Denise Grossman Doug Carson	920-674-8135 920-674-1945	deniseg@jeffersoncountywi.gov dougcc@jeffersoncountywi.gov
IRIS Contact	Sharon Olson	920-674-8139	sharono@jeffersoncountywi.gov
Prevention Contact	Sharon Olson	920-674-8139	sharono@jeffersoncountywi.gov
Quality Assurance Contact	Susan Torum Sharon Olson	920-674-8136 920-674-8139	suet@jeffersoncountywi.gov sharono@jeffersoncountywi.gov
Resource Database Contact	Sharon Olson Deb Miller	920-674-8139 920-674-8734	sharono@jeffersoncountywi.gov debm@jeffersoncountywi.gov
Access and Enrollment Contact	Sharon Olson	920-674-8139	sharono@jeffersoncountywi.gov

The contact for each of the areas listed above will receive information from the Department, respond to requests for information and share relevant information within the ADRC.

Outreach Locations

For single county ADRCs, indicate if your ADRC has any satellite/outreach locations other than your main office building.

Please indicate whether you would like DHS to add this location in the statewide ADRC directory that is available online.

Location:	N/A
Days Open:	
Hours:	
Include in Directory? (yes/no):	

Appendix B- Governing Board 2014

Please complete the requested information in the space provided.

Name of Board Member	Representative of: (e.g. elders, PD, DD, county board, or other representation)	Term of Appointment (Date from & to)
1. Carol Battenberg	Elder	7/1/12-6/30/14 - 1 st
2. Dan Krause	PD	7/1/12-6/30/14 - 1 st
3. Earlene Ronk	Elder	7/1/12-6/30/15 - 1 st
4. Jim Mode	Elder	7/1/12-6/30/15 - 2 nd
5. Georganne Mortensen	Elder	7/1/12-6/30/15 - 1 st
6. Ellen Haines	DD	7/1/13-6/30/15 - 1 st
7. Darlene Schaefer	Elder	7/1/13-6/30/16 - 1 st
8. Connie Stengel	Elder	7/1/13-6/30/16 - 1 st
9. Carolyn Niebler	Elder	7/1/13-6/30/16 - 1 st

Please remember that County Board members cannot represent a target group.

1. Place an 'X' by all activities performed by this board:

- | | |
|---|---|
| a. ☒ Develop mission statement | g. ☒ Assure continued stakeholder participation |
| b. ☒ Determine policies and procedures | h. ☒ Ensure contract terms are fulfilled |
| c. ☒ Oversee ongoing operations | i. ☐ Recommend hiring of ADRC director |
| d. ☒ Identify unmet LTC community needs | j. ☒ Review number and types of complaints and appeals concerning the long term care system |
| e. ☒ Provide financial oversight | k. ☐ Other |
| f. ☒ Identify new community resources | |

2. Is the ADRC governing board combined with the Committee/Commission on Aging? Yes ☒ No ☐

3. Is this a governing board or an advisory committee? Governing Board ☐ Advisory committee ☒

4. If this is an advisory committee, please describe who has decision making authority over ADRC activities? County Board ☐ Human Service Board ☒ Other ☐ _____

5. How often does the board meet? Monthly ☒ Quarterly ☐ Other ☐ _____

6. To what entity does the board report? County Board ☐ Human Service Board ☒ Other ☐ _____

7. How frequently does the board report to its larger governing body? Monthly ☒ Quarterly ☐ Other ☐ _____

8. What are the term limits for board members? ____ 2 consecutive, 3 year terms _____

9. If you are a regional ADRC, what is your governance structure?

LTC District ☐ 66.0301 Agreement ☐ Subcontract ☐ MOUs ☐

Appendix C- Personnel Worksheet 2014

Please include all ADRC staff, whether lead agency or satellite employee. If staff are subcontracted with a non-government agency, please report on Appendix E.

Position title	Staff name (first name and last initial	✓ if AIRS Certified	All functions* (ADRC and other) performed by this individual (See example below) If non-ADRC, please include % of time	Total FTE for this person	Annual salary per person (not fringe)	% FTE funded by ADRC dollars** (all funds see note)	% FTE funded by other source (list source)
Director	Susan T.		Plans, directs, implements and monitors the operations of the ADRC which encompasses the OAA Programs, S85.21 Transportation Services & Adult Protective Services.	1.00	81,931	47%	Title III = 43% DOT = 10%
Supervisor	Sharon O.	X	Oversees the day-to-day operations of the ADRC, supervises Aging & Disability Specialists & DBS, and oversees 100% time reporting. Maintains training calendar.	1.00	63,809	100%	
Other Staff section							
Aging & Disability Resource Specialist	Dominic W.	X	Each Aging & Disability Specialist is expected to perform all of the 16 activities that the ADRC is required to report on. Aging & Disability Specialists salaries and benefits are 100% funded via the ADRC contract.	1.00	53,176	100%	
Aging & Disability Resource Specialist	Karen T.	X		1.00	55,856	100%	
Aging & Disability Resource Specialist	Nancy T.	X		1.00	53,830	100%	
Aging & Disability Resource Specialist	Sara Z.	X		1.00	46,325	100%	
DBS	Sandy F.		Disability Benefit Specialist	1.00	53,228	100%	
EBS	Denise G.		Elder Benefit Specialist	1.00	53,478	62%	2% Tax Levy 5% SPAP 8% SHIP 23% State EBS
EBS	Doug C.		Elder Benefit Specialist	1.00	20,970	62%	2% Tax Levy 5% SPAP 8% SHIP 23% State EBS
Paraprofessional	Deb M.	X	The purpose of this position is to provide the ADRC with general clerical support and to respond to customer requests for general information about community resources and public benefit programs.	1.00	36,657	100%	
Totals:				10.0 FTE	475,430		

Appendix D - Annual Budget 2014 *PLEASE SEE INSTRUCTIONS IN EMAIL TO PROCEED*

Line Item Budget: Include the following information. For regional ADRCs, please provide information for the entire entity

ADRC Program Personnel:	ADRC Grant Funding	MA Match Funding	Other Funding (Identify below)	Other Funding (Identify below)	Grand Total
Salary	268,990	189,887	42,750	14,000	515,627
Fringe	115,840	77,311	3,270	4,200	200,621
Subtotal	384,830	267,198	46,020	18,200	716,248

Direct Expenses:					
Travel	3,314	2,914	2,000	300	8,528
Training	582	1,734	3,160	300	5,776
Printing					0
Postage					0
Office Supplies					0
Telephone					0
Computer & Related	1,330	1,120	600	200	3,250
Rent/Lease					0
Equipment					0
Equipment Maintenance					0
Certifications/Professional Dues					0
Translation Services					0
Outreach/Marketing	1,134	938	640		2,712
Other Direct Expenses	2,670	1,606			4,276
					0
					0
Subtotal	9,030	8,312	6,400	800	24,542

Indirect Expenses:					
Administration/AMSO	105,896	64,740	1,580	1,000	173,216
Management, Overhead, Utilities					0
IT, No Rent					0
Subtotal	105,896	64,740	1,580	1,000	173,216

Subcontracts: Include contracts for staff or activities.

	0	0			0
					0
					0
					0
Subtotal	0	0	0	0	0

TOTAL EXPENSES:	499,756	340,250	54,000	20,000	914,006
------------------------	----------------	----------------	---------------	---------------	----------------

914,006

Other Funding: DCS

Other Funding: MFP

NOTE: Subcontract section should equal amount shown on Appendix E

NOTE: You must list what is included in the Administration/AMSO line. Example: Rent, Phone, Corp Counsel, etc. You do not have to itemize costs by what is included, just identify the areas included. If the ADRC does not pay rent, please specify under Administration/AMSO.

NOTE: The ADRC Grant Funding column MUST equal the ADRC contract amount. If you also receive Dementia Care Specialist funding or NH Relocation funding, that must be put in one of the Other Funding columns. MA Match Funding can be added together and reported in the same column.

Appendix E - Subcontract Worksheet 2014 ***PLEASE SEE INSTRUCTIONS IN EMAIL TO PROCEED***

PLEASE SEE INSTRUCTIONS IN EMAIL TO PROCEED

Complete worksheet when appropriate.

[illegible]

*If the subcontract is for ADRC staff, please complete all columns (see example below). However, if you contract with an agency (such as a marketing firm or the Public Health Department) for a specified service, you only need to complete the Contractor Name, Contracted Work and Cost column.

Contractor Name	Contracted Work	Staff Name*	FTE	Annual Salary	Cost
Employment Resources	I&A Staff	Julie	1	38,500.00	
	I&A Staff	Chris	1	38,500.00	
	DBS Staff	Kathy	1	38,500.00	
	Admin, Fringe, & other costs for contract	n/a	n/a	35,000.00	
					150,500.00

The total cost of \$150,500 would equal the amount shown on Appendix D Subcontract Section for Employment Resources.
Please insert additional lines as needed.

Appendix F- Other Information

Use the space provided below.

1. Complaint Information

a. How many complaints from customers regarding ADRC services did the ADRC receive in 2013?

In 2013, two consumers contacted the ADRC Supervisor to say that they were having a difficult time connecting with the ADRC Specialist assigned to their case, neither wanted to file a complaint; rather they just wanted the supervisor to know that they were frustrated by telephone tag. The customers were asked to include in their message a couple of time options that would be best for reaching them. They were surprised to learn that some staff were available at 7:00 in the morning and most were available after our core office hours (up to 6:30 p.m.)

b. How are you using this information to improve the quality of the ADRC?

This issue is frustrating for staff as well as the customer, especially when they keep trying to contact someone back, have left several messages and fail to connect. The team came up with a process and if after three attempts the person has not called back a letter is sent.

The team came up with a couple solutions for those customers who get frustrated because they try to return calls, but don't connect. As stated above, messages ask customers to leave a detailed message including the best times to return a call and/or they are given the option of calling the receptionist to schedule a time for a call or home visit. A third option that is offered is for the customer to come in during regular hours and talk to the ADRC Specialist who is taking calls that day.

c. Please describe how this information is shared with the ADRC Governing Board.

The ADRC Supervisor provides the ADRC Advisory Committee with a monthly status report on things that are happening in the ADRC. This is when complaints are shared.

2. Nursing Home Relocation

a. Please indicate what the ADRC has done to reach out to nursing homes and their residents regarding the possibility of relocating to the community. What has been most successful?

We have met with nursing home admission staff and social work staff. Most of the nursing home staff have been there for quite a few years, and know our staff. In the past we have attended resident meetings, we check in to see if they need any of our marketing materials. We have one nursing home that has not made one MDS Q referral, but they do refer for relocation.

b. Please describe how your ADRC has been helpful to people in nursing homes for rehabilitation.

Our numbers have been increasing since we opened in 2008. In 2013 we have already enrolled 23 individuals who were in nursing homes. With the Bethesda ICF-MR facility closing, we have enrolled an additional 41 consumers.

Appendix G- ADRC Success Stories from 2013

Use the space provided below.

- 1) Please describe an example of how your ADRC has helped a caregiver to enable him/her to continue to provide care for a family member in their own home.

On Thursday, 07/18/2013 a hospital social worker called the ADRC with concerns about a 75 year old man who has severe functional limitations due to Parkinson's disease. His live-in caregiver was admitted to the hospital with two fractured ankles and was expected to need inpatient rehab post-hospitalization. When admitted, she was very concerned for her partner, who had no other services in place. Due to the seriousness of the situation, the hospital's home health department immediately did a home visit and assessment for services. They set up two visits/day.

By Sunday, 07/21/2013 the home health agency was calling the Human Services Department's Intake Unit with concerns about the man's health & safety needs. The caller said that he was unable to consistently toilet himself, make meals, take his meds or drink fluids and the temperatures were in the 90's. The Home Health Department was asking for a welfare check and possible emergency placement.

The intake social worker made a home visit and determined that the man was competent and that he understood the risks he was facing without 24/7 assistance. A call was placed to the ADRC Manager to discuss what if anything could be done to help. National Family Caregiver Funding was authorized, but declined by the Home Health Agency because they do not provide supportive home care and were not interested in providing the additional hours. Information about other staffing agencies was provided and the intake social worker was encouraged to call them to see if they could put in services until a better plan was in place.

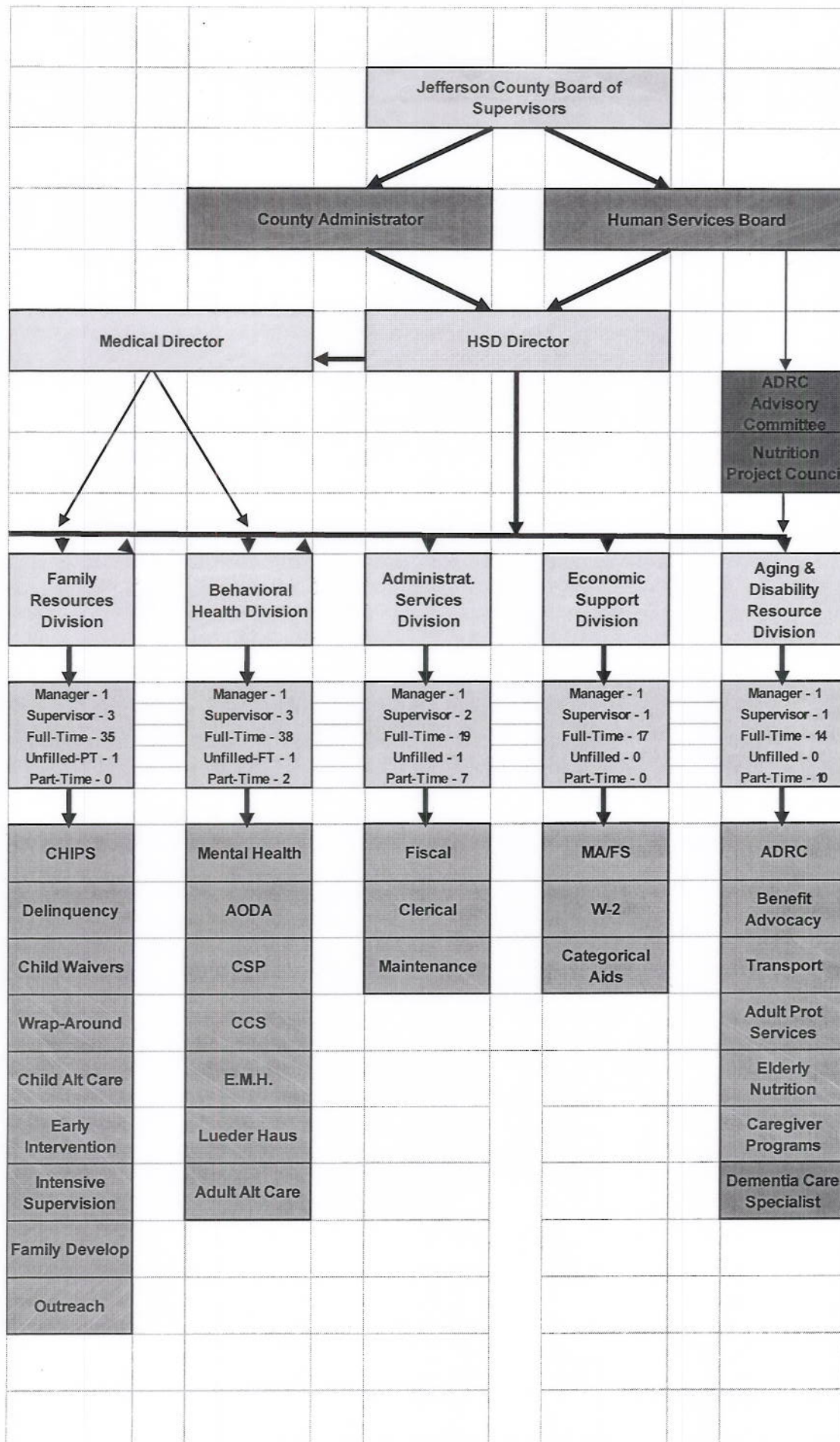
On Monday, 07/22/2013 an Aging & Disability Resource Specialist received the case and began working on it immediately. It was determined that the man had Medicaid, so the worker did a homevisit to provide options counseling, complete the LTCFS and provide enrollment counseling if desired. During the visit the customer verbalized that he did not want to go to a nursing home even though the tremors from his Parkinson's left him unable to manage his medications for diabetes; i.e. blood sugar and insulin injections and administering his eye drops. He admitted to some memory loss and said that he "forgets to eat sometimes," and the worker noted that he has a shuffling gait due to his Parkinson's and is at a fall risk.

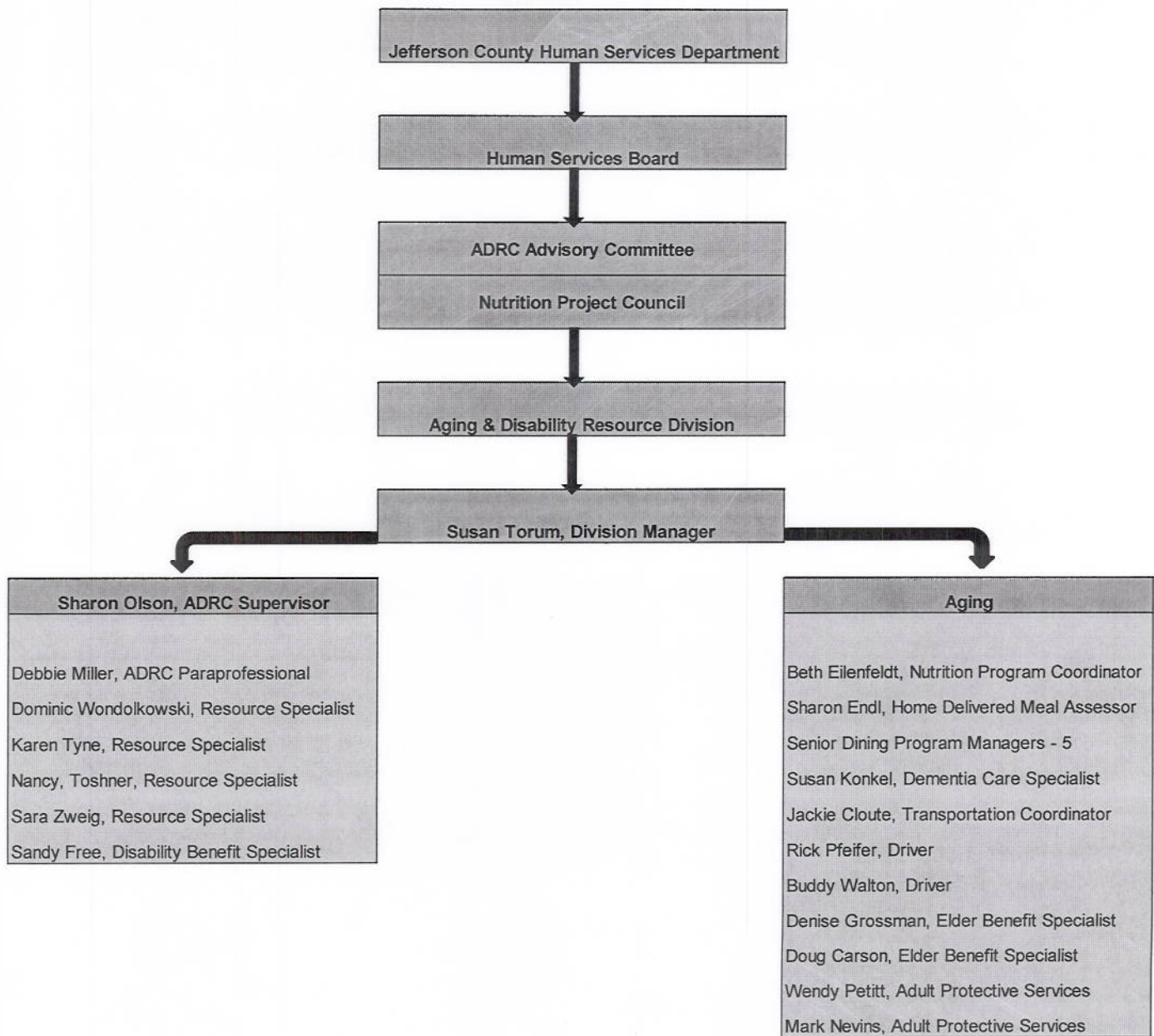
The gentleman chose Care WI - Partnership. The Economic Support Staff worker made the change in CARES and the Partnership RN arranged for in-home assistance this same day.

A Marketing Success Story from the ADRC Supervisor

The ADRC provided an informational booth at the Taste of Home Show at the county fairgrounds. This had been our best marketing event thus far. Most of the patrons came over just to check on the marketing items that we had: chapstick, pill box, pens, key chains, hand sanitizer. A lot of people who came by would comment, "I'm not old yet." but when they were checking out the chapstick or other item, we switched the conversation to be "do you ever see yourself as being a caregiver for your mom, dad, aunt, siblings or someday your spouse?" and that dialogue really sparked some tender conversations with people. There was a couple times when I was talking to someone and other person chimed in that they are personally working with Sara (ADRC Specialist) from the ADRC and how much she helped with sorting out everything with their mom. Sara is helping then now with working on all the paperwork for a funding program to keep her mom at home. Another person came over to say that Denise and Doug (EBS) from the ADRC gave a presentation the other night on Medicare that her and her husband attended, and it was "very enlightening". Another person commented that her sister gets her blood pressure checked by the ADRC Nurse - Karen. We even had people coming over just to find out why people were coming over. It was wonderful! As the Home show started, and all the vendors were packing up, an older woman came thru the event doors and she looks like she is looking for someone. As I was loaded up and walking toward the door, she came running up to me and asked if I was "the ADRC person." I said yes, and asked how could I assist her. She stated that earlier that evening she came over and spoke to me and didn't want any paper but now that she thought about it she "would really like one of those pill boxes as it had our phone number on it." I told her I was out of stock but gave her our brochure that had our

number and a map on it, and told her that one would be waiting for her if she would like to stop at the ADRC. She was delighted! The ADRC will most definitely be attending this event next year; I couldn't even keep a # count!





132 S. Main St.
Jefferson, WI 53549
(920) 674-5733

Services

The Drug Store is a full service pharmacy. That means as your pharmacy we go above and beyond to offer our customers the best experience possible when you visit our store. The friendly staff at The Drug Store is always willing to help you find what you're looking for and in the chance that we don't have it in the store we'll do our best to get it for you.

Delivery

The Drug Store provides prescription delivery to customers living in the Greater Jefferson Area.

Blister Packaging

We offer Blister Packaging for in-home and facilities. Blister Packaging offers a safe, accurate, easy to use, and convenient way for us to organize your medications for you. Contact our Pharmacist Josh for more information.

Flavorx

"Making Medicine Taste Better" Liquid medicine doesn't always taste good. Flavorx has made it possible to add flavoring to many medications.

Hallmark Department

The Drug Store has a large selection of Hallmark products including many greeting cards and gift books, as well as a nice variety of gift-wrap and accessories.

Russell Stover Candies

"The Tasteful Gift to Give" Russell Stover boxed and bagged candies are available in many assortments including sugar free.

Gift Items

There are many unique gift items available for purchase in the store and we provide free gift-wrapping!

Gift Card Mall

Great gifts made simple. Popular retail gift cards available.

We even change watch batteries!

Products and Services
at The Drug Store
Include:



Hallmark
Florajen®

Store Hours

Monday - Friday: 8:30am to 5:30pm

Saturday: 8:30am to 12:00pm

For Your Convenience - Securely Request
Your Refill Online Anytime - [Click Here](#)

132 S. Main St.
Jefferson, WI 53549
(920) 674-5733

Refill Request

Please fill out this form and click "Submit Refill Request" to request refills.

First Name:

Last Name:

Phone Number:

Prescription 1:
(Enter Rx #)

Prescription 2:
(Enter Rx #)

Prescription 3:
(Enter Rx #)

Prescription 4:
(Enter Rx #)

Prescription 5:
(Enter Rx #)

Prescription 6:
(Enter Rx #)

Additional refills needed or helpful comments:

Products and Services
at The Drug Store
Include:







Please select how you will receive your prescription:

☒ Pick-up at Store ☐ Delivery



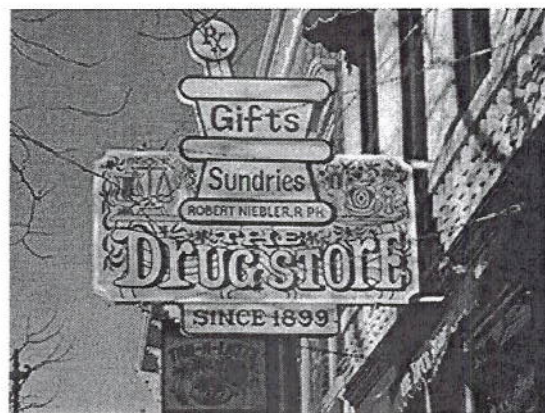
Please Enter the Security Code as Displayed Above:

* For your convenience The Drug Store offers prescription delivery to the Greater Jefferson Area. Please submit your refill request by 2:00pm if you would like same day delivery.

132 S. Main St.
Jefferson, WI 53549
(920) 674-5733

- ▶ Home
- ▶ History
- ▶ Did you know...
- ▶ Services
- ▶ Sale Items
- ▶ Photo Processing
- ▶ Photo Gallery
- ▶ Privacy Policy
- ▶ Contact Us
- ▶ Refill Request

The Drug Store, Mueller Drugs Inc., is a locally owned independent pharmacy that has been serving the community of Jefferson for many years. Since 1899 the pharmacy has conducted business from its original location of 132 S. Main St. The Store still contains the original tin ceiling. A Victorian color scheme and stained glass windows adorn the Main Street store front.



As Jefferson's only locally owned pharmacy we have formed a loyal customer base. We provide reliable and efficient service people can expect from quality independent pharmacies. Communication and availability to our customers is the objective of our pharmacists and pharmacy staff. Full service, private consultation, and fair prices are just the start of what we offer with our primary goal being the satisfied customer. The Drug Store operates at a high level of professionalism while preserving a first-name basis with our customers. The Drug Store strives to maintain a customer relationship that is beyond comparison, providing quality service at a fair price. We are located in downtown Jefferson with easy access to the parking lot off Milwaukee Street.

Come experience for yourself the friendly, full service at The Drug Store.

"The pharmacy with years of experience!"

Store Hours

Monday - Friday: 8:30am to 5:30pm

Saturday: 8:30am to 12:00pm

For Your Convenience - Securely Request
Your Refill Online Anytime - [Click Here](#)

Products and Services
at The Drug Store
Include:



Hallmark
Florajen®

132 S. Main St.
Jefferson, WI 53549
(920) 674-5733

Store History

- 1899** Drug Store was established by A.R. Bechaud, a civil war veteran.
- Early 1900's** Joe Backman of Fort Atkinson bought and renamed the store Backman Drug Co.
- 1911** Ray O. Fischer served his apprenticeship at the store and became the new owner. Franklin Mueller began his apprenticeship at the store, attended the University of Illinois, and became a registered pharmacist in 1915.
- 1935** The Muellers bought half interest in what was known as Fischer Pharmacy, Inc.
- 1936** The store was remodeled to some extent, installing a soda fountain and booths.
- 1953** Ray Fischer, deciding to retire, sold his interest in the store to Mueller.
- 1956** The name was changed to Mueller Drugs. About this time, Floyd Lange began working as a pharmacist at the store.
- 1963** Soda fountain was removed and Hallmark card department enlarged.
- 1965** Floyd acquired an interest in Mueller Drugs - then known as Mueller Drugs, Inc.
- 1971** Mueller retired about 1971 at the age of 80 years, and sold the balance of his interest in the store to Floyd Lange and Robert Niebler.
- 1972** Cigarettes, cigars and tobacco products were removed from the store and no longer available for sale as the warning appeared "smoking may be hazardous to your health." The Hallmark dept. was again enlarged in the space created from removal of the tobacco counter.
- 1984** Floyd Lange died, and Niebler continues ownership and operates under Mueller Drugs doing business as The Drug Store.

Present...

The pharmacy operates at its original location of 132 South Main Street in Jefferson, which still contains the original tin ceiling and stained glass windows. The store was computerized in 1987 and has received numerous physical updates inside and out to maintain it's presence as a viable location for professional pharmacy services. The pharmacy and Hallmark card departments comprise the major physical components and the business provides quality

