A	Discharge times of patients in the hospitals, patients typically brought into the hospitals by ambulance, Medicare will not provide transportation home because not considered an emergency - cost of the trip hard for limited incomes (2008)	Coordination with County, City, County Nurses Office local/regional healthcare providers to identify issues and potential solutions, talk with legislators	County, Transportation Committee, transportation providers, legislators, Veterans Services, healthcare providers	ongoing	1
B	Lack of knowledge of offered services (2008)	More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators	Everyone (agencies and users)	ongoing	2
C	Coordinate with all agencies: public and private providers and the times of the transportation providers; times of fix routes (2008)	Better coordination with Menominee Regional Transportation fixed route services. Coordination with Lakeland, City, cab company on Lakeland services and search for user subsidies to offset cost, subsidies for increased hours of operation	County, City, transportation providers	ongoing/pretty well coordinated	3
D	Rural transportation is only offered certain days for certain areas of the county, so would find more expensive transportation on the other days or weekends & nights.	More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators	County, transportation providers, legislators, Veterans Services	Mon and Wed East -Tuesday and Thursday West	4
E	Amount of subsidy (wheelchair bond - non medical) not enough, but at least it is a start; private providers limited on how much business they can bring in; can't always provide rides (2008)	Priority in the budget process - user side subsidy; increase funding; budgets are tight, talk to legislators	County, users, transportation providers, legislators, Veterans Services	ongoing	5
F	Expanded service (user perspective) - Need to provide transportation farther outside the city limits	More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators	County, transportation providers, legislators, Veterans Services	completed	
G	Specialized Medical Vehicles (SMVs - wheelchair vans)	Look into larger capacity lifts for vehicles (1000 lbs. capacity)	Transportation providers, County, City	weight and lift capacity -ongoing	
H	MA medical appointment transportation	Communicate with legislators, call the hotline (MTM)	Everyone	completed	
I	On-time (user perspective), non-emergency service (MTM)	Communicate with legislators, call the hotline (MTM)	Everyone	ongoing	
J	Lack of incentives for volunteer drivers	Volunteer driver appreciation day, talk with legislators about reimbursement rates	Everyone	completed	
K	Lower insurance and fuel costs	Something regarding the insurance costs must be done at the state and federal level; if following strict guidelines maybe there could be some way that there would be a discount on those following the guidelines; better coordination between providers	Everyone (agencies and users)	completed - not really an issue	
L	Individuals not on MA who need medical transportation (2008)	Look at state and federal grants available; coordinate with local and regional transportation providers	County, City, transportation providers	ongoing - not really an issue	

Shawano County Action Plan (3-22-18)	*Goal - What is our goal moving forward?*	*Activities - How do we achieve this goal?*	*Roadblocks -What will prevent us from moving forward?*	*Responsible Parties*	*Priority*
M	Discharge times of patients in the hospitals, patients typically brought into the hospitals by ambulance, Medicare will not provide transportation home because not considered an emergency - cost of the trip hard for limited incomes (2008) I	Look to address late-night hospital discharges - ambulatory no service midnight to 5 am. During the week. Maintain continued coordination with hospitals to maintain current service. Continue to work with SMTS and KAP Taxi and Thedacare for other options Would you have to become a public transport to be able to provide service. Coordinate with Community Alternatives for options.	Lack of providers no funding, statutory limitations and requirements, credentials for volunteers	County and City, different providers, Thedacare, local providers, Community Alternatives	1
N	Continue to educate and market programs to address lack of knowledge of offered services (2008)	Coordinate with municipalities, hospital, nursing homes, churches. Educate public on emergency planning. More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators	Resources, funding, and getting people to pay	County/City transportation coordination committee (TCC)	2
P	Rural transportation is only offered certain days for certain areas of the county, so would need to find less expensive transportation on the other days or weekends & nights.	Options for general public, non disabled and under the age of 60 , Menominee offers employment temporarily transportation. Coordinate with NEWCAP for Wheels to Work or similar program and educate employers	funding and statutory limitations on coordinated efforts	TCC, NEWCAP	3
O	Coordinate with all agencies: public and private providers and the times of the transportation providers; to provide coordinate effort	Continue to coordinate transportation committee and bring new partners to the table	Transportation Coordination Committee	TCC	
Q	Appropriate number of vehicles with 1000 lbs. lift capacity and wider ramps (32 inches +) Specialized Medical Vehicles (SMVs - wheelchair vans)	Research funding alternatives for newer vehicles	funding	TCC/local providers	
R	Make sure people eligible for state funded trips are using those funds that's not being covered by an MCO	Work with population to achieve rides	Getting connected to the users	TCC	