

COMMUNITY CARE OF CENTRAL WISCONSIN
Board Meeting Minutes: Draft

DATE: July 27, 2011
PLACE: Central Wisconsin Airport – Mosinee, WI
TIME: 3 p.m.
PRESENT: Board Members Jim Clark, Ken Day, Peter DeSantis, Peter Hendler, Jim Jansen, Judy Karpf, Rob Kublank, Arlene Meyer, Janis Ribbens, Donna Rozar, Gene Simon
EXCUSED: None
OTHERS PRESENT: Mark Hilliker, CCCW Chief Operations Officer; Lucy Runnells, CCCW Chief Financial Officer; Tara Adam, CCCW Executive Assistant

1. The meeting was called to order at 3:00 p.m. by Board Chair Ken Day.
2. Introduction of Jim Jansen – New Board Member from Langlade County
Chair Ken Day announced the appointment of Jim Jansen, Langlade County representative, who will be replacing David Morse. Jim will serve the remainder of the 1-year appointment.
3. Notice of this meeting was provided to Marathon, Portage, and Wood County Clerks; major newspapers of Wausau, Marshfield, Wisconsin Rapids, Stevens Point, Antigo, and Merrill; and the CCCW website.
4. Public Comment
CCCW RNSC Jackie Szehner made a comment to suggest that the CCCW Board allow the public to return to the Board Room after Closed Session ends before announcing if there were any actions taken in Closed Session.
5. Motion by Jim Clark, seconded by Peter Hendler, to approve the Minutes dated June 22, 2011. Motion carried.
6. Board Education/Governance Monitoring
 - A. Administrative Updates
 - ✓ Update on Status of Employee Handbook
COO Mark Hilliker described the new grievance procedure as required by Act 10. The procedure explains the process for any CCCW employee who files a grievance, including the roles of the organization and of the Board.
 - ✓ Update on Provider Feedback Forum Results
Mark Hilliker provided a document of priority areas based on feedback received through a series of provider forums done in May where CCCW reached out to different providers and asked for feedback on three questions: 1) What can CCCW do to be more cost effective? 2) How could providers be more cost effective? 3) How can CCCW support providers in becoming more cost effective? All ideas were recorded, prioritized, and then categorized. The document provides a process showing the first step of documenting these areas; CCCW will now work with staff to focus on the top cost-savings priorities and will develop a work plan to move forward. The forums were well-received and were very positive.

CCCW Board Meeting Minutes – July 27, 2011**B. Monitoring Reports**✓ **Member Report**

The disenrollment numbers for May and June were basically the same. There were a significant number of enrollments in June as the ADRC was allowed to increase the number of people eligible to join the Family Care program due to the pending enrollment cap. The combined wait list numbers for all five counties in the CCCW regional area stands at 259 at this time.

✓ **Income Statement**

CFO Lucy Runnells stated that the operating income is at a breakeven point of about \$232,000. There is no significant change in the revenue and expense picture as work continues with cost-effective care planning. The final retrospective rate adjustment will not happen until around April 2012; however, about \$1.5 million is forecast for six months as the potential revenue adjustment.

✓ **Balance Sheet**

Lucy Runnells also provided an update with the quarterly balance sheet, stating that \$2.4 million is invested right now in Certificates of Deposit. Solvency is not being met at this time as CCCW is \$3.8 million under the requirements; however, progress is being made as in 1st Quarter 2011, CCCW was \$4.4 million under the requirement. The hope is to make solvency by the end of 2012.

✓ **Annual External Quality Review Report (MetaStar)**

MetaStar, the State External Quality Review Organization, provides a review of CCCW's operations and measures performance from a quality standpoint to ensure that all contractual requirements of the State of Wisconsin are being met. The review was very positive. Areas in the development of a process include ensuring background checks are done on providers, measuring the utilization of services, and timely fashion of providing Notices of Action and Service Authorizations. The Annual External Quality Review Report is accessible on the CCCW website.

✓ **Quarterly Employment Network Report**

As CCCW is an Employment Network, currently holding a number of "Tickets to Work," revenue is now being generated to the organization. Although the revenue dollar amount is not significant at this time, more interest in the program is being generated. CCCW intends to continue to grow this area into a larger dollar figure as the tickets provide different monetary values depending on the outcomes of the people holding the tickets.

✓ **Quarterly SDS Usage Report**

20% of CCCW members now self-direct their care, as documented on the Quarterly SDS Usage Report provided to the Board. This document also shows the different services that CCCW members self-direct, and cost savings associated with those services (approximately \$1.30/hour) amounting to a savings of approximately \$700,000 to \$750,000 per quarter. CCCW will continue to focus on the SDS area, as it provides many benefits and value to members, as well as financial savings to the organization.

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- ✓ 2010 MCO Member Satisfaction Survey Results
Mark Hilliker stated that the 2010 Member Satisfaction Survey results were provided, which shows CCCW collectively at the top of all statewide MCOs. Nine core questions were asked of members of all MCOs; for six out of the nine questions, CCCW was at the top of those rankings.
7. Board Policy Discussion/Actions
- A. Discussion and Possible Action on Resolution regarding Extension of Personnel Policies to Represented Employees of the Organization
As part of Action 10, union contracts are no longer binding for represented employees. A resolution was provided by Attorney Dean Dietrich for consideration by the Board which states that the CCCW Employee Handbook will be the document detailing the working relationship with all represented and non-represented CCCW employees. Motion by Donna Rozar to adopt the Resolution as mentioned above; seconded by Peter DeSantis. Motion carried.
 - B. Final Review and Consideration of Revisions to the CCCW Board of Directors “Executive Limitations” Policies
As part of the four sections of the Board Policies, the Executive Limitation Policies was discussed. It was suggested to review both the CEO job description and the Executive Limitation Policies together to avoid duplication. In January 2012, changes to all of the sections will be done.
 - C. Review and Discuss the Purpose and Content of the “Chief Executive Officer/Board Relationship” Policies
The “Chief Executive Officer/Board Relationship” Policies details a description of the expectations and accountability of the CEO. The Board agreed that this section, as written, has been working well.
8. Next Meeting Agenda Items
- Administrative Reports
 - Member Report
 - Income Statement
 - Quarterly Quality Indicator Report
 - Board Actions
 - Review the Next Year’s Budget Development Assumptions
9. The next Board meeting will occur on Wednesday, August 24, at 3 p.m. in Meeting Room A at Central Wisconsin Airport. The September meeting will take place on Wednesday, September 21, from 1-3 p.m. at the CCCW Antigo location; the October meeting will take place on Monday, October 10, in Meeting Room A at Central Wisconsin Airport, and the November meeting will take place on Wednesday, November 30, from 3-5 p.m. in Meeting Room A at Central Wisconsin Airport. There will be no December 2011 meeting.
10. There being no further business, the meeting was adjourned with a motion from Peter Hendler; seconded by Janis Ribbens. Motion carried.

Respectfully submitted by Tara Adam, CCCW Executive Assistant