



## COMMUNITY CARE OF CENTRAL WISCONSIN

### Board Meeting Minutes: Approved

**DATE:** June 27, 2012  
**PLACE:** Meeting Room A, Central Wisconsin Airport, Mosinee, WI  
**TIME:** 3-5 p.m.  
**PRESENT:** Board Members Ray Bloomer, Jim Clark, Ken Day, Peter DeSantis, Peter Hendler, Rob Kublank, Janis Ribbens, Donna Rozar  
**EXCUSED:** Board Members Jim Jansen, Judy Karpf, Ramona Pampuch  
**OTHERS PRESENT:** Jim Canales, CCCW Chief Executive Officer; Mark Hilliker, CCCW Chief Operations Officer; Jody Kohl, CCCW Chief Human Resources and Information Officer, Jason Taylor, 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. Notice of this meeting was provided to Langlade, Lincoln, Marathon, Portage, and Wood County Clerks; major newspapers of Wausau, Marshfield, Wisconsin Rapids, Stevens Point, Antigo, and Merrill; and the CCCW website.
3. No public comment was given.
4. Guests in attendance at today's meeting were introduced as Ann Marie Ott, Katy Geiger, and Kathleen Caron from MetaStar.
5. Motion by Janis Ribbens, seconded by Peter Hendler, to approve the Minutes dated May 23, 2012. Motion carried.
6. Board Education/Governance Monitoring
  - A. Administrative Updates
    - ✓ CEO Jim Canales stated that there are two major summer projects approaching: 1) the three-year Business Plan which has begun development; and 2) Request For Proposal (RFP) work for the continuance of CCCW.
    - ✓ CCCW has kicked off a new organizational initiative: Developing Community Connections for its members. As CCCW has moved from a service-based approach to a strength-based approach, it now focuses on a member's capacities and capabilities. Self-direction and integrated employment have been identified as main areas of important with engaging members within the community as much as possible. The community initiative is the next step with strength-based care planning to work toward the building of network connections in which outcomes are tied into. Six sessions took place within the last few weeks that over 750 people attended; great input was provided which CCCW is in the process of collecting and analyzing at this time.
    - ✓ MetaStar representatives were on hand to explain their role in the recent external qualify review done at CCCW. MetaStar's mission, using their teams of licensed professionals, is to affect positive change in the quality, efficiency, and effectiveness of health care, their ultimate function for the Department of Health Services (DHS). An external quality review is required by federal law to evaluate certain components of managed care. It was stated that findings from the MetaStar audit are always an opportunity for CCCW to identify things to improve upon. The following points were delivered during this presentation:

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- There are three components of an annual quality review:
  1. The improvement project evaluation, which impacts improving member care. CCCW chose falls for their project. There were positive findings with 12 of the 16 elements being fully met.
  2. The quality compliance review, which evaluates the federal Medicaid-managed care rules using CCCW policies, procedures, and practices. Fifty-three indicators were evaluated; CCCW fully met 49 of them, which is excellent.
  3. The care management review, which looked at 48 member records and four basic elements of care management practices. 10 out of 15 measures were fully met at 85% or above, which is also very good.
- The review found CCCW Service Coordination staff to be treating members in the way the DHS intended them to. Access to services, timeliness, and quality were areas that were evaluated in coming to this determination.
- CCCW was found to have the organizational structure in place to operate the Family Care program in the way it was intended.
- One of the most unique aspects in MetaStar's visit to CCCW, was that every single staff, at every level, described the culture at CCCW in both words and actions that exemplified those points of culture.

### B. Monitoring Reports

- ✓ Member Report. The membership number is increasing, even with the higher-than-normal number of disenrollments. The wait list is has decreased greatly and is at 43 people.
- ✓ Income Statement. CCCW is ahead of projected plan net income for this time period, currently listing a positive net income figure of \$4.6 million. CFO Jason Taylor is in the process of evaluating data to determine exact reasons for the positive gain with the bottom line. In addition, only positive feedback has been seen with the implementation of the new residential rate method. Providers have been very complimentary about CCCW's communication with them around the new rate changes.

## 7. Board Policy Discussion/Actions

### A. Election of Officers

Chair Day turned leadership of the meeting over to CEO Jim Canales to conduct the election of the Board Chair.

- ✓ Peter Hendler nominated Ken Day for the position of Board Chair; Peter DeSantis seconded. Donna Rozar made a motion to case a unanimous ballot and close nominations; Peter Hendler seconded the motion. All voted in favor.

Chair Day resume leadership of the meeting.

- ✓ Peter DeSantis nominated Peter Hendler for the position of Board Vice Chair. Peter Hendler moved to close nominations; Jim Clark seconded the motion. All voted in favor.
- ✓ Peter Hendler nominated Jim Clark for the position of Secretary; Peter DeSantis seconded. Donna Rozar moved to casted a unanimous ballot to close nominations; Peter Hendler seconded the motion. All voted in favor.

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- B. Review of Organizational Bylaws and Board Policies  
Chair Day requested the Board to review both the Organizational Bylaws and the Board Policies for the next meeting, as these documents define organizational functions.
- C. Consideration of Approval of the 2012 Employee Union Contract  
CHRIO Jody Kohl stated that the Union has agreed to the 1.75% increase on base wages, effective January 1, 2012. In addition, a 0.25% increase would be given in October 2012, depending on meeting the organizational quality and financial stipulations approved by the Board. Board Member Rozar made a Motion to approve the 2012 employee union contract; Peter DeSantis seconded. All voted in favor; Motion carried.
8. Next Meeting Agenda Items
- Review Organization Bylaws
  - Review and Reaffirm Board Process Policies
  - Administrative Reports
    - Member Report
    - Income Statement
    - Quarterly Balance Sheet
    - Business Sustainability Report
    - Self-Directed Supports Usage Report
    - Employment Network Report
    - CCCW Strategic Plan Implementation Report
9. The next Board meeting will occur on Wednesday, July 25, 2012, at 3 p.m. in Meeting Room A at Central Wisconsin Airport.
10. There being no further business, the meeting was adjourned with a Motion from Janis Ribbens; seconded by Rob Kublank. Motion carried.

Respectfully submitted by Tara Adam, CCCW Executive Assistant