



COMMUNITY CARE OF CENTRAL WISCONSIN

Board Meeting Minutes: Approved

DATE: February 27, 2013
PLACE: Central Wisconsin Airport, Mosinee, WI, Meeting Room A
TIME: 3-5 p.m.
PRESENT: Board Members Ray Bloomer, Jim Clark, Ken Day, Peter DeSantis, Sam Hardin, Jim Jansen, Rob Kublank, and Janis Ribbens
EXCUSED: Board Members Peter Hendler and Donna Rozar
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 p.m. by Board Chair Ken Day.
2. No Public Comment was made.
3. Two changes to the January 23, 2013 Minutes were announced. With the below changes, Motion by Jim Clark, seconded by Sam Hardin, for approval. Motion carried.
 - (page 3, 5B): Change from "*Chair Day clarified to the Board that all Board appointments are 2-year terms with the exception of the Member-At-Large position, which is a 1-year term.*" to "*Chair Day clarified to the Board that all Board appointments, including the Member-At-Large position, are 2-year terms.*"
 - (page 3, 9C): Change from "*The 16 hours of sick leave currently available...*" to "*The 16 hours of personal leave currently available...*"
4. Board Education/Governance Monitoring
 - A. Administrative Updates
 - ✓ CEO Jim Canales informed the Board that Kitty Rhodes has been appointed to replace DHS Secretary Dennis Smith, who is transitioning to a legal firm in Washington DC.
 - ✓ Jim Canales has been appointed to be part of the state Long-Term Care Advisory Committee for a 3-year term.
 - ✓ The impact on Long-Term Care programs in Wisconsin is minimal with the proposed 2013-2015 state budget. Additional monies were not included in the budget for expansion of Family Care.
 - ✓ The financial audit site visit is complete with the full report coming to the Board in May. The audit went very well.
 - ✓ A meeting will take place with CareWorks, the company CCCW is considering contracting with for the new software system, for final tweaking with the contract.
 - ✓ Pam Walker, a University of Syracuse Researcher, will be visiting CCCW to perform interviews with members, staff, and guardians for a Long-Term Care case study on organizational transformation and innovation, especially with supporting people with developmental disabilities. Jim expects a journal article to be written based on this visit.

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- ✓ Member Report. The total numbers of members was corrected to be 3,362 instead of 3,363, with 60% of members owning their own home or apartment, up from 58%. The uptick is due in part to organizational attention being paid toward keeping members in their own homes or CBRFs, as well as the high number of deaths (disenrollments) from December and January. In addition, 23% of CCCW members are self-directing one or more of their cares. The waiting list for Langlade County stands at 32; Lincoln County's is at 38. On January 1, 2014, the waiting list for Langlade County will be depleted as full Family Care entitlement will take place.
- ✓ Monthly Income Statement. The disenrollments mentioned above accounted for an unexpected decrease of revenue of about \$160,000 in January, leaving anticipated revenues at 98% of the projected budget for January. January residential costs were \$190,000 higher than the projected budget in this service area. We anticipate that this budget area should be brought back to normal in February due to it being a shorter month. The residential rate methodology related to change in condition will be adjusted in 2013, resulting in the allowance of only one change per year per provider contract. This methodology model was instituted last July, and is being revised in 2013 to more closely align with the 2013 CCCW capitation reimbursement. Charts were also provided to the Board showing MCO capitation rates, a 2009-2012 CCCW PMPD Comparison (showing that the rate has dropped to \$84.60 PMPD in 2012 from \$91.45 PMPD in 2009), and PMPD costs and member satisfaction (showing member satisfaction over the last 3 years to consistently have increased to over 95% while still effectively managing costs).
- ✓ Quarterly Quality Indicator Report. COO Mark Hilliker presented the Quality Indicator Report for 4th Quarter 2012. CCCW's goal for 2013 is to have 25% of its members self-directing one or more of their cares. Member Satisfaction remained high at 95% throughout 2012, which is the highest level among all MCOs for the second year in a row.

5. Board Listening Session

The listening session scheduled to inform the Board about the enrollment process that begins with the ADRC, will be scheduled at a future meeting with the intention of having a representative from the ADRC on hand to explain the enrollment process, marketing, referrals, and advertising. A second part of enrollment will be presented by a representative from CCCW the following month.

6. Board Policy Discussion/Actions**A. Approve All 2013 Board Policy Modifications**

A document of all Board Policy revisions made in 2012 was provided to the Board. A Motion by Peter DeSantis; seconded by Jim Clark, was made to approve these modifications. Motion carried.

B. Strategic Planning Participation

Mark Hilliker provided the Board with a strategic planning packet, which included a preamble showing the alignment to the Board End Statements, highlighting the planning status, and next steps. Input has been collected from both staff and the Board toward any changes suggested in the CCCW Mission and Values Statement - further information is now being collected. Suggestions from the Board for the

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- Mission and Values were to include a concept of self-direction, as well as the fact that CCCW is not able to *create* connections, but instead *fosters* them. At March's Board Meeting, Mark will present a final draft of the Mission and Values. The background of the Strategic Planning packet was explained as the full assessment of what is happening at CCCW and their importance and environmental considerations, among others. Mark asked the Board to submit their three most important things for the organization to work on in the next 1-2 years. Mark will summarize these responses to share at the March Board Meeting.
- C. Review CEO 2013 Plan of Work Distributed at the January Meeting
The Work Plan, which aligns to the Board End Statements, also aligns objectives to the Strategic Plan and Business Sustainability Plan. The Board reviewed the document and with a Motion from Ray Bloomer, seconded by Jim Jansen, approved the 2013 Work Plan. Motion carried.
- D. Discuss and Align Upon the At-Large Board Member Application and Selection Process
Advertising will take place for the at-large board member who will then be appointed in June. In March, counties will also need to reappoint their representatives who are due for their next 2-year term.
- E. Discuss and Approve the 2013 Board Meeting Location Schedule
Per the Board's request to have the monthly Board meetings take place at all six CCCW locations in 2013, a schedule was provided. Motion was made by Jim Clark, and seconded by Janis Ribbens, to approve the schedule. Motion carried. It was noted that an Open House will likely take place at the Marshfield location during its May 22, 2013 Board Meeting.
9. Next Meeting Agenda Items
- ADRC Enrollment Listening Session
 - Strategic Planning
 - Administrative Reports
 - Monthly Member Report
 - Monthly Income Statement
 - Annual Internal Member Satisfaction Survey Results and Report
 - Annual Appeal and Grievance Report
 - Board Actions
 - Board listening session with stakeholders
 - Take actions necessary to request appointment of Board Members by county governments
 - Review and approve CCCW Quality Work Plan
10. The next Board meeting will occur on Wednesday, March 27, 2013, at 3 p.m. in Meeting Room A at Central Wisconsin Airport.
11. There being no further business, the meeting was adjourned with a Motion from Peter DeSantis; seconded by Jim Jansen. Motion carried.
12. Meeting adjourned at 4:54 p.m.

Respectfully submitted by Tara Adam, CCCW Executive Assistant