



COMMUNITY CARE OF CENTRAL WISCONSIN

Board Meeting Minutes: Approved

DATE: August 28, 2013
PLACE: CCCW Stevens Point Location
TIME: 3-5 p.m.
PRESENT: Board Members Ray Bloomer, Jim Clark, Ken Day (present via videoconference), Peter DeSantis, Sam Hardin, Peter Hendler, Jim Jansen, Janis Ribbens, Natasha Rotar, Donna Rozar, and Frank Saal, Jr.
EXCUSED: Everyone Present
OTHERS PRESENT: Jim Canales, CCCW Chief Executive Officer; Mark Hilliker, CCCW Chief Operations 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 Janis Ribbens.
 - An agenda modification was made by Chair Ribbens to switch items 6D and 6E. Motion by Donna Rozar, approved by Jim Jansen, for the modification. Motion carried.
 - Janis read a letter to the Board from CCCW CEO Jim Canales, commending Ken Day for the past seven years with leading the planning for CCCW, and then leading the Board in the governance of the organization. Motion by Peter DeSantis; seconded by Peter Hendler, to make the acclaim part of these Minutes. Motion carried.
2. No Public Comment was made.
3. Motion by Peter DeSantis, seconded by Jim Clark, to approve the Minutes dated July 24, 2013. Motion carried.
4. Administrative Updates
 - CCCW was recently chosen as the Managed Care Organization to provide Family Care services to the northwest counties in Wisconsin, currently served by MCO Northern Bridges.
5. Monitoring Reports
 - A. Monthly Income Statement. CFO Jason Taylor reported that stagnant membership growth remains, as it does statewide. Overall membership remains lower than budgeted, which continues to impact total revenue of approximately \$2.5 million. Administrative and service coordination costs remain constant and are below budget. Institutional and supportive home care costs have increased in 2013. Internal workgroups have been created to focus on member service costs and develop strategies. Jason anticipates that CCCW will end the year at a "break-even" standpoint, based on 2013 enrollment and cost trends.
 - B. Quarterly Quality Indicator Report. COO Mark Hilliker reviewed the Quality Indicator Report provided to the Board, which shows information broken down by office and target group. Of note was that CCCW is approaching the 24% goal of its members who are using self-direction to manage their cares. Critical incidents were broken down with serious injuries such as falls being closely monitored. CCCW continues to score highly on member satisfaction

CCCW Board Meeting Minutes – August 28, 2013

- surveys. Mark also explained a tool that CCCW uses to measure and monitor the quality of care plans.
- C. 2012-2013 Annual External Quality Review Report (MetaStar). Earlier this year, MetaStar performed its external quality review, which is required by federal law to evaluate certain components of managed care. CCCW is proud to be one of three MCOs who have fully met all of their criteria. CCCW's key strengths were emphasized, which included: 1) focusing on member-centeredness; 2) promoting a culture of continuous improvement and innovation; and 3) consistently involving staff and other stakeholders in the review and monitoring of services. The board complimented all CCCW staff on this accomplishment.
6. Board Education/Governance Monitoring
- A. Action to Approve State Offer to Contract with Community Care of Central Wisconsin to Operate as a Managed Long Term Care Organization in GSR7. CCCW has been selected through an RFP process to provide Family Care Services in the 11 northwest counties of the state currently operated by the MCO NorthernBridges. CCCW Administration requested that the Board approve moving forward with expansion to this region. Motion by Ken Day, seconded by Jim Clark, for CCCW to expand its services into GSR 7 and that the CCCW Board structure be modified for appropriate representation by counties in the GSR 7 service region. Roll call vote taken, resulting in a unanimous approval. Motion carried.
- B. Presentation – CCCW Board Restructuring Options
Dean Dietrich, CCCW legal counsel, provided several options to the Board to consider for Board restructuring in regard to expansion to 11 additional counties. The combined region will be considered as one entity with representatives appointed by county boards, which is a requirement. Dean encouraged the Board to keep in mind his recommendation that the final number of Board members needs to amount to an odd number, as well as meeting the requirement of CCCW membership representation for at least 25% of the total Board membership. CEO Jim Canales requested that suggestions from the Board on any of the options provided by Dean be submitted to him for discussion and consideration at the next meeting.
- C. Presentation – 2014 Budget Development Assumptions
CFO Jason Taylor announced the following 2014 budget assumptions, with board consideration and possible approval to be announced at the September board meeting:
- ✓ Projection of 175 new members for the current CCCW region, which includes 75 members coming off of waiting lists in Langlade and Lincoln counties.
 - ✓ Projection of 30 new members for GSR 7.
 - ✓ A total of 430 employees to serve the entire service region.
 - ✓ \$50,000 budgeted for initiatives related to Community[®].
 - ✓ A proposed employee wage modification.
 - ✓ Increased employee benefit cost projections of 5-10% for the organization, and a .3% increase to the Wisconsin Retirement System.

CCCW Board Meeting Minutes – August 28, 2013

- ✓ A provider rate modification of a 1% one-time payment dependent on the 2014 cap rate received.
 - ✓ \$37,500 for provider incentive grants.
 - ✓ \$1.5 million in GSR 7 capital investments, including build-out, office space, and IT technology.
 - ✓ Maintaining a 2% profit margin.
- D. Commonunity[®] Presentation
This agenda item will be postponed until September 2013.
- E. Review Revised Board End/Outcome Statements
This agenda item will be postponed until September 2013.
7. Motion to go Into Closed Session
Peter DeSantis read the motion to go into Closed Session pursuant to section 19.85(1)(c) and (e), Wis. Stats. for the purpose of considering employment and compensation of public employees over which the Board has jurisdiction and conducting public business which for bargaining reasons requires a closed session, including discussion regarding compensation and legal status of Agency employees. Motion seconded by Jim Jansen. Roll call vote taken; all Board Members voted in favor. Motion carried. The following CCCW employees remained in the room: Jim Canales, Mark Hilliker, Jody Kohl, Jason Taylor, and Tara Adam.
8. Return to Open Session.
9. The following announcements were made:
- Action was taken by the board relating to the classification of nonexempt OPEIU employees.
 - Action was taken by the board relating to employee compensation.
10. Next Meeting Agenda Items
- Administrative Reports
 - Monthly Income Statement
 - Board Education/Governance Monitoring
 - Board Restructuring Discussion
 - Review Revised Board End/Outcome Statements
 - Commonunity[®] Presentation
 - Approve the next year's budget development assumptions.
 - Approve Union negotiation assumptions as required to initiate contract negotiations.
 - Review and approve Board compensation for the following year.
11. The next Board meeting will occur on Wednesday, September 25, 2013, at 3 p.m. in the CCCW Wausau location, located at 1200 Lakeview Drive, Wausau, WI. CCCW Administration asked the board to consider changing the October meeting to October 9 instead of October 23 in lieu of the business plan needing approval from the board before submission on October 16.
12. There being no further business, the meeting was adjourned with a Motion from Jim Clark; seconded by Jim Jansen. Motion carried.
13. Meeting adjourned at 5:21 p.m.