



COMMUNITY CARE OF CENTRAL WISCONSIN Board Meeting Minutes: Approved

DATE: Wednesday, March 26, 2014
PLACE: CCCW Stevens Point Location – 3349 Church Street, Stevens Point, WI
TIME: 3-5 p.m.
PRESENT: Board Members Ray Bloomer, Ken Day, Peter DeSantis, Sam Hardin, Jim Jansen, Janis Ribbens, Natasha Rotar, Donna Rozar, Frank Saal, Jr.
EXCUSED: Jim Clark, Peter Hendler
OTHERS PRESENT: Jim Canales, CCCW Chief Executive 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 Janis Ribbens. Ms. Ribbens amended the agenda, delaying Item 8A (Approval of January 22, 2014 Closed Session Minutes), and allowing Item 8B (Employee and Provider 2014 Incentive Compensation Discussion) to take place in Open Session.
2. Public comment given by Jackie Szehner, CCCW Health & Wellness Coordinator, conveying her appreciation to the Board for their time spent with CCCW Board meetings. She also stated the value and importance of being able to express her own concerns with public comment.

Public comment given by Dean Dietrich, CCCW member guardian, thanking the Board and CCCW for the work they do, as he is very pleased with the services provided to his ward.

Public comment provided by Fred Stein. Mr. Stein is a vendor for CCCW in the Park Falls (Price County) area. He has a service agreement (household chore service) with one of our members that has been challenging for him in terms of getting payment for services rendered. He also believes that the payment structure for this type of service is too low. Mr. Stein made some suggestions as to how this type of service should be arranged, which have been passed on to the CCCW Operations Division for review. Chairperson Ribbens thanked him for taking the time to drive to Stevens Point and voicing his concerns/suggestions.

Ms. Ribbens then took an opportunity to thank Peter DeSantis and Peter Hendler for their years of service on the CCCW Board. Each of them was presented with a thank you letter from the Board Chair and a CCCW portfolio.

3. Motion by Donna Rozar, seconded by Ray Bloomer, to approve the Minutes dated February 26, 2014. Motion carried.

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- A. Northwest Expansion. CEO Jim Canales stated that the first three months of operation in the expanded region has gone very well. Altogether, there are approximately 5,500 members being served. Providers have given positive feedback, and there have been good connections made with stakeholders, county, and local officials.
- CCCW offered advanced payment options to northwestern Wisconsin providers as the former NorthernBridges moved into receivership. A deadline of March 7 was set for requests for payment advances and 45 providers took advantage of this process. Feedback from providers was very positive with this decision made by CCCW.
 - CCCW was invited to, and took part in, Superior Days in Madison, which is an opportunity for Superior/Bayfield/Ashland businesses and local officials to share business knowledge and experiences.
 - The connectivity (phone and computer) issues that occurred during the initial phase of expansion have been addressed.
 - Enrollments in the northwestern region are higher than forecast; however, disenrollments have also risen to the point where the enrollments have been matched.
 - It was stated that if CCCW, along with all other MCOs operating as Long Term Care Districts in Wisconsin, is asked to create a “wind down process” in case of closure, that a description of this process will need to be included as part of the Bylaws. MCOs do not have a confirmation from OCI on this 2014 requirement.
- B. Update on First Meeting of Transition Advisory Committee. The first Transition Advisory Committee meeting was held on March 6 in Rice Lake, with 11 members serving on the Committee. CCCW gave a presentation on its background and also received feedback from the committee members on input they have received from stakeholders in the northwest region. The Minutes from that meeting were included in the Board packet. These meetings will be held quarterly for the next two years. The Committee continues to seek any new interested members. A meeting took place immediately following the Transition Advisory Committee meeting with the directors from the four ADRCs in the northwest. CCCW continues to strive to have positive relationships with all ADRCs in their region, and feedback from that meeting was very positive.
- C. Information Technology Project (CareDirector) Update. The CareDirector project continues to be a challenge in many ways with its complexities in both process and labor. Ultimately, the new system is forecast to be a cost-saver and more effective in the long run. Due to these unforeseen complexities, the budget has moved higher than expected. August 11 has been set as the “go live” date. The Information Technology area will also be evaluated in how its support is provided – in whether or not the support is outsourced or if the open IT Director position is eventually filled.

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- D. Status Update of Northeast County Organization and Northern Counties Regarding CCCW Expansion Opportunity. The Northeast Wisconsin Family Care Planning MCO, which had previously approached CCCW for interest in partnering with them in responding to any future RFP for Family Care in that area, has decided to collaborate with the Lakeland Care District MCO.
 - E. State Legislature Proposal/Actions Related to Family Care. Jim Canales stated that as the State Legislature winds down its current session, there are no plans to expand Family Care beyond the current 57 operating counties. However, it has been stated to Jim by State officials that there will likely be an announcement by the end of March to allow expansion to occur in the seven northeast Wisconsin counties without legislative action. As an organization, a decision will be made to determine if it is in CCCW's best interest to reply to any RFP that may be let for expansion in that area.
 - F. Status of Board Appointments from Northwest Counties. Bob Kopisch, Price County Board Chair, has been appointed to the CCCW Board and will represent Ashland, Iron, and Price counties for a period of one year. No further information about additional northwest Board members was provided at this time.
5. **Monitoring Reports**
- A. Monthly CCCW Income Statement. CCCW is currently in a better financial position on paper than last month due to February having fewer days than January, as each day's costs are approximately \$500,000. This will likely change after the March month of 31 days. Enrollments are less than anticipated as both northwestern and central Wisconsin wait lists ended earlier than anticipated. Administrative costs are higher than expected due to the Information Technology costs associated with CareDirector. In the northwest, there are more members in higher-cost residential settings, which increases costs in that region.
 - B. Annual Internal Member Satisfaction Survey Results and Report. 43% of CCCW members responded to the 2013 Member Satisfaction Survey, and results are higher than 2012's results, which ranked CCCW at the top of all MCOs in terms of member satisfaction. The questions on next year's survey will be different, inhibiting the ability to do apples to apples comparison for 2014 results.
 - C. Annual Appeal and Grievance Report. A low number of appeals were filed in 2013 (24), with no grievances processed. The Board was complimentary to CCCW on working constructively through member appeals.
6. **Board Education/Governance Monitoring**
- A. Discussion on Potential Name Changes for Our Organization. Approximately 300 names were suggested through a name change survey process provided to staff and board members a few weeks ago. The suggested names have been narrowed down, with the process to be continued and a recommendation brought to the Board at the May meeting.
 - B. Discussion of Ideas for Stakeholder Listening Session to be Held at April Meeting

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The Board discussed the stakeholder listening sessions, in that it is both educational and provides feedback at the same time. Although feedback is being received through the Transition Advisory Committee, there is still a need for the board to know what it can do better to aid the population served by CCCW. Jim Canales suggested inviting a speaker from either the Board for People with Developmental Disabilities (BPDD) or the Board for Aging and Long-Term Care. The Board was in favor of either of these speakers; Jim will try to make arrangements for either one of them to be at next month's meeting.

7. Board Policy Discussion/Action

A. Discussion/Action Regarding Changes to Bylaws Necessary for Reorganization of CCCW. CCCW Attorney Dean Dietrich provided revised draft Bylaws to the Board, along with a summary of the proposed Bylaw changes. The modifications were necessary to account for the Board restructuring taking place due to our expanded service area, as well as how appointments will be made for the newly comprised Board. Since the 11 northwest counties will have joint representation among several counties per Board member, designations for the breakout of those joint county representation were provided. Motion by Frank Saal, Jr. to approve the Bylaws as written with the following modifications:

- The date on the cover page to read "May 1, 2014."
- All county representations be alphabetized.
- The second sentence in the second paragraph under 4.02 was changed from, "Board members shall initially be appointed in April of 2014 and thereafter in succeeding years in May for terms of no less than two (2) years with the term to be effective May 1 of each year." to "Board members shall initially be appointed in April of 2014 and thereafter in succeeding years in April for terms of no less than two (2) years with the term to be effective May 1 of each year."

Motion seconded by Jim Jansen. Roll call vote taken, resulting in unanimous favor of the Motion.

B. Determination/Confirmation of Terms for Current County CCCW Board Members on Reformed Board. In central Wisconsin, the length of terms were designated for the following counties:

- Langlade – 1 year
- Lincoln – 1 year
- Marathon - 1 year
- Portage – 2 years
- Wood – 2 years

Motion from Ray Bloomer; seconded by Jim Jansen, to approve the designated central Wisconsin county terms as provided. Motion carried.

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The board also requested that Janis Ribbens contact former Board members, including those members whose terms are due in April 2014, to gather interest for the member-at-large position. If there is no interest, an ad will be placed in local newspapers for recruitment of candidates.

8. Employee and Provider 2014 Incentive Compensation Discussion

With the Board's past statements for their desire to have goals that were reasonable and attainable, Jim Canales requested that the Board reconsider their former approval of a 2014 employee and provider incentive payment. The request was based on reaching financial goals in 2014 as not being reasonable:

- The solvency fund of \$750,000 will be exhausted by the State for costs associated with the closure of NorthernBridges, and will need to be replenished.
- Higher-than-expected costs associated with the new Information Technology system are occurring.
- Reduced revenues are expected in 2014 due to initial lower enrollment numbers.

Motion from Ken Day; seconded by Donna Rozar, to remove the 2014 incentive payment for both employees and providers. Roll call vote taken; all voted in favor of the Motion with the exception of Ray Bloomer, who voted against. Motion carried.

9. Next Meeting Agenda Items

- Administrative Reports
 - Quarterly Member Report
 - Monthly Income Statement
 - Annual Provider Network Satisfaction Survey Report
 - Quarterly Balance Sheet
 - Quarterly Self-Directed Supports Usage Report
- Stakeholder Listening Session

10. The next Board meeting will occur on **Wednesday, April 23, 2014, at 3 p.m. in the large board room at North Central Health Care in Wausau, Wisconsin.**

11. There being no further business, the meeting was adjourned with a Motion from Donna Rozar; seconded by Jim Jansen. All voted in favor; Motion carried.

12. Meeting adjourned at 5:13 p.m.

Respectfully submitted by Tara Adam, CCCW Executive Assistant