

CCCW Quality Committee Meeting Minutes

Date: May 21, 2014

Place: CCCW-Stevens Point, Meeting Room 319, Participation via Zoom

Time: 3:00-4:30 PM

Present: Tricia Mayek, Glenn Lamping, Carrie Breitenfeldt, Larry Schroda, Marlene Winters, Deb Josephson, Crystal Klement, Tricia Lazare, Jessica Schmidt, Toni Kellner, Ann Stevens, Jim Canales, Shirley Schererch

- 1. Meeting called to order at 3:05PM.**
- 2. Motion to approve Minutes from 3/19/2014 Meeting.** Minutes approved by Larry Schroda and seconded by Jessica Schmidt
- 3. CCCW Executive Updates-Jim Canales, CEO**
 - a. On April 21st, Governor Walker announced there will be additional Family Care expansion in the northwest region. This expansion will include Brown, Door, Kewaunee, Marinette, Menomonie, Oconto, and Shawano Counties. Roughly 1,000 people are currently on waiting lists in the northeast. About 4,000 people total will be served in this region. A Request for Proposal (RFP) was to come out May 19th, but we have not seen it yet. We are still unsure if the State wants competition in that area or if they will only choose one MCO. Currently, we are the only MCO in our region. The Wisconsin DHS is requesting proposals at this time for the Lakeland Care District since their term of 5 years has expired. With the further expansion of Family Care, there will only be 8 counties left who do not have Family Care. These counties include Dane, Rock, Adams, Taylor, Vilas, Oneida, Forest, and Florence. Dane County has made it very clear that they have no intentions of bringing in Family Care in the near future.

Statewide, Kitty Rhodes has made it her number one goal to develop a way to support the number of Wisconsin residents who will be dealing with dementia. CCCW may be developing a group of staff members to

address this State initiative. The State website has a report on this initiative.

Last August, 4 different MCOs placed bids for the northwest region. CCCW was awarded the region and began providing services on January 1, 2014. This increased total membership by 2,100 members. CCCW has developed an Advisory Council in the northwest which met for the first time in March. The purpose of the committee is to gather feedback from all stakeholders. This council currently has twenty members who will meet on a quarterly basis for two years. To date, feedback from the council has been very positive.

- b. The CCCW Board of Directors changed due to the expansion as well. There are now have 5 members from the northwest and 5 members from the central region serving on the board. The new member at large is Peter DeSantos, previous CEO of North Central Health Care.

CCCW is developing a Tribal Relations Committee to build relationships with the 4 tribes in the northwest region. CCCW hopes to partner with service providers and tribal members to determine how to provide optimal supports.

Overall, the northwest expansion has gone very well. Staff members are pleased with the contracted providers. In January, the northwest region had nearly 700 people in the IRIS program. Since the expansion, some have transitioned back into Family Care.

Net enrollments continue to be stagnant. This is due to having approximately equal number of enrollments and disenrollments. Most disenrollments are due to death among frail elders.

Most providers who worked under contract with Northern Bridges in the Northwest are now working under contract with CCCW. Due to the closure of Northern Bridges, payments to providers were significantly delayed. In order to ensure viability of providers, CCCW granted short term loans to 46 providers. The loans will allow the provider to cover costs of services until the payments from Northern Bridges can be made. This resulted in \$240,000 in advance payments. Payment plans have been set up with these providers.

Locally, at the end of 2013, we reached our 25% SDS goal. Historically, we have been the MCO with the highest amount of members using SDS in the state. Our SDS percentage decreased to 19% when we expanded and our goal is to get back to 25%.

Next week, the CCCW Board of Directors is expected to take action on recommendations for a new name for the organization. CCCW staff submitted over 300 proposals for new names; some would allow CCCW to keep the existing acronym and others were completely new names that represent the scope and mission of the organization. Staff voted on the proposed names and from those with the largest number of votes, the CCCW executive selected several for consideration by the board.

CCCW continues to work on our new IT system. Our current system is the same one we have been using since the switch in 2008 from County to Family Care. We are in the last 3 months of development with a go-live date of August 11th. Phase 1 rollout August 11th will be internal. Phase 2 rollout, possibly in 2015, will include member and provider portals.

4. Community® Update-Tricia Lazare & Shirley Scherer, Community Resources Managers

- a. A PowerPoint was developed for staff training in the northwest and central regions to present the concept of Community®. Presentations to all offices (in the Central and Northwest regions) are almost complete. Community® logos have been finalized. These will be used for marketing purposes. Staff have completed community profiles which have helped identify unique strengths in each community. CCCW staff are slowly integrating all our communities.
- b. CCCW received a grant from the Wisconsin Board with People with Disabilities for a TimeBank in Wausau. Over 50 members are actively contributing to the TimeBank. A TimeBank is an exchange of one's gifts for other gifts. Monthly gatherings are held with the next one being at the city-wide garage sale at Marathon Park. There has been a large push for TimeBank to begin in Stevens Point. In the Northwest, a student at the Rice Lake academy wants to incorporate a TimeBank within the academy.

- c. Five Community Supported Living grants were awarded to providers. Those providers include MIS, Aurora, LSS, CCLS, and Opportunity Inc. Of the original 5, only 3 remain (LSS-Lutheran Social Services, CCLS, and Opportunity Inc.). The other two felt they could no longer be a part of the grants. These grants helped provide trainings for staff to support individuals to live in their own home. An assessment was created to help recognize gifts and look at people's strengths with the idea that anyone is able and capable to live in the community.
- d. A newly formed SDS Advisory Group has been developed to provide a better framework to increase the amount of members using SDS. Within this group are 5 subgroups which include Member Support, CCCW Staff Support, Provider Support, Documents, and Referral Process.

5. Reports:

- a. Quarterly Narrative Reports-1st Qtr, Samantha Northup & Tricia Mayek
The Quarterly Narrative Reports now include both service regions. Target group percentages remain steady. The majority of members reside in Marathon, Portage, and Wood counties. The Member Satisfaction Survey is administered only to those who have been CCCW members for at least 6 months. This means that new members in the Northwest region will start to receive the Member Satisfaction Survey in July, during completion of their annual functional screen. CCCW continues to have very positive feedback via this survey.

6. Member and/or Provider Concerns

- a. Trempealeau County is closing a wing of its facility. DHS involvement is limited as members affected will not be treated as relocations. Glenn Lamping indicated he is available for consultation and support as there is a CCCW member affected by this closure.

7. Future Agenda Items

- a. Trempealeau County
- b. Member Newsletter

- c. Provider Department-Residential Rates and northwest provider structure/how many providers in northwest contracted with
- d. Terms expiring

8. Next Meeting Date: July 16, 2014

9. Meeting adjourned at 4:25PM.

You may RSVP to Samantha at 715-204-1732 or
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