

COMMUNITY CARE CONNECTIONS OF WISCONSIN

Board Meeting Minutes: Approved

DATE: Wednesday, July 23, 2014
PLACE: CCCW Wausau Office – 1200 Lakeview Drive, Suite 100, Wausau, WI
TIME: 1-3 p.m.
PRESENT: Board Members Ken Day, Peter DeSantis, Dee Kittleson, Bob Kopisch, David Markert, Janis Ribbens, Donna Rozar, and Bob Weaver
EXCUSED: Sam Hardin and Dale Schleeter
OTHERS PRESENT: Jim Canales, CCCW Chief Executive Officer; Jody Kohl, CCCW Chief Human Resources and Information Officer, Mark Hilliker, CCCW Chief Operating Officer; Jason Taylor, CCCW Chief Financial Officer; Tara Adam, CCCW Executive Assistant

1. The meeting was called to order at 1 p.m. by Board Chair Janis Ribbens.
2. No public comment given. Board Chair Janis Ribbens took a moment to note the appointment of Dale Schleeter, who will be the Board representative from Rusk and Sawyer counties.
3. Motion by Bob Weaver, seconded by David Markert, to approve the Minutes dated June 25, 2014. All voted in favor; Motion carried.
4. Board Updates/Education
 - A. Administrative Updates.
 - i. CCCW submitted a Notice of Intent letter for the Request for Proposal (RFP) that was let earlier this summer for Family Care expansion into northeast Wisconsin. Since that time, CCCW has decided to choose to not respond to the RFP.
 - ii. CEO Jim Canales informed the Board that he would be retiring in January 2015. The Board will discuss the procedure for replacement at the August 2014 Board meeting.
 - B. Monitoring Reports
 - i. Quarterly Member Report. It was mentioned that CCCW has hit a new milestone in that membership is now more than 5,600 members.
 - ii. Monthly Income Statement. Revenues are lower than projected for the CCCW region, as a whole. This is primarily due to enrollment levels in the northwest being lower than expected, and the earlier-than-anticipated end of wait lists in Langlade and Lincoln counties. Administrative costs are over budget due to the Information Technology project – Care Director. Additionally, residential costs in the northwest part of the state are significantly higher than budgeted.
 - iii. Quarterly Balance Sheet. At this point of 2014, CCCW expects to be close to breaking even at the end of the year with its deficit budget. CCCW continues to meet all solvency requirements.
 - iv. Annual External Quality Review Report (MetaStar). Each year, all MCOs are required by DHS to be assessed by an external quality review agency. MetaStar has performed this review each year. In 2013, CCCW underwent a comprehensive review, required every three years.

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That review produced results for CCCW in that 100% of quality compliance standards were met. The 2014 review showed a 96% compliance level with file reviews of 52 members. All information collected and reviewed by MetaStar showed improvement over prior years. This has provided areas of focus for CCCW to increase results in subsequent years.

- v. Quarterly Business Sustainability Report. An abbreviated work plan of the Business Sustainability Committee, which provides organizational leadership and efforts to key initiatives to CCCW's long-term business viability, was shared with the Board. Eight key areas were included. It was proposed that one or two areas be focused on for future updates with more detail and outcomes that surround them.
- vi. Quarterly Self-Directed Supports Usage Report. This report details the 1st Quarter of 2014, reflecting activity in both regions. Approximately 12% of northwest Wisconsin members self-direct, with the central region coming in around 24-25%. The organizational goal, as a whole, is 25%, which was reached in 2013 prior to expansion. Benefits from self-direction include higher member satisfaction, as well as greater cost savings. Calculated savings in the 1st Quarter for self-direction vs. contracted supported home care costs amounts to approximately \$750,000.

5. Board Discussion/Action

- A. Review/Reaffirm Sections 1 and 2 of Board Policy Manual. The only changes to be made to these two sections will be the organizational name change to "Community Care Connections of Wisconsin," as well as to replace the logo.
- B. Review/Reaffirm Organizational Bylaws. No changes were made in the Bylaws.

6. Next Meeting Agenda Items

- Monitoring Reports
 - Monthly Income Statement
 - Quarterly Quality Indicator Report
- Board Discussion/Action
 - Review and Reaffirm Section 3 of Board Policy Manual (Executive Limitation Policies)
 - Review The Next Year's Budget Development Assumptions
 - Replacement Process and Protocol for Hiring of New CEO

7. The next Board meeting will occur on **Wednesday, August 27, 2014, at 1 p.m. at CCCW's Rice Lake location – 2500C South Main Street, Rice Lake, WI 54868.**

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

9. Meeting adjourned at 2:52 p.m.

Respectfully submitted by Tara Adam, CCCW Executive Assistant