

COMMUNITY CARE CONNECTIONS OF WISCONSIN

Board Meeting Minutes: Approved

DATE: Wednesday, March 25, 2015
PLACE: CCCW Wausau Office – 1200 Lakeview Drive, Suite 100, Wausau, WI
TIME: 1-3 p.m.
PRESENT: Board Members Lori Bina, Ken Day, Peter DeSantis, Sam Hardin, Dee Kittleston, Bob Kopisch, David Markert, Janis Ribbens, Donna Rozar, Dale Schleeter, and Bob Weaver
EXCUSED: All Present
OTHERS PRESENT: Mark Hilliker, CCCW Chief Executive Officer; Jody Kohl, CCCW Chief Human Resources and Information Officer, Jason Taylor, CCCW Chief Financial Officer, Janna Duffy, CCCW Executive Director of Operations, Kris Kubnick, CCCW Executive Director of Operations, Tara Adam, CCCW Executive Secretary

1. The meeting was called to order at 1 p.m. by Board Chair Janis Ribbens.
2. No public comment given.
3. Motion by Day, seconded by Rozar, to approve the Minutes dated February 25, 2015. All voted in favor; Motion carried.
4. Board Updates/Education
 - A. Administrative Updates
 - Progress is being made with CCCW's new software, CareDirector, and its implementation efforts. A significant amount of time was spent with staff over the last 1-1/2 months detailing where improvements could be made. The suggestions provided were prioritized where the process could be improved.
 - CCCW has been involved with a number of audits recently, including audits performed by OCI, MetaStar, and Wipfli. The OCI audit final report had minimal suggestions of changes for CCCW.
 - CCCW is in the process of collecting information from providers for a Request for Proposal sent out for members who have complex needs. A number of responses were received. CCCW is looking forward to working with this set of members for a more cost-effective way to set up provider responses when they arise.
 - Community-based living options is rapidly developing in the northwest area of Wisconsin. There are four counties where this is occurring, supporting over 30 members at this time. Eventually, cost savings associated with those placements will be able to be documented, as well as costs tied to those members prior to moving into community supported living options.

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- The Employee Handbook is being updated. A full review with CCCW's legal counsel will take place in April with the revised handbook being brought to the Board in May for review and consideration of approval.
- There has been a great deal of energy and effort by all MCOs, state advocacy groups, providers, ADRCs, and other members of the public with contacting members of the Joint Finance Committee (JFC) and other legislators, seeking to have JFC remove the language of the Family Care proposal from the budget. CCCW's focus is to provide as much information as possible to make the information visible.
- A short presentation was given by Erin Smith, CCCW Senior Member Support Coordination Manager, on the process that happens to a new member once they enroll in the Family Care program at CCCW.

B. Monitoring Reports

- Monthly Income Statement. The 2015 net income stands at \$223,385, and CCCW is back in full compliance with risk reserve requirements. Net enrollments in 2015 are on target, and efficiencies and cost savings are being seen in expenses. Strategies implemented in 2014 are working with keeping costs in line with budgeted projections.
- Annual Internal Member Satisfaction Survey Results and Report. Surveys are provided to members when Long Term Care Functional Screen staff perform regular interval rescreens. Overall, the report shows that CCCW has high member satisfaction as an organization with a response rate of 45%. The survey was changed from the 2013 format; 2015's survey will provide a more accurate comparison to the current survey.
- Annual Appeal & Grievance Report. A low number of appeals was filed in 2014 (20), with no grievances processed. The Board was complimentary of CCCW's ability to work constructively through member appeals.
- Annual Provider Network Satisfaction Survey Report. A survey is provided annually to CCCW providers to assess their level of satisfaction. The survey was sent out to 750 providers; 241 responses were received for a 32% response rate. The overall level of satisfaction held by the respondents of the survey reveals that CCCW continues to act as an accessible and accountable partner for this important stakeholder group.

5. Board Discussion/Action

A. Discussion Listening Session With Stakeholders

Three providers (Laura Nolan from Harmony; Jeff Kocha from Interim Health; and Terri Kischel from Northern Valley Industries) were present to provide their input on four questions given to them from the CCCW Board:

- Are CCCW communications with and listening to providers effective?

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- Are there any CCCW Board policies regarding providers which, if changed, would improve providers' ability to serve CCCW members better?
- What could CCCW do to assist your provider organization in providing improved services to members?
- Are there any other issues, suggestions, etc. that you have for CCCW?

The Board invited the providers to attend a future meeting to continue this discussion.

B. Discuss Self-Evaluation Questionnaire

This item was postponed to the April 2015 Board meeting.

C. Review and Approval of the CCCW Quality Work Plan

Motion from Day; seconded by Rozar, to approve the 2015 Quality Work Plan and external evaluations. All voted in favor; Motion carried.

D. Discussion/Action on Endorsing Resolutions Having to do with the Existence, Continuation, or Expansion of Family Care in Wisconsin

- Motion by Weaver; seconded by Markert, to adopt the endorsement of the Wisconsin Long-Term Care Coalition "Keep Our Care At Home" Resolution. Aye votes by Bina, Day, DeSantis, Hardin, Kittleson, Markert, Ribbens, Rozar, Schleeter, and Weaver. Nay vote by Kopisch. Motion carried.
- The Board began discussion on granting authority to the Executive Committee of the CCCW Board for decision making that necessitates action between Board meetings. Motion by Day; seconded by Markert, to grant the Executive Committee of the CCCW Board permission to respond, as required, to legislative initiatives, and that language for modification to Board Policy be presented to the Board at the April 2015 Board Meeting. Second withdrawn by Markert; Motion withdrawn by Day. Motion by Kopisch to give authority to the CCCW CEO to respond to any requests regarding Family Care issues before Legislation between today's date and the April 2015 Board meeting. Seconded by Bina. Aye votes by Bina, Day, DeSantis, Kittleson, Kopisch, Markert, Ribbens, Rozar, Schleeter, and Weaver. Nay vote by Hardin. Motion carried.

E. Discussion/Action of the Specific Type of Notification to the Board Needed for Reimbursement for Advocating for Family Care Issues, and What Type of Advocating is Reimbursable?

Motion from Day; seconded by Kopisch, for allowable reimbursement of Janis Ribbens' mileage for travel to the recent hearing in Rice Lake, and for further discussion of this topic at the April 2015 Board meeting. All voted in favor; Motion carried.

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6. Next Meeting Agenda Items
 - Update on Governor’s Budget Proposal for Family Care and the Long-Term Care System
 - Monitoring Reports
 - Quarterly Member Report
 - Monthly Income Statement
 - Quarterly Balance Sheet
 - Quarterly Business Sustainability Report
 - Quarterly Self-Directed Supports Usage Report
 - Board Discussion/Action
 - Board Self-Evaluation
 - Discussion/Action of the Specific Type of Notification to the Board Needed for Reimbursement for Advocating for Family Care Issues, and What Type of Advocating is Reimbursable?
7. The next Board meeting will occur on **Wednesday, April 22, 2015, 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 Dee Kittleson; seconded by Lori Bina. All voted in favor; Motion carried.
9. Meeting adjourned at 3:26 p.m.

Respectfully submitted by Tara Adam, CCCW Executive Assistant