

## COMMUNITY CARE CONNECTIONS OF WISCONSIN

### Board Meeting Minutes: Approved

**DATE:** Wednesday, February 24, 2016  
**PLACE:** CCCW Wausau Office  
**TIME:** 1-3 p.m.  
**PRESENT:** Board Members Mary Lou Bergman, Lori Bina, Sam Hardin, Joy Henrich, David Markert, Donna Rozar, and Janis Ribbens  
**EXCUSED:** Clarence Campbell, Ken Day, Dale Schleeter, and Bob Weaver  
**OTHERS PRESENT:** Janna Duffy, CCCW Executive Director of Operations, Mark Hilliker, CCCW Chief Executive Officer, Jody Kohl, CCCW Chief Human Resource and Information Officer, Kris Kubnick, CCCW Executive Director of Operations, Jason Taylor, CCCW Chief Financial Officer, Tara Adam, CCCW Executive Secretary

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1. The meeting was called to order at 1 p.m. by Board Chair Ribbens.
2. No public comment was given.
3. Motion by Bergman, seconded by Henrich, to approve the Minutes dated January 27, 2016. All voted in favor; Motion carried.
4. Board Updates/Education
  - A. Administrative Updates
    - The bill introduced in the Wisconsin Legislature to address Long-Term Care District jurisdiction issues identified by the Attorney General in an August 2015 opinion, and to create statutory language necessary to allow Long-Term Care Districts to be licensed as Health Maintenance Organizations – a step necessary to compete in Family Care 2.0 – has been cleared in both the Senate and the Assembly with broad bipartisan support. It is expected to be signed by the Governor in the next few weeks.
    - Legislative action has taken place to allow Family Care services to expand into Rock County. CCCW submitted a Letter of Intent after consulting with the CCCW Board Executive Committee. Approximately 800 people are currently supported in Rock County on Legacy programs, with another 200 people on a waiting list. The county will be served by two MCOs.
    - Kohl's is in the final stages of negotiations with the Marshfield mall to become an anchor tenant of the mall. The current CCCW location in Marshfield will be affected by this movement and will be relocated to temporary space within the mall until a permanent build-out is complete. CCCW is awaiting response from Kohl's on its request for Kohl's to cover associated costs with build-out for CCCW, as well as any I.T. costs associated with the temporary and permanent space.

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- The new residential rate methodology went into place on February 16. Extensive meetings have taken place with providers over the last several months regarding the new residential rate methodology and its rate impacts on providers and members.
- Inpatient psychiatric care is a new benefit in the Family Care program that is set to occur in late 2016. With the inclusion of this new benefit, MCOs statewide are working diligently to determine what it will look like.
- The external quality review will be taking place in March, performed by MetaStar, an external organization contracted through DHS. Member and provider records will be evaluated with the final report provided in May.
- The Board expressed interest at the January 2016 Board meeting in knowing how many people were part of both Family Care and IRIS, statewide. A map was provided to the Board at today's meeting with a snapshot of 2015 enrollments by county. There are approximately 12,000 people in IRIS and 48,000 people in Family Care across the state.

### B. Monitoring Reports

- Monthly Income Statement. 2016 began with a \$160,000 loss in its first month. This loss was expected due to the 31-day month and daily operating costs of \$500,000. The bottom line is expected to break even as the year progresses.
- Quarterly Quality Indicator Report. This report analyzes membership, disenrollments, and self-direction by members, broken down by target group and office locations. Approximately 6,000 members were served in the 4<sup>th</sup> Quarter of 2015; adults with disabilities is the group with the highest number of members enrolled. 20% of members self-direct one or more of their cares. Death is the highest percentage of disenrollments; this number has been steady. Falls is the most common recordable incident. Member satisfaction is very high for CCCW members, and teams are providing SDS information to members on a consistent basis.
- Annual Grant and Other Resources Acquisition Report. One grant, continued from 2013 and 2014, was received in 2015:
  - SDS Integrated Employment Grant. Granted through the Wisconsin Board for People with Developmental Disabilities, this grant provides up to \$50,000/year for six years in designing a model for helping people self-direct their employment opportunities. The focus in 2015 was on building a tool kit for a model that was created and developed over the last two years with fiscal and vocational providers.
- Annual Internal Quality Review. The Executive Summary of the 2015 Annual Internal Quality Review was provided. Four targets were set: 1) the quality of care management services provided by CCCW; 2) the quality of customer service CCCW provides to members and other stakeholders; 3) the quality of services CCCW purchases for members via subcontracted providers; and 4) utilization review to ensure supports provided to members are both effective and cost-effective. The Executive Summary outlined achievements and areas of progress on these four

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targets, as well as opportunities for improvement. It is evidenced in the report that quality measures decreased in 2015 with the period of rapid transition CCCW went through. CCCW believes that an increase in quality is likely and is working to get back to the level previously held.

### 5. Board Discussion/Action

#### A. Discussion and Selection of Stakeholder for Board Listening Session.

The Board discussed their interest in persons or topics they would be interested in learning more about at the March 2016 Board meeting. They determined their primary interest is with a mental health speaker; CCCW Administration will plan to arrange the speaker to attend the March Board meeting.

#### B. Board Discussion on Appointment/Reappointment of Board Members, Both from County Governments and Member-At Large and Action, if Necessary.

Five regular positions on the CCCW Board are up for reappointment in April 2016. Janis will send letters to the five County Board Chairpersons as a reminder that the terms are up for reappointment. The Member-At-Large position is up for reappointment in April 2016, as well. Joy Henrich is currently filling the vacant role for the end of this term, previously held by Peter DeSantis. Motion by Rozar to reappoint Joy Henrich for the Member-At-Large position, for a 2-year term, to begin on May 1, 2016. Seconded by Bergman; all voted in favor. Motion carried.

#### C. Strategic Planning Discussion

With the need to update the Strategic Plan, CCCW Administration assembled a profile with an expected completion date of mid-year 2016. A number of sessions have already taken place with internal staff. The Board was asked to participate in answering questions pertaining to the Strategic Planning process to allow their input into the planning summary. Numerous questions were asked involving CCCW's Mission Statement and Values and key words were requested that relate to both of those areas. A survey will be forthcoming and draft Mission Statements will be created based on the feedback as the next steps in the process.

### 6. Next Meeting Agenda Items

#### A. Monitoring Reports

- Monthly Income Statement
- Annual Internal Member Satisfaction Survey Results and Report
- Annual Appeal & Grievance Report
- Annual Provider Network Satisfaction Survey Report

#### B. Board Discussion/Action

- Board Listening Session with Stakeholders
- Discuss and Distribute Board Self-Evaluation Questionnaire
- Review and approval of CCCW Quality Work Plan

### 7. The next Board meeting will occur on Wednesday, March 30, 2016, at 1 p.m. at CCCW's Wausau Location – 1200 Lakeview Drive, Suite 100, Wausau, WI 54403.

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8. There being no further business, the meeting was adjourned with a Motion from Rozar; seconded by Hardin. All voted in favor; Motion carried.
9. Meeting adjourned at 3:06 p.m.

Respectfully submitted by Tara Adam, CCCW Executive Assistant