

COMMUNITY CARE CONNECTIONS OF WISCONSIN

Board Meeting Minutes: Approved

DATE: Wednesday, July 27, 2016
PLACE: CCCW Wausau Office
TIME: 1-3 p.m.
PRESENT: Board Members Mary Lou Bergman, Lori Bina, Clarence Campbell, Ken Day, Sam Hardin, Joy Henrich, David Markert, Janis Ribbens, Donna Rozar, and Dale Schleeter
EXCUSED: 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, Jason Taylor, CCCW Chief Financial Officer, Tara Adam, CCCW Executive Secretary

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 Bina, to approve the Minutes dated June 22, 2016. All voted in favor; Motion carried.
4. Board Updates/Education
 - A. Administrative Updates
 - CEO Mark Hilliker announced that Rock County expansion has gone extremely well. By August 1, 2016, over 400 Rock County members, or 60% of total enrollments through the Rock County ADRC, will be enrolled in the Family Care program with CCCW. CCCW continues to actively recruit staff in this county.
 - The announcement of the merger of Community Care Connections of Wisconsin, ContinuUs, and Western Wisconsin Cares was made to employees at all three organizations on July 6. Questions are being asked by staff related to the merger, and a mechanism to gather all questions and collaboratively answer them was created. A website is being created for the merger, and will host both public and internal access.
 - The Merger Governance Committee, comprised of three members from each of the three organizations, met for the first time on July 14. They are charged with developing governance practices for the merged organization and will work over the next several months to ensure proper practices are in place for the merger to take place.
 - CCCW has surpassed the goal of 7% to have members utilize community supported living. Currently, 418 members, or 7.2%, are using the community supported living model, allowing them to stay in their own homes and receive supports.
 - In June, CCCW's Training Manager provided significant leadership in the training of new staff in Rock County. Mark acknowledged and thanked employees within the organization who provided assistance in Rock

CCCW Board Meeting Minutes – July 27, 2016

County, as a significant amount of support was needed with required deadlines for new members.

- The CCCW Disaster Recovery Plan has been actively used in the last six weeks to ensure that members continue to receive uninterrupted support and to ensure staff are safe. A reverse 911 notification system was created for CCCW staff, which sends text message alerts. Communication on incidents has worked well and response has been effective.

B. Monitoring Reports

- Monthly Income Statement. Total revenue is within \$150,000 of projection throughout the first two quarters of 2016, and is just under \$111 million. Combined enrollment of both the northwest and central regions places the enrollment revenue within \$125,000 of budget. Administrative costs are \$7 PMPM below projection; service coordination costs, projected at \$488 PMPM, are coming in 5% below budget at \$464 PMPM. Total operating expenses are \$31 PMPM below projection. It was noted that a \$124,000 recoupment was subtracted from the bottom line for a retro rate adjustment by DHS for ventilator-dependent funding for 2015. CCCW is doing very well financially and is meeting and/or exceeding budget expectations in all categories.
- Quarterly Balance Sheet. The year-to-date balance dropped to \$8.5 million due to the annual capitation payment delay for the month of June from the State. CCCW has sufficient operating cash on hand to manage the one-month delay, pointing to the overall strength of the organization. \$3 million and \$750,000 are being held in the required risk reserve fund and solvency fund, respectively. \$5 million is being allocated for CCCW's portion of the Wisconsin Retirement System, and is shown on the liability section of the balance sheet. Working capital has grown to \$3.7 million.
- Quarterly Member Reports. At the end of June, CCCW's total membership was 5,780 members. Rock County enrollments will increase the total membership to approximately 6,200 members on August 1. There has been significant growth in recent years in the Physical Disabilities category; currently, CCCW membership includes 44% Developmental Disabilities, 26% Physical Disabilities, and 29% Elderly.
- Quarterly Business Sustainability Report. The Business Sustainability Committee monitors six key areas, and the report distributed to the Board provides detail and scheduled reports for the six areas, which include:
 - Provider Adequacy, Capacity, and Rate Structure Review/Development
 - Community®
 - Organizational Cost Breakout by Cost Factor
 - Opportunities to Adapt, Expand, or Sustain Business
 - Marketing and Communication
 - DHS/Long-Term Care Systems Changes

CCCW Board Meeting Minutes – July 27, 2016

- Quarterly Self-Directed Supports Usage Report. Membership of CCCW members self-directing one or more of their supports increased from 19% from the 4th Quarter 2015 to 21% in the 1st Quarter 2016. The increase in this area was due to many reasons – including the closure of several supportive home care providers, which affected approximately 140 members primarily in the Superior, Wausau, and Wisconsin Rapids locations. CCCW continues to promote self-direction and remains committed to building internal systems to support continued growth in this area to move toward a 25% goal. Quarterly cost savings increased to over \$1 million not only due to membership, but also a required change in the FLSA calculation to hourly rates vs. daily rates. In addition, due to FLSA changes, SDS employees who worked 40/hours/week were subject to overtime. This change brought forth a \$70,000 increase/month due to those changes.
- Semi-Annual CCCW Strategic Plan Implementation Report. Mark Hilliker recommended, and the Board was in agreement, that efforts from this point forward focus on developing strategies for the merger rather than developing a single Strategic Plan for CCCW.
- Annual External Quality Review Report. Annually, MetaStar performs an external quality review of all MCOs. The report is broken down into two components – quality compliance and care management review. In 2015, CCCW met 38 of the 44 standards. The six standards not met were re-evaluated in 2016; three were met. Emphasis on training and document is being placed on the three standards not met. The Quality Compliance review has a possible total of 88 points; CCCW received 85 points. The Care Management Review section had CCCW meeting 9 out of the 14 standards at a rate of 90% or higher with a 91.2% rating of standards met by CCCW for all review indicators. The evaluation is a useful tool in determining how to enhance practices at CCCW.

5. Closed Session

Board Member Rozar read the motion to go into Closed pursuant to Section 19.85(1)(e), Wis. Stats. for the purpose of discussion of the investment of public funds or conduct of other specified public business which for competitive reasons requires a Closed Session, including discussion regarding business opportunities for Agency under a reformed Long-Term Care system and/or statutory changes. Motion seconded by Hardin. Roll call vote taken; all voted in favor. Motion carried.

6. Return to Open Session.

7. No announcements were made related to any actions that may have taken place in Closed Session.

CCCW Board Meeting Minutes – July 27, 2016

8. Next Meeting Agenda Items
 - A. Monitoring Reports
 - Monthly Income Statement
 - Quarterly Quality Indicator Report
 - B. Board Discussion/Action
 - Review 2017 specific budget development assumptions
 - Review Volunteer Time Off Policy
9. The next two Board meetings will occur on Wednesday, August 24, and Wednesday, September 28, 2016 at 1 p.m. at CCCW's Wausau Location – 1200 Lakeview Drive, Suite 100, Wausau, WI 54403. Videoconferencing will take place at CCCW's Hayward location - 15618 Windrose Lane, Suite 108, Hayward, WI 54843.
10. There being no further business, the meeting was adjourned with a Motion from Henrich, seconded by Markert. All voted in favor; Motion carried.
11. Meeting adjourned at 2:20 p.m.

Respectfully submitted by Tara Adam, CCCW Executive Assistant