

**COMMUNITY CARE OF CENTRAL WISCONSIN**  
**Board Meeting Minutes: Approved**

**DATE:** February 24, 2010

**PLACE:** Central Wisconsin Airport, Conference Room A

**TIME:** 3:00 – 5:00 p.m.

**PRESENT:** Jim Clark, Ken Day, Peter DeSantis, Peter Hendler, Lonnie Krogwold, Keith Langenhahn, Janis Ribbens, Donna Rozar

**EXCUSED:** Rob Kublank

**OTHERS PRESENT:** Jim Canales, Mark Hilliker, Lucy Runnells, Jody Zuege, Stacey Covi, Becky Roble, Sharon Davisson, Lynne Mehis, Susan Crowley, Tricia Mayek, Becky Bauknecht, Linda Weitz, Jason Taylor, Glenn Lamping, Jill Forer, Julie Strenn, Tara Adam

1. The meeting was called to order at 3:00 p.m. by Vice-Chairperson Peter Hendler.
2. Notice of this meeting was provided to Marathon, Portage, and Wood County Clerks; major newspapers of Wausau, Marshfield, Wisconsin Rapids, and Stevens Point; and the CCCW website.
3. No public comment was made.
4. Motion by Lonnie Krogwold, seconded by Jim Clark, to approve the Minutes dated January 27, 2010. Roll call vote taken; Motion carried.
5. Board Policy/Governance Monitoring
  - A. Presentation/Discussion with Susan Crowley, Administrator of the Division of Long-Term Care

Susan Crowley introduced herself and thanked the Board for the invitation to speak and answer questions provided to her prior to the meeting. Ms. Crowley presented information on the history on Family Care and the financial stressors that have accompanied the implementation and expansion of Family Care, while at the same time pursuing the goal of eliminating waiting lists. She also stated that there is no reason not to believe that Family Care will continue well into the future with long-term stability, supported as a statewide program. If the budget proceeds as expected, it is assumed that the State will be finalizing and finishing implementation of Family Care statewide in the next biennial budget.

The focus of Department staff this year is assisting the Family Care area with financial issues; all MCO's have indicated, with the submission of their 3-year Business Plan, that 2010 is the most stressed year financially. Ms. Crowley is committed and focused in looking at how to stabilize the financial issues of individual MCO's, and stated that there is great discussion statewide on developing the right kind of components for the capitated rate, which funds the services of Family Care.

When asked by Board member Peter Hendler if other MCO's had received approximately \$27 million in assistance, Ms. Crowley replied that during the expansion period, 3 of the 5 MCO's in question had already contributed \$34 million from their reserves. In some respects, they had already provided and exhausted many

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of their reserves. The \$27 million in assistance was addressed as rebuilding those reserves.

Chairperson Ken Day asked Ms. Crowley if measures were in place to measure and monitor savings expected to be experienced by Family Care vs. the program in effect prior to Family Care implementation. She replied that savings are reflected with taking people off of the waiting list and moving them toward entitlement; however, that varies from region to region. The study that had evaluated the pilot savings is also five years old and a new study will need to be done to assess costs involved.

While an Acute Care Service Management program is not yet developed, Ms. Crowley invited all comments for interest and discussion regarding this area to be directed to her.

Ms. Crowley discussed the potential for a State rate setting methodology. One of the reasons that Family Care is financially challenged is that standardization of some components statewide has been difficult. Setting a standard rate would mean a clearly defined scope of services and a clear methodology that defines how residential services are defined. The State is currently evaluating all rate setting methodology tools to see if the statewide needs are being met. A draft response will be provided with the tool that is selected, with the goal of the response by early summer. Board Member Clark encouraged Ms. Crowley to have the rate methodology tool selection be a top priority.

As CCCW will not be in a position in less than two years to provide entitlement to the high numbers of people on waiting lists, Ms. Crowley responded that as committed as everyone is to full entitlement, overpromising the impossible will not accomplish this. She stated that the Division of Long-Term Care will work closely with CCCW for developing a timeline for when CCCW is able to provide care to all individuals on the waiting list. It is reasonable to believe that by summer 2010, a plan will be in place for timely enrollment of everyone on the waiting list.

A proven hardship for all MCO's is the challenging issue of the State of Wisconsin delaying the June capitation payment each year by one month (starting in 2011, by two months). Ms. Crowley assured the Board that the State is looking at a way to cover the cost of the borrowing as part of the capitated rate, as the State is not permitted to make any expenditures in the month of June. Ms. Crowley realizes that the State relies on the MCO's to borrow during that month, and realizes it is not the best approach. When Jim Canales was asked if CCCW is in a position to borrow money, he responded that the financial institution which CCCW works with, M&I Bank, has asked for collateral against borrowing, and is evaluating the situation since MCO reserves cannot be used as collateral. Ms. Crowley responded that if the Department can assist in any way, such as providing a Letter of Credit, to please inform them of this request.

Ms. Crowley is appreciative of the willingness of CCCW to provide Family Care expansion into Lincoln and Langlade counties, and addressed that there are no issues

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regarding the State's assistance with financing this expansion. Ms. Crowley was asked if it would be appropriate for CCCW to enter into facility leases which extend beyond the term of its current state contract. She reiterated at this point, that the State is very pleased with the work that CCCW is doing, and how appreciative the State is for the work of the Board and the staff with the remarkable work being done with Family Care in the CCCW region. From the State's standpoint, CCCW is right where they should be at this point in time, and it is expected, although there is no guarantee, that CCCW will be in business for quite some time. Ms. Crowley suggested that CCCW proceed with lease agreements which are in the best interest of CCCW, for the long term. If this requires committing beyond the contract, that seemed like a reasonable business decision.

A question was presented from the ADRC-CW regarding the resolution of the nonexistent numbers on waiting lists for Lincoln and Langlade Counties, as the development of an enrollment plan for the ADRC-CW is affected by this issue. Ms. Crowley responded that although neither county may have a recorded waiting list, there may be more individuals than expected, and the Department is working with those two counties to determine exactly what the counties' waiting lists involve.

Susan Crowley ended her visit with the CCCW Board with a review of participant numbers in both the Family Care and IRIS programs. Medicaid has offered another choice for individuals wishing to self-direct their services in the form of the IRIS program. This program has over 1,000 enrollees statewide, while Family Care has over 26,000 members. Ms. Crowley had heard that there are individuals who have transferred to IRIS from Family Care for the purpose of increased reimbursement, and the Department is in the process of comparing data for the two programs to analyze if and how often that is occurring. She added that neither program was initially designed to provide inequitable benefits to enrollees. If that is occurring, it was never the intent. Dana Cyra pointed out that she believes that both programs should be handling guardianship fees in the same way since some Family Care members have opted to transfer to IRIS to be able to deduct those fees.

- B. Board Discussion to Determine Follow-Up Language Regarding Public Comments  
Chairperson Day stated that due to feedback which some Board members had received prior to the meeting, there was an expectation that some public comments would have been presented. Chairperson Day will follow up on this issue, and at the March Board meeting, the agenda will include a discussion of action(s) which the Board wishes to take to receive direct feedback from residential providers regarding the impact of the implementation of the revised residential reimbursement approach.
6. Board Education/Governance Monitoring
    - A. Administrative/Monitoring Report Review
      - Jim Canales stated that office space is being reviewed in each of the existing locations, as well as in the future expansion areas of Lincoln and Langlade counties. CCCW is growing substantially, and as the waiting list declines, the

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organization will continue to grow, especially in the Wausau office. Jim will continue to update the Board on this issue.

- Lucy Runnells presented the financial reports and explained that CCCW is showing a profit in the first month of 2010 at this time.
- Mark Hilliker explained the Self-Directed Supports Quarterly Report as an outline of what is intended to be developed for SDS usage over the next several months.
- Mark described the Employment Network report data, and explained how CCCW has a working relationship with Social Security to collect tickets to work for eligible members who are interested in this program.
- At the March 2010 Board meeting, a short presentation will be provided on the 2010 Quality Assurance and Performance Improvement Plan.

### B. Board Policy Discussion

Upon the request of the Board, Jim Canales met with M&I recently regarding the best rates and cost of borrowing. M&I informed Mr. Canales that June 2010 is too far out to determine an interest rate at this time.

Peter DeSantis requested that communication be given to State legislators regarding the cost of borrowing money due to delayed payment from the State of Wisconsin. Chairperson Day responded that he will draft a letter on behalf of the CCCW Board, and will send a copy to all Board members.

Two sections remain for discussion with the Board Policy Manual. These will be scheduled to be reviewed at the next Board meeting.

### 7. Next Meeting Agenda Items

- Board Policy Manual
- Presentation of 2010 Quality Assurance and Performance Improvement Plan
- Monitoring Reports
  - Member Report
  - Income Statement
  - Bringing Care Under Management Report
  - Self-Directed Supports Member Satisfaction Survey Results
  - Member Satisfaction Survey Report
  - Provider Network Satisfaction Survey Report
  - Appeal and Grievance Report
  - Year-End Financial Statement

### 8. Motion to go Into Closed Session

Donna Rozar motioned to go into closed session pursuant to Section 19.85(1)(c) and (f), Wis. Stats., for the purpose of considering compensation of public employees over which the Board exercises jurisdiction and discussion of investment of public funds which for bargaining reasons requires a closed session. Motion seconded by Keith Langenhahn. Roll call vote taken; all voted in favor.

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9. The Board returned to Open Session with a Motion from Peter Hendler; seconded by Donna Rozar; all voted in favor. An announcement was made that there was no Board action taken in Closed Session.
10. The next Board meeting will occur on March 24, 2010 from 3-5 p.m. in Meeting Room A at Central Wisconsin Airport.
11. There being no further business, Motion by Lonnie Krogwold; seconded by Peter Hendler, to adjourn. Motion carried.

Respectfully submitted by Tara Adam, CCCW Executive Assistant