



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

**DATE:** September 21, 2011  
**PLACE:** CCCW Facility – Antigo, WI  
**TIME:** 1 p.m – 3:30 p.m.  
**PRESENT:** Board Members Jim Clark, Ken Day, Peter Hendler, Jim Jansen, Judy Karpf, Rob Kublank, Arlene Meyer, Janis Ribbens, Gene Simon  
**EXCUSED:** Board Members Peter DeSantis and Donna Rozar  
**OTHERS PRESENT:** Jim Canales, CCCW Chief Executive Officer; Mark Hilliker, CCCW Chief Operations Officer; Lucy Runnells, CCCW Chief Financial Officer; Tara Adam, CCCW Executive Assistant, Rick Foss, Director of Service Coordination, Darren Bienvenue, Director of Service Coordination, Holly Swirkowski, Service Coordination Supervisor, Jackie Szehner, RN Service Coordinator

1. The meeting was called to order at 1:00 p.m. by Board Chair Ken Day.
2. Darren Bienvenue and Rick Foss, Directors of Service Coordination, and Holly Swirkowski, Service Coordination Supervisor, were introduced with the aid of videoconferencing equipment purchased by CCCW.
3. Notice of this meeting was provided to Marathon, Portage, and Wood County Clerks; major newspapers of Wausau, Marshfield, Wisconsin Rapids, Stevens Point, Antigo, and Merrill; and the CCCW website.
4. No Public Comment.
5. Motion by Janis Ribbens, seconded by Jim Jansen, to approve the Minutes dated August 24, 2011. Motion carried.
6. Board Education/Governance Monitoring
  - A. Discussion with Wisconsin Department of Health Services Representative (while reported in the order of the agenda, this portion of the agenda was postponed until late in the meeting pending the arrival of the state Health Services Representative)  
Pris Boroniec, Division Administrator for the Division of Long Term Care, attended the Board Meeting to describe the Department of Health Service's plan moving forward with Family Care and to answer any questions the Board may have. Areas discussed were:
    - ✓ Pris Boroniec commended CEO Jim Canales for the work done in identifying Family Care operational deficiencies and for the work done with provider collaboration. This work will allow the Family Care program to move forward more efficiently and to be more cost-effective.
    - ✓ There currently are approximately 30,000 members statewide in the Family Care program. Projected forward, it is anticipated that approximately 10,000 more people may be added. \$1.5 billion is currently being spent on FC; adding another 1/3 is significant, which is why it is so important to make sure the program is being implemented cost effectively.

## CCCW Board Meeting Minutes – September 21, 2011

- ✓ Board Member Arlene Meyer asked if the greater distances required to provide services in rural areas of Family Care are considered in CMO prospective reimbursement rates. Pris responded that driving time for staff needs to be taken into account and staffing ratios also need to be considered. Pris was not certain these were currently considered. Pris commented that CMO's in rural areas should not be expected to have the same staff ratios that are used in more populated parts of the state.
  - ✓ Board Member Judy Karpf asked if the intention was to have Family Care cover mental health services in the future. Pris replied that the understanding was that it was not an explicit target group. Within Family Care, and looking at the diagnosis code, about 15% of members have a mental health-related diagnosis. DHS is challenged to know how to reimburse and how to improve those services; funding will need to be looked at for this area.
  - ✓ Board Member Peter Hendler asked when the enrollment cap is anticipated to be removed; Pris responded that expenditure patterns within the program are being analyzed and a package will be put together that will allow DHS to generate the same amount of savings through other means. Additionally, Family Care cannot expand to counties in Wisconsin not currently providing Family Care.
  - ✓ An RFP has been issued to develop a statewide Information Technology System. The goal is to contain IT development costs for all CMO's while providing a uniform system for State data collection and usage.
  - ✓ DHS is evaluating other states Long Term Care programs for best practices and efficiencies. Some states are more into providing personal care and do not provide other types of benefits. DHS is building on this evaluation and growing the program with this knowledge.
  - ✓ Regarding SDS, DHS is committed in principal to this area. It is believed that when people self-direct their cares, they take greater responsibility for what they want and need; therefore, it is more cost-effective in the end.
  - ✓ The IRIS program has been viewed as an area where consumers need more help using the program. IRIS has grown to be bigger than initially anticipated and greater resources have been allocated to the program than anticipated. IRIS was federally mandatorily created as an option for self-directing cares, and is now being evaluated.
- B. Administrative Updates
- ✓ CCCW 2012 Reimbursement Rates. Capitation rates for 2012, reflective of two areas - member acuity developed through the Long-Term Care Functional Screen, and focusing on member acuity changes throughout the year - will rise to \$3,084.12, which is a 2.9% increase over 2011 rates. The 3-year Business Plan will be developed around this rate. CEO Jim Canales also stated that 2011 is the last year for CCCW to receive a retrospective rate adjustment, as future capitation rates beginning with 2012 will stay true throughout the targeted year.

## CCCW Board Meeting Minutes – September 21, 2011

- ✓ The Board received a handout showing two messages from CCCW member guardians describing the wonderful care that the members had received from CCCW staff. Both families described CCCW as a great organization. An administrative process will be formalized for families who are considering donations to CCCW.
- ✓ A handout was provided to the Board with compiled MCO separation rates for staff. CCCW's separation rate is very low which results in continuity with members.
- ✓ An integrated employment chart was provided to the Board showing how CCCW's members seeking employment are employed. CCCW is one of the top MCOs in terms of the number of members using integrated employment vs. sheltered employment.

### C. Monitoring Reports

- ✓ Member Report

No significant changes were announced with the Member Report. Enrollment and waiting list numbers are approximately the same as July; Self-Directed Supports figures continue to grow slightly.

- ✓ Income Statement

Revenues remain near the same number as July; expenses show a slight uptick. Operating income continues to indicate that the strength-based care planning initiative, as well as the work done with providers to refashion some service models, is paying off. Each quarter, the state looks at CCCW's acuity and provides a retrospective rate adjustment. Although CCCW has received the state's calculation for the 1st Quarter 2011, the 2nd Quarter calculation has not yet been received. As of this date, no monies have been received for this rate adjustment.

- ✓ Quarterly Bringing Care Under Management Report

Mark Hilliker described the strength-based care planning culture which allows CCCW members to be as autonomous and independent as possible. In many cases, the care plans are less costly than they had been previously. As members look at self-direction and have their care plans reflect areas of self-direction accordingly, it becomes a cost savings for CCCW. Over the past year, the per member, per day costs have trended downward as strides have been made with strength-based care planning. The graph provided shows how CCCW has become more effective and efficient with utilizing resources.

- ✓ Continued Discussion of the Quality Report Distributed at the August Meeting

A Quality Report was distributed at the August meeting during Open Session; it was decided that if there were any questions with the report, they would be discussed at the September meeting. Chair Day pointed out that normative data comparing CCCW to the rest of the MCOs is not available as part of the report. This item will be discussed with the Quality Management Workgroup to determine how a comparison of statewide data can be accomplished.

### 7. Motion to go Into Closed Session

Jim Clark made a motion 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

## CCCW Board Meeting Minutes – September 21, 2011

bargaining reasons requires a Closed Session, including discussion regarding status of contract negotiations with Union representing Agency professional employees. Motion seconded by Judy Karpf. Roll call vote taken; all voted in favor.

8. Return to Open Session
9. In the return to Open Session, an announcement was made that no action was taken in Closed Session.
10. Board Policy Discussion/Actions
  - A. Approve 2012 Budget Assumptions

CFO Lucy Runnells described enrollment planning and assumptions for staffing for care management.

    - ✓ Currently, the staff caseload is 33.5:1 for Social Work Service Coordinators and 50:1 for RN Service Coordinators. This is the point where new staff is hired.
    - ✓ Initiatives of increasing utilization of Self-Directed Supports are projected to lead to a \$100,000 annual budget savings.
    - ✓ Costs will increase by \$800,000/year for relocating eight members from Norwood to CCCW providers.
    - ✓ There is the potential for an Information Technology systems modification based on the State IT Infrastructure Project, which is budgeted at \$138,000/year each in 2012, 2013, and 2014.

Incorporating the budget assumptions, CFO Runnells projected a Fy 2012 operating margin of 2.3%. After discussion, the Board agreed to establish a 2.1 % operating margin as its target for the 2012 FY. Motion by Gene Simon, seconded by Peter Hendler, to approve the 2.1% net margin. Motion carried. The Board moved to accept all of the other budget assumptions which will be used to develop the FY 2012 budget and CCCW 3 year business plan. Motion by Jim Clark; seconded by Jim Jansen. Motion carried.
  - B. Approve Initiation of Union Negotiation

The Union has notified CCCW of their intent to vote for certification. The vote will take place sometime in the last quarter of 2011. The board agreed it was not necessary to approve initiation of Union negotiations until such time as it is determined that employees have voted to certify the Union as their representative organization.
  - C. Review and Approve 2012 Board Compensation

The Board agreed to retain board compensation at its current level. Motion by Peter Hendler, seconded by Gene Simon, to approve the current \$45 per diem Board Member payment. Motion carried.
11. Next Meeting Agenda Items
  - Administrative Reports
    - Member Report
    - Income Statement
    - Quarterly Balance Sheet
    - CCCW Strategic Plan Implementation Report
    - Quarterly Employment Network Report
    - Quarterly Self-Directed Supports Usage Report

**CCCW Board Meeting Minutes – September 21, 2011**➤ Board Actions

- Using the Chief Executive Officer's position description, the organization's outcome statements, and the annual CEO organizational and professional development goals established in January, the Board reviews the process for conducting the CEO's performance review and completes individual Board members assessment for the CEO's performance.
  - Approve the CCCW 3-Year Business Plan.
  - Approve the next year's annual budget.
12. The next Board meeting will occur on Monday, October 10, 2011, at 3 p.m. in Meeting Room A at Central Wisconsin Airport.
  13. There being no further business, the meeting was adjourned with a motion from Janis Ribbens, seconded by Jim Clark. Motion carried.

Respectfully submitted by Tara Adam, CCCW Executive Assistant