



COMMUNITY CARE OF CENTRAL WISCONSIN

Board Meeting Minutes: Approved

DATE: April 25, 2012
PLACE: Meeting Room A, Central Wisconsin Airport, Mosinee, WI
TIME: 3-5 p.m.
PRESENT: Board Members Ray Bloomer, Jim Clark, Peter DeSantis, Jim Jansen, Judy Karpf, Janis Ribbens, Donna Rozar
EXCUSED: Board Members Ken Day, Peter Hendler, Rob Kublank, Ramona Pampuch
OTHERS PRESENT: Jim Canales, CCCW Chief Executive Officer; Mark Hilliker, CCCW Chief Operations Officer; Jody Kohl, CCCW Chief Human Resources and Information Officer, Kate Norby, CCCW Organizational Training and Development Manager; Julie Strenn, Director of Provider Network; Jason Taylor, CCCW Chief Financial Officer; Tara Adam, CCCW Executive Assistant

1. The meeting was called to order at 3:00 p.m. by Secretary Jim Clark.
2. Notice of this meeting was provided to Langlade, Lincoln, Marathon, Portage, and Wood County Clerks; major newspapers of Wausau, Marshfield, Wisconsin Rapids, Stevens Point, Antigo, and Merrill; and the CCCW website.
3. Public Comment was given by Jackie Szehner, who suggested that an IDT presentation be given as a future agenda item.
4. Motion by Donna Rozar, seconded by Janis Ribbens, to approve the Minutes dated February 22, 2012. Motion carried.
5. Introduction and Seating of New Board Members
Two new Board members were appointed by Lincoln County, replacing Arlene Meyer and Gene Simon. One of the new Board Members was in attendance (Ray Bloomer).
6. Discussion of Process and Timeline for Selection of "At Large" Board Member
 - Discussion took place on the process of choosing the "At Large" Board Member, in having either the Board automatically reappoint or to have an advertisement placed for this position. Board Member Rozar suggested opening the nominations in appointment years for the "At Large" position. Other suggestions were to have the position be a 2-year term instead of a 1-year term. Motion by Janis Ribbens, seconded by Donna Rozar, to reappoint Rob Kublank for the "At Large" Board Member position, to change the "At Large" Board Member position description in the CCCW Board Bylaws to a two-year term, and to advertise in appointment years for the position. Motion carried.
7. Board Education/Governance Monitoring
 - A. Questions/Comments Regarding March Administrative Reports Sent to the Attention of Board Members in March
Clarification of the wait list headings was made on the February Member Report.
 - B. Administrative Updates
 - ✓ Enrollment Cap Update
 - CEO Jim Canales stated that CCCW has been hiring additional IDT staff in light of lifting the enrollment cap on April 3, 2012. At this time, there are over 200 people on the ADRC-Central Wisconsin waiting list. The wait

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list for Wood and Marathon Counties will end in approximately July and August 2012, respectively. Langlade and Lincoln Counties' wait lists will continue to exist until 2014, based on current State policy concerning new counties entering Family Care. Board member Bloomer indicated his displeasure with that State policy, noting that prior to Family Care, Lincoln County had avoided wait lists in its Home and Community Based Waiver Programs.

- ✓ Virtual PACE Update
 - The State has made the decision to focus on people in nursing homes rather than individuals served in community settings. This decision was based on a number of factors, including the belief that this population may provide the biggest financial impact as part of the Virtual PACE initiative. CCCW continues to be a member of the Virtual PACE State Advisory Committee.
- ✓ Provider Network Satisfaction Survey Results
 - CCCW performs an annual survey to providers to gather feedback on how to maintain a great partnering relationship and to determine areas to assist in organizational growth and development. Julie Strenn, Director of Provider Network, was in attendance and described the process of the survey, which stemmed from the Provider Quality Council's request to administer the survey in both Survey Monkey and paper copy format. Follow-up from CCCW is provided for those providers opting to give feedback. Areas are identified, based on survey feedback, for organizational growth and development to further empower providers. The survey results are also shared on the CCCW website.

C. Monitoring Reports

- ✓ Member Report. CEO Jim Canales reported that disenrollments over the last quarter increased, and that most disenrollments were mainly due to member deaths. It is expected that membership will increase significantly with lifting of the enrollment cap. Board Member Rozar highly encouraged a conscious effort from IDT staff in initiating conversations with members regarding advanced directives and code status. Mark Hilliker will gather information on work in this area that is currently being done.
- ✓ Income Statement. CFO Jason Taylor reported a net income of approximately \$1.7 million through February 2012, and an increase in March 2012 to \$2.5 million. CCCW is on target and ahead of plan in overall revenues, especially with the expense side. It was noted later in the meeting that member satisfaction has increased at the same time expense costs have decreased.
- ✓ Quarterly Balance Sheet. CFO Jason Taylor stated that CCCW's current assets have improved over the last year, with approximately \$300,000 in its investment account. The final 2011 retrospective rate adjustment of an additional \$3.2 million was received in April 2012 from DHS. \$750,000 has been set aside, fully meeting reserve requirements. Liabilities continue to be fairly consistent with nothing significant to note.

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- ✓ Quarterly Business Sustainability Report. CCCW's Business Sustainability Committee has identified 11 areas of focus for 2012, including community connections development, purchasing practice enhancements, enhanced supported living alternatives, and coordinated transportation planning, among others. A handout was provided which charted PMPD costs from January 2009 (\$91) through December 2011 (\$81). The same time span showed the member satisfaction level increasing, which indicates that CCCW is being responsive to those being served and is also being as cost-effective as possible. Another handout showed comparative savings of \$6.7 million for the same number of members over three years (2009-2011) as per member per day costs decreased over this time period.
 - ✓ Quarterly Self-Directed Supports (SDS) Usage Report. Kate Norby presented information on SDS quarterly figures, which showed approximately 20% of the entire CCCW membership self directing one or more services, with the goal of increasing that percentage in 2012 to 24%. Supportive Home Care is the most used service in SDS which has resulted in significant savings for CCCW.
 - ✓ Quarterly Employment Network Report. The Employment Network operated by CCCW has seen little growth over the past year. CCCW is evaluating the challenges, and opportunities associated with this program, including opportunities to partner with providers to potentially make it more successful.
 - ✓ Grant Award. Kate Norby informed the Board that CCCW recently received a competitive grant in the SDS and Integrated Employment areas that amounts to \$30,000 in 2012, with a possible four years of \$50,000 each upon successful completion of each preceding year's activities.
8. Motion to go Into Closed Session
Peter DeSantis 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 bargaining reasons requires a Closed Session, including discussion regarding status of contract negotiations with Union representing Agency professional employees. Motion seconded by Donna Rozar. Roll call vote taken; all voted in favor.
9. Return to Open Session. CCCW staff returned to the meeting.
10. In the return to Open Session, an announcement was made that there was no Board action taken in Closed Session.
11. Board Policy Discussion/Actions
- Review and Approval of the 2012 Quality Management Plan.
Motion by Janis Ribbens; seconded by Jim Jansen, to approve the 2012 Quality Management Plan, which is also available on the CCCW website. All voted in favor; Motion carried.

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12. Next Meeting Agenda Items
 - Wipfli Audit Review
 - Administrative Reports
 - ✓ Member Report
 - ✓ Income Statement
 - ✓ Quarterly Quality Indicator Report
13. The next Board meeting will occur on Wednesday, May 23, 2012, at 3 p.m. in Meeting Room A at Central Wisconsin Airport.
14. There being no further business, the meeting was adjourned by Secretary Jim Clark.

Respectfully submitted by Tara Adam, CCCW Executive Assistant