

**CCCW Quality Committee Meeting**  
**CCCW Stevens Point Office**  
**Conference Rm 319 & 320 (Back Entrance)**  
**Participation by Satellite Conference at all CCCW Offices**  
**Wednesday, March 27, 2013, 2:30-4:00 p.m.**

1. Call to order/Introductions
2. Approval of Minutes from 1/23/13 Meeting
3. CCCW Executive Updates
4. Reports:
  - a. CCCW Organizational Updates
  - b. Membership Reports (attached)
  - c. 4<sup>th</sup> Quarter Indicator Report (attached)
  - d. 2012 Member Satisfaction Survey Results (attached)
  - e. Initial Report on External Quality Review
5. Merrill Transportation Update-Kris Kubnick
6. Incident Reporting Process-Requested by Keith Draheim (flowchart attached)
  - a. At what point is there follow-up to member complaints about providers and what criteria do complaints have to meet to be resolved. How does CCCW compile complaints?
7. Member and/or Provider Concerns
8. Updates from Member & Provider Quality Councils
9. Future Meeting Dates
10. Future Agenda Items
11. Next Meeting Date: May 22, 2013
12. Adjourn