

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

1. Call to order/Introductions
2. Approval of Minutes from 9/25/2013 Meeting
3. CCCW Executive Updates
4. Reports:
 - a. CCCW Organizational Updates
 - b. Membership Report by Age/TG
 - c. 6-Month Regional Member Report
5. Internal Quality Evaluation – for 2013
6. 2014 Quality Plan
7. 2014 Member Satisfaction Survey
8. Expansion Activities
 - a. Membership Handbook Update
 - b. Quality Management/Member Services Site Visit
 - c. Other Activities
9. IT System Databases
10. Member and/or Provider Concerns
11. Updates from Member & Provider Quality Councils
12. Future Agenda Items
13. Next Meeting Date: January 22, 2014
14. Adjourn