



COMMUNITY CARE OF CENTRAL WISCONSIN Board Meeting Minutes: Approved

DATE: Wednesday, May 28, 2014
PLACE: North Central Health Care – 1100 Lakeview Drive, Wausau, WI 54403
TIME: 1-3 p.m.
PRESENT: Board Members Ken Day, Peter DeSantis, Sam Hardin, Dee Kittleson, Bob Kopisch (present through videoconference), David Markert, Ken Mosentine, Janis Ribbens, Donna Rozar, and Bob Weaver
EXCUSED: None
OTHERS PRESENT: Jim Canales, CCCW Chief Executive Officer; Jody Kohl, CCCW Chief Human Resources and Information Officer, Mark Hilliker, CCCW Chief Operating Officer; Jason Taylor, CCCW Chief Financial Officer; Tara Adam, CCCW Executive Assistant

1. The meeting was called to order at 1:04 p.m. by Board Chair Janis Ribbens.
2. No public comment given.
3. Motion by Donna Rozar, seconded by Ken Day, to approve the Minutes dated April 23, 2014. All voted in favor; Motion carried.
4. Welcome of New Members and Introductions

All Board members gave a brief summary of their background:

- Janis Ribbens. Janis became a quadriplegic when she was 17 years old after sustaining injuries from a car accident. She went to college, met her future husband (also a quadriplegic), and has been involved with over 30 years of long-term care services. She was part of the Portage County Family Care pilot and has been on various workgroups as well as the governing board. Janis stated that she is most passionate about the self-directed supports area of Family Care – which allows her to order her own medical supplies and gives her control over things in her life. Janis has been part of the CCCW board through two expansions and is currently the Board Chair. Janis represents Portage County for a term of two years.
- Donna Rozar. Donna has been a Wood County Board Supervisor since 2000 and has been on the CCCW Board since 2008. She is a nurse by profession and is part of the faculty with the UW-Eau Claire Nursing program. Donna has five adopted children. She has an understanding for the human services aspect of governance, and enjoys being part of the policy making associated with it. Donna is representing Wood County on the CCCW Board for a term of two years.

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- Sam Hardin. Sam has an Ag Education Degree from UW-Platteville and spent 35 years with a career at the USDA – the first four years with the SCS and the remainder in Farmers Home Administration. He spent 25 years working in Wisconsin and 10 years in Alaska. He retired in 1994. Sam has served on the Langlade County Board from 200-2002 as the Chairman on the Committee of Aging. Sam has delivered Meals on Wheels for the last 15 years and was appointed a few years ago to fill an expired term on the CCCW Board. Sam is representing Langlade County on the CCCW Board for a term of one year.
- Ken Mosentine. Ken is a new CCCW Board member who has been serving on the Barron County Board for the last 16 years. He is also the president of the Wisconsin Coalition of Aging Groups. He was a board member of the former NorthernBridges MCO from its inception and has worked with people with disabilities for the last 20 years. Ken represents the counties of Barron and Washburn on the CCCW Board for a term of two years.
- Peter DeSantis. Peter has been on the CCCW Board since 2008 and was recently chose as its member-at-large. Peter worked closely with Iron County in developing their Look-Up Workshop and then attended Michigan State for Rehabilitation. He also worked in Ohio and Milwaukee, and then in Wausau to start the Northern Valley Workshop. Peter was an integral part of the design and development of the North Central Health Care campus. Peter's term is for a period of two years.
- Bob Weaver. Bob is a new Board member and has represented Lincoln County non-continuously for the last 20 years and has served on multiple boards, including the NCHC Board. His governance background is in Human Services, and he is a retired plumbing contractor. Bob represents Lincoln County on the CCCW Board for a term of one year.
- Ken Day. Ken has a Degree from UW-River Falls in Agriculture, a Master's Degree from Colorado, and worked for North Central Technical College for 15 years. He considers himself semi-retired, most recently retiring from Aspirus as Senior Vice President, and currently does strategic plan consulting at no charge for nonprofit organizations. He has been on the Marathon County board for the last 13 years, and spent three years on the regional ADRC board, working through the formation of Family Care. Ken represents Marathon County on the CCCW Board for a period of one year.
- Dee Kittleson. Dee is a new CCCW Board member and has been a Bayfield County Board Supervisor since 2001 and has been on the Human Services, Aging & Disability Resource Center, and Health Department boards. She was part of the former NorthernBridges MCO Board since its inception, and is representing Bayfield and Douglas County on the CCCW Board for a term of one year.
- David Markert. David is a retired clinical psychologist and has a daughter who is part of the Family Care program. He has spent 15 years on the Long-Term Care Committee and also was a part of the former NorthernBridges Board. David represents Polk and Burnett Counties as a new CCCW Board member for a term of two years.

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- Bob Kopisch. Bob is beginning his 8th term as a Board Supervisor on the Price County Board, as well as his 4th term as the Price County Board Chair. He became involved with Family Care in 2000 with the Family Care Council, which eventually became the former NorthernBridges MCO. Bob remains a part of the former NorthernBridges Board as it continues its wind-down process. He represents Price, Ashland, and Iron Counties as a new CCCW Board member for a term of one year.
5. Board Education
- A. Review of Agenda. Today's meeting will address Board Education items earlier than normally scheduled, so it can be explained why they are included for discussion. The CCCW Board has chosen to follow a relaxed version of Robert's Rules of Order, and Board Members do not need to be formally recognized when they speak. Discussions are important and everyone will be allowed to give their point of view; however, speaking over each other is not allowed.
 - B. Review of Purpose of Administrative and Monitoring Reports. Each month, Jim Canales, CCCW CEO, provides both written and oral administrative updates and reports. The Monitoring section of the agenda provides an opportunity for the Board to review reports and to ask questions consistent with the board's monitoring duties.
 - C. Review of Board Policy Regarding Compensation, Mileage, Use of Technology, Etc. Jody Kohl, CCCW Chief Human Resource and Information Officer, provided the board with options for future videoconferencing capabilities for Board meetings. One of the applications being used at today's meeting is software known as "Zoom." Another option is videoconferencing, which will be set up in all CCCW offices in the northwest and in central Wisconsin with the exception of Ladysmith. Starting in June, all CCCW offices (with the exception of Ladysmith) will provide a public conference room (with a door to allow for Closed Session) for any Board member or any member of the public to attend during a scheduled Board meeting. Board members will be asked to provide a 2-week notice if they plan to videoconference from a CCCW office location. Board Chair Ribbens stressed the importance of face-to-face meetings; however, the videoconference option is now available to those who are not able to attend meetings in person. The Board Chair will provide a recommendation for Board compensation and expense reimbursement at the Board's June 2014 meeting.
6. Monitoring Reports
- A. Northwest Wisconsin Expansion Update. No major issues have been reported with the expansion. 2,811 members in CCCW's northwest region are being served as of the end of April 2014. Enrollments have been higher than anticipated, offsetting an initial membership number that was significantly lower than anticipated. Recently, a Tribal Relations Committee format was developed with work that CCCW has done through the Great

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- Lakes Intertribal Council, as CCCW sees a great opportunity to develop stronger relationships with the Wisconsin tribes. This Committee format will be shared with those tribes located in our service region for feedback and interest. The Transition Advisory Committee will meet for the second time next week, with 12 individuals representing northwest members, guardians, ADRCs, and tribes. A primary focus of the organization since the RFP was awarded to CCCW in August of 2013 has been on building strong, effective relationships with stakeholders in the northwest. Mark Hilliker expressed his thanks to Janna Duffy and Kris Kubnick for their work with this outreach and partnership building.
- B. Organizational Name Change Discussion. Staff and the board were engaged in the last few months with an organizational name change process, receiving several hundred suggestions for a new name. Staff and board members provided names around two options presented: one keeping the CCCW acronym and one with a completely new name. The list was collected and compiled for staff and the board to narrow down the choices. The Executive Team then discussed the value of the new name, which they chose as “Community Care Connections of Wisconsin.” The Board will be asked to consider adopting this name with a vote taking place later in the meeting.
7. Monitoring Reports
- A. Monthly Income Statement. CCCW entered 2014 with a budgeted deficit of \$1.1 million. 90% of the overall operating income comes from capitation payments. YTD, \$61.3 million has been received in capitation funding, which is \$1.7 million less than the budgeted \$62.9 million. This is due to initial enrollment levels in the northwest being lower than expected, and the earlier-than-anticipated end of wait lists in Langlade and Lincoln counties. Member Spend Down and Room & Board revenues total \$7.2 million. Sales of consumable materials total \$575,000 resulting in net revenue of \$39,000. Total revenue is \$1.6 million below projections at this time, with the majority of that due to lower-than-expected enrollment levels. Administrative expenses are 103.4% above budget, with the main cost driver being related to one-time costs associated with the new IT system, CareDirector, being implemented. Service Coordination costs were more than \$600,000 under budget. Service costs to members makes up 80% of the operating budget – YTD costs are \$55.3 million with PMPM average at \$2504 (\$2516 budget). The bottom line on the income statement shows a \$285,000 net loss through the first four months of 2014, which is less than half of the deficit projected at this point in time. Overall, CCCW is in a strong and positive financial position, with net equity totaling \$14.6 million and the organization meeting all state solvency requirements.
- B. Quarterly Quality Indicator Report. The Board was presented with the Quarterly Quality Indicator Report. Staff will respond and answer any questions the Board may have on this report at the June 2014 Board meeting.
8. Board Policy Discussion/Action

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- A. Discussion/Action on the CCCW Name Change. Motion by Donna Rozar, to accept the recommendation from CCCW Administration to change the name of the organization to “Community Care Connections of Wisconsin,” effective July 1, 2014. This name change is recommended to better reflect the entire service region now served by CCCW. Motion seconded by Sam Hardin; all voted in favor. Motion carried.
- B. Review of Procedure for Updating Board Policies. The CCCW Board Policy follows the model of Policy Governance, and is created in part by End Statements, which are outcomes for the community and CCCW members. The process for reviewing the Board Policy Manual will take place over the next few months. Recommendations will be given at the Board Meetings with all revisions being made in January 2015. Today’s discussion was regarding Board member reimbursements:
- a. A recommendation for per diem pay will be brought to the table at the June 2014 Board Meeting.
 - b. Meals will be reimbursed according to CCCW’s meal employee reimbursement rate, which is \$10 for breakfast and lunch, and \$20 for dinner.
 - c. Lodging will be reimbursed when hotel stays are necessary.
 - d. For meetings outside of CCCW where there is approved representation of the CCCW Board, mileage/other expenses as requested will be paid. Board members must seek prior approval from the Board for attendance at such meetings if they would like to receive reimbursement for mileage and any other reasonable expenses.
 - e. Reimbursement of alcoholic beverages is not permitted.
 - f. A CCCW-LTC expense invoice form shall be created by the CEO and used to claim reimbursement under this policy.
9. Next Meeting Agenda Items
- Administrative Reports
 - Monthly Income Statement
 - Strategic Plan Implementation Report
 - Board Actions
 - Election of Board Officers
 - Review and Reaffirm Board Policies
 - Review and Reaffirm Organization Bylaws
10. The next Board meeting will occur on **Wednesday, June 25, 2014, at 1 p.m. in the large board room at the CCCW Rice Lake office location – 2500C South Main Street, Rice Lake, WI 54868.**
11. There being no further business, the meeting was adjourned with a Motion from Ken Day; seconded by Ken Mosentine. All voted in favor; Motion carried.
12. Meeting adjourned at 3:14 p.m.

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Respectfully submitted by Tara Adam, CCCW Executive Assistant