

**COMMUNITY CARE OF CENTRAL WISCONSIN**  
**Board Meeting Minutes: Final**

**DATE:** November 19, 2008  
**PLACE:** Central Wisconsin Airport, Lower Level Conference Room  
**TIME:** 3:00 – 5:00 p.m.  
**PRESENT:** Jean Bitner, Ken Day, Peter DeSantis, Peter Hendler, Janis Ribbens, Donna Rozar, Keith Langenhahn  
**EXCUSED:** Lonnie Krogwold, Jim Clark  
**OTHERS PRESENT:** Jim Canales, Lucy Runnells, Mark Hilliker, Jody Zuege, Kate Norby, Rick Foss, Darren Bienvenue, Dana Cyra, Todd Breaker, Tara Adam, Janelle Ruedinger, Amber Schneider, Becky Bauknecht, Pam Onstad, Gina Germ, Becky Roble, Stacey Covi, Steven Bantz, George Collar, Donna Finch, Ashley Amundson, Nate Sielaff, Carol Winter, Connie Kuczmariski, Kris Kubnick, Jill Forer

1. The meeting was called to order at 3:06 p.m. by Chairperson Ken Day.
2. Notice of this meeting was provided to Marathon, Portage, and Wood County Clerks; major newspapers of Wausau, Marshfield, Wisconsin Rapids, and Stevens Point; the CCCW Website, and the CCCW Listserv.
3. No public comment made.
4. Motion by Janis Ribbens; seconded by Donna Rozar to approve the minutes dated October 15, 2008. Motion carried.
5. Introductions by board members to staff.
6. Education
  - a. Administrative update:
    - i. Jim Canales reported that Marathon County start-up on November 1 was successful. Over 700 participants on waiver programs transferred to Family Care at that time, and he thanked the CCCW staff for the smooth transition and new office preparation and functionality. The waiting list is being addressed, which is slowly decreasing. The smooth transition allowed the revenue stream to continue to flow with the one-day crossover.
    - ii. Staff Introductions to Board members
    - iii. Implementation Progress:
      1. Mr. Canales stated Wood County implementation will occur on January 1, 2009.
      2. Mark Hilliker reported that state certification has been completed for Marathon County, with very few policies in the final stages. The Provider Network Review took place 6-8 weeks ago. Wood County's PNR will take place on 11/21. The site review will take place after the holidays for Wood County.
      3. Mr. Hilliker provided an update on member enrollment and staffing projections through 2009. 2,400 members are projected to be serviced in the beginning of 2009; by the end of 2009, 2700 members will be serviced. The on-call service provision process was explained.

- a. Todd Breaker explained that since existing providers already know the procedures, they are brought into the network .
    - b. Ken Day questioned if the state provided any guidance for staffing standards or models. Jim Canales responded that we are using historical numbers for staffing; and have 53-1/2 members each per service coordinator or social work coordinator.
  4. Lucy Runnells reported on business operations. Information Technology and Facilities are working on finalizing issues in the Wausau office. Furniture has been delivered, and carpeting and painting are completed at the Marshfield office. Charter Communications is in the process of installing underground cable to the building, and CCCW is hoping to move in staff in mid-December. Ms. Runnells also provided an update on claims processing and stated the first capitation payment as a two-county region was received.
  5. Jody Zuege provided an update on benefit meetings for Wausau and Stevens Point, and stated that a new Payroll and HR system will be implemented January 1, 2009. OPEIU negotiations are continuing, having submitted CCCW's proposals to the union, with seven sessions occurring to date and three sessions upcoming. The board members requested that if a contract cannot be reached, to let them know as quickly as possible.
- b. Franchising Model
- i. Jim Canales explained he met with the state last week to discuss CCCW as a public model for franchising for Family Care. The State would like to move forward with this model. Jim pointed out that the potential impact on CCCW is negligible and that the State is encouraging of a singular information technology system. The State would also like to see which vendors would be interested in developing this type of system in 2009. Jim also mentioned that the State would like to develop a section to assist MCO's in training staff to become more efficient in authorizing services for cost effectiveness. Training packets will be developed for staff in this area. Peter DeSantis expressed concern over the state providing training to already-trained staff. Ken Day expressed concern over franchise approach, asking if our area could support more franchises as a three-county region.
- c. Fiscal Reporting
- i. Lucy Runnells provided an update on the November budget and 2009 business plan.
  - ii. Ms. Runnells stated that "room and board" cost is currently \$816.77 in 2008 for CBRF's and \$616.77 for adult family homes. She also responded to the Board that she feels members' concerns have been addressed, and that a letter will be mailed to members regarding the changeover to CCCW on 1/1/09 who currently pay room and board to a provider. Ms. Runnells stated that room and board is not part of our capitation payment, but will be subsidized if members cannot pay the whole amount.

7. Policies

- a. The Board Chairperson requested each board member describe a successful outcome of CCCW. Each member responded with their own outcome:
    - i. Donna Rozar would like to see our members have the best quality of life from the services CCCW offers.
    - ii. Jean Bitner would like the focus to be on quality-of-life issues for individuals as human beings, and would like to see the Rubric program implemented for clients where they can help us come up with a numeric system to evaluate their quality of life.
    - iii. Janis Ribbens wants people to answer if their life has improved due to the help from CCCW with family care. Janis also would like the community to have a positive impression of CCCW.
    - iv. Keith Langenhahn wishes for the waiting list to be gone. He feels everyone who has a need should have immediate access.
    - v. Peter Hendler feels the administrative team needs to be focused on being successful, and to provide those services to clients. He also would like the financials to be met at the end of the day.
    - vi. Peter DeSantis would like an objective measurement for staff satisfaction, which he believes is related directly to client and financial satisfaction.
  - b. Ken Day requested a portion of policy considerations to be postponed until the next Board Meeting.
8. The next meeting date will be December 17, with the question from Donna Rozar requesting the possibility of moving the meeting sites around. Tentatively planning to meet at Marathon County – will have an update on agenda with progress to move to Wood County.
9. The Board questioned if Policy Governance had been discussed, and stated they possibly will work through it themselves.
10. Meeting Adjourned with a motion from Peter Hendler. Seconded by Keith Langenhahn. Meeting adjourned at 5:00.