# COMMUNITY CARE CONNECTIONS OF WISCONSIN
## Board Meeting Minutes: Draft

**DATE:** Wednesday, July 22, 2015
**PLACE:** CCCW Wausau Office
**TIME:** 1-3 p.m.
**PRESENT:** Board Members Mary Lou Bergman, Lori Bina, Clarence Campbell, Sam Hardin, David Markert, Donna Rozar, Janis Ribbens, Dale Schleeter, and Bob Weaver
**EXCUSED:** Ken Day and Peter DeSantis
**OTHERS PRESENT**: Janna Duffy, CCCW Executive Director of Operations, Mark Hilliker, CCCW Chief Executive Officer, Jody Kohl, CCCW Chief Human Resources and Information Officer, Jason Taylor, CCCW Chief Financial Officer, Tara Adam, CCCW Executive Secretary

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1. The meeting was called to order at 1:07 p.m. by Board Chair Ribbens.

2. No public comment given.

3. Motion by Bergman, seconded by Markert, to approve the Minutes dated June 24, 2015. All voted in favor; Motion carried.

4. Motion to go Into Closed Session
   Hardin read the motion to go into Closed pursuant to Section 19.85(1)(c), Wis. Stats., for the purpose of considering employment, promotion or performance evaluation data of a public employee over which the governmental body has jurisdiction or exercises responsibility, including discussion of performance of administrative employees. Motion seconded by Bina. Roll call vote taken; all voted in favor. Motion carried.

5. Return to Open Session.

6. An announcement was made that the Board, in Closed Session, concluded the semi-annual review of CCCW Chief Executive Officer Mark Hilliker. No negative comments were made as the Board is very happy with Mark's performance in the first six months of his tenure. No action was taken.

7. Board Updates/Education
   A. <u>Administrative Updates</u>
      - DHS will be creating a concept plan for Family Care, which is due to the Joint Finance Committee on April 1, 2016. The plan will have a "yes" or "no" vote; if voted in favor of, DHS will draft a waiver for the federal level. The final step will need the approval of CMS. MCOs are working together currently to clarify language in the budget allowing districts to operate as Health Maintenance Organizations which will allow the MCOs to function in the new system as Integrated Health Agencies (IHA).

- A review of CCCW's insurance package is taking place. The package that was renewed increased the level of coverage with a $16,000 savings on the annual premium.
- Community Supported Living Options has been put into place in the northwest region; most recently in Ashland with 10 CSL placements.
- Data gathered during an in-person management workday on July 7 will assist to identify CCCW strengths and training opportunities related to outcome expectations for IDT staff.
- The revised CCCW Employee Handbook is being reviewed by legal counsel; the handbook will be provided to the Board at the August meeting for their approval.

B. Monitoring Reports

- *Annual External Quality Review Report.* Annually, MetaStar performs an external quality review of all MCOs. While last year's CCCW quality review consisted of two reports issued (one for NW and one for Central), this year's report is combined. The process began in February 2015, providing MetaStar with a number of member documents and a week-long visit from them, where approximately 80 IDT staff were interviewed on member-specific questions. The report is broken down into two components – quality compliance and care management review. The Quality Compliance review has 44 standards for a total of 88 points; CCCW received 82 points. The Care Management Review section had CCCW meeting 9 out of the 14 standards at a rate of 90% or higher with a 92.3% rating of standards met by CCCW for all review indicators. There were no reported health and safety standards. The evaluation is a useful tool in determining how to enhance practices at CCCW. The positive feedback received shows the progressive work of the organization.
- *Semi-Annual CCCW Strategic Plan Implementation Report.* A strategic planning process has taken place twice since CCCW's inception – the first one was approved in 2010 and ran through 2013, then in 2013, the strategic plan was reviewed and modified to run through the current date. Work will begin shortly for the next 2-3 year planning strategy for the future; more information will be shared with the Board as time progresses. The Board was provided with a report that lays out the context of the Strategic Plan, including the mission/values and four main strategic issues.
- *Quarterly Self-Directed Supports Usage Report.* The 1st Quarter 2015 shows some growth in self-directed supports from the 4th Quarter 2014. 20% of CCCW membership self-directs one or more of their cares. There was also a slight increase in the hourly rates being paid to increase the dollars spent on SDS by about $28,000.
- *Quarterly Business Sustainability Report.* The Board was provided with the 2015 Work Plan Areas of Focus and Prioritization. Work for these areas takes place with the Business Sustainability Committee.

- *Monthly Income Statement.* Net enrollment grew by 26 members in May 2015 and 25 members in June 2015. At the same time, net disenrollments decreased. These numbers have provided CCCW with a boost of significant growth and have driven overall revenue stemming from capitation payments. Total operating costs through the first six months of the year are $32 below budget on a per member per month basis which is also contributing to the positive financial outlook.
- *Quarterly Balance Sheet.* A $16 million drop in operating cash on hand was experienced due to the annual monthly delay in June of the capitation payment by the state. $2.2 million was advanced to providers with the significant delay in payment processing. $3 million is held in restricted reserves. The $19.9 million in IBNR or Liability for Services is higher than typical and is associated with the WPS's payment delay. CCCW currently is meeting all three solvency requirements.
- *Quarterly Member Reports.* CCCW membership is approaching 5,700 members. The reports also detail member living arrangements and enrollments by county, among other categories.

8. Board Discussion/Action
   A. Review and Accept Audit Results from the Office of the Commissioner of Insurance (OCI)
   Every three years, OCI performs a comprehensive review of CCCW's operations, evaluating IT systems, financial operations and activity, and details of financial records. The audit was done on 2013 records. Five recommendations were received – all of which are easily addressed. Feedback on CCCW's controls from OCI was very positive. All Board Members must sign an affidavit stating they have been presented with the review findings that must be notarized and returned to OCI within 60 days. Nancy Gear, CCCW Revenue Manager, was present at today's meeting as a licensed Notary Public. Motion by Rozar, seconded by Weaver, to accept the audit results as provided. All voted in favor; Motion carried.
   B. Review and Reaffirm Section 3 of the Board Policy Manual
   This section was delayed until the August 2015 meeting.
9. Next Meeting Agenda Items
   A. Monitoring Reports
      - Quarterly Quality Indicator Report
      - Monthly Income Statement
   B. Board Discussion/Action
      - Conflict of Interest Policy
      - CCCW Employee Handbook
      - Review and Reaffirm Section 3 of Board Policy Manual (Executive Limitation Policies)
      - Review 2016 Specific Budget Development Assumptions

## CCCW Board Meeting Minutes – July 22, 2015

10. The next Board meeting will occur on **Wednesday, August 26, 2015, at 1 p.m. at CCCW's Rice Lake Location – 2500C South Main Street, Rice Lake, WI 54868.**

11. There being no further business, the meeting was adjourned with a Motion from Bergman; seconded by Bina. All voted in favor; Motion carried.

12. Meeting adjourned at 3:05 p.m.

Respectfully submitted by Tara Adam, CCCW Executive Assistant