Community Care of CENTRAL WISCONSIN

COMMUNITY CARE OF CENTRAL WISCONSIN
Board Meeting Minutes: Draft

DATE: April 24, 2013
PLACE: Central Wisconsin Airport, Mosinee, WI, Meeting Room A
TIME: 3-5 p.m.
PRESENT: Board Members Ray Bloomer, Jim Clark, Ken Day, Peter DeSantis, Sam Hardin, Peter Hendler, Jim Jansen, Janis Ribbens, Donna Rozar, and Frank Saal, Jr.
EXCUSED: Rob Kublank
OTHERS PRESENT: Jim Canales, CCCW Chief Executive Officer; Mark Hilliker, CCCW Chief Operations Officer; Jody Kohl, CCCW Chief Human Resources and Information Officer, Jason Taylor, CCCW Chief Financial Officer; Tara Adam, CCCW Executive Assistant; Mike Rhea, CCCW Member Support Coordination Manager; Tammy Haugen, CCCW Community Resource Coordinator

1. The meeting was called to order at 3 p.m. by Board Chair Ken Day.
2. No Public Comment was made.
3. Motion by Peter Hendler, seconded by Jim Jansen, to approve the Minutes dated March 27, 2013. Motion carried. Frank Saal, Jr. was introduced as CCCW's newest board member, appointed for a two-year term by Lincoln County.
4. Board Education/Governance Monitoring
   A. Administrative Updates
      ✓ CCCW will host an Open House in its Marshfield location on June 26. Secretary Kitty Rhodes has been invited to speak at the event.
   B. Monitoring Reports
      ✓ Member Report. Membership over the last 3 months has remained stagnant. CCCW membership increased by only one member since February. The number of members who self-direct one or more of their cares increased by 12 people to bring the total to 781, or 23.2% of all CCCW members.
      ✓ Monthly Income Statement. The minimal net growth of enrollees over the past 4-5 months has negatively affected CCCW's budgeted revenue projections by $600,000. CCCW continues to monitor these numbers to determine if this is a short-term trend or if overall stable membership has been reached for its five-county region. Administrative costs remain below budget, but will increase as work begins on the development of the new Information Technology Infrastructure project. Service Coordination costs are at 95% of budget, which is a direct correlation to the lower membership numbers and member costs. IBNR cost projections are also adding $114,000 to the bottom line.
      ✓ Quarterly Balance Sheet. Short-term investments continue to have a little over $300,000 in unrestricted investment accounts. Total current assets increased by $450,000 in Quarter 1 of 2012. Risk reserve funds increased by $40,000 from year-end 2012 to the present date. The solvency fund remains at $0 due to the transfer by DHS of the previous $750,000 balance in late 2012 to assist with the Community Health Partnership transition. Total assets overall increased by $400,000. Total liabilities are down by $400,000.

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- ✓ Annual Provider Network Satisfaction Survey Report. COO Mark Hilliker described how this survey is delivered on an annual basis to providers; this year's survey was sent to 510 providers; 350 were returned for a 68.6% response rate. The survey was aligned with board outcome statements. Strong satisfaction was seen from providers on communications provided and expected. Continuous improvement results ranged between 70-80%. Questions were also asked pertaining to CCCW's future with creating opportunities for members to be connected to communities or experiencing life as full citizens. CCCW will work with all providers to talk about community and members' lives. Overall, the survey shows that relationships between CCCW and providers are solid. CCCW is also looking at determining additional measures of organizational success and satisfaction
- ✓ Quarterly Business Sustainability Report. The Business Sustainability Workgroup is charged with a variety of different focus areas; a list was provided to the board of those charges and active support or monitoring of them. A few of the focus areas are listed below:
  - Strategic planning has begun for CommonUnity, which has been broken down into four different workgroups surrounding the rollout of this Initiative.
  - Project meetings have begun for development and implementation of a new software program named "CareDirector."
  - CCCW is in the process of modifying policies and procedures to align with the Family Care sustainability initiatives DHS has outlined.

  Mark also supplied the board with an updated Per Member Per Month (PMPM) cost chart, which reflects the December 2012 costs between $81 and $82 PMPM, down from PMPM costs of around $91 PMPM in January 2009.
- ✓ Quarterly Self-Directed Supports Usage Report. CCCW's average in 2012 stood at 22% for the percentage of members who self-direct one or more of their cares. 2013's numbers are currently at 23.2% with 25% as the goal by year-end. The area where most self-direction takes place is in supportive home care.

C. CCCW Presentation: Enrollment Process, Assessment, and Beginning of Services for New Members

Mike Rhea - CCW Member Support Coordination Manager, and Tammy Haugen - CCCW Community Resource Coordinator, were on hand to explain the process of a new member being enrolled into the Family Care program and, specifically, into CCCW. The process consists of:

- ✓ The ADRC sends paperwork to CCCW with background information on the individual.
- ✓ A team is assigned from CCCW to the new enrollee. An introduction meeting takes place with emphasis on the explanation of Family Care, the team's role, and allows time for any questions the new enrollee may have for them to understand in the Family Care Program. 90 days are allowed for the CCCW team to complete the new enrollee's assessment.
- ✓ The assessment identifies the member's strengths and where support is needed. It also reflects if the member is connected with the community and/or what is important to the member.

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- ✓ The Member Centered Plan is then developed to assist with meeting and supporting any needs or desires of the member. Options are provided to the member. Education is the biggest role with this area as many members are not aware of the different support options they may have.

5. Board Policy Discussion/Actions
   A. New Board Members Seated and New Board Member Orientation Conducted During the Month
   In the last few months, the five counties that represent the CCCW region have appointed individuals to the CCCW Board for their scheduled two-year term. The Board will hold interviews next month for the 11th member, which is an "at large" position.
   B. Strategic Planning Update and Board Action of the CCCW Mission/Values Statement
   The revised Mission and Values Statement was provided to the Board. Motion by Donna Rozar; seconded by Peter Hendler, to approved the revised and updated Mission and Values. All voted in favor; Motion carried. Mark Hilliker provided a worksheet for the Board to indicate their responses to questions identified in four priority strategic issues, which is the last step in the strategic planning process.
   C. Review and Approval of 2013 CCCW Quality Work Plan
   The Quality Work Plan describes how quality will be monitored in a number of different areas in the current year. Many of these areas align with contract requirements with the state; others are created within CCCW's own measures of success. Motion by Sam Hardin; seconded by Janis Ribbens, to approve the 2013 CCCW Quality Work Plan. All voted in favor; Motion carried.
9. Next Meeting Agenda Items
   - Administrative Reports
     - Monthly Income statement
     - Quarterly Quality Indicator Report
     - Annual Audit
10. The next Board meeting will occur on Wednesday, May 22, 2013, at 3 p.m. in Meeting Room A at Central Wisconsin Airport.
11. There being no further business, the meeting was adjourned with a Motion from Peter Hendler; seconded by Peter DeSantis. Motion carried.
12. Meeting adjourned at 5 p.m.

Respectfully submitted by Tara Adam, CCCW Executive Assistant