



LAKELAND CARE

Local. Compassionate. Dependable.

2017 Annual Report



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“I have confidence in my care team. They always make everything okay and take the weight off my shoulders.”

MISSION:

Enriching individuals' lives by honoring their values through high quality, cost effective care and supports.

VISION:

We are a person-centered organization that coordinates care and supports to build and sustain individuals' success by:

- Delivering high quality, cost-effective options
- Expanding individuals' access and choices
- Enhancing partnerships and resources
- Improving the health and well-being of individuals, families and communities

GUIDING PRINCIPLES:

Aligned with the Board Philosophy, Guiding Principles are the specific actions and behaviors that guide Lakeland Care staff in all situations and decisions, define the desired culture of Lakeland Care, and help fulfill our mission.

Teamwork: Build and nurture collaborative relationships while valuing the contributions of all.

Respect: Display a professional attitude that respects diverse opinions, values and expertise of all stakeholders.

Accountability: Accept responsibility for actions and results.

Customer Service: Treat everyone as a customer and deliver high quality service through the dedicated effort of all.

Communication: Utilize an open-minded and solution-focused approach with consistent and timely follow through.



CEO MESSAGE

In 2017 Lakeland Care continued to grow and mature as an organization. Continuous improvement, evolution and development is crucial to our success, and in 2017, several activities stand out:

Lakeland Care Converts to a Private, Non-Profit Organization

Beginning in 2017 we began doing business as Lakeland Care, Inc. (LCI). Conversion from a quasi-governmental entity to a nonprofit opens a new realm of possibilities for LCI and the individuals and communities it serves. Formerly, this organization was very limited and could only operate Wisconsin's Family Care program. Flexibility and agility are critical to business success and have become the norm in the managed care, health care and insurance industries. Lakeland Care's transition to a private, nonprofit is a key step to position the organization for the programs and opportunities of the future.

While LCI has made itself more nimble, the change in company structure does not affect the local, compassionate and dependable supports it offers to members enrolled in Family Care. Lakeland Care continues to be a mission-based organization whose Board and staff are committed to strengthening and improving opportunities for those it supports.

Lakeland Care Expands to Serve Central and North-Central Wisconsin

In July, LCI expanded Family Care services to individuals living in Florence, Forest, Oneida and Vilas Counties in Northern Wisconsin, and also became a new Family Care option for people in Langlade, Lincoln, Marathon, Portage and Wood Counties. LCI now serves individuals in twenty-two Wisconsin counties and is proud to bring its member-centered and dependable Family Care program to families living in these areas.

Utilizing Trauma Informed Care and Practices

Lakeland Care continues to incorporate trauma informed knowledge, principles and practices into our daily work. Because many of the individuals LCI supports are affected by adverse childhood experiences, incorporating trauma-informed perspectives into our work helps us offer the right interventions to best support members' long-term care needs and outcomes. This year, LCI has focused on continued integration of Trauma Informed Care principles and practices throughout the organization.

Internal Organizational Enhancements

In 2017, Lakeland Care has matured its internal systems for customer and organizational support through creation of a new executive position, the Chief Talent and Compliance Officer (CTCO), who oversees a newly structured Organizational Resources Division. The CTCO's key focus is to ensure that LCI's internal culture, values and practices all fully align to support its employees and its customers. In addition, the CTCO manages Lakeland Care's new Compliance Department to ensure program integrity and compliance with federal and contract standards and regulations.

LCI's Network Relations Division has also enhanced the level of external supports it provides. This Division now includes a Network Quality Department, charged with overseeing and promoting quality standards and practices within the businesses in Lakeland Care's provider network. This new unit will strengthen Lakeland Care's support for the organizations providing direct care and services to LCI members.

In 2017, Lakeland Care took important steps to become more flexible, expand its service footprint and enhance internal and external supports. In the coming years we will continue to prepare LCI to deliver services in the Medicaid programs of the future, and be ready for those next opportunities.

Sincerely,



Katie Mnuk, CEO
Lakeland Care, Inc.

PUTTING MEMBERS FIRST

Lakeland Care is a member-centered and mission driven organization, not profit driven. Every member is part of the team that includes a care manager, registered nurse, and anyone else the member wants included in their Care Team. Together, the team creates a member-centered plan designed to achieve each individual's long-term care goals by identifying the natural supports already in place, and then the services and supports needed to ensure each individual's health and safety.

In addition to care management, members may choose to self-direct some or most of their own services. Self-direction provides an added element of individualization in Family Care.

At Lakeland Care, members are at the center of all we do.

Ninety-six cents of every dollar spent at Lakeland Care supports members' services. We focus on meeting members' needs in the manner that is best for them. For those individuals who wish to work, Lakeland Care helps them achieve that goal. In the past year, an additional 44 Lakeland Care members were successful in finding employment in their communities.

At its inception, Lakeland Care staff created a set of member-centered Guiding Principles that establish a foundation for all interactions with members, families, the public and each other. Those bedrock principles include: Teamwork, Respect, Accountability, Customer Service and Communication. These standards keep us striving for excellence in all we do, and help us continually improve our administration of Family Care.

MEET JAMES

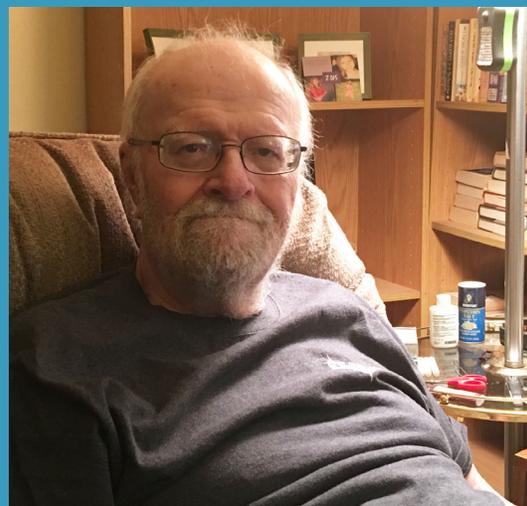
If you were to ask Jim about his experience working with Lakeland Care he will tell you, "Lakeland Care has been my lifeline." Jim is happy to be alive and in charge of his own well-being.

In February 2016, Jim had medical conditions for which he was hospitalized, and he was prescribed medication whose use prohibited him from consuming alcohol. Upon discharge, Jim needed to find a facility where he could go through rehabilitation to gain his strength back. He was anxious to return to his apartment and he worked hard in therapy so he could transfer independently and use his walker for mobility. Jim committed to remaining alcohol-free and he was willing to accept assistance with tasks to ensure his safety and maintain his abilities.

Just five months after leaving the hospital, Jim was able to move back to his own apartment, where he now lives independently. He has had no falls, hospitalizations or ER visits. Just as important, Jim has maintained his sobriety and he follows all of his doctor's recommendations. Jim's daughter Chris is a source of great support and she's a strong advocate for her dad. Chris hesitated when Jim said he wanted to move back to his apartment but knowing that he has supports in place, like a lifeline for personal safety, gave her peace of mind. She says "It means a lot for Dad to be in his own place, and he appreciates what he has."

Jim also struggles with blurred vision and severe hearing loss, and he uses an amplifier to better hear those who are speaking to him. He has housekeeping support and meals delivered five days a week, and Jim follows a program where he walks to maintain good health. Jim understands that he came close to being unable to live on his own in the community, and he's a great team player when it comes to his care. Jim and Chris get along great with his Lakeland Care team. Chris says "Katie and Julie are excellent to work with and it's very easy to communicate with them. In the two years that Jim's been in Family Care we've built a nicely oiled machine, and we all work great together."

Today, Jim feels good and looks forward to living life to the fullest. He enjoys listening to music, watching television and reading, and he has a special connection with his 99-year-old Mom who lives in North Dakota. Every week Chris sends Jim's Mom a picture of him and tells her how he's doing, and every Friday Jim receives a letter in the mail from his Mom. As Jim would say, "don't complain, get along and just move forward."



Lakeland Care Converts to Private Nonprofit Organization

On January 1, 2017 the Lakeland Care District became Lakeland Care, Inc., a non-stock, nonprofit entity. Our managed care organization was organized as a public long-term care district and provides Family Care services.

Due to the modified business type, members were assured that no changes to care plans, team assignments, or service providers would take place.

“There have been many changes in the Medicaid managed care industry in the years since Lakeland Care was developed as a long-term care district in 2009,” said Katie Mnuk, Lakeland Care’s CEO. “Transitioning to a private non-profit does not change our mission. We will still focus on the members we serve and may create new opportunities to offer them more comprehensive services and benefits in the future. The change to nonprofit status also lets Lakeland Care explore additional options for enhanced business stability, which better serves our members over time.”

“This name change marks another step in our growth as a local organization serving elders and adults with disabilities,” added Jim Brey, Lakeland Care’s Board President. “It will help us as we plan ahead to provide the best supports for our members, now and into the future.”



LAKELAND CARE

Local. Compassionate. Dependable.

Lakeland Care hit several milestones in 2017



5,000 +
Members



998
Providers



300+
Employees

Lakeland Care Expansion

Lakeland Care won a bid to administer the Family Care program in nine additional counties – Florence, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas, and Wood, which began in July 2017. Family Care services were currently available in five of those counties but was new for people living in Florence, Forest, Oneida and Vilas counties.

“Lakeland Care has a long history of helping elders and people with disabilities live more independently throughout Northeastern Wisconsin,” said Katie Mruk, Lakeland Care CEO. “We’re excited to serve people in the communities next door, in the North Central part of the state.”

Lakeland Care’s goal is to provide compassionate care and supports centered around the individual, and we are excited to offer that philosophy to serve people in North Central Wisconsin,” said Mruk.

Lakeland Care is members’ local, compassionate, and dependable resource for long-term care services and support, fulfilling its mission by partnering with hundreds of local businesses that provide direct care and services. Lakeland Care grew from one of the first Family Care pilot programs started in 2000, and now works with members in 22 Wisconsin counties.

To support this growth, Lakeland Care opened additional offices in Rhinelander near Trig’s, Stevens Point on Highway 10 on the east side of town, and Wausau at 501 S. 24th Avenue.



Stevens Point Office Ribbon Cutting



Rhinelander Office Ribbon Cutting



Wausau Office Ribbon Cutting



Lakeland Care Becomes a Dementia Friendly Business

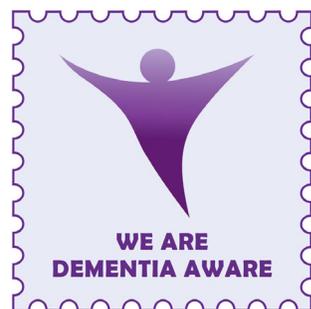
Lakeland Care teamed up with agencies to provide staff training and education on how to identify and support an individual living with dementia.

Dementia is not a specific disease. It is a term that describes a wide range of symptoms associated with a decline in memory or other thinking skills severe enough to reduce a person's ability to perform everyday activities. Communities across the globe are taking part in dementia friendly business trainings to make life comfortable for those dealing with dementia.

As part of the dementia friendly business trainings, Lakeland Care received Purple Angel emblems stating "WE ARE DEMENTIA AWARE." All Lakeland Care office locations display the Purple Angel emblem on front entrance doors. The Purple Angel symbolizes a guardian over those living with dementia, their families and friends and those helping to raise awareness of dementia. The Purple Angel symbol represents a global message of RAISING AWARENESS, HOPE and EMPOWERMENT for all people living with dementia, their families and care partners.

Lakeland Care CEO, Katie Mnuk said, "All of us at Lakeland Care fully support the Purple Angel movement and want to help bring awareness to our communities on dementia. Lakeland Care's care teams provide education about dementia to our members on a regular basis and we want to support our members as best we can."

In 2016, Lakeland Care staff used a screening tool to conduct dementia screening on members. The screening tool consists of a variety of re-call tasks and a simple clock-drawing task. Based on assessments, care teams identified members that were at risk for dementia to administer the screening tool with. Lakeland Care had great participation results from the membership group and several members were in agreement to having their results shared with their physician if the results indicated that having further evaluation could be beneficial.



Trauma Informed Care

Trauma-Informed Care (TIC) continues to remain an important initiative for Lakeland Care. In 2017, Lakeland Care continued to expand our knowledge regarding the impacts of trauma and Adverse Childhood Experiences (ACEs), and further enhanced agency TIC practice. In February 2017, Lakeland Care established a TIC Committee to help accomplish these goals. The TIC Committee worked on various internal activities, and planned two events which were held in October 2017.

Lakeland Care invited external stakeholders to a special event featuring First Lady, Tonette Walker and TIC advocate, Tonier Cain. More than 200 people registered to attend this event, including Lakeland Care Board of Director representatives, contracted providers, and various healthcare and human service professionals. A second event featured Tonier Cain as the keynote speaker for 283 Lakeland Care staff; as well as a poverty simulation exercise provided by various UW-Extension Family Living Educators from Brown, Calumet, Door, and Fond du Lac counties. Both of these events generated very positive feedback from internal and external participants!

As Lakeland Care continues on our Trauma-Informed Care journey, we look forward to providing additional training opportunities to our staff, and to sharing this effort with our external partners into 2018.



Lakeland Care CEO, Katie Mnuk; TIC Advocate, Tonier Cain; First Lady, Tonette Walker



Lakeland Care Staff Participating in the Poverty Simulation

Lakeland Care TIC Committee with TIC Advocate, Tonier Cain



PARTNERING WITH PROVIDERS

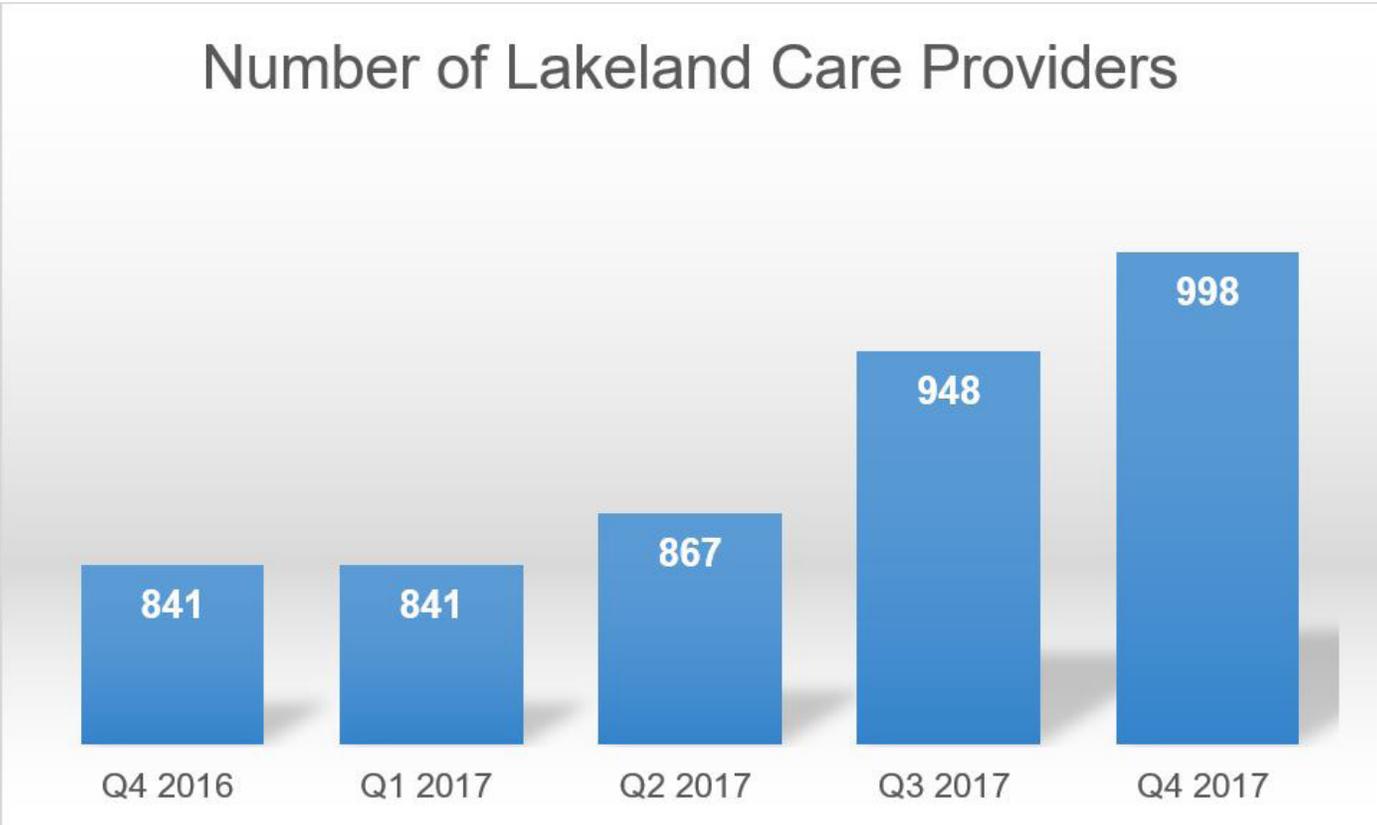
LAKELAND CARE PROVIDER NETWORK

Lakeland Care maintains a robust and diverse network of local service providers throughout northeastern and north central Wisconsin. Everyone at Lakeland Care is committed to maintaining strong, positive relationships with these local businesses because we know that together, we ensure that members receive high quality, cost-effective care and supports. Lakeland Care is proud to form long-lasting partnerships with service providers, in recognition of the fact that collaboration between Lakeland Care and service providers leads to the best support for the individuals.

The organization’s sizable network of providers ensures that members have adequate access to the services and supports they need as well as a variety of choices amongst providers of specific services. Lakeland Care works with providers to ensure the most effective and cost-effective services and supports are available to meet the unique needs of each member.

Lakeland Care’s Network Relations staff, housed in local offices throughout the region, ensure that providers receive adequate support for the key aspects of service provision to Family Care members. This support includes understanding and accurately delivering long-term care services as authorized, provision of quality services that safeguard members’ health and safety, and submission of timely and accurate claims for payment for services rendered.

Our network of providers is continuously growing and evolving to meet members’ changing needs, to embrace innovations in care practices, and to utilize technological advances in care and support. In 2017, our network of providers has grown substantially in number and geographical coverage, as Lakeland Care expanded our Family Care services to nine North Central Wisconsin counties. Our network of service providers grew by 157 in 2017 (18.7%), honoring the Lakeland Care commitment to assisting members in meeting their long-term care needs.



2017 Q3/Q4 C.A.R.E. Award Winners

In August 2017, Lakeland Care rolled out the C.A.R.E. (Compassion, Accountability, Respect and Enrichment) Award. The C.A.R.E. Award is a way for our Care Teams to recognize the outstanding service of our providers and individual caregivers. Every quarter the internal committee picks three providers/caregivers from care team submissions and the committee utilizes the C.A.R.E. principles to honor the recognized providers.

2017 Q3 C.A.R.E. Award Winners:

Unlimited Possibilities – Kara V.

“Thank you for doing so much for our member. He has shown a dramatic improvement in health and wellness, both physically and mentally since moving to Mather Street. Your compassion is evident as he chooses to apologize after a behavior. You are prompt in your reporting to care management after a medical appointment or behavior (both of which have dramatically lessened since moving to Mather AFH). I have observed that respect is mutual in your interactions during my impromptu visits or during phone calls from our member in which he often reports what has happened within the last 24-48 hours. Our member’s life has been greatly improved and enriched since moving to the AFH that you manage for Unlimited Possibilities. Our member’s family is very pleased with all of the positive changes that have occurred since the move.” – Nominated by Jennifer W.

Almost Family HHC – Jamie J.

“Thank you for your continued commitment to approaching member’s care holistically. Your dedication to members has been recognized not only among your fellow professionals but the members themselves are grateful for your care. You are always willing to lend a hand or spend that extra time with a member to ensure understanding and it is appreciated by all.” – Nominated by Michelle S.

Touch of Care – John/Carrie J.

“Thank you so much for helping me with transporting members from the hospital, to doctor appointments, and special requests like last minute facility tours. You both always go above and beyond and do it with a smile! Our members are so happy with your kind and courteous service. I can’t thank you enough!” – Nominated by Angela V.

2017 Q4 C.A.R.E. Award Winners:

ARC of FDL, Smith AFH - Karen B.

“LCI would like to recognize the efforts of Karen in providing support and 1:1 care in meeting our members needs while hospitalized. Karen provided exemplary advocacy, care and service. Karen went above and beyond to ensure that he was supported in the hospital for as long as possible as he was nearing end of life. Karen continued her dedication to our member and his family by offering to assist with funeral arrangements and planning his memorial service.”
– Nominated by Network Quality Department

Above and Beyond - Lori E.

“Thank you for working with our member. You have managed to develop a relationship with him in which he trusts you and allows you to care for him. You are able to work with him even when he is having his “bad” days. You are a constant support in his life and I appreciate your willingness to continue to work with him after all this time. I feel confident in your ability to recognize when you need to alert the agency or his Lakeland Care staff when you are concerned with his wellbeing. You are willing to assist with taking him to doctor appointments, which is very helpful as well. As he has very little contact with any family or friends, he would struggle if he did not have a person in his life who is reliable and consistent as you have been.” – Nominated by Julie W.

Atrium Post Acute Care - Oconto Falls - Kim V. and Kathy R.

“Thank you for going above and beyond for our member with not only coordinating and providing transportation at no cost to the behavioral health center in Minnesota when we were unable to get a transportation provider, but also for all you have done to support our member and her family through some difficult times. Your past and ongoing support is truly appreciated!” – Nominated by Dawn M.

APPEALS & GRIEVANCES

At Lakeland Care, we value the fact that members have rights and responsibilities associated with being enrolled in the Family Care program. It is important that with every opportunity we have to interact with a member and their support system is done with respect and purpose. Whether a member is working with our Business or Care Management Departments, or have questions about a care plan or service claim, we strive to provide all stakeholders with the attention, respect, and customer service they deserve. Further, Lakeland Care strives to ensure members are receiving quality services that meet their needs, uphold their rights, and foster member choice.

Appeals and Grievances

Lakeland Care's appeal and grievance system exists to uphold members rights to express their opinion about decisions made related to their care. Lakeland Care places a strong emphasis on mediating the concern throughout the process to ensure the member's voice is heard and their perspective is fully understood. Employees uphold the principle that an appeal or grievance is not "good" or "bad" but merely offers the organization the opportunity to understand the situation from a different perspective. Members are encouraged to communicate any dissatisfaction to their Care Team, at any time, so issues can be resolved as quickly as possible. Members also have the right to file a grievance or appeal, if they believe their concerns are not fully addressed by the Care Team.

Appeals

An appeal is a review of an action Lakeland Care staff took affecting the member's care plan or eligibility. Lakeland Care's 2017 appeal outcomes demonstrate the organization's commitment to mediating and negotiating member concerns. In 2017, a total of 38 appeal actions were taken by members. Of the 38 appeals, 21 of them (55%) were withdrawn due to reaching an agreement with the member and the Care Team – an incredible reflection of Lakeland Care's commitment to negotiate with members throughout this process.

Grievances

Grievances provide members the opportunity to voice their concerns formally to the organization and provides Lakeland Care insight into members' dissatisfaction about their care. Throughout 2017, Lakeland Care served over 5,000 members and a mere ten grievances were filed. The most common type of grievance was related to provider care quality. In most of these situations, to remedy the concerns, the Care Team collaborated with the member to change their services.

Lakeland Care prides itself on encouraging and supporting members to practice their rights and express their opinions related to decisions.



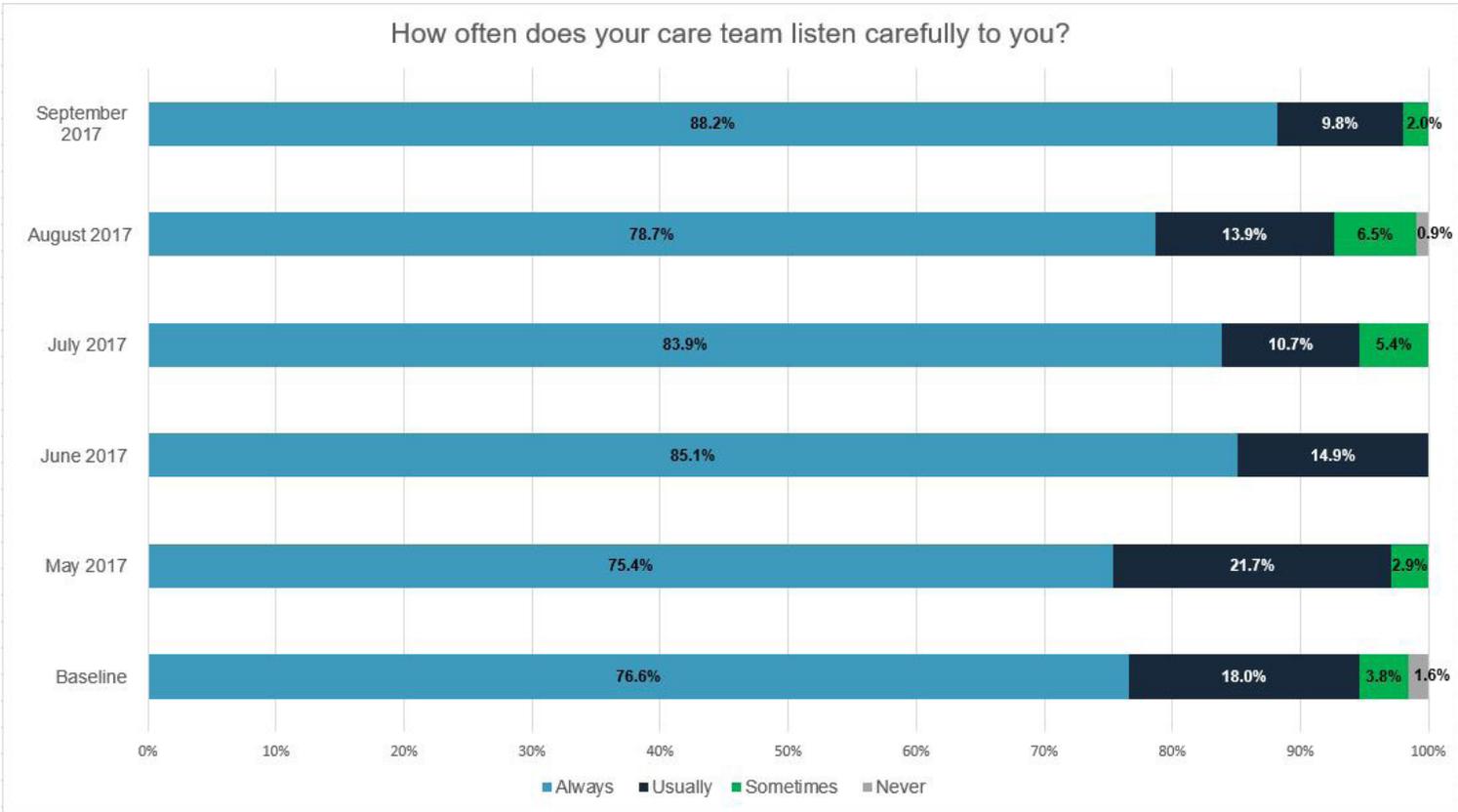
QUALITY IS EVERYONE'S JOB

Performance Improvement Projects

As a part of ensuring quality in processes, Lakeland Care undertakes extensive efforts to recognize opportunities for improvement and areas of success throughout the organization. Recognizing opportunities provides Lakeland Care with a change in focus, not on what the areas are lacking, but rather, what interventions are needed to make improvements. One key method for recognizing opportunities for improvement is through Performance Improvement Projects (PIPs).

The performance improvement project assists Lakeland Care in determining an opportunity for improvement of the processes and outcomes of care provided to members. In 2017, Lakeland Care's PIP aimed at improving Member Satisfaction. This project was done by surveying members beyond the annual member satisfaction survey to learn more about member's perception of their Care Team.

The following graph illustrates a remarkable increase of 11.6% in member satisfaction from our baseline in 2016 to September 2017, answering the question, "How often does your care team listen carefully to you?" as Always. In an additional question, "I know my care team listens to me because" results proved that all five response options remained between 16.9% and 22.0%. The consistency of variance demonstrates that staff were thoughtful in approaches specific to their member's communication styles and ensured their member's feelings and preferences are being heard. Lakeland Care will continue to review practices to identify opportunities to support excellence in member care.

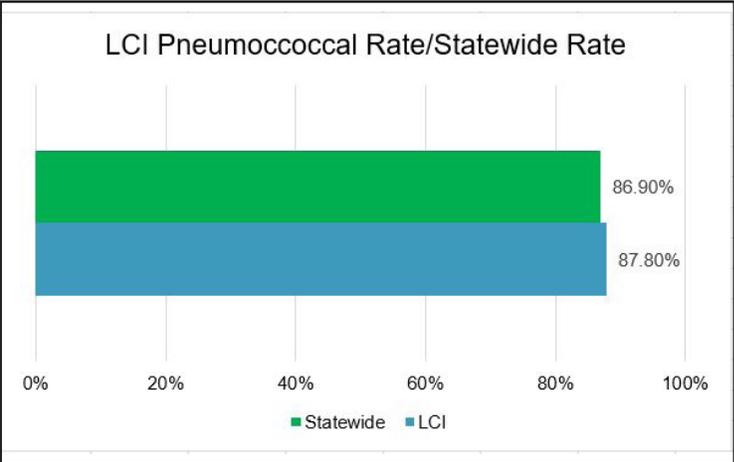
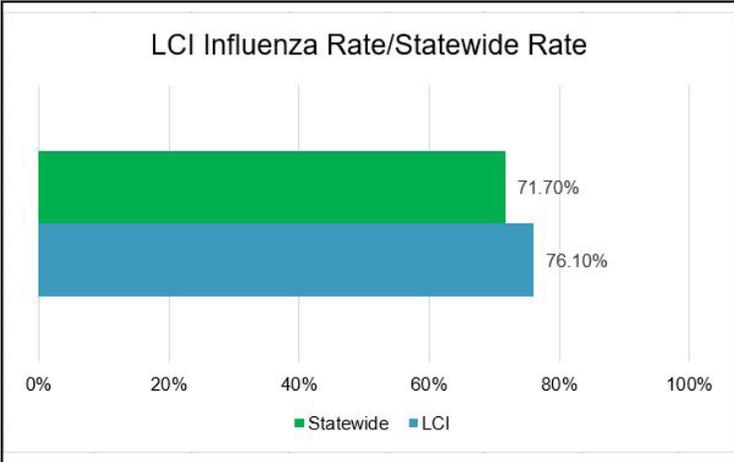




Prevention and Wellness Strategies

Lakeland Care’s prevention and wellness program promotes members’ independence, health, and safety while managing their chronic health conditions. One preventative activity of focus is immunization against influenza and pneumonia. Care Teams educate members about the impact influenza and pneumonia can have on their life as well as the importance of the vaccination. A review of the most recent influenza vaccination rates reveals that 4.4% more Lakeland Care members immunized themselves against influenza than the Family Care industry as a whole.

Many Lakeland Care members have multiple, complex health conditions and contracting pneumonia could significantly affect their lives. As the graph below indicates, nearly 1% more Lakeland Care members receive their pneumonia vaccine than the Family Care industry as a whole. Lakeland Care will continue to conduct prevention and wellness activities and education for our members and advocate for their good health to ensure they continue to live healthy and well in the community.



LAKELAND CARE MEMBER DATA

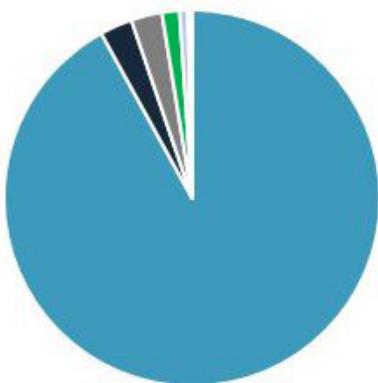
TOTAL MEMBERS ENROLLED 5,070 



- Intellectual/Developmental Disability.....2,595
- Frail Elder.....1,752
- Physical Disability.....723

Ethnicity

- White
- Other
- American Indian or Alaska Native
- Black or African American
- Asian
- Native Hawaiian or Pacific Islander
- More than One Race

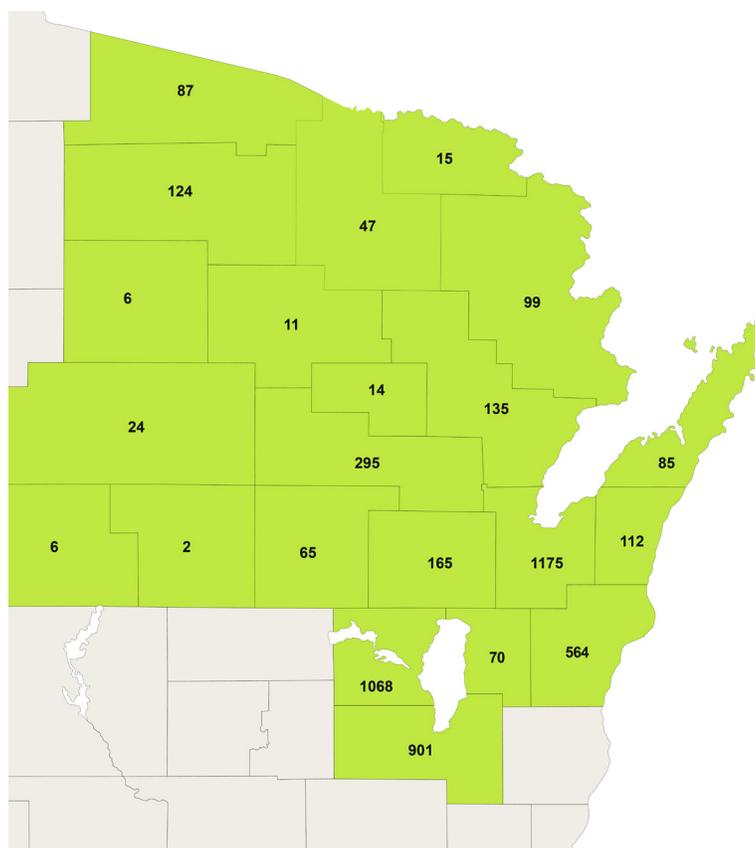


Membership Growth



TOTAL MEMBERS SERVED BY COUNTY OF RESIDENCE

Brown	1,175
Winnebago	1,068
Fond du Lac	901
Manitowoc	564
Shawano	295
Outagamie	165
Oconto	135
Oneida	124
Kewaunee	112
Marinette	99
Vilas	87
Door	85
Calumet	70
Waupaca	65
Forest	47
Marathon	24
Florence	15
Menominee	14
Langlade	11
Lincoln	6
Wood	6
Portage	2
Total	5,070



MEET STEPHANIE

“If you want to do something, you just have to figure out how to do it. There are not many things I won’t try at least once,” says Lakeland Care member, Stephanie.

Stephanie, a 31 year old woman living in Green Bay, was born with Osteogenesis Imperfecta (O.I.), also known as “brittle bones disease.” O.I. is a congenital condition manifested by weak bones and for some, short stature. After graduating high school in 2005, Stephanie attended St. Norbert College and graduated with a Bachelor of Arts Degree in Political Science. Given her interests in disability rights and advocacy Stephanie considered going to law school after graduation, but instead decided to work on disability policy in Washington, D.C. She describes her time living and working in the D.C. area as a “challenging, growth experience.”



Stephanie came back to Wisconsin in 2010 and became a volunteer working with inmates at the Brown County Jail through the Norbertine Volunteer Community. She credits this experience for influencing her choice to go back to school to obtain her Master’s Degree in Pastoral Counseling from Loyola University in Chicago. After living in Chicago for three years Stephanie moved back to Green Bay and rented for a while until her current disability-accessible apartment became available. Stephanie is grateful to have an accessible place to live because she knows that not everyone with a disability is as fortunate; affordable housing is an issue across the United States, but it’s acutely difficult for people with disabilities.

“There have been times where I have had to re-think about what ‘independence’ means as a person with a disability. I have redefined my relationship with my disability to think more about being ‘interdependent’ and recognizing that allowing others to help me live a life full of vitality isn’t about being incapable, rather, it’s about honoring my limits and strengths,” she says.

Stephanie joined the Family Care Program in 2017 and is grateful for the support that Lakeland Care provides. She says, “With Lakeland Care, I have the sense that I’m more than just a member. I’m more than my medical diagnosis. For me, that’s really important – to be seen beyond my wheelchair.” The services she receives allow Stephanie to truly live “independently/interdependently” in a way that’s safe and comfortable.

Stephanie uses a power wheelchair during waking hours and in the past, she’s struggled to receive a wheelchair that meets her needs. “Being a little person presents its own set of unique needs and to have a wheelchair that enables me to successfully navigate the world means more than words can capture.” She also utilizes in-home technology; an app on her smartphone and iPad helps with things like locking doors and turning on lights by simply pressing a button. This kind of assistive technology supports Stephanie to live more safely than before, when she had to climb on furniture to turn her lights on and off.

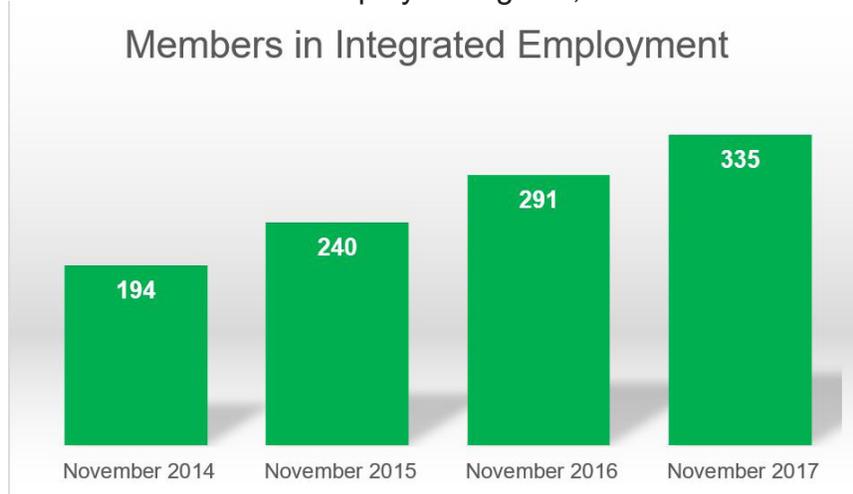
“Disability or no disability, anyone, by virtue of being human, will encounter road bumps. It’s how we navigate them that can make the difference.”

Stephanie is engaged throughout the Green Bay community, working with different volunteer groups and advocating for improved services for those living with mental health diagnoses. She co-facilitates a class on self-advocacy skills for high school students with varying disabilities, helps medical students practice certain skills, and has her own counseling practice. She also volunteers at the local homeless shelter and at a local drop-in resource center for people experiencing homelessness. Stephanie says “Being an engaged member of my local community, volunteering, and doing my best to leave the world a little better than the day before helps me stay true to my belief that, whether we want to acknowledge or not, we ARE all interdependent. I’m glad that I chose Lakeland Care and it’s because of my care team that I can continue to be me – disability and all.”

MEMBERS AT WORK: LOCAL JOBS IN THE COMMUNITY

“What do you do for a living?” It’s a common question we ask when meeting someone new. People with disabilities are no different; they want to work and earn competitive wages, live on their own, and be contributing members of their community. Work plays a role in how we all define our place in the world.

Employment First is a movement supporting a shift in thinking toward making competitive integrated employment, in the community, the first choice of employment for people with disabilities. Lakeland Care is doing all it can to help its members reach their employment goals, and the data shows that this is working.



Lakeland Care has reported strong community employment numbers for members since 2012. Twice each year, the Department of Health Services gathers employment data for members working in the community and for those working in facility-based employment.

From November of 2016 to November of 2017, 44 Lakeland Care members were successful in finding employment in their communities. Lakeland Care takes pride in partnering with employers and our providers to increase the number and variety of integrated employment opportunities available to the members we serve.

Lakeland Care hosted a “Flipped” Job Fair in April 2017 where 14 individuals we support participated. This job fair was made available through a grant Lakeland Care received from the Board for Persons with Developmental Disabilities. This job fair spotlighted members and their abilities, their experiences and their drive to work in their community. Area employers were invited to attend and interview the individuals for current positions that they may have at their business. Lakeland Care members gained valuable experience talking with employers and one individual completed a work experience and was hired by the employer for permanent position.



PROJECT SEARCH 2017

Project SEARCH is a business-led collaboration that provides opportunities to young adults with disabilities (referred to as interns) to acquire and maintain employment through training and career exploration. Project SEARCH provides total immersion in competitive integrated employment, generally in larger businesses within a community. Students with disabilities get started with Project SEARCH by applying for a workforce alternative for their last year of high school. All participants must be eligible for services with the Wisconsin Division of Vocational Rehabilitation (DVR).

Project SEARCH partnerships include a local business, a school district, DVR, a vocational services agency and a disability services agency, such as a managed care organization. During the 2016-2017 school year, four Lakeland Care members participated at the Project SEARCH site at Ascension Mercy Medical Center in Oshkosh. Lakeland Care members also participated in Project SEARCH at Bellin/HSBS St. Vincent.

Lakeland Care members who participate in the Project SEARCH program learn valuable skills while completing the program's three rotation format. Rotations are spread out on a school semester basis. Since completing Project SEARCH, six interns have been competitively employed while the remaining interns are actively pursuing competitive integrated employment.

For the 2017-2018 year, multiple Lakeland Care members are participating in Project SEARCH sites across northeast and north central Wisconsin, including Green Bay, Marshfield, Oshkosh, Wausau and Wisconsin Rapids.

In summary, over the past three years, Lakeland Care has supported twelve members who participated in the Project SEARCH program.



2016-2017 Project SEARCH graduation at Ascension Mercy Medical Center in Oshkosh

What members say about Lakeland Care:

“I’m happy in my own home. I can choose my caregivers. I feel blessed that I found this program.”

“They take the time to know you and your lifestyle - how you want to function in your day-to-day life.”

“They listened to me. I have a voice!”

TAKE YOUR LEGISLATOR TO WORK EVENTS

Lakeland Care member, Wayne Bonfigt, participated in the Take Your Legislator to Work campaign. Pictured (from left) State Senator Devin LeMahieu, A&W General Manager Nick Stangel, Lakeland Care member Wayne Bonfigt, State Representative Paul Tittl.



Lakeland Care member Wayne Bonfigt was joined by State Senator Devin LeMahieu (R-Oostburg) and State Representative Paul Tittl (R-Manitowoc) at Manitowoc's A&W Restaurant in the statewide Take Your Legislator to Work Campaign on April 3. The Take Your Legislator to Work Campaign is organized each year by the Wisconsin Board for People with Developmental Disabilities (BPDD). The campaign coordinates visits between legislators and their constituents with disabilities so that legislators experience first-hand the economic and societal impacts of inclusion on their local communities.

Wayne has been employed with A&W for almost a year. He starts his shift before the restaurant opens and sweeps and mops the floors, cleans the bathrooms, and wipes down tables and menus. Nick Stangel, A&W general manager stated, "I enjoy having Wayne work for me and enjoy teaching new things to Wayne. I care for people who have disabilities and it makes me feel good being able to help them." Stangel went on to say, "It's amazing to see Wayne's progress with his communication – he really has opened up since first starting at A&W."

Wayne enjoys working in the community and he often jokes around with his co-workers. Wayne's job coach, Sue Fink from Curative Connections, says "Wayne has blossomed so much since he started working at A&W. His communication skills greatly improved and he opens up once he gets to know you."

Wayne would rather work than sit still. Fink said, "Wayne enjoys getting feedback on how he's doing and frequently says "How's that?" To help Wayne learn the job, a photo book was created for him to follow of him doing the tasks. This also helps him understand his tasks. Fink stated, "Wayne loves working for Nick. They tease each other back and forth and they have a great connection."

State Senator Dan Feyen (R-Fond du Lac) and State Representative Jeremy Thiesfeldt (R-Fond du Lac) joined Lakeland Care member Thomas Schmitz at Agnesian HealthCare in the statewide Take Your Legislator to Work Campaign on May 11.

Thomas has been employed with Agnesian HealthCare since October 2010. He washes, rinses and sanitizes pots and pans in the Food Service Department. "Thomas has shown great improvement over the years, stated Rich Nimkie, Head Chef, Operations Supervisor–Food Service at Agnesian HealthCare. "He is very independent and needs very little guidance. He comes in, puts on his hat and apron, washes his hands and gets right to task." When Thomas started at Agnesian HealthCare he had a job coach from Diverse Options who initially worked with him every day. Staff at Agnesian HealthCare trained Thomas and his job coach how to properly wash the dishes and then gradually let Thomas work more and more independently until he was comfortable with the responsibilities of the job.

Thomas loves working in the community. "Employment is giving him the opportunity to learn new things and it's a great feeling for him when he can master a task to do a job well," said Thomas' mom. Thomas really enjoys spending time with his co-workers and truly loves his job at Agnesian HealthCare. Having a job makes him feel valuable and part of a team. Thomas' mom said, "I'll never forget the day very early in his employment at Agnesian HealthCare that he came home and said 'I'm a working man!' He derives so much pride and confidence working side by side with the Food Services team who has been so supportive of him."



Lakeland Care member, Thomas Schmitz, participated in the statewide Take Your Legislator to Work campaign. Pictured (from left) Diverse Options CEO Al Schraeder, Agnesian HealthCare Director, Nutrition and Food Services Donna Van Buren, State Representative Jeremy Thiesfeldt, Lakeland Care member Thomas Schmitz, Agnesian HealthCare Head Chef, Operations Supervisor–Food Service Rich Nimkie, Senator Dan Feyen.

GIVING BACK TO OUR COMMUNITIES



\$81,000+

For years, Lakeland Care employees have invested and volunteered to support causes through the communities that we, and our members, call home. Lakeland Care's Volunteer Time Off policy grants Lakeland Care employees paid time off to lend a helping hand at area nonprofits. Over the years, Lakeland Care's regular "Casual for a Cause," now renamed to "CARE for a Cause" effort has raised over \$81,000 dollars to support hundreds of local charities listed below.

Whether it's buying blankets for the homeless, supporting Special Olympics, or participating in local "Shop with a Cop" programs, Lakeland Care staff are invested in, and part of, community-based solutions throughout Northeast and North Central Wisconsin.

- A Life Worth Celebrating - Tim Garvey Family Benefit
- Aid Resource Center of Wisconsin
- ALS
- Alzheimer's Association Longest Day
- Alzheimer's Go Purple Day
- Alzheimer's Walk Manitowoc
- Alzheimer's Walk Fond du Lac
- Alzheimer's Walk Green Bay
- Alzheimer's Walk of the Fox Valley
- Alzheimer's Walk of the Lakeshore
- Alzheimer's Walk Two Rivers
- American Heart Association - Central
- American Red Cross
- Autism Society of the Fox Valley
- Autism Society of the Lakeshore
- Back to School Fond du Lac
- Back to School Oshkosh
- Being There Reaching Out - WI Families of the Fallen
- Big Brothers Big Sisters of Brown County
- Big Brothers Big Sisters of Door County
- Big Brothers Big Sisters of FDL County
- Big Brothers Big Sisters of Manitowoc County
- Big Brothers Big Sisters of Shawano County
- Blanketing Brown County
- Book Worms
- Camp Hope for Kids
- Caring Bridge
- Casa Hispana
- Central's Food Pantries
- Charlie Knuth Fund
- Children's Hospital Milwaukee
- Children's Oncology Services Camp
- Christine Ann Domestic Abuse Services, Inc.
- City of Manitowoc Zoo
- Coats for Kids Campaign
- Community Clinics Healthy Teeth
- Community Closet Cool for School
- Craig Birkholz Memorial Fund
- Crivitz Area Food Pantry
- Crivitz Back to School Program Giveaway
- Cure SMA (Spinal Muscular Atrophy)
- Dancing with Little Stars
- Day by Day Warming Shelter
- Day by Day Warming Shelter of Oshkosh
- Door County Habitat for Humanity
- Down Syndrome Awareness
- Down's Syndrome Awareness Walk
- Families of the Fallen
- Father Carr's Food Pantry
- Father Carr's Place
- Fill a Back Pack in Wausau
- Fish for Kids
- Fond du Lac Food Pantry
- Fond du Lac Literacy Services
- Fond du Lac Optimist Club
- Fond du Lac Pool Pass Program
- Fond du Lac Relay for Life
- Fond du Lac Samaritan Free Clinic
- Fond du Lac Symphonic Band
- Food for Thought Food Pantry
- Fox Valley Memory Project
- Fox Valley Warming Shelter
- Friends of Autism
- Friends of Outagamie County Cemetery
- Give to L.I.F.E.
- Go Red for Women
- Green Bay Area Humane Society
- Habitat for Humanity Manitowoc
- Habitat for Humanity Oshkosh
- Habitat for Humanity Shawano
- Habitat for Humanity Windy City Project
- Healthy Teeth Committee
- Henry Leichy
- Holyland Donkey Haven
- Hope & Care Center of Oshkosh
- Hope House Homeless Shelter
- House of Hope
- Humane Society - Fond du Lac
- Humane Society - Manitowoc
- Humane Society - Oshkosh
- Jaunt for Jonah
- Jesse Pickett Memorial Fund
- Juvenile Diabetes Research Foundation
- Juvenile Diabetes Research Foundation Walk
- KAN Cool for School - Manitowoc County
- Kathy's House
- Kewaunee Area Back to School Drive
- Kewaunee County Food Pantry
- Kids B Fit
- Kingdom Come Food Pantry
- Lakeshore Grief Support
- Lakeshore Humane Society
- Lakeside Park Flower Program
- Lakeside Park Petting Zoo
- LCI LINK Committee
- Lions Eye Bank of Wisconsin
- Local Food Pantry
- Lombardi Walk to Tackle Cancer in Two Rivers
- Lupus Foundation
- Mahala's Hope
- Make-A-Wish Foundation
- Making Strides Against Breast Cancer Walk
- Manitowoc Co. Big Brothers Big Sisters
- Manitowoc Co. Domestic Violence Center
- Manitowoc Co. Shop with a Cop
- Manitowoc County Polar Plunge
- March of Dimes Walk in Green Bay
- Mariner's Trail
- Matt Kolbe Memorial Fund
- Military Family Support
- Miracle League of Fond du Lac
- Mishicot Pink Heals of Manitowoc County
- Multiple Sclerosis Awareness Run
- Muscular Dystrophy Shamrock Campaign
- My Team Triumph
- My Team Triumph - Algoma
- My Team Triumph Mile
- My Team Triumph Algoma Shanty Days
- National Alliance for Mental Illness (NAMI)
- National Kidney Foundation of Wisconsin
- Never Forgotten Honor Flight
- New Beginnings Pregnancy Care Center
- New Employee Orientation Luncheon Fund
- North East Wisconsin Coats for Kids Campaign
- Old Glory Honor Flight
- Operation A Sisters Love
- Oshkosh Area Food Pantry
- Oshkosh Bike Program
- Oshkosh Inclusive Park Project
- Oshkosh Polar Plunge
- Oshkosh Police Mobile Command Unit
- Oshkosh YMCA Strong Kids
- Over the Edge
- Paul's Pantry of Green Bay
- Pink Heels Breast Cancer Awareness
- Plz Give the Keys
- Portage County Back to School Drive
- Prevent Suicide of Manitowoc County
- Project Healing Waters
- Project Linus of Fond du Lac County
- Rebuilding Together
- Relay for Life - Fond du Lac
- Relay for Life - Manitowoc
- Relay for Life - Oshkosh
- Rethink Addiction Run
- Rhineland Area Stuff the Bus Back to School Drive
- River Valley Outdoorsmen
- Ruby's Pantry
- Run with the Cops - Special Olympics
- Salute the Troops of Wisconsin
- Salvation Army - Manitowoc
- Salvation Army - Oshkosh
- Salvation Army Back to School Supplies
- Salvation Army Parkview Haven Fire Relief Fund
- SAM25 in Shawano
- Save a Smile Dental Program
- Saving Paws Animal Rescue
- School Supplies
- Shamrocks Against Dystrophy
- Shaun Novak Memorial Fund
- Shawano Area Matthew 25 Shelter
- Shawano Warming Shelter
- Shop with a Cop - Fond du Lac County
- Shop with a Cop - Manitowoc County
- Shop with a Cop - Oshkosh
- Shop with a Cop Brown County
- Shop with a Cop Door County
- Shop with a Cop Kewaunee County
- Shop with a Cop Marinette/Menominee County
- SOAR Fox Cities
- Solution Center Warming Shelter
- Special Olympics - Polar Plunge
- St. Baldrick's Foundation
- St. Johns Homeless Shelter
- St. Vincent's Ped Oncology Unit
- Step 'n Stones
- Stock the Shelves Campaign
- Take 5 Club
- Teachers Closet
- The Crossing of Manitowoc County
- The Friendship Place
- The Haven of Manitowoc County
- The Longest Day
- The Red River Riders
- Tim Garvey Family Benefit
- Timeslips
- Touched Twice Clinic of Manitowoc
- Trisha Holz/RaeAnnon Sasada Fire Aid
- Two Rivers Ecumenical Food Pantry - TREP
- Two Rivers Hospital Equipment Program
- Two Rivers Neshotah Beach Pavilion
- United Singers of Fond du Lac
- United Way Stuff the Bus
- US Army Spc Shaun Novak Memorial Fund
- Veterans Trek
- Walk to End Alzheimers
- Walk to End Alzheimer's Greater Wisconsin Chapter
- Whisper Hills Clydesdales Special Needs Foundation
- Wisconsin Special Olympics - Basketball
- Wisconsin Vest a Dog
- Wolf River Habitat for Humanity
- Wounded Warrior Project

2017 FINANCIAL YEAR IN REVIEW

OVERVIEW

Lakeland Care's enrollment grew in 2017, as Family Care expansion continued in the seven Northeastern Wisconsin counties of Geographic Service Region (GSR) 13 (Brown, Door, Kewaunee, Marinette, Menominee, Oconto and Shawano counties) as well as a second expansion to nine counties in GSR 4 which includes Florence, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Wood, and Vilas counties. In 2017, Lakeland Care served a net total of 322 additional members in this region. Lakeland Care also saw enrollment growth in members served in GSR 10 (Calumet, Outagamie and Waupaca counties).

Primarily due to the expansion of Family Care in GSRs 4 and 13, Lakeland Care experienced an operating loss in 2017. However, Lakeland Care did receive one time funding for prior years recertification of capitation rates resulting in an overall organizational net surplus for 2017, as further described below.

MEMBER ENROLLMENT

Lakeland Care ended the year with 5,070 enrolled members, which represents a 14.6% growth rate from the prior year. Overall target group distribution for members includes: 51.2% intellectually/developmentally disabled (I/DD), 14.2% physically disabled (PD), and 34.6% frail elderly (FE), while 2.4% members were served in the non-nursing home level of care. The table below shows the distribution of Lakeland Care members by target group and region.

2017 LAKELAND CARE MEMBERS				
	I/DD	PD	FE	TOTAL
GSR4	130	57	135	322
GSR9	1,350	37	806	2,533
GSR10	87	43	170	300
GSR13	1,028	246	641	1,915
LCI	2,595	723	1,752	5,070

BUDGET

To support this growth, Lakeland Care's operating revenues increased by \$20.1 million, or 12.7%, in 2017. The table below provides the Key Ratios for Lakeland Care, Inc. Direct Member Service Costs ended the year at 84.9% of revenue. Although this measure slightly decreased in 2017, Lakeland Care remains above the industry average of 83.7%. Lakeland Care's other cost measures, Care Management and Administration as a percent of revenue, remain at or near industry averages as of 2017 fourth quarter results.

KEY RATIOS	2016 AUDITED YTD	2017 ACTUAL YTD	2017 BUDGET YTD
MEMBER SERVICE COSTS	84.94%	84.88%	83.08%
CARE MANAGEMENT	11.54%	11.76%	12.33%
COMBINED MEMBER COSTS	96.48%	96.63%	95.40%
ADMINISTRATIVE EXPENSE	3.98%	3.82%	3.93%

SOLVENCY

In 2017, Lakeland Care's Solvency Funds and the Restricted Requirements totaled over \$15,000,000. This included Working Capital of \$11.1 million; Restricted Reserves of \$2.8 million; and Solvency Funds of \$1,133,390. Lakeland Care met these requirements throughout 2017, exceeding them by over \$5.8 million, or 38%.

2017 FINANCIAL REPORT

STATEMENT OF FINANCIAL POSITION - DECEMBER 31, 2017

	2017	2016
ASSETS		
Current Assets	\$29,558,571	\$24,564,871
Noncurrent Assets		
Restricted Cash and Investments	\$3,922,881	\$3,390,741
Net Capital Assets	\$991,708	\$942,014
Total Noncurrent Assets	\$4,914,589	\$4,332,755
TOTAL ASSETS	\$34,473,160	\$28,897,626
LIABILITIES		
TOTAL LIABILITIES	\$18,423,827	\$15,156,650
NET ASSETS		
Net Investment in Capital Assets	\$991,708	\$942,014
Restricted	\$3,922,881	\$3,390,741
Unrestricted	\$11,134,744	\$9,408,221
TOTAL NET ASSETS	\$16,049,333	\$13,740,976



2017 FINANCIAL REPORT

STATEMENT OF ACTIVITIES - DECEMBER 31, 2017

	2017	2016
Operating Revenues		
Medicaid Capitation	\$178,479,899	\$157,914,525
Other	\$28,385,562	\$26,687,751
Total Operating Revenues	\$206,865,461	\$184,602,276
Operating Expenses		
Direct Member Service Expense		
Total Long-Term Care Services	\$177,096,022	\$159,859,616
Care Management Expenses		
Care Management	\$21,277,440	\$18,929,257
Depreciation	\$215,147	\$175,486
Total Care Management Expenses	\$21,492,587	\$19,104,743
Administration Expenses		
Wages and Benefits	\$5,586,792	\$5,138,197
Other	\$1,225,183	\$1,254,310
Total Administration Expenses	\$6,811,975	\$6,392,507
Total Operating Expenses	\$205,400,584	\$185,356,866
Operating Income	\$1,464,877	-\$754,590
Nonoperating Revenues (Expenses)	\$843,480	-\$2,376,056
Change in Unrestricted Net Assets Before Reclassification	\$2,308,357	-\$3,130,646
Reclassification		
Net Assets Restricted for Reserves Established by State of WI	-\$532,140	-\$553,745
Change in Unrestricted Net Assets	\$1,776,217	-\$3,684,391
Temporarily Restricted Net Assets		
Net Assets Restricted for Reserves by State of WI	\$532,140	\$553,745
Change in Net Assets	\$2,308,357	-\$3,130,646
Net Assets - January 1	\$13,740,976	\$16,871,622
Net Assets - December 31	\$16,049,333	\$13,740,976

LAKELAND CARE BOARD OF DIRECTORS

Strategically aligned with Lakeland Care's Mission and Vision, the Board of Directors guide all actions and decision making.



Lakeland Care 2017 Board of Directors (left to right) front row: Tom Otto and Todd Moely; back row: Jim Brey, Larry Lautenschlager, Jim Koziczowski, Judy Ruggirello, Judy Goldsmith, Allen Buechel, and Bob Ziegelbauer

LAKELAND CARE ADVISORY COMMITTEES

PROVIDER NETWORK ADVISORY COMMITTEE

Amy Weiss - MCFI Home Care LLC
Barb Salemi - Clarity Care Inc.
Barbara Ivria - Barbara Kuhn AFH
Barry Rusch - Taylored Rehab
Cassara Gayhart - REM Wisconsin
Dan Witt - Agape of Appleton, Inc.
Dirk Carson - J & B Medical Supply Co. Inc
Donald Busakowski - MCFI Home Care LLC
Jenny Maultra - Recover Health of Wisconsin Inc
Joe Smith - Mom's Meals
Julie Miller - Community Alternatives

Julie Strenn - Innovative Services
Luke Duncan - Medline Industries Inc
Marcia Christiansen - Rainbow House
Mary Stueber - REM Wisconsin
Miriah Seyler - Atrium
Sara Oostdyke - TLC Homes
Sarah Hirsch - Innovative Services
Steve Seybold - Homme Home for the Aging Inc
Tim Frey - TLC Homes
Vicky Gunderson - GT Independence

MEMBER ADVISORY COMMITTEE

Patty Albers, Family Member/Legal Representative
Ginger Beuk, Member Representative
Pete Knox, Community Representative
Maggie McCullough, Legal Representative
Al Schraeder, Provider Representative
Margaret Winn, Provider Representative
Dennis Zack, Community Representative
Joan Groessl, Community Representative

LAKELAND CARE EXECUTIVE LEADERSHIP TEAM



Katie Mnuk
Chief Executive Officer

Katie has served as C.E.O. of Lakeland Care since its inception in 2010. Under her leadership Lakeland Care has operated as a fully integrated organization, maintaining fiscal and programmatic integrity through multiple expansions and achieving cost-effectiveness while sustaining high member satisfaction levels and service quality. Prior to assuming her current role Katie led the planning effort that created Lakeland Care, and before that she helped develop and market a first-of-its-kind statewide health insurance co-operative for Wisconsin farmers and agribusinesses. Katie previously served as Executive Director of the Wisconsin Women's Council. Her work experience in state government includes Chief of Staff, Policy Analyst and constituent services positions in both the Wisconsin State Senate and Assembly, and public policy and executive team roles at two state agencies. Katie holds a Bachelor's degree in Political Science and English from the University of Wisconsin-Madison. She is a licensed health insurance professional and is appointed to the Wisconsin Women's Council Board.

Dan is a Certified Public Accountant with extensive experience in professional accounting, budgeting, and financial analysis. Dan has been the financial leader for Lakeland Care since its inception in 2010. Under Dan's direction Lakeland Care was the first expansion MCO to record a surplus position in their second year of operations, and Lakeland Care has met or exceeded solvency requirements every year of its existence. Before coming to the organization Dan served as the Director of Finance for Medical Associates of Menomonee Falls where he was responsible for oversight of Finance, Accounts Payable, Purchasing, Central Supply, Central Sterilizing, and the Pharmacy. At Medical Associates Dan was a member of the core team for integration and consolidation as Medical Associates merged with Pro Health Care. Dan holds a bachelor of Accounting Business Administration degree in Accounting from the University of Wisconsin – Eau Claire.



Daniel Bizub
Chief Financial Officer



Sara Muhlbauer
Chief Operations Officer

Sara has worked in long-term care and health care since 1992 and has twenty years of experience as an organizational leader. She has worked in hospitals, nursing homes, ICF/IDD facilities, community residential settings and care management organizations. Sara helped plan the Lakeland Care District and she began working at Lakeland Care when its doors opened in 2010. Over the years she has held multiple roles at Lakeland Care in the Care Management and Network Relations divisions. As COO Sara is responsible for the overall delivery of services to Lakeland Care members through the Care Management, Network Relations, and Quality and Member Supports divisions. Sara holds a Master's in Business Administration degree from St. Ambrose University and a Bachelor of Arts in Business Administration from Mt. St. Clare College.

Suzanne has over 25 years of human resources experience with expertise in leading HR initiatives including talent management, compensation, benefits administration, recruitment, HRIS implementation, diversity and inclusion, compliance and training and development. She is passionate about helping people and teams excel. Suzanne has worked as an Associate Director of Human Resources at Moraine Park Technical College where she managed the contract and certification process for faculty and taught HR courses as an adjunct faculty member. Before that, Suzanne spent 10 years as a Senior Human Resources Consultant for Agnesian HealthCare where she managed recruitment and employee relations for various units and created the Ministry's Inclusion and Diversity plan. Suzanne holds a Bachelor's Degree in Business Administration with a major in Human Resources Management from Marian University. She is a member of the Society for Human Resource Management and a member of the Fond du Lac Area Human Resources Association Board.



Suzanne Sinjakovic
Chief Talent and Compliance Officer

LAKELAND CARE SENIOR LEADERSHIP TEAM



Julianne Filippini
Compliance Director

Julianne joined Lakeland Care in 2017 and oversees the Compliance Program, of which she is the Privacy Officer, Program Integrity Compliance Officer, and develops and oversees programs, policies, and practices to ensure that all Lakeland Care divisions comply with applicable laws, regulations, and contracts. Julianne is a licensed Wisconsin attorney with experience in legal analysis, compliance, risk management, healthcare, investment banking, and higher education. Prior to joining Lakeland Care, Julianne worked as the Regional Risk and Patient Safety Manager for Aspirus, Inc. She was accountable for the development, implementation, and measurement of a risk exposure and patient safety program designed to reduce incidence of harm in health care settings and claims against Aspirus hospitals and clinics in Michigan's Upper Peninsula. Julianne also served as a Research Analyst for Wells Capital Management where she analyzed municipal bond credit worthiness, recommended bond purchase and sales to portfolio managers, and assisted municipalities with forbearance and bond workout agreements. Prior to attaining her law degree, Julianne worked in higher education holding various roles in compliance, finance, and financial aid. Julianne earned her Juris Doctorate from Marquette University Law School and a Bachelor of Science in Financial Management from Northern Michigan University. She is also a Board Member on the State Bar of Wisconsin Health Law Section.

Meghan has worked in Family Care since 2001 in varied positions, across multiple departments, before becoming the Quality and Member Supports Director. Meghan strives to serve others while fostering a culture of service excellence. Meghan directs Lakeland Care's Quality department which improves organizational quality and mitigates member and provider risk; the Member Supports department which resolves member appeals and grievances and promotes best practices to uphold members' rights and perspectives throughout the care planning and positive support planning processes; and the Functional Screen department which assists members to maintain eligibility through timely, consistent and accurate screening. Meghan holds a Master of Social Work degree from the University of Wisconsin – Milwaukee, and is certified by the State of Wisconsin as an Advanced Practice Social Worker. Meghan serves on the Board of Directors for the National Alliance on Mental Illness (NAMI) of Fond du Lac County. Meghan is also a member of the Wisconsin Society for Healthcare Risk Management and Wisconsin Association of Healthcare Quality.



Meghan Hyland
Quality and Member Supports Director



Mike Kristmann
Network Relations Director

Mike joined Lakeland Care in 2016 and oversees the Network Relations Division, where he is responsible for the development and growth of the organization's provider network. In addition, Mike oversees the provider contracting and network quality functions within the Network Relations division. Mike has over 15 years of experience in the insurance industry, particularly in the senior insurance markets. He worked nearly a decade as an independent agent helping members of the community traverse the complicated landscape of life insurance, long-term care coverages, Medicare, Medicare Advantage and prescription plans available on the market. In 2009, he expanded his product offerings to include property and casualty as well as commercial insurance for local businesses. Most recently, Mike served as President of Marine Insurance Services, and over a four year period grew the agency into a regional insurance brokerage with seven locations throughout the state of Wisconsin. Mike has a Bachelor of Science degree in Business Administration from Marian University and holds a license in all lines as an insurance professional.

LAKELAND CARE SENIOR LEADERSHIP TEAM



Deb has worked in Family Care since the program began in 2000, initially as a Nurse Care Manager and then as a Care Management Supervisor for Creative Care Options of Fond du Lac County, the predecessor to Lakeland Care. Prior to working at Lakeland Care, Deb was Director of a Home Health Agency for 15 years. As Lakeland Care's Director of Care Management, Deb is responsible for operationalizing care management. Deb's passion is supporting Lakeland Care members and she recognizes success when members receive high quality, cost-effective care and support delivered through an integrated team approach. Deb promotes strong preventive services, and understands the key role they play in supporting members' overall wellbeing. Deb holds a Master of Science degree in Nursing from the University of Wisconsin-Oshkosh, and a Bachelor of Science degree in Nursing from Viterbo University.

Debra Kurek
Care Management
Director

Terry has over twenty years of experience in the planning, design, implementation and operation of Information Technology (IT) systems in both the public and private sectors. Terry joined Lakeland Care shortly after it was formed, was integral in development of the organization's business, office and communications systems, and has managed them ever since. Currently he is responsible for strategic planning, managing and directing all company-wide IT infrastructure, enterprise applications, the helpdesk, and information systems projects. Terry oversees management of a variety of hardware and software systems in support of Lakeland Care's seven offices and works with other senior leaders to establish company IT initiatives in support of proper alignment of overall business goals. Prior to joining the Lakeland Care, Terry managed IT and Facilities operations at a private sector manufacturer. He holds a Bachelor of Science Degree in Computer Science Engineering from the Milwaukee School of Engineering.



Terry Schmid
Information
Technology Director



Jeff joined the Lakeland Care team in 2017 and oversees the Business Division, where he is responsible for directing the financial, analytics, and enrollment activities of the organization. Prior to joining the organization Jeff held a number of leadership positions with Schneider, an industry leading transportation company. Such positions included Operations Leader of numerous accounts over time, ranging in scale from start-ups to the enterprise's largest account. In this role he was responsible for daily operations, reporting and analytics, and optimization of practices. Jeff later held the role of Business Analyst whereby he was responsible for varying business intelligence/analytical tools and reports, project management, and consulting across the areas of finance, operations, and systems. Jeff holds a Bachelor's Degree in Business Management from Ripon College, with further diversification through studies in Accounting and Economics, and will become a Certified Public Accountant in 2018.

Jeff Teigen
Business Director

Crivitz | 308 Henriette Avenue
Fond du Lac | N6654 Rolling Meadows Drive
Green Bay | 2985 S. Ridge Road
Manitowoc | 3415 Custer Street
Oshkosh | 500 City Center
Rhineland | 232 S. Courtney Street
Shawano | 707 E. Elizabeth Street
Stevens Point | 5474 Hwy 10 East
Wausau | 501 S. 24th Avenue, Suite 100



LAKELAND CARE
Local. Compassionate. Dependable.

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