

## Inclusa, Inc. – Building Vibrant and Inclusive Communities

Inclusa, Inc. was formed in January 2017 by the joining of three leaders in the managed care industry. Community Care Connections of Wisconsin, ContinuUs and Western Wisconsin Cares leveraged a strong colleague base and their years of experience in delivering a person-centered and community-based approach to the Family Care Program to form the largest Managed Care Organization (MCO) in the state of Wisconsin, Inclusa.

Inclusa is a non-profit organization certified by the state of Wisconsin as a MCO to administer the Family Care Program. Family Care is a comprehensive and flexible program offering a wide variety of long-term care services and supports that foster independence and quality of life for members – eligible adults with disabilities or elders. Inclusa manages the Family Care Program in 52 counties throughout Wisconsin. We currently have 35 offices, employ over 1,100 colleagues, and contract with over 2,700 service providers. Inclusa currently provides care management support to about 15,000 individuals. Our objective is to help members connect to the resources they need to lead fulfilling lives in their communities!

Guided by our Vision, Mission and Values, at Inclusa we believe that all people, regardless of age, disability, or healthcare status, should be able to pursue the life they choose in their community. We aim to support members in a manner that balances what is important *for* the person with what is important *to* the person. Our care teams work with members to facilitate a plan of care that is meaningful through the coordination of physical health, behavioral health, long term services and supports, and community resources.

### Vision, Mission and Values

#### **Our Vision**

The innovative leader in building vibrant and inclusive communities, Inclusa empowers full and meaningful lives of those we serve.

#### **Our Mission**

We proactively partner with others to build a shared vision of long-term care that offers the people we serve choice, connections, and dignity, fostering full participation in communities.

#### **Our Values - PRIIDE**

**Partnership:** We work collaboratively with stakeholders to accomplish more than the sum of our parts. We team with other through shared ownership of risks and benefits.

**Respect:** We treat others as we wish to be treated; honoring differences, listening actively, and responding promptly and with care.

**Innovation:** We are forward-thinking; we search for proactive, bold, new and creative solutions. Through leadership and continuous improvement, we enhance the quality of care.

**Integrity:** We consistently hold ourselves accountable by doing what we say we will do when we say we will do it.

**Development:** We pursue continuous individual and organizational learning. We learn from experience and share new knowledge.

**Excellence:** We are exceptional communicators. We are responsible stewards of resources. We exceed the expectations of those we serve and our business partners.

## [Leading Managed Care with a Unique Philosophy](#)

A unique feature of Inclusa is our model of managed care. Our central goal is to support individuals and the communities we call home. We do this by focusing our efforts on a philosophy that honors both the individual and the collective: Community®.

More specifically, Community® is Inclusa's approach to everything we do. So central to our operations, Community® is a trademarked model of managed care that places emphasis on the importance of full citizenship and what it means to be an active participant in everyday life. Explored through both a collective and individual approach, Community® in its purest forms is described as follows:

**Community® is the belief in the strengths of everyone and the commitment to support the common good for all.**

### [Becoming an Inclusa Colleague](#)

By joining the Inclusa Team, colleagues:

- Make a difference in their community!
- Support members in a manner that balances what is important *for* the person with what is important *to* the person; and
- Honor the individual, enhance the collective, and unify the common good for all.

Joining Inclusa as a colleague holds many benefits. We believe our organization to be an Employer of Choice offering *more than just a traditional compensation program*:

- A fulfilling career with a values driven organization;
- An opportunity for ongoing professional growth and development;
- A competitive salary and benefit package (benefits include Health, Dental, Vision, and Life Insurance, Long-term & Short-term Disability, Flexible Spending Account, 401K with match, Paid Time Off Package, and 10 paid holidays);
- A flexible work model that encourages a work/life balance; and
- No night, weekend or holiday business hours.

### [A Message from our CEO](#)

“We are part of 52 counties across the state of Wisconsin. More importantly, we are part of hundreds of communities. Every great community must have a vibrant center. Let us lead by example and be that center where our presence, partnership, and practice always leads us back to building vibrant and inclusive communities. Our work is not about being a product of client-hood, instead it is about being part of community. Thank you for carrying this important ideal forward and embodying what it means to be Inclusa.”

*Mark K. Hilliker, Chief Executive Officer*