



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, January 15, 2020

MEMBERS PRESENT:

BRAD HALLOCK, Chair
DEENA HARTJE, Vice Chair
CAROLYN WHARTON, Treasurer/Secretary
HEIDI BRANDON
SARAH BRITTAIN JACK
CHRIS CIPOLETTI – by telephone
LAURIE HUISINGH
JUDITH LIGHT
DAN MIRER
JULIA SANDS de MELENDEZ
JORDAN WEIMAR
AMY YUTZY – by telephone

MEMBER ABSENT:

DIANE LOSCHEN

STAFF PRESENT:

ELIZABETH ALBO, Donor Relations Manager
COLLEEN BATCHELOR, Interim CEO
CAMILLE BLAKELY, Community Engagement Director
KYLE COX, Navigation & Enrollments Manager
JEN DeFRANCO, Human Resources Director
MEGAN ELLIS, Grants Manager – via Go To Meeting
TAMARA ENGRAM, Executive Assistant
REBEKEH FALETH, Nursing Home Supervisor
LORI GANZ, Clinical Services Director
DON GRAY, Facilities Coordinator
BRANDI GRIFFITHS, Service Coordination Manager
COLLEEN HESNAN, Service Coordination Manager
RYAN KERNER, Health Integration Manager
VAUGHNA PELLICCIA, Prior Authorization Supervisor
NICHOLAS ROBERTSON, Transition and Career Services Manager
STEPHANIE SAMORA, Benefits/Billing Supervisor
GINGER STRINGER, Physician Outreach Specialist – via Go To Meeting
CALLIE TOLBERT, Lead Family Support Coordinator



JULIE WHITE, Marketing Manager
HEATHER WHITWORTH, CFO
DR. ASHLEY WILLIAMS, Psychologist
JACKIE WOODS, Human Resources Manager

GUESTS:

DANETTE NELSON, Discover Goodwill
INDY FRAZEE, The Independence Center
CHRISTINA LaFORGE, Parent
RJ LaFORGE, Parent
TEIGAN LaFORGE

I. CALL MEETING TO ORDER

The regular meeting was called to order at 7:31 am by Chair Brad Hallock.

II. PUBLIC COMMENTS

None.

III. MISSION MOMENT

Christina LaForge shared her family's experiences with TRE's Early Childhood Mental Health (ECMH) Services Program.

IV. APPROVAL OF MEETING MINUTES – DECEMBER 18, 2019

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY SARAH BRITTAIN JACK TO APPROVE THE DECEMBER 18, 2019 MEETING MINUTES AS PRESENTED. *Motion unanimously approved.*

V. CONSENT AGENDA

None submitted.

VI. BOARD COMMITTEE REPORTS

Board members were asked to RSVP when planning to attend any Committee meetings.

a. Finance and Investment Committee

Financial Statements Review – Heather Whitworth, CFO reported. For December 2019, TRE showed a profit of approximately \$254,000 for year-to-date and \$72,000 for month-end. Targeted Case Management (TCM) and other program billing revenue was lower due to the holidays and fewer contacts with people served. TRE also received payment in the amount of \$290,000 for the Colorado Springs Health Foundation grant which is recognized as revenue due to new reporting guidelines.

Additional clean-up/adjustments were made in the program revenue areas of Supported Living Services (SLS) and Children's Extensive Services waivers.

Liability Insurance Coverage – It was reported that quotes have been received for this coverage. IMA quoted the same coverage as last year at \$73,898/year. TRE bound the coverage as is with one change. IMA was asked to add new coverage in the amount of \$1 million for workplace violence. The cost for this coverage is \$1,890.

CFO Whitworth recommended that TRE increase the Executive Risk Package (Director and Officer Coverage) to \$2 million coverage and increase the cyber liability policy to \$2 million coverage due to our growth over the past several years. Cost of these is \$3,875 per policy.

Total cost for the above recommended coverages is approximately \$83,000.

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY JUDITH LIGHT TO APPROVE THE COST OF APPROXIMATELY \$83,000 FOR COVERAGE ON LIABILITY INSURANCE AND WORKPLACE VIOLENCE, AND INCREASING COVERAGE FOR CYBER LIABILITY AND EXECUTIVE RISK PACKAGE. Motion unanimously approved.

Building Coverage (6385 Corporate Drive LLC) – Quotes were received from IMA, State Farm and Liberty Mutual (current policyholder). The State Farm policy cost is approximately \$30,000 that includes no separate extra deductible for wind and hail damage. Cost for current policy with Liberty Mutual is approximately \$41,000.

CFO Whitworth was asked to determine the cost of cancelling the current policy with Liberty Mutual. If there is a cancellation fee, TRE may wait until the policy renews. This will be discussed at the February Finance and Investment Committee meeting.

One additional note was shared for information purposes only. Abuse and/or molestation coverage may no longer be part of the umbrella coverage in coming years.

Audits – CFO Whitworth reported that audits are still in progress. The financial audit review for Fiscal Year 2019 will be presented at the February 2020 Board of Directors' meeting.

The single audit is very extensive requiring very detailed review of the use of all federal funds received.

b. Community Engagement Committee

Community Engagement – Judith Light, Chair reported that she is becoming more familiar with the main objectives of this department and committee. Camille Blakely, Community Engagement Director reports that the committee's purpose is to provide strategic direction to the department by brainstorming, having discussions on branding, events, donor relationships, connections, website information and sharing TRE information. Other committee functions include reporting on department goals, status and



strategies, provide feedback on marketing tools as needed and to share TRE's story in our communities.

Philanthropic goals are at 72% of the annual goal for Fiscal Year 2020. The end of year campaign raised \$21,300. Empty Stocking Fund's campaign ends this week.

TRE received \$5000 from The Giddings Foundation and \$10,000 from El Pomar.

Mrs. Blakely shared a note from a family member who attended TRE's Breakfast with Santa thanking TRE for its efforts and hosting this fantastic event.

Marketing report included a 73.3% increase on Facebook over the previous year. Instagram and Twitter also experienced increases over the past year.

c. Legislative Committee

Sarah Brittain Jack, Chair reminded the group of TRE's Day at the Legislature on February 6. Currently have 27 people attending. If interested, please contact Tammie Engram.

The Legislative Town Hall Planning Committee is planning a Spring Legislative Roundtable. It is tentatively scheduled for Saturday, April 4. More details soon.

Also planning is beginning for the Annual Legislative Town Hall next fall.

The group was encouraged to review the updates from Ed Bowditch each month. If you have questions and/or need additional information, please contact Ms. Jack.

d. Nominating Committee

Ms. Jack welcomed Laurie Huisingh to TRE's Board of Directors.

Several Board members will be meeting with a possible candidate for the Board from Teller County.

The group was also encouraged to introduce prospective Board members through TRE Board committee membership. Please contact Ms. Jack or Chair Hallock with any questions.

e. Social Enterprise Committee

Chris Cipoletti informed the group that he and Colleen Batchelor will meet next week to review committee members and committee focus and opportunities.

f. TRE CEO Search Committee

Chair Hallock shared the changes to the search process. The Search Committee is speaking with the consultants every two weeks to receive status updates. Also a video conference call will be scheduled soon for all Board members to meet the consultants and ask questions as needed.

g. Executive Committee

The Executive Committee is now meeting prior to the meeting agenda being posted on the first Wednesday of each month.

The group reviewed the services agreement with TRE's lobbyist and approved moving forward with this yearly agreement.

All Board members were asked to get involved with at least one of the Board Committees. Please contact Chair Hallock with any questions.

VI. CHIEF EXECUTIVE OFFICER'S REPORT

End the Wait – Alliance Colorado and its members along with many advocacy organizations are supporting this proposed bill. This relates to the comprehensive services waiver which is the only waiver left with an existing waiting list for services. This bill requests funding that would end that wait list. The cost for this is estimated at \$25 million and the Joint Budget Committee (JBC) will be asked to carry this bill.

The Resource Exchange is a supporter of this proposed legislation. CEO Batchelor has met with several members of our delegation and discussion was held on this as a foundation for future waiver adjustments and consolidation due to Colorado's waivers system being so complex.

Alliance Colorado – CEO Batchelor added that TRE is once again being courted to become a member of Alliance Colorado, a statewide association of CCBs and PASAs. The evaluation of benefits to TRE versus the cost is being evaluated now.

Early Intervention Services Budget for Fiscal Year 2020 – CEO Batchelor reported that an amended budget was submitted to the Department of Human Services/EI Colorado on December 23, 2019. To date, TRE has not received a response from them.

Health Integration Manager – Ryan Kerner was introduced to the group. This position is new to TRE and will focus on the integration of health care with the long term services already provided by TRE. Through the grant from the Colorado Springs Health Foundation, TRE is looking at how all systems might work better together in order to improve access to culturally competent and integrated health care for all people receiving services from TRE.

Leadership Work Groups Updates – These work groups all interconnect with each other. The Core Business Model group is looking at what service areas TRE should focus on as an organization, what skill sets are needed as an organization to be successful and how to fill any gaps.

As Colorado moves towards Case Management Agencies, No Wrong Door, Conflict Free Case Management and considering the fact that rural Colorado struggles to find adequate resources or personnel, TRE could have the potential to fill some of those needs.

This work group is also looking at ways to be more effective and efficient and ensure that our work truly meets the mission of the organization and individuals we support. And that it is also sustainable and possible to replicate and expand.

Staff Retention and Training Work Group's focus is on how TRE improves its retention of quality, honest, and competent staff. This group is analyzing what TRE needs at the individual level in staff, what competencies, skills and knowledge are needed. TRE will develop a plan to build our capacity associated with a curriculum that offers a variety of learning methodologies for all.

This work group also identified the organizational needs, i.e., clear, consistent policies /procedures and guidelines; effective leadership who understand the systems in which we operate, understand adult learning and motivation and also understand reflective leadership techniques; effective organizational communication; promotes an overall culture of learning that integrates the future of advanced information technology with our work; have a willingness to look at things differently to include work/life balance; and encourage partnerships and collaboration that are team focused.

CEO Batchelor will send the slides presented today to all Board members.

Building Work Group (separate group from the Board's Building Group) is focusing on what TRE needs in relation to actual space at 6385 Corporate Drive. This group is updating current Information Technology/Equipment policies to ensure that the proper equipment and support of that equipment is available and expectations of use of this equipment are established clearly for staff as TRE moves to different work environments.

It was further explained that several members of Leadership serve on all three work groups and the full Leadership team receives updates and holds discussions to plan how to best pursue feedback loops with staff and how best to begin to implement needed changes now.

Also the Leadership Team continues to focus on many of the strategies identified in the book, *The Advantage*. Currently, six questions that help form mission, vision, values and the way we operate are being discussed in great and fascinating detail.

Research Center – The group was congratulated on their most recent publication on multi-sensory environments.

6385 Corporate Drive LLC – The group met with representatives from Olive Real Estate for an update on leasing activity. There is a group that is potentially interested in a short-term lease that could be a good bridge as TRE considers how to move forward with the use of the building. There are also several other interested in leasing space but not in an immediate need status. TRE continues to work with Olive Real Estate on pursuing any interest.

VII. NEW BUSINESS

Futures' Update – Chair Hallock provided a brief review of the intent of the Futures' program. It was developed as a social enterprise and how to support the people we serve with their educational and vocational goals. Futures contracted with the Division of Vocational Rehabilitation (DVR) to create new job development opportunities for people with intellectual and developmental disabilities. Unfortunately, the model was not totally successful due to slow referrals to the program and parameters set by DVR.

Nicholas Robertson provided an overview of activities to date to refocus this program on areas that TRE could leverage to once again focus on career opportunities for the people we serve.

The first activity is to leverage relationships with those agencies already providing job development/support for the people we serve which mainly consists of school districts' transition programs and DVR at this time.

Another activity is to involve school transition teams and other partners with the interdisciplinary teams to help develop a true plan on how to meet the person's goals for employment.

Also needed is the actual training of TRE staff to better understand and interact with the different partners to plan for the educational and vocational goals of the person in services. TRE currently has teams of service coordinators that primarily work with transition age persons (ages 14-24) and also working age adults.

One other activity involves benefits planning through the Social Security Administration and how working could affect benefits received for long term care and Medicaid. There is a national certification required for this type of planning and TRE is pursuing this certification now.

In the past several years, the Legislature passed legislation that requires all supported employment providers be nationally certified or accredited in order to provide supported employment services. TRE is currently building a curriculum to meet the requirements to become a trainer for this national certification. TRE hopes to be a training resource for area agency staff.

All referrals from the original contract with DVR have been referred to other area agencies offering this service.

Board Training – Tabled until February 2020 meeting.

VIII. OLD BUSINESS

Single Entry Point (SEP) Contract – CEO Batchelor informed the group that TRE was officially awarded the SEP contract for this region.

TRE will also be working with Rocky Mountain Human Services (A CCB in the Denver area) who was awarded the SEP contract in the Denver area. They have asked for our assistance in reference to the transition process of this contract which TRE experienced earlier in 2019.

Empty Stocking Fund Event – Ms. Light reported that TRE's team at the Trivia Night had a great time. Next year's team should be more strategically recruited in order to be much more competitive.

IX. PUBLIC COMMENTS

None.

X. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, February 19, 2020** at 7:30 am at The Resource Exchange.

XI. ADJOURN REGULAR MEETING INTO EXECUTIVE SESSION

The regular meeting was adjourned at 9:10 am.

XII. ADJOURN EXECUTIVE SESSION INTO REGULAR SESSION

The Executive Session was adjourned at 9:50 am.

XIII. ADJOURN REGULAR MEETING

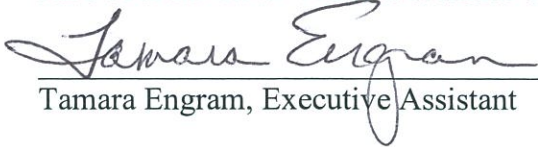
The regular meeting was adjourned at 9:52 am.

SUBMITTED BY:



Colleen Head Batchelor, Interim CEO

RECORDED AND TRANSCRIBED BY:



Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:



Carolyn Wharton, Treasurer/Secretary
