

THE RESOURCE EXCHANGE
BOARD OF DIRECTORS' MEETING NOTICE

TO: **BOARD OF DIRECTORS**

CAROLYN WHARTON, Treasurer/Secretary	DIANE LOSCHEN
HEIDI BRANDON	DAN MIRER
SARAH BRITTAIN JACK	JULIA SANDS de MELENDEZ
CHRIS CIPOLETTI	DAVE PAUL
LAURIE HUISINGH	JORDAN WIEMAR
JUDITH LIGHT	AMY YUTZY

FROM: DEENA HARTJE, Chair

THE BOARD OF DIRECTORS OF THE RESOURCE EXCHANGE WILL MEET ON WEDNESDAY, APRIL 15, 2020 AT 7:30 A.M. VIA GO TO MEETING (SEE WEBSITE FOR LOG IN INFORMATION). PLEASE CONTACT TAMMIE ENGRAM ON 719.785.6425 or TENGRAM@TRE.ORG TO CONFIRM YOUR ATTENDANCE.

MEETING AGENDA

- I. CALL MEETING TO ORDER – Deena Hartje, Chair
- II. PUBLIC COMMENTS – 10 minutes
- III. APPROVAL OF MINUTES – March 18 and March 26, 2020
- IV. CONSENT AGENDA (These items requiring Board action will be considered together by one vote of the Board. Any officer or director may object to including a single item on the Consent, and the item will be added to New or Old Business below for full discussion.)
- V. BOARD COMMITTEE REPORTS
 - a. Community Engagement Committee – Judith Light
 - b. Finance and Investment Committee – Carolyn Wharton
 - c. Legislative Committee – Sarah Brittain Jack
 - d. Nominating Committee – Sarah Brittain Jack
 - Vice Chair Nominations/Approval
 - e. Social Enterprise Committee – Chris Cipoletti
 - f. CEO Search Committee – Deena Hartje
 - g. Executive Committee – Deena Hartje
- VI. CEO REPORT – Colleen Batchelor
- VII. NEW BUSINESS
 - a. Welcome New Staff
- VIII. OLD BUSINESS
 - a. Mission Statement Committee Update – Chris Cipoletti
 - b. Organization Structure Workgroup – Chris/Julia/Judith/Colleen/Jen
- IX. PUBLIC COMMENTS – 5 minutes
- X. EXECUTIVE SESSION
- XI. SCHEDULE OF NEXT MEETING – May 20, 2020 @ 7:30 a.m.
- XII. ADJOURN



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, March 18, 2020

MEMBERS PRESENT:

BRAD HALLOCK, Chair
DEENA HARTJE, Vice Chair
HEIDI BRANDON
SARAH BRITTAIN JACK – via Go To Meeting
CHRIS CIPOLETTI
LAURIE HUISINGH
JUDITH LIGHT
DIANE LOSCHEN
DAN MIRER
JULIA SANDS de MELENDEZ – via Go To Meeting
DAVE PAUL – via Go To Meeting
JORDAN WEIMAR – via Go To Meeting
AMY YUTZY – by telephone

MEMBERS ABSENT:

CAROLYN WHARTON, Treasurer/Secretary

STAFF PRESENT:

ELIZABETH ALBO, Donor Relations Manager – via Go To Meeting
CAMILLE BLAKELY, Community Engagement Director
JEN DeFRANCO, Human Resources Director – via Go To Meeting
MEGAN ELLIS, Grants Manager – via Go To Meeting
TAMARA ENGRAM, Executive Assistant
REBEKEH FALETH, Nursing Home Supervisor – via Go To Meeting
ROB FRANC, Projects Manager – via Go To Meeting
LORI GANZ, Clinical Services Director
DON GRAY, Facilities Coordinator
DAVID JUROVICH, Human Resources Recruiter
EMILY MILLER, Senior Navigation Coordinator
NICHOLAS ROBERTSON, Transition/Career Svs Mgr – via Go To Meeting
AMANDA STEINGIESSER, Navigation Supervisor
GINGER STRINGER, Physician Outreach Specialist – via Go To Meeting
CALLIE TOLBERT, Lead Family Support Coordinator – via Go To Meeting
HEATHER WHITWORTH, CFO



GUESTS:

TIM CUNNINGHAM, Cheyenne Village – via Go To Meeting
DANETTE NELSON, Discover Goodwill – via Go To Meeting
INDY FRAZEE, The Independence Center – via Go To Meeting
CHARLOTTE McCLANAHAN, MK Legacy – via Go To Meeting
TINA – via Go To Meeting

I. CALL MEETING TO ORDER

The regular meeting was called to order at 7:35 am by Chair Brad Hallock.

II. PUBLIC COMMENTS

Indy Frazee, The Independence Center asked what TRE is doing in regards to COVID 19 and communications to persons receiving services and service provider agencies. Chair Hallock stated that this would be addressed later in the meeting.

III. MISSION MOMENT

Lori Ganz, Clinical Services Director provided background information on TRE's Early Childhood Mental Health Program and how it directly impacts the lives of the families utilizing these benefits. *(The PowerPoint presentation and Program Brochure are incorporated into these minutes by reference and can be found in the March 18, 2020 Board records for further review.)*

Colleen Batchelor, CEO informed the group that there is currently proposed legislation to increase funding for these types of programs.

IV. APPROVAL OF MEETING MINUTES – FEBRUARY 19, 2020

A MOTION WAS MADE BY DIANE LOSCHEN, SECONDED BY HEIDI BRANDON TO APPROVE THE FEBRUARY 19, 2020 MEETING MINUTES AS PRESENTED. *Motion unanimously approved.*

V. CONSENT AGENDA

The Global Information Technology and Flexible Work Policies were presented for approval by the Board of Directors. Both are new policies that will assist TRE with the current transition of more staff to a tele-commuting model.

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY JUDITH LIGHT TO APPROVE THE GLOBAL INFORMATION TECHNOLOGY AND FLEXIBLE WORK POLICIES AS PRESENTED. *Motion unanimously approved.*



VI. BOARD COMMITTEE REPORTS

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

a. Finance and Investment Committee

Heather Whitworth, CFO reported that Integrity Wealth Partners met with the Finance and Investment Committee on Monday to review TRE's investment portfolio in reference to past performance and possible future options. The group focused on whether TRE should invest a portion of cash in equities. The Committee recommends that \$45,000 of available cash in the portfolio be invested in equities based on current TRE Investment Policy.

The Board of Directors directed CFO Whitworth to work with Integrity Wealth Partners to invest \$45,000 of the available cash in the portfolio in equities to balance TRE's investments in line with the current policy.

CFO Whitworth then informed the group of fraudulent activity on TRE's operating account at Integrity Bank and Trust. This activity was caught and there hasn't been additional activity since early March. TRE is in the process of closing and opening a new operating account.

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY JUDITH LIGHT TO AUTHORIZE OPENING A NEW OPERATING ACCOUNT WITH THE SAME SIGNATORIES AT INTEGRITY BANK AND TRUST. *Motion unanimously approved.*

For the month of February 2020, TRE showed a positive of approximately \$35,000, YTD \$582,000.

CFO Whitworth shared concern that TRE has approximately \$1 million in Accounts Receivables for Targeted Case Management (TCM). Health Care Policy and Finance (HCPF) made a change in mid-January in processes to bill for TCMs and only gave two weeks of notice to implement needed changes. While TRE fulfilled all the necessary requirements for these changes, state level processing has been significantly delayed creating the backlog in payment. CEO Batchelor and CFO Whitworth continue to work closely with HCPF to correct any issues at their level.

The Committee also discussed in detail the need for all Board of Directors to be extra attentive to its fiduciary responsibilities at this time. While not becoming involved in the operational aspects, the Board must recognize that it is anticipated that revenue will be drastically down. TRE is close to pulling down all available funds for Single Entry Point (SEP) contract. Those SEP funds that have not yet been expended have been deferred for the remainder of the year's expenses in SEP and this may contribute to cash flow challenges. In addition, there may be other indicators that are yet unknown. CEO Batchelor and CFO Whitworth were asked to keep the Board fully informed of TRE's financial position during this uncertain time. If needed, special session will be scheduled.

It was noted that a majority of other community centered boards in Colorado have mill levy funds to assist them during these times, TRE does not.

TRE staff are working diligently to reduce expenses while providing as much service as possible that can be billed and is meaningful for the people receiving services.

CEO Batchelor shared information on communications and directives from HCPF, Department of Human Services and EI Colorado. All agencies have been directed that no face-to-face (in person) visits should be conducted at this time. Delivery of case management services and early intervention services should be completed via video- or tele-conference, telephone, email, text. Target case management will be paid using these means. Of note, productivity most likely will not be at the same level due to families cancelling, not being available, and shorter interactions through phone or computers, etc.

Communications will be sent to all persons receiving services, families, partners and others with information on how TRE will continue to conduct business and how to contact staff at TRE. TRE wants to provide a steady connection with persons in services so they can be assured that TRE staff are available to them. Service coordinators are contacting people on their caseload and where not doable due to the size of the caseloads, other TRE staff will assist to touch base with everyone. All contacts must be log noted in the State system. This will also assist where follow-up is needed.

TRE offices will be closed to visitors effective Monday, March 23, 2020. Staff currently have the choice to work from home or from the office.

Communications will continue via various means (email, social media, TRE website) in order to keep everyone connected to TRE as informed as possible.

6385 Corporate Drive LLC – CEO Batchelor provided an update on leasing activities. The new (short-term) tenant will be completing their own tenant finishes on the second floor. They may also be interested in leasing additional space in the garage area for storage purposes.

Classic Companies are expecting to move around April 16. The current situation with COVID 19 may delay their departure. They have agreed to move to the first floor if necessary.

b. Community Engagement Committee

Community Engagement – Judith Light, Committee Chair shared that philanthropic goals are at 77% of the annual goal for Fiscal Year 2020.

Grants activity continued last month with meetings/reporting/proposals all being worked on.

Upcoming events have been cancelled or postponed.

Donor relation strategies include reaching out to current and past donors to provide updates on TRE and re-establish and/or continue these relationships.

Marketing reports show that followers and interest in posts continue to increase.

Work also continues on converting collateral materials to Spanish and hopefully soon to Braille. The Colorado School for the Deaf and Blind has offered to assist with that printing at a nominal fee.

The group is also in the process of planning various get togethers to introduce the new CEO to staff, persons receiving services/families and community partners once hired and in place.

c. Legislative Committee

Sarah Brittain Jack, Chair reported that the Legislative Sessions are closed until further notice. It was noted that the State of Colorado's revenue reports already show a decline. This will continue to be monitored and reported on by Ed Bowditch, TRE's lobbyist.

d. Nominating Committee

Ms. Jack welcomed Dave Paul to the Board of Directors.

There currently is no activity in terms of recruitment for additional Board members. Please contact Sarah if additional details are needed.

e. Social Enterprise Committee

Chris Cipoletti, Chair informed the group that the concept of a co-working space in 6385 Corporate Drive is being reviewed. The data compiled by WeWork, a large international co-working space business, provides TRE with confirmation that a co-working space on the north side of the Springs could be a feasible business concept. WeWork had issued a Letter of Intent to open a site on the far north side of the community but pulled out of opening after their company was scrutinized for some business dealings in the past.

f. TRE CEO Search Committee

Chair Hallock reported that work continues on the offer package for the candidate that all met last month.

g. Executive Committee

Chair Hallock reported that today's agenda was set at the meeting. The group also discussed the organization restructure work being done by the Leadership Team. Implementation of any major changes will be put on hold due to the uncertainty of work environment, etc. due to COVID 19. Work will continue on the refinement of the plan and various communication strategies involved with these changes.



VI. CHIEF EXECUTIVE OFFICER'S REPORT

Early Intervention Contract – The contract has been finalized for FY19-20. A budget proposal for FY20-21 has been submitted for approval. Continuation amendments past July 1 are expected.

Case Management Redesign – Many meetings and conversations are in process with the State on this proposed change. The implementation of this redesign has been pushed back to 2024. TRE is and will continue to use this proposed direction while planning TRE's organizational restructure. TRE has been asked to work closely with the State as TRE is the only community centered board in the state that does not provide direct services for either CCB and SEP services.

VII. NEW BUSINESS

Welcome New Staff – New staff were welcomed to TRE.

VIII. OLD BUSINESS

Mission Statement Committee Update – Mr. Cipoletti thanked everyone who participated in the survey. A big shout out to Nichole Guerra, TRE Research Director for compiling the responses in an understandable format.

The Committee will hopefully meet in the next several weeks to begin processing the data. This work will involve developing a series of statements for continued feedback and refinement.

IX. PUBLIC COMMENTS

Chair Hallock reminded the group to reach out to/engage friends, family, neighbors during this time of social distancing.

X. SCHEDULE OF NEXT MEETING

The next Board of Directors' meeting is scheduled for **Wednesday, April 15, 2020** at 7:30 am at The Resource Exchange.

XI. ADJOURN REGULAR MEETING INTO EXECUTIVE SESSION

A MOTION WAS MADE BY JUDITH LIGHT, SECONDED BY HEIDI BRANDON TO ADJOURN THE REGULAR SESSION OF THE BOARD OF DIRECTORS' MEETING. *Motion unanimously approved.*

The regular meeting was adjourned at 8:50 am.

XII. ADJOURN EXECUTIVE SESSION INTO REGULAR SESSION

The Executive Session was adjourned at 9:40 am.

XIII. ADJOURN REGULAR MEETING

The regular meeting was adjourned at 9:45 am.

SUBMITTED BY:

Colleen Head Batchelor, Interim CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Carolyn Wharton, Treasurer/Secretary

|



BOARD OF DIRECTORS' SPECIAL MEETING MINUTES
Wednesday, March 26, 2020

MEMBERS PRESENT: (via Zoom except where noted)

DEENA HARTJE, Vice Chair
CAROLYN WHARTON, Treasurer/Secretary
HEIDI BRANDON
SARAH BRITTAIN JACK
CHRIS CIPOLETTI – in person
LAURIE HUISINGH
JUDITH LIGHT
DIANE LOSCHEN
DAN MIRER – in person
JULIA SANDS de MELENDEZ
DAVE PAUL
JORDAN WEIMAR
AMY YUTZY

STAFF PRESENT: (via Zoom except where noted)

CAMILLE BLAKELY, Community Engagement Director
COLLEEN BATCHELOR, Interim CEO – in person
TAMARA ENGRAM, Executive Assistant
ROB FRANC, Projects Manager
LORI GANZ, Clinical Services Director
NANCY VIGIL, Navigation & Quality Director
HEATHER WHITWORTH, CFO

GUESTS: None.

II. CALL MEETING TO ORDER AND PURPOSE OF SPECIAL MEETING

The meeting was called to order at 11:05 am by Vice Chair Deena Hartje.

The purpose of the special meeting is to elect a new officers for the Board of Directors due to resignation of Brad Hallock.

II. PUBLIC COMMENTS

None

III. OFFICERS NOMINATIONS/APPROVAL

Nominations were opened for the position of Chair. Deena Hartje was nominated by Julia Sands de Melendez. No other nominations were offered.

A MOTION WAS MADE BY JULIA SANDS de MELENDEZ, SECONDED BY DIANE LOSCHEN TO NOMINATE DEENA HARTJE AS THE CHAIR FOR THE BOARD OF DIRECTORS. *Motion unanimously approved.*

Nominations for Vice Chair were tabled until the April 15, 2020 meeting.

- V. ADJOURN SPECIAL MEETING INTO EXECUTIVE SESSION**
A MOTION WAS MADE BY JULIA SANDS de MELENDEZ, SECONDED BY HEIDI BRANDON TO ADJOURN THE REGULAR SESSION OF THE BOARD OF DIRECTORS' MEETING. *Motion unanimously approved.*

The regular meeting was adjourned at 11:10 am.

- VI. ADJOURN EXECUTIVE SESSION INTO REGULAR SESSION**

The Executive Session was adjourned at 11:35 am.

- VII. NEW BUSINESS**

Office 365 Teams – CEO Batchelor informed the group that a Teams invite was sent to Board members to enable members to connect with TRE, review updates/communications with staff and attend meetings with TRE staff.

- VIII. PUBLIC COMMENTS**

None.

- XIII. ADJOURN REGULAR MEETING**

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY SARAH BRITTAIN JACK TO ADJOURN THE REGULAR SESSION OF THE BOARD OF DIRECTORS' MEETING. *Motion unanimously approved.*

The regular meeting was adjourned at 11:37 am.

RECORDED AND SUBMITTED BY:

Colleen Head Batchelor, Interim CEO

TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Carolyn Wharton, Treasurer/Secretary



CEO Report to the Board April 2020

TRE

- **6385 Corporate Drive Building Update.**

1. Interest has been expressed from a large company in Colorado Springs to potentially lease approximately 18,000 sf of space on the second floor of the building beginning on or around 6/1/21. Olive Real Estate Group is currently working on space needs, potential tenant finishes and costs to meet the needs of this company.

- **Coronavirus Updates.**

2. Approximately 95% of TRE staff are currently working remotely to continue the business and services of TRE. These staff have been given the equipment and online tools to enable them to complete work activities. A small number of staff continue to work out of the office daily or periodically to ensure all aspects of the business are able to continue.

3. All TRE offices are closed to visitors. Lock boxes or mail slots have been provided so that people receiving or needing services have the ability to drop off paperwork.

4. Multiple communications have been distributed as to TRE's status of continuing business remotely and office closures. Information has been posted on TRE's website and the website adjusted to present information upon login to the site. In addition, emails have been sent out to people in services, provider agencies and other partners. Letters have also been sent out to those on our distribution lists who do not have an email or prefer regular mail. All Service Coordinators across our programs are focusing heavily on individual outreach via phone, video conferencing and texts to people in services and their families in order to learn their status, provide resources and assure them that TRE remains available for needs they may have.

5. While it is early in the adjustments of work in response to Executive Orders to Stay at Home, current indications for billing continue to be relatively strong. Staff have adapted to using phone, video conferencing, Microsoft 365/Sharepoint, and Microsoft Teams to implement work activities in support of people receiving services. TRE expects to see a decrease in revenue during this time and is in ongoing discussions with state agencies and other organizations advocating for supports to sustain business in order to be proactive in ensuring the organization's stability. TRE is also researching SBA loans in case it becomes necessary to sustain payroll, benefits, etc.

6. Family First Coronavirus Relief Act goes into effect 4/1/20. All employees are being notified of the potential benefits from this act if they meet criteria. While TRE has had only 2 positive cases of COVID-19, this law will allow parents of children 18

and younger being affected by schools/day care closures due to COVID-19 to receive paid time off at 2/3 pay, up to a \$200/day maximum. While TRE will receive payroll tax credits for any staff using this benefit, TRE Leadership is currently evaluating the potential impact of this on the organization's ability to maintain services and supports.

- **Union Printers Home Closing.** The Union Printers Home has been closed recently due to a recent death at the facility. TRE assisted with moving more than 100 residents to new facilities as a result of the closure. TRE was given 30 days to complete this task and the last resident was transferred on Friday, 3/20/20. TRE was recognized by HCPF for its strong efforts in achieving all of these transfers successfully.
- **Presentations and Publications.** American Association on Intellectual and Developmental Disabilities (AAIDD) has highlighted two articles which Nichole was a part. You've received the references for these articles which were published in 2019, but here are the highlights that have been posted.

<https://www.youtube.com/watch?v=XdStYV1GZ10>

<https://www.youtube.com/watch?v=nHxdba8i-VA>

State

- **Early Intervention Colorado.** EI Colorado has required that all early intervention services and service coordination occur using virtual means such as phone, text, video conferencing effective 3/17/20. Waivers of some requirements have been provided to enable staff to utilize a variety of telehealth options to continue services and supports to children and their families. A request has been made to EI Colorado to share information as to how they may provide funding for gaps in billing revenue likely to be experienced by the program due to challenges with provision of services in the current circumstances.
- **Healthcare Policy and Finance (HCPF).** HCPF has required all CCB and SEP functions to occur virtually, effective 3/17/20. Waivers of some requirements have been provided to enable staff to complete required activities using these virtual methods. Staff participate regularly in state meetings and webinars to be updated on new supports and information being provided. No information has been provided to date on strategies HCPF may use to fill the gaps in billing revenue likely to be experienced by these programs due to the challenges with provision of services in the current conditions.
- **Colorado Revenue Projections.** Current revenue projections for the remainder of FY19-20 and for FY20-21 have been drastically reduced. It is currently unknown how this will affect contracts for next fiscal year at this time.



Respectfully submitted:

Colleen Batchelor, Interim Chief Executive Officer

31 March 2020
