



TRE
The Responder Exchange

BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, May 20, 2020

MEMBERS PRESENT (via Zoom unless noted)

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

STAFF PRESENT (via Zoom unless noted)

ELIZABETH ALBO, Donor Relations Manager
COLLEEN BATCHELOR, Interim CEO – in person
CAMILLE BLAKELY, Community Engagement Director
KYLE COX, Navigation and Enrollments Manager
GABRIEL DAVIS, Staff Accountant
JEN DeFRANCO, Human Resources Director
MEGAN ELLIS, Grants Manager
TAMARA ENGRAM, Executive Assistant – in person
REBEKEH FALETH, Nursing Home Supervisor
ROB FRANC, Projects Manager
LORI GANZ, Clinical Services Director
DON GRAY, Facilities Manager in person
BRANDI GRIFFITHS, Service Coordination Manager
DAVID JUROVICH, HR Recruiter
DEMETRIA LOPEZ, Benefits/Billing Senior Coordinator
DANNI MEGYERI, Prior Authorization Senior Coordinator
SARAH NOLAN, Break Time Coordinator
VAUGHNA PELLICCIA, Prior Authorization Supervisor
AMANDA REED, Early Intervention Services Manager
NICHOLAS ROBERTSON, Transition/Career Services Manager

STEPHANIE SAMORA, Benefits/Billing Supervisor
GINGER STRINGER, Physician and Community Outreach Specialist
LAURA THOMAS, Case Management Director
CALLIE TOLBERT, Lead Family Support Coordinator
CHERI ULMER, Program Support Manager
NANCY VIGIL, Navigation and Quality Director
JULIE WHITE, Marketing Coordinator
HEATHER WHITWORTH, CFO

GUESTS (via Zoom unless noted)

EDWARD BOWDITCH, Bowditch & Cassell Public Affairs
STEVEN STOCK, Cheyenne Village
DANETTE NELSON, Discover Goodwill
INDY FRAZEE, The Independence Center

I. CALL MEETING TO ORDER

The regular meeting was called to order at 7:30 am by Chair Deena Hartje.

II. PUBLIC COMMENTS

None.

III. APPROVAL OF MEETING MINUTES – April 15, 2020

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY DAVE PAUL TO APPROVE THE APRIL 15, 2020 MEETING MINUTES AS PRESENTED.
Motion unanimously approved.

IV. BOARD COMMITTEE REPORTS

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

a. Community Engagement Committee

Judith Light, Committee Chair shared that the following updates from the group:

- Fundraising goal is at 80% of year-end goal.
- Giving Tuesday was a great success. \$10,030.18 (double the goal) was raised to assist with the purchase of equipment for families who don't have access to on-line tools to continue therapies and other services in the virtual format.
 - The group was asked to provide a breakdown showing new donors, repeat donors, etc. for review.
- Donor Relations Report:
 - Board members will receive a packet in the mail from Liz Albo with notecards for you to write personal thank you notes to recent and past donors.
 - The Spring Donor Newsletter was sent to over 1500 people.
 - Board members were thanked for their quick turnaround with the thank you photos for videos to be shared with partner agencies.

- The Summer Art Show is scheduled for July 8. This show will be done in a virtual format.
- Grants Report:
 - Grant funds received included \$50,000 from McCaully Trust for general operating expenses; \$2500 Ent Center Yes Grant for BreakTime Respite.
 - A grant proposal has been sent to The Nutrition Camp. The Buell Foundation has again invited TRE to apply for grant funds.
 - Pikes Peak United Way virtual site visit is scheduled for May 26 at 1:00 pm. If interested in attending, please contact Camille Blakely or Megan Ellis.
- Marketing Report:
 - Social Media activity increased over 200% since April.
 - The TRE Blog is again underway. Focus will be educating the public on TRE activities during COVID19 and also a focus on mental health services available.

b. Finance and Investment Committee

Carolyn Wharton, Treasurer/Secretary and Heather Whitworth, CFO reported.

Audits – All audits for Fiscal Year 2019 have been completed. The 990 Form should be complete in the next several weeks.

TRE Financial Statements Review – For the month of April 2020, TRE showed a \$214,000 profit with Year-To-Date profit of \$448,000. CFO Whitworth noted that the reported cash on hand includes the Paycheck Protection Plan loan that was funded on April 10. TRE is still within the eight-week period in gathering information on all necessary expenses that will report against that loan to determine forgiveness amount.

Productivity in revenue generating service areas is down but not significantly. Staff are doing a great job in making certain that services/supports are continuing for the people we support.

Funders from Colorado Health Foundation allowed \$25,000 from current grant funds to be allocated to an area within our budget most needed. These funds were used in Early Childhood Mental Health service payment shortages.

Mileage expenses showed a huge decrease due to work being done in a virtual environment.

6385 Corporate Drive LLC Financial Statements Review – The Classic Companies moved out effective April 30, 2020. Therefore, beginning in May the rental income and CAM income will drop. Scheel's Sporting's lease begins in May but is significantly less than Classic. TRE does pay rent on one suite on the third floor to assist with cash flow for the building account.

The transition to State Farm Insurance is complete and went well. Thanks again to Chris Cipoletti for making this introduction.

The loss of \$27,000 for the month of April is mainly due to depreciation which is a non-cash item.

Proposed Budget for Fiscal Year 2021 – CFO Whitworth reviewed what has been completed while TRE awaits more final contract amounts from the State departments and changes that need to be made due to funding changes and/or operating changes (due to COVID19 experience).

The goal is to present a draft budget proposal to TRE's Finance and Investment Committee on June 15 for recommendations to the full Board of Directors at their June 17 meeting. At this time, Leadership feels that there will need to be several budget reviews/revisions during the fiscal year due to State revenue forecasts and changes that could be passed on to community centered boards and early intervention brokers throughout the year.

c. Legislative Committee

Sarah Jack, Committee Chair and Ed Bowditch, TRE Lobbyist reviewed the current activities at the State level to try to balance the State budget proposal in light of lost revenue due to COVID19 and Oil and Gas crisis. It is estimated that the State budget is out of balance by approximately \$3.3 billion. The Joint Budget Committee (JBC) has been looking at every single program to identify areas for cost savings and cuts.

Currently there is very strong support from the JBC for programs for people with intellectual and developmental disabilities. It is proposed that provider rates only be reduced by 1% at this time. No increases will be granted for Early Intervention services even though no children can be turned away for needed services.

Most likely the Bills to End the Wait List; to Eliminate Subminimum wage; and Paid Family Leave will not be pushed in this legislative session. The Paid Family Leave legislation measure may be put on the 2020 ballot.

The State Legislature plans to reconvene on Tuesday, May 26 for a three-week session to focus on the budget and school finance act.

Mr. Bowditch referenced the back pages of his report to the Board on the Gallagher Amendment regarding property tax rates. This proposed amendment is great news for homeowners, but it will decrease local revenues including County revenues significantly, which in turn will affect funds available for programs throughout the State in Fiscal Year 2022.

d. Nominating Committee

Ms. Jack, Committee Chair referenced the report from the Committee's April 29th meeting outlining recommendations from the Nominating Committee.

In reviewing past information while preparing for current nominations, the Committee found that action was not taken in nominating and electing several members to second terms.

Carolyn Wharton has decided to not seek a second term. Her term ends June 30, 2020.

A MOTION WAS MADE BY SARAH BRITTAIN JACK, SECONDED BY HEIDI BRANDON TO NOMINATE DEENA HARTJE TO A SECOND THREE-YEAR TERM RETRO TO JUNE 30, 2019. SECOND TERM ENDING JUNE 30, 2022. Motion unanimously approved.

A MOTION WAS MADE BY SARAH BRITTAIN JACK, SECONDED BY HEIDI BRANDON TO NOMINATE JULIA SANDS de MELENDEZ TO A SECOND THREE-YEAR TERM RETRO TO JUNE 30, 2019. SECOND TERM ENDING JUNE 30, 2022. Motion unanimously approved.

The Committee then presented the following nominations for consideration by the Board of Directors, to be voted on at the June 17, 2020 Board of Directors' meeting.

For second three-year term: Judith Light and Diane Loschen

For officers for FY2021, the following slate was presented for consideration:

Chairperson	Deena Hartje
Vice Chairperson	Diane Loschen
Secretary/Treasurer	Dan Mirer

Nominations may also be advanced from the floor by any member of the Board of Directors for consideration at the June Board of Directors' meeting.

Ms. Jack then provided information on a prospective Board member, referred by Mrs. Wharton. A Zoom meeting will be set up with the interested party and several Board members.

e. Social Enterprise Committee

Chris Cipoletti, Committee Chair reported that he has met with Colleen Batchelor and Camille Blakely regarding a co-working space concept for the north side of Colorado Springs. A Pro Forma and budget are being developed to determine feasibility of use of space in our building for this venture. The group will hopefully have information to share at the July 15 Board of Directors' meeting.

f. TRE CEO Search Committee

Chair Hartje reported that current members of the committee met on May 7 and determined that additional members are needed for this group to assist in determining the direction for TRE's CEO search. Interested Board members were asked to contact Ms. Hartje by email or phone no later than Friday, May 22 to express interest. The group was

cautioned that it is likely that not all interested can be considered to keep the committee size workable. Heidi Brandon expressed interest.

Chair Hartje also indicated that she continues regular contact with current candidate to keep him informed on TRE activities and CEO search status.

g. Executive Committee

Chair Hartje stated that most topics will be covered in the CEO's report. The Committee set the agenda for today's meeting, discussed Board governance and training materials along with the need to establish a Board Training group to assist in keeping the full Board of Directors up-to-date on governance and agency strategic direction work. The group also discussed recognition for past Board members.

The group briefly discussed the pros and cons to rejoining Alliance Colorado. CEO Batchelor shared additional information on this group and the benefits of being a member of this statewide group. It is felt that the next two-three years will most likely require the statewide collaboration that Mr. Bowditch provides and that Alliance Colorado could provide as well.

Mr. Bowditch shared that the Alliance staff also have much more access/contact with State agency staff than he does in his lobbying activities. CEO Batchelor will send Alliance's current handbook which outlines the work they currently do. The cost for membership is approximately \$24,000. Leadership Team will need to determine if this fits within the current budget.

V. CHIEF EXECUTIVE OFFICER'S REPORT

6385 Corporate Drive LLC – A local real estate company is very interested in approximately 15,000SF on the third floor for a 5-7 year lease beginning at the end of the second quarter of 2021. Proposed costs for suggested tenant finishes are being evaluated at this time.

Other possible interest in space includes a nursing school (1 full floor), law firm (approximately 7,000SF) and another agency (7-10,000 SF on south side of first floor).

COVID 19 and Impacts – Colorado Department of Human Services (Early Intervention (EI)) continues to direct that virtual means of interacting with clients and families will continue until at least end of June. Colorado Department of Health Care Policy and Financing's (Community Centered Board (CCB) and Single Entry Point (SEP)) directives are less clear but indicate through the first quarter of next fiscal year likely.

Colorado Department of Human Services has been asked to cut a percentage of their overall budget for next fiscal year. EI Colorado was not asked to do the same thing but were asked to seek out potential cost containment and budget cut strategies from local programs. TRE's response includes (many already implemented): current hiring freeze, freeze future vacant positions, consider cutting back on number of flex staff being used in EI, and continue to build on efforts of tele-health appointments/services.

The funding methodology for SEP and CCB services is changing in the new fiscal year. Instead of billing in 15-minute increments for case management activities, TRE will now bill in single units for different deliverables that HCPF defines. In order to become more efficient, reduce overhead and still provide quality services, TRE must shift many processes currently in place. Several meetings with HCPF to discuss this new methodology are in the near future. It is hoped that better clarification will be provided during these meetings.

A hiring freeze is also in place for SEP and CBB staff. As processes and roles are likely to shift to meet the new demands, it is hoped to protect current staff positions by making needed shifts in job responsibilities instead of layoffs.

Turnover Data – CEO Batchelor then reviewed last year's turnover data versus the current third quarter data with the group and discussed current agency staff retention strategies to continue to address this area.

Isolation Concerns for Staff and Clients – A question was raised as to how our staff may be interacting with clients experiencing isolation and challenges related to that. Our Provider Agencies most closely interact with our clients on a more regular basis and interact with this challenge. Also, some of our customers may express and/or participate more in virtual environments due to not being intimidated or overwhelmed. Also, phone calls and/or virtual meetings are sometimes longer due to the desire to continue to interact with each other. Service Coordinators are offering assistance to clients and to provider agencies in accessing supports for anyone experiencing challenges related to isolation.

EI Budget Response – Due to the amount of growth experienced by this program each year, programs are asked for cost containment strategies. One area that CDHS is proposing is to cut the eligibility criteria from 25% to 33% in one area. This will require a rule change and potentially an emergency rule change will be sought to speed up this implementation. Children referred to TRE with a speech delay will be most impacted by this change. Other areas of cost containment strategies include requiring Medicaid to cover all EI services which would add the federal match dollars to this reimbursement, setting Admin Cap Rates, establishing state provider rates, and issuing an RFP for EI Brokers. This last option is the least desired by CDHS/OEC as it would create significant disruption to the system and would not provide the cost reductions being sought.

VI. NEW BUSINESS

None.

VII. OLD BUSINESS

Mission Statement Committee Update – Director Cipoletti reported that the committee voted on various proposed statements. The committee will meet in the next several weeks to refine/wordsmith the top proposed statements. These will be sent to the Board of Directors for feedback. These suggestions will be sent back out to stakeholders for their

feedback. And then back to the Board of Directors to hopefully select a new mission statement for TRE by July or August.

Organization Structure Workgroup – CEO Batchelor informed the group that the Leadership Team continues its evolution into a way of working that creates subgroups focused on strategic direction and priorities for the agency and tactical steps necessary to drive the agency towards those strategic priorities. A culture shift is being focused on to be less of a reactive organization that is regulated and dictated by State contracts to be more proactive in our thinking on how to interact with the many regulations, economy-related activities/changes that occur in our work. CEO Batchelor shared several strategic directives with the group and will send the current outline to the Board of Directors.

One example shared is that TRE has operated in a very conservative manner in relation to technology due to costs and yet this mindset puts TRE in a negative position to become as adaptable, efficient, productive and accountable as we could be. Our tactical leadership group will focus on needed implementation and budget needs in this area as well as the other strategic priorities.

VIII. PUBLIC COMMENTS

None.

IX. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for Wednesday, June 17, 2020 at 7:30 am at The Resource Exchange.

X. ADJOURN REGULAR MEETING

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

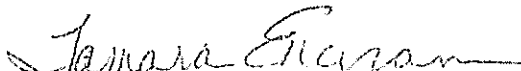
The regular meeting was adjourned at 8:55 am.

SUBMITTED BY:



Colleen Head Batchelor, Interim CEO

RECORDED AND TRANSCRIBED BY:



Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:



Carolyn Wharton, Treasurer/Secretary