



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, June 17, 2020

MEMBERS PRESENT (via Zoom unless noted)

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

MEMBER ABSENT

LAURIE HUISINGH

STAFF PRESENT (via Zoom unless noted)

ELIZABETH ALBO, Donor Relations Manager
COLLEEN BATCHELOR, Interim CEO – in person
CAMILLE BLAKELY, Community Engagement Director – in person
CHRISTINA BODE, Senior Service Coordinator
ASHLEY BYE, Service Coordination Supervisor, Teller and Park Counties
TROY COOKE, Service Coordinator
KYLE COX, Navigation and Enrollments Manager
MEGAN ELLIS, Grants Manager
TAMARA ENGRAM, Executive Assistant – in person
REBEKEH FALETH, Nursing Home Supervisor
ROB FRANC, Projects Manager – In Person
LORI GANZ, Clinical Services Director
BRANDI GRIFFITHS, Service Coordination Manager
COLLEEN HESNAN, Service Coordination Manager
DEMETRIA LOPEZ, Benefits/Billing Senior Coordinator
DANNI MEGYERI, Prior Authorization Senior Coordinator
EMILY MILLER, Senior Navigation Coordinator
SARAH NOLAN, Break Time Coordinator
CIEANN PELLICCIA, Case Aide, Front Desk Supervisor
VAUGHNA PELLICCIA, Prior Authorization Supervisor

NICHOLAS ROBERTSON, Transition/Career Services Manager
STEPHANIE SAMORA, Benefits/Billing Supervisor
KITTY SILVERS, Senior EI Billing Specialist
AMANDA STEINGIESSER, Navigation Specialist
GINGER STRINGER, Physician and Community Outreach Specialist
LAURA THOMAS, Case Management Director
CHERI ULMER, Program Support Manager
NANCY VIGIL, Navigation and Quality Director
JULIE WHITE, Marketing Coordinator
HEATHER WHITWORTH, CFO
LISA WIENER,
JACKIE WOODS, Interim Human Resources Director

GUESTS (via Zoom unless noted)

TIM CUNNINGHAM, Cheyenne Village
STEVEN STOCK, Cheyenne Village
TAMARA FRENCH, Discover Goodwill
INDY FRAZEE, The Independence Center
ALAYNE KELLY, PASCO Host Homes
CHLOE – unknown to transcriber

I. CALL MEETING TO ORDER

The regular meeting was called to order at 7:35 am by Chair Deena Hartje.

II. PUBLIC COMMENTS

None.

III. APPROVAL OF MEETING MINUTES – May 20, 2020

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY DIANE LOSCHEN TO APPROVE THE MAY 20, 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 the following updates from the committee meeting:

- Giving Tuesday was a great success. \$10,030.18 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. Equipment is being delivered directly to the recipients. Look for highlights on this on social media. Thanks to Sarah Nolan for her negotiating skills with Best Buy and all of her work on this project.

- The Board asked for tracking or trending information that might be available related to how other agencies performed on Giving Tuesday.
- The Summer Art Show is scheduled for July 8. This show will be done in a virtual format. Have had a good response from artists wishing to participate.
- Donor Relations:
 - TRE is planning to again offer the monthly subscription plan for donors. Look for details soon.
- Grants Report:
 - Grant funds received included \$5,000 from Colorado COVID Relief Fund and \$5,000 from The Nutrition Camp.
 - TRE expects to receive \$100,000 Colorado Health Foundation in July for our second year of this grant.

b. Finance and Investment Committee

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

TRE Financial Statements Review – For the month of May 2020, TRE showed approximately \$4,000 profit with Year-To-Date profit of \$452,000.

Several entries were reclassified due to being coded incorrectly last month.

Leased equipment increased due to one-time funding from Colorado Department of Health Care Policy and Financing (HCPF) for the Single Entry Point (SEP) program that must be used prior to the end of the fiscal year. These funds were used to pay off the equipment leases for SEP staff.

Proposed Budget for Fiscal Year 2021 – CFO Whitworth reviewed the budget proposal and emphasized that this budget year will be very fluid due to expected revenue changes. The proposed budget shows a deficit budget of \$639,865.68. It is anticipated that the Paycheck Protection Program loan forgiveness funds will be recognized in FY2021 to assist in the cost of salaries due to revenue reduction.

The Early Invention (EI) program anticipates at least a one percent (1%) cut in revenue for health care allowance (HCA) and EI services. EI Colorado also requested that TRE identify more extensive savings across the programs as the CDHS has been asked to find 10% cost savings across the department. TRE's proposal for these additional cuts has been submitted.

State General Fund and Medicaid Waiver Service Coordination funding methodology is changing for FY21. TRE continues to wait for confirmation from HCPF on whether the rates for this new funding methodology will remain intact. The new funding resembles a fee for service methodology. TRE will be paid for certain required activities. Unfortunately, it does not appear that full Administrative Costs are covered in this new methodology.

In reviews to date, it appears that the Community Centered Board (CCB) revenue contracted amount is decreasing by approximately twenty-five percent (25%). This is consistent across CCBs in Colorado. The SEP contract shows an increase. The bottom line of both contracts combined still shows a significant decrease in overall revenue for TRE.

Once the Long Bill is signed by Governor Polis, it is hoped that HCPF will quickly share established rates, etc. The proposed budget is based on FY20 funding and new information shared to date.

CFO Whitworth noted changes in the following revenue areas:

- Community Engagement grant revenue is now being reported in the categories/areas that grant monies will be used.
- Futures is no longer a stand-alone program and is now reported under Service Coordination/Case Management.
- Service Coordination and Navigation/Quality will most likely take most of the first quarter to determine how best to maximize revenue from the new funding mechanisms, reports required for payment, etc.
- No investment income funds are included.

CFO Whitworth then reviewed proposals to the expense areas:

- Continue hiring freeze. To be evaluated each month to determine critical position needs.
 - Eliminated 19 currently vacant positions from FY20.
 - Thirteen positions are included in the budget but will not be filled until at least the third and fourth quarters of FY21, so those salaries are prorated for partial year expense.
 - Eliminated one position in the Business Office that is a non-revenue generating position.
 - Only currently vacant position carried over is unfilled CEO position.
 - EI Flex Staff (those not guaranteed a set number of hours) will become inactive until caseload and funding warrants use of flex positions. A few flex positions remain in the budget where it is necessary to provide services in rural areas or where current part-time and full-time staff lack the expertise required for the service.
 - Will reduce the use of contracted providers in EI unless necessary to support rural areas of specific required expertise.
 - Eliminated two administrative positions in EI.
 - Eliminated a flex position in Family Support Services Program (FSSP).
 - Furlough of one week in each of the first two quarters of TRE Leadership staff.
 - No pay increase for staff.
 - 10.8% increase in medical and dental benefits which was shared with employees. Cost share of these benefits was moved to a more traditional method of percentage of premium paid by employer/employee vs a flat rate.
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- Request to maintain current agency match for TRE's 401(k) program. The match is 2.5% up to the first 6% of income – which calculates to 4.167% match. (*will require separate approval by TRE's Board of Directors*).
- Staff development funds were not included, except where necessary due to compliance requirements. Hoping to utilize in-house expertise for staff trainings and professional development.
- Equipment leases included only for equipment that will age-out during FY21.
- Establish shared working areas in the office for staff that are mostly working remotely and reduce overall space necessary for TRE business.
- Mileage was reduced for the first six months of budget in response to current requirements for virtual services. Will reimburse at the State of Colorado rate of \$0.55/mile instead of the Federal rate of \$0.575/mile.

CFO continued to review other expense items:

- Budgeted moving expenses due to TRE relocating within the building. This will most likely include moving IT assets (data, cabling, servers).
- Budgeted PPE safety equipment.
- Copier leases continue through FY2021 and 2022. Need will be evaluated as lease expires.
- Capital expense needs include:
 - the purchase of new EMR software program. Medisked is not performing as needed for the entire organization. Will hopefully move forward with implementation in the third and fourth quarters of FY2021.
 - Server replacement. Early Intervention Billing and Accounting software is not able, at this time, to move to a cloud-based environment. Research will continue to hopefully identify sufficient cloud-based programs in these areas.

Leadership shared that work will continue to identify resources and improved processes coming from staff-based solutions that will help reduce the proposed deficit. Additional research on available grants will be done and TRE will apply for all that are within our areas of need.

A concern was noted on staffing levels. The Leadership Team was encouraged to evaluate the hiring freeze and need for additional staff on at least a monthly basis.

Discussion was held on new guidelines for the Paycheck Protection Program. It was decided to add a line item showing the Paycheck Protection Program's anticipated revenue (at least in the amount of the proposed deficit).

CFO Whitworth was asked to provide a breakdown of how the Paycheck Protection Program funds were expended (focus on staffing levels). This will be reviewed at the July 2020 Finance and Investment Committee meeting and the Board of Directors' meeting.

A MOTION WAS MADE BY JULIA SANDS de MELENDEZ, SECONDED BY HEIDI BRANDON TO APPROVE THE FY2021 BUDGET AS AMENDED WITH

THE ADDITION OF A LINE ITEM SHOWING PROPOSED REVENUE FROM THE PAYCHECK PROTECTION PROGRAM LOAN FORGIVENESS IN THE AMOUNT OF \$639,865.68. *Motion unanimously approved.*

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY JULIA SANDS de MELENDEZ TO MAINTAIN THE 401k MATCH OF 2.5%, UP TO 6% OF TOTAL INCOME OR 4.167% MATCH. *Motion unanimously approved.*

c. Legislative Committee

Sarah Jack, Committee Chair referenced Ed Bowditch's summary report from the Legislative Session. All agencies receiving State of Colorado funding experienced cuts to revenue in some form.

Ms. Jack also reviewed the various Bills that passed and await the Governor's signature or veto.

d. Nominating Committee

Ms. Jack, Committee Chair presented the following nominations for a second, 3-year term on the Board of Directors.

A NOMINATION WAS MADE BY SARAH BRITTAIN JACK ON BEHALF OF THE NOMINATING COMMITTEE TO APPROVE THAT JUDITH LIGHT SERVE A SECOND THREE-YEAR TERM. SECOND TERM ENDING JUNE 30, 2022. *Motion unanimously approved.*

A NOMINATION WAS MADE BY SARAH BRITTAIN JACK ON BEHALF OF THE NOMINATING COMMITTEE TO APPROVE THAT DIANE LOSCHEN SERVE A SECOND THREE-YEAR TERM. SECOND TERM ENDING JUNE 30, 2023. *Motion unanimously approved.*

For officers for FY2021 and 2022, the following slate was presented for consideration:

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

No nominations were presented from the floor.

THE NOMINATIONS FOR OFFICERS FOR THE BOARD OF DIRECTORS WAS MADE BY SARAH BRITTAIN JACK ON BEHALF OF THE NOMINATING COMMITTEE TO APPROVE THE FOLLOWING SLATE OF OFFICERS: CHAIRPERSON-DEENA HARTJE; VICE CHAIRPERSON-DIANE LOSCHEN, SECRETARY/TREASURER-DAN MIRER, TO SERVE A TWO-YEAR TERM. OFFICER TERMS ENDING JUNE 30, 2022. *Motion unanimously approved.*

e. Social Enterprise Committee

Chris Cipoletti, Committee Chair reported that he, Colleen Batchelor and Camille Blakely continue research on 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 a plan to share during the 1st Quarter of the new fiscal year.

f. TRE CEO Search Committee

Chair Hartje informed the group that this will be discussed in Executive Session with information being shared as the end of the meeting.

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 and Leadership Team member changes with Jen DeFranco's resignation.

V. CHIEF EXECUTIVE OFFICER'S REPORT

Colleen Batchelor, Interim CEO asked if there were any questions on her submitted report. None were presented.

Due to events at TRE over the past several weeks, the group discussed systemic racism, prejudice, equality and discrimination. Ms. Batchelor started the conversation by stating that the discussions over the past two weeks could have been handled better. It is believed that the intentions of these online conversations were misunderstood. Full support of varying perspectives was an objective of the proposed strategies, but many felt the conversation was being avoided. Ms. Batchelor met with several individual staff who shared perspective and helped evolve thoughts on the direction the organization should take.

An update was sent to staff and Board of Directors on Monday to share Ms. Batchelor's thoughts and TRE's plans to move forward. Since the initial conversations did not result in a thoughtful, unified agency response, it is hoped that a conversation at this level might provide additional patience, clarity, education and tolerance of all viewpoints. Steps that TRE will take include:

- TRE will make a public statement (internal and external) that TRE will not tolerate any instances of systemic racism, prejudice, or discrimination in the workplace.
- TRE will invite interested staff to join a facilitated conversation/work group to drive the discussion on what the issues are at TRE, what currently works well, what doesn't work well, and to develop recommendations for the agency to consider and implement (strategic and value-driven plans, action steps, trainings that embrace the diverse culture at TRE).

Ms. Batchelor informed the group that she has met with several potential facilitators/consultants to assist with discussions, action plans. Etc. It is the intent that this group will be convened within the next several weeks.

It was also recommended that the Board of Directors participate in this work, in the work group, and identify actions that they can take to better represent leadership for the agency and community in these areas.

A question was raised on any issues (now or past) at TRE and how they were handled. It is not felt or understood that any specific situations have occurred nor that it exists at TRE. However, it must be clear and emphasized that discrimination of any kind is not acceptable and is something that staff know the procedures and feel safe to report. It was recognized that TRE's Board of Directors or staff probably don't have the needed expertise to recognize when potential issues exist. TRE must also be thoughtful in how it responds as an employer to any issues such as these being experienced now.

Most felt that TRE should not take on every societal issue, especially based on the agency's mission and the people that we support. However, it is important that TRE take a stand on human rights issues where people are marginalized, discriminated and not safe in our community and nation.

It was decided that the Board of Directors will support Leadership in drafting an agency statement of support to be published on our social media platforms before the end of the week.

VI. NEW BUSINESS

Thank You – The Board of Directors and staff thanked Carolyn Wharton for her support and dedication to TRE over the past years.

TRE Bylaws Review Work Group – The following members of the Board of Directors were thanked for volunteering to review and update TRE's Bylaws – Sarah Brittain Jack, Dave Paul and Chris Cipoletti. The group will begin work in the next several weeks and hope to be completed by mid-September.

VII. OLD BUSINESS

Mission Statement Committee Update – Director Cipoletti referred the group to the several draft statements that were sent via email earlier this week. Several felt that the statement should include more heart, describe what TRE does behind the connections provided (enrich lives, help with pursuit of a meaningful life).

Camille stated that the group intentionally developed statements that didn't have emotional, marketing language because once a mission statement is approved, staff will develop a shorter tag line. A Vision Statement will also be developed that is more aspirational and future driven.

The committee was tasked with developing at least one different statement with more emotion prior to sending to stakeholders for feedback.

Organization Structure Workgroup – No updates at this time.

VIII. PUBLIC COMMENTS

None.

IX. ADJOURN REGULAR MEETING

A MOTION WAS MADE BY DEENA HARTJE, SECONDED BY CHRIS CIPOLETTI TO ADJOURN THE REGULAR MEETING INTO EXECUTIVE SESSION TO DISCUSS PERSONNEL ISSUES. *Motion unanimously approved.*

The regular meeting was adjourned at 9:19 am.

X. EXECUTIVE SESSION

The Executive Session was adjourned at 9:36 am.

XI. RECONVENE OPEN SESSION

A MOTION WAS MADE BY CHRIS CIPOLETTI, SECONDED BY DIANE LOSCHEN TO OFFER THE PERMANENT CHIEF EXECUTIVE OFFICER POSITION TO COLLEEN HEAD BATCHELOR, TERMS TO BE NEGOTIATED. *Motion unanimously approved.*

XII. NEXT MEETING

The next regular meeting of The Resource Exchange's Board of Directors' meeting is scheduled for Wednesday, July 15, 2020 beginning at 7:30 am.

XIII. ADJOURN REGULAR MEETING

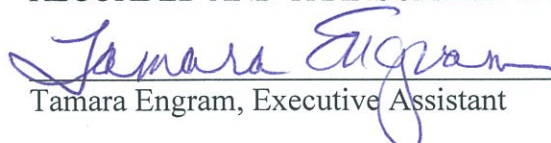
The regular session was adjourned at 9:40 am.

SUBMITTED BY:




Colleen Head Batchelor, Interim CEO

RECORDED AND TRANSCRIBED BY:



Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:



Deena Hartje, Chair

