



THE RESOURCE EXCHANGE
BOARD OF DIRECTORS' MEETING NOTICE

TO: DAN MIRER, Vice Chair LOIS LANDGRAF DAVE PAUL
JORDAN WEIMAR, Treasurer JUDITH LIGHT JULIA SANDS de MELENDEZ
LAURIE HUISINGH Secretary DIANE LOSCHEN TINA SWONGER
HEIDI BRANDON GEORGE MENTZ AMY YUTZY

FROM: DEENA HARTJE, Chair

THE BOARD OF DIRECTORS OF THE RESOURCE EXCHANGE WILL MEET ON WEDNESDAY, OCTOBER 20, 2021 AT 7:30 A.M. VIA ZOOM (SEE WEBSITE FOR LOG IN INFORMATION). PLEASE CONTACT TAMMIE ENGRAM ON 719.785.6425 or TENGRAM@TRE.ORG TO CONFIRM YOUR ATTENDANCE OR WITH ANY QUESTIONS.

MEETING AGENDA

- I. CALL MEETING TO ORDER – Deena Hartje, Chair
- II. PUBLIC COMMENTS – 10 minutes
- III. MISSION MOMENT – Julie White
- 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.)
 - a. Board of Directors' Meeting Minutes – September 15, 2021
 - b. Community Engagement Meeting Notes
- V. BOARD COMMITTEE REPORTS
 - a. Finance and Investment Committee – Jordan Weimar, Treasurer
 - b. Executive Committee – Deena Hartje, Chair
- VI. CEO REPORT – Colleen Batchelor
- VII. NEW BUSINESS
 - a. Wipfli Introductions
- VIII. OLD BUSINESS
 - a. Gratitude Event Debrief – Colleen Batchelor
 - b. 6385 Corporate Drive LLC Update – Chris Cipoletti
- IX. PUBLIC COMMENTS – 5 minutes
- X. SCHEDULE OF NEXT MEETING – November 17, 2021 @ 7:30 a.m.
- XI. MOTION TO ADJOURN INTO EXECUTIVE SESSION
- XII. EXECUTIVE SESSION
 - a. Personnel Discussion
 - b. Strategy Discussion
- XIII. ADJOURN

TRE Mission

*Advocating for independence and inclusion, TRE partners with children and adults who have a variety of disabilities, delays, mental health or long-term care needs.
We do this using a person-centered approach in coordinating care, promoting choices, and collaborating with community partners.*



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, September 15, 2021

MEMBERS PRESENT (via Zoom unless noted)

DEENA HARTJE, Chair – in person
DAN MIRER, Vice Chair – in person
JORDAN WEIMAR, Treasurer – in person
LAURIE HUISINGH, Secretary – in person
HEIDI BRANDON – in person
LOIS LANDGRAF – in person
DIANE LOSCHEN
GEORGE MENTZ
DAVE PAUL
TINA SWONGER
AMY YUTZY

MEMBERS ABSENT:

JULIA SAND de MELENDEZ
JUDITH LIGHT

STAFF PRESENT (via Zoom unless noted)

ELIZABETH ALBO, Donor Relations Manager - in person
COLLEEN BATCHELOR, CEO – in person
KYLE COX, Intake Manager
MEGAN ELLIS, Grants Manager
TAMARA ENGRAM, Executive Assistant – in person
REBEKAH FALETTI, Nursing Home Supervisor
ROB FRANC, Project Manager
DON GRAY, Facilities Director – in person
BRANDI GRIFFITHS, Service Coordination Manager
JORDAN LOWNSDALE, Prior Authorization Coordinator
CALLIE MURPHY, State General Funds Manager
AMANDA REED, Early Intervention Director
KAREN RICE, EI Billing Manager
GINGER STRINGER, Physician and Community Outreach Specialist
LAURA THOMAS, Case Management Director
CHERI ULMER, Program Support Manager
NANCY VIGIL, Navigation and Quality Director
HEATHER WHITWORTH, CFO
JACKIE WOODS, Human Resources Director

GUESTS (via Zoom unless noted)

KYLE BLAKELY, Blakely & Company
SARAH BRITTAIN JACK, Sarah B. Jack and Associates
CHRIS CIPOLETTI, Cipoletti Consulting – in person
DEB MAHAN, Gazette Charities
TESSA SEANEY, Empty Stocking Fund
JOSHUA SHIPMAN, Pikes Peak Respite
CAROLYN SHOCKLEY, Community Member
JILL STEINKE, Parent
TAMARA TRUJILLO, Goodwill of Southern Colorado

I. CALL MEETING TO ORDER

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

II. PUBLIC COMMENTS

Ms. Jill Steinke addressed the Board of Directors regarding issues with transportation services for her son, and possibly other families. Due to certification and billing regulations for non-medical transportation, the company that was providing transportation to and from Day Program for her son, can no longer be paid by Medicaid through the waiver services that he receives until new certification is received. Ms. Steinke asked for assistance from TRE in resolving this issue or finding a stop gap as quickly as possible.

Lois Landgraf, Board member offered to provide information and assist with this issue if at all possible.

Laura Thomas, Case Management Director, stated that she is working with Health Care, Policy and Financing (HCPF) to expedite the transportation company's application review/approval. Unfortunately, the timeline given is at least six weeks out. Ms. Thomas continues to be in contact with representatives from HCPF daily.

III. EMPTY STOCKING FUND

Elizabeth Albo, Donor Relation Manager introduced Deb Mahon, Gazette Charities Foundation and Tessa Seaney, First Year Fellow at El Pomar Foundation. Ms. Mahon and Ms. Seaney shared information on the history of Empty Stocking Fund and the upcoming Empty Stocking Fund's campaign which officially begins on Thanksgiving, November 25, 2021, and ends on January 22, 2022. For information on Empty Stocking Fund, please visit their website at www.emptystockingfundco.org.

The first partner event is the opening celebration event scheduled for November 15, 2021. Also, a gathering for members of partner Board of Directors will be scheduled for mid to late October. Invitation will be sent soon.

TRE's percent allocation for this year's campaign is 4.58% which is an increase from last year's 4.09%.

IV. MISSION MOMENT

Ms. Albo shared a video from Santa Joe. Santa Joe expressed his love in spending time with the families that attend Breakfast with Santa and Drive Thru Santa.

TRE is one of the only partners of the Empty Stocking Fund that hosts/sponsors an event for this campaign. Our Breakfast with Santa pivoted last year, due to the pandemic, to a Drive Thru Santa event. This format will continue for this year. This event is scheduled for December 11, 2021 at TRE's parking lot.

V. CONSENT AGENDA

One correction was noted in the August 18, 2021 TRE Board of Directors' Meeting Minutes- Diane Loschen was listed as both attending and absent from the meeting. Ms. Loschen did attend the meeting.

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY LOIS LANDGRAF TO ACCEPT AND APPROVE THE ITEMS PRESENTED ON THE CONSENT AGENDA (Holidays Policy and Procedures, Board of Directors' Meeting Minutes with one noted correction dated August 18, 2021, and Community Engagement Meeting Notes). *Motion unanimously approved.*

VI. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC)

New IT Vendor Proposal – The FIC reviewed and recommends approval of the proposal from Wipfli. Their proposal was lower than our current vendor. It also appears that their expertise, mission and values align well with TRE. Wipfli also is well known for their change management consultation which could benefit TRE.

Single Audit for FY20 – This audit will be completed in September and submitted to the State and Federal agencies as required.

Audits for FY21 are scheduled to begin in mid-October.

Update of Checking Account Signature(s) Authorization – The following changes were recommended to the accounts at the Bank of San Juans.

The Resource Exchange Account: delete Dan Mirer; add Jordan Weimar
6385 Corporate Drive LLC Account: delete Carolyn Wharton; add Jesse Spaeth (*This item will be referred to the 6385 Corporate Drive LLC Board of Directors*).



Annual Committee Calendar – More information should be available next month.

TRE Financial Statement Review – July's estimated reports were updated in August. TRE shows a loss of \$42,956 for July and August 2021. This is less of a loss than projected in the current budget.

The Committee discussed the effect of lack of staffing on the level of services being delivered which also results in revenue going down. The Employee Retention/Engagement Committee will present at next month's FIC meeting outlining TRE's plan on recruitment etc.

The Family Support Services Program will also report to FIC on its program.

Discussion was held on the building and how activities for the building are impacting TRE's financial position. These funds are being expended for the building now with the projection that returns from the building will cover its expenses in the near future.

The one-page financial summary was reviewed with the group showing that TRE has 2.49 months reserve in cash on hand.

A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE TO APPROVE THE FINANCE AND INVESTMENTS REPORT AS PRESENTED. Motion unanimously approved.

c. Executive Committee

Chair Hartje reminded the group of the Board's annual commitment form which includes giving to Empty Stocking Fund. Please complete and return to Ms. Albo. Any questions, please contact Chair Hartje or Ms. Albo.

Work continues on the annual calendar template. This should be available for review at the October 2021 meeting.

A tentative date for TRE's Board of Directors' meeting to be hosted at the Scheel's All Sports store was discussed. Ms. Albo will check to determine if November 17, 2021 is available.

VII. CHIEF EXECUTIVE OFFICER'S REPORT

6385 Corporate Drive – There has been a lot of activity in the building. Third floor renovations are complete; 1st floor entrance ramp is complete; striping of parking lot and TRE office renovations continue.

TRE Executive Team Meeting – Colleen Batchelor, CEO asked for feedback on the summary of the Executive Team's activities during the past month in her report. If other types of information are needed, please let CEO Batchelor know.

The team's activities have focused on the build-out of the Operations Plan in conjunction with TRE's Strategic Plan development. The higher-level Operations Plan will be presented at the Strategic Plan work session in October. After that meeting, the more detailed work plan will be shared with the Board of Directors to include how work and success will be measured in priority areas of the Operations Plan.

The top priority remains to be staff engagement, staff retention and staff recruitment. Work has already begun on adding/changing recruitment efforts and finding different ways to market job opportunities showing the value beyond salary in working at TRE. Also collaborating with other community partners to help all recruit individuals qualified to work in the human services field.

TRE has adjusted many salaries in current positions to remain competitive in the market. Also, TRE's benefit package is being reviewed. Recently changed TRE's current holiday policy (which was approved in the Consent Agenda today) to recognize all holidays as floating holidays so that staff can have more flexibility for this type of leave. TRE's front desk will continue to recognize the ten Federal holidays and will be closed to visitors and phone calls on those days.

The development of self-directed teams will also help build the peer-to-peer support for individual team members. This team structure shifts a large portion of decision-making to the team level rather than a hierarchical and top-down approach in order to benefit people in services more quickly and effectively. The planning meeting to identify staff and pilot areas is being held this week.

Legislative Town Hall – The 15th Annual Legislative Town Hall is scheduled for Wednesday, September 29, 2021, beginning at 6:00 pm at Centennial Hall, 200 South Cascade Ave. The reception for Board members and elected officials will begin at 5:30 pm. Ed Bowditch will again serve as moderator.

Early Intervention (EI) Services – Legislation was approved to transfer the responsibility of EI Evaluations from the Colorado Department of Education to the Colorado Department of Human Services/EI Colorado.

EI Colorado is in the process of developing a statewide intake system. Initial impressions of a statewide intake system is that this will contribute to a more complicated system for families rather than a more streamlined system as was the hope with this transfer.

There is concern that EI program staff across the state will not know of these referrals in a timely manner, will not be able to assist family with other needed community resources, nor know of other services being received from the CCB or SEP programs. In addition, regional evaluation to determine eligibility teams will be established through RFP and may or may not be the local CCB/EI Program. This could introduce a third team/person to the family before they ever begin receiving services.

TRE is extremely concerned about this proposed process and have expressed same to EI Colorado. Reason given for this complicated process is to address potential conflict of interest in determining eligibility and then providing services. TRE and Alliance have requested a meeting with the Director of the Office of Early Childhood to express our concerns for families with the implementation of this new process.

It was suggested that a letter writing campaign be organized if needed.

VIII. NEW BUSINESS

a. Legislative Town Hall – Representative Lois Landgraf, Board member shared that she has been in contact with elected officials throughout the Pikes Peak Region. There is a conference at the same time which may impact the attendance by several of our long-time panel members.

IX. OLD BUSINESS

a. Gratitude Event – Ms. Albo shared that preparations continue for the event scheduled for October 14, 2021. Invitations have been sent.

Ms. Albo will send needed donor information to Board members to make follow-up calls or emails reminding those invited to attend if possible.

Training for Board members and Executive Team members will be held the first week of October showing the layout and information stations through the second floor of TRE. Please look for the invite(s) to these virtual training sessions.

b. Diversity, Equity and Inclusion (DEI) Workgroup Update
CEO Batchelor shared that all staff have been invited to be part of a conversation on diversity, equity and inclusion. It is scheduled for today at 12noon with approximately 100 staff planning to attend. Chris Cipoletti will assist with the initial facilitation with several others assisting with the small group breakout activities/discussions.

TRE's Strategic Plan and Operations Plan include work on intentional efforts around building an inclusive culture supporting a diverse workforce.

c. TRE Strategic Planning Workgroup
There was not a work session in September. The next session is October 12, 2021 beginning at 3:30 pm.

d. 6385 Corporate Drive LLC Update
Mr. Cipoletti reported that work continues with Realistic on the marketing and branding plan for the co-working space and the future event space. The two spaces will be managed under the same umbrella, but each will have distinctive branding.



The marketing plan should be complete by the end of September. Website is hoped to be complete by mid-October.

Event space renovation bids have been received and will be helpful as talks begin with potential donors/grantors.

Mr. Cipoletti assured the group that he is working closely with TRE's Community Engagement team so not to pursue the same grant opportunities as TRE.

Several outside agencies have enquired about conference room usage. Mr. Cipoletti is working with those agencies on availability and cost.

The co-working space and building budget will be presented to the 6385 Corporate Drive LLC Board of Directors at their October 6 meeting.

Transition from Olive Property Management Group is going well. The team will meet today to review any items that need further attention.

X. PUBLIC COMMENTS

None.

XI. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, October 20, 2021** at 7:30 am at The Resource Exchange and via Zoom.

XII. EXECUTIVE SESSION

A MOTION WAS MADE BY CHAIR HARTJE TO ADJOURN INTO EXECUTIVE SESSION.

XIII. ADJOURN

The meeting was adjourned at 9:40 am.

SUBMITTED BY:

Colleen Head Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Laurie Huisingsh, Secretary



The Resource Exchange, Inc.

Chief Executive Officer Report

October 2021

TRE

- **6385 Corporate Drive Building Update.**
 - Tenant finishes for TRE space on the 1st floor should be completed in October.
 - Parking lot restriping has been completed.
- **COVID-19 Updates.**
 - No updates at this time.
- **Executive Team Updates.**
 - The Executive Team has spent the past month working on its Operations Plan to support the Strategic Plan. Efforts are focused now on identifying data measures to track progress and success towards strategic aspirations. These combined plans will be used to support development of a year-long Board Meeting Calendar to increase understanding of board members of TRE operations and provide opportunity for more strategic discussions of TRE's business in Board Meetings.
 - The Executive Team has begun scheduling quarterly full-day sessions to ensure efforts towards achieving strategic priorities are maintained. The initial session was held on 09/21/2021. The group focused on:
 - Summarizing work completed with Dr. Pam Shipp
 - Building understanding of Conversational Capacity to establish more effective communication practices and decision-making.
 - Identifying measurable outcomes, data to measure success, and next steps to finalize Operations Plan
 - Developing an Action Plan for next steps for the group:
 - Finalize Operations Plan – 9/28
 - Create a plan for Self-Directed Teams pilots – 9/28
 - Create implementation plan for Wipfli transition – 9/28
 - Establish key performance indicators (KPIs) to measure success – October
 - Identify initial leadership development strategies for ET – October
 - Establish Culture & Leadership Committee and Catalyst position – no later than November
 - Respond to ARPA fund initiatives - October
- **IT Consultant RFP Updates.** Wipfli has been engaged to be the ongoing IT Consultant for TRE, effective 11/1/21. The transition from Navakai to Wipfli will occur during the month of October and Wipfli executives will attend the October 20 Board Meeting to introduce themselves and meet TRE's Board of Directors.



The Resource Exchange, Inc.

Chief Executive Officer Report

October 2021

State

- **Health Care Policy and Finance (HCPF).**

- HCPF has received approval from the Joint Budget Committee for the spending plan for American Rescue Plan Act (ARPA) funds. Meetings will be held in October to share first steps in distribution of these funds to local programs. Updates should be available by 10/20/21.
- Recommendations for relief of administrative burdens compounding workforce shortages have been submitted to HCPF. TRE received notice on 9/21/21 that qualifications were being reduced for Case Management positions as one of those strategies. TRE has already seen an impact on our recruitment and hiring based on this change. Additional changes are expected in the future.

- **Early Intervention (EI).**

TRE has joined Alliance Colorado to provide feedback to Colorado Department of Human Services (CDHS) regarding the plans for establishing separate Intake and Evaluation processes as evaluation for eligibility responsibilities transfer from Colorado Department of Education (CDE) to CDHS. There is significant concern that current plans will negatively impact families rather than streamlining the process for them as was suggested in advocacy for the state change. Updates and details will be provided at the October 20 Board Meeting.

Colleen Batchelor

Respectfully submitted:

Colleen Batchelor, Chief Executive Officer

4 October 2021