



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, March 16, 2022

MEMBERS PRESENT (via Zoom unless noted)

DEENA HARTJE, Chair – in person
DAN MIRER, Vice Chair – in person
LAURIE HUISINGH, Secretary – in person
HEIDI BRANDON
LOIS LANDGRAF – in person
DIANE LOSCHEN
JESSIE MARTINEZ
GEORGE MENTZ
JULIA SANDS de MELENDEZ – in person
DAVE PAUL
AMY YUTZY

MEMBERS ABSENT:

JORDAN WEIMAR, Treasurer
TINA SWONGER

STAFF PRESENT (via Zoom unless noted)

ELIZABETH ALBO, Development Manager
COLLEEN BATCHELOR, CEO – in person
TAMARA ENGRAM, Executive Assistant – in person
DORA FERNANDEZ, IT Project Mgr, Bilingual Developmental Interventionist
LORI GANZ, Clinical Director, Early Intervention
DON GRAY, Facilities Director – in person
BRANDI GRIFFITHS, Service Coordination Manager
TRACY HODNETT, Care Integration Specialist
DEMETRIA LOPEZ, Benefits/Billing Senior Coordinator
MICHAELA LUCK, Service Coordinator
DANNI MEGYERI, Prior Authorization Senior Coordinator
CALLIE MURPHY, State General Funds Manager
SARAH NOLAN, Break Time Program Coordinator
VAUGHNA PELLICCIA, Prior Authorization Supervisor
KENDRA RANDERSON, Family Support Coordinator
AMANDA REED, Early Intervention Director
STEPHANIE SAMORA, Contracts and Grants Manager
KITTY SILVERS, Sr EI Billing Specialist

GINGER STRINGER, Physician and Community Outreach Specialist
LAURA THOMAS, Service Coordination Director
NANCY VIGIL, Navigation and Quality Director
JULIE WHITE, Marketing and Communications Manager
HEATHER WHITWORTH, CFO
JACKIE WOODS, Human Resources Director

GUESTS (via Zoom unless noted)

CHRIS CIPOLETTI, Cipoletti Consulting – in person
PAULINE DAVIS, Logan, Thomas & Johnson
INDY FRAZEE, The Independent Center
CALVIN LOGAN, Logan, Thomas & Johnson
TAMARA TRUJILLO, Goodwill Colorado
TINA, Unknown

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. MISSION MOMENT

Tracy Hodnett, TRE Care Integration Specialist shared information on TRE's Cross System Care Integration Program Pilot. This program is a three-year pilot under a grant from Colorado Springs Health Foundation. The pilot began with a partnership with Peak Vista and Developmental Disabilities Health Center.

Cross System Care Integration is an approach to care alignment and coordination of services across complex systems. This team approach involves all individuals and agencies serving the individual with a disability to better understand and receive culturally competent medical care and improved health outcomes.

Currently, Sunrise Health Care is the only medical practice involved with the program. Their practice serves 63 clients who are associated with TRE services.

Ms. Hodnett then shared a success story. The coordination of services resulted in better health outcomes and a better living situation for this individual.

Other partners in the pilot program are Health TeamWorks (consulting firm) and University of Colorado Anschutz Medical Campus (assisting with follow-up and quantitative data).



Next steps include evaluation of current practices - bringing positive value to client and other parties on the team, refining coordination of services and then adding more medical practices to the pilot.

(The PowerPoint presentation is incorporated into these minutes by reference and can be found in the March 16, 2022 Board records for further review.)

IV. STRATEGIC FOCUS – Organizational Health

Colleen Batchelor, CEO reviewed the dashboard highlighting the priorities for FY2022 and future. The Executive Team will report to the staff of TRE and Board of Directors at least quarterly on the progress of work outlined in the Strategic Plan.

CEO Batchelor and members of the Executive Team reported on work being done and/or planned in the areas of Staff Retention and Engagement and Organizational Structure. Tactics, data points, review and metrics to measure success were reviewed in detail.

Data showing turnover, number of people served, reasons for turnover, and responses and changes implemented beginning FY2019 through February of 2022 were reviewed with the group. Overall agency percentages for FY2020 showed a turnover rate of 21.4%, FY2021 was 30.3%, and current fiscal year at 14.5%.

Numerous Administration positions have transitioned during this time. Replacement or new positions in Administration to be added in the near future include Controller, IT Coordinator and Strategy and Culture Specialist.

Jackie Woods, HR Director reviewed TRE's Cultural Roots developed from the CultureWise approach to help define fundamentals/behaviors/actions that TRE staff should strive for when interacting with others. An overview of the detailed plan for roll-out (beginning in April) to all staff was shared.

CEO Batchelor added that the strategic plan dashboard will be posted and updated at least quarterly on the Board of Directors' Teams site and agency SharePoint site. Also, several projects are being worked on with Wipfli that will assist TRE in obtaining information and analyzing data in real time in order to be responsive to identified trends or issues in a timely manner.

(The PowerPoint presentation is incorporated into these minutes by reference and can be found in the March 16, 2022 Board records for further review.)

V. CONSENT AGENDA

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY LOIS LANDGRAF TO ACCEPT AND APPROVE THE ITEMS PRESENTED ON THE CONSENT AGENDA (TRE Board of Directors' Meeting Minutes dated February 16, 2022 and Community Engagement Meeting Minutes dated March 4, 2022. Motion unanimously approved.

VI. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC)

TRE Financial Statement Review (February 2022)

The Committee welcomed Jessie Martinez to the group.

Income Statement-

Dan Mirer, Vice Chair reported a gain of \$108,333 which reduced our fiscal year deficit to \$1,95,476. The main reasons for the deficit are:

- Deferral of revenue for Single Entry Point (SEP).
- Overspending to contract for Community Centered Board (CCB).
- Staffing is trending very closely to full capacity.
- EI Colorado is mostly up to date with payments.
- TRE will likely not break even this fiscal year. The deficit may be in excess of what was budgeted. TRE will continue to adjust operations to work within funding definitions.

Balance Sheet-

- A Strategic Capital Spending line item has been added so that expenditures against the funds identified as strategic capital can be more easily tracked.

Audit-

- Financial audit findings for FY2021 will be reported at this meeting.
- The single audit should be complete by early next week.

6385 Corporate Drive LLC-

Nothing of note to report. The group anticipates a new tenant lease to be signed soon with occupancy to begin in June 2022.

Wipfli Initiatives – Funding Request-

The strategic capital plan in the amount of \$380,000 was approved in December 2021. The following two projects are moving forward with a cost against the plan amount of \$65,000 – 1) Database assessment which looks at all data systems that TRE is required to maintain per contract obligations. This assessment will determine if there is a more

streamlined method of gathering this information; and 2) Idea Discovery-Customer Experience Evaluation is a real time customer experience process that will assist TRE in identifying trends that could improve outcomes for people in services.

THE FINANCE AND INVESTMENT COMMITTEE RECOMMENDS APPROVAL OF \$65,000 FROM THE STRATEGIC CAPITAL BUDGET FOR THE DATABASE ASSESSMENT AND IDEA DISCOVERY PROJECTS. *Motion unanimously approved.*

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

Independent Financial Audit Exit Presentation (FY2021)

Heather Whitworth, CFO introduced Calvin Logan and Pauline Davis, Logan, Thomas & Davis. Mr. Logan reviewed information on their findings from the FY2021 Consolidated Financial Statements and Independent Auditor's Report. *(This report is available for review at www.tre.org).*

Mr. Logan encouraged the Board of Directors to review the notes included in the audit report. These notes provide important information on current and upcoming TRE's financial and regulatory requirements.

The Governance Letter was reviewed and will be provided in final format when the single audit is complete.

TRE received an unqualified opinion, which is the best type of opinion to receive from an audit.

The single audit will be finalized next week and will be distributed at that time.

Mr. Logan and Ms. Davis thanked Heather Whitworth, CFO, Nancy Vigil, Director of Navigation and Quality and their staff for providing information for the audits in a timely and well-organized manner.

b. Nominating Committee

Julia Sands de Melendez again welcomed Jessie Martinez to the Board of Directors. Chair Hartje reported that the Board of Directors held an email vote on February 28, 2022 approving the nomination of Mr. Martinez to the Board of Directors.

Members from the committee will be meeting with a prospective candidate in April, and preliminary discussions are on-going with another possible candidate.



Ms. Melendez and CEO Batchelor are awaiting information from El Pomar and Pikes Peak United Way regarding their programming work on diversity in Boards.

Chair Hartje thanked George Mentz for volunteering to be the Nominating Committee Chair beginning July 1, 2022.

c. Executive Committee

Single Entry Point (SEP) Contract – Chair Hartje reported that the group continued discussions regarding the Colorado Department of Health Care Policy and Financing's (HCPF) interpretation of last fiscal year's contract for SEP services. HCPF determined that the contract was a cost-based reimbursement contract versus a fee for service contract (terminology used on contract and what TRE thought it was based on). TRE was not notified of this interpretation until September 2021, after the end of the fiscal year. TRE was then instructed to move SEP revenue to deferred revenue until the service is provided. Another large CCB is in the process of pursuing legal action regarding this HCPF interpretation.

Transportation Services – An update was provided on the transportation issues in the northern part of El Paso County. A group of TRE Board members and staff and parents met with Senator Bob Gardner and Representative Mary Bradfield to discuss these issues.

Lois Landgraf, Chair of TRE's Legislative Committee stated that she will continue to follow-up with our legislators. Ms. Landgraf also shared that the Pikes Peak Area Council of Governments (PPACG) may be a resource for a remedy to get services to those areas that fall outside of the parameters for Colorado Springs service.

It was also suggested that TRE take an opportunity to educate candidates for public office of the issues for people with disabilities throughout the state.

CEO Batchelor added that Metro Mobility does not cover all areas of the city nor outlying areas of El Paso County. In addition, the Medicaid rates are so poor that other agencies providing transportation services for people with disabilities cannot afford to provide this non-medical transportation service.

CEO Batchelor shared information provided by Alliance (TRE is a member) that the Governor's budget does include funding to align rates better so that people using HCBS waivers would possibly obtain these services. Specific information on this budget recommendation and the specific rate increase has not been received at this time.

TRE Board Members' Email – Chair Hartje shared instructions from Wipfli (TRE IT contractor) on how to access your @tre.org account for sending emails on behalf of Board responsibilities for TRE. Tammie Engram, Executive Assistant, will forward those instructions to TRE Board members.



Complaints from families – Chair Hartje thanked CEO Batchelor for handling complaints coming to the Board of Directors in a timely manner.

VII. CHIEF EXECUTIVE OFFICER'S REPORT

Early Intervention – The Request for Proposal (RFP) on Early Intervention Evaluation Services was received. It is due no later than April 4, 2022 and will be effective July 1, 2022. TRE is responding to this request.

VIII. NEW BUSINESS

Strategic Focus – April's Strategic Focus will be Systems to Support Success. Wipfli will present information on projects in process and will review TRE's IT Roadmap (developed by Wipfli) outlining possible future priorities.

May 2022 Board of Directors' Meeting – The Arc Pikes Peak Region has graciously agreed to host the May 18, 2022 TRE Board of Directors' meeting. More information will be shared soon.

IX. OLD BUSINESS

a. Diversity, Equity and Inclusion Workgroup Update

CEO Batchelor shared that the Book Club is now reading *Disability Visibility: First Person Stories from the 21st Century*, by Alice Wong. It is an excellent book of essays and stories written by people with disabilities conveying their experiences.

b. 6385 Corporate Drive LLC Update

Chris Cipoletti, Consultant reported that negotiations continue with a group interested in leasing approximately 2500SF on the third floor.

The Board of Directors for 6385 Corporate Drive LLC met on March 2, 2022, to discuss the empty space on the first floor and whether the event space planning should continue. The group felt that another business venture may not be the best decision at this time.

An informational meeting is being scheduled with individuals who manage/operate event spaces in Denver to determine if a partnership like this is a feasible option.

CEO Batchelor has also contacted Olive Real Estate to inform them that that space is available for traditional leasing options.

The hard launch of New Altitude is scheduled for April 1, 2022. Internal signage will be completed by mid-April.

Work continues on the financial tracking of expenses by updating the Common Area Maintenance (CAM) adjustments, janitorial services, utilities, insurance and other expenses shared by tenants in the building.

X. PUBLIC COMMENTS

None.

XI. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, April 20, 2022**, at 7:30 am at The Resource Exchange and via Zoom.

XII. MOTION TO ADJOURN REGULAR MEETING

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY DAN MIRER TO ADJOURN THE REGULAR MEETING. *Motion unanimously approved.*

The regular meeting was adjourned at 9:40 am.

THESE MINUTES WERE APPROVED AT THE BOARD OF DIRECTORS ON APRIL 20, 2022.

SUBMITTED BY:

Colleen Head Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Laurie Huisingh, Secretary
