



THE RESOURCE EXCHANGE
BOARD OF DIRECTORS' MEETING NOTICE

TO:	DAN MIRER, Vice Chair	SARAH BRITTAIN JACK	DIANE LOSCHEN
	JESSIE MARTINEZ, Treasurer	BJ BYERS	GEORGE MENTZ
	LAURIE HUISINGH Secretary	PATRICK DAVIS	DAVE PAUL
	HEIDI BRANDON	LOIS LANDGRAF	TINA SWONGER
			AMY YUTZY

FROM: DEENA HARTJE, Chair

THE BOARD OF DIRECTORS OF THE RESOURCE EXCHANGE WILL MEET ON WEDNESDAY, AUGUST 17, 2022, AT 7:30 A.M. AT THE RESOURCE EXCHANGE, 6385 CORPORATE DRIVE, COLORADO SPRINGS CO OR 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 –
- IV. STRATEGIC FOCUS – FY21-22 Year End Review
- V. 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. Community Engagement Meeting Notes – August 5, 2022
 - b. Board of Directors' Meeting Minutes – July 20, 2022
- VI. BOARD COMMITTEE REPORTS
 - a. Finance and Investment Committee – Jessie Martinez, Treasurer
 - FY 21-22 Year End Financial Statement Review
 - Monthly Financial Statement Review (July 2022)
 - b. Legislative Committee – Lois Landgraf, Chair of Committee
 - c. Executive Committee – Deena Hartje, Chair
- VII. CEO REPORT – Colleen Batchelor, CEO
- VIII. NEW BUSINESS
 - a. By-Laws Recommended Change
 - b. September Board Meeting Strategic Focus – Legislative Influences
 - Ed Bowditch, TRE Lobbyist
- IX. ONGOING BUSINESS
 - a. Wipfli Activities Quarterly Report
 - b. 6385 Corporate Drive LLC and New Altitude Updates – Chris Cipoletti, Cipoletti Consulting
- X. PUBLIC COMMENTS – 5 minutes
- XI. SCHEDULE OF NEXT MEETING – September 21, 2022
- XII. MOTION TO 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.



TRE
The Resource Exchange

BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, July 20, 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
SARAH BRITTAIN JACK
BERNARD BYERS
PATRICK DAVIS
LOIS LANDGRAF – in person
DIANE LOSCHEN
GEORGE MENTZ
DAVE PAUL
TINA SWONGER
AMY YUTZY

MEMBERS ABSENT:

JESSIE MARTINEZ, Treasurer

STAFF PRESENT (via Zoom unless noted)

ELIZABETH ALBO, Development Director
NICOLE ALGER, Prior Authorization Coordinator
COLLEEN BATCHELOR, CEO – in person
TAMARA ENGRAM, Executive Assistant -in person
REBEKAH FALETTI, Nursing Home Supervisor
LORI GANZ, Clinical Services Director
DON GRAY, Facilities Director – in person
BRANDI GRIFFITHS, Service Coordination Manager
RYAN KUYPER, Learning and Staff Development Director
DANNI MEGYERI, Prior Authorization Senior Coordinator
CALLIE MURPHY, State General Funds Manager
SARAH NOLAN, Respite Programs Specialist
AMANDA REED, Early Intervention Director
KITTY SILVERS, Senior EI Billing Specialist
GINGER STRINGER, Physician and Community Outreach Specialist



LAURA THOMAS, Ongoing Case Management Director
NANCY VIGIL, Navigation and Quality Director
HEATHER WHITWORTH, CFO
JACKIE WOODS, Human Resources Director

GUESTS (via Zoom unless noted)

CHASITY BECKNER
CHRIS CIPOLETTI, Cipoletti Consulting – in person
TIM CUNNINGHAM, Cheyenne Village
CHERYL EPPS, Host Home Provider and Parent
INDY FRAZEE, The Independent Center
DANIEL HILL, Support Inc.
KAYLA RIBRON, Support Inc.
719.242.6694
719.493.8712

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

Chair Hartje shared her family's experiences with The Resource Exchange. While her son has not needed to access the Supported Living Services (SLS) waiver yet, TRE's Service Coordinator (SC) has assisted her with needed support while her son moved from school to transition services.

IV. STRATEGIC FOCUS – Board Engagement & Leading a Clear Strategic Direction

Chair Hartje reviewed information on Board Governance and Responsibilities. Several key reminders included Board members:

- Should put the interests of the organization before personal interests.
- Adhere to bylaws.
- Be guardians of the organization's mission and financial stability.
- Understand the difference between governance and management. Board members' responsibilities are governance. Staff are responsible for the management of day-to-day operations.



Chair Hartje then shared the results from the Self-Assessment that Board members completed in June 2022.

Key strengths included:

- Understanding of Mission and Vision.
- Strategic planning and board participation
- Quality of strategic plan
- Understanding of the distinction between BOD vs. Management decisions
- Understanding of the need for annual individual board member donations based on ability. (*TRE Board members were thanked for meeting the 100% goal for FY 2022*).

Areas for improvement included:

- Need to finalize succession planning and review annually.
- Evaluation of Board performance against established goals.
- Evaluation of individual Directors regarding Board responsibilities.
- Need for additional Board training and teambuilding.
- Identify annual goals and follow-up.

The Board Committees and Workgroups were shared. All members were encouraged to become a member of at least one. Any questions, please contact Chair Hartje.

(The PowerPoint presentation is incorporated into these minutes by reference and can be found in the July 20, 2022 Board records for further review.)

Cheryl Epps, Host Home Provider and Family Member asked if documents of the Board of Directors could be shared with her so that she can possibly suggest needed changes to the organization that she is contracted with. Colleen Batchelor, CEO will meet with Ms. Epps to determine the specific information needed and answer any further questions.

V. CONSENT AGENDA

A MOTION WAS MADE BY LAURIE HUSINGH, SECONDED BY DAN MIRER TO ACCEPT AND APPROVE THE ITEM PRESENTED ON THE CONSENT AGENDA (TRE Board of Directors' Meeting Minutes dated JUNE 15, 2022

VI. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC)

No meeting was held this month. June financials are preliminary due to year-end activities. The FY2022 Year End Financial Report will be presented at the August 17 meeting along with the monthly reports for FY2023.

b. Legislative Committee

Lois Landgraf, Committee Chair reported that the Legislative Town Hall Planning Committee is working hard to finalize the details for the September 21st event. Several representatives from community partners have once again joined the planning work.

The Town Hall will be held at the Olympic and Paralympic Museum with a small reception with elected officials and invited guests being held prior to the Town Hall. Time will be provided at the end of the Town Hall for attendees to speak with their elected officials.

The Planning Committee will discuss conducting another Round Table session prior to the initiation of the legislative session as follow-up with the panel members to provide additional information as needed to legislators.

c. Nominating Committee

George Mentz and the Board members welcomed Sarah Brittain Jack, Bernard (BJ) Byers and Patrick Davis to the Board of Directors. Orientation with CEO Batchelor will be scheduled soon.

d. Executive Committee

Chair Hartje reported that the group discussed the following:

Board Self-Assessment Results – The results were reviewed, and an action plan will be developed to address the identified needs.

Legislative Contacts – The need to continually connect with our elected officials was discussed. After the November election, there will be many changes to those representing our catchment areas. TRE's reengagement with Alliance has strengthened TRE's inclusion in advocacy regarding State policy affecting people with disabilities.

Ed Bowditch, TRE Lobbyist has been very engaged and schedules individual meetings with legislators and CEO Batchelor on an annual basis. It was also noted that several members of the Board of Directors have connections with elected officials.

Facebook (Meta) Presence – Discussion was held on the needed focus on more information sharing about issues and trends facing people with disabilities.

VII. CHIEF EXECUTIVE OFFICER'S REPORT

New administrative positions – Both Executive Team positions have been filled-Ryan Kuyper, Learning and Staff Development Director and De'Aura Lemus, Strategy and Culture Specialist. Both attended a recent Strategic Planning session with the Executive Team. Identifying priorities for these staff is in process.

IDEA Discovery Project – Work has begun with identifying and inviting stakeholders to upcoming focus groups. The focus groups will be held in early August.

Case Management Agency (CMA) Request for Proposal (RFP) – It is anticipated that the RFP will be released in the latter months of Calendar Year 2022 with a response date due in the March-April 2023 timeframe. TRE will respond to this RFP.

In Person Staffing Meetings – Health Care Policy and Financing (HCPF) has issued a directive that in-person staffings, monitorings etc. will begin in August 2022. Many TRE case management staff are being trained due to approximately 50% being hired during the pandemic when in-person meetings were not allowed.

It is anticipated that the Public Health Emergency (PHE) restrictions will expire in January 2023.

VIII. NEW BUSINESS

The Strategic Focus for the August meeting – FY 2022 Year End Review. This will include a review of Year-End Financial Report, TRE Finances 101 presentation, TRE's Investment Policy and TRE's funding streams.

IX. ONGOING BUSINESS

a. New Altitude

Chris Cipoletti, Consultant shared information on the functions of a co-working space (New Altitude [social enterprise]) versus traditional leases.

The marquee and signage are up. This creates the needed promotion of New Altitude internally.

Nexodus, the management platform for New Altitude should be fully functional by the end of July 2022. This platform will automate membership applications, the invoicing for memberships and scheduling and payment for conference rooms on the second floor.

Marketing for New Altitude digitally will go live on Monday July 25.

b. 6385 Corporate Drive LLC

Mr. Cipoletti shared information on 6385 Corporate Drive LLC (6385) being a separate LLC with TRE being the sole member.

A question was raised on whether Operating Agreements are in place. Mr. Cipoletti stated that they were in place.

CO-CPACE Funding for Energy Efficient Projects – Work continues in gathering needed information for the project(s) to request funding. Before entering into a contract for this low interest loan (if awarded) both 6385 Corporate Drive LLC and TRE Board of Directors will need to provide their approval. More details will be shared as available.

Director of Operations Position – Interviews have been conducted. An offer is anticipated the week of July 25 with an anticipated start date of early August.

FY2023 Budgets – The budgets for 6385 Corporate Drive LLC and New Altitude are in process. They will be presented for approval to the 6385 Corporate Drive LLC Board of Directors at its August meeting.

Board of Directors (6385) – Several nominations for new Board members will be made to the 6385 Board of Directors and TRE Board of Directors for approval.

X. PUBLIC COMMENTS

None.

XI. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, August 17, 2022**, at 7:30 am at The Resource Exchange and via Zoom.

XII. MOTION TO ADJOURN REGULAR MEETING

A MOTION WAS MADE BY SARAH JACK BRITAIN, SECONDED BY HEIDI BRANDON TO ADJOURN THE REGULAR MEETING. *Motion unanimously approved.*

The regular meeting was adjourned at 8:41 am.

SUBMITTED BY:

Colleen Head Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Laurie Huisingh, Secretary





The Resource Exchange, Inc.

Chief Executive Officer Report

August 2022

TRE

- **Executive Team Updates.**
 - IDEA Discovery Project
 - Stakeholder interviews are scheduled for the week of 8/8. Stakeholder Groups include:
 - People in Services and Families/Caregivers under CCB and SEP
 - Early Intervention Families
 - Support/Administrative Staff
 - Direct Service/Service Coordination Staff
 - Provider Agencies/Community Partners
 - Wipfli will also conduct a survey to dig deeper into the more qualitative aspects of each stakeholder's role – up to 100 participants across the various stakeholder groups.
 - Wipfli will review and assess survey and focus group results and develop "Journey Maps" that document opportunities for improvement for TRE. This will be presented by the end of August.
 - The Executive Team continues to work on a compensation package that integrates market analysis, education, skills, knowledge and experience as part of the determination of salary. This is also intended to describe all benefits associated with the compensation package as well as performance measures and career growth strategies.
- **COVID and Public Health Emergency (PHE) Updates.** As of 8/1/22, CCB and SEP staff have begun to resume in-person activities in support of people accessing services. A policy has been established according to HCPF requirements in support of this effort.

State

- **Health Care Policy and Finance (HCPF).**
 - HCPF has delayed the implementation of the new Care and Case Management System that is now more than a year delayed in its implementation. It will now be implemented in 4 phases with the first 2 phases likely to take place Fall and Winter 2022.
- **Early Intervention (EI).**
 - TRE has implemented the responsibilities to perform EI Evaluations for Eligibility for all children in El Paso, Park and Teller counties as well as several other rural counties. The



The Resource Exchange, Inc.

Chief Executive Officer Report

August 2022

state Unicorn system has not been working fully for this process which has delayed initial billing for evaluations. The system is not anticipated to be updated and fixed until September.

Colleen Batchelor

Respectfully submitted:

Colleen Batchelor, Chief Executive Officer

3 August 2022