



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, NOVEMBER 16, 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. STRATEGIC FOCUS – Measuring Outcomes – TRE IT Team and Wipfli
- 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 – October 19, 2022
- V. BOARD COMMITTEE REPORTS
 - a. Finance and Investment Committee – Jessie Martinez, Treasurer
 - Approval of FIC Report for November 2022
 - b. Executive Committee – Deena Hartje, Chair
- VI. CEO REPORT – Colleen Batchelor
- VII. NEW BUSINESS
 - a. Board Member TRE Email Addresses
 - b. December 2022 NO Board Meeting
 - c. January 2023 Board Meeting Strategic Focus – 2023 Board Calendar to be distributed in December 2022
- VIII. ONGOING BUSINESS
 - a. 6385 Corporate Drive LLC and New Altitude Updates – Jenn Strehlow
 - b. Gratitude Event 2022
- IX. PUBLIC COMMENTS – 5 minutes
- X. SCHEDULE OF NEXT MEETING – No Meeting in December. Next meeting: January 18, 2023
- XI. 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, October 20, 2022

MEMBERS PRESENT (via Zoom unless noted)

DEENA HARTJE, Chair – in person
DAN MIRER, Vice Chair – in person
JESSIE MARTINEZ, Treasurer – in person
LAURIE HUISINGH, Secretary – in person
HEIDI BRANDON – in person
SARAH BRITTAIN JACK – in person
BERNARD BYERS
PATRICK DAVIS – in person
LOIS LANDGRAF
GEORGE MENTZ
AMY YUTZY

MEMBERS ABSENT:

DIANE LOSCHEN
DAVE PAUL
TINA SWONGER

STAFF PRESENT (via Zoom unless noted)

ELIZABETH ALBO, Development Director – in person
NICOLE ALGER, Prior Authorization Coordinator
COLLEEN BATCHELOR, CEO
SARAH BOULTON, Service Coordinator
TINA CHAVEZ, Prior Authorization Coordinator
KYLE COX, Navigation and Enrollments Manager
TAMARA ENGRAM, Executive Assistant -in person
REBEKAH WEIMAR, Nursing Home Supervisor
DORA FERNANDEZ, IT Director
LORI GANZ, Clinical Services Director
DON GRAY, Facilities Director
JOANN GRAY, Prior Authorization Coordinator
TAMIE KNERR, Controller
RYAN KUYPER, Learning and Staff Development Director
DE'AURA LEMUS, Strategic and Culture Specialist

DEMETRIA LOPEZ, Benefits/Billing Supervisor
JAIME LUERSEN, Human Resources Generalist
DAISY MARTINEZ, Benefits & Billing Coordinator
DANNI MEGYERI, Prior Authorization Senior Coordinator
CALLIE MURPHY, State General Funds Manager
SARAH NOLAN, Respite Programs Specialist
VAUGHNA PELLICCIA, Prior Authorization Supervisor
AMANDA REED, Early Intervention Director
STEPHANIE SAMORA, Contracts and Grants Manager
KITTY SILVERS, Senior EI Billing Specialist
GINGER STRINGER, Physician and Community Outreach Specialist
NANCY VIGIL, Navigation and Quality Director
HEATHER WHITWORTH, CFO
JACKIE WOODS, Human Resources Director

GUESTS (via Zoom unless noted)

CHRIS CIPOLETTI, Cipoletti Consulting – in person
INDY FRAZEE, The Independent Center
NICI HEISLER, The Independent Center
BRIDGET KIRBY, Community Intersections
DEB MAHON, Gazette Charities Foundation
CAROLYN SHOCKLEY
JENNIFER STREHLOW, Operations Director, 6385 Corporate Drive LLC
and New Altitude – in person
TAMARA TRUJILLO, Goodwill Services

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. EMPTY STOCKING FUND (ESF) CAMPAIGN KICK OFF

Deb Mahan, Executive Director of Gazette Charities shared information on this year's Empty Stocking Fund Campaign.

With support from several foundations, all administrative/operating costs are covered. This means all donations made through the campaign will be distributed to the 20 partner organizations. ESF also has very robust relationships with several agencies that match any donation. Your donation of \$1.00 becomes \$1.50.



The grants that are awarded can be used in any way that the agency needs.

The formal campaign begins on Thanksgiving Day through January 21, 2023. However, donations are accepted at any time throughout the year.

The Opening Reception is scheduled on Wednesday, November 16, 2022, beginning at 5:30 pm at Penrose House. Invitations will be sent soon, and RSVP is requested.

There are several ways to donate: mail a check using the donation sheet with mailing address. The best way is to use the website: www.emptystockingfund.co.org. Liz Albo, Development Director explained that TRE Board members will use the ESF website for their ESF donations. There is a drop-down box on the donations page, please mark TRE Board member. Also let any Community Engagement staff know about your donation so that this can be double checked by ESF. 100% participation for the BOD is expected, so all TRE Board of Directors' members are expected to donate at whatever level is comfortable for that member.

TRE and Empty Stocking Fund will enter into an MOU which explains each agency's responsibilities during the campaign. TRE's allocation percentage this year is 5.25%, an increase of a full percentage point from last year.

TRE Board of Directors' Annual Commitment Form – Ms. Albo added that the annual commitment to TRE be completed and returned to Community Engagement no later than June 30, 2023.

Again, TRE is asking for 100% participation from all Board of Directors' members in its commitment to a donation directly to TRE (in addition to and separate from ESF). Many grant applications ask and/or require that the agency requesting funds has 100% Board participations in contributions to the agency.

IV. STRATEGIC FOCUS – ORGANIZATIONAL HEALTH

Colleen Batchelor, CEO shared that the presentations would provide information on possible opportunities to expand and enhance revenue diversification through different avenues for TRE in the future.

Ms. Albo provided an overview of TRE's Culture of Philanthropy. This focuses on relationships with donors and expressing gratitude to them for being involved with TRE. This includes showing donors the impact that their donation has on the people receiving services from TRE.

Future diversification of TRE's revenue could include initiating Planned Giving and Endowment programs. Planned giving offers donors a way to leave a legacy to TRE and donate assets vs traditional cash donations. Activities to begin this work include talking to donors early about this option, dedicating a full page on TRE's website and advertising its availability with financial advisors.

An Endowment Program is a structure for non-profit organizations to invest large donations in interest bearing accounts to continue to fund the program. An annual distribution would be provided to the agency. There are also foundations that will match some of these funds.

A Capital Campaign could also be considered to support TRE's 6385 Corporate Dr. Building. A Capital Campaign is an intense effort to raise significant dollars in a specific amount of time for a specific purpose.

These opportunities require a large commitment to plan and creating a clear mission-focused strategy and understand the commitment of time/work from many people.

Sarah Brittain Jack, Board Member updated information on a Mill Levy Campaign in support of TRE's work for people with IDD. Of note, TRE is the only Community Centered Board (CCB) that does not receive funds from a mill levy.

It was shared that a mill levy campaign might be more successful if TRE collaborated with other partner(s) in the region, i.e. El Paso County Dept of Human Services, other service providers.

Ms. Jack shared that 2024 might be the next best year to pursue this for the ballot. New polling may be needed to determine feasibility. If favorable, an extensive education campaign would be conducted prior to asking El Paso County Commissioners for a referral to the ballot.

This education and campaign would require a grassroots effort, a large commitment to plan and create a clear focused strategy and the commitment of time/work from many people, including TRE Board of Directors' members. It would also require significant financial investment.

If anyone has questions, please contact Ms. Jack.

(The PowerPoint presentation and handouts are incorporated into these minutes by reference and can be found in the October 19, 2022 Board records for further review.)

V. CONSENT AGENDA

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY LAURIE HUISINGH TO ACCEPT AND APPROVE THE ITEMS PRESENTED ON THE CONSENT AGENDA (Community Engagement Meeting Notes dated October 7, 2022, and TRE Board of Directors' Meeting Minutes dated September 21, 2022. Motion unanimously approved.

VI. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC)

Employer Retention Tax Credit

Jessie Martinez, Treasurer shared updated information on this program. Heather Whitworth, CFO attended a training session that covered this program. It was determined that if an agency receives Federal funding (TRE does), that any credits received would be required to be paid to the Federal contract holder. Therefore, TRE would not be able to benefit from this program.

Wipfli immediately took ownership of this oversight and refunded the \$210,000 in fees paid to file for this tax credit. They will also amend TRE's tax returns back to their original amounts.

Financial Statements Review for September 2022

Treasurer Martinez reviewed the financial statements for September 2022.

Key Performance Indicators (KPI) were updated.

- Improvement in cash position. Ratio improved to 1.08.
- Deferred Revenue continues to be spent down. Deferred Revenue tracking will be added to the Summary page.
- Accounts Receivables compared to the prior year to current year. Current year shows a balance due of \$3.6 million. Most of this balance is attributed to EI Colorado.
- Inter-Company Activity – FY2021 onward – Funds being loaned to 6385 Corporate Drive LLC has slowed down. However, several upcoming large expenditures will require funds from TRE (Tenant Finish on 3rd Floor and along with anticipated additional tenant finish for prospective tenants).

TRE Board of Directors were asked to share if they would like to see additional items on the KPI schedule. Please contact Treasurer Martinez or CFO Whitworth if needed.

September 2022 showed a YTD loss of \$584,647 and a monthly loss of \$157,924 as compared to the budget. The largest revenue variance as compared to budget is Per Member Per Month (PMPM) category. The Executive Team is reviewing this closely to determine what should be done to remedy this variance.

Expenses show a variance of approximately \$150,000 which is attributable to the purchase of new laptops.

A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE TO APPROVE THE FINANCIAL REPORTS FOR SEPTEMBER AND OCTOBER 2022. Motion unanimously approved.

b. Executive Committee
Chair Hartje reported.

Mediation – The mediation was settled.

Unseen Documentary – Chair Hartje thanked staff for the showing of the Unseen Documentary. The information shared in the documentary and by the panel is information that is valuable for all to remember during our interactions with families.

Strategic Planning Report Follow-Up and Goal Setting for the BOD – The session has been scheduled for Tuesday, November 15, 2022 beginning at 1:00 pm at TRE. Please attend if possible. This is important work for the direction of the agency in coming years.

VII. CHIEF EXECUTIVE OFFICER'S REPORT

IDEA Discovery Project – Work continues with Wipfli on this project.

Leadership Development Plan – The initial kick-off of this project will begin in December. Applications have been requested from management level staff that are interested in participating. The first cohort is anticipated to include 20 staff.

TRE's Strategic Plan and Operations Report – The Executive Team continues the process of reviewing and updating the current Operations Report and development of Calendar Year's 2023 plan. The first priority focuses on Revenue and Diversification. The team is working to identify all ways to fully maximize the revenue that is available through TRE's contracts so that TRE can meet and/or exceed budget expectations.

Staff Recognition – Callie Murphy, Kathleen Scovil and Cindi Dolata were congratulated on receiving awards at The Arc PPR's Annual Celebration.

Health Care Policy and Financing (HCPF) – HCPF continues to release grants in support of areas identified for improvement in the current system. TRE plans to apply for Training Funds and Digital Transformation Funds.

Early Intervention (EI) – The eligibility requirements for children enrolling in EI are being reconsidered.

Executive Team Changes – Elizabeth (Liz) Albo, Director of Development will be leaving TRE effective on November 4, 2022, to pursue other opportunities. Ms. Albo was thanked for her contributions to TRE and very impactful work in advancing the fundraising philosophy at TRE.

Unseen Documentary – CEO Batchelor thanked the panel members for their enormous contributions to discussions after the viewing of the documentary. Also, thanks were extended to the Ms. Albo and the Community Engagement Department, Ryan Kuyper and De' Aura Lemus for their hard work in presenting the documentary in such a professional manner.

The group felt that viewing this documentary would be beneficial to arrange for a viewing by our elected officials as well as other State personnel. CEO Batchelor will speak with Alliance Colorado about the potential for them to secure this documentary to share with others across the State.

VIII. NEW BUSINESS

November's Board of Directors' Meeting Strategic Focus – Measuring Outcomes-TRE IT Team and Wipfli.

IX. ONGOING BUSINESS

a. 16th Annual Legislative Town Hall Feedback

Feedback included the need to encourage and assist more families to attend the event; cutoff date for panel members to register; better identification of possible action items for our elected officials.

Thanks was extended to the Planning Committee and especially Sarah Brittain Jack for their hard work in planning and executing this important event.

b. 6385 Corporate Drive LLC (Building) and New Altitude Updates

Jennifer Strehlow, Director of Operations and Chris Cipoletti, Consultant updated the group on current activities:

- A banner advertising New Altitude and its available space will be hung on the outside of the building.
- AdPro will be helping with marketing with the help of Camille Blakely, newest 6385 Corporate Drive LLC Board member.
- In the December issue and ongoing editions of North magazine, information will be shared on New Altitude and TRE.
- A Lunch and Learn is being planned to help with education and understanding of the connections between 6385 Corporate Drive LLC; New Altitude and TRE.
- The Business Management Software is working well. TRE meeting rooms have been added and additional TRE staff will be able to book TRE meeting rooms soon.

The Grand Opening celebration for New Altitude is scheduled for November 10, 2022, 4:00-7:00 pm. Please plan to attend. Tammie Engram, Executive Assistant was asked to resend the invitation so that members can register to attend.

Fyzical Therapy, a new tenant on the third floor, opened for business this week.

X. PUBLIC COMMENTS

Go Baby Go held on October 14 at the Switchbacks Stadium was a huge success.

XI. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, November 16, 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 8:55 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

November 2022

TRE

- **Executive Team Updates.**
 - IDEA Discovery Project
 - Additional Surveys are being sent to people in services, families/caregivers, and a small number of providers to work to achieve a return of 100 responses. Additional surveys were sent out 10/28/22 with a closing date of 11/11/22.
 - All information received through interviews and surveys will be analyzed and a summary report provided later in November.
 - Full analysis and proposed next steps will be presented through an email update to the Board in December and follow-up at the January Board Meeting.
 - Staff Development - TRE has sought additional revenue to support staff development that will drive employee engagement and retention. Funds have been awarded by Colorado Department of Healthcare Policy and Finance and Colorado Springs Health Foundation to support these efforts. Additional funds will be pursued.
 - Leadership Development Program – The LevelUp Leadership Development Program continues to move forward with a start date December 14 and will run 12 months.
 - Mental Strength and Resilience Program – Mentally Strong is also in the final planning stages. A schedule for the program is yet to be identified.
 - 2023 Operations Planning – The Executive Team continues to utilize weekly meetings to build out the 2023 Operations Plan. This will be reviewed with the Board at its annual Strategic Plan review in November.
- **Developmental Disabilities Health Center (DDHC) at Peak Vista** – Dr. Emily Johnson will be leaving DDHC at the end of November and Peak Vista is currently seeking a replacement. The clinic has experienced significant turnover over the past year and community partners are working together to ensure the clinic is sustained and remains effective for the needs of people with IDD. Colleen Batchelor has met with Dr. Johnson to understand the strategies that create the most success for people within the clinic. In addition, she has met with Dr. Ptaszek, CEO for Peak Vista, and Rob Nartker, COO for Peak Vista. Peak Vista is conducting a national search for a new physician for the clinic and has hired a new Nurse Practitioner. They are interested in continuing to partner with TRE to support the success of the clinic.



The Resource Exchange, Inc.

Chief Executive Officer Report

November 2022

- **CCHA Grant Award for Cross Systems Care Integration** – TRE has been working for many years on establishing efforts for Cross Systems Care Integration within health care practices for people with IDD. DDHC was our first collaboration and more recent collaborations have been proving successful with Sunrise Health. A grant through Colorado Springs Health Foundation has made that possible, but this grant expires at the end of 2023. TRE was recently awarded a new grant through Colorado Community Health Alliance (CCHA) in the amount of \$70,750 to continue this work.

State

- **Health Care Policy and Finance (HCPF).**
 - HCPF continues to release grants in support of areas identified for improvement in the system. TRE is currently working on applications for two grants.
 - Siblings Group Grant – TRE was awarded \$9,098 towards the development and start-up of a sibling group. This group will meet 6 times next year starting in January 2023.
 - Training Fund Grant – RFP is in process. Grant will support provision of more training opportunities and incentives for workers to gain higher-level skills that would promote greater retention within the workforce. Applications may request up to \$100,000.
 - Digital Transformation Grant – This RFP application will not be available to Case Management Agencies (CMA) until late Spring 2023. TRE will continue to work with Wipfli on creating a proposal that supports our continued efforts to streamline and automate systems to improve service to and outcomes for people we support.
 - HCPF will be facilitating a presentation with Meyers & Stauffer on the Rate Study that was conducted this past summer on 11/10/22. This information should begin to inform the potential methodology and revenue potential for the new CMA RFP expected to be released by 12/31/22.
- **Early Intervention (EI).**
 - Alliance Colorado has reestablished the Alliance EI Task Force to meet with the Department of Early Childhood regarding challenges and changes for the EI Program. Current discussion topics include:
 - 2023-24 EI Budget/Legislative Requests (TBA)
 - Timely Contract Payments
 - EI Budgets & Contracts amendment approval processes



The Resource Exchange, Inc.

Chief Executive Officer Report

November 2022

- Extended Part C payments
- EI Evaluations
- EI Eligibility Criteria and \$8M appropriation for this activity
- Marzano Workforce Study

Colleen Batchelor

Respectfully submitted:

Colleen Batchelor, Chief Executive Officer

Updated 9 November 2022