



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, January 18, 2023

MEMBERS PRESENT (via Zoom)

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

MEMBERS ABSENT:

SARAH BRITTAIN JACK

STAFF PRESENT (via Zoom)

COLLEEN BATCHELOR, CEO – in person
TINA CHAVEZ, Prior Authorization Coordinator
TAMARA ENGRAM, Executive Assistant – in person
DORA FERNANDEZ, IT Director
LORI GANZ, Clinical Services Director
DON GRAY, Facilities Director – in person
TAMIE KNERR, Controller
RYAN KUYPER, Learning and Staff Development Director
DE'AURA LEMUS, Strategic and Culture Specialist
DEMETRIA LOPEZ, Benefits/Billing Supervisor
KELLY LYNG, Development Director – in person
DAISY MARTINEZ, Benefits & Billing Coordinator
DANNI MEGYERI, Prior Authorization Senior Coordinator
CALLIE MURPHY, State General Funds Manager
SARAH NOLAN, Respite Programs Specialist
AMANDA REED, Early Intervention Director
STEPHANIE SAMORA, Contracts and Grants Manager
GINGER STRINGER, Physician and Community Outreach Specialist

NANCY VIGIL, Navigation and Quality Director
REBEKAH WEIMER, Nursing Facilities Supervisor
JULIE WHITE, Marketing and Communications Manager
JACKIE WOODS, Human Resource Director

GUESTS (via Zoom)

JENNA KOCH, Cheyenne Village
NICI HEISLER, The Independent Center
BRIDGET KIRBY, Community Intersections
JENNIFER STREHLOW, Operations Director, 6385 Corporate Drive LLC
and New Altitude
SECOND HOME ADULT DAY SERVICES
JOSABETH WAY

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 – Stephanie Samora, Contracts and Grants Manager

The culture of philanthropy is an organization's attitude toward philanthropy and fundraising. It recognizes a role for every staff and board member.

The Resource Exchange (TRE) received a donation with a handwritten note from a family expressing their gratitude for Christel Alcorn, Service Coordinator, and everything that she does for their family.

Every person in this organization no matter what their role is can contribute to fundraising, philanthropy, and positive awareness in our communities.

IV. STRATEGIC FOCUS – Community Engagement and Fundraising

Colleen Batchelor, CEO introduced Kelly Lyng. Ms. Lyng is the new Development Director at TRE. CEO Batchelor shared that Ms. Lyng's experience shares TRE's vision for its culture of philanthropy, not just fundraising which includes goals to build our major donor and planned giving programs and, in the future, an endowment program for TRE.

Ms. Lyng added that she is excited to meet with everyone and begin the work of getting everyone involved with the Strategic Plan's Development Plan.

Julie White, Marketing and Communications Manager shared information from the past year's activities:

- Story telling is very important. These stories almost always engage our audience, always convey our story about our mission and purpose.
- TRE had press coverage every month except one.
- Social media grew over 2% last year.

Goals for the coming year(s):

- Leverage story telling/testimonials in every aspect of the organization.
 - TRE needs to get better at asking our families to share their success stories and also for our staff to share their success stories. We need to celebrate!
 - Content for social media will continue to evolve with new ways to target ads and use the visual tools as effectively as we can.
 - Targeted advertising will be used, i.e., Geo Targeted Advertising on social media.
 - Will continue to research and identify new opportunities to share our stories.
- The team will commit to doing more targeted projects very well.
 - Identify the strengths and weaknesses of the team and other stakeholders who might be interested in getting involved.

Grants Updates:

- To date, over \$180,000 in grants have been received this past year.
 - \$59,000 received for expansion of TRE's respite programs. TRE will be offering 66 sessions annually (up from 36).
- TRE's Cross Systems Care Integration program received \$70,000. This program is fully grant-funded, and it assists people receiving long term care services to coordinate their health care services across their needs.
- Pikes Peak United Way's funding has assisted with the purchase of Zoo or Monkey Business passes.
- For 2023, the team will continue to build relationships/stewardship with funding agencies, donors and foundations to enhance the services of current programs and the establishment of new opportunities.

Community Engagement Updates:

- The relationship with Empty Stocking Fund (ESF) continues to grow. If anyone has not yet donated to them, please do so as quickly as possible. The closing ceremony is scheduled for February 7, beginning at 5:30 pm. An invitation to register will be sent later today.

Other activities:

- Focused work continues on the Case Management Agency (CMA) Request for Proposal (RFP).
 - The group extended a thank you to TRE's Board of Directors. A plant was given as a token of the Board's commitment to the growth of TRE. If members were
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not in attendance in person, the Community Engagement team will contact you to schedule a time to meet.

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 November 16, 2022, and Community Engagement Committee Meeting Minutes dated December 2, 2022). *Motion unanimously approved.*

VI. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC)

Financial Statements Review for November and December 2022

Jessie Martinez, Treasurer reviewed the financial statements for December 2022 (the results for November are included in the December 2022 financial statements.

The total Year-To-Date showed a loss of \$375,000 which included a small loss for the month of November 2022. For December Month-End showed a gain of approximately \$249,000. Budget estimates for Revenue were reconciled during December 2022.

The savings from Expenses continues to be staff vacancy savings, approximately 40 vacancies.

Key Performance Indicators (KPI) were updated.

- Cash on Hand has decreased. This is due to late payments from EI Colorado. They continue to pay outside of the terms of the contract. No interest payments have been made for these late payments.
 - The current operating ratio continues to 2.26.
 - Deferred Revenue for Single Entry Point (SEP) continues to be spent down. It is anticipated that this will be paid out by the end of Calendar Year 2023.
 - The RFP for new 401k advisors/brokers has been released this week. The Finance and Investment committee will begin review of the responses no later than February 10, 2023.
 - CMA RFP response is in development. Wipfli will be performing an assessment of TRE's database systems to determine future needs and to identify potential efficiencies in our data entry processes.
 - Audits are in process. It is anticipated that results for the Financial Audit will be reported at the February Board of Directors' meeting. The Single Audit has not yet begun due to waiting on information from EI Colorado on TRE's EI Part C funding amounts.
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- 6385 Corporate Drive received a payment in the amount of \$144,000 from TRE for tenant finish on the third floor. At this time, there are no additional payments needed.

A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE, SECONDED BY PATRICK DAVIS TO APPROVE THE DECEMBER 2022 FINANCIAL REPORT AS PRESENTED. *Motion unanimously approved.*

b. Nominating Committee

Chair George Mentz reported that he is actively recruiting possible candidates for Board of Directors' membership. Chair Hartje asked that a Nominating Committee meeting be convened to discuss candidate needs.

Please submit your nomination for candidates of possible future members of the Board of Directors.

c. Executive Committee

Chair Hartje reported.

Congratulations to Amy Yutzy, Board Member. She recently got engaged.

Strategic Governance Calendar – Chair Hartje and CEO Batchelor reviewed the current Strategic calendar for Board of Directors' focus each month over the coming year.

Shared Enterprise Project – Discussion continues with other entities to determine the feasibility of this type of collaboration.

Potential Lease – TRE pulled out of negotiations with a potential tenant due to the many costly and cumbersome requests being added to the negotiations.

Early Intervention (EI) Eligibility Changes – EI Colorado has again changed the eligibility requirements for services in EI.

Gallagher Award for TRE – TRE was awarded the Gallagher Award. Congratulations to the staff!

TRE BOD Executive Committee Succession Plan – Discussion was held on the plan for succession planning for this Committee. Chair Hartje will be reaching out to possible officer nominations.

VII. CHIEF EXECUTIVE OFFICER'S REPORT

Thank you – CEO Batchelor expressed gratitude to the Board of Directors for the grace given over the past three months of her journey with her family. TRE's Executive Team has been phenomenal in carrying things forward for the organization.

Ongoing Activities – Work continues on the 2022 Strategic Accomplishments report as well as the 2023 Strategic Operations Plan. This will be reviewed at the Work Session on January 19, 2023.

This work includes our partnership with Wipfli. They have been a great partner with TRE with our Strategic work. Wipfli is currently working with the Colorado Department of Health Care, Policy and Financing (HCPF) to assist them with the development of the new Care in Case Management programs. This work could influence the efforts involved with the grants to be awarded after the contracts are awarded for the CMA RFP.

CMA RFP was issued on December 30, 2022. It is due back on February 28, 2023. The award of the contract is not expected until May 2023. This RFP is for the new contract that combines Community Centered Board (CCB) and Single Entry Point (SEP) contracts. Work on combining the Rules and Regulations continues.

It is unknown what other agencies (local and/or national) will also apply for this contract within our service area of El Paso, Park, and Teller counties.

EI Services – During the recent pandemic, EI Brokers were asked to cut budgets significantly. This was partly due to the changes in the eligibility requirements for services. The changes eliminated more than 1000 children in Colorado to be able to access EI services.

In 2022, the Joint Budget Committee (JBC) approved funding to move back to the original eligibility criteria. The funds allocated would not cover the cost of moving back to the original criteria. A compromise was reached to move to 33% delay in one area of development or 25% delay in two or more areas of development.

Some of the approved funding will also address the workforce shortages created with the changes made during the pandemic. A task force has been created by EI Colorado to address the workforce challenges. CEO Batchelor will serve as Co-Chair on this task force.

Lois Landgraf, Board member acknowledged CEO Batchelor and other staff for their continued advocacy on behalf of families needing services.

VIII. NEW BUSINESS

Strategic Focus for February – Customer Service and Organizational Structure will be the focus for the February 2023 Board of Directors' meeting. Wipfli will report on the results of the Discovery Project and next steps.



IX. ONGOING BUSINESS

a. 6385 Corporate Drive LLC (Building) and New Altitude Updates
Jennifer Strehlow, Director of Operations updated the group on current activities:

6385 Corporate Drive LLC -

- Walk-throughs continue for people who are interested in leasing traditional space in the building. One agency interested in space on the third floor is planning to become a member of New Altitude while tenant renovations are being completed.

New Altitude -

- Work continues on the marketing program for New Altitude. AdPro has assisted with the development of the plan. (Camille Blakely, President of AdPro also services on the 6385 Corporate Drive LLC Board of Directors). A presentation of this plan was reviewed with the group.
- All were encouraged to follow New Altitude on social media and like/share all posts.
- A print partnership with North Magazine provides a two-page spread every other month. One page focuses on TRE and the other New Altitude. The February/March issues will feature Ryan S.'s story. Ryan is a volunteer at New Altitude.

(The PowerPoint presentation is incorporated into these minutes by reference and can be found in the January 18, 2023 Board records for further review.)

b. 2nd Annual Legislative Roundtable Report – Board member Landgraf and CEO Batchelor reported on the recent Roundtable with several State elected officials, several newly elected officials. Conversations were good with the educational process and developing partnerships with our State elected officials.

Ed Bowditch, TRE Lobbyist, is working to schedule a TRE Day at the Legislature which will continue to build and rebuild relationships since the pandemic.

X. PUBLIC COMMENTS

None.

XI. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, February 15, 2023**, 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 PATRICK DAVIS TO ADJOURN THE REGULAR MEETING. *Motion unanimously approved.*

The regular meeting was adjourned at 8:47 am.

THESE BOARD OF DIRECTORWS' MEETING MINUTES WERE APPROVED UNANIMOUSLY AT THE FEBRUARY 15, 2023 BOARD OF DIRECTORS' MEETING.

SUBMITTED BY:

Colleen Head Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Laurie Huisingh, Secretary
