



**BOARD OF DIRECTORS' MEETING MINUTES**  
**Wednesday, March 15, 2023**

**MEMBERS PRESENT (via Zoom unless marked in person)**

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

**STAFF PRESENT (via Zoom unless marked in person)**

COLLEEN BATCHELOR, CEO – in person  
SARAH BOUTON, Prior Authorization Coordinator  
TAMARA ENGRAM, Executive Assistant – in person  
DORA FERNANDEZ, IT Director  
LORI GANZ, Clinical Services Director  
ILESHIA GAULDEN, Case Aide/Front Desk Senior  
DON GRAY, Facilities Director  
BRANDI GRIFFITHS, Service Coordination Manager  
HOLLY HAY, Service Coordinator  
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 and Billing Senior Coordinator  
CALLIE MURPHY, State General Funds Manager  
SARAH NOLAN, Respite Programs Specialist, Certified MANDT Instructor  
VAUGHNA PELLICCIA, Prior Authorization Supervisor

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KENDRA RANDERSON, Family Support Coordinator  
AMANDA REED, Early Intervention Director  
STEPHANIE SAMORA, Contracts and Grants Manager  
KITTY SILVERS, Credentialing, Authorization and Billing Specialist  
NANCY VIGIL, Navigation and Quality Director  
HEATHER WHITWORTH, CFO  
JACKIE WOODS, Human Resource Director

**GUESTS (via Zoom)**

TIM CUNNINGHAM, Cheyenne Village  
INDY FRAZEE, The Independent Center  
NICI HEISLER, The Independent Center  
KEVIN PORTER, Special Kids Special Families  
CAROLYN SHOCKLEY  
JENNIFER STREHLOW, Operations Director, 6385 Corporate Drive LLC  
and New Altitude  
480.231.9063 - NO NAME GIVEN

**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 – Ileshia Gaulden, Case Aide/Front Desk Senior**

Ileshia Gaulden shared information on how the Front Desk staff and Case Aides focus on customer service for people calling in, visiting in person and providing information requested by visitors, partner agencies and other staff.

The Front Desk staff are the face of TRE. They do an excellent job in actively listening to the needs, concerns and requests for information from all who interact with TRE.

The Case Aides are TRE's information specialists. Their job is to complete work orders from Service Coordinators and others to ensure that clients, families and partner agencies receive their information in a timely manner. They also input information into the various databases to ensure information is kept up to date.

**IV. STRATEGIC FOCUS – Governance Best Practices**

Chair Hartje and Colleen Batchelor, CEO shared information on the latest Board of Directors' (BOD) survey to identify Board members' areas of expertise. This information

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ensures that TRE has content experts in identified areas that could most benefit the business of TRE and the people it serves.

Those that have not completed the survey yet were asked to complete the surveys as quickly as possible. Tamara Engram, Executive Assistant, will resend the link to those who have not completed the survey.

The group briefly reviewed the qualifications of the candidates for BOD' membership.

## 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 15, 2023, TRE Legislative Committee Meeting Minutes dated February 13 and March 13, 2023, and Community Engagement Committee Meeting Minutes dated March 3, 2023). *Motion unanimously approved.***

## VI. BOARD COMMITTEE REPORTS

### a. Nominating Committee

Discussion was held on the BOD survey identifying areas of expertise for Board members. Board members were encouraged to complete the survey as quickly as possible.

A brief discussion was held on the three current candidates for BOD membership beginning in July 2023. Tamara Engram, Executive Assistant, was asked to schedule times for the current candidates to tour the building and then meet with several members of the BOD. It is hoped that these can be scheduled on the same date and prior to the April 2023 BOD meeting.

It was noted that Deena Hartje and Diane Loschen will leave the BOD at the end of June 2023 due to term limits.

### b. Finance and Investment Committee (FIC)

#### Financial Statements Review for February 2023

Jessie Martinez, Treasurer reviewed the financial statements for February 2023. Through February 2023, the monthly net income was \$174,652.78. The total Year-To-Date (YTD) (TRE, Building and New Altitude) showed a loss of approximately \$844,000. TRE operations alone showed a YTD loss of \$288,718.

- Monitoring revenue will be one of the focus areas for the Executive Team in coming months.
  - Cash on Hand increased over last month mostly due to State payments being current.
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- Deferred Revenue for Single Entry Point (SEP) was drawn down less than in previous months. This will be monitored closely.
- TRE has approximately 43 staff vacancies compared to budget.
- 401k Brokerage finalists for the RFP provided presentations to the Committee.
- Additional funds were transferred to 6385 Corporate Drive LLC to cover ½ of the property taxes due.
- National banking issues were discussed. TRE has accounts at two different banking institutions. It was not felt that there is concern for TRE due to funds being transferred to money market accounts when the balance of an account exceeds a set amount.
- Audit work is in the final stages.
- Budget Planning for Fiscal Year 2024 has begun. It is currently unknown what CCB and SEP contracts will reimburse for services. However, the Executive Team will plan and strategize on new ways to general revenue and quickly identify roadblocks.

**A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE TO APPROVE THE FEBRUARY 2023 FINANCIAL REPORT AS PRESENTED. *Motion unanimously approved.***

c. Executive Committee

Mobility Coordination Committee (MCC) is a committee through the Pikes Peak Area Council of Government (PPACG) that is tasked with transportation needs including specialized transportation. Chair Hartje strongly encouraged TRE's active involvement (BOD member and Executive Team member) in this committee. It was suggested that Dave Paul, BOD member attend these meetings to represent TRE's Teller County's transportation interests. This will continue to be discussed at a future Executive Committee meeting.

TRE Culture of Accountability – The group discussed the Culture of Accountability being focused on at TRE.

CEO Evaluation – Chair Hartje stated that work continues on the review questions for BOD members to complete. It was decided that Chair Hartje should work with TRE's Human Resources department on the execution and reporting of the survey. CEO Batchelor has been asked to complete her self-evaluation.

The report will be discussed at the May 2023 TRE BOD Executive Committee meeting.

## **VII. CHIEF EXECUTIVE OFFICER'S REPORT**

CMA RFP response was submitted for consideration on February 28, 2023. A list of respondents was provided to those applying. It is uncertain if other applications were submitted for TRE's catchment area.

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Colorado Department of Health Care Policy and Financing (HCPF) has indicated there are 2 service areas for which they did not receive an RFP response and they are asking other organizations who applied for other service areas if they would be interested in applying for either of these. Currently, TRE has declined.

Care and Case Management (CCM) Systems – Work and training continues for the implementation of the new systems. Wipfli representatives continue their involvement as allowed by HCPF.

TRE's Discovery results will be shared with HCPF in June 2023.

The 'Go Live' date has been postponed while identified issues are being addressed. No formal date has been issued for the tiered roll out. The roll-out date for all areas of the new systems is set for early 2025.

Early Intervention (EI) Services – CEO Batchelor shared updates from the EI Task Force activities. CEO Batchelor is the Co-Chair for this task force and will provide updates to the BOD as available.

TRE General Updates – De'Aura Lemus, Strategic and Culture Specialist provided updates on programs being offered to staff – Accountability as one of the main Cultural Roots. TRE is looking to build more accountable staff and teams.

Mental Health workshops provided by Diversus, one time per month and follow-up if needed on the main topic at a later time.

Level-Up Leadership Training providing training and skills building for staff currently in managerial or supervisory roles.

## **VIII. NEW BUSINESS**

Strategic Focus for March – Revenue – Maximizing and Diversifying is the Strategic Focus Topic for the April 2023 TRE BOD meeting.

## **IX. ONGOING BUSINESS**

a. Go Baby Go – Last Friday's event was held at Scheel's and was a success. Staff from Scheels and AdPro volunteered as Build Teams. Fox 21 covered the event and is now interested in volunteering for a future event.

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

The *North* magazine was distributed showing the two-page ads highlighting New Altitude and TRE. These ads are part of the business's partnerships. The *North* magazine staff occupy space in New Altitude.

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There is continued interest in space in New Altitude. Currently 70% of occupancy for offices and 10% for flex and dedicated desks. Tours are scheduled almost every day.

There has not been as much activity for the remaining space for traditional leasing. A meeting has been scheduled with representatives from Olive Real Estate to discuss and plan this activity.

Ms. Strehlow shared that she is working with the Independent Living Center to begin the social impact work by hiring people with disabilities to work in the New Altitude space and reception area.

An RFP will be sent soon regarding a café or food truck type concept in the lobby area of 6385 Corporate Drive.

#### **X. PUBLIC COMMENTS**

None.

#### **XI. SCHEDULE OF NEXT MEETING**

The next Board of Director's meeting is scheduled for **Wednesday, April 19, 2023**, at 7:30 am at The Resource Exchange and via Zoom.

#### **XII. MOTION TO ADJOURN INTO EXECUTIVE SESSION**

**A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY DAVE PAUL TO ADJOURN INTO EXECUTIVE SESSION TO REVIEW A POSSIBLE CHANGE OF 401(k) PROGRAM BROKER FOR TRE'S 401(k) PLAN. *Motion unanimously approved.***

#### **XIII. MOTION TO ADJOURN INTO REGULAR SESSION**

**A MOTION WAS MADE BY PATRICK DAVIS, SECONDED BY LOIS LANDGRAF TO ADJOURN INTO REGULAR SESSION. *Motion unanimously approved.***

**A MOTION WAS MADE BY JESSIE MARTINEZ, SECONDED BY HEIDI BRANDON TO APPROVE SPRINGS WEALTH GROUP AS THE RESOURCE EXCHANGE'S 401(K) PLAN BROKER EFFECTIVE NO LATER THAN MAY 1, 2023. *Motion unanimously approved.***

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#### **XIV. MOTION TO ADJOURN REGULAR SESSION**

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

The regular meeting was adjourned at 9:10 am.

**These minutes were unanimously approved at the April 19, 2023 Board of Directors' meeting.**

SUBMITTED BY:

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Colleen Head Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

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Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

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Laurie Huisingh, Secretary

