



**THE RESOURCE EXCHANGE**  
**BOARD OF DIRECTORS' MEETING NOTICE**

TO:     PATRICK DAVIS, Vice Chair           SARAH BRITTAIN JACK           GEORGE MENTZ  
          JESSIE MARTINEZ, Treasurer       BERNARD BYERS                 DAVE PAUL  
          LAURIE HUISINGH Secretary       RAQUEL DOMINGUEZ           SHARON THOMPSON  
          HEIDI BRANDON                     TRACI MARQUES                AMY YUTZY

FROM:     LOIS LANDGRAF, Chair

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**THE BOARD OF DIRECTORS OF THE RESOURCE EXCHANGE WILL MEET ON WEDNESDAY, SEPTEMBER 20, 2023, AT 7:30 A.M. AT THE RESOURCE EXCHANGE OR VIA ZOOM (SEE WEBSITE FOR LOG IN INFORMATION). PLEASE CONTACT TAMMIE ENGRAM ON 719.785.6425 or [TENGRAM@TRE.ORG](mailto:TENGRAM@TRE.ORG) TO CONFIRM YOUR ATTENDANCE OR WITH ANY QUESTIONS.**

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**MEETING AGENDA**

- I.     CALL MEETING TO ORDER – Lois Landgraf, Chair
- II.    PUBLIC COMMENTS – 10 minutes
- III.   MISSION MOMENT – Fundraising and Development – Kelly Lyng
- IV.    STRATEGIC FOCUS – Fundraising and Development
- 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.    Board of Directors' Meeting Minutes – August 16, 2023
  - b.    Board of Directors' Legislative Town Hall Planning Committee Meeting Notes
    - August 21 and September 11, 2023
  - c.    Development Committee Meeting Minutes – September 8, 2023
- VI.    BOARD COMMITTEE REPORTS
  - a.    Finance and Investment Committee (FIC) – Heather Whitworth, CFO
    - Monthly Report - August 2023
      1.    Approval of FIC Report for August 2023
  - b.    Development Committee Updates – Patrick Davis and Kelly Lyng
    - Event Dates
    - 60<sup>th</sup> Anniversary
  - c.    Executive Committee – Lois Landgraf, Chair
- VII.   CEO REPORT – Colleen Batchelor
- VIII.  NEW BUSINESS
  - a.    17<sup>th</sup> Annual Legislative Town Hall – Julie White
  - b.    October 2023 Board Meeting Strategic Focus – Legislative Influences

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**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.*



**THE RESOURCE EXCHANGE**  
**BOARD OF DIRECTORS' MEETING**  
**AGENDA (CONT)**

- IX. ONGOING BUSINESS
  - a. 6385 Corporate Drive LLC and New Altitude Updates – Jenn Strehlow
- X. PUBLIC COMMENTS – 5 minutes
- XI. SCHEDULE OF NEXT MEETING – October 19, 2023
- XII. MOTION TO ADJOURN INTO EXECUTIVE SESSION
- XIII. EXECUTIVE SESSION
  - a. Contract Discussion
- XIV. MOTION TO ADJOURN EXECUTIVE SESSION INTO REGULAR SESSION
- XV. NEW BUSINESS FROM EXECUTIVE SESSION (if any)
- XVI. MOTION TO ADJOURN REGULAR SESSION



**BOARD OF DIRECTORS' MEETING MINUTES**  
**Wednesday, August 16, 2023**

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

LOIS LANDGRAF, Chair – in person  
PATRICK DAVIS, Vice Chair – in person  
LAURIE HUISINGH, Secretary – in person  
JESSIE MARTINEZ, Treasurer  
HEIDI BRANDON  
SARAH BRITTAIN JACK – in person  
BERNARD BYERS  
RAQUEL DOMINGUEZ  
TRACI MARQUES  
GEORGE MENTZ  
DAVE PAUL  
SHARON THOMPSON  
AMY YUTZY

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

COLLEEN BATCHELOR, CEO – in person  
MIRANDA BRIDGEFORD, Service Coordinator  
SARAH BOUTON, Prior Authorization Senior Coordinator  
TINA CHAVEZ, Prior Authorization Coordinator  
KYLE COX, Navigation and Intake Manager  
TAMARA ENGRAM, Executive Assistant – in person  
DORA FERNANDEZ, IT Project Manager  
LORI GANZ, Clinical Services Director  
DON GRAY, Facilities Director – in person  
PAMELA KNOTHE, Quality Supervisor  
TAMIE KNERR, Controller  
DEMETRIA LOPEZ, Benefits/Billing Supervisor  
KELLY LYNG, Development Director  
DAISY MARTINEZ, Benefits and Billing Senior Coordinator  
CALLIE MURPHY, State General Funds Manager  
SARAH NOLAN, Respite Programs Specialist  
STEPHANIE SAMORA, Contracts and Grants Manager  
KITTY SILVERS, Credentialing, Authorization & Billing Specialist  
JACQUELINE SPARROW, Senior Quality Coordinator  
GINGER STRINGER, Physician & Community Outreach Specialist  
LAURA THOMAS, Case Management Director

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KAREY URBANSKI, Human Resources Director  
NANCY VIGIL, Navigation and Quality Director  
JULIE WHITE, Marketing and Communications Manager  
HEATHER WHITWORTH, CFO

**GUESTS (via Zoom)**

TIM CUNNINGHAM, Cheyenne Village  
BRIDGET KIRBY, Community Intersections  
MONTESSA LENGFELD  
MICHELLE MALDONADO  
JOSHUA SHIPMAN, Pikes Peak Respite  
JENNIFER STREHLOW, Operations Director, 6385 Corporate Drive LLC  
and New Altitude – in person  
TAMARA TRUJILLO, Goodwill Services of Southern Colorado  
NYCOLE VANWYHE

**I. CALL MEETING TO ORDER**

The regular meeting was called to order at 7:35 am by Chair Lois Landgraf.

**II. PUBLIC COMMENTS**

None.

**III. MISSION MOMENT**

Daisy Martinez, Sarah Bouton and Jacqueline Sparrow, TRE Navigation and Quality Services staff provided information on Navigation and Quality's (N&Q) processes pertaining to Per Member Per Month (PMPM). PMPM is the payment structure used for TRE to receive payment from the State for qualifying case management activities for members (people receiving services) once per month.

For the month of July 2023, N&Q staff submitted billing for 1452 PMPM. The total due for these services is \$216,144.72.

The Board of Directors (BOD) commended the team for their hard work.

*The PowerPoint presentation is incorporated in these minutes by reference and can be found in the August 16, 2023 Board records.*

**IV. STRATEGIC FOCUS – Finance 101**

Jessie Martinez, Treasurer shared valuable information on the BOD's fiduciary responsibilities. The three primary legal duties of the BOD are Duty of Care; Duty of Loyalty; and Duty of Obedience.

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*Duty of Care* – ensures prudent use of all assets, including facility, people, and good will.

*Duty of Loyalty* – all activities and transactions are, first and foremost, advancing its mission; recognize conflicts of interest; make decisions in the best interest of the organization, not an individual.

*Duty of Obedience* – Oby applicable laws and regulations; including bylaws; adhere to statement purpose and mission.

Further information was shared on compliance and governance responsibilities of the BOD, most importantly the fiduciary responsibilities-BOD is directly accountable for actions of the organization and can be held financially liable for the actions of the organization.

The Finance and Investment Committee (FIC) shall be responsible for the oversight of all TRE's financial affairs along with verifying that investments are made in accordance with the investment policies and guidelines of TRE.

The group also reviewed the primary functions of TRE's Chief Financial Officer (CFO) and the Business Office team.

*The PowerPoint presentation is incorporated in these minutes by reference and can be found in the August 16, 2023 Board records.*

## V. CONSENT AGENDA

**A MOTION WAS MADE BY PATRICK DAVIS, SECONDED BY LAURIE HUISINGH TO ACCEPT AND APPROVE THE ITEMS PRESENTED ON THE CONSENT AGENDA (TRE Board of Directors' Meeting Minutes dated July 19, 2023, TRE BOD's Legislative Town Hall Planning Committee Meeting Minutes dated August 7, 2023, and Development Committee Meeting Minutes and Updates dated August 4, 2023). Motion unanimously approved.**

## VI. BOARD COMMITTEE REPORTS

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

Jessie Martinez, Treasurer shared information from the August 2023 FIC Meeting.

#### Investments Quarterly Report by Integrity Wealth Advisors

Jason Akridge, Integrity Wealth Advisors reviewed the national averages as compared to TRE's investments. TRE's investments still show a good mix. October 1 through August 11, 2023, showed a 12% increase in return.

The Cash Management Account is also performing well.

*The PowerPoint presentation is incorporated in these minutes by reference and can be found in the August 16, 2023 Board records.*

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Financial Statements Monthly Review – July 2023

The July 2023 report entries are conservative estimates due to the continued transition to the Care and Case Management System by the State and its impact on the processing of billing to the state. Comparison reports for the month of July will be run from both old and new systems soon. Heather Whitworth, CFO is hopeful that the reports will provide true figures for July by August's month-end reporting.

The estimated month-end report shows a loss of \$334,000. The monthly budget targets may show higher targets due to the full amount for the year is divided by 12 for reporting purposes. These actual projections should self-correct shortly after November 2023 when TRE's rates will increase with the new CMA contract.

Vacant FTEs are high due to the budget numbers including new, anticipated, and open positions.

Expenses fluctuate due to many factors usually occurring in the first months of the fiscal new year.

Accounts receivables are down considerably due to many payments being made.

6385 Corporate Drive LLC – A long term lease is being negotiated for the 1<sup>st</sup> floor (old Classic design area).

Monthly Financial Packets – The financial packets included in information for BOD members are being condensed due to the complexity of the financial statements. Full financial statements can be obtained from CFO Whitworth.

**A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE, SECONDED BY SARAH BRITTAIN JACK TO APPROVE THE JULY 2023 FINANCIAL REPORT AS PRESENTED. *Motion unanimously approved.***

b. Development Committee

Kelly Lyng, Development Director shared information on the activities in the Development Department along with collaboration from other areas.

- Interior Design planning.
- Capital Campaign application.

c. Executive Committee

Chair Landgraff and Colleen Batchelor, CEO reported. The Committee reviewed the Committee Roster information. The following updates were made Sarah Brittain Jack will serve as Chair of the Legislative Committees and Dave Paul will serve on the Nominating Committee.



## VII. CHIEF EXECUTIVE OFFICER'S REPORT

*Congratulations* – The group congratulated De' Aura Lemus on her recent award of Young Professional of the Year at the Accolades Lunch Celebration sponsored by the Southern Colorado Women's Chamber of Commerce.

*Case Management Agency (CMA) Contract Preparation* – TRE continues to focus on preparing for the new CMA contract for El Paso, Park and Teller counties beginning November 1, 2023.

Work has begun for the required Close-Out Report for the current contract which ends 10/31/2023.

TRE, with the assistance of Wipfli, is applying for grant funds to assist with several new requirements for the implementation of the new contract. It is anticipated that awards will be announced by the end of the month.

*Deferred Revenue* – The Single Entry Point (SEP) deferred revenue must now be spent no later than October 31, 2023 (due to the new CMA contract implementation).

## VIII. NEW BUSINESS

*Strategic Focus for September 2023* – Fundraising and Development

## IX. ONGOING BUSINESS

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

Jennifer Strehlow, Director of Operations updated the group on activities with the building and New Altitude:

- Negotiations with a possible long-term tenant on the first floor continue. The possible tenant is also very interested in leasing space on a monthly basis until the space is ready.
- TRE is beginning preliminary work with a designer to renovate the interior design of the building. The work group hopes that new design can communicate the story of TRE.
- Flex memberships for New Altitude are the focus of marketing efforts at this time.
- Interviews for a Customer Service Specialist for New Altitude will begin next week.

## X. PUBLIC COMMENTS

None.

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**XI. SCHEDULE OF NEXT MEETING**

The next Board of Director's meeting is scheduled for **Wednesday, September 20, 2023 at The Resource Exchange or via Zoom**. TRE BOD are encouraged to attend in person if possible.

**XII. MOTION TO ADJOURN THE REGULAR SESSION**

**A MOTION WAS MADE BY PATRICK DAVIS, SECONDED BY SARAH BRITAIN JACK TO ADJOURN THE REGULAR SESSION OF THE BOARD OF DIRECTORS' MEETING. *Motion unanimously approved.***

The regular meeting was adjourned at 8:35 am.

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 Huisingsh, Secretary







## The Resource Exchange, Inc.

Chief Executive Officer Report

September 2023

### TRE

- **Organization News and Updates.**

- NO NEW UPDATES - As reported at the June BOD Meeting, TRE was notified of the intent to award the Contract with HCPF for Case Management Agency responsibilities for El Paso, Park, and Teller counties. TRE has not yet received notice of final approval of this award due to the lack of awards for two other service areas in the state. It is expected that final notice will occur by mid-August and TRE expects to implement this new contract in Phase 1, which would be 11/1/23.
- TRE received notice that 2 current and 1 former staff members were selected as award winners from The Resource Exchange for The Arc Pikes Peak Region's Annual Award Celebration. This year's theme is "Be Phenomenal" and we intend to celebrate in tailgate fashion.
  - **Professional of the Year:** Laurie Ryan (Early Intervention)
  - **Resource Coordination:** Wendy Morad (Navigation and Quality)
  - **Resource Coordination:** Melissa Stapanowich (formerly employed – Ongoing Service Coordination)

The celebration will occur on Thursday, September 28, 2023, from 9:00 a.m. to 5:00 p.m. at The Arc Pikes Peak Region's campus, 10 N. Meade Ave., Colorado Springs, CO 80909.

There will be a food truck all day, cookies and ice cream sandwiches from Sasquatch Cookies, Berrie K-bobs and a variety of beverages. Tickets can be purchased ahead of time at this link: <https://www.zeffy.com/en-US/ticketing/1208b1f0-5f2a-4f94-a828-46ca17940200>. Tickets will also be available for purchase on the day of the event. Meal tickets are \$20.

- **Executive Team Updates.**

- The Executive Team is currently working to improve its efficiency and effectiveness in driving TRE's Strategic Plan. The team is large at 15 full time members. This contributes to strong diverse perspectives in decision making, but also in slower movement towards approval and implementation of decisions. The group recently discussed the benefits, challenges, and opportunities with the current team make-up as well as other ways to intentionally structure the operation of the team. Meetings will now move toward targeted agenda items focused on strategic priorities and only necessary members of the team will attend in order to support more efficient discussion and decision making.



## **The Resource Exchange, Inc.**

Chief Executive Officer Report

September 2023

- This approach will be piloted for 3 months and evaluated at the team's next Full Day Quarterly Meeting in November.
- Case Management Agency Departments (Navigation/Quality and Ongoing Service Coordination) have been working significant hours (nights, weekends, holiday) to correct fields within the new Care and Case Management System implemented on 7/1/23. These fields drive billing and payment for case management activities and were not well articulated as the new system was rolled out. This work could result in recoupment of thousands of dollars for work performed.
  - Tracy Hodnett, TRE's Cross Systems Care Integration Specialist, has been selected to participate in the Colorado Cross-System Behavioral Health Crisis Response Comprehensive Care Coordination and Treatment (CSCR) Training. This was an application process statewide. The training will be provided by the National Center for START Services who are part of the University of New Hampshire's Institute on Disability.
  - Staff of The Resource Exchange partnered with staff from Medisked, TRE's Electronic Health Record for Case Management Agency work, to deliver a conference presentation on Artificial Intelligence/Natural Language Processing Study with FSSP and State SLS at the annual Alliance Summit in Breckenridge. The presentation was extremely well received and shared ways that Artificial Intelligence can support case managers in identifying underlying needs of people in services. A copy of the presentation can be provided upon request. Presenting staff included Tracy Hodnett (Cross Systems Care Integration Specialist) and Kristen Sides (Intake Coordinator)

## **State**

- **Health Care Policy and Finance (HCPF).**
  - The RFP for Case Management Agency responsibilities in Service Area 12 (Pueblo) and Service Area 18 (Delta, Gunnison, and Hinsdale) have been announced but continue to be within the protest period. The final announcement should be made by mid-August.
  - Transition planning for the cohort of CMAs in Phase 1 has begun even though the final announcement of these awards has not yet been made.
  - HCPF has announced the opening of grants to support CMA start-up costs to implement the new contracts. The maximum award is \$200,000. TRE has applied for this grant and is waiting to hear the outcome. The grant includes:
    - Funding to support the transition from current contract to future contract and minimize disruption to members and services.



## The Resource Exchange, Inc.

Chief Executive Officer Report

September 2023

- Funding to support purchase of new mobile touch screen computing devices.
- Funding to purchase or update an Electronic Health Record (EHR) system.
- **Early Intervention (EI).**
  - TRE submitted a budget amendment for FY 23-24 Early Intervention contract and recently renegotiated the final amount with EI Colorado. This included a reduction in the amount allowed for TRE's management systems necessary to implement the contract but not fully funded by EI Colorado historically – Paycom, KanTime, and IT Consultation. The amendment includes:
    - 3% across the board increase to the contract
    - 3% increase for Service Coordination and EI Service Provider salaries
    - Funds to support the purchase of DocuSign
    - Funds to support increased mileage and travel of staff
  - The Early Intervention Workforce Investment Committee is now beginning to focus on building effective teaming practices across Colorado. TRE has implemented effective teaming for at least 6 years and will play an important role in informing this practice across the state.

*Colleen Batchelor*

Respectfully submitted:

Colleen Batchelor, Chief Executive Officer

6 September 2023