



**BOARD OF DIRECTORS' MEETING MINUTES**  
**Wednesday, September 20, 2023**

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

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

**MEMBERS ABSENT:**

JESSIE MARTINEZ, Treasurer  
RAQUEL DOMINGUEZ  
TRACI MARQUES

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

COLLEEN BATCHELOR, CEO – in person  
SARAH BOUTON, Prior Authorization Senior Coordinator  
TINA CHAVEZ, Prior Authorization Coordinator  
TAMARA ENGRAM, Executive Assistant – in person  
DORA FERNANDEZ, IT Project Manager  
LORI GANZ, Clinical Services Director  
DON GRAY, Facilities Director – in person  
BRANDI GRIFFITHS, Service Coordination Manager  
NICOLE HILL, Service Coordinator – in person  
CURTIS JAMSION, Service Coordinator – in person  
SHAWENETTE KAMINSKI, Quality Coordinator – in person  
KARLIE KOHONES, Enrollment Coordinator – in person  
RYAN KUYPER, Learning and Staff Development Director – in person  
DEMETRIA LOPEZ, Benefits/Billing Supervisor  
KELLY LYNG, Development Director – in person  
KAMI McFALL, Service Coordinator – in person  
CALLIE MURPHY, State General Funds Manager



SANDRA NASSIF, Service Coordinator – in person  
ZANETA NELSON, Prior Authorization Coordinator  
SARAH NOLAN, Respite Programs Specialist  
VAUGHNA PELLICCIA, Prior Authorization Supervisor  
AMANDA REED, Early Intervention Director  
DARLYNE REED, Service Coordinator – in person  
CHRISTINA REESE, Service Coordinator – in person  
KAREN RICE, Early Intervention Billing Manager  
MELINDA RIVERA, Benefits Coordinator – in person  
STEPHANIE SAMORA, Contracts and Grants Manager  
TIFFANY SANTOS, Service Coordinator – in person  
KITTY SILVERS, Credentialing, Authorization & Billing Specialist  
JENNIFER SLAUGHTER, Service Coordinator – in person  
ERIC SNYDER, Service Coordinator – in person  
GINGER STRINGER, Physician & Community Outreach Specialist  
TESSA SUTHERLAND, Service Coordinator – in person  
KAREY URBANSKI, Human Resources Director  
NANCY VIGIL, Navigation and Quality Director  
AURELIA WALDRON, Benefits Coordinator – in person  
JULIE WHITE, Marketing and Communications Manager  
HEATHER WHITWORTH, CFO  
BRANDI WREN, Service Coordinator – in person

**GUESTS (via Zoom)**

JEFF JOHNSON  
JENNIFER STREHLOW, Operations Director, 6385 Corporate Drive LLC  
and New Altitude – in person  
504.495.1748 (not identified)

**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 AND STRATEGIC FOCUS (FUNDRAISING AND DEVELOPMENT)**

The Development Team shared examples and a video that demonstrate the impact on people in services and their families of funds from grants and donations to provide Zoo, YMCA, and other annual passes for community outings for families. These not only offer an opportunity for the family to have a fun outing but also help the children with disabilities to learn socialization skills and put some of the skills they learned in therapies to practice.

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Unfortunately, there currently are not enough funds to fill the requests from all families that request these memberships.

Members of the Board of Directors asked if additional videos will be made available when they are asking for support from their colleagues. It was also suggested to identify other options for families (including options for adults who have a disability as well). It was noted that Widefield Recreation Center is cheaper than the YMCA.

Patrick Davis, Vice Chair will be initiating an individual fundraising effort and will be sending an email to his contacts with information to help them better understand TRE services and support, and the need for monetary support. A sample of this email will be sent to other members of the Board of Directors encouraging them to do the same.

The group was also encouraged to seek out members of these organizations' BOD to ask for assistance with the cost of the memberships for the families that we provide services to.

*The PowerPoint presentation and other information is incorporated in these minutes by reference and can be found in the September 20, 2023 Board records.*

#### **IV. CONSENT AGENDA**

**A MOTION WAS MADE BY SARAH BRITAIN JACK, SECONDED BY SHARON THOMPSON TO ACCEPT AND APPROVE THE ITEMS PRESENTED ON THE CONSENT AGENDA (TRE Board of Directors' Meeting Minutes dated AUGUST 16, 2023, TRE BOD's Legislative Town Hall Planning Committee Meeting Minutes dated August 21, 2023, and Development Committee Meeting Minutes and Updates dated September 8, 2023). Motion unanimously approved.**

#### **V. BOARD COMMITTEE REPORTS**

a. Finance and Investment Committee (FIC)

This report was tabled until the October 2023 meeting.

b. Development Committee

Kelly Lyng, Development Director and Patrick Davis, Committee Chair shared information on the activities in the Development Department along with the continued collaboration from other areas.

- 6385 Corporate Dr. Interior Design planning – the contractor is putting together preliminary plans on the development of a piece for the front lobby that will serve as recognition of contributions toward TRE's mission. It is hoped that a rendering will be presented to the Development Committee for initial review at the October meeting.
  - Capital Campaign application – work continues on this application.
  - 60<sup>th</sup> Anniversary – work has begun on the logo for this anniversary as well as the communications plan for this celebration.
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- The next Committee meeting is scheduled for Friday, October 6, beginning at 10:00 am. The focus at this meeting will be the upcoming Gratitude Event. All members of the BOD are invited to attend. Tammie Engram, Executive Assistant, will forward the meeting invitation for this meeting to all BOD members.
- Other upcoming events:
  - Legislative Town Hall for People with Disabilities – October 11, 2023 @ Centennial Hall, 5:30-8:00 pm
  - Gratitude Event – November 2, 2023 @ TRE, 5:30-7:00 pm
  - Empty Stocking Fund (ESF) Campaign Kick Off – November 16, 2023 @ Penrose House, Invite will be sent soon.

c. New Employee Introductions

Ryan Kuyper, Learning and Staff Development Director thanked the BOD for allowing the group of new employees to attend the meeting a bit late. The group consisted of sixteen people filling vacancies in the Navigation & Quality and On-going Service Coordination departments. New employees then introduced themselves to the BOD. Welcome to everyone!

d. Executive Committee

Chair Landgraff reported. The group of employees being recognized at The Arc Pikes Peak Region's Annual Award Celebration are:

- Professional of the Year: Laurie Ryan (Early Intervention)
- Resource Coordination: Wendy Morad (Navigation & Quality)
- Resource Coordination: Melissa Stapanowich (formerly employed-On-going Service Coordination).

The celebration will occur on Thursday, September 28, 9:00am-5:00pm at The Arc Pikes Peak Region's campus, 10 North Meade Ave., Colorado Springs, CO. There will be a food truck all day including cookies and ice cream sandwiches and a variety of beverages. Tickets can be purchased prior to the event or on the day of the event.

Congratulations to Laurie, Wendy, and Melissa.

## VI. CHIEF EXECUTIVE OFFICER'S REPORT

Case Management Agency (CMA) Contract Preparation – The Colorado Department of Health Care, Policy, and Financing (HCPF) will be sending letters to persons receiving services informing them of changes that may affect their services with the upcoming CMA Transition. TRE is also planning to send letters with more specific information, when necessary.

Official notification of the award of the Pueblo County CMA contract has still not been provided.

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*Executive Team Updates* – CEO Batchelor shared that the Team is currently working to improve its efficiency and effectiveness in driving TRE's Strategic Plan. With the team consisting of 15 full-time members, the group recently decided to move forward with meeting attendees being invited to only targeted agenda meetings that pertain to their area of expertise. This will hopefully support more efficient discussion and decision-making. This approach will be piloted for 3 months and evaluated at the team's next full day Strategic Planning Work Session in November.

*TRE Financial Reporting* – CEO Batchelor referred to the presentation at the August BOD meeting on TRE's Financial Reporting processes. A group of CMA staff have invested significant time and attention to reconciling billing and revenue for the CMA due to issues with HCPF's new Care and Case Management System. This is an example of the complexity and the manual nature of efforts needed to maximize our contract revenue. CEO Batchelor reminded the group to contact her, Heather Whitworth, CEO or Jessie Martinez, Treasurer if there are any questions. Additional information can be available for review if needed.

*Case Management Agency (CMA) Departments* – The Navigation & Quality and On-going Service Coordination teams have been working significant hours to correct fields within the new Care and Case Management system implemented on July 1, 2023. These fields drive billing and payment for case management activities and were not well tested prior to the new system being rolled out. This extra work could result in recoupment of thousands of dollars for work performed.

*Presentation at Alliance Colorado's Summit* – TRE partnered with Medisked (TRE's Electronic Health Record for CMA work) to deliver a conference presentation on Artificial Intelligence/Natural Language Processing Study with Family Support Services Program (FSSP) and State Supported Living Services (SLS) at the conference in Breckenridge. The presentation was very well received. A copy of the presentation can be provided upon request. TRE staff involved with the presentation were Tracy Hodnett (Cross Systems Care Integration Specialist and Kristen Sides (Intake Coordinator).

ANCOR, a national advocacy community of providers for people with disabilities, has expressed interest in this presentation at their future conference in April 2024.

## **VII. NEW BUSINESS**

*17<sup>th</sup> Annual Legislative Town Hall for People with Disabilities* – Julie White, Marketing and Communications Manager reminded the group that this event is scheduled for October 11, 2023. This is an important event for families to share real life issues/concerns with their elected officials.

Invitations have been sent to elected officials (State, County, City/Town) in El Paso, Park and Teller counties asking for their participation on the panel. It was asked if Pueblo County should be invited. Due to TRE not receiving official notification of the award of the CMA contract for Pueblo County, it was felt that this should not be done at this time.

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Approximately 100 people have RSVP'd to date (both in person and virtual).

Strategic Focus for October 2023 – Legislative Influences – Ed Bowditch, TRE Lobbyist will be in attendance.

## VIII. ONGOING BUSINESS

a. 6385 Corporate Drive LLC (Building) and New Altitude Updates  
Don Gray, Building Director shared that Learning Rx has signed a 10-year lease with 6385 Corporate Drive LLC. They will occupy the remaining space across from TRE's offices on the 1<sup>st</sup> floor, part of the garage and space on the third floor until the 1<sup>st</sup> floor tenant finish is complete.

Jennifer Strehlow, Director of Operations asked the group to participate in an exercise of gratitude. It was felt that we do not take the time to celebrate our accomplishments.

New Altitude Updates –

- 27 offices are currently rented out.
- Conference rooms are steadily being rented out to outside agencies needed meeting space.
- The Women's Chamber will publish a video about New Altitude to share with the members of their Chamber. Ms. Strehlow shared the short video showing many of the aspects of New Altitude. If anyone would like a copy of this video, please contact Ms. Strehlow.

The BOD congratulated Ms. Strehlow on her successful strategic work promoting the building and New Altitude.

## IX. PUBLIC COMMENTS

None.

## X. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, October 18, 2023, at The Resource Exchange or via Zoom.** TRE BOD are encouraged to attend in person if possible.

## XI. MOTION TO ADJOURN THE REGULAR SESSION INTO EXECUTIVE SESSION

**A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY PATRICK DAVIS TO ADJOURN THE REGULAR SESSION OF THE BOARD OF DIRECTORS' MEETING INTO EXECUTIVE SESSION. *Motion unanimously approved.***

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The purpose of the Executive Session is Contract Discussion.

The regular meeting adjourned into Executive Session at 9:00 am.

**XII. CALL TO ORDER (FROM EXECUTIVE SESSION)**

The regular session of the meeting was reconvened at 9:25 am.

**A MOTION WAS MADE BY DAVE PAUL, SECONDED BY SHARON THOMPSON TO APPROVE THE CONTRACT FOR SERVICES DISCUSSED IN THE EXECUTIVE SESSION. *Motion unanimously approved.***

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

**A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY SARAH BRITTAIN JACK TO ADJOURN THE REGULAR SESSION OF THE BOARD OF DIRECTORS. *Motion unanimously approved.***

The regular session of the meeting adjourned at 9:35 am.

***These meeting minutes were approved unanimously by the Board of Directors at the October 18, 2023 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 Huisingsh, Secretary

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