



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, November 15, 2023

MEMBERS PRESENT: (via Zoom unless otherwise noted)

LOIS LANDGRAF, Chair
PATRICK DAVIS, Vice Chair – in person
JESSIE MARTINEZ, Treasurer
HEIDI BRANDON
RAQUEL DOMINGUEZ
TRACI MARQUES – in person and via Zoom
GEORGE MENTZ
DAVE PAUL
SHARON THOMPSON
AMY YUTZY

MEMBERS ABSENT:

LAURIE HUISINGH, Secretary
SARAH BRITTAIN JACK
BERNARD BYERS

STAFF PRESENT:

COLLEEN BATCHELOR, CEO
KYLE COX, Navigation Manager
TAMARA ENGRAM, Executive Assistant
DORA FERNANDEZ, IT Project Manager
LORI GANZ, Clinical Services Director
DON GRAY, Facilities Director
BRANDI GRIFFITHS, Service Coordination Manager
TAMIE KNERR, Controller – in person
RYAN KUYPER, Learning and Staff Development Director – in person
DEMETRIA LOPEZ, Navigation and Quality Supervisor
KELLY LYNG, Development Director – in person
CALLIE MURPHY, State General Funds Manager
SARAH NOLAN, Respite Programs Specialist
VAUGHNA PELLICCIA, Navigation and Quality Supervisor
AMANDA REED, Early Intervention Director
KAREN RICE, Early Intervention Billing Manager
STEPHANIE SAMORA, Contracts and Grants Manager



NOEL SAUERWEIN, Ongoing Coordinator – in person
KITTY SILVERS, Credentialing, Authorization and Billing Specialist
GINGER STRINGER, Physician & Community Outreach Specialist
KAREY URBANSKI, Human Resources Director
NANCY VIGIL, Navigation and Quality Director
JULIE WHITE, Marketing and Communications Manager
HEATHER WHITWORTH, CFO

GUESTS:

JENNIFER STREHLOW, Operations Director, 6385 Corporate Drive LLC
and New Altitude – in person
DENISE BUNCH, Caregivers Village
TIM CUNNINGHAM, Cheyenne Village
TAMARA TRUJILLO, Goodwill Services of Southern Colorado
KATRINA ACHIVIDA, Whispering Aspen
ALFIA (TODDY) FISHER
MEGAN MOLNER

I. CALL MEETING TO ORDER

The regular meeting was called to order at 7:32 am by Chair Lois Landgraf.

II. PUBLIC COMMENTS

None.

III. MISSION MOMENT – Whispering Aspen

Katrina Achivida shared information on The Whispering Aspen, a retail store supported by a sheltered workshop for people with disabilities where the items made in the workshop are sold. People with disabilities also work in the shops to gain work experience.

The Whispering Aspen has set up a small shop in the lobby on the second floor of New Altitude, Monday-Thursday. This set-up is a good outreach tool highlighting the work ethic and skills of people with disabilities to visitors and the other members of New Altitude.

IV. STRATEGIC FOCUS – Maximizing and Diversifying Revenue

Jenn Strehlow, New Altitude Director shared Key Performance Indicators (KPI) on the usage of conference rooms by members of New Altitude, non-members from the community and TRE. Revenue is generated from members and non-members.

At the present time, most referral business/activities are by word of mouth. AdPro Marketing does assist with the development of smaller advertising for New Altitude.

It was suggested to also track: 1) revenue for the building compared to the other revenue sources of TRE 2) types of industries using New Altitude; 3) type of employment; and 4) number of people requesting tours and/or just visiting the building.

V. CONSENT AGENDA

A MOTION WAS MADE BY PATRICK DAVIS, SECONDED BY RAQUEL DOMINGUEZ TO ACCEPT AND APPROVE THE ITEM PRESENTED ON THE CONSENT AGENDA (TRE Board of Directors' Meeting Minutes dated October 18, 2023. Motion unanimously approved.

VI. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC)

New Case Management Agency (CMA) contract for El Paso, Park and Teller Counties began on November 1, 2023.

Audits closing out the Community Centered Board (CCB) and Single Entry Point (SEP) contracts are expected to begin in January 2024.

Financial Statements, October 2023 – Reports for the month of October 2023 showed a year-to-date loss of \$827,435. The main reasons for this loss continue to be breaks in eligibility with the end of the Public Health Emergency (PHE) and the implementation of a new case management and billing system at the State level that continues to experience many issues across the entire program. TRE continues to advocate with Colorado's Department Health Care Policy and Financing (HCPF) on potential resolution to the billing challenges.

Nancy Vigil, Navigation and Quality Director, shared information on the issues being experienced with the new Care in Case Management (CCM) system. Services and billing source data reports across agencies do not match and change often making the possibility of reconciliation almost impossible. This impacts payments for services provided across the state (CMAs, provider agencies, families providing direct services).

The issues being experienced could result in a loss of services for people with disabilities, loss of direct care providers and smaller provider agencies in the state.

Amy Yutzy, Board Member and Medicaid Services Director of Colorado Community Health Alliance (CCHA) shared that their agency reports show that approximately 4000 members are no longer active in their region, mostly due to eligibility issues.

The group was informed that HCPF holds Program Improvement Advisory Committee meetings on the third Wednesday of each month, 9:30am-12noon). Tammie Engram, Executive Assistant, was asked to send additional information on these meetings.



The Board of Directors thanked the staff of Navigation and Quality and Case Management for their extraordinary efforts with the continued issues and changes within the new case management systems.

Cash on Hand and Sweep Account show an increase due to the receipt of grant monies for retention bonus payments. Both accounts will decrease as these bonuses are paid.

Single Entry Point (SEP) Deferred Revenue is reported at \$115,000. This expense will be reported at the close out of the SEP Contract. It is still understood that TRE can continue to utilize these funds for services before the deadline.

Early Intervention Services – EI Colorado is behind on payments for August and September. Heather Whitworth, CFO continues to contact them regarding this issue.

The contract amendment has not yet been received which impacts full billing for services since the start of this fiscal year.

Revenue Projections – It is anticipated that Per Member Per Month (PMPM) revenue will be down compared to budget for November and December 2023.

FY 23 Financial Audits are expected to begin soon.

THE FINANCE AND INVESTMENT COMMITTEE RECOMMENDS THE APPROVAL OF THE OCTOBER 2023 FINANCIAL REPORTS FOR THE RESOURCE EXCHANGE. *Motion unanimously approved.*

b. Development Committee

The group congratulated Patrick Davis on receiving the first annual “Altitude Attitude” award presented at the Gratitude event on November 2, 2023.

The following updates were provided:

- Gratitude event was a great success.
- Capital Campaign application approval was postponed until January 2024. This will extend the campaign length to the full calendar year, if awarded.
- Empty Stocking Fund (ESF) Kick Off Celebration is scheduled for November 16, 2023. Please plan to attend.
- TRE’s article for ESF Campaign was published on Gazette.com. It will be published in the paper and online publications soon.
- Drive Thru with Santa is scheduled for December 16, 2023. If you can volunteer, please contact any Development Department staff.

c. Executive Committee

Chair Landgraff reported that the Committee:

- reviewed a draft of the 2024 Governance Calendar.
 - Staff will secure a location to host TRE’s March BOD meeting in Pueblo.



- discussed needed qualifications of candidates for BOD members representing Pueblo County. The Board Development (Nominating) Committee will meet in mid-December to review applications.
 - Currently have five applications for Pueblo County.
 - Currently have two recommendations for El Paso County.

VII. CHIEF EXECUTIVE OFFICER'S REPORT

CMA Designated Service Agency (DSA) 12 (Pueblo County) – Preparations and activities are increasing for the March 2024 transition of the Pueblo County CMA contract.

TRE and Wipfli projects are beginning with expedited turnaround for the IDEA/Discovery in Pueblo County and the Process Review and Improvement Projects. Additional grant funding has been received to assist with the costs.

Early Intervention (EI) – The Workforce Committee is still active. Updates will be provided as available.

The Request for Proposals (RFP) for the upcoming EI contract is slated to be available by the end of November or early December. The contract will be awarded for an 8-year contract period.

New Employee Introductions – Ryan Kuyper, Learning and Staff Development Director introduced Noel Sauerwein (Ongoing Coordinator) to the group. Welcome to Noel and others who could not attend the meeting!

VIII. NEW BUSINESS

Strategic Focus for January 2024 – Governance Best Practices.

This focus will include a presentation on Information Technology, Cybersecurity, Spam email, Communications, and uses of Microsoft 365 Teams for Board members.

IX. ONGOING BUSINESS

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

Jennifer Strehlow, New Altitude Director shared information on the following:

- Media Room needs. Those needing this type of service are working with Production Point. It is hoped that a media room can be added to 6385 Corporate Drive in the future.
- New Altitude is starting a new Blog – Earn the Right to be Heard. Look for more information soon.
- Tenant Improvements have started on the 1st floor for Learning Rx's new space.



The Board of Directors commended Ms. Strehlow for her continuous and excellent work in building new relationships with outside community members.

b. Legislative Update:

Discussion was held on the idea of sending a short video to the Joint Budget Committee outlining the need for funding for additional services for members and families. CEO Batchelor and Julie White, Communications/Marketing Manager will discuss this further.

X. PUBLIC COMMENTS

None.

XI. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, January 17, 2024, 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 HEIDI BRANDON, SECONDED BY PATRICK DAVIS TO ADJOURN THE REGULAR SESSION OF THE BOARD OF DIRECTORS' MEETING. *Motion unanimously approved.*

The regular session of the meeting adjourned at 8:56 am.

THESE MEETING MINUTES WERE APPROVED UNANIMOUSLY BY THE BOARD OF DIRECTORS AT THEIR JANUARY 17, 2024 MEETING.

SUBMITTED BY:

Colleen Head Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Laurie Huisingh, Secretary
