



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, April 17, 2024

MEMBERS PRESENT: (via Zoom unless otherwise noted)

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

MEMBERS ABSENT:

BERNARD BYERS

STAFF PRESENT:

COLLEEN BATCHELOR, CEO – in person
JESSICA BELL, Human Resources Manager
MADELYN BETTERTON, Quality Coordinator
THERESE (ELLEN) BONNEAU, Quality Coordinator
MIRANDA BRIDGEFORD, Coordinator
AMANDA BROWN, Ongoing Coordinator
JONATHAN CARPENTER, Ongoing Coordinator
TINA CHAVEZ, Coordinator
KYLE COX, Navigation Manager
CINDI DOLATA, Speech Language Pathologist
KATHERINE DYKEMA, EI Case Manager
TAMARA ENGRAM, Executive Assistant – in person
DORA FERNANDEZ, IT Project Manager
HEIDI FREEMAN, Ongoing Case Management Lead
LORI GANZ, Clinical Services Director
MEGAN GIARRATANO, Ongoing Coordinator
BRANDI GRIFFITHS, Service Coordination Manager
DESIREE HARBERT, Coordinator



ABBY HOPPER, Coordinator
RYAN KUYPER, Learning and Staff Development Director – in person
KEISHA LACY, EISC Lead
SERENA LAURIN, Coordinator
ALLEA LAZZERI, Intake Coordinator
DE'AURA LEMUS, Strategy and Culture Specialist
LISSET LEON, Ongoing Coordinator
MICHELLE LONGO, Ongoing Coordinator
RHEANNAN LUND, CFS Coordinator
KELLY LYNG, Development Director
NICOLE MAES, Front Desk Coordinator/Case Aide
HEATHER MEIZIS, Quality Manager
JAMIE MELDE, Intake Coordinator
CALLIE MURPHY, State General Funds Manager
SARAH NOLAN, Respite Programs Specialist
SHERYL PATTON, Quality Coordinator
WILLIAM PERRY, Ongoing Coordinator
KAREN RICE, EI Billing Manager
MICHELLE SANCHEZ, Ongoing Coordinator
NOEL SAUERWEIN, Ongoing Coordinator
KATHERINE SCHULTZ, Ongoing Coordinator
ALEXANDRIA SCOTT, Ongoing Coordinator
METZY SHRADER, Coordinator
KITTY SILVERS, Credentialing, Authorization and Billing Specialist
PATRICIA STANKER, Front Desk Coordinator/Case Aide
GINGER STRINGER, Physician & Community Outreach Specialist
CAMERON SWANSON, Ongoing Coordinator
HAYDEN SWICK, Ongoing Case Manager Supervisor
CAROL TOMLINSON, Ongoing Coordinator
BARBARA TRUJILLO, Ongoing Coordinator
CHERI ULMER, Program Support Manager
KAREY URBANSKI, Human Resources Director
CHRISTA VAUGHN, Human Resources Generalist
AMBER VELASQUEZ, Lead Coordinator
ASHLEY VETACK, Ongoing Coordinator
NANCY VIGIL, Interim Director of Case Management Transition
HEATHER WHITWORTH, CFO

GUESTS:

RUTH ARBER, Connect America / American Medical Alert
CLIENT CARE (no name listed)
TIM CUNNINGHAM, Cheyenne Village
LISA HRINIK, Wipfli – in person
DANIEL KELLEY, Wipfli – in person
DAVE PUMP, Pueblo Diversified Industries

JONAS REYNOLDS, Wipfli
ANTHONY SHIBATA, Wipfli – in person
JENNIFER STREHLOW, Operations Director, 6385 Corporate Drive LLC
and New Altitude – in person
TAMARA TRUJILLO, Goodwill Services of Southern Colorado
504.495.1748 (no name provided)

I. CALL MEETING TO ORDER

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

II. PUBLIC COMMENTS

None.

III. MISSION MOMENT – TRE and Technology

Ryan Kuyper, TRE Learning and Staff Development Director shared information on how TRE's partnership with Wipfli has assisted the agency with the prioritization of new equipment, software and customization of workflows using new(er) technology (i.e., AI, database) to help streamline processes to assist staff with their workload.

TRE is currently conducting a test pilot with five staff using CoPilot to determine how it can best assist staff.

TRE is also hiring two Lead Staff Development and Learning Coordinators that will be able to assist with facilitating more training sessions and support for all TRE staff. Future staff development plans include more leadership and supervision development opportunities.

IV. STRATEGIC FOCUS

Anthony Shibata and Daniel Kelley, from Wipfli provided an overview of current activities and special targeted projects. It was noted that what first started out as projects to improve processes for TRE staff and members now includes TRE partners, Colorado Department of Health Care Policy and Financing (HCPF) and others where appropriate. If the interest- and work-levels continue with HCPF and other State and County agencies, the projects started at TRE could morph into an evolution of better and more efficient work practices on behalf of people with disabilities at most levels within the State of Colorado.

Mr. Kelly shared information on the infrastructure side of business:

- The physical servers that were on-site were decommissioned with all information, back-ups, etc. now being cloud-based. Old servers are being responsibly recycled.
 - Pueblo office is now fully connected to TRE's infrastructure.
-

- Work order tickets continue to decrease even with the increase in the number of staff.
- Simplified the process for the distribution of new equipment to staff including security updates and inventory tracking through Asset Panda.
- Cyber-security policy and procedures have been implemented and are reinforced through Wizer and other internal checks.
 - TRE staff are now required to use TRE equipment only, except when working out of state where they use remote access to TRE systems.
- All TRE equipment including cell phones have internet access so that staff do not need to rely on member's personal Wi-Fi or public Wi-Fi systems when holding meetings/sessions at the member's home.

Mr. Shibata shared information on special projects:

IDEA/Discovery projects are near completion. Information was gathered from staff, community partners, members, and other stakeholders in Pueblo (using surveys, focus groups, interviews) pertaining to areas that are going well and/or need additional attention where it pertains to services to members, families, and partners. This feedback will be used to influence structure and processes in the Pueblo office.

Change Management project. With all of the changes being implemented, a strong change management plan is critical to support effective transition and implementation of change. Communication development is a key component of the Change Management Plan and TRE and Wipfli are sharing information with other Case Management Agencies (CMAs) and various State and County agencies to show that all systems must and can integrate well with each other for the many changes being implemented to make systems better and more efficient in delivering funding and services to people needing services.

Database Project updates and examples of the actual database were presented by Jonas Reynolds, Wipfli. This project will address many of the issues/pain points discussed earlier by building a core database for TRE where each member's information is stored. This database builds the basis of automating everything member-related at TRE and will make work and information-sharing more efficient for the entire team. It will include a portal for Members and providers to improve access to information.

The project's database examples have been shared with stakeholders across TRE's service area gathering suggestions, questions, and other feedback to provide the best system possible for all involved.

A two-day user acceptance testing session is scheduled for next week. TRE staff from Intake, Enrollment, Ongoing Service Coordination, and other teams will begin to test this system hands-on. The anticipated 'go live' date for Phase 1 and 2 is July 1, 2024.

TRE's Early Intervention program uses a different state system for their files on children receiving their services. This data system will also be able to interface with the TRE database when a child moves from Early Intervention to Ongoing Case Management services.

Information regarding the return of investment (ROI) analysis is being shared with HCPF and other State and County agencies with the hope that they will see the tremendous benefits. Wipfli has already begun initial discussions with other CMAs to develop similar systems.

This system is not intended to replace face-to-face interactions or phone calls between members and Service Coordinators. It is another tool to improve efficiency and access to information for staff to enable more in-person interaction.

V. CONSENT AGENDA

The Consent Agenda included the requested approval of the Board of Directors' Meeting Minutes dated March 20, 2024, and TRE BOD Legislative Committee Meeting Minutes dated March 25, 2024.

A MOTION WAS MADE BY SHARON THOMPSON, SECONDED BY LAURIE HUISINGH TO ACCEPT AND APPROVE THE CONSENT AGENDA AS PRESENTED (TRE Board of Directors' Meeting Minutes dated March 20, 2024, and TRE BOD Legislative Committee Meeting Minutes dated March 25, 2024).
Motion unanimously approved.

VI. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC)

Jessie Martinez, Treasurer shared the following information from the Finance and Investment Committee meeting held on April 15, 2024.

Integrity Wealth Advisors – Jason Akridge, Integrity Wealth Advisors shared information on market reports ending August 2023 and ending April 12, 2024. Inflation rates are not coming down as quickly as most would like. However, there is good economic activity.

TRE's ending accrued value as of December 31, 2023, showed \$618,608.53, a return of 10.64%.

Mr. Akridge shared information on the Sweep Account and other possible options for these funds if appropriate.

Mr. Akridge also introduced Jimmy Murphy. Mr. Murphy will work with Mr. Akridge on TRE's account, as a back-up if needed.

Financial Statements, March 2024 – March 2024 shows a loss of about \$147,000. This number does not include any revenue or expenses from Pueblo County due to Medisked not yet being updated with the necessary information for billing.



Balance Sheet –

- Cash on hand at the end of March 2024 was approximately \$421,000. The higher amount reflects two payments from EI Colorado that came in during the same week.
- Most equipment is fully depreciated.
- Accounts Payable are higher due to unspent HCPF Start-Up grant funds and accruals for the March 1 accounts payable run.
- CMA Stabilization Funding information is not yet available.

Income Statement –

- IT Support costs are higher due to the Technical Assistance and Start-Up Projects.
- Other Consultants' costs include staffing agency costs for hiring of case management staff and Predictive Index project.

Audits –

- Financial and Single Audit Reports will be presented to the FIC at the May 13, 2024 meeting.
- CCB and SEP Contract Close-Out Audits are still in progress.
- 990 Report is in progress and will be submitted by the deadline of May 15, 2024.

Fiscal Year 24/25 Budget Preparation – Work on next year's budget has begun. An overview of the budget will be presented to the FIC at their May meeting and the proposed budget should be presented to FIC at their June meeting for review and a recommendation to present to the full Board of Directors for ratification at their June meeting.

THE FINANCE AND INVESTMENT COMMITTEE RECOMMENDS THE APPROVAL OF THE MARCH 2024 FINANCIAL REPORTS FOR THE RESOURCE EXCHANGE. *Motion unanimously approved.*

b. Development Committee

The group was reminded of the Current and Alumni BOD Dinner this evening at TRE.

The following information was shared:

- TRE's 60th Anniversary Celebration plans (Next Sub-Committee meeting is scheduled for April 23 at 3:00 pm).
 - A week-long celebration is being planned for a yet to be determined week in September.
- Capital Campaign
 - Upcoming Tax Planner's Happy Hour to share tax benefit information on TRE's Capital Campaign.
 - Please invite your financial and wealth advisor contacts. Registration link is available.



c. Nominating Committee

The group was reminded that TRE is still looking for additional representation from Pueblo County. Please send contact information to George, Lois and/or Patrick. Member nominations will be submitted for BOD consideration at the May 15, 2024 BOD meeting. The final vote for BOD membership will be held in June 2024 with membership beginning July 1, 2024.

d. Executive Committee

The Committee discussed the continuing issues and possible solutions with State and local challenges regarding the Care in Case Management systems and new Case Management Agency (CMA) contract requirements.

VII. CHIEF EXECUTIVE OFFICER'S REPORT

Long Term Service and Supports (LTSS) – Colleen Batchelor, CEO updated the group on continuing issues in reference to LTSS stabilization. Executives from several CMAs are meeting with HCPF and other State personnel to help them understand the ramifications of the continued issues with changes to the case management system.

One of the main concerns is the severity of the stress and negative mental health impacts on service coordinators/case managers in dealing with the continued chaos of systems that do not work, reports that are not correct, conflicting information and basically not being able to assist people with disabilities get the support and services needed. Added to these constant frustrations, staff are not able to provide the necessary documentation to provider agencies that give approval to provide these services and to get paid for doing so.

These concerns are not limited to the staff of CMAs but include staff for most provider agencies across the State. These stressors trickle down to families and members when systems do not work, and services are lost for no fault of their own.

TRE is responding to the mental health crisis experienced by staff by offering additional resources and support. Staff's confidentiality will be ensured when using any resources. These include:

- Increased Employee Assistance Program (EAP) resources
- Family Source resources
- Better Help (free 1st month of therapy sessions)
- In office (TRE) or virtual confidential sessions with a therapist
- Group peer sessions
- Resources with Diversus Health.

Pueblo County Transition – Have currently hired 33 FTEs with 27 remaining to be filled. Two temporary staff are working on file clean-up in preparation for scanning and cloud storage of all files. TRE hopes to add three more temporary staff for this project.

Tenant finish should be complete no later than next week.

VIII. ONGOING BUSINESS

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

Jennifer Strehlow, Director of Operations provided an overview of activities:

- Thank you to Sarah Brittain Jack for setting up a meeting with Daniels Fund. It was a great meeting.
- Networking Opportunities:
 - The Space Symposium's event. Ms. Strehlow shared information about New Altitude with a company that stated that they wished Colorado Springs had a coworking space. Also shared information about meeting and event space. A company is looking for space for a two-week event.
 - Women's Business Luncheon. Shared brochures and information about meeting room space at New Altitude.
- If anyone has a connection at The Chapman Foundation, please contact Ms. Strehlow.
- The most current KPI information was reviewed.
 - Two areas being measured are conference room usage and occupancy rates for all types of memberships.

(The PowerPoint presentation is incorporated into these minutes by reference and can be found in the April 17, 2024 Board records for further review).

IX. NEW BUSINESS

a. Family Support Council – New Member Approval

Callie Murphy, State General Fund Program Manager shared information on the Family Support Services Program. Ms. Murphy was asked to provide additional information at a future meeting.

Per State Regulations, TRE's Board of Directors is tasked with approving new members for the Family Support Advisory Council. Background information was shared on Vasti Holstun.

Per the recommendation from the Family Support Advisory Council, TRE's Board of Directors were asked to nominate and approve Ms. Holstun to serve on the Family Support Advisory Council.

A MOTION WAS MADE BY PATRICK DAVIS, SECONDED BY HEIDI BRANDON TO APPROVE THE NOMINATION OF VASTI HOLSTUN TO SERVE ON THE FAMILY SUPPORT SERVICES COUNCIL. *Motion unanimously approved.*

b. Strategic Focus for May 15, 2024 Board of Director' Meeting

- #### a. Staff Retention, Engagement and Recruitment – Karey Urbanski, HR Director
-

X. PUBLIC COMMENTS

None.

XI. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, May 15, 2024, beginning at 7:30 am at The Resource Exchange, 6385 Corporate Drive, Colorado Springs and/or via Teams.**

XII. MOTION TO ADJOURN THE REGULAR SESSION

A MOTION WAS MADE BY LAURIE HUISINGH, SECONDED BY PATRICK DAVIS TO ADJOURN THE REGULAR MEETING. *Motion unanimously approved.*

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

These meeting minutes were approved unanimously after one correction was made on Board Member Attendance (Jennifer Thornton, BOD was omitted from the attendance record.)

SUBMITTED BY:

Colleen Head Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Laurie Huisingh, Secretary
