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**BOARD OF DIRECTORS' MEETING NOTICE**

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TO:	PATRICK DAVIS, Vice Chair	SARAH BRITAIN JACK	DAVE PAUL
	JESSIE MARTINEZ, Treasurer	BERNARD BYERS	SHARON THOMPSON
	LAURIE HUISINGH Secretary	EMERALD DOYLE	JENNIFER THORNTON
	MEGAN BILLESBACH	TRACI MARQUES	STEPHEN VARELA
	HEIDI BRANDON	GEORGE MENTZ	

FROM: LOIS LANDGRAF, Chair

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**THE BOARD OF DIRECTORS OF THE RESOURCE EXCHANGE WILL MEET ON WEDNESDAY, JANUARY 15, 2025 AT 7:30 A.M. AT THE RESOURCE EXCHANGE, 6385 CORPORATE DRIVE, COLORADO SPRINGS, CO OR VIA MS TEAMS (SEE WEBSITE FOR LOG IN INFORMATION). PLEASE CONTACT COLLEEN BATCHELOR ON 719.785.6426 or [theadbatchelor@tre.org](mailto:theadbatchelor@tre.org) TO CONFIRM YOUR ATTENDANCE OR WITH ANY QUESTIONS.**

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**MEETING AGENDA**

- I. CALL MEETING TO ORDER – Lois Landgraf
- II. PUBLIC COMMENTS – 10 minutes
- III. INTRODUCTION OF NEW STAFF
- IV. STRATEGIC FOCUS – Staff Retention and Recruitment – Human Resources Dept
- V. MISSION MOMENT – Staff Retention
- VI. 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, November 20, 2024
  - b. TRE's Family Support Council New Member Approval
- VII. BOARD COMMITTEE REPORTS
  - a. Finance and Investment Committee (FIC) – Jessie Martinez, Treasurer
    - Monthly Report – November and December 2024
      - Approval of FIC Report for November and December 2024
  - b. Nominating Committee – George Mentz
    - Introduce Sumer Liebold (Prospective BOD member)
  - c. Development Committee – Patrick Davis / Kelly Lyng

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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.*

d. 6385 Corporate Drive LLC BOD Report – Jenn Strehlow

e. Executive Committee – Lois Landgraf, Chair

VIII. CEO REPORT – Colleen Batchelor, CEO

IX. NEW BUSINESS

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X. ONGOING BUSINESS

a. February 2025 Strategic Focus – Case Management Agency

XI. PUBLIC COMMENTS – 5 minutes

XII. SCHEDULE OF NEXT MEETING – February 19, 2025, at 7:30 am

XIII. MOTION TO ADJOURN REGULAR SESSION



BUILDING INCLUSIVE COMMUNITIES SINCE 1964

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**BOARD OF DIRECTORS' MEETING MINUTES**

**Wednesday, November 20, 2024**

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**MEMBERS PRESENT: (via Teams unless otherwise noted)**

LOIS LANDGRAF, Chair – in person  
PATRICK DAVIS, Vice Chair – in person  
JESSIE MARTINEZ, Treasurer  
MEGAN BILLESBACH  
HEIDI BRANDON  
SARAH BRITTAIN JACK – in person  
BERNARD BYERS  
EMERALD DOYLE  
TRACI MARQUES  
GEORGE MENTZ  
JENNIFER THORNTON  
DAVE PAUL  
SHARON THOMPSON – in person

**MEMBERS ABSENT:**

LAURIE HUISINGH, Secretary  
STEPHEN VARELA

**STAFF PRESENT:**

COLLEEN BATCHELOR, CEO – in person  
SUSAN CALLAN, Ongoing Case Management Supervisor  
TAMARA ENGRAM, Executive Assistant – in person  
DORA FERGUSON, Information Technology Director  
DON GRAY, Facilities Director – in person  
CHAD GUFAROTTI, Assistant Director of Development – in person  
LORI GANZ, Early Intervention Clinical Services Director  
BRANDI GRIFFITHS, Case Management Manager  
MORGAN JACOBUS, Marketing and Communications Manager  
JENNIFER JONES, Intake Coordinator  
ASHLEY JORDAN, Ongoing Coordinator  
TAMIE KNERR, Controller  
RYAN KUYPER, Learning and Staff Development Director  
DE'AURA LEMUS, Strategy and Culture Specialist  
KELLY LYNG, Development Director

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CALLIE MURPHY, State General Funds Manager  
SARAH NOLAN, Volunteer Respite Programs Manager  
REBECCA PACK, Pueblo CMA Ongoing Coordinator  
MORGAN PANTALEO, Pueblo CMA Ongoing Coordinator  
MAKALA REYNOLDS, Learning & Staff Development Lead Coordinator  
KAREN RICE, Early Intervention Billing Manager  
KITTY SILVERS, Credentialing, Authorization & Billing Specialist  
GINGER STRINGER, Physician Outreach Program Specialist  
ROSEANNA STURTEVANT, Pueblo CMA Ongoing Coordinator  
KAREY URBANSKI, Human Resources Director  
NANCY VIGIL, Interim Director of Case Management Transition  
MADEJAN WATSON, Ongoing Coordinator  
HEATHER WHITWORTH, CFO

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**GUESTS:**

DWAN ARAGON, Human Touch Home Health Care  
RUTH ANN ARBER, Lifeline  
RICHARD BARROS, Special Kids Special Families  
SARA CARDINAL, Goodwill Colorado  
DR KELLY, Ph Wellness  
KIM MATTHEWS, Community Member  
JEANETTE ORTIZ, ABC Home Health  
KELLY SPIEKER, Empty Stocking Fund Events Coordinator  
JENNIFER STREHLOW, New Altitude Director  
DEREK WAGNER, Community Member/Prospective BOD member  
CECILIA, no other information provided  
FALCON2004, no other information provided  
NAOMI, no last name or affiliation provided

**I. CALL MEETING TO ORDER**

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

**II. PUBLIC COMMENTS**

None.

**III. INTRODUCTION OF NEW STAFF**

The Board of Directors welcomed the new staff to TRE.

**IV. EMPTY STOCKING FUND (ESF)**

Ms. Kelly Spieker, Events Coordinator for ESF shared background information. 100% of all donations received go back to the partner agencies and can grow up to 45% thanks to

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matching grants from the Bruni Foundation, Chapman Foundation and El Pomar Foundation.

TRE's percentage allocation for the 24-25 campaign is 5.5%, an increase of .25% from last year. TRE's allocation increased due to TRE meeting the volunteer hours required and completing all of the points of the memorandum from last year. And one of the goals of ESF is to continue to grow each year.

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A question was raised on whether the funds received must be designated for El Paso and Teller Counties. The funds are given to TRE. They can use the funds in the areas where they serve. ESF does not put any parameters or rules on the funds given to their partner agencies.

TRE received \$68,000 last year and it was directed to General Operating.

How can TRE's Board of Directors designate their donations to TRE? ESF does not designate donations to a certain partner. However, when a BOD member makes a donation on the website, mark that you are a Board Member, select agency name and then complete the form as directed. If you are not a BOD member, you can select how you want to be acknowledged as a donor.

The campaign is a year-round fundraising campaign. However, 95% of the fundraising activities are kicked off on Thanksgiving Day through January 25, 2025.

Chair Landgraf reminded BOD members that it is the intent of TRE's BOD to have 100% participation in giving to ESF.

## **V. STRATEGIC FOCUS AND MISSION MOMENT – FUNDRAISING AND DEVELOPMENT**

As most know, TRE is primarily government funded. This type of funding comes with contracts, contract deliverables, and restricted funding which means a lot of red tape for the contract holders and TRE's independent auditors. This funding does not pay for many of the needs and/or wishes of Members above and beyond program services nor administrative costs for the CMA to do business.

The easiest way to differentiate funding is:

1. Grants are short term supplemental help for programs.
2. Major gifts, foundations and long-term donors that give over a period of time allow TRE to build up unrestricted funding which can help with filling the gaps in our contract funding, such as employment for people with disabilities.

Kelly Lyng, Development Director provided an example about employment for one of TRE's Members. TRE is sharing his story and highlighting the benefits to the company that hired him. This type of story can help educate our community about the benefits of employing someone with a disability.

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TRE also sponsors Lunch and Learn sessions for New Altitude members and Long-Term Tenants so they can learn more about people with disabilities and TRE's mission.

In the past year, TRE kicked off its Capital Campaign which will continue for five years. Donors receive a tax break when making a donation to this campaign.

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Upcoming Events:

- Colorado Gives Day – Tuesday, Dec 10, 2024 (can give at any time). Focus: Respite Programs and Summer Camp Costs. Goal: \$10,000
- Drive Thru Santa, December 14, TRE Parking Lot. (ESF Event)  
Something new this year – partnering with the Olympic Museum. Every child who comes to the Drive Thru will also receive a toy from Santa.

## VI. CONSENT AGENDA

**A MOTION WAS MADE BY SARAH BRITAIN JACK, SECONDED BY HEIDI BRANDON TO ACCEPT AND APPROVE TRE BOARD OF DIRECTORS' MEETING MINUTES DATED OCTOBER 16, 2024, AS PRESENTED).** *Motion unanimously approved.*

## VII. BOARD COMMITTEE REPORTS

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

Financial Statements through October 2024 – The group reviewed the statements with the following notes:

- YTD for TRE only shows a positive of \$61,925, which is \$480,000 ahead of the budget.
- October 2024 shows a loss of \$785,000. Several factors for this loss in Expenses are:
  - Three payroll month.
  - Annual IT Licenses Renewals (were paid monthly in the past). This expense will be reallocated to a monthly expense in the financial statements.
  - Consultant payments to Addison Group for temporary staff and hiring assistance.
  - The Leaf Project Display in the main lobby.
  - Commissions due to Olive Real Estate for two long term leases.
  - Early Childhood Services shows a loss due to not being paid for payroll expenses for October. This is a timing issue.
  - Revenues have decreased in PMPM and Monitoring activities.
- Accounts Receivables for October 2024 are extremely high due to:
  - \$294,000 for prior fiscal year Targeted Case Management (TCM) claims that are still being submitted for payment. Unknown timeframe for payment.
  - Outstanding payments for EI Colorado and CMA. (Both are now current).

- CMA and accounts payable staff will focus on reconciliation for payments that need to be made to Pueblo County Department of Human Services (for services rendered).
- Cash position remains strong.
- Intercompany Activities include:
  - Tenant finish payments.
  - Salaries and other expenses paid.
  - TRE's Investment in 6385 Corporate Drive is \$4,138,000 to date.
- Long Term Investments are looking healthy. The market decreased some at the end of October which affected the investment income.
- Balance Sheet:
  - Accrued vacation liabilities have increased to over \$1.5 million.
  - Restricted Funding: \$133,000 restricted by donors and \$357,000 remaining BOD restricted funding for Strategic Capital.
- 401(k) Match Language Revision – Springs Wealth recommended a change in the language of the new matching criteria due to the need to revise the 401(k) Plan shortly after the new benefits period beginning January 1, 2025. The Plan will be amended so the Plan language will match what TRE has authority to change with discretionary matches/funding changes.

The FIC recommends the adoption of the revised language as follows (to comply with Plan requirements): “The company will match 50% of employee contributions up to 6% of their salary.”

- Audit Updates:
  - Early Childhood Mental Health Desk Audit begins this week.
  - A clean audit for HCPF grant funds.
  - Financial Audit- Ongoing issues with the EI contract portion due to missing federal expenditure numbers. (Of note: TRE recently received this information).
  - The Loan Agreement with the Bank of San Juan requires that TRE Audits are completed and submitted to them by mid-December. Heather Whitworth, CFO continues to update them as needed.

**A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE TO APPROVE THE OCTOBER 2024 FINANCIAL REPORT FOR THE RESOURCE EXCHANGE. *Motion unanimously approved.***

**A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE TO APPROVE THE REVISED LANGUAGE TO THE DISCRETIONARY MATCH FOR TRE'S 401(k) PLAN: THE COMPANY WILL MATCH 50% OF EMPLOYEE CONTRIBUTIONS UP TO 6% OF THEIR SALARY. *Motion unanimously approved.***

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b. Nominating Committee

Patrick Davis, Vice Chair informed the group that Derek Wagner is in attendance as a prospective BOD member. Members of the Nominating Committee will meet with Mr. Wagner to determine his continued interest. A formal nomination will be presented at the first BOD meeting after that meeting.

Another prospective candidate was not available to attend today's meeting but will join the BOD meeting in January 2025.

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The Committee is looking at off-cycle nominations/elections due to vacancies on the BOD.

Commissioner Mentz then shared information on a personal honor that he and his wife received while in Indonesia. Congratulations and thank you for sharing this with the group.

c. Development Committee

Christmas in July 2025 – TRE will partner with the Adaptive Technology Fair in July 2025. Look for more details soon.

TRE's Gratitude Event is scheduled for Wednesday, January 29, 5:30-7:00 pm. Invitations will be sent soon.

TRE Art Show is tentatively scheduled for September 11, 2025. The theme for artwork is 'Stories'. More details will be shared soon.

Capital Campaign – Dr. David and Kim Matthews hosted an event in their home for TRE and its Capital Campaign. Mrs. Matthews shared how she planned the event and offered assistance to others when planning their event.

Other Committee and Board members were encouraged to host this type of event. This is an opportunity to share who TRE is, its mission, introduce a couple of people who receive TRE services, the need for additional funding and the positive aspects of TRE's Capital Campaign with your network and colleagues.

Jennifer Thornton, Board Member asked Mr. Davis, Vice Chair to contact her to discuss how and when one of these events could be held in Pueblo County.

d. 6385 Corporate Drive LLC Report

Jennifer Strehlow, Director reported.

- New Altitude has experienced turnover with Members and Offices being rented. The vacancies are being filled once again.
  - Conference room rentals are also an area where revenue can be generated. A possible issue is the amount of time that conference rooms are being used by agencies without payment (i.e, TRE). Also, an area to research is why community
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members are not using the conference rooms. More research needs to be done to pinpoint the answers.

- Conference rooms should also be available for educational purposes (i.e., Lunch and Learn sessions, sessions for schools, parents, providers to learn about waivers, etc.).
- Also want to be able to host other special events and fundraisers.

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e. Executive Committee

Chair Landgraf shared that the Committee discussed BOD member nominations, development of the BOD and the Backlog Reduction project.

## VIII. CHIEF EXECUTIVE OFFICER'S REPORT

### Backlog Reduction Plan Update

Good progress is being made on the Backlog Reduction Plan. Staff are reporting that TRE is caught up to current items in almost all categories.

A question was raised about what the backlog reduction plans looks like at the State level. If TRE or another CMA is current, but the State is not, what is the true impact for people needing services. Colleen Batchelor, CEO will send a link to BOD members that shows this type of information.

Amanda Lofgren, HCPF shared that while she was on leave her staff contacted her to share how impressed they were with TRE staff and their engagement with HCPF on their backlog reduction efforts.

### Customer Service and Responsiveness

TRE must work on timely responses to Members, customers, etc. Caseload numbers are going down, which should help remedy our responsiveness issues.

TRE's Executive Team is also focusing on Customer Service – its definition, what steps are being taken to improve TRE's customer service in all areas.

### Systems Changes

Work continues with HCPF, TRE staff and others on the challenges that the continued systems changes are having on staff and for people with disabilities. These constant changes and workarounds are exhausting, and it is not sustainable. HCPF must address how they plan to minimize the administrative burden as the systems continue to change.

This also impacts TRE's internal work as changes needed for TRE's progress may need to be delayed so that staff are not burned out.

### State Budget

The Governor's budget does not include any "across the board" cuts to programs. However, there also is no common policy rate increase. The Governor's budget is being

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reviewed by the Joint Budget Committee and Alliance Colorado will be monitoring JBC Hearings in December to determine advocacy that may be needed.

Early Intervention Services has been receiving \$3.5 million to help with workforce investment for the past 3 fiscal years. The Governor's budget has included this money plus an additional \$100,000 to cover growth in the program. This means adjustments will be needed in how EI Colorado manages workforce investment activities. Currently, they are not anticipating any cuts to programs.

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The Governor's budget also included a request to make Early Intervention an entitlement program in Colorado. This will require legislation, and it is hoped that it would be sponsored by the Joint Budget Committee.

Ms. Thornton shared another area that is expecting a huge cut is autism services and ABA Therapy (reimbursement from the State). This will not directly impact TRE but will impact many families receiving services from TRE. Ms. Batchelor and Ms. Thornton will meet to discuss needed advocacy.

TRE is working with both Alliance Colorado and Ed Bowditch, TRE Lobbyist, on these issues so that the Joint Budget Committee is made aware of the challenges associated with the proposed budget.

## **IX. NEW BUSINESS**

There will not be a BOD meeting in December 2024.

Governor Appointed Boards – Mayor Sharon Thompson, Board member shared that there are vacancies on several Governor Appointed Boards, including the DD Council. Ms. Engram will send the information to BOD members or use Google to find the information.

## **X. ONGOING BUSINESS**

None.

## **XI. PUBLIC COMMENTS**

Sarah Nolan, TRE Volunteer Respite Program Manager informed the group that TRE was awarded a grant from Disabling Barriers to help address the funding shortfall for TRE's Respite Programs. Thank you to the BOD for approving this grant application. It is a big win for our families.

Ms. Nolan then reminded the group that they are always looking for volunteers for the many programs offered to families, but especially in December. If you are able to help, please contact Ms. Nolan or Tammie Engram.

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**XII. SCHEDULE OF NEXT MEETING**

The next Board of Director's meeting is scheduled for **Wednesday, January 15, 2025, beginning at 7:30 am at The Resource Exchange, 6385 Corporate Drive, Colorado Springs and/or via Teams.**

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

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**A MOTION WAS MADE BY PATRICK DAVIS, SECONDED BY SARAH BRITTAIN JACK TO ADJOURN THE REGULAR MEETING. *Motion unanimously approved.***

The regular session of the meeting adjourned at 8:55 am.

SUBMITTED BY:

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Colleen Head Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

\_\_\_\_\_  
Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

\_\_\_\_\_  
Laurie Huisingsh, Secretary



December 19, 2024

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The Resource Exchange Board of Directors  
6385 Corporate Drive  
Suite 100  
Colorado Springs, CO 80919

Dear Board of Directors:

I am writing to ask for your approval to add Rhonda Berry as a member of The Resource Exchange's Family Support Council.

Rhonda is currently employed as an advocate with The Arc of Pueblo and is a family member of an individual with a disability. Rhonda is a member of the Pueblo community and will be an invaluable member of our council as we continue to learn more about the Pueblo community and their needs from the Family Support Program.

Rhonda meets all necessary requirements for Family Support Council membership. She has completed all the required training to become a Family Support Council member and has been approved to join by the rest of the council at our December 18, 2024, meeting.

Thank you for your consideration of this request.

Sincerely-

A handwritten signature in black ink, appearing to read 'Callie Murphy', is written over the printed name.

Callie Murphy  
State General Fund Programs Manager  
The Resource Exchange  
6385 Corporate Drive #100  
Colorado Springs, CO 80919  
719-301-9109  
[cmurphy@tre.org](mailto:cmurphy@tre.org)