



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, October 16, 2024

MEMBERS PRESENT: (via Teams unless otherwise noted)

LOIS LANDGRAF, Chair – in person
LAURIE HUISINGH, Secretary – in person
MEGAN BILLESBACH
HEIDI BRANDON
BERNARD BYERS
TRACI MARQUES
GEORGE MENTZ
JENNIFER THORNTON
DAVE PAUL
STEPHEN VARELA

MEMBERS ABSENT:

PATRICK DAVIS, Vice Chair
JESSIE MARTINEZ, Treasurer
SARAH BRITTAIN JACK
RAQUEL DOMINGUEZ
EMERALD DOYLE
SHARON THOMPSON

STAFF PRESENT:

COLLEEN BATCHELOR, CEO
JESSICA BELL, Human Resources Manager
BRIANA BLOCK, Intake Coordinator
BRIANA CAZARES, Ongoing Coordinator
SUMMER DOWDING, Intake Coordinator, Teller County
JEWEL DURAN, Ongoing Coordinator, Pueblo County
TAMARA ENGRAM, Executive Assistant
HAYLEY FERGUSON, PAR Coordinator
MIKIEL GHELIEH, Ongoing Coordinator, Pueblo County
DON GRAY, Facilities Director
CHAD GUFAROTTI, Assistant Director of Development
JANET HIDALGO, Ongoing Coordinator, Pueblo County
TRAVIS HILL, Ongoing Coordinator, Pueblo County
MORGAN JACOBUS, Marketing and Communications Manager



TAMIE KNERR, Controller
JON LATHAM, CMA Coordinator, Pueblo County
PATRICK MAELLARO, Case Aide, Pueblo County
CALLIE MURPHY, State General Funds Manager
BETH NESTER, Ongoing Coordinator
DEANNA NEZVENSKY, Ongoing Coordinator, Pueblo County
RACHEL OGAWA, Enrollment Coordinator
KIMBERLY REISIGER, Ongoing Coordinator
WILLIAM RYDER, Ongoing Coordinator
KITTY SILVERS, Credentialing, Authorization & Billing Specialist
ABBEY SOUKUP, Quality Coordinator
GINGER STRINGER, Physician Outreach Program Specialist
CJ TAYLOR, Ongoing Coordinator
LAURA THOMAS, Ongoing Case Management Director
KAREY URBANSKI, Human Resources Director
HEATHER WHITWORTH, CFO
EMILY WILLMOTT, Enrollment Coordinator
NICOLE WILLOUGHBY, Ongoing Coordinator, Pueblo County
ANGEL WILMORE, Nursing Facility Coordinator

GUESTS:

KAYLEE ALCORN, Community Member
DWAN ARAGON, Human Touch Home Health Care
RICHARD BARROS, Special Kids Special Families
CATHY BRADBURY, Bethesda Lutheran Services
ED BOWDITCH, Bowditch & Cassell Public Affairs
STACEY BURNS, Organizational Consultant – in person
TIM CUNNINGHAM, Cheyenne Village
719.252.3170-did not provide name
970.939.0545-did not provide name

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. INTRODUCTION OF NEW STAFF

The Board of Directors welcomed the new staff to TRE.

IV. STRATEGIC FOCUS, LEGISLATIVE INFLUENCES

Edward Bowditch, Bowditch & Cassell Public Relations thanked everyone who was involved with the recent Legislative Town Hall.

Please Note: The link to view the Town Hall is available on TRE's website.

Mr. Bowditch then reviewed information on several areas of upcoming state funding projections. The state is facing approximately a \$921 million budget deficit. This number will most likely change many times as July 1, 2025, approaches. It is likely that any new bill requests that cost money in this coming legislative session will have a very tough time getting approved.

In two weeks, the Governor's budget for the next fiscal year will be presented. The Joint Budget Committee will begin their work in mid-November and will review budget requests in December.

In terms of what might affect The Resource Exchange, there is no information yet on what HCPF's supplemental ask might be. Also, the Workforce Investment Funding for Early Intervention Services could be in jeopardy due to the state's shortfall.

The Legislative Session begins on January 8 and concludes on May 7.

The group thanked Mr. Bowditch for his hard work on behalf of The Resource Exchange.

V. MISSION MOMENT- TRE 60th Anniversary Coverage

Morgan Delfalco and Colleen Batchelor shared information and a video of a local television station's coverage of TRE's 60th Anniversary Celebrations-the yarn bombing activities. Emerald Doyle also shared her story and her journey with TRE.

(The video from KRDO is incorporated into these minutes by reference and can be found in the October 16, 2024 Board records for further review).

VI. CONSENT AGENDA

A MOTION WAS MADE BY LAURIE HUISINGH, SECONDED BY HEIDI BRANDON TO ACCEPT AND APPROVE TRE BOARD OF DIRECTORS' MEETING MINUTES DATED SEPTEMBER 18, 2024, AS PRESENTED). *Motion unanimously approved.*

VII. BOARD COMMITTEE REPORTS

- a. Finance and Investment Committee (FIC)
Quarterly 401(k) Plan Review – Springs Wealth Group met with the FIC to review the 401(k) plan.
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All portfolios that are available for staff to invest in look healthy with none being on the watch list.

The group reviewed various matching rates and methodologies to simplify the match and offer additional incentives for staff to invest.

A recommendation was made to the TRE BOD to change TRE's current 401(k) rate and match and move to a 100% match up to the first 3% of salary. This request will be within what was budgeted for the 401(k) plan in the FY25 budget that was approved by the BOD in June 2024.

George Mentz, Board member asked that the recommendation be presented in writing before a formal vote is taken.

A MOTION WAS MADE BY HEIDI BRANDON, SECONDED BY LAURIE HUISINGH TO RESCIND THE RECOMMENDATION/MOTION TO THE BOARD OF DIRECTORS UNTIL AFTER THE RECOMMENDATION IS PROVIDED IN WRITING TO THE BOARD OF DIRECTORS. *Motion unanimously approved.*

Heather Whitworth, CFO will work with Springs Wealth Advisors to provide written information on the suggested changes to the 401(k) rate and match. This written recommendation will be provided to the Board of Directors via electronic mail asking for a vote on the recommendation via electronic mail.

The 401(k) audit for the calendar year 2023 is complete and a copy was sent to BOD members via email earlier this week.

Financial Statements through September 2024 and YTD Through September – The group reviewed the statements with the following notes:

- For September 2024, a positive bottom line of \$955,000 for TRE; a loss of \$142,000 for 6385 Corporate Drive LLC with an adjusted positive bottom line of \$813,000 for TRE.
 - Cash position remains strong with approximately 2 months of cash on hand in TRE's Sweep and Bank Accounts.
 - Accounts Receivables are extremely high due to not having received payments from Early Intervention Colorado for any performed activities in Fiscal Year 25 (\$1.2 million over the 45-day normal payment timeline.) TRE continues to pursue these payments on a consistent basis.
 - The activity between 6385 Corporate Drive LLC and TRE covered the staffing and expenses related to the current TRE staff provided for the building.
 - Revenue is being recognized from the work being performed on the Backlog Reduction Plan. Revenue from Monitorings is very close to meeting the amount budgeted for in the FY25 budget.
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- Health Insurance for staff shows a negative number for the month due to this being accidentally accrued in August (paid and booked in August).
- FTEs show temporary staff in the number included in the budget as it was not certain whether TRE would hire temp workers or use a temporary agency for staff needed to work on the backlog reduction plan. Temp agencies are being used which skews the numbers in the budget.

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

b. Nominating Committee

George Mentz, Nominating Committee Chair welcomed Stephen Varela. Mr. Varela is from the Pueblo area and brings new expertise to the BOD.

The Committee continues to vet additional members for full BOD consideration.

Chair Landgraf informed the group that one BOD has chosen to no longer serve on the BOD.

c. Development Committee

60th Anniversary Celebration

Mrs. Defalco provided an overview of the activities for the 60th Anniversary Celebration.

A question was raised on whether TRE will continue to host the Art Shows. No plans have been made as of this writing.

d. 6385 Corporate Drive LLC Report

Don Gray, Facilities Director reported.

- Construction is wrapping up on all areas of expansion.
- New signage for the building will be installed by the end of the month.
- Winterization of the building was completed.
- Jennifer has held several walk throughs with potential clients in New Altitude's space.
- IT upgrades for New Altitude are now complete.

e. Executive Committee

Chair Landgraf reminded the BOD that if you receive a call or email from a client or family member, please forward that information to CEO Batchelor to respond to any concerns or requested information.



VIII. CHIEF EXECUTIVE OFFICER'S REPORT

Backlog Reduction Plan Update

Good progress is being made on the Backlog Reduction Plan. For specific information, please see the chart in the CEO's Report. Work in September focused on Prior Authorization Requests (PARs) for revisions of services and updating of services. The backlog of these was all completed.

In the area of referrals, intakes and initial levels of care, those numbers are not static. They are impacted by the number of referrals that are received each month. Additional information will be shared in November.

Delayed Service Plans has also seen significant progress. In September there were 117 remaining in that category. 113 were due to issues in the Care and Case Management (CCM) system.

Many Service Coordinators are carrying caseloads higher than 65. HCPF is requesting that these are monitored and reduced by January 2025. Consistent staffing is needed to meet this goal.

Staffing, Retention and Training

Please note that the staffing report is as of October 1. Thirteen new staff started in October with an additional 6 to begin before October's end. Additionally, 13 temporary coordinators also started work this week as part of the 30 that have been hired to assist with the backlog. These temporary staff have done an amazing job.

CEO Batchelor explained the difference between the HR and Finance Reports on staffing and it is that the temporary staff were considered as staff when the budget was completed in June as it was not determined how they would be hired – through TRE or a staffing agency.

The group then discussed the importance of staff retention, reasons why staff leave employment at TRE and leadership's responses to identified trends. It was suggested to share with family members on the BOD to gain feedback from a parent's perspective.

Karey Urbanski, HR Director shared information on activities that TRE is working towards on retention as well as engagement (Employee Wellness and Engagement Committee; Additional mental health resources; Predictive Index Tools (behavior assessment tools); Professional Development; Support for and effectiveness of teams.

Feedback was shared that staff are receiving good training on TRE's culture, policy and procedures etc. but not the job-related tasks and specifically learning waivers and rules and regulations that come with each. CEO Batchelor shared that TRE is working hard to transfer classroom-based training to the application of that training in day-to-day work.



Job coaching, mentoring, support and team support are areas that are essential especially since the work is so complex.

Laura Thomas, Director of Ongoing Case Management in El Paso, Park and Teller Counties shared that HCPF has required trainings that all staff must complete. When onboarding new service coordinators, they are only introduced to two waivers at a time due to the complexity of the services, rules and regulations.

All Service Coordinators have information on waivers, rules and regulations available to them including access to those employees who have more specialized knowledge in various waivers.

The group then discussed the retention/turnover rates. This information will be provided in next month's CEO report.

The 1:65 ratio for caseloads as prescribed by HCPF was also discussed.

IX. NEW BUSINESS

- a. Strategic Focus for November 20, 2024 Board of Director' Meeting
 - Fundraising and Development

X. ONGOING BUSINESS

None.

XI. PUBLIC COMMENTS

None.

XII. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, November 20, 2024, 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

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

The regular session of the meeting adjourned at 8:45 am.

THESE OCTOBER 16 2024 BOARD OF DIRECTORS' MEETING MINUTES WERE APPROVED UNANIMOUSLY AT THE NOVEMBER 20, 2024 BOARD OF DIRECTORS' MEETING.

SUBMITTED BY:

Colleen Head Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Laurie Huisingh, Secretary