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**BOARD OF DIRECTORS' MEETING NOTICE**

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, APRIL 16, 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 TAMMIE ENGRAM ON 719.785.6425 or [TENGRAM@TRE.ORG](mailto:TENGRAM@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 –
  - a. Systems to Support the Highest Quality in Person Centered Service Delivery – Wipfli
- V. MISSION MOMENT
- 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, March 19, 2025
- VII. BOARD COMMITTEE REPORTS
  - a. Finance and Investment Committee (FIC) – Jessie Martinez, Treasurer
    - Monthly Report – March 2025
      - Approval of FIC Report for April 14, 2025
  - b. Legislative Committee – Sarah Brittain Jack
  - c. Nominating Committee – George Mentz
  - d. 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.*

e. 6385 Corporate Drive LLC BOD Report – Jenn Strehlow

f. Executive Committee – Lois Landgraf, Chair

VIII. CEO REPORT – Colleen Batchelor, CEO

IX. NEW BUSINESS

a. Strategic Focus-May 21, 2025

- Expand Brand Recognition and Community Understanding of TRE’s Mission and Impact

X. ONGOING BUSINESS

XI. PUBLIC COMMENTS – 5 minutes

XII. SCHEDULE OF NEXT MEETING – **IN PUEBLO** -- May 21, 2025 at 7:30 am

XIII. MOTION TO ADJOURN TO EXECUTIVE SESSION

XIV. EXECUTIVE SESSION

a. Developing strategy for negotiations and instructing negotiators

XV. MOTION TO ADJOURN REGULAR SESSION



**BOARD OF DIRECTORS' MEETING MINUTES**  
**Wednesday, March 19, 2025**

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

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

**MEMBERS ABSENT:**

LAURIE HUISINGH, Secretary  
JENNIFER THORNTON  
STEPHEN VARELA

**STAFF PRESENT:**

CORINNE ARELLANO, CMA Coordinator, Ongoing, Pueblo  
BRAELYN AYALA, CMA Coordinator, Ongoing, Pueblo  
COLLEEN BATCHELOR, CEO – in person  
KIEYA BELMONT, CMA Coordinator, Ongoing, Pueblo  
LINDSEY BROUGH, Speech Language Pathologist – in person  
DESTINY CHAVEZ, Intake Coordinator, Pueblo  
TINA CHAVEZ, CMA Coordinator, Prior Authorization Request  
DANIEL COWLES, CMA Coordinator, Ongoing  
ROBERT DAVISON, Nursing Facilities Coordinator  
LIVIA DEMOPOULOS, CMA Coordinator, Ongoing  
CLARE DUNNING, CMA Coordinator, Ongoing  
TAMARA ENGRAM, Executive Assistant – in person  
DORA FERGUSON, Information Technology Director  
SETH FULLER, CMA Coordinator, Ongoing

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ALISON GERVAIS, CMA Coordinator, Ongoing, Pueblo  
HEIDI GILBERT, CMA Coordinator, Quality  
ALISHA GRESHAM, CMA Coordinator, Ongoing  
CHAD GUFAROTTI, Assistant Director of Development – in person  
BRANDI GRIFFITHS, Case Management Manager  
MORGAN JACOBUS, Marketing and Communications Manager  
LAUREN JAROME, CMA Coordinator, Quality  
RYAN KUYPER, Learning and Staff Development Director  
KELLY LYNG, Development Director  
VANESSA MARTIN, EI Lead  
HEATHER MEIZIS, CMA Operations and Communications Director  
GINGER McBRIDE, Lead Coordinator-Learning & Staff Development  
WENDY MORAD, Licensed Medical Professional  
CALLIE MURPHY, State General Funds Manager  
MEGAN NICHOLSON, CMA Coordinator, Ongoing, Pueblo  
SARAH NOLAN, Volunteer Respite Programs Manager  
CHARLENE NOVAK, CMA Coordinator, Ongoing, Pueblo  
SALLY NUSBAUM, CMA Coordinator, Ongoing  
ZULLY PARKER, CMA Coordinator, Ongoing  
JILLIAN RAIGER, CMA Coordinator, Ongoing  
KAREN RICE, Early Intervention Billing Manager  
DOMONIQUE ROSARIO, CMA Coordinator, Ongoing  
DIANA SALAZAR, CMA Coordinator, Quality  
RACHEL SANDEEN, Respite Programs Assistant  
METZY SHRADER, CMA Coordinator, Quality  
KITTY SILVERS, Credentialing, Authorization & Billing Specialist  
ANNIKA SQUIRES, CFS Coordinator  
GINGER STRINGER, Physician Outreach Program Specialist  
THEODORE THOMPSON III, CFS Coordinator  
CHERI ULMER, Program Support Manager  
KAREY URBANSKI, Human Resources Director  
HOLLY WARNER, CMA Coordinator, Quality  
LOUISE WHEELER, CMA Coordinator, Ongoing, Pueblo  
HEATHER WHITWORTH, CFO  
MARGRETTA WILLEMIN, CMA Coordinator, Ongoing  
DANIELLE WRIGHT, Quality Coordinator  
TIMOTHY WRIGHT, CMA Coordinator, Ongoing

**GUESTS:**

DWAN ARAGON, Human Touch Home Health Care  
RUTH ANN ARBER, Lifeline  
RICHARD BARROS, Special Kids Special Families  
ED BOWDITCH, Bowditch and Cassell Public Affairs  
TRACY BROWN, Common Roots

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MATEO FLORES, Stallar Care  
JENN PEREZ  
JENNIFER STREHLOW, New Altitude Director

**I. CALL MEETING TO ORDER**

The regular meeting was called to order at 7:37 am by Lois Landgraf, Chair.

**II. PUBLIC COMMENTS**

None.

**III. INTRODUCTION OF NEW STAFF**

The Board of Directors welcomed the new staff to The Resource Exchange.

**IV. LEGISLATIVE UPDATE – Ed Bowditch**

Mr. Bowditch provided updates on activities at the State Capital. Much of the current work is focused on the budget.

- Joint Budget Committee (JBC) will hopefully finalize their budget recommendations today.
- Long Bill will be introduced to the Senate on Monday.

Information pertinent to TRE:

- JBC voted to approve a supplemental appropriation to make the Early Intervention Program budget whole for this fiscal year-the remaining 3-1/2 months left in this fiscal year.
- JBC will continue to finalize their recommendations for the coming fiscal year. At this time there are no drastic cuts to programs that could affect the people that TRE supports.
- To date, the JBC has not planned to propose any reductions in provider rates, or State funded programs like Family Support and State Supported Living Services (SLS).

The information and education opportunities provided by TRE and provider agencies at their Legislative Town Halls and other events are very beneficial for the elected officials.

Mr. Bowditch and Colleen Batchelor, CEO continue to schedule time with TRE's delegation. However, it is very important that family members reach out to their elected representatives to share their stories and needs.

**V. MISSION MOMENT AND STRATEGIC FOCUS – Social Impact Work at TRE**

Sarah Nolan, Volunteer Respite Programs Manager, introduced Mr. Stephen Feinland. Mr. Feinland shared his appreciation as a single dad for the respite programs offered. He

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added that these programs are very important. He encouraged everyone to volunteer and donate towards the respite programs.

Lindsay Brough, Speech Language Pathologist and Jennifer Strehlow, Director of New Altitude discussed the use of assistive technology in early intervention, including low-tech, mid-tech, and high-tech devices to support children's independence and development.

- **Low-Tech Devices:** Ms. Brough explained that low-tech assistive technology devices include items like glasses, pencil grips, and weighted blankets, which help children with motor difficulties and sensory regulation.
- **Mid-Tech Devices:** Mid-tech devices include adapted toys with switches that allow children with motor difficulties to play independently. Ms. Brough demonstrated how simple modifications can make toys accessible and more enjoyable for children.
- **High-Tech Devices:** High-tech devices include communication devices and wheelchairs. These devices can grow with the child, supporting their communication and mobility needs throughout their life.

Ms. Brough explained the toy adapting project, which teaches families how to adapt toys for children with motor difficulties, making play more accessible and enjoyable.

Ms. Nolan provided an overview of TRE's respite programs - Break Time (Birth-21 years of age), Gathering Time (18-35 years of age), Cooking Time (held at The Arc's adaptive kitchen for preteens, teens and adults), and Our Time (for siblings of kids with disabilities). All programs are funded through State General Funds, grants and donations.

Ms. Strehlow discussed the social impact of New Altitude with one of its goals focusing on decreasing unemployment among individuals with disabilities and partnering with organizations to create meaningful employment opportunities. The partnerships and collaborations with organizations like Whispering Aspen, UCCS, and RM Soap Market to support employment for individuals with disabilities were highlighted. If you know of businesses that could benefit from employing people with disabilities, please let TRE know.

Each presenter encouraged donations, volunteer support, and spreading awareness about TRE's programs that are not always funded by State and Federal dollars.

## VI. CONSENT AGENDA

One correction to the February 19, 2025 BOD Meeting Minutes was presented – Emerald Doyle was not present at the meeting.

**A MOTION WAS MADE BY SARAH BRITAIN JACK, SECONDED BY HEIDI BRANDON TO ACCEPT AND APPROVE TRE BOARD OF DIRECTORS' MEETING MINUTES DATED FEBRUARY 19, 2025 WITH THE CORRECTION NOTED). *Motion unanimously approved.***

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## VII. BOARD COMMITTEE REPORTS

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

Financial Statements through February 2025 – The group reviewed the statements with the following notes:

- Jessie Martinez, Treasurer provided a financial update, reporting higher-than-expected revenues of \$794,000 for February, including a one-time payment for training, and grants received for respite programs.
- New Altitude memberships are down. An aggressive marketing campaign is underway.
- The line of credit with Collegiate Peaks Bank (formerly Bank of San Juans) has been renewed for two years with the transfer of \$130,000 to TRE's Collegiate Peaks account. This transfer brings the balance to \$300,000 which is required.
- Audit Updates:
  - 900 Report is being worked on.
  - The Single Audit will be complete by the end of this month and filed with the IRS by the deadline of May 15, 2025.

**A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE TO APPROVE THE MARCH 17, 2025 FINANCIAL REPORT FOR THE RESOURCE EXCHANGE. *Motion unanimously approved.***

### b. Development Committee

Kelly Lyng, Development Director reported.

Ms. Lyng discussed the Development Committee's efforts, including speaking engagements, partnerships, and celebrating TRE's one-year anniversary of serving the Pueblo community. Be sure to follow TRE on social media to keep up-to-date on all the activities.

Charlie Huebner, Olympic Paralympic Committee and past TRE Board member joined a recent meeting to discuss Advisory Councils etc. in relation to funding for TRE.

### c. 6385 Corporate Drive LLC Report

Jennifer Strehlow, Director reported.

- Ms. Strehlow introduced Amanda DeMarco as the new hire for New Altitude. Welcome Amanda.
- As Treasurer Martinez reported earlier, New Altitude has increased its marketing efforts and customer experience efforts to increase revenue and elevate businesses.
- Ms. Strehlow will send a template to TRE BOD members regarding Google reviews.

### d. Executive Committee

Lois Landgraf reported.

The Executive Committee did not have a formal meeting. Lois Landgraf, Chair informed the group that Congressman Crank's office representatives called to discuss the Medicaid

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Plan proposed cuts. A meeting regarding this issue will be scheduled soon with CEO Batchelor.

## VIII. CHIEF EXECUTIVE OFFICER'S REPORT

State Budget Meetings – CEO Batchelor spent much of the past month meeting with State Department representatives, JBC staff and our elected officials on the importance of continued funding for many of TRE's programs.

Case Management Systems Changes – Work continues on the simplification of internal and external processes and interactions. The first step of our organizational restructuring was recently implemented by moving back to one case management department. This will eliminate the duplicative work that was being done and streamline this work and communications both internally and externally.

Children's services are also being reviewed to be certain that interactions across the board are as efficient as possible.

## IX. NEW BUSINESS

None

## X. ONGOING BUSINESS

None.

## XI. PUBLIC COMMENTS

None.

## XII. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, April 16, 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

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

The regular session of the meeting adjourned at 9:20 am.

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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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## TRE Development Committee Meeting Follow Up

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From Chad Gufarotti <cgufarotti@tre.org>

Date Tue 4/8/2025 12:44 PM

To Kelly Lyng <klyng@TRE.ORG>; Ron Rubin <fundman13@gmail.com>; Patrick Davis <patrickdavis86@yahoo.com>; Bernard Byers <Bernard.Byers@vectrabank.com>; Brad Baumgartner <brad.baumgartner@imacorp.com>; Lauriehusingh <Lauriehusingh@me.com>; Kim Matthews <kpmatthews5@gmail.com>; Brian Smith <brian.smith@jaxon-em.com>; Megan Billesbach <Megan.Billesbach@cchacares.com>; Tammie Engram <tengram@TRE.ORG>

Cc Colleen Head Batchelor <CHeadBatchelor@TRE.ORG>; De'Aura Lemus, MSW <DLemus@TRE.ORG>; Morgan Taylor Defalco <MDefalco@tre.org>; Jenn Strehlow <jenn\_strehlow@newaltitude.co>; Sarah Nolan <SNolan@TRE.ORG>; Karey Urbanski <kurbanski@TRE.ORG>; Bernard Byers <bh\_byers@hotmail.com>; Sandra Nassif <SNassif@TRE.ORG>; huebnercharlie@gmail.com <huebnercharlie@gmail.com>

Good afternoon, TRE Development Committee.

I hope everyone is having a great week so far. Included in this e-mail are the agenda and notes from our meeting last Friday:

- Consultant update- Pam and Sally will be speaking with TRE and New Altitude Board members in the coming weeks.
- Adam & Son Partnership- 5% of your auto service can go back to TRE through their Repairs for a Purpose program.  
Repairs for Purpose – Adam & Son Auto Repair

### Repairs for Purpose – Adam & Son Auto Repair

Every repair makes an impact. Select a charity, club, or organization, and we'll donate 5% of your service total (up to \$100 per visit) to support their mission.

adamandson.com

- Art Show and Sale 1<sup>st</sup> Committee Meeting- April 21, 3- 4pm. At the TRE office. Please let us know if you want to join.
  - Lots of good ideas already. We will discuss on the 21st.
  - Art Show and Sale event date is September 11<sup>th</sup>.
- Sharing the Credit
  - Credit card processor. They have a program to give extra credit card fees to non-profits.
  - We will look to test the program with New Altitude.
- The Respite Program needs volunteers.

- The Air Force Academy changed how they manage leave passes and volunteering will no longer be exempt from using a leave pass. Therefore the number of cadets coming to volunteer will be reduced.
  - Karey has contact at Coronado H.S. - Can 16-18 olds volunteer at Respite events if we have older chaperones?
  - Megan Billesbach invited Chad to attend a community advisory board meeting to talk about volunteer opportunities.
- Project Search
    - Jenn and Ron know Ann Cesare at UC Health.
    - Jenn will reach out about Project Search employment program.
    - Project SEARCH helps people with intellectual and developmental disabilities transition from school to work - UCHealth



Project SEARCH gives people with intellectual and developmental disabilities the opportunity to transition from school to work

UCHealth has Project SEARCH programs available in hospitals throughout Colorado. Watch this video to learn more about this program.

[www.uchealth.org](http://www.uchealth.org)

- Disability Benefit Application Assistance
  - We received \$110,000 from the Colorado Disability Funding Committee to help assist clients with applying for disability benefits.

Please let me know if I missed anything.

Thank you!

Chad Gufarotti  
Assistant Director of Development, Contracts and Grants  
Pronouns: he/him/his  
The Resource Exchange  
6385 Corporate Drive, Suite 100  
Colorado Springs, CO 80919  
Office: 719.418.4901



## **The Resource Exchange, Inc.**

Chief Executive Officer Report

March 2025

### **TRE**

- **Organization News and Updates.**
  - CMA Updates
    - The CMA Leadership, after taking initial steps to reorganize its Director level positions, is now focused on Manager level positions and teams to align with new Director roles. Detailed descriptions of the organizational changes will be presented to the Board at the May Board meeting.
  - Early Intervention Updates
    - Early Intervention leadership is currently focused on finalizing the required FY25-26 budget to CDEC.
  - Staffing Updates
    - As of 4/3/25, recruitment has remained strong and staffing is remaining stable. TRE remains at a 94% FTE fill rate compared to 95% in March.
    - As of 4/3, TRE has 38 positions to be filled, however, onboarding of new employees has remained strong in April.
  - AI Policy
    - A workgroup has been established to guide the responsible use of Artificial Intelligence (AI) and to create a policy for the use of AI within TRE work. This updated policy and training for staff will be provided in April. Some key information:
      - CoPilot will be the only approved AI tool allowed for work at TRE. TRE uses Microsoft products and CoPilot is currently the only tool that meets HIPAA compliance required to protect the information of Members served by TRE.
      - AI generated content will be properly cited when used as a resource for company work.
      - AI procedures are part of TRE's Global Information Technology policy.
- **Executive Team Updates.**
  - The Executive Team continues to focus on finalizing a Communication Plan that outlines the various types of communication needed within the organization and the method or platform that will be used, including who the staff responsible will be for each category of communication. This plan is expected to be finalized in April and will be presented to the Board in May.



## The Resource Exchange, Inc.

Chief Executive Officer Report  
March 2025

- The Executive Team is also in the process of finalizing a customer satisfaction survey as well as a staff satisfaction survey. These surveys are intended to capture data in real time to inform decision making and progress through the various initiatives focused on these areas. The surveys and process will be presented at the May Board Meeting.

### State

- **Health Care Policy and Finance (HCPF).**
  - The JBC approved a 1.6% rate increase for Medicaid services. This will still need to go through the Senate, House, and Governor before final approval by the end of April. This is a significant achievement for the system, given the state's budget deficit.
- **Early Intervention (EI).**
  - Colorado Department of Early Childhood (CDEC) was approved for a \$2 million supplemental for FY 24-25 to partially cover its \$4 million deficit. The remaining \$2 million will come from contract reductions with local EI Brokers who are currently underspending on negotiated budgets. TRE has agreed to a reduction based on underspending for benefits.
  - In addition, the JBC provided an additional \$16 million in the FY 25-26 budget for EI to cover project deficit based on JBC staff analysis and recommendation.

*Colleen Batchelor*

Respectfully submitted:

Colleen Batchelor, Chief Executive Officer

02 April 2025