



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, August 20, 2025

MEMBERS PRESENT: (via Teams unless otherwise noted)

PATRICK DAVIS, Chair – in person
TYLER ATKINS, Treasurer – in person
LAURIE HUISINGH, Secretary – in person
MEGAN BILLESBACH – in person
SARAH BRITTAIN JACK – in person
BERNARD BYERS
JOEL CRANK – in person
EMERALD DOYLE
LOIS LANDGRAF, Past Chair
SUMER LIEBOLD
TRACI MARQUES
GEORGE MENTZ
CARISSA SMITH – in person
JENNIFER THORNTON

MEMBERS ABSENT:

ARTHUR GLYNN
SHARON THOMPSON
STEPHEN VARELA, Vice Chair

STAFF PRESENT:

KAELINA BABB, CMA Intake Coordinator, Woodland Park
MAKENZIE BACA, CMA Coordinator, Ongoing
MICHAEL BACA, Case Aide, Pueblo
ALEXUS BARELA, Case Aide, Pueblo
COLLEEN BATCHELOR, CEO – in person
CERISSA BELL, CMA Coordinator, Ongoing
SUSAN CALLAN, CMA Supervisor
TINA CHAVEZ, CMA Coordinator, Prior Authorization Requests (PAR)
CHRISTINA CISNEROS, CMA Coordinator, Ongoing, Pueblo
KYLE COX, Senior Program Manager, Interim - in person
MEGAN CHRISTIE, Case Aide, Pueblo
SHERIDAN DAMIAN, Case Aide, Pueblo
MORGAN DeFALCO, Marketing and Communications Manager – in person

DORA FERNANDEZ, IT Director
LORI GANZ, Clinical Services Director
DON GRAY, Facilities Director – in person
BRANDI GRIFFITHS, Case Management Manager – in person
CHAD GUFAROTTI, Assistant Director of Development
TRINA GUTIERREZ, CMA Coordinator, Intake
KAITLYN HANSON, CMA Coordinator, Ongoing
EASTON HARTIGAN, CMA Coordinator, Ongoing, Pueblo
TAMIE KNERR, Controller
RYAN KUYPER, Director, Learning and Staff Development
BRIANA LARSON, CMA Supervisor, Ongoing
DE'AURA LEMUS, Strategy and Culture Specialist – in person
RHEANNAN LUND, Supervisor, CFS
GINGER McBRIDE, Lead Coordinator, Learning & Staff Development
HEATHER MEIZIS, Director, CMA Operations & Communications – in person
CALLIE MURPHY, State General Funds Manager
SARAH NOLAN, Volunteer Respite Program Manager
JOHN OGNIBENE, Case Aide
ALICIA PALMER, CMA Coordinator, Ongoing
LUIS PEREZ, CMA Coordinator, Enrollment
AMANDA PRICE, HR Manager
AMANDA REED, Director, Children's Services
KAREN RICE, Early Intervention Billing Manager
GABRIEN ROCKWOOD, CMA Coordinator, Intake
GRADY SAMI, CMA Coordinator, Ongoing
KITTY SILVERS, Credentialing, Authorization & Billing Specialist
GABRIELLA STREHLOW, Coordinator, CFS
JENNIFER STREHLOW, New Altitude Director – in person
GINGER STRINGER, Physician Outreach Program Specialist
MARIA SUTTON, Support Coordinator, Pueblo
LAURA THOMAS, Director, Adult Services
DAKOTA TORELLO, CMA Coordinator, Ongoing, Pueblo
CHERI ULMER, Assistant Director of Regional Services – in person
KAREY URBANSKI, Chief People Officer – in person
AMBER VELASQUEZ, CMA Supervisor, Pueblo
HEATHER WHITWORTH, CFO
SAMANTHA WINTER, Case Management Manager
MICHAEL YAMAMOTO, CMA Coordinator, Ongoing

GUESTS:

KIANA ADAMS, Overture Services
SARAH ALLEN, Freedom Care
RUTH ARBER, Lifeline/Connect America
RICHARD BARROS, SKSF Colorado
STACEY BURNS, SDB Social Impact LLC – in person
JACKIE CHAPMAN, Eagle Health
MATEO FLORES
STEPHANIE GARCIA, The Arc of Pueblo
JACKIE GEBERT, Life Station
LISA HRINIK, Wipfli
BRIDGET KIRBY, Community Intersections
SABRINA MAY, PASCO
ALYSON McKINSTER, Wipfli
SANDRA MONTEE, Colorado Bluesky Enterprise
JENNIFER PEREZ, ILC, Pueblo
DAVID PUMP, Pueblo Diversified Industries
ANTHONY SHIBATA, Wipfli
REBECCA STRICKLAND
JENNA WOLFE,
STORM WORTHAM, Parker PHC
JAM'S ASSISTANT
1.504.495.1748
1.719.963.4773

I. CALL MEETING TO ORDER

The regular meeting was called to order at 7:31 am by Patrick Davis, Chair.

II. PUBLIC COMMENTS

None.

III. INTRODUCTION OF NEW STAFF

New staff were introduced and welcomed to The Resource Exchange.



IV. CONSENT AGENDA

A MOTION WAS PRESENTED BY JOEL CRANK, SECONDED BY TYLER ATKINS TO ACCEPT AND APPROVE THE CONSENT AGENDA ITEM, TRE BOARD OF DIRECTORS' MEETING MINUTES DATED JULY 16, 2025. *Motion unanimously approved.*

V. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC) Report

Tyler Atkins, Treasurer presented the Financial Reports covering the fiscal year ended June 30, 2025, and July 2025 month-end, highlighting strong year-end financials and a minor early-year budget deficit.

- **Fiscal Year-End Financials:** Treasurer Atkins reported a net income of approximately \$2.3 million for the fiscal year ending June 30, 2025, with assets up \$1.9 million from the previous year and strong cash and liquidity positions.
- **July 2025 Financial Performance:** July 2025 was slightly behind budget, which is typical for the organization, and identified a deficit mainly due to per member per month (PMPM) line items. CMA Managers were asked to investigate further and report back at the September FIC meeting.

Heather Whitworth, CFO explained that preliminary reconciliation indicated July revenues would increase and likely align closely with the budget after final adjustments, with differences between reporting being resolved and updates to be recorded in August.

b. Legislative Committee

Sarah Brittain Jack, Committee Chair reported.

The Committee's focus is on the planning of the 19th Annual Legislative Town Hall on Disabilities. Several members of the Committee toured the Colorado Springs Hub, a possible venue for the event. Most felt that this venue would be great for our event.

The full Committee is meeting later this week to finalize the date, venue, and format. The proposed date is Wednesday, October 15, 2025, with a VIP Reception beginning at 5:00 pm and the programming beginning at 6:00 pm. Tammie Engram, Executive Assistant, was asked to send a 'Save the Date' meeting invitation to the BOD and update once the schedule is finalized.



c. Development Committee

Patrick Davis, Chair and Chad Gufarotti, Assistant Director of Development reported.

▪ **Art Show Fundraiser Details**

Work continues preparing for the Art Show and Sale on September 11.

- Currently 100 artists have registered their art for the event.
- Committed sponsorships to date are approximately \$25,000.
- Flyers for ticket sales were distributed. \$60 per ticket for individuals and \$50 per ticket for couples. Please share the flyer with your friends, colleagues, etc.

d. Grant Application for Disabling Barriers

A MOTION WAS MADE BY LAURIE HUISINGH, SECONDED BY MEGAN BILLESBACH TO APPROVE THE SUBMITTAL OF A GRANT APPLICATION IN THE AMOUNT OF \$75,000 TO DISABLING BARRIERS. THIS FUNDING WILL BE DIRECTED TO TRE'S RESPITE PROGRAMS. *Motion unanimously approved.*

e. Executive Committee

Chair Davis reported.

▪ **Executive Committee and State-Level Engagement**

Chair Davis summarized the Executive Committee's recent discussions, focusing on state feedback regarding response times, board member meeting notifications, and engagement with new Joint Budget Committee staff, with plans to address these topics further in the meeting.

▪ **State Feedback on Response Times**

Discussion was held on the state concerns about TRE's CMA response times to Members and service agencies and planned to review actions to improve these metrics, with input from the Community Advisory Committee (CAC).

▪ **Board Member Meeting Notification Improvements**

Discussion was held on concerns raised about the clarity of meeting notifications for new board members, prompting the committee to add this to the meeting agenda.

VI. CHIEF EXECUTIVE OFFICER'S REPORT

Engagement with State Officials

Colleen Batchelor, CEO met with Phoebe Canagarajah, a new staff member for the Joint Budget Committee for the Department of Childhood, to establish a working relationship and discuss ongoing state-level challenges.

Other

Other items covered in the CEO Report were covered earlier in the meeting.

VII. NEW BUSINESS

a. Community Advisory Committee (CAC) Report and Complaint Trends

Kyle Cox, Interim Senior Program Manager provided an overview of the committee's composition, meeting frequency, and focus on reviewing internal data, complaint trends, and member-serving policies, with a goal of providing actionable recommendations to TRE.

Mr. Cox then introduced Tracy Hiester and Christina Butero who serve on the CAC. Ms. Hiester and Ms. Butero, along with other members of the committee, presented findings from the CAC detailing complaint trends, systemic issues with responsiveness, and recommendations for improving communication and accountability within the organization.

Specific examples of how delays and lack of follow-through in case management/service coordination negatively affect members/clients. Other issues include prolonged wait times and communication breakdowns.

b. Complaint Logging and Resolution Process

The committee described the process for logging complaints via the TRE website or staff, the use of SharePoint for official tracking, and the role of supervisors in ensuring timely follow-up and resolution, noting areas for improvement in communication and documentation.

c. Systemic and Technical Challenges

Ms. Butero highlighted challenges related to the new care and case management system, including technical issues, delays in financial eligibility processing, and the need for frequent ticket submissions to the state, which contribute to service delays for members/clients and staff frustration.

d. Recommendations and Next Steps

The committee recommended increased accountability, improved communication, and regular review of complaint data, with plans to provide quarterly reports to the BOD for review and follow-up as necessary.

TRE's BOD and CEO Batchelor thanked the CAC for their work on these complaints/issues and assured the group that these complaints/issues are being taken very seriously and do warrant additional discussions. Due to the personnel nature of these discussions, the BOD will continue these discussions in Executive Session at the October 2025 meeting.

Members of CAC requested that they receive a copy of any recommendations to TRE Leadership and staff.

The group then commended Mr. Cox for his success with the implementation of the Community Advisory Committee. The CAC will also provide quarterly reports to TRE's BOD showing trends and identified issues/concerns.

(The PowerPoint presentation is incorporated into these minutes by reference and can be found in the August 20, 2025 Board records for further review.)

VIII. STRATEGIC FOCUS

a. Predictive Index (PI) Assessment and Board Development

Alyson McKinster, Wipfli reviewed the PI behavioral assessment results with the BOD, explaining the tool's purpose, team dynamics, and how the assessment can support board composition, communication, and succession planning.

The Predictive Index is a tool for understanding individual and team behavioral styles, supporting recruitment, hiring, and effective teaming.

▪ BOD Assessment Results and Team Dynamics

Ms. McKinster reviewed the BOD's collective assessment results, highlighting the behavioral diversity present and explaining how different quadrants in the PI represent various strengths, communication styles, and decision-making preferences.

▪ Application to Board Development and Succession

The assessment was positioned as a resource for improving board composition, committee assignments, and succession planning, with recommendations for leveraging individual strengths and enhancing communication.

Ms. McKinster will ask PI to resend the individual results to BOD members.

(The PowerPoint presentation is incorporated into these minutes by reference and can be found in the August 20, 2025 Board records for further review.)

IX. NEW BUSINESS

None.

X. ONGOING BUSINESS

a. Strategic Focus for September Meeting

- TRE's Mountain Communities



XI. PUBLIC COMMENTS

None.

XII. SCHEDULE OF NEXT MEETING

- a. The next Board of Director's meeting is scheduled for **Wednesday, September 17, 2025 beginning at 7:30 am at The Resource Exchange, TRE's Woodland Park/Teller County office at 509 Scott Avenue, Suite 203, Woodland Park, CO. The meeting will also be offered virtually using MTeams.**

TRE BOD members were asked to RSVP to Ms. Engram with how they plan to attend the meeting as space is limited.

XIII. ADJOURN REGULAR SESSION INTO EXECUTIVE SESSION

A MOTION WAS MADE BY LAURIE HUISINGH , SECONDED BY JOEL CRANK TO ADJOURN THE REGULAR SESSION/MEETING INTO EXECUTIVE SESSION. *Motion unanimously approved.*

XIV. EXECUTIVE SESSION

- a. Developing strategy for negotiations and instructing negotiators

XV. MOTION TO ADJOURN EXECUTIVE SESSION

A MOTION WAS MADE BY LAURIE HUISINGH, SECONDED BY JOEL CRANK TO ADJOURN THE EXECUTIVE SESSION INTO THE REGULAR MEETING. *Motion unanimously approved.*

XVI. MOTION TO ADJOURN REGULAR MEETING

A MOTION WAS MADE MEGAN BILLESBACH, SECONDED BY LAURIE HUISINGH TO ADJOURN THE REGULAR SESSION OF THE MEETING. *Motion unanimously approved.*

The regular meeting was adjourned at 10:05 am

AI Generated Notes and Notes taken by Tamara Engram (reviewed recording) were used to compile these meeting minutes. Completed on August 27, 2025.

SUBMITTED BY:

Colleen Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Laurie Huisingsh, Secretary