



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, January 21, 2026

MEMBERS PRESENT: (via Teams unless otherwise noted)

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

MEMBER ABSENT:

EMERALD DOYLE
ARTHUR GLYNN
CARISSA SMITH
STEPHEN VARELA, Vice Chair

STAFF PRESENT:

ORIANNA ARMSTRONG, CMA Coordinator, Ongoing, Pueblo
BRANDON AYALA, CMA Coordinator, Ongoing, Pueblo
COLLEEN BATCHELOR, CEO – in person
ALEX BROWN, CMA Coordinator, Quality
ANNA CRUMRINE, Front Desk/Case Aide, Pueblo
CAITLYN DANE, CMA Coordinator, Coverage
CORAL DAVIS, CMA Coordinator, Ongoing
KYLE DUTTON, CMA Case Aide
TAZIA EASTMAN, CMA Coordinator, Ongoing
TAMARA ENGRAM, Executive Assistant – in person
DORA FERNANDEZ, Director, IT
CARMELLA FLEMING, CMA Coordinator, Quality
LORI GANZ, Director, Clinical Services
BROOKE GARNER, CMA Coordinator, Enrollment
LATOYA HAILEY, CMA Coordinator, Ongoing
ANGELA HALL, CMA Support Coordinator
JESSICA HENRICH, CMA Coordinator, Ongoing

RAEVEN KLIPPLE, CMA Coordinator, Ongoing
TAMIE KNERR, Controller
PAMELA KNOTHE, CMA Manager, Quality
McKAYLA LAIL, CMA Coordinator, Ongoing
KELLY LYNG, Director, Development – in person
MIKIELE MANASCO, CMA Coordinator, Ongoing, Pueblo
GINGER McBRIDE, Lead Coordinator, Learning & Staff Development
HEATHER MEISIZ, Director, CMA Operations and Communications – in person
CALLIE MURPHY, Manager, State General Funds
SARAH NOLAN, Manager, Volunteer Respite Programs
JENNIFER PEDERSEN, CMA Case Aide
WILLIAM PERRY, CMA Coordinator, Ongoing
KATHERINE PIAZZARRO SCHULTZ, CMA Bilingual Coordinator, Ongoing, Children's
STANLEY PRINCE, CMA Coordinator, Ongoing
ASHLYN ROMANO, CMA Coordinator, PAR
KAREN RICE, Manager, Early Intervention Billing
JAMIE ROSE, CMA Coordinator, Ongoing
ALYSSA SALAZAR, CMA Coordinator, Ongoing, Pueblo
KITTY SILVERS, Credentialing, Authorization & Billing Specialist
LAUREL SMITH, CMA Coordinator, PAR, Pueblo
EMILY STEWART, CMA Coordinator, Intake
JENNIFER STREHLOW, Director, New Altitude – in person
GINGER STRINGER, Physician Outreach Program Specialist
ARIANA SWENSON, CMA Case Aide
LAURA THOMAS, Director, CMA Ongoing Case Management
CHERI ULMER, Assistant Director, Regional Services – in person
KAREY URBANSKI, Chief People Officer
NANCY VIGIL, Director, CMA Quality and Compliance – in person

GUESTS:

RUTH ARBER, Connect America
ED BOWDITCH, Bowditch and Cassell Public Affairs
HEIDI BRANDON, Member
GLORIA BROOKS
RONNIE BROYLES, Parent
STACEY BURNS, SDB Social Impact LLC – in person
JACKIE CHAPMAN
SABRINA MAY, PASCO
SARAH MORGAN
JENNIFER PEREZ
EMILIE RASMUSSEN
TAMARA TRUJILLO, The Independent Center
CAMILLE WALKER
BRANDON WEAVER, Ariel Clinical Services

LIGHT RIDE
SMART HOME CARE
JENNIFER
MACKENZIE
719.723.7393

I. CALL MEETING TO ORDER

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

Due to the use of security settings that made it difficult for virtual attendees to log in to the meeting, the meeting was temporarily put on hold while this was corrected.

II. STRATEGIC FOCUS – Develop an effective approach to influence legislation and policy decisions that impact services for the people served by TRE.

Ed Bowditch, Bowditch and Cassell Public Affairs and TRE's lobbyist provided information on activities at the State Legislative Session during its first week.

Mr. Bowditch provided an update on the state budget shortfall and the governor's proposed solutions, including the conversion of Pinnacle and reductions in Medicaid programs. He emphasized the importance of the Joint Budget Committee's decisions in February and March.

Potential impact of the state budget shortfall on TRE was discussed, highlighting the support from the Joint Budget Committee (JBC) for case management agencies and early intervention programs. The uncertainty around Medicaid funding and the need for budget adjustments was also discussed.

Mr. Bowditch and Colleen Batchelor, CEO shared the importance of engaging with the legislative delegation to address concerns about proposed Medicaid cuts. A suggestion of members, families and others sending a letter to the delegation to express their concerns and the impact these cuts will have on people with disabilities and their families.

Legislative Committee Report: Sarah Brittain Jack, Committee Chair provided an update on the BOD's Legislative Committee's efforts, including plans for regular meetings to discuss priorities and strategies for engaging with legislators. The importance of participation by BOD members in these efforts was emphasized. The committee will review any legislation that may impact TRE and determine appropriate actions. The committee meets the 2nd and 4th Friday of each month at 7:30 am.

Legislative Town Hall Planning: This year's format has changed to be a roundtable discussion between elected officials and members and families. It is scheduled for Saturday, Feb 7 at COS City Hub beginning at 9:00 am.

III. PUBLIC COMMENTS

Ronnie Broyles, parent, shared background information on what is required for his daughter's care. Mr. Broyles stressed his concerns about the impact of proposed Medicaid cuts for services and supports and families, particularly those with children requiring skilled nursing care. Mr. Broyles shared past experiences with TRE service coordinators and stressed the need for TRE's staff to be well trained on services and support and how best to advocate for necessary hours and services for members.

Mr. Broyles offered to testify at hearings before the state legislators on proposed legislation affecting services for people with disabilities.

Mr. Broyles, Lois Landgraf, and Jennifer Thompson raised concerns about the high turnover of case managers and the impact on service delivery. CEO Batchelor and Stacy Burns, Consultant, acknowledged the issue and outlined efforts to improve staff retention and communication with families. The implementation of a community outreach plan to engage with stakeholders, gather feedback, and share progress on efforts to improve services was outlined. Emphasis on the importance of ongoing communication and listening sessions was shared.

IV. INTRODUCTION OF NEW STAFF

New staff were introduced and welcomed to The Resource Exchange. The past two cohorts equaled 23 new staff.

V. CONSENT AGENDA

Karey Urbanski, People Services Officer and Nancy Vigil, Director of Quality and Compliance reviewed the changes to the Gifts, Bribes, Coercion, Gratuities and Influence Policy and Procedures. Proposed changes better outline and define the importance of maintaining impartiality and integrity in all work at TRE and ensure TRE is in compliance with its state contracts.

A MOTION WAS PRESENTED BY TYLER ATKINS, SECONDED BY MEGAN BILLESBACH TO ACCEPT AND APPROVE THE CONSENT AGENDA ITEMS, TRE BOARD OF DIRECTORS' MEETING MINUTES DATED NOVEMBER 19, 2025 AND GIFTS, BRIBES, COERCION, GRATUITIES AND INFLUCENCE POLICY AS PRESENTED. *Motion unanimously approved.*

VI. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC) Report

Tyler Atkins, Treasurer reported.

Market Performance Quarterly Overview: Integrity Wealth Advisors provided a quarterly review on the performance of TRE's Investments and Portfolio. The investments performance continued to perform at a

high level again in 2025. TRE's investment allocation is conservative with checks and balances to ensure enough liquidity cashing prevalence. The committee is still comfortable with our investment mix so there are no recommendations for changes currently.

401(k) Plan Review: Springs Wealth Investments provided a review of the 401(k) plan. The plan performed at a high level in 2025 as well. Approximately 15% rate of return across the board in the plan.

Financial Report: November and December 2025 were good months for the organization.

- Cash position as of the end of December is very strong and TRE has 3.87 months cash on hand.
- Receivables are substantially down since the State is currently paying very quickly.
- Revenues are behind the budget, mostly in state funding and due to vacancies.
- Expenses are well ahead of the budget due to the vacancy savings as well.
- Two months ago, TRE approved a change to the PTO Buy Out process. This change did not impact the PTO accrued balances as much as hoped.
- Financial audit was completed in December. The auditors will return when the Single Audit is complete to review the findings of those two audits.

A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE TO ACCEPT AND APPROVE THE JANUARY 2026 FINANCIAL REPORT AS PRESENTED.

Motion unanimously approved.

b. Development Committee

Patrick Davis, Chair, and Kelly Lyng, Director of Development reported.

- **Empty Stocking Fund BOD Donation:** As discussed at a previous meeting, one donation in the amount of \$1000 was made on behalf of the BOD.
- **BOD Volunteer Opportunity:** The BOD was reminded of the opportunity to volunteer at a future Break Time (Respite) event. This will be discussed in more detail at a future meeting.
- **Upcoming Events:** Members of the BOD were encouraged to attend the Gratitude event on January 28 beginning at 5:30 pm.
- **Drive Thru Santa Event** was a huge success with approximately 800 registered. Thanks to all of the volunteers who helped make this a success. It was the best attended Drive Thru Santa to date.

Grants:

- HVAC grant was awarded, which is a huge win and gets us about 65% of the way to our goal of funding that project.
- Carol Kosgove grant in the amount of \$60,000 for TRE respite programs was received.
- Lane Foundation grant in the amount of \$10,000 for the Early Childhood Mental Health program was received.

c. Executive Committee

2026 Governing Calendar: Chair Davis stated that the Board of Directors' Governing Calendar for 2026 was complete. Tammie Ingram, Executive Assistant will forward a copy after today's meeting.

VII. CHIEF EXECUTIVE OFFICER'S REPORT

CMA Update:

- **Backlog work** continues to improve, and Health Care Policy and Financing (HCPF) is very complimentary of the continuing progress. The backlog work remains to be influenced by TRE's staffing shortage. Staff retention is a strategic priority this year.
- **Customer Service/Complaint Trending:** CEO Batchelor referenced a table in her monthly report showing the improvement in the trends for complaints during the first two quarters of this fiscal year. While there is still work to be done to improve customer service, efforts are demonstrating some success to improve things.
- **Staff retention and continued contract process changes:** Discussion was held with HCPF on the impact on the workload for case management staff in relation to the constant changes to required processes. These constant changes impact staff retention as well as services to members.
- The first phase for the **community outreach plan** (as mentioned during Public Comments) will focus on communication, both internal and external. It is hoped that this communication focus will help all understand what is within TRE's control and outside of our realm of control. Results along with possible solutions will be shared with HCPF representatives. Any actions steps will continue to be shared with members and other stakeholders. The logistics for these sessions are still being finalized.
- **Staff recruitment** processes include hosting and attending job fairs (a Spring recruitment effort); advertising in LinkedIn and Indeed.

VIII. NEW BUSINESS

None.

IX. ONGOING BUSINESS

- a. Quarterly Community Advisory Committee (CAC) Report is scheduled for the February BOD meeting.

X. PUBLIC COMMENTS

None.

XI. SCHEDULE OF NEXT MEETING

The next regular Board of Director's meeting is scheduled for **Wednesday, February 18, 2026, beginning at 7:30 am at The Resource Exchange, 6385 Corporate Drive, Colorado Springs, CO. The meeting will also be offered virtually using MS Teams.**

XII. MOTION TO ADJOURN REGULAR MEETING

A MOTION WAS MADE BY TYLER ATKINS, SECONDED BY SUMER LIEBOLD TO ADJOURN THE REGULAR SESSION/MEETING. *Motion unanimously approved.*

The regular meeting was adjourned at 8:55 am.

AI Generated Notes and Notes taken by Tamara Engram were used to compile these meeting minutes.

THESE MEETING MINUTES WERE UNANIMOUSLY APPROVED BY THE BOARD OF DIRECTORS AT THEIR MEETING ON FEBRUARY 18, 2026.

SUBMITTED BY:

Colleen Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Laurie Huisingsh, Secretary