



BOARD OF DIRECTORS' MEETING MINUTES
Wednesday, March 18, 2026

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
BJ BYERS
JOEL CRANK – in person
ARTHUR GLYNN
LOIS LANDGRAF, Past Chair
SUMER LIEBOLD
GEORGE MENTZ
CARISSA SMITH
SHARON THOMPSON
SARAH BRITTAIN JACK – in person
TRACI MARQUES

MEMBER ABSENT:

EMERALD DOYLE
JENNIFER THORNTON
STEPHEN VARELA, Vice Chair

STAFF PRESENT:

COLLEEN BATCHELOR, CEO – in person
RHYANN CHAPIN, Coordinator, Enrollment – in person
GABRIEL CORDOVA, Coordinator, Ongoing, Pueblo
TRENTON CORDOVA, Coordinator, Ongoing – in person
KYLE COX, Asst Director, CMA Operations and Communications – in person
PIPER DAVIS, Coordinator, Children's Waivers – in person
MORGAN DeFALCO, Marketing and Communications Manager – in person
TAMARA ENGRAM, Executive Assistant – in person
DORA FERNANDEZ, Director, IT
DANIEL GAGLIANO, Lead Coordinator, Quality – in person
BROOKE GARNER, CMA Coordinator, Enrollment – in person
MICHELLE GAUMOND, Supervisor, Quality
GINGER GIBBS, Support Coordinator, Intake – in person
BROOKE GARNER, Coordinator, Enrollment
DON GRAY, Facilities Director – in person
DAVID GREEN, Coordinator, Escalation – in person
CHAD GUFAROTTI, Asst Director, Development – in person

ANGELA HALL, CMA Support Coordinator
JANAE HARRIS, Coordinator, Children's Waiver – in person
SANTI HEFNER, Coordinator, Ongoing – in person
CHRISTINA HOLMES, Coordinator, Children's Waivers
TAMIE KNERR, Controller
HEATHER LaFRANCE, IT Support Systems Administrator – in person
BROOKE LINDHAL - Support Coordinator, Intake
KELLY LYNG, Director, Development – in person
GWEN MADRID, Coordinator, Children's Waivers – in person
GINGER McBRIDE, Lead Coordinator, Learning & Staff Development – in person
SHAWN McFARLIN, Coordinator, Ongoing – in person
GIANNA MARTINEZ, Coordinator, Ongoing, Pueblo
HEATHER MEISIZ, Director, CMA Operations and Communications – in person
SARAH NOLAN, Manager, Volunteer Respite Programs
ALEX PACHECO, Coordinator, Quality, Pueblo
HANNAH PENA, Coordinator, Ongoing, Enrollment – in person
KAREN RICE, Manager, Early Intervention Billing
KITTY SILVERS, Credentialing, Authorization & Billing Specialist
JENNIFER STREHLOW, Director, New Altitude – in person
GINGER STRINGER, Physician Outreach Program Specialist
CHERI ULMER, Assistant Director, Regional Services
KAREY URBANSKI, Chief People Officer
AMBER VELASQUEZ, Supervisor, Pueblo
NANCY VIGIL, Director, CMA Quality and Compliance
HEATHER WHITWORTH, CFO
KAY WILLIS, Coordinator, Ongoing – in person

GUESTS:

RUTH ARBER, Connect America
RICHARD BARROS, Overture
JOHN BARRY
STACEY BURNS, SDB Social Impact LLC – in person
TIM CUNNINGHAM, Cheyenne Village
LILIANA DONLEY, Ariel
JACKIE GEBERT, Lifestation Inc.
BRIDGET KIRBY, Community Intersections
KIM IVY
SABRINA MAY, PASCO
JENNIFER PEREZ, Center for Disabilities
JENNIFER RISDALL, Stellar Care and Services
TAMARA TRUJILLO, The Independent Center
KATHERENE WATKINS, Total Care Connection
KRISTIN WALDROP, NTSOC
MONICA, Jace's Place

I. CALL MEETING TO ORDER

The regular meeting was called to order at 7:30 am by Patrick Davis, Chair.

II. PUBLIC COMMENTS

None.

III. INTRODUCTION OF NEW STAFF

The group welcomed the new staff to The Resource Exchange.

IV. STRATEGIC FOCUS – Understand and Inform Efforts to Support the Highest Quality in Person-Centered Service Delivery – CMA Leadership

Mid Fiscal Year Checkpoint: Kyle Cox, Assistant Director of CMA Operations and Communications, provided an update on the mid fiscal year checkpoint, including new referral volume, customer service improvements, complaints and escalation statistics.

Customer Service Strategies: Mr. Cox and Heather Meizis, Director of CMA Operations and Communications, discussed the customer service strategies implemented, such as dedicated customer service hours for phone messages to be returned, biweekly supervisor audits, and escalation team operations. The reduction in complaints and escalations was also discussed.

A question was raised on the average length of time it takes to resolve a complaint/escalation. Mr. Cox provided examples of the various types of complaints and stated that it really depends on the complexity of the issue, cause of the issue, and staff that need to be pulled together, etc.

Another question was asked if it can be determined if a complaint has been resolved or if the member, family etc. just gave up. Mr. Cox stated it would be hard to determine this. However, TRE is planning several listening sessions which will be a good indicator of this as well.

Challenges and Wins: The challenges and wins of the fiscal year, included positive feedback from Health Care Policy and Financing (HCPF), successful operational changes, and the implementation of the Vault's Member portal. The challenges of operational changes, provider agency's marketing strategies and the need to provide additional training to them on the processes that TRE is required to follow; staffing/retention, and referral fluctuations were also shared.

Operational Adjustments: Colleen Batchelor, CEO, discussed the rapid operational adjustments required due to state-level changes, including the nurse assessor implementation and the long-term services and support sustainability measures. These quick and sometimes reversed adjustments to operations have had an impact on TRE staff and the need for quick training. Our training teams were able to quickly pivot to the updated training for staff.

CEO Batchelor added that it is anticipated that there will continue to be many changes before the State Budget is finalized and approved. There are many sustainability strategies being offered due to Colorado's budget shortfall. It is anticipated that if these strategies don't move forward there will likely be significant across-the-board cuts to contracts which would include TRE and our service providers.

(The PowerPoint presentation is incorporated into these minutes by reference and can be found in the February 18, 2026 Board records for further review.)

V. CONSENT AGENDA

A MOTION WAS PRESENTED BY JOEL CRANK, SECONDED BY LAURIE HUISINGH TO ACCEPT AND APPROVE THE CONSENT AGENDA ITEM, TRE BOARD OF DIRECTORS' MEETING MINUTES DATED JANUARY 21, 2026, AS PRESENTED. *Motion unanimously approved.*

VI. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC) Report

Tyler Atkins, Treasurer reported.

Financial Report: January 2026 reported a loss of approximately \$938,000.

- The largest portion of the loss was due to PMPM and monitoring revenues being below budget.
- It was noted that this was the first month that new staff prepared the monthly report so some figures may need to be adjusted in the next cycle.
- Vacancy savings continue to offset these losses.
- Discussion was held on the need to expedite reconciliation billing. It was proposed that the CMA billing team complete reconciliations earlier in the month to provide timely financial updates before the monthly Board meeting. The committee agreed to this change.

- Cash position at the end of January is very strong and TRE has over three months cash on hand.
- Vacancy savings impact, totaling \$2.5 million year-to-date, has been a major factor in offsetting losses.
- Payroll and Benefits Expense Increase: Payroll expenses appeared higher due to pay increases and benefits adjustments (health and dental) effective in January. Again, offset by vacancy savings.

- Accounts Receivable and Expense Trends:
 - Updates provided included improved early intervention payment timelines and also highlighted unusual expenses in communications, travel, mileage, and consultant costs.
 - Communications expense anomaly – late payment on a phone bill caused these expenses to appear higher for the month.

- Travel and Mileage Underbudgeting – CFO Whitworth observed that travel and mileage expenses are increasing in both early intervention and case management. These costs may have been underestimated in the annual budget.
- Consultant and Temp Staffing Costs - \$60,000 in temp services for invoices for onboarding CMA staff; \$4000 for HR temp staff and additional payments to Employers Council for litigation coverage were noted.

These expenses are offset by vacancy savings.

- Both the single audit and 990 preparations are in progress. Auditors will be contacted next week to confirm their timelines.

A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE TO ACCEPT AND APPROVE THE FEBRUARY 2026 FINANCIAL REPORT AS PRESENTED.
Motion unanimously approved.

b. Legislative Committee

Sarah Brittain Jack, Committee Chair reported.

Committee Report: Ms. Jack, Sharon Thompson, and Lois Landgraf discussed the legislative committee's efforts to be more proactive in tracking and supporting bills that impact our community. The importance of being more involved in the legislative process was also noted.

The committee voted to support House Bill 26-1043 and House Bill 26-1110.

Town Hall Meeting: Ms. Jack provided an update on the legislative town hall meeting, which included participation from a congressman and three state legislators. Discussion on budget cuts and caregiver issues were the main topics of conversation.

The current plan is to hold the next town hall in January 2027.

c. Development Committee

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

Gratitude Event: Chair Davis thanked the Development Department Committee, staff and Board member Megan Billesbach for their work in planning this event. It was a huge success. Most felt Rachel's story was very impactful.

Empty Stocking Fund: Chair Davis, Kelly Lyng and Chad Gufarotti, Development Department attended the recent check presentation program. TRE received a check in the amount of \$93,093.

Art Show: Planning has begun for the next Art Show, focusing on either September 10 or 17. More details will be shared soon.

Knights of Columbus Donation: Ms. Lyng shared the story of a family that has been involved with TRE for over 16 years. This family participated in the fundraising with Knights of Columbus. It became a great community education event.

VII. CHIEF EXECUTIVE OFFICER'S REPORT

CMA Strategic Focus: CEO Batchelor shared that this group will focus on:

- Staffing and retention planning
 - Community Engagement Efforts – hosting listening sessions with members, families and provider organizations to address concerns and improve services. There will be in-person sessions and separate virtual sessions to accommodate needs. Sessions will begin in March.
- The CEO Report includes several links to various amendments that are being proposed from Health Care Policy and Financing (HCPF) to address many state budget issues.

Early Intervention Changes: Proposed changes to the early intervention program, including the shift to annual redetermination of eligibility and changes to the funding hierarchy were shared.

Board members were encouraged to review the proposed changes and provide feedback.

VIII. NEW BUSINESS

March 2026 Strategic Focus: Colorado State Budget-Influences on Colorado's State Budget and the impact on TRE's Operations and on People served by TRE – Ed Bowditch.

IX. ONGOING BUSINESS

Quarterly Community Advisory Committee (CAC) Report: CEO Batchelor met with the Committee this past month. No formal report has been prepared for discussion at this time.

Building Use Updates: Jennifer Strehlow, New Altitude Director, provided an update on possible building changes, including the relocation of TRE to the second floor and the confirmation of office space for New Altitude members on the first floor.

A listening session was held with New Altitude members where their concerns were shared with CEO Batchelor providing feedback when available.

X. PUBLIC COMMENTS

None.

XI. SCHEDULE OF NEXT MEETING

The next regular Board of Director's meeting is scheduled for **Wednesday, March 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 THE REGULAR MEETING INTO EXECUTIVE SESSION

A MOTION WAS MADE BY SARAH BRITTAIN JACK, SECONDED BY SUMER LIEBOLD TO ADJOURN THE REGULAR MEETING INTO EXECUTIVE SESSION. *Motion unanimously approved.*

The regular meeting was adjourned into Executive Session at 8:35 am.

XIII. EXECUTIVE SESSION

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

The executive session was adjourned into the Regular meeting at 8:50 am

XIV. REGULAR MEETING AND ADJOURNMENT

A MOTION WAS MADE BY LOIS LANDGRAF, SECONDED BY JOEL CRANK TO ACCEPT THE RECOMMENDATION OF THE BUILDING AD HOC COMMITTEE TO RETAIN THE BUILDING AT 6385 CORPORATE DRIVE. *Motion unanimously approved.*

A MOTION WAS MADE BY TYLER ATKINS, SECONDED BY LOIS LANDGRAF TO ADJOURN THE REGULAR 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 APPROVED UNANIMOUSLY BY THE BOARD OF DIRECTORS AT ITS MARCH 19, 2026 MEETING.

SUBMITTED BY:

Colleen Batchelor, CEO

RECORDED AND TRANSCRIBED BY:

Tamara Engram, Executive Assistant

APPROVED AS TO FORMAT:

Laurie Huisingsh, Secretary