



**BOARD OF DIRECTORS' MEETING MINUTES**  
**Wednesday, March 20, 2024**

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

LOIS LANDGRAF, Chair – in person  
PATRICK DAVIS, Vice Chair  
JESSIE MARTINEZ, Treasurer  
HEIDI BRANDON  
SARAH BRITTAIN JACK  
BERNARD BYERS  
RAQUEL DOMINGUEZ  
GEORGE MENTZ  
DAVE PAUL  
SHARON THOMPSON – in person

**MEMBERS ABSENT:**

LAURIE HUISINGH, Secretary  
TRACI MARQUES

**STAFF PRESENT:**

COLLEEN BATCHELOR, CEO – in person  
JULIE BAUER, Ongoing Coordinator, Pueblo  
SARAH BOUTON, Navigation & Quality Supervisor  
MELISSA BRADEN, Quality Coordinator, Pueblo  
CAROLYN BRAVO Intake Coordinator  
CIERA CALLOWAY, CFS Coordinator  
ALYSSA CASTRO, Ongoing Coordinator, Pueblo  
AMANDA CHAGOLLA, Ongoing Coordinator, Pueblo  
TINA CHAVEZ, Coordinator  
KERRI COCHEMS, FSSP Coordinator, Pueblo  
KATHERINE DYKEMA, EI Case Manager  
TAMARA ENGRAM, Executive Assistant – in person  
DORA FERNANDEZ, IT Project Manager  
LORI GANZ, Clinical Services Director  
MARIAH GARRETT, Ongoing Coordinator, Pueblo  
SHELBY GIORDANO, Ongoing Coordinator, Pueblo  
MELISSA GOMEZ, Ongoing Coordinator, Pueblo  
DON GRAY, Facilities Director

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BRANDI GRIFFITHS, Service Coordination Manager  
MORGAN HARTIGAN, Ongoing Coordinator, Pueblo  
JESSICA HATFIELD, Intake Coordinator  
MEAGAN HENERSON, Ongoing Coordinator, Pueblo  
CHRISTINA HOOVER, Intake Coordinator  
ALISON KRAMER, Ongoing Coordinator, Pueblo  
TAMIE KNERR, Controller  
RYAN KUYPER, Learning and Staff Development Director  
LEXI LARSEN, EI Case Manager  
MEGAN LAWRENCE, SC Lead, Ongoing  
DE'AURA LEMUS, Strategy and Culture Specialist  
LEXI LARSEN, EI Case Manager  
MICHELLE LONGO, Ongoing Coordinator, Pueblo  
RHEANNAN LUND, CFS Coordinator  
KELLY LYNG, Development Director  
AMY McKEEVER, Ongoing Coordinator, Pueblo  
TAYLOR MEDINA, Ongoing Coordinator, Pueblo  
LORENZO MORENO, Ongoing Coordinator, Pueblo  
CALLIE MURPHY, State General Funds Manager  
SARAH NOLAN, Respite Programs Specialist  
CARRI PARRISH, Nursing Facilities Coordinator  
STEPHANIE SAMORA, Contracts and Grants Manager  
MICHELLE SANCHEZ, Ongoing Coordinator, Pueblo  
HALEY SARDELLO, Ongoing Coordinator, Pueblo  
KATHERINE SCHULTZ, Ongoing Coordinator, Pueblo  
GINGER STRINGER, Physician & Community Outreach Specialist  
CAMERON SWANSON, Ongoing Coordinator, Pueblo  
LAURA THOMAS, Ongoing Case Management Director  
BARBARA TRUJILLO, Ongoing Coordinator, Pueblo  
CHERI ULMER, Program Support Manager  
KAREY URBANSKI, Human Resources Director  
NANCY VIGIL, Interim Director of Case Management Transition – in person  
JULIE WHITE, Marketing and Communications Manager  
HEATHER WHITWORTH, CFO

**GUESTS:**

AMBER AND SHANNON, PeopleCare Health Services  
RUTH ARBER, Connect America / American Medical Alert  
ANTHONY ARCHULETA, Maxim Healthcare  
DORIS AVILA, Community Member  
CATE BAZE, Community Member  
CATHY BRADBURY, Community Member  
CHRISTINA BUTERO, The Arc Pikes Peak Region  
AMBER CRAWFORD, Community Member

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PEGGY DiSALLE, Safe In Home  
STEPHANIE GARCIA, The Arc of Pueblo  
DR. KELLY GEHLHOFF, Pediatric Holistic Wellness  
LA HOLZER, Community Member  
KARAN, Enriched Assisted Living  
BRIDGET KIRBY, Community Intersections  
P LACIDA, Community Member  
DR. LEWIS, Aura Home Care  
PEGGY MacKENZIE, AbleLight  
SHANNON MURPHY, Community Member  
KRISTINE PAPI, Alert Response  
KEVIN PORTER, Community Member  
SECOND HOME ADULT DAY CENTER  
RICHARD, Special Kids Special Families  
TRICIA STANKER, Community Member  
JENNIFER STREHLOW, Operations Director, 6385 Corporate Drive LLC  
and New Altitude – in person  
LESLEE TORRES, PASCO  
TAMARA TRUJILLO, Goodwill Services of Southern Colorado  
SUSAN WAHBEH, Community Member  
CHAD WIETRICK, Vista Care

**I. CALL MEETING TO ORDER**

The regular meeting was called to order at 8:15 am by Lois Landgraf, Chair.

**II. PUBLIC COMMENTS**

None.

**III. MISSION MOMENT AND STRATEGIC FOCUS**

Nancy Vigil, Interim Director of Case Management Transition shared an overview of the many activities to date with the March 1 transfer of the CMA contract in Pueblo County to The Resource Exchange.

Ms. Vigil thanked many organizations in Pueblo County for their collaboration and willingness to help make this transition as smooth as possible for the people receiving services and their families.

Jennifer Thornton, Board member shared that information provided during this transition has been helpful. Information had not been provided previously on activities at the State level which impacted agencies and families.



Ms. Vigil added that her goal is to educate families, the community, school districts and others on available supports and services in Pueblo County. It is hoped to build authentic partnerships with all so that choices can be offered to members and potential members.

Another priority is to get members' files so that TRE staff can assist members thoroughly and efficiently.

TRE staff attending from Pueblo introduced themselves. All were welcomed to the TRE family.

TRE's Pueblo County office is at 201 West 8th Street, Suite 600, Pueblo CO 81008. The tenant finish work will hopefully be complete within the next month. Staff are available in the office, via telephone and email.

#### IV. CONSENT AGENDA

The Consent Agenda was revised to only include the requested approval of the Board of Directors' Meeting Minutes dated February 21, 2024.

**A MOTION WAS MADE BY SHARON THOMPSON, SECONDED BY HEIDI BRANDON TO ACCEPT AND APPROVE THE CONSENT AGENDA AS AMENDED (TRE Board of Directors' Meeting Minutes dated February 21, 2024). Motion unanimously approved.**

#### V. BOARD COMMITTEE REPORTS

a. Finance and Investment Committee (FIC)

Financial Statements, February 2024 – February 2024 shows a loss of about \$48,000. Year-to-date shows a loss of \$756,000. Revenues for the month are very close to budgeted levels. It is estimated that approximately \$50,000 in claims billed have not paid yet. If/when these pay it would result in a positive bottom line.

With everything that is constantly changing with the State systems, shortage of staff etc., this report is very encouraging and impressive. A very sincere thank you was extended to all staff working in these areas.

The Colorado Department of Health Care Policy and Financing (HCPF) is making efforts in working with Case Management Agencies (CMAs) and Provider Agencies to identify and rectify statewide issues with the new Care in Case Management System (CCM) compounded by the end of the Public Health Emergency which resulted in many members losing their services and supports due to missing or incomplete eligibility paperwork. This in turn has affected the financial stability of many agencies due to the lack of consistent payments for services.

The Joint Budget Committee (JBC) has also approved funding of about \$27 million for the rest of this fiscal year into next for stabilizing funding for CMAs.

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Early Intervention Services (EI) – Payment for January 2024 billings are just past the 45-day contract mark. Staff will follow-up this week.

EI Request for Proposal (RFP) – TRE was notified that they were awarded the contract. No contract budget discussions have been initiated by the State as of this date.

Cyber Security Breach at Optum – The group was informed of a breach at Optum, the clearinghouse for EI claims transmission and eligibility verifications. Optum was very quick to ensure that no HIPAA breaches were experienced by quickly shutting down their operations.

No official communications have been shared on when their systems will be fully operational again.

Heather Whitworth, CFO will continue communications with the State on the status of this situation.

Audits – Work continues on the Financial and Single Audits. The Financial Audit's report is due no later than March 31. Along with the audit work, the IRS Form 990 Report is also due soon.

CCB and SEP State Contract Close Out Audits are also still in process.

**THE FINANCE AND INVESTMENT COMMITTEE RECOMMENDS THE APPROVAL OF THE FEBRUARY 2024 FINANCIAL REPORTS FOR THE RESOURCE EXCHANGE. *Motion unanimously approved.***

b. Executive Committee

The group discussed the impact of the Long-Term Services and Supports (LTSS) crisis on staff, families and provider agencies. Discussion was also held on Legislative and State activities to hopefully address some of the issues. *These items will be discussed in more detail during the CEO's Report to the Board of Directors.*

Jennifer Thornton, a new Board member, was welcomed to the Board of Directors. Ms. Thornton shared information on her background and said she looks forward to representing Pueblo County.

**VI. CHIEF EXECUTIVE OFFICER'S REPORT**

Long Term Service and Supports (LTSS) – Colleen Batchelor informed the group of the development of a newsletter by members of leadership of several agencies and TRE with the intent to streamline communications to interested parties. The March newsletter to LTSS Providers and Partners has been distributed. The newsletter directed to members receiving LTSS and their families will be distributed soon.

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CEO Batchelor asked for feedback on various ways that these newsletters could be shared to get the information to those who should receive it, and that would allow for feedback on the content and suggestions on how to make it better. Suggestions included:

- Ask members of specialty groups to share.
- Town Halls
- Provider agencies to share with their staff and families receiving services from them.
- Also find ways to share with the aging populations (members and caregivers)

Hopefully sharing this information on a consistent basis will help educate all involved with current issues and what is being done to address same. TRE and the group developing these newsletters want to develop a true partnership with all throughout the various communities.

*Statewide Case Management Agency (CMA) Issues* – Colorado's Long Term Supports and Services (LTSS) system is experiencing significant challenges that include the new data system not working properly and the end of the Public Health Emergency (PHE) which ended grace periods for eligibility paperwork for members that has impacted workloads for State and County agencies, CMAs and provider agencies during a significant workforce shortage. Unfortunately, all the above has also impacted services for members who rely on these services.

The Colorado Department of Health Care Policy and Financing (HCPF) is now recognizing the statewide and systemic impact of the above and is taking steps to assist those involved by focusing on:

- Implementing strategies to mitigate breaks in eligibility for people.
- Resolving backlog at the County and CMA levels.
- Securing financial assistance for provider agencies.

It is believed that the new Care in Case Management (CCM) system will make a significant difference when all phases are working as intended. Unfortunately, the data transfer between the old and new systems was not checked to ensure the integrity of the information.

TRE has been partnering with Wipfli to build a data platform that will interact with the State's data systems and provide a portal for members, families and their teams to view information on their services and supports, what might be needed from them. Service providers will also be able to view and download information pertinent to their services too.

This database system is being developed in three phases. The first phase should be completed at the end of April. Funding for the full project's completion has been received. The target date of full completion and implementation is August 2024.

Of note to show the dedication from State agencies to help solve issues, TRE has received approximately \$1 million in grant funds to assist with these types of projects, to

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assist with the transition to the Case Management Agency (CMA) contracts for El Paso, Park, Pueblo and Teller counties and technical assistance for the change management related to above.

The current proposal for funding for CMA Stabilization is being discussed at the Joint Budget Committee level. It is hoped that once approved in the state budget this funding will be flexible so that it can be used in ways that best work for each CMA.

## VII. NEW BUSINESS

*Strategic Focus for April 17, 2024, BOD Meeting – Organizational Health, Systems to Support the Highest Quality in Person-Centered Service Delivery (Wipfli)*

## VIII. ONGOING BUSINESS

### a. 6385 Corporate Drive LLC (Building) and New Altitude Updates

Jennifer Strehlow, Director of Operations provided an overview of activities:

- Ongoing lease negotiations for remaining 3<sup>rd</sup> floor space.
- Continued marketing of office space, flex desks and conference rooms usage within New Altitude.
- Planning of activities that encourage interactions between TRE and New Altitude members and other companies that lease space.
- Articles being written (by Julie White, Marketing and Communication Manager) and published in the North magazine that focus on the social impact work of New Altitude.
- Ms. White reached out to Fox 21 news station to pitch a story for them to share a human-interest story on the social impact of activities within the building. Fox 21 did feature a a story on The Whispering Aspen in the New Altitude space.
- The Capital Campaign is underway. Planning of informational sessions for tax professionals and financial planners, etc. on TRE's Capital Campaign and the tax incentives available through the El Paso County Enterprise Zone. (Board members were encouraged to share with contacts that may be interested in this information. Please share contacts with CEO Batchelor).

*(The PowerPoint presentation is incorporated into these minutes by reference and can be found in the March 20, 2024 Board records for further review).*

## IX. PUBLIC COMMENTS

None.

## X. SCHEDULE OF NEXT MEETING

The next Board of Director's meeting is scheduled for **Wednesday, April 17, 2024, beginning at 7:30 am at The Resource Exchange, 6385 Corporate Drive, Colorado Springs and/or via Teams.**

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**XI. MOTION TO ADJOURN THE REGULAR SESSION INTO EXECUTIVE SESSION**

**A MOTION WAS MADE BY GEORGE MENTZ, SECONDED BY HEIDI BRANDON TO ADJOURN THE REGULAR SESSION OF THE BOARD OF DIRECTORS' MEETING INTO EXECUTIVE SESSION TO DISCUSS A PERSONNEL MATTER. *Motion unanimously approved.***

**XII. MOTION TO ADJOURN THE MEETING**

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

The regular session of the meeting adjourned at 10:05 am.

***These meeting minutes were unanimously approved at the April 17, 2024 Board of Directors' meeting.***

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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