



**BOARD OF DIRECTORS' MEETING MINUTES**  
**Wednesday, July 17, 2024**

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

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

**MEMBERS ABSENT:**

RAQUEL DOMINGUEZ

**STAFF PRESENT:**

WANIKA ALCANTARA, Front Desk Coordinator and Case Aide  
COLLEEN BATCHELOR, CEO  
SARAH BOUTON, Navigation and Quality Supervisor  
JONATHAN BLACK, Ongoing Coordinator, Pueblo County  
SUSAN CALLAN, Ongoing Case Management Supervisor  
CHANDRA CHANTLAND, File Clerk  
CLARINDA CHAVEZ, Intake Coordinator, Pueblo County  
AMOL COLEY, Billing Coordinator  
ALISHA COLLINS, Child and Family Services Service Coordinator  
LINDA DAVIS, Ongoing Coordinator  
TAMARA ENGRAM, Executive Assistant – in person  
DORA FERNANDEZ, IT Project Manager  
DAWN FANSUA, Ongoing Coordinator  
LORI GANZ, Clinical Services Director  
DON GRAY, Facilities Director – in person



BRANDI GRIFFITHS, Service Coordination Manager  
CHAD GUFAROTTI, Assistant Director of Development,  
Grants and Contracts – in person  
WHITNEY HAMPSON, Ongoing Coordinator  
OLIVIA HOLMES, Quality Coordinator  
MORGAN JACOBUS, Marketing and Communications Manager – in person  
LAYLA JONES, Ongoing Coordinator, Pueblo County  
TAMIE KNERR, Controller  
RYAN KUYPER, Learning and Staff Development Director – in person  
DE'AURA LEMUS, Strategy and Culture Specialist – in person  
KELLY LYNNG, Development Director  
GINGER McBRIDE, Learning and Staff Development Lead – in person  
DESERIE McDONALD, Ongoing Coordinator  
HEATHER MEIZIS, Quality Manager  
THEODORE MENDOZA, Intake Coordinator  
REBEKAH MITCHELL, Enrollment Coordinator  
CALLIE MURPHY, State General Funds Manager  
SARAH NOLAN, Respite Programs Specialist  
REGAN OLSON, Ongoing Coordinator  
GEANA PARKS, Child and Family Services Service Coordinator  
AMANDA REED, Early Intervention Director  
SCOUT RHODES, Quality Coordinator, Pueblo County  
MAKALA REYNOLDS, Learning and Staff Development Lead – in person  
KAREN RICE, EI Billing Manager  
NONIE RISPIN, Ongoing Coordinator  
KRYSTAL RUSSELL, CMA Coordinator, Pueblo County  
MELISSA SCHEUTZE, Child and Family Services Service Coordinator  
SY'MONE SHIVVERS, Ongoing Coordinator  
SARAH SICKINGER, Child and Family Services Service Coordinator  
JEFFREY SOUTHERN, Ongoing Coordinator  
GINGER STRINGER, Physician & Community Outreach Specialist  
LAURA THOMAS, Case Management Director  
CHERI ULMER, Program Support Manager  
NANCY VIGIL, Interim Director of Case Management Transition  
HEATHER WHITWORTH, CFO  
ALISON WRIGHT, Speech Language Pathologist

**GUESTS:**

RICHARD BARROS, Special Kids Special Families  
CASS DALEY, Parent/Advocate  
FORREST FIX, Family Caregiver  
JOANNA FIX, Member  
A.J. (only initials provided)  
TANYA LAUER, Above the Tree Line Consulting Group

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PAULETTE MILLS, Community Member  
SANDRA MONTEE, Colorado Bluesky Enterprises  
JENNIFER STREHLOW, Operations Director, 6385 Corporate Drive LLC  
and New Altitude – in person

**I. CALL MEETING TO ORDER**

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

**II. INTRODUCTION OF NEW STAFF**

The Board of Directors welcomed the new staff to TRE.

**III. STRATEGIC FOCUS – Staff Development**

Ryan Kuyper and De’Aura Lemus shared their journeys at TRE and information on TRE Culture and Strategy and Staff Development.

Both Mr. Kuyper and Mrs. Lemus are passionate about providing TRE staff with the information, tools and learning opportunities to grow within the organization and to provide the best services and support possible to people with disabilities and their families.

Learning Leaders and Level Up are two examples of professional development opportunities available for staff. Both require an extended time commitment and staff must complete an application and be chosen to participate.

*(The PowerPoint presentation is incorporated into these minutes by reference and can be found in the July 17, 2024 Board records for further review).*

**IV. MISSION MOMENT – Karen Rice, EI Billing Manager and Tanya Lauer, Consultant**

Ms. Rice shared her experience with Level Up. Participation in Level Up has offered her ways to better communicate with others, ask better questions to encourage better conversations, and better brainstorming and/or problem-solving of ideas/issues with others. Tanya Lauer, Above the Tree Line Consulting, shared her experiences and focus in guiding TRE in the implementation of Level Up.

**V. PUBLIC COMMENTS**

Mrs. Joanna Fix, a recipient of CDASS from TRE commented via Teams Chat. Her comment stated “We will not comment today as it is our first meeting and we want to listen and observe, but we are hoping you all will address the system issue with TRE portal, Gainwell/DXC and Public Partnerships and issues with PARS. My husband is my caregiver. We have not been able to submit hours or get paid.”

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Nancy Vigil, Interim Director of Pueblo Case Management Transitions, shared information on recent changes made at the State level on reporting systems. The transition to the new Care and Case Management (CCM) system has not been smooth and has required many months of fixing issues, etc. These issues are statewide. TRE staff are working daily with state staff to identify and remedy the system issues.

Laura Thomas, Director of Ongoing Service Coordination, stated that she will look into Mrs. Fix' specific situation and will be in touch with them directly.

## VI. CONSENT AGENDA

Tamara Engram, Executive Assistant stated that two errors have been identified. These showed Jennifer Thornton and Sharon Thompson as both present and absent from the June 19, 2024 meeting. Both were absent from the meeting. These corrections will be made to the meeting minutes.

**A MOTION WAS MADE BY PATRICK DAVIS, SECONDED BY HEIDI BRANDON TO ACCEPT AND APPROVE THE CONSENT AGENDA WITH THE CORRECTIONS MADE TO THE BOD MEETING MINUTES OF JUNE 19, 2024, AS NOTED ABOVE. (TRE Board of Directors' Meeting Minutes dated June 19, 2024). Motion unanimously approved.**

## VII. BOARD COMMITTEE REPORTS

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

Jessie Martinez, Treasurer shared the following information from the Finance and Investment Committee meeting held on July 15, 2024.

Financial Statements through June 2024 (Fiscal Year 24 Year End) – The group reviewed the statements with the following notes:

- End of year profit is approximately \$5.6 million, with \$5.4 million being funds from the Stabilization funding.
  - For June 2024, month ending, a profit of \$1million.
  - Heather Whitworth, CFO completed some cleanup to be certain that the grant expenditures were coded to the correct departments and incorporating expected past due payments related to breaks in services.
  - Work continues on the reconciliation of billing and payments for the Pueblo County Department of Human Services (PCDHS) subcontract.
  - TRE has not finalized the FY24 contract for Early Intervention services yet. TRE is still waiting on the negotiated admin rate.
  - EI Colorado is currently behind on payments in the amount of \$2.4 million. Several smaller invoices paid and TRE is anticipating that the larger payments will be received this week.
  - The KPI report shows that revenue numbers are higher than budget primarily due to the addition of the Pueblo County CMA contract.
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- Per conversation last month, \$3 million was transferred to TRE's Investment Portfolio Accounts.
- The Single Entry Point (SEP) Deferred Revenue repayment was made to HCPF in the amount of \$545,000.

6385 Corporate Drive LLC

- June showed a good month of activity with strong revenues. TRE only provided \$8000 in supplemental funds for the month of June.

FY23-24 Audits

- The audit is scheduled to begin the week of September 16.

**A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE TO APPROVE THE JUNE 2024 FINANCIAL REPORTS FOR THE RESOURCE EXCHANGE. *Motion unanimously approved.***

6385 Corporate Drive LLC FY24-25 Budget

- Rental income at approximately \$435,000.
- New Altitude revenue at \$410,000, with budgeted expenses at \$522,000
- 2% increase for staff wages and benefits.
- Looking to add three (3) intern positions for people with disabilities.
- Various operating expenses will be incurred.
- The final proposed budget shows a loss of \$531,000. \$514,000 of the budget is noncash.
- Capital expenditures are estimated at \$50,000.
- The anticipated cash outlay from TRE is \$68,000, which is substantially less than prior years.

**A MOTION WAS PRESENTED BY THE FINANCE AND INVESTMENT COMMITTEE TO APPROVE THE FISCAL YEAR 2025 6385 CORPORATE DRIVE LLC OPERATING BUDGET AS PRESENTED. *Motion unanimously approved.***

Colleen Batchelor, CEO commended the staff of The Resource Exchange and 6385 Corporate Drive LLC. The June 2024 financial statements and Budgets for FY24-25 are the strongest financial statements that we have seen since Classic Homes moved out in 2020.

b. Development Committee

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



### Capital Campaign

A huge thank you to Kim Matthews and Ron Rubin for volunteering to host an event in their homes where TRE staff can share information about TRE and its Capital Campaign.

Mrs. Matthews hosted 25 people at her home last week. \$25,000 was donated/pledged toward the Capital Campaign. Mrs. Matthews has challenged TRE Board members to host an event at his/her home or host Jenn and Kelly at one of your club meetings or church gatherings to share TRE's story.

Mr. Rubin's event will be held next month.

### TRE's 60<sup>th</sup> Anniversary Celebration Updates

CEO Batchelor asked everyone to think back 60 years to the families and community partners that helped create The Resource Exchange with the hope that their family members could live and receive services in their own community rather than within institutions far from their homes. This was such a significant time, and we hope their actions aren't lost on us.

And, here we are, 60 years later, thinking about how to make certain that the next 60 years of supports and service to people with disabilities grow and offer even more opportunities for them to actively participate in their own decisions and communities and with their families and friends. We all need to think about this and recognize the importance of our actions, today and in the future.

Events for the week of September 15 include:

- Sunday, 9/15 Yarn Bombing Event with People served by TRE and Provider organizations
  - Monday, 9/16 Staff Appreciation
  - Wednesday, 9/17 BOD and Volunteers Appreciation – BOD members-please attend in person.
  - Thursday, 9/19 Art Show and Sale. This is a ticketed event. However, if the artists and others want to see the art, there will be a tour of the building on Sunday, 9/15.
  - The date for the event in Pueblo has not been confirmed but planning is occurring and details will be provided as soon as that is completed.
  - If you are an artist or know an artist, invite them to donate a piece of their work. Kelly Lyng, Chad Gufarotti or Morgan Jacobus have needed information.
  - The yarn for the yarn bombing event has been donated by the You and Me Yarn Boutique. Thank you, Cass Daley. The boutique also donated the use of a machine to help with the knitting. If you are interested in learning to finger knit for this event, see Jenn Strehlow. (The knitted yarn pieces will be repurposed and made into scarves and hats for disabled veterans. You can also adopt a tree on TRE's property to yarn bomb for \$60.
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c. Executive Committee

Lois Landgraf reported.

- If BOD members want TRE business cards, please contact Mrs. Jacobus. They will no longer be supplied to all, unless requested.
- The CMA Backlog Reduction Plan was discussed in detail.
- Hacking of TRE BOD members emails, especially Chair Landgraf's. Please be certain to delete those emails. It was noted that TRE works closely with Wipfli to prevent and block any spam emails.

## VIII. CHIEF EXECUTIVE OFFICER'S REPORT

Cyber Security Training – All TRE staff, including BOD members, will receive an email from Wizer with instructions to complete cyber security training on August 1. Access to the training will be available through the month of August. BOD members are asked to complete the training since they have TRE emails which are publicly posted. It is mandatory for TRE staff. This type of training is required by TRE's contracts and cyber security insurance.

TRE's One Year Priority Plan Related to Strategic Goals – Colleen Batchelor, CEO reminded the group of the six categories from TRE's Strategic Plan and provided information on the Executive Team's focus for its upcoming full day session - Staffing, which includes Hiring, Retention, Salaries/Wages, Workload, Training. Effective Organizational Structure to Support Staff.

Work continues on the projects with Wipfli, CMA Backlog Reduction Plan, CMA Stabilization and Sustainability plans.

It was noted that timely communications with Members and families must be an integral part of all of TRE's work. This would eliminate many frustrations for all.

## IX. NEW BUSINESS

a. Family Support Services Council Member Nomination

Callie Murphy, State General Funds Manager presented the nomination of Deborah Surat to serve on the Family Support Council. Ms. Surat has been involved with services from TRE and being a provider of these services.

**A MOTION WAS PRESENTED TO APPROVE THE APPOINTMENT OF DEBORAH SURAT TO THE FAMILY SUPPORT SERVICES COUNCIL AS PRESENTED. *Motion unanimously approved.***

b. Strategic Focus for August 2024 Board of Director' Meeting

- FY23/24 Year-End Review – Jessie Martinez and Heather Whitworth



## **X. ONGOING BUSINESS**

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

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

- Look for the video and instructions on how to finger knit if you want to assist with the Yarn Bombing activities.
- Heidi Brandon, Board member, is featured in an article in the North magazine. The link to her page will be sent soon.

### **b. 18<sup>th</sup> Annual Legislative Town Hall on Disabilities**

Sarah Brittain Jack reported.

The planning committee is busy with the planning details. As a reminder the event is scheduled for October 2, 2024, 6-7:30 pm at Centennial Hall.

Disability Community Advocacy Training is being offered to all that would like to learn how best to communicate and share your story with our elected officials. Please share this information on your social media pages and with anyone who might be interested in this.

## **XI. PUBLIC COMMENTS**

None.

## **XII. SCHEDULE OF NEXT MEETING**

The next Board of Director's meeting is scheduled for **Wednesday, August 21, 2024, 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 JENNIFER THORNTON TO ADJOURN THE REGULAR MEETING. *Motion unanimously approved.***

The regular session of the meeting adjourned at 9:35 am.

***These meeting minutes were unanimously approved by TRE's Board of Directors at the August 21, 2024 meeting.***

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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