



**SIPA Board of Directors
Minutes of Meeting
November 7, 2024
12:00 p.m. to 1:30 p.m.
Virtual meeting**

1. Call to Order

Chair Tony Gherardini called the meeting to order via web conferencing at 12:04 p.m.

Ernesto Chavez, David Edinger, Tony Gherardini, Heidi Humphreys, Jesse Marks as designee for Maria De Cambra, Hannah Parsons, Samuel Taussig, and Representative Ron Weinberg were all in attendance at roll call.

Senator Mark Baisley, Mark Ferrandino, Chris Beall on behalf of Secretary of State Jena Griswold, Jason Harris as designee for Colorado Judicial Branch, Danielle Morrill, and Senator Kevin Priola were excused.

Representative Brianna Titone arrived post roll call.

With 8 members in attendance at roll call, a quorum was established.

2. Meeting Business

Approval of Agenda

- Representative Ron Weinberg moved to approve the meeting agenda. David Edinger seconded the motion. The motion was approved unanimously.

Approval of October 3, 2024 Board Meeting Minutes

- Representative Ron Weinberg moved to approve the minutes of the Board of Directors meeting held on October 3, 2024. Ernesto Chavez seconded the motion. The motion was approved unanimously.

3. Executive Overview - Ajay Bagal

Ajay Bagal, SIPA's Executive Director, presented his Executive Overview.

SIPA's annual Legislative Report was submitted to the Joint Technology Committee, the Joint Budget Committee of the General Assembly, the members of the Business, Labor and Technology Committee of the Senate, and the Business Affairs and Labor Committee of the House of Representatives. This year's report highlights the new business model for the portal integrator contract, grant funds, and a focus on

customer satisfaction with the addition of activities like the regional workshops and annual customer satisfaction surveys. Director Bagal thanked Catherine Kunst, SIPA's Chief Operations Officer, for submitting this annual report.

SIPA has completed a new Master Task Order with OIT for Professional Services, which will provide efficiencies for state agencies working with SIPA's suppliers.

Director Bagal thanked Eide Bailly, SIPA staff, and SIPA's Finance and Contracts Committee for reviewing the audit and financial reports, which resulted in the completed annual Financial Audit.

SIPA has an ongoing commitment in improving the customer experience through its work with Tyler Colorado and through events like the regional workshops.

Director Bagal introduced Joshua Schroder as SIPA's newest Digital Accessibility Specialist.

4. Review & Approval of Audited Financial Statements

Paul Kane of Eide Bailly joined Derek Martinez, SIPA's Director of Financial Operations and Board Treasurer Hannah Parsons to provide an overview of the audited financial statements. A copy of the presentation and the final report have been placed in the Board Dropbox.

Director Bagal and Derek Martinez introduced Paul Kane to walk the Board through the financial report. Mr. Kane is a partner at Eide Bailly. Mr. Kane thanked Mr. Martinez and his team for their hard work in gathering all the information needed for a successful audit.

A new fiduciary fund was put in place based on the audit recommendations. The audit report included a clean unmodified opinion. Both fiduciary funds and enterprise funds were included in the audit.

There were no additional comments or questions from the Board.

Hannah Parsons moved to approve and accept the audited financial statements. Heidi Humphreys seconded the motion. The motion was approved unanimously.

5. Customer and Resident Satisfaction Improvements

Duane Tucker, SIPA's Customer Success Director was joined by Tyler Colorado's Nogol Tardungo to provide an update on recent customer and resident satisfaction improvements. A copy of the presentation has been placed in the Board Dropbox.

Ms. Tardugno described what customer satisfaction looks like within the portal integrator context. Overall, customer satisfaction with SIPA's portal integrator experience has improved due to the following key improvements: redirecting calls for request forwards, intake form changes, daily standup meetings and triage, increased follow-up and coverage, VIP plans for customers, and engagement with survey respondents. Tyler Colorado intends to further improve the customer experience with automation and redirection by emails, introducing redirect points via Chatbot for common requests, regular updates to customers on upcoming changes and improvements, and involving power users in User Acceptance Testing to gather feedback and improve features.

6. Regional Workshop Update

Duane Tucker, SIPA's Customer Success Director provided an update on the regional workshops. A copy of the presentation has been placed in the Board Dropbox.

Five regional workshops have been completed and have been very well received by attendees. The following regions have hosted a workshop: metro north in Johnstown, central mountain in Frisco, Denver metro in Englewood, and eastern plains in Akron. The final scheduled workshop that was scheduled to be held on November 8th for the southern region in Pueblo has been postponed to a later date due to weather.

Looking ahead, SIPA plans to schedule additional workshops in 2025 to cover additional regions of the state that have not yet been covered.

7. SIPA Board Dashboard Presentation

Ajay Bagal, SIPA's Executive Director, and Derek Martinez, SIPA's Director of Financial Operations presented the SIPA Dashboard. A copy of the presentation has been placed in the Board Dropbox.

Mr. Martinez summarized the financial overview for FY 24-25 through September. Revenue remains strong. Payment processing transactions have a slight year over year increase for September. Accounts receivable are current and in good standing. Operating expenses are below budget and include micro-grant awards that were sent out in September.

Director Bagal reminded the board of some upcoming initiatives. SIPA intends to share the new SIPA website redesign at the next board meeting. Grant awardee discussions continue to progress, with the Salesforce grant application portals going live soon. Supplier onboarding for the new OIT Master Task Order will begin.

8. Adjournment

Chair Tony Gherardini reminded the board that the annual review process for SIPA's Executive Director will be planned in the coming months. There being no other business, the meeting was adjourned at 1:05 p.m.