Panhandle Community Services Board of Directors' Meeting Minutes Panhandle Community Services Central Office – 1309 SW 8th Ave. - Amarillo TX, 79101 Minutes for August 19, 2021 @ 10:00am

Board Members by Sector:

	<u>Private</u>		<u>Public</u>	
P	Genevie Sheets-Allred	Α	Judge Cindy Irwin	Р
P	Denese Skinner	P	Judge Rowdy Rhoades	Α
Α	Jo Anne Cook	Р	Judge Dan Looten	P
Р	Aaron Lopez	Α	Sheriff Randy Geries	P
P	Tim Cooper	Р	Judge Chris Porter	P
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<u>Staff</u>	Position/Title	
Magi York	Executive Director	
Robert Carlton	Chief Financial Officer	
Dennis Garvey	IT Director	
Randy Cazarez	HR Director	
Lylene Springer	Transit Director	
Kaitlin Mosley	RSVP Director	
Christy Hilbert	Communications Director	
Christina Cristan	Interim Director of Emergency Services	
Audra Rea	Interim Director of Family Development	
Susie Ybarra	Interim Director of Housing Choice Voucher	
Melissa Darsey	Interim Director of Outreach Services	
Lisa Matthysse	Executive Assistant	

NOTICE – This meeting was publicized in compliance with the state open meetings law, as documented in Appendix A to these minutes. Appendix A also includes a list of the documents provided to members with the meeting notice and agenda.

Call to Order

Lydia Villanueva, Secretary, called the regular business meeting to order at 10:07 a.m. central daylight time (OS 2.4) and announced the Initial Public Comment Period. Lisa Matthysse, Executive Assistant, called roll and determined that a quorum of directors was present (OS 5.5). Ms. Villanueva led the Pledge of Allegiance and Magi York, Executive Director, led the recital of the Panhandle Community Services (PCS) mission statement. Sheriff Randy Geries led the prayer.

Correspondence

Ms. York reported on the following:

• 80% CEAP CARES Benchmark Letter Revised – The Texas Dept. of Housing and Community Affairs (TDHCA) sent another letter informing us that we have not met the required percentage

of expenditures of CEAP CARES funds. We replied with a corrective action letter outlining the steps we are taking to spend the money. Ms. York said that other agencies are also having difficulties spending the COVID relief funds. She also noted that any unspent money will have to go back to the federal government.

- PCS 2021 CNA Letter from TDHCA Our Community Needs Assessment (CNA) was accepted by the state and we met several Organizational Standards with the submittal. The CNA was issued on June 17, 2021 (OS 3.1).
- 'Thank You' Letter from Weatherization Client.

Board Training (OS 5.8)

Denese Springer, PCS Board Member and Vice-President of Student Affairs at Amarillo College, gave a presentation on the book, *How Full Is Your Bucket?* The presentation was a follow-up to her presentation at the board retreat. Her talk focused on creating a positive environment to improve productivity.

Board Action Items Approval of Minutes

Minutes for the June 17-18, 2021 Board of Directors Board Retreat were presented by Lydia Villanueva, Secretary, and submitted for approval.

Motion: To approve the June 17-18, 2021 board meeting minutes as presented.

Moved By: Judge Dan Looten Second: Jo Anne Cook

Vote: Motion carried by voice vote

Seat New Board Member (OS 5.5)

Denese Skinner, Governance Committee Chair, introduced the new board member for the Region 4 Public Seat, Judge Chris Porter. Judge Porter was recommended by Judge Dan Looten to fill the seat vacated by Comm. Juan Cantu.

Ms. Skinner asked the board to seat Judge Porter to the PCS Board of Directors.

Motion: To seat Judge Chris Porter to the Region 4 Public seat on the board.

Moved By: Amy Taylor Second: Judge Dan Looten

Vote: Motion carried by voice vote

Resignation - Comm. Juan Cantu

Ms. Skinner asked Ms. York to give an update on Comm. Juan Cantu's resignation from the Region 4 Public seat on the board. Ms. York said he called the previous month and turned in his resignation citing a heavy workload giving him no time to commit to PCS.

Motion: To accept the resignation of Comm. Juan Cantu.

Moved By: Lydia Villanueva Second: Amy Taylor

Vote: Motion carried by voice vote

New Business

Ratify the Signing of the Following:

Ms. York asked the board to ratify her signature on the following:

- a. CEAP (Comprehensive Energy Assistance Program) Contract #58990003309, Amendment #1 extending ending date to September 30, 2021.
- b. LIHEAP (Low-income Home Energy Assistance Program) Weatherization Contract #81200003494, Amendment #4 extending ending date to August 31, 2021.
- c. DOE (Department of Energy) Contract #56210003520 for July 1, 2021 to June 30, 2022 in the amount of \$198,503.00.

Motion: Moved By:

Judge Cindy Irwin

To ratify Ms. York's signature on the grants as listed above. **Second:** Sheriff Randy Geries

Vote:

Motion carried by voice vote

2021 Client Satisfaction Survey (OS 1.3)

Christy Hilbert, Communications Director, reported on the 2021 Client Satisfaction Survey. The survey is conducted to gather responses from our clients on how the agency is doing. This year we had 289 responses, up from 111 last year. The majority of responses were from clients in our housing and utilities programs. Ms. Hilbert reviewed the summary and noted that most responses were positive. She also gave examples of clients' comments and suggestions for improvement. The survey summary and examples were included in the packet. Ms. Hilbert asked the board to approve results of the survey.

Motion:

To approve the results of the Client Satisfaction Survey. Jo Anne Cook **Second:** Judge Cindy Irwin

Moved By: Vote:

Motion carried by voice vote

Approve Client Satisfaction Survey Policy

Ms. Hilbert reviewed the revised Client Satisfaction Survey Policy. The survey will now be conducted throughout the year. Results will be evaluated twice a year and reported to the board in March and September. Ms. Hilbert asked the board to approve the Client Satisfaction Survey Policy (included in the packet).

Motion: Moved By: To approve the Customer Satisfaction Survey Policy. **Sheriff Randy Geries** Second: Jo Anne Cook

Vote:

Motion carried by voice vote

Approve 2021 Declaration of Income Policy

Audra Rea, Interim Director of Family Development, stated that TDHCA has required a change to our Declaration of Income Policy and Declaration of Income Statement (DIS). The phrase "over 18 years of age" was changed to "18 years and older." Ms. Rea asked the board to approve the revised Declaration of Income Policy (included in the packet).

Motion:

To approve the 2021 Declaration of Income Policy.

Moved By:

Judge Dan Looten

Second: Judge Cindy Irwin

Vote:

Motion carried by voice vote

CAP Plan

Ms. Rea presented the 2022 CAP Plan. (Presentation materials were included in the board packet.) She first reviewed our 2021 CAP Plan and the success of the plan's strategies (OS 4.4). She noted the impact of COVID on our outcomes and reported that we made no progress on two of the top five goals: Affordable Dental Care and Activities for Youth. Ms. Rea reported on the outcomes of the other plan goals and highlighted the work that our Career Coach did to forge partnerships with local businesses and help families find employment (OS 9.4).

Ms. Rea reviewed the top five goals and targets for the 2022 CAP Plan and noted that there was no overlap with our top goals on the 2021 CAP Plan. The goals in our 2022 CAP Plan are based on the CNA which was conducted earlier this year. The top five goals for 2022 are:

- 1. Safe and affordable housing
- 2. Income
- 3. Barriers to earning a living wage
- 4. Food and Nutrition
- 5. Homelessness

Ms. Rea reported on our goal for the number of clients who Transition Out of Poverty (TOP) and explained how the number is determined. Ms. Rea also reviewed our active partnerships and our estimated budget. She stated that we will have a public hearing on August 27th to announce the 2022 CAP Plan.

Ms. Rea asked the board to approve the 2022 CAP Plan.

Motion: To approve the 2022 CAP Plan.

Moved By: Jo Anne Cook Second: Judge Cindy Irwin

Vote: Motion carried by voice vote

Update on Audit

Robert Carlton, CFO, reported that we are missing some HUD files that are required for the annual audit. He reported that the files in question, which are required to be kept as long as the client remains on the program, were destroyed when we did our routine purging of old files, per our record retention policy. The fact that we do not have those records could mean a finding on our audit. A finding on the audit would have a serious effect on the agency. Ms. York has asked for a waiver from HUD. If we get the waiver, there would not be a finding on the audit. Our auditor has completed the audit, in anticipation of getting the waiver, and is ready to present it to the board.

Discussion followed on how to proceed with the audit. The board discussed ways to prevent this type of situation in the future. The audit will be presented to the Audit and Finance Committee and the Executive Committee once we have word regarding the waiver. The Executive Committee's recommendation will be presented for ratification at the September meeting of the full board (OS 8.3).

Motion: To have the Audit and Finance Committee and the Executive Committee review

and approve the audit, and submit the audit at the September Board Meeting

for ratification by the full board.

Moved By: Judge Cindy Irwin **Second:** Sheriff Randy Geries

Vote: Motion carried by voice vote

Committee Reports

Audit and Finance Committee (OS 8.7) - Amy Taylor, Treasurer, presented the Finance Report (included in the packet). Ms. Taylor gave a status update on the PCS buildings in Friona, Dimmitt and Dumas, and reviewed some of the difficulties with building costs. She also gave an update on the TDHCA Desk Monitoring, stating that we continue to respond to their inquiries.

Mr. Carlton referred to the financials and stated that he reviewed the reports with the Audit and Finance Committee and their consensus was that the reports were complete. (The Balance Sheet, Balance Sheet Comparison, and Grant Summary - an organization-wide report on revenue and expenditures that compares budget to actual, categorized by program - were included in the board packet.)

Motion: To approve the Audit and Finance Committee Report as presented.

Moved By: Judge Dan Looten Second: Jo Anne Cook

Vote: Motion carried by voice vote

Human Resources Committee - Lydia Villanueva, Secretary, presented the Human Resources / Development Committee Report (included in the packet). Ms. Villanueva reported on staffing and recruitment for the 2nd quarter reporting period. She also reported on the issues with our Ethics Training, and stated that we have hired an HR Consultant to help with Ethics Training and other HR Strategic Goals.

Mr. Cazarez reported that the HR Committee asked for more time for board members to fully review the attorney's recommended changes to the Employee Handbook. The committee will meet again next week to approve the changes. The handbook will then be submitted to the Executive Committee for approval before presenting the handbook for ratification at the September Board of Directors meeting.

Motion: To approve the HR / Development Committee Report as presented.

Moved By: Jo Anne Cook Second: Judge Cindy Irwin

Vote: Motion carried by voice vote

Program Committee (OS 5.9) - Amanda Quillin, Board Member representing the Program Committee, reviewed the programmatic reports (included in the packet). Ms. Quillin reported on the accomplishments and challenges for the following programs: Weatherization and Housing Preservation Grant, Texas Veterans Commission (TVC), Transportation, Retired Senior and Volunteer Program (RSVP), Communications, Information Technology, Housing Choice Voucher Program (HCV), Comprehensive Energy Assistance Program (CEAP), Earned-Income Tax Credit (EITC), Community Service Block Grant (CSBG), and the Emergency Shelter Grant (ESG). (Note: there was a mistake on the EITC Program report. The report should read "Prepared by Melissa Darsey.")

Motion: To approve the Program Committee Report as presented.

Moved By: Sheriff Randy Geries Second: Judge Cindy Irwin

Vote: Motion carried by voice vote

Executive Director's Report

Ms. York reported on the following:

- a. TDHCA Desk Review
- b. Pathways to Excellence
 - i. Resolution to apply for Pathways to Excellence
- c. Meetings with Judges
 - i. Childress County Judge Kim Jones
 - ii. Wheeler County Judge Carol Porton
- d. NCAP Convention
- e. Congressional Investigation

Motion:

To accept the Executive Director's report as presented.

Moved By:

Jo Anne Cook

Second: Amanda Quillin

Vote:

Motion carried by voice vote

Public Comment Period

Ms. Villanueva called for public comment. No public comments were made.

The Promise of Community Action

Ms. Villanueva led the board in reciting the Promise of Community Action.

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Motion to Adjourn

Motion:

To adjourn.

Moved by:

Judge Dan Looten

Second: Judge Cindy Irwin

Vote:

Motion carried by voice vote

Hearing no objections meeting was adjourned at 12:13 p.m. (OS 2.4).

I hereby certify that this is a true and correct copy of the minutes approved by the Panhandle Community Services Board of Directors on September 16, 2021.

Signature:

Name: Lydia Villanueva

Title: Board Secretary

PCS Board of Directors' Meeting Minutes, August 19, 2021