

**Panhandle Community Services  
Board of Directors' Meeting Minutes  
Panhandle Community Services Central Office – 1309 SW 8<sup>th</sup> Ave. - Amarillo TX, 79101  
Minutes for October 20, 2022 @ 10:00am**

**Board Members by Sector:**

<u>Low Income</u>		<u>Private</u>		<u>Public</u>	
Lydia Villanueva	P	Denese Skinner	P	Judge Cindy Irwin	P
Amy Taylor	P	Jo Anne Cook	P	Judge Rowdy Rhoades	P
Robert Coffee	P	Aaron Lopez	P	Judge Dan Looten	P
Amanda Quillin	P	John Sharp	P	Comm. Kirk Frye	A
Audriana Vandiver	A	Open Seat		Judge Chris Porter	P

<u>Staff</u>	<u>Position/Title</u>
Magi York	Executive Director
Robert Carlton	Chief Financial Officer
John Mejia	Asst. Director of Finance
Dennis Garvey	Information Services Director
Randy Cazarez	Human Resources Director
Lylene Springer	Transportation Director
Kaitlin Mosley	RSVP & Health Services Director
Christy Hilbert	Communications Director
Christina Cristan	Energy Assistance Director
Audra Rea	Family Services Director
Susie Ybarra	Housing Choice Voucher Program Director
Melissa Darsey	Outreach Services Program Director
Lisa Matthyse	Executive Administrative 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**

Judge Cindy Irwin, President, called the regular business meeting to order at 10:08 a.m. central daylight time (Organizational Standard 2.4) and announced the Initial Public Comment Period. Lisa Matthyse, Executive Assistant, called roll and determined that a quorum of directors was present (OS 5.5). Judge Irwin led the Pledge of Allegiance and the recital of the Panhandle Community Services (PCS) mission statement and vision statement. Robert Coffee, Board Member, led the prayer.

**Consent Agenda**

Judge Irwin asked if there were any questions on the consent agenda. Hearing none, Judge Irwin asked for a motion to approve the consent agenda. (The consent agenda and all reports associated with it were included in the Board Packet. Reports included Correspondence, minutes from the September 15, 2022 Board of Directors

Meeting, Resource Development Committee Reports, Programs Committee Reports (OS 5.9) (PTE 1.3), and a list of grants submitted/received.)

**Motion:** To approve the consent agenda.  
**Moved By:** Judge Chris Porter **Second:** Aaron Lopez

Lydia Villanueva, Board Vice-President and Programs Committee Chair, asked for a motion to remove the Programs Committee Reports from the consent agenda. Judge Porter withdrew his motion to approve the consent agenda.

**Motion:** To remove the Programs Committee Reports from the consent agenda.  
**Moved By:** Lydia Villanueva **Second:** Judge Dan Looten  
**Vote:** **Motion carried by voice vote**

Judge Irwin asked for a motion to approve the amended consent agenda minus the Programs Committee reports.

**Motion:** To approve the amended consent agenda.  
**Moved By:** Judge Chris Porter **Second:** Aaron Lopez  
**Vote:** **Motion carried by voice vote**

Ms. Villanueva said the program directors are requesting that they move their compliance (Red-Light/ Green-Light) reports to the second month of the quarter instead of the first. Now that Finance is reporting a month behind, program directors need to follow the same timeframe in order to provide a full compliance report to the Board. Ms. Villanueva asked for approval to move the reports to the middle month of a quarter.

**Motion:** To move Programs Committee Reports to the second month of each quarter.  
**Moved By:** Judge Chris Porter **Second:** Jo Anne Cook  
**Vote:** **Motion carried by voice vote**

Ms. Villanueva also noted the detailed nature of the Red Light/ Green Light reports and said that the time allotted for Programs Committee meetings does not allow for a thorough report by the program directors. The Board discussed options to allow for 90-minute Programs Committee meetings, and determined that the Board of Directors would meet at 10:30 on the days of our quarterly committee meetings. Judge Irwin asked for a motion to move Board of Directors Meetings to 10:30 on the days when our committees meet.

**Motion:** To move Board of Directors Meetings to 10:30 on the days when our committees meet.  
**Moved By:** Lydia Villanueva **Second:** Judge Rowdy Rhoades  
**Vote:** **Motion carried by voice vote**

**Board Training: Fundraising Skills (OS 5.8) (PTE 1.1; 1.3) (20-minute Board Training Session)**

Christy Hilbert, Communications Director, informed the Board about upcoming events, including PCS' 8<sup>th</sup> Annual Festival of Trees, and asked them to share the information with the public. Ms. Hilbert explained that fundraising is about more than asking for money. It's about inviting people to be a part of something meaningful. Ms. Hilbert gave the following tips for engaging donors: 1) Thank donors for attending events; 2) open doors by inviting friends and businesses to join in working with PCS; 3) bring quests to events like Festival of Trees or ask them to donate a silent auction item; and, 4) participate in PCS community events. She said that

92% of PCS funds go to serving our clients and that is a number that Board members can use when talking about PCS. Scripts to help with fundraising for Festival of Trees and the Panhandle Gives campaign were included in the Board packet.

**Board Engagement Series (OS 4.4; OS 9.3)**

Jo Anne Cook gave a presentation on the Mobile Dentist Unit Committee. Ms. Cook said the committee started a few months ago as a casual conversation with Ms. York about dental needs, particularly in rural areas, and said the discussion evolved to consider starting a mobile dental unit. Ms. Cook stated that dental needs have been on every community survey PCS has done and she described some of the work PCS staff have done to help their clients with dental needs. Ms. Cook said that Lori Covil, Family Development Specialist, brought to light the fact that, though we are trying to move people upwards so they can go to school or go to work, it can be difficult for them to get a job when they go to an interview and are “missing a front tooth” or have other dental problems.

Ms. Cook said that Scott Caldwell has joined the committee to help them organize and move forward. It is a huge project and will cost about \$350,000.00 to get started. Ms. Cook noted that the mobile unit can be a combination medical/ dental unit, and it would be able to provide full dental care, not just dental hygiene. Ms. Cook answered questions about the type of dental help available in our area now and the possibility of finding grants to help pay for the project. Ms. Cook stated that the committee is looking into grants to fund a mobile dental unit.

**2022 CAP Update (OS 9.3, OS 4.4)**

Audra Rea, Family Services Director, reported that she made the target revisions to the 2022 Community Action Plan (CAP) that were requested by the Board at the previous meeting. Ms. Rea reviewed the FNPIs (Family Level National Performance Indicators) for Employment, Education, Income & Asset Building, Housing and Health. Ms. Rea stated that, upon approval by the Board, she would send the revised numbers to the state. Ms. Rea asked the Board to approve the revisions to the 2022 CAP.

<b>Motion:</b>	To approve the revisions to the 2022 CAP.	
<b>Moved By:</b>	Lydia Villanueva	<b>Second:</b> Amy Taylor
<b>Vote:</b>	<b>Motion carried by voice vote</b>	

**Client Satisfaction Survey Action Plan (OS 1.3)**

Christy Hilbert, Communications Director, presented the action plan that was created in response to the recent Client Satisfaction Survey. The plan includes the following:

1. Water bills – We have implemented the Low-Income Household Water Assistance Program (LIHWAP) and have obtained vendor agreements with the City of Amarillo and many other towns in our service area.
2. Emailed applications – We are looking at our process of mailing Housing Choice Voucher Program applications and how we can use our software system to email notifications to clients. Other programs already maintain a combination online and in-person application process.
3. Windows and roofs – Ms. Hilbert reviewed the process of receiving help through our Weatherization Assistance Program (WAP). Ms. York stated that we rarely replace windows and we cannot replace roofs under WAP, but we may be able to help some clients under the Housing Preservation Grant (HPG).
4. Jobs, especially for those with a disability – We have a new career coach and she has been working on building connections and adding businesses to our list of referrals.

5. Housing – Ms. Hilbert noted that housing options for low-income people is an ongoing issue. She said that making more housing available is on our radar, and that Ms. York has had conversations with county officials about finding funds to repair vacant homes owned by cities and make them livable.

**Motion:** To accept the Client Satisfaction Survey Plan of Action.  
**Moved By:** Judge Dan Looten **Second:** Amanda Quillin  
**Vote:** **Motion carried by voice vote**

#### Finance Report (OS 8.7) (PTE 6.1)

John Sharp, Treasurer and Chair of the Audit and Finance Committee, presented the August Finance Report. Mr. Sharp then reviewed the balance sheet and comparative balance sheet, and asked if there were any questions on the Grant Summary or Statement of Revenues and Expenditures. Robert Carlton, CFO, said he had also given a report to the Audit and Finance Committee regarding the amendment to the Meliora contract for the Cost of Living raise for Ms. York. (The August Finance Report, Balance Sheet, Comparative Balance Sheet, Grant Summary (an organization-wide report on revenue and expenditures that compares budget to actual, categorized by program), County Funds and Unrestricted Funds were included in the packet sent to the Board.)

Judge Irwin asked for a motion to accept the Finance Report with the addition of the amendment to the Meliora Contract.

**Motion:** To accept the Finance Report with the addition of the amendment to the Meliora Contract.  
**Moved By:** Lydia Villanueva **Second:** Judge Rowdy Rhoades  
**Vote:** **Motion carried by voice vote**

#### Executive Director's Report

Ms. York presented her Executive Director's Report:

- Weatherization Education at Amarillo College – Ms. York reported that she met with Denese Skinner and representatives of Amarillo College to discuss the possibility of the college providing training on the skills needed to weatherize homes according to the standards of our Weatherization Assistance Program (WAP). Discussion followed. Ms. York asked if the Board would support moving forward with the project. Board members agreed that it would be a good partnership for PCS.
- Staffing Needs – We have found a place for our office in Memphis. The center in Memphis will be a hub for the region. Ms. York also reported that the agency is growing and we are looking to hire more support staff, including an assistant for the Family Services Director, Audra Rea.
- 2023 CAPLAW National Training Conference, June 27-29, in Austin – Ms. York asked Board members to mark this date on their calendars. She said that CAPLAW provides good training for Board members and she would like for our Board to make a great showing at the conference.
- Board Recruitment – We will be visiting next week with a Board member candidate for the open Region 3 Private Sector Seat. Jo Anne Cook will be leaving the Board at the end of the year. She has recommended several candidates to fill her position on the Board. Ms. Cook will remain on the Mobile Dentist Unit Committee. Comm. Kirk Frye will also be leaving the Board at the end of the year. We will start looking at mayors in the region to fill Comm. Frye's position on the Board.

- TDHCA Weatherization Meeting – Ms. York reviewed the contents of the monitoring report from TDHCA (included in the packet). She detailed our efforts over the last few months to comply with the monitoring and asked that the Board get involved now. Discussion followed.

Ms. York informed the Board that she had received an email this morning from Laura Saintey at TDHCA saying that PCS achieved a score of 100% on the Organizational Standards. She congratulated Lisa Matthyse for her work in preparing the report.

Ms. York asked for a motion to accept her report.

**Motion:** To accept the Executive Director’s report as presented.  
**Moved By:** Judge Rowdy Rhoades **Second:** Judge Chris Porter  
**Vote:** **Motion carried by voice vote**

**Final Public Comment Period**

Judge Irwin called for public comment. No public comments were made.

**The Promise of Community Action**

Judge Irwin 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:** Lydia Villanueva **Second:** Amanda Quillin  
**Vote:** **Motion carried by voice vote**

Hearing no objections, the meeting was adjourned at 11:46 a.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.*

Signature: 

Name: Judge Dan Looten

Title: Board Secretary

PCS Board of Directors' Meeting Minutes, October 20, 2022

