

**Panhandle Community Services
Board of Directors Meeting Minutes
Panhandle Community Services Central Office – 1309 SW 8th Ave. - Amarillo TX, 79101
Minutes for September 21, 2023, @ 10:00 am**

Board Members by Sector:

Low Income

Lydia Villanueva **A**
Amy Taylor **P**
Robert Coffee **P**
Amanda Quillin **P**
Teresa Lane **P**

Private

Denese Skinner **P**
Aaron Lopez **P**
John Sharp **P**
Brian Gillispie **P**
Brian Hevrin **P**

Public

Judge Cindy Irwin **P**
Judge Rowdy Rhoades **P**
Judge Dan Looten **A**
CM Esmeralda Mills **A**
Judge Chris Porter **P**

Staff

Position/Title

Magi York Executive Director
John Mejia Chief Financial Officer
Dennis Garvey Information Services Director
Randy Cazarez Human Resources Director
Lylene Springer Transportation Director
Kaitlin Mosley RSVP & Health Services Director
Audra Rea Director of Family Services
Christy Hilbert Communications Director
Christina Cristan Energy Assistance Director
Susie Ybarra Community Relations Director
Melissa Darsey Outreach Services Program Director
Benita San Miguel Housing Director
Lisa Matthyse 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. Appendix B includes committee meeting minutes.

Call to Order

Judge Cindy Irwin, Board President, called the regular business meeting to order at 10:06 a.m. Central Daylight Time (Organizational Standard 2.4). Judge Irwin 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. Magi York, Executive Director, led the prayer.

Judge Irwin requested that the discussion of the Consent Agenda be moved to after the audit.

2022 Audit (OS 8.2, 8.3, 8.4)

Kyle Spielbusch, CPA of Jarred, Gilmore & Phillips, PA, reported on Panhandle Community Service’s 2022 Audit. (A digital copy of the audit was emailed to the Board prior to the meeting. Bound physical copies were handed out during the meeting.) Mr. Spielbusch reviewed the Independent Auditor’s Report and stated that they had audited the accompanying financial statements of Panhandle Community Services (PCS) for the year ended December 31, 2022. Mr. Spielbusch referred to the opinion paragraph and said that they believe the numbers presented in the

audit are a “materially accurate representation” of what happened during the year for PCS. Mr. Spielbusch stated that they issued an unmodified opinion. He also noted that because PCS received federal dollars, other reporting was required by government auditing standards and included in the audit.

Mr. Spielbusch reviewed the Financial Statements and reported the following:

Statement of Financial Position – This is a picture of the agency’s financial standing as of December 31, 2022. Mr. Spielbusch stated that the current ratio was 4.91 for 2022. He said the score was exemplary and meant that PCS is able to meet its bills and any future bills that the agency might incur.

Statement of Activities - This is a snapshot of the activities during the year 2022. The statement is divided into two sections: “Changes in Assets without Donor Restrictions” and “Changes in Assets with Donor Restrictions.” Mr. Spielbusch said the key number was the “Increase (Decrease) in Net Assets,” and that the positive number on this line meant that the agency brought in more money than it spent during the year.

Statement of Functional Expenses – This statement takes information from the Statement of Activities and goes into more detail by function. The statement shows that 90.6 cents of every dollar that PCS received in 2022 went towards our mission.

Statement of Cash Flows - This is a snapshot of the agency’s checking account. Mr. Spielbusch reviewed the operating activities, investing activities and financing activities listed on the statement.

Notes to the Financial Statements – Mr. Spielbusch stated that this section contained the “footnotes” of the audit, and he reviewed the notes in the section. He reported on our concentration of credit risk, noting the amounts covered by FDIC insurance and pledged securities, and stated that the remaining \$1.9 million was considered unsecured at year end.

Supplementary Information – Mr. Spielbusch said the Combining Schedule of Activities statement contained detailed information from the Statement of Activities and Statement of Functional Expenses broken down individually by grant. He also reported on the Entity Wide Balance Sheet Summary, which detailed HUD numbers, specifically, and the Schedule of Expenditures, which broke down by department all the federal and state dollars that PCS received during the year.

Mr. Spielbusch referred to the Report on Internal Control Over Financial Reporting and stated that they found no internal control issues during the audit. He reviewed the report on Uniform Guidance and stated that the second paragraph, the opinion paragraph, was the most important section of the report. Mr. Spielbusch stated that they believe, based on the testing they performed during the audit, that the agency did comply with all the direct and material requirements of the compliance supplement and that there were no issues of non-compliance to report.

Mr. Spielbusch reviewed the Schedule of Findings and stated that PCS qualifies as a low-risk auditee because, in the past two years, the agency has had no issues with any of our grants. He reported that there were no findings on financial statements or federal awards and no prior audit findings.

Mr. Spielbusch referred to the letters included with the audit packet and encouraged Board members to read through them. Included with the audit packet was a letter regarding significant audit findings, a table of audit adjustments, and the Management Representation letter.

Motion:	To receive and accept the 2022 Audit	
Moved By:	John Sharp	Second: Denese Skinner
Vote:	Motion carried by voice vote	

Consent Agenda (OS 5.9)

Judge Irwin asked if there were any questions on the consent agenda. The following items were removed from the consent agenda and discussed:

- Texas Department of Housing and Community Affairs (TDHCA) letter re: Follow-up Report of Review with Inspections - Ms. York explained the circumstances surrounding the 2021 monitoring and the reasons for the questioned costs. Discussion followed.
- US Department of Housing and Urban Development (HUD) letter re: Housing Choice Voucher Program (HCV) Voucher Management System (VMS) Validation Review – Don Rea, Asst. Director of Finance, and Amanda Hyppolite, Asst. Director of Family Housing Services, gave a summary of the concerns listed in the review and the corrective action plan to address the concerns. Mr. Rea stated that the important thing to note was that there were no findings from the review. Discussion followed.

The Board requested that going forward, a separate item be added to the Board agenda to discuss any correspondence that included a monitoring review.

Motion: To remove both items of correspondence from the consent agenda.
Moved By: John Sharp **Second:** Amanda Quillin
Vote: **Motion carried by voice vote**

Judge Irwin asked for a motion to accept the consent agenda without the two items of correspondence.

(The consent agenda and all associated reports were included in the Board Packet. Reports included the August 17, 2023, Board Retreat Minutes; June 23, 2023, Strategic Planning Committee Meeting Minutes; August 17, 2023, Audit and Finance Committee Meeting Minutes; August 17, 2023, Resource Development Committee Meeting Minutes, and August 17, 2023, Programs Committee Meeting Minutes; correspondence; notification of grants submitted and received; a list of signed items presented for ratification by the Board; Three Things for the Board to Know Program Highlight Report (OS5.9); and the Funding Applications report.)

Motion: To accept the consent agenda without the two items of correspondence.
Moved By: John Sharp **Second:** Amanda Quillin
Vote: **Motion carried by voice vote**

TDHCA Letter re: Follow-up Report of Review with Inspections

Judge Irwin reviewed the request for a repayment of questioned costs. Ms. York stated the payment amount was \$28,379.97. Denese Skinner made a motion to pay the amount requested.

Motion: To approve paying the amount requested.
Moved By: Denese Skinner **Second:** John Sharp
Vote: **Motion carried by voice vote**

HUD letter re: HCV Program VMS Validation Review

Judge Irwin asked if there was any further discussion on the corrective action plan regarding the HUD VMS review. Hearing none, she asked for a motion to accept the corrective action plan.

Motion: To accept the corrective action plan
Moved By: Teresa Lane **Second:** Robert Coffee
Vote: **Motion carried by voice vote**

Board Engagement Series: NCAP Convention

Judge Irwin asked if the Board members had read the letters in the packet from PCS staff who had attended the NCAP Convention in Atlanta. Judge Irwin commented on her experiences at the convention and said it was great to see a huge community of people with one mission in mind. Ms. York showed the Board the Pathways to Excellence Gold Tier Award that PCS received at the convention and spoke about our goal for reaching the Platinum Tier in 2024. Ms. York spoke about the classes she attended at the convention and encouraged Board members to attend next year.

Bragging Rights

Audra Rea, Director of Family Services, stated that she had been nominated for the Texas Balance of State Continuum of Care (CoC) Board, and she asked for those Board members who live outside the Amarillo city limits to vote for her. She described the CoC and how she got involved with the Texas Homeless Network. Ms. Rea said it would be good for the Panhandle to have representation on a statewide board for homelessness as it would bring more awareness to rural homelessness overall.

Approve PCS Employee Handbook (OS 7.1)

Randy Cazarez, Human Resource Director, reviewed the process of revising the PCS Employee Handbook. He stated that he and the other directors had worked with our attorney over the past several months to review and revise the handbook. He said a draft of the handbook had also been made available to the Board a few weeks earlier for their review. Mr. Cazarez stated that he made further changes to the handbook based on the feedback he received from the Board, and he sent the handbook to the attorney for another review. Mr. Cazarez reported that there was a small error under section 1.5 of the handbook that was included in the Board packet. He stated that he had since corrected the language to read “Executive Committee” instead of “Governance Committee.” Mr. Cazarez requested the minutes state that the Board had an opportunity to review the handbook and asked for a motion to approve the handbook with the correction as reported.

Motion: To approve the handbook with the correction as reported.
Moved By: Brian Hevrin **Second:** Amy Taylor
Vote: **Motion carried by voice vote**

Accept Customer Satisfaction Survey (OS 1.3)

Christy Hilbert, Communications Director, stated that the reason for conducting a client satisfaction survey was to gauge how the agency was doing and to give a voice to our clients. She referred to the survey summary included in the packet and reported the following:

- We received 396 responses, which surpassed our goal of 300. Demographics showed that the majority of the people who responded were over the age of 50. Deaf Smith County had the largest number of responses because of the number of surveys distributed at the Hygiene Closet in Hereford. Ms. Hilbert said we are improving our surveys to be more consistent across our programs, and we are looking at ways to mirror the success of Deaf Smith County in other areas to get a greater response to our surveys, especially in our rural communities.
- The top need reported by clients was the need for safe, affordable housing. Clients also commented on the difficulties they had with our paperwork. Ms. Hilbert reported that we are working with one of our utility vendors to help our clients gather the documents they need to apply for assistance, and we are utilizing our software to share documents internally between programs. Ms. Hilbert said we also participated in a landlord fair with the City of Amarillo to help find good landlords who are willing to meet HUD guidelines for their homes.

- Ms. Hilbert said that 61% of the respondents felt the greatest strength of PCS was our ability to help, and they reported their top unmet needs were housing and utilities. In response to a question about the need for childcare, Ms. Hilbert reported that the responses to this survey did not mention childcare. Ms. Hilbert reported that our overall satisfaction rate was 92%, about the same as last year.
- Ms. Hilbert stated that another way that we give our clients a voice is through our Bridge Builders Luncheon and the legislative dinner afterward called Come to the Table.

After discussion, Ms. Hilbert stated that she would break down the demographics for respondents aged 50 and over into three or four age groups. Ms. Hilbert asked for a motion to accept the Client Satisfaction Survey.

Motion: To accept the Client Satisfaction Survey
Moved By: Amy Taylor **Second:** Denese Skinner
Vote: Motion carried by voice vote

Approve the 2024 Community Action Plan Budget (OS 9.3)

Ms. Rea stated that her presentation would be a comparison of the 2024 Community Action Plan (CAP) (included in the board packet) and the targets from the 2022 and 2023 plans.

Ms. Rea reported the following:

- The targets for employment outcomes were increased. She noted that we now have two full-time career coaches, and they have both completed certifications in resume writing and interviewing with families.
- Under education, we have increased our goals for individuals obtaining their high school diploma or GED and Vocational, Associate's and Bachelor's degrees. Home inspections are now included under Home Visit services, and the goal has been increased to 2,500.
- Most of the outcomes under income and asset building come through our EITC program and our Family Development program. Ms. Rea reviewed the outcomes and services with new or increased targets.
 - We are applying for a grant to help provide money and literacy skills to our families. The goals for several outcomes were increased accordingly.
 - Under Service 3H – Health Insurance, we increased the goal to 754 to include referrals to Medicaid and CHIP along with Marketplace enrollment.
 - We added a goal for assisting families in applying for SNAP benefits and set the number at 100.
 - We added a target of 25 for Social Security and SSI Payments under benefit coordination services. Some of our staff members have completed training in the SOAR program (SSI/SSDI Outreach, Access, and Recovery) to help individuals experiencing or at risk of homelessness apply for Social Security benefits. Ms. Rea stated that nationwide, the SOAR program has an 86% success rate, and there is no fee for individuals to apply for benefits under this program.
- Ms. Rea reviewed the housing outcomes and services and said that most of the targets would increase for 2024. She stated that the weatherization targets would remain at 125, as she reported last month, and as we will no longer receive funding for mortgage assistance or water assistance, those goals would be lowered.
- Under the health and social development outcomes, the FNPI 5F goal (which is made up of Meals on Wheels families) was raised to 6,000. The hygiene closet goal (listed under services as “Kits and Boxes”) was raised to 4,000. The target for dental screenings and exams has been increased to 45, and the target for restorative dental care to 22.
- Ms. Rea stated that for the first time in many years, we are setting goals for civic engagement. The goals were built around our Advisory Council, and the initial target outcomes were set at 25 individuals.
- Ms. Rea stated that the number of individuals we expect to achieve any outcome was set at 6,000 because it matches the biggest goal for the agency, which is the Meals on Wheels number. The target for the number of referrals has been set at 750. Ms. Rea reported that she is working to create an internal and external tracking mechanism for referrals.

Discussion followed.

Ms. Rea reviewed the budget for the 2024 Community Action Plan. She explained how she determined salaries and stated that she was able to add nearly \$40,000 to client services. Ms. Rea asked for a motion to approve the CSBG CAP Plan Budget for 2024.

Motion: To approve the CSBG CAP Plan Budget for 2024
Moved By: Brian Hevrin **Second:** Amy Taylor
Vote: **Motion carried by voice vote**

Nominating Committee for Board Officers

Judge Irwin appointed Public Sector Representative Judge Chris Porter, Low-Income Sector Representative Amy Taylor, and Private Sector Representative John Sharp to the Nominating Committee for Board Officers. Judge Porter agreed to chair the committee. The committee was charged with selecting a slate of nominees to fill the four offices on the Board – President, Vice-President, Treasurer and Secretary. The nominees will be presented at the Annual Board Meeting.

Finance Report (OS 8.7)

John Mejia, CFO, reported that he had just received an email stating that the audit had been submitted. Mr. Mejia then restated three important points from the audit. He said the positive number on the Statement of Activities indicates that we brought in more money than we spent last year. He also said that he has implemented key controls to halt the downward trend noted on the Statement of Cash Flows. Finally, he said that the critical point from the audit presentation was that there were no findings.

Mr. Mejia reported on staffing issues in the Finance Department and said he would need to hire two more staff members for the Finance Department.

Mr. Mejia referred to the Financial Statements for the month ending July 31, 2023, and reported the following:

Balance Sheet – Mr. Mejia said the finance team continues to reconcile the operating account on a daily basis. He said they are monitoring the funds that made up the loss recorded under Current Revenues and Expenditures on the balance sheet. Mr. Mejia referred to the Comparative Balance Sheet and said it was a comparison of the current balance sheet to previous years.

Grant Summary – Mr. Mejia reviewed the concerns with the grants highlighted in red and yellow in the fund watch column. He stated that Transportation Funds 323 and 373 continued to be in the red but that the new State contract should start reversing that trend. He also reported that they were monitoring the highlighted HUD account.

Local Funds (County Funds) – Mr. Mejia reported that we spent \$3,043 in local funds for the month of July. He stated that we did not bring in any revenue for the month.

Unrestricted Funds – Mr. Mejia stated this was where he referred to the shortfall. He reviewed the balances that made up the shortfall.

Discussion followed.

(The 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.)

Motion: To accept the Finance Report.
Moved By: Brian Hevrin **Second:** John Sharp
Vote: **Motion carried by voice vote**

Present Candidates for Board Seats

Denese Skinner, Governance Committee Chair, reported on the status of recruiting candidates for the upcoming vacancies on the Board of Directors. Ms. Skinner reminded the Board that at the previous Board meeting, they had accepted the nominee from CASA del Llano in Hereford to fill Lydia Villanueva's seat. Ms. Skinner stated that no one had yet been recommended for the vacancy in Region 4. She said the Governance Committee would continue to work with Aaron Lopez, the current Private sector representative from Pampa, to find a candidate. Ms. York said she had asked staff in the region to help us find someone to recommend to the committee.

Executive Director's Report

Ms. York reported the following:

- Space Needs – Ms. York stated that we needed to hire additional staff in Family Services, but we have no more office space in Amarillo. Ms. York said her concern was that it could become impossible to fulfill the needs of grants if we could not hire enough staff to do the work. Ms. York stated that there was a building available that would suit our needs, and she would like to hire a commercial realtor to help negotiate an agreement with the landlord or to look for other suitable property. Discussion followed. The Board agreed that Ms. York should hire a commercial realtor to find additional office space.
- TDHCA Monitoring Repayment – Ms. York stated that this issue was covered earlier in the meeting.
- Expansion: Statewide SNAP (Supplemental Nutrition Assistance Program) – Ms. York stated that we wanted to apply to be the State of Texas provider of monitoring of SNAP benefits. If awarded this funding, we would cover the entire state of Texas and would need to work with a variety of individual agencies. Ms. York reviewed the details of the program. Discussion followed. The Board agreed that Ms. York should pursue this with our grant writer.

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

Motion: To accept the Executive Director's report as presented.
Moved By: Denese Skinner **Second:** Brian Hevrin
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: Brian Hevrin **Second:** Robert Coffee
Vote: **Motion carried by voice vote**

Hearing no objections, the meeting was adjourned at 12:40 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.

Signature: 

Name: Judge Dan Looten

Title: Board Secretary

PCS Board of Directors Meeting Minutes, September 21, 2023