

**Panhandle Community Services
Board of Directors Board Retreat Minutes
Bishop DeFalco Retreat Center – 2100 N. Spring St. - Amarillo TX, 79107
Minutes for June 17-18, 2021 @ 10:00am**

Board Members by Sector:

<u>Low Income</u>		<u>Private</u>		<u>Public</u>	
Lydia Villanueva	P	Genevie Sheets-Allred	A	Judge Cindy Irwin	P
Amy Taylor	P	Denese Skinner	P	Judge Rowdy Rhoades	A
Robert Coffee	P	Jo Anne Cook	P	Judge Dan Looten	P
Lori Quiroz	A	Aaron Lopez	P	Sheriff Randy Geris	A
Amanda Quillin	P	Tim Cooper	A	Comm. Juan Cantu	A

<u>Staff</u>	<u>Position/Title</u>
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
Melissa Darsey	Interim Director of Outreach Services
Susie Ybarra	Interim Director of Housing Choice Voucher
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.

Call to Order

Aaron Lopez, President, called the regular business meeting to order at 10:10 a.m. central daylight time (OS 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). Mr. Lopez led the Pledge of Allegiance and the recital of the Panhandle Community Services (PCS) mission statement. Magi York, Executive Director, led the prayer.

Old Business

Clients’ Technical Capabilities and Internet Access

Audra Rea, Interim Director of Family Development, reported on the level of ease with which our clients have been able to access the internet, participate in required online activities (for school, etc.) and apply for assistance online. The report, “Technology, COVID, and Low-Income Families” (included in the board packet), details some of the challenges our clients faced and the steps PCS staff took to help their clients.

New Business

Board Action Items

Convene to Closed Session

Motion: To move to closed session.
Moved By: Judge Dan Looten **Second:** Lydia Villanueva
Vote: **Motion carried by voice vote**

Closed Session to Discuss the Following:

- Sec. 551.074 Personnel Matters

The Board may convene in closed session to Texas Government Code, Chapter 551, for any or all of the above listed items. The Board convened into closed session at 10:24 am.

Reconvene in Open Session

The Board may convene in closed session to Texas Government Code, Chapter 551, for any or all of the above listed items. The Board reconvened into open session at 11:04 am.

Motion: To approve amended Meliora Management contract as submitted.
Moved By: Denese Skinner **Second:** Lydia Villanueva
Vote: **Motion carried by voice vote**

Approval of Minutes

Minutes for the May 20, 2021 Board of Directors Meeting were presented by Lydia Villanueva, Secretary, and submitted for approval.

Motion: To approve the May 20, 2021 board meeting minutes as presented.
Moved By: Judge Dan Looten **Second:** Jo Anne Cook
Vote: **Motion carried by voice vote**

Seat and Introduce New Board Member (OS 5.5)

Denese Skinner, Governance Committee Chair, introduced Amanda Quillin as the new board member for the Region 2 Low-Income seat. Mr. Lopez asked for a motion to accept Ms. Quillin to the PCS Board.

Motion: To seat Amanda Quillin to the Region 2 Low-Income seat on the board.
Moved By: Denese Skinner **Second:** Amy Taylor
Vote: **Motion carried by voice vote**

Notice of Intent to Apply and Receive Grants:

Magi York, Executive Director, asked the board for a motion to submit the following grant:

- a. Applying for Year 2 of the Earned Income Tax Credit (EITC) Minority Health Grant. Due date on July 16, 2021. Grant amount is \$450,000.

Motion: To approve submitting the grant as listed above.
Moved By: Judge Cindy Irwin **Second:** Lydia Villanueva
Vote: **Motion carried by voice vote**

Ratification of the Executive Director’s Signature:

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

- a. Amendment #1 for Community Services Block Grant (CSBG) Contract #61210003459 adding 2nd, 3rd, and 4th quarter funding in the amount of \$427,118 for a total funding of \$570,128 for contract year 1/1/2021 to 12/31/2021.
- b. Low-Income Home Energy Assistance Program (LIHEAP) WAP Contract #81200003174 in the amount of \$297,823 amendment #3 extending date to June 30, 2021. Contract period now 1/1/20-6/30/21.

Motion: To ratify the signing of the grants as listed above.
Moved By: Judge Dan Looten **Second:** Denese Skinner
Vote: **Motion carried by voice vote**

Review Board Members Terms

Ms. York reviewed the “2021 Membership and Terms” handout (included in the board packet). Term end dates and second term eligibility status were noted and discussed. Some board members’ terms were extended in order to return to a staggered rotation.

Financial Report (OS 8.7)

Robert Carlton, CFO, asked Christina Cristan, Interim Director of Emergency Services, to speak about the Community Assistance Event recently held in Tulia. Ms. Cristan reported that they received 75 applications for utility assistance at the event and spent an estimated \$65,000. They also had a chance to meet with vendors and partners in the community, and promote the free COVID vaccines available at the event.

Mr. Carlton presented the May Finance Report which included updates on property in Dumas, Friona and Dimmitt, and the rescheduling of the audit report to August. He reviewed the Balance Sheet, Balance Sheet Comparison, Grant Summary (an organization-wide report on revenue and expenditures that compares budget to actual, categorized by program), Summary of Unrestricted Funds, Local Funds (County Funds), and Credit Card Statements. (All reports were included in the board packet.)

Motion: To approve the Financial Report as presented.
Moved By: Jo Anne Cook **Second:** Denese Skinner
Vote: **Motion carried by voice vote**

Human Resources Report

Randy Cazarez, HR Director, presented the Human Resources Report (included in the packet). Mr. Cazarez reported that open enrollment has been completed. He reviewed new hires and said PCS currently has 110 employees with six open positions. Mr. Cazarez reported on upcoming staff training including Ethics Training, Supervisor Training and Communications Training.

Motion: To approve the Human Resources Report as presented.
Moved By: Denese Skinner **Second:** Lydia Villanueva
Vote: **Motion carried by voice vote**

Program Report: Three Things for the Board to Know (OS 5.9)

Kaitlin Mosley, Retired and Senior Volunteer Program (RSVP) Director, asked each director to review their section of the programmatic report, “Three Things for the Board to Know” (included in the packet).

- Communications Director, Christy Hilbert, noted the dates of upcoming events and said that Ms. York will throw out the first pitch on the Non-profit Spotlight Night at the Sod Poodles game.
- IT Director, Dennis Garvey, reported that the Amarillo office is running out of IP addresses because of the increased number of employees. Mr. Garvey reviewed the need for increased computer security training and a security audit subscription service for agency email.
- Ms. Mosley reviewed the highlights of the RSVP program and stated that they are dedicating the RSVP conference room to Gloria Goyne. The ceremony will be conducted by the president of the RSVP Advisory Council.
- Ms. York reported on the Weatherization program and noted that we will expend the 2020 Low-Income Home Energy Assistance Program (LIHEAP) contract. She reviewed some of the difficulties facing the program, including the cost of materials, and noted that our HVAC contractor is no longer able to do inspections. We are issuing a request for bids for another contractor.
- Transportation Director, Lylene Springer, stated that she is closing out the 5311 grant that had been repurposed for equipment. Ms. Springer reviewed the Medicaid changes and said she is hiring more staff to accommodate the changes.
- Interim Director of Family Development, Audra Rea, reported on the Family Development (CSBG) program. Ms. Rea stated that we have 38 families participating in the program. She noted the

success our Career Coach, Sherri Williams, has had in building relationships with employers. Ms. Rea also reported that she is investigating some discrepancies between data entry and report numbers.

- Ms. Rea reported on the Emergency Solutions Grant (ESG) program. She stated that the Dumas/Borger area will be staffed out of Borger. All current ESG staff have been trained and application packets have been created.
- Interim Director of Outreach Services, Melissa Darsey, reported on the Earned-Income Tax Credit (EITC) outreach program. Ms. Darsey stated that we are in the process of writing the grant renewal and recruiting another Outreach Specialist. She gave a status report on our partnership agreements.
- Ms. Cristan reported on the Comprehensive Energy Assistance Program (CEAP). She spoke about one of the services that may help households that do not have adequate cooling by providing or repairing heating and cooling units. She also reported on a new temporary program, LIHWAP (Low-Income Household Water Assistance Program), that will help families with water and waste fees.
- Interim Director of Housing Choice Voucher, Susie Ybarra, reported on the Housing Choice Voucher (HCV) program. Ms. Ybarra reported on the number of families in the program and said we will continue to pull from the waiting list until we are fully leased. Ms. Ybarra said PCS will continue to work with Nan McKay and Associates to assist with our current families.
- Ms. York reported on the Texas Veterans Commission (TVC) program. She said we have helped 14 veterans and 8 surviving spouses, and have renewed the grant for the second year. Ms. York reported that we were approved to install mini-splits for heating and cooling, and have installed them into two houses.
- Ms. Rea reported on the Texas Emergency Mortgage Assistance Program (TEMAP). Staff attended the introductory webinar and will begin taking applications on July 15, 2021.

Motion: To approve the Program Report as presented.
Moved By: Lydia Villanueva **Second:** Denese Skinner
Vote: **Motion carried by voice vote**

Introduction of Guests

Ms. York introduced the guests she invited to hear the reports on our Community Needs Assessment and Strategic Plan. Amarillo Mayor Ginger Nelson and Daniel Vareed, a representative from Congressman Ronny Jackson’s office, spoke with PCS board members and staff over lunch. Daniel Vareed and a representative from Mayor Nelson’s office remained to hear the presentations.

*Break for lunch at 12:11 p.m.
Reconvened at 1:13 p.m.*

Executive Director’s Report

Ms. York reported on the following:

- ROMA Board Training – The board discussed arranging online classes for ROMA training this year.
- Fall Judges Meeting – Ms. York asked the judges on our board to help host a meeting between PCS and area elected officials. She said she wants PCS at the table when issues concerning low-income families are discussed.
- In-Kind Donations – Ms. York asked board members to fill out In-Kind donation forms for the hours they donate to board service.

Motion: To accept the Executive Director’s report as presented.
Moved By: Lydia Villanueva **Second:** Amy Taylor
Vote: **Motion carried by voice vote**

Community Needs Assessment (OS 3.5)

Scott Caldwell, President of Caldwell Business Group, introduced himself and said he is a consultant with PCS and he worked on the Community Needs Assessment (CNA) and Strategic Plan. Christy Hilbert, lead staff member over the CNA, spoke about the impact of PCS in the community and how the mural

painted on the PCS Amarillo office represents our mission. Ms. Hilbert’s report, “Inspire Community Action” was included in the board packet.

Mr. Caldwell presented the CNA report. He reviewed the need for a CNA and explained the steps he and the agency took to compile the report. The steps included conducting a Community Partner Survey, a Low-Income Population Survey, and Focus Groups. Mr. Caldwell presented a detailed analysis of the data and reported that the top five needs in the Panhandle, according to the CNA, are: 1) Access to safe and affordable housing; 2) Income; 3) Barriers to earning a livable wage; 4) Food and nutrition; and, 5) Homelessness. The CNA report was sent to board members prior to the meeting, and was included in the packet.

During the discussion of the CNA, some board members questioned the “Residents by Demographics” table under the Community Profile section. The percentage (34.6%) of Hispanic or Latino residents listed under Race/Ethnicity seemed low for the Panhandle region. Mr. Caldwell said the demographic information in this section came from the US Census Bureau’s American Community Survey 5-Year Estimates. The board discussed whether to amend the CNA report to note that there may be differences between the American Community Survey data and current Census data which will be released later this year. After discussion, a majority of the board chose to leave the CNA report as is.

Mr. Caldwell asked the board to accept the CNA report so it could be submitted to the state.

Motion: To accept the Community Needs Assessment as presented.
Moved By: Jo Anne Cook **Second:** Judge Dan Looten
Vote: **Lydia Villanueva abstained**
Motion carried by voice vote

Strategic Plan Review (OS 6.5; 9.3)

Mr. Caldwell began the Strategic Plan review with a discussion of PCS’ current Mission Statement, which was revised and adopted in September 2020. He said that ROMA (Results Oriented Management and Accountability) requires a regular review of the mission statement. The board determined that our mission statement is in line with the results of the CNA, CSBG requirements, and the growth of our agency, and that it clearly states our mission. The board agreed to make no changes to the Mission Statement.

Mr. Caldwell reviewed the Strategic Plan goals and objectives and showed how they align with CSBG structure. Mr. Caldwell also reviewed the data reported on the Strategic Plan Tracking Tool, which Directors use to track outputs and outcomes, and the success of strategies. The board discussed whether or not the goals are still valid in light of the CNA and staff detailed their progress on the objectives. The board chose to retain each of the Strategic Plan’s five main goals (listed below), but chose to remove some of the objectives that are no longer part of PCS’ services. The board determined to modify the Strategic Plan and remove the following objectives: 1) Establish formal partnerships with area youth service agencies; 2) Increase the amount of families transitioning into home ownership; and, 3) All VISTA (Volunteers In Service To America) objectives.

Strategic Plan Goals:

- Goal 1: Remove obstacle to meeting basic needs;
- Goal 2: Improve the conditions in which low-income people live;
- Goal 3: Decrease current and future poverty rates by providing programming, opportunities and education that allow low-income people to live independent of government assistance;
- Goal 4: Improve and increase agency capacity to sustain our mission of eliminating poverty;
- Goal 5: Engage in activities that will lead change for low-income people.

Mr. Caldwell asked the board to approve the revisions to the Strategic Plan.

Motion: To approve the revisions to the Strategic Plan.
Moved By: Judge Cindy Irwin **Second:** Robert Coffee
Vote: **Motion carried by voice vote**

Public Comment Period (Day One)

Mr. Lopez called for public comment. No public comments were made.
Meeting was adjourned at 3:51 p.m. and will reconvene at 9:00 a.m., June 18, 2021.

Friday, June 18, 2021

9:00 a.m. – Reconvene, Day 2

Call to Order

Aaron Lopez, President, reconvened the meeting at 9:30 a.m. June 18, 2021 and announced the Public Comment Period.

Board Training

Employee Engagement

Denese Skinner, board member and Amarillo College Vice President of Student Affairs, gave a presentation on personal engagement. The presentation was based on the book, "How Full is Your Bucket?" Ms. Skinner stated that employee engagement is critical for high-performing work environments. Employees should be passionate about their work, loyal to their employer and give discretionary effort. Ms. Skinner noted leadership's role in creating a high-performing work environment, but pointed out that engagement is everyone's responsibility, not just leadership's role. Ms. Skinner provided a handout listing 12 elements of engagement.

Leadership Training: Board Member Duties and Responsibilities (OS 5.8)

Roxann Ball of the Amarillo Area Foundation gave a presentation entitled "Board Essentials". Ms. Ball spoke about the 10 basic responsibilities of Board Directors, which were grouped in three sets: Setting the Direction, Leadership and Stewardship. (Handouts were included in the board packet.) Ms. Ball also spoke about recruiting board members, board member orientation, establishing clear expectations among board members, and fundraising. She reviewed board members' financial responsibilities, and legal and ethical duties. She spoke on how to organize board meetings and presented some ideas, such as using a "consent agenda", to improve board meetings.

Final Public Comment Period

The Promise of Community Action

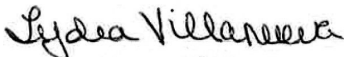
Lydia Villanueva called for the final public comment period and asked board members and staff to join her in reading the Promise of Community Action:

*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.

The meeting was adjourned at 12:06 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 August 19, 2021.

Signature: 

Name: Lydia Villanueva

Title: Board Secretary

PCS Board of Directors' Board Retreat Minutes, June 17-18, 2021