Panhandle Community Services
Board of Directors Meeting Minutes
Panhandle Community Services Central Office – 1309 SW 8th Ave. – Amarillo, TX 79101
Minutes for November 6, 2025, @ 11:00 am

Board Members by Sector:

Low Income		Private		Public	
Lydia Villanueva	P	Denese Skinner	P	Judge Tim Glass	P
Janice Faggan	P	Jason Vanosdol	P	Judge Rowdy Rhoades	A
Robert Coffee	P	John Sharp	P	Judge Dan Looten	P
Amanda Quillin	P	Brian Gillispie	P	CM Esmeralda Mills	P
Teresa Lane	P	Kerry George	P	Judge Mitchell Locke	P

Guests
Chris Martinez
Judge Adam Ensey

Staff	Position/Title
Magi York	Executive Director
Dennis Garvey	Information Services Division Director
John Mejia	CFO
Lylene Springer	Transportation Division Director
Audra Rea	Family Services Division Director
Christy Hilbert	Communications Division Director
Christina Cristan	Energy Assistance Director
Benita SanMiguel	Weatherization Director
Lisa Matthysse	Executive Assistant
Cassandra Hernandez	Administrative Specialist

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

John Sharp, Board President, called the regular business meeting to order at 11:00 A.M. Central Time *(Organizational Standard 2.4)*. Mr. Sharp announced the Initial Public Comment Period. Lisa Matthysse, Executive Assistant, called Roll and determined that a quorum of directors was present *(OS 5.5)*. Mr. Sharp led the Pledge of Allegiance and the recital of the Panhandle Community Services (PCS) mission statement and vision statement. Jason Vanosdol led the prayer.

Consent Agenda *(OS 5.9, OS 8.7)*

Mr. Sharp requested a motion to accept the consent agenda. (The consent agenda and all associated reports were included in the Board Packet. Reports included the minutes from the September 18, 2025, Board of Directors Meeting, and October 29, 2025, Strategic Planning Committee Meeting; correspondence; a list of signed items presented for ratification by the Board; The Parking Lot; the Funding Applications Report; Program Status Reports, *(OS 5.9)*; Community Impact Statement; and the September Financial Statements, including the 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 Statement, County Funds MTD Summary, County Funds YTD Summary, Accounts Receivable Statement, and Unrestricted Funds Statement *(OS 8.7)*.)

Motion:	To accept the consent agenda.	
Moved By:	Judge Mitchell Locke	**Second:** Lydia Villanueva
Vote:	**Motion carried by voice vote**	

Board Training: Jason Sabo - Legislative Update *(OS 5.8)*

TACAA (Texas Association of Community Action Agencies) lobbyist Jason Sabo reviewed findings from PCS's Bridge Builders Events. He said one of the biggest concerns was that "everything is so expensive." Mr. Sabo said he is used to conversations being filled with fear and sadness, but recent conversations were also filled with anger and desperation. One of the sentiments he heard was that people want to work, but the tools, transportation, childcare, and job training needed to do so in a way that provides a "family-sustaining wage" do not exist.

Mr. Sabo reviewed the political landscape in Texas, noting the uncertainty about how Democrats in the House might vote. He discussed the recent mid-decade redistricting and described it as "a window into 2031," emphasizing that some proposed maps indicated a shift that could change what it means to be "rural in Texas." Mr. Sabo also mentioned that with upcoming elections, the March primary often acts as a de facto general election for most races. He predicted a busy summer leading up to the elections.

Mr. Sabo explained the Sunset Review Process and its importance for PCS and the Panhandle. He stated that the current cycle involves 16 agencies, which account for half of the state budget. He mentioned that Senator Sparks is a member of the Sunset Commission and is paying close attention to the agencies under review. Mr. Sabo also said that between legislative sessions, the Lieutenant Governor and the Speaker ask all standing committees to create a to-do list of items they want to work on before the next session. If there are any issues that the PCS board and leadership want the legislature to consider, now is the time to bring them to their attention.

The effects of the government shutdown were discussed. Mr. Sabo stated that millions of dollars are at stake for Panhandle communities and that TACAA is advocating for the protection of the Community Services Block Grant (CSBG) and the Low-Income Home Energy Assistance Program (LIHEAP). He also discussed the suspension of the Supplemental Nutrition Assistance Program (SNAP), noting that SNAP participation is about 11.5% statewide and higher in border counties. He explained that the loss of SNAP benefits will have a ripple effect on retailers and employers. He also mentioned concerns about the Head Start program, noting that one community action agency has closed its Head Start program. The board discussed Region 16 and how it may be affected.

In conclusion, Mr. Sabo mentioned that the findings from Bridge Builders will be compiled and submitted to Senator Sparks' office. He stated that Senator Sparks is open to community input, and this is an opportunity for PCS to engage. Mr. Sabo stated that advocacy should include regional representation, such as businesses, schools, and employers, not just PCS, and it's essential to develop a unified message for the Panhandle and West Texas to avoid being left out.

Executive Director's Report

Ms. York reported the following:

- Surveys – Ms. York asked Board members to complete the surveys in their folders and review the other documents, including the request for a letter of support for a grant with 2-1-1 and United Way. Ms. York and John Sharp encouraged all board members to complete Ms. York's performance evaluation survey.

- Organizational Standards Results – Panhandle Community Services received a perfect score of 100%. PCS has maintained a perfect score since the standards were first issued. Ms. York thanked Cassi Hernandez and Lisa Matthysse for managing all the documentation required for the standards.
- 2026 CAPLAW Conference – Ms. York encouraged board members to attend the 2026 CAPLAW Conference, calling it one of the best conferences for board members. She also asked them to save the date for the 2026 NCAP Convention, as she expects PCS to receive the Pathways to Excellence award at the convention. She also asked them to consider attending the leadership training in January.
- Pathways to Excellence Update – PCS did not apply for the platinum tier award in 2025. Leadership is actively working with Scott Caldwell to prepare a self-study review for the 2026 application.
- Update on Executive Orders – The Comprehensive Energy Assistance Program (CEAP) and CSBG were included in the federal budget, and the Texas Department of Housing and Community Development has confirmed funding through December 31, 2025. An extension was requested for both grants to carry over funds at the end of the year. Ms. York expressed concerns about 2026, noting the lack of a decision regarding the Department of Energy (DOE) funding and that most of the CSBG staff at the federal level have been furloughed. The Health Navigators grant was not funded at previous levels, and PCS had to reduce staffing. Last Friday, we furloughed our last navigator, as there is no funding to continue that position. RSVP has been scheduled for elimination, and we are currently using our state share of the grant, but that will not last beyond March 31. Ms. York reported that we recently received word that the VITA grant, which is our income tax assistance program, will be funded at $50,000 for 2026. She said that PCS must match this dollar for dollar, but noted that both soft and hard matches are allowed. Lastly, she reported that the indication is that HUD funding will continue in 2026, though there may be reductions.

  The Board discussed potential funding cuts to Region 16, but Ms. York stated that we have signed transportation contracts with Region 16 and have had no indication of funding cuts.

  Ms. York said that PCS has received several calls about SNAP. She stated that benefits may be partially funded, but is unsure how that will affect our area. Ms. York said that a list of food resources would be sent to Board members.

Mr. York asked that her report be accepted.

Motion:	To accept the Executive Director's report.	
Moved By:	Denese Skinner	**Second:** Judge Dan Looten
Vote:	**Motion carried by voice vote**	

Committee Reports

Audit and Finance Committee *(OS 8.7, 8.9)* – Brian Gillispie, Treasurer and Committee Chair, reported that the committee reviewed the financial and credit card statements for the last quarter. They also discussed the cash flow in the operating account and how the shutdown had affected the receipt of monies. Mr. Gillispie said the committee discussed the management of the receivables for the transportation maintenance facility. The facility is in the last phase of completion, and the accounting staff has been working on a budget for transportation. Mr. Gillispie reported that the committee reviewed the RFPs (Request for Proposal) to manage PCS's retirement plan. The finance department has hired a new accountant, and accounting is now fully staffed.

Finance has completed the agency-wide budget. Mr. Gillispie said the budget includes 5% increases in wages and benefits, but the increases are not guaranteed. Mr. Gillispie said the budget will be reviewed quarterly.

Mr. Gillispie stated that the Audit Finance Committee recommends the approval of the agency-wide budget.

Mr. Sharp requested a motion to accept the 2026 Agency-wide Budget. *(OS 8.9)*

Motion:	To accept the 2026 Agency-wide Budget.		
Moved By:	Lydia Villanueva	**Second:**	Robert Coffee
Vote:	**Motion carried by voice vote**		

Programs Committee *(OS 5.9)* – Judge Dan Looten, Vice President and Committee Chair, reported that the Health Navigator program assisted over 9,000 individuals with health insurance navigation and Medicaid referrals, enrolling 525 people in health insurance. Weatherization was allocated additional funds, allowing the team to serve more households. The team is working on several apartment complexes in rural areas to expand weatherization services. CEAP is currently underspent due to staffing changes and the transition to the Universal Intake System. Extensions for CEAP and CSBG have been requested to ensure all funds are spent. RSVP volunteers packed 800 hygiene bags for delivery to elderly individuals. PCS is recruiting VITA volunteers for the upcoming tax season. Due to the shutdown, our housing programs are unable to contact any HUD staff for answers to questions. Family Development Specialists continue to work with current families, but are cautious about enrolling additional families under the current circumstances. The PCS Career Coach is actively assisting individuals seeking employment and employment support. The transit maintenance facility is nearly complete; the final punch list will be ready next week.

The Strategic Planning Committee - Judge Mitchell Locke, Committee Chair, stated that the committee met on October 29 and appointed Jennifer Brock, PCS Career Coach, as the committee lead. They reviewed the three goals in the strategic plan but decided to focus first on goal one: "to establish a culture of excellence agency-wide." The committee's initial objectives include creating assessments for staff and developing a curriculum for the Excellence Academy, as outlined in the strategic plan. The purpose of the academy is to teach and recognize staff who demonstrate values-based behavior, embed a culture of excellence, provide training such as new hire onboarding and annual refreshers, and host monthly storytelling forums showcasing excellence in practice.

Resource Development Committee – Christy Hilbert, Communications Division Director, gave the committee report on behalf of Amanda Quillin, Committee Chair, who attended virtually. Ms. Hilbert stated that the committee reviewed reports from Human Resources, Communications, and Information Systems. John Mejia, CFO and HR Director, reported that the HR Generalist resigned recently, and the position has already been filled. Compliance training will take place over the next few weeks, and the HR department is reviewing the agency's onboarding and offboarding procedures. Ms. Hilbert noted that PCS has received 256 RSVPs for the Festival of Trees and already has 34 table sponsors, surpassing last year's total. PCS website page views increased by over 10,000 from the previous quarter, due to visitors using the Universal Intake system. Calls and visits to PCS centers have already exceeded last year's totals. Dennis Garvey, IS Division Director, informed the committee that he is working on a contract to provide one to two gigabytes of fiber internet for the transit facility. Network switch gear, firewall, and patch bay have been installed in the server room. Lastly, Mr. Garvey is in the process of changing the agency's email domain from @pcsvcs.org to @PanhandleHelp.org, and the email addresses of Transit personnel are being updated from @pcsvcs.org to @PanhandleTransit.org.

Mr. Sharp requested a motion to accept all committee reports.

Motion:	To accept all committee reports.		
Moved By:	Denese Skinner	**Second:**	Janice Faggan
Vote:	**Motion carried by voice vote**		

Bridge Builders Recap

Ms. Hilbert reported that PCS held five Bridge Builders events across the Panhandle. Participants shared common struggles, especially rising costs. Concerns included housing shortages, childcare issues, and inadequate local infrastructure. People noted that wages have not kept pace with the rising cost of living. Affordable housing remains limited, and rent and home prices continue to rise, while assistance programs have long wait times and complicated application processes. Access to affordable healthcare is an urgent issue, and behavioral and mental health resources are scarce in rural communities. Employment opportunities are limited. Although the Panhandle's unemployment rates are lower than state averages, wages are not enough to bridge that gap. Ms. Hilbert said our Advisory Council is addressing transportation issues, which was also a concern raised at Bridge Builders events.

Ms. Hilbert stated that the information collected at Bridge Builders was shared with some of our local judges and legislators during the "Come to the Table" dinner.

Customer Satisfaction Survey Action Plan

Ms. Hilbert reviewed the four action items on the Client Satisfaction Survey Action Plan. The first focuses on helping elderly and disabled clients avoid waiting in line for assistance. Ms. Hilbert explained that, with our universal intake system, clients can now apply online or pick up a paper application at any of our offices. PCS is also working to reduce long wait times for housing assistance through an online process that helps clients keep their contact information up to date. Childcare and counseling were also mentioned as priorities. Ms. Hilbert said that we have applied for several grants related to mental health counseling and are working with the Amarillo Area Foundation to explore childcare options. Lastly, clients requested notifications when applications for assistance become available. Ms. Hilbert said we notify County judges when funding becomes available, and with Universal Intake, clients can apply at any time.

Motion:	To approve the Customer Satisfaction Survey Action Plan.		
Moved By:	Judge Dan Looten	**Second:**	Denese Skinner
Vote:	**Motion carried by voice vote**		

Whistleblower Policy *(OS 7.7)*

John Mejia stated that the Whistleblower Policy was included in the employee handbook approved by the Board in September. The handbook, along with the policy, was sent to the attorneys for review, and the standalone Whistleblower Policy has been updated to match what is in the handbook. Mr. Mejia requested approval for the standalone Whistleblower Policy.

Motion:	To approve the Whistleblower Policy.		
Moved By:	Lydia Villanueva	**Second:**	Kerry George
Vote:	**Motion carried by voice vote**		

CEAP Service Delivery Plan

Christina Cristan, Energy Assistance Director, presented the 2026 CEAP Service Delivery Plan (SDP), which details PCS's operational procedures for utility assistance. The plan states that applications will be processed through the Universal Intake system, allowing individuals to apply online or pick up paper applications at our centers. Accommodations for homebound individuals are addressed by the Universal Intake system. The Service Delivery Plan outlines how we will notify families whether their application has been approved or denied, along with the reasons for the decision and the details of their benefits. Ms. Cristan noted that utility payments are made directly to the utility company, not to our clients.

Beginning in 2026, families will be asked to attend one of eight financial wellness classes at PCS centers. Details about these classes are still being finalized. The Service Delivery Plan also addresses prioritizing applicants, outreach strategies, handling disconnection notices, and providing assistance with heaters and air conditioners during extreme temperatures, in accordance with TDHCA guidelines. Additional sections cover communication with non-English-speaking families, utility assistance payments, and arrears. Ms. Cristan stated that we make lump-sum assistance payments and that arrears from previous years will not be paid, although they may be covered for the current year.

Mr. Sharp requested a motion to approve the CEAP Service Delivery Plan.

Motion:	To approve the CEAP Service Delivery Plan.		
Moved By:	Janice Faggan	**Second:**	Judge Mitchell Locke
Vote:	**Motion carried by voice vote**		

Final Public Comment Period

John Sharp called for public comment. No public comments were made.

Mr. Sharp welcomed our guest, Chris Martinez, who is a candidate for our Board of Directors. Mr. Martinez said he is still in a state of awe at being asked to serve on the board. He discussed attending the Bridge Builders event in Pampa and hearing others share their personal experiences. He said that if he can help someone by sharing his experiences, he welcomes that role.

The Promise of Community Action

Magi York 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:	Jason Vanosdol	**Second:**	Denese Skinner
Vote:	**Motion carried by voice vote**		

Hearing no objections, the meeting was adjourned at 12:47 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: Amanda Quillin
Name: Amanda Quillin
Title: Board Secretary

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PANHANDLE
COMMUNITY SERVICES

Appendix A

Panhandle Community Services
Board of Directors Meeting
Minutes for November 6, 2025 @ 11:00am

I. Office of the Secretary of State: Open Meeting Information Submission, October 31, 2025

II. Board Meeting Agenda

III. List of Documents

Outlook

OPEN MEETING SUBMISSION - OPEN MEETING TRD 2025006265

From Texas Secretary of State <register@sos.texas.gov>
Date Fri 10/31/2025 3:42 PM
To Lisa Matthysse <Lisa.Matthysse@PCSVCS.org>

Office of the Texas Secretary of State

ACKNOWLEDGEMENT OF RECEIPT

The Office of the Secretary of State has posted notice of the following meeting.

TRD Number: 2025006265

Submitted Date/Time: 10/31/2025 03:42 PM CDT

Agency: Panhandle Community Services
Liaison: lisa.matthysse@pcsvcs.org

Board: Board of Directors
Committee: N/A
Date: 11/06/2025
Time: 11:00 AM

View Open Meeting

Facebook Instragram Twitter YouTube RSS Feed Receive email updates

Open Meeting TRD 2025006265

SUBMIT MEETING REVISION CANCEL MEETING

Open Meeting Information

Status	Accepted
TRD	2025006265
Submitted Date/Time	10/31/2025 03:42 PM CDT
Agency	Panhandle Community Services
Board	Board of Directors
Meeting Date	11/06/2025
Meeting Time	11:00 AM
Address	1309 SW 8th Ave
City	Amarillo
State	TX
Additional Information	Lisa Matthysse, 806-342-6158

Agenda

NOTICE OF MEETING OF
Panhandle Community Services Board
Located at the PCS Main Office – 1309 SW 8th Ave.
November 6, 2025, at 11:00 am
Notice is hereby given that the regularly scheduled Board Meeting of the Panhandle Community Services Board of Directors will be held on Thursday, November 6, 2025, at 11:00 AM at 1309 SW 8th Ave., Amarillo, TX, at which time the following subjects will be discussed, considered, passed, or adopted, to wit;

The Panhandle Community Services Board of Directors shall provide an opportunity for oral comments from the public during the meeting. Each person wishing to make a public comment shall be limited to five (5) minutes and limited to speaking once per comment period. Comments shall be directed to the Board as a whole. Individual Board members will not respond to questions. In the event that a group of persons supporting/opposing the same position desires to be heard, in the interest of time, a spokesperson shall be designated to express the group's position.

Agenda
1. Call to Order
2. Initial Public Comment Period
3. Roll Call – Declaration of Quorum
4. Pledge of Allegiance
5. Mission and Vision Statements

Our Mission is to work as a community leader and partner to change the lives of individuals and families in the Texas Panhandle by bridging the gap from poverty to stability.
Our vision is that the residents of our communities are empowered to achieve their highest level of well-being and independence.

6. Prayer
7. Consent Agenda

a. Approve Previous Minutes
i. September 18, 2025, Board of Directors Meeting Minutes
ii. October 29, 2025, Strategic Planning Committee Meeting Minutes
b. Correspondence
i. Pantera Energy Company letter re: Pantera Cares Donation
ii. Bank of America Charitable Foundation Email re: Grant Request Update
iii. Texas Department of Housing and Community Affairs (TDHCA) email re: PCS Organizational Standards Review with Scorecard
iv. PCS Letter re: Community Services Block Grant / Comprehensive Energy Assistance Program Extension
c. Ratify the signing of the following:
i. U.S. Department of Energy (DOE) FY2025 Weatherization Assistance Program (WAP) Contract #56250004489 in the amount of $246,769.00. Contract period: July 1, 2025, to June 30, 2026. The purpose of the grant is to assist in achieving a prescribed level of energy efficiency in the dwellings of low-income persons, including caulking, weather-stripping, adding ceiling, wall, and floor insulation, patching holes in the building envelope, repairing ductwork, and replacing or upgrading energy-inefficient heating and cooling systems.
d. Board Parking Lot
e. Funding Applications Report
f. Program Status Reports
g. Community Impact Statement
h. September Financial Statements
i. Balance Sheet
ii. Comparative Balance Sheet
iii. County Funds Statement

iv. County Funds MTD Funds Summary
v. County Funds YTD Funds Summary
vi. General Unrestricted Funds Statement
vii. Grant Summary

viii. Accounts Receivable Statement

Board Action Items
8. Board Training: Jason Sabo - Legislative Update
9. Executive Director's Report
a. Surveys:
i. 2026 Board Meeting Calendar
ii. Board Assessment Surveys
iii. Executive Director Evaluation
b. Organizational Standards Results
c. 2026 CAPLAW Conference
d. Pathways to Excellence Update
e. Update on Executive Orders

10. Committee Meeting Reports
a. Audit and Finance Committee
i. 2026 Agency-wide Budget
b. Resource Development Committee
c. Programs Committee
d. Strategic Planning Committee
11. Bridge Builders and Come to the Table Recap
12. Customer Satisfaction Survey Action Plan
13. Whistleblower Policy
14. CEAP Service Delivery Plan
15. Final Public Comment Period
16. 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.
17. Motion to Adjourn

Adjournment:
This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements), Section 551.043 (Time and Accessibility of Notice Requirements). I, the undersigned Executive Assistant of Panhandle Community Services, do hereby certify that the above Notice of the meeting of Panhandle Community Services is a true and correct copy of said notice and that I received and posted said Notice with the Attorney General's Office. Notice will remain posted continually for 72 hours preceding the scheduled time of said meeting.
ATTEST:
Name: Lisa Matthysse
Title: Executive Assistant
Signature of certifying official:___Lisa Matthysse
Date: October 31, 2025
Telephone Number 806.342.6158 - Fax Number 806.373.8143
AN EQUAL OPPORTUNITY EMPLOYER / PROGRAM
Auxiliary aids and services are available upon request to individuals with disabilities; Relay Texas: 711

NOTICE OF MEETING
OF
Panhandle Community Services Board

Located at the PCS Main Office – 1309 SW 8th Ave.

November 6, 2025, at 11:00 am

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Agenda

1. **Call to Order** — John Sharp, *President*
2. **Initial Public Comment Period** — John Sharp, *President*
3. **Roll Call – Declaration of Quorum** — Lisa Matthysse, *Admin Assistant*
4. **Pledge of Allegiance** — John Sharp, *President*
5. **Mission and Vision Statements** — John Sharp, *President*

Our Mission is to work as a community leader and partner to change the lives of individuals and families in the Texas Panhandle by bridging the gap from poverty to stability.

Our vision is that the residents of our communities are empowered to achieve their highest level of well-being and independence.

6. **Prayer** — Jason Vanosdol, *Board Member*

7. **Consent Agenda** — John Sharp, *President*
   a. Approve Previous Minutes
      i. September 18, 2025, Board of Directors Meeting Minutes
      ii. October 29, 2025, Strategic Planning Committee Meeting Minutes
   b. Correspondence
      i. Pantera Energy Company letter re: Pantera Cares Donation
      ii. Bank of America Charitable Foundation Email re: Grant Request Update
      iii. Texas Department of Housing and Community Affairs (TDHCA) email re: PCS Organizational Standards Review with Scorecard
      iv. PCS Letter re: Community Services Block Grant / Comprehensive Energy Assistance Program Extension
   c. Ratify the signing of the following:
      i. U.S. Department of Energy (DOE) FY2025 Weatherization Assistance Program (WAP) Contract #56250004489 in the amount of $246,769.00. Contract period: July 1, 2025, to June 30, 2026. The purpose of the grant is to assist in achieving a prescribed level of energy efficiency in the dwellings of low-income persons, including caulking, weather-stripping, adding ceiling, wall, and floor insulation, patching holes in the building envelope, repairing ductwork, and replacing or upgrading energy-inefficient heating and cooling systems.
   d. Board Parking Lot
   e. Funding Applications Report
   f. Program Status Reports
   g. Community Impact Statement

h. September Financial Statements
   i. Balance Sheet
   ii. Comparative Balance Sheet
   iii. County Funds Statement
   iv. County Funds MTD Funds Summary
   v. County Funds YTD Funds Summary
   vi. General Unrestricted Funds Statement
   vii. Grant Summary
   viii. Accounts Receivable Statement

Board Action Items

8. Board Training: Jason Sabo - Legislative Update — Jason Sabo, *TACAA Lobbyist*

9. Executive Director's Report — Magi York, *Executive Director*

a. Surveys:
   i. 2026 Board Meeting Calendar
   ii. Board Assessment Surveys
   iii. Executive Director Evaluation
b. Organizational Standards Results
c. 2026 CAPLAW Conference
d. Pathways to Excellence Update
e. Update on Executive Orders

10. Committee Meeting Reports

a. Audit and Finance Committee — Brian Gillispie, *Treasurer*
   i. 2026 Agency-wide Budget
b. Resource Development Committee — Amanda Quillin, *Secretary*
c. Programs Committee — Judge Dan Looten, *Vice President*
d. Strategic Planning Committee — Judge Mitchell Locke, *Committee Chair*

11. Bridge Builders and Come to the Table Recap — Christy Hilbert, *Communications Division Director*

12. Customer Satisfaction Survey Action Plan — Christy Hilbert, *Communications Division Director*

13. Whistleblower Policy — John Mejia, *CFO and HR Director*

14. CEAP Service Delivery Plan — Christina Cristan, *Energy Assistance Director*

15. Final Public Comment Period — John Sharp, *President*

16. The Promise of Community Action — John Sharp, *President*

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.

17. Motion to Adjourn — John Sharp, *President*

Adjournment:

This notice complies with Texas Government Code Chapter 551, Open Meetings Act, Section 551.041 (Notice of Meeting Requirements), Section 551.043 (Time and Accessibility of Notice Requirements). I, the undersigned Executive Assistant of Panhandle Community Services, do hereby certify that the above Notice of the meeting of Panhandle Community Services is a true and correct copy of said notice and that I received and posted said Notice with the Attorney General's Office. Notice will remain posted continually for 72 hours preceding the scheduled time of said meeting.

ATTEST:

Name: Lisa Matthysse

Title: Executive Assistant

Signature of certifying official: *Lisa Matthysse*

Date: October 31, 2025

Telephone Number 806.342.6158 - Fax Number 806.373.8143

AN EQUAL OPPORTUNITY EMPLOYER / PROGRAM

Auxiliary aids and services are available upon request to individuals with disabilities; Relay Texas: 711

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PANHANDLE
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November 6, 2025
Board of Directors Meeting
List of Documents Emailed to the Board

Board Action Items:

1. September 18, 2025, Board of Directors Meeting Minutes
2. October 29, 2025, Strategic Planning Committee Meeting Minutes
3. Correspondence
    a. Pantera Energy Company letter re: Pantera Cares Donation
    b. Bank of America Charitable Foundation Email re: Grant Request Update
    c. Texas Department of Housing and Community Affairs (TDHCA) email re: PCS Organizational Standards Review with Scorecard
    d. PCS Letter re: Community Services Block Grant / Comprehensive Energy Assistance Program Extension
4. List of items for ratification of signature
5. Board Parking Lot
6. Funding Applications Report
7. Programs Status Reports (Red-Light/Green-Light Reports from all Departments and Programs)
8. Finance Report
    a. Balance Sheet
    b. Comparative Balance Sheet
    c. County Funds Statement
    d. County Funds MTD Funds Summary
    e. County Funds YTD Funds Summary
    f. General Unrestricted Funds Statement
    g. Grant Summary
    h. Accounts Receivable Funds Statement
9. Surveys
    a. 2026 Board Meeting Calendar
    b. 2026 Training Schedule
    c. Board Assessments
    d. Executive Director Evaluation Survey
10. Customer Satisfaction Survey Action Plan
11. Whistleblower Policy
12. CEAP Service Delivery Plan

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Appendix B

Panhandle Community Services
Board of Directors Meeting
Minutes for November 6, 2025 @ 11:00am

I. October 29, 2025, Strategic Planning Committee Meeting Minutes

Panhandle Community Services
Strategic Planning Committee Meeting
Panhandle Community Services Central Office – 1309 SW 8th Ave. – Amarillo, TX 79101
Minutes for October 29, 2025, @ 10:00 am

Board Members:

Judge Mitchell Locke	Board Member, *Committee Chair*

Committee Members	**Position/Title**
Jennifer Brock	Career Coach, *Committee Lead*
Magi York	Executive Director
Dallas Alejandre	HCV Program Specialist
Amy Francis	Asst. Director of Family Services
Angie Sinclair	CEAP Program Specialist
Gavin Ribera	Communications Specialist
Lisa Matthysse	Executive Assistant

Notice: Attachment A includes a list of the documents provided to members and the agenda.

Call to Order

Judge Mitchell Locke, Committee Chair, called the meeting to order at 10:02 a.m. Central Time (OS 2.4). Jennifer Brock, Career Coach and Committee Lead, read the Mission and Vision Statements and Panhandle Community Services' Values.

Accept Jennifer Brock as the Strategic Planning Committee Lead

Judge Locke referred to the next section in the meeting packet, which stated that Jennifer Brock had been appointed to lead the Strategic Planning Committee as Communications Division Director Christy Hilbert's proxy, and requested a motion to accept Jennifer Brock as the committee lead.

Motion:	To accept Jennifer Brock as the Committee Lead.		
Moved by:	Angie Sinclair	**Second:**	Amy Francis
Vote:	Motion carried by voice vote		

Committee Members

Ms. Brock asked committee members to introduce themselves. Staff members introduced themselves and stated their roles at PCS. Judge Locke introduced himself as the County Judge of Roberts County. He stated that he serves on the PCS Board of Directors and will chair the Strategic Planning Committee. Lisa Matthysse, Executive Assistant, declared that a quorum was present.

Strategic Plan Review *(OS 6.1-6.4)*

Ms. Brock said she wanted to discuss setting 30-, 60-, and 90-day goals for the Strategic Plan. She recommended starting with the quarterly assessments listed under Goal One, Objective Two. The committee discussed who should take the assessment and decided that it should be agency-wide, including the board. Executive Director Magi York advised consulting Judge Locke on what type of assessment should be sent to the board. Ms. Brock stated that the assessments should focus on measurable outcomes so the committee can clearly understand where the agency stands. She said the committee will also need to identify specific metrics for the scorecard. The assessment questions will be evaluated and ranked on a scale from 1 to 3. Assessments will be conducted quarterly using the same format to track rankings over time. A 30-day goal was set to distribute the assessments, and a 60- to 90-day goal was established for collecting responses and adding them to the scorecard for the report to the board.

Referring to Goal Two, Objective One, Ms. Brock stated that the target output of conducting at least two poverty simulations per year is on track, as the agency conducted two poverty simulations in 2025 and has two scheduled for the first quarter of 2026.

Ms. Brock reviewed Goal One, along with its associated objectives and strategic actions. She stated that Goal One is to "establish and create a culture of excellence agency-wide." The first objective under the goal is "to cultivate a visible lived culture of excellence." Ms. Brock stated that the strategic actions under the objective are to "launch an agency-wide 'Excellent Champions Academy', both teaching and recognizing staff exhibiting values-based behavior," "embed culture-of-excellence training in new hire onboarding and annual refreshers," and "create monthly storytelling forums showcasing excellence in practice."

The second objective under Goal One is to "ensure consistent application of Pathways to Excellence standards," with one of the strategic actions being to "require each department to complete a quarterly self-assessment." Ms. Brock said the other strategic action for Objective Two is "to integrate Pathways alignment in all departmental charters and team goals."

Under Objective Three, which is to "standardize policy and protocol awareness and compliance," the strategic actions are to "deploy an interactive agency-wide policy book with search, feedback, and audit capabilities," "establish 'Policy Coordinators' within each department to champion training and compliance," and "conduct bi-annual training refreshers and comprehension audits."

Ms. Brock stated that for each objective, the committee will create 30-, 60-, and 90-day plans, noting that the assessments completed during the first 90-day plan will show where everyone stands and identify areas that need improvement. Assessments will also provide directors and assistant directors with a way to measure staff performance.

Ms. Brock reviewed Goal Two, to "create and deploy a development plan to establish funds to address identified regional needs," and said this is the Community Goal. Objective One is to "align programs with regional needs," and the strategic actions under the objective include to "host quarterly regional advisory forums (residents, stakeholders or agencies)," and "improve community awareness and engagement through PCS poverty simulations." The committee discussed one of the key outputs under this objective: holding 35 advisory and community meetings annually. They agreed that the Bridge Builders events should be included in this total, as Advisory Committee members had attended the events.

Ms. Brock asked Ms. York when the Strategic Plan should begin and whether it should end early to align with the next Community Needs Assessment (CNA). Ms. York stated that the Strategic Plan began when it was approved by the board and will run for a full three years, ending in September 2028. Although the next Strategic Plan will

be a year behind the CNA, which will be conducted in spring 2027, Ms. York said she believes that it will not be an issue. She will confirm this with Karen Keith from the Texas Department of Housing and Community Affairs (TDHCA).

The committee discussed potential 30-day goals. Amy Francis, Assistant Director of Family Service, stated that there should be a start date for the Excellence Champions Academy under Goal One, Objective One. Curriculum will need to be developed, and potential instructors identified. The committee set a goal to have a curriculum outline ready by the end of December and start writing it in January. Committee members also decided to have a pilot group, which Ms. York suggested should be the Strategic Planning Committee, go through the academy to evaluate what works and what does not. They noted that the academy aims to help staff move from being good at their jobs to going above and beyond for clients, with classes including customer service and having courageous conversations. Ms. York said the goal is to embed excellence. Ms. Brock pointed out that some staff are unfamiliar with Pathways, the Organizational Standards, or how funding works, and lack knowledge of some programs. Ms. Francis mentioned that training could help break down silos.

The committee agreed that the Strategic Plan should include measurable action items to show that the agency achieved its goals. They discussed using the Excellence Champions Academy curriculum to train new hires, aligning with the strategic action in Goal One, Objective One: "Embed culture-of-excellence training in new hire onboarding and annual refreshers." The training programs at the academy would last three to six months, with progress easily tracked. Ms. York also suggested adding a segment on excellence during the monthly All-Staff call to support this objective. Additionally, Ms. Brock asked each committee member to consider the work done in their areas at PCS to help identify potential training opportunities for the curriculum.

The committee discussed Goal Three, the Family Goal, and Ms. Fancis mentioned that training on the Whole Family Approach would be separate from the academy training. She added that parts of the Whole Family Approach could be incorporated into the Excellence Academy.

Next Steps

Judge Locke led a discussion about what should be reported to the board at the November 6, 2025, meeting. Committee members agreed that the board should be informed that assessments are being developed as part of Goal One, and curriculum is being prepared for the Excellence Academy. This will make up the first 30-, 60-, and 90-day goals. Judge Locke scheduled the next meeting for November 25, 2025, to review progress on the 30-day goals. He said that if the committee would like to hold regular quarterly meetings, a meeting calendar should be set at the beginning of the year.

Parking Lot

Ms. Brock reviewed the items on the committee's Parking Lot. The first item was to design and create a poster displaying the Strategic Plan's goals and to place a copy in each of the rural centers, so staff can see it and be reminded of our new Strategic Plan. After a discussion, Gavin Ribera, Communications Specialist, was assigned the task of creating an interactive display that would show our progress in meeting the Strategic Plan goals.

The next item was to look into setting up an outreach station at the VA. It was reported that the VA denied our request. The last item was a request that our Transit department look into providing fixed routes in rural areas. Since the Advisory Council has prioritized transportation concerns, the committee decided to remove the item from the Strategic Planning Committee Parking Lot to avoid duplicating the council's efforts.

Adjournment

Judge Locke requested a motion to adjourn.

Motion:	To Adjourn.		
Moved by:	Magi York	**Second:**	Amy Francis
Vote:	Motion carried by voice vote		

The meeting was adjourned at 11:00 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: Amanda Quillin
Name: Amanda Quillin
Title: Board Secretary