Panhandle Community Services
Board of Directors Meeting Minutes
Panhandle Community Services, Transit Maintenance Facility
10995 S. Coulter St., Amarillo, TX 79119
Minutes for April 16, 2026, @ 10:00 AM

Board Members by Sector:

Low Income		Private		Public	
Lydia Villanueva	P	Jason Vanosdol	A	Judge Tim Glass	A
Janice Faggan	P	John Sharp	P	Judge Rowdy Rhoades	P
Amanda Quillin	P	Brian Gillispie	P	Judge Mitchell Locke	P
Teresa Lane	P	Kerry George	P	Judge Adam Ensey	P
Chris Martinez	P	Jordan Herrera	P	Judge Isabel Carrasco	P

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

Brian Gillispie, Board President, called the regular business meeting to order at 10:00 AM Central Time (Organizational Standard 2.4) and announced the Initial Public Comment Period. Lisa Matthysse, Executive Assistant, called Roll and determined that a quorum of directors was present (OS 5.5). Mr. Gillispie led the Pledge of Allegiance and the recital of the Panhandle Community Services (PCS) mission statement and vision statement. Mr. Gillispie led the prayer.

Consent Agenda *(OS 5.9, OS 8.7)*

Mr. Gillispie referred to the Consent Agenda and asked whether any items should be removed for discussion. Magi York, Executive Director, asked that the Texas Veterans Commission correspondence be removed from the Consent Agenda for discussion during her report. Mr. Gillispie requested a motion to remove items 7c(i) *Texas Veterans Commission (TVC) letter re: General Assistance Program, Financial Assistance Grant Application*, and 7c(ii) *TVC Letter re: Housing for Texas Heroes Grant Application* from the Consent Agenda.

Motion: To remove items 7c(i) and 7c(ii) from the consent agenda.
Moved By: Judge Adam Ensey **Second:** Judge Rowdy Rhoades
Vote: **Motion carried by voice vote**

Hearing no questions, Mr. Gillispie requested a motion to accept the consent agenda. (The consent agenda and all associated reports were included in the Board Packet. Reports included correspondence; the March 19, 2026, Board of Directors Meeting, March 23, 2026, Strategic Planning Committee Meeting, and the corrected: February 23, 2026, Board of Directors Meeting Minutes; a list of signed items presented for ratification by the Board; the Three Things for the Board to Know: Programs Highlight Report (OS 5.9); Funding Applications Report; and February 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:	John Sharp	**Second:** Teresa Lane
Vote:	**Motion carried by voice vote**	

(Jordan Herrera entered the meeting at 10:06 AM.)

Executive Director's Report

Ms. York reported the following:

- Texas Veterans Commission Correspondence – PCS's applications for the Texas Veterans Commission Homes for Heroes (TVC) and General Assistance (TVC-GA) grants were denied because an expired insurance form was submitted with the applications. Although the correct insurance form was later sent to TVC, PCS was informed that the decision was final and that there was no opportunity to appeal. Without the two grants, which total $700,000.00 in funding, the veterans in the community will face a severe hardship and may go without these services for months.

  Ms. York asked that she or another PCS representative be allowed to travel to Austin in May to make a public comment at the Texas Veterans Commission meeting, noting that unrestricted funds would have to be used for the trip. She asked the board's approval to make the trip and speak during the TVC public comment period. Discussion followed.

Mr. Gillispie requested a motion to accept items 7c(i) and 7c(ii), the TVC correspondence, from the consent agenda.

Motion:	To accept items 7c(i) and 7c(ii) from the Consent Agenda.	
Moved By:	John Sharp	**Second:** Judge Isabel Carrasco
Vote:	**Motion carried by voice vote**	

- Pathways – The Pathways peer review team visited the PCS offices on April 7-8, 2026. They interviewed several staff and board members and visited the Transit Maintenance Facility and the Pampa office. PCS will be notified in June whether the agency has passed the review. Agency leadership felt the visit went well and that PCS has a chance to earn the Pathways to Excellence Platinum Tier Award.
- Training Conferences – Ms. York reminded the board of the upcoming conferences and said she looks forward to the training opportunities with the board and staff.
- NCAF (National Community Action Foundation) QuickFacts and Updates – The Office of Management and Budget (OMB) has not yet released the Community Services Block Grant (CSBG) funds, despite the funding being approved. PCS is owed CSBG funds for February and March. Cash flow is being closely monitored in response to this issue.

- Contingency Plan – Ms. York stated that the Contingency Plan outlines the agency's direction if CSBG funding is not received soon. She referenced the plan in the board meeting packet and asked whether there were any questions. She asked the board to approve the Contingency Plan.

Mr. Gillispie requested a motion to approve the Contingency Plan and the possibility of its use with the Community Services Block Grant.

Motion:	To approve the Contingency Plan and the possibility of its use with the Community Services Block Grant.	
Moved By:	Lydia Villanueva	**Second:** Teresa Lane
Vote:	**Motion carried by voice vote**	

- Ms. York also stated that PCS's Retired and Senior Volunteer Program contract ended on March 31, 2026, and that the program's staff have been furloughed. PCS has applied for a new grant, with a response expected in June. If PCS is awarded a new contract, the furloughed staff will be recalled. Ms. York also reviewed funding and staffing concerns for the TVC and the Housing Choice Voucher programs.

Ms. York requested a motion to accept her report.

Motion:	To accept the Executive Director's report.	
Moved By:	Judge Adam Ensey	**Second:** Janice Faggan
Vote:	**Motion carried by voice vote**	

Strategic Planning Committee Report *(OS 6.5)*

Brian Gillispie requested that the agenda move to Item 12 to allow Judge Locke to present early.

Judge Mitchell Locke, Strategic Planning Committee Chair and Board Secretary, presented his report on the March 23, 2026, Strategic Planning Committee Meeting. He reported that the committee discussed the Excellence Champions Academy and decided to hold a 12-session academy with weekly, half-day classes. The curriculum will cover topics including the history of Community Action, agency structure, ROMA (Results-Oriented Management and Accountability), the causes and conditions of poverty, Pathways to Excellence, strategic planning, program outcomes (or NPIs - National Performance Indicators), everyday operations, and a final recap. To inform academy training, the group will also gather additional feedback and distribute a revised assessment survey at All-Staff Day.

Judge Locke stated that department heads will be involved in developing the curriculum and teaching the classes, specifically the Everyday Operations class. The ROMA content will be developed by four certified ROMA professionals on staff, including Jennifer Brock and Amy Francis from the committee, and directors Audra Rea and Christina Aragon. The committee set a goal to define the full academy curriculum within 90 days.

Mr. Gillispie requested a motion to accept the Strategic Planning Committee Report.

Motion:	To accept the Strategic Planning Committee Report.	
Moved By:	Judge Rowdey Rhoades	**Second:** Lydia Villanueva
Vote:	**Motion carried by voice vote**	

Board Training: Fundraising / Fundraising Committee *(OS 5.8)*

Christy Hilbert, Communications Division Director, presented fundraising training to board members. Ms. Hilbert explained that unrestricted funds provide flexible, sustainable resources that enable PCS to meet client needs in a timely manner, especially during a crisis. She said that fundraising is all about relationships and that PCS's mission to change lives and bring stability to low-income families is a message that is easy to share.

Ms. Hilbert outlined several key ways board members can engage in fundraising, including thanking donors at the Festival of Trees, attending community and fundraising events, forwarding emails about PCS events, opening doors to potential supporters, joining a fundraising committee, and volunteering at PCS.

Board members were asked to consider hosting a table at the Festival of Trees. Ms. Hilbert also encouraged them to donate during the Panhandle Gives Campaign, noting that PCS is registered with the Amarillo Area Foundation to receive matching funds for donations made during the campaign. She provided instructions for board members to create their own donation page and highlighted additional giving opportunities, including through an endowment or IRA and through advertising on PCS Transit buses.

Ms. Hilbert said that fundraising is about more than asking for money; it is about sharing PCS's mission. Mr. Gillispie discussed fundraising as part of board training and asked board members to also participate in the weekly supplemental training. It was noted that grants often ask what percentage of the board donates to the organization. Mr. Gillispie reminded board members that they are asked to donate to PCS at a level meaningful to them.

(Judge Locke left the meeting at 10:55 AM.)

Board Engagement Series: Jordan Herrera

Jordan Herrera, the Region 2 Private Sector representative on the board, discussed her role as Director of Social Services at Amarillo College. Ms. Herrera oversees the Advocacy and Resource Center (ARC), a "one-stop shop" established in 2016 to help students meet basic needs and stay enrolled. She said ARC staff collaborate with other social service agencies and nonprofits, including PCS, to assist students. Available resources include on-campus food pantries, resource fairs, grants for transportation and childcare, and access to emergency funds through the Amarillo College Foundation. Ms. Herrera emphasized the importance of unrestricted funds, which allow staff to help students with expenses not covered by financial aid. She said she wants students to come to the ARC before they believe dropping out is their only option. She also said her team is proud to resolve students' issues on-site so they do not need to visit multiple outside services.

Finance Report *(OS 8.7)*

CFO John Mejia reported the following:

- Transportation Transition - Recruitment has begun for the new positions, including the Director of Maintenance and the Foreman. Budgets are under review to address shortfalls in the transportation program. Additional opportunities to generate new revenue are being explored, and expenditures are being evaluated to identify potential reductions. The Transit Maintenance Facility budget is still being developed.
- Human Resources - PCS's current HR assistant has accepted another position and will leave the agency next week, though she will continue to assist with several ongoing matters as needed. A new assistant, Promise Berry, was hired and has completed one week of training.
- Overtime - Guidelines for overtime are being developed. Lylene Springer, Division Director of Transportation, is reviewing overtime in her department. Advertisements for additional drivers have been posted, which should help reduce overtime.

- Accounting/HR - Cash flow must be managed daily to ensure all expenditures are covered. Mr. Mejia confirmed that the line of credit established for the transportation program could be used for transportation expenses. The line of credit was then used to purchase buses, thereby improving cash flow.
- Pathways - The Pathways team's site visit went well. Mr. Mejia said the team interviewed him as part of the team's review of PCS's Accounting and Human Resources divisions.

Mr. Mejia requested a motion to accept his report.

Motion:	To accept the Finance Report.	
Moved By:	Judge Rowdy Rhoades	**Second:** Teresa Lane
Vote:	**Motion carried by voice vote**	

Risk Assessment *(OS 4.6)*

Oscar Herrera, CEAP Program Specialist and Safety Manager for the Safety Committee, presented the 2026 Risk Assessment Report. Mr. Herrera stated that the report provides an overview of the agency's recent risk assessment and highlights key findings, current strengths, and areas for improvement. He said that PCS has already addressed some of the risks noted in the report and that agency leadership provides the Board of Directors with regular reports on financial, administrative, and program-related risks. Additional opportunities for improvement are outlined in the written risk assessment report included in the board packet.

Mr. Herrera's presentation focused on three key areas:

- Transportation Risk: PCS is developing a formal Transportation Risk Management Policy to reduce liability, covering driver safety, vehicle use (including rented or borrowed vehicles), and insurance procedures.
- Data Classification: PCS currently lacks a formal Data Classification Policy. In accordance with the Board-approved Project Management Policy, IS Division Director Dennis Garvey will develop a comprehensive policy that defines data sensitivity levels (public, confidential, etc.) and ensures proper storage and protection.
- Emergency Preparedness & Business Continuity: PCS will formalize and strengthen crisis response and business continuity by clearly defining the crisis response team to ensure continuity of decision-making during an incident, improving access to critical information, expanding facility-specific emergency planning, strengthening crisis response guidelines, formalizing internal and external communication roles and messaging, and identifying mission-critical functions and procedures to protect and access critical data.

PCS will follow the ROMA cycle to assess identified risks, plan improvements, implement plans and strategies, measure results, and evaluate progress. PCS will monitor progress in addressing identified risks and provide regular updates to the board over the next two years.

The full PCS Risk Assessment Report was included in the board meeting packet. (OS 4.6)

Motion:	To accept the Risk Assessment.	
Moved By:	Lydia Villanueva	**Second:** Judge Rowdy Rhoades
Vote:	**Motion carried by voice vote**	

Bridge Builders

Christy Hilbert, Communications Division Director, stated that the Bridge Builders luncheons are held annually to provide low-income and at-risk families with an opportunity to discuss the obstacles they face and the changes they would like to see in their communities. The Bridge Builders events are facilitated by Jason Sabo, a lobbyist for the Texas Association of Community Action Agencies, who compiles the information gathered and presents it to elected officials and community influencers at the follow-up meeting, Come to the Table. Ms. Hilbert stated that the Bridge Builders events have demonstrated the power of "radical listening" and the strategic presentation of community concerns to decision makers.

Ms. Hilbert reviewed concerns and outcomes from previous Bridge Builders events and provided examples of how participants in Come to the Table meetings worked together to address issues raised. She said mental health concerns have consistently been identified at Bridge Builders events, Advisory Council meetings, and Community Needs Assessments. As a result of conversations at Come to the Table events, PCS pursued grants to fund mental health support. PCS received grants from the Hogg Foundation for Mental Health and the Mary E. Bivins Foundation. Two coalitions have been established, one in Dalhart and one in Perryton, to connect resources and build on partnerships to help residents in these communities.

Ms. Hilbert stated that mental health resources remain a priority and that PCS will continue to pursue additional grants and develop new partnerships. Mr. Gillispie reminded the board that one of the duties of PCS board members is to attend at least one low-income community event each year, and he asked them to attend one of the five Bridge Builders and Come to the Table events.

Final Public Comment Period

Mr. Gillispie called for public comment. No public comments were made.

The Promise of Community Action

Mr. Gillispie 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:	Kerry George	**Second:**	Amanda Quillin
Vote:	**Motion carried by voice vote**		

Hearing no objections, the meeting was adjourned at 11:41 AM *(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: Mitchell Locke
Name: Judge Mitchell Locke
Title: Board Secretary