

**Panhandle Community Services  
Board of Directors Meeting Minutes  
Panhandle Community Services Central Office – 1309 SW 8<sup>th</sup> Ave. – Amarillo, TX 79101  
Minutes for August 21, 2025, @ 10:30 am**

**Board Members by Sector:**

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

<u>Staff</u>	<u>Position/Title</u>
Magi York	Executive Director
John Mejia	CFO
Dennis Garvey	Information Services Division Director
Lylene Springer	Transportation Division Director
Audra Rea	Family Services Division Director
Christy Hilbert	Communications Division Director
Christina Cristan	Energy Assistance Director
Benita San Miguel	Weatherization Director
Lisa Matthyse	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**

Board President John Sharp called the regular business meeting to order at 10:30 a.m. Central Time (Organizational Standard 2.4) and announced the Initial Public Comment Period. Lisa Matthyse, Executive Assistant, called Roll and determined that a quorum of directors was present (OS 5.5). 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 asked if anyone would like to remove an item from the consent agenda for discussion. Hearing no requests for discussion, Mr. Sharp requested a motion to approve the consent agenda. (The consent agenda and all associated reports were included in the Board Packet. Reports included minutes from the June 19-20, 2025, Board Retreat, the July 10, 2025, Executive Committee Meeting, and the July 30, 2025, Governance Committee Meeting; correspondence; a list of grants submitted and received; a list of signed items presented for ratification by the Board; the Funding Applications Report; Program Status Reports (OS 5.9); the Community Impact Statement; and the June 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 approve the consent agenda.

**Moved By:** Judge Dan Looten

**Second:** Lydia Villanueva

**Vote:** Motion carried by voice vote

**Approve 2025 Strategic Plan** (OS 6.1, OS 4.1)

Scott Caldwell presented the 2025 Strategic Plan to the Board for approval. He highlighted the collaboration between staff and board members in developing the plan and outlined its three strategic goals, each supported by specific objectives, outputs, and outcomes. (The 2025 Strategic Plan was included in the packet sent to Board members prior to the meeting.)

Mr. Caldwell reported that the first goal is to “Establish and Create a Culture of Excellence Agency-wide,” which is the Agency Goal within the ROMA framework. The first objective under this goal is to “Cultivate a Visible, Lived Culture of Excellence,” which will be measured by the number of staff recognized as Excellence Champions, the completion rate of the revised onboarding module, and increased engagement with internal messaging tools that promote and cultivate a visible lived culture of excellence. A key output is to have 25% of staff trained in excellence expectations. Outcomes include higher staff satisfaction and a 20% reduction in voluntary turnover.

The second objective is to “Ensure Consistent Application of Pathways to Excellence Standards,” which focuses on staff with individual PayCom goals linked to excellence standards and programs and initiatives with Pathways-aligned charters. Mr. Caldwell noted that the third output, concerning Excellence Talks, was mistakenly included in the draft of the Strategic Plan and should be removed. The key outcome is to achieve 90% compliance with Pathways and Organizational Standards each year.

The third objective is to “Standardize Policy and Protocol Awareness and Compliance,” which measures training on policy and procedures and staff engagement with the Policy Book, a central file that will house all current policies and procedures. Outcomes include completing the Policy Book, achieving at least 85% staff competency on a policy comprehension assessment, and ensuring 20% of staff interact with the Policy Book. Board members asked how comprehension and engagement would be measured. Mr. Caldwell replied that assessments, staff evaluations, and SharePoint analytics would be used. He said the plan would evolve as it is implemented, and new ways to measure interaction will be developed.

Mr. Caldwell stated that the second Strategic Plan goal, which is “the community goal,” is to “Create and Deploy a Development Plan to Establish Funds to Address Identified Regional Needs.” Under the first objective, to “Align Programs with Regional Needs,” PCS will hold 35 advisory and community meetings annually, engaging 90 stakeholders. PCS will also host two poverty simulation events with 80 community members attending each event, and introduce twelve new strategies, such as grants, partnerships, and philanthropy, focused on identified needs in the area. The outcome of these efforts is to generate at least three new sustainable funding streams each year to help address the needs of the community.

The second objective is to “Grow Discretionary Funds” by actively engaging with donors and increasing the percentage of individual, corporate, and foundation donors. Mr. Caldwell noted that donors like to see board and staff members contributing to the organization, so targets have been set for donations from board and staff members. The key outcome is to achieve at least a 25% increase in unrestricted funds over three years.

Mr. Caldwell stated that the third goal, “Families in the Texas Panhandle will achieve Well-Being and Independence,” is the “Family Goal in the ROMA framework.” The first objective is to “Implement the Whole Family Approach Agency-Wide.” Key outputs include training all frontline staff in the Whole Family Approach

and evaluating three peer agencies (those without child development programs) for best practices. The outcomes are to integrate the Whole Family Approach across the agency in 2026 and to annually achieve at least 10% of families showing improvement in at least one area on the Family Well-Being Matrix.

The second objective is to “Expand Safe and Affordable Housing Access.” Affordable housing remains a consistent need identified in PCS’s Community Needs Assessment. Outputs include adding or securing 25 new housing units each year, engaging 35% of landlords to add new housing, and ensuring 70% of new tenants attend “good renter” workshops. The key outcome is to connect at least 100 families to stable housing annually.

Mr. Caldwell stated that this Strategic Plan will be the report submitted to the State. There will be a quarterly review process with the Scorecard Committee and Strategic Planning Committee monitoring progress and sharing results with Directors. An annual report will be shared publicly with the Board, partners, and the community. Implementation will start immediately upon approval. Mr. Caldwell stated that the key approach is to be intentional with how the Strategic Plan is implemented.

Mr. Caldwell stated that he had accidentally omitted the officially adopted mission and vision statements in the Strategic Plan draft included in the Board packet. He reported that the final Strategic Plan states that “after multiple meetings and discussions with staff and the Board of Directors, the following mission statement was adopted at the regularly scheduled meeting on February 20th, 2025, and that it includes the revised Mission statement: 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.” The section concerning the revised vision statement mentions the same adoption date and contains the revised Vision Statement: “Our vision is that the residents of our communities are empowered to achieve their highest level of well-being and independence.” Mr. Caldwell also reported that the official implementation date listed on the last page was corrected to September 1, 2025.

Mr. Caldwell requested that action be taken to approve the Strategic Plan. Mr. Sharp requested a motion to approve the Strategic Plan with edits.

<b>Motion:</b>	To approve the 2025 Strategic Plan with edits	
<b>Moved By:</b>	Judge Mitchell Locke	<b>Second:</b> Brian Gillispie
<b>Vote:</b>	<b>Motion carried by voice vote</b>	

### **Accept Agency-wide Scorecard Report**

Mr. Caldwell presented an overview of the second-quarter scorecard to provide the Board with an understanding of current performance metrics and to highlight trends needing attention. He stated that the scorecard aligns with the Strategic Plan and Pathways to Excellence frameworks and is structured around four core perspectives: clients and stakeholders, financial stewardship, internal processes, and organizational capacity. Each perspective includes strategic objectives, key performance indicators (KPIs), targets, initiatives, and projects. KPIs are reviewed quarterly and scored based on performance.

Under the Client Outcomes perspective, all objectives received scores of 95% or higher. However, the Financial perspective showed areas requiring improvement, with incomplete final figures for the second quarter. The Internal Processes perspective indicated a need for improvement in Program Development, while the Organizational Capacity perspective scored two areas as excellent and one as satisfactory.

Mr. Caldwell reviewed how scores were generated, highlighting the KPIs under the Client and Stakeholders perspective, which include the Client Outcome Index and the Agency-wide Economic Impact Score. He reported that PCS is primarily funded by state and federal sources and reminded the Board that one of the Strategic Plan’s goals is to diversify funding.

Mr. Caldwell stated that the Board would review the scorecard data twice a year to guide strategic discussions and provide feedback on organizational needs. He noted that future reports will include partnership impact and staff satisfaction scores. Mr. Caldwell stated that the purpose is to give the Board clearer insights to support better decision-making. Mr. Caldwell said that the scorecard is more than just numbers; it offers a view into how we are living out our mission, serving our community, and growing stronger together.

**Motion:** To accept the Agency-wide Scorecard  
**Moved By:** Lydia Villanueva  
**Vote:** Motion carried by voice vote

**Second:** Teresa Lane

### **Executive Director's Report**

Magi York, Executive Director, reported the following:

- **Bragging Rights:** Audra Rea, Family Services Division Director, will receive the National Community Action Personal Achievement Award at the annual conference in Detroit. The award highlights how Ms. Rea became involved with PCS, the challenges she faced as a young person, and what she did to overcome them. Ms. Rea has dedicated herself to working with low-income families at PCS. Ms. York said this is a remarkable achievement, and we are proud of her.
- **Update on Executive Orders –** The Senate Budget Committee has recommended maintaining funding for LIHEAP (CEAP) at current levels, plus an additional \$20 million, subject to Congressional approval. Ms. York said that David Bradley is optimistic that the House will not make significant cuts. The Community Services Block Grant (CSBG) is also recommended to continue at its current level, which has remained the same since 2023. Ms. York noted that CSBG allows PCS to be a Community Action Agency. While Weatherization funding remains uncertain, DOE BIL and DOE support appear likely to continue. Ms. York stated that she will speak with some area representatives today and hopes to have an opportunity to ask them to support the Senate bill. She also reported that PCS has not received an update regarding the next 3-year grant application for the Retired and Senior Volunteer Program (RSVP). However, a government contact has been assigned to answer questions, which Ms. York said is a positive sign.
- **Governance Committee Meeting –** No committee report will be presented today. The Governance Committee met on July 30, 2025, to review candidates for the Board vacancies in 2026. Denese Skinner, who is absent, will present her report at the September Board meeting. A replacement for Ms. Skinner's position has been interviewed, and the candidate for the Low-Income Sector seat has been contacted. Ms. York also mentioned she is currently trying to contact the judge recommended by Judge Looten for the Public Sector seat.
- **SEMAP Corrective Action Plan—**Ms. York reported that she wrote a Section 8 Management Assessment Program (SEMAP) Corrective Action Plan and included it in the consent agenda. Since the SEMAP certification was submitted 30 days late, PCS was designated a troubled agency and required to write a corrective action plan. Ms. York stated that there is nothing to correct; we simply need to submit the report on time.
- **BoardEffect Renewal—**Ms. York reviewed the upcoming renewal of the BoardEffect subscription. Usage reports indicate that only a few board members actively use the platform, and she and CFO John Mejia questioned whether renewal is justified given the limited use. Ms. York noted that all documents are printed and emailed to the Board and uploaded to BoardEffect. Most Board members mentioned that they prefer email over logging into BoardEffect. After discussion, the Board members agreed that Ms. York should not renew the subscription.

Ms. York asked that her report be accepted.

**Motion:** To accept the Executive Director's Report.  
**Moved By:** Judge Tim Glass **Second:** Judge Dan Looten  
**Vote:** **Motion carried by voice vote**

### **Ratify the Decision of the Executive Committee**

Mr. Sharp stated that the Executive Committee approved an emergency revision to the HUD Administrative Plan to provide vouchers for flood victims in South Texas. He asked Family Services Division Director Audra Rea to review the revision to the Administrative Plan. Ms. Rea reported that the San Antonio HUD office had requested assistance in relocating public housing residents in Kerrville, where two housing projects—primarily serving elderly and disabled tenants—were destroyed. It was determined that PCS could offer 150 vouchers to flood victims in South Texas, and Ms. York noted that providing the vouchers would require revising the administrative plan. Our regional HUD office agreed to grant the revision upon Board approval, and an emergency meeting of the Board of Directors' Executive Committee was scheduled for July 10, 2025.

Ms. Rea stated that alternatives were found for the public housing residents and they no longer needed the vouchers. However, the revisions to the administrative plan allowed displaced renters due to the flood to apply to PCS's waiting list, and thirteen displaced renters have since been added. They will be served and ported to their local housing authority to find the housing of their choice. This increases PCS's lease-up rate and generates administrative fees from the receiving housing authority. Ms. Rea noted that the Community Council of South Central Texas vetted the families to confirm they were flood victims ineligible for SBA, FEMA, or other aid.

After discussion, Mr. Sharp requested a motion to ratify the decision of the Executive Committee on the revision of the HUD Administrative Plan to provide housing vouchers.

**Motion:** To ratify the decision of the Executive Committee on the revision of the HUD Administrative Plan to provide housing vouchers.  
**Moved By:** Jason Vanosdol **Second:** Teresa Lane  
**Vote:** **Motion carried by voice vote**

### **Committee Reports**

#### **Audit and Finance Committee** (OS 8.7, OS 8.5)

Treasurer Brian Gillispie delivered the Audit and Finance Committee report. Mr. Gillispie stated that Assistant Finance Director Ken Varner presented the financial statements, and the committee also reviewed recent credit card statements. The committee discussed the cash flow of operating funds, specifically those related to transportation. Mr. Gillispie noted that some grant funding has slowed down, but said that staff is working to improve cash flow management.

Mr. Gillispie reported that the Dumas center is now open, and John Mejia is working on ways to reduce the associated debt, including potential fundraising strategies. The Transit Maintenance Facility is a major project coming online, and the committee is trying to determine how the finances will work. The committee also reviewed the results of the audit RFP process and recommended selecting Jarred, Gilmore, and Phillips for audit and tax services.

Mr. Gillispie reported that one accountant has recently resigned, and recruitment for the position is in progress. Additionally, an RFP will be issued for retirement services. Budget planning for the upcoming fiscal year is expected to start in about a month.

Mr. Sharp requested a motion to approve contracting with Jarred, Gilmore & Phillips, PA, for audit and tax services.

**Motion:** To approve contracting with Jarred, Gilmore & Phillips, PA, for audit and tax services (*OS 8.5*)  
**Moved By:** Lydia Villanueva **Second:** Judge Mitchell Locke  
**Vote:** **Motion carried by voice vote**

Mr. Sharp requested a motion to accept the Audit and Finance Committee Report.

**Motion:** To accept the Audit and Finance Committee Meeting Report  
**Moved By:** Jason Vanosdol **Second:** Judge Mitchell Locke  
**Vote:** **Motion carried by voice vote**

### **Resource Development Committee** (*OS 5.9*)

Secretary Amanda Quillin delivered the Resource Development Committee report, which included updates from the Human Resources, Communications, and Information Services departments. Ms. Quillin reported the following:

In HR, CFO John Mejia has submitted the revised employee handbook to our attorney for review. He is working with Mallory Herrin to coordinate upcoming staff training, and a new HR calendar feature has been added to PayCom to help managers better track schedules and plan for staff time off. Additionally, Mr. Mejia reviewed the existing Children in the Workplace policy.

Communications specialists have increased Panhandle Community Services' visibility through expanded community outreach, increased social media engagement, and higher website traffic. Attendance at Advisory Committee meetings has improved, and the launch of the Universal Intake System has resulted in more than double the number of phone calls to PCS centers and a near doubling of in-person visits. Ms. Quillin noted that, according to Christy Hilbert, Communications Division Director, over 1,500 individuals applied for assistance in the first month following the system's launch.

Information Services Division Director Dennis Garvey reported continued progress on building the IT infrastructure at the Transit facility. Mr. Garvey is also educating staff on the effective use of AI in their roles. Additionally, his team is working to equip employees with the tools and knowledge necessary to protect against identity theft and data misuse.

Mr. Sharp requested a motion to accept the Resource Development Committee Report.

**Motion:** To accept the Resource Development Committee Report  
**Moved By:** Judge Dan Looten **Second:** Brian Gillispie  
**Vote:** **Motion carried by voice vote**

### **Programs Committee** (*OS 5.9*)

Judge Dan Looten, Vice President, reported that the committee reviewed the program status reports, all of which were uploaded to BoardEffect as a resource for the Board Meeting. Judge Looten reported the following:

The Health Navigator grant will end on August 26, 2025. Although there were concerns about losing a valuable employee, the grant allowed for the carryover of unused funds, which may sustain the program while efforts are made to secure new funding.

Weatherization Director Benita San Miguel reported that the DOE BIL is currently the only available funding source for weatherization projects. Her team continues work on apartment units and is awaiting additional funds.

Transportation Director Lylene Springer has executed her state and federal grants, which started on September 1st. The state recognized her effective management of transportation funds and awarded PCS Transit \$170,000 for the Service Expansion Program.

Regarding the Comprehensive Energy Assistance Program (CEAP), the team is managing a high volume of applications following the launch of the Universal Intake system. They are finalizing applications from the initial launch and plan to accept new applications in early September.

Family Services team members remain focused on moving families forward. Director Audra Rea noted that Financial Wellness classes could benefit clients, although some families are hesitant to discuss financial matters. She also identified a lack of childcare as a barrier to attendance, which the team is actively working to address.

Mr. Sharp requested a motion to accept the Programs Committee Report.

**Motion:** To accept the Programs Committee Report.  
**Moved By:** Teresa Lane **Second:** Amanda Quillin  
**Vote:** Motion carried by voice vote

**CAP Plan Update and 2026 CSBG Budget (OS 4.4, 9.3)**

Audra Rea referred to her presentation on the screen and provided an update on progress toward CAP Plan outcomes. The presentation included FNPI data, descriptions of each outcome, the number of individuals progressing toward and completing outcomes, and the associated targets. No target revisions were reported.

Ms. Rea stated that although some completions are closer to targets than others, enrollment numbers remain strong. She highlighted *Housing FNPI 4c – Families who obtain affordable housing*, and explained that the reported number for families who obtain affordable housing is lower than those housed for 90 days due to CSBG's calendar year reporting, which begins on January 1. Individuals housed late in 2024 through other housing programs roll over into 2025 and are counted as housed for 90 days. Regarding *Rent Payments (SRV 4c)*, Ms. Rea reported that the state recently advised her to report the number of individuals in the household who received payments, rather than the number of payments made. As a result, the target of 15,000 payments will not be met. Ms. Rea stated that, as of the report date, 4,037 individuals have received rent payments, noting that individuals may receive multiple rent payments throughout the year. She also highlighted *Health and Social/Behavioral FNPI 5f – the number of seniors who maintained an independent living situation*, stating that housing vouchers do not count toward this outcome. Instead, it specifically relates to the Meals-on-Wheels program helping seniors stay in their homes, which has shown strong results thanks to RSVP volunteers. Ms. Rea concluded by stating that the data presented reflects progress as of July 31, 2025.

Mr. Sharp requested a motion to accept the CAP Plan report with no target revisions.

**Motion:** To accept the 2025 CAP Plan Report with no target revisions.  
**Moved By:** Judge Mitchell Locke **Second:** Lydia Villanueva  
**Vote:** Motion carried by voice vote

Ms. Rea presented the proposed Community Services Block Grant (CSBG) budget for 2026. She noted that the budget is close to the 2025 budget, as the funding amount for 2026 is unknown. The state's guidance was to use the same funding amount as in 2025 for planning purposes. Ms. Rea stated that personnel costs remain the largest expense, followed by client services. The proposed budget includes a 3% increase in personnel costs.

Mr. Sharp requested a motion to approve the 2026 CSBG Budget.

**Motion:** To approve the 2026 CSBG Budget.  
**Moved By:** Teresa Lane **Second:** Robert Coffee  
**Vote:** Motion carried by voice vote

**Approve the Children in the Workplace Policy**

Ms. Rea presented the proposed Children in the Workplace policy. She reported that children sometimes accompany their parents to the office, especially when schools or childcare centers are closed. In response, department directors created a policy to maintain a safe and efficient work environment. Key points include: Parents/guardians must supervise their children at all times, children should have activities suitable for their age and must not interfere with work tasks, office equipment is not to be used by children, and children cannot be brought to the office if they are sick or if anyone in the household is sick.

Mr. Sharp asked whether an HR consultant had reviewed the policy. He raised a concern about the phrasing under the *Safety & Liability* section, specifically the line stating that “parents/guardians assume full responsibility for their children's behavior and safety.” He suggested that this wording could pose legal risks and recommended removing “for their children's behavior and safety.” After discussion, Mr. Sharp stated that the line should not be removed without a legal opinion.

Mr. Sharp requested a motion to approve the Children in the Workplace Policy pending the issue with Safety and Liability.

**Motion:** To approve the Children in the Workplace Policy pending the issue with Safety and Liability.  
**Moved By:** Lydia Villanueva **Second:** Judge Dan Looten  
**Vote:** Motion carried by voice vote

**Final Public Comment Period**

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

**The Promise of Community Action**

Mr. Sharp led the board in reciting the Promise of Community Action:

*Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.  
We care about the entire community, and we are dedicated to helping people help themselves and each other.*

**Motion to Adjourn**

**Motion:** To adjourn.  
**Moved by:** Lydia Villanueva **Second:** Teresa Lane  
**Vote:** Motion carried by voice vote

Hearing no objections, the meeting was adjourned at 11:45 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

PCS Board of Directors Meeting Minutes, August 21, 2025