

**Panhandle Community Services
Board of Directors Meeting Minutes
Panhandle Community Services Central Office – 1309 SW 8th Ave. - Amarillo TX, 79101
Minutes for March 14, 2024, @ 10:00 am**

Board Members by Sector:

Low Income

Reyna Ruiz A
Amy Taylor P
Robert Coffee P
Amanda Quillin P
Teresa Lane P

Private

Denese Skinner P
Jason Vanosdol A
John Sharp A
Brian Gillispie P
Brian Hevrin P

Public

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

Staff

Position/Title

Magi York Executive Director
John Mejia CFO
Dennis Garvey Information Services Director
Randy Cazarez Human Resources Director
Lylene Springer Transportation Director
Kaitlin Mosley RSVP & Health Services Director
Christina Cristan Energy Assistance Director
Susie Ybarra Community Relations Director
Melissa Darsey Outreach Services Program Director
Benita San Miguel Weatherization Director
Lisa Matthyse Executive Assistant

NOTICE – This meeting was publicized in compliance with the state open meetings law, as documented in Appendix A to these minutes. Appendix A also includes a list of the documents provided to members with the meeting notice and agenda. Appendix B includes committee meeting minutes.

Call to Order

Judge Cindy Irwin, Board Vice-President, called the regular business meeting to order at 10:03 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). Judge Irwin led the Pledge of Allegiance and the recital of the Panhandle Community Services (PCS) Mission Statement and Vision Statement. Pastor Brian Hevrin led the prayer.

Consent Agenda (OS 5.9)

Judge Irwin referred to the Consent Agenda and asked if anyone would like to remove an item from the consent agenda for discussion. Hearing no requests for discussion, Judge Irwin 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 January 18, 2024, Board of Directors Meeting, the January Advisory Committee Meetings (Regions 1-5), the February 15, 2024, Executive Committee Meeting, Audit and Finance Committee Meeting, Programs Committee Meeting, and Resource Development Committee Meeting, and the March 6, 2024, Strategic Planning Committee Meeting; correspondence; a list of grants submitted; a list of signed items presented for ratification by the Board; the Funding Applications Report; and the “Three Things for the Board to Know” Program Highlight Report (OS5.9).)

Motion: To approve the consent agenda.
Moved By: Brian Hevrin **Second:** Judge Dan Looten
Vote: Motion carried by voice vote

Ratify the Decisions of the Executive Committee, February 15, 2024

Judge Irwin reported that the Executive Committee met on February 15, 2024, to approve the “PCS Panhandle Transit: Title VI Plan - 2023-2026.” She stated that the purpose of the plan is to ensure that the agency is serving the entire population in our service area and that it has interpreters available. The plan also includes conflict resolution procedures. Judge Irwin stated that the Title VI Plan was unanimously approved by the Executive Committee. The minutes of the committee meeting were included in today's Consent Agenda. Judge Irwin asked if there were any questions. Hearing none, she requested a motion to ratify the decisions of the Executive Committee.

Motion: To Ratify the Decisions of the Executive Committee.
Moved By: Brian Hevrin **Second:** Amy Taylor
Vote: Motion carried by voice vote

Executive Director’s Report

Magi York, Executive Director, reported the following:

- Bragging Rights—Amarillo, Borger, and Pampa staff went to the Dome in Borger to help organize donations to assist residents in Hutchinson County who were affected by the wildfires in the area. Judge Irwin said she and her staff could never have organized the relief efforts without the team from PCS.

(Teresa Lane entered the meeting at 10:10 a.m.)

- Wildfire Relief Funds – PCS received \$1.2 million from the Texas Department of Housing and Community Affairs (TDHCA) and \$60,000 from the Amarillo Area Foundation. TDHCA raised the income limit to 200% of the Federal Poverty Level to qualify for assistance. Ms. York stated that VOAD is coordinating services, and the Hutchinson County United Way is helping. Judge Irwin noted that many of those whose homes were burned were renting and had no insurance. Ms.

February 15, 2024, Audit and Finance Committee Report

John Mejia, CFO, reported on the February 15, 2024, Audit and Finance Committee Meeting. He said the committee reviewed the agency-wide budget, and he would present it at the Board meeting next month. Mr. Mejia stated that they also reviewed the committee's Job Description. Mr. Mejia pointed out that the committee was responsible for reviewing Magi York's credit card statements. He told the committee he would include the statements in his future reports. Mr. Mejia reported that Don Rea moved to part-time, and his job title is now Project Accountant. Cassi Hernandez, Administrative Assistant, will be helping in the finance department. Mr. Mejia stated he continues to reassess restructuring finance.

Motion: To approve the February 15, 2024, Audit and Finance Committee Report.
Moved By: Amanda Quillin **Second:** Robert Coffee
Vote: Motion carried by voice vote

Finance Report (OS 8.7)

Mr. Mejia reviewed the finance report for March. He stated that a 12-month history of PCS facility costs shows \$1.2 million in expenditures related to facilities. Mr. Mejia said his team and the program directors need to understand the impact of facility costs on programs and look at what adjustments need to be made. Mr. Mejia stated he would look into Paycom payroll and benefits processes and develop new procedures to avoid discrepancies. He stated that Weatherization is funded based on production, and a production schedule must be developed to stay within the average cost. Mr. Mejia reported on the Weatherization review scheduled for May and said it is our responsibility to see that the reviewers understand our reports before they leave. Mr. Mejia said that fieldwork for the audit is scheduled for June, and the auditors would be on site. Discussion followed regarding health insurance benefits.

Balance Sheet and Comparative Balance Sheet – Mr. Mejia reviewed the Balance Sheet for the month ending January 31, 2024. He noted the relationship between the line items for cash and accounts receivable. He reported that Transit grants make up most of the amount in Accounts Receivable and that we are waiting to be reimbursed. Mr. Mejia stated that we should have a good percentage of cash in reserve to maintain cash flow while waiting on reimbursement.

Grant Summary – Mr. Mejia referred to the Grant Summary sheet and reported on the programs marked in red under the fund watch. He stated that CEAP had programs that were extended, and we exceeded what we were funded. He said we made adjustments and determined how to fund the shortfall. Ms. York agreed that the matter had been resolved. He said there will be additional training for program directors, and they will be involved in the drawdowns so they can see where they stand.

County Funds – Mr. Mejia said that County Funds began in 2012, and the balance rolls over every year. He referred to two negative amounts on the report and said our auditor is advising him on the best way to clean up the report because expense accounts usually do not have a credit balance.

General Unrestricted – Mr. Mejia reported that in the first month of activity, the General Unrestricted Fund showed \$4,000 in revenue and \$14,000 in expenses. He said we would have fundraising activity later in the year and that revenue would go into the General Unrestricted Fund. He said facility costs would be recorded here, too.

Credit Cards – Mr. Mejia reviewed the Wells Fargo credit card statement and noted how it was broken down by individual charges.

(The Finance Report (memo), January 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, Unrestricted Funds, and Credit card statement were included in the packet sent to the Board.)

Brian Gillispie, Audit and Finance Committee Chair, asked for a motion to accept the Finance Report.

Motion: To accept the Finance Report
Moved By: Brian Hevrin **Second:** Judge Looten
Vote: **Motion carried by voice vote**

February 15, 2024, Programs Committee Report

Judge Irwin, Programs Committee Chair, gave a summary of the 2023 Annual Program Compliance Reports (Red-Light / Green-Light Reports) presented at the Programs Committee on February 15, 2024. (A written summary was included in the board packet, and the compliance reports were uploaded to BoardEffect and made available to board members prior to the meeting.) Judge Irwin reported that Weatherization exceeded their goal for the number of homes completed. ERA exceeded their goals and EITC was on track to exceed their goal for the number of tax returns completed. She said that transportation grants were doing well, CEAP was renewed for 2024, the HUD shortfall was resolved, and the waiting list would be open soon. RSVP maintained over 600 volunteers last year, and RSVP Director Kaitlin Mosley is applying for new grants, such as the Senior Companion Program. Judge Irwin stated that some programs, such as the water assistance program and the Senior Demonstration Program, which were temporary programs, would not be renewed.

Motion: To approve the Programs Committee Report.
Moved By: Judge Looten **Second:** Brian Hevrin
Vote: **Motion carried by voice vote**

February 15, 2024, Resource Development Committee Report

Amy Taylor, Resource Development Committee Chair, reported on the February committee meeting, which included reports from the Human Resources, Communications, IS, and Community Relations departments. She said the department heads presented their Red-Light / Green-Light reports, all of which were

unanimously accepted by the committee. The committee also reviewed and approved the Resource Development Committee Job Description. (The minutes from the meeting were included in the board packet, and the departmental reports were made available on BoardEffect.) Ms. Taylor reported that HR Director Randy Cazarez reviewed changes in agency training, policies, and procedures, and improvements in survey response rates. Mr. Cazarez stated that we are implementing additional safety procedures to help bring the EMOD number down. Ms. Taylor said Communications Director Christy Hilbert reported that communications surpassed their goals for 2023, including increased revenue from the Festival of Trees and the Panhandle Gives Campaign. IS Director Dennis Garvey stated that he focused on security upgrades in 2023, and he reviewed the upgrades he made. He informed the committee that he also conducted a system audit. Ms. Taylor reported that Community Relations Susie Ybarra visited County Judges and school officials to inform them about the services provided by PCS. Ms. Ybarra reported that she also encouraged people to join our Advisory Committees.

Motion: To accept the Resource Development Report.
Moved By: Brian Hevrin **Second:** Amanda Quillin
Vote: Motion carried by voice vote

March 6, 2024, Strategic Planning Committee Report

Ms. Taylor, Strategic Planning Committee Chair, reported that program directors have been giving status updates to the committee on their goals for the current Strategic Plan. However, at the last meeting, Ms. York said the committee should focus on the upcoming Strategic Plan and set the direction for the agency. Ms. Taylor said she would like to see our CNA include questions on the causes of poverty. She stated that until we know the causes of poverty, we cannot talk about strategies and prevention. Ms. Taylor said PCS helps mitigate the negative effects of poverty, and our programs are needed, but she would like to see if PCS can work on prevention as well.

Discussion Followed.

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

Accept the Customer Satisfaction Survey

Teresa Fuentes, Communication Specialist, reported on the findings of the Customer Satisfaction Survey conducted from August 2023 to February 2024. Ms. Fuentes said that Deaf Smith County had the highest response rate because surveys were handed out at the Hygiene Closets, and Hereford has the largest Hygiene Closet. Ms. Fuentes noted that Hispanic females over 50 made up the largest demographic of respondents. Most of those who completed the survey had participated in CEAP or HUD. Ms. Fuentes reviewed the questions and responses on the survey. She reported that an increased number of clients said they would recommend PCS, and over 90% of respondents said they were treated with respect by PCS. Responses to

other questions included requests for more utility assistance and a hygiene closet for Friona in Parmer County. Clients also asked that the long lines at hygiene closets be reduced. When asked if there were unmet needs, clients said their communities needed more youth activities, housing, jobs and buses. Some respondents asked for rent-to-own housing programs. Clients commented that our greatest strengths are our staff, programs and hygiene closets.

Ms. Fuentes said that in the previous survey, respondents asked for less paperwork. In response, we formed a Universal Intake Committee to create an intake form and a process to reduce paperwork for our clients. Ms. Fuentes reported that another action item from the last survey resulted in PCS improving our system for posting job openings. She said we added a QR code to our website, which takes clients directly to our job postings.

Motion:	To accept the Customer Satisfaction Survey Report.		
Moved By:	Brian Hevrin	Second:	Amy Taylor
Vote:	Motion carried by voice vote		

Additional Discussion

Board members continued to discuss the Strategic Plan. Ms. York said the agency cannot remain stagnate. She said we should use our information and study it to move ahead. She said she wanted to understand why some clients continue to use our services year after year and what we can do to prevent that. Board member Amanda Quillin said that disasters can cause people who were moving out of poverty to fall back and need assistance again. Several board members said that when creating a strategic plan, we should talk with visionaries and leaders in the community and learn what other agencies are doing. Energy Assistance Director Christina Cristan said that one reason we held a poverty simulation recently was to share with community leaders what poverty looked like in the past and what it looks like today. Ms. York said we need forward-thinking staff, and we have to define what we expect from directors.

Final Public Comment Period

Judge Irwin called for public comment. No public comments were made.

The Promise of Community Action

Judge Irwin led the board in reciting the Promise of Community Action:

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

Motion to Adjourn

Motion: To adjourn.

Moved by: Teresa Lane


Second: Amanda Quillin

Vote: Motion carried by voice vote

Hearing no objections, the meeting was adjourned at 11:52 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: _____



Name: Amy Taylor

Title: Board Secretary

PCS Board of Directors Meeting Minutes, March 14, 2024