

**Panhandle Community Services
Board of Directors Meeting Minutes
Panhandle Community Services Central Office – 1309 SW 8th Ave. - Amarillo TX, 79101
Minutes for March 16, 2023, @ 10:00 am**

Board Members by Sector:

Low Income

Lydia Villanueva	P
Amy Taylor	P
Robert Coffee	A
Amanda Quillin	P
Teresa Lane	P

Private

Denese Skinner	P
Aaron Lopez	A
John Sharp	P
Brian Gillispie	P
Vacant Seat	

Public

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

Staff

Position/Title

Magi York	Executive Director
Robert Carlton	Chief Financial Officer
John Mejia	Asst. Director of Finance
Dennis Garvey	Information Services Director
Randy Cazarez	Human Resources Director
Lylene Springer	Transportation Director
Kaitlin Mosley	RSVP & Health Services Director
Christy Hilbert	Communications Director
Audra Rea	Family Services Director
Christina Cristan	Energy Assistance Director
Susie Ybarra	Community Relations Director
Melissa Darsey	Outreach Services Program Director
Benita San Miguel	Interim 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, President, called the regular business meeting to order at 10:05 a.m. central daylight 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. Magi York, Executive Director, led the prayer.

Consent Agenda (OS 5.9)

Judge Irwin stated that the new Board member candidate could not attend the meeting and would be seated at the next meeting. Judge Irwin referred to the Consent Agenda and asked if there were any questions. Hearing none, 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 February 23, 2023, Board of Directors Meeting Minutes; February 10, 2023, Strategic Planning Committee Meeting Minutes; a list of signed items presented for ratification by the Board; and the "Three Things for the Board to Know" Program Highlight Report (OS5.9).)

Motion: To approve the consent agenda.

Moved By: Lydia Villanueva

Second: Amanda Quillin

Vote: Motion carried by voice vote

Board Training (OS 5.8)

Judge Irwin stated that the presenter for the Board Training had to cancel, and they would not have Board training this month.

Customer Satisfaction Survey (OS 1.3)

Christy Hilbert, Communications Director, referred to the Customer Satisfaction Survey included in the packet and stated that the agency conducts a customer satisfaction survey twice a year, once from February to August and then from August to February. Ms. Hilbert reported that most of the 288 responses came from Potter, Randall and Deaf Smith counties. She stated that the responses they received aligned with client demographics, but she would like more responses from the other counties. Ms. Hilbert noted that she had created an action plan for gathering a wider array of responses in future surveys.

Ms. Hilbert reviewed the responses and suggestions from the surveys. She reported that 98.6% of the clients who took the survey stated they felt respected by PCS staff. She also reported that clients suggested we create easy-to-follow procedures and that we require less paperwork. Ms. Hilbert stated that clients had noted a need in their communities for suitable housing, good landlords, and access to dental care. Ms. Hilbert reported on the program directors' action plan to address the issues reported in the survey. Items on the action plan included:

- Creating a Frequently Asked Questions page on the PCS website;
- Holding an event to help our elderly population use the technology available to them;
- Monthly landlord briefings to recruit landlords and increase the housing stock;
- Working to provide a mobile dentist unit to rural communities;
- increase efforts to post available jobs at PCS;
- Work with partners to get financial training for clients.

Ms. Hilbert stated that PCS could not address every issue in the survey but that the issues would be shared with community partners who might be able to help. She also stated that the high response rate in Hereford came from customers at the hygiene closets, and she reviewed some of their suggestions for items to be added to the hygiene closets. Discussion followed.

Board Advocacy

Audra Rea, Family Services Director, stated that she and several directors would attend the TACAA (Texas Association of Community Action Agencies) Legislative Action Day to advocate for issues affecting our clients. Ms. Rea stated they would advocate for Medicaid expansion, continuing the Low-Income Household Water Assistance Program (LIHWAP) and keeping the CSBG (Family Development Programs) eligibility threshold at 200% of the Federal Poverty Level. Ms. Rea said they would meet with TACAA lobbyist Jason Sabo to go over talking points before they met with Legislators. After discussion, the Board asked Ms. Rea to speak with Legislators about reducing paperwork for our clients and to look into ways to help families and communities when their water wells begin to run dry.

LIHWAP Procedures

Christina Cristan, Energy Assistance Director, reviewed the status of the LIHWAP program and reported on the challenges they faced in expending the grant. She stated that the Texas Department of Housing and Community Affairs (TDHCA) introduced changes that would now allow them to help clients with current water bills and to help with monthly bills through September. She said additional changes included septic tank cleaning for priority one clients and eliminating the 90-day rule. Ms. Cristan referred to the LIHWAP Program Procedure Proposal included in the packet and reviewed the details outlined in the proposal. She proposed assisting households once under each of the three priority categories to ensure funds were expended and as many people as possible were assisted.

Ms. Cristan asked the Board to approve the LIHWAP procedures.

Motion:	To approve the LIHWAP procedures.	
Moved By:	Judge Chris Porter	Second: Lydia Villanueva
Vote:	Motion carried by voice vote	

Staff PTO

Randy Cazarez, Human Resources Director, reported that he had made changes to the agency's PTO policy that would go into effect on April 1, 2023. He referred to the PTO policy included in the packet and outlined the following changes:

- Employees who go from part-time to full-time status will be awarded an additional installment of PTO, the amount not to exceed the difference between part-time PTO accrued and the accrual amount for a full-time employee.

- For new employees who have completed the 90-day introductory period, PTO will be awarded beginning the first pay period following their introductory period. Previously, the rule stated that PTO would be awarded the first month after the 90-day introductory period.
- PCS will not close the last week of the year as previously proposed. PCS will not deny any requests for PTO during the last week of the year so long as doing so does not disrupt normal business operations. Employees who do not have a balance of PTO will be expected to work their regular schedule.
- PCS employees, except for transportation, will be required to take five consecutive days of PTO during the calendar year.

Mr. Cazarez asked for a motion to approve the policy. Judge Chris Porter moved to approve the Staff PTO Policy, and Amy Taylor seconded the motion. Judge Irwin asked if there was any further discussion. Denese Skinner asked that it be noted that the Board had approved closing the agency the last week of the year, and the decision to remain open was made internally by the agency. Discussion followed.

The Board asked that Mr. Cazarez revise the portion of the policy regarding the requirement to take five consecutive days of PTO during the calendar year. They asked that the requirement apply only to full-time employees and that the exception for transportation employees be removed. Judge Porter rescinded his previous motion to approve the Staff PTO Policy. Mr. Cazarez asked for a motion to adopt and approve the Staff PTO policy with the caveat that we make the requested changes with regard to regular full-time employees.

Motion: To adopt and approve the Staff PTO Policy with the caveat that we make the requested changes with regard to regular full-time employees.
Moved By: Judge Chris Porter **Second:** John Sharp
Vote: Motion carried by voice vote

Governance Committee Report

Denese Skinner, Governance Committee Chair, stated that the Governance Committee had met that morning to review the Board Bylaws. Ms. Skinner reported that they were making minor revisions to the Bylaws and would bring them to the Board for approval soon.

Updates to Fiscal Manual

Robert Carlton referred to the Agency Deficiencies Policy and the Bank Reconciliations and Wire Transfers policies in the meeting packet and reviewed the following updates to the Fiscal Manual:

- Agency Deficiencies Policy – Mr. Carlton stated that the Agency Deficiencies Policy had been revised to include the requirement that notifications regarding agency deficiencies be made in writing or electronically.

Motion: To approve the Agency Deficiencies Policy.
Moved By: John Sharp **Second:** Lydia Villanueva
Vote: Motion carried by voice vote

- Bank Reconciliation – Mr. Carlton stated that this was an expansion of the bank reconciliation policy. The updated procedures state that bank reconciliations are to be done by the 20th of the following month.
- Wire Transfers – Mr. Carlton stated that this policy was a new addition to the Fiscal Manual. He said it came about because of the wire transfer fraud in 2021.

Mr. Carlton reported that the Audit and Finance Committee had reviewed and approved the policies and procedures, and asked that the Board adopt them.

Motion: To adopt the bank reconciliation and wire transfer procedures.
Moved By: John Sharp **Second:** Brian Gillispie
Vote: **Motion carried by voice vote**

Agency-wide Budget (OS 8.9)

Mr. Carlton reviewed the Agency-wide Budget. He noted the grants that had carry-over from last year and stated they were client services. Mr. Carlton reported a deficit under the Homeowner Assistance Fund (HAF) grant. He said it was an issue with the indirect cost rate. Ms. York said they were continuing to negotiate the rate and believed that would eliminate the deficit. Mr. Carlton reported that Weatherization was also showing a deficit but that he had a plan to work on this, including changing the way they charged jobs on the grant.

Some errors were noted on the budget, and the Board requested to postpone the vote on the budget until after the errors had been corrected.

Motion: To postpone the vote on the budget.
Moved By: Judge Chris Porter **Second:** John Sharp
Vote: **Motion carried by voice vote**

Finance Report (OS 8.7)

Mr. Carlton referred to the January Finance Report Memo. He reported that they had not charged grants for health insurance since July 2022, when the agency changed insurance carriers. Mr. Carlton reported that it stands as a \$300,000.00 deficit but that they would charge the grants that were still open and try to recoup as much as possible. Mr. Carlton explained that the insurance was paid. The deficit resulted because the grants were not charged for the insurance the agency paid. He explained how our payroll system works and how the grants should be charged. Mr. Carlton also noted how program directors could look for such an error on their monthly reports. Discussion followed.

Mr. Carlton reviewed the balance sheet and comparative balance sheet. Discussion followed concerning the line item for Prepaid Expenses. Mr. Carlton said this was for vehicle insurance. Mr. Carlson reviewed the Grant Summary and stated that all grants were within budget.

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

Judge Irwin asked for a motion to accept the Finance Report.

Motion: To accept the Finance Report.
Moved By: Judge Chris Porter **Second:** Lydia Villanueva
Vote: Motion carried by voice vote

Convene to Closed Session

Convened to Closed Session to Discuss the Following:

- Sec. 551.074 - Personnel Matters: Executive Director's Evaluation and Compensation

The Board may convene in closed session according to Texas Government Code, Chapter 551, Sec. 551.074 - Personnel Matters. The Board convened into closed session at 11:56 am.

Reconvene in Open Session

The Board may convene in closed session according to Texas Government Code, Chapter 551, Sec. 551.074 - Personnel Matters. The Board reconvened into open session at 12:40 pm.

Judge Irwin asked for a motion to accept the Executive Director's evaluation and to award a 4.5% increase in compensation amount.

Motion: To accept the Executive Director's evaluation and to award a 4.5% increase in compensation amount.
Moved By: John Sharp **Second:** Lydia Villanueva
Vote: Motion carried by voice vote

Executive Director's Report

Ms. York reported the following:

- Board Updates – Ms. York stated we were working on weatherization apprenticeships.
- Lawsuit – Ms. York said our insurance company had turned the lawsuit over to our attorney.
- Donations – Ms. York reminded the Board that some foundations require 100% participation by our Board in supporting the agency through donations. She stated that if Board members could give to PCS, we could use the information in foundation requests.

Ms. York asked for a motion to accept her report.

Motion: To accept the Executive Director's report as presented.
Moved By: John Sharp **Second:** Amy Taylor
Vote: Motion carried by voice vote

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: Lydia Villanueva **Second:** John Sharp
Vote: Motion carried by voice vote

Hearing no objections, the meeting was adjourned at 12:44 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:  _____

Name: Judge Dan Looten

Title: Board Secretary

PCS Board of Directors Meeting Minutes, March 16, 2023