

**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 May 19, 2022 @ 10:00am**

**Board Members by Sector:**

<u>Low Income</u>		<u>Private</u>		<u>Public</u>	
Lydia Villanueva	P	Denese Skinner	A	Judge Cindy Irwin	P
Hobert Brown	A	Jo Anne Cook	P	Judge Rowdy Rhoades	P
Robert Coffee	P	Aaron Lopez	A	Judge Dan Looten	P
Amanda Quillin	P	John Sharp	P	Comm. Kirk Frye	A
Open Seat		Lori Quiroz	A	Judge Chris Porter	P

<u>Staff</u>	<u>Position/Title</u>
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
Christina Cristan	Director of Utility Services
Audra Rea	Director of Family Services
Susie Ybarra	Director of Housing Choice Voucher Program
Melissa Darsey	Director of Outreach Services
Lisa Matthyse	Executive Assistant

**Guest**

Christine Vizcaino

**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.

**Call to Order**

Judge Cindy Irwin, President, called the regular business meeting to order at 10:02 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. Magi York, Executive Director, led the prayer.

## Consent Agenda

Judge Irwin asked to remove the April 28, 2022 Board Meeting Minutes from the consent agenda to be discussed by the full Board after the consent agenda was approved. She asked if everyone had reviewed the documents on the consent agenda and asked for a motion to approve the consent agenda minus the minutes. (The consent agenda and all reports associated with it were included in the Board Packet. Reports included the "Three Things for the Board to Know" program report (OS 5.9) (PTE 1.3), previous Board meeting minutes, correspondence, a list of items signed by the Executive Director for ratification by the Board, and a list of grants submitted/received.)

**Motion:** To approve the consent agenda minus the April 28, 2022 Board Meeting Minutes.  
**Moved By:** Judge Chris Porter **Second:** Lydia Villanueva  
**Vote:** **Motion carried by voice vote**

## April 28, 2022 Board Meeting Minutes (OS 7.5)

Judge Irwin stated that there was some confusion with the wording on the motion regarding Ms. York's compensation. Judge Irwin stated that she would like to make an amendment to the motion to read: *To amend the Meliora Contract by \$13,455 which increases the Executive Director's compensation by \$10,000 plus benefits @ 30% for \$3,000 and 3.5% (\$455) administration charge for FY22 unless amended by the board.* Judge Irwin said this would give the Board the option in 2023 to do something different, if they so choose.

**Motion:** To approve the amended motion to read as stated.  
**Moved By:** Judge Cindy Irwin **Second:** Judge Dan Looten  
**Vote:** **Motion carried by voice vote**

Judge Irwin asked for a motion to approve the minutes from the April 28, 2022 Board Meeting Minutes.

**Motion:** To approve the April 28, 2022 Board of Directors Meeting Minutes.  
**Moved By:** Lydia Villanueva **Second:** John Sharp  
**Vote:** **Motion carried by voice vote**

## Board Training: Ethics (OS 5.8) (PTE 1.1; 1.3) (20-minute Board Training Session)

Christine Vizcaino of Sprouse, Shrader, Smith, PLLC., presented additional training on ethics. Randy Cazarez, Human Resources Director, gave the first part of the training during the April Board Meeting. Ms. Vizcaino covered the following subjects:

- Duties of a Board Member: To actively participate on the Board, promote the organization, safeguard the ethics and values of the organization, and ensure legal and ethical compliance;
- Three Hats of Board Members: As volunteers and ambassadors, and with the legal component which includes: Duty of Care, Duty of Loyalty, and Duty of Obedience; and,
- Review of PCS Code of Ethics: Examples of personal interest / Proactive steps to avoid a conflict of interest / Instilling in employees and the public a sense of confidence / Protecting the agency's reputation.

### **Board Engagement Series: Robert Coffee**

Robert Coffee, Low-Income Sector Representative from Region 4, gave a talk about what he has learned since joining the PCS Board of Directors. Mr. Coffee said that he is still learning and, when people in his community reach out to him for help, he will call PCS staff for information on how to help them. He also said that he knows how small you can feel when you have to ask for help, and he tries to make people feel comfortable. Mr. Coffee said it has been a blessing for him to be on the Board.

### **Client Satisfaction Survey (OS 1.3) (PTE 3.2; 7.2)**

Christy Hilbert, Communications Director, reviewed the plan of action for addressing the results of the Client Satisfaction Survey which was reported to the Board at the March 17, 2022 Board of Directors' meeting. Ms. Hilbert said that our scores were good, but we want them to be better. She noted the following steps we are taking to address our clients' concerns:

- De-escalation training for communications staff;
- Program-specific processes for sharing information about other programs with clients;
- A new client tracking software system to simplify the application process and improve our service to the client; and,
- Additional staff in our rural centers to provide more consistent hours of operation.

Ms. Hilbert also stated that we are changing one question on the survey. The question referred to clients 'gaining independence' with the help of our programs. As most of our programs focus on bringing stability rather than independence, Ms. Hilbert said we decided to change the phrase from 'gaining independence' to 'received relief'.

Lydia Villanueva, Vice-President, gave an additional suggestion for sharing information with client. Ms. Villanueva suggested putting a marquee in front of the PCS office in Hereford to inform passersby of upcoming events.

### **Come to the Table: Advocacy Meeting (PTE 1.6)**

Ms. Hilbert reported on the upcoming events on June 2, 2022. PCS will be hosting a lunch with some of our clients to hear what they have to say about needs in our area and gaps in services. Later that day, PCS will host a dinner with area public officials where we will share the information we gathered at lunch. Ms. Hilbert said that Jason Sabo, Lobbyist for the Texas Association of Community Action Agencies, will facilitate both meetings. Board members were invited to attend both events.

### **Finance Report (OS 8.7) (PTE 6.1)**

Robert Carlton, CFO, stated that, while preparing for the annual audit, he discovered problems with some of our accounts and was not able to prepare an accurate balance sheet in time for the meeting. Mr. Carlton said he was able to make some adjustments to the balance sheet that was included in the Board packet, but that the balance sheet is still not completely reconciled. Mr. Carlton reviewed the updated balance sheet and noted the accounts in question. He stated that PCS has hired a part-time accountant to do a deep-dive into the accounts and everything should be reconciled by the end of June.

(The Balance Sheet as of 4/28/22 and the Grant Summary (an organization-wide report on revenue and expenditures that compares budget to actual, categorized by program) were included in the packet sent to the Board. The Balance Sheet as of 4/30/22 was emailed to the Board immediately prior to the meeting and handed out to directors at the meeting.) Mr. Carlton said that we will have the audit completed by the end of June, and that our auditor will present the audit at the Board meeting in August. Discussion followed.

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

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

### Executive Director's Report

Ms. York reported on the following:

- Attending the National Community Action Partnership (NCAP) 2022 Annual Convention.
- Attending the Board Retreat in June.
- Results of Directors' Retreat on May 16, 2022.
- Cross-Trained Staff in Rural Centers - Ms. York stated that she believes we are losing our community contacts and would like to have the Board's endorsement to have fully-trained staff in each of our centers full-time. Discussion followed.
- Ms. York reviewed the difficulties in recruiting a Board Member from Region 3 for the Low-Income Sector. Ms. York also stated that the Private Sector Representative from Region 3 has missed three meetings and may have to be removed from the Board. Ms. York asked Board members for help in finding representatives from the counties in Region 3.

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

Hearing no objections meeting was adjourned at 11:12 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 on June 16, 2022.*

Signature:  \_\_\_\_\_  
Name: Judge Dan Looten  
Title: Board Secretary  
PCS Board of Directors' Meeting Minutes, May 19, 2022