

**Panhandle Community Services  
Board of Directors Meeting Minutes  
Amarillo Area Foundation – 919 S. Polk St. - Amarillo TX, 79101  
Minutes for June 20-21, 2024 @ 10:00 am**

**Board Members by Sector:**

**Low Income**

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

**Private**

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

**Public**

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

**Staff**

**Position/Title**

Magi York            Executive Director  
John Mejia           CFO  
Dennis Garvey      Information Services Director  
Randy Cazarez      Human Resources Director  
Lylene Springer     Transportation Director  
Audra Rea            Director of Family Services  
Christina Cristan    Energy Assistance Director  
Christy Hilbert      Communications Director  
Susie Ybarra         Community Relations Director  
Melissa Darsey      Outreach Services Program Director  
Benita San Miguel   Weatherization Director  
Lisa Matthyse        Executive Assistant  
Cassandra Hernandez Administrative 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**

John Sharp, Board President, called the regular business meeting to order at 10:01 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. Pastor Jason Vanosdol led the prayer.



May 16, 2024, Resource Development Committee Meeting – Amy Taylor, Secretary, stated that she received reports from HR, IT, Communications, and Community Relations at the committee meeting. She said reports included updates regarding obtaining measurable feedback from employee surveys, the development of a Communication Departmental Mission Statement, and an upcoming change that included moving all telephones to a new service called Ooma. Ms. Taylor also reported that the Community Relations Director stated she was on track to visit all judges in the 26 counties and that the other directors were assisting in this process.

May 2, 2024, and June 6, 2024, Strategic Planning Committee Meetings – Ms. Taylor, who also leads the Strategic Planning Committee, reported on how the committee has changed and developed over the past several months. She said that, in the beginning, the committee would receive updates from directors about their programs. Then, the committee began looking into the demographics of the Panhandle and discussing the state of our natural resources. Ms. Taylor said that at the last meeting, they heard from Christy Hilbert about the Community Needs Assessment. She said the committee discussed the assessment and ways that PCS could address the needs that had been identified. She said PCS should look at what other organizations are doing in the rural areas and find potential partners who could work with us.

Mr. Sharp asked for a motion to accept the Committee Meeting reports.

**Motion:** To accept the committee meeting reports.  
**Moved By:** Robert Coffee **Second:** Amanda Quillin  
**Vote:** **Motion carried by voice vote**

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

Magi York, Executive Director, reported the following:

- Bragging Rights – Ms. York announced that PCS will receive the Promise of Community Action Award at the National Community Action Partnership (NCAP) Convention in August. She said the award recognizes our work during the natural disasters of the last year and a half.
- Board Calendar – Ms. York referred to the Board Meeting Calendar in their packets and asked if the Board would like to make any changes. Board members agreed to make no changes to the meeting calendar.
- Audit On-site Visit – Ms. York stated that our audit firm had been on-site this week. She said our auditor talked with her about the improvements he has seen in the agency and noted that he was impressed by our HUD files. She said the auditor commended John Mejia for the work he has done in finance but noted some issues that still needed improvement.
- Tulia Lot Sale – Ms. York stated that the agency has five vacant lots in Tulia. She said she agreed to sell one of the lots for \$4,000 and would work with the title company to complete the sale. She stated that one of the agency's previous directors purchased the lots, hoping to build low-income homes, but when the first home went over budget, the project was abandoned. Ms. York stated that she believes we should do something with the lots and reiterated that she is selling one of the lots.
- Atmos Energy Meeting – Ms. York said that we recently had a call with Atmos Energy and that they expressed concern that we have not been spending their funds fast enough. Ms. York said she made a commitment to Atmos Energy to spend the Sharing the Warmth funds. Christina Cristan, our Energy Assistance Director, is planning an event to spend the funds, and we will take applications for Atmos Energy clients who call in. Ms. York said that Atmos offered \$115,000 to serve their clients.

- Restructuring – Ms. York reported that Kaitlin Mosley had left her position with PCS, and her duties would be divided between Tracy Lee, who is now managing Heath Services, and Mandi Hughes, who is over RSVP. Ms. York said we are taking this opportunity to restructure staff to allow her more time to be in the community. Ms. York said that she has had many conversations with agency directors, and they are working on a plan so she can spend more time in the community.

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

**Motion:** To accept the Executive Director’s Report.  
**Moved By:** Jason Vanosdol **Second:** Reyna Ruiz  
**Vote:** **Motion carried by voice vote**

**Finance Report** (OS 8.7)

CFO John Mejia reviewed the Finance Report for June 2024. Mr. Mejia stated that he was pleased with the culture in the finance department. He said the department has a strong foundation and a strong team. Mr. Mejia reported that the auditors came to PCS on Monday, and our staff provided the information and documents they requested. He said the auditors were comfortable with the adjustments made on the 2012 conversion. He reviewed their concerns over reconciling the balance sheet and his plans for resolving it. Mr. Mejia said he is considering going paperless. He said he is also looking at HR and accounting roles and bringing payroll in-house.

Mr. Mejia referred to the financial statements and reported the following:

Balance Sheet and Comparative Balance Sheet – Mr. Mejia stated that we have over \$2,000,000 in expenditures waiting for reimbursement. He detailed line items under liabilities and reported an overall positive balance. He referred to the comparative balance sheet and said it compares the current balance sheet to the previous two years.

General Unrestricted – Mr. Mejia referred to the General Unrestricted Statement of Revenues and Expenditures and said it shows the current year and the end-of-the-month totals.

County Funds – Mr. Mejia added a report showing the balance of funds for each county. He reviewed the County Funds Statement and noted that the credit balances for Office Supplies and Weatherization Materials were part of the 2012 conversion.

Grant Summary – Mr. Mejia referred to the Grant Summary report and noted the difficulties in managing programs when initial funding is less than expected. In response to a question, he said he would add Atmos Energy Sharing the Warmth funds to the grant summary.

(The Finance Report (memo), April 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.)

**Agency-Wide Budget** (OS 8.9)

Mr. Mejia referred to the next statement, which was a report generated in MIP. He referred to page five of the report and noted what he projected to be our agency-wide budget for revenues and expenditures. He reviewed the statement and said he may add more to this report as he continues to develop it. Mr. Mejia noted that numbers will increase towards the end of the year as we begin construction on the maintenance facility.

Mr. Sharp asked for a motion to accept the Finance Report.

**Motion:** To accept the Finance Report  
**Moved By:** Judge Cindy Irwin **Second:** Teresa Lane  
**Vote:** **Motion carried by voice vote**

Mr. Sharp requested a motion to approve the agency-wide budget.

**Motion:** To approve the agency-wide budget.  
**Moved By:** Brian Gillispie **Second:** Reyna Ruiz  
**Vote:** **Motion carried by voice vote**

### **Healthcare Insurance Updates**

Randy Cazarez, Human Resource Director, reported that we are changing health insurance carriers to Blue Cross Blue Shield and switching to Mutual of Omaha for disability, vision and dental. Mr. Cazarez detailed the benefits of the new plan and the changes compared to our current plan. He said the number of staff who enrolled in a plan during the recent open enrollment period was about the same as last year.

### **Community Action Plan (CAP) Updates** *(OS 4.4, 9.3)*

Audra Rea, Director of Family Services, reviewed her changes to the Community Action Plan. She said the targets were revised due to the time spent on disaster recovery following the wildfires earlier this year. She said she would submit the updated targets to the Texas Department of Housing and Community Affairs (TDHCA) in July. Ms. Rea referred to the 2024 CAP Plan Updates and Revisions report (included in the packet) and reviewed her target revisions.

Ms. Rea said she reduced our employment target numbers. We are turning our attention back to self-sufficiency initiatives and getting more referrals with our career coaching, which will help us meet our new targets. Ms. Rea stated that the number at the bottom of the Employment Outcomes page indicates those who achieved an income above 125% of the poverty level and have transitioned out of poverty according to state standards. She said the state sets that number, which will remain at 25. Ms. Rea stated that she is confident we will reach that target.

On education, Ms. Rea said we have been focused on disaster recovery and have not been able to recruit the families we need to enroll. She said we have a few new families, but achieving education targets is about gaining momentum.

Ms. Rea explained that the income targets were set in conjunction with the EITC program. However, families in the program tended to be guarded with their information, so we have reduced these targets. We hope to be able to meet the new targets through the Texas Foundation Educational Endowment (TFEE) grant as we begin financial education for our families later this summer.

The targets for FNPI 5b and 5g (Health Outcomes) were revised to 1 because we did not meet the definition Congress set for successful outcomes. The targets were not removed because we did serve one individual who met the requirements. Ms. Rea said the number for FNPI 5f is for Meals-on-Wheels. We have exceeded the original target and are raising the target to 1,200.

Ms. Rea reported that our original target under Housing was 1,795, but due to rehousing people through disasters and being out of shortfall in the HCV program, we have already housed 1,934 this year. She said she would revise the number of households who obtain safe and affordable housing to 2,500 and would also raise the target for those maintaining housing for 90 days. She is raising the target for the number of people we help avoid eviction because we have money coming in that will help with evictions.

Ms. Rea referred to the targets for the number of households with health and safety improvements and improved energy efficiency. She said our actual numbers were lower than expected because the wildfires destroyed many of the homes in the area, and our focus was on finding housing for families, not weatherizing homes. Ms. Rea stated she reduced the targets for both outcomes.

Under Civic Engagement, Ms. Rea reported that Community Relations Director Susie Ybarra, who oversees the Advisory Council and Committees, exceeded our original target of 25 participants set last fall. She said there are 41 active participants across all our advisory committees in the panhandle, so we are updating our target to 60.

Mr. Sharp requested a motion to approve the revisions to the CAP plan.

**Motion:** To approve the revisions to the CAP plan.  
**Moved By:** Brian Gillispie **Second:** Reyna Ruiz  
**Vote:** **Motion carried by voice vote**

### **Come to the Table Recap**

Christy Hilbert, Communications Director, said we met with elected officials at the Come to the Table dinner to discuss what we learned during the Bridge Builders events. Ms. Hilbert said we held four Bridge Builders events as part of our Community Needs Assessment and spoke with low-income individuals about the obstacles they faced and what they would like local officials to know. Ms. Hilbert reported that their top concerns were the need for jobs and job training, mental health and drug abuse support, more childcare centers, activities for youth, and transportation. People also expressed concern over the loss of a sense of community. Ms. Hilbert stated that attendees at the Amarillo event expressed concern over human trafficking. Ms. Hilbert said that our grant writers are looking for funds to address some of the specific needs. Discussion followed.

*(Brian Hevrin entered the meeting virtually at 11:42 a.m.)*

Mr. Sharp requested a motion to suspend for lunch.

**Motion:** To suspend for lunch.  
**Moved By:** Jason Vanosdol **Second:** Teresa Lane  
**Vote:** **Motion carried by voice vote**

*(The meeting was suspended for lunch at 11:57 a.m. Amanda Quillin left the meeting at 11:57 a.m.)*

*(The meeting reconvened at 12:43 p.m.)*

### **Reconvene After Lunch**

Mr. Sharp called the meeting back to order at 12:43 p.m. and asked the Board to return the Executive Director's Report. Ms. York stated that we are considering going to a 4 ½ day work week as part of the restructuring. The

agency would be open until 6:00 p.m. Monday through Thursday and closed Friday afternoon. After discussion, the Board agreed to move to a 4 ½ day work week.

Mr. Sharp requested a motion to accept the amended Executive Director's Report.

**Motion:** To accept the amended Executive Director's Report.  
**Moved By:** Brian Gillispie **Second:** Reyna Ruiz  
**Vote:** **Motion carried by voice vote**

### **Fundraising** (OS 5.8)

Ms. Hilbert handed out fliers and training material to the Board. She included recaps of each of the Bridge Builders events and Thank-you notes for Board members to sign to thank those who attended the Come to the Table dinner. Ms. Hilbert said that fundraising is about relationships and connections. She asked Board members to help tell the community who we are. She encouraged them to invite friends and family to PCS events and fundraisers like the Festival of Trees and reviewed the ways they could participate in the Festival of Trees. She also said board members could help PCS by encouraging people to donate to our hygiene closets, advertise on our buses, and consider PCS when making an endowment.

*(Denese Skinner entered the meeting at 12:50 p.m.)*

### **Community Advocacy Video (Part One)** (OS 5.8)

Audra Rea introduced the documentary "An Ordinary Hero: The True Story of Joan Trumpauer Mulholland." Ms. Rea said the documentary is about Joan Trumpauer Mulholland's activism during the Civil Rights Movement. The first clip shown was about the Woolworth sit-in.

### **Strategic Plan Update** (OS 6.5, 9.3)

Scott Caldwell presented an update on the Strategic Plan. Mr. Caldwell explained that we are required by our organizational standards to provide the Board with an update on our progress towards meeting the goals in our Strategic Plan and to annually have the Board approve the decision to modify or not modify the Strategic Plan. Mr. Caldwell reviewed the spreadsheet, which showed the outputs, targets, outcomes, and results. Mr. Caldwell reported that he had updated the spreadsheet after it was sent to the Board to include recent numbers for the Advisory Council goals. He updated the number of Advisory Council meetings held to two, the number of Board members attending a meeting to one, and the number of recommendations made by the council to two. Mr. Caldwell said the report shows the progress made on the strategic plan's goals and asked if there were any questions about the report. Hearing no questions, Mr. Caldwell suggested that the Board take action to approve not modifying the Strategic Plan.

Mr. Caldwell said PCS was conducting a CNA this year. He said the CNA had been delayed due to the wildfires but would be completed in August. Once the CNA has been completed, we will create a new Strategic Plan. Mr. Caldwell stated that the Strategic Plan will be finalized in the fall, and implementation will begin in January 2025.

Mr. Caldwell stated that we will continue to focus on the outputs and outcomes of the current Strategic Plan and ensure that we continue to make progress towards these goals. In response to a question, Mr. Caldwell said no changes were made to the targets or goals of the current Strategic Plan. The updates were to the results showing the progress made towards the goals.

Mr. Sharp requested a motion to accept the report on the progress of the Strategic Plan.

**Motion:** To accept the report on the progress of the Strategic Plan.  
**Moved By:** Denese Skinner **Second:** Jason Vanosdol  
**Vote:** **Motion carried by voice vote**

Mr. Sharp requested a motion to approve not modifying the Strategic Plan.

**Motion:** To approve not modifying the Strategic Plan.  
**Moved By:** Reyna Ruiz **Second:** Judge Cindy Irwin  
**Vote:** **Motion carried by voice vote**

### **Community Advocacy Video (Part Two)** (OS 5.8)

Board members watched the second clip from the documentary “An Ordinary Hero.” Afterward, Ms. York led a discussion about the documentary and the events from that time in our history. Board members shared their thoughts and commented on what they believe has changed since the Civil Rights Movement began and what remains the same. Ms. York said that she believes it is our responsibility to be like Joan and that we can be shining lights in the non-profit world.

Cassandra Hernandez, Administrative Assistant, reported that we have established a Lending Library for Board members and staff to borrow books on community action, leadership and history, including “Get Back to the Counter: Seven Lessons From Civil Rights Icon Joan Trumpauer Mulholland.” The library also includes a DVD of the documentary shown today.

### **ROMA for Boards** (OS 5.8)

Energy Assistance Director Christina Cristan gave an overview of the training on ROMA (Results-Oriented Management and Accountability) for Boards. Ms. Cristan said that each presenter would review one of the ROMA cycles. Audra Rea stated that she and Ms. Cristan had earned their ROMA certification years earlier, and the other presenters were at different stages in their journey. Lori Covil, Assistant Director of Family Development, is in the final stages of obtaining her certification. Amy Francis, Assistant Director of Family Services, is a certified ROMA implementer, and Jennifer Brock, our Career Coach, is working towards her certification as a ROMA implementer. Ms. Rea said PCS will soon have five ROMA professionals on staff. The presenters reviewed the ROMA cycles of Assessment, Planning, Implementation, Achievement of Results, and Evaluation.

### **Motion to Adjourn**

Mr. Sharp requested a motion to adjourn for the day.

**Motion:** To adjourn for the day.  
**Moved By:** Reyna Ruiz **Second:** Robert Coffee  
**Vote:** **Motion carried by voice vote**

Hearing no objections, the meeting was adjourned for the day at 3:02 p.m. (OS 2.4)

**Day Two: June 21, 2024**

**Motion to Reconvene**

Mr. Sharp requested a motion to reconvene.

**Motion:** To reconvene.

**Moved By:** Judge Dan Looten

**Second:** Judge Cindy Irwin

**Vote:** **Motion carried by voice vote**

**Initial Public Comment Period**

Mr. Sharp called for public comment. Board Member Reyna Ruiz asked if she could mention a comment made by a veteran she knew. He told her that homeless people cannot utilize food provided at food banks because they cannot cook it. Ms. Ruiz asked that items like granola bars be made available at food banks. Ms. York said we would look into it.

**A History of Community Action** (OS 5.8)

Audra Rea introduced the recording she made of Charles McCann speaking at the recent PCS All-Staff Day. In the video, Mr. McCann presented a history of Community Action. He talked about the actions of Presidents John F. Kennedy and Lyndon Johnson, as well as Sargent Shriver, who was the first director of the Office of Economic Opportunity, to establish Community Action and fight the War on Poverty. Ms. Rea said that her video clip captured only a small portion of the nearly three-hour talk Charles McCann gave at All-Staff Day and encouraged Board members to look for videos of his presentations online. Discussion followed.

(Judge Chris Porter left the meeting at 9:54 a.m.)

**PCS Programs Round-Robin** (OS 5.8)

Board members went around the room and talked with front-line staff about their programs. Staff answered their questions and gave them informational materials, including PCS brochures. When the Round Robin was finished, Mr. Sharp addressed the Board and said he learned that there is a gap between what PCS is and what the public thinks it is. He said it is our responsibility to close the gap and asked Board members to share what they know about PCS with the public.

**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**

Mr. Sharp asked for a motion to adjourn.

**Motion:** To adjourn.

**Moved by:** Reyna Ruiz

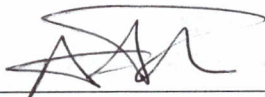
**Second:** Teresa Lane

**Vote:** Motion carried by voice vote

Hearing no objections, the meeting was adjourned at 12:00 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: Amy Taylor

Title: Board Secretary

PCS Board Retreat Meeting Minutes, June 20-21, 2024