Panhandle Community Services
Board of Directors Meeting Minutes
Panhandle Community Services, 1309 SW 8th Ave., Amarillo, TX 79101
Minutes for March 19, 2026, @ 10:00 AM

Board Members by Sector:

Low Income		Private		Public	
Lydia Villanueva	P	Jason Vanosdol	P	Judge Tim Glass	P
Janice Faggan	P	John Sharp	P	Judge Rowdy Rhoades	A
Amanda Quillin	P	Brian Gillispie	A	Judge Mitchell Locke	P
Teresa Lane	P	Kerry George	P	Judge Adam Ensey	P
Chris Martinez	P	Jordan Herrera	P	Judge Isabel Carrasco	P

Staff	Position/Title
Magi York	Executive Director
John Mejia	CFO/ HR Director
Lylene Springer	Transportation Division Director
Dennis Garvey	Information Services Division Director
Audra Rea	Family Services Division Director
Christina Cristan	Energy Assistance Director
Christy Hilbert	Communications Division Director
Benita SanMiguel	Weatherization Director
Lisa Matthysse	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

Lydia Villanueva, Board Vice President, called the regular business meeting to order at 10:00 AM Central Time (Organizational Standard 2.4). She stated that she had been asked to lead the meeting as the Board President, Brian Gillispie, was unable to attend. Ms. Villanueva announced the Initial Public Comment Period. Lisa Matthysse, Executive Assistant, called Roll and determined that a quorum of directors was present (OS 5.5). Ms. Villanueva led the Pledge of Allegiance. Executive Director Magi York led the recital of the Panhandle Community Services (PCS) mission statement and vision statement. Ms. York also led the prayer.

Consent Agenda *(OS 5.9, OS 8.7)*

Ms. Villanueva referred to the Consent Agenda and asked if there were any questions. Hearing none, she requested a motion to approve the consent agenda. (The consent agenda and all associated reports were included in the Board Packet. Reports included the February 19, 2026, Board of Directors Meeting, Audit and Finance Committee Meeting, Programs Committee Meeting, and Resource Development Committee Meeting, the February 23, 2026, Strategic Planning Committee Meeting, and the March 5, 2026, Governance Committee Meeting Minutes; Grants received; a list of signed items presented for ratification by the Board; Three Things for the Board to Know: Program Highlights Report (OS 5.9); the

Funding Applications Report; and and the January 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:	John Sharp	**Second:** Janice Faggan
Vote:	**Motion carried by voice vote**	

(Jason Vanosdol and Chris Martinez entered the meeting virtually at 10:05 AM.)

The Importance of Board Training

Ms. York stated that at a recent committee meeting, Brian Gillispie shared how much he values the board training he has received. Ms. York emphasized the importance of attending training sessions, including conferences, and of reading the weekly supplemental training emails sent to board members and posted on the SharePoint site. She also encouraged board members to complete the training surveys, which help plan future training.

Ms. York stated that serving on a nonprofit board can be quite different from serving on a for-profit organization's board. The goal of a nonprofit board is to carry out the agency's mission and ensure that actions align with that commitment. Ms. York also noted that the future of nonprofits and Community Action has changed. PCS board and staff members need to clearly understand the agency's responsibilities and ask, "How do we move PCS from where it is now to where it needs to be in the future?"

Board Engagement Series: Data Centers and Rural Communities – Judge Adam Ensey

Ms. Villanueva introduced Judge Adam Ensey, the board's Public Sector representative from Armstrong County in Region 2, to present the Board Engagement Series. Judge Ensey provided an overview of data centers and their impact on small rural counties and cities, including Claude, Texas, where he serves as county judge. He noted that one of his biggest concerns was the effect on housing, pointing out that about 5,000 workers are employed at the data center under construction in Armstrong County, which puts additional pressure on rental and housing markets, especially for affordable options.

Judge Ensey discussed short-term challenges, such as increased traffic, but said his duty as County Judge is to look toward long-term, meaningful solutions that will benefit his community. He noted that rural areas face population decline, which strains resources, and explained how a data center can generate positive economic impacts. He stated that he has toured four data centers across the United States and, after observing their operations and effects on different communities, he remains optimistic about the future.

Judge Ensey said he hopes the data center in Armstrong County will partner with PCS to make a positive impact across the Panhandle. He concluded his presentation by answering questions, including those about water usage. He said the data center in his county will use a closed-loop system that recirculates coolant. The board also discussed tax abatements, noting that such agreements can benefit both the community and the business relocating to the area.

(Amanda Quillin entered the meeting at 10:19 AM.)

(Jason Vanosdol left the meeting at 10:34 AM.)

Executive Director's Report

Ms. York reported the following:

- Pathways Update – PCS passed the first round of the Pathways to Excellence review. The review team will be on site on April 7-8 and may want to speak with board members. Ms. York stated that she believes PCS is in a good position to move forward.
- County Judges Visits – Ms. York is arranging visits to all county judges in the area to discuss County Funds. Parmer County Judge Isabel "Izzy" Carrasco, who was attending the meeting remotely, was introduced to the board. Judge Carrasco was seated on the board last month.
- Board Retreat, June 18-19 – Ms. York encouraged all board members to attend the annual retreat in June, noting that it will be held at the new Transit Maintenance Facility.

Ms. York asked board members to check their folders and email for the Texas Homeless Network newsletter, which includes the results of the Balance of State (BoS) Continuum of Care (CoC) board election. She stated that Audra Rea, Division Director of Family Services, did not retain her seat on the CoC board and that the Elected Official seat remains open.

Ms. York requested a motion to accept her report.

Motion:	To accept the Executive Director's report.		
Moved By:	Judge Mitchell Locke	**Second:**	John Sharp
Vote:	**Motion carried by voice vote**		

Finance Report

CFO John Mejia reported the following:

- PCS Transit moved to the new facility last week. Accounting will continue reviewing budgets, shortfalls, and operational changes in transportation. Division Director of Transportation Lylene Springer is working with Mr. Mejia to develop plans to forecast future needs. Mr. Mejia stated that it will take time to adjust to having an in-house maintenance facility.
- The agency has transitioned to Mutual of America for retirement benefits. Mutual of America held individual meetings with staff last week, and the outcome was very positive.
- Guidelines are being created to manage overtime and explore cost-reduction options. Transportation accounts for the most overtime. Routes are being examined, and strategies such as hiring part-time drivers are under consideration.
- Cash flow continues to be carefully monitored daily, and Mr. Mejia is exploring options for managing costs and cash flow. He stated that one possibility is to extend the line of credit for transportation, as the costs for the maintenance facility are currently unknown.
- Mr. Mejia introduced two new Accounting team members, Sean Osborne and Josue Miramontes, and invited them to briefly introduce themselves.

Mr. Mejia requested a motion to accept the Finance Report.

Motion:	To accept the Finance Report.		
Moved By:	Janice Faggan	**Second:**	Amanda Quillin
Vote:	**Motion carried by voice vote**		

Fiscal Manual Review and Training

Mr. Mejia reported that no updates to the fiscal manual are required at this time. He stated that in July, he will receive notice of any changes to fiscal policies and procedures.

Mr. Mejia requested board approval to add a training section to the fiscal manual. He provided an overview of the planned training content, which would cover topics such as MIP, workflow, and other accounting areas. He stated that the section would also include training for board members. The training will also cover how to access the Agency-wide Policy Book on SharePoint. Mr. Mejia explained that having the fiscal manual and policies available on SharePoint will benefit staff who do not regularly access the MIP system. As training modules are developed, they will be added to the fiscal manual and posted on SharePoint. Mr. Mejia stated that the fiscal manual will be uploaded to Paycom.

Mr. Mejia requested a motion to approve adding a training section to the fiscal manual.

Motion:	To approve adding a training section to the fiscal manual.		
Moved By:	John Sharp	**Second:**	Teresa Lane
Vote:	**Motion carried by voice vote**		

Governance Committee Report *(OS 5.5)*

Ms. Villanueva reported on the March 5, 2026, Governance Committee Meeting in place of Jason Vanosdol, the Governance Committee Chair. She stated that the committee discussed reseating and recruiting board members to fill 2027 vacancies. Although three board members are eligible to serve another term, two, Judge Rowdy Rhoades and Amanda Quillin, are serving their final terms and will leave at the end of the year. The committee asked Ms. York to contact the Potter County Judge for a recommendation to fill the Region 1 Public Sector seat, which will be vacated by Judge Rhoades.

The Governance Committee also reviewed the annual board training calendar and the topics for new board member orientation. The committee approved the calendar and the orientation training topics as presented.

Ms. Villanueva stated that the committee reviewed the revised PCS Board Bylaws and approved recommending the following changes to the board:

- Article IV, Section E, Meeting Notices, was amended to remove the phrase "72 hours prior to the scheduled meeting" and to specify that "All meeting notices shall be posted in compliance with the 'Open Meetings Act.'"
- Article VI, Section D, was revised to state that the Resource Development Committee shall "Annually approve a Disaster Recovery Plan."

Ms. Villanueva noted that the Governance Committee Meeting minutes and the revised Board Bylaws were included in the Board Meeting packet.

Janice Faggan, the Low-Income Sector representative from Region 1, asked for clarification about her term on the board. Ms. York explained that, because she was appointed by the Amarillo NAACP to complete a previous board member's term that ends this year, the Amarillo NAACP board will now need to send PCS a letter appointing Mrs. Faggan to her first full term on the board.

Ms. Villanueva requested a motion to accept the Governance Committee Report.

Motion:	To accept the Governance Committee Report.		
Moved By:	Judge Tim Glass	**Second:**	Judge Adam Ensey
Vote:	**Motion carried by voice vote**		

Ms. Villanueva requested a motion to approve the revisions to the Board Bylaws.

Motion:	To approve the revisions to the Board Bylaws.	
Moved By:	Judge Adam Ensey	**Second:** Janice Faggan
Vote:	**Motion carried by voice vote**	

Strategic Planning Committee Report *(OS 6.5)*

Committee Chair Judge Mitchell Locke reported on the February 23, 2026, Strategic Planning Committee Meeting. Judge Locke stated that 42 responses were received for the recent staff assessment survey. The committee considered this response rate too low to represent the entire agency and decided to readminister the survey during the April All-Staff Day. The committee also discussed improving the survey format and decided to change the survey response option "sometimes true" to "mostly true."

Judge Locke stated that the survey responses revealed knowledge and communication gaps, though he noted that some responses came from new staff. He reported that the committee suggested providing additional ROMA training and sharing program data through regular newsletters to increase awareness of the impact of PCS's programs. The committee also recommended providing education on poverty in the Panhandle and demonstrating how programs and tools, such as the Community Needs Assessment (CNA), help address those needs.

Judge Locke stated that the primary focus of the next Strategic Planning Committee meeting will be developing the curriculum for the Excellence Champions Academy. He again stated that the committee plans to redistribute the survey in hopes of obtaining a better response rate, noting that an effective curriculum depends on good feedback.

In response to questions from board members, Judge Locke stated that the Strategic Planning Committee will regularly conduct surveys to identify training needs and improve the academy's courses.

Judge Locke requested a motion to accept the Strategic Planning Committee Report.

Motion:	To accept the Governance Committee Report.	
Moved By:	Judge Isabel Carrasco	**Second:** John Sharp
Vote:	**Motion carried by voice vote**	

Customer Satisfaction Survey Results *(OS 1.3)*

Communications Division Director Christy Hilbert reported on the results of the Customer Satisfaction Survey conducted from August 2025 through February 2026. (The report was included in the packet.) Ms. Hilbert reviewed the questions and responses and provided an overview of the demographics included on the survey. She also noted that the number of responses was lower than in previous years.

Ms. Hilbert stated that some suggestions for improvement were beyond the agency's control, including federally required documentation, scheduling Transit rides for dialysis patients, which is dictated by insurance, and long wait times for housing. She discussed comments requesting faster response times, especially for utility assistance for vulnerable populations, and stated that PCS prioritizes individuals 65 and older or with disabilities whenever possible.

Survey responses indicated that customers viewed the agency's greatest strengths as its services and staff. Regarding community needs, customers requested more low-income housing, affordable rental units, increased transportation, and weatherization assistance. In other comments, individuals said that PCS is making a difference and expressed thanks.

Ms. Hilbert reported that overall satisfaction scores dropped by 21%. She stated that only 98 surveys were completed, compared with the usual total of about 350, which may have affected the results. She also stated that the transition to the new Universal Intake system might have contributed to the lower scores. Although the multiple-choice questions scored lower than in previous years, she explained that the written comments did not reflect the same level of dissatisfaction, noting that 82% of comments were positive or neutral, while 18% were negative.

Board members discussed ways to improve survey distribution and address customer concerns. Ms. Hilbert stated that action plans are being developed to resolve customer concerns and that each program is evaluating the best method to collect survey results. She noted that survey links are included in staff email signatures and on the PCS website, and that paper copies are available on PCS Transit buses. Ms. Hilbert is also working to improve the survey and reorganize its questions.

Ms. Hilbert requested a motion to approve the Customer Satisfaction Survey report.

Motion:	To approve the Customer Satisfaction Survey report.		
Moved By:	Kerry George	**Second:**	Judge Mitchell Locke
Vote:	**Motion carried by voice vote**		

Final Public Comment Period

Ms. Villanueva called for public comment. No public comments were made.

The Promise of Community Action

Ms. Villanueva 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:	John Sharp	**Second:**	Teresa Lane
Vote:	**Motion carried by voice vote**		

Hearing no objections, the meeting was adjourned at 11:39 AM *(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: Mitchell Locke
Name: Judge Mitchell Locke
Title: Board Secretary
PCS Board of Directors Meeting Minutes, March 19, 2026