

**Panhandle Community Services
Board of Directors Meeting Minutes
Panhandle Community Services Central Office – 1309 SW 8th Ave. - Amarillo TX, 79101
Minutes for October 17, 2024, @ 03:00 pm**

Board Members by Sector:

<u>Low Income</u>		<u>Private</u>		<u>Public</u>	
Reyna Ruiz	P	Denese Skinner	A	Judge Cindy Irwin	P
Amy Taylor	P	Jason Vanosdol	P	Judge Rowdy Rhoades	P
Robert Coffee	P	John Sharp	P	Judge Dan Looten	P
Amanda Quillin	P	Brian Gillispie	P	CM Esmeralda Mills	P
Teresa Lane	P	Brian Hevrin	P	Judge Chris Porter	A

Guests

Judge Mitchell Locke
Judge Tim Glass

<u>Staff</u>	<u>Position/Title</u>
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
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

John Sharp, Board President, called the regular business meeting to order at 03:01 p.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 noted that Judge Tim Glass and Judge Mitchell Locke, whose terms on the Board of Directors would begin January 1, 2025, were attending as guests. Mr. Sharp 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)

Mr. Sharp asked if anyone would like to remove an item from the consent agenda for discussion. Hearing no requests for discussion, Mr. Sharp 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 September 19, 2024, Board of Directors Meeting, the September 4, 2024, Advisory Council Meeting, and the October 3, 2024, Strategic Planning Committee Meeting; Notice of Intent to Apply for and Receive Grants; a list of signed items presented for ratification by the Board; the “Three Things for the Board to Know” Program Highlight Report (OS5.9), the Funding Applications Report; and the Parking Lot.)

Motion: To approve the consent agenda.
Moved By: Judge Rowdy Rhoades **Second:** Brian Gillispie
Vote: Motion carried by voice vote

Board Engagement Series: Judge Rhoades

Mr. Sharp introduced Judge Rowdy Rhoades to speak about the transportation maintenance facility project. Judge Rhoades said he was serving on the PCS Board of Directors when the project began over 10 years ago and that the groundbreaking today was a dream come true. He noted that the new facility will allow PCS to hire mechanics and do maintenance in-house.

Advisory Council Report (OS 1.1)

Advisory Council Representative Lydia Villanueva presented a report on the September 4, 2024, Advisory Council Meeting. Ms. Villanueva stated that the council discussed the challenges some communities face in obtaining their birth certificates, particularly for individuals who do not speak English or Spanish. She stated that language barriers often prevent them from receiving clear instructions on how to complete or correct their birth certificates.

Ms. Villanueva spoke about the Healthy Start Resource Fair that was held in Hereford. She stated that it was a successful back-to-school event that offered assistance and educational resources to local families. She said she hoped the fair would become an annual event.

Mr. Sharp asked for a motion to accept the Advisory Council report.

Motion: To Accept the Advisory Council Report.
Moved By: Judge Dan Looten **Second:** Reyna Ruiz
Vote: Motion carried by voice vote

Executive Director’s Report

Magi York, Executive Director, reported the following:

- Bragging Rights - Ms. York introduced LaSandra Wilkinson, a dispatcher from our Transportation Department. Ms. Wilkinson spoke about Eltayeb Idris, who recently received his Class A CDL with passenger endorsement. She said Lylene Springer invested in Mr. Idris’s training to get his passenger endorsement, and he passed with flying colors. Mr. Idris has been working for PCS for five years and is known as one of our hardest-working drivers.
- Pathways Update - Ms. York reported that she recently talked with our national Pathways representative and discussed whether PCS was ready to apply for the Pathways Platinum Tier award. One of the challenges they discussed was the need to demonstrate that we have worked with the scorecard over time. Ms. York said we have two years to apply. If we are not ready to apply for the award in 2025, we can apply in 2026.

- October 29th: Dumas Groundbreaking - Ms. York reported that we have \$75,000 to apply toward the Dumas center. Ms. York said she will meet with the Doss Foundation to explore funding opportunities, and Scott Caldwell, our consultant, will work with the Economic Development Committee in Dumas. Ms. York stated that the project's contractor estimates the center can be built for \$250,000. Ms. York reported that if we do not raise funding for the full amount, the contractor will carry the note for the remainder. The center will be named the Milton Pax Family Development Center, a division of PCS. Judge Rhoades said it was Mr. Pax's dream to build a resource center for non-profits. The building is designed so additional sections can be added as needed, allowing other organizations to move into the center. Ms. York invited board members to the groundbreaking ceremony on October 29, 2024.

Ms. York asked that her report be accepted. Mr. Sharp asked for a motion to accept the Executive Director's report.

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

Finance Report (OS 8.7)

CFO John Mejia reviewed the Finance Report (included in the packet). Mr. Mejia stated that members of our accounting team attended a recent conference where they learned more about utilizing our MIP financial software. He said we currently have the classic version of MIP, which is no longer updated, and he is weighing the costs and benefits of moving to the cloud.

Mr. Mejia stated that he and Assistant Finance Director Don Rea have been analyzing our transportation department to understand how it operates. He said it is important to prepare for the additional costs of the new facility and to determine how to allocate them.

Mr. Mejia stated that the finance team has started reviewing documents and preparing for the audit. He also reported that Mr. Rea is developing new procedures that will assist directors in understanding how allocations work. Mr. Rea is also developing written accounting procedures.

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

Balance Sheet and Comparative Balance Sheet – Mr. Mejia reviewed the balance sheet for the month ending August 31, 2024, and the comparative balance sheet, which compares the current balance sheet to the ones for the previous two years. On the current balance sheet, he noted the agency's cash balance in Happy State Bank and the amount under Accounts Receivable and stated that the agency looks good overall. Mr. Mejia said he is looking to revise the report.

Fund 100: General Unrestricted – Mr. Mejia said the overall picture is positive.

Fund 391 Local (County) Funds – Mr. Mejia reviewed the Statement of Revenue and Expenditures for Fund 391, which shows the total amounts for county funds. He stated that the following report provides a breakdown of the total by county. Mr. Sharp asked if all counties were participating in the program. Ms. York stated that most counties contribute funds to our Local (County) Funds.

Grant Summary - Mr. Mejia referred to the Grant Summary sheet and stated that one grant was in red. He said he is working on reclassifying expenditures to get them back in line.

(The Finance Report (memo), August 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.)

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

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

Comprehensive Energy Assistance Program (CEAP): Service Delivery Plan

Energy Assistance Director Christina Cristan presented the Comprehensive Energy Assistance Program (CEAP) Service Delivery Plan for 2025. Ms. Cristan stated that the Service Delivery Plan must be turned in to the Texas Department of Housing and Community Affairs (TDHCA) by November 1, 2024. CEAP, or LIHEAP (the Low-Income Household Energy Assistance Program), is our electricity and gas utility assistance program.

Ms. Cristan reviewed the slides in her presentation and described the plans for how CEAP would operate in 2025. She stated that, in response to feedback from people in rural areas, a Universal Intake form and process have been created, which allows individuals to apply online for assistance with all PCS programs, including utility assistance. The Universal Intake process will help PCS provide wrap-around services by using a single form to help determine additional assistance families may need and identify the programs they may qualify for. The Universal Intake process also helps eliminate duplication of forms and the need for clients to bring in certain required documents repeatedly. Ms. Cristan explained that homebound clients can apply online or through the mail, and our staff can help clients enter information into our portal and upload documents.

Ms. Cristan reviewed the remainder of the Service Delivery Plan. She said that we are reducing the number of months we will provide utility assistance, and the state is also lowering benefit amounts. Ms. Cristan reviewed the temperature chart, which shows the temperature triggers that tell us when we can help provide or repair air conditioners and heaters. Ms. Cristan reviewed the Alternative Billing Method, the 2025 CEAP Priority Rating form, the 12-month consumption rate history, and poverty data for each county. An error was noted in the Swisher County poverty data numbers. Ms. Cristan said she would correct the error before submitting the Service Delivery Plan.

Mr. Sharp requested a motion to approve the Service Delivery Plan with the correction to the Swisher County numbers.

Motion: To Approve the Service Delivery Plan with the correction to the Swisher County numbers.
Moved By: Judge Rowdy Rhoades **Second:** Brian Hevrin
Vote: Motion carried by voice vote

Adopt the Agency-wide Scorecard

Scott Caldwell reported on the developments to the Agency-wide Scorecard. He reviewed the definitions associated with a balanced scorecard and a graph showing the workflow for maintaining a scorecard. He then referred to an example of a scorecard and called it a one-page strategic plan.

Referring to PCS's Agency-wide Scorecard, Mr. Caldwell pointed out that PCS's vision and mission statements are at the top, and the perspectives, objectives and Key Performance Indicators (KPIs) are underneath. He stated that for our KPIs, we use indexes comprised of multiple metrics and targets.

Mr. Caldwell stated that the scorecard will give the Board a snapshot of the agency and an opportunity to investigate and ask questions. The scorecard will evolve and change as it is implemented. Mr. Caldwell said our future Strategic Plan efforts would be included in the scorecard. He asked the Board to adopt the scorecard.

Mr. Sharp requested a motion to adopt the Agency-wide Scorecard.

Motion: To Adopt the Agency-Wide Scorecard.
Moved By: Teresa Lane **Second:** Judge Rowdy Rhoades
Vote: **Motion carried by voice vote**

Festival of Trees

Communications Director Christy Hilbert stated that the 10th Annual Festival of Trees will be held the Friday before Thanksgiving. Ms. Hilbert said that board members will receive a VIP ticket, which includes perks such as the chance to vote for the tree that will receive the People’s Choice Award.

Advisory Council Report (continued) (OS 1.1)

Ms. Villanueva mentioned that the Advisory Council also discussed the need for more childcare, noting the shortage of childcare centers. Discussion followed.

Final Public Comment Period

John 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

Motion: To adjourn.
Moved by: Judge Cindy Irwin **Second:** Reyna Ruiz
Vote: **Motion carried by voice vote**

Hearing no objections, the meeting was adjourned at 4:23 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 of Directors Meeting Minutes, October 17, 2024