

**Panhandle Community Services  
Board of Directors' Board Retreat Minutes  
Panhandle Community Services Central Office – 1309 SW 8<sup>th</sup> Ave. - Amarillo TX, 79101  
Minutes for June 16-17, 2022 @ 10:00am**

**Board Members by Sector:**

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

<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
Lylene Springer	Transportation 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

<u>Guest</u>	
Scott Caldwell	Caldwell Business Group
Amy Taylor	Ex Officio Board Member

**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 10:12 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 if anyone had questions about the items on the consent agenda. Hearing none, Judge Irwin asked for a motion to approve the consent agenda. (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.  
**Moved By:** Denese Skinner **Second:** John Sharp  
**Vote:** **Motion carried by voice vote**

**Board Training: Board Standards (OS 5.8) (PTE 1.1; 1.3) (40-minute Board Training Session)**

Ms. York reviewed the requirements of the Organizational Standards and Pathways to Excellence Standards that pertain to Board members’ roles and responsibilities. Ms. York stressed the importance of reviewing and signing documents handed out at Board meetings and of participating in surveys and assessments meant to improve Board meetings and training. Ms. York also spoke of the need for our low-income sector representatives to participate in meetings and speak up for those in their community.

Ms. York spoke about our Board’s requirement that each member attend Low-Income Community Events. She commended those who do attend community events, but noted that at our agency’s recent event – the Bridge Builders Luncheon – there were no Board members in attendance. Ms. York stated that we need our Board’s support. Board members and PCS staff discussed ways for the Board to show its support and to build moral at the agency.

**Seat New Board Member (OS 1.1, OS 5.1, OS 5.5)**

Denese Skinner, Governance Committee Chair, introduced Audriana Vandiver as the candidate for the Region 3, Low-Income Sector seat on the Board. Ms. Vandiver, a resident of Dalhart, Texas, and a former PCS client, was recommended by Amanda Hyppolite, Housing Assistant Director. Ms. York asked for a motion to seat Audriana Vandiver to the Board.

**Motion:** To seat Audriana Vandiver to the PCS Board of Directors as the Region 3 Low-Income Sector Representative.  
**Moved By:** Lydia Villanueva **Second:** Amanda Quillin  
**Vote:** **Motion carried by voice vote**

Denese Skinner also noted that Hobert Brown had turned in his resignation to Ms. York. Mr. Brown’s resignation will be placed on the agenda for the next Board meeting. Ms. York said the Board will also need to address the unexcused absences of another Board member, Lori Quiroz.

**Come to the Table Recap (PTE 1.6)**

Audra Rea, Director of Family Services, gave a recap of the Bridge Builders Luncheon and Come to the Table Dinner, both facilitated by Jason Sabo, lobbyist for the Texas Association of Community Action Agencies (TACAA). Ms. Rea noted that attendance at the luncheon was good and that some families came from out of town to attend. Ms. Rea said that the talks were solution focused and noted there were recurring themes regarding neighborhood safety, childcare, homelessness and mental health. She also reviewed the conversations with public officials at the dinner and Mr. Sabo’s concerns about redistricting. Ms. Rea stated that we are working on plans to improve future events and that we now know to invite first responders to our low-income community events in order to discuss one of our families’ primary concerns: neighborhood safety.

**Ratify Executive Committee Meeting Minutes**

Judge Irwin referred to the May 16, 2022 Executive Committee Meeting Minutes included in the packet and asked if everyone had reviewed them. She stated that the Executive Committee Meeting had been called to review insurance issues. Judge Irwin asked for a motion to ratify the minutes.

**Motion:** To ratify the May 16, 2022 Executive Committee Meeting Minutes.  
**Moved By:** Judge Dan Looten **Second:** John Sharp  
**Vote:** **Motion carried by voice vote**

**Pathways Resolution**

Ms. York said that we found out we did not need a new resolution for the Pathways Bronze Tier application. The previous resolution to apply for the Gold Tier was acceptable.

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

Robert Carlton, CFO, reviewed the balance sheet and the corrections that were made. Mr. Carlton also reviewed the Comparative Balance Sheet and the Grant Summary (an organization-wide report on revenue and expenditures that compares budget to actual, categorized by program). All reports were included in the Board packet.

Mr. Carlton presented a resolution to authorize PCS to open accounts with First Bank Southwest. Mr. Carlton said that First Bank Southwest is a local bank and we have a good relationship with them. Discussion followed. Mr. Carlton asked for approval of the resolution.

**Motion:** To approve the resolution.  
**Moved By:** John Sharp **Second:** Amanda Quillin  
**Vote:** **Motion carried by voice vote**

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

**Motion:** To accept the Finance Report.  
**Moved By:** Aaron Lopez **Second:** Denese Skinner  
**Vote:** **Motion carried by voice vote**

**Executive Director’s Report**

Ms. York reported on the following:

- The National Community Action Partnership (NCAP) 2022 Annual Convention – Ms. York said that PCS has applied for the Pathways Bronze Tier Award and may be recognized at the convention. Ms. York extended an invitation for Board members to attend and be part of the recognition, and for Board members to benefit from the workshops being offered.
- Monitoring Progress – PCS was selected for monitoring one year after our last monitoring. The monitoring primarily involves Weatherization (WAP) and CEAP. Ms. York noted that monitoring for WAP is more frequent than with other programs. Ms. York stated that we will be receiving five times as much funding in WAP and the program needs a director to handle the growth. Ms. York reviewed the previous issues with hiring a director for WAP and stated that we are now actively looking for a director.

**Motion:** To accept the Executive Director’s report as presented.  
**Moved By:** Aaron Lopez **Second:** Lydia Villanueva  
**Vote:** Motion carried by voice vote

**Lunch Break**  
**Reconvene**

Judge Irwin reconvened the Board at 1:00 pm.

**Risk Assessment** (OS 4.6)

Susie Ybarra, Director of Housing Choice Voucher Program, reminded the Board that agency Directors took the National Community Action Partnership’s Risk Assessment and the results were presented at a previous Board meeting. Ms. Ybarra presented the Risk Assessment with the plan of action that was developed to address potential risks. The Board discussed the plan and security issues, and asked that language addressing an ‘active shooter’ situation be added to the plan. Ms. York said we have procedures in our handbook to address an active shooter situation and we would add that to the Risk Management Plan. (The Risk Assessment with the plan of action was included in the packet.)

**Risk Management Policy Approval**

Ms. Ybarra asked for the Board’s approval of the Risk Management Policy (included in the packet).

**Motion:** To approve the Risk Management Policy with the addition of active shooter language to the Risk Management Plan.  
**Moved By:** Judge Dan Looten **Second:** Denese Skinner  
**Vote:** Motion carried by voice vote

### Introduce Strategic Planning Committee

Ms. York introduced Amy Taylor as the chair of the Strategic Planning Committee. Ms. Taylor thanked the Board for allowing her to come back to PCS as an ex officio Board Member. Ms. Taylor spoke about the agency's strategic plan and the committee's role in ensuring the implementation of the Strategic Plan and other long-term goals, and in providing updates to agency staff and the Board. Ms. Taylor named the members of the committee and noted that the committee is comprised of non-managerial staff who each come from different departments within the agency. She introduced Melissa Darsey, Director of Outreach Services, as the committee lead and said Ms. Darsey will be the liaison with the Programs Committee to help ensure program goals are consistent with the agency's long-term goals. The committee will also ensure the agency is on track with Pathways goals and Organizational Standards.

### Strategic Plan (OS 6.5; OS 9.3)

Scott Caldwell, President, Caldwell Business Group, presented the Strategic Plan Tracking Tool, which provided an update of the outcomes and objectives for the goals in the Strategic Plan, and reviewed his proposed changes to the Strategic Plan.

- Goal 1: RSVP Section – Kaitlin Mosley, RSVP / Health Services Director, had asked that RSVP outcome and output numbers be revised to match the requirements of her grant. The numbers have been changed as follows:
  - i. “Base of 700 volunteers annually will be maintained” will be changed to 690.
  - ii. “20 volunteers will work at Veterans Service Stations annually” will be changed to 17.
  - iii. “140 Veterans will be served by RSVP volunteers”, currently listed as an output, will replace the outcome “50 of the veterans served will report an increase in social support through the help of volunteers.” Ms. Mosley had noted that “social support” is hard to measure, but that they can measure the number of veterans who are served by volunteers.
- Goal 1: CEAP Section – Mr. Caldwell noted the outcomes regarding referrals (“2% increase of referrals from partner agencies” and “1% increase from the prior year of new referrals from partner agencies.” Mr. Caldwell stated that we have no outcomes to report because it is hard to ascertain referral sources. We are still working on the process and may need to revise this section.

Mr. Caldwell noted some of the outputs and outcomes regarding referrals in other sections of the Strategic Plan. After discussion by Board members, Mr. Caldwell said it will be one of the roles of the Strategic Planning Committee to determine how best to measure the outcomes and if they need to be revised.

- Goal 4: Executive Director Section – Mr. Caldwell said that, in this section, we are reevaluating the outputs and outcomes that are related to Pathways to Excellence as Pathways has changed the process to achieve the award.

- Goal 4: Board of Directors/Governance Committee Section – The Board discussed attending low-income community events. Mr. Caldwell said the objective is to be intentional about making sure the Board and PCS are represented at events and to create visibility in the community. He said the process of documenting attendance was more ad hoc before, but we are trying to formalize it now.

In response to questions about how PCS should address the needs of our community, Mr. Caldwell said that it is the Board’s role to set strategic planning direction, ensure alignment with mission and vision, and accept responsibility from a financial perspective, and it is the agency’s responsibility to act in accordance with its strengths when determining whether PCS should take on a project or partner with others who are already addressing the need.

- Goal 4: Communication Section – Mr. Caldwell said there is a typo on the first output. The Target and Achieved should read 12, not 2. We have submitted and/or been awarded grants for Medicaid, Tyson, Bivins Foundation, Superior Health Plan, Emergency Services Grant program, Navigator Grant program, Texas Veterans Commission funds, Emergency Rental Assistance program, and a new RSVP SeniorCorp program. Our Earned Income Tax Credit (EITC) program partnered with a Volunteer Income Tax Assistance (VITA) program, and we are now in a good place to start our own VITA program. The outcome listed states the agency should increase revenue by 5% over the next three years, but PCS has nearly doubled its revenue (in part, due to COVID Relief funds). Our budget is around 43 million now.

Mr. Caldwell also spoke about the Festival of Trees fundraiser as a way to create visibility. He said we are instituting a donor management system called Bloomerang to help with developing relationships with donors.

- New Programs Implemented: Mr. Caldwell stated that we have added the following programs to the Strategic Plan:
  - i. Health Navigator – Kaitlin Mosley, Director
  - ii. EITC – Melissa Darsey, Director
  - iii. LIHWAP – Christina Cristan, Director. Targeted outputs and outcomes are being developed for LIHWAP.

Mr. Caldwell noted that LIHWAP is an example of PCS taking a strategic perspective on the needs of the area, as our energy assistance program makes us well positioned to provide assistance with water bills.

Board members discussed new programs and the importance of addressing core issues such as mental health. Board members and staff discussed possible strategies to address mental health needs. The discussion included hiring a mental health staff person, virtual counsellors, partnering with an established group that uses local counsellors, and needing a sustainability model. Mr. Caldwell stated that the Strategic Planning Committee would research potential strategies.

Mr. Caldwell asked the Board to accept the proposed changes to the Strategic Plan.

**Motion:** To accept all changes to the Strategic Plan.  
**Moved By:** Lydia Villanueva **Second:** Amanda Quillin  
**Vote:** Motion carried by voice vote



