

**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 August 17, 2023, @ 10:30 am**

**Board Members by Sector:**

<u>Low Income</u>		<u>Private</u>		<u>Public</u>	
Lydia Villanueva	P	Denese Skinner	P	Judge Cindy Irwin	A
Amy Taylor	P	Aaron Lopez	A	Judge Rowdy Rhoades	P
Robert Coffee	A	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	P

<u>Staff</u>	<u>Position/Title</u>
Magi York	Executive Director
John Mejia	Chief Financial Officer
Robert Carlton	Asst. Chief Financial Officer
Dennis Garvey	Information Services Director
Randy Cazarez	Human Resources Director
Lylene Springer	Transportation Director
Kaitlin Mosley	RSVP & Health Services Director
Audra Rea	Family Services Director
Christina Cristan	Energy Assistance Director
Susie Ybarra	Community Relations Director
Melissa Darsey	Outreach Services Program Director
Benita San Miguel	Housing 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**

Lydia Villanueva, Board Vice-President, called the regular business meeting to order at 10:40 a.m. central daylight time (Organizational Standard 2.4). Ms. Villanueva stated that Judge Irwin was not able to attend the meeting and she would lead the meeting in her place. Ms. Villanueva announced the Initial Public Comment Period. Lisa Matthyse, Executive Assistant, called Roll and determined that a quorum of directors was present (OS 5.5). Ms. Villanueva led the Pledge of Allegiance and the recital of the Panhandle Community Services (PCS) mission statement and vision statement. Magi York, Executive Director, led the prayer.

**Consent Agenda** (OS 5.9)

Ms. Villanueva referred to the Consent Agenda and asked if there were any questions. The following three items were discussed:

- FY 2022 DOE Bipartisan Infrastructure Law Weatherization Assistance Program Contract - Ms. York explained that the Funding Year (in this case, FY2022) is when the contract begins. The Funding Year will remain the same even if a contract extends into the following year.

- Red Light/Green Light Program Compliance Reports – It was requested that the Red Light/Green Light reports for grants include a summary stating the purpose of the grant.
- TVC General Assistance Grant – Audra Rea, Director of Family Services, explained the reasons for not meeting the outcomes for the second quarter reporting period. Ms. Rea said the issues had been resolved, and they were now in a good position with the grant.

Ms. Villanueva asked for a motion to approve the consent agenda.

(The consent agenda and all associated reports were included in the Board Packet. Reports included the July 6-7, 2023, Board Retreat Minutes; June 8, 2023, Executive Committee Meeting Minutes; and June 29, 2023, Executive Committee Meeting Minutes; correspondence; notification of grants received; a list of signed items presented for ratification by the Board; Resource Development Committee and Programs Committee reports (OS5.9); the Funding Applications report; and the Board Parking Lot.)

**Motion:** To approve the consent agenda.  
**Moved By:** Judge Dan Looten **Second:** Amanda Quillin  
**Vote:** Motion carried by voice vote

**Board Training: CEAP Application Process (OS 5.8) (30-minute training)**

Christina Cristan, Energy Assistance Director, handed out packets containing documents relating to the application process for utility assistance. Ms. Cristan defined the terms CEAP (Comprehensive Energy Assistance Program) and LIHWAP (Low-Income Household Water Assistance Program). She stated that CEAP helps with gas and electricity, and LIHWAP helps with water and sewer.

Ms. Cristan reviewed the following steps in the application process:

- Applications – Clients can download or pick up applications for LIHWAP and turn them in via email or in person. Individuals applying for CEAP must make an appointment. Appointments can be made on the PCS website or by calling the automated scheduler.
- Required Documents – Ms. Cristan reviewed the types of documents clients must provide to show proof of citizenship, identity, and income and the difficulties they may face in collecting the documents. She stressed the importance of bringing a complete utility bill so program specialists could determine consumption, billing histories, and allowable charges.
- Appointments – Ms. Cristan reviewed what a client may expect on the day of their appointment.
  - Clients are expected to be on time and bring all required documents. The appointment may be rescheduled if a client is late or missing documents.
  - During the appointment, program specialists will converse with the client to better understand the client’s situation, which is important for making referrals.
  - Program specialists will discuss energy consumption and energy efficiency with the client. The goal is to help reduce the household’s energy costs.
- Denials – Ms. Cristan said that most individuals are denied assistance because they are over income. She reviewed the steps we take when a client is denied utility assistance.

**Board Engagement Series: CAPLAW Recap**

Ms. Villanueva gave a recap of the 2023 CAPLAW Conference she attended along with Board members Amanda Quillin and Teresa Lane. Ms. Villanueva encouraged Board members to attend training conferences like CAPLAW because they allow Board members to learn from leaders from across the nation, meet with Board members from other agencies, and explore the history and culture of other cities. Ms. Villanueva spoke about some of the workshops she attended and asked Ms. Quillin and Ms. Lane to talk about their favorite experiences at the conference. Ms. Quillin said the life of Lady Bird Johnson inspired her after visiting a museum in her honor, and Ms. Lane talked about the session on Community First! Village.

### **Bragging Rights**

Audra Rea praised Jennifer Brock, one of PCS's Career Coaches, for organizing this year's annual staff picnic. Though Ms. Brock faced several setbacks, she never gave up, and the picnic was a success. Ms. Rea read a statement from Ms. Brock describing how working at PCS has affected her life. Ms. Brock said she was "kinder, more sensitive and more appreciative of life" and "thankful to have the opportunity to serve."

### **Approve Board Resolution: Security for Line of Credit**

John Mejia, CFO, reminded the Board that the details of the resolution regarding security for the agency's line of credit had been discussed at the Board Retreat. Mr. Mejia stated that the Board had approved using the Transit Medicaid Savings Account, a board-restricted fund, to secure the line of credit. Mr. Mejia asked for a motion to approve the resolution.

**Motion:** To approve the resolution to utilize the Transit Medicaid Savings account as the security for the line of credit  
**Moved By:** Judge Dan Looten **Second:** John Sharp  
**Abstain:** Brian Gillispie  
**Vote:** **Motion carried by voice vote**

### **Approve Board Resolution: 403b Plan Amendments**

Randy Cazarez, Human Resource Director, reported that the Executive Committee met on June 8, 2023, to review four proposed changes to the agency's 403b retirement plan. The amendments were approved by the Executive Committee on June 8, 2023, and ratified by the Board of Directors on July 6, 2023. Mr. Cazarez requested a motion to approve the Board Resolution regarding the 403b Plan Amendments.

**Motion:** To approve the Board Resolution: 403b Plan Amendments  
**Moved By:** Brian Gillispie **Second:** John Sharp  
**Vote:** **Motion carried by voice vote**

### **Approve Board Resolution: Signature Authority: John Mejia, CFO**

Ms. York informed the Board that Robert Carlton had resigned and needed to be removed as the secondary signatory for the agency. She referred to the "Designation of Signature Authority for Executive Director and CFO" Board Resolution. She asked that the Board designate John Mejia, CFO, with signature authority for all contracts and documents. Ms. York asked for a motion to approve the resolution.

**Motion:** To approve the Board Resolution: Designation of Signature Authority for Executive Director and CFO  
**Moved By:** John Sharp **Second:** Denese Skinner  
**Vote:** **Motion carried by voice vote**

### Appeal Policies

Ms. Cristan presented the revised Appeals Policy and Procedures. She stated that the purpose of the policy is to provide a fair administrative hearing to individuals who have been denied or terminated or who believe they were treated in a manner that was unjust, violated discrimination laws, or was without a reasonable basis in law or fact. The revised policy emphasizes that a written appeal must be mailed to the main PCS office and include a copy of the denial letter. Ms. Cristan stated that an appeals committee will be formed, and line staff and directors will be designated to serve six-month rotations on the committee. Ms. Cristan stated that directors will be asked to provide a report of the appeals for their programs to Ms. York.

**Motion:** To approve the Appeals Policy and Procedures  
**Moved By:** Judge Dan Looten **Second:** Amy Taylor  
**Vote:** Motion carried by voice vote

### Governance Committee

Ms. Skinner, Governance Committee Chair, reported on the August 7, 2023, Governance Committee meeting. She stated that five Board members' terms would be ending in December. Ms. Skinner thanked the Board members, Amanda Quillin, Judge Rowdy Rhoades, and Amy Taylor, who agreed to serve another term. Ms. Skinner reported that Aaron Lopez and Lydia Villanueva would complete their second terms in December and were not eligible to serve another term. Ms. Skinner thanked Ms. Villanueva for her years of service and asked that the minutes show she also thanked Mr. Lopez. Ms. Villanueva said she had recommended Rita Reyna Ruiz, a Hereford resident and military veteran, to fill her seat on the Board. Ms. Skinner said she had received a letter from the Advisory Board of CASA del Llano asking that Ms. Ruiz be accepted as a candidate for the PCS Board of Directors. She said Mr. Lopez was also looking for someone to recommend for his seat.

Ms. Skinner reported that the Governance Committee also reviewed and approved the agency's plan to create five advisory committees – one for each Board region – to expand upon the main Advisory Council formed earlier this year. Ms. Skinner stated that the purpose of the Advisory Council and Committees was to better inform the Board of Directors about the issues and needs of low-income communities in the Panhandle. The committees will meet quarterly and appoint two members each to serve on the Advisory Council. The chair of the Advisory Council, Amanda Quillin, one of the Board's low-income sector representatives, will report to the Board twice a year. Community Relations Director Susie Ybarra will oversee the Advisory Council and Committees, and Amy Francis, Assistant Director of Family Services, will assist her.

**Motion:** To approve the Advisory Council Plan.  
**Moved By:** Amy Taylor **Second:** John Sharp  
**Vote:** Motion carried by voice vote

### Proposal to Change Board Calendar

Ms. York reviewed the current Board calendar and said she felt the meeting dates were too close to the holidays. She recommended combining the November and December Board meetings into one meeting on December 7, 2023.

**Motion:** To approve combining the November and December Board meetings into one meeting on December 7, 2023.  
**Moved By:** John Sharp **Second:** Denese Skinner  
**Vote:** Motion carried by voice vote

### CAP Plan Review (OS 9.3, 4.2)

Ms. Rea referred to the 2023 Community Action Plan (CAP) with updated numbers as of July 31, 2023, and reported on the status of the outcomes and services shown on the report. (The CAP was included in the Board packet.) She stated that they were on track to meet their targets in most categories and had already met, nearly met or exceeded some of the goals. Ms. Rea reported that her department had an issue with their software and could not enter all their numbers under Housing and Health and Social/Behavioral Development. She said she would update the Board once the software issue had been corrected.

Ms. Rea presented her CAP update with her proposed changes. She reported the following:

Employment – Career Coaches have nearly met the “Resume Development” goal and will exceed it by the end of the year. They are working on career coach certification, which should increase their “Interview Skills Training” numbers. Seven individuals “obtained employment with a living wage,” which exceeded the target of four.

Education – Ms. Rea reported that only one individual graduated in May with an Associate's degree but that she will have December graduates who will obtain Associate's and Bachelor's degrees. She said students had struggled since Covid, and her program was in a rebuilding phase. Ms. Rea reported that her team made 228 home visits, which exceeded the goal of 50 because she could include health and safety inspections in her numbers for home visits.

Income and Asset Building – Some targets in this category were raised to include the EITC program. Ms. Rea said that the outcomes in this category take time but that the numbers usually increase after a few months of working with the family. She stated that 25 individuals had reported “improved financial well-being,” and her department was on track to meet the target for this outcome.

Housing – Ms. Rea reported that they had added new programs such as ESG, which helped them meet or exceed outcomes for households that “obtained safe and affordable housing.” Her department helped nearly 100 families avoid evictions, exceeding the target of 40, and helped two households avoid foreclosures. Ms. Rea said she kept the target of 75 while she waited to see if the TEMAP grant would be extended, but it was not. Ms. Rea said they also added the Homeowners Assistance program but did not get to count the outcomes under that program.

Ms. Rea said she would bring the board updated numbers for HUD once their software issue was corrected. She reported that her department made 3,384 rent payments outside of HUD, 279 deposits, exceeding their target, and 107 mortgage payments.

Health and Social/Behavioral Development – Ms. Rea stated that these numbers come mainly from RSVP. She reported that they handed out gift cards during disaster relief, but the total number had not been entered due to software issues. She said family mentoring and life skills numbers would also be updated once the software issue was fixed.

Ms. Rea stated that they greatly underestimated the power of hygiene closets (reported under “Kits and Boxes”). They started with two hygiene closets and now have five. Ms. Rea said she initially estimated they would serve 600 families, but they have already served 2,857. She said she would be increasing this goal next year.

Multiple Domains – The target for “the number of individuals who achieved one or more outcomes” has nearly been reached. Ms. Rea said that the case management goal of 250 was set based on all programs where they provide case management, but TDHCA only counts CSBG families. Ms. Rea has asked for a second opinion on that decision. She said the target would be lower next year if she could only include CSBG families.

Ms. Villanueva asked for an update on the Mobile Dental Unit project. Ms. Rea said the project's committee was still meeting and making progress, but they only have a small amount of funds to dedicate to dental services. Ms.

York reported that PCS was recently awarded a \$50,000 grant, and she was looking to partner with a dental hygienist program at a local college.

Ms. Rea asked if there were any questions regarding her update with the proposed target changes. Ms. Rea asked for a motion to approve her CAP update.

**Motion:** To approve the Community Action Plan update  
**Moved By:** John Sharp **Second:** Denese Skinner  
**Vote:** Motion carried by voice vote

### **Bridge Builders**

Ms. Rea stated that the Bridge Builders Events would be held in October to allow our state representatives the opportunity to attend. The first event will be on October 10, 2023, in Perryton. We will meet with families and community partners during the lunch hour, and in the evening, we will meet with local elected officials and report on what we heard at the luncheon. The second event will be on October 11, 2023, in Amarillo and will follow the same format. Ms. York said we would try to have buses available to bring families to Amarillo to participate in the luncheon. She invited Board members to attend the events.

### **Audit and Finance Committee Report**

John Sharp, Treasurer, presented the August Finance Report. Mr. Sharp reported that all thirteen bank accounts had been reconciled. He referred to the balance sheet and said the loss must be addressed. The committee recommended that all department directors review their budgets and see where they can make up the difference. He said he would like the Audit and Finance Committee to meet to compare budgets to actual by area. Mr. Sharp stated that the Board needs to know where the budgets stand.

**Motion:** To accept the Audit and Finance Committee Report.  
**Moved By:** Amy Taylor **Second:** Teresa Lane  
**Vote:** Motion carried by voice vote

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

John Mejia, CFO, presented the June Financial statements. Mr. Mejia commented on Mr. Sharp's report regarding the loss shown on the balance sheet. Mr. Mejia stated that \$438,000.00 in accounts receivable had not been posted, which would reduce the deficit shown on the statement. He stated that he had implemented key controls to document who had reconciled the balance sheet, the date it was prepared and who approved it. Mr. Mejia asked if there were any questions on the balance sheet or the comparative balance sheet.

Mr. Mejia referred to the Grant Summary, County Funds and Unrestricted Funds reports and asked if there were any questions. He reviewed the purpose of county and unrestricted funds. He noted that program compliance reports (Red Light / Green Light reports) worked with the Grant Summary report to provide information on grants.

(The Finance Report, 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.)

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

**Executive Director's Report**

Ms. York reported the following:

- a. Wipfli Conference – Ms. York said the conference included workshops on new financial regulations, cost allocation, and how to relate budgets to strategic planning. She spoke about the importance of surveys in creating an agency scorecard and reviewed an example of a scorecard from another agency.
- b. TDHCA Monitorings – Ms. York stated that the monitoring from two years ago had not yet been resolved, and she would continue to request an update from the monitors. She reported that we had not received a report on the current monitoring.
- c. HUD VMS Monitoring – Ms. York stated that we had a positive report on the VMS monitoring, and there were no findings.
- d. Lobby Remodel – Ms. York shared the design of the lobby remodel with the Board. She said it should be completed by the end of the month.

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

**Motion:** To accept the Executive Director's report as presented.  
**Moved By:** John Sharp **Second:** Brian Hevrin  
**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:** Brian Hevrin **Second:** Teresa Lane  
**Vote:** Motion carried by voice vote

Hearing no objections, the meeting was adjourned at 12:45 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: Judge Cindy Irwin  
Title: Board President