**Governance Board Meeting Minutes**

**Northwest Louisiana Human Services District**

**February 17, 2025**

1310 N. Hearne Avenue – Shreveport Behavioral Health Clinic – Shreveport, LA

Called to Order: Called to Order by Kristie Copeland at 5:39pm.

Invocation and Pledge of Allegiance: Invocation and Pledge led by Doug Efferson.

Roll Call: Michelle Douglas Hartley, Chris Davis, Debra Baggett-Woodard, Yolanda Clark, Karisma Jones, Sara Ebarb, and Kristie Copeland were present. Crystal Rabo and Trudie Abner were excused. Natchitoches, Webster, and Governor Appointee #1 have no board representative at this time. A quorum of 7 out of 9 board members confirmed by Karisma Jones. Doug Efferson, Executive Director was present.

Approval of Agenda: Moved by Michelle Douglas Hartley to accept the agenda, seconded by Chris Davis, and unanimously approved.

Approval of the Minutes for December 16, 2024 and January 21, 2025: Moved by Karisma Jones to accept the minutes as presented, seconded by Sara Ebarb, and unanimously approved.

Guest and Public Comments: Kristie Copeland recognized Breonica Clark, Yolanda Clark’s daughter, and Dwayne Woodard, Deborah Baggett-Woodard’s husband, as guests to the meeting. Chris Davis was welcomed as the recently appointed Caddo Commission Board Representative and Debra Baggett-Woodard was welcomed as the new Claiborne Police Jury Board Representative. All board members gave a summary of their background to get to know each other better.

Executive Limitations: Doug Efferson gave a summary of his written report on Financial Conditions & Activities, Communication and Support to the Board, Treatment of Customers, Treatment of Providers, and Strategic Plan Indicators Update. The Board was informed that D. McCoy, our Webster Parish Board Representative, resigned do to her inability to regularly attend Board meetings. A brief discussion was held regarding the high customer satisfaction scores on the Shreveport Behavioral Health Clinic C’est Bon Survey. The State Civil Service Compliance Audit report was reviewed and it was noted that there were no areas of concern. Doug Efferson reported on his participation in the CHRISTUS Community Health Needs Assessment Focus Group with other Community Leaders to assist CHRISTUS in identifying community needs they may want to focus on. The group identified Mental Health and Substance Use Disorders as two of the priority service areas needing to be addressed. The Board was informed that Doug Efferson participated in the LACG/LDH in-person visit of the CORE and Helpline locations as well as the CADA/LDH in-person visit of the Women’s and Children’s service location. Both visits were successful in highlighting the addiction services provided and how our contract funds are being used to support residents in our service area. It was noted that the Minden Behavioral Health walk-through audit report from the Office of Risk Management did not identify any significant safety issues. Doug Efferson informed the Board that a third Developmental Disability Support Coordination Agency is now in our service area and that, while we have historically relied on Easter Seals and Quality Support Coordination to meet our needs, we now have Shepherd’s Heart as a third option which gives our developmental disability wavier recipients more choice in who they want providing their services and is a much-needed addition to our service area. A short discussion was held regarding the Mid-Year Strategic Plan Performance Indicators where all mid-year indicators were within expectations but that some of the year-end behavioral health volume indicators may end up lower than expected due to the continued number of vacant clinical positions and the impact it is having on the volume of services provided. Sara Ebarb moved to except the Executive Director Report as presented, seconded by Debra Baggett-Woodard, and unanimously approved.

Board Business: Kristie Copeland let a discussion on the Monitoring Executive Director Performance and Accountability to Owners policies. After a brief discussion, Michelle Douglas Hartley moved to accept the policies without any changes, seconded by Yolanda Clark, and unanimously approved.. The December Board Compliance Monitoring Summary Report was reviewed and accepted. The February Board Compliance Monitoring Tool was completed and given to Doug Efferson for summary. The next meeting date/time was agreed to be Monday, March 17, 2025 at 5:30pm.

Announcements/Acknowledgements: Sara Ebarb recommended Doug Efferson check out “Board Docs”, a software product by Diligent which helps Board members organize meetings and documents.

Adjournment: Sara Ebarb moved to adjourn the meeting at 6:45pm, seconded by Yolanda Clark, and unanimously approved.

Minutes Prepared by Karisma Jones, Board Secretary