**Governance Board Meeting Minutes**

**Northwest Louisiana Human Services District**

**Tuesday, January 21, 2020**

District Office Large Conference Room, 1310 North Hearne Avenue, Shreveport LA 71107

Called to Order: By George Sewell at 5:32pm

Invocation: By Fletcher Carter

Pledge of Allegiance: Led by Fletcher Carter

Welcome/Special Guest/Introductions: None.

Roll Call: George Sewell, Njeri Camara, Kristi Copeland, Fletcher Carter, and Gary Conlay were present. Matthew Linn was excused. Marcelle Slaughter, Ora Rice, and Reece Middleton were absent but in-route. Wanda Brock was excused but listened in by phone. Bienville and Governor Appointee #2 have no board representative at this time. A quorum of 5 out of 10 present board members was confirmed by Fletcher Carter, Board Treasurer. Doug Efferson, Executive Director, was present. Ora Rice and Reece Middleton arrived at 5:45pm. Marcelle Slaughter arrived at 6:30pm.

Approval of Agenda: Moved by Njeri Camara, seconded by Gary Conlay, unanimously approved without any changes.

Approval of the Minutes for December 16, 2019: Moved by Fletcher Carter, seconded by Njeri Camara, unanimously approved without any changes.

Guest and Public Comments: None.

Executive Limitations: Doug Efferson gave a summary of his written report on the Financial Conditions & Activities, Communication and Support to the Board, and Treatment of Consumers. It was noted that consumer grievances were down and satisfaction was up. The Many clinic opening has been delayed into February. The district website was updated to interface with our district Facebook page effective December 27th. Social media advertising started in January and Shreveport billboard graphics have been updated to match the social media advertising. Reece Middleton moved to accept the report, seconded by Njeri Camara, and unanimously approved without any policy changes.

Governance Process: George Sewell led a review of the Monitoring Executive Director Performance policy. Njeri Camara moved to accept the policy without change, seconded by Reece Middleton, and unanimously approved.

Board Business: George Sewell led a discussion regarding the draft Stakeholder Survey Form for 2020 and the possibility of posting the form on our website and/or Facebook page. Reece Middleton moved to accept form as presented, seconded by Njeri Camara. Doug Efferson stated he would try to get the form posted on the district website and Facebook page, send it to District senators and representatives, and send it to the nine police jury presidents. All board members agreed to solicit feedback and return the forms to Doug Efferson for collection and summary of results. George Sewell requested board members complete the ED comments form and submit them to him by email or at the next Board meeting. The December Board Compliance Monitoring Summary Report was reviewed and accepted. The January Board Compliance Monitoring Tool was completed by all present board members. The next meeting date was agreed to be on Monday, February 17th, 2020 at 5:30pm..

Announcements/Acknowledgements: None.

Adjournment: Njeri Camara moved to adjourn the meeting at 6:05pm, seconded by Ora Rive, and unanimously approved.

Minutes Prepared by Fletcher Carter, Board Treasurer