**Governance Board Meeting Minutes**

**Northwest Louisiana Human Services District**

**October 21, 2024**

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

Called to Order: Called to Order by Trudie Abner at 5:38pm.

Invocation and Pledge of Allegiance: Invocation and Pledge led by Karisma Jones.

Roll Call: Michelle Douglas Hartley, Yolanda Clark, Karisma Jones, Sara Ebarb, Trudie Abner and were present. Crystal Rabo, D. McCoy and Kristie Copeland were excused. David Hoey was absent. Claiborne, Natchitoches, and Governor Appointee #1 have no board representative at this time. A quorum of 5 out of 9 board members confirmed by Trudie Abner. Doug Efferson, Executive Director was present.

Approval of Agenda: Moved by Karisma Jones to approve the agenda, seconded by Sara Ebarb, and unanimously approved.

Approval of the Minutes for August 19, 2024 and September 16, 2024: Moved by Karisma Jones to accept the minutes as presented, seconded by Sara Ebarb, and unanimously approved.

Guest and Public Comments: None.

Executive Limitations: Doug Efferson gave a summary of his written report on Financial Conditions & Activities, Communication and Support to the Board, Financial conditions and Activities (Legislative Audit), and Treatment of Staff. A brief discussion was held regarding a PFS III grant opportunity for Caddo parish that was not accepted by the District due to being unable to identify a Caddo Parish Coalition Coordinator which was a key requirement of the grant. The board was informed that on September 2nd, the District Domain Control Servers were impacted by ransomware which locked up computer files, internet access, and email access. A lengthy discussion was held regarding the district’s decision not to contact the ransomware party but to rebuild the District’s domain from the ground up. The board was informed that recovery efforts included rapid restoration of internet access and email followed by the recovery of documents needed for daily operations from emails, by having them reconstituted from PDF files, or by recreating them manually. It was noted that the locked files were not recoverable but that, after analyzing the breach, IT staff was able to confirm that no client or staff information was accessed or downloaded, so there was no breach of confidential information. The Board was informed that IT would be hardening the District’s IT infrastructure by isolating backup files and purchasing malware software to work in conjunction with the virus protection software so that the chance of a ransomware reoccurrence and loss of files is minimized. The Board was informed CADA had launched their Mobil Crisis Services on October 14th with our district as a primary referral option for those who move out of crisis and are need a mental health provider. Doug Efferson reported attending the Claiborne Consortium meeting and requesting their help in identifying a potential board member for Claiborne parish. The board had a brief discussion regarding the LDH Louisiana State Health Improvement Plan (LaSHIP) Behavioral Health Goals and Objectives. Doug Efferson gave a brief summary of the Fiscal Year End Strategic Plan Performance Indicators and the reason for two indicators being below expectations. Yolanda Clark moved to except the Executive Director Report as presented, seconded by Karisma Jones, and unanimously approved.

Board Business: Trudie Abner led a review of the Chairpersons Role, Accountability of the Executive Director, Global Linkage, and Unity of Control policies. After a brief discussion, Sara Ebarb moved to accept the policies without any changes, seconded by Karisma Jones, and unanimously approved. Sara Ebarb gave a brief summary regarding her trip to Baton Rouge for the Annual HSIC meeting, the top priorities expressed by LDH leadership for the coming year, and the presentations made by each district. She highlighted that one of the many creative ideas presented was a “Fast Pass” card for those unable to be seen the same day so that they do not have to wait if they come back the next day. The August Board Compliance Monitoring Summary Report was reviewed and accepted. The October Board Compliance Monitoring Tool was completed and given to Doug Efferson for summary. The next meeting date/time was agreed to be Monday, November 18, 2024 at 5:30pm.

Announcements/Acknowledgements: None.

Adjournment: Trudie Abner moved to adjourn the meeting at 6.46pm, seconded by Michelle Douglas Hartley, and unanimously approved.

Minutes Prepared by Trudie Abner, Board Vice-Chair