**Governance Board Meeting Minutes**

**Northwest Louisiana Human Services District**

**January 22, 2024**

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

Called to Order: Called to Order by Kristie Copeland at 5:32pm.

Invocation and Pledge of Allegiance: Invocation and Pledge led by David Hoey.

Roll Call: David Hoey, Karisma Jones, Sara Ebarb, D. McCoy Trudie Abner and Kristie Copeland were present. Crystal Rabo was excused. Bossier, Claiborne, DeSoto, Natchitoches, and Governor Appointee #1 have no board representative at this time. A quorum of 6 out of 7 board members confirmed by David Hoey. Doug Efferson, Executive Director was present.

Approval of Agenda: Moved by David Hoey to approve the agenda as presented, seconded by Trudie Abner, and unanimously approved.

Approval of the Minutes for December 18, 2023: Moved by Sara Ebarb to accept the minutes as presented, seconded by Karisma Jones, and unanimously approved.

Guest and Public Comments: Kristie Copeland welcomed Serenitie Garner, Prevention Specialist, to the meeting.

Presentation from Serenitie Garner, Prevention Specialist: Serenitie Garner gave a presentation on prevention services in our communities and local schools. Of note was the need for each parish to complete the Caring Community Youth Survey (CCYS) in order to provide the data needed to award new and additional prevention funding. Some of the programs currently offered in our schools include Second Step, Project Northland, Too Good for Drugs, and Kids Don’t Gamble. Also discussed was the SYNAR program which trains and supervises youth volunteers to conduct 400 unconsummated compliance checks annually on underage purchases of cigarettes, smokeless tobacco and cigars. The net result of our prevention programs is outreach to over 13,000 youths.

Executive Limitations: Doug Efferson gave a summary of his written report on Financial Conditions & Activities, Communication and Support to the Board, and Treatment of Customers. A brief discussion was held after reviewing a fact sheet on the proposed Gambling addiction, Recovery, Investment, and Treatment (GRIT) Act currently proposed on a federal level that, if passed, would be a significant step toward funding gambling treatment in our service area. Also reviewed was the September/October C’est Bon Survey Results for the Natchitoches Behavioral Health Clinic after which the Board complemented the Natchitoches staff for such high client ratings. Doug Efferson then informed the Board that, overall, the average Customer Satisfaction Survey results for our District is 99% and no formal customer complaints or grievances were filed over the past year. Trudie Abner moved to except the Executive Director report as presented, seconded by D. McCoy, and unanimously approved.

Board Business: Kristie Copeland and Doug Efferson led a review of the Monitoring Executive Director Performance policy. A brief discussion was held regarding how Policy Governance helps the Board in the evaluation process. David Hoey motioned to accept the policy without changes, seconded by Trudie Abner, and unanimously approved. Kristie Copeland led a discussion regarding the draft Stakeholder Survey Form for 2024. Trudie Abner recommended check boxes be added to the Contact section and Kristie Copeland recommended a QR code be added for those wanting to take the survey using their cell phones. Trudie Abner moved to accept the form with the two suggested changes, seconded by D. McCoy and unanimously approved. The December Board Compliance Monitoring Summary Report was reviewed and accepted. The January Board Compliance Monitoring Tool was completed and given to Doug Efferson for summary. The next meeting date/time was agreed to be February 19, 2024 at 5:30pm.

Announcements/Acknowledgements: None.

Adjournment: Sara Ebarb moved to adjourn the meeting at 6:18pm, seconded by Kristie Copeland, and unanimously approved.

Minutes Prepared by David Hoey, Board Secretary