

To Terrebonne Council on Aging, Inc.

**BOARD OF DIRECTORS**

Thursday, February 15, 2024 - 12:00

995 West Tunnel Blvd., Houma, LA 70360

- I. **Call to Order** – Chairman Michael Boquet called the meeting to order @ 12:27pm
- II. **Invocation** – Michael Boquet
- III. **Pledge of Allegiance** – Jerome Boykin
- IV. **Roll Call**

Present	Absent	Guest	Staff
Michael Boquet	Carla Chaisson	Ronnie Filce	Michel Claudet
Jerome Boykin	Kurt Charpentier	Angelia Bean	Jada Ledet
Melvin Malbrough	Cyrus Pitre	Keith Theriot	Amanda Hebert
Roland Aucoin	Dave Kane	Karen Becnel	Cherise Tabor
Larry Daigle	John Silver	Shavon Humphrey (GEOA)	Randy Manning
Jean LeBoeuf		Nina Jack (GEOA)	Kayla Dardar
		Linda Rhodes	Brandie Breaux
		Sidney Rhodes	Natalie Breaux
		Marsha Naquin	Jane Walker
		Jess Bergeron	Shantell Johnson
		Dorothy Bergeron	Sherry Liner
		Eulan Pellegrin	
		Raven Boudreaux	
		Darla Cantrelle	
		H. Rene Rhodes	

**MINUTES**

- 1. **Public Comments (Limit 5 minutes per speaker).**  
1<sup>st</sup> Public Comment – Darla Cantrelle, 101 Lyndenwood Drive, Houma, LA – Darla addressed the TCOA Board of Directors concerning the replacement of TCOA Executive Director and limiting the candidates to in house only. \*SEE ATTACHED PRESENTATION.

**Melvin Malbrough made the motion “to allow Darla to continue her presentation, giving her another five minutes”. Seconded by Jean LeBoeuf.**

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

**Melvin Malbrough made the motion “to extend Darla’s time to complete her presentation”. Seconded by Jean LeBoeuf.**

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

2<sup>nd</sup> Public Comment – H. Rene’ Rhodes, 1115 Franklin Avenue, Houma, LA – Rene Rhodes stated that he sat on the board for six years. He stated that he contacted Michel Claudet in January, and Michel stated that you were looking into hiring with-in the organization. He stated that if you (board members) approve the minutes as they are written it would be a violation of the open meeting law. He also mentioned that he just wanted an opportunity to apply for the position.

**Jerome Boykin made the motion “To close Public Comments”. Seconded by Larry Daigle.**

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

**2. Minutes, Committee Reports, Resolutions, and other items needing to be adopted.**

Discussion - **Melvin Malbrough** stated that from Darla’s presentation that he thinks he needs to rescind the motion he made in the past, then maybe get with the Attorney General office and make corrections on the minutes.

**Michel Claudet** mentioned that if Melvin was looking to defer the minutes he could just defer it until we can look into the issue. He also mentioned that he was going to stay another year. Michel explained that if Melvin rescinds the motion, it just means that applications will not be just from with-in. By approving the meetings, even if it’s not done correctly if confirms that it is good and it validates the minutes. Michel mentions that Shavon Humphrey with GOEA was present at the meeting and asked for her opinion on the issue.

**Shavon Humphrey** suggested to adopt/accept each of the minutes individually, so that if there is a problem with one set of minutes it won’t affect the others. She also, stated that the board sets the rules, the board is responsible for the agency, the board is fitfully responsible, the board volunteers. If the group (board) of adults sat down and made a discussion on what they need to do best to move forward when they make a decision that is their right. Our agency polices the funding that you receive, so within the GOEA policy is how the board structure should be, and what the board can do. If they made a decision to do a thing, that’s what they thought was fair. GOEA will not frown upon what the board needs to do. She said the only suggestion she had for this situation which fall in line with Mr. Michel’s continuance is that the board wouldn’t be able to pick a replacement right because this may not be the board in place at the time it is needed.

**Michel Claudet** asked Mrs. Humphrey if it is possible to approve the minutes as long as anything in reference to the Executive Director replacement and applications is deleted.

**Shavon Humphrey** stated yes, it is, she has seen that done before where the motion would be; to adopt/approve the minutes with no reference to the personnel committee information on the replacement of the Executive Director.

**a. Adopt the Minutes of Board of Directors Meeting on January 18, 2024.**

**Melvin Malbrough made the motion “To Adopt the Minutes of Board of Directors Meeting on January 18, 2024 with the exception to any reference to the replacement of the Executive Director”. Seconded by Roland Aucoin.**

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

**b. Accept the Report of the Personnel Committee Meeting on January 18, 2024.**

**Melvin Malbrough made the motion “To Accept the Report of the Personnel Committee Meeting on January 18, 2024 with the exception to any reference to the replacement of the Executive Director”. Seconded by Roland Aucoin.**

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

**c. Accept the Report of the Personnel Committee Meeting on February 6, 2024.**

**Melvin Malbrough made the motion “To Accept the Report of the Personnel Committee Meeting on February 6, 2024 with the exception to any reference to the replacement of the Executive Director”. Seconded by Roland Aucoin.**

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

**Melvin Malbrough** asked for the floor. He states the he would like to thank Ms. Darla, she brought up a lot of interesting points and she opened his eyes up to a different view. He is one board member and he will take under consideration all of her comments. She has brought to light some issues that will need to be addressed before moving forward. He also thanks Mr. Rene for his time and his volunteer services in the past.

**3. Darla Cantrelle – Concerning Potential Violations of the Open Meeting Law R.S. 42:11 – R.S. 42:28 – Darla said she clarified her issues with the public comments and that she was done.**

**4. H. Rene Rhodes – To share information about recent events.**

Rene Rhodes stated that he was someone who served on the board. He stated that when Michel Claudet says, “what negates everything is that he is not leaving” is a lawyer’s trick. He says the TCOA is a public agency and Michel should have nothing/zero to do with choosing the next director. He showed the flash drive to the board letting them know that he requested public records. He stated that whoever becomes the Executive Director, becomes it, because they are the best person for the agency. But, the board needs to think of some important things that they may not be aware of. One of those things it’s the two different ways TCOA gets their funds/money, money from the state and then the millage. The millage is what allows this agency to be a premier agency. The millage is what allows us to do all the other services that don’t fall under federal programs. He spoke of past employment with Gordon’s Jewelers and

Abbot Laboratories, he spoke of supervisor experience and who he could and couldn't supervise. He stated that he will be at every meeting at this point. And he wants to know that he will be able to apply for the position. He states that it's just him and Darla right now but he knows of two others that also want to apply. He said the person who gets the job, either in house or public, should be the best person qualified for the job. And, they need to understand that their main focus besides running the agency is to recruit volunteers to help get the millage passed, because without the millage this agency will shrink quite a bit.

**5. A resolution authorizing Michel H. Claudet to sign the cooperative endeavor agreement between the TCOA and TPCG concerning Housing Vouchers for the Elderly as per attached.**

Michel Claudet mentioned that this is what he and Melvin Malbrough was working on with the parish and Kelli Vernado, it provides 25 vouchers for people 60 and over. TCOA is making a commitment for 5 years for \$161,250.00 year with up to 21,000.00 in management fees. Its renewal is for five year intervals after that.

**Melvin Malbrough made the motion "To approve the resolution authorizing Michel H. Claudet to sign the cooperative endeavor agreement between the TCOA and TPCG concerning Housing Vouchers for the Elderly". Seconded by Jerome Boykin.**

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

**6. TCOA's 2024-2025 Disaster Plan**

- a. **Review and discussion of recommended procedural change(s), if any. (Board Member's List was changed – Replacing Mr. Kirby Verret with Mr. John Silver).**
- b. **Pass a motion to approve the 2024-2025 Disaster Plan.**
- c. **A Board Resolution is required by GEOA for any procedural changes.**

Jane Walker explained that the Disaster Plan states the procedure that will be followed in the event of a disaster. The only changes that were made is removing Mr. Kirby Verret as a board member and replacing with Mr. John Silver. She questions if the board would like to make any changes.

**Jerome Boykin made the motion "To accept the TCOA's 2024-2025 Disaster Plan as submitted". Seconded by Roland Aucoin.**

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

7. **Discussion & Possible action on Air Purification Systems for main office and centers.**  
Mr. Michel explains, he is considering installing UV lights and HVAC air filters at the Op Center and each of the centers.

**Roland Aucoin made the motion “To install the UV light air purification system with HVAC filter in all the centers and the main office”. Seconded by Jean LeBoeuf.**

**Melvin Malbrough** asked if this would be an add on to the current system.

**Randy Manning** explained that is added to the duct work.

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

8. **Discussion concerning new chairs for the centers.**

a. **Stire Office World**

b. **Uline**

Mr. Michel explained that at the last meeting he had a request for some kind of booster seat for some of the elderly people at the centers that are having trouble getting out of chairs. After some discussion, it was decided that what they needed was handles on the chairs so they could push themselves out. Michel Claudet had two samples; one from Stire Office World for \$60/ea and one from Uline for \$75/ea. He clarified the difference between the two chairs; handles, cushions, price, etc. and stated that several people sat in them and discussed pros and cons. Most decided that the Uline chair was the better chair to get for the centers. He suggested starting with fifty chairs and placing them at various centers to see how they work.

**Roland Aucoin made the motion “To purchase 50 chairs at \$75.00 each (Uline)”.**

**Seconded by Jerome Boykin.**

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

9. **Discussion concerning Chamber Banquet.**

Mr. Michel explain that TCOA didn't win, Bayou Community Foundation did.

10. **Discussion concerning tenure of Executive Director.**

Mr. Michel states that he would like to stay for at least one more year.

11. **Discussion concerning Belfor Claim.**

Mr. Michel explained about his discussion via email with Belfor representative and explain he hasn't heard from her since December. He emailed Stan Duval for his opinion, who said not to do anything at this time. At this time, he is just waiting for Belfor to get back with him.

**12. Discussion concerning Montegut Center.**

Randy explained everything they have done and are doing to get the Montegut Center completed. He explained they are waiting on the Fire Marshall to respond for inspection, the paperwork has been submitted. His estimate for opening the center would be somewhere in March. Michel Claudet explained that he and Jada are working with the Chamber to do a ribbon cutting for the opening.

**13. A resolution authorizing Michel H. Claudet to contract with the low bidder on the Chauvin Generator.**

Mr. Michel stated in the packet is the list of bidders, the winning bid and the letter of recommendation from the engineer.

**Jerome Boykin made the motion “To approve the resolution authorizing Michel H. Claudet to contract with Guidry Electrical Contractors, Inc., the low bidder on the Chauvin Generator.”. Seconded by Roland Aucoin.**

Yeas: Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.

Nays: None

Absent: Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**

**14. Discussion concerning public records request.**

Mr. Michel stated it was for information only, he just wanted to let the board know the request made by Rene Rhodes and Darla Cantrelle.

**15. Senior Olympics in Houma, April 9 – 12 and May 7.**

Mr. Michel explain that the Senior Olympics will be returning this year and he mentioned the activities that will be in Houma.

**16. Discussion concerning Newsletter.**

Mr. Michel stated that age will no longer be put on the Newsletter next to birthdays and the next Board Member spotlight will be Roland Aucoin.

**17. Discussion concerning Chair Exercise and Music Therapy.**

Mr. Michel explained that the Chair Exercise is really big and he is trying to get it at the other centers. He also stated that he understands the people enjoy the Music Therapy.

**18. Discussion concerning Sale of Surplus vehicles.**

Kayla Dardar explained she has advertised in the Courier, TCOA has one cargo van, one mini-van and six buses that has been surplus and are going out for bid. Bid opening is March 13<sup>th</sup> and will be brought to the March board meeting for approval.

**19. Discussion concerning Shell Donation February 20<sup>th</sup>.**

Mr. Michel explained that Shell will be at Shady Acres on February 20<sup>th</sup> to deliver a donation check.

**20. Rent increase at our elderly Housing.**

Mr. Michel introduced Cherise Tabor and explained how she was able to get the rent increases in a little over a year for Elderly Housing in the amount of \$124,020. He states that it doesn't come from the resident's income that comes from the Federal Government.

- **Chairman's Report** – Mr. Mike stated all he could say was everything at Shady Acres is doing great.
- **Director's Report** – Mr. Michel reiterated that he will be here at least another year. He also stated he forgot to mention Mr. Kirby Verret winning the Most Useful Citizen award.

**21. Adjournment**

**Roland Aucoin made the motion "To Adjourn". Seconded by Jean LeBoeuf.**

**Yeas:** Michael Boquet, Jerome Boykin, Melvin Malbrough, Larry Daigle, Roland Aucoin, Jean LeBoeuf.


**Nays:** None

**Absent:** Carla Chaisson, Cyrus Pitre, Kurt Charpentier, Dave Kane, John Silver

**The Chairman declared the motion adopted.**



**CARLA CHAISSON- SECRETARY**



**DATE**

Darla Cantrelle  
101 Lyndenwood Dr.  
Houma, La 70364  
985-217-0733  
Darla1961@comcast.net

February 15, 2024

Dear Terrebonne Council on Aging Board of Directors,

My name is Darla Cantrelle, and TCOA has employed me for 29 years. I want to caution you on why you should not limit candidates for the next Executive Director to current staff.

This Board may legally be allowed to hire within the agency for the position. Still, ethically, you should do your due diligence as a Board of one of the largest Councils on Aging in the state to hire the most qualified candidate for the position.

With the amount of local funding this agency receives from the taxpayers of Terrebonne Parish, you are doing a disservice to the community by limiting your selection of the best and most qualified candidate.

Hiring the most qualified Director is a Board of Directors function and should be based on precedent rather than a twenty-month Administration's recommendation that appears biased. As one of the faces of this agency for over 29 years, I can guarantee that this agency does not have anyone currently working here who qualifies based on the qualifications and requirements in the Job Description.

Has this Board reviewed the Job Description for the Director, including Section 1155 of the Governor's Office of Elderly Affairs Policies and Procedures Manual? If you did, you would come to the same conclusion that I have. I have worked with these employees, and I know they are not qualified based on the required qualifications of the Executive Director's Job Description.

Remember, the Director works for the Board; the Board does not work for the Director. The current employees, I suspect, to apply have less than five years of combined experience in senior management.

**Staffing Profile:**

	Senior Management
❖ Michèl Claudet, Executive Director	20-months
❖ Jane Walker, Assistant Executive Director	32-months 15+ Years H.R. Supervisor



- ❖ Jada Ledet, Technology and Services Manager 20-months 3 Years H.R. Assistant
- ❖ Kayla Dardar, Transportation/Nutrition Supervisor 12 Years Dept. Supervisor

This new Administration has 4.5 years of combined experience in senior management and is still learning their job functions.

#### **Major Job Description Qualifications**

- Must have a bachelor's degree or equivalent administration experience in delivering social services to the public, relating to the elderly. (Years ago, the Job Description listed ten years of experience as a requirement).
- Must possess the ability to operate a private, non-profit service organization efficiently and understand the legal responsibilities and constraints of such an organization.
- Must understand current issues surrounding the needs of the parish's elderly citizens and be committed to the implementation of best-in-class practices for the delivery of those services.
- Must be able to establish and maintain effective working relationships with federal, state, regional, and local agencies, community leaders, the general public, and volunteers.
- Must possess the ability to obtain and manage grants and contracts.

Mr. Claudet says, "Someone from the outside will upset the apple cart." However, promoting a person from within without the required qualifications and experience in senior management will upset the apple cart much more than hiring the most qualified candidate for the job.

Mr. Claudet also said, "Everyone thinks they can run a bar, a car lot, and the Council on Aging. Not everyone can run the Council on Aging. It will take someone with the qualifications outlined in the Job Description. Based on the Organizational Chart, two of the three employees competing for the position do not directly supervise staff.

The agency lost 64 years of dedicated senior management experience when Marla Breaux, Bookkeeper/Compliance Officer, and I, Operations Manager, retired in June 2022. The agency lost an additional 33 years when Diana Edmonson, Executive Director, retired a month later. By July 1, 2022, the agency had lost nearly 100 years of senior management experience.

The Board hired two directors during my 29 years of employment, and each time, they interviewed qualified candidates, both internally and externally. It appears the Board has set a precedent; why change now? This change will lead to public scrutiny, especially since the new Director must renew the millage in their Administration.

This Board's most critical concern should be the passing of the millage renewal. The current staff members applying for the position do not have any experience with the millage process. Did you know the original 7.5-mill tax election was won by 93 votes? Ninety-three concerned citizens made a difference in our seniors' lives. I remember walking out of the Clerk of Courts office with the Director and thinking we had just won the lottery for the seniors of Terrebonne Parish. In my career, I played an essential role in passing several millages. It will take someone with knowledge of marketing and the process to succeed.

The successful candidate should understand the Older Americans Act of 1965 and the legal and ethical requirements of agencies contracted to provide those mandated services. Also, they should be proficient in applying the Older Americans Act and Louisiana law to analyze problem situations.

Please allow me an opportunity to interview out of consideration for my 29 years of dedicated service. I should be considered an employee applicant because of my vast experience as second in command for over 18 years as the Operations Manager and 11 years as a supervisor in every department. I am interested in applying for the position.

I have 29 years of experience and have been fundamental to the agency's Administration and success. I have a letter of Recommendation from Karen Ryder, Retired Executive Director of the Governor's Office of Elderly Affairs. Karen and I have worked together for 29 years, and her letter speaks of my commitment and dedication to this agency.

I chose not to apply for the position in 2022 due to COVID and my health. I hoped to work until my full-retirement age; however, at the time, it was not meant to be. Now that there has been a breakthrough in the development of a medication that has protected me, I am ready to come out of retirement for the betterment of TCOA. Also, I see that you are voting on an Air Purification System for the main office and center. I pray you approve that upgrade to the systems. I requested that the system be upgraded in 2022 as part of my ADA return-to-work accommodations, but I was told it was too costly, and the Director refused my request.

In all good conscience, you should follow the process that has worked for the last two Directors and allow the most qualified candidate to be chosen from the interviews of all eligible candidates, whether from within TCOA or the Parishes of Terrebonne and Lafourche.

Diana Edmonson, former Executive Director, recommended that the Board seek internal and external candidates for the position even though she had two capable employees who

had been with the agency in senior management for a combined total of 64 years and could have seamlessly taken over as Executive Director. How would Mr. Claudet have felt if she had convinced the Board to hire only from within? He would have thought it biased and voiced his opposition like Rene and I do.

Please prevent this Administration from giving you erroneous information to make the most critical decision for the future of this agency. Your decision will significantly impact our clients and staff if you do not withdraw the following motions and allow Public Comment on the matter:

On January 18, 2024, a Personnel Committee Meeting was held at 11:30 at the TCOA Operations Center. According to the Recording and Minutes, a discussion about hiring Michel Claudet's replacement ensued. The only item on the agenda was to appoint the new chairman. However, there was discussion and a vote to bring a motion to the full Board of Directors meeting at noon.

Melvin Malbrough made the motion "To announce publicly through the minutes of the board meeting the TCOA plans on promoting within the organization for the replacement of the director position." Seconded by Carla Chaisson

Mr. Malbrough must withdraw the motion from the minutes to allow the public to comment. If the motion is not withdrawn before approving the minutes of the Personnel Committee Meeting of January 18, 2024, this Board will violate the Open Meeting Law R.S. 42:14 and R.S. 42:19.

The Board of Directors Meeting began at noon, and again, the motion to replace the Director was not on the agenda but discussed under the Directors' Report. After some discussion, a motion was made by Mr. Jerome Boykin to accept the recommendation from the Personnel Committee that was held 30 minutes prior.

Jerome Boykin motioned, "To accept the recommendation from the Personnel Committee for TCOA plans on promoting within the organization for the replacement of the director position." Seconded by Carla Chaisson.

Mr. Boykin must withdraw the motion from the minutes to allow the public to comment. If he does not withdraw this motion before approving the minutes of the Board of Directors Meeting of January 18, 2024, again, this Board will be in violation of the Open Meeting Law R.S. 42:14 and R.S. 42:19.

The Director's responsibility is to ensure the Board of Directors can legally adopt motions and follow both Roberts Rules of Order and the Open Meeting Law R.S. 42:11 – R.S. 42:13 (AKA Sunshine Law). The current Director is an attorney and was the parish president for eight years. As a Board member, I would ask myself what his motive is for putting this agency in such a predicament by allowing you to violate the Open Meeting Law set by the Louisiana Legislature.

Please use R.S. 42:19, which is the procedure to add an agenda item to today's meeting. This problem needs to be resolved before there is community scrutiny. This agency has had a black eye in this parish for several years, and we need to be able to pass a millage soon.

Mr. Claudet may leave in a month or a year, but the Board needs to address this issue promptly. Please put this matter behind you by bringing this to a vote today and continuing the hiring practice used for the last 30+ years.

I did not bring this issue to your attention to cause trouble for the agency, the Board, or our clients. This agency is like my baby; I am just trying to protect it from harm.

Thank you for your time in this crucial matter,



Darla Cantrelle

On February 6, 2024, a Personnel Committee Meeting was held at 9:30 at the TCOA Operations Center. According to the minutes, a motion was made to Post Notice – asking for resumes from in-house candidates. Although this motion does not violate the Open Meeting Law, it is the same Personnel matter currently violating the Open Meeting Law. This motion needs to be withdrawn until further discussion on this issue.

Melvin Malbrough made the motion “To Post Notice – asking for resumes from in-house candidates for the position of Executive Director for Terrebonne Council on Aging, with a window of February 19<sup>th</sup> to February 29<sup>th</sup>, 2024, all resumes due at noon on the 29<sup>th</sup> of February. And, post the official job description of the Executive Director as an attachment to that notice”. Seconded by Carla Chaisson.

Date: February 1, 2024

RE: Letter of Recommendation

TO WHOM IT MAY CONCERN:

I am pleased and welcome to have this opportunity to write this letter of recommendation for Ms. Darla Cantrelle, who was employed by the Terrebonne Council on Aging for 29 years.

During those twenty-nine years, I have had the distinct pleasure of working with Ms. Cantrelle on a professional level. Overall, she is very intelligent and has very good analytical skills. She processes a detailed understanding of the Older American Act of 1965 and the legal and ethical requirements of agencies contracted for the provision of those mandated services.

Ms. Cantrelle has excellent communication skills. Her written correspondence is both clear and concise. She demonstrates her oral articulateness in discussions that are an integral part of the aging network's ability to maintain successful service provision. She is highly proficient in applying the Older Americans Act law, as well as Louisiana law in analyzing problem situations. Her explanations of the statutes, regulations, and requirements are always to the point, clear, and given with supporting documentation.

On a personal level, Ms. Cantrelle is a well-disciplined, industrious worker with a pleasant personality. She goes beyond the requirements of her position in the quality and quantity of her work. The skill and experience Ms. Cantrelle possesses, coupled with her outstanding character, would make her a valuable asset as Executive Director of Terrebonne Council on Aging or to any organization with which she is associated.

If additional information is needed or the board would like to speak to me, I can be contacted at 225-561-3037 or by email [agingtoday@yahoo.com](mailto:agingtoday@yahoo.com).

Sincerely,

*Karen J. Ryder*

Karen J. Ryder

Retired Executive Director

Office of Elderly Affairs

## TERREBONNE COUNCIL ON AGING JOB DESCRIPTION

**JOB TITLE:** Executive Director

**REPORT TO:** Board of Directors    **LOCATION:** Operations Center

### **JOB SUMMARY:**

The Executive Director serves as the Chief Administrative Officer of the Council on Aging, Inc. The Area Agency on Aging is responsible for policies and programs of the agency, for the benefit of older adults, in Terrebonne Parish. The Executive Director is appointed by the Board of Directors and is administratively responsible to the Board. The Executive Director is responsible for the overall management of the agency and its services and/or programs.

### **QUALIFICATIONS:**

- Must have a valid Louisiana Driver's License.
- Must understand current issues surrounding the needs of the parish's elderly citizens and be committed to the implementation of best in class practices for delivery of these services.
- Must be a good public speaker.
- Must have strong organizational skills and attention to details while achieving larger goals.
- Must have a bachelor's degree or equivalent administrative experience in the delivery of social services to the public, relating to the elderly.
- Must possess the ability to operate a private, non-profit service organization efficiently and understand the legal responsibilities and constraints of such organization.
- Must be able to establish and maintain effective working relationships with federal, state, regional and local agencies, community leaders, the general public, and volunteers.
- Must possess the ability to obtain and manage grants and contracts.
- Must have knowledge of:
  - Public/private funding resources
  - Publicizing events
  - Recruiting volunteers
  - Modern office practices and procedures
  - English language used in preparing reports
  - Basic knowledge of mathematics used in budgeting
  - Ability to communicate with employees, including the Senior Centers

### **ESSENTIAL FUNCTIONS:**

The Executive Director is responsible to carry out the work of the organization including, but not limited to, the following duties/responsibilities:

- Ensures that the Board of Directors and Executive Committee are kept informed on the conditions and operations of the agency.
- Attends all meetings of the Board of Directors and the Executive Committee.
- Executes all decisions of the Board and the Executive Committee.
- Plans, formulates and develops the agency's Area Plan and evaluates how this plan affects the program and operation of the agency.

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- Develops policies, procedures, and programs, subject to the TCOA Board of Directors' approval and, when required, the Governor's Office of Elderly Affairs' approval, and ensures that such policies, procedures, and programs comply with the provisions of the Older Americans Act.
- Oversees the development and coordination of activities, events, and programs, ensuring such activities benefit the senior citizens of Terrebonne Parish physically, mentally and emotionally.
- Reviews and monitors the budget to assure that funding is being used efficiently.
- Assists in the recruitment and screening of new department personnel, as needed.
- Consults with managers to ensure that a sufficient number of personnel are employed to implement the activities and services planned for the number of persons served and the frequency of the service provided.
- Assists in the supervision of paid staff members and volunteers in the effective performance of their duties for day-to-day operations.
- Supervises Managers ensuring fair and unbiased treatment, supervision, promotion, and discipline of paid staff in all levels of employment with TCOA.
- Consults with the Human Resources Manager with regards to proper training and job development of all staff.
- Attends and represents the agency in inter-agency and community meetings, trainings, etc.,

The statements contained herein, reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.



SIGNATURE

10/20/23

DATE

Mitchell H. Clawdell

PRINTED NAME

Revised 10.2023

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# GOVERNOR'S OFFICE OF ELDERLY AFFAIRS

## POLICY AND PROCEDURE MANUAL

<https://goea.louisiana.gov/media/sqkn2epb/goea-policy-and-procedures-manual-pdf.pdf>

As of 12-15-2023

### Duties of the Director

#### §1155. Council on Aging Board of Directors

##### A. Responsibilities of the Board of Directors

1. The board shall assure the availability of funds required for the COA to function. Additionally, the board shall be responsible for accountability of expenditures of funds.
2. The board shall establish policies governing all aspects of the COA's operations. These policies shall be in compliance with state and federal laws and regulations. Additionally, they shall comply with the policies established by the GOEA and shall be maintained as a matter of record. The board shall be responsible for enforcement of these policies.
3. The board shall employ a paid full-time executive director, who shall be qualified by education and/or experience to perform duties which include, but are not limited to the following:
  - a. planning and program development;
  - b. evaluation of programs and operation;
  - c. resource development and fund raising;
  - d. fiscal management and budgeting;
  - e. supervision of day-to-day operation;
  - f. community relations;
  - g. personnel management; and
  - h. training and staff development.
4. The board shall delegate the responsibilities listed in §1157. and §1159. of this manual to the executive director. The executive director shall perform his/her duties in accordance with policies established by the board. The executive director shall review

and report to the board and others, as appropriate, on programs, operations, facilities, equipment, and emergency arrangements.

5. The board shall establish written procedures for hearing employee grievances. These procedures shall provide for an appeal of disciplinary actions by the executive director.
6. The board shall ensure that any employee who runs for public office takes a leave of absence for the period of time she/he is actively involved in the campaign. An employee shall be considered actively involved in the campaign from the time she/he qualifies as a candidate to the time the votes are tabulated. If elected, the employee shall either resign or be terminated from employment.
7. The board shall ensure that immediate family members are not employed by the COA in direct supervisory relationships. Immediate family is defined as follows: husband, wife, father, mother, sister, brother, son, daughter, grandmother, grandfather, father-in-law, mother-in-law, sister-in-law, brother-in-law, son-in-law and daughter-in-law.

## §1157. Administrative and Personnel Responsibilities

### A. Administrative Responsibilities

1. Administrative records and reports shall be established and maintained on the COA's total operation to satisfy legal requirements and for use as a management tool. These should include:
  - a. written records of all policies set forth by the governing body;
  - b. minutes of meetings of the board;
  - c. minutes of committee meetings, including records of major decisions;
  - d. personnel records;
  - e. fiscal records;
  - f. correspondence;
  - g. safety, fire inspection, public health inspection, and related reports;
  - h. accident reports and procedures;
  - i. statistical information;
  - j. annual reports, reflecting fiscal and program activity of the COA; and
  - k. historical records, clippings, and other documents.
2. Administrative records and reports should be reviewed periodically by appropriate staff to evaluate their adequacy and continued usefulness.
3. An appropriate policy, consistent with administrative and legal requirements, should be established for retaining records and reports.

### B. Personnel Responsibilities

## 1. Personnel Management

### a. Staffing

A COA shall have a staffing pattern that clearly defines the positions necessary to implement the organization's goals and objectives and specifies appropriate relationships among all levels of administration and supervision.

### b. Staff Supervision

- i. A COA should have a formal system of staff supervision for paid and volunteer personnel to help improve their performance and develop their abilities. Supervision should include regular individual conferences and staff meetings.
- ii. A COA should have a development program for paid and volunteer staff to encourage participation in educational and training opportunities that will enhance their skills and job performance.

### c. Staff Training

- i. COAs shall provide training for staff and volunteers who are assigned to record keeping. Such training should include:
  - a) information about the COA's system of record keeping (for example, types of records and reports and how they are used);
  - b) training for computer-based information systems, if used by the COA; and
  - c) instruction about procedures to ensure confidentiality of participants and staff.

## 2. Personnel Policies, Practices and Procedures

- a. Personnel policies shall be written in a handbook or other suitable form and provided to staff, board members, and, as appropriate, other agencies. Procedures and criteria in the following areas should be included as applicable:
  - i. recruitment, hiring, probation, dismissal;
  - ii. insurance;
  - iii. leave, vacation, holidays, other benefits;
  - iv. retirement;
  - v. grievances and disciplinary actions;
  - vi. performance appraisal and promotion;
  - vii. salary ranges and increases;
  - viii. staff development and training;
  - ix. channels for staff communication with management;
  - x. family leave, if agency meets Family Medical Leave Act (FMLA) requirements;
  - xi. protection from discrimination based on age, race, sex, sexual preference, disability, and religious preference;

- xii. protection from sexual harassment; and
- xiii. Equal Employment Opportunity.
- b. Hiring practices shall be consistent with requirements of government laws and regulations.
- c. Job Descriptions
  - i. There shall be a written job description for each staff and volunteer position.
  - ii. Each job description shall state at a minimum:
    - a) position title;
    - b) qualifications;
    - c) duties and responsibilities;
    - d) scope of authority; and
    - e) lines of communication for supervision and reporting.
  - iii. Each staff member and volunteer shall be given a copy of his or her job description, and it must be discussed at the time of employment or job assignment.
  - iv. Management shall annually review each job description with staff and revise it as appropriate.
- d. An employee record shall be maintained, and should contain at least the following:
  - i. application for employment, including a résumé;
  - ii. letters of reference;
  - iii. job description;
  - iv. letters of employment;
  - v. record of compensation, promotion, and salary adjustments;
  - vi. evaluation and commendations;
  - vii. disciplinary actions; and
  - viii. correspondence on personnel matters.
- e. Each employee's performance shall be evaluated regularly, according to an established procedure. Performance appraisals should include:
  - i. a written performance appraisal based on objective and job-related criteria;
  - ii. review of the appraisal in a face-to-face interview; and
  - iii. opportunity for written dissent to be part of the personnel record.

## **§1159. Fiscal Responsibility**

### **A. Fiscal Planning**

1. A COA's financial operation shall be based on sound planning and prudent management of all resources.
2. The budget shall specify and allocate all anticipated income, from all sources, and all projected expenditures related to services regardless of the funding source.
3. Procedures shall be established and records kept so that a cost analysis of services and activities can be made and the results used in the planning process and for evaluations.

### **B. Accountability and Reporting**

1. Regular fiscal reports disclosing the COA's full financial condition shall be prepared. These reports shall include balance sheets, statements of income and expense, and cumulative and comparative budgets. Fiscal reports shall be submitted to the GOEA and made available to the public on request.
2. The accounting records of the COA shall be audited annually within 180 days after the close of each fiscal year by a Certified Auditor or Certified Public Accountant whose report shall be rendered to the board and sent to the GOEA as required.
3. The audit report shall be submitted to the board and the executive director and made available to the public on request.
4. Reports related to income provided for special purposes (grants, contracts, special projects, etc.) shall be prepared and submitted to the GOEA as required.
5. Annually, each COA shall file with the GOEA a financial statement for the previous year of all receipts and disbursements of funds allocated pursuant to R.S. 46:1606. Such statement shall be filed no later than 30 days after the close of each fiscal year.

### **C. Legal and Administrative Requirements**

1. A COA's financial operation shall conform to all applicable legal and administrative requirements.
2. Budgeting, accounting, and financial reporting practices shall conform to generally accepted accounting principles.
3. Budgeting, accounting, and financial reporting practices shall conform to requirements of a COA's funding sources.

### **D. Management Procedures**

1. Accurate and complete bookkeeping records shall be maintained.
2. A COA or its board shall have an internal control system consisting of written procedures for:

- a. centralized cash control, including recording cash receipts and expenditures, depositing cash, separation of cash handling from record-keeping, and periodic checks of petty cash and other cash funds;
- b. purchasing, including an approval system for all purchases, names of persons authorized to contract or purchase for the council on aging, obtaining competitive price quotes or bids, and separation of ordering and receiving functions;
- c. storage and inventory control; and
- d. bonding of persons who handle the COA's funds.

#### E. Risk Protection

1. A COA shall have a risk protection program (insurance coverage) that:
  - a. meets legal requirements;
  - b. is adequate to preserve the COA's assets; and
  - c. compensates claimants for reasonable claims.
2. Administrative staff or board members shall procure information on insurance needs and available types of protection. Such information should be reviewed by the board or the executive director at least annually.
3. A COA shall have insurance policies covering:
  - a. loss from fire, theft, vandalism, and natural disasters;
  - b. comprehensive general liability;
  - c. vehicle insurance;
  - d. liability for use of private automobiles by paid or volunteer staff on official business;
  - e. workers' compensation; and
  - f. liability for acts of volunteers.

#### F. Compensation

The members of the board shall receive no per diem or other compensation for their services.

#### G. Travel Reimbursement

Members of the board may receive reimbursement for in-parish travel for the purpose of attending meetings of the board or any committee. At the option of the board, board members may receive reimbursement for out-of-parish travel conducted in connection with business of the board. Such travel shall receive prior approval of the board at a regularly scheduled meeting. State travel regulations shall govern the rate of reimbursement.

#### H. Bonding

A fidelity bond shall be maintained by the COA to cover all board officers, all board members authorized to sign checks, and all COA employees who handle cash or other funds administered by the board.

**I. Bank Accounts**

The board shall designate all authorized check signers through passage of a resolution. All checks issued by the COA shall have two signatures. At least one of the signatures shall be that of a duly authorized board member. The bookkeeper or person preparing the checks shall not be authorized to sign checks.

**J. Ownership and Transfer of Property**

**1. Acquisition**

Assets derived from funds administered by the COA are assets of the COA.

**2. Disposition**

In the event of the dissolution of the COA, no assets shall be used to benefit any private person, corporation, or group. GOEA shall ensure that such assets are transferred to a unit of government or to another private non-profit agency holding a 501(c)(3) Certificate.

**Q.9. What are the requirements of an Open Meeting? R.S. 42:14 – 42:23**

**A.9. Meetings of public bodies are required to:**

- have notice of the meeting at least 24 hours before the meeting via placement of a copy of the notice at the place of the meeting or at the body's official office;
- allow for some means of public comment; R.S. 42:14(D) requires each public body (except school boards) conducting a meeting that is subject to the notice requirement of R.S. 42:19(A), to allow a public comment period prior to action on an agenda item upon which a vote is to be taken.\* The governing body may adopt reasonable rules and restrictions regarding this comment period.
- allow for recording of the meeting by the audience;
- record minutes of the proceedings; and
- have "open" meetings – that is, observable to the public with an opportunity for public participation. Public bodies may not close their meetings to the public absent narrowly defined exceptions.

A copy of the Open Meetings Law must also be posted at the location of the meeting.

**Q.15. Can an agenda be changed prior to the meeting?**

**R.S. 42:19**

**A.12. R.S. 42:19(A)(1)(b)(ii)(aa) states that the agenda shall not be changed less than 24 hours, exclusive of Saturdays, Sundays, and legal holidays, prior to the scheduled time of the meeting.**

**Q.16. What are the procedures to add to or delete items from an agenda?**

**R.S. 42:19**

**A.13. Public bodies may adopt procedures for governing their meetings and providing how members may place items on the agenda, provided that such procedures comply with the timelines set forth in the notice provisions of the Open Meetings Law and applicable statutory or charter provisions for the introduction and passage of instruments (i.e. ordinances and resolutions).**

To add items to an agenda at the meeting itself, the Open Meetings Law requires unanimous approval of the members present to add an item to the



agenda. In no case may a public body, by ordinance, charter provision or policy, lessen this requirement to a majority vote. A.G. Op. No. 15-0122.

Any motion for a vote to add an item to the agenda shall include with reasonable specificity the subject matter of the additional agenda item and the purpose for adding the item to the agenda. Public comment on the motion must be allowed prior to any vote to add an item to the agenda.

R.S. 42:19, which sets forth the requirements for notice of meetings, states at (A)(1)(b)(ii) that the notice shall include the agenda. Furthermore, any matter proposed that is not on the agenda shall be identified with reasonable specificity in the motion to take up the matter not on the agenda, including the purpose for the addition to the agenda. The matter must also be entered into the minutes of the meeting. Prior to any vote by the public body on the motion to take up a matter not on the agenda, there must be an opportunity for public comment on the motion in accordance with R.S. 42:14 or 15. The public body shall not use its authority to take up a matter not on the agenda as a subterfuge to defeat the purposes of R.S. 42:12 through 23.

Unless required by ordinance, charter provision or adopted policy to the contrary, public entities may remove, table, or withdraw agenda items by a majority vote of those members present.