

Grievance Committee
7/22/20

MARILEE ANDREWS: Good morning everyone. Hey guys. If everybody can turn on their cameras and their mikes. So, I am going to go ahead and take roll call. If we have a quorum we will start. Randall Brown is absent. Kim Basile.

KIM BASILE: Here.

MARILEE ANDREWS: Mike Billings.

MICHAEL BILLINGS: Here.

MARILEE ANDREWS: Mary Tarver.

MARY TARVER: Here.

MARILEE ANDREWS: Liz Gary.

LIZ GARY: Here.

MARILEE ANDREWS: Natalie LaRose. Charlie Michel.

CHARLIE MICHEL: Here.

MARILEE ANDREWS: Susan Reihn.

SUSAN REIHN: Here.

MARILEE ANDREWS: Jamie Tindal. So, we're good. We have a quorum. I am going to go ahead and call the meeting to order. I will let, so Randall is not here, and Mike is filling in as the chair. So, I am going to go ahead and let Mike, if you have introductory remarks that you want to share, I will open the floor for you to do that.

MICHAEL BILLINGS: Good morning everybody. Glad to see we have a quorum this morning so we can move forward. Kind of let Marilee run the show today. We have a lot of ground to cover and a set time to do it. I want to try to keep us on our timeframe and not run over today. I know a lot of us schedule around these meetings. If we can try to keep it on our time, I would appreciate it. And like all of you, I may have to dart off. I have several kids in the house, so if I disappear from camera view that is where I am at.

MARILEE ANDREWS: Okay. Great. We had a couple meeting attempts and this is our first official

meeting. We have a quorum. Exciting. I thought it would be a good idea, just going to invite all the members, and you can share a quick introduction. Your name, if you are here as a member of the committee from the council or from the public. And just anything relevant to, I guess, why you are on this committee that you would feel like sharing or anything else. I guess I will just go down the list. Kim.

KIM BASILE: I am Kim Basile. I am a parent and I currently sit on the council.

MICHAEL BILLINGS: I am a parent for region two on the executive committee. And I think this committee is important over the last year we have had several reasons that we need a grievance policy. I hope we can hash one out.

LIZ GARY: Good morning. Liz Gary, from the region nine area, a parent. Also been advocating in the State of Louisiana for at least 15 years. Both at the state level and also federally I have done some stuff. And I think this committee is very important because as the partners coordinator for over 11 years we did not have a policy in place for grievance. I think it's important we get some policies in place, so we know, and families know, what the chain of command is. Thank you.

MARY TARVER: I am a parent in Alexandria. I have an eight-year-old who has down syndrome. And I have been on the council for several years and I am on the executive committee. And I also agree with the other comments. Very important to have a streamlined process and a clear message for everybody to have a process and just something that is really important to have in any business or organization. We have some important work to do. Happy to be on the committee.

CHARLIE MICHEL: I am Charlie Michel and a parent of two adult children with disabilities. I am a retired 34-year educator. Not 34-year-old. Thirty-four years in education, And the reason I think this committee is important because it's sort of an extension of what I have been doing for the 34 years in

education. Whenever you are dealing with peoples' children, with their livelihood, with their education there is always going to be conflict. And I think having a policy that is clear, concise and easily implemented it makes a difference between civil disagreements and chaos. I think this meeting is going to generate some things that are going to keep things civil so we can stick with the issues and not with personalities. Thank you for inviting me on this committee.

SUSAN REIHN: Good morning. I am Susan Reihn. I am the executive director of Families Helping Families Southwest Louisiana. I have two children, 40-year-old and a 32-year-old with a disability. And I am, I guess, I am a public, a committee member from the public. And I agree with all the views that have been expressed and I am here to help as much as I can. Thank you.

MARILEE ANDREWS: And I think everybody will probably recognize me, but my name is Marilee Andrews. I work at the Developmental Disabilities Council and I will be the primary staff contact for this committee's administrative needs, questions, anything like that. A couple of you have been emailing me questions and that is good, what I am here for. I will complete housekeeping items, take roll, do the quorum, make sure we have it, create agendas based on the will of the committee, the calendar for our meeting, I will compile information that you guys find or need or think you want. And I will share it. After each of our meetings I will draft a summary and send it to the chair for approval. And after that it will be on our website.

Any public groups or individuals that would like to comment or speak can contact me to coordinate doing that at our upcoming meetings. Or they can do it just at the meeting at the end we will have public comment.

I wanted to give you guys a quick summary because we have been kind of everywhere with meeting. And then, of course, the corona virus shut down. This committee was formed in January at the January council

meeting. There were a couple motions made that ultimately ended in this committee being made to look at grievance procedures and make a formal policy. Our first meeting attempt was in March. There was not a quorum so there was no business done. The second meeting was in the middle of being scheduled and then the shutdown happened. So, we stopped scheduling it. So, this is our actual first full meeting. April was the chair of this committee and because of her passing she is not here. And Crystal had volunteered, Crystal White, a council member. And then she withdrew that shortly after. So, the members on the agenda are the members that we have today.

You guys all received a lot of documents, both electronically and in the mail. This was kind of from a brainstorming session, which I have been calling it, a brainstorming session because it wasn't an actual meeting. So, I went ahead and compiled and shared as much as that as I could. Hopefully, you guys have reviewed that ahead of time and when we get to that part on the agenda you all might have some input or thoughts on that.

I would like for us to take a 15-minute break around 11:30 or wherever we fall when we are done with an agenda item. If anybody wants to help me remember that, that would be great. So, the first thing on our agenda, officially business wise, is I want you guys to kind of talk about the charter. I created a committee charter that just kind of flushes out a little bit what I think you guys want this committee to do. What I think the full council wants the committee to do. I think it's helpful to have a charter. Makes sure we make good use of our time. Prevents confusion down the road and ensures that we, or you all as a committee, create the end product that is really the goal of this committee. So, I am going to on that up for you guys to discuss.

LIZ GARY: Liz. I have a question. Trying to find where I raise my hand and I don't see that. I see chat and everything, but don't see where I can raise my

hand. Don't want to just jump in. What do you prefer? Mike, I should ask you, raise my hand or jump in when it's silent?

MICHAEL BILLINGS: I think the size of this group we could probably go either way. But the raise hand function is at the bottom of your screen where it says participants. It opens a window and there is a button at the bottom for raise your hand. You are not unmuted.

LIZ GARY: Sorry. I found it. I will be prepared next time. May I speak? I guess the question is with the charter what is the thought process on how long this ad hoc is going to go? I am assuming if we are creating a charter thinking it' going to be more than one or two meetings. Something that goes for a while. Am I reading into correctly?

MARILEE ANDREWS: I didn't create the charter with the thought of how long this committee will be in existence. I just created it because I think it helps keep a committee on track. And it helps them create the final product that they want. I don't believe have like a time restriction. If you guys get it done in one meeting that is great. I would think that's unlikely. Does that answer your question?

LIZ GARY: Liz. Yes. It does. Thank you.

MARILEE ANDREWS: Has everybody reviewed it? Any input? Do you guys like what it looks like? Do you feel like this was the intent of the full council's motion? Do you think this will be helpful?

MICHAEL BILLINGS: Yes. Yes. Yes. I think it's very good to have the specific responsibilities of the committee outlined for us. And it will keep us on track. Ultimately the goal is to propose a formal grievance policy for the council's consideration.

MARILEE ANDREWS: Great. Would you guys like to vote on it? Anybody make a motion to adopt it?

CHARLIE MICHEL: I move we adopt the charter as written and submitted for consideration.

LIZ GARY: I will second it.

MARILEE ANDREWS: Sorry, I had a word document

open. Mike, do you want to ask about objections or abstentions?

MICHAEL BILLINGS: Yes. Also, it looks like Natalie has joined us. Do we have any objections? Any abstentions? So, the motion carries.

EBONY HAVEN: Mike, there is a question from the public. From Corhonda Carley.

MICHAEL BILLINGS: Corhonda.

LIZ GARY: It's a question in the chat. Did you want me to read it, or somebody else going to read it?

MARILEE ANDREWS: Question, can you please inform the public where they can access these documents or provide a link for the public to review? Thank you kindly in advance. So, all of our, Halie or Ebony, would you guys mind putting that link in there so I can keep moving forward with the meeting? The short answer is on our website if you go to 2020 meetings they are in chronological order. I think it's at the top. And you can click on that and it has the agenda and documents linked.

EBONY HAVEN: I can add the link.

MARILEE ANDREWS: Thank you so much. So, Mike, are you okay for me to move on? Mike, are you good for me to move onto the next agenda item? The next thing is it was suggested that you all are able to see and review LDH's policies on grievances, Families Helping Families and DD Council. Start with LDH. I went ahead and pulled that for you guys. You should have received that. LDH has a couple of different types of policies that you all got. I just sent everything grievance related. One on employee conduct, one on workplace violence, one on sexual harassment and an actual grievance policy. They have a form, an official form for their records. I would like, at this point, to open it to the committee for you guys to discuss these policies that I am sure you all reviewed ahead of time. Just share with the committee what you guys like, maybe what you don't like. Things you definitely should include, shouldn't include. Start narrowing down specifics for the council.

CHARLIE MICHEL: One of the things that I liked was the form. I have worked in places where they have a form like this and place where they don't. What I find it lends structure. Not so much for the DD Council, but anyone who wants to lodge a complaint has a nice centralized place. The form is just a reflection of the policy. But it just makes it more user friendly. So whatever policy we end up with, I think a grievance form would add to the efficacy of that policy.

MARILEE ANDREWS: So, I have that we should have a form that goes with our grievance policy. Would you guys prefer me to walk you through each one? Mike, I think Liz physically has her hand up.

MICHAEL BILLINGS: Go ahead Liz.

LIZ GARY: Thank you. I agree with Charlie. I do love this form. I think it's great because not only does it ask for the issues, it kind of goes back and forth to make sure they are pleased with the response and if it's acceptable. Meaning the employee and supervisor. The only thing is this particular grievance policy talks more about if you are an employee working at LDH under your supervisor. I think some of the information is good, but didn't really directly impact if family members or others were concerned with a grievance how that would work. Unless I read this wrong and misunderstood. Make sure when we are discussing it, focusing also on not so much an employee under a supervisor, but a parent who had an issue of an employee who worked under LDH.

CHARLIE MICHEL: Reading through some of the Families Helping Families ones and LDH a couple other things I think most of them addressed it as though it were an employee. My thought was because the scope of our work is going to be different, we can replace immediate supervisor with fill in the blank, executive director, or whatever position. And we can decide as a committee where that would go. And that to me could be universal for everyone. Doesn't matter if it's an employee, doesn't matter if it's a council member, doesn't matter if it's a committee member. Stays

generic and keeps it clean.

MARILEE ANDREWS: Right now, y'all are discussing LDH's grievance policy. Not the other ones?

CHARLIE MICHEL: No. The scope of this committee I thought was grievances. So, when I saw personnel and all that other stuff, I thought that was extraneous. I didn't know why we got that.

MARILEE ANDREWS: I just included it in order to give you guys all of the information that I had. That is what was asked of me to do. So that's what I did.

NATALIE LAROSE: Right now, we are talking about the LDH grievance form?

CHARLIE MICHEL: Yes.

MARILEE ANDREWS: So, we like it? That's what I am hearing. The council likes LDH's grievance policy and the form that goes with it. And Charlie you talked about replacing immediate supervisor with what?

CHARLIE MICHEL: Whatever position this committee determines is the person who should be the go-to person. I don't know if it's going to be the executive director of the DD staff, the chairperson of the DD Council. We just need to decide who is going to get these complaints or grievances.

MARILEE ANDREWS: Is that something you guys want to discuss now.

CHARLIE MICHEL: I see a hand raised.

LIZ GARY: I don't know if this is the time, not sure what the procedure is, but I think it's important, definitely, we do look at the fact that there is listed, I think it's going to be listed, not just. I think several levels Charlie was mentioning whether it's going to be the executive director or the chairperson. I think we need to have several levels in place. I think we always have to follow the chain of command. I think the most important thing of all. If it starts out the grievance goes to the specific person and the executive director and ultimately goes to the chairman. Needs to be defined. At each level what response is going to be given. If that person is not satisfied, how it moves up the chain of command.

Several layers, not just it goes to one place.

CHARLIE MICHEL: In addition to that, also needs to be some sort of a mechanism in place in the event that I have a grievance against the person to whom it's supposed to be filed to. If my grievance is to this person, I would give it to this person instead. Might be just the next person on the chain. Personally, I think we need to look at that. We have to be careful because if we do that incorrectly we lose a step in the grievance process. If my grievance is against Liz Gary and that is who I am supposed to send it to, but Liz is moving it up to Michael. Then there is a whole step in the process that has been by-passed. Might have to be Liz or her designee.

NATALIE LAROSE: Agree.

MARILEE ANDREWS: Historically in different departments the way I have seen it done, just going to give you guys this information. It is step wise, like you guys said. Let's say the grievance policy says submitted to Liz Gary and then Liz submits it with her recommendations to Charlie, or just as an example. But my grievance is about Liz. Historically the way I have seen it done you just bypass Liz and send it to Charlie. And you do have to bypass that step because the other option, like you said, is Liz's designee. If the complaint is about Liz and we know Liz doesn't like this complaint her designee may be someone that is her friend or maybe she directly supervises might feel uncomfortable looking at that complaint objectively. Just some information I am sharing with you guy said how I have seen it done.

CHARLIE MICHEL: If we do it purposefully, regardless of the outcome, as long as it's purposeful and we don't have unintended consequences because we overlooked something, I think we can make it look like whatever we want it to look like.

MARILEE ANDREWS: Is this something you guys think you need to do some homework on your own time and maybe our next agenda item you guys have more specific suggestions about that or discuss it here further

today? It's 10:00 o'clock. We're doing pretty well.

MICHAEL BILLINGS: Natalie had her hand up.

NATALIE LAROSE: I wanted to address that the public does not have access to these. So, I know I wasn't part of the committee and didn't already have these papers it would be pretty frustrating considering this is supposed to be an open meeting. Is there a way for us to go ahead and get them those? I know Ebony was working on that. She was saying they weren't able to be linked.

MARILEE ANDREWS: It is on open meeting. Sort of irrelevant how many documents on the agenda. I think there was a technical issue when it was uploading, and it was a lot of documents to scan. So that was just on oversight.

NATALIE LAROSE: Can they just get this grievance form we are currently discussing because that is not irrelevant.

MARILEE ANDREWS: No. That is not irrelevant.

MICHAEL BILLINGS: Can we put a link to where it's at on the LDH website.

MARILEE ANDREWS: We can find it on the website. After this meeting I will make sure all these are scanned in.

MICHAEL BILLINGS: We have public comments. Several about the documents. Which we're trying to resolve. And one from Sharon Dufuran, who is going to determine the outcome of the complaint? And that is the process we're currently working on. I believe would be the answer. And I have one from Kody who says her hand is raised. Go ahead.

KODY WILSON: Can y'all hear me? Hi. I think Liz and Charlie definitely hit on, and even Natalie, hit on just the concern that I have. Is that having those multiple layers. If my grievance is with Liz, and maybe with Liz and with Charlie, I think it's worth considering adding a third party, a third neutral party. Potentially someone at LDH legal or LDH HR who is separate from the direct issue. In the event of extraordinary circumstances that I would have a

grievance with the two people already designated on the council and would not feel comfortable airing it to the person I have a grievance with. If that makes sense.

MICHAEL BILLINGS: Thank you Kody. Corhonda, you have your hand up.

CORHONDA CORLEY: Great morning Mr. Chairman and ad hoc committee. I have several questions I would like to raise. One, if we are in compliance with open meeting law, according to open meeting law the public is supposed to have access with this document within 24 hours before the actual meeting takes place. And we did not. Just receiving the actual link right now from Liz Gary. Secondly, how will this form apply to transparency for the DD Council? Will this document be posted for the public to review? So, I am saying as far as if I was to file a complaint, hypothetically speaking, how will the public know I actually filed a complaint? How would the public be aware of the complaints being filed? Also, the public is unable to access these documents like I stated. Also, a person cannot investigate themselves. So that would be an ethical violation. So, if somebody had a problem with somebody, hypothetically speaking, like you Mr. Chairman, using you as an example, I don't have no problem with you. But if I had an issue with something you did, and I filed a complaint you're not supposed to legally be able to investigate that situation. It has to be an unbiased nonparty investigation. What steps we are going to put in place at the DD Council to ensure ethics are still being followed, but there is transparency with the public. I am also concerned with how many people were actually informed and made aware of actually being able to be a part of this actual committee? When was that information disseminated to the public? I am actually receiving a lot of information with these questions as well. Thank you so much Mr. Chairman.

MICHAEL BILLINGS: Thank you. First, the motion for the ad hoc committee, I believe, was made at the January council meeting. And that is when the

committee was actually formed and notified that there was going to be an ad hoc committee. We are getting a lot of questions that seem to be wanting to know what the final policy is going to look like, and what it is, and what the form is going to be. That is what we are here to decide today. At the very first step. Nowhere near the middle, nowhere near the end. Kind of gathering everybody's thoughts on what it should be and where it should go. That's our goal is for transparency and avoiding any conflicts of interest, or ethics violations, or possible ethics violations. That is the committee's goal and this council, this committee is heading in that direction. What we are working towards. Hope that answered your question.

CHARLIE MICHEL: I don't know who would be doing this, Marilee, or us, or whatever. But one of the things I would like us to review is what are the requirements of notifying the public of grievances. My experience grievances are not public. They are not posted on websites. They are dealt with privately through the standards that are set forth in the policy. But I have never worked in a place where if I had a grievance against Liz and I wrote it up that whatever agency I was submitting it to would publish it. I'd like to see what our legal requirements is, either allowing it, mandating it, or permitting it. I think the question came up. I think that should be part of the policy, so again, that adds to the credibility why we are doing or not doing something.

MICHAEL BILLINGS: Very good point Charlie. Also, we need to make sure there is basically a whistle blower type procedure in place because could be somebody with an issue with somebody, like you were saying earlier, direct report or some major issue that needs to go higher. A lot of that is in confidentiality. And we need to maintain that as well. And just so let me catch up on comments here.

LIZ GARY: You can start around 10:04 with Sharon.

MARILEE ANDREWS: I just want to make sure Corhonda had all her questions answered. I don't want to skip

over that. Do you mind if I address that? So, I typed everything you said. So, I will take responsibility, I had a technical issue uploading the agenda that had everything linked. And I think it was the number of scans. I do think we're still in compliance with open meetings law, but I am not an attorney. Mike answered a lot of the questions about what this going to look like, et cetera. And that is kind of what we are doing today, our first actual meeting.

And then you asked about how to join the committee. So, at the January council meeting the executive committee recommended the council establish an ad hoc committee to develop a grievance policy and procedure. Crystal White and then seconded by Phil asked for the council to consider members. Then Mike seconded by Kim opened the floor for people to volunteer to serve. And it sort of happened right there at the council meeting people said I will, I will, I will. And then it was brought up as a concern that some FHF people weren't at the meeting and they might want to be on this committee. So, I reached out to all of the FHF director. So, I hope that answers your question. And I am not sure if there would have been a better way to do it. That is how the event played out. Back to you, Mike.

MICHAEL BILLINGS: A comment from Liz pointing out the January transcript is on the DD website under January meeting and that motion is on page 114. One that is requesting comments, to the panelists, we hold public comments so we can move on with the meeting. And then Corhonda, need to make sure legal is consulted and forms are in compliance. Of course, we will do that. It has to go before the full council. Like I said, basically the first introductory meeting in starting in this process. So, looks like everything right now. If you want to move onto the next step.

LIZ GARY: I noticed one right before where it said January transcript there was one Sharon Dufran put there. Doesn't go to panelists and attendees. Looks like it only went to panelists. Can I read it? There

should be a standing committee to address grievances received. It should reflect the diversity and host both parents and self-advocates as agency rep and staff member for support. As these are serious issues the committee should host more than one parent and more than one self-advocate.

MICHAEL BILLINGS: Thank you for that. Marilee, will you make note of that as well please.

LIZ GARY: If I could just address.

MARILEE ANDREWS: More than one parent and more than one advocate?

LIZ GARY: Reflect the diversity of both parents and self-advocates for agency rep and staff member. And should host more than one parent and more than one self-advocate is what it stated. I just want to address that. I think it's a good idea to have a panel that is consistent with reviewing this information or these concerns. We do those panels like even with rack meetings and IFS individual family support there's a panel of people that sit around to determine whether or not they are going to give the money out. I know it's a different thing. But you're still looking at confidential information and still looking to determine whether or not these people, and what they should be granted. I think a great idea from Sharon that you make sure there is other people involved who are reviewing these grievances to make sure it's satisfactory and more than just a few eyes are taking care of what is going on.

MICHAEL BILLINGS: Absolutely.

NATALIE LAROSE: I agree.

CHARLIE MICHEL: I agree that is a good thing. But we need to make sure if we are going to create that sort of a committee that is going to be reviewing it we need to identify positions on that committee like parent, self-advocate, whatever that is the roles and a set number. But it needs to be a rolling membership. Because we fall back into that situation where if it's the same three of us all the time and the complaint is against one, two or three of us then it is problematic

from the transparency standpoint. We want to make sure we identify roles as opposed to individuals. And then we have to identify who is going to name the individuals on that committee based on the complaint. Part of the process. Marilee, are you sorry you asked me to be on this committee yet.

MARILEE ANDREWS: No. Nothing more interesting than a conversation with committee members. I have all these notes. I am trying to copy and paste them for the assignments part of our agenda. Just try to keep this in mind as we are working as a team. So, we are still in the LDH policy. We figured out you guys like the grievance policy and the grievance form. I would suggest, it's 10:13. I would suggest deciding if we are going to dig into that now. Or deciding if we're going to assign this as homework for you guys to read every page and come back with some more specific information of what to actually write down into our policy. Or somebody to start a draft. I will defer to you, Mike.

MICHAEL BILLINGS: Deferring to me. My thoughts are we probably need to do, I would recommend homework on this. And everybody gather their initial thoughts and then come back to a draft. I will leave that open to the rest of the committee.

LIZ GARY: I think we definitely need to do homework and come back with information. I also think this conversation now is pretty robust. I would hate to not continue with open discussion. As Marilee is taking notes. I think the notes she is probably capturing will help us guide as to as we read to be focused on some of the things we already addressed. I think it's probably important to continue thinking of ideas and talking it through at the same time of still going deeper into it to make sure that we have a policy that is very strong.

MICHAEL BILLINGS: I agree. And also, maybe as part of that homework if we could start working on developing a flow chart of where these procedures would go for both us and for future use once this is rolled

out.

NATALIE LAROSE: I think that is a great idea, Michael. I don't know if we are still taking comments, but I know there is a few more comments that were noted.

MARILEE ANDREWS: We have a member with their hand up. It's Kim.

KIM BASILE: Has anyone, cause I just thought of this, contacted ITAAC to see if they have grievance policies or sample grievance policies that other DD Councils use.

MARILEE ANDREWS: That is something we talked about at the first meeting attempt. And that is further down. We can jump to it. Is to find DD Councils' policies. We talked about sort of not reinventing the wheel. Sure, we are not the first council who has issues like this or maybe even the exact issues. So that needs to be an assignment. And you guys can talk about that now if you want.

NATALIE LAROSE: Has it not been inquired of ITAAC yet as they have some grievance policies or samples

MARILEE ANDREWS: Natalie, I am going to give you kind of like the summary, and Liz you can jump in. We had volunteers at the last failed meeting, that had no quorum, about gathering information. So, Liz had volunteered, but I believe she wasn't comfortable actually moving forward to get that information until there was an actual meeting with a real quorum and she was sure that was the will of the committee. But Liz can elaborate on that.

LIZ GARY: That is correct. We had talked about it, but since it wasn't a full quorum and wasn't a technical meeting I did not feel it was right for me to call councils to say I sat on a grievance committee that hasn't officially been started and wasn't the blessing for me to do that. Because of that I did not move forward. I did not mention about ITAAC. I had mentioned about the DD Council, different areas to call. But I think ITAAC is probably the best place to start there and possibly move down. I don't know if

that works best for Marilee to reach out to ITAAC since Sheryl has been around first and see what she says. If I need to call, I am happy to do whatever it is the will of the committee.

CHARLIE MICHEL: What is ITAAC? Sorry, I probably should know that. I don't know what that is.

MICHAEL BILLINGS: Not sure of the exact acronym.

LIZ GARY: It's the informational technical arm of the National Association for Developmental Disabilities Councils. The technical assistance on side of them. And so, everyone who has a council belongs to NADDC and give money to the NADDC to get feedback and information. So, the technical assistance part that basically provides that information to the different DD Councils. And Sheryl Matney is over that who came to Louisiana last May and again in October to provide information. So that is who ITAAC is and funded through the different councils. And I don't know how NADDC, I don't know if NADDC is required under the DD Act, but basically guide everything. Not the arm, not the federal arm, don't provide the dollars, just provide the guidance. Like an organization is my understanding.

MARILEE ANDREWS: Very helpful all around.

MICHAEL BILLINGS: I think that would be a good route and good action to pursue. If somebody would want to take that on and we could get a motion.

NATALIE LAROSE: I would make that motion that we contact ITAAC.

MARILEE ANDREWS: Can you turn on your camera? I think Liz is correct, it would be appropriate for staff to reach out to ITAAC. But I certainly don't have to. Again, really just here for housekeeping and to help the committee get their business done. So, the actual work should be mostly divided among y'all. But for ITAAC, if you guys want that, I am happy to reach out to them. But that would be really the will of the committee. Don't want to overstep and have you guys think I am talking to ITAAC or something without y'all's knowledge. Let you guys tell me what you think.

LIZ GARY: I am happy to reach out if it is the will of the committee.

MICHAEL BILLINGS: Natalie has the motion on the floor that we reach out to ITAAC to see if there is any established grievance policies by councils, I believe. Is a good summary of your motion, Natalie?

NATALIE LAROSE: Yes. That would be good.

MICHAEL BILLINGS: Do we have a second?

KIM BASILE: I will second it.

MICHAEL BILLINGS: Do we have any comments?

MARILEE ANDREWS: First ask if there is any objections?

MICHAEL BILLINGS: Sorry. Any objections? Any abstentions? Any public comment on this particular item?

EBONY HAVEN: Sharon has a comment in the chat.

MICHAEL BILLINGS: I have seen her comment and we are going to address it in a bit. It's not particular to this. It's regarding the grievance filings. Hearing none, this motion carries. And since we are on a little break between items I will go back and address the comments. So, we have one from Corhonda that says the panel should embody the DD Act of complete diversity and inclusion. We have one from Sharon Dufran that says I disagree. Grievance committees need training. It can exist for a time duration, as in three months. I disagree it should be a rolling committee. Save my last comments. We will not discuss committee makeup. Which we will eventually be setting the committee makeup, I believe is what we agreed on. And from Sharon Dufran, also because grievances should be held in confidence the DD should still maintain the document online giving generalities of grievance filings, data filings, general category as in open meeting and disposition such as findings issued or progress. Should be a component to file anonymously. I agree. Not staff. Committee meetings should bring research to the table. And that was the end of the comments. And Natalie has her hand up.

NATALIE LAROSE: I don't know how this works, but

can I also either add to that motion or make another motion? Not sure what I need to do. That it be Liz that reaches out to them since that was who she already. I don't know if I even need to make that motion since she was already designated to reach out to people anyway.

MICHAEL BILLINGS: I don't believe the motion was specific on, was it Marilee.

MARILEE ANDREWS: No. It was not decided that Liz would reach out. The motion didn't include that. But we can informally, you guys can informally decide that now. Liz it sounds like at least one committee member wants you to reach out to ITAAC. Does anybody else have input on that?

KIM BASILE: I am good with Liz reaching out since she is the one that could explain what ITAAC was to some of the people.

MICHAEL BILLINGS: Anybody that doesn't feel comfortable with Liz reaching out? Okay, so Liz has volunteered.

LIZ GARY: Happy to do it. Wanted to make sure it was on the record that it was requested before I did it.

MARILEE ANDREWS: Liz, just so I am clear, thinking only ITAAC.

LIZ GARY: I am going to reach out to Ms. Matney first and ask her if she has anything or any records. Because one of the things I have noticed, and pretty clear even with the FHF centers, that a lot of the grievance procedures are very similar. So, I am assuming that based on a contract with somebody it must have stated there was a grievance procedure and kind of like a rough draft of a lot of familiarities. So, she might have something that has been used in the past for other DD Councils. Very similar to Louisiana Special Education Administrators whenever there's a new law is passed; they get their legal department to write up and draw up a thing. And they all pretty much copy the same thing, just specialize it to their district. I am thinking if I talk to her first, she might already have

something legally approved by the feds as something that could be used as a grievance procedure. So, once I hear back from her, if that is the case, I don't know I need to pursue individual council. If not, then I can pursue individual councils. If that is okay with everybody?

MICHAEL BILLINGS: Okay. We have two public comments in line with this. And from Sharon Dufran. Liz, ask ITAAC to send documents to support your conversation with them. And from Corhonda, question, can you please have the response be provided in writing for transparency, accuracy and reliability.

LIZ GARY: Absolutely. I will do nothing that is word of mouth. I will have documents in writing. I will not move forward without that.

MARILEE ANDREWS: So, I am going to move onto the FHF policy if everyone is okay with that. So, actually, I have to thank Ebony, she helped me compile this. And we have all the FHF policies, which you all have received. Has anybody reviewed it? Okay. I am seeing nods. Does anybody want to start us off on things they like or don't like. Similarities or differences

KIM BASILE: I did a spreadsheet yesterday and it actually compared, I stopped when they all started looking familiar. But I like that there are timelines where it's usually between three and five days. It doesn't specify working days or calendar days from when the incident occurs to when it goes to the first person. I'm not saying we should use these numbers. But I like that they give parameters of when the steps should occur, and then who it goes to next, and last when it goes all the way through the process. It says the board would make the final decision and there is nothing after that. So, I think I would like to have ours model after that where there is a specific timeline and where the final decision will come from.

CHARLIE MICHEL: I agree. When we do the timeline though, Kim, you made a good point, it needs to be specified workdays. Because if the office is closed

for two weeks for Christmas, let's say, or the council is unavailable for two weeks, or whatever to the deal is, it's just too hard to get people together when there is no expectation of a meeting. It needs to be certain. I think because it's a council and not a business or school setting the timeframe might need to be stretched out a little more. Because we are always at the office. If somebody in my office has a complaint, we can do it within three to five working days. But a council that meets quarterly not going to be as readily available.

MARILEE ANDREWS: Also, to your point Charlie, if you guys decide you want to use pieces of LDH itself, or legal, or HR department we are also going to have to play by their timeline. We are probably not going to be their number one priority. So that is something to keep in mind as well.

KIM BASILE: I am going to throw this out there. This may be too long of a time frame. But since the council meets quarterly, maybe we have standing, and this is a suggestion, standing grievance committee. Whoever is appointed to it meeting the week before council. Just so that people know. But then again, if someone submits it August 1, which is right after a council meeting, that may be too long. So, throwing ideas out there. Seeing what will stick.

MICHAEL BILLINGS: Very valid point.

NATALIE LAROSE: I think that's a good point also. I think that also maybe if we are going to have like a standing committee that addresses these things if we should kind of look at how often they should meet to be able to address things in a timely fashion.

MARILEE ANDREWS: Kim, is that what you are saying, they meet.

KIM BASILE: Not the ad hoc committee that forms that committee, but the new committee. We are saying the same thing.

MICHAEL BILLINGS: Also, you would want them to be able to address it on a timely basis. You wouldn't want to wait, if it was filed say immediately after a

meeting you wouldn't want to wait till almost after the meeting. Work on a timeframe when something is filed and the steps it would take with different timeframes throughout.

NATALIE LAROSE: That was my intention, Mike, is what you are referring to. Maybe we should look at every four to six weeks. Just throwing these numbers out there. Maybe we can look at how often they should meet

MICHAEL BILLINGS: May end up being as needed. If you say we are going to meet every six weeks and you have nothing or may meet every six weeks and have ten. And then overwhelmed at your six-week meeting. Those are things we need to consider and possibly look at.

MARILEE ANDREWS: I think we should oh, Liz just stepped out. I think we should ask Liz to pay special attention to that whenever she does her homework with ITAAC. Cause I am sure they had this somewhere across the United States.

MICHAEL BILLINGS: I have a couple of comments I will address real quick. Sharon Dufran says these issues should not be determined by the council as a whole. Maybe have the Advocacy Center on the committee. People hesitate if they know their issues will be discussed in a public forum. And then Corhonda question, can the DD Council please continue to restate that nothing is being set in stone due to the public not having access to this information according to Robert Rules of order open meeting law and Louisiana ethics. And Sharon Dufran, grievances need time to determine findings to include having the committee allow the person filing to appear before the committee to ensure their grievance is fully understood. This could take weeks. Grievance committee should meet as needed and quarterly before council meetings to provide an update. And I don't see anything else right now.

CHARLIE MICHEL: Charlie. Just want to point out there may be some confusion on open meeting laws. I think if the agenda is posted at the initial time, that is what constitutes open meeting law. There are

frequently meetings where all the information is not available to the public at large. Sometimes not even at the meeting until after the meeting. So, if we can stick to the topic of grievance. And no one said anything is going to be set in stone. I would like us to keep moving along with the topic.

MARILEE ANDREWS: Thank you, Charlie. I appreciate that.

MICHAEL BILLINGS: A public comment from Kody Wilson. I would suggest possibly a disability right ombudsman be considered for the makeup of that committee. Not necessarily by standing council member. We have a comment from Sharon. It's hard to stick to the topic when we have no documents. No idea what the documents include. Do we have anything else y'all want to address right now?

NATALIE LAROSE: I don't know if we continue to discuss about the frequency or hold that until we have been able to do more homework?

MICHAEL BILLINGS: I think it would be wise of us to table that timeframe and see if there are some existing grievance policies, we may be able to tag along. Definitely keep it in mind and keep thinking about that part for our homework. Like flow chart and the outlines of policy.

MARILEE ANDREWS: In that spirit we are on the DD Council's policy. What we have talked about is not compiled ahead of time. Liz is going it reach out to ITAAC. Kim likes the timeline. Or no, I am sorry FHF. We talked about the timeline. We are going to table that for our next discussion when we flush that out a little more. Anything else on the FHF policies that anyone wants to share? Mike, I think Kim has her hand up.

KIM BASILE: Marilee, can you give us a quick and dirty of the path that you as an employee under LDH would have to go. Like you would go to your immediate supervisor first, I am assuming. And then from your immediate supervisor if you are not satisfied where does it go after that.

MARILEE ANDREWS: That is a good question. I think working at the Developmental Disabilities Council is a unique place to be in LDH because we fall under LDH, sort of because we have to fall somewhere. But we are not really under LDH. So if I had a grievance I wouldn't, as far as I understand it, and it's never been explained to me in a clear way, but from my own legwork I would go to LDH HR, walk out of our building and go into the Bienville Building and say I have a problem. It was never explained to me.

NATALIE LAROSE: Not even something you would have to go to your immediate supervisor necessarily about it, as far as you know.

MARILEE ANDREWS: If I wanted to make a formal grievance complaint, no. I would go to LDH, as far as I understand it.

KIM BASILE: Kim. Ebony, you are on the call, so I am going to use your name. Please know that this is all made up. If you had a problem with Ebony, you would not go to the ED first.

MARILEE ANDREWS: If I had a problem with Ebony like....

KIM BASILE: A grievance against her.

MARILEE ANDREWS: Something with weight, like she was harassing me or bullying me. I would probably feel more comfortable with going to LDH.

KIM BASILE: Not what you feel comfortable with, what you should do according to what is written down for you to do for LDH employees. Cause I am assuming you are their employee.

MARILEE ANDREWS: Right. I am an LDH employee. I think probably LDH's policy would say the first step would be to talk to my supervisor.

EBONY HAVEN: Right. I was going to jump in and say that. And even at our staff retreats we had in August since I have been there that is the policy. And I apologize my son is with me. That the policy. So, I would go to my supervisor first and then if it wasn't handled there go to his supervisor. All the way to the ED. And then I want to say, and I don't have it in

front of me, Kim. I apologize, but I want to say if we weren't satisfied with the ED go to the chair of the council. But don't quote me on that because I am not 100 percent sure about that. But I know for sure we would go to our immediate supervisor first. Then if I wasn't satisfied go to his supervisor or her supervisor.

KIM BASILE: Mike, please tell me if I am off base. Can we give them a little homework? If I understand it, the council only employees the ED. And the ED employees all staff. So, I don't see if Ebony had a problem that she would somehow wind up with. It's just confusing.

MARILEE ANDREWS: It is confusing, Kim. I am confused. Sounds like Ebony has more light on this topic than me.

MICHAEL BILLINGS: Marilee, could you look into that for us.

MARILEE ANDREWS: Yeah. I will. I am going to say off the top of my head. Just let me write down my homework.

MICHAEL BILLINGS: Very important for the committee as well if there is a grievance against a staff member or.

MARILEE ANDREWS: I will do the homework. This is where I'm confused. I don't know if it's going to be a DD Council. Mary is raising her hand.

MARY TARVER: I think we had this conversation before whenever we were having these discussions a while back. Y'all are employed by the state so you follow the state grievance process for associates. But for this committee is working on what to do for parents, for council members, for the public about grievance. This doesn't have anything to do with your employment. That goes through your employer. We don't need to be involved in that aspect of it because you are employed by the state. So, I would think that you would need to follow these guidelines. This committee is looking at grievances from the public and other committee members or people on the council.

KIM BASILE: Mary, help me understand. So, when we make up this new grievance committee that will be the end all? If a parent goes to complain to the grievance committee and they don't like the outcome there won't be anything higher for them to go to? That is why I was asking Marilee where they fell under since we fall under LDH.

MARY TARVER: If I had a discussion with Marilee and I felt like I needed to let the DD Council know that there was some issue going on, she's not professional at a meeting or whatever, I think that still would go through, would be an HR issue because she is an employee of the state. We might need to carve out a piece. But it's coming from, not from them, but from the grievance process that it would be a council member or a member of the public that would have the grievance then it would still go through the grievance process. If Marilee and Ebony have a problem that has nothing to do with us. Because they are employees of the state. Kind of what my point was the difference between it. Because they were doing something you didn't agree with. But it's something happening in their office that doesn't have anything to do with our grievance committee.

KIM BASILE: What if Susy Q public has a problem and she files a complaint with the grievance committee and they go through all these steps, whatever they are, and the grievance committee comes back to Susy Q public and she is not happy. We need to go where she would go from there.

MARY TARVER: I guess some of the technical assistance we can get whenever Liz finds that out. At some point you are going to have to reach a decision. It can't go out there forever. I guess that would be more of a technical question of what the possibilities are. I am not sure.

MICHAEL BILLINGS: Mary, you have your hand up.

MARY TARVER: That was it. Just going to say I thought, you could still have a grievance against somebody who works on the council and go through the

grievance committee. But between them, that wouldn't have anything to do what this committee is doing. I don't think. I will unraise my hand.

NATALIE LAROSE: I was just curious if we were still going to ask Marilee to still go ahead and like see what that policy would be. I am just curious since we are looking at other grievance policies and how that works. Just curious what that policy would actually be. I don't know if we are still requesting that or not.

MARILEE ANDREWS: I think, and Kim can tell me if I am wrong, in your mind there was a connection between what an employee, no?

KIM BASILE: Since we fall under LDH I was assuming we would have to follow kind of sort of the same hierarchy as you as an employee. But not if we had a problem against an employee. I was just trying figure out the hierarchy.

MARILEE ANDREWS: Yes. Sounds like it's not relevant for me to do this homework. Just to give you guys a little bit of information, you already have LDH's grievance policy. That's what I think I would do. I just scanned it. It said I would go to my immediate supervisor. And I wasn't happy, a delegated appointed authority in the employee chain of command.

LIZ GARY: I think where it gets confusing is the fact the DD Council is technically its own entity. Although it's supervised under LDH as the designated state agency. I think it gets difficult as far as holding accountability as far as where does a parent go. And I think, I am guessing where Kim is going. So, if we had a personal problem with a staff member, and that staff member, let's just say is classified like you, then you go to your person, but then where do we go. Do we go to you and then your person above you? And who is that person above you? Is that person above your member at the DD Council, or somebody at the council and then it goes onto LDH. Although you are under a grievance policy with LDH, still not clear how families would do it. Much clearer when you look at a

Families Helping Families because you go to the staff member, you go to the director, and then you go to the board. Much more difficult trying to figure out exactly where this chain of command falls at the DD Council. I think that is what so important to make sure before we start putting all this in place we truly understand what levels are, and where does it go, and who answers to who to make sure we have this policy and procedure. Very streamlined and very accurate.

MARILEE ANDREWS: Yeah. That is good stuff Liz.

MICHAEL BILLINGS: Can I address comments real quick. From Susan, the documents only include LDH's policies regarding grievances and FHs grievance policies. If that helps. From Sharon Dufran, I am wondering whether the FHF centers would share if they used these policies, and met with any difficulties, and explain how LDH is not your oversight. And then Charlie replied back, I haven't had to use this process in my two years at FHF, so I have no frame of reference for that. But I was part of the grievance procedure on numerous occasions while serving as a special education director in a local school district. Because the policy was very structured, we really didn't have any problems with its implementation or coming to resolution. From Corhonda, exactly how are you attempting to create a grievance complaint procedure and make it completely inclusive in this committee isn't including any self-advocates in according with the DD Act. Susan Dufran, once a grievance committee is formed a meeting should (inaudible) event then contact the aggrieved. Staff should never be the point of contact nor triage any grievances in any capacity. The current Partners in Policymaking grievance has gone nowhere after being sent to the executive committee. Parents can file with any investigative agency if not resolved. Provide that contact list with findings. From Corhonda. Sharon, thank you for stating these pertinent facts. For our hierarchy, the NADDC should be contacted for their information. From Kathy, if a complaint involves an employee then LDH process should

be followed. The committee needs to figure out processes against complaints of nonemployees, a DDC member. Corhonda, some of the problems we are facing is partially due to individuals not knowing the law, how it applies, rules and responsibilities and the governing authorities. We should consult with legal and our federal governing authorities.

EBONY HAVEN: Sharon has her hand raised, Mike.

SHARON DUFRAN: I just want to remind everyone that the committee is going to be comprised of volunteers. Parents, advocates, council members, self-advocates, if you put someone from the community. To be so structured as to learn all of the rules about this is just not a possibility. So, but I do feel like a grievance committee should be established and should be maintained for a period of time. Because there needs to be training put in place in how to conduct a grievance interview and how to get more information. All of those things. I think it's extremely important we don't just have a bunch of people get together and talk about it. Because right now there is a grievance that has been, the council has been informed of prior to October of 2019. And it has gone nowhere. And one of the things the executive committee did do was call LDH. Well, here is the deal, LDH does not be involved if the grievance is against the council or council staff. Because they are the oversight committee and they are very familiar with all these people. And I have seen the bias in play. So, the grievance committee should be the first and last stop. The grievances should be held in anonymity because people are not going to want to come forward if they know you are going to stand at the quarterly council meeting and discuss their grievances. If you decide that person, there was no value to that person's grievance that is unbelievably wrong to get up and shame a parent, or a self-advocate, or whomever files it. And the other thing is, there is definitely a hierarchy. If a parent or the aggrieved is not happy with the findings that the committee produces then there is the ethics board, boards and

commissions, the IG. There are plenty of investigative agencies out there that they can file that grievance with. And something the policy should actually state is the person who is aggrieved will not file with any of the investigative agencies until the findings are produced by the committee or the committee needs to drop the findings. You cannot have multiple agencies looking at the same complaint and kind of competing against each other with the right findings. So, all these things a lot of nuances. I really think homework is needed for this. But I appreciate the starting point you have established today and that's all I have for now. Thank you so much.

MICHAEL BILLINGS: Thank you, Sharon. Good points. And just, I am trying to recall, but it's been, last few months been pretty hectic. I believe that one incident we did send a letter, I believe that letter was sent at the request of the executive committee, if not the full committee to OIG, LDH, and the board of ethics. But I can't swear on that.

MARILEE ANDREWS: Yes. I think you are right. I recall there was a motion we needed to send it to everybody. And I do, this is my 2 cents, I do tend to agree with Sharon on that point. When you have multiple investigative agencies looking at the same complaint it sort of muddies the water and then you are in a real dilemma if we get back two different conclusions. That might be something for you guys to think about the order that you are going to go in.

CHARLIE MICHEL: It is something that's good because you don't want to have multiple agencies, like you said. But I am concerned because the only way that that works, and it should be in place, and I think we need to put that in there, those other agencies need to have that as part of their procedure as well. If I do a complaint through whatever process we come up with here and I do it with one of those other agencies, what is to stop the other agency from accepting it and they don't have some stipulation it's not being reviewed by some other agency. I don't know how to make that work.

I think a great idea and necessary, but we have to look at how we would make that work. Then when we find out the other agency is investigating it do we then just stop the complaint process at that point? Some optic problems as well.

MARILEE ANDREWS: Number one, I don't think we can say what another agency does. We can communicate and say this is our policy and we'd like you to help us follow this policy so when you get a complaint let us know. But then that in itself might have bad optics where the complainer is thinking, I sent this to OIG and now OIG is talking to the council. It's almost like you have to put some responsibility and trust in the person filing the grievance. And if you guys decide first, we are going to do the DD Council grievance policy and then if you are not happy our policy says you go to the OIG, for example. You are asking them to follow the DD Council's grievance procedures cause you are filing a grievance with the DD Council. If they don't and do both at the same time, I think the only option, for y'all to discuss, would be for the council to say we are in a tough spot now, we can't do this. You filed it with someone else. You can't ask the OIG to drop a complaint. Number one. But number two, I think really upset the person who filed the grievance.

MICHAEL BILLINGS: Take a minute to go back on comments. Sorry if I am repeating. I believe this is where I left off. Kathy, if a complaint involves an employee then LDH process should be followed. The committee needs to figure out a process for complaints against nonemployees, a DDC member. From Corhonda, some of the problems we are facing is partially due to individuals not knowing the law, how it applies, roles and responsibilities in the governing authorities. We should consult with legal at our federal governing authorities. Sorry. I had already read those. From Kathleen Cannino, is the public allowed to serve on ad hoc committees with DD Council? The answer to that is yes. This was opened up to the public when it was formed. From Kathy, if the aggrieved is not satisfied

an appeal process needs to be established. And Sharon Dufran, Mike the grievances have not been resolved or they are not even on the agenda anymore. The agencies you sent to have timelines. Has anyone contacted these agencies? That needs to be addressed. And Charlie, agencies do have this in place and yes, the aggrieved should be given the choice of where to look at agency complaint forms online. They ask to be filed elsewhere. Kathy, the DDC is unique because being mandated by the DD Act so information from ITAAC and other DD Councils will be helpful. And from Kathleen Cannino, are the committees with the public serving on it in line with the DD Act? That is all for now. Sharon Dufran, community members serving on committees is in the bylaws. Has been for decades. Anybody have anything else?

LIZ GARY: I do agree with Kathy with her statement that we need to make sure, speaking this out loud so we can add to it, but I do agree. We need to make sure there is an appeal process in case they are not satisfied there's a way to go back or go higher up. And make sure that is clear as to how that looks.

MICHAEL BILLINGS: Marilee, breaktime?

MARY TARVER: I was just going to say when you look through the Families Helping Families documents that were provided that there is a section about family grievance policy and how it looks. So, I think while there is a section in all those about associates or their employees, there is a section about families. And so, looking through those you can see that generally they are going to say report back to the executive director and then they have a timeline how that looks. So, I think it would be, because we have so much work ahead of us, make sure we are carving out that associate piece. Don't worry about them. Looking at how a family can make a complaint. And you can see in there they do have a way for them if they are not satisfied you can appeal to the board in the entirety. And then it gives them an address on where they send that. And then the board has 30 days after the appeal

to set a hearing with the family. And an individual with a grievance committee appointed by the board chairman. And so, there is a process. So, I think we have got some groundwork, but I have high hopes for Liz. I think that we all want to make sure that there is a consistent process. That there is a way to have a grievance looked at reviewed by the committee. And what I have seen in some places is that you like would be appointed to be on the grievance committee and that committee may be in place for six months. And you only meet when there is a reason to meet. After that time, you may have a new group of people and they are in charge. It's going to take time, effort and responsibility for the grievance committee so you wouldn't want the same people to be on it all the time. And I think that would be a process we can look at. How you would implement that grievance like ad hoc committee that it would just say in place. And you may have a chairperson that is going to be there. And that may be the member at large on the executive committee might be the person that is that person is always there. And then everybody else rotates. I think there are going to be lots of examples that we can use that already got a lot of the groundwork set. I think this meeting is important for us to kind of put our spin on things and make sure we are going to look for specific things we are asking about today. So, I think we are on a good path. We know we have a lot of work to do.

MICHAEL BILLINGS: Thank you Mary. Natalie, we are going to hear from you and then take a break.

NATALIE LAROSE: I was just going to agree with what Liz and Mary just said about I think what they said was very good ideas. But I did also want to follow up and say that grievance that was filed has not been resolved and there has not been any answer that has come back as to how that would be resolved. Just wanted to step in on that.

MARILEE ANDREWS: I guess because I am the only staff here, well Ebony and Halie are here. Do you guys want me to push that up if there could be some

resolution or answer on that. I am not super familiar with what you guys are talking about, but I can ask.

LIZ GARY: Yeah. I think that would be a good idea. Because I think that also is going to help with what we are doing now to see what has been done, what the process was, if anyone responded. If it's even been sent out. I know Mike you said you are not sure. But I definitely think it's something we need to look at because it was going on for quite some time. As far as we know it has not been addressed. No response that came back to the parents at all. Not a matter that it hasn't been resolved, they have not even heard back. I do think, Marilee, I would ask you move forward. If Mike if that is your pleasure to be able to do that. I think we do need that to help guide us in this particular grievance plan.

MICHAEL BILLINGS: I agree as well. I hate to say it could have possibly got lost in the shuffle between the shutdown and April's death and the March meeting and all. But yeah, definitely something we should follow back on.

MARILEE ANDREWS: Obviously, important. This is the thing though; I don't know how you can explain to me what exactly I am following up on while maintaining some confidentiality. This is a public meeting right now. Whoever made the complaint can they let me know.

NATALIE LAROSE: The PIP grievance. I am sure everybody knows about it now because it's been mentioned in full council meetings.

MICHAEL BILLINGS: If I am remembering correctly, we had drafted a letter. Almost sure the council voted on it.

LIZ GARY: The last time it was talked about was in January of this year. I think the EC talked about it in February. From what I remember Randall was, I don't know if he was going to talk to somebody or send a letter. I am not sure the letter was ever sent.

MICHAEL BILLINGS: I would have to go back and read.

MARILEE ANDREWS: I will just do some research on

that and I will hopefully come back with some more information.

MICHAEL BILLINGS: Can we take a break now? Everybody good with that? Can we meet back, start back at 11:30. Thank y'all. Hopefully carry on after the break. So, see y'all at 11:30.

Can y'all hear me? All right it's 11:32. We can go ahead and get started.

MARILEE ANDREWS: I am just going to do a quick roll call and make sure we still have everyone present. Kim Basile. Mike Billings.

MICHAEL BILLINGS: Here.

MARILEE ANDREWS: Mary Tarver. She is not here yet. Liz Gary.

LIZ GARY: Here.

MARILEE ANDREWS: Natalie LaRose. Charlie Michel

CHARLIE MICHEL: Here.

MARILEE ANDREWS: Susan Reihn.

SUSAN REIHN: Here.

MARILEE ANDREWS: So that is five. You guys have a quorum. So, the place we left off we are kind of wrapping up FHF policy. Next on our agenda would be the council policies. We discussed that previously. Hey Liz.

LIZ GARY: I wanted to ask this question before we took a break. But I will ask it now. It goes back to FHF policy. I noticed a lot of these policies are very, very similar so I am assuming they got together. I am assuming. So, I should ask a question. Were these done like as a standard form from somewhere that a lot of them are similar or was this something each one did individually? Cause a lot of the verbiage and stuff sounds a lot of like. I didn't know if this was something that had been done overall or each one was individually done.

SUSAN REIHN: So the way it happened is as we started looking at grievance policies and policies and procedures what we usually do is share amongst ourselves and then we individually enact those policies or work with our board of directors to, cause you will

notice some that are a little bit different than others. We kind of just share amongst each other all the centers and then. But they are all individual policies. While they might look very alike, they probably came from one, but morphed at one center into something else.

LIZ GARY: Are they required for y'all under any contracts or anything? Is that why all of them.

SUSAN REIHN: Might. I think some of our contracts specifically say we have to have, I don't know they are specific grievance policies, but good nonprofit practice to have policy and procedures that include whistleblower policies, and grievance policies, and family grievance policies, etc.

LIZ GARY: Okay. Thanks.

CHARLIE MICHEL: That's just basic HR. Whether nonprofit, public agency, private agency. If that crops up, you have certain HR rules to follow.

MARILEE ANDREWS: I actually forgot, before we jump back in. I did a little bit of leg work and as I understand it, the PIP complaint was sent, offices were contacted. Which is LDH HR, board of ethics, and the OIG. That was really their responsibility of the chairperson of the council. So, I believe April worked on that pry to her passing. At this point it would be Randall's responsibility. I don't want to dip my toes into it much further, just for optics. I would encourage, it sounds like nobody is clear on where it is. I would encourage you guys to reach out to your chairperson of the council.

MICHAEL BILLINGS: Yes. Thank you.

MARILEE ANDREWS: The next thing on our agenda was DD Council policy. We kind of talked about that. And we were going to have Liz reach out to ITAAC. That is what I have down. She is nodding. So, the next thing is assignments. So, I will just read out what I have, and we will go from there. What are the legal requirements in making a grievance public, mandating a grievance be public or forbidding a grievance from being public? So that is something that was asked that

you guys wanted to know. It might make sense for Liz to ask that when she is with ITAAC?

MICHAEL BILLINGS: I think that is a great idea. Everybody else can give their input.

CHARLIE MICHEL: I think it's a good idea too, just to make sure we are doing it right. And look I am going to tell you, I was a teacher in education for 34 years and I am a firm believer there are very few new ideas, only new people to steal ideas from. If Liz gets some good ideas from it that covers the scope of what we need to do, we don't need to reinvent the wheel. Just maybe tweak it to meet specific needs.

MARILEE ANDREWS: Good stuff Charlie. I agree. Liz, are you okay with taking that responsibility?

LIZ GARY: I am. But I just got the last part. Is it mandated to make a public grievance policy public? Is that correct?

MARILEE ANDREWS: Sort of. It's postured a little differently. So, the debate from the public is these should always be public and then no, these should always be private. So, then Charlie raised a question, what are the legal requirements regarding anonymity or publicity of agreements? Legally is there a standard? Are we required to make that public? Are we required to keep them anonymous? We don't know. So, I think that would be something that ITAAC.

LIZ GARY: I will ask. But I have some suspension they will say you need to check your legal department at your state or federally to determine whether or not you can do something like that. But I will check with them, absolutely.

MARILEE ANDREWS: Right. If they do say that maybe they will have their best practice or something. The next, I suggested because we sort of narrowed down the LDH grievance policy was good, I would suggest at the discretion of the committee for everyone here to go home and read the LDH grievance policy, read the form and come back with edits, language that we like. Just kind of more specific highlights. And then that could be combined with what Liz brings back from ITAAC. That

is a suggestion. I would need you guys' input or approval.

MICHAEL BILLINGS: What do y'all think?

CHARLIE MICHEL: What I was writing down as homework is going through and sort of reading not just the LDH policy, but reading the LDH policy and the generic portions of the Families Helping Families policy. Because I think there is going to be some elements of the Families Helping Families policies that will be more applicable to what we want to do than LDH policy. When we have some kind of census like that with a unified purpose and we get the information from Liz from those four letters IT, whatever it is, then we can, I think then we can start building upon that. And that should put us in a good starting position to get a procedure up and written that will meet the needs of our specific circumstances.

MICHAEL BILLINGS: Anyone else? Susan, is that your hand up, no.

MARILEE ANDREWS: I have down assigned to all, read LDH grievance policy and FHF grievance policy and come back with language we would like to use in our draft.

MICHAEL BILLINGS: Do you have your hand up?

MARY TARVER: I recently looked over them and printed some of it out again today to refresh my memory. And it's not that much on the Families Helping Families. I think we are going to get the most bang for our buck on Liz getting some information for technical assistance and see other DD Councils that have a grievance policy rather than Families Helping Families. I don't think there is a whole lot there for us to build from. It just gives a general idea of what they do.

MICHAEL BILLINGS: Definitely hoping Liz has good luck with getting information.

MARILEE ANDREWS: Do we want to just maybe remove that as an assignment? And ITAAC will be our starting point? Or do you guys want that as an assignment?

CHARLIE MICHEL: I am going to do it anyway. I think we are going to be hard pressed to move forward

until the information from Liz. I think Liz, the results of her will yield the best information for us to move forward. But I want to have a frame of reference better than what I have now when we get that information.

MICHAEL BILLINGS: I am kind of the same as Charlie. I want to go pull from these, but I think if there is already a council grievance process that is going to direct us pretty much where we need to go we can just tweak and personalize and make it specific to our state council.

MARILEE ANDREWS: I will just remove that. The other thing that was talked about, again before ITAAC, creating a flowchart of procedures based on the way the homework is shaping. I would suggest waiting to do that. You make your flowchart after you have an actual process.

MICHAEL BILLINGS: We may end up with a process that already has a flowchart.

MARILEE ANDREWS: There you go. Okay. Also, Liz this is, I think you stepped away when this was talked about. Just paying special attention to the timeline within any policy received. That kind of falls into the same thing.

LIZ GARY: What do you mean by that? Here is what I am planning to do. If I am on the wrong direction. I am planning to reach out to Sheryl and ask her for any documents that she has they had provided to other DD Councils or grievance procedures. Anything that relates to grievance procedures, they have a standard form that people have been sent, or any kind of thing. Anything that I receive from her will come straight to y'all. I have no intentions of doing anything but getting the information directly from her so that I can present to you. If she is unable to provide me with information then I will ask if she can direct me to another area, agency or how to go about it. Only using what she gives me and her guidance to move forward. If there is something else I am missing I don't feel like I should be doing anything or tearing apart anything,

just bringing it back to the council. Is that what the will of this committee is?

SUSAN REIHN: I am having trouble with my speaker. Sorry. I think am I still muted. Can you hear me? Thanks. I think Marilee was referring to the timeline Kim liked on the Families Helping Families documents, putting in specific timelines to our what we recommend. Is that what you were talking about.

MARILEE ANDREWS: Yes.

LIZ GARY: Sorry. Then translate back to me how does that relate to what I am doing with the stuff from Sheryl. Sorry, I must have missed something.

MARILEE ANDREWS: Yeah. You had stepped out. Really not, I guess if it's confusing, I could put it for future agenda item. And Kim jump in if I am misspeaking or to comment. Kim had talked about she really liked the timeline where it sort of mandates, just makes sure things flow. The discussion was let's make sure to pay special attention to that when we get the policy.

LIZ GARY: I see what you are saying.

MARILEE ANDREWS: Getting it and its coming and I don't think anything is going to happen in between. Just voicing that.

LIZ GARY: I apologize. I wasn't clear. Thought you were asking about making sure there were timelines on the documents. I understand what you are saying now. I apologize. Thank you.

MARILEE ANDREWS: That is really our only assignment guys. So, it's all on Liz. We are relying on you for everything. Moving on, future agenda items. What do you guys think.

SUSAN REIHN: Won't that kind of be driven by what information Liz gets from ITAAC and how we proceed from there.

MARILEE ANDREWS: ITAAC review. Anything else? Just kind of thinking our next meeting will be mostly digging in there.

MICHAEL BILLINGS: I believe so. Anybody else hands up?

MARILEE ANDREWS: I wanted to talk about the future meeting schedule. We are almost done, although I do usually have public comment at the end, we have kind of done it in between. But if there is more public comment then we will be almost done. Just saying that to say, say we end at 12 that shows we need an hour less. It was initially scheduled for this huge chunk of time because that's what was voiced as the desire. We can keep it just easy, 9:30 to 1. Everybody always knows it's 9:30 to 1 on whatever day. Or we can shorten that, make it 9:30 to 12 on whatever day. We can make it even shorter. Do you want to meet quarterly? When do we want our next meeting to be? Put on the calendar all of our meetings, like our next five meetings and cancel as we don't need or do it one at a time?

MICHAEL BILLINGS: I think right now kind of hinged on getting the information. So, say when Liz can either find her information or find out there is no information then we can schedule further out. I think we do need to schedule our next meeting. And I kind of like scheduling for this time period in case we need to go that long. But if we can wrap up earlier then it's good for everybody. And Liz had her hand up.

LIZ GARY: I was just going to say my intent was as soon as we close this meeting out, I already looked up Sheryl's email and already comprising an email to send it out today. My plan is to get on it as quick as possible, so we don't have any more delays.

MARILEE ANDREWS: With that being said, when do you guys think it would be appropriate to meet next?

MICHAEL BILLINGS: Do you want to make that contingent on Liz getting information.

MARILEE ANDREWS: Don't schedule anything until Liz emails the group?

MICHAEL BILLINGS: I would think so. When she gets us information then we should be able to schedule. I would anticipate she can get that rather quickly. She can let you know what she has and send us out a schedule or a poll to make sure we can schedule on the

same day if everybody is agreeable.

CHARLIE MICHEL: I am going to kind of think at a different vantage point. I think while we are all here it's easier to maybe get us to come in agreement with a meeting time. Because Liz sounds like she is about to get on it, probably not going to take her long. Make sure there is enough time for us to be able to do that. Maybe three weeks or so. Like August the 12th, or 5th, or 19th, or something like that. Enough time for her to do what she has to do and maybe us to review it prior to the meeting. But not so much time we lose the momentum.

MARILEE ANDREWS: I would tend to agree with Charlie. Usually better to get something on the calendar.

CHARLIE MICHEL: Hard to arrange a meeting with a bunch of people via email.

MICHAEL BILLINGS: I opened up August and it's blank.

CHARLIE MICHEL: Might have to do with the pandemic.

MARILEE ANDREWS: Would you guys like me to run through some dates. Thinking we will start, today is July 22nd, start looking around August 19th?

LIZ GARY: I think that is too long.

CHARLIE MICHEL: I was thinking the fifth or the 12th.

MARILEE ANDREWS: So, August fifth. And I guess before I start do you guys want the same time, 9:30 to 1?

LIZ GARY: I know I am not available on August 5th. I am available the fourth or sixth.

MARILEE ANDREWS: Before we start going through dates, let's decide the time. 9:30 to one, or you guys don't like that, or what?

CHARLIE MICHEL: Works for me.

LIZ GARY: That's fine.

MARILEE ANDREWS: Great. Not August fifth. I can't do the fourth.

SUSAN REIHN: I can't do the sixth, but I am just

one person.

MARILEE ANDREWS: August 7th is a Friday.

CHARLIE MICHEL: I am good on the seventh.

MICHAEL BILLINGS: I am good on the seventh.

LIZ GARY: I am good on the seventh

MARILEE ANDREWS: So, we will do 9:30 to one on August 7th. Brenton just texted me. Thank goodness. He says he has that date set. No, that was the sixth. So, the seventh should be good. Sorry, guys. Say August 7th from 9:30 a.m. to 1:00 p.m. let me triple check on our website on events to make sure there is no other meeting that maybe I am not privy to that are on that date. There is nothing updated past.

HANNAH JENKINS: There is nothing scheduled.

MARILEE ANDREWS: So, we will say 9:30 to 1 on August 7th. I am sure it will be zoom like this. And it will be the same format. I will send out an agenda. Ensure everything is linked on the agenda to the extent that I can. And then we are thinking....

CHARLIE MICHEL: Can we get the information that Liz is going to collect prior to that meeting so we can review it prior to the meeting.

MARILEE ANDREWS: Yeah. Would you guys prefer just Liz send it to all? Or I guess it would be better if she sent it to me and I send it, so you guys aren't discussing and creating a quorum on the side. If Liz sends it to me and I send it to everybody? And I usually just do that and BCC everyone so it doesn't unintentionally create an email thread and you guys actually create a quorum. And then, Liz, if for some reason you feel like this is too soon or something we can just reschedule.

LIZ GARY: All totally depend on how quickly Sheryl can get back with me with information or information she doesn't have. But I will let you know.

MARILEE ANDREWS: Perfect. The next thing public comment. I know we did it during the meeting. But this is the place I have earmarked for public comment. Mike, you want to take over.

MICHAEL BILLINGS: We do have a few more. From

Sharon Dufran, the council mandates the grievance policy for FHF, kind of ironic. Investigative agencies in virtually every corporate office allows for anonymity. Can the transcripts be copied? ITAAC and the agencies that host investigations, ethics boards, and communities, IG office, etc. And then Kathleen posted a link to the Texas DD Council complaint procedure policy. And Corhonda replied to that thank you kindly for the link. Not to mention that's our neighboring state that shares the same legal jurisdiction. Sharon Dufran, someone should investigate the importance of anonymity. And Corhonda, in the meantime how will the DD Council address any complaints? Will we continue to not address them? Will we continue to not allow their voices to be heard, eliminating an inclusive environment with transparency? How will the public receive the information considering we did not have access to it in accordance with the law?

MARILEE ANDREWS: I don't understand the question.

MICHAEL BILLINGS: From Corhonda?

MARILEE ANDREWS: At the top. I don't know what Sharon is asking can the transcript be copied.

MICHAEL BILLINGS: Sharon are you still on?

MARILEE ANDREWS: Ebony, do I have to do something so I can make it so she can speak.

SHARON DUFRAN: No. That was me. I had to unmute. I have a tab I have never seen before in a zoom meeting and it says under more, it says view full transcript. And so, when you go there virtually everything that has been said has been recorded. So, I thought it would be great to capture that. I know I threw out a bunch of things that the committee wasn't really ready to address, but are sound practices from other agencies, and what not, that I sat with or dealt with. I just thought it would be great to be able to capture that. I tried to copy and paste it and I couldn't.

MARILEE ANDREWS: Sharon, I guess this a zoom feature and it's doing it automatically. You will see one of our attendees her name is Lynsey Hebert. She is

a captionist and she is doing this meeting.

SHARON DUFRAN: Are all the council subcommittees, ad hocs being captured via transcription?

MARILEE ANDREWS: Say it again.

SHARON DUFRAN: Are all committees, ad hocs, standing, whatever, EC committees, are they also being captured by the transcriptionist?

MARILEE ANDREWS: I am not sure if they all are. I really don't have the best answer for that.

SHARON DUFRAN: Can you find out what the best answer is? I would put my email address up in a second and you can answer that for me.

MARILEE ANDREWS: Yeah. I can do that.

LIZ GARY: Didn't our most recent council meeting state all future meetings were going to be transcribed?

MARILEE ANDREWS: Yes. But I was hesitant to do a blanket all. I am not sure if the executive committee is. You know what I mean. Just didn't want to give her.

LIZ GARY: I guess we need clarification. I know the council meeting they stated in the future that Shawn had basically stated they are paying for that for a transcriptionist to be doing the meeting. Clarification on what specific meetings will be transcribed.

MARILEE ANDREWS: If you go into executive session.

LIZ GARY: Obviously, you don't transcribe that, but if it's an open.

MARILEE ANDREWS: It might sound obvious, but I wanted to get the correct information.

LIZ GARY: Thank you. Also, if you can check and see if they will be posting them on the website. After the council meetings they post right below, like January meeting that kind of stuff. If they are going to do the same thing, possibly post it under the grievance.

MARILEE ANDREWS: If it's transcribed it will be on our website. The long way to your answer Sharon. We don't have to copy and paste it. It will be on the website from a more accurate transcriber from what zoom

is doing for you to print.

MICHAEL BILLINGS: Corhonda, you have your hand up.

CORHONDA CORLEY: Yes. Another thing I was curious about, I want to thank the lady that spoke before me, some of our videos after our committee meetings our videos are not accessible on YouTube. How are we going to address that? I know it took us quite a while for us to actually be able to receive one of the videos in regards to the executive director search. So, I am just wondering if we are going to address that too. Because these videos that is supposed to be public record. And we are supposed to be accessible to be able to watch that. That was the point of it being accessible on YouTube due to the pandemic. We're supposed to be able to attend virtually and YouTube is one of the sources. Also, are the comments from YouTube, are we making sure those comments are being put in the transcription as being transcribed in the actual record so people can actually review that if they request a written copy of the transcript? Are we providing the transcript in the different languages? Because that is, again, part of inclusion under our DD act. And I just want to make sure because I know Mr. Charlie, you had concerns in regards to people addressing our grievances, but we actually have concerns of wanting our grievances actually being addressed in a timely and prudent manner. And also, in accordance with the law. And so, if you would like, Mr. Charlie, I would greatly appreciate conversing with you after this meeting so we can actually address some of the issues that you may have had that I may have. Also, we want to make sure that all populations within our disability community within the State of Louisiana is actually being addressed. So, when we have a grievance, we actually know the proper procedure. Because the document that was provided from OCDD those complaints are not always addressed in a timely manner. Those complaints are actually put in a very, are not put in a way for people with disabilities to actually complete. I think when we are actually creating a

grievance process, we make sure the grievance process is accessible for those that are self-advocates also. Because a lot of them that are actually having complaints as well. Just want to make sure that we are addressing everybody and every community that is supposed to be addressed according to the DD Act and every other federal law that it applies. Thank you so much, Mr. Chairman.

MARILEE ANDREWS: That was a lot of questions. And I hope I can remember them all. The first one is on YouTube. All of the meetings are still on YouTube. If you go to our channel you are automatically on home. You have to click videos and you can see them all. And I am looking at them all right now. I can tell you troubleshooting wise I have helped a couple people through this, and actually had the same problem, if your kids watch YouTube or if you're not signed in it sometimes will block a video. Because YouTube doesn't know you are an adult. So, you have to like probably sign in under an adult account. Otherwise it won't let you watch it. But they are all there. Looking at them right now. I truly forgot some of your other questions. It was a lot.

CORHONDA CORLEY: Permission to speak Mr. Chairman

MICHAEL BILLINGS: Yes, ma'am.

CORHONDA CORLEY: Actually, they don't. They don't actually be on there. Actually, subscribed and it took the video regarding our executive director search, it took that over two weeks before it actually appeared on our YouTube channel. And then the video actually deletes. They actually come off of our page. So, we actually end up seeing some, then they come off, then they don't come back up. Our part two July committee meeting, that one currently is not up. Several meetings that are not up that have come down. Then they will come back up and reappear. But I am subscribed to that channel on multiple devices that are not privileged to my child's viewing privileges. And he is not able to access that. But that is a problem that I am not the only person in our developmental

disabilities community having a problem with actually retrieving those videos

MARILEE ANDREWS: I will talk with--.

CORHONDA CORLEY: Some of the videos are saying private.

MARILEE ANDREWS: You click on it and is it says private.

CORHONDA CORLEY: Yes. Some of them also when you click on them, they are saying the link is not a working link anymore. Individuals in our DD Council are not able to actually access any of those videos. And if we are following open meeting laws and Robert Rules of order the public is supposed to be privileged to reviewing those videos. And just in case anybody needs Robert Rules of order and open meeting law that's under Louisiana ethics.

MARILEE ANDREWS: I will put that as a note just to make sure. I don't know what that is. Hannah is here.

HANNAH JENKINS: I know a couple of the videos had to be taken down to be redacted for some personal information that was shared. So those were temporarily made private and we're waiting on LDH to respond and to redact information. And everything else should be public other than those couple of videos. If you let me know what specific one. I think only three were taken down for redaction. But I can for sure go look. Everything else I was aware of is public.

MARILEE ANDREWS: Thank you Hannah. That makes sense. Very thankful we are doing that. Sometimes we over share. Any other questions that I may be able to help with?

MICHAEL BILLINGS: A couple more public comments from Kody Wilson. She says I could be wrong here; I think the videos are up as a curtesy, not a requirement. I believe by law the transcription of the meeting is available upon request, but I could have that wrong.

MARILEE ANDREWS: Kody is correct. Public meetings don't require you to stream on YouTube. Also don't require a hyperlink to all your documents. Those are

all courtesies.

MICHAEL BILLINGS: Then from Sharon. I agree with Corhonda. The council should be able to change the settings to allow all age groups. From Kathleen, says part two is set to private. Sharon Dufran posted a link that I am not sure what it goes to. And Corhonda, also individuals on the grievance committee sign a nondisclosure statement. And from Sharon Dufran, the above link speaks to public comments and their use to defame others.

MARILEE ANDREWS: Let me start at the top. Hannah could speak on that, but I know it's not like on our end. It's YouTube decides if this is a child friendly video or not. Maybe we can. I don't know. Maybe Hannah you could look into that.

HANNAH JENKINS: Yes. I can look into it. When you are uploading it, you have to select if it is for children, specifically for children. Which means like if you watch, if your kids have YouTube kids if you said specifically for kids then it would show up on YouTube kids and have to follow certain things. Ours is not for children. Should be available for all ages.

CHARLIE MICHEL: If I can suggest that while all these concerns are valid, it's outside the scope of this ad hoc committee. If we could maybe write down what those concerns and questions are and take it to the staff or to the full committee, whatever y'all want to do. But I don't know we can address every DD Council issue in the context of this format. I don't know it's appropriate. I would like to see us jot down the concerns and move to the next topic.

MARILEE ANDREWS: I would agree, Charlie. I think it would really be the chair. It's not fully germane to the committee. Sort of why it's a good idea to hold public comment to the end. That is just my personal and running the meeting.

MICHAEL BILLINGS: Do we have anything else? Anybody like to make a motion to adjourn?

CHARLIE MICHEL: I so move.

SUSAN REIHN: I will second.

MICHAEL BILLINGS: Thank you Charlie and Susan. I thank you for being here today and the comments from the public and the committee members both. We gained a lot of insight today and we will be able to move forward using all of that. So, thank you everyone for being here today.

CHARLIE MICHEL: Thank you Michael and Marilee.

MICHAEL BILLINGS: Bye y'all.