



CITY OF NEW ORLEANS

DEPARTMENT OF CITY CIVIL SERVICE
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CITY CIVIL SERVICE COMMISSION
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AMY TREPAGNIER
DIRECTOR OF PERSONNEL

Monday, January 26, 2026

Ms. Carnel Wright

Re: **Carnel Wright VS.
Juvenile Justice Intervention Center
Docket Number: 9760**

Dear Ms. Wright:

Attached is the decision of the City Civil Service Commission in the above-referenced appeal.

This is to notify you that, in accordance with the rules of the Court of Appeal, Fourth Circuit, State of Louisiana, the decision for the above captioned matter is this date - 1/26/2026 - filed in the Office of the Civil Service Commission at 1340 Poydras St. Suite 900, Orleans Tower, New Orleans, Louisiana.

If you choose to appeal this decision, such appeal must conform to the deadlines established by the Commission's Rules and Article X, Sec.12(B) of the Louisiana Constitution. Further, any such appeal shall be taken in accordance with Article 2121 et. seq. of the Louisiana Code of Civil Procedure.

For the Commission,


Doddie K. Smith
Chief, Management Services Division

cc: Dichelle Williams
Jennifer Avegno
Max V. Camp
Bryce Murray
file

**CIVIL SERVICE COMMISSION
CITY OF NEW ORLEANS**

**CARNEL WRIGHT,
Appellant**

Docket No. 9760

v.

**JUVENILE JUSTICE INTERVENTION
CENTER,
Appointing Authority**

DECISION

Appellant, Carnel Wright, brings this appeal pursuant to Article X, § 8(A) of the Louisiana Constitution and this Commission's Rule II, § 4.1 seeking relief from a letter of reprimand issued by the Juvenile Justice Intervention Center (JJIC) on June 30, 2025, for failing to complete online training timely. (Exhibit HE-1). At all relevant times, Appellant had permanent status as a Juvenile Detention Supervisor, working in Residential Life. (Tr. at 7; Ex. HE-1). A Hearing Examiner, appointed by the Commission, presided over a hearing on September 23, 2025. At this hearing, both parties had an opportunity to call witnesses and present evidence.

The undersigned Commissioners have reviewed and analyzed the entire record in this matter, including the transcript from the hearing, all exhibits submitted at the hearing, the Hearing Examiner's report dated November 14, 2025, and controlling Louisiana law.

For the reasons set forth below, Ms. Wright's appeal is GRANTED.

I. FACTUAL BACKGROUND

The JJIC requires online training in order to comply with the requirements of its licensing body, the State Office of Juvenile Justice, and federal laws. (Tr. at 8). The online learning management system JJIC uses is CorrectionsOne Academy. (Tr. at 14). JJIC required Ms. Wright

to complete an online training course entitled “Mental Health in Jails” and 12 other training courses in 2025 through this platform. (Tr. at 18).

On June 3, 2025, at the request of Kyla Muse, Training Coordinator, Debra Calderon, Human Resources Manager, sent an email to all staff about completing required online training by June 20, 2025. (Tr. at 9-10). Ms. Muse testified that she informally extended the deadline to June 21, 2025, in order to give the employees who work the night shift, including Ms. Wright, the same amount of time to complete the assigned training as the employees who work the day shift. (Tr. at 22). When employees logged in to CorrectionsOne, the deadline for the training showed as June 21, 2025. (Tr. at 34-35).

Ms. Wright completed “Mental Health in Jails” on a desktop computer at a hotel in Slidell on June 21, 2025. (Tr. at 62). Ms. Wright completed the training at 11:40 P.M., and she printed the certificate reflecting completion on June 21, 2025, through CorrectionsOne. (Tr. at 58, 75; Ex. AP-1). Ms. Wright also took a screenshot on the CorrectionsOne platform showing that she had completed “Mental Health in Jails” on June 21, 2025, with the link to the certificate. (Ex. AP-3). This screenshot reads: “CERTIFICATE OF COMPLETION is hereby granted to Carnel Wright for the course entitled Mental Health in Jails awarded 6/21/2025.” (Ex. AP-3). Ms. Wright sent an email to Ms. Muse at 12:02 A.M. explaining that there was a delay by CorrectionsOne in generating the certificate. (Tr. at 67, 94).

CorrectionsOne reported June 22, 2025, as date for completion of “Mental Health in Jails” by Ms. Wright to Ms. Muse. (Ex. JJIC-3). Ms. Muse confirmed with CorrectionsOne that its record showed that Ms. Wright completed the training at 12:02 A.M. on June 22, 2025, due to an issue with the time zone. (Ex. JJIC-4). Ms. Muse testified that she expected all staff to complete the

online training by 11:59 P.M. on June 21, 2025. (Tr. at 26-27). JJIC issued no discipline to staff who completed the training on June 21, 2025. (Tr. at 36).

The Executive Director of JJIC, Dichelle Williams, testified that she was unaware that the deadline was informally extended to June 21, 2025. (Tr. at 47). Ms. Williams also testified that she would have rescinded the discipline if Ms. Wright had completed the training on June 21, 2025. (Tr. at 51). Ms. Williams was aware that Ms. Wright had a document reflecting a different date than June 22, 2025. (Tr. at 44-45). Ms. Wright attempted to talk to Ms. Williams about the discrepancy, but Ms. Williams advised Ms. Wright to use the appeal process: “[Y]ou attempted to call me prior to, to discuss this, and I told you to follow the process and if you felt like it was unfair, to file an appeal.” (Tr. at 44-45).

Ms. Wright also testified that, even though she is a non-exempt employee, she was not compensated for time spent completing online training. (Tr. at 82-83).¹

II. ANALYSIS

A. Legal Standard for Commission’s Review of Discipline

1. The Appointing Authority must show cause for discipline

“Employees with the permanent status in the classified service may be disciplined only for cause expressed in writing. La. Const., Art. X, Sec. 8(A).” *Whitaker v. New Orleans Police Dep’t*, 2003-0512 (La. App. 4 Cir. 9/17/03), 863 So. 2d 572 (quoting *Stevens v. Dep’t of Police*, 2000-1682 (La. App. 4 Cir. 5/9/01)). “Legal cause exists whenever an employee’s conduct impairs the efficiency of the public service in which the employee is engaged.” *Id.* “The

¹ The Department of Labor requires payment for time spent on required job-related training. See [Fact Sheet #22: Hours Worked Under the Fair Labor Standards Act \(FLSA\) | U.S. Department of Labor](#).

Appointing Authority has the burden of proving the impairment.” *Id.* (citing La. Const., art. X, § 8(A)). “The appointing authority must prove its case by a preponderance of the evidence.” *Id.* “Disciplinary action against a civil service employee will be deemed arbitrary and capricious unless there is a real and substantial relationship between the improper conduct and the “efficient operation” of the public service.”” *Id.* “It is well-settled that, in an appeal before the Commission pursuant to Article X, § 8(A) of the Louisiana Constitution, the appointing authority has the burden of proving by a preponderance of the evidence: 1) the occurrence of the complained of activity, and 2) that the conduct complained of impaired the efficiency of the public service in which the appointing authority is engaged. *Gast v. Dep’t of Police*, 2013-0781 (La. App. 4 Cir. 3/13/14), 137 So. 3d 731, 733 (quoting *Cure v. Dep’t of Police*, 2007-0166 (La. App. 4 Cir. 8/1/07), 964 So. 2d 1093, 1094).

B. JJIC Failed to Show Cause for the Discipline of Ms. Wright

JJIC has failed to carry its burden to show that Ms. Wright failed to complete required training in a timely manner. Ms. Williams testified that she would have rescinded the discipline of Ms. Wright if Ms. Wright had completed the online training on June 21, 2025. (Tr. at 51). Ms. Wright offered evidence from the online platform that she completed the training on June 21, 2025, including the certificate and a screenshot of the notice of completion. (Exs. AP-1, Ap-2). Ms. Wright’s testimony that she completed the training at 11:40 P.M. on June 21, and that the generation of the certificate by the online platform caused a delay was un rebutted. Therefore, the undersigned Commissioners find that Ms. Wright completed the training on June 21, 2025, and that the completion of the training was timely, given the informal extension by Ms. Muse.

Ms. Wright’s appeal is GRANTED. The letter of reprimand shall be removed from Ms. Wright’s records.

WRITER:



[Ruth Davis, Commissioner \(Jan 26, 2026 13:13:47 CST\)](#)

RUTH DAVIS, COMMISSIONER

CONCUR:



[John Korn, Vice-Chairperson \(Jan 26, 2026 12:34:38 CST\)](#)

JOHN KORN, VICE-CHAIRPERSON



[Andrew Monteverde, Commissioner \(Jan 26, 2026 13:26:39 CST\)](#)

ANDREW MONTEVERDE, COMMISSIONER