

CONSOLIDATED HUMAN SERVICES BOARD

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J. Phil Seats, R.Ph., MBA

Vice Chair

Fleming El-Amin, County Commissioner



Board Members

Dr. B. Keith Cash, OD
Ms. Pamela Corbett, MA
Mr. John Davenport, Jr., PE
Dr. Palmer Edwards, MD
Dr. Calvert Jeffers, Jr., DVM
Ms. Amanda Kistler, RN
Dr. Charles Massler, DDS
Ms. Heather Parker
Dr. Linda L. Petrou, PhD
Ms. Sharon A. Rimm, LCSW
Dr. Peter Robie, MD
Dr. Ricky Sides, DC
Ms. Claudette Weston
Ms. Gloria Whisenhunt, Commissioner

CONSOLIDATED HUMAN SERVICES BOARD MINUTES April 3, 2019

Board Members Present

Dr. Keith Cash, Ms. Pamela Corbett, Mr. John Davenport, Dr. Palmer Edwards, Mr. Fleming El-Amin, Dr. Calvert Jeffers, Dr. Charles Massler, Ms. Heather Parker, Dr. Linda L. Petrou, Ms. Sharon A. Rimm, Dr. Peter Robie, Mr. J. Phil Seats, Dr. Ricky Sides, Ms. Claudette Weston, Ms. Gloria Whisenhunt

Board Members Absent

Ms. Amanda Kistler

PH/DSS Staff Present

Ms. Ronda Tatum, Mr. Joshua Swift, Mr. Jason Beasley, Ms. Lorrie Christie, Ms. Glenda Dancy, Ms. Tanya Donnell, Ms. Geri Harris, Ms. Sarah Isom, Mr. Daniel Lemons, Mr. Tony Lo Giudice, Dr. Lovette Miller, Dr. Lindsay Novacek, Ms. Amanda Pone, Ms. Denise Price, Ms. Ann Roberts, Ms. Marie Stephens, Ms. Mia Stockton, Mr. John Thacker, Ms. Jennifer Tubbs, Ms. Frances Williams

Guests Present

Ms. Shontell Robinson, Human Resources and Ms. Phyllis Russell, Budget Office

WSSU Nursing Students Present

Mr. Russell Avenado, Ms. Melissa Cunningham, Ms. Julia Early, Ms. Fantasia Lineberger, Ms. Brittney Lipscomb, Ms. Daisha Martin, Ms. Alana Mazyck, Ms. Yasser Medina, Ms. Jamiumia Nesmith, Ms. Kimberly Patteson, Ms. Tyra Phillips, Mr. Sheldon Radford, Ms. Candace Robinson, Mr. Colby Simmons

Call to Order

On Wednesday, April 3, 2019, the Forsyth County Consolidated Human Services Board held its regularly scheduled monthly meeting in Meeting Room 2 at the Forsyth County Public Health Department. The meeting was called to order by Board Chair, Mr. J. Phil Seats at 5:28 p.m.

Moment of Silence

A moment silence was observed by all.

Consideration of Board Minutes for March 6, 2019

The minutes from the March 6, 2019 Consolidated Human Services Board Meeting were reviewed. Dr. Linda Petrou made a motion to approve; seconded by Dr. Charles Massler. The minutes were approved unanimously.

Recognition of Winston Salem State University Students

Mr. Seats welcomed the Winston Salem State University nursing students to the board meeting. Each student introduced themselves.

Deputy County Manager's Comments – Ronda Tatum

Ms. Tatum shared the County Department of Human Services video in lieu of her director's comments. Ms. Tatum thanked Ms. Sarah Isom from Public Health, Ms. Christa Smith from Social Services, and Ms. Linda Gaskins from County HR for assisting with the coordination of the video. In the video, Ms. Tatum presented the purpose of combining the Social Services Board and the Public Health Board into the Forsyth County Consolidated Human Services Board. She gave an overview of the purpose and goal of consolidated services. It also includes the "We Care" Guiding Principles. Mr. Victor Isler, Director of Social Services gave an overview of Social Services and Mr. Joshua Swift, Director of Public Health gave an overview of Public Health.

The video provides a detailed overview in the following areas: Adult Services, Family and Children's Services, Child Support Services, Work First Family Assistance, Adult Medicaid, Day Care Services, Food & Nutrition Services, WIC Services (Women Infant and Children), Environmental Health Services, Nursing, Public Health Laboratory, Dental Services, Partnerships and Coalitions, POSSE.

The video will be added to the website for continued education and assistance for our customers. We want citizens to know that we are not just giving away benefits but we are here to help people find a way up and a way out.

Statewide Updates

(Complete- detailed handouts on file in the Administrative Binder)

Local Updates

(Complete- detailed handouts on file in the Administrative Binder)

Director of Social Services Comments - Deputy County Manager Ronda Tatum for Victor Isler *(Complete- detailed handouts on file in the Administrative Binder)*

Mr. Isler is attending a New Director Orientation in Raleigh NC.

Federal & Statewide Updates

Medicaid Transformation & Local DSS Impact: Ramping up, they have had a lot of meetings. It will be a huge impact to our citizens. We have had some enrollment and site visits. Maximus is the enrollment broker who should help people decide on a plan. They will be hosting citizen engagements. The information will be communicated on a sixth grade level. We are not sure if Maximus will have a local office.

Hawkins v. Cohen (5:17-CV-581 E.D.N.C.): One hundred counties are under this lawsuit. The purpose is to stop illegal termination of Medicaid benefits in NC without written notification. That includes going from full Medicaid to Family Planning.

Joint Appropriations Committee Presentation for Foster Care Placement Reform: Mr. Isler and County Manager, John Eller from Davie County presented to the Joint Associations Committee in March. It was so successful that Senator Joyce Kraweic has sponsored a Senate Bill (Bill 549: An Act to Establish a Child Welfare Behavioral Health Pilot Program and Appropriate Funds). The Bill came out on 4/2/19. If it goes through there will be \$300,000.00 for the four counties in Cardinals catchment of the triad; Rockingham, Davie, Stokes, and Forsyth. The purpose is to keep wrap around services in our therapeutic foster care and try to minimize additional trauma to the kids by moving them around from place to place.

General Assembly Review of NCFAST for Child Welfare: Senate Bill 212 and its companion House Bill 320 postponed the deployment of Child Welfare into NCFAST. There continues to be system malfunctions. The Bill has not passed the Senate or House. NCFAST notified Forsyth County that there will be no training at this time. On April 1, Washington County was the only county out of thirty-one counties to roll into NCFAST.

Community Partnerships & Collaborations

District Attorney's Conference: Mr. Hank Kennedy, APS Supervisor and DA, Ms. Jessica Spencer did a presentation at the District Attorney's conference on Elder Abuse and Exploitation. The topic was Working Together Successful Investigation and Prosecution Practices.

Age Friendly Forsyth: DSS is officially a partner with Age Friendly Forsyth. The decision was made to collaborate with Senior Services since they are the County experts. The part-time position was eliminated. A portion of funding will be given to Senior Services to assist.

Improving Permanency Outcomes: There has been an issue in this county with a lack of funding for a part-time Guardian Ad Litem Attorney. Mr. Isler, several District 21 Judges, and other staff went to speak with the Office of Administrative Courts to push for more funding for additional staff in this county because of the number of kids that we have.

Child Fatality Review Findings and Recommendation: Included in packet.

Second Annual Community Re-entry Program: The Expo will be held on April 29, 2019 at Hanes Hosiery from 10:00 a.m. - 2:00 p.m. The goal is to help people transition back into the community from prison.

Agency Operations & Processes

Revenues & Expenditures: Ahead of schedule in six month revenues. Collected 54%, target is 50%. Below target on current expenditures.

Round Table Discussions: Held discussions with staff around the strategic plan. Staff really appreciated that the information was provided to them.

Performance and Target Areas

Cumulative Monthly Spending Coefficient for Child Care Subsidy: Currently above the 100% goal; still over 1,400 children on the waitlist; have served 2,748; rolled on another 25 due to child welfare issues.

Special Assist Disability (SAD) Medicaid Application Timeliness: The goal is 85%; in January we were at 64%; February we were at 100%. Efforts were targeted to meet measures of success and lead income maintenance case workers were reassigned to help meet goals.

Number of Children in Custody: There are 242 children in care, the trend continues to move upward. Mr. John Thacker, Family & Children's Division Director shared that about this time 2 years ago were at 170 children, the following year we were at about 195. The expectation is that numbers will continue to grow mostly due to the Opioid epidemic and complex needs of families in the community.

Director of Public Health Comments – Joshua Swift

(Complete- detailed handouts on file in the Administrative Binder)

Statewide Update

NCCARE: It is a statewide coordinated care network. It will electronically connect people with needs to the resources. The internal system in the community is through Novant Health.

Mr. Seats asked what type of needs put people in touch with the agencies. Mr. Swift responded that it could be food, housing, jobs, etc. and the support could come from public and private resources. Professionals can make referrals or individuals can make requests.

Dr. Petrou asked if this organization will replace 311. Mr. Swift responded that it will work in conjunction with 311 for now.

Dr. Peter Robie asked what the status of the Raw Milk Bill is. Mr. Swift responded that it is still out there. Dr. Robie also asked if there are any measles outbreaks in this community. Mr. Swift responded no. Dr. Robie asked if the push for pool certifications has begun. Mr. Swift responded that it is up to the operators to get their application in. Public Health staff added that letters were sent out in February and March encouraging operators to get their applications in to schedule appointments in order to avoid a last minute rush.

Opioids: There will be more funding supplied from a Federal level with a focus on supporting treatment.

Following HB 268: In State and House now, rules reviewed over a course of 6 months. There were no oppositions until the last minute; however, it went on March 6, to a regulatory reform committee and it has not moved.

Petree Elementary: Coordinated a lot with Local and state agencies. Public Health staff communicated constantly with the state via conference calls. Fifth graders were eating spicy chips and using poor hygiene. Mr. Swift thanked Dr. Lovette Miller, Ms. Sarah Isom, Ms. Maura Trimble and the communicable disease team.

NC Preventive Health & Health Services Block Grant Advisory Board: Mr. Swift was appointed to this board which uses federally passed funds.

Local Updates

On-Site staff at well and septic lot evaluations: Mr. Swift spent the day in the field doing well and septic lot evaluations. Thank you to Mr. Daniel Lemons and his crew for setting this up.

Meeting with NC Division of Public Health: Their staff came here regarding lead exposure at a local manufacturing facility. Had a conference call with their CEO who is in Texas. Will continue to monitor them and hold them responsible.

United Health Care: Met with Mr. LaShun Huntley and toured three locations in the area.

Faith Health Through Wake Forest University Baptist Medical Center: Thank you to Mr. Tony Lo Giudice for setting up meetings with Mr. Gary Gunderson, Mr. Glenn Davis and Mr. Stan Law, CEO of YMCA.

Community Care Network: Met with Mr. Jim Robinson and toured; it is the largest free clinic in NC.

Forsyth Tech Training-Bias Proofing Your Workplace Culture: Mr. Swift attended along with four Assistant Health Directors.

Agency Operations & Process

2019 County Health Rankings: Published by the Robert Johnson foundation annually. Public Health slipped from 39 to 31, among the State.

Performance & Target Areas – February 2019: (February 2018)

Dental Patient Visits - 457 (394)

Health Education Session Attendees - 519 (221)

Food & Lodging Inspections - 295 (273)

In-House Lab Test - 7,681 (7,686)

WIC Client Education Sessions - 1,947 (2,109)

Internally: Conducted a survey of all staff regarding quality improvement. Thank you to Ms. Marie Stephens, Ms. LaShonda Ouk, and Ms. Nihya Payne for organizing. It will be ongoing. Also developing an internal recognition program and developing a process to incorporate our “We Care” values for all staff. Working with HR, Assist Health Directors. Thank you to Ms. Lorrie Christie for helping with organizing. Staff will attend cultural diversity training on an annual basis. Will do community engagement sessions with the staff where they can leave anonymous concerns. Senior leadership team meets monthly and the full leadership team meets monthly.

Dr. Robie asked what is being done to focus on burnout. Mr. Swift responded that it is a concern and they are focusing on a plan; however, they are competing with other health departments, hospitals, and doctor’s offices.

Public Health will be at WSSU for Forsyth Fun Fest this Saturday from 10:00 a.m. – 2:00 p.m.

Public Comment

None

Standing Committees

CHS Board Strategic Plan Update - Dr. Charles Massler

Dr. Massler apologized for missing the last meeting. Met with Ms. Tatum and Mr. Seats to discuss strategic planning; they shared their views. We have a relatively good plan that has been developed by Mr. Isler for DSS and Mr. Swift is reviewing the plan that the previous health director left for Public Health. Mr. Swift will tweak by mid-summer. Mr. Swift shared that the plan is to bring Dr. Stephen Orton through the UNC Gillings School of Public Health to assist with a plan.

Dr. Massler stated that our board should be looking at a plan that would be more overarching. Mr. Seats has met with Mr. Dudley Watts to hear from a county perspective. Part of the goal is to look at how we can coordinate all agencies to work together to meet the needs of our citizens. It was suggested that the subcommittee meet with Mr. El Amin, Ms. Gloria Whisenhunt, Mr. Dudley Watts and other people to get their views on bringing agencies together that are outside the agencies that Mr. Isler and Mr. Swift manage. We want to know what is expected of us and what can we ask of them to work together to provide a better model and strategic plan for our county.

Mr. Seats shared that what we are trying to do is a challenge because it has never been done before. We have to figure out how we put the two together and tap into the resources that outside of both departments. There are resources that we need to be tapping into and utilizing within the community. Mr. Watts' vision is taking a look at how this consolidated agency work with all the other resources in the county to achieve the goals. The goal is to provide optimum services to the community. Dr. Massler welcomed suggestions from all board members.

Ms. Claudette Weston shared that we all need to be aware that with Mr. Swift and Mr. Isler we have two of the best leaders that she has seen throughout the county in ages. A lot of agencies that may want to work with us want our money and the credit. They would like for us to subsidize what they want to work with. We as a Board need to be cautious and real specific about who we partner with because we don't want to see Mr. Swift and Mr. Isler not get the credit due for doing their job. We have two phenomenal leaders and really have to support them and their staff.

Mr. Seats agreed with Ms. Weston's comments and added that we have two of the best ambassadors that he can think of.

Dr. Palmer Edwards asked what the priorities are in the strategic plan. Mr. Seats replied that there is a template for strategic plans which includes strengths and weaknesses, identifies the vision and mission, opportunities, and key indicators and priorities; all will be put into place as the plan evolves.

Ms. Pamela Corbett shared that what she thinks about the strategic plan especially for the Board, is we would not get involved in deciding which non-profits we work with because that's not our job and that the Board should understand really well what the strategic plans are of the two departments and maybe find out what they have in common and take it up another level and what we as a Board can do to help support that. Part of strategic planning is saying what's coming our way, how we are going to deal with it and lets be smart about it. As a Board we should have that forward vision.

Dr. Massler shared that the board should seek some guidance from the County Commissioners.

Ms. Corbett also shared that once we clarify what the priorities are for PH and DSS it will help us clarify what the common ground is which will start to answer the questions.

Mr. El-Amin shared that it should be a natural progression and not a creation of a third wheel and as a Board we should be able to help decide what happens next and help them be more effective.

Ms. Sharon Rimm asked if there is any long term vision for human services. Ms. Tatum responded that in full transparency, the county provides a great deal of funding to Senior Services for Meals on Wheels, which is a part of the aging piece. We are also working with Age Friendly Forsyth. The county has maintenance and effort dollars that go toward behavioral health related services. The focus will be on the two.

Mr. Seats shared that so many problems are not able to be solved by one department which is the challenge. We have to maintain the integrity of our two departments and explore and define relationships that we need to have with the other agencies that can bring expertise and resources to help solve the problems.

Legislative Committee Update - Dr. Linda Petrou

The full report is included in your packet and will be on fill in the administrative binder.

Dr. Petrou shared an update on House Bills that were mentioned last month (HB337-Guardianship, HB75-Mental Health Screening, HB103-Raw Milk, HB156-Septic Rule, HB184-State Health Plan, HB76-School Safety).

Four bills have been introduced so far with Opioids and 13 Bills have been introduced that deal with Mental Health funding.

Crossover is May 9 which means if the Bill has not passed from one and sent to the other one; they cross over to the opposite chamber. Dr. Petrou stated that the committee will be watching the crossover closely to see which Bills pass.

Old Business

None

New Business

Petree Elementary School Update - Sarah Isom

On Wednesday, 3/20/19, Public Health was notified of the incident. Ms. Isom with Public Health responded to the scene along with EMS and other county emergency officials. The local hospitals were notified. The State immediately set up a conference call. The students were evacuated and a Regional Response Team was called in. Mr. Swift took samples to the State Lab.

The students were sharing a drink from a Gatorade bottle with a red concentrated substance in it. They were also eating the powdered concentrated drink mix from their hands and consuming large amounts of hot and spicy chips without water and were not practicing good hygiene. Staff was able to get answers from some of the 5th graders. The students challenged each other to eat the spicy chips without drinking water. Nothing infectious or environmental was found and it

was not a criminal investigation. Public Health released a final report to the media at the request of the school system.

Other Business or Announcements

None

Adjournment:

Mr. Seats asked for a motion to adjourn. Mr. El Amin made a motion and Mr. Seats seconded. The meeting adjourned at 7:05 p.m.

RT/tmd

Next Meeting: May 1, 2019 - 5:30 p.m.