

CONSOLIDATED HUMAN SERVICES BOARD

Chair

Mr. J. Phil Seats, R.Ph., MBA

Vice Chair

Mr. Fleming El-Amin, County Commissioner



Board Members

Mr. John Blalock
Dr. B. Keith Cash, OD
Ms. Pamela Corbett, MA
Mr. John Davenport, Jr., PE
Dr. Palmer Edwards, MD
Dr. Calvert Jeffers, DVM
Ms. Amanda Kistler, RN
Dr. Charles Massler, DDS, M.Ed.
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 D. Whisenhunt, County Commissioner

HEALTH AND HUMAN SERVICES BOARD MINUTES December 4, 2019

MEMBERS PRESENT

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

MEMBERS ABSENT

Mr. John Davenport
Ms. Gloria Whisenhunt

GUESTS PRESENT

None

Call to Order:

On Wednesday, December 4, 2019, the Forsyth County Health and Human Services (HHS) Board held its regularly scheduled monthly meeting in the Boardroom at the Forsyth County Department of Public Health (FCDPH). Mr. J. Phil Seats, Chair, called the meeting to order at 5:30pm and welcomed everyone to the meeting.

Moment of Silence:

A moment of silence was observed by all.

PH/DSS STAFF PRESENT

Ms. Ronda Tatum
Mr. Victor R. Isler
Mr. Joshua R. Swift
Ms. Lorrie Christie
Ms. Glenda Dancy
Ms. Tanya Donnell
Mr. Tony Lo Giudice
Ms. Denise Price
Ms. Sue Reichel
Ms. Ann Roberts
Ms. Christa Smith
Ms. Marie Stephens
Ms. Mia Stockton
Mr. John Thacker
Ms. Jennifer Tubbs

Consideration of Minutes:

The minutes of the November 6, 2019 CHS Board were reviewed. Ms. Claudette Weston made a motion to approve and Mr. Fleming El-Amin seconded. The minutes were approved unanimously.

Department of Social Services (DSS) Director's Comments: Before starting, Mr. Victor Isler announced and offered his support to Mr. Joshua Swift, who would be late for the meeting, due to attending Leadership Winston-Salem. Mr. Isler reported the following (see complete/detailed handouts on file in the Administrative Binder).

- **Federal and Statewide Updates:**

- Medicaid Transformation Suspension

- The NC Department of HHS announced suspension on November 19, 2019 due to the adjournment of the NC General Assembly.
- DSS will resume normal operations, with minimum disruption until further notice. All brokers have been pulled from all 100 DSS offices and will start back either this fiscal year or next fiscal year. An increase of general inquiry calls is expected.

- Regional Foster Care Pilot and the Division of Mental Health

- The Cardinal Regional Pilot has been talked about for over a year - started having conversations with Cardinal; did a presentation last January; was appropriated some money but it did not transpire.
- Evidence based practices for Wrap Around Supports to decrease placement moves has been implemented.
- There is funding up to \$5 million dollars through the Division of Mental Health.

- Adult Protective Engaging in "HelpVul" Financial Exploitation Pilot

- The Brookdale Center for Healthy Aging (out of Hunter College in New York) - has about 5 million dollars to put towards pilot project.
- Several NC Counties participating, including Forsyth.
- Allows participating financial institutions to make reports of suspected financial exploitation directly into a web-based system which will alert members of the Adult Protective Services Team.

- An Act to Protect Children from Sexual Abuse and to Strengthen and Modernize Sexual Assault Laws S.L. 2019-245 (S199)

- The role of the caretaker has been clarified - New mandates were released in Federal Law on November 13, 2019 that created a universal mandatory reporting law for child victims of crimes - this changes the definition of caretaker as it relates to child abuse, neglect, or dependency.
- Enacts and amends various laws related to crimes - amends some civil and criminal statutes of limitations; requires mandatory training for school personnel addressing child sex abuse and trafficking.

- **Community Partnerships and Collaborations:**

- Dismantling the Benefits Cliff Community Event

- Was held in November - had a good time, over 200 participants. The Winston-Salem Foundation will give \$200,000 to a promising practice. There are three action teams in place (Policy, Employer Solutions and Community Based Organizations). DSS will do a one pager about best practices.

- Onsite Vocational Enrollment Services via Forsyth Technical Community College
 - Phase II is starting for the extension of FCDSS's Employment and Training Program - Forsyth Tech is a partner and will start to be onsite.

Dr. Calvert Jeffers asked where are some of the vocational courses people are enrolled in. Mr. Isler responded they are enrolled in courses at Providence Culinary Kitchen, Forsyth Tech. and Goodwill through NC Works.

- **Agency Operations and Processes:**

- Mental Health Needs for Foster Children and Network/Provider Gaps
 - Service Provision - about to enter into a deep dive and have conversations. Mr. John Thacker and his group are doing a great job.
 - There are liability and placement issues.
 - There is impact to raise the age on treatment demands via Juvenile Court

Ms. Weston asked who's fault is it for the long wait times and Mr. Isler responded that the Local Management Entity (LME) is responsible for providing. DSS is actively working on this issue.

Ms. Sharon Rimm commented that the hospital has its mandate to free up the beds but you should never take the child out of the emergency room.

Mr. El-Amin asked how many clients are involved in this type of emergency room situation during the course of a year and Mr. Isler responded three to four.

Ms. Pamela Corbett asked who do you call when you have a situation. Mr. Isler responded the LME has a call center and it is the hospital's responsibility.

- Low Income Energy Assistance Program (LIEAP)
 - Applications start 12/1/2019 - members aged 60+
 - Applications start 1/1/2020 - general population
 - Increased from previous years allotments by \$100 to support industry standard
- Teen Moms and Child Care Subsidy
 - Freeze has been lifted for teens going back into child care subsidy.
 - Staff reached out to 167 active participants who have a child receiving child care assistance and was added to the waitlist due to the freeze.
 - 88 new vouchers were issued.
 - Applications for teen moms will start on December 3rd, in partnership with Faith Lockwood of Winston-Salem Forsyth County Schools - transportation will be provided to 20 teen moms to complete their applications at DSS. In order to expedite the process, Ms. Lockwood has been allowed to go directly to the 3rd floor for check-in.
 - Thanked Kate B. Reynolds Charitable Trust for their funding support during the statewide freeze
- Suspension of Improved Beneficiary Experience (IBE) via NCFAST
 - The release date has been suspended with an undetermined date.
 - The IBE system was designed for applicants/households with \$0 income.
 - Continues to be an impact to Income Maintenance Workers productivity.

Department of Public Health (PH) Director's Comments: Mr. Swift gave the following updates (see complete/detailed handouts on file in the Administrative Binder):

- **Public Health Updates:**

- Internal Health Services

- Due to the staffing of a second dentist, an Office Manager and a Dental Hygienist, the Dental Clinic had 466 visits this month, a jump from 276 visits last month.
- Clinical medical records are now electronic - no more paper medical records - over 135,000 records purged since 2014.
- Preliminary work has started on the 2020 Community Health Assessment (due March 2021) and the 2019 SOTCH Report (due March 2020).

- Community Health Services

- Pharmacy working with Human Resources and Employee Wellness Clinic vendor to ensure a limited formulary is available.
- Accreditation Team to train employee team leads regarding the electronic dashboard (eliminates the use of paper records) in the coming weeks, prior to an accreditation review. Ms. Denise Price is the Area Coordinator.
- Food and Lodging numbers have increased - from 2,544 to 3,142 inspections.

- Preventive Health and Education Services

- Public Health Registered Dietician, Ms. Elizabeth Walser spoke about diabetes and nutrition on the Fox 8 morning show.
- The Health Promotion and Disease Prevention Section in conjunction with the Wake Mobile Unit have been providing nutritional counseling at different community locations.
- \$275,000 was awarded for 33 months from the State Injury and Prevention Branch to continue partnering with Twin City Opioid Harm Reduction Collective (90% of the funds have been sent).
- In partnership with Safe Kids Northwest Piedmont, a car seat installed by Ms. Roberta Hawthorne, Health Educator, saved a one year old child from serious injury or death that was in a car accident.

- Personal Health and Clinical Services

- Flu shots given September 1 - October 31, 2019 (3,661) compared to 3,623 last year this same time period.
- Clinic 1-4 had 16,649 visits (1/1/2019 - 11/22/2019) compared to 15,312 last year this time period.
- Hepatitis A outbreak continues (19 cases as of 11/26/2019). Over 200 Hepatitis A vaccines have been provided by the Communicable Disease team and the Immunization Program Manager in six weeks to several external partners. We will continue to expand outreach in the community.

When asked who is at the highest risk for Hepatitis A? Mr. Swift responded those at highest risk are those in jail, drug users, men who have sex with men and the homeless.

Mr. Seats asked what is the route cause for the increase. Mr. Swift responded it is a nationwide issue - vaccine is 95% effective. Mr. Seats commented this is more than just a trend up and Mr. Swift said thirty other states are seeing an increase in cases. Mr. Swift will check on the numbers and send to Board members.

Ms. Rimm asked how long is the immunity. Ms. Glenda Dancy responded the vaccine is 95% effective for ten years and after the second dose there is a lifetime immunity.

Dr. Peter Robie asked if there had been anymore cases with restaurant workers. Mr. Swift responded yes, but Environmental Health have only been told to vaccinate the staff and the department has been in constant contact with the State. Ms. Maura Trimble and her staff are going out on Mondays, Wednesdays and Saturdays.

➤ General

- Suspension of Medicaid Transformation (suspension not delay - directed to stop all activity).
- Continuation of Health Opportunities pilots (reduced from \$100 million across four pilots to \$20 million).
- Had discussion about community health workers with Ms. Anne Thomas, Foundation for Health Leadership and Innovation and Ms. Tish Singletary, NC Office of Rural Health (community health workers best practice in Durham County Health Department).
- Spoke with Ms. Jill Moore, UNC School of Government about new GS 14-318.6, which was effective on 12/1/2019. The statute states that a person age 18 or older who knows or should have reasonably known that a juvenile has been or is the victim of a violent offense, a sexual offense, or misdemeanor child abuse must make an immediate report to local law enforcement (SL 2019-245 (S199), Part 1.
- The opioid epidemic response act (SL 2019-159 (H325) decriminalizes possession and use of equipment used to test illicit substances for contaminants; State funds may be used for syringe exchange programs; Buprenorphine prescribers are no longer required to register with the NCDHHS but there are still some national requirements.
- Onsite Water and Wastewater rules have been disapproved (SL 2019-151) - not affecting us yet but has been chipping away at our model - we are keeping a close watch on this.
- SL 2019-126 - no liability for Local Health Departments for evaluations conducted by licensed soil scientists or geologists.
- SL 2019-88 - Artificial swimming lagoons will be regulated.
- SL 2019-129 - 2019 Food Code will be incorporated into the State rule.
- Collaborating with Novant Health and Wake Forest Baptist on the Infant Mortality Reduction Coalition. Mr. Swift will send the link to the website. We also have a Safe Sleep media push.
- All Health Department employees participated in an All-Hands-on-Deck sessions to gather feedback.
- Each month PH employee work anniversaries are celebrated.

Ms. Rimm asked if staff are being reduced because Baptist is not involved with Infant Mortality. Mr. Swift responded no and that they saw a lot of Novant people there trying to get Baptist people involved.

Mr. El-Amin mentioned he received a call from someone saying she has no connection to the sewage line - septic tank required because of the slope of the house. What should he tell her if she calls back? Mr. Swift advised Mr. El-Amin to tell the person to call our Environmental Health section.

Deputy County Manager's Comments: Ms. Ronda Tatum gave the following updates (see complete/detailed handout on file in the Administrative Binder):

- **Federal Budget:**
 - Continuing resolution through December 20th - will not see a federal budget for at least a year - new election cycle so we will more than likely continue to see small continuing resolutions adopted.
- **State Budget:**
 - No new budget - agencies operating under last year's dollar amounts. May not see a State budget due to 2020 election cycle.
- **Local News:**
 - A \$2,000 Stepping Up Program donation was received from a donor through the Winston-Salem Foundation (Shaun Eduard Stewart Fund - Mrs. Bonnie Stewart) - has been given \$3,000 since September.
- **Special Called Meeting - December 18, 2019 - 5:30pm:**
 - Only Business Item (Closed Session for County Manager to get consent on his selection for the Assistant County Manager/HHS Director position). Received 85 applications - 27 did not meet qualifications - going through other 58. Plans to have a decision made for the meeting on the 18th.
- **The next "Big Things"**
 - Consolidation 2.0 - need to look at Consolidated Health and Human Services.
 - Getting a new ERP system which includes Finance, Human Resources, and Budgeting components.
 - Benefits Cliff - coming up/will compete for dollars with other high profile initiatives like the Family Justice Center and Universal Pre-K.
 - Affordable Housing - housing is not affordable in this community - there are systemic issues that require conversations involving social and racial equality.

Ms. Weston asked who sits at the table for these discussions. Ms. Tatum responded people who are impacted by the inequities in the community, community-based organizations, city and county. It will require a collaborative effort with respectful conversation.

- Human Trafficking problems - need to start connecting the dots between partners to determine if something is a normal issue or if there are other factors in play.
- Aging Population Increase - 24-50+ something (not just over 65 anymore). Adult Protective Services may have to expand and/or get more savvy in providing services.
- School to Prison Pipeline - creative ways for youth to stimulate their minds. Need to engage with disassociated youth.

In a very touching moment, Ms. Tatum went around the room and thanked each PH and DSS staff individually for their support over the years, stating what she will remember or has learned from them. She thanked the Board for their support to Mr. Isler, Mr. Swift, staff and to her.

Board members thanked Ms. Tatum for getting them through a critical time. They told her that she was fantastic to work with and will be missed. It was suggested that she come back as a volunteer!

Public Comment:

None

Standing Committees:

- **Legislative Committee Update** - Dr. Petrou presented the following update:

- No updates - the Legislature will be coming back in January.

Dr. Robie mentioned that on a National level with the Clear Pricing Initiative, an executive order was sent by the President through Health and Human Services directing that in 2021 clear and transparent hospital and medical charges be mandatory - pretty much what the Treasurer had been pushing for this year. The response by the national hospital association was to file a lawsuit to block the executive order, claiming it was unconstitutional.

- **HHS Board Strategic Plan Update** - Dr. Charles Massler presented the following update, followed by Board discussion/input/ideas:

- The HHS Board has completed and approved revised mission and vision statements.
- The HHS Board has adopted a 'new' name - Health and Human Services Board of Forsyth County, NC.
- The Board strategic planning committee met on November 25th.
- Primary goal of meeting - identify a set of goals or priorities for DSS and Health to attack with discretionary time and resources.
- The strategic planning committee soon realized it does not have the broad knowledge base needed to set or recommend specific HHS priorities for Forsyth County.
- It is recommended that the Board employ experts and data, to be obtained from local resources, to help assess and set goals (ex. Forsyth Futures; Winston-Salem State University Center for the Study of Economic Mobility; Center for Health Statistics; Health Department epidemiological studies; Department Strategic Plans; NW NC AHEC, etc.).
- It was recommended that the HHS Board schedule a retreat in early 2020 and invite subject matter experts and agencies to assist with identifying and setting goals and priorities.
- Another issue that may need to be resolved - is the HHS Board an Advisory board or an Executive Board? Discussion of this issue seemed to clearly settle on the fact that the mission of the HHS Board, as created and approved by the Forsyth County Commissioners during a restructuring process undertaken approximately two years ago, is that this Board will serve as an Executive board. Before goals are set, the HHS Board may need to query and clarify this status.

Ms. Corbett commented that the Board needs to get updated and educated about what the specific and most pressing needs of the county are. Prior to a retreat, the HHS Board should provide all Board members with a relevant 'reading list' and needs data to review

and consider. Mr. Swift mentioned that Ms. Christa Smith, along with her assigned intern and Dr. Lovette Miller, will assist with this process.

Dr. Palmer Edwards asked how are other combined HHS Boards throughout NC are functioning? Ms. Tatum responded - it depends on which NC county you consider. Some are more Advisory and some have the status of being more Executive. Dr. Edwards commented he felt it was presumptuous for the Board to take on an Executive Board role. Dr. Massler felt with Forsyth County being one of the five largest counties in NC, it would be difficult for the Commissioners to do the detailed 'executive' work of personally managing Board functions - they would have to delegate to DSS, PH or the HHS Board. Mr. El-Amin concurred.

Mr. Seats thought it had been resolved and approved, during reconstruction two years ago, to make the HHS Board an Executive board.

Dr. Petrou stated she believes we are and have been rightly functioning in the role of an Executive Board.

Mr. Isler asked what are our thoughts and philosophy? We as a Board do not want to operate in a vacuum. He sees mutual and collaborative decision making, between the HHS Board, DSS, Health and other community partners.

Mr. Swift commented that he sees the Board providing support and direction. From the day-to-day operations standpoint, he does not need the Board to tell him how to function. Board members concurred that they have no desire to 'micro-manage' Health or DSS.

Ms. Tatum said that the HHS Board needs to hold DSS and Health accountable. Dr. Massler added that the HHS Board needs to insure measurement tools are in place to periodically review and determine if DSS and Health are meeting their assigned goals.

Ms. Tatum - the HHS Board needs to look at 'new' ways of doing things, including community collaboration. (For example: Infant mortality - this is a systemic issue and will need to get Baptist and Novant involved, along with other County agencies and community partners).

Mr. El-Amin asked the Board to remember the 'big things' that Ms. Tatum has left them with: (1) maintain flexibility; (2) we can not be static; (3) we are not the experts; (4) County Commissioners do not want to get sued; and (5) serve the Board, make service 'fun' - not cumbersome. Mr. El-Amin continued - the successes achieved at DSS and Health would not have been possible without the leadership of Ms. Tatum. We owe her a great debt of thanks.

Mr. Seats said he wants to make sure the ‘train does not come off the tracks’ meaning radical change in how the two departments are currently functioning is not necessary. DSS and Health are working well and doing the things they need to do to serve Forsyth County and to maintain accreditation - he has complete faith in them.

Old Business:

Consideration of 2020 Meeting Schedule - Board members discussed the following items in regards to the 2020 meeting schedule:

- **Should the meeting remain the first Wednesday of the month?**
(By unanimous vote, it was decided to keep the meeting day as is - the first Wednesday of each month).

- **Should the meeting remain at 5:30pm or change the time to early morning or lunchtime?**
(By unanimous vote, it was decided to keep the meeting time as is - 5:30pm).

- **Do staff need to attend meetings - stemmed from concerns that Ms. Gloria Whisenhunt has had about staff having to stay late for the meetings.**
(Ms. Tatum commented that for all practical reasons, staff do not need to attend the meetings; Mr. Swift added he appreciates staff being there and have cut the number attending almost in half; Mr. Isler felt it is about identifying culture - no decision as to whether staff would continue to be at the meetings).

- **Will there be a January Board meeting?**
(Dr. Robie made a motion for no January Board meeting, seconded by Ms. Weston - by unanimous vote, it was decided no January Board meeting).

- **Will there be a July Board meeting?**
(Ms. Weston made a motion for no July Board meeting, seconded by Mr. El-Amin - by unanimous vote, it was decided no July Board meeting).

New Business:

Recommendation of Nurse Capacity Applicant(s) - Only one applicant applied for the Board Nurse Capacity position. The applicant did not answer question #6 regarding conflict of interest. Ms. Tatum sent an email to the applicant who responded back that there was no conflict of interest. Board members were satisfied and a motion was made by Ms. Weston and seconded by Mr. El-Amin - by unanimous vote, a recommendation will be made to Commissioners to accept the candidate for the Nurse Capacity position on the Board.

Other Business or Announcements:

Mr. John Blalock acknowledged Mr. Isler and Ms. Denise Price for the awesome job they did at an i2i Conference he attended. He said they shared a lot about the great things the two departments are doing.

Adjourn:

Mr. Seats asked for a motion to adjourn. Dr. Petrou made a motion and Mr. El-Amin seconded. The meeting adjourned at 7:20pm.

RT/lgc

Next Meeting: February 5, 2020 - 5:30pm