

CONSOLIDATED HUMAN SERVICES BOARD



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, Jr., DVM
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

Chair

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

Vice Chair

Mr. Fleming El-Amin, County Commissioner

CONSOLIDATED HUMAN SERVICES BOARD MINUTES November 6, 2019

Board Members Present

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

Board Members Absent

Dr. Ricky Sides

PH/DSS Staff Present

Ms. Ronda Tatum, Mr. Victor Isler, Mr. Joshua Swift, Ms. Glenda Dancy, Ms. Tanya Donnell, Ms. Geri Harris, Mr. Tony Lo Giudice, Dr. Lovette Miller, Ms. Denise Price, Ms. Marie Stephens, Ms. Ann Roberts, Ms. Mia Stockton, Mr. John Thacker, Ms. Jennifer Tubbs,

Guests Present

Michelle James, Highland Ave. Primary Care Clinic
Ms. Shontell Robinson, Human Resources
Ms. Sulema Reichel, DSS Intern
Mr. Dudley Watts, County Manager
Winston-Salem State Nursing Students

Call to Order

On Wednesday, November 6, 2019, the Forsyth County Consolidated Human Services Board held its regularly scheduled monthly meeting in the Board Room at the Forsyth County Public Health Department. The meeting was called to order by Board Chair, Mr. J. Phil Seats at 5:30 p.m.

Moment of Silence

A moment silence was observed by all.

Consideration of Board Minutes

The minutes from October 2, 2019 and the amended minutes from September 4, 2019 Consolidated Human Services Board Meetings were reviewed. Ms. Claudette Weston made a motion to approve, seconded by Dr. Linda Petrou. The minutes were approved unanimously.

Recognition of Winston-Salem State University Nurses

Mr. Seats welcomed the WSSU Nursing Students and shared that it is always a pleasure to have them. He asked them to introduce themselves and tell where they were from.

Deputy County Manager's Comments – Ms. Ronda Tatum

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

Federal Update

2 Senate Bills

There are two pieces of legislation going through the Senate now; Bill S2628-Equity in Pre-trial Medicaid Coverage Act and Bill S2626-Restoring Health Benefits for Justice-Involved Individuals Act. They were introduced on October 17, 2019. Both Bills could have a tremendous impact on inmate health care. Currently there is no distinction between a pre-adjudicated person and a person who has been convicted. If a person has Medicaid and they are arrested, their Medicaid gets terminated. If a person has a hospital stay, the only coverage provided is from the County.

These bills will change sections of the Social Security ACT which is Federal Law. Currently, anyone in a public institution (jail) loses those benefits. Benefits are lost if you are a veteran, if you have CHIP (Child Health Insurance Program), Medicare, or Medicaid. These bills would change that.

Ms. Tatum advised that all should take a hard look at those Bills and reach out to your Congressmen, to help make sure these Bills get passed. The Sheriff's Association and the NACo (National Association of Counties) has pushed hard to pass these Bills.

Social Services was been dinged because of the current law and the lag time between the State receiving jail information to submit to CMS. For example, there was someone in jail who had Medicaid and there was a lag time between when the information got to the State and the State forwarded that information to CMS. There was an audit finding from the State which required a payback. It was not Social Services' fault but the way the system is designed.

Opioid Lawsuits

The lawsuits are still floating around, Forsyth County could possibly have money coming in the future.

Local Update

Behavioral Health

The Behavioral Health Sub-committee has worked hard to get the RFA (Request for Applications) out on the website. A mandatory pre-application meeting will be held on December 9, 2019 from 2 to 4 p.m. at the Forsyth County Government Center.

Congratulations to Dr. Palmer Edwards who was sworn in as the 166th President of the North Carolina Medical Society.

Congratulations to Ms. Pamela Goodine with Stepping Up for being awarded the North Carolina Inaugural State Peer Support Specialist of the year. This program will begin working with men in the near future.

State Update

Raleigh News & Observer Article

According to the October 23rd Raleigh News & Observer Article, NCDHHS Secretary Cohen sounds the alarm on Medicaid Transformation. If the budget is not finalized by mid-November, Medicaid Transformation will not happen in February 2020. Secretary Cohen says that it would be very costly to delay until July 1, 2020.

Announcements

- Great Block Party on Highland Avenue on October 26th
- WIC Open House – November 8th from 9 a.m.-12:30 p.m.
- Veterans' Day Parade -- Saturday, November 9th from 9 a.m.-1:00 p.m.
- Floating Open House at HARRY Vets Community Outreach Services-- November 11, 2019 from 9 a.m.-1:00 p.m.
- Vacant Nurse Capacity Application will be open until November 22nd

Director of Social Services Comments – Mr. Victor Isler

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

Federal & Statewide Updates

P15: NCFAST Cloud Based Operations

NCFAST will go to a cloud-based operation. Currently it is operating on a server. It is expected that the cloud-based operation will serve us well; however, as it rolls out, it could impact our productivity.

Medicaid and Non-Emergency Medicaid Transportation (NEMT)

The PHP (Pre-paid Health Plans) will own this responsibility. If the budget passes, we will move forward in February 2020. An assessment has been done regarding operations and responsibilities. There have been some issues and concerns with the vendors signing up with the PHPs. They are noticing that they will have to deal with the rates being extremely low, a lot of application rigor and liquidated damages if they don't adhere to the performance measures. There is a concern regarding the number of vendors who are going to subscribe. Currently, transportation is being provided to approximately 520 individuals for routine appointments such as dialysis treatments. The DSS Directors Association is doing a great deal of advocacy around this.

Child Care Priority List

The list is updated annually, will share more information at a later date. Note: participants with children ages 0-5 from the Food & Nutrition Training Program will be added

Dear County Director's Memo (10/15/19)

Some counties are making civil custody arrangements without filing petitions which is a huge liability. Staff are well trained. When using a safety resource, the process is not facilitated to go through civil court. A petition is filed for all formalized child care arrangements. This will ensure

that the parent receives due process and lawsuits will not be necessary. The child welfare staff are required to attest that they have received this information.

Community Partnerships & Collaborations

Dismantling the Benefits Cliff Community Event (11/12/19 from 9a-noon at the Enterprise Center) - Several partners will be participating to explore social mobility.

Food Insecurity Assessments and the Downtown Health Plaza

Staff have been doing a great job in assessing adults and children around food insecurities; however, there have been some challenges with next steps. FCDSS has worked with them to help them understand the Food and Nutrition application process and making referrals to community partners.

November is Adoption Awareness Month!

Approximately 25 adoptions have been completed. Kudos to John Thacker, Division Director and his team on the work that has gone forth.

Highland Ave. Medicaid Enrollment Event/Block Party on 10/26/19

The vision was set with Michelle James, Director of the Highland Oaks Primary Care Center, the (PHP) Pre-paid Health Plan Representatives and Mia Stockton, Division Director of Economic Services. PHPs used their outreach dollars to help facilitate a community fair to reach out to approximately 250 plus individuals. Health Education, Public Health, Primary Care and Faith Help assisted as well. It was a huge success. Mr. Isler thanked Michelle James for assisting.

Agency Operations & Processes

Site Visit to Buncombe County

FCDSS is currently under a pilot program where recipient eligibility determination is being reviewed. Data is fluctuating. Mr. Isler will address the sample sizes and the rigor of the evaluation process since the numbers are so broad. Once cleaner information is received, it will be shared. The site visit allowed growth opportunities to be reviewed in the area of training and evaluation client registration.

In Home Aide Vendor Selection

This process has been studied for several years while working with the Budget Office and was recently presented to the County Commissioners. The In-Home Aide program will be contracted out. Three vendors have been selected, Bayada Home Healthcare, Touched by Angels and Tender Care have gone through a RFP (Request For Proposal) process. Will move forward effective January 1, 2020.

Director of Public Health Comments – Mr. Joshua Swift

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

Public Health Annual Report

Mr. Swift provided a brief overview of Public Health's 2018-2019 Annual Report. He shared that Internal Health Services, Personal Health & Clinical Services, Community Health Services, and Preventive Health and Education Services are trending up. The full report can be found at http://www.forsyth.cc/PublicHealth/annual_report.aspx

Internal Health Services

- The Emergency Preparedness Coordinator met with Wake Forest University Incident Management Team. An exercise is planned for early December.
- Dental Clinic and DSS Family & Children's Division staff met to finalize a plan for providing same day service to children in foster care. There is a work group at the State level working on merging systems to communicate with each other i.e., NCFAST and Crossroads.
- The Dental Clinic saw 276 clients in September. New dentist, Dr. Kathleen Staunton started September 30, 2019 in the Dental Clinic.

Community Health Services

- Issued 56 Temporary Food permits at the fair. Staff attended every day to ensure public safety. The number of restaurants and food trucks that require inspection continue to rise.
- 313 onsite waste water visits.
- Ms. Sheila Britt-Smith who works with the WIC (Women Infants & Children) program was awarded the Ann F. Wolfe Award.
- Ms. Doris Hogan was awarded the Glaxo-Smith Kline Child Health Staff Award for her Childhood Led Program at the NCPHA (North Carolina Public Health Association) Fall Conference.

Dr. Petrou asked if the hot tubs are checked for Legionnaires in Forsyth County, Mr. Swift responded that this responsibility is not under Forsyth County Public Health's jurisdiction.

Preventive Health and Education Services

- Participated in 32 community events with over 700 attendees.
- The dental hygienist screened 860 students.
- Performed 1,515 translations and/or interpretations.

Personal Health and Clinical Services

- 3134 flu shots given this year, 3194 given last year.
- Application submitted for Title X funds for the Family Planning Clinic.
- Completed 1609 clinic visits in September (trending ahead of last year).
- Communicable Disease team is working with Epidemiologist and NC Department of Public Health, up to 14 cases of Hepatitis A. There is a large outbreak across the state, approximately 24,000 cases, no local deaths. Outreach efforts have increased.
- Ms. Pamela Goodine won Peer Support Specialist of the Year from NC HOPE

Dr. Peter Robie asked Mr. Swift if he knew if any of the customers in the tuberculosis clinic were HIV positive and Mr. Swift responded that he would check with the nurses in that clinic.

General

- Kudos to staff regarding the 9.7% vacancy rate.
- Mr. Swift served as a Panelist for the Winston Salem Forsyth County Schools for a Vaping discussion. This is a concern across the nation.
- Mr. Swift and Mr. Isler are on the Winston-Salem Alliance Education Collaborative which focuses on the 3rd grade reading level.
- Community Outreach
 - Met with Dr. Robinson of Winston-Salem State University and Dr. Spriggs of Forsyth Technical Community College to discuss a partnership and how the education of health effects the community.

- POSSE attended the Pride event and the Highland Avenue Block Party.
- Measles/Mumps-Will continue to focus on these diseases and be vigilant in sharing preventative information.
- Legionnaires, 142 cases (4 deaths)

Dr. Edwards asked if there was a law regarding hot tub inspections, Mr. Swift responded that if there were any cases in Forsyth County, the communicable disease staff would be informed first.

- Vaping Disease, 61 cases statewide
- Infant Mortality, Mr. Swift shared data on infant mortality rates based on race/ethnicity and disparity ratio.

Mr. Seats asked if there is a way to look at infant mortality rates other than ethnicity, such as, income and education levels. Mr. Swift responded that Dr. Lovette Miller would be able to run a report based on that criteria. Dr. Petrou asked what age is considered infancy and Mr. Swift responded 0 to 12 months.

Public Comment

None

Standing Committees

Legislative Committee Update - Dr. Petrou

The Legislature has adjourned for the year. It appears that the budget will not be voted on until next year. There are major complications with Medicaid Transformation.

CHS Board Strategic Plan Update – Vision, Mission & Goals Discussion & Action

(copy of handout is on file in the administrative binder.)

At the conclusion of the last meeting, Ms. Tatum offered to meet with Victor Isler and Joshua Swift to work on strategic planning. On, 10/11/19, Ms. Tatum presented a skeleton summary of the mission and vision statements which included working toward the County’s four goals. On 10/23/19, Ms. Tatum, Mr. Swift, and Mr. Isler presented a draft document with more details on how Public Health and Social Services would flush out programs and objectives at their level to meet the objectives. On 10/29/19, the full committee met. A vision and mission statement were developed during this meeting. (See hand out) It is important to this committee to work towards community partnerships. Dr. Massler shared that we should have programs that would foster the concept and ideas of Forsyth County residents becoming more self-sufficient.

The committee reviewed the group of five county wide values: Integrity, Awareness, Accountability, Respect, and Excellence. The committee wants the five values to be incorporated into the Consolidated Health and Human Services values. Dr. Massler shared that it is not the objective as a board to get into the very fine details of what Social Services and Public Health are about or to micro manage what Ms. Tatum, Mr. Swift, and Mr. Isler are doing with their staff overall. The next step is for the organization as a whole is to develop specific objectives and what the measurements are for those objectives. How objectives are met will be reported back to the CHS Board on a monthly, quarterly, or annual basis.

Dr. Robie asked if we should have it documented stating how we are connected to the Board of Commissioners and what our authority is in relation to them and Dr. Massler and Commissioner Whisenhunt, responded that this has been defined within the County Government.

Dr. Edwards shared that as a Psychiatrist he is concerned that the sentence that reads “advances well-being, safety, education and self-sufficiency for all residents” is unrealistic for severely mentally ill residents. He would like to explore other wording.

Ms. Whisenhunt shared that it is just a vision; for example, all people may not be healthy or educated, but she would like to see it and she would like to see all people achieve self-sufficiency.

Mr. Seats shared that we know that safety nets are necessary and when we develop, implement, and manage programs in the county, we need to design the programs to give people the best chance possible of getting out of the net.

Mr. John Davenport shared that potential is there for everyone and we should aspire for greatness and what’s best for everybody; we may fall short, but we should dream for everyone.

Ms. Weston shared that Dr. Miller was a good example in what she has done through education for the dying child. She agreed with Mr. Davenport saying that we need to be there to uplift this.

Commissioner El Amin shared that as a body we should always be looking for the best across the board and encourage people to be their best and anything less would be an insult to their intelligence. He also shared that we should not get lost in the weeds, we should keep opportunity available and let them grow to the best of their ability.

The CHS board agreed to move the word education to after partnership in the mission statement. Dr. Petrou moved that the amended document be accepted, seconded by Ms. Weston, the amended mission statement was unanimously approved.

Mission Statement:

Forsyth County Health and Human Services advances well-being, safety and self-sufficiency for all residents. This mission will be accomplished by engaging in community partnerships, education, and regulation and by providing essential coordinated services to address existing and emerging issues.

Old Business

None

New Business

Child Care Priority of Service Policy *(The full report is included in your packet and will be on file in the administrative binder.)*

One through four are mandated through the Division of Child Development and cannot be changed. Currently the waitlist is 2,515. After the revised policy is approved the waitlist can be served.

Ms. Whisenhunt made a motion to approve the revised Child Care Priority Service Policy, seconded by Ms. Weston, unanimously approved.

Discuss – Board Name Change

Two options have been identified: Human Services Board and the Health and Human Services Board.

Mr. Seats made a motion to accept the resolution using the name *Health and Human Services Board*, seconded by Mr. El Amin, unanimously approved.

Adoption of 2020 Board Meeting Schedule

Mr. Seats suggested that we table this discussion for the next couple of months. During the December meeting, it will be clearer as to what our January meeting will look like, if at all.

Dr. Robie shared that the November meeting is scheduled for the day after the 2020 election.

Ms. Wishenhunt asked that we consider the time of the meeting and move it to the lunch hour timeframe and have lunch at the meeting. She would like for staff to be at home with their families.

Ms. Weston shared that it is important to have staff here after hours because they are coming from all walks of life that half of us don't know anything about; sometimes the directors refer to their team for assistance.

Ms. Rimm shared that should be up to Mr. Swift and Mr. Isler and the board does not need to get involved in that decision because it would be like micromanaging.

Other Business or Announcements

County Manager Comments -- Mr. Dudley Watts

Mr. Watts met with each of Ms. Tatum's direct reports and asked for feedback from them. The two departments will not be dismantled. The person in this position may not be a subject matter expert. It is more of a generalist public administrator role. The job is to make all of the systems work well together.

Mr. Watts along with Human Resources created a job to post. It will be an Assistant County Manager and Health and Human Services Director. Direct reports have not changed. It is a grade or two below the Deputy's position. It leaves room for career development. The job posting will close at the end of November. The goal is to return with a recommendation to the CHS board by the middle of December (12/18/19) during a "special called meeting". The second goal is to have the new person start in mid to late-January. Possibly cancel the January meeting.

Mr. El Amin recognized Dr. Edwards' achievement after he arrived to the meeting and asked for a round of applause.

The Board Nurse's position will close on November 22; as of now no one has applied.

Adjournment

Mr. Seats thanked everyone for attending the meeting. Meeting adjourned at 7:05 p.m.

RT/tmd

Next Meeting: December 4, 2019-5:30 p.m.