

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 Pettiford, RN
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 February 5, 2020

Board Members Present

Mr. John Blalock, Dr. Keith Cash, Ms. Pamela Corbett, Dr. Palmer Edwards, Dr. Charles Massler, Ms. Heather Parker, Dr. Linda Petrou, Ms. Sharon Pettiford, Ms. Sharon Rimm, Dr. Peter Robie, Mr. J. Phil Seats, Dr. Ricky Sides, Ms. Gloria Whisenhunt

Board Members Absent

Mr. Fleming El-Amin, Mr. John Davenport Jr., Dr. Calvert Jeffers, Ms. Claudette Weston

PH/DSS Staff Present

Ms. Lorrie Christie, Ms. Glenda Dancy, Ms. Tanya Donnell, Mr. Tony Lo Giudice, Mr. Victor Isler, Mr. Adam Pendlebury, Ms. Denise Price, Ms. Sulema Reichel, Ms. Ann Roberts, Ms. Shontell Robinson, Ms. Christa Smith, Ms. Marie Stephens, Ms. Mia Stockton, Mr. Joshua Swift, Mr. John Thacker, Ms. Jennifer Tubbs,

Guests Present

Mr. Gordan Watkins – County Attorney’s Office
Winston-Salem State Nursing Students

Call to Order

On Wednesday, February 5, 2020, the Forsyth County Consolidated Human Services Board held its regularly scheduled monthly meeting in the Meeting Room II (MRII) 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 of silence was observed by all.

Oath of Office – New Board Member

Ms. Sharon D. Pettiford was given the Oath of Office and sworn in as a new Health and Human Services Board member by Board Chair, Mr. J. Phil Seats.

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.

Consideration of Board Minutes

The minutes from December 4, 2019 Health and Human Services Board Meeting were reviewed. Ms. Corbett made a motion to approve, seconded by Dr. Petrou. The minutes were approved unanimously.

Assistant County Manager's Comments – Ms. Shontell Robinson

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

Ms. Robinson began by thanking all Health and Human Services board members for supporting her as she starts this endeavor. She offered a special thank you to Joshua Swift, Director of Public Health and Victor Isler, Director of Department of Social Services who have been tremendously supportive by providing advice and guidance through this process.

Organization Structure

Ms. Robinson wanted to make sure she understood from the County Manager what is expected of her in this new capacity. She also wanted to be clear on what her role is and what the board's role is. Ms. Robinson shared an organization chart to show where Public Health and DSS fall under her purview. Ms. Robinson will work on internal and external collaborations which will help move the needle on community issues. She has several resources under her purview that will help achieve this goal.

County Manager's Office Priorities

Ms. Robinson shared the County Manager, Mr. Dudley Watts', priorities as follows:

- Better coordination with non-profit human service agencies because what we are doing in Health and Human Services is not just a Public Health or DSS issue, it is a community issue. Therefore, the reach needs to expand and work better on the internal collaboration and strengthen the community partnerships. One of Ms. Robinson's goals is to obtain a seat at the human services roundtable that consists of approximately 12 large non-profit organizations in this county because they are working on the same issues.
- Continued focus on systems management to make sure we are working well internally and externally to help improve the overall system in Forsyth County.
- Effective Medicaid transformation when it takes place.
- Customer-focused system delivery in order to make things convenient to the customers served. Ms. Robinson mentioned that adding the WIC kiosk in the DSS building was a great next step. In the next step, it would be great to add WIC staff so the customer will have the convenience of making one stop.
- Ms. Tatum worked on the governing structure during the consolidation process and Ms. Robinson's focus is to continue to evaluate and improve integration for effectiveness and efficiency. Ms. Robinson, Mr. Swift, and Mr. Isler will be doing a site visit to Buncombe County to review their consolidation model which has worked well for them.
- Board focus on identification of systemwide barriers to progress with health and human services systems for public and non-profit. This includes everything that DSS and Public

Health are doing, the work on infant mortality, opioids, and mental health, which is what the two departments do every day.

Statewide Updates

Budget

The new budget has not been approved yet. Agencies are operating under last year's dollar amounts.

Local Updates

Behavioral Health Allocations Subcommittee Update

The applications closed on January 31, 2020. This is the maintenance of efforts monies that the county receives which are distributed to certain agencies. The subcommittee will assist in providing recommendations to the Commissioners regarding how to allocate these funds. The budget and management director is in the process of pulling the applications. A meeting will be scheduled with the committees.

Budget Requests were due February 3, 2020

The county's budget process request is in progress. Public Health and Social Services are due as well; however, they normally don't receive estimates for another few weeks.

Winter Work Session with Board of Commissioners on February 27, 2020

During this session is when the core of the budget will be addressed with the various departments.

Director of Public Health Comments – Mr. Joshua Swift

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

Dental State Rule Change

Effective February 1, 2020, the state law will allow dental hygienists to put in sealants without an exam in high need areas of Forsyth County. Mr. Swift and staff had a conference call with Dr. Sarah Tomlinson, State Dental Director on January 17th to discuss options and identify high need areas.

Pharmacy participated in a Medicaid screening/audit

No deficiencies noted.

WIC (Women Infants and Children)

Participated in a successful state audit.

Immunization

Had an audit on January 22, 2020, waiting on official letter.

POSSE (Prevent Ongoing Spread of STI Everywhere)

Had a site visit on December 20, 2019, waiting on the official letter.

Coronavirus Update

Public Health sent a basic press release out. Will meet on February 7, 2020 with hospitals, school system, emergency management, and fire first responders to bring everyone up to speed

(including contact information). There are zero cases in North Carolina. Nationally, there is a focus on travelers. The North Carolina health records issued a temporary order requiring all medical doctors and labs to report suspected or confirmed cases. Public Health is working with the Communicable Disease branch at the Division of Health who is receiving guidance from the Center of Disease Control. Weekly conference calls are scheduled on Tuesdays at 1:00 p.m. Ms. Corbett asked if Public Health will run into medication shortages since so much of the production is in China and Mr. Swift responded that it could possibly cause a shortage and if it does, then the Division of Public Health will be contacted for assistance.

Local Updates

Hepatitis A Update

There are 28 confirmed cases. It has slowed down drastically. Given 180 doses of the vaccine in the detention center. Mr. Swift acknowledged that the staff are doing a great job.

Stepping Up Program

The program extended to men on January 6, 2020. On the referral pipeline, there are 32 women and 19 men. Screened 17 women and 5 men, 1 female discharged.

Mental Health Court

Had 10 referrals in January 2019 and 2 referrals January 2020. Currently 16 active participants. Ms. Whisenhunt shared that there is another Stepping Up graduation the latter part of February.

Opioids Community Linkages to Care Grant from NC Department of Health and Human Services for \$275,000 over 33 months

It will assist in funding and partnering with the Twin City Harm Reduction Collective. Both will continue to work together to address Opioids and other substance abuses.

Director of Social Services Comments – Mr. Victor Isler

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

Federal & Statewide Updates

NCCARE360 (Statewide Human Services Referral Directory)

FCDSS is working diligently to support the state in rolling out this Statewide Human Services Referral Directory. FCDSS is serving as the lead agency and hosting meetings on a quarterly basis with community partners. This referral directory is similar to the United Way 2-1-1 system. The workgroup is trying to customize the directory to make sure they can receive clear data.

Transfer of Adult Guardianship Cases for Local Mental Health Entities to Local Department of Social Services

Forsyth County went through a civil suit regarding initialization of adults. Programs that served as residential programs were no longer considered appropriate. There was funding through the state to create an opportunity for the local mental health industry to oversee some individuals who were persistently mentally ill. Based on State Statutes, the only entity who can serve as a guardian is the Department of Social Services. There are approximately 1407 adults that will possibly be transferred back to the local Department of Social Services across the state. Mr. Isler is projecting that Forsyth County will receive approximately 150. The agencies across the state who provide these services have advocated based on the rate; therefore, it is on hold.

Ms. Rimm asked how could these cases intersect with the FCO people who are doing the homestead transferred out? Mr. Isler responded that at this point in time there is some overlap based on the 1407 individuals, they may fit in that category. Adult Services social workers provide guardianship services for those deemed to be persistently ill and the LMEs (Local Management Entities) are being released from their duty and obligation.

NCDHHS Statewide Program Evaluation on Child Protective Services Intake

CPS Intake was evaluated to potentially roll into a state service. This service line will remain under the county. Continuous Quality Improvement will be created.

Medicaid Transformation

Remains on hold. Vendors are concerned about the rate the state is offering. The state has requested that the 100 counties participate in a survey in order for the rates to be compared.

NCFAST Certification

The Economic Services staff will go through a certification process in the next 12 months. It is a state training process. Staff will receive a pass or fail and be given three attempts.

United States Department of Agriculture (USDA) Approval of Temps in Economic Services

Due to the concerns of caseload sizes, the state revisited the option of having temporary employees working in Food & Nutrition Services. It was approved; however, the terms and conditions were so complex the state decided not to offer it.

New Supplemental Nutrition Assistance Program (SNAP) Rules & NC

As of 2014, North Carolina is not a part of the waiver program. There will be no loss of subsidies for adults.

Local Update

Partner with the Consumer Financial Protection Bureau

DSS has been accepted to be a 2020 Your Money Your Goals cohort to promote financial literacy. Emergency Assistance staff of Economic Services will go through intense training to help with financial planning and promoting self sufficiency which they should be doing as an intervention per policy.

Child Support Incarcerated Non-Custodial Parent Outreach Project

This project is designed to work with non-custodial parents as they reenter into the community. The parent receives education regarding paying arrears, help with understanding what the next steps are, and referrals to community supports.

Recipient Eligibility Determination Audit (REDA) for Medicaid

The state has projected a payback across all counties. It is not known what the amount will be, should know by March.

Public Comment

None

Standing Committees

Strategic Planning Committee Update

The committee met on January 28, 2020. Discussed setting priorities and goals for the board as the next step. The goals will help achieve the priority. The committee didn't reach any clear-cut solutions. Ms. Robinson volunteered along with Mr. Isler and Mr. Swift to create some priorities. Will meet again around the end of February to review priorities to see how they fit with the remainder of the strategic planning committee. The priorities will be shared with the board in advance.

Dr. Edwards whom is the president of the North Carolina Medical Society gave a brief overview of the Healthy North Carolina 2030: A Path Toward Health Report. *(The full report is on file in the administrative binder.)*

Legislative Committee Update - Dr. Linda Petrou

Dr. Petrou reported that the committee adjourned in January 2020 and will meet again in April 2020.

Old Business

None

New Business

Health and Human Services Board Responsibilities – Mr. B. Gordon Watkins III

Duties & Role of the Forsyth County Health & Human Services Board: Mr. Gordon reviewed the statues and elaborated on some of the things the board can and cannot do.

- The board has the authority to adopt rules and regulations to address health issues. Rules can be created in a few areas that are more stringent than the state (there are not many). The State Law preempts some county actions.
- Adopt local rules and regulations to address health issues.
- Adopt fees for Department Services based upon Health and Human Services Director's Recommendation.
- Assure compliance with laws.
- Recommend new programs to Health and Human Services Director.
- Hear appeals of local rules violations.
- Perform regulatory health functions required by law; act as agent of state as required.
- Every year the board recommends the human services budget to the Board of Commissioners.
- Review programs and request quality assurance information and give suggestions on how things can be done better. The board can advise local officials through the Human Services Director, Shontell Robinson and then the County Manager, Dudley Watts.
- It is important for the board to advocate on behalf of the community informing them what programs are available through our departments. Required by law to protect the public.
- The County Manager appoints the Health and Human Services Director with the advice and consent of the Health and Human Services Board.

Duties of the Director

- The director appoints staff of the Human Services agencies with the approval of the county manager.
- Administer state human services programs.
- Administer human services programs of the local board of county commissioners.

- Acts as secretary and staff to the board.
- Plans and presents budget ideas to the board which are recommended to the manager and then to the board of commissioners.
- Advises the commissioners through the county manager.
- Enforces state and local health regulations.
- Serves as a liaison to the state as required by the law.
- Appoints, with the county manager's approval, the local health director.

The health and human services board does not hire or fire employees, perform the director's duties, administer or create programs, run the agency operations, perform investigations, manage agency employees, approve the budget, or spend money.

Ms. Corbett asked Ms. Whisenhunt how she would describe the responsibility of the Health and Human Services board to the County Commissioners? Ms. Whisenhunt responded that Ms. Robinson gives updates to the Commissioners and that they are aware of what is going on. Ms. Whisenhunt added that the County Manager has received input from the County Commissioners on what they would like to see this board become. She urged everyone to focus on the County Manager's priorities when doing the work.

New Business

FY20-21 Budget Requests – Alternate Services Levels

Alternative level requests are \$171,134. One request is to add 2 school nurses. Currently there are 31 full time nurses and one part time nurse plus 4 vacancies. Each nurse has 2 to 3 elementary schools and one high school or middle school. Mr. Swift shared that his goal over the next several years is to have 1 school nurse per elementary school. There is a shortage of Public Health Nurses. The second request is for \$24,200 to be used to move the Cleveland WIC Clinic to the Social Services building. All costs would come from the General Fund.

Ms. Robinson shared that during the next meeting there will be a board action of recommending the overall budget.

Social Services Budgets Requests - Alternate Service Levels

Mr. Isler shared that the fiscal year 20/21 salary and fringe continuation budget has decreased due to the In-Home Aide program transitioning to a contract effective January 1, 2020. That was a total of 22 full time positions. Eleven new positions can be added and remain under the continuation budget by \$69,000 as it relates to salaries and fringes. Mr. Isler provided a justification summary for the 11 positions he is requesting for fiscal year 20/21.

Other Business or Announcements

Adjournment

Mr. Seats asked for a motion to adjourn. Dr. Robie made a motion and Dr. Massler seconded.

SR/tmd

Next Meeting: March 4, 2020-5:30 p.m.