

# 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

## HEALTH AND HUMAN SERVICES BOARD MINUTES August 5, 2020

### Board Members Present

Mr. John Blalock, 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 Petrou, Ms. Sharon Pettiford, Ms. Sharon Rimm, Dr. Peter Robie, Mr. J. Phil Seats, Dr. Ricky Sides, Ms. Gloria Whisenhunt

### Board Members Absent

Ms. Claudette Weston

### PH/DSS Staff Present

Ms. Shontell Robinson, Mr. Joshua Swift, Mr. Victor Isler, Ms. LaShonda Ouk, Ms. Tanya Donnell

### Call to Order

On Wednesday, August 5, 2020, the Forsyth County Health and Human Services Board held its regularly scheduled monthly meeting virtually. 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.

### Election of Chair and Vice Chair

Dr. Calvert Jeffers from the nominating committee recommended that the current Chair, Mr. J. Phil Seats and the current Vice Chair, Mr. Fleming El-Amin serve for another year. Ms. Gloria Whisenhunt made a motion to accept and called the question. Dr. Ricky Sides seconded the motion.

A quorum was present. The motion passed with 16 votes, in favor.

Ms. Robinson congratulated Mr. J. Phil Seats and Mr. Fleming El-Amin for being unanimously voted to maintain their current position as Chair and Vice Chair by the Health and Human Service Board.

### **Consideration of Board Minutes for June 3, 2020**

The minutes from the June 3, 2020 Health and Human Services Virtual Board Meeting were reviewed. Dr. Robie made a motion to approve and Mr. El-Amin seconded the motion. A quorum was present. The minutes were approved with 16 votes in favor.

### **Assistant County Manager's Comments – Ms. Shontell Robinson**

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

### **COVID-19 Update**

The county has received 13.8 million dollars from two allocations of the Coronavirus Relief Fund from the General Assembly. The county allocated the funds for testing, PPE supplies (personal protection equipment), enhanced marketing, and advertising outreach. Most funds will be used for payroll expenditures for Public Health, Law Enforcement, and Emergency Services.

In addition, DSS was notified that they will receive \$244,000 of the Cares Act Funds for Adult Protective Services and Child Protective Services. Mr. Isler and his team are working on ways to maximize the funds. Public Health is receiving \$1.2 million from the state in order to continue enhancing testing and tracing. Also, received additional funds from KBR in the amount of \$247,000 for Public Health to utilize for COVID-19 efforts which is in addition to \$226,000 that was received from NCDHHS several months ago.

Commissioner Whisenhunt reported that the Commissioners added \$300,000 to supply PPE to small businesses of Forsyth County. They received overwhelming responses. Depending on how many employees the business has, the donation is based on three sizes, small, medium, and large. Thank you notes have been coming daily. Ms. Whisenhunt also shared that it was a rewarding experience for her.

### **Adjusting to the New Normal**

Cases are slightly declining. Ms. Robinson shared that a lot of her time has been consumed working with the COVID-19 pandemic. She reported that during the last few weeks, she has been able to slowly start working on other things. She will begin working on the Strategic Plan again in the near future. She has been working on a few juvenile justice issues with the most recent gun violence increase.

The new Family Justice Center Director was hired three weeks ago. The center will fall under Human Services. Working to open the Family Justice Center in the fall or winter of this year. DSS and Public Health are partners in the Family Justice Center arena.

There are other things outside of COVID-19 that are coming to fruition. She is having further discussions on how to further consolidate and improve human conditions. The goal is to adjust to the new normal and continue to try to work on some of the higher-level things that will help our citizens.

Dr. Robie asked if staff have been able to take time off. Ms. Robinson responded that she and her team are alternating taking time off to be recharged.

**Director of Public Health Comments – Mr. Joshua Swift**  
(Complete- detailed handouts on file in the Administrative Binder)

**COVID-19 Update**

Governor Cooper has extended phase 2 through September 11, 2020. The guidance will remain the same regarding gatherings; indoor 10 or less, outdoor 25 or less. If any changes occur, the Department of Health and Human Services will send notification.

Testing opportunities have been extended to 27105 and 27107 zip code areas. The pandemic can not be tested out of. The way we will get out of this is a vaccine 6 to 12 months from now. Once a vaccine is created, it will have to be distributed through the community. It will also help by continuing to operate under the 3Ws (wear a mask, wait six feet apart, and wash your hands).

Currently, testing has begun at Carver School Road Branch Library, Shiloh Baptist Church, Union Baptist Church, and Waughtown Baptist Church. These sites have potential for a good traffic flow.

Star Med, a facility lab out of Charlotte offered to partner with Forsyth County Public Health to help with testing. There have been weekly consultations with the NCDPH (North Carolina Department of Public Health) through an Op-9 county. These 9 counties are the largest in North Carolina that have had the most cases. There have also been weekly meetings with Forsyth County partners. The goal is 5,500 tests per week. Trends continue to be monitored. Public Health will continue to offer testing while focusing on the 3Ws.

Currently, 118 staff are performing contact tracing tasks (69 tracing and 49 investigating) on a daily to weekly basis. There are seven temporary employees and 27 staff from CCNC (Community Care of North Carolina). The regional contact for the NC Department of Public Health is Ann Absher who is a retired Health Director.

The vaccine process will be evaluated to see how it will work and how it will be distributed to Forsyth County citizens. With a timeframe of 12 months, it is going to take all partners and multidisciplinary efforts with community supports.

Outreach efforts have been through social media, website, and community partners. The Facebook page jumped from 500 likes to 3000 likes. Mr. Swift shared that new partners have joined efforts and the partners they already had have become stronger partners.

There was a testing event at held at Waughtown Baptist Church on July 31 through August 1, 2020. There were 179 individuals tested, 1000 masks distributed along with food and information materials. Target testing has been added which is going into neighborhoods to allow people to walk up and get tested.

Mr. Swift provided Forsyth County Statistics for COVID-19 testing as of August 1, 2020 which includes deaths. When people test at CVS, all results are received; however, it is unknown if all of them are Forsyth County residents. The overall positivity rate is approximately 11%. The

testing results are received in the county that you are a resident of. The issue is that addresses are not always provided on people who test negative.

*(Complete- detailed handouts re: statistics on file in the Administrative Binder)*

Mr. Swift thanked all of the staff and partners who have assisted in the COVID-19 efforts.

### **Director of Social Services Comments – Mr. Victor Isler**

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

### **COVID-19 Update**

Working around how to support individuals in the midst of the crisis. DSS has been working diligently on the back end to help our citizens in the midst of this crisis

The unemployment rate has increased. Federal and statewide orders have been executed to make sure that the crisis that families are experiencing can be mitigated.

The Crisis Intervention Program has been receiving more referrals due to Executive Order 124 ending. Order 124 assisted North Carolinians by prohibiting utility shut offs, late fees, and reconnection fees; and encouraged telecommunications providers, banks, and mortgage servicers to provide assistance and flexibility to their customers.

In the upcoming months there will be more termination notices and more assistance needed for utilities; therefore, customers may come in to request assistance. EO124 states that the customer has 6 months to pay arrears without accessing any fees or charges. There is no certainty as to how customers will show up. The federal unemployment allocation is also ending; however, it is under review.

The Housing Eviction Moratorium ended on 6/22/20. The Forsyth County Commissioners supported extremely well with an allocation of \$25,000. Utilization was low due to the Moratorium. An uptick is expected during the months of October and November.

### **Hispanic Latino COVID-19 Support Services**

There is are some disproportionately higher representation in the Hispanic/Latino communities. The manager's office has requested that FCDSS create a COVID-19 community support taskforce to see how the response can be different around support services. DSS has partnered with the Hispanic League and Crisis Control Ministries to provide technical assistance to customers so they can apply for COVID-19 funds. The task force is working with a local hotel to provide lodging support for a household size of 4 or more if someone in the household test positive. Crisis Control Ministries is providing utility and rental assistance for eligible individuals with unpaid leave. An application has been submitted to The Wake Forest University Baptist Foundation Fund, Blue Cross Blue Shield, and the Hispanic Federation for assistance consideration. Mr. Isler gave a "hats off" to the Hispanic League and Crisis Control Ministries.

### **Child Well-being Transformation Council Update**

Last year Mr. Isler received a gubernatorial appointment for the Child Well-being Transformation Council. It has ended. Mr. Isler has been in partnership with Senator Krawiec. A

list of 15 recommendations have been given to enhance our child welfare model. Policy changes are being reviewed to make sure DSS acts in a more responsive way to children transitioning out of foster care.

Mr. Isler also met with LME MCO (Local Management Entities-Managed Care Organizations) partners to help them understand that we should have some shared measures to make sure we are supporting families as well as children. Currently, working on expanding the trauma and clinical study across the state, the guardianship assistance program and mental health support services.

August is Child Support Awareness Month. Mr. Isler acknowledged the hard work coming from the Child Support staff. The Child Support staff are working diligently to support the Child Support program. The last fiscal year (FY 19/20) was closed out with them bringing in 2.4 million dollars to support children and their families. He expressed his appreciation for the hard work.

Mr. Seats made the board aware that Mr. Isler participated in a Leadership Winston-Salem panel discussion last week. Mr. Seats shared that Mr. Isler did an outstanding job and represented the Department well. The topics were around COVID-19, Health Care, the economy, and Social Services.

Ms. Rimm asked if there has been an uptick in the number of Child Protective Services calls? Mr. Isler responded that there has not been an uptick since the schools have gone to virtual learning.

Ms. Rimm also asked if Forsyth County DSS has begun another fiscal year without a budget.? Mr. Isler responded that the funds for DSS are appropriated which means the funds for statutory requirements are continued. Last year the state and federal allocations were received.

## **New Business**

**Fiscal Year 2020-2021 Fee Schedule**      **LaShonda Ouk, Quality Assurance Manager**  
(Complete- detailed handouts re: 2020-2021 Fee Schedule on file in the Administrative Binder)

The fee schedule was presented to the Board of Commissioners on 7/23/20. Ms. Ouk presented the Fee Schedule Committee as well as a Fee Comparison to several counties to the Health and Human Services Board. The fee methodology was based on the Current Procedural Terminology (CPT) Codes- Rates were compared with other surrounding counties, Medicaid Reimbursement and NC State Consultant guidelines.

The Health and Human Services Board will make a recommendation to the Board of Commissioners to adopt the fee schedule. Dr. Robie commented that after reviewing the fees, they all look appropriate.

Dr. Robie made the motion to accept the 2020-2021 Fee Schedule, Mr. El-Amin seconded. A quorum was present. The motion carried. The 2020-2021 Fee Schedule was approved with 16 votes in favor.

## **Old Business**

None

**Adjournment**

Mr. Seats asked for a motion to adjourn. Dr. Jeffers made motion to adjourn. The meeting was adjourned at 7:00 p.m.

SR/tmd

Next Meeting: September 2, 2020-5:30 p.m.