

# CONSOLIDATED HUMAN SERVICES BOARD



## 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

### Chair

J. Phil Seats, R.Ph., MBA

### Vice Chair

Fleming El-Amin, County Commissioner

## CONSOLIDATED HUMAN SERVICES BOARD MINUTES February 6, 2019

### Board Members Present

Mr. Phil Seats-Chair, Mr. Fleming El-Amin-Vice Chair, Dr. Keith Cash, Ms. Pamela Corbett, Dr. Palmer Edwards, Ms. Amanda Kistler, Dr. Charles Massler, Ms. Heather Parker, Dr. Linda Petrou, Ms. Sharon A. Rimm, Dr. Peter Robie, Ms. Gloria Whisenhunt

### Board Members Absent

Mr. John Davenport, Dr. Calvert Jeffers, Dr. Ricky Sides, Ms. Claudette Weston

### PH/DSS Staff Present

Ronda Tatum, Victor Isler, Joshua Swift, Jason Beasley, Lorrie Christie, Glenda Dancy, Tanya Donnell, Geraldine Harris, Sarah Isom, Lynn Kelly, Daniel Lemons, Tony Lo Giudice, Lovette Miller, Amanda Pone, Ann Roberts, Marie Stephens, Mia Stockton, John Thacker, Jennifer Tubbs, Elizabeth White, Frances Williams

### Guests Present

Rev. Kenneth Holly, Jim Jones, Shontell Robinson, Phyllis Russell, Carrie Worsley, John Worsley, Emily Young

### WSSU Nursing Students Present

Katrina Bass, Emilee Bennett, Summer Branson, Katrece Brooks, Kailun Chen, Charles Colhoun, Alexis Davis, Haley Dooley, Chelsea Finney, Ashante Fulford, Kierra Garrett, Misty Gizinski, Crystal Goldson, Lawana Johnson, Autumn Rogers, William McClanahan

### Call to Order

On Wednesday, February 6, 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 5:30 p.m.

### Moment of Silence

A moment silence was observed by all.

### Consideration of Board Minutes for December 5, 2018

The minutes from the December 5, 2018 Consolidated Human Services Board Meeting were reviewed. Dr. Linda Petrou made a motion to approve; seconded by Commissioner El-Amin. 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**

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

Ms. Tatum thanked the Consolidated Human Services Board Members for attending the Board Retreat on January 26, 2019. The retreat was held at the Forsyth County Government Center.

## **Federal & Statewide Updates**

### **Impacts from Economic Federal Perspective**

We have one week to go before we know if Congress will come up with a budget. During this recent shutdown, customers received their January food stamp benefits on schedule and their February food stamps benefits early. Some of those households have already run out of benefits.

Forsyth County recipients receive \$6 million in the Supplemental Nutrition Assistance Program (SNAP) benefits monthly and over \$1 million per month in child care. Forsyth County cannot sustain funding these programs on a monthly basis.

Thirty nine percent of the Public Health's budgeted revenue and ninety two percent of Social Services' revenue is from State passed through of federal funds. We still have to handle our administrative responsibilities on a regular basis and the State will not exempt us from meeting our maintenance of efforts and Memorandum of Understanding requirements.

If we had a long term shut down, we probably would have to reduce staff or at least freeze hiring. If it were to be short term, we could possibly cover administrative expenses through our reserve. We do not pay for the food stamp allotment or daycare fees. Those payments come from the State.

## **Shutdown & Implications**

### **Legislative Goals**

Ms. Tatum shared the Legislative Goals with the CHS Board via email and hard copy. They are as follows: Social Services Consortium, Public Health Directors Association, NC Sr. Tar Heel Legislature (Aging), and NCACC support of Goals Related to Human Services.

These groups are meeting and discussing which legislative things they are going to move forward with in the General Assembly this year. It will be a while before we know what the budgets will be for some of the programs. Our budget requests will be submitted and hopefully we will receive additional allocations.

## **Statewide Updates**

### **Medical Transformation Key Dates**

We are in the first regional roll out. Four plans were selected: Blue Cross Blue Shield, United Health Care, AmeriHealth Caritas NC, and Well Care of NC. The pre-paid health plans have to be contracted with enough care providers for their network to meet the requirements of health and human standards. Between July and September our customers will have to select a plan. Maximus is the Broker who should be assisting with the process. Ms. Tatum does not want our staff to assist with plan selections because if things go wrong, we will be accountable. If they do not select a plan, they will be placed in one automatically.

Phase one will launch in November 2019 for Regions Two and Four. We are in Region Two. They are still working on logistics of the plan. Social Services and Public Health staff are using webinars to get as much information as possible.

### **Local Updates**

- ❖ Working on a Reading Improvement task force with Forsyth Promise, WSFCS, DSS, Public Health, and the Commissioners.
- ❖ John Thacker, Tara Tucker, and Tony Lo Giudice are working on the Opioid Task Force with the UNC School of Government.
- ❖ Social Services and Public Health are working on their FY 2020 budget request. The full request will be presented to you next month.

Dr Peter Robie shared that he sent a long email to Senator Richard Burr about the impact the shutdown had on us and that it is his impression that there will not be another federal shutdown.

### **Director of Social Services Comments - Victor Isler**

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

#### **Federal & Statewide Updates**

Mr. Isler shared that DSS has been busy managing the impact of the Federal Shutdown. He gave kudos to the DSS Executive Leadership Team. He also gave appreciation to Mia Stockton, Income Support Division Director, and her division for staying in constant communication around the issues.

There is no State or County, at this time that is solvent enough to sustain the food stamp and child care monthly expense within their budget. If there is another federal shutdown and we do not have Supplemental Nutrition Assistance (SNAP) benefits, we will reach out to local food banks and food programs to request help for the community.

Discussed how we can best support each other cross-agency planning meeting. The group put a lot of thought around this issue and how we would collaborate. The Housing Authority is also discussing how to communicate around getting reimbursed if they allow individuals to remain in their homes. The Second Harvest Food Bank is open to partnering if and when this happens.

A communication plan was created for the community which highlighted what Forsyth County Residents should know and do around a Federal Shutdown. *(Copy of the full announcement on file in the Administrative Binder)*

Supplemental Nutrition Assistance Program (SNAP) benefits will be issued in March. DSS is in conversations regarding the Federal 40-day window. Since some individuals received their February benefits early in January, we have to make sure that the State sends a new date for the benefits to be issued in March that will compliment being within that 40 day window.

Dr. Palmer Edwards asked what is the food banks' capacity and Mr. Isler responded that the group had conversation around that issue and that Eric will be taking a deeper dive. He also shared that it could be stocking different foods that could stretch longer as it relates to meals. The group will review systematic ways to stretch the allocations of food items. At some point, the group will make a request to the community to help support the local food banks if needed.

### **MOU County Performance Data Released via Data Warehouse**

When we first entered into this Memorandum of Understanding, the State did not have the capacity to issue the data in real time. Now, we have been able to consult with the State for each service area and actually receive reports so we will have the ability to check for accuracy. Next month, DSS will be able to report out to the CHS Board the findings as it relates to internal numbers and the States numbers not lining up.

### **School Health Advisory Board Appointment**

Mr. Isler is working under a new appointment on this Board.

### **Alliance for HOPE-FJC Site Visit**

Mr. Isler has been very active in the conversations that took place on January 29-30, 2019 around the Family Justice Center. Adult and Child Welfare Services are key stakeholders as it relates to interpersonal violence. The income support staff may provide some services if this comes to fruition. We want to have a one-stop shop for individuals who are experiencing interpersonal violence.

### **Child Support Best Practice Planning Meetings with Chief Judge Menefee**

We are in conversations with our Chief Judge around best practices for child support. There have been some case law from counties that are causing us to look at how we attest for findings based on our workers' report of ability to pay and evidence of payment and making sure that we are consistent. Our county attorney's office is working with us to make sure that we best support our Chief Judge in the process.

### **Cansler & Cardinal Regional DSS Foster Care Collaborative**

We have been selected to partner with Davie County to work with the Cansler Collaborative as it relates to a regional foster care pilot. We are really looking at transforming our foster care service definition. Quarterly, the county managers have been meeting to look at the expense of therapeutic foster care along with social services in our region. We have a strong recommendation as it relates to removing the therapeutic foster care service definition and actually creating a wrap around service to go with the foster child. We noticed when looking at the Managed Care Organization (MCO) structure, as it relates to placement, when a child gets better, the expectation is that the child moves and that is a loss in the DSS world. The expectation is no longer having a therapeutic definition but to have a therapeutic wrap-around service that goes with the child which can strengthen kin and relative placement as well as foster care placements. When the foster parent assists in getting the child better, they lose a level of care which means they lose that revenue within their home. Cardinal Innovations and the Cansler group are highly interested. We will be taking this to our legislature committee in the near future. We will share the final draft document with the CHS Board.

### **University of North Carolina Television (UNCTV) Community Grant on School Readiness**

The grant is community wide. There is a large percentage of Family, Friend, and Neighbor Care Networks (FFN) which is informal child care. Social Services' stake and interest is that children 0-5 are at higher risk for abuse and neglect. We want to be at the table to discuss this potential grant opportunity.

## **Agency Operations FCDSS Strategic Plan**

The FCDSS Strategic Plan has been developed. It will help the CHS Board to see where we are going as a consolidated agency. The Executive Leadership Team has held feedback galleries with staff. We took information from the World Café session that was held under the previous administration and combined all the information together to help in creating what we believe is a solid plan for the next three years.

There are some extremely innovative things particularly as it relates to self sufficiency, safety, and operational accountability. Mr. Isler acknowledged that DSS has some growth opportunities as it relates to stewardship, technology, and integration preparation into NCFASST.

We want to work hard around employee engagement and workplace culture and provide good support and supervision as well as responsible leadership. Target areas as it relates to retention and recruitment is child welfare and income support. We will be intentional and diligent in how we shape those areas.

Commissioner El-Amin commended Mr. Isler for incorporating the “We Care” philosophy throughout the Forsyth County DSS 3-Year Strategic Plan for FY19-FY21. He also shared that the report was very professional.

### **2018-2019 Mid-Year Report**

Included in the report are accomplishments for the past six months. Mr. Isler gave Kudos to the Executive Leadership Team for assisting in this process. Our vacancy rate is at 7.9%. The beginning of the fiscal year 2018-2019, we were floating around 12 to 13%. Mr. Isler applauded the division heads and our Human Resources Consultant, Emily Young, for their diligent efforts in this process.

### **Planning Meeting with MIS & General Services for CIP**

- ❖ We are planning to relocate the Family & Children’s clerical staff into the small file room on the ground floor. Currently, their workstation is located on the ground floor immediately next to the elevators.
- ❖ The customer parking lot which is located in the front of the building will be repaved.
- ❖ Child Support will be relocated to the building next door (formally known as Behavioral Health).
- ❖ Doors in the Child Welfare area will be secured with an access pad.
- ❖ Security towers will be installed in the employee parking lots for added security.

### **Agency Operations & Processes**

#### **Year End Budget Estimates**

We are under budget by \$698,000.00. A large component of that is our vacancy rate and positions. Also, we have had an increase in the foster care budget. We are projecting to end this fiscal year at \$3.1 million. We submitted a budget request of \$2.7 million and received \$2.5 million. The Opioid epidemic is really hitting DSS hard. We will be working with Ronda Tatum to submit a budget request to cover the cost because we have to be able to provide placements for our youth. Mr. Isler thanked the DSS Business Office for coordinating and making this work in a fiscally sound way.

## **Performance & Target Areas**

### **Child Care Subsidy & Children on the Waiting List**

We discussed in the work session with the CHS Board a couple of weeks ago regarding understanding where we are with data and hotspots. Please note that we had an increase in our child care rates in October 2018; therefore, our wait list has increased to 1225 children.

### **Cumulative Monthly Spending Coefficient**

Our goal is to stay at 100% in our spending coefficient; however, as children roll off, we will probably return to that goal rate. There are State funds to support counties if they exceed the spending coefficient.

Question from Dr. Palmer Edwards; what is child care subsidy and children on the waiting list? Mr. Isler responded that there is approximately a \$15 million dollar allocation for child care subsidy annually. It can be used to pay private and for-profit child care agencies. In order to maintain the spending coefficient, we can only enroll a certain amount of children so we do not overspend. As children leave daycare we pull the next eligible family from the waiting list who are residents of Forsyth County.

### **Energy Applications**

The Income Support Division is extremely busy during this LIEAP season. Applications have increased to 1402.

### **CPS Screen in Report Timeliness**

CPS screen in timeframes has slipped from 95.5% in December to 93.9% currently. The goal is 95%.

### **Special Assistance Disability (SAD) Medicaid Application Timeliness**

The special assistance disability (SAD) Medicaid application timeliness has increased from 67% in December to 80% currently. The goal is 85%. There has been turnover in this area. Staff has been working overtime to help stabilize the timeliness of processing the applications. There are no penalties associated with these performance deficits.

Question from Ms. Rimm; what is the turnaround time for processing the special assistance application? Mr. Isler deferred to the Income Support Division Director, Mia Stockton. Ms. Stockton responded that the turnaround time frame is 45 days and that the issue has been that we are not receiving accurate reports from the State. Mr. Isler added that the application time frame can be extended based on the individual actually seeking proof of social security benefits.

### **Director of Public Health Comments – Joshua Swift**

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

Mr. Swift recognized Carrie Worsley's retirement and the tireless work that she has done for more than 29 years in Health Services. Ms. Worsley will return to serve as a Health Coach with the Minority Diabetes Prevention Program. Mr. Swift presented her with an engraved plaque. Ms. Worsley shared her appreciation for her coworkers at Public Health and Social Services who helped her throughout her 29 years of service. She expressed a thank you to the staff at Public Health for two beautiful luncheons. Mr. Isler also expressed his gratitude to Ms. Worsley for hiring him into the County system as his first supervisor.

Lynn Kelly was recognized for receiving the Becky S. Bowden Outstanding Dental Hygienist Award which was presented by the NC Public Health Association in the Dental Health Section.

Mr. Swift invited everyone to the lobby immediately following to see displays that show all the services that Public Health provides. Thank you to the assistant health directors, their staff, and Lorrie Christie for organizing and keeping the information up to date.

Mr. Swift acknowledged that he has been with Public Health for a total of 86 days. He highlighted a few things that have happened in that time period.

- ❖ Having discussions with Forsyth Futures regarding community measures and social determinants of health.
- ❖ Met with the Winston-Salem Forsyth County Schools to discuss improving reading levels.
- ❖ Attended the Opioid Task Force quarterly meeting with Tony Lo Giudice, Tara Tucker and over fifty other partners. Mr. Swift shared that in Forsyth County during 2017 there were 20 million opioid pills prescribed which equates to 55 pills for every man, woman, and child in this county.
- ❖ Met with the Emergency Management Director and had a hazardous mediation meeting which sponsored NC Emergency Management, they discussed how they can mitigate damage so the next flood doesn't affect this community as much.
- ❖ Working with the UNC School of Government to plan a 2019 Strategic Planning Retreat with Public Health's Leadership Team. One agenda item will be "Taking Your Marching Orders From the Board" and "How Can Public Health Meet Those Orders".
- ❖ Met with representatives from the Downtown Health Plaza, Crisis Control Ministry, and Health Care Access to discuss health needs in the area.
- ❖ Meeting with LaShun Huntley, Executive Director of United Health Care this week to discuss potential partnering with them.
- ❖ Dr. Kevin Buchholtz with the NC Oral Health Section at the Division of Public Health will visit Public Health to review the dental clinic and give a process improvement consultation.

### **Internal Health Services**

- ❖ Flu shots provided: Participation has increased from 4,646 in FY2018 to 9,566 in FY2019.
- ❖ Youth Risk Behavior surveys are completed every 2 years. It is a huge undertaking which includes all middle and high schools. The adult version is the Behavior Risk Factor Surveillance System (BRFSS). They are seeking volunteers to train.
- ❖ Held a sealant project at Mineral Springs Elementary in December, next sealant is later this month at Kernersville Elementary.

### **Personal Health and Clinical Services**

- ❖ Nurse-Family Partnership: Mr. Swift shared that he was able to attend the graduation on January 22, 2019. He recognized Glenda Dancy and her staff for doing a great job.
- ❖ Currently, the Stepping Up program is geared toward women. Considering expanding it toward men in the near future.
- ❖ Five Forsyth County schools are designated as special needs schools for children with serious health issues. Special funding was received from the State.
- ❖ Family Planning Clinic: 204 visits, 195 patients seen
- ❖ STD Clinic: 430 visits, 394 patients seen. Dr. Robie asked what is the difference in the number of visits to the STD Clinic and the number of patients seen and Ms. Dancy responded individuals are allowed to come back multiple times.
- ❖ Immunization Clinic: 236 visits, 198 patients seen

- ❖ TB Clinic: 109 visits, 38 patients seen
- ❖ BCCCP/Wisewoman: 24 visits, 24 patients seen
- ❖ Total seen in combined clinics was 1207.

## **Community Health Services**

### Environmental Health Activities:

- ❖ Food, Lodging and Institutions: 167 Inspections, 9 re-inspections, 1 temporary food establishment permit, 2 tattoo permits
- ❖ Childhood Lead Poisoning Prevention Program: 1 investigation, 6 home visits, 1 education event
- ❖ Onsite Water and Wastewater: 8 new soil site evaluations, 9 repair evaluations, 60 site visits
- ❖ Pools: 0 inspections
- ❖ Vector: 0 sites treated, 4,077 mosquitoes identified, 0 complaint investigations
- ❖ Plan Review: 22 visits, 6 transitional permits, 4 new permits
- ❖ WIC: The majority of WIC comes through the Federal Government. There have been declines in WIC recipients across the State and the Nation. Three to four hundred people have started using the online program, WICHealth.org, on a monthly basis. New Hanover County has the option to send text appointment reminders.

Ms. Rimm asked what the age range is for children receiving WIC and Mr. Swift responded, age 0 to 5. Ms. Rimm also asked if the birth rate was down and Mr. Swift responded that between November 2017 and November 2018 there was a 20% decrease among Hispanics.

Commissioner Wisenhunt asked if we are happy that there is a decline and is that a sign that people have jobs and may not need services and Mr. Swift responded yes; that could be the case and that would be great. He just wants to be sure that people who are eligible are well informed.

Mr. Isler shared that the perception from the residents is that there is more of a barrier to participate with the Women, Infants, and Children Program (WIC) than there is with Food and Nutrition (FNS) and the Supplemental Nutrition Assistance Program (SNAP). Some of the studies show that there are medical screenings that have to take place and the limited food options could be possible barriers.

Mr. Seats asked how we wade through all of the theories to get an answer and Mr. Swift responded that there will be a deeper dive into the numbers and they will look further back than the previous year to review various aspects of the population.

## **Environmental Health Services**

- ❖ Two resignations; the public health education program is an innovative program. The staff are health educators who focus on tattoo education for all 10<sup>th</sup> graders on tattoos. Three new hires; it takes approximately 12 to 15 months for new staff to receive all authorizations from the State.
- ❖ Laboratory Tests: the lab continues to be busy; around 8,000 tests per year
- ❖ Pharmacy: Two new pharmacists in place; Ethan Hammer and Cleveland Garrison. Norma White retired and came back on a part time basis.



## **Preventive Health & Education Services**

- ❖ Jail Health Nurse: Provided more than 200 skin tests; Mr. Fleming requested the results for the TB skin test and Mr. Swift responded that he would speak with Lindsay Novacek, Public Health Nurse to request the basic results only, due to HIPPA laws.
- ❖ Healthy Beginning Grant awarded: Received \$79,000 grant per year for the next three years.
- ❖ Minority Diabetes Program: Mr. Lo Giudice serves on the Board.
- ❖ Internship Hours: Over 1000 hours completed.
- ❖ Fitness Fun Night: Children were able to learn about exercise and nutrition. It is a known fact that when children start getting healthier the parents start getting healthier.

## **Personnel**

Ms. Tatum will be working to re-classify some of the vacant positions at Public Health.

## **Old Business**

### **Immunizations:**

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

Dr. Charles Massler asked what are the requirements in Forsyth County for immunizations and Mr. Swift responded that it is a State requirement; however, in the State of North Carolina you can request a religious exemption. Some states are not as strict in requiring proof of the religious exemption. Reminders are sent home with each child and some of the nurses actually go out to do home visits.

Dr. Massler also asked the question; what do our percentages run of kids who are not receiving the MMR (Mumps Measles & Rubella) immunization before they start school and Ms. Dancy responded that the information is supplied to the County by the State. After this current school year 2018-2019 information will be available from the State.

Dr. Robie asked what the school system does with students who are not vaccinated when they do not have an exemption and Ms. Dancy responded they are expelled.

## **New Business**

### **FY 2019-2020 Position Request & Recommendation (Public Health & Social Services)**

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

The rationale for some of the requests is to maintain what we are doing well and to address the compliance of State the policy ratio; supervisors to staff, staff to caseload size, to address community needs, and expand the existing programs. Ms. Tatum has charged Public Health with looking at long-term vacancies and possibly doing some reclassifications. The largest component is the public health school nurses; they are requesting eight. Ms. Tatum's goal is to have at least one nurse for each elementary school for early prevention. The breakdown of the cost is listed in your packets. Ms. Tatum referred the Board to the DSS and PH staff if a deeper dive into what the exact positions are is needed. They have done a great job in figuring out the best way to use county dollars.

Dr. Robie made a motion to approve, Dr. Massler seconded. It was approved by majority with Commissioner Gloria Whisenhunt and Commissioner El-Amin abstained from voting.

**Board Retreat Debrief:**

Mr. Seats shared comments from the CHS Board retreat. He commended Ms. Tatum on organizing the event. He shared that it was a good kickoff for their strategic planning.

The Board discussed the need to keep strategic planning going and the need to enhance their legislative contacts. The committee will be headed by Dr. Massler who will work on the strategic planning and Dr. Petrou will work on the legislative committee. Mr. Seats acknowledged that there is a lot of expertise sitting around the CHS Board table. He encouraged each person to volunteer for one or both committees. Mr. Seats volunteered Mr. Isler and Mr. Swift to serve on the Strategic Plan Committee. Dr. Petrou suggested forming an Opioid Committee. Mr. Seats would like to explore the idea of an Opioid Committee.

**Public Comment:**

No public comment.

**Other Business or Announcements**

Mr. Seats informed the board that Ms. Sharon Rimm accepted an appointment on the Community Child Protection Team (CCPT). She will represent the Consolidated Human Services Board.

**Adjournment:**

Mr. Seats asked for a motion to adjourn the meeting. Mr. Fleming made a motion to adjourn, seconded by Dr. Massler. The meeting adjourned at 6:50 p.m.

RT/tmd

**Next Meeting: March 6, 2019-5:30 p.m.**