

CONSOLIDATED HUMAN SERVICES BOARD



Board Members

Dr. B. Keith Cash, OD
Ms. Pamela Corbett, MA
Mr. John Davenport, Jr., PE
Ms. Karen Durell
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

Chair

J. Phil Seats, R.Ph., MBA

Vice Chair

Fleming El-Amin, County Commissioner

CONSOLIDATED HUMAN SERVICES BOARD MINUTES December 5, 2018

MEMBERS PRESENT

Dr. Keith Cash
Ms. Pamela Corbett
Ms. Karen Durell
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
Mr. Fleming El-Amin
Ms. Amanda Kistler
Mr. J. Phil Seats
Ms. Gloria Whisenhunt

GUESTS PRESENT

Mr. Jim Jones, Management Information Systems
Mr. Patrick Phaup, Management Information Systems
Ms. Shontell Robinson, Human Resources
Ms. Phyllis Russell, Budget Office
Ms. Amanda Swift
Mr. Jack Swift
Miss Sophia Swift
Ms. Emily Young, Human Resources

PH/DSS STAFF PRESENT

Ms. Ronda Tatum
Mr. Victor R. Isler
Mr. Joshua R. Swift
Mr. Jason Beasley
Ms. Lorrie Christie
Ms. Glenda Dancy
Ms. Tanya Donnell
Ms. Sarah Isom
Mr. Tony Lo Giudice
Ms. Amanda Pone
Ms. Denise Price
Ms. Ann Roberts
Ms. Mia Stockton
Mr. John Thacker
Ms. Jennifer Tubbs
Ms. Elizabeth White

Call to Order:

On Wednesday, December 5, 2018, the Forsyth County Consolidated Human Services Board held its regularly scheduled monthly meeting in Meeting Room 2 at the Forsyth County Department of Public Health (FCDPH). Dr. Charles Massler called the meeting to order at 5:31pm and welcomed everyone to the meeting.

Moment of Silence:

A moment of silence was observed by all.

Introduction of Guests:

Both the Chair, Mr. J. Phil Seats and the Vice Chair, Mr. Fleming El-Amin were absent. Dr. Massler was asked to Chair the meeting. Everyone introduced themselves. Dr. Massler welcomed and thanked our special guests, the Swift family (Ms. Amanda Swift, Mr. Jack Swift and Miss Sophia Swift), who came to see Mr. Joshua Swift, the new Public Health Director, be sworn in.

Oath of Office - New Board Members and Health Director:

Dr. Massler swore in new Board Members (Ms. Pamela Corbett, Psychologist and Dr. Linda Petrou, Consumer) and congratulated them for joining the Board.

Next, the new Public Health Director, Mr. Swift, was sworn in using his own special bible, that belonged to his mother.

Consideration of Minutes:

The minutes of the November 7, 2018 Consolidated Human Services Board (CHSB) were reviewed. Ms. Corbett made a motion to approve and Dr. Calvert Jeffers seconded. The minutes were approved unanimously.

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

➤ General Information:

- During the 2018-2019 academic year 7 kindergarteners and 14 seventh graders were withheld from school because vaccine requirements were not met
- Other non-vaccinated kindergarteners due to valid medical or religious reasons (see detailed handout on file showing vaccination requirements for kindergarten age children and for seventh graders). Dr. Peter Robie noted that the exemptions were high and asked what falls under other. Mr. Swift responded that for religious exemptions in North Carolina (NC), a person can simply write it on a piece of paper (Dr. Lovette Miller will provide the Board with more explanation of what falls under other). Dr. Robie then asked if we share information with other clinics - do we have electronic medical records. Mr. Swift responded that we have Cure MD and Ms. Glenda Dancy added that as an agency, we do have access to see patient information and have a health information exchange system that we are working on - this will be coming soon
- Dr. Miller pulled data by zip codes to show the percentage of flu vaccines administered to populations - the highest percentages were from the following zip codes: 27105 - 17%, 27107 - 15%, 27127 - 12%, 27106 - 11%, 27103 - 11%, and 27101 - 8% (see detailed handout on file, by zip code, race, age, education and household income)
- Administered 4,530 flu shots this year, compared to 3,658 last year this time

- **Internal Health Services - October Activities:**
 - *Preparedness* - FEMA reimbursement submitted to Emergency Management 11/26/2018 for employees who participated in Pitt County Shelter and the Local Shelter for Hurricane Florence (\$9,712.02)
 - *2019 Youth Risk Behavior (YRB) Survey* is coming up tentatively in February and March/trying to recruit retired teachers and nurses to assist with administering the survey
 - *Dental Clinic* - total visits (536 Adults, 263 Children , 273 <19 yrs old), 1st Quarter Revenue - \$44,163.05 (Medicaid and Insurance), FY19 Dental Sealant Project (Mineral Springs Elementary - 190 Screenings/199 Sealants/ next Sealant Project scheduled at Gibson Elementary - December 10th-12th)
- **Personal Health and Clinical Services - October activities:**
 - *Nurse-Family Partnership (NFP)* - celebrating a graduation for 27 participants on January 22, 2019 - caseload is currently 153- provided 228 home visits
 - *Stepping Up Program* - Forsyth County's response to a national initiative to reduce the number of people with mental illness in our local jail. Consists of 4 staff and 22 active participants and 12 pending. The recidivism rate is 9.1%. Two participants scheduled to graduate in January 2019
 - *Family Planning Clinic* - 288 patients seen/provided 302 visits
 - *Breast and Cervical Cancer Prevention and WomanWise Program* - served 36 women
 - *STD Clinic* - 613 patients seen/provided 670 visits
 - *Immunization Clinic* - 443 patients seen/provided 522 visits
 - *School Health* - consists of 38.56 school nurses - 4 team leaders - 1 supervisor - currently have 5 vacant positions - received 351 funds from the state that were taken - plan to fill a position that was placed on hold
- **Community Health Services - October activities:**
 - Environmental Health worked with local hotel and Emergency Management regarding remnants of a methamphetamine lab
 - *Tattoo EDU* - research proposal submitted to Winston-Salem Forsyth County with hopes of implementing in the Spring curriculum (Health Educator, Ms. Madison Shelton will go to schools to teach 10th graders about tattoos);
 - *Food, Lodging and Institutions* - 268 inspections/13 re-inspections, 8 temporary food establishment permits, 9 tattoo permits
 - *Childhood Lead* - 3 investigations, 12 home visits, 1 education event
 - *Onsite Water and Wastewater* - 5 new soil site evaluations, 17 repair evaluations, 43 site visits
 - *Pool* - 20 pool inspections, 6 pool re-inspections, 1 pool permit
 - *Vector* - 65 sites treated, 150 mosquitoes identified, 8 complaint investigations
 - *Plan Review* - 43 visits, 6 transitional permits, 2 new permits
 - Two REHS interns recently received authorization
 - *Food Operators Guide* - 80-100 page guide to educate about protocols in regards to health codes, is complete
 - *Laboratory* - volume of in-house lab tests projected to increase 20-25% this fiscal year (10,048 in house tests performed)
 - *Pharmacy* - two staff retiring (one will be coming back in January part time) - filled 2,846 prescriptions
 - *Women, Infants and Children (WIC)* - number of participants averaged 8,401 per month for six-month period beginning January 2018/8,669 per month for twelve-month period beginning August 2017. There has been a 15% decrease in WIC participation across NC from 2013 to 2017
- **Preventive Health and Education Services - October activities:**
 - *Jail Report* - included in packet
 - *MDPP Audit* - completed - in compliance and met all agreement requirements
 - Two vacancies (Public Health Educator and Health Program Assistant)

Department of Social Services (DSS) Director's Comments: Before starting his updates, Mr. Victor Isler apologized for his tardiness and explained he is part of the class of 2019 Leadership Winston-Salem Program and they had to attend government day (see complete/detailed handouts on file in the Administrative Binder).

➤ **Federal and Statewide:**

- *Department of Health and Human Services (DHHS)* - in December, looked at regional support for local DSS teams and a recommendation was made that seven regional teams will provide technical assistance
- *Conference of Clerks Executive and Legislative Committees* - they are on the move - Ms. Anne Roberts and her team are members of the state's Rethinking Guardianship Workgroup
- *Child Care Subsidy and Market Rate for County* - at 100% of spending allocation. State allocation has gone up
- *Social Services Institute* has been moved from October to 7/30/2019 - 8/2/2019

➤ **Community Partnerships and Collaborations:**

- *Partnership Meeting* - meeting with Ms. Margaret Elliott, Crisis Control Industries, to discuss referrals and subsidy guidelines, in order to maximize how we are sending our citizens to different resources
- *Homelessness* - meeting with Ms. Anne Roberts and Ms. Andrea Krutz, Commission to End Homelessness to have discussion about support services for the persistently mentally ill and providing good housing
- Site Visit Buncombe County Family Justice Center - activity working on how we will interface with Family Justice and engage in family partnerships

➤ **Agency Operations and Processes:**

- *Federally Facilitated Marketplace* - started open enrollment for Medicaid and subsidized Health Insurance coverage started November 1st and will go until December 15th
- Introduced new Division Director of Economic Services, Ms. Mia Stockton - excited to have her
- *New Parking Policy* - implemented on 12/3/2018 - County cars are behind DSS to complement work schedules
- *Low Income Energy Assistance Program (LIEAP)* - starts 12/3/2018 -3/31/2018
- *Background Checks* - working with Child Support on criminal background checks - Ms. Emily Young and Ms. Shontell Robinson are looking at the process
- *Benefits to Forsyth County* - NCFast went live November 19th - the rest of the state will go live in January, state is enhancing availability of data, no performance improvement or corrective action plan this year

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

➤ **Consolidation:**

- Social Services is stabilized - leadership positions filled and working well together
- Public Health is getting there - leadership positions are filled - focus on validating work, being forthcoming and changing the culture of the organization
- Have Board capacity - 17 members

➤ **Strategic Direction of CHS Board:**

- What are the strategies?
- What direction do you see this Board going? We do not want to get pulled in different directions - need to have the same charge

- Strategic Planning Sessions - have a facilitator from the School of Government come in. The departments still have to work separately as PH and as DSS - but collectively, what do we need to work on.

Dr. Jeffers suggested reaching out to Ms. Aimee Wall at the School of Government to come speak with the Board. Ms. Weston commented that it is a good idea to have a session but we have to buy in and say we will be there. Dr. Petrou suggested we could have someone come in from a county that is already integrated. Dr. Massler added, he was talking with Mr. Seats, Board Chair and he is on board with the strategic planning. The issue of infant mortality was raised and the concern in identifying priorities that they as a Board can work on. It was decided that after the first of the year, they will have the Strategic Planning Session to work on these issues.

➤ **Focus for next 12 months:**

- Fiscal Year 2020 Budget (have to focus on mandated services, prioritizing, managing resources, consistency and collaborating requests)
- Quarterly meetings with Human Services Workgroup to discuss strategies to address community issues and social mobility
- Drug Summit (look to the Faith Community)
- Create a Consolidated Human Services webpage
- Look at opportunities for efficiency between PH and DSS
- Focus on more collaboration between work in PH and DSS and with external partners

Before moving on, Ms. Tatum extended holiday greetings to everyone from Ms. Gloria Whisenhunt.

Public Comment:

None

Old Business:

None

New Business:

State Memorandum of Understanding (MOU) Modifications: Ms. Elizabeth White gave the following updates about changes made to the Modification Agreement Summary (see complete/detailed handout on file in the Administrative Binder):

- Letter was sent out on November 14th, modifying MOU
- *Reason for the changes* - feedback from counties, alignment with Federal standards, equity due to counties impacted by Hurricane Florence
- *Highlight of Changes* - Fiscal Year 2018-2019 will be benchmark year. This will allow the counties to receive reports timely and validate accuracy of the reports received. Getting more timely and accurate reports and some measures changed.
- *Formatting Changes* - the format has been updated in regards to changes made
- *Child Welfare Division* - eliminated 1 performance measure - remainder changed from static to growth
- *Child Support* - amended to include standard measure of 80% as required by Federal law, other indicators are growth
- *Energy Programs and Work First (WFFA)* - updated Rationale and Authority for Energy Program and WFFA changed from static to growth for the WFFA participation rates,

application processing timeliness for both WFFA and Energy Programs was changed from (100% to 95%) and remains static

- *Food and Nutrition* - reduced from 100% to 90% - claims established within 180 days of discovery date and for Child Care, only updates were made to Rationale and Authority
- *Adult Protective Services and Special Assistance* - each measure changed from static to growth for both

Dr. Keith Cash asked if this is something that is done each year and Ms. White responded that performance measures were not met by the state in a Federal audit so a corrective action plan was issued to the state, the state then completed an internal audit of NCFAST, Medicaid Eligibility and timeliness and the MOU is now an agreement between the state and the county. Dr. Cash then asked if there can be different MOUs and Ms. White responded no, it is the same across the state. No penalties will be given.

Mr. Isler explained that in accordance with Rylan's Law (House Bill 630), they did not pass the Federal Children's Services review in 2013. The MOU was created with 26 measures. A lot of consultation will have to take place to achieve the growth measures. Dr. Massler asked if the measures highlighted in pink on the handout (see complete/detailed handout on file in the Administrative Binder) were the ones we are not hitting. Mr. Isler responded that is correct.

Service Area Spotlights:

Child Welfare - Mr. John Thacker, Division Director, gave the following updates on his service area (see complete/detailed handout on file in the Administrative Binder) :

- **Child Protective Services:** (includes Intake, Assessment and Investigations and In-Home Services) - fields approximately 450-480 calls per month alleging child abuse and are the first responders when meeting the community. Intake staff must utilize guidelines set forth by the state to determine whether to "Screen In or Screen Out" allegations of abuse and neglect. There were 5,767 total reports for the 2017 statistics and 4,710 for the 2018 statistics (end of 3rd Quarter). The chart shows there was an increase in calls from 2013 to 2016, in which there could be many reasons for this (see chart in handout).

Dr. Cash asked if calls are received from investigations of on-going cases and Mr. Thacker responded they have to see if it met initial policy category and they take calls, per statute, and determine if it can be screened-in abuse and neglect. Dr. Petrou asked if one person can make a decision and Mr. Thacker responded if it is a screen-in, the state says it must be a two level screening process but if it is a screen-out, we must have a three level process. Mr. Isler added this is reviewed and maintained through our Quality Assurance Team. Dr. Robie asked what percent of calls come from doctors offices and do they know what you will be asking - Mr. Thacker responded a higher percentage come from schools and we try to educate the community and families as best we can - a letter is sent to the person that calls and we set up quality controls. Dr. Jeffers asked how are you received - do you need law enforcement to escort you? Mr. Thacker responded they are not always received favorably! Sometimes, in the past they have had police escort. He added people who call are citizens of this community - they need support and understanding.

- *In-Home Services* - provides interventions and services to families that have been substantiated for abuse, neglect and/or dependency or found to need services.
- **Permanency Planning:** (includes Foster Care and Adoptions) - when there is a transition from In-Home Services (the child cannot be maintained safely in the home, want to prevent further abuse, identify risks, encourage families, equip with resources in the community).

From 2013 - Present, there has been a jump of children in custody (157 in 2013 to 236 in November 2018) - we predict this number will increase. The aim is to return children to their homes.

Permanency outcomes include reunification, adoption, guardianship, custody, another permanent planned living arrangement (APPLA), and reinstatement of parental rights.

- *Foster Care 18-21* - (voluntary placement agreement between young adults and DSS to assist with transitioning into independence) - there is certain criteria that must be followed (see detailed handout).
- **Child Welfare Monitoring:** mandated service areas are monitored on a local, state, and federal level, on a routine basis to ensure good stewards of funds (Federal visit on December 13th).
- **Support Services:** (includes Clinical, Foster Home Licensing and Visitation and Transportation)
 - *LINKS* - federally mandated to ensure young people ages 13 to 21 have access to 7 healthy outcomes (assist with economic resources, access to people in the community, postponing parenthood, access to physical and mental health services, avoid illegal/high risk behaviors, safe and stable place to live, and attain academic or vocational goals aligned with the youth's abilities and interests).
 - *Clinical* - 5 licensed clinicians to provide services to help kids
 - Foster Home Licensing -
 - *Visitation and Transportation* - community and on-site visitation services, parent coaching to assist with parenting skills and transportation of youth to clinical appointments and visits
- **Community Partners:** some of the community partners include Public Health, CC4C, Lowes Food (Project Birthday), Novant Hospital, Cardinal Innovations, Sheriff's Department, Baptist Hospital, Winston-Salem/Forsyth County Schools (see complete list in handout).

Ms. Sharon A. Rimm asked if Termination of Parental Rights (TPR) rate is a measurement that has to be met and Mr. Thacker responded there is no goal they have to meet, they look at TPR as a last resort. Ms. Rimm also asked if they are having any problems linking with Ad-Liem and Mr. Thacker responded, they have a great partnership and they strive to recruit. Dr. Cash asked what percentage of people end up in an active case - Mr. Thacker responded the number is via state and he did not know the number off hand (floating somewhere between 59-65%).

Other Business or Announcements:

Dr. Massler shared Mr. Seats' greetings of the holiday with everyone and announced the next meeting will be February 6, 2019.

Adjourn:

Dr. Massler asked for a motion to adjourn. Dr. Petrou made a motion and Dr. Cash seconded. The meeting adjourned at 7:02pm.

RT/lgc

Next Meeting: February 6, 2018 - 5:30pm