

CONSOLIDATED HUMAN SERVICES BOARD

Chair

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

Vice Chair

Mr. Fleming El-Amin, County Commissioner



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, 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

CONSOLIDATED HUMAN SERVICES BOARD MINUTES October 2, 2019

MEMBERS PRESENT

Mr. J. Phil Seats
Mr. Fleming El-Amin
Mr. John Blalock
Dr. Keith Cash
Ms. Pamela Corbett
Dr. Calvert Jeffers
Dr. Charles Massler
Ms. Heather Parker
Dr. Linda L. Petrou
Ms. Sharon A. Rimm
Ms. Claudette Weston
Ms. Gloria Whisenhunt

MEMBERS ABSENT

Mr. John Davenport
Dr. Palmer Edwards
Dr. Peter Robie
Dr. Ricky Sides

GUESTS PRESENT

Ms. Shontell Robinson, Human Resources
Mr. Dudley Watts, County Manager
Winston-Salem State University Nursing Students

Call to Order:

On Wednesday, October 2, 2019, the Forsyth County Consolidated Human Services (CHS) Board held its regularly scheduled monthly meeting in Meeting Room 2 at the Forsyth County Department of Public Health (FCDPH). Mr. J. Phil Seats, Chair, called the meeting to order at 5:28pm and welcomed everyone to the meeting.

PH/DSS STAFF PRESENT

Ms. Ronda Tatum
Mr. Victor R. Isler
Mr. Joshua R. Swift
Ms. Diamond Bynum
Ms. Lorrie Christie
Ms. Glenda Dancy
Ms. Tanya Donnell
Mr. Tony Lo Giudice
Ms. Denise Price
Ms. Ann Roberts
Ms. Christa Smith
Ms. Mia Stockton
Mr. John Thacker
Ms. Jennifer Tubbs

Moment of Silence:

A moment of silence was observed by all.

Consideration of Minutes:

The minutes of the September 4, 2019 CHS Board were reviewed. Mr. Seats asked that the section on Page 2 - Medicaid Transformation be revised.

***Revised on September minutes to read:** Medicaid managed care has been moved back to Feb. 1, 2020 for the entire State. The majority of the funding is tied up in budget which has not been finalized. One of the significant issues across the State is provider choice, particularly providers such as the Downtown Health Plaza since the physicians are in a rotation.*

Ms. Claudette Weston made a motion to approve with the changes that Mr. Seats requested and Mr. El-Amin seconded. The minutes were approved unanimously.

- **Oath of Office - New and Returning Board Members:** Mr. Seats performed the swearing in for the following three (3) Board members:
 - New Member: Mr. John Blalock - At Large - Public Capacity
 - Returning Member: Ms. Heather Parker - Consumer Capacity
 - Returning Member: Ms. Claudette Weston - At Large - Public Capacity

Mr. Seats asked each member to say a few words after being sworn in.

Mr. Blalock thanked the Board for the opportunity to serve. He works with several service lines at Wake Forest University Baptist Health, and is married with three children ages 12, 10 and 5.

Ms. Weston said she was glad to be back and jokingly asked that they have a vote to keep Ms. Ronda Tatum there!

Ms. Heather Parker said she was with the Board of Health for 2 years - transitioned to the Consolidated Board and is excited to serve as a Consumer.

- **Recognition of Winston-Salem State University (WSSU) Nurses:**

Mr. Seats welcomed the WSSU Nursing Students. He asked each to introduce themselves and tell where they were from. Mr. Seats told the students to come back anytime!

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

- **Federal Updates:**
 - There is a proposed revision in the Supplemental Nutrition Program (SNAP) proposed rules, better known as food stamps, that may impact low income people. Rule change restricts the use of categorical eligibility for SNAP and reduces states' flexibility to extend SNAP eligibility to low-wage working households. Could also impact TANF families who now receive automatic eligibility for SNAP even if they have higher incomes and asset accumulation.

- There is a proposed revision to the Public Charge Rule which Mr. Victor Isler will provide details about.
- Medicare enrollment period is October 15th - December 7th.

- **Statewide Updates:**

- Over 16 pages of session law approved with human services impacts
 - S.L. 2019-222 (H75) - Safer Schools - grants - do not know how funding will roll out. SRO supplements existing SRO programs but does not supplant existing funding. Also, includes the establishment of School Mental Health Crisis Programs.
 - S.L. 2019-201 (S230) - Deals with children with military ties to insure they are protected. Sharing of information between Social Services and the appropriate Military Branch when a child is involved who has ties to the military.
 - S.L. 2019-21 (H388) - An act to allow immunizing pharmacists to administer the influenza vaccine to people 10 years of age and older (used to be age 14).
- Public Hearing on Proposed Rules coming up
 - S.L. 2019-88 - artificial lagoons, swimming pools, etc - rule changes. May have more meaning for areas along the coast but assured that staff is on top of the changes and knows how they potentially impact us.
- Family Planning Services Request for Applications Released - Staff working on the applications now. Application due October 23rd with successful applicants being notified November 27th. This is a major funding source for our Family Planning clinics through Title X (agreement about to expire) and the Women's Health Service Fund. Three year agreement which we have to try and renew every 3 years. Proposed contracts begin June 1, 2020.
- State alert - increase in eastern equine encephalitis (EEE) cases. NC has had 1 confirmed case in Catawba County and the person survived which is unusual. Also, monitoring increase in mumps cases at colleges and universities with confirmed cases at High Point University and Elon University.

- **Local Updates:**

- Day of Unity - October 14th (12:00pm - 1:00pm) at Family Services - October is Domestic Violence Awareness Month
- NC Hope Peer Support Awards - October 5th (5:00pm - 9:00pm) at McKimmon Center (Ms. Pamela Goodine is one of the finalists)
- 5th Annual Global Peer Support Celebration - October 17th (9:00am - 4:00pm) at Goodwill Industries NCNW, Self Reliance Hall, University Parkway
- NC Cooperative Extension - How to become an Urban Farmer Information Session - October 24th (11:30am - 12:30pm)
12 Week Urban Farm School - each March
- Opioid Task Force - October 16th (12:30pm - 2:30pm) in Meeting Room 2
- Behavioral Health Funding Allocations Subcommittee - have been meeting and making progress. Establishing funding priorities. Met with Community Paramedicine Program to discuss their efforts and what the program is for.

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

- **Public Health Updates:**

- Second Dental Clinic Dentist, Dr. Kathleen Stanton, starts on September 30, 2019. Dr. Stanton has 7 years of Public Health dental clinic experience.

- WIC is steadily receiving 20-25 referrals per month from the kiosk that was placed on the 3rd Floor of DSS - a second kiosk has recently been placed on the 2nd Floor and another one being planned for the 1st Floor. Mr. Swift appreciates Mr. Isler for his support with this.
- WIC is having discussions to expand their presence in the maternity units in both hospitals. Dr. Terry Williams is close to getting this solidified.
- In discussion with DSS about having a kiosk in the Public Health lobby.
- 10th Annual Walk-a-Mile to Save Our Babies - had more than 130 people to participant in the event, which brings awareness to infant mortality in our community. There were representatives from Novant, Wake Forest Baptist, The Parenting Path, Imprints Cares and Piedmont Health Services and Sickel Cell Agency.
- Zero Exclusion Collaboration event with School Health Alliance - provided physical exams to 15 children and immunizations to 10 children. A mobile unit and providers were offered by School Health Alliance at no cost to children in the Winston-Salem Forsyth County School system. Health Department staff provided the immunizations in order to reduce the number of children excluded for not having physical exams or immunizations.
- Attending the NC Institute of Medicine Annual meeting in Raleigh - the meeting will be focused on Medicaid Transformation.
- Mr. El-Amin announced that every Wednesday through the month of October will be dedicated to Awareness to Breast Cancer.

Department of Social Services (DSS) Director's Comments: Mr. Isler reported the following (see complete/detailed handouts on file in the Administrative Binder).

- **Federal and Statewide Updates:**

- Inadmissibility on Public Charge (redefining) Grounds - public charge policy handed out
 - Statewide discussion on impact coming up
 - Access to early intervention services as citizens for children aged 0-5
 - Excludes humanitarian-based immigration programs
- 2018 Community Child Protection Team (CFPT) - End of Year Report
 - Recommendation 1: Support achievement of 10 goals of Early Childhood Action Plan
 - Recommendation 2: Support parents/caregivers in parenting
 - Recommendation 3: Improve community collaboration
 - Mr. Isler thanked Ms. Sharon Rimm, who is on the CFPT Board
- PHP Provider Contracts Execution by November 15th for Inclusion of Auto Enrollment
 - Patient continuity and practice and/or provider selection option
 - Decreased or delayed reimbursement of medical services
 - Mr. Seats asked do we have a feel for how far along we are and Mr Isler responded the projection is that 15% will enroll independently and 85% will auto-enroll
- The Partnership for Permanency Summit: Working Together, Family Forever - November 20, 2019

- **Community Partnerships and Collaborations:**

- Working with Incarcerated Parents Communitywide Training - September 19, 2019 (hosted by the Family and Children's Division - facilitated by Ms. Melissa Radcliff, Coastal Horizon)
- Ms. Jennifer Tubbs was appointed to the NC Child Support Council

- Northwest AHEC: The Many Faces of Addiction Conference
- 2019 Cradle to Career Network Convening
 - there has been school based continuous improvement efforts
 - Title 1 schools - student and teacher accountability
 - continuous improvement going on in Spartanburg, South Carolina
- Operation Fan Heat Relief
 - the Adult Services Division issued 100+ fans
- **Agency Operations and Processes:**
 - had an employee appreciation picnic on September 4, 2019
 - Crisis Intervention Program - the temperature prerequisite was changed from 93/43° to 87/47°

Public Comment:

None

Standing Committees:

- **Legislative Committee Update** - Dr. Petrou presented the following update:
 - Spoke about a letter to the editor that Ms. Gloria Whisenhunt brought to her attention regarding a bill to amend title XVIII of the Social Security Act to provide for the coordination of programs to prevent and treat obesity, and for other purposes. In researching she found a bill had been introduced since at least 2015. Dr. Petrou commented that this has always been a topic of interest for her. She added this may be an area the Board may want to consider as obesity has a major impact on quality of life for all. Dr. Petrou reported that there is nothing else much going on in the General Assembly. They are waiting for the Senate to override the Governor's veto of the Budget. The General Assembly expects to adjourn by Halloween.
- **CHS Board Strategic Plan Update** - Dr. Massler presented the following update, followed by Board discussion/input/ideas:
 - Approximately two years ago, the Board of Health (and I assume the Board of Social Services - I was not a member of that Board) were presented with the idea of restructuring these two Boards - Public Health and Social Services - based upon changes in the state governing statutes, in order to best and most efficiently serve the residents of Forsyth County. One option considered was to maintain the status quo - consolidation would not be beneficial or feasible. A second option was to consolidate the two departments, with the County Commissioners assuming direct control and supervision of the consolidated agency. A third option was to consolidate the two departments, with a 'new' Consolidated Human Services Board providing control/oversight and serving as an intermediary between the Commissioners and the consolidated agency. The third concept - a Consolidated Human Services Board and agency - was adopted by the County Commissioners and county leadership.
 - In order to facilitate the work of the consolidated board and the two departments, and to clarify reporting to the County Commissioners, the Consolidated Human Services Board Chair, in mid-2019, appointed a committee to develop a 'strategic plan' for the

Consolidated Human Services Board. This committee was comprised of Dr. Massler (Chair), Mr. Seats (ex officio), Ms. Pamela Corbett, Ms. Parker, Mr. El Amin, Ms. Tatum, Mr. Isler, and Mr. Swift. The committee met on three occasions and proposed a Mission Statement, a Vision Statement, and a set of approximately six strategic goals/objectives/ priorities for consideration and adoption by the Consolidated Human Services Board.

- With two strong departments functioning well, and with strong leadership within these two departments and from the Deputy County Commissioner providing oversight, the Strategic Planning Committee believed that the goals of the Consolidated Human Services Board should be to provide (1) basic oversight and guidance and (2) to facilitate two-way communication between with the County Commissioners and county administration and the consolidated agency - but not to micromanage the Departments of Health and Social Services. The Consolidated Human Services Board should not ‘tell’ the department leadership how to do their daily work. The Strategic Plan to be developed would provide broad goals and objectives - major priorities for the two departments to use in developing work priorities. The Consolidated Human Services Board should take the approach - ‘this is what we see your priorities need to be’.
- As a result of the strategic planning committee presenting the results of their work to the full Consolidated Human Services Board, the following suggestions/considerations were noted:
 - Mr. Seats proposed that the priorities set need to be developed to support the concept of self-sufficiency by county residents. What will our programs do to encourage and assist residents in the effort toward self-sufficiency in solving their problems and meeting their needs?
 - Mr. El Amin noted that he likes the direction of the planning process. He suggested that the Board needs to find out from ‘customers’ what they want and need? What does the ‘data’ regarding wants and needs support with regard to the needs that exist? He further noted that considering the social determinants of health should be a critical step in setting priorities for the Consolidated Human Services Board.

Mr. Seats concurred with the concept of looking at ‘data’, but added that ‘gut feelings’ and experience also play an important role in developing and setting priorities.
 - Ms. Whisenhunt liked the concept of residents being able to take advantage of one-stop shopping - having one place to go to seek assistance.
 - Dr. Petrou noted that collaboration among the many agencies, with similar goals in Forsyth County, is an important priority - the Behavioral Health Subcommittee is looking at the issue of collaboration currently.
 - Ms. Tatum suggested looking at the work of Forsyth Futures and integrating that with the proposed work of the Board. She further reminded Board members that we must keep in mind that much of the work in Public Health and Social Services

is mandated at the state and federal levels. She advised, therefore, that there can be integration in some places but not in others.

- In conclusion, Ms. Tatum offered that Mr. Isler and Mr. Swift, under her guidance, would draft a document to outline leadership's concepts of strategies to bring back to the planning committee and to the Board as a whole.

Old Business:

None

New Business:

Adoption of Policy on Policies - Accreditation Benchmark - Ms. Tatum explained that the Policy on Policies is to give guidance on how policies are written, formatted and maintained. To fulfill the benchmark for Public Health accreditation, it is required that the Board review and approve the policy annually. Dr. Petrou made a motion to approve, Dr. Massler seconded. The Policy on Policies was unanimously approved by the Board. Mr. Isler commented that they have adopted the Public Health policy template at Social Services.

Other Business or Announcements:

None

HHS Director Vacancy Next Steps - Mr. Seats announced they would go into a closed session pursuant to General Statute 143-318.11(a), to discuss the HHS Director Vacancy Next Steps (copy of the closed session minutes on file in the Administrative Binder).

Adjourn:

Mr. Seats made a motion to adjourn the regular meeting and Mr. El-Amin seconded. The regular meeting adjourned at 6:38pm.

RT/lgc

Next Meeting: November 6, 2019 - 5:30pm