



**Consolidated Human Services  
Board Meeting  
September 5, 2018**

**Board Members Present:** Mr. Phil Seats, Chair, Mr. Fleming El-Amin, Vice Chair, Ms. Karen Durell, Ms. Gloria Whisenhunt, Dr. Keith Cash, Mr. John Davenport, Dr. Calvert Jeffers, Ms. Amanda Kistler, Dr. Charles Massler, Ms. Heather Parker, Dr. Peter Robie, Dr. Ricky Sides

**Board Members Absent:** Mr. David Plyler, Ms. Claudette Weston

**Others present:** Ronda Tatum, Victor Isler, Emily Young, Denise Price, Daniel Lemons, Patrick Phaup, John Thacker, Artetta McKinney, Lorrie Christie, Kim Collie, Tiffany Lamarque, Tony Lo Giudice, Amanda Pruitt, Laura Stockwell, Ann Roberts, Jennifer Tubbs, Elizabeth White, Shontell Robinson, Amanda Pone, Marie Stephens, Jason Beasley, Geri Harris, Phyllis Russell, Gordon Watkins III, and Tanya Donnell

**Call to Order**

The Consolidated Human Services Board meeting was held at the Department of Public Health on September 5, 2018. The meeting was called to order by Board Chair, Mr. J. Phil Seats at 5:30 p.m.

**Moment of Silence**

**Oath of Office:** The Oath of Office was given by Board Chair, Mr. J. Phil Seats to four new Consolidated Human Services Board Members, Dr. Peter Robie, Ms. Karen Durell, Dr. Calvert Jeffers, and Mr. John Davenport, Jr. (signed Oaths are on file in the Administrative Binder)

**Consideration of Board Minutes for August 1, 2018:** The minutes from the August 1, 2018 Consolidated Human Services Board Meeting were reviewed. Ms. Gloria Whisenhunt made a motion to approve; the motion was seconded by Dr. Calvert Jeffers. The minutes were approved unanimously.

**Director's Comments – Victor Isler  
Federal & Statewide Updates**

**Liability Insurance for Medicaid Errors:** Mr. Isler shared that DSS is still in conversations on a County Directors' level. Additional information will be provided at our next board meeting.

**P4 (Child Welfare Roll Out) June/July 2018:** Several years ago Medicaid rolled in to NCFAST; Child Welfare has been scheduled to roll into NCFAST June/July 2019.

**NCFAST Training & Certification Program:** Forsyth County will be a NCFAST Training Site. We will continue to be engaged in those conversations, we want to make sure that this process does not bottle neck the onboarding of new employees.

**Mandated DSS Services (Handout):** We received this update from the State. It is a good document to help inform you of rules and regulations.

**Proposed Model Family Foster Home Licensing Standards:** ACF is proposing one set of licensing standards to apply to relatives and non-relatives, as well as state and tribal title IV-E agencies.

**Medicaid Transformation & Non-Emergency Transportation Contracts:** We have various contracts for non-emergency transportation. We are working on making sure we have a good functional list of our providers. We may lose some of them in this transition. We should know more by Dec. or Jan. Some of our staff may be affected by this change i.e. Medicaid Transportation Staff.

### **Community Partnerships & Collaborations**

**Partnership Meeting with Piedmont Triad Regional Council & HCCBG Consult:** Mr. Isler has been in meetings to discuss a partnership. Ms. Tatum challenged us to look at social mobility; NC Works is already in place. They have funds that can assist as a community resource. We met with their leadership team about a month ago. They will have a centralized satellite office at the Goodwill offices.

**“Looking Forward” Elders Wisdom Circle:** Mr. Isler conducted a site visit at the day center. He spent some time talking to the Elders in the group. He will have a formal meeting in the near future with Dr. Danziger MD to discuss DSS potentially participating in their Volunteering Program.

**United Way & FCDSS Partnership Conversations:** Mr. Isler met with Cindy Goordineer, CEO of United Way to begin discussions on how to best develop a partnership with them.

**Family Engagement Cafe’ for Child Welfare:** Forsyth County was one of the counties chosen to conduct the Family Engagement Café for Child Welfare with parents who had closed CPS cases. It was the first session and it went well. We had good representation from our families. This type of café will help us know how to better serve them.

**Forsyth County Aging Committee Regarding & Age Friendly Forsyth on 8/17/18:** We are working on having a detailed conversation with Aging Friendly Forsyth on how to merge and collaborate. The goal is for the county to have a strategic plan. We do not have proposal at this time, want to have more conversations before making a proposal.

**CTSI Transportation Coalition:** We are issuing Medicaid services and we are involved in the community to assist with working through the transition.

**Family Justice Center Planning & Data Management:** We are actively working to figure out how we can best provide those services.

### **Agency Operations & Processes**

Vacancies: 63

12% Vacancy Rate

- *Administrative Reorganization*
- *Internal Promotions*
- *26 Recommendations Submitted*

Currently our vacancy rate is at 63%. Our desire is to float around 10% or less. We have 28 vacancies. The reason our vacancies are so high is because of restructuring within the agency; we have a good relationship with our HR Department, we have been diligently promoting from within. Our most recent promotion; Ann Roberts was promoted to Division Director of the Adult Division and John Thacker was promoted to Division Director of the Family & Children's Division. They are both highly skilled and bring years of experience to their perspective fields.

**Functional Assessment of Google Platform:** We have been working with MIS to explore how to transition to a Google platform, want to make sure we do that well and hope to have information to the Board by end of calendar year. We want to budget around maintaining MSOffice.

**Agency Work & Strategic Plan Development:** We have engaged staff through "Employee Engagement Sessions". We also want to make sure we recruit, select and maintain qualified staff in all areas.

**Space Assessment Project Team:** We have been in discussions on space limitations. We are technically out of space for staff to work. After some positions have been restructured, it may open up minimal space.

**Telework/Telecommute Project Team:** We want to create opportunities to empower our staff to work from home on a regular basis. We will do a full assessment on which positions can best work from home before making any decisions. We will have a proposal soon.

**Quarterly Leadership Team Meeting on 8/28/18 (Handout):** There is an agenda from the last Leadership Team in your packet. It was a productive meeting which included all levels of management.

**Child Support Electronic Case Management System & Clerk of Court:** We have been in conversations with Susan Frye, Clerk of Superior Court, discussing the use of an electronic system in Child Support to help create sufficiency in the process; there are Child Support incentive dollars to help offset the expenses.

**Redesign of Adult & Child Protective after Hour Service Delivery:** The After Hours units are in the process of being restructured. After the units are restructured, they will provide intake/on call services to Child Protective and Adult Protective Services.

## **Ronda Tatum**

Ms. Ronda Tatum shared that on a global prospective, we have been busy.

**Legislative Updates:** Ms. Ronda Tatum, Ms. Gloria Whisenhunt and Mr. Fleming El-Amin attended a NC Association of Commissioners meeting in Hickory NC.

**Senate Bill 711 NC Farm Act of 2018:** The Bill was passed, the governor vetoed that act; however, it was overridden, it actually allowed for the dispensing of raw milk products for personal use or consumption to independent or partial owners of lactaid animals. This is a concern for Public Health because there are two potential impacts, one is financial with increased health care expenditures and the other is increased demands on local health outbreaks. Denise Pass and her staff will review this Bill to get a better understanding of what it means for her area and for communicable diseases especially for small children and people with Immune system deficiencies.

**House Bill 374 Regulatory Reform Act 2018:** Daniel Lemons will gather more information on this bill. Next month, Daniel and staff will do a presentation on the environmental health to share more information.

**Medicaid Transformation:** One of the primary concerns over the next 12 months is the Medicaid transformation not only from Social Services but more importantly from the Public Health standpoint and health care in general. We will be going to a Managed Care Model and pre-paid health plans. We will transition 1.6 million people from Medicaid to Managed Care.

The rollout is in two phases. The 1<sup>st</sup> phase will have two regions; there are actually six State Regions. The 1<sup>st</sup> phase will be in November 2019. The remaining four regions will roll into this managed care Feb 2020, at this point, DHHS has not identified what two regions will go first; Forsyth is in region two with 13 other counties. It sets up pre-paid health plans. There will be four state-wide Managed Care organizations with up to 12 providers.

The requests for proposal responses are due Oct. 2018; next month we will know what four institutes will be our Managed Care Organization. The biggest thing is the Federal Government making plans and have not produced a waiver yet. DHHS awarded a managed care enrollment contract to Maximum Incorporated. We don't know at this time if they will have a local presence.

This could be very impactful for DSS with their intake and Medicaid applications process. They are not insurance minded and don't know how to help people choose a medical plan. Those are two of the major things that will happen.

Medicaid transportation will eventually impact Cardinal (MCO), the first year they will not be touched, eventually the fear is that the mph care system will reform. From our perspective, we are going to have to transition customers to reapply for Medicaid. Also our providers will have to start health take per member per month.

Question from Mr. Seats: He asked if they have laid out a plan and what will be different?

Ms. Tatum reported that there is nothing new yet and we will have to start working in work groups and informing our customers on what it means to them, it impacts Public Health in our care management and our credits. Up to now, we are used to just providing services. Now we will have to know what the costs are. We will have to look at the impact to our staff at Public Health and DSS, we need to have accurate billing processes in place, and we will be required to negotiate our fee for service. We really have to go in to this assuming and preparing like we are in phase one.

**Vacancy Report:** Public Health has 12.2 % vacant positions; all are in the midst of being filled.

**Internal Health Services:** Kudos to Marie Stephens with Internal Health Services for getting the Medicaid Cost Settlement caught up through 2017; she is doing a phenomenal job.

**Environmental Health:** We are still about 4 weeks behind; we have had a rainy July and August which created most of that backlog. They are working really hard to get caught up.

**Plan Review:** The plans have been eliminated, extra people were pulled in to help get the work done; we have to be careful with accuracy and making sure to balance the need for speed.

We have 3 positive West Nile virus pools; they have been treated and we are on top of things, all of the construction going on around the area has contributed. There were 3 confirmed rabies cases in August; we are taking heed and looking into that. There is an issue with rodents and the downtown buildings with all of the construction near Central Library, they have been scattered and they are moving this way. Public Health and Environmental Health are collaborating with downtown establishments to discuss better ways to dispose of grease and food products to help with this problem.

**Board Training:** If you have not taken the Board Training, please take it as soon as possible; if you complete it in one sitting, it will take about 2.5 hours. We need to start working on Board Operations Procedures. Because of the size of the Board, we will need to find another meeting location.

#### **Announcements from Ronda Tatum:**

September is National Preparedness Month. Public Health and DSS have teamed together and doing a great job. Chief Meteorologist, Lanie Pope from WXII will be the guest speaker at DSS this month.

On Sept. 25, 2018 from 11:00 a.m.-1:00 p.m. the Infant Mortality Reduction Coalition will walk a Mile to Save Our Babies.

The Flu Clinic will run from Oct 1-25.

#### **Public Comment**

No public comment.

#### **Old Business**

No old business to discuss.

## **New Business**

### **DSS FY 19 Budget Summary: Elizabeth White**

Ms White reported that a 17% increase was requested, we were approved for a 6.5% increase. (A full report is on file in the Administrative Binder)

Ms. White also reported that positions are being restructured within the agency. The goal is to lower the supervisory oversight responsibility. All vacant positions have been posted. We are well on our way to fully staffing the Economic Services Division; the Family & Children's Division has interviewed for Foster Care vacant positions and they are actively interviewing for CPS vacant positions. Eighteen positions were requested, 11 positions were adopted in the FY 19 Budget.

(A full report is on file in the Administrative Binder)

### **NCWORKS & FCDSS Partnership - Economic Mobility: Ann Roberts**

Ms. Roberts gave an overview of how the Adult Division is partnering with the community to enhance our customers' economic mobility. (Handout) The onsite Employment Center at DSS is not only for Work First recipients who are mandated, it is available for anyone who has a need for assistance. There is an onsite classroom for community partners to use for conducting self sufficiency workshops. NCWorks will be on site hosting orientations for anyone who wants to connect with them.

Mr. Isler shared that the goal is to have Food & Nutrition Services and Employment & Training Services Program up and running by the first of the year; we are trying to use internal resources with staff. This is our chance to really create opportunities for the community and for us to pull down dollars for reimbursement and put services in place that will create opportunities for self sufficiency (in a cost neutral way).

### **Disproportionate State Hospitals/Statutory IMCW Coverage: Elizabeth White**

Each year the State reviews health care clinics to check the percentage of patients that are below the poverty level that are served at each hospital or health clinic to determine which facilities will be considered disproportionate. In the new fiscal year 2019, two hospitals have been added; we are mandated to provide support staff on site to take Medicaid applications for pregnant woman and for children. Baptist Hospital requested staff come on site to take applications for long term care patients. (Not mandated)

### **Board membership Applications/Recommendations: Board Action**

Mr. Seats stated that we need to develop a recommendation for Board Membership to County Commissioners; He felt that it was best to vote with a secret ballot; further discussion was needed on the consumer position since two applicants applied.

Mr. Gordon Watkins explained the makeup of the CHS Board. There should be 18 members, 4 of them should be consumers of human services. (The definition of consumer of human services was given to you) Some of you are consumers, you can be both. Currently, you have three and need one more. There were two applications for psychologist, one for a psychiatrist and one for

the Social Worker. Mr. Watkins advised that we may want to fill those three positions tonight and leave open the last position which is for one consumer. He suggested that we add more language on line so it will be clear as it is confusing the way it is written.

Mr. Seats stated that he did not want there to be any ambiguity or misleading appearance that could have caused an applicant to apply for one position and thought they were applying for another. He would want to leave it open. Ms. Whisenhunt made a motion to leave the position for the Board Membership open. Dr. Sides seconded. The Board will vote for 3 tonight and re-advertise the remaining position with a more clear description. Ballots were passed out for votes.

### **Service Area Spotlights**

#### **Income Support Services Overview – Elizabeth White: (Handout)**

Ms. White shared that she is the “Acting Division Director” until the position is filled. She introduced the Income Support Division Program Managers, Artetta McKinney, Tiffany Lamarque, Amanda Pruitt, Kim Collie, and Laura Stockwell.

Ms. White gave an overview of services that are offered in the Income Support Division. She also shared information regarding audit results and spoke about high risk factors and that supervisor review process has been put in place to prevent errors. (See handout for full report.)

Mr. El-Amin asked a question re: a mother receiving a raise and it causing her to lose daycare benefits. Ms. White replied that there is a gap between benefits when the parent is starting to work or/and when parent receives a raise it knocks them out of being eligible for daycare services. If you have questions from customers regarding eligibility, you may refer them to Ms. Elizabeth White.

Mr. Isler referred to the video that he shared at a DSS Board Meeting on “The Cliff Effect” which discussed that topic. He stated that is the reason we are having conversations with community partners to figure out how to help close some of the gaps.

Ms. White also reported that they met all mandates for April, May, and June. The Medicaid report card is still required but it is illegal to put it in a report. Food & Nutrition Services benefits are 100% Federal; Medicaid dollars that pay for services is 100% Federal. The actual benefits are not paid out through the county which is the reason the Federal Government sets the statues. County funds are used to pay for the administrative part of the program. (See handout for full report.)

**Preventive & Health Education Services Overview: Tony Lo Giudice**

Tony Lo Giudice gave a brief overview of Preventive and Health Education Services. He has outlined 5 programmatic areas: Health Promotion Disease Prevention (HPDP), Family Community Engagement and Health Education Outreach (FCHEO), and Coalitions and Community Engagement (CCE). Specific details for each program area are outlined on the handout provided.

**Other Business or Announcements:**

The ballots were tallied. Ms. Sharon A. Rimm was voted into the Social Worker position, Ms. Pamela D. Corbett was voted into the Psychologist position, and Mr. Palmer Edwards was voted into the Psychiatrist position.

**Closed Session**

Mr. Seats made a motion to take the meeting into a closed session; Mr. El-Amin seconded the motion. All Board Members were in favor.

**Meeting adjourned by Mr. J. Phil Seats at 7:08 p.m.**

**Next meeting: October 3, 2018 at 5:30 p.m.**

RT/td