

HEALTH AND HUMAN SERVICES BOARD

Chair

Ms. Heather Parker

Vice Chair

Mr. Fleming El-Amin



Board Members

Mr. John Blalock
Ms. Carmelita Coleman
Mr. John Davenport, Jr., PE
Dr. James Doub, OD
Dr. Palmer Edwards, MD
Dr. Brooke Griffith
Dr. Calvert Jeffers, Jr., DVM
Dr. Charles Massler, DDS
Dr. Linda L. Petrou, PhD
Dr. Sharon Pettiford, RN
Ms. Sharon A. Rimm, LCSW
Dr. Peter Robie, MD
Mr. J. Phil Seats, R.Ph., MBA
Dr. Ricky Sides, DC
Ms. Gloria Whisenhunt, Commissioner

HEALTH AND HUMAN SERVICES HYBRID BOARD MEETING MINUTES

October 2, 2024

Board Members Present

Mr. John Blalock, Ms. Carmelita Coleman, Mr. John Davenport, Dr. James Doub, Dr. Brooke Griffith, Dr. Calvert Jeffers, Dr. Charles Massler, Ms. Heather Parker, Dr. Linda Petrou, Dr. Sharon Pettiford, Dr. Peter Robie, Mr. J. Phil Seats, Dr. Ricky Sides, Ms. Gloria Whisenhunt

Board Members Present via Hybrid

Mr. Fleming El-Amin, Dr. Palmer Edwards

Board Members Absent

Ms. Sharon Rimm

Staff Present

Ms. Denise Price, Mr. Joshua Swift, Ms. Lorrie Christie, Ms. Tanya Donnell, Ms. Christa Smith,

Guest

Sergeant Brandon Shields, Special Investigative Services Division. Forsyth County Sheriff's Office

Call to Order

On Wednesday, October 2, 2024, the Forsyth County Health and Human Services Board held its regularly scheduled bi-monthly hybrid meeting. The meeting was called to order by Board Chair, Ms. Heather Parker at 5:30 p.m.

Moment of Silence

A moment of silence was observed by all.

Consideration of Board Minutes for August 7, 2024

The minutes from the August 7, 2024 Health and Human Services Bi-monthly Hybrid Board Meeting were reviewed. Dr. Jeffers made a motion to approve the minutes and Dr. Petrou

seconded the motion. A quorum was present. The motion carried and the minutes were approved with 16 votes in favor.

Public Comment Period

None.

Juvenile Intervention and Investigation Team (JIIT) Sargent Brandon Shields

Sergeant Shields shared that it is important to build relationships with students who may be having challenges. Much of JITT's intervention is through building relationships that show the human side of the law and that law enforcement has families also. After building some of those relationships, students are starting to seek him and his team out to discuss problems or issues they may be having or issues that they may be aware of while at school. Sergeant Shields and his team are visiting several schools this year in hopes to continue building relationships with the students. Sergeant Shields and his team also come into contact with students who are involved with Juvenile Justice. When possible, they speak with parents to see how the student may be interacting at home. They are offering alternant programs through Youth Villages and Parenting Path. The officers have attended several Behavioral Health Seminars and classes with the hope of improving their ability to communicate with the juveniles. Sergeant Shields shared that lately they have been collaborating with Winston Salem Police Department (WSPD). They also work with violence interrupters. His team canvases neighborhoods during the day shift and visits the schools on a regular basis in uniform deploying two deputies at a time into the schools.

Ms. Whisenhunt thanked Sergeant Shields for what his group is doing in the community.

Health & Human Services Board Vacancies and Votes

The following citizens of Forsyth County applied for the vacant seats on the Forsyth County Health & Human Services Board:

- Pharmacist position: Mr. J. Phil Seats (*Incumbent*)
- Optometrist position: Dr. James Doub (*Incumbent*)
- Consumer of Human Services position: Ms. Tanika Butler, Ms. Ellen Kay Endriss, Ms. Maraim Rivera and Dr. Ricky Sides (*Incumbent*)
- Engineer – no applicants at this time

Each board member who attended in person submitted a written ballot and each board member who attended virtually and was visible on screen submitted their verbal response.

HHS Board Members voted as follows:

Pharmacist Position

- Votes for Mr. J. Phil Seats:

Mr. John Blalock, Ms. Carmelita Coleman, Dr. James Doub, Mr. Fleming El-Amin, Dr. Brooke Griffith, Dr. Calvert Jeffers, Charles Massler, Ms. Heather Parker, Dr. Linda Petrou, Ms. Sharon Pettiford, Dr. Peter Robie, Dr. Ricky Sides, Ms. Gloria Whisenhunt

- Dr. Palmer Edwards abstained

There was a discussion regarding who would serve a dual role in order to maintain the appropriate number of board members. Ms. Parker asked for a motion. Dr. Petrou made a motion to approve Mr. J. Phil Seats as the board member serving in a dual role as Pharmacist and Consumer and it was seconded by Ms. Gloria Whisenhunt. The motion passed with 15 votes in favor.

Optometrist Position

- Dr. James Doub: Mr. John Blalock, Ms. Carmelita Coleman, Mr. Fleming El-Amin, Dr. Brooke Griffith, Dr. Calvert Jeffers, Dr. Charles Massler, Ms. Heather Parker, Dr. Linda Petrou, Ms. Sharon Pettiford, Dr. Peter Robie, Mr. J. Phil Seats, Dr. Ricky Sides, Ms. Gloria Whisenhunt
- Dr. Palmer Edwards abstained

Consumer of Human Services Position

- Mr. John Blalock: Ms. Carmelita Coleman, Dr. James Doub, Mr. Fleming El-Amin, Dr. Brooke Griffith, Dr. Calvert Jeffers, Dr. Charles Massler, Ms. Heather Parker, Dr. Linda Petrou, Ms. Sharon Pettiford, Dr. Peter Robie, Mr. J. Phil Seats, Ms. Gloria Whisenhunt
- Dr. Palmer Edwards abstained

The ballots were tallied by Ms. Lorrie Christie.

On Wednesday, October 2, 2024 the newly selected HHS Board members were announced as follows:

Mr. J. Phil Seats (incumbent) was selected for a dual role as the Pharmacist and a Consumer position with 16 votes. Dr. James Doub (incumbent), was selected for the optometrist position with 16 votes. Ms. Tanika Butler received one vote for the consumer position. Dr. Ricky Sides (incumbent), was selected for the consumer position with 15 votes.

The final approval will be made by the Forsyth County Board of Commissioners.

Announcement

Ms. Parker announced that tonight will be Mr. John Davenport's last meeting as a Health & Human Services Board member. Ms. Parker and the other board members expressed gratitude and heart felt wishes. They thanked him for his many years of service and presented him with a

plaque. Mr. Davenport shared that it has been a pleasure working with everyone and that he will still be in the community.

Deputy County Manager's Comments –

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

Behavioral Health Services Director Recruitment Update

Ms. Price announced that recruitment is still ongoing for the position of Director of Behavior Health. She thanked her team for doing a phenomenal job stepping up to provide additional assistance during this time.

HHS at the Carolina Classic Fair

Health & Human Services (HHS) will provide breastfeeding stations and a baby changing area. A sign-up sheet was sent via email to request volunteers and it was complete within 10 minutes. WIC provided this service for 26 years which ended. Staff at Carolina Classic Fair requested for it to be brought back.

Emergency Response Assistance

Health & Human Services employees are being deployed to work in Western North Carolina. Ms. Price and two of her agency directors participated on a “call to action” phone call with the state. A request for volunteers was sent out across HHS and the response was overwhelming.

Two teams were deployed to work at the AV Tech Shelter which is the general population shelter. A team of five on Sunday and a team of four on Monday. Ms. Price expressed her gratitude for staff stepping in to provide assistance during this time.

Two environmental health specialists were also deployed to Burke County to help restaurants who are without power get online again. Public Health received a call to add nurses to the “call to action”. The response from Mr. Swift’s team was also overwhelming.

Dr. Edwards asked if Forsyth County uses the Viper satellite phone system. Ms. Price responded that the satellite systems that were on hand was sent to the site early and the IT team is working on some other solutions. Ms. Price has been able to communicate with several staff via cell phone.

Director of Social Services Comments – Ms. Christa Smith

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

Vacancy Rate

Ms. Smith announced good news, during the month of September the vacancy rate decreased to 8.5%.

Adult Services

The Adult Services team has been working on Medicaid Administrative Claiming (MAC). They work with their clients to connect them to Medicaid billable services. This stream of funding has

no limits when it comes to claiming. We receive 50% in reimbursements and all of the work can be claimed.

Family & Children's Services

Allies 4 Outcomes Kick-Off Day, 9/25/2024

They will be supporting some of the work in this division by evaluating some of the areas that could be strengthened and stream line some policies.

Foster Home Recruitment Event – 8/18/24 Collaboration with Crossnore Communities for Children

Screened the movie Sound of Hope- the Story of Possum Trot with approximately 60 people in attendance and several of them signed up to attend information sessions. Crossnore will also help spread the information to churches in the areas. As a result of this, Two Cities Church will host a recruitment event this week.

Reunifications of foster youth to their families of origin increased in August

The number one priority is to reunite families. In August, five children were reunited with their family.

In July, a high school graduation celebration was held for ten of our Foster Youth. The guest speakers were former foster youth who are living successful lives.

Economic Services

DSS is in two collaboration discussions with Forsyth Technical Community College. The first one was around internships. In the Fall of 2025, two interns from FTCC will join us with an Associate's Degree. The second was an NC FAST Certification Program is currently being developed at FTCC.

Medicaid Services

The PACE Program (Program of All-Inclusive Care for the Elderly)

The Program of All-Inclusive Care for the Elderly (PACE) of the Triad is coming to Forsyth County. The new facility will be located on Motor Road in Winston-Salem and is tentatively scheduled to be completed by December 2025. PACE is a MEDICAID covered service.

Program Criteria

- Be 55 years of age or older
- Be determined to need the level of care required under the state Medicaid plan for coverage of nursing facility services
- Reside in the PACE organization's service area
- Be able to live in a community setting when enrolled without jeopardizing health or safety
- Meet program-specific eligibility conditions imposed under the respective PACE agreement

Medicaid eligibility for individuals requesting PACE services is determined following the rules and regulations for Aged, Blind and Disabled Medicaid, including the need for a FL-2 which is

North Carolina's form that describes a patient's medical condition and the amount of care they need when placed in a facility.

From PHE to CCU to MXP

January 2020: Public Health Emergency (PHE) began and over 700,000 residents became eligible for Medicaid and continuous coverage applies.

April 2023: Continuous Coverage Unwinding (CCU) requires continuous coverage of Medicaid benefits to end.

July 2023: CCU allows Medicaid benefits to terminate when determined ineligible at recertification.

December 2023: Medicaid Expansion (MXP) goes live and within seven months over 500,000 residents are enrolled statewide – over 20,000 in Forsyth.

As of June 2024, 2.3 million recertifications completed finding most beneficiaries remained eligible primarily because of MXP.

Child Support Services

August is Child Support Awareness Month. There are Employee Appreciations and Community Awareness events planned.

Celebrating Employees and Accomplishments

A total of \$22,691,065.00, 99.89% of the annual goal for the year, ranking us 5th in the state for Total Collections. A total of \$471,388.00 was disbursed to the county in Child Support Incentive Funds in SFY 2024. This was an increase of \$50,502.00 from last fiscal year.

Individual high achievers were recognized for the following:

Highest Total Collections, \$948,254.65

Highest Collection Rate, 72.14%

Highest Collection Rate Intergovernmental, 63.20%

Highest Payment to Arrears, Tanisha Butler-Johnson, 74.58%

Director of Public Health Comments – Mr. Joshua Swift

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

The state picked up 500 doses of Adacel which is a tetanus booster to be delivered to Western Carolina.

Presentation at the North Carolina Public Health Association conference

Mr. Swift and his team attended this conference, and he gave a breakout session on building a H.E.A.L.T.H.Y. workplace culture.

WeCare Bus

A team from Public Health and General Services employees went to Huston, Texas to inspect the final renovations on the bus. It is scheduled to be delivered during the first part of October. Mr.

Swift reported that the renovations will make the bus better suited for all county departments to use for outreach events.

Expanded Leadership Team Model

All Public Health supervisors participated in a quarterly training meeting to become better equipped to lead themselves and their teams in training and development.

Selection of Vendor

A vendor has been selected to be the lead architect for the Public Health renovation project.

Personal Health Services

Clinics

On October 11, 2024, the Family Planning, Sexually Transmitted Infections and Immunization Clinics will begin seeing patients between the hours on Friday afternoons from 1:00–5:00 p.m.

Flu/COVID

The clinic started on 10/1/24, 250 people came out for vaccinations. The vaccines are offered at no cost. Also, held an employee vaccination period. During the Forsyth County Fun Fest, 75 people received vaccinations. Mr. Swift shared that they have been able to use COVID dollars to compensate retirees when they come back to help.

Community Health Services

On Site Wastewater

The backlogged numbers have steadied, current wait time is seven weeks for new site evaluations and six weeks for septic repairs. The goal is to have no more than a two week wait. Currently training several new staff. Certification could take up to one year.

WIC (Women Infants and Children)

Mr. Swift reported that the caseloads continue to increase. Since May, 129 clients have been added to the program. The numbers increased from 8,026 to 9,880 which was a 23% increase from October to May which led to an increase in dollars in the amount of \$247,000. WIC is turning 50 years old. On October 11, 2024, the WIC program will host an Open House from 9:00 a.m.-12:00 p.m. during that time, they will offer tours of the facility.

Mr. Swift acknowledged the hard work his team has done in the NICU (Neonatal Intensive Care Unit) at both hospital systems two days per week.

Currently, in meetings with Head Start. Hours have extended to opening late on Tuesday in addition to Thursday evenings. There is a presence of WIC in Kernersville near Crisis Control and the Downtown Health Plaza.

The WIC team was recognized for Breast Feeding Week.

Lab

Mr. Swift announced that Public Health has a new Medical Lab Director, Ms. Keisha Flournoy who has hit the ground running.

In the past, it would take several days to receive results from sexually transmitted diseases from the state. Once all logistics are in place, customers will be able to receive results within 24 to 48 hours.

School Health

Operation Zero Exclusion (OZE)- Public Health partnered with WSFC Schools, School Health Alliance, WSSU Nursing Program and the United Health Centers. Students have 30 days from the first day of school to be up-to-date on vaccinations. This is done annually.

OZE Clinic Grade levels served:

- Elementary School 40%; Middle School 27%; High School 33%
- Per school year: 2023-2024 377 served; 2024-2025 436
- Appointment types: 67 no shows; 67 walk-ins; Scheduled appointment 463

The WSSU nursing students were able to work in an exam room with the clinic coordinator to actually give immunizations. Ms. Swift's team went into 11 middle and high schools to vaccinate 119 students. They also supported Child Health and Immunization clinics during Thursday evenings hours where they served 188 students and hosted two Saturday vaccination events at Public Health where they served approximately 284 students. Mr. Swift reported that the exclusions have been decreasing over the past few years.

Internal Health Services

Dental Clinic/Preventive Dental Health

There will be a dental hygienist participating in the Project Homeless Connect event. Also, in the process of securing a part-time dentist to improve patient access to care.

Emergency Preparedness

The Public Health staff participated in a statewide Radiological Tabletop Exercise with the Winston-Salem Forsyth County Emergency Management.

EPI / Surveillance

Public Health participated in community events at Miller Park and Polo Park where they collaborated with Forsyth Technical Community College on an assessment that would be included in its Minority Male Success Initiative enrollment package for incoming students.

Preventive Health Services

Care Management Program

Cases have increased in the three care management programs. The funds for the Baby Love program have switched to a competitive process which requires an application process. Because Public Health lost funding, 50 to 75 mothers are on a waiting list.

Health Promotion and Disease Prevention

Received the GlaxoSmithKline Foundation award of \$10,000 for the Growing Together Program at the NCPHA (North Carolina Public Health) Fall Conference on 9/18/24. The program teaches students from grades three to five how to garden and eat healthy.

Transportation

As of August 2024, 814 transports have been completed, which is a 17.6% increase in transports.

Forsyth County Infant Mortality Reduction Coalition (FCIMRC)

Met with Forsyth Mamas (a focus group for moms) and FCIMRC initiative met on July 25, 2024. The event engaged parents and grandparents in the coalition's efforts to address community maternal and infant health challenges. The input from the focus group will be instrumental in guiding the development and improvement of programs, leading new initiatives and advocating for policy changes aimed at reducing maternal and infant mortality rates in Forsyth County.

Accreditation 2028

Mr. Swift announced that Public Health passed the accreditation process and as soon as the current one is completed the accreditation for 2028 has started.

Included in the 2028 plan:

- 15.1 - Agency Strategic Plan Update,
 - WeCare Bus to raise awareness
 - Expanded Leadership Team Model for training and development and Leadership
 - Survey to ask all supervisors what is needed from managers.
- 33.7 - Financial Risk Management System
 - Policies: Bad Debt, Cash Box Audit, Fee and Service Eligibility, Policy on Policies
- 38.1 - Review of Community Reports
 - Vaccine Distribution shows 5,000 doses of flu, 3,000 doses of COVID, also includes Hepatitis A and B, HPV (*Human Papillomavirus Vaccine Gardasil*) and TDAP (Tetanus, Diphtheria, Pertussis) vaccines
- 38.3 - Assurance of Community Collaboration
 - Walk-A-Mile Event

Dr. Griffith expressed concern regarding the Western North Carolina community having access to medicine for medical reasons as well as mental health.

Ms. Price responded that one of the first things done was to make sure people who were in treatment was able to receive their doses and the state stepped in with instructions for shelters. Once the shelters were assigned, there was a pathway to get medication to the community. A community-wide list was created to show pharmacies who were able to provide medications. Some medications were delivered via private jet and some by ATV (All-Terrain Vehicle).

New Business

None.

FROST Committee Update -- Mr. John Blalock

Mr. Blalock reported that they had a good meeting in September. Amber Humble who is with the Stepping Up Program presented to the group. The group also heard from representatives from the Hawley House and The Wells Center. Both programs are funded through settlement dollars. The committee takes every opportunity to spotlight resources in the community to create awareness.

Next FROST meeting is November 20, 2024 at 11:30 a.m.

Legislative Committee Update -- Dr. Linda Petrou

Dr. Petrou reported that the Legislature will come to session for one day this week, no other sessions will be planned until after the election. This may change due to Western Carolina situation. She is thankful that the Legislature used wisdom and created a monetary package to help the Western Carolina community.

Shadowing Opportunity- Moments of Reflection

None at this time.

Dr. Doub made a motion to adjourn the meeting at 7:04 p.m.

Next Hybrid Meeting: December 4, 2024-5:30 p.m.