

HEALTH AND HUMAN SERVICES BOARD



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Ms. Heather Parker

Vice Chair

Mr. Fleming El-Amin,

Board Members

Mr. John Blalock
Ms. Carmelita Coleman
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
Ms. 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

February 5, 2025

Board Members Present

Mr. John Blalock, Dr. James Doub, Mr. Fleming El-Amin, Dr. Brooke Griffith, Dr. Calvert Jeffers, Dr. Charles Massler, Ms. Heather Parker, Ms. Sharon Pettiford, Dr. Peter Robie, Mr. J. Phil Seats, Dr. Ricky Sides

Board Members Present via Hybrid

Ms. Carmelita Coleman, Dr. Palmer Edwards, Ms. Sharon Rimm, Ms. Gloria Whisenhunt

Board Members Absent

Dr. Linda Petrou

Staff Present

Mr. Joshua Swift, Ms. Lorrie Christie, Ms. Christa Smith, Ms. Kim Chase, Ms. Nihya Payne, Ms. Shantele Williams

Staff Present via Hybrid

Ms. Denise Price

Guest

Mr. Taylor Smith, Mr. Santiago Ochoa-WFDD Radio Station

Call to Order

On Wednesday, February 5, 2025, 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 December 4, 2024

The minutes from December 4, 2024 Health and Human Services Bi-monthly Hybrid Board Meeting were reviewed. Dr. Doub made a motion to approve the minutes and Dr. Sides seconded the motion. A quorum was present. The motion carried and the minutes were approved with 15 votes in favor.

Public Comment Period

None.

Deputy County Manager's Comments – Ms. Denise Price

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

Construction Updates**Highland Avenue Center**

Daymark Recovery Services will move Outpatient Services upstairs in the next two to three weeks. Pharmacy construction will begin next. Stepping Up will move in during the first week of March 2025. The Facility-Based Crisis Center will be ready soon after furniture is delivered to begin the licensure process.

Auditorium

Renovations are moving along, waiting on seating. The audio-visual equipment request will be added to the Forsyth County Board of Commissioners agenda item this week for consideration.

Park

The Highland Avenue Park which is located on the corner of Highland Avenue and 5th Street will be completed by mid to end of Spring 2025.

Public Health

A Construction Manager at Risk has been selected for recommendation to the Forsyth County Board of Commissioners.

Social Services

Plans have been received from the architect. Renovations will begin soon.

Behavioral Health Services Director Recruitment Update

Ms. Price was happy to announced that Ms. Ronda Tatum will serve as the Interim Director of Behavioral. Ms. Price also announced that interviewing will began soon.

Strategic Plan Update

Ms. Niyah Payne lead a creative opening session for 35 employees who volunteered to work with the Health & Human Services Strategic Plan. Ms. Price extended an invitation for other employees to join as well.

Dr. Robie asked what will be put into place if the Federal Pipeline funding cuts effect the programs that fall under Forsyth County Health & Human Services.

Ms. Price responded that a lot of thought has been given to this over the past few weeks and that Ms. Smith is working closely with the NC Association of County Directors of Social Services and Mr. Swift is working closely with the NC Division of Public Health to stay abreast of any changes.

Director of Social Services Comments – Ms. Christa Smith

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

NCDHHS MOU (North Carolina Department of Health & Human Services – Memorandum of Understanding)

This MOU refers back to Rylan's Law. This legislation was put into place for the state provide oversight and support to the county. During the COVID Pandemic, it was modified so no corrective action would take place; support was still given to the county.

Beginning with the January 2025 service month, the corrective action plan may return on mandated performance areas; Special Assistance Medicaid, Food & Nutrition Services, Adult Services and Work First Family Assistance. Corrective Action is determined when a county does not meet performance measures in three consecutive months for five months out of any 12-month rolling period.

Position Evaluations

Ms. Smith reported that she and her team are working with Human Resources to resolve classification challenges in Social Work job classifications. Currently, positions are categorized either as Social Worker or Sr. Social Worker. Many counties have 3 to 4 levels of Social Work job titles. PTRC (Piedmont Triad Regional Council) does an annual study and they make recommendations. There are 170 positions with a Social Work job title (including supervisors and program managers).

Vacancy Rate

Vacancy Rate – 6.7% overall. Majority of this is within Medicaid Services (47%) with 18 total vacancies (down from 21 in December).

Adult Services

Annual Blanket Bond Reconciliation

NC DHHS provides insurance (bonding) for all local DSS agencies who are disinterested public agent guardians as appointed by county clerks of court. Annually, each DSS must engage in the reconciliation of all bonds for the guardianship clients they serve. The bond has been renewed.

FCDSS/Adult Services 2025 In-Home Aide Licensure Renewal

The request was submitted to the NC Division of Health Service Regulation (DHSR) it was approved and the license was issued effective January 1, 2025 – December 31, 2025.

Hurricane Helene Displaced Residents/ADS Staff Support

Some of the local assisted living facilities took in some displaced residents. Summer Set Forth worked along with Adult Services to provide additional support.

2024 Adult Services Angel Tree/Holiday Giving Campaign

This campaign was very successful. The team was able to provide personalized gifts for approximately 110 individuals.

Family & Children's Services

In the Community

Donations for GreeNest and tour of their facility (Dec). "Up off the floor" that provides beds and bedding to school-aged children free of charge. They also assist with low-cost household furniture for families in need and youth who are just starting out (such as our 18-21 foster youth).

PATH NC Pilot County

The kick-off was held on 1/24/25 for the new statewide case management system for Child Welfare. Forsyth County staff will begin training in March and "Go Live" April 28th.

Allies 4 Outcomes Kick-Off Day

Allies 4 Outcomes are finishing up our internal systems evaluation and the final report should be ready by mid-February. They recommended changing some internal processes.

Foster Parent Training

The class started in January with 10 families enrolled which is a 50% increase over the current total. Ms. Smith shared that some of this increase is from staff going to outreach events and a new software system that sends electronic messages to the potential foster parents.

Division Vacancy Rate

The current vacancy rate of 6.38% is the lowest since Pre-COVID.

Economic Services

Partnership with Forsyth Technical Community College

February 4, 2025, 40 participants enrolled in the NC FAST Certification course which is designed to equip citizens with the skills and credentials necessary to pursue careers in eligibility services at DSS. They will receive a certificate upon completion. The class is full with a wait list. A Job Fair will be planned once the course is completed.

Emergency Assistance

Emergency Assistance is a program through FCDSS Work First program. Assistance to eligible citizens who have children under the age of 18 and who are income eligible. The funding can assist with rent, and utilities when the family experiences a crisis.

Food and Nutrition Services

The division successfully began meeting the goal of 95% timeliness as of November 8, 2024, and continues to reach the goal weekly.

Medicaid Services

NC Medicaid Enrollment Overview

Total recipients -State- 3,061,953 Forsyth 114,627

Expansion 19-64 years old- State-609,810; Forsyth 23,230

Children under 21 years old- State-1.7M plus; Forsyth- 61K+

Medicaid Services Division representatives are available to speak at conferences, community events, schools & universities, etc. to help get the word out into communities. An estimated additional 20,000 Forsyth County residents qualify for Medicaid Expansion.

Dr. Robie asked if any outreach events have been planned for undocumented individuals. Ms. Price responded that Forsyth County has a designated team who works with individuals who may be newcomers to the area as well as individuals who speak English as a second language.

Child Support

The Child Support Division collected over \$2 million in December 2024.

Two employees were recognized statewide for lump sum payments they collected for support cases. Laurie Garrison collected a lump sum payment of \$15,000.00 and Tanikeya Hill collected a \$16,553.77 payment from another state for another case. The division exceeded the collection rate goal of 95% of enforcement caseloads. The division also is exceeding CQI incentive goals for: Total Collections, Cases Under Order, Collection Rate, and Payment to Arrears. The division vacancy rate is down to 2%

Director of Public Health Comments – Mr. Joshua Swift

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

H5N1

Mr. Swift reported that monitoring H5N1 (Hemagglutinin Five Neuraminidase One) activity across the United States. Meeting with Cooperative Extension to explore methods for educating those at highest risk.

Performance Management

Receiving approximately \$15,000 from state for performance management work.

Vacancy Rate

Vacancy rate is 16% overall, approximately 30% is among nurses and environmental health specialists. Hired two nurses at a recent hiring event.

COOP (Continuity of Operations Plan)

Mr. Swift reported that they continue to focus on building out the plan in order to prepare for short-term or long-term disruptions to service delivery.

Health Director's Association

Mr. Swift is participating in meetings three times each week along with State Leadership and the Division of Public Health. They are reviewing executive orders that have been issued by the White House.

Personal Health

A hiring event for clinical nursing positions was held on 1/23/25. Human Resources made 2 conditional offers stemming from that event.

Friday afternoon clinics have gotten off to a great start, seeing patients for various services from 1:00 p.m.-5:00 p.m. Since October, a total of 119 patients have been seen.

The Family Planning Clinic is currently running a 60– day bus advertisement promoting services which is supported by state funds. Ads are placed on the back and inside of the Winston Salem Transit Authority (WSTA) buses.

Community Health

Environmental Health

The Food, Lodging, and Institutions (FLI) inspection program was recognized by the Food and Drug Administration (FDA) for demonstrating proficiency in a 2nd performance area of the FDA's National Retail Food Regulatory Program Standards, Inspection Program Based on Hazard Analysis and Critical Control Points (HACCP) Principles.

WIC (Women, Infants & Children)

The program was awarded an \$8,000 grant to translate key educational materials into the most encountered foreign languages (other than Spanish).

Lab

The Laboratory Information system that is currently being used, Orchard Labs, will be receiving a system upgrade that includes migrating to cloudbased services.

Internal Health**Dental Clinic / Preventive Dental Health**

The Dental Clinic saw a total of 239 patients in December (54 children, 185 adults) with a no-show rate of 11%.

Emergency Preparedness

Top 5 threats have been identified: pandemic/epidemic, biological/chemical terrorism, cyber disruption, mass violence, and hurricane/tropical storm. This report will guide preparedness priorities, including planning, training, and exercises for the next several years, as required by the Centers for Disease Control (CDC).

HIPAA

Risk assessment will be conducted by an outside agency and is scheduled for the 2nd week of February.

Preventive Health**Forsyth County Infant Mortality Reduction Program**

The Forsyth Mamas Focus Group hosted a holiday dinner, bringing parents together to share their lived experiences related to pregnancy and childbirth. This communication is helpful with improving programs.

Transportation

Provided 282 transports in November and December 2024.

Car Seats/Cribs

The team installed 35 car seats and distributed 27 cribs to families in need.

Care Management Programs

Manna Church out of High Point, NC donated 151 Target gift cards at \$10 each. Toys for Tots also made donations. These donations were shared with families engaged in our Care Management programs that support infants and children. Mr. Swift reported that 288 children were served through this program.

Preventive Health

High-Risk Maternal Health Program

Program located at Downtown Health Plaza held its first baby shower for participants in December, providing a special and supportive event for expectant mothers in the program.

Community Garden

The Healthy Communities Garden has found a new home at the Malloy Jordan Garden Library, where it supports the Junior Master Gardening Youth program. In 2024, the garden produced over 400 pounds of fresh produce, including broccoli, zucchini, tomatoes, cantaloupe, peppers, carrots, eggplants, and more. This produce is donated to stores in food deserts within Winston-Salem, allowing residents increased access to fresh, nutritious food at no cost.

Director of Behavioral Health Services Comments Ms. Denise Price

The first Naloxone Wall Unit was installed at Smokey Shays on January 7th, followed by Addiction Recovery Care Associates (ARCA), & the Towers (Healey, Sunrise and Crystal). Ms. Price reported that Annie Vasquez who is the Substance Use Health Educator provides Naloxone training to anyone who has a desire to learn.

Zip Code Units Distributed

Three highest zip code areas: 27105, 27107, & 27101. This Naloxone vending machine is in the Detention Center lobby.

December Tidbits

Stepping Up Peer Support Specialists provided Wellness, Recovery and Action Planning (WRAP) for 135 community members.

The pharmacy dispensed 1,326 prescriptions.

Demand for patient assistance decreased in the early months following Medicaid expansion; however, individuals are still being enrolled that have higher cost prescriptions. Prescriptions valued at \$135,964.87 were dispensed in December 2024.

EMS Overdose Responses Calendar Year 2024

In 2024, our average age of overdose response by EMS was 41.8 years old, with a minimum age of 1, and the oldest being 93. Approximately 50% more males than females, and in overdose deaths. There were more males than females with average ages being 46.5.

There were 1,758 total incidents of substances that were thought to be involved. This could be a primary or secondary substance. The call volume increased by approximately 11%. Ms. Price encourages people to become more educated around this information. If there's an overdose, and a reversal done in the field, please call 911 because the Opioids live longer than the Narcan or the Naloxone. There was a decrease in overdose deaths of approximately 40%. There was approximately an 11% decrease in the number of calls involving a motor vehicle.

Twin City Harm Reduction Collective - 2024

Syringes dispensed: 779,960

Syringes returned for safe disposal: 403,100 + (this includes around 10,000 that were returned via our two public syringe disposal kiosks!)

Naloxone Dispensed: 3,833

Overdose reversals reported: 563

Connections to resources: 141

New participants signed up: 165

Educational Opportunity

FNS E&T program (Food and Nutrition Services, Employment and Training Program) -- Ms. Kim Chase

The name changed to “More Than A Job NC Program”. This program offers short-term assistance to families who are receiving Food & Nutrition services and are 16 years of age or older. Forsyth Technical Community College, Goodwill Industries and Providence Culinary Kitchen work along with this program. Participants may receive assistance with the following: job search, transportation support, on-the-job-training, interviewing techniques, case management, resume development, tuition, continued benefit eligibility to name a few.

Information is shared by Forsyth County Communications Department, community out reach and there is also a QR (Quick Response) code for quicker access.

New Business

None

FROST Committee Update -- Mr. John Blalock

Mr. Blalock shared the following updates: January 16 was the last Opioid Settlement Meeting with all agencies who received these funds. It was an opportunity for them to share progress and network with each other.

FTCC (Forsyth Technical Community College) Established an accelerated one-year program to train Peer Support Specialist. It targeted at under represented groups. There were approximately 11 bilingual individuals enrolled, completed the training and are now in the process of being hired by some of the participating programs.

The FY26 Opioid Funding application process is open and will close February 21, 2025. The Payment Panel will review the applications and make recommendations. The plan is to bring to the Health & Human Services Board meeting in April for a vote then it will be submitted to the Forsyth County Board of Commissioners

Ms. Price reported that the fY26 Behavioral of Health Maintenance of Effort funding application process has also started and it will look similar to the Opioid Funding process.

Legislative Committee Update -- Dr. Linda Petrou

No update at this time.

Shadowing Opportunity- Moments of Reflection

None at this time.

Mr. El Amin made a motion to adjourn the meeting at 7:00 p.m.

Next Hybrid Meeting: April 2, 2025-5:30 p.m.