

# HEALTH AND HUMAN SERVICES BOARD

## Chair

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. Richard Lord, MD  
Dr. Linda L. Petrou, PhD  
Dr. Sharon Pettiford, DNP, RN, CNRN  
Ms. Sharon A. Rimm, LCSW  
Dr. Kenneth Sadler, DDS  
Mr. J. Phil Seats, R.Ph., MBA  
Dr. Ricky Sides, DC  
Ms. Gloria Whisenhunt, Commissioner

## HEALTH AND HUMAN SERVICES VIRTUAL BOARD MEETING MINUTES

**June 3, 2026**

### Board Members Present

Mr. John Blalock, Ms. Carmelita Coleman, Dr. James Doub, Dr. Palmer Edwards, Mr. Fleming El-Amin, Ms. Heather Parker, Dr. Linda Petrou, Dr. Sharon Pettiford, Ms. Sharon Rimm, Mr. J. Phil Seats, Dr. Ricky Sides, Ms. Gloria Whisenhunt

### Board Members Absent

Dr. Brooke Griffith, Dr. Calvert Jeffers, Dr. Richard Lord, Dr. Kenneth Sadler

### Staff Present

Ms. Brenda Antunez, Ms. Kim Chase, Ms. Lorrie Christie, Ms. Tanya Donnell, Mr. Michael Duncan, Mr. Daniel Lemons, Mr. Michael Merrell, Ms. Nihya Payne, Ms. Denise Price, Ms. Nicole Priddy, Ms. Christa Smith, Mr. Landen White, Ms. Shantele Williams

### Guest

Mr. Lafayette Jones, Ms. Sandra Miller Jones

### Call to Order

On Wednesday, June 3, 2026 the Forsyth County Health and Human Services Board held its regularly scheduled bi-monthly 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 April 1, 2026

The minutes from the April 1, 2026 Health and Human Services Bi-monthly Virtual Board Meeting were reviewed. Ms. Heather Parker asked for a motion to approve the minutes. Mr. El-Amin made a motion to approve the minutes and Dr. Sharon Pettiford seconded the motion. A quorum was present. The motion carried and the minutes were approved with 14 votes in favor.

### **Public Comment Period**

Mr. Lafayette Jones and Mrs. Sandra Miller Jones of SMSi (Segmented Marketing Services, Inc.) attended the board meeting to say thank you to the Forsyth County Behavioral Health Department for allowing them to partner with them in the Opioid crisis. Their efforts reached 30,000 in the community and 100,000 virtually.

Mr. & Mrs. Jones were able to create bags that included: three issues of “Urban Call” which is a newsletter, a packaged box that contains two doses of Narcan, a safety cap with a combination for a bottle top, a couple of PPE items, a 10-day pass to the YMCA and a discount card for 20% off a purchase from Beautisa Beauty Supply store.

Ms. Price thanked Mr. & Mrs. Jones for their many years of service.

### **Announcements**

**Education Opportunity**                      **Charles Cahill, Onsite Water and Wastewater Supervisor**  
(Complete- detailed handouts on file in the Administrative Binder)

Mr. Cahill began by sharing that he has several years of experience in Environmental Health especially in Onsite Wastewater Section

### **Wells**

This team focuses on brick-and-mortar wells and wells that are not for human consumption. They have to pass several points of inspection.

### **Waste Water**

Repairs remain constant every year because of rain events, over usage and age of the septic system. An evaluation is required on all before they can be covered. The septic contractor calls to request reports and the final amounts vary.

### **Swimming Pools**

Approximately 370 public swimming pools have to be inspected and permitted every year. Sometimes a second inspection is necessary, most are seasonal.

### **Vector**

The use of public health strategies/programs to prevent manage the spread of mosquito-borne diseases.

Dr. Sides asked if the “Mosquito” man is still working for public health. Mr. Cahill responded yes, Ryan Harrison continues to work in the vector program; however, an additional Vector Technician is in the process of being trained.

When complaints are received, the team may go out into the community to provide education on what the property owner can do to alleviate the problem. Depending on the situation, the technicians may treat the property. Treatment is targeted to maximize efficiency and to minimize the impact on non-target insects such as bees.

**Use of Ground Penetrating Radar**

This is used to assist in finding septic systems...once located the Environmental Health Services (EHS) team confirms using the traditional method of probing.

**Updated Pool Permit Fees**

The process has been revamped this year to prevent bottlenecking at the permit deadline. The new fee structure gives the pool operators incentive to have their annual pool application submitted early.

**Global Position Systems (GPS)**

Allows for more accurate measurements and data collection.

**University/College Partnership**

High Point and Wake Forest Universities have reached out to offer to partner with public health. Both Universities are interested in the large amounts of data we have compiled. They both hope to use the data to better understand West Nile Virus (WNV) and other impacts mosquito control can have on the human population.

**Duration of Staff Training**

It takes approximately six months to train someone in the area the environmental Division. Normally, they do not have credentials at the time they are hired.

**Seasonal Changes**

Mr. Cahill shared that data starting from 2010 shows how cyclical the work is. Peak soil site applications from Feb-April. Our pool permitting and inspections start in April and cause a little spike in response times.

**Deputy County Manager's Comments – Ms. Denise Price**

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

**State Grant**

The State provided a federal allocation to assist with building out the Highland Avenue Center. A primary focus was the facility-based crisis center, a 16-bed resource for adults. As a result of delayed construction and facility licensure, all of the allocated funds were not utilized. The state extended use of the funding by reallocating federal dollars and categorizing as a state allocation. This extends use of funding through FY27. Funding will be utilized for construction projects that expand capacity, and operational costs of Stepping Up and Mobile Integrated Health programs.

**County Budget Update**

Ms. Price is hopeful to have a budget soon. She also reminded everyone that it is required for local government to have an adopted by the end of June 2026.

### **LME/MCO Merger (Local Management Entity/Managed Care Organization)**

Partners Health Management and Vaya Health have announced a planned merger effective October 2026. Ms. Price shared that she and Mr. Duncan will be doing some evaluation work and engaging with a transition workgroup. They will be reaching out to community stakeholders to request input to happen/avoid during the transition.

### **Public Health Director Comments – Ms. Nicole Priddy for Mr. Joshua Swift**

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

### **World Cup Soccer**

Wake Forest University is housing the German soccer team. Also, public health and Emergency Management provided assistance to the group.

### **Hantavirus**

There were 18 persons quarantined in Nebraska until May 31. One person from North Carolina was quarantined; however, no one was seriously ill. The Hantavirus strain can be spread person to person and has an incubation period of 4 to 42 days.

### **Ebola**

- Estimated 900 cases, 200 deaths in Northeast region of Congo and now in Uganda
- No approved vaccine or antiviral treatment for the Bundibugyo strain
- Fatality rate of 30-40%
- Spread through direct contact with bodily fluids
- Last U.S. case in 2014 was a traveler from Liberia seen at Dallas hospital
- Persons travelling from Congo, Uganda and South Sudan being directed to 4 airports for screening (LaGuardia, Houston, Atlanta, and Dulles)
- Public Health is communicating with local Emergency Management, Emergency Medical Services, Atrium, and Novant to ensure readiness
- Personal Protective Equipment is on hand and screening questions are being asked

Ms. Price feels confident that preparedness efforts are in place.

### **Rabid Fox**

A fox tested positive for rabies after attacking three people in Kernersville. Two were bitten and one was scratched, all started immediately on Post-Exposure Prophylaxis (PEP). Environmental Health and Communicable Disease staff canvased the areas along the greenway in Kernersville providing information encouraging any others who may have encountered the fox to notify Public Health. No further cases were identified.

### **Public messaging regarding preventing rabies:**

- Don't touch wild animals, leave them in the wild.
- The state law requires all dogs, cats and ferrets living from elsewhere to have their current rabies vaccinations

### **Maternal and Child Health (MCH) Home Visiting Programs-Caseloads**

- Total MCH home visiting program caseloads increased by 82 from March 2025 to April 2026.
- Growth was driven by steady increases in Care Management for At-Risk Children (CMARC) and recovery in Care Management for High-Risk Pregnancies (CMHRP).
- Nurse-Family Partnership (NFP) remained stable, while Healthy Beginnings showed gradual growth.

### **Personal Health Services**

No-Show rates (January 2026- May 2026)

Family Planning = 26%

Sexually Transmitted Infection (STI) Exam = 25.24%

STI Treatment = 33.33%

Immunizations = 23.82%

Child Health = 67.5%

### **Billing Benchmarks**

Process 16 payors

Denial rate (Goal 5-10%)

Q4 = 5.5%

Q1 = 7.2%

### **Family Planning Clinic Numbers By Year**

There was a 34% decrease in clients from 2019-2026. (3,703-2,444)

### **Immunization Clinic Visits By Year**

There was a 29% decrease in children receiving vaccinations from 2018-2025. (4,323-3,069)

### **Sexually Transmitted Infection (STI) Clinic Visits By Year**

There was a 36.8 decrease in sexually transmitted infections clinic visits. (2019-2025)

### **Personal Health Services**

- Vacancies
  - 2 registered nurse (RN) positions – currently recruiting
  - 3 registration positions – currently recruiting
  - 2 Licensed Practical Nurse (LPN), Health Educator, and Office Assistant positions have been eliminated from the FY27 budget
    - Right-sized based on reduced clinic volume and revenue reductions
    - Conducting practice management study

### **Community Health Services**

#### **Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)**

The Cleveland Avenue site will transition to the 1st floor of DSS on June 26th. The colocation helps to ensure qualifying clients enrolling in Supplemental Nutrition Assistance Program (SNAP) benefits can also easily enroll in WIC on the same day.

**School Health (SH) Services**

Environmental Health (EH) Public Health School Nurses screened 9,389 students for vision acuity this school year, 843 students failed the screening and were referred for a comprehensive eye exam, 431 students received a comprehensive eye exam (64 seen at Project Bright Eyes event). Vision Secured Care rate for this school year is 52.37% (10% increase from last school year), program goal is to have a secured vision care rate of at least 70%.

The program is collaborating with Winston-Salem Forsyth County Schools and a non-profit organization, One Sight EssilorLuxottica Foundation, to bring a large on-site fall (October) event for students to receive comprehensive eye exams and free eyeglasses.

**Environmental Health (EH)**

Pool Inspections: Of the 235 seasonal bodies of water (pools, wading pools, splash pads, lazy rivers), 196 have been inspected and 180 issued operation permits (as of 5/20/26). Public Health Director's Comments - Internal Health Services Dental Clinic/ Preventive Dental Health

**Internal Health Services**

Dental Clinic/ Preventive Dental Health Dental clinic is taking new patients of all ages, encouraging walk-ins to counteract no-show rates, and preparing for the transition to the new space in Annex 1.

Preventive Dental Health has completed the majority of screening sessions for the year and have been investing more time on education sessions with school students. Preventive Dental Hygienists will begin seeing patients 1 day per week in the clinic.

Emergency Preparedness Conversations with key community partners, including the State Department of Public Health, Winston-Salem/Forsyth County (WS/FC) Emergency Management, Emergency Management Services (EMS), both hospital systems, and local colleges and universities are underway to coordinate preparedness efforts related to Hantavirus, Ebola, and FIFA 2026\*.

\*Note: The German Men's National Team has selected Winston-Salem as its home base for the 2026 FIFA (Federation International Football Association) World Cup.

**Accreditation**

Communicable Disease Report - A.5.3 Evidence that communicable disease reports have been shared with the Board of Health (BOH).

**Director of Social Services Comments – Ms. Christa Smith**

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

The DSS Lobby and Workspace renovation has received the Certificate of occupancy. Thus, the construction is officially completed. We are awaiting permits to be issued by the City of Winston-Salem to relocate security badge swipes before moving the lobby functions back into

the area and utilizing the new workspace. We hope to have this in place for opening early July. Pictures of the space has been provided in the slideshow.

### **World Elder Abuse Awareness Day (often abbreviated WEAAD)**

WEAAD is observed every year on June 15 to raise awareness about the abuse, neglect, and exploitation of older adults. The day was launched in 2006 by the International Network for the Prevention of Elder Abuse and the World Health Organization at the United Nations, and was later officially recognized by the UN General Assembly. The purpose of WEAAD is to encourage communities, governments, caregivers, professionals, and families to recognize elder abuse as both a human rights issue and a public health concern. It also promotes dignity, respect, and safety for older adults.

### **Triad Elder Abuse Awareness Walk**

The walk will be held on June 13, 2026 at Triad Park, 9652 W Market St, Kernersville, NC - Shelter #6.

### **The 2026 Operation Fan Heat Relief has begun!**

FCDSS has received \$3,275 for the purchase of box fans to be distributed to those in the community meeting the criteria outlined below:

- ✓ Must live in Forsyth County
- ✓ Have a home situation where a heat-related threat to health and well-being exists
- ✓ Be age 60 years + or be an adult with a disability
- ✓ Fans will be distributed while supplies last
- ✓ Adults can pick up fans at DSS or if they lack transportation, fans can be delivered
- ✓ Individuals can apply by contacting DSS Adult Services at (336) 703-3501

### **PATH-NC Update**

June 2nd marks the one-year anniversary for PATH-NC Case Management system implementation for Child Protective Services (CPS) Intake and CPS Assessments. The benefits we are noting thus far includes:

- Prior to Implementation CPS caseloads averaged from 11.5, post-implementation caseloads are averaging 9.3
- Prior to Implementation CPS cases accepted averaged from 297, post-implementation caseloads are averaging 231
- Reporting features are allowing management oversight to ensure compliance with mandated casework requirements

### **LINKS Graduation Ceremony**

We are celebrating our youth in care who are graduating from high school this year and the incredible accomplishments they have made. The celebration will be held on June 5th at Creations by Pashara. This year, we have 10 youth that are graduating and we have purchased each a monogrammed either wallet or insulated cup. The LINKS program provides them with \$500 in funding. We have 2 youth who will attending 4-year universities (Western Carolina and University of Washington), 1 is taking a gap year, 1 is currently in Job Corp, and the remainder are working and considering college options.

**More than a Job NC (MTAJ) Excellence Award**

Recognized as a model for other counties due to our partnerships, program compliance and onboarding participants for education and training economic mobility.

**The Forsyth County Sheriff's Office & DSS Partnership**

has established a new partnership to offer Services at Community Court Services on Thursdays from 8:30am – 4:30pm.

This will remove barriers for critical resources for persons involved with community court. DSS will provide assistance with Medicaid and Food & Nutrition Services applications and resource navigation in one convenient location.

We hope to address immediate needs while promoting long-term stability, self-sufficiency, and reduced recidivism within our community and to build stronger relationships, stronger systems, and stronger communities through partnership, compassion, and service integration.

**Overall Operational Changes in HB696 (April 30, 2026)**

With the passing of HB696 in late April, there are operational changes coming to Medicaid including:

- Expanded work and verification requirements for Medicaid eligibility.
- Increased frequency of eligibility second party reviews.
- Additional documentation requirements for applicants and beneficiaries.
- Changes to eligibility categories for certain immigrant populations.
- Increased beneficiary cost-sharing obligations.
- Expanded administrative and compliance responsibilities for DHHS and county DSS agencies.

**Child Support Services**

On track with all of the quality goals except for percentage of current child support collections \*collections are under by 74%. (as of April) A total of \$2,104,717.42 was collected for the children in the community during April 2026. \*Approximately \$30,000 was collected in court during April 2026.

**Director of Behavioral Health Services Comments – Michael Duncan**

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

**Overdose & Narcan Administration Data 2025**

- 444 Opioid Overdoses
- 451 Narcan Administrations
- 889 Alcohol Mis use calls
- Males are nearly twice the cases over females
- Ages 25-44 highest age demographic

## **2026**

- Opioid overdoses are down nearly 30%
- Multiple Narcan administration is down 22%
- Alcohol misuse increased by around 8%
- Patient demographics remained nearly the same over the previous year

Mr. Duncan shared the annual overdose poisoning heat map for CY25 and CY26

- Overall incidents decreased by 22% (217 cases)
- Central Winston-Salem remains the primary hotspot in both years
- Kernersville remains a consistent cluster
- Major transportation corridors (I-40, US-52, and Business 40) have the highest incident mapping

Behavioral Health Heat Map CY25 and CY26

- Behavioral health calls are widespread across the county
- Kernersville, Clemmons, and Northern Forsyth show significant clusters
- Continued mobile efforts are needed to meet the demand of calls across the county

Behavioral health crisis volume showed a modest 4% reduction year-over-year; however, geographic patterns remained largely unchanged, reinforcing the continued need for coordinated countywide behavioral health response efforts.

## **Staffing**

Mobile Integrated Health (MIH) Full Time Equivalents (FTEs) have been adjusted to right-size for Fiscal Year 27:

- 1 Supervisor
- 1 Social Worker
- 2 Peer Support
- 5 Paramedics

## **Old Business**

None at this time.

## **New Business**

### **Child Fatality Prevention Team**

### **Heather Parker, Chair**

Legislations allow the choice of a single county or regional team. While working through this, the team decided to remain a single county team and noticed that new appointments were needed. One person needs to be from the County Board of Social Services. The other position is a medical role which will be held by Megan Goodpasture.

**Subsidized Child Care Assistance Program****Kim Chase, Social Services***(Complete- detailed handouts on file in the Administrative Binder)*

Ms. Chase reported that the state requires every county to have a waitlist. The type of waitlist has to be determined and it is categorized by groups. Ms. Chase reported that currently, no one is on the waitlist; however, one has to be in place with a standardized form. The only change is participants in the Forsyth County MTAJ-NC (More Than A Job-North Carolina) has been added. This information is shared with partners in the community.

**Energy Outreach Plan****Kim Chase, Social Services***(Complete- detailed handouts on file in the Administrative Binder)*

Ms. Chase reported that these funds are provided by the state for the LIEAP (Low Income Energy Assistance Program) and CIP (Crisis Intervention Program) for community residents that may need assistance. The state determines the allotment. Each county is required to develop a develop and implement an outreach plan so residents can be informed.

Ms. Parker ask for a motion to accept the Forsyth County Subsidized Child Care Assistance Program and the Energy Program Outreach Plan. Dr. Petrou made a motion to accept both programs and Mr. Seats seconded the motion. The motion carried and the Forsyth County Subsidized Child Care Assistance Program and the Energy Programs Outreach Plan was approved with 12 votes in favor.

**Public health Fee Schedule Update****Ms. Denise Price***(Complete- detailed handouts on file in the Administrative Binder)*

Ms. Price shared the following updates:

This memo serves as an update regarding the addition of CPT code 99417 to the fee schedule to support provider documentation and billing for prolonged outpatient evaluation and management (E/M) services.

99417 – Prolonged office or other outpatient evaluation and management service beyond the usual service time, each additional 15 minutes (used in addition to the primary E/M service when time requirements are met). This code is used to document and bill for prolonged visits that extend beyond the standard service time associated with the primary E/M service. The current Medicaid reimbursement rate for CPT code 99417 is \$82.03. Based on the department's standard 15% adjustment, the updated fee schedule amount will be \$94.33.

Ms. Parker asked for a motion to approve the addition of code #99417 to the FY2025 and FY2026 fee schedule. Mr. Seats made a motion to approve the addition and Dr. Doub seconded the motion. A quorum was present. The motion carried and the fee addition was approved with 12 votes in favor.

**Frost Committee Update****Mr. John Blalock**

Mr. Blalock reported that the committee has been working on a needs gap assessment which should be completed soon. It will be presented at one of the Commissioner's meeting in July 2026. Ms. Price will share meeting details in the weekly updates.

**Legislative Committee Update****Dr. Linda Petrou**

Dr. Petrou reported that the state is close to confirming a budget. Also, some teachers, principals and state employees will receive a salary increase.

The Medicaid funding of Autism therapy programs has been very effective but has become very expensive. In 2021, the cost was \$6.2 million dollars, 2022 increased to \$11.7 million, 2023 increased to \$170 million, 2024 increased to \$400 million, 2025 and currently \$658 million. Guidelines are being tightened.

**Shadowing Opportunity – Moment of Reflection**

None at this time.

Ms. Parker requested a motion to adjourn. Motion to adjourn was made by several board members. The meeting was adjourned at 7:25 p.m.

**Next Hybrid Meeting: October 7, 2026 at 5:30 p.m.**