

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, Psy.D
Dr. Calvert Jeffers, DVM
Dr. Charles Massler, DDS
Dr. Linda Petrou, PhD.
Dr. Sharon Pettiford, DNP, RN, CNRN
Ms. Sharon Rimm, LCSW
Dr. Peter Robie, MD
Mr. J. Phil Seats, R.Ph., MBA
Dr. Ricky Sides, DC
Ms. Gloria Whisenhunt, County Commissioner

HEALTH AND HUMAN SERVICES BOARD

MINUTES

August 6, 2025

MEMBERS PRESENT

Ms. Heather Parker, Chair
Mr. Fleming El-Amin, Vice Chair
Mr. John Blalock
Ms. Carmelita Coleman
Dr. James Doub
Dr. Palmer Edwards
Dr. Calvert Jeffers (virtual)
Dr. Charles Massler
Dr. Linda Petrou
Dr. Sharon Pettiford
Ms. Sharon Rimm (virtual)
Dr. Peter Robie
Dr. Ricky Sides
Ms. Gloria Whisenhunt

MEMBERS ABSENT

Dr. Brooke Griffith
Mr. J. Phil Seats

GUESTS PRESENT

None

Call to Order:

On Wednesday, August 6, 2025, the Forsyth County Health and Human Services (HHS) Board held its regularly scheduled bi-monthly hybrid meeting. Ms. Heather Parker, Chair, called the meeting to order at 5:30pm.

STAFF PRESENT

Denise Price
Michael Duncan
Rick Hall
Joshua Swift
Lorrie Christie
Tanya Donnell
Nihya Payne
Terraef Stafford

Moment of Silence:

A moment of silence was observed by all.

Election of Chair and Vice Chair:

Ms. Denise Price announced it was time to elect the Chair and Vice Chair of the Board. She asked the nominating committee (Dr. Calvert Jeffers and Ms. Gloria Whisenhunt) if they had any recommendations. Dr. Jeffers spoke on behalf of the committee and made a motion to re-elect Ms. Parker as Chair and Mr. Fleming El-Amin as Vice Chair. The rest of the Board voted unanimously in favor of the motion.

Consideration of Minutes:

The minutes of June 4, 2025, HHS Board meeting were reviewed. One correction was noted that Ms. Carmelita Coleman was not absent, but in attendance, virtually at the meeting. Ms. Parker asked for a motion to accept the minutes with the one correction noted. Dr. Linda Petrou made a motion to approve, and Dr. Charles Massler seconded. The minutes were approved unanimously.

Public Comment Period: No comments.

Deputy County Manager's Comments: Ms. Price gave the following updates:

- Introduced and welcomed Michael Duncan, the new Behavioral Health Services Director.
- Announced there would be some Board terms ending in October – asked members to let Ms. Parker know whether or not they wanted to stay for another term. Ms. Price stated she would put the application link in her Sunday email to the Board.
- Invited Board members to the Forsyth County Fun Fest being held September 20, 2025, from 11:00am – 2:00pm on the Health and Human Services Campus.

Department of Social Services (DSS) Director's Comments: Mr. Rick Hall, Adult Services Division Director, reported in Ms. Christa Smith's absence. He gave the following updates (see complete/detailed handout on file in the Administrative Binder):

Agency-Wide:

- Vacancy rate for the Agency is 7.1%
- On the operations end, they have had breakroom renovations, HVAC repair in Annex 1, and new roof for the main DSS building. They will be starting expansion to the DSS lobby and electric vehicles, coming soon.

Adult Services:

- Special Assistance In-Home Services - program continues to expand. The need for a social worker was identified and has been advertised.
- PACE of the Triad – preparing to open in the fall.
- In-Home Aid Services – contracting with 6 Home Health agencies, hoping to expand services to new clients if funding allows. Funding for Home and Community Care

Block Grant was reduced this fiscal year – a decision was made to not provide Level 3 services and use those dollars towards those Level 1 services – as a result all clients can be served under Level 1 where social workers provide strong case management.

- Age-Friendly Conference – Monday, October 13, 2025.

Family and Children's Services (Foster Care):

- Currently there are 18 vacancies (includes four new after-hours positions – FY26 budget)
- Child Protective Services exceeded timely initiation
- Foster care re-entry was exceeded
- Repeat maltreatment was not met
- Timely Permanence for foster youth was not met

Economic Services:

Food and Nutrition (FNS)

- 96.98% - applications were processed timely
- 96.67% - recertifications were processed timely
- 99.65% - work first applications processed timely
- 100% - energy assistance applications processed timely
- 30,994 - customer visits for the year
- 95,283 - calls received in the call center for the year
- 2,255 - number of children served in childcare for the year
- With new Federal Legislation, new changes will be coming to SNAP (FNS or Food Stamps)
- Reggie Leak was named employee of the year (staff voted)
- New staff training graduation was held in July

Medicaid Services

- Medicaid Eligibility Specialist training graduation was held
- Changes coming with new Federal Legislation

Child Support Services

Exceeded all of the following Memorandum of Understanding goals:

- Total Collections, Paternity Establishment, Cases Under Order, Current Support, and Payment to Arrears
- Successfully navigated a month-long relocation during a HVAC replacement for Annex 1, all while still serving customers in a timely manner due to the dedication of all staff
- eCourts launched on July 21, 2025, changing the workflow in Child Support. Because of the diligence of staff, they were able to start eFiling pleadings immediately. Although they are still working on the processes, the launch was a success
- August is Child Support Awareness Month – staff will be recognized throughout the month

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

- Measles – Forsyth County had its first case of measles – a child visiting North Carolina. Mr. Swift spoke about the great job that the measles team did in the months beforehand, preparing, setting up the measles command station and doing the contact tracing. Dr. Peter Robie asked the Board to give a round of applause for all the good work the Public Health team did with the measles case.

Personal Health Services:

Staffing

- Had a nursing supervisor retire in June
- Tuberculosis (TB) clinic provider will be starting in October
- A Family Planning/STI clinic supervisor position has been offered
- A new Breast and Cervical Cancer Control Program (BCCCP) nurse started in July and is currently training
- A Refugee and Immunization candidate has been recommended for hire
- Two temporary nurses assisting in the TB clinic

COVID Funds

- All funds ended with the new fiscal year

Individuals Served

- There has been a decline in the number of individuals served since January
- Having outreach at community events to increase patient visits
- Patient visit count for July – 1,264
- As of Friday afternoon, the patient count for January 1, 2025 – July 7, 2025 – 264

Community Health Services:

Environmental Health

- Permitted 39 food vendors for the Foodees Food & Culture Festival and completed 71% of mandated inspections with 38% vacancy for the Food, Lodging, and Institutions section
- Permitted over 350 pools, reduced wait time for new soil site evaluations to 2 weeks along with collaboration from MapForsyth for efficiency for the On-Site Wastewater section

School Health

- Nurses return from summer furlough July 28th
- Nurses are covering 3-4 schools (excluding Exceptional Children schools)
- Operation Zero Exclusion events will be starting August 7th – more appointments on Thursday evenings and two Saturday events September 6th and September 13th

Women, Infants and Children (WIC)

- Serving 9,900 clients
- Collaboration with Atrium and Novant – enrolling 40 postpartum women and infants per month
- County breastfeeding rate (45%) – higher than State rate

- Peer Support Breastfeeding program – fully funded for upcoming fiscal year

Laboratory

- After a bidding process, the Hologic Panther was determined to be the best fit for molecular testing equipment, for the Lab
- One of the vacant laboratory technician positions has been filled through an internal promotion

Internal Health Services:

Dental Clinic/Preventive Dental Health

- Recruiting new candidates – contract dentist no longer available
- There has been an increased interest in internships
- Preparing for school screenings for next year

Emergency Preparedness

- Worked with Region 3 local health departments to conduct a measles tabletop exercise
- Coordinated measles response with the first measles case

EPI/Surveillance

- 2025 Community Health Assessment (CHA) – conducting surveys
- 2024 Child Fatality Prevention Team Annual Report – being completed

Finance/Business Office

- Hiring a fiscal analyst and fiscal supervisor
- Completed the FY26 RFPs for Medical Director and Lab Molecular testing machine

QI/QA, Medical Records, and Interpreters

- To improve customer service and community engagement, we are monitoring customer feedback on google

Vital Records

- 1,295 birth certificates and 931 death certificates processed in May and June

Upcoming Events

- 3rd Annual Community Basketball Game – Saturday, August 2, 2025 (10:00am – 5:00pm) at Hanes Hosiery, 501 Reynolds Blvd
- Men's Health Week – June 9 – 15, 2025

Behavioral Health Services Comments: New Behavioral Health Director, Michael Duncan, moved to Winston-Salem 15 years ago and previously worked at the Department of Veterans Affairs. Duncan is looking forward to building upon the work already being done to support the continuum of care across our community and working, learning from and partnering to see how we can further the Behavioral Health Services side. Duncan shared the following updates (see complete/detailed handout on file in the Administrative Binder):

EMS Overdose Responses June – July, 2025

- 114 overdose responses (aged 2-69)

- 3 deaths (all males)
- Primary suspected overdose drug – fentanyl (52); alcohol (28); prescription medications (13); synthetic Marijuana (6)
- Most of the responses were to the 27105, 27103, 27101 and 27106 zip codes

Strategic Focus: Duncan stated the focus will be to continue on outreach and naloxone access and monitor new drug appearances and trends monthly

Behavioral Health and Opioid Settlement: Vendor Compliance Reviews – FY25

- Behavioral health vendor compliance visits completed – 5
- Opioid settlement vendor compliance visits completed – 5
- Remaining vendors had visual inspections
- FY26 vendors will receive a minimum of two compliance visits

Program Updates:

- Stepping Up Graduation (3 graduates; 1 Graduate was a return to the program)
- Naloxone Distribution (Narcan available at all library locations)

Outreach and Involvement:

- Town Hall Series (August 7th)
- Collaboration with Library Partners and Community Stakeholders
- Collection of surveys, stories, highlights, videos, and more to be captured during FY26

Staffing:

- Vacancies – 12
- Budgeted FTEs – 30.5
- Vacancy rate – 39%

Educational Opportunity:

Ms. Terrae Stafford, Program Manager, Social Services, gave an informative presentation on Adult Services and what it offers to its clients. She highlighted the following:

Adult Home Specialists

- assist elderly and/or disabled adults in finding a licensed facility to reside in
- Assist the State with initial licensure process and also with complaint investigations
- Conducting routine monitoring of Assisted Living facilities, Family Care Homes, and Adult Day Centers
- Conduct complaint investigations and provide technical assistance to licensed facilities (Assisted Living facilities, Family Care Homes, ad Adult Day Centers)

Special Assistance In-Home Program

- Helps elderly and/or disabled adults who would be placed in facilities, to remain safely in the community and in their home
- Provides Medicaid and monthly payments issued by the State (payments encouraged to be used for essential needs but is at the discretion of the client)

Unclaimed Bodies

- Handles referrals for deceased persons in Forsyth County whose remains are unclaimed

If-Only Program

- Endowment set up to assist elderly citizens – based on certain criteria – when no other funding sources is available

Social Workers and Transportation Aides

- Assist elderly and/or disabled adults who have no one else available to assist to remain safely as independently as possible in their homes by monitoring needed services such as adult preparation and delivery of meals; adult in-home aide services; adult daycare/dayhealth; and representative payee services

New Business:

- **Remote Participation Policy** – Ms. Price reminded Board members that there is a County Resolution regarding Board meetings and how they will be carried out. The Board is required to vote on the Remote Participation Policy each year. Ms. Parker asked for a motion. Mr. John Blalock made a motion to continue the meetings as they are – hybrid and Dr. Massler seconded. The Board voted unanimously to keep the meetings as they are.

FROST Committee Update - Mr. Blalock shared that at the last FROST meeting, the collective stakeholders were asked to provide input into a SWOT analysis highlighting our community strengths, weaknesses, opportunities and threats when it comes to substance use prevention and harm reduction. He thought this feedback was quite impressive and was worth sharing with the Board (see handout in the Administrative Binder):

Strengths

- Naloxone distribution
- Community education
- MAT access and expansion
- Collaborations
- Commitment/support from County
- Data collection
- Effective OS process
- Strong network of providers

Weaknesses

- 911 response times
- Transportation
- Fewer resources after hours
- Lack of care access for children
- Prevention education in WSFCS could be strengthened
- Silos still exist

Opportunities

- Additional naloxone distribution centers
- BEAR expansion
- Recovery centers
- Safe medication disposal
- Youth residential programs
- Women's programs
- Community Gap Analysis
- Stronger partnerships of organizational supporting the same cause
- Coordination of resources

Threats

- General uncertainty
- Abrupt changes with federal funding
- Medicaid reductions and loss of insurance
- Policy changes
- Misconceptions

Mr. Blalock shared that he was very appreciative of the commitment and support from the county, especially from Ms. Whisenhunt and the other Commissioners.

Mr. Blalock also shared that he and his 18-year-old daughter had recently attended a teen focused opioid awareness class that was offered through Behavioral Health over at Highland Avenue. Ms. Hannah Phillips taught his daughter about prevention, the impacts of opioids and how to respond to an overdose including how to administer Narcan. Mr. Blalock attended an optional parent discussion with Ms. Annie Vasquez during the same time that focused on how parents can talk to your teens about drugs. This is such a great community offering; we need to try to find ways to expand attendance for future sessions.

Legislative Committee Update - Dr. Petrou gave the following brief update:

- Medicaid Expansion – do not know what is going to happen right now
- Budgets – may be some little ones
- School District – not giving any money – no new legislation

HHS Board Member Shadowing – Moment of Reflection: No report.

Adjourn:

Ms. Parker asked for a motion to adjourn. Mr. El-Amin made a motion. The meeting adjourned at 7:40pm.

DP/lgc

Next Meeting: October 1, 2025 - 5:30pm