

# CONSOLIDATED HUMAN SERVICES BOARD



## Board Members

Dr. B. Keith Cash, OD  
Ms. Pamela Corbett, MA  
Mr. John Davenport, Jr., PE  
Dr. Palmer Edwards, MD  
Dr. Calvert Jeffers, Jr., DVM  
Ms. Amanda Kistler, RN  
Dr. Charles Massler, DDS  
Ms. Heather Parker  
Dr. Linda L. Petrou, PhD  
Ms. Sharon A. Rimm, LCSW  
Dr. Peter Robie, MD  
Dr. Ricky Sides, DC  
Ms. Claudette Weston  
Ms. Gloria Whisenhunt, Commissioner

### Chair

J. Phil Seats, R.Ph., MBA

### Vice Chair

Fleming El-Amin, County Commissioner

## CONSOLIDATED HUMAN SERVICES BOARD MINUTES June 5, 2019

### Board Members Present

Dr. Keith Cash, Mr. John Davenport, Dr. Palmer Edwards, Mr. Fleming El-Amin, Dr. Calvert Jeffers, Dr. Charles Massler, Ms. Heather Parker, Dr. Linda Petrou, Ms. Sharon Rimm, Mr. J. Phil Seats, Dr. Ricky Sides

### Board Members Absent

Ms. Pamela Corbett, Ms. Amanda Kistler, Dr. Peter Robie, Ms. Claudette Weston, Ms. Gloria Whisenhunt

### PH/DSS Staff Present

Ms. Lorrie Christie, Ms. Glenda Dancy, Ms. Tanya Donnell, Mr. Tony Lo Giudice, Ms. Denise Price, Ms. Marie Stephens, Mr. Joshua Swift, Ms. Ronda Tatum, Ms. Jennifer Tubbs, Ms. Elizabeth White

### Guests Present

Mr. Jim Jones - MIS, Ms. Shontell Robinson - Human Resources

### Call to Order

On Wednesday, June 5, 2019, the Forsyth County Consolidated Human Services Board held its regularly scheduled monthly meeting in the Board Room at the Forsyth County Public Health Department. The meeting was called to order by Board Chair, Mr. J. Phil Seats at 5:30 p.m.

### Moment of Silence

A moment silence was observed by all.

### Consideration of Board Minutes for May 1, 2019

The minutes from the May 1, 2019 Consolidated Human Services Board Meeting were reviewed. Mr. Fleming El-Amin made a motion to approve; seconded by Dr. Linda Petrou. The minutes were approved unanimously.

## **Deputy County Manager's Comments – Ronda Tatum**

### **General**

#### **County Health Rankings**

The rankings have been released; information on how they are released is included in your packets. Please keep in mind that some of the data is older. It is a good way to keep track and watch potential target areas.

### **Statewide**

#### **NCCARES 360 Quarterly Report**

It has launched in Alamance, Guilford, and Rockingham counties. It will roll out in full statewide implementation by the end of 2020. There is a lot of information coming out right now regarding signing up. NCCARES 360 will be similar to the health information exchange in San Diego, California.

#### **State Audit of Medicaid LME/MCO Contract Monitoring**

There has been a third audit of the State's Medicaid Program this year. NCDHHS has not done a good job of monitoring the LME/MCO. With Medicaid Managed Care, they will have a lot more money coming into this system. They will have to recognize the deficiencies that the LME/MCO and DHHS have and make sure they do what they are supposed to do.

### **Local Updates**

#### **Human Services Board Consideration**

Ms. Tatum will work more closely with the Board Chair, Mr. Seats, on developing the agenda. Since this is the Board's meeting, the target areas need to be more about what the Board wants to discuss and have input on. Agenda item requests should be brought to Mr. Seats in order for Public Health (PH) and Dept. of Social Services (DSS) staff to provide the information needed.

There have been discussions about keeping the meeting at 5:30 p.m. or considering an earlier time or a different day. This can be discussed in the near future along with the 2020 Board Meeting calendar.

#### **County Manager Recommended Budget**

The County Manager presented his recommended budget to the Commissioners on May 23. His budget proposal was a two cents tax increase for the Courthouse project only.

The County Manager's recommended budget for PH and DSS includes: Expansion of the Stepping Up Program, the addition of one Polysubstance Health Educator, one full time Sr. Social Worker Supervisor, two full time Sr. Social Workers for Child Protective Services, four full time Income Maintenance Case Workers for Economic Services, and the Child Support move to Annex 1.

### **Announcements**

The FC Consolidated Human Services Board will not meet during the month of July 2019. On August 7, at the regularly scheduled meeting, the CHS Board will elect a Chair and Vice Chair.

The 2019 AHEC Continuing Education Series will be held on June 10<sup>th</sup> from 9:30 a.m.-12:00 p.m. at NW AHEC, 475 Deacon Blvd.

The 2019 Opioid Summit will be held at the McKimmon Center in Raleigh, NC on June 11.

The Elder Abuse Awareness Walk will be held at Triad Park on June 15<sup>th</sup>.

The Family Justice Center Strategic Planning Process will take place on August 27<sup>th</sup> & 28<sup>th</sup>. The time and location will be determined at a later date.

### **Director of Public Health Comments – Joshua Swift**

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

#### **Public Health Updates**

Mr. Swift shared a map that referenced the states that have had reported measles cases. Measles cases are up to about 980 across the nation. Out of 53,494 students in WSFCS there are only 256 who have not had the MMR vaccine. There are 17 for medical reasons and 239 for religious reasons.

#### **Local updates**

Mr. Swift met with Triad Safety Net providers from Forsyth, Guilford, and Rockingham counties regarding Medicaid Transformation. Piedmont Regional Council wants to be a lead pilot entity for this area.

Mr. Swift toured the Crossnore School and Children's Home to discuss ways to collaborate.

Mr. Swift met with Ms. Rosa Johnson, who is the niece of Maya Angelou, and Ms. Dori and toured the Urban Garden at Kimberly Park. He also visited one of the eight corner stores with Ms. Cassey Mapp-Ahmed.

Mr. Swift attended the monthly Health Directors' meeting in Raleigh NC. Most of the day was spent on tabletop exercises that focused on bioterrorist attacks. Tabletop exercises are required for Public Health Emergency Preparedness. Injuncts were made every 15 minutes which had to be dealt with. Regional evaluators attended as well.

Mr. Swift met with the State Health Director, Dr. Betsy Tillson and the Director of Healthy Opportunities at the Downtown Health Plaza to discuss social determinants of health. Had a good discussion regarding the work they are doing with community health workers in the community through Baptist and Faith Health. They are wrapping the work around the whole person.

Mr. Swift also met with Mr. Isler, Ms. Price, and Ms. Stockton to discuss WIC outreach and how we can get people referred from DSS to WIC at Public Health. Through WIC, we have to refer people who are eligible for Medicaid to DSS based on State Statutes. A kiosk was added to the DSS third floor lobby for customers to make referrals - had six referrals the first week.

Mr. Seats asked if the management of the WIC program is in the right place. Mr. Swift responded that it is a conversation he would like to have and that he would like to see staff implanted throughout both agencies. Ms. Tatum responded that in the next phase of

consolidation, programmatic changes for efficiencies and what is best for the customer will be reviewed.

Vacancy rate is 12% as of May 24, 2019; the target rate is 10%.

The budget through April 30, 2019; YTD Revenues - \$9,981,817 (82%); YTD Expenditures - \$17,488,251 (71%) at 83% of this fiscal year.

Performance & Target Areas – YTD 2018- 2019 (YTD 2017- 2018)

Mr. Swift highlighted the following seven performance and target areas:

BeHealthy School Sessions - 348 (194)  
Dental Patient Visits – 3,819 (4,415)  
Food & Lodging Inspections – 2,681 (2,433)  
Health Education Session Attendees – 3,211 (2,735)  
In-House Lab Test – 79,909 – (71,976)  
Pharmacy Rx Processed – 26,557 (28,175)  
WIC Client Education Sessions – 19,273 (21,822)

Dr. Petrou asked if the vacant land owned by the county could be turned into community gardens. Ms. Tatum stated that it would be added to the work plan. MAP Forsyth can plot to see where the vacant land is located and to check the target area and report back with the data. Mr. Swift shared that he can provide a list of the gardens.

**Director of Social Services Comments – DSS Deputy Director, Elizabeth White for DSS Director, Victor Isler** (*Complete- detailed handouts on file in the Administrative Binder*)

## **Federal & Statewide Updates**

### **Social Services Reform Plan by Center for the Support Families**

The plan was released on May 6, 2019. The Regional office has established some guidelines within the State and the Departments of Social Services. The guidelines are to establish qualifications for board members for DSS as well as duties and responsibilities and staffing of the Regional offices and the essential positions that will operate in those offices as well as the data gathering and analysis process which is our county measure. Currently, we have 26 this fiscal year. Some are standard and some are growth opportunities. In the next fiscal year, they have been reduced to 13 measures. They are also reviewing across the State salary and pay equity with DSS in comparison to rural counties. Enhanced training platform is also included.

The actual open enrollment will begin on June 28. Soft launches have been communicated via the news and other avenues of communication during the month of June; we are in Region II. DSS completed warm transfers; we are connecting customers with PHP for the open enrollment

Customers were instructed to go to DSS for address corrections. Currently we have had over 600 errors reported and over 1000 walk-in inquiries.

### **Child Care Subsidy**

The State freeze will continue on child care subsidy through the end of this fiscal year. DSS will receive new allocation on July 1, 2019. There are currently 1670 on the waiting list.

## **House Bill 819**

The bill passed the House on May 6, now in the Senate re: clarifying the definition of what abuse and mistreatment of children is. When the mother is still carrying the child, what constitutes as abuse around drug and alcohol abuse. The Bill also includes information on expedited permanency for children under three.

## **NCFAST P4**

P4 for the Children's Division is on hold. The pilot counties continue to operate in it. The State is working with the pilot counties to see if the system is going to work or if they need to consider another system. No changes for Forsyth County now or in the near future.

## **Community Partnerships & Collaborations**

### **Be The Change: Mental Health and the Young Child by Forsyth Promise**

Mr. Isler will be facilitating this session on June 20, 2019. The keynote speaker is Mary Dame of Amos Cottage.

### **Fan Donation Distribution Begins June 1, 2019**

DSS received a grant from PTRC to purchase fans for the elderly and disabled. DSS also received donated fans from a community church. Those fans will be distributed through the Crisis Intervention Program.

### **Food and Nutrition Services Employment & Training Program Update**

The program is up and running: they have had 46 referrals, currently have 5 individuals enrolled. The goal is 40.

### **Foster Care Awareness Month & Community Partner Recognition**

May was Foster Care Awareness Month. There were two community agencies acknowledged at the Board meeting; The Children's Hope Alliance and Family Preservation Community Service

## **Agency Operations & Processes**

### **Budget Overview**

Should be at 67%; we run two months behind on revenue, we are 8 months in thus far. We are at 62% of what we have budgeted and at 77% expenditures; we are a little below on both, which is mostly from lapse salaries.

## **Agency Operations**

### **Internal Inspection Report for Child Support**

The IRS conducted an internal inspection on security and confidentiality.

Two findings: 1. Computer screens facing hallways; privacy screens have been purchased. 2. Contract shredding company does not meet destruction requirements; Federal forms have to be shredded to minute pieces; a new shredder has been purchased. All measures should be passed at the next inspection.

## **Our Performance and Target Areas**

### **CPS Intake Reports Received**

CPS received 516 referrals, the average is approximately 400. Referrals have increased due to the current school year ending soon.

### **CPS Initiation Rate**

The average has been 93%, last month the team met 100%.

### **Call Center Calls**

The Economic Services Call Center usually averages about 7500. Due to Medicaid Transformation and Hawkins vs. Cohen, last month rec. over 9600 calls.

### **Special Assistance Adult (SAA) Medicaid Application Timeliness**

The goal is 85% currently at 75%. Have had recent turnover in this area; new staff have been hired and in the process of training.

### **Public Comment**

None

### **Standing Items**

#### **CHS Board Strategic Plan Update - Dr. Charles Massler**

The committee met with County Manager, Dudley Watts to discuss his vision of how the new CHS Board would function. Mr. Watts shared that his goal for the CHS Board and Forsyth County goal is to improve the human condition in Forsyth County. He referred to Map Forsyth and Forsyth Futures as two agencies that could provide data for a variety of things. He also shared that they had an indicator report that talked about some of the things we are looking at. His concern is that there is no comparative data to show that people are better off based on what the report shows.

The committee will discuss the next meeting date at the end of this meeting. The next steps will be to review data available with Map Forsyth and Forsyth Futures.

Ms. Tatum shared that she and Map Forsyth are working on a Memorandum of Agreement (MOA) with Forsyth Futures in order to have more collaboration. Forsyth Futures interprets the data that Map Forsyth collects.

#### **Legislative Committee Update - Dr. Petrou**

*(The full report is included in your packet and will be on file in the administrative binder).*

The Crossover was May 9. A number of bills did not make it; therefore, they are dead until 2021 unless they include taxes and fees.

HB 75 and 76 have passed the House and gone to the Senate. They deal with mental health screenings in schools and school safety.

HB184 passed the House and was sent to the Senate. Was introduced to study the State Health Plan, they put a hold on it to study for another two years. Mr. Seats asked what is happening

now as the State has presented the rates. Dr. Petrou responded that it is already done. Fees have been put in place.

S375 & HB474 - Death by Distribution. Basically, changes the way we look at providing Opioids and other drugs for people who end up dying. It has passed the House and Senate but was taken back for a final reading in the Senate.

S352 – Amend the NC Controlled Substances Act. Passed the Senate, it is in the House.

Two bills did not pass crossover:

S33 – This bill would establish a Rethinking Guardianship workgroup and establish a workgroup to be convened by DHHS to study the laws governing guardianship in NC.

HB103 – Allows the sale of raw milk and it did not make it out of committee

### **Old Business**

None

### **New Business**

#### **FY 2020-2021 MH/SA/DD Allocations Process Discussion**

#### **Under NC General Statute 122C-115(d)**

Counties have to provide funding for mental health, substance abuse, and developmental disabilities services. In NC the DHHS contracts with our Local Management Entities (LME) and Managed Care Organizations (MCO) to manage public dollars used to fund the services and to evaluate service needs within a catchment area. Cardinal Innovations is our MCO in this catchment area which also includes Davie, Stokes, and Rockingham Counties as well. Davidson County may be added due to changes. Under the Statutes, counties are required to maintain a certain level of funding.

#### **LME/MCOs**

The LME/MCOs are required to contract with local providers to provide services in the catchment area. They serve an administrative function and monitor and authorize specific services that are requested. They are also responsible for ensuring access to core services.

#### **MH/SA/DD Funding Sources**

Medicaid is the primary source of funding for mental health services. There is also Integrated Payment Reimbursement System (IPRS). These funds are typically used to pay for services not covered by other funding sources or if a person has private insurance. The State determines the amount of IPRS dollars the LME/MOC receives which has been decreasing over the past years.

Local allocations are used to fund specialty services such as our Mobile Integrated Health, Community Paramedicine Program, Stepping Up, etc.

Other sources are Medicare, Health Choice, private insurance and self pay.

#### **Prior to July 1, 2017**

The County sent 1/12<sup>th</sup> of the annual appropriation to CenterPoint each month. The issue was that the county did not know where the funds were being spent or how they were used. After the

merger, Cardinal informed the county that they did not want the county's money. Forsyth County entered into a Memorandum of Agreement on MOE funds with Cardinal which codifies the arrangement and outlines the funding plan.

### **Current Process**

The agency will submit a mental health funding application by the end of February; they are reviewed by Deputy Director, Ronda Tatum, with input from Cardinal. Prior to FY20 budget, the recommendations were endorsed by the Cardinal Triad Advisory Board; then forwarded to the Commissioners for approval.

### **Proposed in the FY 2020 Funding Presented to County Commissioners 5/16/2019**

Cardinal would manage approximately \$1,552,425 and the county would manage \$2,474,252. The outside agency funding would manage \$1,763,425 with the bulk going to Daymark Recovery Services. The Board has directed a \$10,000 commitment to go to Daymark for a transportation program in the future.

County Initiatives include Advisory Committees; Faith Health Chaplaincy Program for employees; DSS Adult & Child Emergency Placements; Stepping Up & Expansion; Community Paramedicine/MIHP; Public Health Educator-Polysubstance Use; rolling out a Mental Health First Aid & Suicide Prevention Training; DA's Treatment Alternative Program; Reserves for In-Voluntary Commitment Transportation, Support for Local Opioid Efforts, & Operating Support for Highland Avenue Center; & the Mental Health Association for our Crisis Intervention Team Training

### **Requested Change**

Ms. Tatum would like to establish a subcommittee to make funding recommendations to the CHS Board which is similar to JCPC allocations process. This committee would establish funding priorities and guidelines for funding, and have in-person interviews with applicants. Ms. Tatum would also have a required pre-application conference with each potential applicant.

### **Time Commitment**

Mid-August to September 2019 the committee would need to discuss priority settings; in December 2019 would be the time to do the pre-application conferences (committee members are not advised to be there); in March 2020, applicants will be able to give 30-minute presentations; April or May 2020 recommendations can be presented to the full board; in May 2020 the CHS Deputy Director will present recommendations to the Commissioners.

We have been focusing to make sure our safety net providers are taken care of and making sure that we make decisions that enhance the quality of life for people. Dr. Massler asked if there were three sources of funding. Ms. Tatum responded that there is one funding source for the local money and that right now we are funding the non-profit programs within the agency. Ms. Rimm asked if there will be any type of evaluation process. Ms. Tatum responded yes, that is the biggest component and it will be developed at a later date.

### **Other Business or Announcements**

Mr. Seats reminded everyone that there will be no meeting in July.

Mr. El-Amin shared that he is on the JCPC Board and that one of the things he enjoys is going on site to monitor what they are doing. It is an ongoing way to access and get an education as well.

**Adjournment**

Mr. El-Amin made a motion to adjourn, all agreed. The meeting was adjourned at 6:44 p.m.

RT/tmd

Next Meeting: August 7, 2019, 5:30 p.m.