

# 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, DVM  
Ms. Amanda Kistler, RN  
Dr. Charles Massler, DDS, M.Ed.  
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 D. Whisenhunt, County Commissioner

### Chair

J. Phil Seats, R.Ph., MBA

### Vice Chair

Fleming El-Amin, County Commissioner

## CONSOLIDATED HUMAN SERVICES BOARD MINUTES August 7, 2019

### MEMBERS PRESENT

Mr. Fleming El-Amin  
Dr. Keith Cash  
Ms. Pamela Corbett  
Dr. Charles Massler  
Dr. Linda L. Petrou  
Ms. Sharon A. Rimm  
Dr. Peter Robie  
Dr. Ricky Sides  
Ms. Claudette Weston  
Ms. Gloria Whisenhunt

### MEMBERS ABSENT

Mr. John Davenport  
Dr. Palmer Edwards  
Dr. Calvert Jeffers  
Ms. Amanda Kistler  
Ms. Heather Parker  
Mr. J. Phil Seats

### GUESTS PRESENT

Mr. Bob Feikema, Family Services

### Call to Order:

On Wednesday, August 7, 2019, the Forsyth County Consolidated Human Services (CHS) Board held its regularly scheduled monthly meeting in the Boardroom at the Forsyth County Department of Public Health (FCDPH). Mr. Fleming El-Amin, Vice Chair, called the meeting to order at 5:30pm and welcomed everyone to the August meeting.

### Moment of Silence:

A moment of silence was observed by all.

### PH/DSS STAFF PRESENT

Ms. Ronda Tatum  
Mr. Victor R. Isler  
Mr. Joshua R. Swift  
Ms. Lorrie Christie  
Ms. Glenda Dancy  
Ms. Tanya Donnell  
Ms. Amber Humble  
Mr. Tony Lo Giudice  
Ms. Keisha Lucas  
Ms. Denise Price  
Ms. Ann Roberts  
Ms. Marie Stephens  
Ms. Mia Stockton  
Mr. John Thacker  
Ms. Jennifer Tubbs  
Ms. Elizabeth White

## Consideration of Minutes:

The minutes of the June 5, 2019 CHS Board were reviewed. Dr. Charles Massler made a motion to approve and Ms. Claudette Weston seconded. The minutes were approved unanimously.

- **Nomination and Election of Board Chair and Vice Chair** - Ms. Gloria Whisenhunt reported that she and Dr. Calvert Jeffers wanted to make a motion to nominate the existing Chair (Mr. J. Phil Seats) and the existing Vice Chair (Mr. El-Amin) to continue in their roles - Dr. Ricky Sides seconded the motion - the remainder of the Board voted and the two nominations were unanimously agreed upon.

**Deputy County Manager's Comments:** Ms. Ronda Tatum gave the following updates (see complete/detailed handout on file in the Administrative Binder):

- **Statewide:**
  - The State budget was vetoed by the Governor on June 29, 2019.
  - Included in the General Assembly budget was funds for the Child Welfare Pilot Project between the 4 Counties of the Triad Catchment Area and Cardinal Innovations; funds for Medicaid Transformation (staff continue to prepare as if rolling out November 1st).
  - Departments continue to do business as usual.
- **Local Updates:**
  - The County budget was adopted June 6, 2019 (\$458,694,724) with a 4 cent tax increase.
  - Public Health (Expenditures \$25,522,570 / Revenue \$12,144,549); will add 1 full-time Health Educator for Substance Abuse Education and will expand the Stepping Up Program - it will start taking men in the program.
  - Social Services (Expenditure \$44,634,498 / Revenue \$27,132,278) the increase is due to Foster Care payments - up \$650,000 - have significant therapeutic needs; funds allocated to relocate Child Support into Human Services Annex 1 - February 2020; will add 4 full-time Income Maintenance Caseworker positions; 1 full-time Supervisor and 2 full-time Senior Social Workers for Child Protective Services.
  - Public Health and Social Services working on collaborative efforts (interpreting needs - contract for tele-language).
  - There will be a MH/SA/DD allocations subcommittee meeting August 9th (Dr. Linda Petrou, Ms. Sharon Rimm and Ms. Pamela Corbett will sit on the committee).
  - The website for the Community Garden Program is being updated ([www.forsythcommunitygardening.com](http://www.forsythcommunitygardening.com)). The updates will not be made until mid-to-late September.
  - Cardinal Innovations Update - Cardinal Innovations is changing their model to Health Councils from Community Advisory Boards. Ms. Tatum stated that she does not completely understand the new model, however, there will be changes in how the Triad Advisory Board and Community Boards operate. It is also unclear how this will affect membership on the existing Triad Advisory Board. Health Councils will be larger (see detailed handout on file in the Administrative Binder)
- **Board Capacities:**
  - Ms. Tatum reminded Board members that the following Board terms are ending September 30th and will need to be filled (Ms. Amanda Kistler - RN Capacity; Ms. Heather Parker - Consumer Capacity; Ms. Weston - At Large Capacity; need to fill unexpired term for Ms. Karen Durell - At Large Capacity that expires 10/31/2021). The deadline for applications is August 24th at 5:00pm. CHS Board members will vote at the September meeting, on recommendations to submit to the County Commissioners.

**Department of Social Services (DSS) Director's Comments:** Mr. Victor Isler reported the following (see complete/detailed handouts on file in the Administrative Binder).

➤ **Federal and Statewide Updates:**

- Medicaid Transformation Update - the first phase of managed care is expected to rollout for 35,000 Medicaid beneficiaries. There will be enrollment brokers onsite. Ms. Mia Stockton is working on this.
- Childcare Subsidy (Daycare) State Freeze - the freeze continues - this is affecting the mothers enrolled in high school - due to budget restraints funds are not there for them. Mr. El-Amin asked how long had it been frozen and Mr. Isler responded almost a year now
- Social Services Institute 2019 Best Practices Award Recipients - received two awards out of five (cost savings measures and advancement of staff - Bookclub Program).
- Family First Prevention Act & Child Welfare Practice Models - this is a safety organized practice - how do we assess risk - biggest challenge is to have social workers equipped to articulate what they see. Mr. El-Amin asked Mr. Isler to bring best practices to one of the Commissioner's meetings.

➤ **Community Partnerships and Collaborations:**

- Had 8 foster youth to graduate high school at the Annual LINKS Celebration.
- Mr. Isler announced he is a 2019 Leadership Winston-Salem graduate!
- There is an upcoming planning meeting with Prepaid Health Plans mid fall, to support Community Outreach and an Education Event.
- Presentation on the Benefits Cliff by Partnership for Prosperity on August 9th.

➤ **Agency Operations and Processes:**

- Low Income Energy Assistance Programs Outreach Plan - prior year 2018/19 high /low temperatures were set at 93°/43° because of varying weather patterns - after being reevaluated it has been set at 87°/47°.
- Child Support Relocation to the Human Services Annex - planning meetings.
- Starting the integration of laserfiche and the phase out of docuware.
- Electronic Customer Service Survey - have had good feedback on professionalism, wait-time, needs assessment and services and referrals. Dr. Peter Robie asked if there is something setup in Spanish and Mr. Isler responded they are in the process of getting it setup. Ms. Weston asked who collects the data and Mr. Isler responded Ms. Christa Smith compiles the information - he will share it with the Board.
- All Hands on Deck Employee Engagement Sessions - doing cross training and a comprehensive assessment community referral process.

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

➤ **Statewide Updates:**

- Community Care of North Carolina (CCNC) - as part of a \$7 million clawback involving 51 health departments, CCNC asked for \$549,463 of our reserves (affected OB Care Management and Community Care for Children - reduced by \$222,251 to \$327,212 based on reserved spending from the previous year)

➤ **Local Updates:**

- Medicaid Transformation - meeting with each Prepaid Health Plan individually to discuss contracts and services provided. These are currently being reviewed by our County Legal team. Looking at the differences between standard plans versus tailored plans (see Medicaid 101 handout on file in the Administrative Binder). We are working to get through contract control.

- Along with other staff, attended a community meeting hosted by Cardinal Innovations.
- November 2019 is the rollout for Region 2.
- During the 100 Distinguished NC Public Health Nurses celebration the following nurses were recognized (Dr. Lindsay Novacek, Ms. Hannah Phillips, Ms. Beverly Barber and Ms. Keisha Lucas, who received the Tenacious Care Giver Award from Nurse-Family Partnership). Mr. Swift added he thinks that all of the Nurse-Family Partnership nurses are tenacious care givers!
- Dr. Massler asked if Mr. Dale Folwell's state health plan will have any impact on staff and care for clients. Ms. Tatum responded the staff are in the county plan and with local government - we are okay.
- Strategic Planning Process - we will be going through this process with Dr. Stephen Orton from the Institute of Public Health on September 9th and September 20th.

**Public Comment:**

None

**Presentation: Forsyth County Family Justice Center** - Mr. Bob Feikema, President and CEO, Family Services told Board members that he appreciated the opportunity to speak. Mr. Feikema said that Family Justice Centers are multi-agency, multi-disciplinary co-located service centers that provide services to victims of inter-personal violence (including domestic violence, sexual assault, child abuse, elder abuse and human trafficking). In order to provide services from one location, both public and private partner agencies assign staff on a full or part-time basis. The centers focus on reducing the number of times victims tell their story, the number of places victims have to go for help and look for ways to increase access to services and support victims and their children. They have many on-site partners and off-site community partners. The Strategic Planning meeting is set for August 27th and they have about 70 people registered so far (see complete/detailed handout on file in the Administrative Binder). Mr. Feikema acknowledged Ms. Tatum and Mr. Isler as being members of the Steering Committee.

**Presentation: Forsyth County Stepping Up Program** - Ms. Amber Humble, Supervisor for the County's Stepping Up Initiative started by telling Board members that there are two programs under the initiative: SUPER which stands for Stepping Up Process to End Recidivism - this program works only with women. The program provides screening and transition planning along with case management and peer support services. Mental Health Court (MHC) is the other program under the initiative. Ms. Humble has three other staff members (Ms. LaTonya Haizlip, Ms. Pamela Goodine and Ms. Rebecca Lawrence). The SUPER program currently has 15 active participants and 13 pending participants and had 3 graduates in May 2019. The MHC program currently has 10 active participants and 12 pending participants and 15 graduates. They had a Stepping Up Day of action in May 2019 where they planted flowers and cleaned windows at the Mental Health Association. Stepping Up and SUPER have been approved this fiscal year to expand to include male participants (see complete/detailed handouts on file in the Administrative Binder). Ms. Rimm asked why was there only 80 screens and Ms. Humble responded the screening is completed by only 2 staff, one being the supervisor and the other the case manager, so it is a staffing issue. Ms. Tatum commented that the biggest barriers with the ladies is transportation and housing - the program has been awarded their third year of funding from Winston-Salem Foundation. Ms. Weston asked who sends referrals for SUPER and Ms. Humble responded self or inmates and jail staff, with the biggest being self-referrals. Ms. Rimm commented that the recidivism rates are incredible - doing a wonderful job! Ms. Whisenhunt acknowledged how proud she is of Ms. Humble and said it worked out far beyond her expectations - she exclaimed it is her baby!

## Standing Committees:

- **CHS Board Strategic Plan Update** - Dr. Massler presented to the Board ideas/suggestions for discussion/consideration/modification/acceptance that the committee came up with from the strategic planning sessions they had (see complete/detailed handout on file in the Administrative Binder). The Board Committee members included Ms. Corbett, Mr. El-Amin, Dr. Massler, Ms. Heather Parker and Mr. J. Phil Seats. Mr. Isler, Mr. Swift and Ms. Tatum also attended the sessions.
  - Dr. Massler commented that the most pressing was the vision statements. The three proposed vision statements are: 1) The CHS Board will be a driving force in improving the human condition in Forsyth County; 2) Healthy people leading healthy lives; 3) Forsyth County residents will be safe, self-sufficient and will live in a healthy, stable environment.
  - The proposed mission statement is: The CHS Board will elevate the human condition by supporting the collaborative work of the Department of Social Services (DSS) and the Department of Public Health (DPH) across the community.
  - The strategic planning committee was also tasked with developing a list of five workable goals for the Board to use as a guide in setting work priorities of the two departments. The goals will be considered a 'living' document that out of necessity, from time to time, will be updated and modified. The following goals were recommended by the committee: 1) Healthcare - mental and physical; 2) Food - food insecurity and access to healthy foods; 3) Housing - access to safe and affordable housing; 4) Safety - maintaining a safe community, safety in the family environment, safety from domestic violence; 5) Jobs/Work - inability to work, inability to find work, living in poverty.
  - In addition to the goals, it is understood by the committee that developing workable measures, for determining success or failure in meeting goals over time is a necessary step in the strategic planning process. Ms. Corbett asked what is the mission and vision of the Board in order to support PH and DSS - reaching out to help forge some of the relationship in the community. Dr. Massler added when meeting with Mr. Dudley Watts, his vision for PH and DSS was improving the human conditions of all Forsyth County residents. Ms. Weston suggested that the Board could combine the three vision statements to make one mission statement. Dr. Massler commented it is a good committee and good people to work with. It was also asked if they should change the Board's name to Human Services Board from Consolidated Board. Dr. Petrou suggested they add a sixth item to the goals - aging.
  - The goal of the presentation is to advise the entire Board of the committee's progress and to provide a summary of proposed recommendations. The full Board will consider the recommendations between the August and September meetings and then they will discuss the recommendations in detail and consider them for adoption at the September 2019 meeting.
- **Legislative Committee Update** - Dr. Petrou presented the following update:

**HB75&76** - school Safety Omnibus; status - passed; Spoke with Mr. John Torbett about the bill and was told it passed. Dr. Petrou was happy to hear that everything has basically been done and it was put into the budget. Dr. Petrou commented she was happy to hear that!
- Dr. Robie brought up the issue of gun violence and assault rifles. He indicated that he would like to circulate a resolution about guns and asked for Board support. After a brief discussion among Board members, Mr. El-Amin suggested the conversation could be continued at the next meeting. It was voiced that need to address mental health.

## Old Business:

None

**New Business:**

None

**Other Business or Announcements:**

None

**Adjourn:**

Mr. El-Amin asked for a motion to adjourn - Dr. Petrou made a motion and Dr. Massler seconded. The meeting adjourned at 6:50pm.

RT/lgc

**Next Meeting: September 4, 2019 - 5:30pm**