



Health Department
210 Hospital Street
Mocksville, NC 27028
12:00 PM

AGENDA and MINUTES
DAVIE COUNTY HEALTH & HUMAN SERVICES BOARD
Regular Meeting September 28, 2021

I. Roll Call/Sign in

Chairman Renegar called the meeting to order and asked Ms. Wright to confirm attendance. Several staff members were in attendance for the meeting as well. Suzanne Wright, Katie Brewer, Kim Shuskey, Justin White, Crista Ramroop and Brandi Patti represented members of the HHS leadership team.

Attendee Name	Title	Status	Arrived
Brian Baker	Optometrist	Absent	
Joe Boyette	At-Large/Consumer	Present	
Kathy Cornatzer	Nurse/At-Large/Consumer	Present	
Andreia Collins	Social Worker/Consumer	Absent	
	Engineer	Vacant	
Jessica McCaskill	Veterinarian	Absent	
Richard B. Poindexter	Commissioner	Present	
Terry N. Renegar	Chairman	Present	
Andrew Rivers	Dentist	Present	
	Psychologist	Vacant	
Sherri Jefferies	At-Large/Consumer	Present	

Clio Austin	Physician	Absent	
Sara Buchanan	Pharmacist	Present	

Call to Order

Mr. Renegar reviewed the Code of Ethics and Conflict of Interest statement with members and asked if anyone needed to acknowledge such. Hearing none, Mr. Renegar continued with the next agenda item.

“Pursuant to NCGS 160A-86 and the Davie County HHS Code of Ethics and Conflict of Interest Section included in the HHS Board Operating Procedures adopted September 22, 2020, I would ask each of you before you adopt the agenda today if there is any actual, potential or perceived conflicts of interest with respect to any matter on the proposed agenda which will come before the Board today for a vote. If so, please speak up and let the Board know at this time before the agenda is adopted.”

I. Invocation

Chairman Renegar provided the invocation.

II. Discussion & Approval of Agenda**Approval of Agenda:**

Mr. Renegar asked members of the Board to review the agenda for consideration. With no additions, deletions or suggestions, **Joe Boyette made a motion to approve the agenda. Kathy Cornatzer seconded.** The motion carried

III. Review of Minutes

Mr. Renegar asked members of the Board to review the meeting minutes that were provided electronically and in the Board packet for consideration.

1. Consolidated Human Services Board Meeting – June 2021

Highlights:

- *Crista Ramroop, Deputy Director of Adult and Economic Services, shared the Energy Outreach Plan and background information to the Board. The Energy Program Outreach Plan is a framework to assure that eligible households are made aware of the assistance available through the following programs: Low Income Energy Assistance Program (LIHEAP), the Crisis Intervention Program (CIP) and the Low Income Energy Assistance Program (LIEAP).*
- *Kim Shuskey shared that Senior Services and the Brock location were opening on July 1st*
- *Environmental Health and COVID-19 Update (Justin White)*

Justin White, Deputy Director of Public Health provided a COVID-19 Update.

- *COVID Numbers*
 - *Total Cases → 4201*
 - *Active Cases → 14*
 - *Deaths → 55*
- *Justin White also presented to Davie County/ Bermuda Run Economic Development Update*
- *Environmental Health numbers*
 - *2021 total applications through June 21 → 439*
 - *2020 total apps through June 21..... → 326*
 - *This represents a 34% increase in total applications*

Action Items

1. Senior Services Advisory Board Appointments (Kim Shuskey)

Matthew Britt, Peggy Evans and Gladys Scott's were reappointed to the Senior Services Advisory Board

2. Senior Services In-Home Aid Bids (Kim Shuskey)

Living Well Family Care was awarded the Senior Services in-home aide bid. Living Well

will receive \$18.40 per hour to provide in-home services for eligible individuals.

Richard Poindexter made a motion to approve the minutes as provided. Joe Boyette seconded. The motion carried

.

IV. Public Comment **

The Board sets aside part of each meeting for individuals or groups to address the board.

Any person wishing to address the Board can place their name on the sign-up sheet before the meeting is scheduled to begin. The chair will call each speaker in the order in which his or her name appears on the sign-up sheet. Each speaker is limited to three minutes to address the Board. At the end of the Public Comments section of the meeting the chair will open up the floor for comment from any member of the public who wishes to speak and has not yet had the opportunity to do so. It should be noted that the Public Comments section of the meeting is for members of the public to address the Board. Board members will not render an opinion or give any comment with regard to the subject matter presented by members of the public.

Mr. Renegar asked Ms. Wright if anyone signed up to speak under public comments. Ms. Wright indicated that there were no members of the public present or requests from the public to speak under public comments at this meeting. Mr. Renegar then moved to the next agenda item.

V. Presentations

Mr. Renegar asked Justin White to share his presentation on the Public Health Year End Numbers report.

- Public Health YE Numbers Report (Justin)

Justin referenced the Excel document for year end numbers included in the Board packet. He explained that the numbers for each category were compared to the prior year. Justin indicated that COVID-19 and pandemic response impacted most every number and category on the report.

- Total Clinic Services 81,745 for 20-21 / 64,014 for 19-20
- Immunizations 29,711 for 20-21 / 1,622 for 19-20
- CD 18,500 for 20-21 / 2,793 for 19-20
- WIC 2,660 for 20-21 / 3,119 for 19-20
- WIC was all done virtually (COVID), reduced numbers comes from total secondary nutrition education contacts
- BCCCP 43 for 20-21 / 70 for 19-20
- 1 quarterly BCCCP clinic was canceled due to COVID
- Family Planning 528 for 20-21 / 575 for 19-20
- Maternal Health 319 for 20-21 / 352 for 19-20
- STD 230 for 20-21 / 273 for 19-20
- Care Coord. For Children 655 for 20-21 / 656 for 19-20
- Pregnancy Care Management 383 for 20-21 / 404 for 19-20
- FP – PCM, numbers were scaled back to accommodate staffing for mass vaccine clinics, face-to-face encounters for programs were scaled back or eliminated due to COVID protection for staff and patients
- Env. Health 2,832 for 20-21 / 2,762 for 19-20
- Food, Lodging, and Institution inspections were adjusted to reduced numbers, 100% of required inspections were completed; Onsite program numbers were at a 15% increase

In summary, there was an increase of 28,089 in total immunizations as compared to last year. An additional 27,122 individuals were served as compared to 2019-2020. There were increases noted in Tdap and overall immunizations due to COVID-19 vaccines. Communicable disease investigations increased by 15,707. Environmental health total

services increased by 70, and this year is going to show even more increases in services provided based on demand right now. An overall increase of 27,844 in total services for public health, but several service areas showed decreases due to necessary adjustments made during COVID. Child health, BCCCP, reproductive health maternal health, STD and Care Coordination and Management services showed slight decreases across the board.

- COVID-19 Update – Booster Plans (Justin)

Mr. Renegar asked Justin to continue with the COVID-19 update and booster plans. Mr. White shared the following for Davie County:

- 6,035 total cases, 254 active cases, 82 deaths
- 28% of active cases are 17 years old or younger, shows a completely different pandemic issue that last fall/winter prior to vaccines (Delta variant)
- Boosters – the Public Health Division is currently scheduling 3rd doses and boosters in house at the government center building. 25 currently scheduled on first full day of boosters.

State Guidance

You can get a booster if it has been at least 6 months since your second Pfizer shot, and one of the following is true:

- You are 65 or older
- You are 18 and older and:
- You live or work in a nursing home or other long-term care residential facility
- You have a medical condition that puts you at high risk for severe illness; for example obesity, asthma, heart disease, high blood pressure, and diabetes.

- You work in a high-risk profession, meaning you come into contact with a lot of people, and you don't know their vaccination status; for example, health care workers, first responders, teachers, food processing workers, retail and restaurant workers, and public transportation workers.
- You live or work in a place where many people live together; for example, homeless shelters, correctional facilities, migrant farm housing, dormitories or other group living settings in colleges or universities.
- Boosters are only available to people that have had the 1st and 2nd doses of Pfizer
- 3rd doses are for immune compromised individuals and can be Moderna or Pfizer with 28 days between 2nd dose and 3rd dose

We plan to run appointment only vaccines in house at the Government Center M-F
8:30-5:00

If demand increases beyond 150 scheduled vaccines per day on a consistent basis, plans for a mass vaccine clinic may be started

Ms. Wright also shared school related COVID-19 information, reporting that 42 students and 9 staff members are isolated due to positive COVID-19 tests, and 167 students and 7 staff members are currently in quarantine.

- HHS Performance Measures Report – (Leadership Team)

Ms. Wright shared that HHS met its overall strategic plan performance measures established by the County. Many of the performance indicators were impacted by COVID and COVID-19 response this past FY. Despite some of the lower than usual numbers for certain measures, HHS staff excelled at providing innovative ways to carry out mandated and all necessary services to residents. Ms. Wright asked members of the leadership team to share an overview of performance for their respective areas, specifically noting overall percentages, impacts of COVID, and any measure HHS needs the Board to better understand. Kim Shuskey provided the first overview of Aging and Adult Services.

At Davie Center for Violence Prevention, we were able to meet 100% of our metrics (13 of 13). Although the pandemic did affect things such as outreach events and office/outreach volunteer hours, DCVP was able to successfully transition programming to meet the target. Client services remained unchanged during the pandemic.

At Veterans Services, we were able to meet 80% of our metrics (4 of 5). The pandemic did affect things such as outreach events, but we were able to transition to meet the target. The metric we were unable to meet was to submit at least 25 applications for health and health care benefits. This metric is not really attainable because, while the VSO talks to everyone about health and healthcare benefits when it is appropriate, not everyone qualifies for these benefits. She is unable to submit an application when she knows a veteran is unqualified. Therefore it is not necessarily guaranteed that she will file 25 applications. That metric has been changed this year to read "Discuss health and healthcare benefits with at least 25 veterans". She will continue to file all applications of eligible veterans.

In addition one metric was exempted for Veterans Services from this year's totals due to COVID – the number of personal contacts by public with Veterans Services Officer. The goal was 1750, and COVID impacted the number of people who sought help from the office. However she did come close, with 1673 contacts. This metric will remain this year. We have already seen an increase. Last year for July & August she had been in contact with 214 people. This year she has been in contact with 370

At Senior Services we were able to meet 100% of our metrics (10 of 10). Although our doors were closed for the entire fiscal year, which impacted almost every metric, we were able to pivot to change our service delivery methods and meet our goals. This included virtual programming, parking lot events, informational packets handed out with meal pick ups, mailing out surveys to participants and taking advantage of the varied school schedule to utilize high school volunteers.

One metric was exempted from this year's totals for Senior Services due to COVID – have at least 119 participants in Senior Games. Senior Games was not held in the traditional

way this year, which we knew would have an impact on the number of participants. Some events were not held at all, some were held in person and some were held “on-your-own”, which means participants participated at home on their own time & turned in a score. We were pleased that we were able to serve 67 participants this year even with the changes and hope that we are able to meet our goal next year.

Deputy Director of Child Welfare, Katie Brewer, highlighted that DSS met 92% of its metrics for FY 2020-2021, which is the combined total for all of DSS, not just the Child Welfare Division. Katie explained that the County chose to use the MOU measures between NC DHHS and all 100 counties as the basis for the Child Welfare Division’s metrics. Ms. Brewer shared that this “copy and paste” method for performance-based budgeting does not emphasize growth and improvement locally, but rather requires immediate achievement of the long-term corrective action plan for NC DHHS in order to be successful. For example, Katie pointed out that this meant that while the Child Welfare Division in Davie County outpaced the judicial district, counties of similar size and the state on achieving permanency for children in foster care within a year at 38.5%, the Division did not meet the metric as written.

Ms. Brewer emphasized that Child Welfare staff keep metrics at the forefront of their minds as they face work-life balance demands that often result in some staff working consistently long hours, sometimes up to 70 or more hours per week. Furthermore, Ms. Brewer reported that Child Welfare leadership approaches metrics with urgency due to the prioritization of metrics by the County. Ms. Brewer expressed concern about this pressure compounding the retention of social work staff and leadership locally and across the state in light of the national and statewide turnover rate.

HHS Director Wright informed the Board that she and Ms. Brewer met with County Manager, David Bone, Assistant County Manager, Robin West, and Human Resources Director, Stacy Moyer, about the intersection of metrics and staff retention last week.

Later on, Commissioner Renegar requested information on efforts to secure additional On Call staff. HHS Director Wright explained that a four-day per week social worker had been hired to cover On Call; however, this did not relieve staff from having to serve as a back-up On Call worker during those four days or as primary On Call on the weekends. Ms. Brewer expressed challenges with current overall caseload statistics being at or lower than state requirements and the budget not supporting additional On Call staff. However, HHS Director Wright and DD Brewer also acknowledged that this investment could potentially save money by retaining staff through reduced workloads.

Crista Ramroop, Deputy Director of Adult and Economic Services shared a metrics update for programs under her supervision that did not meet goal for the year. Ms. Ramroop indicated that work first, program integrity and adult Medicaid application timeliness were areas of focus. Several factors related to COVID and staffing, which were out of the agency's control, impacted success with performance measures this year.

Justin White provided the update for public health, reporting that almost every metric was directly influenced by COVID and just as many were indirectly affected by COVID due to the large scale response that was required and the relative small amount of staff that the Health Department has as a whole. Environmental Health staff were pulled for response but we also had a very limited amount of EH staff, due to FMLA and new hire training that lasts for 9 months before actual work can be performed. With staffing issues getting addressed, scaling back COVID response, and the ever increasing work load within Environmental Health, metrics should be able to be met across the board. Clinical services that require face-to-face can be accomplished once a safe environment for staff and the public has been established.

- Senior Center Recertification as a Center of Excellence (Kim Shuskey)

Davie County Senior Services is pleased to announce we were recertified as a NC Senior Center of Excellence effective 08/01/2021. This certification is good for 5 years. The certification process is broken down into 6 sections:

- Service, Publicity and Marketing
- Activities, Volunteer Opportunities
- Advocacy and Transportation
- Planning, Evaluation, and Input from Older Adults
- Staff
- Other Operational Issues
- The Extra Mile.

Senior Services received commendations including:

- Strong collaborations with universities for interns
- The creativity, variety of our programming, as well as the ability to pivot during the pandemic
- The creativity of volunteer recognition and the volunteer bulletin board
- The use of Word Cloud ornaments given to Commissioners for advocacy
- The completeness of our Advisory training
- The organization of the suggestions received and the way that we act upon them
- Our ability to secure sponsors, successful fundraising efforts and pursuit of grant opportunities
- The apparentness that seniors are an integral part of the center and how obvious it was, even through a virtual review that the center is a focal point in the community.

There were two recommendations made which will be addressed immediately:

- Change outreach log to more clearly reflect that we are reaching out to special populations at least annually

- Enhance Volunteer Plan to include more information about retention

Terry Renegar commended Senior Services for their work. He brought to the groups attention that the certificate included the correct dates, but the wording on it said it was for a three year term. Kim will make the state aware of the error.

VI. Action Items

There are no action items for the Board.

VIII Consent Agenda

1. Financial Report (Debbie Dotson)

Ms. Dotson provided a financial report for the Board. She shared a comparison of revenues and expensed to date between last fiscal year and the current fiscal year, which indicated a \$485,289 increase in revenue. Through Period 2, Davie County Health and Human Services showed more revenue than expenses, resulting in zero county allocation use.

2. Davie Center for Violence Prevention Advisory Board transition (Brandi/Kim) and new committee makeup.

On September 8, 2021 the Davie Center for Violence Prevention's Advisory Board voted to dissolve since the Davie County Health and Human Services Board serves as governing board for DCVP, and has since 2018. To more fully utilize the talents of former Advisory Board members and engage more community members in the response and prevention efforts for domestic violence and sexual assault in our community, a new community response team (CRT) was formed in its place.

On the same day, September 8, 2021, Davie Center for Violence Prevention created a Coordinated Community Response/Sexual Assault Response Team. The purpose of this team is to bring together a multidisciplinary team of people to provide interagency,

coordinated responses to domestic violence and/or sexual assault in order to: 1) meet the needs of victims/survivors, and 2) more effectively hold offenders accountable. The team will specifically work to overcome local issues and build upon local strengths, aid our community coordinated victim-centered responses to violence, focus on the causes, consequences, and issues regarding violence, and collaborate with other organizations to support and improve public policy.

This team will also help DCVP provide community outreach and education regarding violence. Meetings will occur quarterly. This Team is brand new and ever-changing. The team will eventually create Confidentiality and Mission Statements.

Richard Poindexter made a motion to approve items on the consent agenda. Kathy Cornatzer seconded. The motion carried.

.Director's Comments

Director comments will be provided in writing to HHS Board Members as well.

1. Kintegra Adult Primary Care Update:

Ms. Wright reported that Kintegra Family Medicine opened its practice in the new Government Center on September 20, 2021. The partnership with Kintegra, a federally qualified health center formerly known as Gaston Family Health Services, has been developing over the past 6-7 years, Kintegra will be providing adult primary care and behavioral health services for Medicaid and uninsured individuals living in Davie County. Davie County Health and Human Services is already seeing the benefits of having Kintegra on site as parents of children being seen through our pediatric clinic are now able to be treated as well. There are plans to begin Medication Assisted Treatment (MAT) for pregnant women with substance abuse/misuse disorder.

2. LME-MCO Update – Transition committee and realignment date.

Ms. Wright continued her update with the latest information on the LME-MCO disengagement from Cardinal Innovations and realignment with Partners Behavioral Health Management. Davie's transition process was expedited significantly when NCDHHS announced Davie would transition to partners as early as November 1, 2021. Typically, the transition process is a mandated 12 month process, but the Secretary waived the 12 month requirement and allowed Davie to transition in just a few short months (3). HHS worked with County Manager, David Bone, to provide a list of individuals for inclusion in the transition committee. Most of the positions/people identified were ones directed by NCDHHS in other counties choosing to disengage and realign. Davie was not required to have a transition committee but is going above and beyond to ensure people and providers in the community are heard and the transition is as smooth as possible. Partners has been involved in every aspect of this transition and continues to show its commitment to Davie County.

- As you are aware, on August 2, 2021, the Davie County Board of Commissioners unanimously approved a resolution about disengagement from Cardinal and alignment with Partners, as well as a Disengagement Plan.
- On **August 6, 2021**, Davie County received a letter from NC DHHS confirming DHHS's approval of Davie County's transition to Partners.
- On **August 23, 2021**, Davie County received a letter from NC DHHS confirming the November 1, 2021 date for Davie County's transition to Partners.
- The Disengagement Plan and information about the transition to Partners are on the county's website.

- To create a means for active and robust community and stakeholder engagement in assisting the county in its transition planning and monitoring efforts for LME/MCO realignment, Davie County has created the Davie County LME/MCO Realignment Committee (DCRC).
- The Davie County LME/MCO Realignment Committee (DCRC) will help facilitate input and feedback from subject matter experts and assist in this transition / help ensure it is as seamless as possible.
- The first meeting of the Davie County LME/MCO Realignment Committee (DCRC) will be held on Wednesday, September 15th.

Partners Health Management will hold a series of virtual events throughout September and October for residents of Forsyth and Davie counties impacted by the Nov. 1, 2021 transition of intellectual/developmental disability, mental health and substance use disorder service management.

3. Monarch New Horizons café and concession stand grand Opening – WXII
<https://www.wxii12.com/article/davie-county-the-new-horizons-snack-shop-to-hold-grand-opening-wednesday/37429624> . a link to WXII's clip on Monarch's New Horizons snack shop in the HHS portion of the Government Center is included for you to watch at your convenience. The "snack shop" as New Horizons calls it is a great addition to the government center and staff are excited to purchase from this group. There are great stories so far about the snack shop selling out because child welfare purchased snacks for personal trips and other reasons.
4. Preparedness Monitoring Report (Justin)

Ms. Wright called on Justin White to explain the successful preparedness monitoring report that was included in the Board packet. Justin shared that the NC office of Public

Health Preparedness & Response has reviewed Davie's preparedness program for the 2020-2021 year. Risk status is established after review of documentation, reporting and expenditure reports. Davie County Health Department was given a LOW RISK, based on their review. Everything was in order and the team found nothing that needed to be adjusted or addressed in our preparedness plans.

5. Ageing and Adult Services Audit Report – COVID funding (Kim)

Senior Services was monitored for the CARES Act funding Family Caregiver Support Program, Unit Verification only for Families First Congregate and Home Delivered Meals Programs, and CARES Act funded Congregate Nutrition program, and Fiscal Verification only for CARES Act Senior Center Operations program. Senior Services was found to be 100% in compliance in all areas, with no items of technical assistance and no recommendations.

6. Staffing

HHS, Davie County, and the state are facing staffing challenges. In the past there were very few county positions available because staff worked until they retired from the County. HHS has experienced deaths, medical challenges, losing staff to higher paying positions, and then significant turnover because the applicant pool is placing us in situations where we're taking chances on candidates. The chances are not working out so well. There are currently substantial staff shortages across the entire department. We are working with Human Resources to get positions posted and filled as quickly as possible, but this also brings on additional training for new staff and retention challenges with experienced staff while waiting for help from new hires. The staffing situation also impacts performance measures and overall outcomes for NCDHHS.

7. Senior Center's YE report (Kim)

Senior Services completes an annual review each year. Although our doors were closed for the entire fiscal year 2020/2021, we had a very successful year and our total visits to center/units of service provided was only down 3,208. The program most impacted with lower number was, not surprisingly, the Senior Center program (2,743 visits in 20/21 compared to 22,607 visits in 19/20). What was surprising was the large increase in the congregate meals program (53,795 meals served in 20/21 compared to 23,611 in 19/20). The report shows numbers for all areas as well as information about budget, donations and metrics.

8. Child Welfare Audit Update (Katie)

Katie Brewer informed the Board that the Child Welfare Division performed well on the audit with no errors found for SSBG or Adoption Assistance and only one low cost error for IV-B that was corrected before the actual review. Ms. Brewer explained that any coding errors can be very costly to the county, especially for something like Adoption Assistance, which is in place until an adopted child turns 18-years-old. Ms. Brewer informed the Board that the Division was contracting with a part-time auditor to review remaining Adoption Assistance files predating 2019 to ensure potential errors are identified and corrected.

X. Other Business

Ms. Wright shared information about an upcoming DSS boards training that will be held November 16 and 17, from 9:30-12:00. Registration information is included below for those choosing to participate. She also shared that the department was actively engaged in pulling together requested information on COVID-19 for an

outside group. Ms. Wright reminded the Board that there were two Board member seats available for a psychologist or psychiatrist and an engineer. She requested assistance with recruitment for these two mandated positions.

Registration information is available here:

<https://www.sog.unc.edu/courses/webinars/essentials-social-services-governing-boards-webinar#!/>.

The link to register is available here:

<https://reg.learningstream.com/view/cal4a.aspx?ek=&ref=&aa=&sid1=&sid2=&as=46&wp=198&tz=&ms=&nav=&cc=&cat1=982&cat2=&cat3=&aid=UNCSOG&rf=>

Former members of the DSS Board – or at least 4 members from the HHS Board are encouraged to participate. Meeting attendance reimbursement will be the same as regular HHS Board meetings.

XI. Closed Session:

Not applicable for June 22, 2023

§ 143-318.11. (a)(1); To prevent the disclosure of information that is privileged or confidential pursuant to the law of this State or of the United States, or not considered a public record within the meaning of Chapter 132 of the General Statutes.

§ 143-318.11. (a) (3)

XII. Open Session**XIII. Adjourn - Next meeting will be held December 14, 2021 at 12:00 PM**

Richard Poindexter made a motion to adjourn the meeting. Kathy Cornatzer seconded.
The motion carried and meeting adjourned.

