

BRUNSWICK COUNTY HEALTH AND HUMAN SERVICES ADVISORY BOARD
REGULAR MONTHLY MEETING
June 22, 2015 6:30 p.m.

- I. CALL TO ORDER/SPECIAL PRESENTATIONS:** The regular monthly meeting of the Brunswick County Health and Human Services Advisory Board was called to order by Dr. Flint King, at 6:34 p.m. in the Health Services Board Room (Building A).
 - A. PUBLIC COMMENT:** Dr. King asked for public comments and there were none.
 - B. SPECIAL PRESENTATION:** Dr. King asked if there were any special presentations and there were none.

II. REGULARLY OCCURRING ITEMS:

A. ATTENDANCE:

- 1. The following members were present:
 - Dr. Flint King, Chairman
 - Dr. Allen Williams, Vice Chairman
 - Mr. Gene Ward
 - Dr. Kathryn Lawler
 - Dr. J. Michael Howard
 - Dr. Jerry Smith
 - Mr. Haywood Miller
 - Dr. Brad Hilaman
- 2. Members absent:
 - Mr. Michael Norton
 - Mrs. Pat Sykes, County Commissioner
 - Mr. Andrew Doherty
- 3. Staff members present:
 - David Stanley, Health and Human Services Director
 - Scott Milligan, Personnel Officer
 - Cyndi Glenn, Health Services Director of Nursing
 - Danny Thornton, Environmental Health Director
 - Marjorie Rayl, Health Services General Clerical Supervisor
 - Anita Hartsell, Veterans Services Director
 - Pam Cheers, Section 8 Manager
 - Dr. Daniel Blizzard, Medical Director
- 4. Guests present:
 - Marty Cooke, County Commissioner

B. APPROVAL OF MINUTES: Minutes for the monthly meeting held on **May 18, 2015** were reviewed. Dr. King asked if there were any corrections to the minutes. **There were no corrections. Mr. Ward moved to approve the minutes as written. Dr. Williams seconded the motion. The vote to approve the minutes was unanimous. (Closed)**

C. AGENDA ADJUSTMENTS: Dr. King asked if there were any adjustments to the agenda. **Mr. Stanley asked that “WIC Office Hours Change” be added under New Business, Item F. Dr. Hilaman moved to approve the agenda with the aforementioned change. Dr. Lawler seconded the motion. The vote to approve the agenda was unanimous. (Closed)**

D. STAFF AND COMMITTEE REPORTS:

- 1. CHILD FATALITY PREVENTION AND COMMUNITY CHILD PROTECTION TEAMS:** Mrs. Glenn noted that CFPT met on June 9th and reviewed two cases. One case had two system problems. Mrs. Glenn stated that although the parents were well educated, they did not seek child care from a licensed home. Information should be available on licensure requirements for those who keep children in their home. A recommendation was also made that local law enforcement be required to contact the District Attorney’s office when the deceased is a child under the age of 18. The next CFPT meeting will be held on August 11th. **(Info)**
- 2. HEALTH SERVICES:** Mr. Stanley announced that staff is gearing up for the flu season preparing staffing plans and training. Letters will go out to the public about what Health Services offers. Mr. Stanley asked the Board to notify him if they know of anyone in their communities interested in services available. **(Info)**
- 3. PUBLIC HOUSING SERVICES:** Ms. Cheers reported that the public hearing on the Five-Year Plan was held on May 18th. The plan was approved by the County Commissioners on that day and has since been approved by HUD. She noted that Ms. Rease Willis with Brunswick Housing Opportunities commented that she would like to see the local public housing agency affirmatively further fair housing, as well as see a homeownership program. Ms. Cheers explained that her department addresses this in the civil rights certification portion of the plan. Ms. Cheers added that she had looked into the possibility of a home ownership program several years ago and developing the new program would not be financially viable. Staff does refer clients to Brunswick Housing Opportunities as well as Rural Development (USDA) which is HUD’s ownership program. Ms. Cheers announced that a new tax credit property, Abbington Oaks at Southport, is scheduled to open this October. The property is located on Southport-Supply Road just before Lowes Home Improvement. The property will consist of 20 – one bedroom units, 36 - two bedroom units, and 16 – three bedroom units for a total of 72 units. This property was built with layered funding from the Federal Low Income Housing Tax Credits, NC State Low Income Housing Tax Credit Loan, Deferred County Loan and the USDA 538 Loan. Ms. Cheers recently received an e-mail from the Greenville HUD office regarding their new protocol for complaints they receive. The complaints will be forwarded to the manager/director of the local housing agency. If not resolved to the participant’s

satisfaction, the complaint will then be forwarded to the agency's executive director and then to the Board of Commissioners. After following these steps, if the complaint has still not been resolved, it will then be sent back to the HUD office in Greensboro. **(Info)**

4. **VETERANS SERVICES:** Mrs. Hartsell gave an update on the water issues at the VA's Wilmington Health Care Center. The facility is open. The only services that have been interrupted are dental and GI services. Veterans whom VA has determined cannot wait to be seen are either referred to the VAMC Fayetteville or seen locally at VA expense. The Cape Fear Public Utility Authority requires the water meet standards in three consecutive weekly tests. If all three tests meet the EPA's requirements, they expect all restrictions to be lifted by early July. Mrs. Hartsell reported that last week the VA announced that it has expanded disability benefits to Air Force personnel exposed to C-123 aircraft that would have been exposed and contaminated by Agent Orange. Previously these veterans were not entitled to disability benefits based on Agent Orange exposure unless they set foot in Vietnam. Mrs. Hartsell announced that Oak Island is hosting the Vietnam Veterans' Memorial Moving Wall. It will be on display at E.F. Middleton Park from July 2nd to July 6th. The opening ceremony is planned for 2:30pm on July 2nd. **(Info)**

5. **SOCIAL SERVICES:** Mr. Stanley reported that the Northwoods system is planned to roll out in July. Staff is excited. The new system will improve communications and make scheduling appointments more efficient. The document management piece will allow for better searching. There was a good turnout for the Elder Abuse Walk that was held on June 4th. Commissioner Cooke attended. Mr. Stanley noted some year-end highlights:
 - The security badges have been installed, preventing the public from walking in any door.
 - Twenty adoptions were completed which is close to double from last year.
 - Four of our foster children are attending college this fall.
 - The Foster Parent Appreciation Celebration was a success.
 - Six foster families have been relicensed and six new families have been licensed, making a total of 24.
 - Four required MAPP trainings were completed, each being 10 weeks long.
 - In collaboration with WAVE4KIDS, 150 book bags were stuffed for DSS children.
 - With this Board's help and recommendation the new CTS software was implemented. The process now takes 1 ½ days instead of three weeks to process reimbursement.
 - The Child Support Unit was recognized at the Statewide Supervisor's meeting for being among the top counties in the state in the amount of monies collected.
 - The Economic Services Unit met State and Federal deadlines and has no backlog. Staff has worked hard for the past year working overtime to meet this accomplishment.

Mr. Stanley added his appreciation to the Advisory Board and County Commissioners for their support. Dr. Lawler questioned some differences in the DSS report from previous months. Mr. Stanley noted that with the new State programs staff is able to collect better data for reporting. Recertifications also now take less time to enter making it a faster process. **(Info)**

III. OLD BUSINESS:

- A. HHS CUSTOMER SERVICE IMPROVEMENT INITIATIVE:** Mr. Stanley reported on the first survey completed for the DSS reception area. He noted 65% of responses were excellent, 30% good, and 5% fair. Specific areas noted for improvement were calls not being returned and a request for less questions to be asked. Mr. Stanley remarked that he can see an improvement as he receives less complaints since the call center has been implemented. **(Open)**
- B. UNCW PROJECT MISSION/STRATEGIC PLAN:** Mr. Stanley reported that staff is still reviewing the documents and expects to report on this in July. **(Open)**
- C. PUBLIC HOUSING ADMINISTRATIVE PLAN REVIEW:** Mr. Stanley noted the five year plan was shared with the County Commissioners and approved. **(Closed)**
- D. AVAILABLE HHS EMPLOYMENT OPPORTUNITIES:** Mr. Stanley discussed the vacant Deputy Director position and noted there may be an opportunity to shift it to a Health Director position pending County Commissioners' approval. This would free Mr. Stanley up to work on other initiatives. Other openings include Environmental Health Office Assistant and, in Social Services, Social Worker III, Social Work Supervisor QA, Income Maintenance Caseworkers I and II, Child Support Agent, Office Assistant and Income Maintenance Supervisor. **(Open)**
- E. LEGISLATIVE WATCH:** Mr. Stanley noted that the Senate budget includes the elimination of contracts with CCNC, who has been a "gatekeeper" tasked with finding ways to save Medicaid dollars by keeping people from going to the emergency room unnecessarily. The House version did not end the contracts. Mr. Stanley explained that Health Services has PCM & CC4C social workers who follow moms from pre-birth until the child reaches age five. By starting early, children have less problems later on in life. The money has not been deleted. The State would contract directly with Health Services. Mr. Stanley noted funding was maintained for the Quitline program and was increased for the Nurse Family Partnership program which utilizes nurses to provide family planning education and other services. Our staff is excited about the possibility of the program being put into place in Brunswick or New Hanover County. **(Info)**

IV. NEW BUSINESS:

- A. DELEGATION OF HEALTH DIRECTOR AUTHORITY:** Mr. Stanley announced that beginning Friday, he will be on vacation for a week and unavailable. Cyndi Glenn will have signature authority should any issues arrive and will consult with whomever may be needed. **(Closed)**

- B. COMMUNITY HEALTH ASSESSMENT:** Mr. Stanley noted that the kickoff meeting was held last week. Staff is partnering with UNCW to complete the assessment and is also working closely with Doshier and Novant hospitals. Doshier recently went through the process which allows us to use some of their information. The final report is due in March of 2016. **(Closed)**
- C. AVIAN FLU:** Mr. Stanley reported on the spread of the Avian Flu, mainly in the Midwest with no cases in North Carolina yet. Health Services is preparing and reviewing plans at the local and state level. This is devastating for farmers as they must depopulate, losing their entire stock. This is causing an increase in egg prices. As a public health concern this strain infects birds, not humans, but could have mutations that could make people sick quickly. The summer heat is helpful. As temperatures increase, the virus can't survive. **(Info)**
- D. HEALTH AND HUMAN SERVICES FAIR:** Mr. Stanley noted that the annual Health Fair has been traditionally held in September. There has been a noted decrease in attendees in recent years with one reason being competition with other events being held at the same time. Staff believes numbers will increase by moving the date to sometime in the spring. By waiting until spring, Health Services can also use the data from the Community Health Assessment surveys to see what the public wants. The event can also be better utilized by changing it to a Health and Human Services Fair including other departments such as Social Services, Veteran Services, Public Housing and other local services. There is always a big request for adult dental services. Dr. Lawler commented that this sounded like a good idea. **(Closed)**
- E. HHS ADVISORY BOARD PICTURES:** Mr. Stanley announced that Mr. Milligan will have the photographer here at the July meeting. Dr. Hilaman noted that he had a picture that could be used. Mr. Stanley stated there was a picture available for Mrs. Sykes. Dr. Lawler expects to be at the July meeting. **(Closed)**
- F. WIC OFFICE HOURS CHANGES:** Mr. Stanley explained the need to change office hours at the Bolivia site due to lack of client interest in 7:30am appointments. They would like to open at 8:30am each morning. Leland would only change their start time on Fridays from 7:00am to 7:30am. **Dr. Howard moved to approve the changes in hours as stated. Mr. Ward seconded the motion. The vote to approve the motion was unanimous. (Closed)**
- V. BOARD INPUTS:** Dr. King asked if there were any additional Board inputs. Commissioner Marty Cooke expressed his gratitude to Board Members for bringing forth good decisions and doing an incredible job. Dr. Smith asked Mr. Cooke about the recent shark bites and if there was anything that could be done at the county level. Mr. Cooke noted that local beach towns have jurisdiction, the county does not have oversight. County staff are able to assist with boats and the helicopter. **(Open)**

VI. ADJOURNMENT: There being no further business, **the meeting was adjourned at 7:25 p.m. with a motion by Dr. Howard. Mr. Ward seconded the motion and it passed unanimously.**

The next BCHHS Advisory Board meeting will be held on **July 27, 2015 at 6:30pm.**

_____ Chairperson

_____ Secretary

**Brunswick County Health and Human Services
Advisory Board
Attendance Roster 2014-2015**

NAME	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
King		X	X	X	X	X	X	X	X	X	X	X
Doherty	X			X	X							
Miller	X		X		X	X	X	X		X	X	X
Williams	X	X	X	X	X	X		X	X		X	X
Smith	X	X	X		X	X	X		X	X	X	X
Ward	X	X		X	X		X	X	X	X	X	X
Norton	X	X	X		X		X	X	X	X	X	
Howard	X		X	X		X	X	X		X		X
Sykes						XA	X	X	X	X		C
Phillips	X		X	X	X	O	O	O	O	O	O	O
Guyer			X	X	X	O	O	O	O	O	O	O
Lawler							XA	X	X	X	X	X
Hilaman								XA	X		X	X

A = Month Appointed/Installed

C = Conflict with CC's Meeting

O = Off Board

X = In Attendance

AA = Approved Absence

Blank Space = Absent

Quorum equals six members present.

^ = Specially Called Meeting

*** = No Meeting**