

BRUNSWICK COUNTY HEALTH AND HUMAN SERVICES ADVISORY BOARD
REGULAR MONTHLY MEETING
July 27, 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 6:32 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. Mrs. Lytch announced Sarah Knox, Income Maintenance Caseworker, as the DSS Employee of the Quarter. Sarah's peers praise her as a hard worker who does a great job and is always willing to help her co-workers. She has worked for DSS since February 2011. Mr. Stanley announced Gwen Harrell, Senior Processing Assistant, as the Health Services Employee of the Quarter. Mr. Stanley read the nomination letter written by Gwen's co-workers. She has worked in Health Services for over 8 years and is an asset to the Clinic Clerical Unit. She takes pride in her work.
- II. REGULARLY OCCURRING ITEMS:**
- A. ATTENDANCE:**
1. The following members were present:
Dr. Flint King, Chairman
Dr. Allen Williams, Vice Chairman
Dr. Kathryn Lawler
Dr. Jerry Smith
Mr. Haywood Miller
Dr. Brad Hilaman
Mr. Michael Norton
Mrs. Pat Sykes, County Commissioner
 2. Members absent:
Mr. Andrew Doherty
Dr. J. Michael Howard
Mr. Gene Ward
 3. Staff members present:
David Stanley, Health and Human Services Director
Scott Milligan, Health and Human Services Personnel Officer
Cyndi Glenn, Health Services Director of Nursing
Bob Campbell, Accounting Manager
Danny Thornton, Environmental Health Director
Cathy Lytch, Social Services Director
Anita Hartsell, Veterans Services Director
Pam Cheers, Section 8 Manager

Marjorie Rayl, Health Services General Clerical Supervisor
Gwen Harrell, Health Services Senior Processing Assistant
Sarah Knox, Social Services Income Maintenance Caseworker

4. Guests present:
None

B. APPROVAL OF MINUTES: Minutes for the monthly meeting held on **June 22, 2015** were reviewed. Dr. King asked if there were any corrections to the minutes. **There were no corrections. Dr. Williams moved to approve the minutes as written. Dr. Lawler 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. **There were none. Mrs. Sykes moved to approve the agenda as presented. 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 the last meeting was held on June 9th and the next CFPT meeting will be held on August 11th. At the last County Commissioner's meeting, Erin O'Laughlin and Tim Clemmons were added as new members to both teams. Ray Vipperman was added to the Child Fatality Prevention Team. **(Info)**
- 2. HEALTH SERVICES:** Mr. Stanley noted Health Services had received a great number of requests for flu outreach. Flu vaccine orders have been placed and everything is in order. Mr. Stanley asked Board members to refer any businesses, churches, etc. interested in a flu clinic to contact Cyndi Glenn. **(Info)**
- 3. PUBLIC HOUSING SERVICES:** Ms. Cheers reported that throughout the year management performs file reviews to ensure staff is correctly applying regulations for items such as additions to the waiting list, conducting annual reviews and annual inspections, updating utility allowance schedules, and performing supervisory inspections. Ms. Cheers' work on the SEMAP certification is almost complete. The report will be submitted to HUD in the next two weeks. Ms. Cheers is completing the year-end closeout financial report to HUD which will also be submitted in the next two weeks. HUD has established an exchange which is a site that will provide resources, assistance, and information to support the work of HUD partners in local communities. Ms. Cheers reported that HUD will offer free on-line training, *Lead the Way – Public Housing Agency Governance and Financial Management*, to assist PHA boards and staff in fulfilling their responsibilities in providing effective governance and oversight. Ms. Cheers feels this will be helpful with anyone completing financial reports. **(Info)**
- 4. VETERANS SERVICES:** Mrs. Hartsell reported she had received notice on July 14th that beginning July 15th, staff not working directly with clients must use their PIV card to gain access to the VA computer system. Mrs. Hartsell's staff already

had their PIV cards in use prior to this requirement which was short notice from the VA. Since receiving the PIV cards, staff has successfully submitted some electronic dependency claims to the VA, who processed the claims within 24 hours. In the past, it took the VA an average of two years to process these claims because they don't have as much precedence as the compensation claims. There are currently some issues in getting the State office to give the VA authorization for the local office to submit compensation claims directly to the VA. Mrs. Hartsell is working to get this corrected. The VA Medical Center in Fayetteville has expanded their Urgent Care Clinic to 24 hours, seven days a week from the previous 12 hour days. The Urgent Care Clinic has replaced the emergency room. Mrs. Hartsell reported that the water issues at the Wilmington VA clinic continue. Because the VA leases the property, they must rely on the lessor to fix the plumbing and water issues. It is unsure when this will be resolved. Mrs. Hartsell announced the total expenditures paid out to Brunswick County veterans and their family members in 2014 was \$77,012,000, which is an increase of \$11,744,000 from 2013. **(Info)**

5. **SOCIAL SERVICES:** Mrs. Lytch reported that Northwoods Document Management System training will begin this week for pilot team members. The pilot team is comprised of management, support staff, and a member from each unit. Scanning for selected programs was approved in the budget and Mrs. Lytch is working with Mr. Campbell and vendors. Mrs. Lytch announced that Kat Silvernail, an interstate child support agent, had the second highest collections for the month of June, collecting \$23,427. Social Services has implemented quarterly all-staff meetings with the first one being held on July 23rd. Ninety staff members were able to attend. Department successes during the past year were highlighted and previous employees of the quarter were introduced. This is also when Sarah Knox was announced as this quarter's winner. Mr. Stanley added that staff was very appreciative of the opportunity to meet together. **(Info)**

III. OLD BUSINESS:

- A. **HHS CUSTOMER SERVICE IMPROVEMENT INITIATIVE:** Mrs. Lytch reported that the Economic Service Intake Unit distributed surveys at the end of May. Anyone who came in to apply for benefits was offered a survey. The overall responses were positive. Average wait time was 10-15 minutes and most phone calls were returned within 24 hours. Comments added were "Lori H was friendly and good overall experience", "Martha H was respectful", "Tanesha does a good job", "Andrea O was extremely helpful and friendly – can't recommend any improvements", "awesome staff, needs were met ASAP" and "Brenda and Mia were excellent". **(Open)**
- B. **UNCW PROJECT MISSION/STRATEGIC PLAN:** Mr. Stanley reported that staff continues to look at the information and read reports. A committee is being formed to look at weaknesses and challenges, as well as, how to get to a point of knowing how to apply the information within the next six months. A facilitator is being brought in to offer a neutral point of view. **(Open)**

- C. **AVAILABLE HHS EMPLOYMENT OPPORTUNITIES:** Mr. Stanley noted several open positions in Social Services: Social Work Supervisor, two Social Worker IIIs, Lead Income Maintenance Caseworker III, Income Maintenance Caseworker II, and two Office Assistants. Available in Health Services are: Health Director, Soil Scientist, Health Educator and Senior Office Assistant. Mr. Stanley added that the Health Planner has given notice today. This position is shared by Brunswick, New Hanover and Duplin counties and will be filled through New Hanover County. The timing of this is unfortunate due to Brunswick County having a mass dispensing exercise scheduled on September 28th. Mr. Stanley announced that the new WIC Director started today. **(Open)**
- D. **LEGISLATIVE WATCH:** Mr. Stanley discussed House Bill 765 which allows a dual process for people to apply for septic permits. The public would choose between the traditional route through Health Services or allowing an engineer to do the work. If an engineer is hired, Health Services would have very little interaction in the process other than records storage. Changes offered up in the House and the Senate couldn't be agreed upon and the bill is now with the conferees. General opinion seems to be that the rules are too complicated and complex for the General Statutes. A full rewrite of Environmental Health rules is already in process. Depending on the outcome, there could be a big impact to our on-site program. **(Info)**

IV. NEW BUSINESS:

- A. **RABIES MOU WITH ANIMAL CONTROL AGENCIES:** Mr. Stanley noted that some municipalities have their own animal control divisions. He distributed a memorandum of understanding between Health Services and the Sheriff's office and explained the necessity of all entities following the same process and that specific things must happen for the safety of the public. He added that Boiling Spring Lakes, Holden Beach, Leland and Bald Head Island have all signed the MOU, with Southport being the only township yet to complete. **(Closed)**
- B. **RABIES HOME CONFINEMENT PROCEDURES:** Mr. Stanley distributed a memo from Animal Protective Services requesting approval for home confinement in specific situations. Mr. Stanley discussed issues such as elderly dogs possibly being exposed to diseases if placed in the kennel with other dogs, as well as some dogs having their own health issues. Board members noted some vagueness of some of the listed situations. Mr. Stanley asked the Board to send him their comments. He hopes to get a recommendation from the Board next month. **(Open)**
- C. **ENERGY PROGRAM OUTREACH PLAN:** Mr. Stanley referred to the plan that was included in the Board packets asking for a recommendation to the County Commissioners to accept the plan which is very similar to what was done last year. **Dr. King made a motion to recommend the Energy Program Outreach Plan to the Brunswick County Commissioners for approval. Mr. Norton 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. There were none. **(Open)**

VI. ADJOURNMENT: There being no further business, **the meeting was adjourned at 7:08 p.m. with a motion by Mrs. Sykes. Dr. Williams seconded the motion and it passed unanimously.**

The next BCHHS Advisory Board meeting will be held on **August 24, 2015 at 6:30pm.**

_____ Chairperson

_____ Secretary

DRAFT

**Brunswick County Health and Human Services
Advisory Board
Attendance Roster 2015-2016**

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