

Carteret County Human Services Board Meeting June 13,2022

The Carteret County Human Services Board held its regular monthly meeting on Monday, June 13, 2022 at 6 p.m. The meeting was held at the Carteret County Health Department.

Present

Carol Armistead
Scott Cobb
Lindsay Creech
Darden Eure
Kathy Foster
Richard Gray
Jodi Lewis
Tara Mitchell
Ed Myers
Dr. Gregory Reichert
Dr. Walter Westbrook
Carol Wray

Absent

Betsy Daniels
Commissioner Mark Mansfield
Ralph Merrill
David Taylor

Staff

Jessica Adams
Kay Huffman
Nina Oliver
Jamie Willis

Cheryl Burke, Carteret County News-Times reporter, also attended the meeting.

Call to Order

Chair Wray called the meeting to order. Carol Wray said the invocation. The Pledge of Allegiance was said by all.

Adoption of Consent Agenda

The Consent Agenda consisted of:

- A. Approval of May 9, 2022 Consolidated Human Services Board Meeting Minutes
- B. Request to Accept Additional Allocation of American Recovery Act Funds- LIHWAP- \$25,000
- C. Notification of Records Destruction and Destruction Log

Chair Wray requested a motion to adopt the Consent Agenda.

MOTION – Darden Eure made a motion to adopt the Consent Agenda as presented, seconded by Kathy Foster, approved by all.

Adoption of Agenda

Chair Wray requested a motion to adopt the June 13, 2022 Carteret County Human Services Board Meeting Agenda.

MOTION—Carol Armistead made a motion to adopt the June 13, 2022 Carteret County Human Services Board Meeting Agenda, seconded by Richard Gray, approved by all.

Public Comment

None

DSS Strategic Plan

Kay Huffman, Human Services Evaluator

Kay Huffman presented the Strategic Plan for DSS. This plan is for Fiscal Year 2023-2027. Kay stated that the strategic plan helps to encompass the department's mission. The mission of Carteret County DSS is:

- To help people obtain the basic necessities of life
- To assist and protect our elderly and disabled adults
- To protect children and strengthen families
- To promote self-sufficiency through employment

All of the programs offered at the agency, revolve around these objectives. She stated that it is easiest to look at the agency as a house. The left side of the house is related to protecting the vulnerable population: Child Protective Services, Foster Care and Adoption, Adult Protective Services, and Adult Guardianship. The right side of the house are the economic services provided: Medicaid, Food and Nutrition Services, Work First, and Child Support. The foundation of the house is the legal team and administrative support. Finally, the top of the house is the Consolidated Director, DSS Director, and the Leadership Team.

Ms. Huffman discusses the SWOT (Strengths, Weaknesses, Opportunities, & Threats) Analysis for FY 2023. She briefly touched on a few of for each category.

- Strengths:
 - Strong workforce
 - Co-location of DSS services at the Health Department
 - Positive community partnerships
 - Consistent efforts to promote positive messages regarding the agency
- Weaknesses:
 - Staff retention/longevity
 - Insufficient income maintenance staff to manage cases
 - Inadequate physical facility space resulting in 3 DSS locations and an inability to grow and expand programs
 - Placement options to meet foster care and guardianship needs
- Opportunities:
 - Evaluate and eliminate redundancy and increase efficiency in business practices, leveraging available technology
 - In-house training opportunities
 - Support and work collaboratively with the Child Advocacy Center
 - Recruit foster families that meet the needs of children in custody
 - Medicaid Expansion as an additional funding source
- Threats:
 - Decreased state/federal funding

- Unfunded mandates
- Medicaid Expansion and Managed Care
- Increase in substance abuse/behavioral health and impacts on services
- Transitional workforce and training challenges
- Natural disasters
- Pandemic/COVID 19

Kay stated that the department came up with five goals and strategies to address over the next five years. The first goal is to promote knowledge and positive perception of DSS services and assistance. This includes training staff and the public about the good that DSS does for the community. Goal 2 is to maximize state/federal funding and guidance to support local funding/resources. Kay mentioned that DSS has already begun maximizing MAC (Medicaid Administrative Claiming) Funding. The third goal is to protect vulnerable populations and strengthen families. The next goal is to identify opportunities for Human Services co-location and collaboration. Ms. Huffman said that DSS wants to work more closely with the Health Department. The final goal is to recruit, develop, and retain a qualified workforce.

Next, Kay talked about anticipated position requests. Over the next five years, DSS anticipates needing two Income Maintenance Caseworkers, a CPS Social Worker IA&T, and a Child Support Engagement Agent II. The agency has requested an IMC III for Medicaid Long Term Care for Fiscal Year 23. Additional positions may be needed over the next several years if Medicaid Expansion takes place.

DSS has requested that a Social Work position be reclassified to a full-time Adult Services Program Manager in the upcoming Fiscal Year. The agency will evaluate reclassifications over the next several years as well.

Kay mentioned that several staff members are eligible for retirement in the next five years. The department will implement a succession plan for those leaving. Steps toward succession include: annual training to non-supervisory staff, recruitment of key positions, professional development training, and working closely with retiring employees to compile information for incoming employees.

Carol Wray asked Kay if DSS does an annual update with the strategic plan. Jessica Adams stated, yes, they do. The last five-year plan will be reviewed in July, after the end of the current fiscal year. Ed Myers asked how would the last strategic plan be graded. Jessica said it is not so much quantitative, but qualitative. She also mentioned that the previous plan had been updated annually. Ed also asked if plans for a new Consolidated building is still in the works. Nina stated that there are a few other departments ahead of the Consolidated agencies, and they will be the first to get new offices. Darden Eure asked where are we on a new Consolidated director. Nina stated that interviews are being conducted. Carol Wray stated the County is responsible for interviewing and hiring the Consolidated Director.

Health Department Updates

Nina Oliver, Health Department Director

Nursing Updates:

- We continue to give COVID boosters to all who are eligible. We have ordered our stock of under 5 COVID vaccine to be ready for when it is officially approved by CDC and FDA. Currently, this is estimated to begin on June 20th.
- Our Hep C Bridge Counselor has completed her required training and will be doing some outreach with community providers and partners. We are excited to have her begin seeing clients and help them navigate through their treatment and provide referral to needed resources.

Environmental Health/Animal Control Updates:

- Animal Control staff vaccinated 201 cats and dogs at the drive-thru rabies vaccination clinic that was held on Saturday, May 14th.

Health Education Updates:

- The Community Satisfaction Survey is available online via Facebook and the website from June 3rd- July 4th. The survey is only 6 questions.
- We are getting ready to distribute client satisfaction survey as well from June 13th-July 1st.
- We are interviewing for the Human Services Planner. Tamara Jones left at the end of May.

Dental:

- The dental mobile unit will move to the health department location June 16th and will be there until the start of the new school year.
- Repairs and remodeling of the dental clinic has started. New countertops and ceiling tiles have been installed.
- Education and promotional supplies for use at dental fairs and community events have been purchased using funds from the rural health grant.
- Completion of remodeling and installation of new dental equipment purchased with grant funds will be carried out while we are stationed at the Health Department.

WIC:

- There is still a formula shortage issue. Carteret is not having any issues with Standard Contract Formula. They are all well stocked. Those formulas are Gerber Gentle, Soothe and Soy. There are 55 temporary options that have been added to WIC for standard formula. The state has created a website addressing formula issues and has asked that we direct individuals there: <https://www.ncdhhs.gov/formula>

COVID Updates:

- We are in high community transmission.
- Waste water program has increased. Beaufort has seen a 15% increase in the most recent sample.
- Cases remain high across the US. Of note, cases are vastly underreported now that home tests are readily available.
- Carteret County Positivity rates for the last 4 weeks:
 - 9.8%
 - 12.3%
 - 16.4%
 - 16.3%
- Current active cases 77; total cases 15,192; deaths 126
- Total amount of vaccines given by the CCHD: 15,656
- Total amount given to 12-17-year olds: 594
- Total amount given to 5-11-year olds: 176
- Total number of additional doses/boosters given: 3,824
- Percent of population vaccinated with at least one dose: 70%
- Percent of population vaccinated with two doses or one dose of J&J: 65%
- Percent of population vaccinated with one booster/additional dose: 34%

Jodi Lewis asked if there is any kind of reporting from positive home test results. Nina stated that the Health Department will accept the positive results, but they currently do not go into the state's reporting system. Jodi also asked if the community will be notified of the high transmission status. Nina said that the Health Ed team updates the Facebook page and website with current information. Ed Myers asked why is there such a push for the under 5 age group to receive the COVID vaccine if the risk is so low. Nina stated that she believed it is recommended as a prevention tool.

Carol Armistead noted that the symptoms of the current variant are mild, more like allergies. Nina said that there are less hospitalizations and deaths from this strain. Many people aren't even testing. Dr. Reichert said that he doesn't even recommend testing. He stated that the true indication of a rise in cases is when there is an increase in the sewer systems. Ed Myers asked if we have had any recent deaths from COVID. Nina said one the previous month.

Darden Eure wanted the dental unit to know how much they are appreciated. He stated she does not have to be here, but wants to be. Lindsay Creech asked if there is an age limit for the dental bus. Nina said it ends at age 20, which is the age Medicaid ends for children. Tara Mitchell stated that the bus does see maternal health patients who have Medicaid. Nina said that she would like to eventually see adult dental patients but it will take many years and lots of money to fund such an endeavor.

DSS Updates

Jessica Adams, DSS Director

At the end of May we had 67 children in foster care. That number is down from 81 in May 2021. This drop is from reunifications, custody or guardianship with relatives and adoptions, as well as an increase in the utilization of In-Home Services in an attempt to work with families while children remain in their homes.

Information provided regarding request from Commissioners:

- 48 of the 67 children currently in foster care are due to caretaker substance use (as either primary reason, or co-occurring with MH/DV/IDD).
- DSS has completed a Plan of Safe Care for 9 infants alleged to be substance affected from January through April 2022.
- 20 case decisions from January through April 2022 listed drug abuse as a contributory factor to a finding of abuse or neglect. These 20 cases involved 31 children.

Medicaid REDA Audit results came in. Our annual accuracy rates were: Approval Actions 96%, Denial/Termination Actions 90%, Technical Errors 91%.

- Accuracy Standards: Active Actions: 96.8%, Accuracy Standard (3.2% error rate), Negative Actions: 96.8%, Accuracy Standard (3.2% error rate).
- Three cases resulted in Medicaid overpayment, for a total payback of \$887.10.
- We have an upcoming meeting to discuss the error rates and will develop and implement an Accuracy Improvement Plan.

World Elder Abuse Awareness Day is June 15th

- Please wear purple to honor this occasion. Kay so graciously brought purple ribbons for board members tonight. Please take on to share it with others to raise awareness.
- We have provided brochures to local pharmacies to include in medications bags during the month of June to raise awareness as well.

Carol Wray said that she thinks the Consolidated Human Services Board would like to hear the same information monthly that the Commissioners receive. Jessica stated that she will begin providing this information. Ed Myers asked if overdoses are considered suicides. Nina stated they are listed as accidental poisoning. Ed said he heard there have been several very recently within the county. Kathy Foster said there is a task force that meets every month at Peer Recovery. Lindsay Creech asked how many people NARCAN is saving. Jessica said there is no real way of knowing the exact amount. The numbers are tracked by EMS and the Sheriff's department. Nina stated that the Health Department also gives out free NARCAN to active users or family members of users. Kathy Foster stated that last year there were 191 documented reversals from NARCAN.

Vote to Cancel July 2022 Meeting

Carol Wray ask for a motion to vote on cancelling July's meeting.

MOTION- Darden Eure made a motion to cancel the July 2022 meeting, seconded by Kathy Foster, approved by all.

Nominations/Election of Board Chairperson

Carol Wray asked for a motion for nominations for the Board Chairperson.

Kathy Foster nominated Scott Cobb to serve as the Consolidated Human Services Board Chairperson. Since there were no other nominations, and all members agreed, Carol asked for a motion to close nominations.

MOTION- Dr. Westbrook made a motion to close the floor for nominations, seconded by Ed Myers, approved by all.

Nominations/Election of Board Vice Chairperson

Carol Wray asked for nominations for Vice Chairperson. Carol Armistead nominated Kathy Foster to serve as the Consolidated Human Services Board Vice Chairperson. Since there were no other nominations, and all voted for Kathy, Carol asked for a motion to close nominations.

MOTION- Dr. Westbrook made a motion to close the floor for nominations, seconded by Darden Eure, approved by all.

Old Business

None

New Business

None

Adjournment

As there was no other business to be discussed, Carol Wray asked for a motion to adjourn.

MOTION – Dr. Westbrook made a motion to adjourn, seconded by Ed Myers, approved by all.

Nina Oliver

Deputy Director, Health Department Director

8/12/2022

Date

Jessica Adams

Deputy Director, DSS Director

8/09/22

Date