

Iredell County Health Department Board of Health Minutes

Regular Meeting **Special Meeting**

October 11, 2018
318 Turnersburg Hwy, Statesville, NC 28625

Members Present	Dr. Tim Burgiss, Sylvia Chapman, Lance Desmarais, Dr. Tiffany Hubbs, Ben Loftis, Dr. Robert Monson, and Lisa Warren, RN.
Members Absent	Commissioner Thomas Bowles, Dr. Heather Day, Candace Reeves, and Jerry Turner.
Staff Members Present	Bill Griffith, Director of Finance & Operations; Jessica Ridgway, Administrative Officer; Brady Freeman, Environmental Health Director; Susan Johnson, Director of Clinical Services; Norma Rife, Director of Public Health Development & Promotion; Marsha Branch, Administrative Assistant.
Others Present	Susan Robertson, Assistant County Manager.

I. Call to Order, Invocation, and Introductions

Dr. Robert Monson called the meeting to order at 7:00 pm.

Lisa Warren, RN provided the invocation.

II. Public Comment

Dr. Robert Monson asked if there were any representatives in attendance for public comment. Seeing none present, it was noted there were no public comments.

III. Employee of the Month Recognition

Dr. Robert Monson announced the names of the staff members who were selected as Employee of the Month for the following months:

- July 2018 – Shawna Lubrano, Breast Feeding Peer Counselor (WIC Nutrition-Clinical Services).
- August 2018 – Hugh Smith, FP & F Program (Environmental Health).
- September 2018 – Rachael Cope, RN, Communicable Disease Program Manager (Clinical Services).

Dr. Robert Monson also reminded board members that the employees for July and August were not recognized at the August BOH Meeting as the All-Staff Meeting for August had not occurred therefore we are recognizing these individuals this evening. Unfortunately, they could not join us this evening.

IV. Consent Agenda Items for Action (Attachment 1, 2)

Dr. Robert Monson asked the board members if they had reviewed the consent agenda items for approval. Dr. Robert Monson then asked if there were any questions or concerns with regards to

the minutes from the August 9, 2018 Board of Health Meeting (*noted as Attachment 1*) or the additional codes and fees for Clinical Services (*noted as Attachment 2*).

Hearing no comments, Dr. Robert Monson then asked for a motion to approve the consent agenda items.

*A motion to approve the Consent Agenda items was made by Dr. Tiffany Hubbs and seconded by Sylvia Chapman.
Voting: Ayes-6; Nays-0 (Ben Loftis arrived late).*

V. Items for Discussion and Action

a. Request Approval of Budget Write-Offs – (Attachment 3 – Jessica Ridgway)

Jessica Ridgway presented the Budget Write-Offs and informed that annually, the Iredell County Health Department brings their uncollected debt to the Board of Health, for permission to write off their uncollected debt, in conjunction with 10A NCAC 43 A .0206. She also informed that these accounts have had no activity since June 30, 2015 noting that we have sent the private pay clients 30, 60, and 90 day past due letters and once, annually, an attorney letter for those 120 days delinquent. She stated that our fee policy does maximize our collections and minimize our debt to the fullest extent.

Jessica asked if there were any questions regarding the request for approval of the Budget Write-Offs in the amount of \$24,595.43 for account balances with uncollected debt since June 30, 2015. Dr. Tim Burgiss asked how this year compared to previous years. Jessica informed that this year was slightly higher than last year (\$23,415.12).

Dr. Robert Monson asked for a motion to approve the Budget Write-Offs in the amount of \$24,595.43 for account balances with uncollected debt since June 30, 2015.

*A motion to approve the Budget Write-Offs in the amount of \$24,595.43 for account balances with uncollected debt since June 30, 2015 was made by Lisa Warren, RN and seconded by Dr. Tiffany Hubbs.
Voting: Ayes-7; Nays-0.*

b. Request Approval of Budget Calendar (FY 2019-20) – (Attachment 4 – Jessica Ridgway)

Jessica Ridgway presented the proposed Budget Calendar for FY 2019-20 for approval from the Board. She informed that the February 2019 Board of Health Meeting is scheduled for the third (3rd) Thursday evening of the month, which will be February 21, 2019. She stated this change of schedule is to allow adequate time preparation of the Budget in coordination with the County.

Jessica asked if there were any questions regarding the request for approval of the proposed Budget Calendar for FY 2019-20.

Dr. Robert Monson asked for a motion to approve the proposed Budget Calendar for FY 2019-20.

*A motion to approve the proposed Budget Calendar for FY 2019-20 was made by Sylvia Chapman and seconded by Dr. Tim Burgiss.
Voting: Ayes-7; Nays-0.*

c. Request Approval for the Work Force Development Policy & Plan / Employee Engagement & Satisfaction Survey Results and Action Plan – (Attachment 5 – Norma Rife)

Norma Rife presented the Work Force Development Policy & Plans along with the Employee Engagement Satisfaction Survey Results and Action Plans. The focus of this plan is team members; our most valuable asset. It allows for a process to identify and address gaps between current work force of today and human capital needs of tomorrow. It helps provided the agency with the HR talent that is needed, especially for the upcoming budget. The plan incorporates public health data from the Community Health Assessment. It helps identify competency, recruitment, and training needs as well as plan to retain specialty personnel. Norma highlighted the following information as noted in the document labeled as Attachment 5.

Page 4 – Our work force is aligned with the community’s population. The female work force is higher than male but that’s because females tend to gravitate towards public health curriculums more than males.

Page 5 – Compares our entire work force to Iredell County’s population in regards to race. We have been in alignment since 2009. The next chart shows employee’s age range. 32% of ICHD’s work force are approaching retirement age.

Pages 6 & 7 – These pages show work force disciplines. Support staff are the largest group at 33%, followed by Environmental Health specialty positions at 17% and Nurses at 15%.

Page 8 – We compare our turnover to that of the County. We peaked at 15% in FY2015-16, then dipped to 10%. We are currently at 11% but the goal is less than 10%. There are high expenses associated with high turnover rates especially because of training.

Page 9 – Shows turnover trends for the last 5 years. There have been no significant changes from last year.

Page 10 – Employees have been taking an annual Engagement and Satisfaction survey since 2015. Data was provided for all years. Moral continues to improve. This is attributed to the Health Director and leadership team’s work in Quint Studer. Improvement was noted in almost every area. Something we look at in the Work Force Development plan is “how do we get to the next level”. Some areas that we have been working on over the last few years are trust (within the team, division, and department), communication (internal and external), and project management. Plans for improvement in these area are included in the document.

Page 43 – This is the agency’s universal orientation checklist to ensure onboarding for new staff is efficient and effective. The checklist is to be completed within the first 4 months of employment.

Norma then asked if there were any questions with regard to the Work Force Development Policy & Plans/Employee Engagement Satisfaction Survey Results and Action Plans.

Dr. Robert Monson asked how many work hours went into preparing the document. Norma stated that it was originally created in 2009 and continues to be enhanced. It is a group effort of the entire health department. It is unsure how much time has been spent on the document but Susan Johnson personally spent at least 3 hours and Norma over 15. Dr. Robert Monson commented on how informative and impressive the document is. Tim Burgiss commented on the improvements in the Employee Satisfaction survey.

Dr. Robert Monson asked for a motion to approve the Work Force Development Policy & Plans/Employee Engagement Satisfaction Survey Results and Action Plans.

*A motion to approve the Work Force Development Policy & Plan/Employee Engagement Satisfaction Survey Results and Action Plans was made by Sylvia Chapman and seconded by Lance Desmarais.
Voting: Ayes-7; Nays-0.*

d. Request Approval of Budget Amendment for Statesville ABC Funding – (Attachment 6 – Norma Rife)

Norma Rife presented the Budget Amendment to receive and expend \$11,000 from the Statesville ABC Education Board.

This funding will be used to help efforts to mitigate the opioid crises, specifically towards the Project Alert program. This program has 11 lessons for 3rd – 9th graders. ICHD staff would teach the series of classes. There are also 3 booster classes. Funds would also be used for educational tool and a professional laminator. A new laminator has been cut from previous budgets. Our current equipment has lasted 25+ years. Funds would also be used for Health Educator's training and in-county travel.

Norma then asked if there were any questions regarding her request for approval of the Budget Amendment in the amount of \$11,000 from the Statesville ABC Education Board.

Dr. Tim Burgiss asked if the grant is awarded every year. Norma stated that the grant is for 1 year and we have to reapply each year. Last year, we were awarded \$10,000.

Dr. Robert Monson asked for a motion to approve the Budget Amendment to receive and expend the amount of \$11,000 from the Statesville ABC Education Board.

A motion to approve the Budget Amendment to receive and expend the amount of \$11,000 from the Statesville ABC Education Board was made by Lance Desmarais and seconded by Dr. Tim Burgiss.

VI. Items for Discussion and Action as Needed

a. BOH Training Updates (Norma Rife)

Norma reminder board members that there is an electronic Board of Health training manual online. It has been updated and includes a recent copies of the BOH contact list and bylaws. It will soon be updated with the Work Force Development Policy & Plan that was approved tonight and the State of the County Health report. A password is required to access some areas. The password has not change but board members may see Susan Johnson after the meeting if the password has been forgotten.

b. Health Director's Report (Handout A – Susan Johnson)

Accreditation has been taking place today and tomorrow. Auditor have asked for a lot of additional information that we have been able to provide. The site visit to Building Standards and the Mooresville locations have been delayed due to weather.

Susan highlighted some of the items below that were included in Handout A.

Administration

- Medicaid Cost Study Report for FY2017-18 has been submitted.
- Preparing FEMA Reports for staff members that were deployed to assist after Hurricane Florence.

Clinical Services

- Clinical Services had two nurses and our emergency Preparedness Coordinator deployed to help after the hurricane. The two nurses were deployed for 7 day to a shelter in Pender County with at times over 200 shelterees. Our EP Coordinator went to the Public Health Coordination Center in Raleigh and was responsible for coordinating the placement of nurses in shelters from other NC Counties and from out of State. This not only helped the County that was experiencing the disaster, but also helped us because the nurse received great information and on-the-job training. A debriefing was held upon their return and they were able to share knowledge of things we could improve upon if we had to open a shelter. When Hurricane Florence occurred, we received a message from ECOM that Red Cross all their staff had been deployed elsewhere and that supplies normally available to Iredell County had been sent to Charlotte. If we would have had to open a shelter, we would have had to do it with DSS and no Red Cross assistance.
- The two social work programs, CC4C and PCM will be changing EMR systems on October 29th.
- As a result of the hurricane, State supplied vaccine shipments were delayed for about 2 weeks; as a result the PH leadership in Raleigh was able to get the school deadline for school immunizations extended to November 1st. This delay was also the cause of us being later starting to give flu shots this year. We have now started giving flu shots in both Statesville and Mooresville.

PHDP

- Grant writing support is being offered to Emergency Medical Services (EMS) to complete and apply for up to \$100,000 through the Opioid Crisis Grant from the NC Department of Health and Human Services to acquire an EMS based substance use peer support specialist to connect with and provide assistance to EMS non-fatal opioid related visits.
- The Workforce Development Plan was completed on 9/28/10, with all executive leadership team input.
- The Planning & Promotion Division is partnering with the Iredell County Partnership for Young Children leadership to determine a direction for an “Infant/Child Task Force” that will help us together, with additional partners to 1) Plan next steps 2) Identify partners to bring to the table 3) Build the “task force” where needed 4) Identify funding 5) Identify data to drive planning action plans and to 6) Implement strategies and goals.
- The ICHD Accreditation Audit was rescheduled to October 11 – 12, 2018 due to Hurricane Florence.
- Preparation to update the ICHD Strategic Plan is underway so the outcome information can be used for FY 19-20 budget planning.

Healthy Communities & Healthy Carolinians:

- Chronic Disease Sub-Committee: ICHD partnered with the IC Government Wellness Coordinator, Iredell Health System, and the American Cancer Society to offer colorectal cancer screenings at the Iredell County Employee Wellness Fair. The IC Government granted \$5,000 toward the screenings that will target employees age 45 and up. This

event will take place October 17th, 2019. Follow-up will occur at the IC Wellness Center.

- Active Living Sub-Committee: The Get Fit Iredell season kicks off was September 30th with a no cost “Pick Your Fun Day” event at the Lake Norman State Park. This event will include yoga, karate, and hiking. This event is being hosted by the Iredell County Health Department and United Way of Iredell.
- The Iredell County Health Department had a successful Healthy Communities Grant program and financial audit on September 27th, 2019. There were no findings.

Youth Based Education Strategies:

- 136 Elementary aged students have been reached by prevention Choices and Consequences programming since June 2018. (2017-2018 School Year) This was taught in 4 different elementary schools. Summer programs at Troutman Elementary and Woodland Heights Elementary Prime Times, and Faith United Methodist Church in Mooresville were implemented in July and August.
- A schedule is in place to implement prevention programming for the 18-19 school year with Troutman, Woodland Heights, Lake Norman and Coddle Creek Elementary Prime Times.
- Planning/Coordination of Youth Summit through DACI Prevention Education Subcommittee.

Public Information, Services Marketing and Outreach:

- Social media training was held on Thursday October 4 with Mr. Shane Fraiser, UNCC Charlotte professor and social media consultant. Invitations were sent to the local information team and additional local partners as well as partners from surrounding counties. A total of 60 people have confirmed attendance.

Environmental Health

- James Boggs received his authorization in onsite and is now fully authorized in all required areas in the field.
- We are currently advertising for the newly approved Program Specialist position for the Food Protection & Facilities program.
- The Food Protection & Facilities program has hired an experienced Environmental Health Specialist that took advantage of our \$5,000 sign on bonus approved by our new recruitment plan.
- The Board of Commissioners was presented 2 legislative goals to propose to the North Carolina Association of County Commissioners. The first proposal was to amend S 711; NC Farm Act-Amendment 5 “Raw Milk Bill” that was adopted June 13, 2018 which allows dispensing of raw milk and raw milk products for personal use or consumption to independent or partial owners of lactating animals. The second proposal was to amend or propose language changes to Session Law 2018-114 (HB374) Section 11 (c) which requires local Health Departments to accept reports from licensed professionals (Licensed Soil Scientist and Licensed Geologists) without further review and requires those professions to carry liability insurance in an amount commensurate with the risk.

Brady Freeman also spoke about the Environmental Health section of the report. At the last Board of Commissioners' meeting, 2 legislative goals that were proposed by the Health Department were approved. One of which was the "Raw Milk Bill" and was talked about a lot. Iredell County is one of the largest milk producing counties and there was a lot of support for this. A Farm Bureau representative made a presentation and several farmers from the area spoke at the commissioners' meeting. Brady also thanked Susan Robertson for her assistance.

Susan then asked if there were any questions regarding the information highlighted in the Health Director's report.

c. Activities Summary (*Handout B – Susan Johnson*)

Susan Johnson briefly reported on the data in the Activity Summary as noted in Handout B. She highlighted the following:

Clinical Services and Environmental Health's numbers look steady. There was a spike in Clinical Services' in August which Susan attributes to the starting of school; those numbers were back down in September.

Brady noted that additional information has been added to the Environmental Health section. Consultative Contacts were not reported in the past but he has included data back to July. This is walk-ins, phone calls, and emails to staff. There are 27 staff members looking after about 4000 contacts a month regarding questions about onsite food applications, perk tests, how to become a restaurant, etc. Previously about 90% of contacts were people looking for septic records. This is down to about 15% since septic records became available online.

Sylvia Chapman complemented Brady's staff and share a story about monkeys in a restaurant. Her friend called Environmental Health. Sylvia follow-up and Environmental Health staff were on top of it. This was the 2nd monkey complaint at that restaurant. Brady contacted Animal Control because of the County Ordinance. Many restaurant owners feel their hands are tied because of ADA. Environmental Health staff worked to educate the owner of this and other restaurants by emailing the ADA act to them. Only two animals are recognized by the ADA; dogs and miniature horses.

Dr. Tiffany Hubbs stated that there is current a quarantine case. It happened in September but she was made aware on October 1st so she isn't sure which month it will fall under.

d. Semi-Annual Divisional Statistical Reports

1) Clinical Services Division (*Attachment 7 – Susan Johnson*)

The attachment included a six-month graph of clinic numbers. The STD numbers have been going up over the last year. Susan stated that rising numbers is a good because it means they are getting seen/treated and hopefully moving into the Family Planning clinic. Maternal Health is still down on the graph. It is up some in recent months. About 6 weeks ago Susan and our Management Support supervisor went to the pregnancy resource center and met with staff to talk about how their patients can get into the MH clinic (what paperwork is needed, etc.). It was explained that we are trying to streamline our process and remove barriers. Since then, the pregnancy resource center has been

referring more patients to us. We are also working on a project with the State to improve entry to MH care and get the gestational age down to below 14 weeks.

Susan then asked if there were any questions regarding the Clinical Services Division semi-annual statistical report.

Sylvia Chapmen asked if the STD numbers are ever broken out by Age. Susan stated that she did not have that data with her but it could be queried. Susan wasn't aware of a particular age group but did say we see a good bit to 30-40 year olds in STD that aren't in another clinic. Dr. Tiffany Hubbs said she thinks she has seen age data on one of Norma's reports.

2) Environmental Health (*Attachment 8 & 9 – Brady Freeman*)

Brady reported on the data for the OSWP Program as noted in Attachment 8 of the packet. He highlighted the following:

We have been steady over the years with slow increases and decreases. Something to keep an eye on is Existing Systems Inspections. In 2016, non-mandated inspections were stopped because of a back-log. New on-site septic rules are expected in the next 6 months which may cause an increase in this type of inspection. In a down economy, existing systems increase because people are staying in the home longer and building additions instead of building new homes.

Next, Brady reported on the data for the Food Protection & Facilities Program as noted in Attachment 9 of the packet.

Food inspections are steady. We have lost one employee to Wake County; staff member moved back to their hometown. We've also lost one employee due to retirement. Some permits are seasonal (pools / fairs).

Brady then asked if there were any questions regarding the semi-annual statistical reports for either the OSWP Program or FP & F Program areas of the Environmental Health Division.

e. Financial Report (*Attachment 10 – August 2018; Handout C – September 2018 – Jessica Ridgway*)

Jessica Ridgway referred to the financial reports labeled as Attachment 10 and Handout C highlighting the financials for both August 2018 and September 2018. She stated the revenue and expenditure report reflects the essential services that are being provided at this agency. She noted the essential services include, but are not limited to, the provision of communicable disease services, health education/promotion, environmental health services, workforce development, program evaluation and policy development. For the month ending August 2018, the Revenues were 14.1% and the Expenditures were 13.9%. Next, she reported on financials for the month

ending September 2018, highlighting the Revenues were 20.6% and the Expenditures were 20.9%.

Jessica then asked for board discussion related to the financial report given. There was no further discussion or questions noted.

VII. Other Discussion

Dr. Robert Monson asked if there were any additional items for discussion.

Susan Robertson attended a 3-hour meeting in Catawba County with Partners in Behavioral Health. With the changes coming for Medicaid, focus will be on public health first then with mental/behavioral health. There will be delimitation between intensive mental health issues (patients will go through behavioral health) and low-level issues (patients will be serviced by managed care organizations). Community meetings will be starting in a few weeks to talk about impact. Health Department and DSS staff are invited and encourage to get on the same page as all of Iredell County will be affected. Contracts for insurance companies were due today. Physical health agencies are not allowed to increase fees for 3 years. There is a fear that at the end of the 3 years, they will increase their profit margins by decreasing reimbursement to providers or put the cost back to the County.

There were no additional items for discussion.

VIII. Adjournment

Dr. Robert Monson asked for a motion to adjourn the meeting.

*A motion to adjourn the meeting was made by Sylvia Chapman and seconded by Lisa Warren, RN at 7:49 pm.
Voting: Ayes-7; Nays-0.*

IX. Reports

A. Health Director	<i>Handout A</i> – Health Director's Report presented by Susan Johnson in Section VI-B <i>Handout B</i> – Activities Summary presented by Susan Johnson in Section VI-C
B. Personnel	
C. Finance/Budget	<i>Attachment 3</i> – Budget Write-Offs presented by Jessica Ridgway in section V-A <i>Attachment 4</i> – Budget Calendar for FY 2019-20 presented by Jessica Ridgway in Section V-B <i>Attachment 10</i> – August 2018 Financial Report presented by Jessica Ridgway in Section VI-D <i>Handout C</i> – September 2018 Financial Report presented by Jessica Ridgway in Section VI-D
D. IT	
E. Clinical	<i>Attachment 2</i> – Additional Codes and Fees for Clinical Services – <i>Consent Agenda</i> presented by Dr. Robert Monson in Section IV-C <i>Attachment 7</i> – Semi-Annual Statistical Report for Clinical Services presented by Susan Johnson in Section VI-D
F. Environmental Health	<i>Attachment 8 & 9</i> – Semi-Annual Statistical Reports for Environmental Health presented by Brady Freeman in Section VI-D
G. Health Education	
H. Public Health Development & Promotion	<i>Attachment 5</i> – Work Force Development Policy & Plans / Employee Engagement Satisfaction Survey Results presented by Norma Rife in Section V-C <i>Attachment 6</i> – Budget Amendment for Statesville ABC Funding presented by Norma Rife in Section V-D
I. Management/Clinical Support	
J. Vital Records	
K. Board Education	<i>Verbal Report</i> – BOH Training Updates presented by Norma Rife in Section VI-A
L. Other	<i>Attachment 1</i> – August 9, 2018 Minutes – <i>Consent Agenda</i> presented by Dr. Robert Monson in Section IV-B

X. Next Meeting Date

The next meeting will be December 13, 2018 at 7:00 pm.

Respectfully submitted: _____, Secretary _____
 Signature Date