

**Iredell County Health Department
Board of Health
Minutes**

Regular Meeting **Special Meeting**

December 10, 2020

318 Turnersburg Hwy, Statesville, NC 28625

Board Members Physically Present	Dr. Tim Burgiss, Sylvia Chapman, Ben Loftis, Dr. Candace Reeves and Lisa Warren
Board Members Present via Remote Participation	Andrea Sherrill, Dr. Raphael Weeks and Dr. Amanda Whitener
Members Absent	Dr. Robert Bundy and Sue Corwin,
Staff Members Present	Jane Hinson, Health Director; Renee Holland, Executive Officer; Martin Moose, IT Network Analyst
Others Present	Susan Robertson, Deputy County Manager; Blair Richey, EMS Director
Others Present via Remote Participation	Jessica Ridgway, Director of Finance & Operations; Susan Johnson, Director of Clinical Services; Brady Freeman, Director of Environmental Health; Norma Rife, Director of Public Health Development & Promotion; Sandy Tabor Gray, EMS Peer Support Specialist

I. Call to Order, Invocation, and Introductions

Lisa Warren called the meeting to order at 7:00 pm and informed that a quorum was present. Dr. Tim Burgiss provided the invocation. Lisa then welcomed everyone and asked those who were participating remotely to please introduce themselves for record of attendance.

II. Public Comment

Lisa Warren asked if there were any community members or citizens scheduled to speak during the public comments time period. Jane Hinson, Health Director informed there were none scheduled. It was noted there were no public comments.

III. Board Education: ICHD Linkages to Care for Overdose Prevention & Response Update (See attached slides)

Blair Richey, EMS Director provided a powerpoint presentation on the updates related to ICHD Linkages to Care for Overdose Prevention and Response. She briefly outlined the layout of the community support program and discussed the program design, outreach methods, participant tracking, lessons learned and the outcomes as well as shared plans for the next steps. Blair publicly commended the work of the Iredell County Health Department, specifically Norma Rife, for her partnership and expertise in grant writing as well as grant management and programmatic support from NC Division of Public Health (NC DPH) and the NC Public Health Injury & Violence Prevention Branch. She then referred to slide 4 which provided a breakdown of the specific design of the program as well as the benefits of pairing with a County Government Department. Those include Narcan distribution and training, educational resources, social determinants of health, legal support, and grief support followed by distribution of satisfaction

surveys seeking input for continuous program improvements. Blair also highlighted the case management and tracking process followed by lessons learned throughout the start-up to where the program is today. Via remote access, Sandy Tabor-Gray, Peer Support Specialist discussed metrics performance and data collection outcomes. She reported that since inception of the program on April 1, 2019, there have been 533 attempts to connect with individuals struggling with substance use; 205 successful connections with individuals struggling with substance use; 244 referrals made; 416 doses of Narcan distributed to at risk individuals, family members and community outreach. Blair referred to Slide 10 and shared the number of substance use calls dispatched based on a variety of categories noted on the chart. Sylvia Chapman questioned if EMS has seen a decrease in the number of calls since giving Narcan. Blair responded that unfortunately EMS has not seen a decrease in the volume of calls. Sandy Tabor-Gray added there has actually been an increase in volume due to Mental Health Rehab closures as a result of COVID-19 Pandemic. Blair concluded her presentation by sharing details of an anonymous case study and was happy to report that this program has had a positive impact on this individual.

Blair then asked if there were any additional questions. There were no questions or comments noted.

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

Lisa Warren asked the board members if they had reviewed the consent agenda items for approval. She referred to the items labeled as Attachment 1 (*Minutes of the October 8, 2020 BOH Meeting*); Attachment 2 (*Additional Codes and Fees for Clinical Services*). Lisa asked if there were any questions or comments regarding the consent agenda items.

There were no questions or comments noted. Lisa then asked for a motion to approve the consent agenda items.

A motion to approve the Consent Agenda items was made by Sylvia Chapman and seconded by Ben Loftis.

Voting: Ayes- 8; Nays- 0.

V. Items for Discussion and Action

a. Election of 2021 BOH Chair and Vice Chair

Lisa Warren opened the floor for nominations for Chair of the Board of Health for 2021. Sylvia Chapman nominated Lisa Warren to serve as Chair. Lisa then asked if there were any other nominations. There were no other nominations.

A motion to approve the nomination and election of Lisa Warren to serve as the BOH Chair for 2021 was made by Sylvia Chapman and seconded by Ben Loftis.

The vote was unanimous that Lisa Warren will serve as Chair of the Board of Health for 2021.

Voting: Ayes- 8; Nays- 0.

Lisa Warren then opened the floor for nominations for Vice-Chair of the Board of Health for 2021. Sylvia Chapman nominated Dr. Tim Burgiss to serve as Vice-Chair. Lisa then asked if there were any other nominations. There were no other nominations.

A motion to approve the nomination and election of Dr. Tim Burgiss to serve as the BOH Vice-Chair for 2021 was made by Sylvia Chapman and seconded by Ben Loftis.

The vote was unanimous that Dr. Tim Burgiss will serve as Vice-Chair of the Board of Health for 2021.

Voting: Ayes- 8; Nays- 0.

b. Request Approval of 2020 ICHD Strategic Plan Updates (Attachment 3)

Via remote participation, Norma Rife presented the Iredell County Strategic Plan updates. She referred to Attachment 3 in the packet and noted there are two important roles of this document. First, the strategic plan is used to review and analyze factors that influence the health department's ability to improve the community's health. Secondly, the Strategic Plan process also aims to strengthen other operational and organizational components to identify needs which also assists in the budget preparation as well. She also reported that the Strategic Plan uses local health status data and information to set goals and objectives such as through the Community Health Assessment (CHA) as well as Program specific data. She further stated that the Strategic Planning process uses community collaborations to implement activities and reminded that action plans are also tied to partnering with external partners too.

Norma noted that this Strategic Plan has been in place since 2017 and briefly discussed some of the objectives as well as provided updates. She also referred to the action items noted in red and stated that while the agency has met the majority of these outcome measures, some have been postponed due to COVID-19. Norma then referred to each of the program areas and briefly highlighted some of the outcome measures for those objectives as noted. She asked Division Directors to add input as well. Susan Johnson, who was also participating remotely, commented on some of the outcome measures for Clinical Services. She reported that while 2020 has brought on challenges due to the pandemic, the staff has still been able to initiate the plan of adding ultrasounds and colposcopy services to the maternal health clinic. She also noted they have been able to distribute 109 convertible car seats along with distributing bike helmets to child health clients throughout the year as well. Norma then reported on updates in the Public Health Development & Promotion Division. She stated that due to the COVID-19 pandemic, the Iredell County Health Department has been unable to offer in-person substance use prevention education to the community as related to Objective 1 on page 16 -17. She did recognize however that our Youth Education Strategist completed the online "Catch My Breath Train the Trainer Certification Program" in September 2020 which will allow her to disseminate curriculum information to students so they will have the knowledge needed to make educated decisions about e-cigarettes. Norma then reported that Iredell County Health Department will be developing a new Strategic Plan in late spring or early summer 2021 and emphasized that these objectives can certainly carry-over where goals weren't met as a result of COVID-19.

Norma then asked if there were any questions or comments with regards to the ICHD Strategic Plan updates as highlighted. There were no questions noted.

There being no further questions, Lisa Warren asked for a motion to approve the 2020 ICHD Strategic Plan update.

A motion to approve the 2017-2020 ICHD Strategic Plan Update was made by Sylvia Chapman and seconded by Dr. Candace Reeves.

Voting: Ayes- 8; Nays- 0.

VI. Items for Discussion and Action as Needed

a. Division Customer Service Reports

1) Public Health Development & Promotion Division (Attachment 4 – Norma Rife)

Via remote participation, Norma Rife presented the Customer Service Satisfaction results for the Public Health Development and Promotion Division. She referred to Attachment 4 and noted there were a total

of 20 survey respondents who viewed the survey and 15 who responded to each question. She added that the respondents are comprised of both community members and partner members. Norma reported an outcome of greater than 98% satisfaction was received in all program areas.

Norma asked if there were any questions or comments regarding the Customer Service Survey results for the Public Health Development and Promotion Division.

There were no questions or comments noted.

2) Clinical Services Division (Attachment 5 – Susan Johnson)

Via remote participation, Susan Johnson reported on the overall outcome of the Customer Service Satisfaction Survey results for Clinical Services and referred to Attachment 5. She stated the survey was provided in both English and Spanish with 146 completed in English and 86 in Spanish for a total of 232 surveys. She noted the clinic areas included in the survey were Maternal Health, Child Health, Family Planning, STD, Immunizations, Dental and WIC. She highlighted some of the responses related to the length of visit, hours of operation, confidentiality, cleanliness of facility and the overall satisfaction with the services they received. She reported that given the current circumstances of being in the midst of a pandemic, she was certainly happy with the overall outcome of the survey. She emphasized the goal is to continue to strive to get 100% in all of the areas noted.

Susan asked if there were any questions or comments regarding the Clinical Services Customer Service Survey report. There were no questions. Lisa Warren commended the clinical team for providing excellent customer service as reflected in these survey responses.

3) Environmental Health Division (Attachment 6 – Brady Freeman)

Via remote participation, Brady Freeman reported on the overall outcome of the Customer Service Satisfaction Survey results for the Environmental Health Division. He referred to Attachment 6 and briefly highlighted the results in comparison to those reported for 2017, 2018 and 2019. He emphasized there has been an overall improvement in the scores. He reminded that in December 2019, the EH Division worked with the PHDP Division along with the Iredell County IT Department to develop an online survey tool in an effort to collect feedback for services provided to citizens. He informed there were 13 online surveys and 3 hardcopy surveys submitted from December 2019 to present. Brady stated that with the implementation of the new electronic process, he was hopeful that Environmental Health Division would see an increase in the number of surveys being completed but unfortunately this hasn't been the case. He added that he and his team are still working diligently to seek input from clients which can be used for future improvement opportunities for the EH Division.

Brady asked if there were any questions or comments regarding the results of the Customer Service Satisfaction Survey for Environmental Health Division.

There were no questions or comments noted.

4) Finance & Operations / Vital Records (Attachment 7 – Jessica Ridgway)

Via remote participation, Jessica Ridgway presented the Vital Records Customer Service Satisfaction Survey results that were conducted in November 2020. She referred to Attachment 7 and informed that 14 surveys were sent out and 10 were completed and returned. She reported a change in question 8 and 9 as a result of the closure of the Mooresville office due to COVID-19. However, Jessica noted the scores were in-line with scores from the 2019 survey

Jessica then asked if there were any questions or comments regarding the Vital Records Customer Service Survey report.

There were no questions or comments noted.

b. Financial Report (*Attachment 8 & Handout A*)

Via remote participation, Jessica Ridgway provided the financial report. She referred to both, Attachment 8 and Handout A, highlighting the financials for both October 2020 and November 2020. 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 October 2020 the Revenue was 28.6% and the Expenditures were 32.9%. Next, she reported on the financials for the month ending November 2020, referring to Handout A, highlighting the Revenues were 38.2% and the Expenditures were 35.7%. Jessica also added that in comparison with this time last year, our Revenues are the same and our expenses are down 3.7% from 2019 to 2020.

Jessica then asked if there were any questions related to the financial reports given. There were no questions or comments noted.

c. Health Director's Report (*Handout B*)

Administration:

	August BOH	October BOH	December BOH
Total COVID-19 Cases	2063	3328	6898
Isolated at Home	461	359	1281
Assumed Recovered	1566	2917	5644
Hospitalized	16	9	59
Deaths	20	43	80
Close Contacts	1500	3514	5163

- **Contract Staffing:** We have hired an LPN who is helping with school COVID-19 response. We interviewed an epidemiologist this week and hope to make an offer soon.
- **Medicaid Managed Care:** Jessica Ridgway continues to take the lead on working with the 5 Prepaid Health Plans selected for North Carolina. (AmeriHealth Caritas, BCBS, Carolina Complete Health, UHC and Wellcare). We are moving forward with contract review. The go live date is still scheduled for July 1, 2021.
- **NC DHHS COVID-19 County Alert System:** Iredell County is Red in this report which signifies critical community spread. This determination is made based on thresholds for the # of new cases in 14 days per 100,000 people (594.0), the % of tests that are positive over 14 days (12.8%), and a hospital composite score that included % of COVID-10 related hospitalizations, COVID-19 related visits to the ER, staffed open hospital beds and critical staffing shortages over 14 days (Substantial).

Clinical:

- **Case Investigations & Contact Tracing:** We are transitioning from in-house case investigations and contact tracing to case investigations and contact tracing being done by DHHS funded and trained surge capacity staff who are employed through the Community Care Network of North Carolina. CCNC has hired several of our temporary staff who assisted us with this work. We anticipate that this transition will

occur by Christmas. Our can then focus on COVID-19 community education, prevention and vaccine planning and administration. Our public health programs can then open back up at full capacity.

- **Vaccine Planning:** Hospitals are expected to receive vaccine the week of December 14th for administration to their staff. We anticipate receiving vaccine the week of December 21st for administration to first responders in the first priority group.
- **Grant Activities:** The concrete slab has been poured for the two negative pressure office trailers which we hope to receive before Christmas. We are also waiting for the arrival of a new Cargo trailer for emergency preparedness.
- **Services:** We have once again had to scale back on clinics in order to manage COVID related activities. Dental clinic is operating fully and WIC continues to provide services via phone encounters.

• **2019 Infant Mortality Data (per 1,000 live births)**

	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Total Deaths	16	18	16	12
Total Rate	8.3	9.7	8.5	6.4
White	11 deaths (8.4)	12 deaths (9.2)	10 deaths (7.4)	7 deaths (5.4)
Af. American	3 deaths (9.8)	5 deaths (19.2)	6 deaths (22.4)	3 deaths (10.8)
Hispanic	2 deaths (8.8)	1 death (4.7)	0 deaths	1 death (4.5)
Other	0 deaths	0 deaths	0 deaths	1 death (12.8)

- **Outbreaks in Congregate Living Facilities:** We are working with the NC DHHS Regional Support Team Health Educator and an Infection Prevention Nurse with DHHS to support and educate these facilities.

	Staff +	Residents +	Deaths	Total +
Accordius Health Mooresville	25	43	1	68
Autumn Care Statesville	17	60	5	77
IMH SNF	3	0	0	3
Maple Leaf	2	0	0	2
Brookdale Peachtree Memory Care	2	1	0	3
Iredell County Jail	10	9	0	19

Public Health Development & Promotion:

- **NC 211:** Partnered with United Way of Iredell County and NC to create NC211 notecards and a “How to 211” you tube video. This is a one stop shop where professionals or community members can search for needed health and wellness resources by calling or visiting the website. The video is posted on our website and is looping on the Iredell County Government Spectrum TV station.
- **Catch My Breath Youth E-Cigarette Prevention Program:** Caroline Hager, Youth Risk Reduction Strategist, is now a certified trainer in this program that is based on the CDC’s Whole School, Whole Community, Whole Child model to support a healthy lifestyle
- **Safe Kids:** Is sponsoring a Holiday Cold Weather Drive to collect new socks, gloves and hats to benefit children in need this winter. The Partnership for Young Children, Mooresville Police Department, the City of Troutman and the Iredell County Library is helping to collect donations that will be given to safety net providers.
- **Jail Risk Reduction Activities:** We developed and shared electronic copies of health risk reduction materials with the Iredell County jail. The purpose is to promote health and provide community resources for those re-entering society.

- **COVID-19 Activities since last meeting:** Developed three risk reduction documents to be disseminated throughout the community that include 1) Lower Your COVID-19 Risk of Infection 2) Wear Face Coverings Over Mouth and Nose and 3) How Fast COVID-19 Spreads without Social Distancing- published in the newspaper. These documents have been distributed electronically to schools, municipalities, businesses, Chambers of Commerce and the faith community. Staff are also assisting with school contact tracing.

Other COVID-19 activities include:

	October	November
Presentations & Events	3	2
Community Calls	435	287
Community e-mails	58	64
Media Inquiries	14	14
Forwarding Guidance	17	181
Press Releases	1	2

Environmental Health:

- **FPF Staffing:** Newly hired FPF Intern has been authorized in public swimming pools and tattoos. He is working on his food and lodging authorization. We are currently advertising for a vacancy due to a recent retirement.
- **OSWP Staffing:** We are currently recruiting for 2 EH Specialists and an EH Technician. We continue to receive a high influx of applications.

Jane then asked if there were any questions related to the Health Director's Report. There were no questions noted.

d. Activities Summary (Handout C)

Jane Hinson referred to the Activities Summary labeled as Handout C. She briefly highlighted the data for both Clinical Services and Environmental Health divisions and reported that for the first time in 3-4 years, there is currently a back-log in Environmental Health. She noted that due to the retirement of a staff member in the FP&F program and three individuals leaving the OSWP program, this has resulted in our not being fully staffed which has certainly attributed to there being a backlog.

Jane also referred to Animal Control noting there were a total of 2 positive rabies cases reported during the month of October and one case in November.

Jane then asked if there were any specific questions with regard to the data reported on the Activity Summary report. There were no questions or comments noted.

VII. Other Discussion

Lisa Warren then asked if there were any other items for discussion. There were no additional items noted for discussion.

VIII. Adjournment

Lisa Warren asked for a motion to adjourn the meeting.

A motion to adjourn the meeting was made by Sylvia Chapman and seconded by Dr. Tim Burgiss at 9:15 p.m.

Voting: Ayes – 8 ; Nays – 0.

XI. Reports:

A. Health Director	<i>Handout B</i> – Health Director's Report – presented by Jane Hinson in Section VI-C <i>COVID-19 Handout</i> – data referred to by Jane Hinson in Section VI-C <i>Handout C</i> – Activities Summary – presented by Jane Hinson in Section VI-D
B. Personnel	
C. Finance & Operations	<i>Attachment 7</i> – Finance & Operations Division Customer Service Report presented by Jessica Ridgway in Section VI-A(4) <i>Attachment 8</i> – October 2020 Financial Report presented by Jessica Ridgway in Section VI-B <i>Handout A</i> – November 2020 Financial Report presented by Jessica Ridgway in Section VI-B
D. IT	
E. Clinical	<i>Attachment 2</i> – Additional Codes and Fees for Clinical Services – <i>Consent Agenda</i> presented by Lisa Warren in Section IV-C <i>Attachment 5</i> – Clinical Services Division Customer Service Report – presented by Susan Johnson in Section VI-A(2)
F. Environmental Health	<i>Attachment 6</i> – Environmental Health Division Customer Service Report – presented by Brady Freeman in Section VI-A(3)
G. Health Education	
H. Public Health Development & Promotion	<i>Attachment 3</i> – ICHD 2020 Strategic Plan Updates – presented by Norma Rife in Section V-B <i>Attachment 4</i> – Public Health Development & Promotion Division Customer Service Report – presented by Norma Rife in Section VI-A(1)
I. Management/Clinical Support	
J. Vital Records	
K. Board Education	<i>ICHD Linkages to Care for Overdose Prevention & Response</i> – Powerpoint presented by Blair Richey and Sandy Tabor-Gray in Section III
L. Other	<i>Attachment 1</i> – October 8, 2020 BOH Meeting Minutes – <i>Consent Agenda</i> – presented by Lisa Warren in Section IV-B

XII. Next Meeting Date

The next meeting will be February 18, 2021 at 7:00 p.m.

Respectfully submitted: _____, Secretary
Signature Date