

The Cleveland County Board of Health met on Tuesday, October 8, 2013 at 6:30 p.m., at the Deer Brook Golf Club.

Board members present: Michael Alexander, Gina Ayscue, Charles Hayek, Johnny Hutchins, Kendalyn Lutz-Craver, Robert Miller, Steve Rackley, Tom Spurling and Randy Sweeting.

Health Department staff present: Dorothea Wyant, Rodella Gold, Anne Short, Stacie Rhea, DeShay Oliver, Sharon Chapman and Debbie Dyer.

Guests present: Roger Holland and Greg Melton.

Bob Yelton, County Attorney, was present.

CALL TO ORDER/WELCOME:

Chair Hayek called the meeting to order and welcomed everyone. Robert Miller gave the invocation.

CITIZEN RECOGNITION:

No citizens requested to appear before the Board.

APPROVAL OF AGENDA FOR OCTOBER 8, 2013 BOARD OF HEALTH MEETING:

Chair Hayek presented the proposed agenda for the October 8, 2013 Board of Health meeting for consideration of adoption.

Motion: A motion was made by Randy Sweeting, with a second by Kendalyn Lutz-Craver to adopt the agenda for the October 8, 2013 Board of Health meeting as presented.

APPROVAL OF SEPTEMBER 10, 2013 BOARD OF HEALTH MEETING MINUTES:

Chair Hayek presented the September 10, 2013 Board of Health meeting minutes for consideration of approval.

Motion: Robert Miller moved that the minutes of the September 10, 2013 Board of Health meeting be approved with the following correction. The motion for Environmental Health Permits Update on page 5 will be corrected to state, *“Robert Miller moved, with a second by Tom Spurling, that the Cleveland County Board of Health approve the elimination of the Environmental Health expired permit fee from the Environmental Health fee schedule, and*

send to the County Commissioners as a recommendation for their approval. The motion passed unanimously.” The motion to approve the minutes as corrected was seconded by Michael Alexander and passed unanimously.

2014 BOARD OF HEALTH APPOINTMENT RECOMMENDATION

Dorothea Wyant stated that the Board of Health membership terms of Kendalyn Lutz-Craver, Michael Alexander and Gina Ayscue will expire on December 31, 2013. Dr. Lutz-Craver, Ms. Ayscue and Dr. Alexander are eligible to serve additional terms and have agreed to do so if reappointed. Ms. Wyant thanked them for their past service and willingness to continue serving the citizens of Cleveland County for an additional term.

Action: The Board of Health, by consensus, will send a recommendation to the Cleveland County Board of Commissioners to consider the reappointments of Kendalyn Lutz-Craver as Dentist representative, Gina Ayscue as Registered Nurse representative and Michael Alexander as Optometrist representative to the Board of Health for an additional term beginning January 1, 2014 to December 31, 2016.

PRESENTATION OF HEALTH DEPARTMENT FACILITY PLANS

Dorothea Wyant introduced Roger Holland and Greg Melton, of Holland and Hamrick Architects, PA, and invited them to present proposed plans for the new Health Department facility to the Board of Health.

Mr. Holland expressed his appreciation to Dorothea Wyant and health department staff for their hard work in assisting him and his staff in the preparation of the facility plans. Each department within the agency has been involved in the planning process and been able to provide input. Mr. Holland stated that he is impressed by the sense of ownership exhibited by the staff, and the result will be a much more efficient health department facility that will enable the staff to better serve their clients. Mr. Holland shared exhibit boards depicting a rough site plan. The approximate location is set, and will be located in close proximity to the Department of Social Services. The primary entrance to the facility will be off Post Road, and he and his staff are still in the process of tweaking other accesses and parking areas.

Greg Melton shared a power point presentation and reviewed the floor plans. Mr. Melton stated the building will be two floors with all clinical and other public access areas located on the first floor. There will be a conference area adjacent to the front entrance that will be accessible for after hour's functions, but will prohibit access to other areas of the building to maintain security. The facility will be equipped with the latest technology and the space is designed for optimal flexibility. Staff efficiency has been uppermost in determining floor plans and areas have been designed to encourage creative staff cross training. Clinical and laboratory areas and patient suites were reviewed. The Pharmacy will be located in close proximity to the Employee Health

and Wellness Center and each will have a designated exterior access. A drive through window will be available for the Pharmacy. The Environmental Health department will also have a designated exterior access. The Mental Health and Substance Abuse agencies will be included as part of the facility, however, there will be no internal access to these areas within the Health Department. These agencies will have designated entrance and exit points as well as parking areas. Mr. Melton noted the first floor of the facility is much larger than the second floor in order to accommodate clinical programs, and the second floor will be staff only with secured access. Approximately 450 parking spaces are planned to accommodate the facility and areas have been set aside to accommodate the Farmers Market and a walking trail. Mr. Melton noted that 60% of the County's employees will be located on this campus. Further information was shared regarding areas for future growth, technology needs and security precautions.

The budget for this facility is set at seventeen million dollars. Johnny Hutchins stated the County Commissioners have asked Mr. Holland to have a contingency plan in place in the event the project goes over the set budget. Roger Holland noted that within the past five years, the lines between a structure and the technology within that structure have become blurred as they are now often integrated together. Because of this integration, it is commonplace for both to be incorporated into the bid package with the general contractor. Technology is fast-changing; and it is difficult to set a hard budget amount in that area. Mr. Holland further noted that he plans to work with staff to choose optional items that can be eliminated or delayed to compensate should the project budget become an issue.

On behalf of the Board of Health, Chair Hayek thanked Mr. Holland and Mr. Melton for their presentation and hard work, noting that the Board is excited for the Health Department staff to make this progressive move and will look forward to construction updates.

CUSTOMER SATISFACTION SURVEY RESULTS

Anne Short reported that an annual Customer Satisfaction Survey is required as a part of the State Accreditation/Reaccreditation process. In the past, these surveys were primarily targeted to clinical areas within the agency. As a result of recommendations received during the last reaccreditation site visit, a concerted effort was made during this survey to focus on specialty areas such as Solid Waste and Animal Control as well. Detailed results of the 2011 and 2013 summary data were reviewed and discussed. This information was included in the Board packet. Ms. Short identified the methods used in collecting data as paper surveys and survey monkey. Overall results were very positive, with ninety seven percent of customers surveyed indicating they would recommend family and friends to the Health Department for services. Each unit manager will receive comments specific to their units for quality improvement purposes. As a part of on-going quality improvement efforts, the Health Department is presently providing staff training in the areas of customer service and de-escalation/positive methods for dealing with

difficult clients. Dr. Hayek stated the overall results of the survey were excellent and commended the Health Department staff on a job well done.

AFFORDABLE CARE ACT ASSISTANCE UPDATE

Dorothea Wyant presented Board members with a brief update on Affordable Care Act Assistance, stating that Cleveland County received no federal funding to provide a staff person(s) to assist individuals with the enrollment process for health insurance. The Health Department applied to be certified as a counseling site and was approved for this certification. With no funding available, two Health Department staff members are being trained to educate and assist as many clients as possible. Ms. Wyant stressed the importance of assuring that clients are enrolled with an insurance source to enable the Health Department to bill and receive payment for services rendered. The Health Department is providing assistance with the enrollment process at the Health Department as well as partnering with the Cleveland Memorial Library by sending a staff member to that facility one or two days each week to assist individuals with enrollment there.

BUDGET AMENDMENTS:

Rodella Gold presented the following budget amendments for consideration of adoption by the Board of Health:

Item Number One: The Cleveland County Health Department has received an approved budget from the North Carolina Coalition Initiative (NCCI-Substance Abuse Prevention Grant) that includes \$4,950.00 more than is currently budgeted. A request was made to budget this amount in the CODAP Department (548). The additional funds will be used to develop and implement a campaign to emphasize the dangers of underage drinking and other expenses associated with this project.

Item Number Two: The North Carolina Department of Health and Human Services, Nutrition Services Branch has allocated \$291.00 to the Cleveland County Health Department for the Summer Food Service Program inspection. A request was made to budget these funds in the Environmental Health Department (541) for the purchase of motor fuel.

Motion: Gina Ayscue moved, with a second by Robert Miller, that the Board of Health approve the budget amendments as presented. Motion passed unanimously.

MISCELLANEOUS BUSINESS

Cleveland County Fair Report:

Dorothea Wyant reported that implementation of the “Sink the Germs” campaign at the 2013 Cleveland County Fair were very successful. Health Department staff participation from all disciplines was exceptional and teamed with community volunteers to provide education to staff and patrons. The Solid Waste staff removed forty-two tons of animal waste from the fair grounds, resulting in a cost savings of \$1,820.00 to the Cleveland County Fair. As always, the Environmental Health staff was present before and during the event to assure compliance and offer support to food vendors and Fair staff. Johnny Hutchins noted that the t-shirts worn by staff and volunteers as they worked during the event provided a visible assurance to the public that Health Department staff was present and working to help make the Cleveland County Fair as safe as possible. Anne Short stated there are t-shirts available and she will make those available to Board members on request.

Salmonella Outbreak Update:

Dorothea Wyant reported that reports from the State indicate that it has been determined that the source of the Salmonella outbreak is associated with the Sandy Plains Baptist Church Barbeque. Nothing in the data collected and analyzed at this point has determined the exact source of the contamination, but is believed to be an unknown cross-contamination. Indications are the final report will indicate an exact source was not determined.

WIC Program Update:

Ms. Wyant was informed via e-mail at 9:30 this morning that effective tomorrow, October 10, 2013, the WIC Program would no longer provide services to clients due to the shut down within the Federal Government. Ms. Wyant provided information to the Board regarding services provided by the WIC Program. After communication with the State WIC office, it was determined that our office would be able to maintain computer capabilities to print WIC vouchers until 10:00 p.m. tonight. WIC staff members, along with many other Health Department employees are working now to contact clients who have appointments for the next two weeks in an attempt to get them into the office tonight to receive their food vouchers. Alisa Leonard, Nursing Director, is coordinating that effort now, and has reported that clients are coming in and staff is working diligently to provide assistance to as many as possible prior to the deadline. WIC Food Vouchers will be printed tonight as long as our office has the capability to do so. Ms. Wyant noted that Health Department staff from all departments were concerned for the clients and volunteered to work after hours tonight to serve our clients. Ms. Wyant has contacted the Department of Social Services Director to inform her that WIC clients will be referred to apply for Food Stamps, and WIC staff will refer clients to area food banks as well. Ms. Wyant has been in communication with Charles Reed with the Greater Cleveland County Baptist Association who will work with local churches to build a large food bank of WIC specific food items and partner with our agency to assist affected clients. Johnny Wise, Manager of the Shelby Wal-Mart has also offered to speak with upper management to possibly assist as

well. Beginning tomorrow, WIC nutritionist will perform assessments for clients who will be placed on a waiting list; however, the goal is to have a plan in place as early as tomorrow to refer them for immediate assistance. Public Information Officer DeShay Oliver and Ms. Wyant will prepare and release a statement to the media tomorrow morning. The County Manager has been notified of the situation and is very supportive of our efforts to continue assisting clients in alternate ways. Johnny Hutchins noted the Department of Social Services is also experiencing federal funding cuts, stating that if funding is discontinued for any program in Cleveland County, the program will cease to operate on the County level unless the Commissioners specifically evaluate that service and choose to fund it. Jeff Richards, County Manager has asked for a list of programs within the County that are funded federally. Discussion followed.

Statement from Commissioner Hutchins

Johnny Hutchins offered an apology to the Board of Health and Health Department staff for inappropriate comments he made during the September 10, 2013 Board of Health meeting regarding the management of the proposed Cleveland County Gun Range. Mr. Hutchings stated that his actions were a result of an incorrect assumption on his part that certain information had been communicated to the Health Director and Sam Lockridge. Mr. Hutchins further stated that the miscommunication had been corrected and resolved.

Flu Vaccine

Chair Hayek encouraged those who had not received a flu shot to do so.

Chair Hayek stated that Ms. Wyant had received communication from staff working at the Health Department that WIC clients were continuing to present in large numbers and additional assistance was needed from Health Department staff attending the Board of Health meeting.

ADJOURN

There being no further business, Chair Hayek called for a motion to adjourn.

Motion: Kendalyn Lutz-Craver moved, with a second by Gina Ayscue that the Cleveland County Board of Health meeting be adjourned. Motion passed unanimously.

RESPECTFULLY SUBMITTED,

Dorothea Wyant, Secretary
Cleveland County Board of Health