



**ROCKINGHAM COUNTY  
BOARD OF HEALTH AND HUMAN SERVICES  
MINUTES OF MEETING  
JANUARY 7, 2020**

**THE ROCKINGHAM COUNTY BOARD OF HEALTH AND HUMAN SERVICES met on Tuesday, January 7, 2020 at 6:30 p.m., in the Governmental Kitchen at the Rockingham County Governmental Center in Wentworth, North Carolina.**

**MEMBERS PRESENT:** Dr. Ann Brady, Ms. Nancy Crutchfield, Ms. Amelia Dallas, Ms. Leanna Lawson, Ms. Teresa Lowe, Dr. Dustan Martin, Mr. Nathan McCollum, Dr. Matthew McKinlay, Dr. Steven Neal, Mr. Judge Pierce, Commissioner Reece Pyrtle, and Commissioner Mark Richardson.

**ALSO PRESENT WERE:** Ms. Felissa Ferrell, HSS/DSS Director; Ms. Debbie McGuire, Assistant DSS Director; Ms. Cathy Murray, Child Welfare Program Manager; Ms. Wendy Trogdon, Communicable Disease Control Program Coordinator; Ms. Susan Washburn, Administrative Assistant; Ms. Katrina White, Health Education Program Manager; Ms. Angel Wyatt, Environmental Health Director; and Susan D. Young, Interim Health Director/Director of Nursing.

**MS. NANCY CRUTCHFIELD, CHAIRPERSON, PRESIDED AND CALLED THE MEETING TO ORDER.**

**ITEMS OF BUSINESS:**

**1. Adjustments to the Agenda, Discussion and Approval of Adjustments**

A motion was made by Mr. Nathan McCollum to move Item 10 (Communicable Disease Annual Report) to Item 6 (Dental Update) which has to be moved until the next meeting due to sickness in Dr. Shruti Shastri's family. Ms. Amelia Dallas seconded the motion and the motion passed unanimously.

**2. Introduction of new Board Member Dr. Ann Brady**

Ms. Crutchfield welcomed Ms. Ann Brady to the Board and informed the members that Ms. Brady would be filling the vacant Psychologist position.

**3. Consent Agenda**

Ms. Teresa Lowe moved, Ms. Leanna Lawson seconded, and the motion carried to approve the Consent Agenda as presented. A copy of the Consent Agenda was made available online and a copy will be incorporated into these minutes for reference.

- a. Approval of Minutes and Ratification of Recommended Actions from the November 12, 2019 Meeting** - Ms. Teresa Lowe moved, Ms. Leanna Lawson seconded and the motion carried to approve the minutes from the November 12, 2019 meeting as presented and a copy will be incorporated into these minutes for reference.

- b. **Fourth Quarter Child Fatality Prevention Team Report** – Ms. Teresa Lowe moved, Ms. Leanna Lawson seconded, and the motion carried to approve the *Rockingham County Child Fatality Prevention Team Quarterly Report to the Board of Health and Human Services* for the fourth quarter 2018 fatalities. A copy will be incorporated into these minutes for reference.
- c. **Approval of Debt Write-Off** – Ms. Teresa Lowe moved, Ms. Leanna Lawson seconded, and the motion carried to approve the write-off of bad debts for patient charges in the amount of \$1568.55 for dates of service over a year old as of 12/30/2019 with balances less than \$50 from clients who received services in Rockingham County Health and Human Services for medical and dental services. This request is in compliance with Title 10A NCAC 43A.0206 of the North Carolina Administrative Code, Direct Patient Charges. A copy will be incorporated into these minutes for reference.
- d. **Monthly Activity Reports (DSS and Public Health)** - Ms. Teresa Lowe moved, Ms. Leanna Lawson seconded, and the motion carried to approve the activity reports as presented from DSS and the Health department. Copies of *DSS November 2019 Service Reports, November 2019 Monthly Reports, Health Department October 2019 and November 2019 Monthly Reports* and they will be incorporated into these minutes for reference.

4. **Election of Board Chairperson and Vice-Chairperson**

The floor was opened to receive nominations for the offices of Board of Health and Human Services Chairperson and Vice-Chairperson for 2020. Ms. Lawson nominated Ms. Nancy Crutchfield to remain Chairperson and Ms. Teresa Lowe to remain Vice-Chairperson and made the motion, Ms. Amelia Dallas seconded the nomination. There were no further nominations. The motion carried, and Ms. Crutchfield was re-elected Chairperson and Ms. Teresa Lowe was re-elected Vice-Chairperson of the Board.

5. **Public Comment**

There was no public comment.

6. **Dental Update**

Delayed until the next Board meeting.

7. **Discussion of Joint Rabies Clinic**

Ms. Angel Wyatt informed the Board that the 2019 Rabies Clinic was held December 14, 2019 from 1:00 pm until 4:00 pm at the Rockingham County Animal Shelter. Ms. Wyatt said there were a total of 93 rabies vaccinations given with 53 of those being the 1 year vaccination and 40 being the 3 year vaccination. She said in order to be eligible to receive the 3 year vaccination you had to have the vaccination record from the previous year and this would allow them to give the 3 year vaccination at the same cost as the 1 year. Ms. Wyatt explained one of the benefits of having the vaccination clinics at the Animal Shelter were having the vaccinations input into their software system making it easier for citizens to obtain past vaccination records.

Ms. Wyatt discussed having another clinic in the spring/summer of 2020. Dr. Matthew McKinlay volunteered to help at the next one and suggested doing education on flea prevention as well. He suggested contacting companies and asking for donations of flea treatments and dispensing as many as they could while educating people on flea prevention. The need for additional volunteers for this was discussed.

## **8. Cost Analysis Methodology**

A copy of *Establishing Fee Rates for Services* policy was included in the Board packets as well as *Benchmark 33: The local health department shall assure its financial accountability* and will be incorporated into these minutes for reference.

Ms. Susan Young explained to the Board that the Cost Analysis Methodology was mandated by Accreditation standards as well as being in the General Statute. Ms. Young stated that the policy *Establishing Fee Rates for Services* which is in everyone's packet, sets the guidelines for how they determine the fee schedule annually. She said they look at the Medicaid Cost Settlement (which tells exactly how much it costs us to provide our services); how much other health departments are charging (to make sure we are in line with them); supply costs; and also at Medicaid and Medicare rates.

Ms. Young asked for the Board's approval for the Cost Analysis Methodology. Mr. McCollum made the motion, Ms. Lowe seconded and the motion passed as presented.

## **9. Board Member 2020 Notebook Updates**

A copy of *2020 Board of Health and Human Services Notebook* will be located on the Rockingham County Health and Human Services website. Ms. Katrina White thanked Mr. Joel Martin for his help with making this an electronic book that can be more easily updated and viewed by Board members.

## **10. Communicable Disease Annual Report**

The Board was provided the *Rockingham County Division of Public Health Annual BOH Report – Confirmed Communicable Disease Cases for Years 2015-2019* (A copy will be incorporated into these minutes for reference.)

Ms. Wendy Trogdon went over the communicable disease report drawing attention to the Chlamydia cases (449) and Gonorrhea (196) which both increased from last year's numbers. The number of STD's is projected to continue increasing. HIV (newly diagnosed) cases experienced a slight increase to 9 cases and Syphilis (all stages) has had an increase to 11 cases. Ms. Trogdon said there had been 7 cases of AIDs (newly diagnosed) which was the same as last year.

Dr. McKinlay asked Ms. Trogdon if the Opioid epidemic had an effect on the HIV diagnoses. Ms. Trogdon advised that the lifestyle in general affected the increase in numbers and these include diseases such as Hep A, B and C.

## **11. Public Health Update**

Ms. Young updated the Board on staffing. She said a Practitioner (Olaf Massenburg) was hired and began December 16, 2019. He is doing well and expected to start seeing patients on his own in a couple of weeks. A social worker has been hired for the FCC unit making it fully staffed. She said there were still two vacancies, one for a nurse in Family Planning and one Health Educator position.

Ms. Young told the Board that she had applied for the Community Health Grant (\$150,000). She explained this grant would pay \$100 per visit for the Primary Care Clinics for underinsured and uninsured patients starting in July. Ms. Young said last year the clinic had 1400 visits that fell in this category.

Ms. Young was happy to share the Dental Clinic updates in Dr. Shastri's absence. She said details like the bright and colorful paint and new chairs were purchased with the goal of conveying a friendlier, welcoming environment. She said they were working on getting information out to the media and online concerning the updates and the open house which is projected to be around the end of the month.

## **1 2. Division of Social Services Update**

Ms. Debbie McGuire stated on November 19, 2019 DSS received notice Medicaid Managed Care was on pause and it would not go live on February 1, 2020 as planned.

Ms. McGuire state the Low Income Energy Assistance Program was in full swing with a record number of folks this year. This started December 2, 2019 for the elderly 65 and over and those receiving services. The start for general population was January 2, 2019. She said to date DSS has approved 1124 applications since December 1, 2019 and issued out \$214,000 paid directly to venders. Ms. Teresa Lowe complimented DSS on their effort to help the disabled and elderly that can't get out to come and fill out application at the agency.

Ms. McGuire said they were already in the process of completing a budget by looking at their needs and projecting future needs. She said DSS had meet with county administrators to discuss some strategies for projecting needs.

Ms. Felissa Ferrell gave a financial update stating that 50% into the year revenues for DSS were at 34.55% and expenditures were at 45%.

Ms. Cathy Murray was pleased to tell the Board Adult Services was now fully staffed in doing so positions were left vacant in Children Services because of shifting positions. She said the two Adult Home Specialists positions have been filled and will be going to training this month. Ms. Murray expressed the cases for Adult Services and Children Services are only increasing. She said there was a Foster Care Supervisor position open as well as four Foster Care case workers.

Ms. Murray informed the Board of eleven adoptions pending and the efforts everyone was making to get these processed as soon as possible.

On a positive note, Ms. Murray told the Board that the agency had enough sponsors and donations for our adults and children at Christmas. Ms. Murray mentioned a few of the groups and organizations as well as individuals that were a part of making this happen. This included the Belews Brothers (group from Duke Energy at Belews Creek), Covington Wesleyan Church (Reidsville), Press Glass, high school students and members representing other churches in the area. Ms. Murray stated how extremely blessed the County was to have citizens willing to help those in need. Commissioner Mark Richardson and Commissioner Reece Pyrtle suggested recognizing these donations at a Commissioners meeting.

Ms. Ferrell informed the Board that the General Assembly had requested a program evaluation of Child Protective Services Intake. That was started last year and overall we did well as a State. She said the recommendations were there needs to be an improved consistency in timeliness in the State overall and in particular with difficult screenings; better more consistent training; and a revised structure decision making intake protocol.

Ms. Ferrell stated that even though Medicaid Managed Care had been paused they are still moving forward with the Healthy Opportunities Grant. The agency did a letter of intent to seek funds in order to have supportive services that address social determinates of health. These were focused on access to healthy foods, diabetes prevention, housing, utilities, emergency funding among others. She said she was hopeful, but reminded that filing the letter of intent doesn't assure us of receiving funds.

Ms. Ferrell shared that from a HHS standpoint there was exploration being performed on sustaining personnel and replacing key positions when needed. She said there was a meeting with PXT Select to discuss ways and tactics when hiring to select the right fit for the agency.

Ms. Ferrell was excited to tell the Board of the strides that were being made to the Child Subsidy list. She explained there had been a mandated waiting list since last March for Child Subsidy. With the help from the Child Care Subsidy supervisor and Heather Adams, Ms. Murray said they were able to take 100 children off the Child Subsidy waiting list after speaking with folks in Raleigh and being given permission.

**13. Other Business**

- Ms. Susan Washburn thanked the Board for their response and approval of the Rockingham County Department of Health and Human Services 2018-2019 Annual Report.
- Commissioner Richardson informed the Board of an app that has been adopted with the help from the State Superintendent of Public Instruction office. He explained that the primary direction of this app is to provide it to all students in order for them to report any sort of concern. He said the Charter school was piloting the program and he just wanted to alert DSS they may be seeing referrals from this program. Ms. Murray spoke about a similar program that was being piloted at Stoneville Elementary called the "Handle with Care" program that is supposed to be launched out to the other elementary schools. She explained if law enforcement or fire department respond to a call of any incident involving a student or a student's household they will report this to the SRO of the child's school and the facility will know to handle this child with care. This program involves law enforcement, Square One Family Justice Center, Help, Inc. and Rockingham County school system.

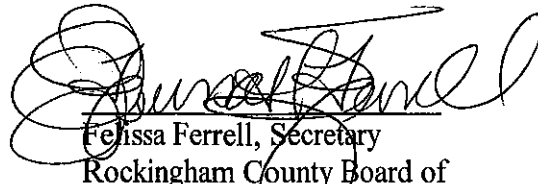
**14. Closed Session Pursuant to N.C.G.S. 43-381.11 (a)(6) Discuss Personnel**

Ms. Leanna Lawson moved, Mr. Nathan McCollum seconded, and the motion carried to go into closed session at 7:35 p.m. pursuant to N.C. General Statute 143-318.11(a)(6) to discuss personnel.

Commissioner Reece Pyrtle moved, Ms. Amelia Dallas seconded, and the motion carried to come out of Closed Session at 7:51.

**15. Adjournment**

There being no further business to come before the Board, Commissioner Reece Pyrtle moved, Ms. Amelia Dallas seconded, and the motion carried to adjourn. The meeting adjourned at 7:52 p.m.



Felissa Ferrell, Secretary  
Rockingham County Board of  
Health and Human Services

**ROCKINGHAM COUNTY  
CHILD FATALITY PREVENTION TEAM  
QUARTERLY REPORT  
4th QUARTER 2018 FATALITIES**

The Child Fatality Prevention Team (CFPT) met on Friday, December 13, 2019. The Team reviewed six fatalities from 4th quarter of 2018. The causes of death for these six fatalities were as follows:

- 1) Congenital malformation of the heart, unspecified  
Hypotension, unspecified  
Intrauterine hypoxia, unspecified  
Respiratory failure of newborn  
Non-infective neonatal diarrhea
- 2) Intentional self-harm by handgun discharge  
Open wound of head, part unspecified  
Open wound of unspecified body region
- 3) Acute lymphoblastic leukemia  
Respiratory arrest
- 4) Person injured in unspecified motor-vehicle accident, traffic  
Unspecified injury to head  
Blunt force injury to head
- 5) Extreme immaturity
- 6) Malignant neoplasm of Connective and soft tissue, unspecified

The required Confidential Report Forms will be submitted to the State Child Fatality Prevention Team Coordinator for each of the above fatalities.

This report is submitted to the Rockingham County Board of Health and Human Services in compliance with North Carolina G.S. 7B-1410.

Ernesto Moseley  
Chairman, CFPT





## **Rockingham County Department of Health and Human Services**

Division of Public Health Services  
371 NC HWY 65 ~ P.O. Box 204  
Wentworth, NC 27375 - 0204  
Phone (336) 342-8140  
Fax (336) 342-8356

### **Memorandum**

**To: Rockingham Count Health and Human Services Board**  
**From: Jane Patterson**  
**Date: January 7, 2020**  
**Re: Bad Debt Write-Off of Patient Charges**

---

In compliance with Title 10A NCAC 43A.0206 of the North Carolina Administrative Code, Direct Patient Charges, we request your approval to write off bad debts in the amount of \$1568.55. This debt is for dates of service over a year old as of 12/30/2019 with balances less than \$50 from clients who received services in the Rockingham County Health & Human Services for medical and dental services.

Thank you



**Rockingham County Department of Health and Human Services  
Division of Social Services ~ November 2019 Service Report**

<b>Family &amp; Children's Medicaid</b>		<b>Work First</b>		<b>Food &amp; Nutrition Services</b>	
Applications Taken in Person	49	Applications Taken	4	Applications Taken in Person	206
Mail-In Applications	17	Applications Approved	3	Mail-In Applications	32
ePass Applications	195			ePass Applications	48
Presumptive Applications	1	<b>Total CIP/EA/GA Applications Taken</b>	<b>79</b>	<b>Total FNS Applications</b>	<b>286</b>
<b>Total F&amp;C Medicaid Applications</b>	<b>262</b>	<b>Adult Medicaid Applications Taken</b>	<b>254</b>	<b>Applications Processed</b>	<b>312</b>
<b>Applications Processed</b>	<b>152</b>	<b>Applications Processed</b>	<b>207</b>	Applications Approved	244
Applications Approved	85	Applications Approved	91	Applications Denied	68
Applications Denied	63	Applications Denied	102	Applications Withdrawn	0
Applications Withdrawn	4	Application Withdrawn	6	<b>TOTAL APPLICATIONS (ALL PROGRAMS)</b>	<b>885</b>

<b>USDA Weekly Timeliness Reports for FNS Processing</b>		As of 11/30/2019 for SFY 2019-2020, the Universal Intake Unit has processed the following applications for assistance (in addition to Family & Children's Medicaid and Food & Nutrition Services Applications): CRISIS - 381 Applications for a total of \$72,965 in benefits issued; GENERAL ASSISTANCE - 20 Applications for a total of \$1,758; EMERGENCY ASSISTANCE - 71 Applications for a total of \$45,989; LOW INCOME ENERGY ASSISTANCE (LIEAP) - 0 Applications/\$0 (LIEAP began December 1, 2019); SHARE THE WARMTH - 0 Applications for a total of \$0 in benefits issued.
Week of 10/28/2019 - 11/1/2019	N/A	
Week of 11/4/2019 - 11/8/2019	N/A	
Week of 11/11/2019 - 11/15/2019	N/A	
Week of 11/18/2019 - 11/22/2019	N/A	
Week of 11/25/2019 - 11/29/2019	N/A	
Monthly Average	N/A	
Statewide Goal	95.00%	
Statewide Average	N/A	

Data Provided By: Cindi Everett & Mandy Edwards  
Report Prepared By: Debbie McGuire

Date Prepared: 12/23/2019



**Rockingham County Department of Health and Human Services  
Division of Social Services ~ November 2019 Monthly Report**

<b>Total # Family &amp; Children's Medicaid Cases</b>	11,716	<b># FNS Recerts Due for Month</b>	842	<b>Total # FNS Cases</b>	6,951
<b># F&amp;C MA Recerts Completed</b>	789	<b># FNS Recerts Rcvd Timely for Month</b>	654	<b>Total # Individuals</b>	13,952
<b># F&amp;C MA Cases Suspended</b>	10	<b># FNS Recerts Completed</b>	651	<b>Total Benefits Issued**</b>	\$ 1,541,466.00
<b># Reassignments to our County</b>	33	<b># FNS Recerts Pending for Nov</b>	17	<b>Data Warehouse FNS Totals</b>	6,922
<b>MAGI Past Due (as of 12/11/2019/209)</b>	4	<b># Pending Timely</b>	17	<b># Open NCFast Help Desk Tickets</b>	0 - Medicaid
<b>Total # Adult Medicaid Cases PLA, LTC, SA, SDX</b>	9,772	<b># Pending Untimely (Client turned in late)</b>	0	<b># Open NCFast Help Desk Tickets</b>	0 - FNS
<b># PLA &amp; LTC Reviews Completed</b>	454	<b>FNS Changes Completed</b>	566		
<b>Average LTC Caseload per Worker</b>	665	<b># FNS Recerts Rcv'd Late (new app)</b>	110		
<b>Average PLA Caseload per Worker</b>	679	<b>Avg Recert Cases/ FNS Worker</b>	772	<b>Avg Recert Cases/ F&amp;C MA Worker</b>	1172

<p>Additional information regarding NCFast Projects will be provided at the time of the meeting, if available.</p>	<p>NC DHHS announced on Nov. 19th that because the NC General Assembly did not take needed action, managed care implementation and open enrollment for NC Medicaid must be suspended. The General Assembly adjourned without providing required new spending and program authority for the transition to managed care. Managed care will not go live on Feb. 1, 2020.</p>
<p>"Once suspended, managed care cannot easily or quickly be restarted. The department will not decide on a new go-live date until it has program authority within a budget that protects the health and safety of North Carolinians and supports the department's ability to provide critical oversight and accountability of managed care."</p>	<p>With managed care suspended, NC Medicaid will continue to operate under the current fee-for-service model. Nothing will change for Medicaid beneficiaries at this time; they will get health services as they do today. Behavioral health services will continue to be provided by the LME/MCO. All health providers enrolled in Medicaid are still part of the program and will continue to bill the state through NCTracks. The NC Enrollment Broker Call Center remained open through Dec. 13, 2019 to answer questions. Beneficiaries can continue to contact the Medicaid Contact Center (888-245-0179) with additional questions. Notices were sent to beneficiaries informing them to continue accessing health services as they do now, rather than through new health plans.</p>



**Rockingham County Department of Health and Human Services  
Division of Social Services ~ November 2019 Services Report**

# New Referrals Received	16		Monthly Totals	SFYTD	Since 2/1/2012
# In-House Referrals	8	Food Stamps	\$ 3,634.48	\$ 19,942.21	\$ 527,998.84
# Anonymous Referrals	7	AFDC	\$ -	\$ -	\$ 28,025.49
# Referrals Screened Out (Insufficient Information/Fails to Meet Criteria)	0	TANF	\$ -	\$ -	
# Unsubstantiated	1	Medicaid	\$ 1,300.00	\$ 4,111.20	\$ 95,360.10
# Arrests Made in the Month	1	Special Assistance	\$ 3,913.00	\$ 13,784.85	\$ 279,349.68
# Disposed through Court (USDA Cases)	2	Child Day Care	\$ -	\$ -	\$ -
\$ Amount Issued in New Warrants	\$ 11,867.00	LIEAP/CIP/EA	\$ -	\$ -	\$ 385.71
\$ Restitution Collected	\$ 8,847.48	Total Fraud Established	\$ 8,847.48	\$ 37,838.26	\$ 931,119.82
# Open Court Cases	35	Retention Total	\$ 745.39	\$ 3,369.25	\$ 130,057.15

The Internal Revenue Service (IRS) Publication 1075 requires agencies to conduct federal and local background checks for all employees, contractors and sub-contractors (if authorized) who have access to Federal Tax Information (FTI). This includes Child Support Enforcement Staff. In order to comply, Child Support Services (CSS) has developed an electronic Criminal Record Check System that will allow all counties to submit their employees for local and federal background checks. Our county has already designated two individuals from the County Human Resource Department (HR) to enter information into the system. Policy has been developed to guide counties through the background check process.

Please join us in welcoming Tammy McDaniel and Mary Bocanegra to the Program Integrity Workgroup. Both staff members recently accepted new positions within the agency and will be serving as Quality Assurance Specialists. They began training on November 25th and will be responsible for completing Second Party Reviews of cases for Family & Children's Medicaid, Adult Medicaid - PLA, Food & Nutrition Services and other areas as needed. Their initial focus will be on completing intensive reviews of Medicaid Cases for all units.

**Average Monthly Fraud Established Amount:  
\$9,905.53**

**Current Staffing:**  
2 DSS Program Integrity Investigators  
(Currently 1 position vacant)  
1 Sheriff's Department Detective

Data Provided By: PII Wendy Yates & Detective Graham Staley  
Report Prepared By: Debbie McGuire

Date Prepared: 12/23/2019

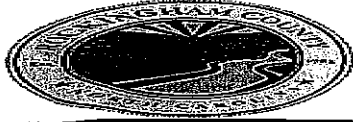


**Rockingham County Department of Health and Human Services  
Division of Social Services ~ November 2019 Services Report**

Economic Services Activity				Child Support Enforcement	
<b>Paternity Establishment</b>	97.21%	Goal	100.00%	Total Monthly Collections Nov.	\$ 467,476
Previous Born Out of Wedlock	2656				
Paternity Established	2582				
<b>Cases Under Order</b>	86.74%	Goal	88.07%	2nd Quarter Collections QTD	\$ 959,169
Open Cases	3681			<b>YTD Collections SFY 19-20</b>	\$ 2,487,442
Cases Under Order	3193			<b>Annual Collection Goal</b>	\$ 6,153,545
<b>Current Support Collections</b>	69.13%	Goal	69.42%	% Goal Collected YTD	40.42%
Current Support Due	\$2,830,132			<b>Benchmark for 5 months</b>	41.67%
Current Support Collected	\$1,956,506				
<b>Collections on Arrears</b>	52.53%	Goal	64.32%		
Cases with Arrears Due	2684				
Cases at least 1 Arrears Payment	1410				
<b>Medical Support Enforcement</b>	77.69%	Goal	N/A	Total # Staff	10
Medical Cases	2326			Total # Supervisors	1
Medical Support	1807				
Additional Information					
<p>DSS and Child Support Management Staff have been working with Ronnie Tate and the Maintenance Staff since early April on plans to explore the two buildings on Tyre Dodson Road as possible sites for temporary relocation of the CSE and Youth Services staff during the renovations at the A&amp;E Building. These renovations are necessary to prepare for the move of the Daymark Recovery Staff from their current location to the A&amp;E Building later this year. Initial tours of the proposed locations have taken place. Management has been working with Derek Southern regarding the IT infrastructure that required to make such a move, as well as getting quotes and estimates and evaluating the appropriateness of existing equipment that could be repurposed. Ronnie Tate has been busy capturing all of the requirements for space in these locations into drawings and gathering estimates. The staff have been made aware of the impending move, but no dates have been set at this time. More updates will be provided as they are shared with us.</p>				<b>Total IV-D Caseload</b>	<b>3917</b>
				Locate	278
				Paternity	56
				Establishment	148
				Enforcement	3190
				Non IV-D Cases	245
				<b>Total Children Served</b>	<b>3761</b>
SFHF Children Served	46				
IV-E Children Served	104				

Information Provided by: Tara Lipford  
Report Prepared By: Debbie McGuire

Date Prepared: 12/23/2019



**Rockingham County Department of Health and Human Services  
Division of Social Services ~ November 2019 Monthly Report**

Adult Services Activity					
APS Reports	18	Adult Prevention Cases	71	MAC Medicaid Billed	6355
APS Evaluations	18	New Adult Behavioral Health Cases	6	MAC Medicaid Billed	240
				MAC Medicaid Billed for Guardianship	3075
APS Cases in Treatment	23				
Outreach	12			Total MAC Billed	12565
Information and Referral	6	Burial Assistance Paid			
Adult Guardianship (Wards)	82				

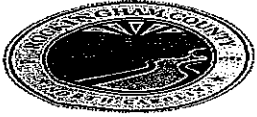
**Additional Information**

We have currently hired for both of the Adult Home Specialist positions that were left vacant at the end of October. But in doing this, we have vacancies in Guardianship and in Adoptions. We are working to fill those positions currently and hope to have them filled shortly after the first of the year. Both of these workers as well as the Supervisor and Program Manager will be able to go to training in Greensboro in January, which is a great benefit as this training is not offered very often and especially not offered locally.

Adult Services Cases continue to be complex with no let up in sight. We are currently seeing more and more cases where the court system is involved, and taxing our guardianship workers. We were finally able to have a contract put in place for an outside agency to help with some of our guardianship cases. This contract was requested to be in place on July 1, however we were unable to use this before December.

12/23/2019

Report Prepared By: Cathy Murray, Carye Dickerson



**Rockingham County Department of Health and Human Services  
Division of Social Services ~ November 2019 Monthly Report**

Child Protective Services Activity		Foster Care Activity			
Intake Calls	80	Number of Children in Care	120	Children Waiting Adoption	32
Screened In Reports	63	Total Children in Care	152	Children 18-21	5
Number of Children Removed	14				
Number of Children Served	163	Foster Parents Trained	4	Total Number of Foster Families	34
In Home Services Cases	31				
Number of Children Served in Home Services	78	Adoptions completed			
		Pending Adoptions	11		

**Additional Information**

Susie Edwards, Foster Care Supervisor, left our county for Guilford County during the month of October. Garland Nichols was appointed interim supervisor, however, he also left our agency to pursue his LCSW in December. We also had another SW leave our agency for Guilford County in November, and one Adoptions worker change positions to Adult Services-Adult Home Specialist position all within the month. Our Child Welfare team had just gotten to the point of having Social Work positions filled, and we are starting the process to fill positions over again. We will have a Supervisor and QA person starting on 1/6/2020.

We were extremely blessed during the Christmas season with many donors sponsoring children for the holidays. We had individuals and corporations sponsor large numbers of children. We also had individuals and corporations give the agency money to help provide for the children in care. We would like to thank: Belews Brothers, Covington Wesleyan Memorial Church, Press Glass Corporation, Greg and Tracy Fulp, Rick and Neva Cresenzo, Wentworth Presbyterian Church. There are many others who made donations as well. The most special donations came from 2 high school seniors that took on Foster Care as their Senior project, and raised \$295.00 for Christmas for the children, by selling bracelets that said " I don't want a Home, I need one"

There are currently 11 adoptions pending with the Clerk of Court that are waiting on the clerk to process. This is an ongoing issue.

Data Provided By:

12/23/2019

Report Prepared By: Cathy Murray



## Rockingham County Department of Health and Human Services Public Health Division ~ October 2019 Monthly Report

### Clinical, Health Education and other Services

Adult Health	241
Child Health & Pediatric Primary Care	89
Care Coordination for Children (CC4C)	474
Family Planning Services	155
Obstetrical Care Management (OBCM)	543
Communicable Disease	8
Immunizations	561
County Employee Wellness	0
Women, Infants, Children (WIC)	845
Laboratory Services	1,666
Prescription Assistance Program	180
Dental Health Services	251
Epidemiology	0
Cone Health Congregational Nurse Program	2
Post-Partum and Newborn Visits	40
<b>Total Clinical Services</b>	<b>5,055</b>
<b>Health Education Services:</b> Student Health Center Referrals and/or Consultations	 39
Community Outreach	8
<b>Deputy Registrar Services</b>	<b>113</b>

### Other Activities

- ◆ An Environmental Health Staff member provided Temporary Food Vendor permits during five community festivals throughout the county.
- ◆ Sanitation In-Services were provided to two area restaurants and one public-commercial facility.
- ◆ The ServSafe Certified Food Protection Manager Series was provided to area food establishments. Among of the 10 participants, 13 exams were given and nine passed with an average score of 79.33.
- ◆ In an effort to keep our community healthy, the Division of Public Health provided 9 community flu clinics throughout the county. A total 249 vaccinations were provided for area worksites and/or members of our most vulnerable population.

### Environmental Health Service Visits

Food/Institution Inspections	84	Septic System Checks	3
New Restaurant/Institution Plans	3	Septic System Check Other Than Re-use	0
Non-Permitted Food Site Visit	0	Septic System Installations Inspected	23
Other Food/Institutional Visits	57	Sewage Complaint Investigation	2
Construction Visits	4	Septic Operation and Maintenance Visits	0
Food/Institutional Permits Issued	7	Soil Scientist Consultative Visits	0
Transitional Permits	0	Well Permit Applications	12
Food/Institutional Permits Revoked	0	Well Permits Issued	26
Food/Institutional Permits Suspended	0	Well Site Visits	35
Lifted Intent to Suspend	0	Well Grouting Inspections	11
Transitional Permit Revoked/Expired	0	Well Complaints Investigated	0
Food/Institutional Suspension Lifted	0	Water Complaints Investigated	0
Food Complaint Investigation	4	Water Samples	15
Site Evaluation Applications	42	Mobile Home Parks Inspected	0
Site Evaluations Completed	63	Site Visits Other Than Listed Elsewhere	57
Migrant Housing Inspections Conducted	0	Animal Exposure Consultative Contacts	22
Hazmat Incident	0	Miscellaneous	0
<b>Total Environmental Health Service Visits</b>			<b>209</b>
<b>Inspection Program Required Visits</b>			<b>145</b>

- ◆ As a courtesy of the Division of Public Health (clinical and administrative staff), free flu shots was given to 116 county employees on October 31 and November 1, 2019.
- ◆ As a courtesy of the Division of Public Health (Health Education Section), the Health Promotions Coordinator provided free A1c testing to all interested county employees. Approx. 30 staff members took advantage of the free wellness initiative.
- ◆ The Health Education Program Manager provided Community Health Fair Consultation to two area organizations (Calvary Baptist Church-Reidsville and the Order of the Eastern Star District 28-Western Rockingham.





# Rockingham County Department of Health and Human Services Public Health Division ~ November 2019 Monthly Report

Clinical, Health Education and other Services	
Adult Health	166
Child Health & Pediatric Primary Care	58
Case Management for At Risk Children (CMARC)	250
Family Planning Services	125
Care Management for High Risk Pregnancies (CMHRP)	396
Communicable Disease	3
Immunizations	136
County Employee Wellness	0
Women, Infants, Children (WIC)	694
Laboratory Services	1,269
Prescription Assistance Program	163
Dental Health Services	220
Epidemiology	0
Cone Health Congregational Nurse Program	1
Post-Partum and Newborn Visits	30
<b>Total Clinical Services</b>	<b>3,511</b>
<b>Health Education Services:</b> Student Health Center Referrals and/or Consultations Community Outreach	44 4
<b>Deputy Registrar Services</b>	<b>107</b>
Other Activities	

Environmental Health Service Visits			
Food/Institution Inspections	83	Septic System Checks	6
New Restaurant/Institution Plans	0	Septic System Check Other Than Re-use	0
Non-Permitted Food Site Visit	0	Septic System Installations Inspected	23
Other Food/Institutional Visits	37	Sewage Complaint Investigation	2
Construction Visits	1	Septic Operation and Maintenance Visits	0
Food/Institutional Permits Issued	8	Soil Scientist Consultative Visits	0
Transitional Permits	2	Well Permit Applications	12
Food/Institutional Permits Revoked	0	Well Permits Issued	12
Food/Institutional Permits Suspended	0	Well Site Visits	15
Lifted Intent to Suspend	0	Well Grouting Inspections	15
Transitional Permit Revoked/Expired	0	Well Complaints Investigated	0
Food/Institutional Suspension Lifted	0	Water Complaints Investigated	0
Food Complaint Investigation	8	Water Samples	26
Site Evaluation Applications	48	Mobile Home Parks Inspected	6
Site Evaluations Completed	25	Site Visits Other Than Listed Elsewhere	43
Migrant Housing Inspections Conducted	0	Animal Exposure Consultative Contacts	12
Hazmat Incident	0	Miscellaneous	0
<b>Total Environmental Health Service Visits</b>			<b>173</b>
<b>Inspection Program Required Visits</b>			<b>139</b>

- ◆ The Preparedness Coordinator, Communicable Disease Nurse, and Health Education Program Manager attended the Central Region Preparedness meeting on the campus of Campbell University. The meeting included a public health tabletop exercise, *Potential Ebola*, which was informative/interactive and will serve as an important component during the next accreditation cycle.
- ◆ The Health Promotions Coordinator implemented three worksite-wellness initiatives:
  - ◆ *Maintain Don't Gain*—37 participants
  - ◆ *Elf Run*—59 participants
  - ◆ *Walk RoCo*—41 participants

- ◆ The Health Education Program Manager continues to provide Community Health Fair Consultation with the Order of the Eastern Star District 28—Western Rockingham.
- ◆ The Health Education Program Manager completed and submitted the 2019 SOTCH Report to the State of North Carolina and community stakeholders & partners.
- ◆ The Health Education Program Manager provided two *Minority Diabetes Prevention Program* sessions at Elm Grove Baptist Church and the Health Promotions Coordinator facilitated a *Diabetes Prevention Program* session for Rockingham County employees. KRW, 12/19

## 2019 Rabies Clinic

- Held Saturday, December 14, 2019 at Rockingham County Animal Shelter (RCAS) 1pm-5pm
- Total of **93** rabies vaccinations given:
  - **53** 1-year shots
  - **40** 3-year shots
  - More people are keeping their vaccination records which makes them eligible for a 3-year shot for the same cost as a 1-year shot at our clinic
- With the Animal Shelter now giving rabies vaccinations at our clinics, they keep up with vaccination records in their software system which makes it easier for citizens to obtain their vaccination records.
- Discussing with RCAS about doing a spring/summer clinic also in 2020

**ROCKINGHAM COUNTY DEPARTMENT  
OF HEALTH AND HUMAN SERVICES  
DIVISION OF PUBLIC HEALTH SERVICES  
POLICY**

**TITLE: ESTABLISHING FEE RATES FOR SERVICES**

**DATE DEVELOPED: 11/10**  
**REVIEWED: 6/11; 6/12; 6/13; 6/14; 6/15; 6/16; 6/17; 6/18; 6/19**  
**REVISED: 6/15**

**I. POLICY:**

All clinical services available at the Division of Public Health Services have a fee. These charges will be passed on to the client when applicable, based on insurance availability as well as eligibility status.

**II. PURPOSE:**

To define the process for determining fees for services rendered by the Division of Public Health Services.

**III. GUIDELINES:**

The "Medicaid Cost Analysis" is a tool/ method utilized to determine how much it cost the Health Department to provide a service. This study is performed annually in all health departments and the actual results are shared with each county. The cost of providing services is compared throughout the State, from one health department to another. This information gives a realistic figure to work with and compares cost to perform a service to all other counties within the State. Other contributing factors, used in determining cost include examining the time it actually takes to provide the service (staff cost), supply cost, health department market rates, Medicaid and Medicare rates, private practice rates, cost study rates, and related indirect costs.

The cost of providing flat rate fees is also determined through this procedure and may be established for specific services that are not funded by State/Federal funds. An example is the TB skin test (related to work or school).

Once the above information has been reviewed and discussed with the Health Department staff and upon the approval of the Health Director, fees will be taken to the Board of Health and Human Services and Board of County Commissioners, per G.S. 130 A-39(g), for their discussion and final approval. This information will be reflected in the appropriate minutes, for future review. The appropriate fees set will be maintained in the Health Department, noted as approved "Fees-Effective". Electronic Health Record (EHR) systems will be updated with the fee schedule prior to the beginning of each fiscal year and as necessary when fee schedule changes. Start and end dates will apply in these systems for all fee schedules.

**Benchmark 33: The local health department shall assure its financial accountability.**

**Activity 33.5: The local health department shall determine the cost of services in setting fees.**

**EVIDENCE/EXPLANATION:**

**A. 7-25-2018 Flu Fee Proposal Meeting Minutes**

**B. BHHS Meeting Minutes**

**1. 3-21-2016 BHHS Meeting Minutes where fee setting discussed**

**2. 09-12-2017 BHHS Meeting Minutes Flu Fee Setting Discussed**

**C. Policy Billing-4 Establishing Fee Rates for Services**

**Rockingham County Division Of Public Health  
Annual BOH Report  
Confirmed Communicable Disease Cases For Years 2015-2019**

<b>Disease</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Aids [ <i>newly diagnosed</i> ] (# 950)	4	1	3	7	7
Campylobacter Infection (# 50)	1	3	13	15	5
Chlamydia (# 200)	290	377	355	411	449
Cryptosporidiosis (# 56)	1	3	1		0
Creutzfeldt-Jakob Disease (# 66)	2				0
E Coli (# 53)					1
Gonorrhea (# 300)	101	174	180	139	196
Hemophilus Influenza (# 23)	1	1	2	2	4
Hepatitis A (# 14)		1	1		1
Hepatitis B Acute (# 15)	3	1	2	2	1
Hepatitis B Carrier/Chronic (# 115)	3	2	6	1	2
Hepatitis C Acute (# 60)	3	4	3		0
HIV [ <i>newly diagnosed</i> ] (# 900)	5	10	9	8	9
Influenza, death [ <i>less than 18 years old</i> ] (# 73)					0
Influenza, Adult death [ <i>18 years or more</i> ] (# 76)	6	1	1	2	3
Lyme Disease (# 51)	2		2	1	0
Legionellosis (# 18)	2	16	4	2	2
Listeriosis (# 64)				1	0
Malaria (# 21)		1	1		0
Meningococcal Disease, invasive (# 27)					0
Meningitis [ <i>Pneumococcal</i> ] (# 25)					0
Non-gonococcal urethritis (# 400)	22	54	51	38	39
Pertussis [ <i>whooping cough</i> ] (# 47)		5		3	2
PID (# 490)	1		1		0
Rocky Mounted Spotted Fever (# 35)			1	4	0
Salmonellosis (# 38)	9	13	12	14	13
Shigellosis (# 39)	1				1
Streptococcal Infection, Group A, Invasive (# 61)	1	3	3		3
Syphilis [ <i>all stages</i> ]	9	12	18	5	11
Tuberculosis Disease Cases (TB)				3	0
Zika (# not assigned) *n/a = Not reportable	n/a	1			0

**Note:** Per the 2018 North Carolina HIV/STD/Hepatitis Surveillance Report the number of people diagnosed with HIV residing in North Carolina was 35,457 and 16,030 living with AIDS. There were 198 HIV and 70 AIDS cases residing in Rockingham County as of December 31, 2018.

Data Sources: North Carolina Electronic Disease Surveillance System (NC EDSS); January 2, 2020  
2018 North Carolina HIV/STD/Hepatitis Surveillance Report  
2018 North Carolina HIV Surveillance Report

Submitted By: Wendy Trogdon, RN, BSN - CD/TB Control Program Coordinator