



Public Health Authority of Cabarrus County
Board Meeting Minutes
November 10, 2020

A regular meeting of The Public Health Authority of Cabarrus County Board of Commissioners was held on Tuesday, November 10, 2020 at 5:30 p.m.

Chairman James T. Mack, Jr., conducted the meeting from the Board Room. Board members participated electronically via Microsoft TEAMS.

Members Present: James T. Mack, Jr., Chairman

Members Present: Chris Bowe
Dan Hagler, MD
Kimberly Dehler, DDS
Lara Pons, MD, Vice-Chair
Mark Spitzer
Steve Morris

Members Absent: Dr. Chip Buckwell
Tom Kincaid

Staff Present: Dianne Berry, Dr. Bonnie Coyle, Erin Shoe, Sue Yates
(TEAMS) Barbara Sheppard, Dr. Steve Cathcart, Erin Shoe, Jordan Karas, Kevin Shanus, Ryan McGhee, Sue Yates

CALL TO ORDER

Chairman Mack called the meeting to order at 5:40 pm, and offered the invocation.

ADOPTION OF THE AGENDA

Steve Morris made a motion to approve the agenda. The motion was seconded by Mark Spitzer.
Approved 7:0.

APPROVAL OF THE MINUTES

Mark Spitzer made the motion to approve the October 13, 2020 regular meeting minutes. The motion was seconded by Dr. Dan Hagler. Approved 7:0.

REPORTS

CHA Customer Service Report

Erin Shoe presented the summary report from the September 29, 2020 Customer Service survey date. She remarked that our customers had glowing comments about staff, who are doing an incredible job even during COVID-19. Erin stated that the only areas of improvement noted were with wait time, which is always our biggest challenge. She noted that School Health did not survey this quarter, but will when it's appropriate to do so. Overall, CHA customers rated CHA at 96.6%. Erin thanked Dianne Berry for pulling this report together.

IT Performance Measures and Departmental Strategic Plan

Dr. Coyle stated that this report is part of a series of reports coming to the Board from each department. Each month a department will share with the Board as we align our Strategic Plan. Ryan McGhee, Chief Technology Officer, discussed dashboards in Clear Impact and how CHA can share those with the community. The target for most systems is 99%. The presentation included Board approved measures and alternate measures for customer satisfaction and the IT ticketing process. Ryan then reviewed the IT Departmental Strategic Plan with four strategic priorities:

- Use data to improve health
- Develop internal and external practices, programs, and policies that achieve equity
- Build and sustain collaborative systems that address social determinants of health
- Transform agency capacity, culture and practices to achieve excellence

Ryan explained deeper the plans and processes developed to achieve these goals.

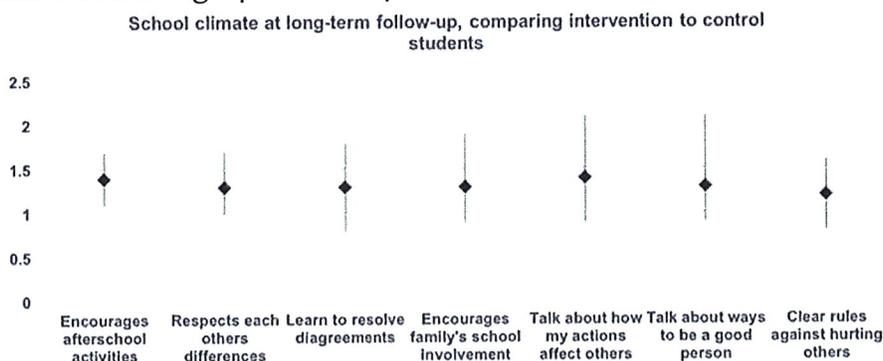
Mark Spitzer stated that these steps are transforming agency culture and practices.

Ryan responded that IT is moving as hard and fast as we can go.

Dr. Coyle thanked Ryan and Kevin Shanus for their work and for keeping us all on top of things. She noted that they respond quickly and are always smiling.

TRAIL Cohort 1 Findings

Jordan Karas thanked the Board for allowing her to share the findings from the TRAIL program and she also thanked Barbara Sheppard for all the work that has gone into the TRAIL program over the last five years. She explained that TRAIL (Taking Responsible Actions in Life) implemented pregnancy prevention strategies through the lens of the Multi-Tiered Systems of Support (MTSS) framework, representing a unique approach to teen pregnancy that combines public health research with educational theory. Utilizing these strategies, TRAIL created a school culture that promotes protective factors and developmental assets from numerous vantage points. Jordan explained that TRAIL involves 12 different interventions and our intervention sites, which include A. L. Brown, Cox Mill, Hickory Ridge and NorthWest Cabarrus High Schools. This report demonstrates the importance of communicating about sex and dating with parents and personal beliefs and perceptions of peers' beliefs. Jordan concluded, "While students might not value their parent's opinions, they think it is important to discuss sex and dating with them and perceive their peers think it is important too. Intervention kids reported that being more important. Students attending intervention schools were more likely to report the following things about their school's climate, compared to the students in control schools. This is indicating a positive impact from the interventions."



FY20 Comprehensive Annual Financial Report (CAFR)

Sue Yates, Chief Financial Officer, noted that the annual financial audit was conducted mid-September through October 2020, and has been submitted to the Local Government Association (LGA) for approval. Afterwards, on to Government Finance Officers Association (GFOA) for final wrap-up for the FY2020 CHA financial audit.

FY20 Audit Letter

Sue Yates shared with the Board the FY20 Audit letter from Potter & Company, stating that there were no audit findings as well as no internal control issues found and no disputes about financial management for FY 2020.

Financial Summary Report (ending 10/31/20) & Variance Analysis Year-to-Date

Sue Yates reviewed the financial summary report with the Board, for period ending October 31, 2020. She also shared the Variance Analysis Year-to-Date, explaining that this report compares this year to last year.

CHA Snapshot (as of 10/31/20)

Sue explained that the CHA Snapshot shows how CHA is doing compared to the budget. She noted that the only red dot is Dental, due to the fact that two Dentists recently I don't think that is correct – one resigned, and two were on medical leave – run that by Janie and six staff are currently on furlough, but one staff member will be returning back to work next week. Sue added that with increased staff and services, revenue will continue to increase.

Human Resources Strategic Plan

Dr. Steve Cathcart, Human Resources Director, shared his goals, which included:

- Creating a public facing data repository to inform the community and enhance decision making
- Transforming our workplace to be inclusive and equitable for employees from marginalized to underrepresented communities.
- Enhancing the existing workforce development plan and program

For each goal, Dr. Cathcart reviewed his objectives and action steps, metric/measures, the assigned champion for each effort and deadlines. He discuss his objective under Goal 1 to re-structure CHA hiring panels to ensure equitable hiring practices, and his plan to move the selection of hiring panels to Human Resources, who would also monitor how hiring choices are made. He stated that it would be much easier to ensure equity with fewer hands in the pot. He also plans to ensure that with hiring panels developed, 100% of staff are trained in interviewing best practices and adhere to the new guidelines. Chris Bowe stated that Atrium is having the same challenges, and we are always looking to make sure our teams represent our communities and to remove unconscious bias.

Dr. Cathcart also stated that compliance training will be offered on a regular basis regarding sexual harassment. He also noted that there are compensation issues, and work has already begun on a future salary and compensation study, with a kick-off on November 4th. Dr. Cathcart noted that he plans to bring the revised CHA Personnel Policy to the Board on January 12, 2021 for review and approval.

Mark Spitzer stated that as a former Human Resources professional, he was very pleased with the plan that Dr. Cathcart has put together. He further noted that he was impressed with the fact that even though no longer employed with RCCC, Dr. Cathcart completed the work that he had committed to finish up even after he had left employment.

Dr. Coyle thanked Dr. Cathcart, stating that she was really pleased with his solid knowledge about Human Resources issues. Chairman Mack concurred, adding that Dr. Cathcart had established some great and very aggressive goals, and the CHA Board looks forward to working with him.

Health Director's Report

Dr. Bonnie Coyle, Public Health Director, presented the Health Director's Report for November. She announced several awards and recognitions for CHA staff members in recent weeks, including Abraya Johnson, RN, G. W. Carver Elementary, receiving the 2020 School Health Nurse of the Year Award; Sonya Bohannon-Thacker being awarded the North Carolina Public Health Association's Outstanding Contributions to Social Work in Public Health Award; The Minority Diabetes Prevention Program being awarded the John Bowdish Community Award from the North Carolina Diabetes

Advisory Council for improvements in overall health and wellness for minorities across CHA's 20-county service area; and Great Stewart, CHA Public Health Educator, being invited to present a Wellness Session on Mindfulness and Stretching at the American Public Health Association's National Conference on October 26, 2020. Greg's session was streamed live for all virtual conference attendees and has been added to their video library for later viewing.

She also highlighted several departments including Human Resources, Finance/Grants, Clinical Services (Dental/Medical), School Health, COVID Response, Health Living Programs, Environmental Health, Healthy Cabarrus/Marketing, Performance/Quality Improvement and Accreditation, Board of Health Activities, and share National/State/Local Updates. Dr. Coyle thanked Clinical and Dental staff for the flexibility and sense of teamwork they have all demonstrated. She also acknowledged Erin Shoe's diligent efforts for her work to ensure a safe transition for back-to-school. She noted that the 2021 Goals and Objectives Review would be presented at the January 12, 2021 Board meeting. Dr. Coyle also thanked Chairman James T. Mack, Jr, for his October visit to CHA to meet and greet with employees, and also Mark Spitzer for visiting staff in November and stated that Dr. Chip Buckwell is scheduled to visit in December.

CONSENT AGENDA

Budget Revisions

Sue Yates reviewed budget revisions with the Board. Dr. Kim Dehler made the motion to approve the Consent Agenda. The motion was seconded by Mark Spitzer. Approved 7:0

BUSINESS AGENDA

Finance Policy Revisions

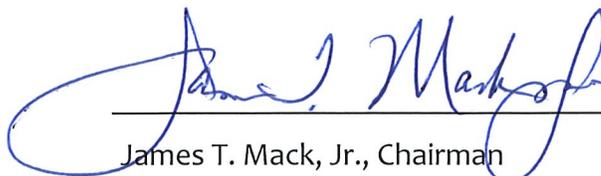
Sue Yates presented three finance policies to the Board for review and approval. She noted that these policies must be reviewed and updated annually, but none of the policies presented for approval tonight had any changes. The policies for approval included: Dental Clinical Eligibility, Donation Policy and Donation Policy – Cabarrus Public Health Interest. Chris Bowe made the motion to approve the Finance Policy revisions. The motion was seconded by Dr. Kim Dehler and approved 7:0.

ANNOUNCEMENTS

Chairman Mack called for announcements. There being none, he announced that there is no December 2020 meeting of the Cabarrus County Public Health Authority Board scheduled, and he looked forward to seeing everyone back on Tuesday, January 12, 2021.

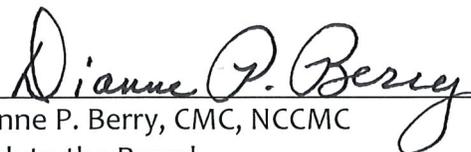
MOTION TO ADJOURN

There being no further business to come before the Board, Dr. Kim Dehler motioned to adjourn the meeting at 7:14 p.m. The motion was seconded by Chris Bowe and approved 8:0.



James T. Mack, Jr., Chairman
Public Health Authority Board of Commissioners

ATTEST



Dianne P. Berry, CMC, NCCMC
Clerk to the Board