



Union County, NC
Consolidated Human Services Board
Meeting Agenda

Monday, October 13, 2025

6:00 PM

**2330 Concord Ave., Monroe, NC
28110**

**1st Floor Multipurpose Conference
Room**

Welcome

Pledge of Allegiance

Invocation

Approval of the Minutes

[25-655](#)

Consolidated Human Services Board (CHSB) Minutes

INFORMATION CONTACT:

Carla A. Sowells, Human Services Agency Department of Business
Operations, Compliance Coordinator 704.296.4808

ACTION REQUESTED:

Review and approve September 2025 CHSB minutes.

BACKGROUND:

CHSB reviews and approves all minutes.

FINANCIAL IMPACT:

None

Attachments: [BOH 9.8..25Minutes](#)

Approval of the Agenda

Executive Directors Report

25-656

Process for Consolidated Human Services Board (CHSB) Applications

INFORMATION CONTACT:

Janet Payne, Human Services Agency, Executive Director, 704.296.4348

ACTION REQUESTED:

Review and approve an application process for all new CHSB applications.

BACKGROUND:

Currently, all CHSB applications are added to the following month's agenda once they are received by the CHSB Clerk. During that meeting, the Board reviews and discusses each application and determines whether to conduct interviews. The Chair and Clerk then coordinate interview scheduling, and the applications are placed back on the next month's agenda for final consideration and vote.

To ensure a more consistent and timely process, we are proposing a revised approach to be included in the Standard Operating Procedures.

The proposed process is as follows:

When applications are received for an open/vacant position, the CHSB Chair will email the CHSB board with applicant information for vacancies. The CHSB members will designate a minimum of two members to complete the interview process, at least one of which must be part of the CHSB Executive Committee (Chair, Vice Chair, or Additional Executive Committee Member).

The CHSB Clerk will work with the CHSB Executive Committee representative(s) to coordinate an interview with the applicant(s).

Once applications are received, the Chair, Vice Chair, and any interested CHSB members will conduct virtual interviews prior to placing the item on a meeting agenda.

If the CHSB panel interview occurs at least one (1) week prior to the next scheduled CHSB meeting, the CHSB Clerk will place the application on the next scheduled CHSB agenda for full Board discussion and approval.

If the interview is completed less than one (1) week prior to the next scheduled CHSB meeting, the CHSB Clerk will place the application on the following month's CHSB meeting agenda.

If an application is voted on and recommended by the full CHSB to move forward to the BoCC, the CHSB Clerk will place the application on the next scheduled BoCC agenda for their consideration for appointment.

FINANCIAL IMPACT:

None

Division Report

25-594

Grant Application - Delta Dental Foundation

INFORMATION CONTACT:

Traci Colley, Human Services Agency Public Health Director,
704-296-4801

ACTION REQUESTED:

Receive as information Division of Public Health's grant application to the Delta Dental Foundation.

BACKGROUND:

The Delta Dental Foundation is accepting applications for grant funding up to \$5,000 to support community dental care for children through their Smiles for Kids Grants Program. The Public Health Dental Clinic is requesting approval to apply for these funds to support and expand our dental care services for children who have financial challenges receiving the necessary care. We anticipate 25-30 children can be served through this funding.

The Dental Clinic provides general dentistry services and education to residents who may have difficulty obtaining dental care due to financial needs or access to other providers. The clinic provides services for adults and children beginning at 1 year of age. The clinic accepts Medicaid, third-party insurance and private pay on a sliding-fee scale based on income. In FY2025 the clinic had 2,461 patient visits with 1,386 being adults and 1,075 being children. Of the children served, 56% were uninsured/private pay.

Oral diseases, which range from cavities and gum disease to oral cancer, cause pain and disability for many in our community. Establishing good oral health practices and seeking early dental care is an important component for overall health and is especially important for children to begin routine dental care early in their lives.

FINANCIAL IMPACT:

None.

25-628

Environmental Health Student Intern Presentation

INFORMATION CONTACT:

Traci Colley, Human Services Agency, Public Health Department, Public Health Director, 704-296-4801

ACTION REQUESTED:

Receive as information a presentation by Katrina Cruz, Western Carolina University student, on her recent internship experience with the Environmental Health Division of the Union County Public Health Department.

BACKGROUND:

In March 2025, the Union County Public Health Department was selected as a host site for the Summer 2025 National Environmental Public Health Internship Program (NEPHIP), administered by the National Environmental Health Association (NEHA).

The National Environmental Public Health Internship Program (NEPHIP) is a 400-hour internship opportunity that links environmental health undergraduate and graduate students with funded internship placements at qualified state, tribal, local, and territorial (STLT) environmental public health agencies.

This workforce initiative supports the establishment of qualified applicant pipelines to help meet current and future environmental health professional workforce needs across the nation and encourages environmental health students to consider careers in governmental environmental public health following graduation.

Potential applicants were pre-screened by the NEPHIP and referred to Union County Public Health for further interviews and selection. We were excited to offer Katrina Cruz this opportunity as she is a local student and is passionate about the work of public health.

FINANCIAL IMPACT:

A support package of up to \$1,500 per student intern was provided by NEPHIP to compensate Union County for intern-related costs.

Attachments: [KatrinaCruzInternship2025](#)

25-662

Veterans Services Department Update

INFORMATION CONTACT:

Michelle Marcaono, Human Services Agency, Veterans Services Director,
704.283.3711

ACTION REQUESTED:

Receive as information an update on Veterans services, budget, and performance.

BACKGROUND:

Provide an overview of Veterans services, report on performance and budget information for FY25 and FY26 and discuss key opportunities and challenges facing the department.

FINANCIAL IMPACT:

None.

Announcements / Public Comments

Adjournment



Union County, NC

Staff Report

Union County Government
Center
500 North Main Street
Monroe, North Carolina
www.unioncountync.gov

File #: 25-655

Agenda Date: 10/13/2025

TITLE:

Consolidated Human Services Board (CHSB) Minutes

INFORMATION CONTACT:

Carla A. Sowell, Human Services Agency Department of Business Operations, Compliance
Coordinator 704.296.4808

ACTION REQUESTED:

Review and approve September 2025 CHSB minutes.

BACKGROUND:

CHSB reviews and approves all minutes.

FINANCIAL IMPACT:

None

Meeting Minutes

Project: **Consolidated Human Services Board Meeting**

Subject: Minutes

Date: September 8, 2025

Location: 2330 Concord Ave Monroe, NC

Attendees: Amy Dickey, Gary Sides, Noyes Harrigan, Susan Marciniak, Craig Kolasch,
Wendy Sellers, Matthew Childs, Earl Ford

Ashley Burts, Michelle Marciano, Theresa Torres, Janet Payne

Absent: Lisa Kerner, Brandi Smith, Eric Claflin, Heather Wyss

1. Welcome, Pledge and Invocation

Ms. Dickey called the meeting to order at 6:04 PM, leading the Pledge of Allegiance and the invocation.

2. Approve Minutes

Motion to approve August 2025 minutes by Dr. Kolasch seconded by Mr. Ford. All in favor.

3. Approve Agenda

The agenda was presented with one correction: the order of division reports was adjusted so the Community Support and Outreach presentation would be heard first. A motion to approve the revised agenda was made by Mr. Ford, seconded by Ms. Marciniak. All in favor.

4. Old Business

None

5. Executive Director Report

6. Division Reports

Community Support and Outreach (CSO) Department Update

Ms. Starr, provided an overview of the Community Support and Outreach (CSO) Department (See PowerPoint). This Department delivers services and education that promote self-sufficiency, healthy living, and chronic disease prevention.

1. **Economic Stability Programs:**

- Energy Assistance Programs: Low-Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP), which provide utility support to income-eligible families.
- Work First Program: Offers job training, placement assistance, counseling, and childcare and transportation referrals.

2. **Nutrition Services for Vulnerable Populations:**

- WIC (Women, Infants, and Children): Provides food benefits and nutrition education to low-income women and young children.
- Senior Nutrition Program: Offers congregate and home-delivered meals, partially funded by federal and state grants.

3. **Community Outreach and Engagement:**

- Volunteer coordination programs, including the Christmas Bureau, Volunteer Income Tax Assistance (VITA), and support for foster children and adult wards.
- Health promotion and education programs and a 13-week evidence-based parenting program for families referred by DSS or Juvenile Justice.

CSO also leads the Community Health Assessment (CHA) every three years in collaboration with Atrium and Novant Health and participates in the Opioid Settlement Work Group.

The department is funded through a mix of county (approximately 60%) and federal/state (40%) sources. Staffing includes 35 full-time, 5 benefited part-time, 2 part-time, and 3 seasonal staff.

Ms. Starr summarized FY25 program achievements, including a 55% increase in parenting program participation, a 17% increase in WIC clients, and significant growth in energy assistance applications (54% more CIP and 44% more LIEAP applications).

She also discussed recent accomplishments, such as administering \$11.5 million in rental and utility assistance during the pandemic, expanding community coalitions, and forming the Substance Use Disorder Task Force and Mental Health Solutions Group.

Challenges and Opportunities:

Ms. Starr noted that Union County's population is projected to grow by 51% by 2042, with a 120% increase in residents aged 65 and older. Federal and state funding reductions, especially for energy assistance and senior programs, pose challenges as needs rise. She highlighted staffing constraints, limited mental health resources, and volunteer shortages in senior nutrition delivery.

Despite challenges, the department continues to innovate. WIC appointment wait times decreased from 46 days to 8 days through policy flexibility and improved communication. The Senior Nutrition Program also partnered with Food for Families NC to provide groceries to seniors awaiting permanent meal placements. Additional county and municipal funding have helped reduce the



senior meal waitlist from over 600 to 358 as of August 2025, with another 110 expected to be removed by the end of September.

Board members discussed ongoing volunteer needs, vetting of the senior nutrition waitlist, and staffing limitations affecting follow-up. Commissioner Sides expressed strong support for senior nutrition services, emphasizing their essential role in addressing food insecurity among older adults.

Public Health Department, Environmental Health Division, Well Program Update

Ms. Colley presented an update on the Private Drinking Water Well Program and overall water quality in Union County (See PowerPoint). She explained that the program is governed by state statutes and local ordinances, ensuring compliance with construction, inspection, and sampling standards for private wells, irrigation wells, and repairs.

Approximately 25% of county residents rely on private wells as their primary drinking water source. In FY25, Environmental Health issued 664 well permits, conducted 1,585 site visits, and completed 88 water quality samples.

Common contaminants identified in well samples included:

- Arsenic: Detected above safe limits in 23% of samples.
- Manganese: Elevated in approximately 15% of samples.
- Coliform Bacteria: Present in 27% of samples; E. coli in 1.6%.

Ms. Colley explained that arsenic and manganese occur naturally due to county geology and can have neurological health effects. She presented maps illustrating contamination clusters and described partnerships with UNC Chapel Hill, NC State, and other universities to study groundwater contamination and develop cost-effective treatment methods.

She also detailed a Private Well Rehabilitation and Repair Pilot Program, funded by \$200,000 in American Rescue Plan Act (ARPA) funds. Eleven residents were approved, and eight wells were selected for repair or replacement, with project costs capped at \$30,000 per property. Early results show improved water safety and pressure for participants.

Board members asked about project costs, timelines, and future funding. Ms. Colley noted that final data will be compiled upon completion to evaluate program effectiveness and support future funding opportunities.

Additional discussion addressed:

- The need for potential local ordinances requiring water testing prior to issuing certificates of occupancy.
- Homeowner responsibilities for ongoing well maintenance and testing.
- Challenges of balancing regulatory authority, property rights, and public health protection.



Public Health Update on Actions Taken in response to the City of Monroe Boil Water Notice

Ms. Colley reported on the City of Monroe's systemwide boil water notice issued August 13, 2025, following confirmation of E. coli contamination. Environmental Health worked with the NC Department of Environmental Quality (DEQ), Public Health, and county communications to notify and guide 496 regulated establishments in the affected area.

The notice initially covered the entire city system but was later limited to the western zone. After confirmation of corrective measures, restrictions were lifted by August 15. Ms. Colley commended staff coordination and rapid public communication throughout the event.

Approval of Public Health Clinical Service Fees

At the start of the meeting, a quorum was established; however, following several presentations, two members departed, leaving the board without a quorum. Seven members are required to conduct official business, and six remained present.

Ms. Colley presented three proposed updates to the clinical fee schedule for FY26. These changes ensure fees remain consistent with Medicaid reimbursement rates and reflect the actual cost of supplies, staff time, and testing materials.

1. **Tuberculosis (TB) Risk Screening Questionnaire** – Proposed Fee: \$10
 - Currently, no fee is charged for TB risk assessments conducted for individuals who cannot receive the standard skin test due to prior positive results.
 - The screening involves reviewing symptoms, exposure history, and potential risk factors. It is frequently required for employment, school enrollment, and volunteer clearances.
 - The proposed \$10 fee aligns Union County with rates used in comparable counties statewide and helps offset administrative costs. This fee would generally be paid out of pocket, as insurance does not typically cover TB questionnaires.
2. **Biopsy of Tissue, Pathological Examination** – Proposed Fee: \$109.43
 - The current Medicaid reimbursement rate is \$84.18, and the average commercial insurance reimbursement rate is approximately \$107.83.
 - The Health Department proposes setting a uniform rate of \$109.43, reflecting both current market costs and state reimbursement guidance.
 - This fee applies to biopsy specimens requiring lab analysis to identify tissue abnormalities, infections, or malignancies, ensuring the cost of processing and pathology services is appropriately covered.
3. **Penicillin G Benzathine** – Proposed Fee: \$38.09



- The rate aligns with updated vaccine and medication cost data from the North Carolina Immunization Branch and CDC.
- Penicillin G Benzathine is used to treat several communicable diseases, including syphilis, and must be administered by a licensed nurse under medical supervision.
- The new fee reflects the rising cost of the medication and the required clinical resources for safe administration.

Ms. Colley noted that the proposed adjustments are consistent with surrounding counties and necessary to maintain financial sustainability of public health services. She clarified that patients with Medicaid or qualifying insurance will continue to be billed through standard third-party processes, while uninsured patients will pay based on established sliding fee scale guidelines.

The remaining six members reviewed and discussed the proposed fee adjustments in detail. While the board lacked quorum to take a formal vote, no members expressed opposition. The group reached consensus to move the recommendations forward to the Board of County Commissioners for consideration.

7. Announcements/Public Comments

Ms. Bowers, recently appointed Division Manager over Child Welfare and Adult Welfare Services, attended on behalf of Ms. Lantz, who was recovering from knee surgery. She provided updates on current staffing and division activity:

- Economic Services: Eight vacancies, all within the Medicaid department, primarily due to promotions and family leave. The division is currently undergoing a state audit, with no results yet reported. Both Medicaid and Food & Nutrition programs are meeting timeliness standards. September is Eligibility Worker Appreciation Month, and the team will hold a breakfast event with prizes and gift baskets to recognize staff.
- Child Welfare: Six total vacancies, including three supervisor positions. Recent changes were due to one supervisor's passing, one promotion, and one resignation. Caseworker openings are primarily in after-hours and foster care.
- Adult Services: One vacancy in a supervisory role. The division continues to meet timeliness standards for service delivery.

The Board welcomed Ms. Bowers and expressed appreciation for her leadership.

Ms. Payne provided a few updates. The Veterans Treatment Court Initiative led by a group including Veteran Services Director Michelle Marcano and Robert Turner is underway. The team completed the first round of required training.

The Veterans Court will focus on rehabilitation and support for veterans in the justice system through coordinated access to mental health treatment, substance use services, housing, employment, and peer mentorship.

Ms. Payne reported that an Opioid Settlement Update would be presented to



the Board of County Commissioners on September 15, 2025, followed by the kickoff of a strategic planning process on September 16. Five planning meetings will be held between September and December, finishing in proposed priorities for the Board of Commissioners' review. New contracts with funded partners will take effect by July 1, 2026.

Motion to adjourn by Ms. Dickey; seconded by Mr. Ford all in favor.
Ms. Dickey thanked everyone, and the meeting ended at 7:45.





Union County, NC

Staff Report

Union County Government
Center
500 North Main Street
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File #: 25-656

Agenda Date: 10/13/2025

TITLE:

Process for Consolidated Human Services Board (CHSB) Applications

INFORMATION CONTACT:

Janet Payne, Human Services Agency, Executive Director, 704.296.4348

ACTION REQUESTED:

Review and approve an application process for all new CHSB applications.

BACKGROUND:

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FINANCIAL IMPACT:

None



Union County, NC

Staff Report

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File #: 25-594

Agenda Date: 10/13/2025

TITLE:

Grant Application - Delta Dental Foundation

INFORMATION CONTACT:

Traci Colley, Human Services Agency Public Health Director, 704-296-4801

ACTION REQUESTED:

Receive as information Division of Public Health's grant application to the Delta Dental Foundation.

BACKGROUND:

The Delta Dental Foundation is accepting applications for grant funding up to \$5,000 to support community dental care for children through their Smiles for Kids Grants Program. The Public Health Dental Clinic is requesting approval to apply for these funds to support and expand our dental care services for children who have financial challenges receiving the necessary care. We anticipate 25-30 children can be served through this funding.

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Oral diseases, which range from cavities and gum disease to oral cancer, cause pain and disability for many in our community. Establishing good oral health practices and seeking early dental care is an important component for overall health and is especially important for children to begin routine dental care early in their lives.

FINANCIAL IMPACT:

None.



Union County, NC

Staff Report

Union County Government
Center
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File #: 25-628

Agenda Date: 10/13/2025

TITLE:

Environmental Health Student Intern Presentation

INFORMATION CONTACT:

Traci Colley, Human Services Agency, Public Health Department, Public Health Director, 704-296-4801

ACTION REQUESTED:

Receive as information a presentation by Katrina Cruz, Western Carolina University student, on her recent internship experience with the Environmental Health Division of the Union County Public Health Department.

BACKGROUND:

In March 2025, the Union County Public Health Department was selected as a host site for the Summer 2025 National Environmental Public Health Internship Program (NEPHIP), administered by the National Environmental Health Association (NEHA).

The National Environmental Public Health Internship Program (NEPHIP) is a 400-hour internship opportunity that links environmental health undergraduate and graduate students with funded internship placements at qualified state, tribal, local, and territorial (STLT) environmental public health agencies.

This workforce initiative supports the establishment of qualified applicant pipelines to help meet current and future environmental health professional workforce needs across the nation and encourages environmental health students to consider careers in governmental environmental public health following graduation.

Potential applicants were pre-screened by the NEPHIP and referred to Union County Public Health for further interviews and selection. We were excited to offer Katrina Cruz this opportunity as she is a local student and is passionate about the work of public health.

FINANCIAL IMPACT:

A support package of up to \$1,500 per student intern was provided by NEPHIP to compensate Union County for intern-related costs.

The slide features decorative floral illustrations in the corners. The top-left corner has a cluster of small blue flowers and a single yellow flower. The top-right corner has a sprig of green leaves. The bottom-left corner has a small cluster of blue flowers. The bottom-right corner has a larger arrangement including a yellow flower, blue flowers, and a sprig of small yellow berries.

「My Internship Experience」

By Katrina Cruz



List of Contents

About Me

NEPHIP

Host Site

Day to Day

Project

Reflection



About Me

Hi, I'm Katrina Cruz !

I'm a junior at Western Carolina University, double majoring in Environmental Health and Biology. I'm passionate about protecting both people and the environment. This summer, I interned with the Union County Health Department, where I got hands-on experience in environmental health work



NEPHIP

Through the National Environmental Public Health Internship Program (NEPHIP), I completed a hands-on internship at the Union County Health Department. This program is coordinated by the National Environmental Health Association (NEHA), which supports students and professionals in the environmental health field through training, education, and career development opportunities. My internship allowed me to apply classroom knowledge in real-world public health settings.

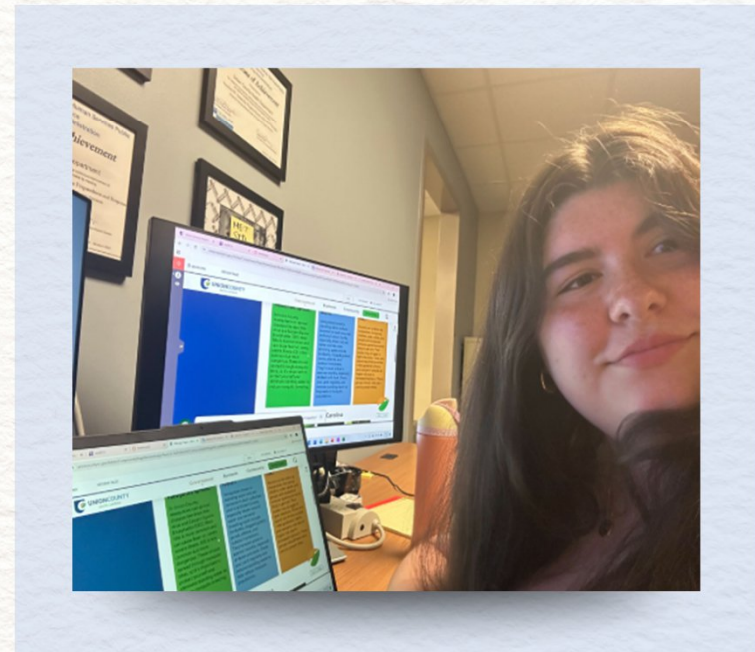




Host Site



- I interned in the Environmental Health Department, where I got a close-up look at how public health and environmental safety come together.
- Being in person made a big difference! I could ask questions on the spot, observe day-to-day operations, and build real connections.
- My mentor, Charlotte Keziah, was incredibly supportive and approachable. We checked in often, and she always encouraged me to explore different areas within the department.
- She not only guided me through my internship work but also helped me think through career options and feel more confident in my path forward.





Day to Day Experience




- Rotated through FLI, Childcare, and On-Site Water Protection, gaining hands-on experience in each.

- Especially enjoyed FLI inspections and felt confident using what I'd learned in class.

- Created a mosquito control webpage as part of a new vector education program.

- Internship gave me a chance to explore different areas of environmental health and confirmed my interest in a career in FLI.



Mosquito Safety Union County

Font Size: + -

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Stop the Bite, Stay Healthy



Control Mosquitos at

Free mosquito
dunks are
available for
pickup in Suite

Project

- Created a mosquito control webpage as part of a new vector education program for Union County.
- Focused on mosquitoes to raise awareness about mosquito-borne disease risks, since “vector” isn’t a widely recognized term.
- Researched other counties’ programs and collaborated with the Communications team to align with county branding and tone.

Reflection

- Faced challenges working in areas I hadn't studied, like On-Site Water Protection, but overcame them by asking questions, taking notes, and learning directly from inspectors.
- Highlight of my NEPHIP experience was exploring every area of environmental health and discovering my passion for FLI.
- Internship shaped my career plans: I now know I want to start in FLI after graduation and keep building my skills to make a positive impact in public health.





Thank You



Union County, NC

Staff Report

Union County Government
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500 North Main Street
Monroe, North Carolina
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File #: 25-662

Agenda Date: 10/13/2025

TITLE:

Veterans Services Department Update

INFORMATION CONTACT:

Michelle Marcaono, Human Services Agency, Veterans Services Director, 704.283.3711

ACTION REQUESTED:

Receive as information an update on Veterans services, budget, and performance.

BACKGROUND:

Provide an overview of Veterans services, report on performance and budget information for FY25 and FY26 and discuss key opportunities and challenges facing the department.

FINANCIAL IMPACT:

None.