

REVISED

(Adjustments to Item No. 11 and
Addition?11a)

**THE BOARD OF COUNTY COMMISSIONERS
DURHAM, NORTH CAROLINA**

Monday, February 7, 2005
9:00 A.M. Worksession

AGENDA

1. AW North Carolina Inc.?Introduction of New President

The Board will have the pleasure of being introduced to the new President of AW North Carolina Inc., Mr. Kanji Asai.

Mr. Asai will make brief introductory remarks and answer any questions Board members may have.

Resource Person(s): Mr. Will Collins, General Manager of Human Resources, Administration and Purchasing, AW North Carolina Inc.

County Manager?s Recommendation: The Manager recommends that the Board receive the introduction and welcome Mr. Asai to the Durham community.

2. Triangle Transit Authority (TTA) Annual Update

Triangle Transit Authority General Manager John Clafin would like to present the TTA Annual Update to the County Commissioners.

Resource Person(s): John Clafin, TTA General Manager

COUNTY MANAGER?S RECOMMENDATION: THE MANAGER RECOMMENDS THAT THE COMMISSIONERS RECEIVE THE ANNUAL UPDATE FROM TRIANGLE TRANSIT AUTHORITY.

3. Durham Workforce Development Board Annual Report

Director Alan DeLisle, Office of Economic and Employment Development, would like to present the Durham Workforce Development Board Annual Report to the Board of County Commissioners.

Resource Person(s): Office of Economic and Employment Development Director Alan DeLisle and Pat Sturdivant, Workforce Development Administrator

COUNTY MANAGER?S RECOMMENDATION: THE MANAGER RECOMMENDS THAT THE COMMISSIONERS RECEIVE THE DURHAM WORKFORCE DEVELOPMENT BOARD ANNUAL REPORT.

4. Advertising of Tax Liens

Authorize the Tax Administrator to provide public notice and advertise the 2004 delinquent tax liens. N.C.G.S. 105-369 states that the advertisement of tax liens shall be made during the period March 1 through June 30. As required by Statute, the county tax collector?s report is due to the governing body the first Monday in February.

Levy Fund Outstanding

\$ 131,474,772.55 County \$ 8,606,570.18

\$ 16,484,052.72 Capital \$ 1,061,574.13

\$ 940,719.36 Bethesda \$ 46,410.35

\$ 541,390.36 Lebanon \$ 42,528.88

\$ 970,256.89 Parkwood \$ 27,084.73

\$ 405,473.56 Redwood \$ 44,537.00

\$ 38,185.79 New Hope \$ 2,295.23

\$ 15,214.12 Eno \$ 674.24

\$ 427,948.38 Bahama \$ 32,236.11

\$ 313,394.01 RTP Special \$ 7,942.42

\$ 81,276,703.90 Durham City \$ 5,454,796.20

\$ 1,579,694.36 Town of Chapel Hill \$ 53,397.09

\$ 4,949.96 Butner \$ 939.22

\$ 177,229.19 City of Raleigh \$ 5,184.42

\$ 234,649,985.10 \$ 15,386,170.20

Resource Person(s): Kenneth Joyner, Tax Administrator

County Manager?s Recommendation: The Manager recommends that the Board suspend the rules and approve the Tax Administrator?s request to begin advertising the 2004 tax liens in the month of March.

5. Amendment to Total Billings Contract

The Tax Administration Department entered into a contract with Total Billings Inc. for the printing, mailing, and design of all bills and notices. The Board of County Commissioners approved the contract on June 28, 2004 for \$79,000 for the actual printing, design, and mailing of the notices and \$100,000 for postage. The original calculation of the contract amount was based on an estimate of notices anticipated for mailing for the year. Due to the following, an amendment to the contract is needed: The department increased the number of notices sent to Total Billings Inc. for printing this year such as Debt Setoff letters, an increase in the number of enforcement notices mailed, implementation of the Doc View program to retrieve images of the notices on One/Tax, the use of E-check through the Internet, and an increase in the number of inserts placed within the notices that affected the weight of the envelope.

The Tax Department anticipates that the amount needed to complete the 04-05 fiscal year for mailing services is \$35,000 and \$58,000 for postage.

Resource Person(s): Kenneth Joyner, Tax Administrator

County Manager's Recommendation: The Manager recommends that the Board suspend the rules and authorize the amendment of the contract with Total Billings Inc. in the additional amount not to exceed \$35,000 to cover the cost of printing and mailing services and the additional amount not to exceed \$58,000 for cost of postage for the remaining fiscal year. No additional funds are requested as a part of this contract.

6. Presentation from Correct Care Solutions?Update on Medical Services at the Detention Facility and the Youth Home

Over the past three years, the Health Department experienced growing difficulty in recruiting and maintaining adequate staffing for the Jail Health Program. Inmates with increasingly complex health conditions are frequently housed in the Durham County Detention Facility. Consequently, health care costs for jail inmates have increased at an alarming rate. The Health Department proposed contracting with a correctional health care company to control costs while providing high-quality medical care in the Jail Health Program.

Following Board approval last summer, a contract was signed with Correct Care Solutions (CCS) to provide medical services for the populations housed at both the Durham County Detention Facility and the Youth Home. CCS is to be commended for its ability to implement services on September 1, less than six weeks from the time of Board approval.

To date, the program has operated as agreed-upon. The infirmary is open; staff is present 24 hours/day, 7 days/week; and the number of emergency room visits, hospital admissions, and other visits for external referrals is significantly lower. Regular communication between staff in the Sheriff's Department, the Youth Home, the Health Department, and CCS helps to address issues as they arise. The executive management of CCS has prepared a presentation to update the Board of County Commissioners on the status and costs of jail health care services since the implementation of their service delivery model.

The Board of Health has received this presentation.

Resource Person(s): Brian E. Letourneau, MSPH, Health Director; Patrick Cummiskey, Executive Vice President, CCS; and Jon Bosch, BSN, MHSA, Executive Vice President, CCS

County Manager's Recommendation: The Manager recommends that the Board hear this presentation.

7. Community Assistance Data Base

The Department of Social Services (DSS), Information Technology (IT) Department, and community partners have developed a Community Assistance Data Base (CADB) that allows DSS staff and partner agencies that provide emergency assistance to coordinate and share information to improve services for families. The development of this system is part of the County's Work First Plan. It is a web-based application developed by IT staff that is accessible to DSS staff and community partner agencies. By working together to design the system, the system is also serving as Durham's Homeless Management Information System, saving the community up to \$1 million that other NC communities have spent to meet federal requirements. Working together, partner agencies applied for HUD grant funding to purchase a needed security device (F5 Firepass) and were recently awarded \$60,000. This device will allow non-County partners secure access to our server and will reap dividends for other County departments. The presentation will provide an overview of the CADB, including a demonstration of the system. The development and implementation of this system has been a true partnership meeting the needs of each agency and has enabled us to work smarter in service to Durham's most vulnerable families.

Resource Person(s): Stan Holt, Executive Director, Genesis Home; Sharon Hirsch, Assistant Director for Customer Access and Program Support, DSS; and Barbara Torian, County IT

COUNTY MANAGER'S RECOMMENDATION: THE MANAGER RECOMMENDS THAT THE BOARD RECEIVE THE PRESENTATION AND ASK ANY QUESTIONS DEEMED NECESSARY.

8. Telecommunications System Upgrade

The Board of County Commissioners is requested to receive a presentation on the County's telecommunications system upgrade. Staff is proposing to upgrade Voice Communications from Centrex to Voice-over-IP and to upgrade Durham County's Data Infrastructure. This new system is projected to cost \$1,410,000. It is anticipated that the funds for this project can be borrowed and financed over a 48-month period at a rate of 4% with an annual payment of \$384,958. The efficiency created by this upgrade is expected to provide operational savings in excess of the annual debt service.

The pro-forma compares the budgeted operational expenses for FY2005 to the projected operational expenses after the upgrade to produce the savings.

It is expected that the process for obtaining financing for the project will take up to 90 days; as such, staff is requesting that an appropriation from fund balance for \$1,410,000 be approved so that the equipment can be ordered. Once the financing is approved and closed, the project will be funded by the loan and the fund balance appropriation reversed.

This project was bid through RFP 04-028 on 04/08/04 and closed on 05/13/04. Verizon's proposal was selected as the best solution based on criteria including price, support, and technology. Since that time, staff has been working with Verizon to conduct a detailed analysis of the telecommunication requirements of each County site.

If the Board directs staff to move forward, the Board will be requested to award the Telecommunications System bid to Verizon and authorize the County Manager to execute the contract with Verizon. In addition, a budget appropriation, a capital project amendment, and a Reimbursement Resolution will be prepared for approval during the February 14, 2005 Board meeting.

Resource Person(s): Perry Dixon, Director of Information Technology; George Quick, Director of Finance; and Pam Meyer, Director of Budget and Management Services

County Manager's Recommendation: The Manager recommends that the Board receive the presentation and direct staff to proceed in implementing the Verizon bid proposal, and present the budget amendment and Reimbursement Resolution to the Board for approval at the February 14, 2005 meeting.

9. Community Health Trust Fund

The Finance Department would like to present the performance of the Community Health Trust Fund for the calendar year ending December 31, 2004.

Resource Person(s): George K. Quick, Finance Director

County Manager's Recommendation: The Manager recommends that the BOCC receive the presentation.

10. Mental Health Report: Substance Abuse Treatment Analysis and Planning for Durham County

In May 2004, the Technical Assistance Collaborative Inc. (TAC) submitted an analysis of substance abuse services in Durham County. This report addressed the challenges to creating a seamless continuum of addiction treatment and identified deficiencies in the Durham County system that existed at the time of the study. Some of these deficiencies included issues related to underdeveloped and fragmented core services and residential programs (particularly for adolescents), the inability to track treatment services, underdeveloped relationships with the self-help community, inadequate numbers of qualified substance abuse professionals, and insufficient training opportunities for people who work with individuals with addictions.

Since the completion of that report, The Durham Center has made substantial progress in addressing many of the recommendations identified in the TAC document. These efforts include filling The Durham Center's Medical Director position with a nationally recognized ASAM certified physician, implementing The Durham Center Access program, developing additional residential treatment options, and creating a dialog for cooperative efforts with faith-based agencies, law enforcement, medical establishments, social agencies, and health care providers. Numerous Requests for Proposals (RFPs) are also currently being developed to enhance significantly the substance abuse service delivery system in Durham County.

An important endeavor will be the development of a Recovery Institute that will ultimately function as an independent entity within Durham County. This agency will be empowered with the responsibility of advocating for changes necessary to achieve a nurturing environment for recovery services. The Recovery Institute will include representation from all major stakeholders and will be structured to promote a countywide enthusiasm for addressing substance abuse issues. The Recovery Institute will also champion such causes as addressing social inequity, embracing ethnic and cultural sensitivity, reducing the stigma of addictive illness, and identifying and promoting best practices.

An array of comprehensive services is also being developed that will feature a variety of innovative community-based treatment options, service planning, and delivery built upon the strengths and resources of the consumer and family, a highly organized and integrated support system, and interagency/community collaboration at the system level. Another innovative and important initiative will be the development of treatment opportunities for individuals with co-occurring disorders. These include high-risk individuals who suffer from both a serious emotional handicap and an addictive disorder. Additional information regarding these services is included in the report appendix.

The continuum of care shall be developed in accordance with ASAM Levels of treatment and will be evaluated by The Durham Center's Quality Improvement Section and Contracts Management Team to ensure that services are provided in accordance with best practice standards and evidenced-based treatment models. The Durham Center, as the local management entity (LME) and the County agency responsible for alcohol and drug addiction services, is positioned to be the catalyst for achieving the goals outlined in the report. This document describes a plan for implementing the TAC findings and redesigning the substance abuse service delivery system in Durham County.

Resource Person(s): Ellen Holliman, Interim Area Director; Dr. Al Mooney, LME Medical Director; and Doug Wright, Area Board Chair

County Manager's Recommendation: The Manager recommends that the Board receive the presentation and advise the staff if any additional information is necessary.

11. **Bringing Income Maintenance Salaries Up to Market Rate**

DSS is experiencing a 30-35% annual turnover rate in Income Maintenance (IM) positions. A 2004-05 HR benchmark study indicates the IM positions are 9% behind the market (Orange and Wake Counties). These positions provide critical services that have seen a dramatic increase in demand, particularly in Medicaid and Food Stamps. Caseloads and vacancy rates are high; staff retention is increasingly difficult. **Resolution of this issue is particularly important in the Income Maintenance area, where the pressure of working in an "entitlement" environment that serves tens of thousands of Durham County residents is intense and the pace is non-stop. Unlike other program areas, the impact of excessive workloads in entitlement programs cannot be "managed" by reducing services, delaying benefits, or asking individuals to "come back another day".** DSS is making this request outside of the normal budget cycle because the turnover crisis is severely impacting service delivery, accuracy, and processing times. This request is consistent with the planned HR benchmark study that will further document the crisis in Income Maintenance positions:

1. Amend the Education and Experience Requirements so those individuals with a Bachelor's degree in Human Services, Health, Public Administration, or related field are fully qualified.
2. Increase the Hiring Rate from \$24,811 to \$27,044.
3. Provide a 5% salary adjustments for existing IM staff (including supervisors and program managers) to maintain current salary relationships.

Because Income Maintenance positions are funded with 50% of federal revenue, the cost to the County for the last **four** months of FY05 is **\$31,701** which will be paid from an existing source—the Medicaid At-Risk Case Management cost settlement fund. In this fiscal year, there will be no increased cost to the County. The annualized cost to the County would be **\$95,104**. Please see the attachment for more details.

Resource Person(s): Chuck Harris, DSS Interim Director; Sharon Hirsch, Assistant Director, Customer Access and Program Support Services; Arnold Dennis, Assistant Director, Family Self-Sufficiency; Catherine Williamson-Hardy, Assistant Director, Family Economic Stability; DSS Board Members

County Manager's Recommendation: The Manager recommends that the Board approve the recommended increase in the Income Maintenance hiring rate, adjust existing IM staff salaries, effective February 28, 2005 (March 24, 2005 payroll), and amend the education and experience

requirements for Income Maintenance positions in principle and place on the February 14, 2005 consent agenda for final Board approval.

11a. ERP Project

The Finance Department would like to enter into a contract with SAP Public Service Inc. to develop instructional material for the training of Durham County employees in the operations of the new financial system. Funding for this contract will be in an amount not to exceed \$39,100 and from funds currently budgeted in the Finance Department. This contract is essential for the timely implementation of the new system.

Resource Person(s): George K. Quick, Finance Director

County Manager's Recommendation: The Manager recommends that the BOCC suspend the rules and approve the contract.

12. Closed Session (To be held during lunch)

Pursuant to G.S. § 143-318.11(a)(5) & (6), the Board is requested to adjourn to Closed Session to instruct staff concerning the position to be taken on the terms of possible acquisition of 247 S. Mangum Street owned by U-Haul Real Estate Company and 306 S. Roxboro Street owned by Scarborough and Hargett Funeral Home; and to consider a personnel matter.