

ALAMANCE COUNTY HUMAN SERVICES BOARD
Minutes

Regular Meeting of the Human Services Board
April 21, 2026

The Alamance County Human Services Board met on Tuesday, April 21, 2026, at the Alamance County Human Services Campus. The following board members were present: Dr. Ann Riley-Caldwell, Dr. Caitlin McArthur, Dr. Deanna Tickle, Dr. Roslyn Crisp, Mr. Brian Pierce, Ms. Sonya Carter, Ms. Sonya Blackwell, Dr. Jim Ryan, and Commissioner Kelly Allen. Human services staff present included Dr. Tony Lo Giudice, Ms. Skye Sullivan, Ms. Janna Elliott, Ms. Ariana Lawrence, Ms. Becky Rosso, Ms. Nicole Alston, Dr. Cate Lynn, Ms. Amy Widderich, Ms. Ashley Barber, and Dr. George Ackall. Two interns were present from the Family Justice Center.

1. Call to order and introductions

Dr. Riley-Caldwell called the meeting to order at 6:30 p.m.

2. Approval of the agenda

Commissioner Allen made a motion to approve the agenda. Ms. Blackwell seconded the motion. The board approved the motion unanimously.

3. Approval of March 17, 2026 minutes

Mr. Pierce made a motion to approve the March 17, 2026 meeting minutes. Dr. Crisp seconded the motion. The board approved the motion unanimously.

4. Family Justice Center survey results

Ms. Sullivan shared that during their 2020 strategic planning session, Family Justice Center (FJC) staff determined they needed victim feedback to improve services. Two interns from the FJC presented feedback from 2025 service data, survey findings, and future priorities. In 2025, FJC served 1,379 clients across 3,959 visits, made 3,738 referrals to onsite partners, and completed 464 restraining orders, reflecting continued demand for coordinated, victim centered services. Client demographics included individuals with disabilities, veterans, those experiencing homelessness, and individuals with limited English proficiency, with services provided in multiple languages.

The needs assessment survey was conducted through telephone interviews using random sampling of approximately 15 clients per month, resulting in 105 completed surveys. Overall, the majority of respondents reported feeling supported, respected, and helped by services received, and many indicated they felt safer after their visit. Feedback on interactions with staff and partner agencies was largely positive, with common themes including knowledgeable staff, empathy, and respectful treatment. However, some respondents noted challenges related to wait times, staff turnover, limited control over outcomes, and difficulties navigating legal processes. While most participants reported that their needs were met, gaps were identified in areas such as housing, food, legal representation, ongoing therapy (particularly Spanish-language services), financial assistance, and child-related services. Experiences with law enforcement and court systems were mixed, with some clients feeling supported and others expressing frustration with processes such as restraining orders and court outcomes. Key barriers to achieving safety and stability included housing insecurity, safety concerns, fear, lack of support, and challenges within the legal system.

Client testimonials emphasized appreciation for compassionate staff and the sense of safety

provided by the FJC, while also highlighting a desire for expanded services and greater justice outcomes. Based on survey results and feedback, identified priorities for improvement include increasing access to affordable housing resources, expanding legal and custody-related services, enhancing follow-up with clients, improving access to therapy and medical forensic services, and increasing services for child victims and witnesses.

Mr. Pierce asked where veterans were referred to. Ms. Sullivan shared that veterans are referred to the VA, the county veteran services office, and ALCOVETS, depending on the needs of the victim. Dr. Riley-Caldwell asked about why victims did not feel supported in their civil court restraining order case. Ms. Sullivan answered that this may be due to the court facilities and how they are set up with offenders on one side and victims on the other. In 2015, a court navigator program was implemented and shared with Family Abuse Services. These volunteers sit with victims in court, but sometimes there are many cases on a court docket and not many volunteers to sit with each victim. Legal Aid of North Carolina represents victims for free in the 50B process, and Legal Aid has had a \$10 million cut this fiscal year from the state, which has resulted in a significant decrease in the number of cases they will take. Ms. Sullivan shared that court is a traumatic experience for victims. Ms. Carter asked about therapy services and what challenges are being faced. Ms. Sullivan answered that waiting lists for children's therapy services are months long. For adults, there have been inconsistencies with mental health services, and keeping therapists has been difficult. None of the partners has a Spanish-speaking therapist, which has been a challenge for those with limited English proficiency. Dr. McArthur asked about trends in visits who are Spanish speaking, and if those numbers declined in 2025 because of fear of interacting with law enforcement. Ms. Sullivan answered that there has been a drop in interactions with the criminal justice system and victims not wanting to file 50B order. FJC staff and Family Abuse Services have several bilingual staff members, which has been great to help build trust and get victims the help they need outside of the criminal justice system.

5. Health department division spotlight: Alamance County Children's Dental Clinic

The Alamance County Children's Dental Clinic presentation outlined the purpose and operations of the clinic, led by Dr. Ackall, who has worked with the health department for a decade. The clinic serves children ages 1–21 and was established due to unmet dental needs in the county, limited referral options for school nurses, and low Medicaid reimbursement rates that deter providers. The clinic serves predominantly Medicaid patients, along with uninsured and privately insured children, and its location provides accessible care.

The clinic offers comprehensive dental services and completed 8,263 visits last year. It also trains UNC dental students and ACC dental assistant students, often hiring from its student rotations. A mobile dental team provides services to all 20 elementary schools, completing 1,067 school-based visits. Staffing includes three dentists, two hygienists, seven assistants, and support staff, including a Spanish interpreter. Demand for services continues to grow, with most patients coming from ZIP codes 27217, 27215, and 27253.

6. FY 2026/2027 health budget presentation

Ms. Elliott presented the 2026/2027 requested health budget. The health budget contains five separate budgets.

The personal health division is requesting a total FY27 budget of \$9,446,053, reflecting increased personnel costs and reduced operating expenses compared to FY26. Personnel requests include a new foreign language interpreter II position and a reclassification for an

operations technician.

The environmental health division's FY27 budget request totals \$2,744,171, showing increases in personnel and operating costs along with a capital request of \$71,500. The division is requesting two new environmental health specialist positions focused on food, lodging, and institutions.

The WIC division's FY27 request totals \$988,511, fully funded through state and federal sources. Ms. Elliott shared that revenue fluctuations reflect reimbursement timing. The nutritionist II position remains frozen for FY27.

The dental division is a self-sustaining operation and is requesting \$3,395,970 for FY27, with increased operating expenses and a \$40,000 capital request. Revenues continue to depend heavily on service fees and the timing of Medicaid cost settlements. There are no personnel requests for FY27.

The behavioral health and substance use division is requesting \$1,665,529 for FY27. Prior year revenue changes relate to maintenance of effort (MOE) requirements, grant funding, and opioid settlement allocations. Personnel requests include two pretrial correctional case analyst positions and one opioid settlement substance abuse education specialist.

Mr. Pierce made a motion to approve all five division budget requests. Dr. Tickle seconded the motion. The board approved the motion unanimously.

7. Veteran Services update

Dr. Lo Giudice shared that the Vietnam Veterans' breakfast in March was a wonderful event. He thanked Tamara, Chamere, Shannon, and Cydni for doing a wonderful job planning and executing the event. Former veteran's services director, Tammy Thompson, volunteered at the event as well. Dr. Lo Giudice noted that it was great to see the Vietnam Veterans connect and socialize with one another.

Dr. Lo Giudice announced that a new director has been selected for veteran services. Jeff McNeil is starting May 18th. He is an Army veteran, retired VA Claims Rater, and VSO with state and national credentials, most recently employed as deputy director with Dorchester County, South Carolina.

8. Family Justice Center update

Ms. Sullivan shared that the National Institute on Strangulation Training that FJC hosted was very successful. There was a good turnout in attendance, including judges, doctors, police officers, social workers, victim advocates, magistrates, and prosecutors. The training discussed strangulation, the highest risk cases, how to prosecute these cases, how to treat victims medically, how to advocate for victims, considerations for the bench and when children and older adults experience strangulation. Ms. Sullivan shared that the next steps are to make a bench card for judges because there has been a very low bond being set for violent offenders. Ms. Sullivan reported that if a person will strangle, they are 750% more likely to kill the victim and law enforcement that respond on the scene. Ms. Sullivan would also like to make a strangulation protocol so all agencies that FJC partners with has a standard protocol on how to respond when the agency is interacting with a strangulation victim. Staff is working with the NCDOJ in trying to do a supplement form for law enforcement to use specifically for strangulation.

Ms. Sullivan shared that Camp Hope participants got to go to a farm this month, and future events will be the Burlington Fire Department, swim lessons, a baseball game, and camp is in August.

Dr. Riley-Caldwell asked if there is any education in schools about strangulation. Ms. Sullivan shared that Family Abuse Services used to go into schools to talk to kids about domestic violence and internet safety. The parents' bill of rights that was passed a few years ago requires parents to opt-in for certain educational lessons for their children. Family Abuse Services will be going back into schools, and parents will have to sign a permission slip for their child to attend.

9. Health and Human Services Director report

Dr. Lo Giudice reviewed the health department personnel report and noted no significant changes within the department. Dr. Lo Giudice gave a special shout out to all human services department staff in honor of public health month and social worker appreciation month. He thanked staff for all the wonderful service provided to the community and customers.

Dr. Lo Giudice reminded the board of the upcoming recovery court graduation on Friday. On May 6 at 10:30 am the board is invited to the Development Center at 1946 Martin Street in Burlington. This is a joint customer service delivery model between environmental health, GIS, planning, and inspections departments.

Dr. Lo Giudice thanked Kelly Mendenhall and Amber Taylor for participating in the Day of the Child celebration and the Sheriff's Spring into DARE event. He thanked Sam Hinton, 2026 Elon fellow, for providing Narcan administration training at Persnickety Books.

Dr. Lo Giudice gave kudos to Skye Sullivan, Jacqueline Anderson, Gerardo Bautista, April Allen, Latawnya Hall, Krystal Grudinsky, Natalie Furr, Larry Blount, Isabel Greenstein, Ruby Radis, Malaunia Barber, Laureana Paparella, and Jennifer R. Thompson for planning and executing a largescale strangulation training that is nationally recognized and has and will continue to enhance services.

Dr. Lo Giudice gave a shout out to Julie Beauchesne for assisting a customer in a huge rush and was not sure that they would be able to stay for the appointment. Julie went out of her way to assist the customer and complete their visit. He congratulated Dr. Lynn and Estefani Martinez for their 5-star Google review. Lastly, Dr. Lo Giudice shared that Candice Smith, the 2026 Executive Assistant Health Director, is finishing her bachelor's degree in a couple weeks, and has been accepted to a masters program-tuition free for being such an awesome student!

10. Adjournment

Mr. Pierce made a motion to adjourn the meeting at 7:48 pm. Dr. Tickle seconded the motion. All board members approved the motion unanimously.

Ann Riley-Caldwell

[Ann Riley-Caldwell \(Jun 23, 2026 13:02:02 EDT\)](#)

Ann Riley-Caldwell, Chair

Tony Lo Giudice

Tony Lo Giudice, Secretary