
Gwinnett County Human Services Advisory Board
Wednesday, April 22 at 5:30pm

Innovation Square – Conference Room 105
446 West Crogan Street, Lawrenceville, GA 30046

Present: Patricia Wagner, Randy Redner, Marlene Fosque, and Courtenay Strickland

1. Call to Order
2. Welcome/Introductions/Announcements
3. Approval of Agenda
{Action: Approved; Motion: Wagner, Second: Redner; Vote: 3-0; Wagner-Yes; Redner-Yes; Fosque-Yes}
4. Presentation from the Law Department
5. By Laws Discussion
The Human Services Advisory Board made a motion to not adopt bylaws at this time.
{Action: Approved; Motion: Strickland, Second: Wagner; Vote: 4-0; Strickland- Yes; Wagner-Yes; Redner-Yes; Fosque-Yes}
6. 2026 Meeting Schedule Discussion
The Human Services Advisory Board made a motion to approve that regular meetings take place monthly on the fourth Wednesday at 5:30pm at various county facilities. {Action: Approved; Motion: Fosque, Second: Redner; Vote: 4-0; Fosque-Yes; Wagner-Yes; Redner-Yes; Strickland-Yes}
7. Staff Updates
8. Comments from the Audience
9. Adjournment:
{Action: Approved; Motion: Strickland; Second: Fosque; Vote: 4-0; Strickland-Yes; Redner-Yes; Wagner-Yes; Fosque-Yes}

Gwinnett County Human Services Advisory Board Presentation



Gwinnett



Establishment & Structure

- Established in 2023 by Resolution of the Board of Commissioners
- Resolution amended in 2025
- Recognizes health, human, and social services needs throughout the Gwinnett community
- Director, Department of Community Services serves as the non-voting chair
- Quorum: 3 voting members

Membership

All members with the exception of the Director of Community Services serve at the pleasure of the Board of Commissioners and may be removed by a majority vote of the Board of Commissioners at any time. Vacancies on the HSAB shall be filled in the same manner as the original appointment was made.

Purpose

- The HSAB is to serve as a resource to the Board of Commissioners and the Department of Community Services on behalf of the residents of Gwinnett County in recognizing and addressing health, human, and social services needs throughout the Gwinnett community.
- The purpose of the HSAB is to ensure increased coordination and collaboration among participating entities in the County-wide human services ecosystem as guided by the comprehensive human services needs assessment and 5-Year Strategic Plan.



County website

[Health and Human Services - Gwinnett County – Gwinnett](#)

www.gwinnettcounty.com

Meetings

- Regular or special called meetings
- Quorum needed to hold a meeting
- Meetings conducted pursuant to Robert's Rules of Order and the Georgia Open Meetings Act



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Virtual Public Access:

<https://gwinnettgov.webex.com/gwinnettgov/j.php?MTID=md5d5de4fa86c6325f85aedf61f5ae0cf>

Webinar number:
2349 233 9771

Webinar password:
DrQE7ggNJ89 (37737446 when dialing from a phone or video system)

Join by phone
+1-408-418-9388 United States Toll
+1-646-992-2010 United States Toll (New York City)

Access code: 234 923 39771



Robert's Rules of Order



Gwinnett

Robert's Rules of Order Overview

- Order of Business – Formal Agenda
- How is business handled
 - Item read/presented
 - Questions from the Board
 - Discussion
 - Motion
 - Vote



Robert's Rules Overview

- A majority vote of a quorum is necessary for approval of any motion.
- In the case of a tie vote, the motion fails and that constitutes no action by the Board.
- Action can be taken by a majority of the members present as long as there is a quorum.
- Reminder: Director of Community Services is a non-voting member

Open Meetings Act



Gwinnett



Meetings

- Any gathering of a quorum of the members of the governing body of an agency at which official business, policy, or public matter of the agency is formulated, presented, discussed, or voted upon
- Any gathering of a quorum of any committee of the members of the governing body of an agency or a quorum of any committee created by the governing body at which official business, policy, or public matter of the agency is formulated, presented, discussed, or voted upon

Gatherings not considered a Meeting

- Inspection of public facilities or property.
- Attending state-wide, multijurisdictional, or regional meetings.
- Meetings with officials of the legislative or executive branch.
- Traveling to a meeting.
- Social, ceremonial, civic, or religious events.



Obligations

- All meetings shall be open to the public
- All votes at any meeting shall be taken in public after due notice of the meeting and compliance with the posting and agenda requirements
- Prescribe and make available time, date, and place of regular meetings
- Notice posted at least 1 week in advance
- Agenda posted, at a minimum sometime in the two-week period immediately prior to the meeting

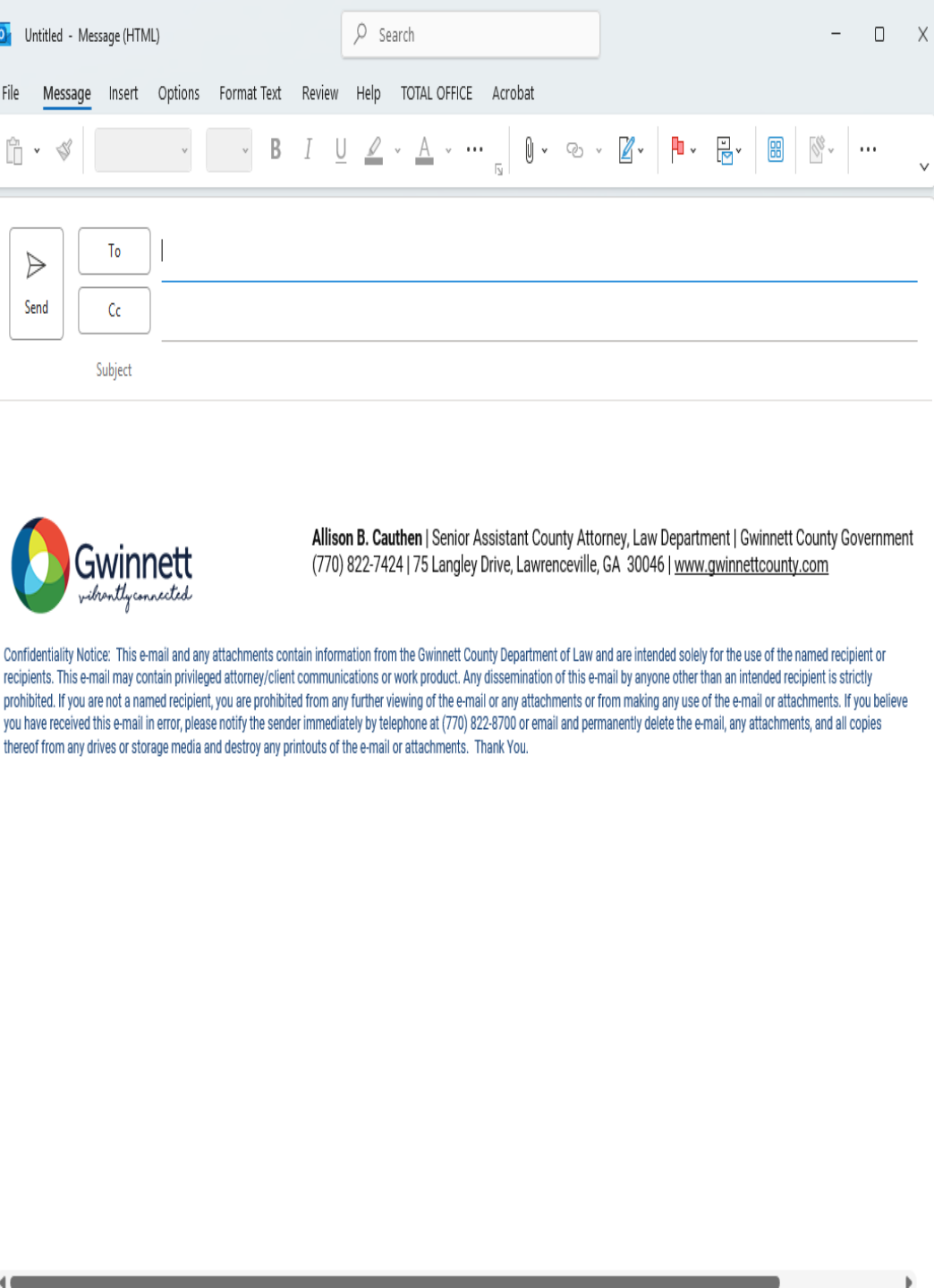
Meeting via teleconference

Under circumstances necessitated by emergency conditions involving public safety or the preservation of property or public services, a committee may meet by means of teleconference so long as the required notice of the meeting is provided, and means are afforded for the public to have simultaneous access to the teleconference meeting.



Member participation via teleconference

So long as a quorum is present in person at a meeting, a member may participate in the meeting by teleconference if necessary due to reasons of health or absence from the jurisdiction. Absent emergency conditions or the written opinion of a physician or other health professional that reasons of health prevent a member's physical presence, no member shall participate by teleconference more than twice in one calendar year.



Emails

- Emails generally do not constitute an open meeting, but should not be used to circumvent the Open Meetings Act
- This exemption does not apply to other forms of electronic communication/media



Gwinnett

Open Records

Basic Obligation

O.C.G.A. § 50-18-71(a):

All public records shall be open for public inspection and copying unless:

- (1) there is a court order prohibiting disclosure; or
- (2) there is a specific law exempting the record from disclosure



Open Records

- Form of the record – Broad and inclusive
- All documents, papers, letters, maps, books, tapes, photographs, computer based or generated information, data, data fields, or similar material O.C.G.A. § 50-18-70(b)(2)
- Location of the record is irrelevant – includes records located on county phones, blackberries, home computers, tablets, personal phones, other personal electronic devices, etc.

Types of Exemptions

- Exemptions created by the Open Records Act itself:
- O.C.G.A. Section 50-18-72.
- These are the ones that most often apply to county records.
- 50 current exemptions.

- Exemptions created by other state or federal laws or regulations.
- These are not as common for county administrative departments or boards and authorities. Some examples include prosecuting agencies and election information.

Open Records Requests

- **Requests for public records can come in many forms: electronic requests, letters, handwritten notes, phone calls, faxes, emails, walk-in requests, etc.**
- **In August of 2020, the County implemented a cloud-based open records portal provided by the vendor GovQA to allow the public to submit requests, receive responsive documents, and make payments online and to allow staff to manage and retain requests.**
- **The BOC designated an Open Records Officer on October 6, 2020. The Open Records Officer manages the County's open records portal and provides training for this portal and the Georgia Open Records Act to all County Administrative Departments.**

Open Records Center

HOME | FAQs | SUBMIT A REQUEST | MY REQUEST CENTER

FAQs

See All FAQs 🔍

- Are there any fees associated with my request for open records?
- Where should I send payment for my open records?
- Vital Records
- When will a response be received concerning my public records request?
- Court Types and Definitions

Gwinnett County Government is monitoring developments in the spread of the coronavirus outbreak and how it may affect our residents, employees, and our delivery of important County services.

For more information regarding Shelter-in-Place Orders, [click here](#).

-  Submit a Records Request
-  My Records Center
-  Public Records Archive

Response Timeline

Agencies must produce for inspection all responsive records within a reasonable amount of time not to exceed 3 business days, unless:

- **Documents do not exist at the time of the request;**
- **Documents aren't reasonably available within 3 days (if some documents are available those documents have to be made available within the 3-day period);**
- **Documents are subject to an exemption in the law; or**
- **There's a court order prohibiting disclosure.**

O.C.G.A. Section 50-18-71(b)(1)(A)

Sanctions

Civil

O.C.G.A. § 50-18-73.

- Lawsuit may be brought against non-compliant persons or agency by requestor or Attorney General.
- Attorneys' fees may be awarded against party acting "without substantial justification."

Criminal

O.C.G.A. § 50-18-74.

- Willful, knowing violation is a misdemeanor punishable by fine not to exceed \$1000 for first offense and not to exceed \$2500 for second offense.
- Destruction of documents to prevent disclosure also punishable

****Only available for written requests****



Records Retention

- All records created or received in the performance of duty and paid for by public funds are deemed to be public property and shall constitute a record of public acts O.C.G.A. § 50-18-102(a)
- The Georgia Records Act imposes a duty to retain public records for certain time periods set forth in schedules. Retention schedules, once approved, shall be authoritative, directive, and shall have the force and effect of law
- Gwinnett County follows the state local government retention schedules

Destruction of Records

- Destruction of records shall occur only through the operation of an approved retention schedule, O.C.G.A. § 50-18-102(b)
- Destruction of records by any person in a manner not authorized by an applicable retention schedule is a misdemeanor, O.C.G.A. § 5-18-102(c)



Emails

- Subject to both the Georgia Open Records Act and the Georgia Records Act
- Retention of emails is based upon the content of the email
- Use an archiving system
- Be cautious as to how email is used to conduct Board business



Ethics

Gwinnett County Code of Ethics

The proper operation of democratic government requires that the public officials and employees be independent, impartial and responsible to the people; that the government decisions and policy be made through proper channels of the governmental structure; that public office not be used for personal gain; that the public officials and employees be free from the appearance of impropriety; and that the public have confidence in the integrity of its government



Standards

- No county official or employee having the power or duty to perform an official act or action related to a contract or transaction which is or may be the subject of an official act or action of the county shall have:
 - Or thereafter acquire an interest in such contract or transaction
 - An interest in any business entity representing, advising or appearing on behalf of, whether paid or unpaid, any person involved in such contract or transaction
 - Solicited or accepted present or future employment with a person or business entity involved in such contract or transaction
 - Solicited, accepted, or granted a present or future gift, favor, service, or thing of value from or to a person involved in such contract or transaction, except as provided in [section 54-29](#)
- No county official or employee shall grant any special consideration, treatment or advantage to any citizen beyond that which is available to every other citizen in the same or similar circumstances

If conflict:

- Except as otherwise provided by law, no county official shall participate in the discussion, deliberation vote or otherwise take part in the decision-making process on any item before him/her in which the county official or employee has a conflict of interest
- In the event of a conflict of interest, the county official shall announce his/her intent to abstain prior to the beginning of the discussion, debate, deliberation or vote and shall abstain from casting a vote



Gwinnett

Questions



Human Services Advisory Board

April 22, 2026

Community Services

Department Divisions

- Animal Welfare & Enforcement
- Building Brains Anywhere
- Business Services
- Civic Engagement & Social Impact
- Health & Human Services
- Live Healthy Gwinnett
- University of Georgia Extension


Human Service Subsidies

- Atlanta Regional Commission
- Board of Health
- Department of Family and Children Services
- Gwinnett Coalition
- Gwinnett County Public Library
- Gwinnett United in Drug Education, Inc.
- Latin American Association
- Mosaic Georgia
- View Point Health


Health and Human Services Plan

- 2023 Needs Assessment
 - Food
 - Housing
 - Health and Wellbeing
 - Youth, Literacy, and Learning
- Cross-Cutting Barriers to Access
 - Transportation
 - Culturally Responsive Care
- Human Services Advisory Board


One Stop for Help Road Map




Address Key Service Gaps in Basic Human Needs




Develop a Sustainable Service Delivery Model



Provide Coordinated Care



Create Synergy Among Programs and Partners



Be a National Benchmark



Center Service Delivery on Equity and Belonging

One Stop for Help Core Services

- Coordinated Care Network
- 24/7 One Stop for Help Line
- Encampments
- Warming Stations
- Veteran & Family Services Office



One Stop for Help Team

Division Director

- Jacqueline Hughes

Project Coordinator

- Jessica Benton

Data Analyst

- Sean Kelly

Community Navigators

- Brianna Dickinson
- Caroline Bland
- Danielle Abisoye
- Lydia Gonzalez
- Mark Domah
- Nekiea Handy
- Prince Ayitey-Adjin

Coordinated Care, Powered By:



Resident Facing Resources Coming Soon

New Public Resource Directory & Assistance Request Form



Find resources near you
in **Gwinnett County** ▼

What are you looking for?



See All Nearby



Benefits Navigation



Clothing & Household Goods



Education



Employment



Food Assistance



Housing & Shelter



Income Support



Individual & Family Support



Background

- Groundbreaking: March 11, 2025
- Address: 1040 Grayson Highway, Lawrenceville, GA 30045
- Designer: TSW Design
- Contractor: Reeves Young, LLC
- Funded By: American Rescue Plan Act \$45,944,695.19
- 84,232 Square-feet, three (3) story building

Mental & Behavioral Health Services

Partnership with View Point Health

- 30-Bed Inpatient Stabilization Unit: Provides 24/7 access to care.
- 23-Hour Temporary Observation Day Center: Accommodates up to 15 individuals for short-term observation and care.
- Lawrenceville Outpatient Clinic: Offers ongoing support for individuals in need of mental and behavioral health services.
- Administrative Offices: Support the coordination of comprehensive services.

Support for Health and Human Services

Hub for One Stop for Help

- **Community Navigator Space:** Dedicated to assisting residents with access to resources and services.
- **Veteran and Family Services Office:** Operated in partnership with Disabled American Veterans Chapter 90 to provide support for veterans and their families.
- **Community Rooms:** Multi-purpose spaces for classes, training sessions, warming station, and workforce development programs.

Child Development Center

Provider to be determined.

- A dedicated space providing high-quality childcare and early education opportunities.

Community Resource Center at Grayson Highway



Community Resource Center at Grayson Highway



Other Facilities

- Gwinnett Environmental & Heritage Center, Buford
- Gwinnett Senior Services Center, Lawrenceville
- Lawrenceville Senior Center, Lawrenceville
- Community Resource Center at Sawnee Avenue, Buford
 - Buford Senior Center
- Community Resource Center at Bethany Church Road, Snellville
 - Centerville Senior Center (*future expansion in 2026*)
- Community Resource Center at Georgia Belle Court, Norcross
 - Norcross Senior Center
- Dacula Senior Center (*current expansion project; Q3 2026*)

Food Security

- Mobile Food Distribution
- Summer Meals Program
- Senior Meals
- Community Gardens
- Donation Boxes
- Co-op Support



Health & Wellness

Live Healthy Gwinnett

- Empowering the community to embrace healthier lifestyles by encouraging individuals to Be Active, Eat Healthy, Get Checked, and Be Positive
- Be Active Gwinnett
- Harvest Gwinnett
- Community Health Dashboard
 - LiveHealthyGwinnettData.com





Health & Wellness

Senior Services

- Care Management
- In-Home Services: Meals, Homemaking, Respite, Personal Care
- Transportation
- Congregate Senior Centers

Youth, Literacy, & Learning

Building Brains Anywhere

- Early Learning
- Afterschool Programs
- Summer Enrichment
- K–12 Field Trip Enrichment





Youth, Literacy, & Learning

UGA Extension Gwinnett

- Partnership with the University of Georgia
- Agriculture and Natural Resources
- Family and Consumer Sciences
- 4-H Youth Development

GwinnettCommunityServices.com