

**Wake County Human Services Board**  
**Minutes**  
**January 22, 2015**

**Members Present:**

Mr. Frank Eagles  
Mr. Pablo Escobar  
Dr. Sharon Foster  
Ms. Fiorella Horna-guerra  
Mr. John Myhre  
Ms. Margaret Raynor  
Dr. Rosine Sanders  
Dr. James Smith, III, Chair  
Dr. Jacqueline Tavárez  
Ms. Stephanie Treadway  
Commissioner James West  
Dr. Seth Wexler  
Mr. McKinley Wooten, Jr.

**Members Absent:**

Ms. Leila Goodwin  
Dr. Paul Scruggs  
Ms. Angie Welsh  
Mr. Julian Smith

**Executive Staff Present:**

Ms. Regina Petteway, Interim Human Services Director  
Mr. Ken Murphy, Assistant County Attorney  
Mr. Joseph Threadcraft, Environmental Services Director  
Ms. Amina Shah, Executive Assistant to Human Services Board  
Ms. Alicia Arnold, Fiscal & Policy Analyst – Budget Division  
Ms. Rosena West, Staff to Social Services Committee

**Executive Staff Absent:**

Ms. Sue Lynn Ledford, Public Health Division Director  
Mr. Bob Sorrels, Human Services Deputy Director  
Mr. Scott Warren, County Attorney  
Ms. Katherine Williams, Cooperative Extension Director & Human  
Ms. Denise Foreman, Assistant to the County Manager  
Ms. Michelle Ricci, Staff to Public Health Committee  
Dr. Kimberly McDonald, Human Services Medical Director

**Presenters:**

Dr. Edie Alfano-Sobsey, Human Services Program Consultant – Public Health Epidemiologist  
Ms. Patricia Baker, Division Director ESS  
Ms. Ingrid Bou-Saada, Program Consultant  
Mr. Paul Gross, Human Services Finance Officer  
Mr. Brian Gunter, Human Services Program Manager – Community Affairs

**Guests:**

**Quorum Present:** yes

Agenda Item	Discussion, Conclusions, Recommendations	Action, Follow-up	Responsible Party	Due Date
I. Call to Order/Reflections	<p>Dr. Smith called the meeting to order at 7:32 am</p> <p>Mayor Frank Eagles reflected on how the Human Services (HS) Board needs to pat itself on the back. Its members are dedicated to work including members of the Public Health and Social Services Committees. There was a wonderful gathering at Dr. Sharon Foster's home. Our Commissioners understand our needs--they approved 17 FTE positions for Foster Care. The Regional Centers are expanding their client base. Overall the Board has done an outstanding job and this is a great community.</p>			
I. Approval of Minutes	There was a motion to approve minutes from the December 18, 2014 meeting. The motion was seconded by Ms. Stephanie Treadway, and approved unanimously.			
II. Confirmation of Next Board Meeting	The next Board meeting will be the Retreat on February 26, 2015. Location TBA			
	<b>REGULAR AGENDA</b>			

<p>III. Public Health/Review and Discussion of Legally Required Local Health Director Knowledge, Skills, Abilities, Qualifications, and Position Requirements [PH Accreditation Benchmark # 37.1, 37.3]</p>	<p>Mr. Brian Gunter presented the Public Health/Review and Discussion of Legally Required Local Health Director Knowledge, Skills, Abilities, Qualifications, and Position Requirements. He said the title of this agenda item is directly from the Public Health Reaccreditation Guidance document.</p> <p>He stated that the purpose of this agenda item to address Board related PH reaccreditation benchmarks. One of the benchmarks is triggered by the change in leadership. With the anticipated change in HS director, the Board needs to review and discuss the components sent to the Board in the agenda packet</p> <p>The 3 components are:</p> <ol style="list-style-type: none"> <li>1. Position Description Questionnaire (PDQ) form</li> <li>2. Set of Job Competences and Responsibilities for Health Directors by the Southeast Public Health Law Training Center</li> <li>3. NC General Statutes related to appointment and responsibilities of local health director</li> </ol> <p>It is a critical PH accreditation requirement is to review and discuss these as the components of the local health director requirement as the Human Services and Local Health Board.</p> <p>Dr. Smith asked if there are any anticipated statutory changes. Mr. Gunter replied that he is not aware of any.</p> <p>Ms. Fiorella Horna-guerra provided feedback on improving the Human Services Director PDQ to HR, because it does not say much about working with DSS.</p> <p>Mr. Pablo Escobar asked that when staff is reviewing applicants, do they use this document for the Social Services (SS) Director as well. Mr. Gunter replied that he is not certain about a document for SS Director job competences and skills or if there is an equivalent. This is the one that staff looks for HS Director, as it's a critical accreditation requirement.</p> <p>Dr. Foster stated this PDQ is fairly comprehensive on educational requirements, but other skills sets also need to be looked at.</p> <p>Ms. Regina Petteway added that when Ms. Angie Welsh went to SS Director's meeting, where there was talk about the SS Director job competencies and requirements to the General Statutes. It is suggested to looked at least the SS Director requirements from the Association and put that in the Human Services Director's job description.</p>			
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<p>IV. Indicator Report [PH Accreditation Benchmark # 9.1]</p>	<p>Mr. McKinley Wooten asked if there would be someone from the County Manager's office to give an update on hiring for HS Director. Ms. Petteway stated that she believes it would be Ms. Denise Foreman who would give that update now that Mr. Joe Durham is retired, but she will check on that to confirm.</p> <p>Dr. Edie Alfano-Sobsey presented the Indicator Report. The purpose of this report is to provide the Board with updated indicators identified to monitor the health of Wake County.</p> <p>Actions required from the Board are:</p> <ul style="list-style-type: none"> <li>• Use information to inform decision making, educational activities, and advocacy efforts</li> <li>• Receive Indicator Report</li> </ul> <p>The Indicator Report assesses the health and well-being of the Wake County community through socio-economic, environmental, individual lifestyle and heredity factors. There were 34 measurable indicators identified by members of INFORM, Wake County Human Services data management group. They were selected by examining:</p> <ul style="list-style-type: none"> <li>• Demographics and Social Determinants of Health</li> <li>• Wake County's Community Health Needs Assessment Priorities</li> <li>• County Health Rankings</li> <li>• Wake County Board of Commissioners Goals</li> <li>• Wake County Human Services Board Priorities</li> </ul> <p>This report provides integrated, overall population data to monitor key indicators for Wake County Human Services. The limitations are that they do not provide details about how sub-populations are affected differently compared to the general Wake County population.</p> <p>This report is divided into three sections:</p> <ol style="list-style-type: none"> <li>1. County Profile – shows the socio- economic conditions in the Wake County community compared with national data.</li> <li>2. Community Health - indicators that measure health outcomes and health factors.</li> <li>3. Physical Environment - indicators that measure a healthy food environment, physical activity, and water and air pollution.</li> </ol>			
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	<p>Both the Community Health and Physical Environment sections show either state or national benchmarks against which Wake County indicators can be compared. This is the second annual report for these indicators.</p> <p>Dr. Alfano-Sobsey said that something that stands out in the first group of indicators is that growth is slowing a bit. It has declined by 5.6% since 2013 report.</p> <p>In Health Factors, there is a new indicator called food and environment, which is an index of factors that contribute to a healthy food environment.</p> <p>Mr. Escobar said that he is concerned about the increase in cardiovascular disease. Dr. Alfano-Sobsey said that also depends on how you categorize cardiovascular disease.</p> <p>Ms. Horna-guerra said she is surprised by increase in homelessness and asked how that specific number is captured. Dr. Alfano-Sobsey replied that statistic is taken by point in time count. There are also other ways to accurately capture this data and more that can be done with the indicators. Youth Thrive has created a profile on homelessness and schools data can also be helpful.</p> <p>Dr. James West said that economy seems to be doing better, but it is still not idealistic. He asked if this data drills down into comparisons or subsets of data. Dr. Alfano-Sobsey said that can be done by undertaking a more in-depth study.</p> <p>Dr. Foster stated that information on high school graduation rates will also be useful as an indicator.</p> <p>*Presentation attached in January agenda packet</p>			
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<p>V. Public Health/Community Health Needs Assessment Data and Action Plans [PH Accreditation Benchmark # 38.2 a, 38.2b]</p>	<p>Dr. Alfano-Sobsey presented the Public Health/Community Health Needs Assessment Data and Action Plans. The purpose is to assure HS Board's participation in the Community Health Needs Assessment process generally, and that it approves the community health action plans specifically.</p> <p>The actions requested of the Board are</p> <ol style="list-style-type: none"> <li>1. Review and discuss the summary data and information from the 2013 Community Health Needs Assessment</li> <li>2. Review and approve the related Community Health Action Plans based on priorities identified in the assessment.</li> </ol> <p>The Community Health Needs Assessment data includes the following:</p> <ol style="list-style-type: none"> <li>1. Methods and findings from the community survey process</li> <li>2. Recommendations from the process</li> <li>3. Top morbidity/mortality factors for the community</li> <li>4. Information on how public input was obtained</li> <li>5. Summary of input from community survey process</li> </ol> <p>Her presentation also included 3 community health action plans based on priorities identified in the community health needs assessment process. The priority areas included</p> <ol style="list-style-type: none"> <li>1. Mental health</li> <li>2. Health care access and utilization</li> <li>3. Poverty and unemployment</li> </ol> <p>Key findings were from 3 sources</p> <ul style="list-style-type: none"> <li>• Health opinion surveys <ul style="list-style-type: none"> <li>• Issues that affect the quality of life in Wake County: unemployment/employment opportunities, school reassignment, traffic congestion, low income/poverty, drug and alcohol abuse, violent crime, and homelessness.</li> <li>• Services identified as in need of improvement: Positive teen activities, availability of employment, higher paying employment, mental health services, road safety, maintenance, support to help manage health conditions, and more affordable, better housing</li> <li>• Information gaps: eating well/ nutrition, child care/parenting, stress management, exercising/fitness, crime prevention, caring for special needs families</li> </ul> </li> <li>• Focus groups <ul style="list-style-type: none"> <li>• Importance of physical, mental, spiritual, and financial well-being</li> <li>• Self-sufficiency and independence</li> <li>• Closely linked to access to resources</li> </ul> </li> </ul>			
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	<ul style="list-style-type: none"> <li>• Existing statistics <ul style="list-style-type: none"> <li>• Among the 15 leading causes of death, the number 1 cause of death is cancer</li> </ul> </li> </ul> <p>Ms. Horna-guerra asked what was asked to measure “self-sufficiency” to which Dr. Alfano-Sobsey replied that she will have to look at the questions asked.</p> <p>Top priority areas are</p> <ul style="list-style-type: none"> <li>• Poverty and unemployment</li> <li>• Health care access and utilization</li> <li>• Mental health and substance use</li> </ul> <p>From the Community Health Needs Assessment, Community Health Action Plan was developed, which includes specific objectives and progress to date for each priority area.</p> <p>Ms. Raynor asked that since mental health is taken out of human services, how does this impact what can we do as HS Board and on both committees? She believes that the whole person has to be treated, which includes mental health and substance abuse. But since that is taken out of this Board, can we show we have a collaboration with the mental health side of things. There was discussion on how there is feedback from Alliance Behavioral Health on holistically treating a person. Commissioner Caroline Sullivan is on that Board. Dr. West asked that Ms. Petteway bring in someone to give an update/presentation on this topic. Mr. Escobar suggested that the Board needs to advocate for specific targeted programs.</p> <p>Dr. Alfano-Sobsey asked for approval from the Board on the Community Health Needs Assessment and Action Plan. A motion was made by Ms. Raynor to approve, which was seconded by Ms. Treadway, and approved unanimously.</p> <p>*Presentation attached in January agenda packet</p>	<p>Ms. Petteway bring in presenter to give an update/presentation on mental health side of things</p>	<p>Ms. Petteway</p>	
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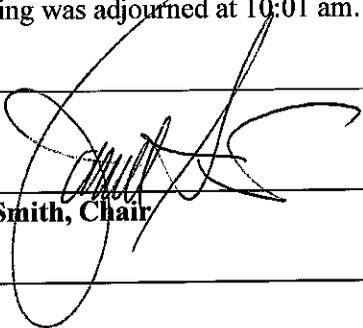
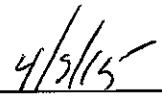
<p>VI. Committee Chairs Reports</p>	<p>Dr. Foster gave an update on the Public Health Committee. She summarized the Public Health Staff Development Plan elements reviewed and approved at the most recent Public Health Committee meeting. She directed the Board members' attention to the handouts including the Staff Training and Credentials Standard, the Tuition Reimbursement Procedure, and the Cultural Diversity in the Work Force Standard.</p> <p>She talked about food sustainability and the Summer Food Program (SFP). She said the Board should recognize the fast food chain, Wendy's by sending them a Thank you letter for removing sugary drinks from children's meal. This is a step forward toward reducing child obesity and promoting good health.</p> <p>She discussed some expansion items including the rollout of new health services near Rock Quarry Road in Raleigh.</p> <p>She stated the advocacy party was successful. The attendees were receptive to our needs. Some of the things discussed at the party were expansion of Medicaid, mental health, greenways, and decrease in prenatal mortality.</p> <p>Mr. Escobar gave an update on the Social Services Committee on behalf of Ms. Welsh. He said the Committee discussed NCFAST in the first part of the meeting. That was a good discussion. The second part of the meeting was spent planning for the Human Capital Development (HCD) campaign event. It is scheduled for March 27, 2015 from 9 am to 12 noon in the County Commons. The planning for the event is taking shape as the Committee discussed the agenda, event promotion, and keynote speaker (Dr. Dudley Flood).</p>			
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<p>VII. Environmental Services Director's Report</p>	<ul style="list-style-type: none"> <li>• Environmental Services Director's Report</li> </ul> <p>The department is currently compiling it's FY 2016 budget. It started meeting on January 21st to prioritize requests.</p> <p>An Infrastructure presentation was given at the January 12 BOC Work Session. This included the contaminated ground water initiative. The policy will be completed through the Growth, Landuse and Environment Committee. Once the policy is complete and approved by the Board of Commissioners, staff will evaluate the citizen's request for the extension of water lines, review the results with the Manager's Office and make a subsequent recommendation to the Board of Commissioners.</p> <p>An Overview of the Environmental Services Department was given at the January 12 BOC Work Session. Highlights of staff productivity to date were as follows:</p> <ul style="list-style-type: none"> <li>a. Environmental Health &amp; Safety <ul style="list-style-type: none"> <li>1. Responsible for over 4,300 facilities</li> <li>2. Conducted over 6,500 inspections within the facilities</li> <li>3. Reviewed over 700 plans</li> <li>4. Conducted over 875 construction visits</li> <li>5. Permitted approximately 1,200 pools</li> </ul> </li> <li>b. Solid Waste <ul style="list-style-type: none"> <li>1. Handled over 405,000 tons of waste</li> <li>2. Recycled over 30,000 tons</li> <li>3. Landfill capacity to 2033</li> </ul> </li> <li>c. Water Quality <ul style="list-style-type: none"> <li>1. Approximately 32,000 private wells</li> <li>2. Approximately 59,000 septic systems</li> </ul> </li> <li>d. Animal Services <ul style="list-style-type: none"> <li>1. Received approximately 14,000 animals</li> </ul> </li> </ul> <p>Award Recognition - Each Division won an Achievement Award from the National Association of Counties.</p> <ul style="list-style-type: none"> <li>1. Administration (2014)</li> <li>2. Animal Services (2014)</li> <li>3. Environmental Health &amp; Safety (2013)</li> <li>4. Solid Waste (2014)</li> <li>5. Solid Waste (2014)</li> <li>6. Water Quality (2014)</li> </ul>			
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<p>VIII. Human Services Director's Report – Ms. Regina Petteway</p>	<p>Ms. Petteway's report included an NCFAST update (presented by Ms. Patricia Baker), Expansion Budget Summary (presented by Mr. Paul Gross), Healthiest Capital County (HCC) Update (Ms. Ingrid Bou-Saada).</p> <p>Ms. Baker provided the NCFAST update. She said the Department went into NCFAST in a really bad spot. FNS was not doing too well, but it got back on target and by the holidays, most of the families had received their benefits. Staff is working hard on nights and weekends, so the Department is making good progress, although it is still a little behind.</p> <p>With regards to FNS applications, there was high overdue of 162, but ended with 4. There will always be some overdue, because of policy. Policy says that an application cannot be denied if the 30 days falls on a Friday. Overall, it is taking really good shape and there is a good process in place.</p> <p>The Medicaid situation is not as positive. There are still a lot of thing in the works. At end of December, there were 14000 reviews still pending. Each month the State extends them and will be doing that until March. The Department is working with staff and have training labs set up. There is a group contracted that does case cleanup, which the state calls conversion. There is another company, which is helping the Department in conversions. Their contract has been extended until March. The Department worked with the State to keep that facility operating in RTP. The Department is hoping to have bulk of work done by end of May. Going into June, it will be a in a better spot.</p> <p>Mayor Eagles discussed if NCFAST is beneficial, considering the costs. Ms. Baker said there have been significant challenges, but progress is being made and things are starting to look positive. Ms. Horna-guerra cautioned against stress in the workplace in working through the NCFAST challenges. Mayor Eagles pointed out that there might also be negative effects on workers' eyes if they sit in front of a monitor for extended periods of time.</p> <p>Mr. Paul Gross presented the FY 16 Expansion Budget process. He pointed out that HS Department received 86 new positions funded entirely by State revenue. He also pointed out that Child Welfare received 17 new positions and Legal received 2 paralegals, also funded totally by State revenue. The State increased Medicaid revenue reimbursement rate from 50% to 75%. Preliminary Draft. The HS Department originally had 31 requests, but it is now down to 29. These 29 requests are totaling about \$5 million, including 1.6 in external revenue and \$3.4 million in County dollars. The Preliminary Draft does not include annualized cost of 86 positions to target NCFAST challenges, because that is already included in the base budget.</p>			
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	<p>The Capital Improvement Plan requests include</p> <ul style="list-style-type: none"> <li>○ Expanding footprint/size of Southern Regional Center</li> <li>○ Looking at all HS facilities in a Master plan study to determine needs for redevelopment to meet growing population needs</li> </ul> <p>*Preliminary draft included in January agenda packet</p> <p>Ms. Ingrid Bou-Saada presented an update on the HCC Initiative.</p> <ul style="list-style-type: none"> <li>● Background: County Health Rankings <ul style="list-style-type: none"> <li>○ Wake County has been ranked as the healthiest county in NC for 5 years by the University of Wisconsin Population Health Institute and Robert wood Johnson.</li> <li>○ The HCC Initiative, launched in February, 2014, raises that bar to improve health of all residents.</li> </ul> </li> <li>● Timeline: Progress to Date <ul style="list-style-type: none"> <li>○ Launch: 2/7/14</li> <li>○ Planning phase: 04/14-11/14</li> <li>○ Implementation phase: 11/14</li> <li>○ Ongoing implementation: 01/15</li> </ul> </li> <li>● Planning Team: Selection of Collective Impact Measures <ul style="list-style-type: none"> <li>● 5 measures <ol style="list-style-type: none"> <li>1. Adult obesity</li> <li>2. Food environment index</li> <li>3. Children in poverty</li> <li>4. High school graduation</li> <li>5. High risk youth behavior</li> </ol> </li> <li>● These measures addressed through 3 work groups <ul style="list-style-type: none"> <li>▪ These measures addressed through 3 work groups <ul style="list-style-type: none"> <li>● High Risk Youth Behavior &amp; High School Graduation <ul style="list-style-type: none"> <li>○ Led by Youth Thrive (Shannon Weatherly, Executive Director)</li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> </ul>			
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	<ul style="list-style-type: none"> <li>● Adult Obesity (with Physical Inactivity) &amp; Food Environment Index</li> <li>● Led by Advocates for Health in Action (AHA) (Sara Merz, Executive Director) and YMCA of the Triangle (Lisa Humphreys, Senior Vice President)</li> <li>● Children in Poverty</li> <li>● Led by United Way of the Greater Triangle (Angie Welsh, Senior Vice President)</li> </ul> <ul style="list-style-type: none"> <li>● Initiative Structure includes a hierarchical structure as well as a functional diagram to enable collaboration</li> <li>● Next Steps <ul style="list-style-type: none"> <li>▪ Work groups preparing to launch</li> <li>▪ Leadership team exploring ways to resource the Initiative and recruiting for Executive Committee and Steering Team</li> <li>▪ Executive Director in place in FY 2015-16</li> </ul> </li> <li>● Opportunities for Engagement <ul style="list-style-type: none"> <li>▪ Provide suggestions, feedback, linkages with your partners</li> <li>▪ Serve on a Work Group, Communications Team, Steering Team, or Executive Committee</li> </ul> </li> </ul> <p>Mr. Escobar asked what are the ideas for funding resources. Ms. Bou-Saada said the ideas are to include this in the expansion budget and ask partners to contribute.</p> <p>Commissioner West stated that the HCC is an excellent model, but he is concerned about the line between HCC and Human Capital Development (HCD). Unemployment and poverty are closely looked at as an overall area of HCD. He would like to see that embedded in this initiative to have a holistic way to approach things. The Department needs to do a better job in connecting this Initiative with the Budget to show that it's a priority. Ms. Petteway recognized that and stated that the Department does need to do a better job of making that connection.</p>			
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IX. Chair's Report	Dr. Smith asked Ms. Ginny Satterfield to report on the Retreat Planning. The Retreat will be held February 26 in Room 2132 of Swinburne Human Services Center. Breakfast will start at 7:30 with the Retreat starting at 8:00 and ending at 12 noon. There are 3 main topics: legal, advocacy, and committee work plans.			
X. Participation in Community Events	<p>Mayor Eagles recognized Dr. Foster for the successful advocacy party at her house</p> <p>Mr. John Myhre said he participated in a discussion on poverty in Wake County in his Church</p> <p>Mr. Escobar talked about an event celebrating MLK day in Northgate Mall.</p> <p>Mr. Wooten said the new Chief Justice is increasing the number of mental health courts</p> <p>Dr. Foster talked about the success of the advocacy party. She also discussed the flu epidemic.</p> <p>Ms. Treadway said the Planning Committee for Recovery of NC is planning a big event in September in recovery month</p> <p>Dr. Smith said he presented to Operational Spring Plan on Prostate Cancer.</p> <p>Ms. Petteway said she attended the 3 Kings Parade, which is much more than a parade. Provide basic needs and toys to over 200 families. They do it annually on the Day of Solstice.</p>			
XI. Public Comments	None			
XII. Adjournment	The meeting was adjourned at 10:01 am.			
Board Chair Signature and Approval of Minutes	 <hr/> <b>Dr. Jim Smith, Chair</b>	 <hr/> <b>Date</b>		