

**Wake County Human Services Board
Regular Meeting Minutes
May 28, 2015**

Board Members Present

Frank Eagles, Pablo Escobar, Dr. Sharon Foster, Kent Jackson, John Myhre, Margaret Raynor, Dr. Rosine Sanders, Dr. Paul Scruggs, Dr. James Smith, Dr. Jacqueline Tavarez, Stephanie Treadway, Angie Welsh, Commissioner James West, McKinley Wooten.

Staff Members Present

David Ellis, Regina Petteway, Ken Murphy, Dr. Joseph Threadcraft, Amina Shah, Katherine Williams, Dr. Sue Lynn Ledford, Dr. Kim McDonald, Bob Sorrels, Paul Gross, Rosena West, Caroline Harper, Ginny Satterfield, Vielka Maria-Gabriel.

Guests Present

Andi Curtis, Utica Cason, Septina Florimonte, David Cottengim, Jennifer Bohlander.

Call to Order

Dr. Jim Smith called the meeting to order at 7:35 am. He thanked the Board and staff for their commitment as Wake County aims to become the healthiest county.

Reflections

Dr. Foster shared her reflections about the honor and privilege to serve the Human Services (HS) Board. It serves those who don't have a voice including the poor, orphaned, disabled, and children who do not have access to resources.

Approval of Minutes

Motion was made, seconded, and approved unanimously to approve the April 23, 2015 meeting minutes. Mr. Pablo Escobar commended Ms. Amina Shah for doing an excellent job on the minutes.

Next Board Meeting

The next Board meeting will be held on June 25, 2015 from 7:30-10:00 am in Swinburne Human Services Center, Room 2132.

Wake County Human Services Agency 3rd Quarter Data Report

Ms. Caroline Harper presented the 3rd Quarter Data Report and also referred to the 2nd Quarter Data Report included in the May agenda packet for the Board's review, because it was never presented.

3rd Quarter Report includes numbers from 2nd Quarter Report. The last column of the report has a year-to-date (YTD) count, which counts the number of events based on the indicators tracked.

Some of the indicators highlighted in the report include:

- Adult Medicaid – YTD count: 22,037 individuals
- Family and Children's Medicaid – YTD count: 85,212 individuals
- Child Welfare, Child Protective Services (CPS) Assessment – YTD count: 2,980 unique reports
- Food and Nutrition Services (FNS) – YTD count: 9,427 households
- Syphilis Services – YTD count: 96 new cases

A discussion was held about the increase in STD's including syphilis, gonorrhea, and chlamydia. Dr. Sue Lynn Ledford stated that the Department has a very intentional plan that crosses into different demographics to address the steep incline in STDs. Presently, they have an incident command structure in place and they are working with community partners, State, Communications office, and Regional Centers.

Ms. Regina Petteway stated the HS Board will receive the County Manager's report on Medicaid cases, which is more detailed and the Board will also receive data (presented in this report) from comparable counties.

Mr. Escobar requested Ms. Harper to show the percent increase or decrease for each case in future reports.

Mr. Frank Eagles made the motion to accept the 2nd and 3rd Quarter Data Reports, which was seconded by Ms. Stephanie Treadway, and approved unanimously by the Board.

*Presentation included in May agenda packet.

Public Health Fee Collection Policy Changes [PH Accreditation Benchmark # 33.7]

Mr. Paul Gross stated that Human Services is required to update its policies annually, by accreditation standards. He presented the updated Public Health Fee Policy and asked for the Board's endorsement. If endorsed, it will be included in the FY 16 Budget Ordinance that will be presented to the Board of Commissioners (BOC) in June. The Public Health (PH) Committee has already endorsed it, as presented.

The changes are mostly technical and they were suggested by the County Attorney's Office, County's Finance Office, and State's Public Health Division.

Mr. Gross noted that the Department is not raising or lowering the actual fee for any of the services. There is not adequate data from the State at this time.

Commissioner James West asked if sexual orientation is factored into the policy statement to which Mr. Gross replied that it is factored and this language was suggested by the State's Public Health Division and also reviewed by the County Attorney's office.

Dr. Rosine Sanders questioned about Item # 18 under II B (Fee Collection), which states "Third party payers shall be billed, unless confidentiality is a barrier. Any remaining balances after insurance has paid shall be billed to the client. This may include copays, coinsurance, deductibles and non-allowed charges". She raised concern about billing clients for non-allowed charges. Mr. Gross stated that there has not been an issue with this, but if there is, the Department will review the policy. The policy is not meant to adversely affect the clients. The Department is very cognizant of keeping services affordable and accessible.

Mr. Escobar commented on Item # 1 under C (Title X Exceptions), which states "For purposes of determining consumer liability for Family Planning services, individuals, regardless of age, requesting confidential services shall be considered a family of one based on income. He said this is a good idea because there are situations where people are seeking services, but do not want to get their families involved.

Mr. Escobar also asked for clarification on the second part of II (Policy Statement), which states "WCHS provides services without regard to religion, race, national origin, creed, gender, parity, marital status, age or contraceptive preference." Mr. Gross decided that this should have been "gender parity" as one term.

There was a question about what happens when clients do not make their payments. Mr. Gross stated that the payment plans are flexible. Clients can make minimum payments to keep their accounts active. However, if there are issues with payments, then there are other options such as collection agencies and debt write-off.

Dr. Foster made the motion to accept the amended Policy, which was seconded by Mr. McKinley Wooten, and approved unanimously by the Board.

*Document included in May agenda packet.

Human Capital Development (HCD) Update [PH Accreditation Benchmarks # 41.2 A, 41.3 A]

Ms. Ginny Satterfield presented the HCD Update on behalf of Ms. Ann Godwin. The presentation included information about the history, progress, and future plans for HCD.

The HCD Initiative started in 2008. Human Capital refers to the abilities, knowledge, and skills an individual develops through education and experience that can be utilized to achieve personal and economic goals.

Human Capital Development refers to strengths based approach for engaging individuals and families in their own development in the 8 core areas, called tracks, which are key to sustainable success.

There are 8 tracks or core areas of HCD:

1. Employment
2. Financial literacy and entrepreneurship
3. Formal education
4. Training and skill sets
5. Attitude and mindset
6. Access and utilization of resources
7. Healthy lifestyle
8. Family, community & civic engagement

The 3 basic areas of HCD are:

1. Internal capacity
2. Data & measurement
3. Partnerships & external capacity

HCD was embedded in the 2014 Strategic Plan. There are 3 specific objectives in the Strategic Plan.

1. Individuals engaged: 5,576
2. Baseline data: 1,798 individuals
3. Individuals with document progress: 811

80% of HCD participants made progress in at least one area.

HCD outcomes

- Stable employment
- Earned income
- Stable housing
- Preventative health care
- Educational attainment

Commissioner West expressed concern about a scattered approach to HCD and Healthiest Capital County (HCC). He stated there are many different initiatives underway and talk about collective impact and shared agendas. However, these programs need to be coordinated better and money and resources should be used appropriately.

Ms. Petteway responded that there is a very good team in place for HCD and Middle Class Express (MCE). People need to understand the fact that HCD is not a program, so it will not be in the budget. This is a philosophy that the Department would like to embed in all its programs.

Commissioner West still showed concern about receiving inconsistent information.

Ms. Satterfield next presented the HCD Summit Update. The Summit was organized by the Social Services (SS) Committee and held on March 27, 2015. 106 individuals attended and 81 individuals participated in regional breakout sessions.

An HCD Core Team came together and has been tracking data over time. It has decided to focus on common indicators and core data elements across initiatives that will be tracked beginning July 1, 2015.

Commissioner West said that it is important to relook at HCD and the proper use of resources. Wake County is an excellent County, but there are still many people living in poverty.

Ms. Treadway made motion to accept this report, which was seconded, and approved unanimously by the Board.

Economic Services Update

Ms. Patricia Baker presented the Economic Services Update. The Medicaid recertification deadline for NCFAST is June 30, 2015. At the beginning of May, there were over 20,000 cases. Staff processed about 10,000 cases, then the June cases were added and the number came up to 17,000 cases. Staff is working to process about 15,000 cases in June.

HS Department is developing a model to bring in outside workers to process applications, which is based on Durham County's model. The County Manager's Office authorized additional funding to bring in experienced workers out of County to work on the weekend. This weekend, the Department is aiming to process 1,500-2000 cases. The Department will do this weekend work again in mid-June. By mid-July, the cases will have to be manually extended.

With regards to Medicaid applications, there are currently 2000 applications over due. Staff will process another 1000 by beginning of June.

HS Department received notification last week that U.S Department of Agriculture (USDA) is proposing to sanction the State for untimely applications.

HS Department is recruiting for about 22 staff members, as it continues to have vacancies.

Mr. Kent Jackson asked how the Department receives Medicaid applications to which Ms. Baker replied that most of applications come through mail and e-Pass.

Summer Food Service Program (SFSP) Update [PH Accreditation Benchmark # 9.1]

Ms. Margaret Raynor presented the SFSP Update. The presentation included a brief overview of SFSP, reasons for the initiative, planning process, stakeholders, current and potential sites.

SFSP is a federally funded, state administered program by the USDA that provides reimbursement to providers who serve healthy meals to children in low income areas at no charge to the child during summer months.

In Wake County, the National School Lunch Program served free/reduced priced meals each day to 55,000 children. Only 6,060 (11%) of those children received meals through SFSP in the summer. So, 49,000 children did not get access to meals last summer. Wake County did not access over \$9 million in 2014 to provide summer meals to children.

The planning process for SFSP included:

- Human Services Board's Public Health Committee created a planning committee to study high need areas and set strategies for implementation.
- The Planning Committee identified 2 pilot zip-codes: 27610 and 27601.
- For these sites, the Planning Committee recruited sponsors and sites and enlisted support of CACs.
- Staff is working to publicize the information by working with the Communications Office.

23 school sites were invited to participate in SFSP. Presently, there are about 24 sites of which 7 are not confirmed.

A Kick-off event will be held on July 16, 2015 at Gethsemane Church, which is an open feeding site.

Motion was made, seconded, and approved unanimously to accept the SFSP Report.

Board Committee Chairs Reports

Dr. Sharon Foster gave an update on the PH Committee. She and other Committee members participated in the PH Accreditation Mock Site Visit Team (SVT) meeting. The Committee is working on these main objectives:

- Improve food insecurity through the SFSP.
- Continue to work on low birth weight and prenatal care--expecting to see results soon from the prenatal care budget proposal to the County Manager's office.

Ms. Angie Welsh asked the Board to approve the appointment of 4 new members to the SS Committee. Their names are: David Cottengim, Utica Cason, Jennifer Bohlander, and Cecile Williams.

Dr. Smith made the motion to approve the appointment of these aforementioned members to the Committee, which was seconded by Mr. Escobar, and approved unanimously by the Board.

Environmental Services Director's Report

Dr. Joseph Threadcraft presented the Environmental Services Director's Report.

Budget:

60% of Environmental Services budget request is included in the County Manager's recommended budget.

- Environmental Health & Safety will receive 3 FTE's
- Water Quality
 1. Increase in well sample supplies and testing
 2. Increase in lab supplies
 3. Upper Neuse River Basin annual membership fee increase
- Administration
 1. Customer Support Center 1 FTE
 2. On call professional services contract
 3. Land Desk Solutions license and maintenance fee

Growth Land Use and Environment Committee

The following topics will be discussed in the Committee

1. Establishment of a Water Commission
2. Modifications to the Memorandum of Agreement with the state

2015 World Environment and Water Resources Congress

1. Dr. Threadcraft presented at the above congress. The title of the presentation was "Significant Environmental Factors and Their Impact to Wake County's Hydro Climate
2. The paper was published in the Conference Proceedings
3. Dr. Threadcraft was elected to serve as Secretary of the Sustainability Committee for one year, followed by vice chair for a year and finally as chairman for the final year of a 3 year commitment.

Human Services Director's Report

Ms. Andi Curtis presented the Medicaid Reform. The presentation explained Medicaid reform and presented reasons for involving businesses.

Medicaid is a joint federal and state program that provides health coverage (insurance) for low-income children, pregnant women, elderly people, and persons with disability.

1.8 million people in NC are covered by Medicaid. 53% of the covered patients are children. Medicaid is a significant part of the State's budget (30%) and continues to grow.

There are 3 main hospitals in the Triangle Area including WakeMed Health & Hospitals, Duke Medicine, and Rex/UNC Healthcare.

These Triangle hospitals provide care for all, but they are under-reimbursed for the cost of 74% of patients in the areas of Medicare, Medicaid, and Uninsured/Self Pay.

She asked the Board for its support through the following ways:

- Tell legislators that they support provider led solutions for Medicaid reform
- Tell legislators that they don't support taxing hospitals or other non-profits in NC
- Consider adopting the resolutions, which will be sent electronically to the Board
- Help educate other business and community leaders

Participation in Community Events

The Board recognized Ms. Rosena West on her retirement. .

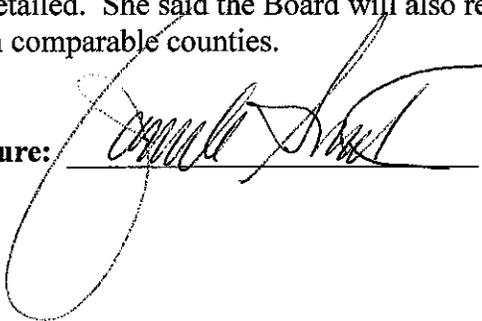
Adjournment

The meeting was adjourned at 10:00 am.

Action Items

Ms. Regina Petteway stated the HS Board will receive the County Manager's report on Medicaid cases, which is more detailed. She said the Board will also receive data (presented in the Quarterly Report) from comparable counties.

Board Chair's Signature:



Date:

6/25/11