

**Wake County Human Services Board
Meeting Minutes
April 28, 2016**

Board Members Present:

Ronda Bean
David Cottengim
Sharon Foster
Fiorella Horna- Guerra
John Myhre
Rosine Sanders
Paul Scruggs
Dr. Jim Smith
Angie Welsh
Commissioner James West
Seth Wexler
McKinley Wooten, Jr.

Staff Members Present:

Alicia Arnold
Craig Burrus
Regina Petteway
Joseph Threadcraft
Cassandra Watford
Sue Lynn Ledford
Elizabeth Scott
Ginny Satterfield
Cindy Rice
Kenneth Murphy
Lisa Cauley
Elizabeth Brandt

Guests Present:

Kristen Brannock
Mitch Odom

Tale of Two Cities Video shared with Board as members arrived - <http://buildinghealthycommunities.org>

Call to Order

Chairman Smith called the meeting to order at 7:36 am and thanked everyone for attending.

Reflections

Commissioner James West shared reflections from "In Pursuit of Purpose" by bestselling author Dr. Myles Munroe. "To successfully travel the road towards finding personal fulfillment and significance, there are specific key decisions you need to make. These decisions are actually secrets to finding motivation to pursue your life's purpose even when you encounter difficult circumstances or struggle with hopelessness". Commissioner West continued sharing from Dr. Munroe's book a quote from Ralph Waldo Emerson: "What lies before us and what lies behind us are small matters compared to what lies within us. What is in us creates the being."

Special Recognition

Chairman Smith recognized and asked for a moment of silence honoring Mr. Kent Goddard that passed on April 21st. Mr. Goddard played a major role in reducing the stigma of mental illness and was named News and Observer Tarheel of the Week for advocacy work as Chairman of the Human Rights Committee of the Wake County Human Services Board.

Approval of Minutes

Dr. Paul Scruggs motioned, seconded by Mr. John Myhre, to approve minutes from March 24th meeting. Mr. Myhre inquired on the Board's contribution to the Foster Care graduation ceremony as stated on page 4 of the March minutes. Regina Petteway stated that this has not happened yet. (Future agenda item)

Next Board Meeting- May 26, 2016

Wake County Action Plan for Aging Adults & Adults with Disabilities

(Presented by Mr. Craig Burrus, WCHS & Ms. Kristen Brannock, Resources for Seniors)

The 2015-2019 Wake County Action Plan for Aging Adults and Adults with Disabilities (formerly known as the Aging Plan) was shared.

- Thirty-one percent (31%) of Adults 60+ live with a disability
- In less than 20 years, more than 1 in 5 citizens will be a senior (60+)
- The aging population in Wake County will more than double the rest of the state population for this age group

In 2003, the WCHS Board recommended a Wake County Aging Plan. An Aging Committee was formed and produced a County wide aging services plan. This morphed into the Growing Older Living with Dignity (GOLD) Coalition. This is the third update to the plan, which included input from various agencies that deal with disabilities and aging citizens. More than 100 leaders were involved in identifying the areas of focus. Most areas identified reoccur from the original plan. Public Awareness/Advocacy was added this past year.

7 Areas of focus:

- Transportation
- Personal Care
- Safety
- Health
- Housing
- Economic Self-Sufficiency
- Public Awareness/Advocacy

The third plan/update differs from the previous two plans in the following ways:

- ✓ Issue Teams were intentional in the conclusions of adults with disabilities, considering there is considerable overlap in the needs
- ✓ Selected realistic strategies where a difference could be made (no funding/staff)
- ✓ Recognizing where connections were with various groups in the community
- ✓ Referenced various aging plans recognizing differences & similarities (State/Orange County)
- ✓ Included voices and participation from sub groups with special interest
- ✓ Name change includes adults with disabilities, not just aging

Kristen Brannock reviewed the six goals (aligned with the state plan) and the objectives/strategies being used to accomplish these goals. This will enable access to existing services, ensuring accurate and timely information as well as helping individuals age in their place of choice. Other goals include promoting good health, safety, and maximizing their rights. Along with early commitments, the Issue Teams reached out to organizations/ groups in the community interested and committed to working on these strategies.

Plan Partners assist with leveraging accountability and funding.

Plan Partners:

- NC Baptist Men
- Wake County Community Resource Connections
- Health Affair Round Table
- Resources for Seniors

What is being worked on in the next 90 days?

- Multi-tiered outreach effort (2-prongs focusing on consumers & professionals)

- Expanding administrative space to promote activities outside the typical senior center setting
- Greatly expanding financial literacy & counseling through partnership with Triangle Family Services
- Intentional effort to support caregivers/support group

Ms. Brannock requested the Board's supports as this commonality of goals are tackled. Meeting the needs of this exploding population will be a tremendous challenge in the decade ahead.

Commissioner West inquired if Adult Care and/or Nursing Homes Boards were involved in the plan. Ms. Brannock stated they didn't on an ongoing basis, however as priorities are attacked, they will be reached out to.

Angie Welsh inquired on strategies around transportation. Ms. Brannock stated there was an entire workgroup involved with transportation issues. Informal support (volunteers, faith partners) has expanded filling in transportation; the Board can help by supporting these informal groups. One strategy is to bring these informal groups together, finding out how we can be more effective.

Results will be communicated through semi-annual reports on line or by request.

David Cottengim made a motion to endorse the Wake County Action Plan for Aging Adults & Adults with Disabilities and the motion was seconded by McKinley Wooten. Motion passed unanimously.

Housing Division Annual Action Plan

(Presented by Ms. Emily Fischbein)

Ms. Emily Fischbein presented the 2016-2017 Housing and Community Revitalization Action Plan. Emily explained the basis of the Action Plan and the Consolidated Plan and the three federal grants Wake County receives.

- Community Development Block Grant (CDBG)
- HOME Investment Partnerships (HOME)
- Housing Opportunities for Persons with Aids (HOPWA)

Emily shared the low, medium and high priority populations, the Action Plan Public Process, and feedback from public hearings. These feedbacks are either being addressed now or in the near future.

The FY2016-17 Revenues and Expenditures total \$4,895,872.

Funds pertaining to the Community Development Block Grant (CDBG) included assistance in Fuquay-Varina, Garner, Wake Forest and Zebulon. Rehabilitation Programs for Elderly & Disabled, as well as emergency grants, are offered for those at or below 40% AMI. Public services were reviewed including homeless employment initiative and rental assistance. The HOME Investment Partnerships (HOME) offers Affordable Housing Development (includes vouchers for youth post foster care) and Housing Opportunities for Persons with Aids (HOPWA) such as rental assistance & case management (Wake Johnston and Franklin Counties included). The County Capital Improvement Plan (CIP) offers affordable housing development(s) and rental assistance for homeless people with mental disabilities and a Support Circles Coordinator.

The HOME grant offers vouchers for youth post foster care. Out of the yearly 35-45 post foster care, (15) would be assisted. Some may not be ready or qualified for funds that are available. Rosine Sanders stated that it seems there are more opportunities to assist than those qualified.

Angie Welsh inquired on the funds not utilized. Emily confirmed that funds not used are rolled over to next year.

City of Raleigh Housing verses County Housing- What is the difference?

The city focuses on redevelopment areas and/or community development within the city (aka: play space). The county focuses more on affordable housing/vouchers for homeless or mentally ill and our services are scattered throughout the county. Emily stated that we do work with them (City of Raleigh) as well.

Ronda Bean asked who was doing case management for the HOPWA grant. This is done in-house and is part of the grant. There are two case managers with Wake County. One is Under One Roof and one is housed at the Cornerstone Center. Ronda also asked if local partnerships are used with the building of units. Larger units require a "Request for Proposal" process whereas some of the smaller units are partnership-based, such as Passage Home.

This information will be presented to the Board of Commissioners on May 2nd for approval followed by submission to HUD before May 15, 2016 deadline.

Ronda Bean made a motion to endorse the Wake County Housing and Community Revitalization Action Plan and the motion was seconded by McKinley Wooten. Motion passed unanimously.

Annemarie Maiorano introduced Alicia Arnold as the new Human Services Division Director of Housing & Transportation. Alicia will begin her new role on Monday, May 2nd, 2016.

Recommended Budget & Expansion Items (Public Accreditation Benchmark #39.1c, 39.3 and 33.6)
(Presented by Ms. Cassandra Watford)

(This was presented previously at the work session in March, but has since been presented to the county manager- currently awaiting approval/recommendation).

Ms. Cassandra Watford presented the Recommended Base Budget for FY2017 including Total Expenditures & Total Revenues containing County Funds. The composition of the expenditures and revenue were explained and the total full time employees (FTE's). A graph was shared showing the Financial Trends FY2011-FY2015, the FY2016 Adopted Budget and FY2017 Department Base Budget.

Ms. Watford reviewed individual department division budgets (including service locations & FTE's)

FY2017 Expansion Requests

The types of expansion requests and total expenditures were reviewed as well as total revenues (state) and Net Cost to the County. The expansion request percentage of county funds and the total FTEs being requested was highlighted as well. Ms. Watford pointed out that Behavioral Health related requests submitted by the County Manager's office were over \$1.9M and WCHS Expansion Requests was over \$2.7M.

All of the expansion requests were reviewed by an internal review team. Out of the 53 expansion requests, 15 were selected. Final requests were ranked and prioritized based on certain criteria and then categorized in order of the following significance.

1. Infrastructure
2. Vulnerable Populations
3. Safety and Risk
4. Compliance

Ms. Watford continued by reviewing the four ranking categories complete with request titles, descriptions, Dept. Exp. Priorities, number of FTEs requested and Total Expenditures. Each of these categories was referenced as to how it aligns with Human Services goals.

Commissioner West inquired and Regina confirmed that these include mandated services. Lisa Cauley stated that Wake County Child Welfare has never been in compliance with staff to supervisor ratio and this affects outcomes. This is an opportunity to rectify that issue.

Regina Petteway specified holistic services are needed at the Southeast Wilmington Street Center and it would be more beneficial to provide services upon intake.

Regina Petteway clarified that Smart Start funding ensures children have access to high quality child care centers (4-5 star rating). Other child care subsidy funds offers access to any child care center. We combine these two together and they focus on parents that have income needs. Therefore, it is income based.

Most that need it is in our vulnerable communities. Smart Start funds go to the 4-5 star centers only, which is 1/3 of child care subsidy funding. A report was requested to offer the Board a better understanding of these funds.

One request was not recommended, which was the Smart Start expansion. The analysts suggested, if other funding becomes available from other partners, there would be room to examine the request at that time.

During the presentation to the County Managers Office, there was one request related to Child Welfare operational staff. Requested four FTEs, negotiated additional six FTEs were able to put into the budget.

McKinley Wooten referenced FY2017 Administration & Operations Overview concerning juvenile detention. Ginny Satterfield clarified that the County is required by General Statute to pay ½ of the daily per diem of \$122.00 for each Wake County juvenile placed in detention.

Vacancies & Trends in Retirement (Turnover Report)

(Presented by Ms. Regina Petteway)

Regina shared the number of employees by age category as of 12/2015. Baby boomers account for 33% of County Employees. This is important due to a tremendous amount of experience which will be eligible for retirement at one time. In reference to current years of service, Regina mentioned that 12% have more than 20 years of service but 41% has less than 5 years of service. This shows there is a huge amount of support and training needed to get new staff up to speed, sustain and keep them. New employees are not going to stay if they do not have a career ladder and not seeing salary increases, Regina stated.

Three times as many retirements have taken place from 2010 to 2016. With this trend, there will be 45-50 positions vacated each year from retirements.

Retirements are not the main reason for turnovers. Regina reviewed the top self-reported reasons (via exit interviews) employees leave their position. The top reason was to accept other employment in the public sector reflecting other counties are recruiting and offer higher salaries. The highest turnover rates are in Economic Services, followed by Child Welfare. These two divisions have the most stressful positions in the agency. Tremendous job changes, difficult training of Assessment Workers and Foster Care Workers play a role in turnovers as well. The turnover trend continues to rise showing a pattern that needs to be addressed. Regina asked the Board what their thoughts/recommendations were.

- ✓ Partner with Human Resources to determine how to ease stress and create a healthy work environment. Money is not always the answer as job satisfaction is more important. (HR does continuously review salary structure)
- ✓ David Ellis is concerned and has requested training to assist with in-house retention improvements
- ✓ No settling down in the near future for NCFast due to continuous rollouts
- ✓ Work with Elizabeth Brandt & the Communications staff to assist with internal focus

- ✓ Invite guests to meetings so they can enlighten us and then go back and say positive things about how the Board is involved in helping. This cost nothing and gives them a 30K foot view of what we do and we get their ideas.
- ✓ Money alone is not the only motivator. They need to be satisfied with their salary but also need to be appreciated and respected.
- ✓ Create a small employee driven focus group
- ✓ Flexibility would rise to the top of needs-guaranteed
- ✓ Intergenerational Training
- ✓ Actively support staff members' professional development plan
- ✓ Give them an understanding of how their position affects the system by giving them that 30K foot view

Regina shared that she was excited about the completion of the Organization survey and focus groups. This should help determine staff needs. We already know there is a need for more internal training, more employee engagements, and appreciation. Regina stated that she would like to see employee appreciations start back within 6-12 months (no funds available).

Elizabeth Brandt was introduced. Elizabeth is Wake County's new Communication Specialist and will be working with both internal and external communication assignments.

Human Services Board Priorities
(Presented by Dr. Jim Smith)

Draft

1. Improve access to care and medical homes (includes physical and behavioral health) and substance use disorder.
2. Support dental partnerships with community providers.
3. Support prevention and control of sexually transmitted diseases.
4. Improve access to economic services, job training, and affordable housing.
5. Continue support for regional service delivery.
6. Support policies for clean water and air.
7. Address food insecurity and hunger.
8. Support expansion of Medicaid and increase in Medicaid rates for providers.
9. Advocate for the improvement of NCFAST.

Each board member was asked to send thoughts/comments in reference to the draft Human Services Board priorities including additions, deletions, expansions, priorities & rankings. Regina stated that we would send 3-4 questions for them to answer.

Board Committee Chairs' Reports

Public Health Committee

(Presented by Dr. Sharon Foster)

The Zika Virus continues to be discussed at the Public Health meetings. Dr. Michael Waldvogel, Department of Entomology at NC State University, presented Integrated Mosquito Management to the Public Health Committee at the April meeting. Dr. Waldvogel, explained the pros and cons of mass spraying and the impact, educating the community on disposing of pools of standing water. He also spoke about statewide entrapment areas for targeting where to spray; global spraying is not an option.

Dr. Foster shared the NC Medical Journal report card for NC's Child Health compared to other states. NC report card was as follows: 1A, 5Bs, 4Cs and 5Ds

Health is related to financial and the social environment for children. Therefore, it is a combined way needed to target the health of children. This will be an area of focus at the combined meeting.

Social Services Committee

(Presented by Ms. Angie Welsh)

The Social Service Committee has been and will continue to attend regional community advisory committee meetings. The goal is to be receptive of unique needs in regional areas and bring information back to the Social Services Committee as we look ahead to the future work plan and to bring the issues back to the Board.

The Social Service Committee continues to address transportation issues particularly for seniors. This issue is important to both committees as well as the Human Services Board. The Committees hope to generate conversation as to options and looks forward to briefing the Board on what those options are.

Human Services Department Report

(Presented by Ms. Regina Petteway)

Award: Triangle Community Foundation Innovation Award

Wake County Human Services, along with the Hope Center, Methodist Home for Children, EDSI (WorkForce Development Program), Pinwood Ministries and others were part of a huge collaboration preparing youth to be self-sufficient when leaving Foster Care. The innovation was to make a pitch that could make a change in our community. The pitch was a one stop shop for youth in foster care. This one stop shop would offer tutoring services, prepare laundry and a place to go back to as adults to access services.



SAVE THE DATE – JUNE 22, 2016

Moving Beyond Hunger: Food Systems for Food Security

9am to 5pm

Glenwood Club

3300 Womans Club Rd.

Raleigh NC 27612

This is our first food security summit. The Capital Area Food Network and the Wake County Food Security Work Group which Mayor Frank Eagles and Margaret Raynor are members. This event is not just emergency food programs, but whole spectrum of how to food security in Wake County. *More details and a full invitation to follow.*

WCHS and City of Raleigh Water Bill Assistance Program

Depending on area, amounts can extremely high. The City of Raleigh wants to start an emergency water assistance fund offering \$240 per year in assistance with water bills. This enables WCHS to determine why the water bill is late and if they are eligible for other services or a referral. This will also allow us to determine what population is having these issues. The City of Raleigh was most concerned with the elderly. Being on a fixed income and seeing their expenses rise could move them into more vulnerable situations that are not in their control. There has to be other issues beyond a late water bill. Our main role is to put the information out there and let the advocates take it from there (such as landlord or structural issues) and to have choices.

Environmental Services Director's Report

(Presented by Dr. Joseph Threadcraft)

Through the Public Health Committee and the County Attorney's Office, Environmental Services staff engages in improving ordinances.

Dangerous Dog Ordinance

Staff Lead: Dr. Federico

Committee Members: Dr. John Myhre and Dr. Seth Wexler,

Community Participation Members: Kelly Gerber, Ken Murphy, staff from NC State Vet School

Offsite Easements (Meeting Tuesday @5pm)

Staff Lead: Michael Orbon

Committee Members: Dr. Jim Smith, Dr. Sharon Foster,

Community Participation Members: Ann Hecht, Developer, Suzanne Harris, Vice-President Home Builders Association

Regina asked Dr. Threadcraft to clarify off-site easements.

Lots that are developed in Wake County that don't have access to municipal water or sewage lines have wells and septic tanks. Easily developed lots are gone and the difficult lots remain. On these complex lots, there are requirements for a complex septic system. Some developers are proposing to have one lot serve multiple lots. One lot would have more than one septic system. This requires an off-site easement. The developers are interested in the county updating the ordinance to be conducive to these challenges. We feel there is room for improvement and have requested involvement from head members and the County Attorney's Office.

Water Partnership

Presented at the March 23rd work session and is scheduled to go to the May 16th Board of Commissioners meeting for action.

Bond Street

There is a community that has contaminated wells and septic systems. Environmental Services has been working with them for approximately two years. There is a request to take it to the May 9th work session to provide an update. Further discussions with EPA to determine what additional assistance they can provide. A petition was received from the neighborhood to facilitate the installation of a water line. There are limitations to this due to the water line not solving all the problems. This is an ongoing discussion.

Integrated Mosquito Management

Dr. Threadcraft reiterated from Dr. Foster's remarks about the discouragement from having a random spray program. The Public Health Committee with the expertise of Dr. Waldvogel is determining what an effective spray program looks like. Dr. Loop and Dr. Ledford will speak at the Combined PH/SS Committee meeting on May 20th. Dr. Reiskind will speak at the May 26th HS Board Meeting. There is a mosquito survey underway. Feedback was received at the Public Health Committee on recommendations for additional set-up sites. The experts have no objections to evaluate for additional sites, but the first preference is to allow them the opportunity to determine what that looks like for Wake County. The goal is to share this information with the Public Health Committee to review locations.

Sue Lynn Ledford stated Public Health is addressing many different areas, primarily around Zika Virus. There needs to be an understanding that mosquitoes are an issue. However, there are other transmissible routes including semen from a male that may have been exposed to the virus. Looking at the factors, Public Health is making sure education is getting out into the community and monitoring individuals being tested. There are state indicators and CDC regulations which effect timely results. Public Health is responsible for the education monitoring during that time frame, which could be up to 6-10 weeks. The State Lab is adding the capability of testing quicker turn around.

Angie Welsh suggested to counsel young people who are going on summer youth mission trips. We need to get information out on personal protection.

This is not just affecting large bodies of water. It can affect abandoned pools, at water drains, backyard bird feeders, etc.

Having a mass spraying is not feasible as the West Nile Virus; this is a different type of mosquito. This will require diligence on the private property owner.

Regina reminded the Committee that the Wake County website has Zika Virus information, but there will be more of an active community campaign. Sue Lynn stated that Public Health is currently campaigning in the community and in the regional centers.

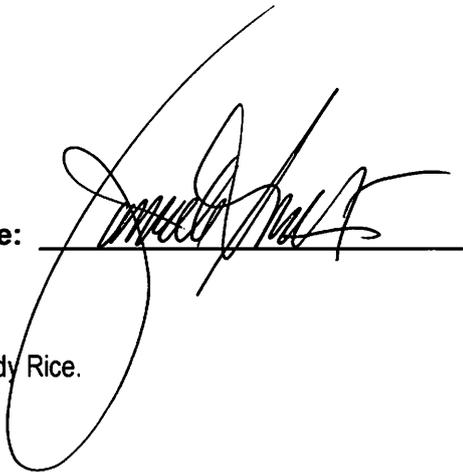
Dr. Smith inquired on the Opiate epidemic. Sue Lynn stated there is a lot of support from Law enforcement, Medical Examiners, WCHS Coalition, etc. to assist in this very integrated drug overdose issue. Toxicology reports from Medical Examiners toxicology can help, working with the US Attorney General's Office, Behavioral Health Mental Health and many more. The Needle Exchange program is at the tipping point with the General Assembly. Public Health considers this a highly important mechanism to gain access to users and linking them to services.

Public Comments - None

Adjournment

The meeting was adjourned at 9:43 am.

Board Chair's Signature: _____



Date: _____

6/23/16

Respectfully submitted by Cindy Rice.