

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

**Board Members Present:**

David Cottengim  
Frank Eagles  
Dr. Sharon Foster  
Kent Jackson  
Rosine Sanders  
John Myhre  
Margaret Raynor  
Dr. James Smith, III  
Stephanie Treadway  
Angie Welsh  
McKinley Wooten, Jr.  
Fiorella Horna-Guerra  
Commissioner West  
Ronda Bean

**Staff Members Present:**

Crystal Farrow  
Ken Murphy  
Dr. Joseph Threadcraft  
Janny Flynt  
Frances Breedlove  
Ginny Satterfield  
David Ellis  
Debra Baker

**Guests Present:**

Mindy Vu

**Call to Order**

Chairman Dr. James Smith called the meeting to order at 7:34am. Dr. Smith then called for a motion for the meeting to go into a closed session, in order to discuss and give feedback on the Human Services Directors performance review.

Dr. Smith then referenced Carolina General Statute Section 143-318.11(a)(6): So that the Board may consider the performance of an individual public officer. During the closed session, the Board expects to discuss feedback provided by Board members for their annual performance review of the Human Services Director, acting in her statutory capacity as local health director. This annual performance review satisfies Benchmark 37(b)(5) of the Local Health Department Accreditation Standards, as set forth in the North Carolina Administrative Code at 10A NCAC 48B .1304.

Dr. Smith asked for a motion, a motion was made and seconded. The meeting then moved into a closes session. After extended discussion and Board member feedback on the Human Services Directors performance review Dr. Smith asked for a motion to end the closed session and open the meeting. The motion was made by McKinley Wooten and seconded by Kent Jackson. The meeting was opened to all at 8:02am.

**Reflections**

(Reflections given by Ronda Bean)

Ms. Bean discussed the diversity of cultures today, specifically the Black Lives Matters movement and all of the controversy that is going on and lives that have been lost. She quoted a survivor of the holocaust who said "famously taught the opposite of love is not hate, but indifference". She tied this in to all the controversy and the lives that have been lost.

## **Approval of Minutes**

Dr. Smith asked for approval of the meeting minutes from the June 23, 2016 meeting. McKinley Wooten motioned, Rosine Sanders seconded. Minutes were approved.

## **Next Board Meeting- Aug 25, 2016**

## **Energy Outreach Plan**

(Presented by Janny Flynt)

Ms. Flynt stated that this an annual presentation for each plan that goes to the state to show how we are reaching out and making sure that we are reaching our most vulnerable populations.

There are two primary energy programs:

- Low Income Energy Assistance Program (LIEAP) runs from Dec. 1st to March 31st. This is a one-time annual payment made to the utility company on behalf of the client. The month of December is open only to the elderly or those receiving services from the Division of Adult Services, this is a restricted application period. From January 1 to March 31 it is open for anyone to apply who meets the income and eligibility criteria. It is open until March 31st or until funds are exhausted. We have not been exhausting these funds but have increased the amount we have been spending each year. The LIEAP program is for any type of heating source, electric, gas, propane, firewood, etc.
- The Crisis Intervention Program (CIP) runs from July 1st – June 30th or until funds are exhausted. We did exhaust funds for this program and were able to acquire more funds. The LIEAP program is not a crisis program so it is a separate application from the crisis assistance (CIP) program.

Ms. Flynt spoke about the focus of the Outreach Plan that covers some of the organizations that they communicate and partner with. They have added some partnerships last year such as Dorcus in the West and National Caucus of Black Aged (NCBA). The NCBA has a senior employment program where they can place individuals into employment that the State will pay for. This program trains individuals with relevant skills and helps them obtain competitive employment. We were able to place two of these senior employment individuals at the Dorcus location to enable Dorcus to have regular hours to accept applications for these programs. There are regional centers with several partners that are willing to take applications and accept applications so that individuals do not need to come to the Swinburne location to access services. Also Resources for Seniors works with some of the housing locations and their staff takes applications for these programs. Mr. David Ellis asked about the lines that used to form outside the Swinburne building for energy assistance. Ms. Flynt stated the system has changed, you no longer have to be one of the first 50 people in line. She stated the long lines were tied to both of these programs as the way that capacity used to be handled was based on the amount of people who came and how many could be seen. Commissioner West asked how this information is specifically disseminated to churches. Ms. Flynt stated they work with Ms. Nikki Lyons who works with the Faith Partnership initiative and her network is involved in these programs. Commissioner West stated that many churches have social ministries with people that come by that have needs and if this is structured properly this would be a great connection. Ms. Fiorella Horna-Guerra mentioned the Hispanic ministries and that she did not see any Hispanic organizations on the outreach list. Ms. Flynt asked Ms. Fiorella to email her the contact information for these organizations and she would connect with them as well. Ms. Angie Welsh spoke about the amount of unspent funds for these programs being so high at the end of the year. Angie noted one of the key reasons was the lack of staff capacity on the part of the staff to manage and process the volume of applications. This situation seems to have been resolved but still acknowledged that sending back any amount is a concern but that the reasons are extremely complex and the Social Services committee in their limited capacity is trying to problem solve and that it is being worked on as much as possible.

Dr. Smith made a motion for the minutes to show acceptance and approval of the Energy Outreach plan with the additions that were recommended. There was a motion and a second, motion was approved. This plan was then approved by a Board member vote.

## **Annual Review of Public and Environmental Health Fiscal Report Compared to Ten Essential Services (PH Accreditation Benchmark #39.2)**

(Presented by Dr. Sue Lynn Ledford)

The 10 Essential Public Health Services describe the public health activities that all communities undertake. The essentials serve as a framework for all public health systems in delivery of service. Dr. Ledford reviewed what the Top 10 Essentials are:

1. Monitor health status to identify and solve community health problems.
  - a. Breast and Cervical Cancer Control Program
  - b. Epi Surveillance
  - c. Dental Screenings
  - d. WIC
  - e. School Health
2. Diagnose and investigate health problems and health hazards.
  - a. Communicable Disease Surveillance Team
  - b. TB Medical Services
  - c. STD Testing Outreach
  - d. Environmental Services
3. Inform, educate, and empower people about health issues.
  - a. Health Promotion (Wise Women/ BCCP/ Injury Prevention)
  - b. HIV Testing and Counseling
  - c. Drug Overdose and Drop boxes.
  - d. PH Disaster Preparedness and Response
4. Mobilize community partnerships and action to identify and solve health problems.
  - a. Community Partnerships (Poe Center/ STBF/ CAPUS)
  - b. Community Health Assessment
  - c. Immunization Outreach
  - d. Maternal and Child Health Stakeholders Group
5. Develop policies and plans that support individual and community health efforts.
  - a. Disaster Preparedness
  - b. Public Health Administration
  - c. Environmental Services
  - d. Tobacco Prevention
6. Enforce laws and regulations that protect health and ensure safety.
  - a. Vital Records
  - b. Environmental Services
  - c. Immunization Action Plans
  - d. Communicable Disease
7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable.
  - a. Clinical Care
  - b. CAPUS Men's Health Grant
  - c. STD / TB services
  - d. Maternal and Child Health Outreach
  - e. Refugee Health
  - f. Pharmacy

- g. Dental Services
- h. School Health
- 8. Assure competent public and personal health care workforce.
  - a. Quality Assurance
  - b. Training
  - c. Disaster Preparedness
  - d. PH Accreditation
- 9. Evaluate effectiveness, accessibility, and quality of personal and population-based health services.
  - a. PH Admin
  - b. Quality Improvement Program
  - c. Health Promotion and Chronic Disease Prevention
  - d. WIC
- 10. Research for new insights and innovative solutions to health problems.
  - a. Communicable Disease
  - b. Clinics
  - c. TB
  - d. Environmental Services

Commissioner West asked if there was an overlay of the Community Health Needs Assessment (CHNA) over a period of time to see how the resources are mandated and correlate to the data that comes out of the CHNA. Dr. Ledford stated that yes there is some effort put to this research. Dr. Ledford stated that there is not an intentional process to evaluation but stated she is working very hard to line up staff work plan objectives with the Board Of Commissioners objectives, CHNA and recent assessment of Wake County Human Services as the guiding documents to implement how we spend how we work and what we put our energy in to.

Mr. Ellis asked for a brief explanation of what type of research is completed and what happens with the data. Dr. Ledford stated that they do a lot of research, for example tuberculosis. There is a lot of tuberculosis research going on right now including researching several different testing methods for tuberculosis . Tuberculosis is on an uptick in Wake County right now. There is also a lot of HIV/AIDS research and a lot of health promotion going on right now as well. Dr. Loop has also been involved with different teams doing research as well that tie-in with Public health. Public Health does not just participate in evidence based research but also in innovative practice research which may end in a new and better way of doing things.

Mr. Jackson asked about the insurance industries effect on the Communicable diseases and getting that to be part of an annual physical screening. Dr. Ledford stated that they are starting a new pilot project for hepatitis C testing. Hepatitis C has long lasting repercussions but certain strains can be cured with medicines. It is not a required test but if it is incorporated into physicals it would be a worthwhile thing. Public Health is incorporating testing into all baby boomers and in people with risk factors.

**Dr. Smith asked for a motion to show this report was received, discussed, and approved by the Board, Mr. McKinley Wooten motioned, Mr. Kent Jackson seconded. This motion was approved for Benchmark #39.2.**

## **Public Health Quarterly Report: Environmental health & Safety Inspections (PH Accreditation Benchmark #17.2)**

(Presented by Frances Breedlove)

Ms. Breedlove tied this presentation to #6 in the top Ten Essentials. The mission of the Environmental Services & Safety Inspections is to improve the public health through education, plan review and inspections. They regulate about 4600 facilities which include approximately 2254 restaurants and 600 food stands. There are approximately 400-500 complaint inspections completed each year.

Some of the many locations they are responsible for inspecting include:

- Adult daycare
- Bed and Breakfasts
- Lodging
- Christian feeding sites
- Food stands (brick & mortar buildings with no seating areas, i.e. convenience stores)
- Hospitals
- Institution food service (i.e. nursing home kitchens)
- Limited food service sites (concession stands, i.e. athletic stadiums)
- Jails
- Meat markets (grocery store meat departments)
- Mobile food units (food trucks)
- Food carts (hot dog carts)

Dr. Smith asked about how they track down the mobile units, specifically the food trucks. Ms. Breedlove stated they are supposed to report their location however this does not work well for surprise inspections. There is a staff member currently working on creating an App that can be used to find food trucks for surprise inspections.

Commissioner West stated that sometimes the posted grade certificate is hard to see. Ms. Breedlove stated that they work with the operator on where the certificate is hung however they let them know that the inspection certificate has to be in public view. At times when there is a change in ownership there can be a lag-time of inspection so there may actually be a short period where the establishment does not have a certificate to hang,

**Benchmark #17.2 for information only. Dr. Smith stated there were no required actions for this presentation.**

## **Environmental Services Department Budget Updates (PH Accreditation Benchmark #39.1)**

(Presented by Dr. Joseph Threadcraft)

This presentation is to present a summary of findings for Environmental Services FY 2017 general fund and further evaluate opportunities for success.

The focus was on two categories:

- A. Items that require a Corrective Action Plan – These items are in response to an inspection by a regulatory agency in which they identified specific discrepancies
- B. Impact to Service Delivery – These are items that if left unresolved would be a negative impact to service level

Requested budget expansions that were approved include 3 FTEs in Water Quality that consist of a water resources manager and 2 environmental consultants as well as three in Mr. Andre Peirce's group which consists of 1 team leader, 2 environmental health specialists and 1 in Dr. Federico's group which consists of a customer service representative. The chart presented correlates to what Ms. Breedlove spoke about earlier. Even through the economic downturn people in Wake County continued to spend money on food and beverages and that directly correlates to the need for staff services. With food and lodging in 2015 Ms. Breedlove's group completed

approximately 65% coverage on inspections. This left a 35% gap. The proposed corrective action plan was to initially add FTEs. Although we are adding FTEs we will still have a gap in coverage but we are continuing to evaluate a balance between FTEs and percent of coverage.

#### Water Quality:

On-site septic inspections are conducted when someone applies for new construction and needs to have their septic system permitted. In 2015 it was taking in excess of 20 days to turn around a permit. The Board of Commissioners then approved a total of 7 FTEs. We added these FTEs and we were able to drive down the turn-around time closer to the 7 day goal. With the FTEs we received this year we will continue to drive that time down.

Solid Waste Division consists of two enterprise funds:

5100 fund, solid Waste Management – Everything is sent to S Wake Landfill from the East Wake transfer station. With this there are three significant challenges. There is a significant increase of tires, construction and demolition debris, and electronics. The commodity market is driving down the rates for electronic recycling and prices are dropping. If the State implements a proposed reduction in electronic disposal fees then Wake County can anticipate a 720,000 to 1 million dollar increase in electronics disposal. We will be communicating with the Board further as this continues to develop. One of our staff members has completed a model for the 5100 and 5200 fund. As an example it shows that the \$20 household fee will be solvent through the 7 year window however after about the year 2026-2027 the model shows the balance will start dropping to zero. Prior to this happening we intend to propose an increase in the fee from \$20 to \$25.

5200 fund, South Wake Landfill & East Wake Transfer Station – The partners are continuing to grow, showing a 7% growth. The commercial business is stagnating and we are predicting approximately 433,000 tons in 2017. The challenge here is the maintenance of the East Wake transfer station and odor control at the South Wake landfill. We are working to advance both of these.

Animal Services – Dr. Federico continues to do an excellent job. There has been a very dramatic decrease of euthanasia in both felines and canines due to upper respiratory infection (URI). Feline euthanasia from (URI) was over 1000 in 2012 and it has dropped to less than 50 in 2015. Euthanasia in canines due to URI has virtually been eliminated from the shelter. Only one canine was euthanized in 2014 and 2015 due to URI. Dr. Federico has greatly increased the relationship with transfer partners who assists in moving animals out to foster homes and rescue groups. Recently there was a clear the shelters event that waived the adoption fees and this resulted in all but one dog being adopted from the shelter.

#### **Environmental Water Resources Institute Presentation (PH Accreditation Benchmark #17.2)**

(Presented by Dr. Joseph Threadcraft)

The presentation that Dr. Threadcraft gave was made at the World Environmental and Water Resources Congress 2016 and focuses on the environmental complexity factor – sustainability and water resources. This is not an isolated incident that occurs only in third world countries, issues are experienced in the U.S. as well. The question comes up as to whether you mitigate or remediate and then how do you measure progress. Mitigation would be to minimize the problem. Remediation would take it a step further and remove the source. A common issue is measuring success. To measure success it would allow us to manage expectations and deliver service that is expected from the residents. The definition of Environmental Complexity Factor (ECF) is the proportional relationship between projects complexity and the time it takes to resolve the issue. Complex projects tend to have an extended completion time. It is important to recognize that the time it takes to resolve it does not always correlate to the sense of urgency. You can really want to solve a problem but it may not be solvable in a short amount of time.

The Wake County Population exceeded one million people and we transitioned from a rural to a metro county without centralized utilities. We have over 37,000 private wells and over 60,000 septic tanks. The significant figure

is the 4,700 Underground Storage Tanks. These are potential sources for groundwater contamination. The EPA takes approximately 20 years to list projects on a national priorities list and to complete the remediation. Some of the reasons have to do with the complexity of the project, a decline in appropriations and no responsible party.

In summary project sensitivity decreases over time due to the passage of time. Over 20-30 years it doesn't seem as critical or on the previous residents mind because they have more current or pressing issues. Prevention techniques include effective regulations, effective program management, and technological advancements such as point of entry treatment systems. We will also continue to enhance cultural awareness and educational outreach.

### **Board Committee Chairs' Report**

#### **Dr. Sharon Foster – Work plan update for PH Committee**

Dr. Foster discussed the Public Health Committee work plan, discussing a few of the survey comments from the Committee as to their thoughts on keeping the action, deleting it or keeping it with changes.

- Oral Health: It was agreed that this should be a continued focus of the Committee as it affects everyone and has a huge impact on the health of the community. The prescriptions for health, check-ups, flossing, brushing, and regular dental check-ups were unanimously asked to be kept as a priority. There was also a consensus that dental referrals from all Human Services encounters be made. The Committee wants to continue the support of Wake Smiles which hopefully with expansion can serve more community members.
- Address food insecurity: The focus is on the summer feeding program and public school system to maximize the effect of the free breakfast for everyone. Eliminating food desserts is another focus of this action.
- Reducing infant mortality rate, providing a medical pregnancy home and promoting healthy lifestyles. Continue with the effort to improve the mortality rate, opening the new Millbrook clinic, for prenatal care. This location will be able to serve a large portion of the community in need.
- STD screening/drug counseling for all. Testing for STDs, stressing condom use, active lifestyles for both male and females.

### **Environmental Services Director's Report**

There was some discussion on the cryptosporidium episodes closing down public pools in Wake County. Dr. Ledford explained to the members the reasons why information is not released to the press concerning identification of the specific pools that are affected. Dr. Threadcraft explained the process for disinfecting the pools using hyper chlorination.

### **Action Items:**

Items to be discussed at the next Board meeting:

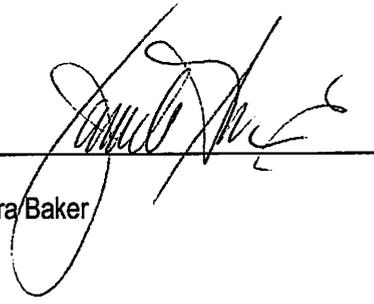
- Dr. Ledford to send out date for the next Drug overdose coalition – She invites the Board members to attend.
- Dr. Ledford to share screening questions with the Board for identifying cryptosporidium. Dr. Smith suggested that this also be sent to the pediatric society

**Public Comments – None**

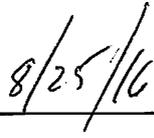
### **Adjournment**

The meeting was adjourned at 9:41am

Board Chair's Signature:

A handwritten signature in black ink, appearing to be 'Debra Baker', written over a horizontal line.

Date:

A handwritten date '8/25/16' written in black ink over a horizontal line.

Respectfully submitted by Debra Baker