

**Wake County Human Services Board  
Meeting Minutes  
November 17, 2016**

**Board Members Present:**

Angie Welsh  
David Cottengim  
Frank Eagles  
Dr. Sharon Foster  
Kent Jackson  
John Myhre  
Margaret Raynor  
Dr. Paul Scruggs  
Dr. James Smith, III  
Stephanie Treadway  
Commissioner James West  
McKinley Wooten, Jr.  
Seth Wexler  
Dr. Rosine Sanders  
Ronda Bean

**Staff Members Present:**

Lisa Cauley  
Crystal Farrow  
Elizabeth Brandt  
Ken Murphy  
Regina Petteway  
Michael Orbon  
Linda Keely  
Tina Hudson  
Liz Scott  
Antonia Pedroza  
Caroline Harper  
Paula Snelling  
Brian Gunter  
Cassandra Watford  
Deborah Dolan  
Ginny Satterfield  
Debra Baker

**Guests Present:**

Ed Buchan  
Dr. Stuart Levin  
Brett Kenny  
Carol Bonnajim

**Call to Order**

Chairman Dr. James Smith called the meeting to order at 7:33am.

**Chairs Privilege**

Dr. Smith spoke about Raleigh and how we continue to grow. Money Magazine has named Raleigh the number one City in the Southeast and has named Cary as the number one small City and this means the population is still growing and we will have more challenges.

**Reflections**

(Reflections given by Kent Jackson)

Mr. Jackson read a poem by an unknown author titled Be Thankful. The poem spoke about being thankful for all those things that you have from blessings to troubles and to find a way to be thankful for your troubles as they can become your blessings.

## **Approval of Minutes**

Dr. Smith asked for approval of the meeting minutes from the October 27, 2016 meeting. Mr. John Myhre asked for two changes to be made. The minutes were unanimously approved with changes.

## **Next Board Meeting- December 15, 2016**

## **Human Services Board Officers Oath of Office**

(Presented by Kenneth Murphy)

Mr. Murphy administered the Human Services Board oath of office to the newly elected officers:

- Chair – Dr. James Smith, III
- Vice Chair – Mr. David Cottengim
- Treasurer – Margaret Raynor

## **Human Services Board New member Oath of Office**

(Presented by Kenneth Murphy)

Mr. Murphy administered the Oath of Office to the newly appointed Board member Edward Buchan

## **Wake County Population Health Task Force**

(Presented by Dr. Stuart Levin)

Dr. Levin explained that the World Health Organizations definition of health is “The state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity.” Population health is defined as the health outcomes of a group of individuals, including the distribution of such outcomes within the group. These groups are often geographic populations such as nations or communities, but can also be other groups such as employees, ethnic groups, disabled persons, prisoners, or any other defined group. The health outcomes of such groups are of relevance to policy makers in both the public and private sectors. The determinants of population health are:

- Genetics 20-30%
- Health care 10%
- Social, environmental conditions, and behavior 60-70%

Dr. Levin went on to explain that The mission of the task force is to improve the health and wellbeing of the citizens of Wake County by focusing on strategies, policy and programs to support healthy communities, active lifestyles and thriving citizens by addressing social determinants; the built environment; systems for change and making the healthy choice the easy choice. The concept is to begin to think about population health County wide. The Population Health Task Force (PHTF) is a special taskforce limited to 12 months designated to deliver a path forward to the Wake County Board of Commissioners that will utilize strategies, policy and programs to improve the health, life expectancy, life experiences, quality of life and well-being of citizens of Wake County. The PHTF shall begin with the Community Needs Assessment and then look at the other models and strategies including but not limited to, the Robert Wood Johnson, Culture of Health methodology; Health in All Policies collaborative approach; addressing the social determinates of health, and exploring the Live Well San Diego model as possible strategies for Wake County to consider in reaching their objectives. The PHTF shall consist of 15-17 members composed of governmental, public health, education, business community, non-profits, community leaders, subject matter experts and the

health care professionals. The taskforce membership will have one member from the Board of Commissioners to serve as chair and one Public Health staff member, with members appointed by the Board of Commissioners. The Board of Commissioners and PHTF will strive to ensure that the committee members represent diversity and are from diverse segments of Wake County.

Ms. Regina Petteway thanked Dr. Levin for his leadership over the years and for his participation with the Population Health Task Force and asked Dr. Levin to let the Board know what help they could use from the Human services Board. Dr. Levin spoke about the essential need of the Human Services Board's general support of this task force.

### **End of Fiscal Year Case Count Update**

(Presented by Caroline Harper)

Ms. Harper presented the Wake County Human Services case count update comparison report for FY2011-FY2016 and CY 2010-2016 and explained a few of the changes during this period:

- Due to the population growth the number of adult wards in guardianship has grown from 583 in FY2011 to 792 in FY2016
- Ms. Harper pointed out the drop in services from FY2013 to FY 2014. Ms. Harper explained that case count for new users at the Capital Area Workforce Center at Swinburne dropped in FY 2014-FY2016 due to some services being dropped, not due to an economic uptick.

Commissioner West asked about the definitions of some of the titles that are used on the report such as Economic Services. Ms. Petteway agreed that the terms/titles used can be confusing and stated that in the future it would be ideal to attach a glossary to the report so that there is clarity for those reading the report.

### **Wake County Human Services First Quarter Data Report**

(Presented by Caroline Harper)

Ms. Harper presented the first quarter data report and explained that there are a few new variables that are being used for childcare subsidy. Ms. Harper then pointed out a few of the items on the report:

- CPS assessments are down slightly from the last fiscal year
- Adoptions for 1<sup>st</sup> quarter FY 2017 are much higher than this time last year
- Immunizations have declined in both doses and individuals however the County does not receive immunization data from drug store clinics
- HIV/AIDS information was not available at the time of this report but will be inserted once it has been received

Mr. Wooten asked about getting more information to find out what the Workforce Center does and what programs are offered. He pointed out the report showing there were 4200 participants reported as new and repeat customers in the Workforce program and stated that he wanted to see metrics. The Report shows only 160 participated in the hiring events and 20 people reported job offers. Mr. Wooten spoke about the problems of trying to find a job when you have a criminal record and that this may be a part of the problem. Dr. Smith then stated that the Board should schedule a presentation from the Workforce center in order to obtain a better understanding of the services they offer and the people that are served.

Ms. Ronda Bean asked about the decline of 45-53% of HIV/AIDS services. Ms. Harper stated that the indicators had been changed from people who are being served to people who are newly diagnosed. Ms. Bean also asked about the decline in Child Protective Services assessments. Ms. Lisa Cauley explained that there were changes to who the County is responsible for monitoring and that this has affected the numbers for FY2016.

**Dr. Smith asked for a motion to accept the presentations, Mr. McKinley Wooten motioned and David Cottengim seconded. The Board voted unanimously to accept both of these reports, the end of fiscal year case count update and the Wake County Human Services first quarter data report**

### **Economic Services – SharePoint Site Update**

(Presented by Antonia Pedroza and Tina Hudson)

Ms. Tina Hudson explained to the Board what a SharePoint site is and how the Economic Services staff would be using the site. Ms. Hudson explained that this site will align with the Board's goals of promoting a vision of County government that partners with all levels of government to empower, protect and serve its citizens through a culture of respect, collaboration and innovation. The new SharePoint site will allow the Economic Services team to have a centralized location and to share information in a centralized location improving communication and collaboration. Ms. Hudson then gave the Board a visual tour of the SharePoint site pointing out key items that would be available for staff and what types of reports that could easily be viewed from the site dashboard.

Ms. Petteway spoke to the Board about this presentation being an example of data being collected, analyzed and then working with the data to improve program services. The execution of this has been an important focus of Human Services and we will continue to move in this direction.

Mr. John Myhre then asked about who would have access to this site and if the Board would have access. Ms. Hudson stated that there would not be any confidential client information however they would need to go through the proper channel to clear access for the Board members. Ms. Petteway asked Ms. Hudson and Ms. Pedroza to look into this.

### **Consumer Affairs Complaint Review and Satisfaction Report**

(Presented by Brian Gunter and Liz Scott)

Mr. Brian Gunter explained to the Committee that there has been a big push to make the public aware of the complaint department and how to contact them. Due to the push for public awareness there is a large jump in complaints due to the public being aware of who to speak with and how to file a complaint. Mr. Gunter then went over the presentation materials pointing out the substantial jump in incoming data. The two comparisons used were FY2016 4th quarter and FY 2017 1st quarter. For FY 2016 4th quarter there were a total of 605 unduplicated complaints and in FY 2017 1st quarter there were a total of 1408 unduplicated complaints. The jump in the increase of incoming complaints could be seen due to the big push for public awareness. The largest jump in complaints was in Food Stamps and Medicaid which comprised 96% of the complaints. Although the complaints were up in the delayed benefits category all of the other complaint categories were greatly reduced. Mr. Gunter then introduced Ms. Liz Scott to discuss some of the strategies that have been used to reduce complaints. Ms. Scott spoke about the complaints correlating with the backlog of Food Stamp application and recertification processing. Economic Services

has been focusing on getting applications caught up and expect a reduction in complaints once this happens. Staffing has been realigned to assist on caseloads to ensure enough staff are processing re-certifications to complete them in a timely manner every month. McKinley Wooten asked if there was a protocol/policy in place that dictated the timely return of calls. Ms. Liz Scott responded that there are performance standards and protocols in place and that calls should be returned within 24 hours. Economic Services is working closely with the complaint staff to work with issues as they come up to ensure there are no trends showing up.

### **Board Committee Chairs' Reports**

- Dr. Sharon Foster waived her report as the Public Health Committee has not yet met for November and there are no new updates to report.
- Ms. Angie Welsh waived her report as well. Ms. Welsh did mention that the Social Services Committee has almost completed their new work plan with updated priorities and that it should be completed for reporting to the Board in January.

### **Human Services Department Report**

(Presented by Regina Petteway)

Ms. Petteway asked Ms. Debra Baker to give an update to the Board on the windshield tour that was being planned for December. Ms. Baker gave a brief update on the itinerary and let the members know that more information would be forthcoming within the next week. Ms. Petteway then spoke about Wake County being declared a Federal Disaster Food Stamp distribution site for citizens who were not currently receiving food stamps but that had lost food during Hurricane Matthew. With just a few days' notice intake locations were set up with County volunteers staffing the sites and in five days over 7,500 applications for emergency Food Stamps were received with no additional staff added to Human Services. Ms. Petteway stated that there will be a presentation in the next few months for the Board that will consist of more detailed information on demographics, etc.

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

(Presented by Michael Orbon)

Mr. Orbon spoke about Environmental Services building teams that can increase the surveillance out in the community for Public Health related situations with both septic systems and food and lodging. There are three professional engineers that will be looking at the most complicated septic systems. Two of the staff are studying to be Environmental Health specialists for water quality, one of which is already a licensed soil scientist and will be evaluating soils and whether a septic system is appropriate for that particular lot. There are complicated septic systems coming in and Environmental Services needs this kind of talent on staff. The last one is a new intern working with the permitting section. Environmental Health and Safety with Food and Lodging have 6 environmental health specialists in training right now. There is one staff member in water quality who is an Environmental Health specialist that is studying for his license in soil science so there will be 3 licensed soil scientists in the water quality group. In the animal center there is a new customer service representative that will be working more directly from the animal center with the customers and should cut out some of the confusion related to having a remote customer service center.

### **Directors PDQ Review (Accreditation Benchmark #37.7 and 37.4)**

(Presented by Dr. James Smith)

Dr. Smith stated that at the March 2016 Board meeting the Directors position description (PDQ) should have been reviewed, discussed, approved and accepted by the Board members. Unfortunately the PDQ was not discussed so it did not meet the required benchmark. Dr. Smith mentioned that the PDQ was emailed out to the members for review this week and then proceeded to read the position description to the Board.

Ms. Margaret Raynor asked why Environmental Services were not included in the Directors PDQ and suggested that Environmental Services needs to be broken out from the Public Health department since it is such a large area. Mr. Ken Murphy then stated that the Environmental Services items that come in front of the board are more Public Health related items than Environmental Services. Dr. Smith said they would take Ms. Raynor's suggestion under advisement. Ms. Angie Welch mentioned that the position description is largely dictated by the statutory requirements and some items are required to be in the language.

**After review and discussion of the Directors PDQ Dr. Smith asked for motion to accept and approve the PDQ. Mr. David Cottengim motioned to approve and Dr. Paul Scruggs seconded the motion. The Board then voted unanimously to accept and approve the Health Directors PDQ.**

### **Interview for Board Physician Slot**

(Presented by Dr. James Smith)

The Board interviewed Dr. John Perry to take over the physician slot upon Dr. Sharon Foster's retirement. The members asked several questions to which Dr. Perry responded. At the end Dr. Smith opened the floor for comments and several members spoke about Dr. Perry being a good fit for the Board and they thanked Dr. Foster for the referral.

Dr. Smith asked the Board for a motion to recommend Dr. Perry for the Physician position on the Board, Ms. Ronda Bean motioned and Ms. Stephanie Treadway seconded the motion. The Board then voted unanimously to recommend Dr. Perry to the Board of Commissioners for appointment to the Human Services Board

**Public Comments – None**

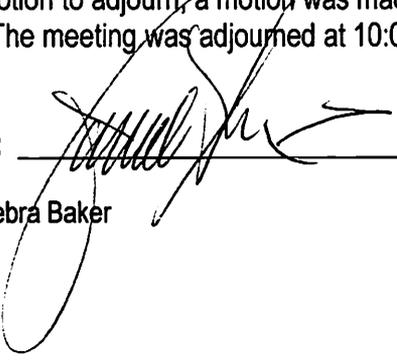
### **Action Items:**

- Presentation from Workforce center in future meeting - Liz Scott
- Possible Tillery place tour for the Board – Regina Petteway/Debra Baker
- Tina Hudson – contact proper channels to inquire if the Human Services Board would gain access to the Economic Services SharePoint site in the future
- Provide HIV/Aids 1<sup>st</sup> Quarter data once available – Caroline Harper

**Adjournment**

Chair Smith asked for a motion to adjourn, a motion was made by Ms. Stephanie Treadway and seconded by Mr. David Cottengim. The meeting was adjourned at 10:05am.

**Board Chair's Signature:** \_\_\_\_\_



**Date:** \_\_\_\_\_

12/15/16

Respectfully submitted by Debra Baker