

**Wake County Human Services Board  
Meeting Minutes  
June 28, 2018**

**Board Members Present:**

Angie Welsh  
Dr. Betsy Van Benthuysen  
David Cottengim  
Edward Buchan  
Mayor Frank Eagles  
Dr. James Smith, III  
Commissioner James West  
Dr. John Perry  
Margaret Raynor  
McKinley Wooten  
Dr. Randy Marsh  
Stephanie Treadway

**Staff Members Present:**

David Ellis  
Dr. Joseph Threadcraft  
Ken Murphy  
Dr. Kim McDonald  
Elizabeth Scott  
Paige Rosemond  
Regina Petteway  
Dr. Sue Lynn Ledford  
Ross Yeager  
Eugene Chalwe  
Elizabeth Harmantzis  
Paige Bennett  
Heather Miranda  
Janny Flynt  
Debra Baker

**Guests Present:**

None

**Call to Order**

Chair Dr. James Smith called the meeting to order at 7:31 am.

**Reflections**

Dr. John Perry spoke about an article in the American Academy of Ophthalmology describing research where medical students were randomized into two groups. One controlled group of students were taught how to look at and describe art and while having ophthalmology rotations they also visited art galleries on a regular basis. The other controlled group only had regular ophthalmology rotations. At the end of the study the group that was randomized had clearly superior diagnostic skills compared to the group just on regular rotations. The person behind the study spoke about scientists in general and that Nobel prize winners have been noted to have multiple hobbies. There seems to be a correlation between great accomplishments and other outside interests. He spoke about everyone needing exposure outside of their regular setting and that individuals allowed to pursue their personal interests may be more successful. He spoke to the Board members and noted that their outside experiences potentially make everyone more productive Board members. The lesson learned is to not give up your interests as you move through life as it may be what propels you to develop your abilities.

**Chairs Privilege**

Chair Dr. Smith thanked the Board members and staff for their work and spoke briefly about the high rate of growth in the city of Raleigh. Dr. Smith then reminded the group that there will be a closed session at the beginning of the July 26, 2018 meeting for the Board members to discuss input for the Human Services Directors annual performance review.

**Approval of Minutes**

Chair Dr. Smith asked for a motion to approve the May 24, 2018 meeting minutes. Mr. David Cottengim made a motion and Mr. McKinley Wooten seconded. The minutes were unanimously approved.

**Next Board Meeting** – July 26, 2018 and there will be a closed session from 7:30-7:50am.

**Request Input for the Human Services Director’s Performance Review [PH Accreditation Benchmark #37.5b]**

(Presented by Dr. James Smith)

Dr. Smith informed the Board members that Debra Baker will be sending out a survey with a deadline to submit input for the Wake County Human services Director’s performance review. These comments will be reviewed at the July 26, 2018 Board meeting in a closed session. The resulting input will be submitted to the County Manger, Mr. David Ellis, as input for the Director’s performance review.

**Chair Dr. Smith asked for any additional comments or questions and there were none.**

**Review of Human Services Directors Position Description Questionnaire [PH Accreditation Benchmark #37.4]**

(Presented by Dr. James Smith)

Dr. Smith noted that the Human Services Board members had received the Director’s Position Description Questionnaire in advance and had reviewed the document. There was some discussion and Ms. Margaret Raynor asked if there were any changes to the Director’s Position Description since the last update. Ms. Petteway stated that there will be some changes and that the County Manager, Mr. David Ellis, would review and approve the revised Position Description Questionnaire. Once the County Manager has reviewed and signed the revised Position Description Questionnaire Ms. Petteway will ask Ms. Debra Baker to send it out to the Board members. Dr. Smith stated that this was an evolving description and that there will likely always be a need for this Position Description Questionnaire to be adjusted.

**Chair Dr. Smith asked for any additional comments or questions and there were none.**

## **Energy Programs Outreach Plan**

(Presented by Ms. Janny Flynt)

Ms. Flynt reviewed the forms of primary heating that the County assists with and Dr. Smith asked if there was a lot of assistance with purchasing wood for those with wood burning heat. Ms. Flynt stated that there are still some purchases of wood and that there are two wood vendors that the county works with. Ms. Flynt discussed the time frames for the Crisis Intervention Program and the Low-Income Energy Assistance program and briefly described both. Dr. Smith asked who the poverty level is established by and Ms. Flynt informed him that the Federal government sets these levels. Ms. Flynt briefly reviewed the historical budget and spending levels for both programs. Dr. Smith asked about the variance in the span of 2014-2015 and Ms. Flynt explained that this is when the power company donated a large sum of money for the CIP program and at the same time frame processes were changing as well. Mr. David Ellis asked about how we work with Non-profits and Ms. Flynt stated that there are not a lot of non-profits but that the County works with them when we can. The county and non-profits try to communicate on the level of funds each have throughout the program time-frame to see who can help when needed. Ms. Flint spoke about the outreach efforts such as holding Saturday LIEAP events, accepting applications at WIC Clinics and Libraries, and making it easy to mail or fax in an application as well. In closing Ms. Flynn took a few moments to speak about future ideas to promote the programs.

**Chair Dr. Smith asked Board members for a vote to approve and accept this plan. Dr. Perry motioned and Mr. Cottengim Seconded. The Board members voted unanimously to accept this report.**

## **Public Health Fee Schedule and Sliding Scale [PH Accreditation Benchmark #39.3]**

(Presented by Ms. Heather Miranda)

Ms. Miranda reviewed several important changes to the fee schedule:

- Section II.A.4.
- **Added:** Vaccine fees will be adjusted if the price of any vaccine increases by more than 20%
- Section II.B.8.
- **Deleted:** Income will be updated at least annually unless income has changed
- **Added:** Income will be updated annually, or whenever WCHS Health Clinics are notified by the patient/client/caretaker of an income change

Ms. Miranda stated that pending the results of an administrative audit held on June 13, 2018 additional changes may need to be included. She then explained the process of the review and noted that the last full review of fees was completed in 2011. The current review found that fees do not cover current costs for most services and that previous fee determinations were made based on Medicaid default charges. Current fees are below 70-80% of reasonable and customary charges and a 25% increase is recommended to reduce the difference between the cost of service and revenue generated. Some of the fee variances were too high to increase and they wanted to avoid an unreasonable increase to

patient fees. We will continue to be below the service cost and for now the focus will be placed on fees with the highest utilization, largest budget impact, and county contribution.

Ms. Miranda spoke about what will happen moving forward. There will be small increases but overall fees will be reviewed annually instead of every two to three years. They will also concentrate on service line enhancements and operational improvement. She spoke about the high cost in staffing and the need to shift away from the nurse model to medical assistants in the clinics. Ms. Miranda also spoke about leveraging technology and explained that there was no patient appointment reminder system in place when she first came aboard. She implemented a new patient reminder system and it has resulted in an almost 50% decline in the no-show appointment rate for the clinics. Data also showed that the decline in no-shows resulted in a revenue increase of almost \$29,000 in April. They are also looking at a possible automated revenue collection program which would provide patient friendly fee payment options such as a text with a payment link. Ms. Miranda also spoke about the opportunity to reach more patients and providing the services that patients want. She briefly spoke about the acute care services that will begin at the Northern Regional Center and explained that Mr. Ross Yeager will discuss this in the next presentation.

Mayor Eagles asked about the increase in charges becoming a burden and people possibly not being able to afford to come to the clinics. Ms. Miranda stated that the goal was not to burden them but to keep ourselves within the market in terms of how much we are charging. There is still a large percentage of our patients that are on the low end sliding in to the very low end of the scale so the cost increase will be very minimal for them. Ms. Miranda stated that the goal was not to increase the burden too much but to raise the prices to help cover the costs of the services. There was research completed and price comparisons with other counties to set a reasonable increase. Dr. Kim McDonald spoke about the intent to do everything possible to continue to provide services to all. The goal is to reduce cost as much as possible while maintaining and increasing access. To continue to provide services there must be some reasonable increases. Dr. McDonald went on to state that the goal was not to burden the community so that they cannot afford services but to enable the county to provide more services.

**Chair Dr. Smith thanked Ms. Miranda for her presentation and asked the Board members to approve this fee schedule. Mayor Frank Eagles motioned and there was a second. The Board members voted unanimously to accept this Public Health Fee Schedule and Sliding Scale.**

#### **Northern Regional Center Acute Care Services**

(Presented by Mr. Ross Yeager)

Mr. Yeager spoke about the current services offered at the Northern Regional Center and spoke about new acute care services that will soon be offered on a trial basis. There was a survey that was sent out to the community asking how beneficial it would be if the Northern Regional Center offered extended services. Sixty-three percent of those surveyed stated that extended services would be very beneficial. The types of services offered would not be emergency services but

smaller services for minor illness such as upper respiratory conditions, nausea and pink eye. Also seen would be skin conditions such as ringworm, lice and shingles and they will also service minor injuries such as bug bites, ingrown nails and minor cuts and burns. There was some discussion about a few other counties that have begun to test providing these extra services as well. Mr. Yeager spoke about the opportunity that is emerging from Medicaid transformation/managed care with upcoming prepaid health plans and other changes that would be happening. The new services will not require new staff and are estimated to only slightly increase the medical supply budget. He explained the research that was completed and discussed the number of appointments that would be offered to begin with.

Mr. David Ellis asked what outcomes they are trying to achieve that will show if this program is successful. Mr. Yeager replied that customer satisfaction and revenue generation are the main outcomes that will show success. Due to the Medicaid transformation it is uncertain how the future will work for healthcare so this program will be important to see if it will be successful.

**Chair Dr. Smith thanked Mr. Yeager for his presentation.**

### **Review of Public and Environmental Health Fiscal Report Compared to Ten Essential Services [PH Accreditation Benchmark #39.2]**

(Presented by Dr. Sue Lynn Ledford)

Dr. Ledford began by explaining what the 10 Public Health Essentials were defined by the Core Functions of Public Health Steering Committee in 1994 to describe Public Health. The 10 Public Health Essentials serve as the framework for all public health systems in delivery of service. The 10 Public Health Essentials are:

1. Monitor health status to identify and solve community health problems.
2. Diagnose and investigate health problems and health hazards.
3. Inform, educate, and empower people about health issues.
4. Mobilize community partnerships and action to identify and solve health problems.
5. Develop policies and plans that support individual and community health efforts.
6. Enforce laws and regulations that protect health and ensure safety.
7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable.
8. Assure competent public and personal health care workforce.
9. Evaluate effectiveness, accessibility and quality of personal and population-based health services.
10. Research for new insights and innovative solutions to health problems.

Dr. Ledford then reviewed the expenditures and percentages of each service and gave examples of funded activities for each of the services. There was some general discussion of specific items and Dr. Perry asked about telehealth that Dr. Ledford had briefly discussed. Dr. Perry asked if the telehealth involved directly observed therapy and Dr. Ledford responded that it is being utilized for this process. This allows healthcare providers to observe the individual and observe the taking of medication as well. Mayor Eagles asked about the WIC staff being pulled from regional centers causing WIC appointments not to be available five days a week. Dr.

Ledford explained that when WIC was expanded to the other regional centers the number of staff members did not increase. Ms. Petteway stated that research shows that there was not a patient flow to justify WIC staffing at the Northern Regional Center five days a week. Ms. Ledford stated an analysis was completed that showed initially there were many visits scheduled and a few walk ins but that WIC visits are scheduled appointments so there are not normally people just walking in to apply for WIC. If there is a walk-in for WIC the regional staff can link the individual with an appointment. Ms. Petteway stated that she would meet with Mayor Eagles to discuss his concerns.

**Chair Dr. Smith stated that the Human Services Board has reviewed, discussed, and accepted this report.**

### **Human Services Directors Report**

(Presented by Ms. Petteway)

- Ms. Petteway briefly discussed the transition of Wake County Housing services to a new county established Housing Department as of July 1<sup>st</sup>. She noted that she would ask into County Manager Mr. David Ellis to speak about this at the next Board meeting.
- Ms. Petteway asked Dr. Ledford to give a brief update on the measles case diagnosed in Wake County. Dr. Ledford spoke about the investigation being ongoing for two weeks and crossing eleven counties and five states due to travel and potential exposure. In Wake County alone there were almost 300 individuals that needed to be investigated. Initially Wake County was notified about the patient with measles as the housing complex the individual lives in is in Wake County however the individual lives in the portion of the complex that is just across the line in Johnston County. The case was transferred to Johnston County once this was discovered and Wake County continued to investigate the possible exposures that are in Wake County.
- Regina noted that Elizabeth Harmantzis is working with Human Services on a media event to show how dangerous it is to leave a child in a hot car. There is a demonstration at the Sunnybrook location later today.
- Regina noted that Human Services is moving along with programming and outreach and that there were three major events held last week. There was an open house for the Western Wake office, a ground-breaking ceremony for the new Oak City facility and a grand re-opening community event for the Crosby center. Commissioner West and Commissioner Holmes attended the Crosby center event and Commissioner West gave a brief update of his attendance at the event. Mayor Eagles mentioned that the community turnout at the Crosby Center event was the highest in quite some time.
- Ms. Petteway briefly spoke about the Pair of ACEs model showing adverse childhood experiences. She noted that the adverse community environments piece is a social determinate of health and noted that this and many of the other experiences in this model are being addressed by Human Services. She noted that the Board will be hearing more in the future about the work that Human Services will be doing with the Pair of ACE's.

- Ms. Petteway noted that herself and Mayor Eagles will be meeting with Dr. Smith to formalize the Regional Networks group who have been meeting informally. With the changes taking place in the Regional Centers it is time to look at bringing this back as a functioning subcommittee of the Human Services Board.

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

(Presented by Dr. Joseph Threadcraft)

Dr. Threadcraft spoke about the organizational change from a behavioral assessment approach with the effort to reach the whole person and that the current emphasis is on human behavior. He spoke about two approaches that are being looked at, Myers Briggs type of indicator and the other is a DISK Assessment. The goal is to improve the performance of human behavior and some of the objectives are: 1) increase succession planning, 2) increase organizational cohesiveness and 3) increase operational efficiency. The DISK assessment approach stands for Dominance Influence Standard-ness Cohesiveness and was used at a recent staff retreat. The DISK assessment was completed in the morning with a training session in the afternoon to help staff understand not just their behavior but the behavior of others.

### **OTHER ITEMS:**

- There was a brief discussion on what the cost may be for the measles outbreak as far as man hours and staffing needs. It was suggested that once the final numbers are obtained that the County notify the press

### **ACTION ITEMS:**

- Ms. Petteway will discuss the WIC program at the Regional Centers.
- Ms. Petteway to meet with Mayor Eagles and Dr. Smith to discuss formally bringing the Regional Networks group back as a sub-committee under the Human Services Board.

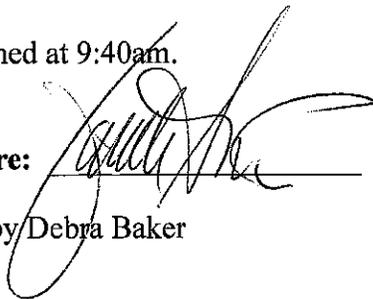
### **Public Comment**

None

### **Adjournment**

The meeting was adjourned at 9:40am.

**Board Chair's Signature:**



**Date:**

7/26/18

Respectfully submitted by Debra Baker

