

**Wake County Human Services Board  
Meeting Minutes  
September 27, 2018**

**Board Members Present:**

Dr. Betsy Van Benthuisen  
John Myhre  
Stephanie Treadway  
Mayor Frank Eagles  
Dr. James Smith, III  
Dr. John Perry  
Margaret Raynor  
Fiorella Horna  
Angie Welsh  
David Cottengim  
Commissioner James West  
McKinley Wooten

**Guests Present:**

Naeime Livingston  
Melanie Davis-Jones  
Helen Krauss  
Regina Basnight  
Carla Glenn  
Mike Shaw  
Reagan Neville  
Owen Fitsbend  
Deborah Lawson  
Jeremiah Pierce  
Alicia Barfield  
Sharon Peterson  
Penny Washington

**Staff Members Present:**

Regina Petteway  
Ken Murphy  
Dr. Caroline Loop  
Paige Rosemond  
Debra Baker  
Dr. Sue Lynn Ledford  
Dr. Edie Alfano-Sobsey  
Sandi Nuss  
Jason Mahoney  
Jennifer Evans  
Josephine Rutledge  
Dr. Kim McDonald  
Jason Witten  
Paige Bennett  
Sonya Reid  
Beth Collins  
Commissioner Hutchinson

**Call to Order**

Chair Dr. James Smith called the meeting to order at 7:35am.

**Reflections**

Ms. Angie Welsh read an article that was a story of a woman who lived down East in a one-bedroom apartment with a mattress on the floor. As a hurricane was approaching a friend called and offered the woman a place to stay and the woman said she would ride it out. The article spoke of the people that were riding it out and touched on some of the reasons why most of them did not evacuate such as not having a car, having a car that would not run, not enough money in their bank account to evacuate, not enough seats in their car for everyone and that people cannot

afford to miss a paycheck. The author noted that poverty is much like the flood waters that are seeping in to North Carolina. The article then went on to look at what happens when the news coverage and the assistance leaves the stricken area and the people living in poverty have lost everything with no insurance coverage. It looked at scenarios such as what happens when the woman's friend that always took her to work loses her car in the floods and can no longer take her to work, then she loses her job and is even deeper in poverty. Ms. Welsh shared where the members could find the article and noted that the title is North Carolina's Problem is not Florence, it is Poverty. She encouraged all to read the full article.

### **Chairs Privilege**

Chair Dr. James Smith discussed the Board members expiring terms and asked the members whose terms are expiring in November to consider accepting reappointment to the Board.

### **Approval of Minutes**

Chair Dr. Smith asked for a motion to approve the August 23, 2018 meeting minutes. Mr. David Cottengim motioned and was seconded by Mr. McKinley Wooten. The minutes were unanimously approved.

### **Next Board Meeting – October 25, 2018**

### **NACo Award Participation Recognition**

(Presented by Mr. Jason Mahoney)

Mr. Jason Mahoney explained the program that received the award. He spoke about the work they have completed to try to reverse the trend of lower academic achievement in foster children compared to the general population. Wake County partnered with Friends of Wake Guardian ad Litem Program, Wake Guardian ad Litem Program and Triangle Literacy Council to launch the Educational Advocacy Project (EAP). This is a unique tutoring program that addresses the unique challenges facing children in foster care. Participating children are pre-and post-tested using a scientifically validated instrument. Of the 49 children served (April 2016-August 2017), 73 percent demonstrated progress in reading and 55 percent showed improvements in math. This project provided us with evidence of good outcomes for our Foster Children. We could not do this without our community partners. All partners in attendance were asked to stand and be recognized.

**Chair Dr. Smith thanked the partners and staff that are involved in this program.**

### **Human Services Board Applicant Interview**

(Presented by Dr. James Smith)

The Board members took turns asking questions of the new candidate, Ms. Deborah Lawson, and then discussed her qualifications.

**Dr. Smith then asked the Board for a motion to recommend that the Board of Commissioners appoint Ms. Deborah Lawson to the Wake County Human Services Board. A motion was made by Mayor Frank Eagles and seconded by Ms. Margaret Raynor. The Board voted unanimously to recommend Ms. Deborah Lawson to be appointed to the Board.**

### **Review of Procedures for Upcoming Human Services Board Officer Elections**

(Presented by Dr. James. Smith)

Chair Dr. Smith discussed the process of nominations for the Human Services Board Chair, Vice Chair, and Treasurer seats then briefly discussed the duties of each. It was noted that nomination forms had been included in the meeting packet and that Ms. Debra Baker will be sending electronic copies of the nomination form to all Board members via email. Nomination forms are due back to Ms. Baker no later than Noon on October 12, 2018.

### **Review of Wake County Human Services Board Operating Procedures – GOV.BRD 100 [Accreditation Benchmark #34.2]**

(Presented by Dr. James. Smith)

The following changes were proposed to the Human Services Board Operating Procedures:

- Page 2, section II.C.3 – At the August 23, 2018 Board meeting members agreed that this paragraph should be changed so that there are two signatures on the HS Board fund checks and that the Chair and Treasurer must both sign the check.
- Referencing APENDIX A, Page 12 - Replaced with an updated Org chart. Deleted adjunctive committees structure and added regional Networks Committee to the Board standing committee structure.

**Chair Dr. Smith asked for a motion to accept the changes and Mayor Frank Eagles motioned and Mr. John Myhre seconded. The changes were unanimously accepted.**

**Review of Wake County Human Services Board Policy on Consumer and Community Input – Board Policy 300 2.2 [Accreditation Benchmark #38.3]**

(Presented by Dr. James Smith)

The following changes were proposed to the Human Services Board Policy on Consumer and Community Input:

- Page 2, section VI – Deleted section VI in its entirety and re-numbered remaining lines.

**Chair Dr. Smith asked for a motion to accept the changes and Ms. Stephanie Treadway motioned and Mayor Frank Eagles seconded. The changes were unanimously accepted.**

**Review of Wake County Human Services Board Rules of Appeal – Board Policy 300 2.4 [Accreditation Benchmark #35.1]**

(Presented by Dr. James. Smith)

The following changes were proposed to the Human Services Board Rules of Appeal:

- Page 4, section III.7 – under the definition of Hearing Office the line noting “Human Services Directors room as 5035” has been deleted.

**Chair Dr. Smith asked for a motion to accept the changes and Mr. McKinley Wooten motioned and Ms. Margaret Raynor seconded. The changes were unanimously accepted.**

**Wake County Strategic Branding**

(Ms. Melanie Davis-Jones)

Ms. Regina Pettway introduced Ms. Melanie Davis-Jones and explained that she was contracted to assist Wake County in developing a brand for Human Services. Ms. Melanie Davis-Jones began by introducing herself and then spoke about why the county needs to be re-branded:

- Current Vision, Mission and Core Values emphasize partnership, customer service, and holistic approach to well-being
- “Living Into” the Brand requires clarity of message – internally and externally
  - Present as one organization
- Potential to elevate the role of WCHS in the well-being of Wake County – this work is a collective responsibility and important community value

Ms. Davis-Jones then briefly reviewed the barriers to re-branding and spoke about some of the ideas of the re-branding such as changing the perception of Human Services from an institution to an organization of caring and compassionate people that are doing work that transforms lives. These key words and perception came from staff discussions at Networks meetings. Ms. Davis-Jones then explained why re-branding matters. Alignment with County priorities: “holistic approach to quality of life”

Positioning serves as “umbrella” messaging

- Staff can “see themselves”
- Set positive expectations for the people seeking services
- Regional centers and CACs can serve as “proof points” for community-centered approach
- Supports WCHS as a value to all people in the County as part of quality of life

There was discussion of next steps and how to put re-branding in place and Ms. Davis-Jones noted she would be working closely with communications.

**Chair Dr. Smith thanked Ms. Melanie Davis-Jones for her presentation.**

### **Population Health Task Force Report**

(Presented by Dr. Kevin Fitzgerald)

Dr. Sue Lynn Ledford introduced Dr. Kevin Fitzgerald to present the report. Dr. Fitzgerald was brought in to develop this report with the information that has been gathered and worked closely with Human Services and Public Health staff. After discussing his background Dr. Fitzgerald began by explaining what the report was and how it was developed. The Population Health Task Force was appointed by County Commissioners on February 20, 2017 to review work underway and recommend improvements. Their charge was to:

- Examine how communities across the country are approaching population health.
- Develop recommendations to address health disparities; encourage healthier communities; influence the county’s architecture, streetscapes, parks, and zoning to promote healthier environments; and “make the healthy choice the easy choice” for all residents.
- Recommend strategies to engage the widest array of stakeholders in promoting health-conscious policies and choices for residents.

Dr. Fitzgerald then reviewed the members list noting that there were several community members on the group as well as Human Services Board members and a County Commissioner. There were three work groups created within this task force, each one focusing on a different area:

- Healthy Wake: Supporting overall health and well-being of all residents
- Vulnerable Populations: Groups of people at risk for poor outcomes
- Familiar Faces: Individuals who are frequent users of emergency and medical, social, law enforcement, and other services

The population health framework is that every Wake County resident, regardless of background or neighborhood, should have equal opportunity for optimal health and well-being. Population health is defined as the health outcomes of a group of individuals, including the distribution of such outcomes within the group. Dr. Fitzgerald then briefly reviewed the national lessons and the Adverse Childhood Experiences (ACE’s). Dr. Fitzgerald spoke about the process that Wake County has in place for the Community Health Needs Assessment and that it is a great process that has been put together with partners. The Community Health Needs Assessment identifies

the needs and now the focus on implementation is very important. The overarching Population Health Task Force goals are to:

1. Broaden the definition of health to guide policy and budgetary decisions
2. Align existing efforts in the County to improve health and focus on outcomes over activities
3. Distinguish and address the needs of the general population, vulnerable residents, and frequent users of health and social services
4. Recognize population health as a key component of Wake County's competitiveness

Dr. Fitzgerald then reviewed the Task Force and Work Groups Recommendations:

**Task Force Recommendations:**

1. Sustain and expand the scope of the Community Health Needs Assessment (CHNA) and increase the accountability and focus on implementation
2. Ensure the alignment of population health initiatives with cross-county efforts, statewide efforts, and appropriate data metrics
3. Designate a public/private partnership implementation team comprised of businesses, philanthropic organizations, and county government to operationalize, coordinate, and evaluate population health initiatives

**Healthy Wake Work Group Recommendations:**

1. Designate and adequately fund a formal public /private partnership to coordinate health-related efforts in Wake County
2. Address the wellness and healthcare needs of Wake County by broadening the scope and increasing participation in the 2019 Community Health Needs Assessment. The CHNA should be resourced and empowered to link actions and interventions to outcomes
3. "Make the healthy choice the easy choice" by creating and enriching healthy physical and educational environments by 2030

**Vulnerable Populations Work Group Recommendations:**

1. Develop a community grant fund to support population health initiatives
2. Create safe and humane environments; remove barriers to healthy food, affordable transportation, and housing
3. Decrease incidence of Adverse Childhood Experiences (ACEs); support employment; and reduce over-criminalization that removes children from schools, and parents from homes
4. Encourage early childhood brain development and cultivate a more creative, healthy, well educated, and economically engaged population
5. Expand the Social and Economic Vitality Model to other communities to address disparities in health and social outcomes

**Familiar Faces Work Group Recommendations:**

1. Develop an ongoing Familiar Faces Work Group and utilize business agreements/collaboration with local hospitals, jail system, EMS, Behavioral Health Alliance and other community providers to share and link pertinent data
2. Identify a lead organization who could coordinate existing organizations and/or manage a central database
3. Pilot the use of a standardized Social Determinants of Health screening assessment for clinical settings
4. Develop community protocols to coordinate the existing case management programs in the community
5. Provide training, support and engage workforce currently working directly with familiar faces
6. Develop a return on investment model to demonstrate efficacy of interventions

Dr. Fitzgerald then reviewed the next steps:

1. September 2018 – Present to the Wake County Human Services Board for endorsement
2. October and November 2018 – Consideration by the Wake County Board of Commissioners
3. December 2018 to February 2019 – Wake County Human Services develops an implementation plan

Dr. Fitzgerald tasked if there were any questions and there were several questions and comments from Board members:

- As Dr. Fitzgerald was discussing one of the Healthy Wake work group recommendations to designate and adequately fund a formal public /private partnership to coordinate health-related efforts in Wake County Ms. Fiorella Horna spoke about her concerns. She stated that it seems that with past experiences at this level it seems that we are good at coordinating and accessing but that when we get a distribution of funds is when things seem to break down. She stated when you bring together a diverse group of partners that are involved in business and Public Health we don't understand sometimes the functions that each other has and there is an opportunity here for County Commissioners to step in and explain the benefit for all involved so whether there is an investment from businesses in public health that allows Public Health to have some monetary room when it comes to mandates that need to be met and at the same time allows Public Health to see how the business want to invest in public health.
- Commissioner Hutchinson spoke about this task force initiative and thanked Dr. Smith. He spoke about this being an initiative that he has wanted to start for quite some time and thanked Ms. Petteway, Dr. Fitzgerald, Dr. Ledford and all the staff that have been instrumental in making this report happen. He spoke about this allowing the County to understand the broader definition of social determinants and also allows us to understand that all services the County provides should be seen through the lens of how it impacts the health and wellbeing of all citizens. This should not just be Human Services but is also including transportation, land use, detention centers and jails and that all of these should be seen as healthcare professionals working to improve the health and wellbeing of our citizens. Commissioner Hutchinson stated that he looks forward to working with

the Human Services Board and continuing the conversation on how to improve the health and wellbeing of our citizens.

- Dr. Smith asked Ms. Pettway to speak about this report. Ms. Pettway spoke about not solely being a Human Services responsibility but the responsibility of the entire County. This report looks at everything the County is doing and if you look at the Board of Commissioners goals you will see that they are addressed in this report as well. The Goal is to help people understand this framework and continue to engage them in the implementation.
- Ms. Raynor stated her concern about the State separating Mental Health and Substance abuse and that once patients leave State facilities there is nothing Wake County can do for them. She shared her concerns about this process not looking at the needs of the whole person. Dr. Fitzgerald spoke about the role of the Board around advocacy and asked that the Board members continue doing so. He spoke about working with the State and that there may be a more cohesive way of pulling these back together in the future.
- Mayor Frank Eagles spoke about the largest population in Wake County being in the Municipalities and asked how many Municipalities were aware of this Population Health Task Force. There was a brief discussion and it was stated that this would be something to think about in the future to involve the Municipalities. Mayor Eagles also spoke about the displacement of the elderly population in some neighborhoods that are beginning to experience high growth and property values. He gave an example of the Crosby-Garfield Center and the older homes with senior citizens living in them across the street have been torn down and there is a new apartment building in place. Dr. Fitzgerald spoke about this being a dimension that needs to be put together as this shows that the County is losing affordable housing as this happens.
- Ms. Fiorella Horna spoke about the possibility of using some of the goals of this report on the work plan as action items for the Public Health and Social Services Committees. She also mentioned that this could be something that the two Committees could plan a joint meeting to work together. She also spoke about the vulnerable pop recommendation of developing a community grant fund to support this and she agreed that there needs to be an investment in this before the task force can move ahead. She asked that technical assistance also be added to the grant as when there are multiple partners at the table the ones that are the grass roots groups normally need assistance with beginning initiatives and will need a lot more assistance in putting the actions in to place.
- Ms. Angie Welsh stated how she had eagerly awaited this report and thanked the members of this task force. She spoke about how many presentations she has been to recently that contained the passion that this task force has shown. She spoke collectively to the group about how the organizations seem to be embarking on this work without expecting credit so that the work can continue to go on.

In closing Ms. Pettway then asked all Public Health Task Force members and staff who have been involved to stand up and be recognized. Ms. Pettway spoke about the next steps and that the report is still in draft form and will be presented to the Board of Commissioners for review and acceptance within the next month.

**Chair Dr. Smith thanked Dr. Kevin Fitzgerald for his presentation.**

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

- Social Services Committee Chair Ms. Angie Welsh spoke about the work completed this year by the Social Services Committee and that the Committee was looking forward to possibly working with the Public Health Committee on joint priorities.
- Public Health Committee Chair Ms. Margaret Raynor spoke briefly about the recruitment process they were undergoing and reported that Mr. Myhre would be returning to the Committee within the next month.
- Regional Networks – Mayor Eagles informed the group that there is a meeting this afternoon and that they are in the process of planning a joint CAC meeting scheduled for Nov 8<sup>th</sup>. Mayor Eagles invited all to attend the Joint CAC.

### **Human Services Directors Report**

(Presented by Ms. Regina Petteway)

- Commissioner West received a community award and Ms. Petteway asked him to share this information with Board members. Commissioner West informed the group that the North Carolina Black Women Empowerment Network had recently presented him with an award to recognize his Leadership and Social Action. The board members then applauded Commissioner West.
- Ms. Petteway gave a brief update on the Wake County emergency shelters that had been opened and staffed during hurricane Florence evacuations. She reported that there were six shelters open with over twelve hundred guests and over 90 pets. Ms. Petteway then commended not only Human Services staff but also other Wake County staff and the County Managers for all the assistance during this time. She then asked all staff who had worked in a shelter to stand and be recognized.
- Ms. Petteway asked Ms. Paige Rosemond to tell the Board about a National award that Child Welfare had received. Ms. Rosemond announced that the National Department of Health and Human Services awarded Wake County the 2018 Adoption Excellence award for the county's media, social media and marketing campaign to increase adoptions in Wake County. Ms. Petteway stated that Ms. Rosemond and other staff will be traveling to Washington, DC to receive the award.

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

(Presented by Dr. Caroline Loop)

Dr. Loop reported that Environmental Services will be holding after action meetings from their participation in the operation of the Wake County emergency shelters to see what went well and to see what can be improved. Dr. Loop also spoke about Water Quality and the Water Partnership working on an event that will be themed "Imagine a Day Without Water" that will take place on October 10<sup>th</sup>. This is to encourage the public to think about the role of water in their lives and will be sponsored in partnership with the City of Raleigh, the Downtown Alliance and many other partners. There will also be a water bar set up at the State Fair on October 12<sup>th</sup> so that visitors can taste water and be encouraged to discuss the role water plays in their lives. The water bar will also be set up at the Raleigh Union Station soon. Dr. Loop then spoke about the State Fair and the work that Environmental Services was doing as far as inspections of the food concessions as well as other inspections for water quality. She then reminded the group

that we are nearing the end of the Accreditation Benchmark period and that Environmental Services is auditing to be sure they have met all their benchmarks.

#### **Participation in Community Events:**

- Ms. Fiorella Horna reported on the Wake County Commission for Women and their focus on community health, housing and women in jobs and employment. The group is presently meeting in sub-committees to discuss these three issues and will come back together to discuss more in-depth information with each issue. She also discussed an affordable housing event that she had attended and briefly discussed details of the project.
- Mr. John Myhre recommended that all Board members participate in the planning for Dix Park and informed the group of an upcoming planning meeting.
- Ms. Raynor also spoke about the Dix Park planning and briefly spoke about some of the ideas that had come from the Legacy planning meetings. She also spoke about how this is a huge opportunity for Wake County citizens to participate in planning.
- Ms. Welsh spoke about attending the State of the Young Child breakfast and asked others who attended to speak about it. Dr. Smith then spoke about attending and sitting with a community member that was very passionate. He stated there is a very dedicated group of individuals that represent multiple organizations that will take steps to increase resilience. He also noted that while we have done a great job of education it is now time to move in to action. He informed the group of an upcoming training session at the YMCA where he will be conducting a training session for resilience skills. Ms. Welsh also spoke about the ACE's approach and the image of the tree that is being used to represents the Adverse Childhood Experiences effects on children. She also spoke about the Kaleidoscope project being aligned with the ACE's as well.
- Commissioner West spoke about attending the National Association of County Commissioners as well as other events.
- Mr. Wooten spoke about the integration of physical and behavioral health that is underway due to the Medicare transformation. He encouraged the board members to advocate for the citizens and help them to understand and be prepared for this system change.
- Ms. Treadway spoke about a recent photo that was taken at Dix Park for National Recovery Month with many different organizations with the We are Your Village tag line to get the word out.
- Dr. Smith spoke about partnering with the Rex Brothers and Sisters program and that they have been visiting Barber shops over several weekends to get the word out on prostate cancer. He is also on the Board for Urban Ministries and noted that they will be adding some mental health services to their medical health program and Dr. Smith will be assisting.

#### **ACTION ITEMS:**

- Dr. John Perry stated that Grand Rounds will take place at WakeMed Hospital on Oct 2<sup>nd</sup> at 12:30pm. He informed the group that Commissioner Hutchinson and Dr. Levin will be discussing Population Health with the group and he invited Board members to attend this meeting.

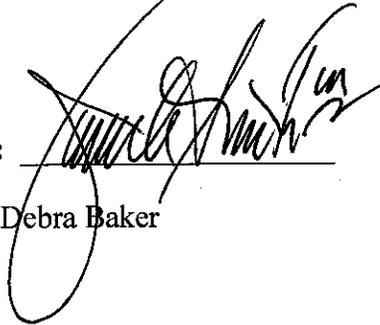
**Public Comment**

None

**Adjournment**

The meeting was adjourned at 10:02 am.

**Board Chair's Signature:**

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

**Date:**

10/25/15

Respectfully submitted by Debra Baker

