

**Wake County Human Services Board  
Meeting Minutes  
November 21<sup>st</sup>, 2019**

**Board Members Present:**

Frank Eagles  
Deborah Lawson  
Dr. Randy Marsh  
John Myhre  
Dr. Jananne O'Connell  
Margaret Raynor  
Dr. James Smith, III  
Stephanie Treadway  
Angie Welsh  
Commissioner James West

**Staff Members Present:**

Angela Bell  
Heidi DeMocker  
Tomiko Hicks  
Brittany Hunt  
Jason Mahoney  
Ken Murphy  
Derwick Paige  
Regina Petteway  
Paige Rosemond  
Jo Rutledge  
Elizabeth Scott  
Dr. Joseph Threadcraft

**Guests Present:**

Dr. Sharon Foster

**Call to Order**

Chair Dr. James Smith called the meeting to order at 7:37 am.

**Reflections**

(Presented by Dr. James Smith)

Dr. James Smith had served on the Human Services Board for seven years and was now stepping down from his position, as well as his position in the Public Health Committee, after meeting his statutory limit. Dr. Smith extended heartfelt thanks to the Wake County Human Services staff as well as to the Human Services Board. He also thanked three individuals in particular – Ms. Debra Baker, former Executive Assistant to the Human Services Board and current Executive Assistant to the Medical Director; Ms. Regina Petteway, Director of Human Services; and Commissioner Dr. James West, fellow Human Services Board member. Dr. Smith congratulated Ms. Angie Welsh on becoming Board Chair and expressed confidence in the new Board Officers. He shared that he would still be active within Wake county, notably within Live Well Wake and the Infant Mortality Workgroup. After these comments, Dr. Smith was presented with an honorary plaque by Director Regina Petteway, Mr. Derwick Paige, Dr. Joseph Threadcraft, and Commissioner Dr. James West for his service to the Human Services Board and Public Health Committee. Photos were taken of the group.

**Approval of Minutes**

Chair Dr. Smith asked for a motion to approve the October 24, 2019 meeting minutes. There was a motion by Ms. Margaret Raynor and Mr. John Myhre seconded to accept the minutes. The minutes were unanimously approved.

## **Next Board Meeting – December 19, 2019**

### **Treasurers Report**

(Presented by Ms. Margaret Raynor)

Treasurer Ms. Margaret Raynor reported that there was an addition of \$700 from the previous month's reported \$4,180.92. This addition represented stipends from Board members that had selected to donate the money back to the Board fund. The current balance of the Board fund is \$4,880.92.

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

(Presented by Mr. Kenneth Murphy)

Mr. Kenneth Murphy administered the Oath of Office to:

Chair Ms. Angie Welsh

Treasurer Ms. Margaret Raynor

Vice Chair Dr. John Perry will be administered Oath of Office in a future Board meeting. Photos were taken of the 2019-2020 Board Officers.

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

(Presented by Mr. Kenneth Murphy)

Mr. Kenneth Murphy administered the Oath of Office to new Board member Mr. Frank Eagles and reappointed member Dr. Randy Marsh. Photos were taken.

### **January 2020 Legislative Reception**

The January 2020 Legislative Reception will formally be held at Oak City Cares. The Executive Committee will discuss and solidify these plans prior to the next Human Services Board meeting. Ms. Annemarie Maiorano spoke to the work that has been done at Oak City Cares to support the community and encourage engagement with the homeless population. The City of Raleigh has greatly supported Oak City Cares. Catholic Charities covered three years of operating costs for Oak City Cares through extensive fundraising that secured the funds almost before Oak City Cares opened. Director Regina Petteway commended Dr. Sharon Foster's hospitality over the years for the Legislative Reception, which has grown over the years along with relationships in the county.

### **Review Fund Request for Holiday Cheer**

Director Regina Petteway informed the Board that the donations from the community had exceeded expectations and that Wake County had covered for the Holiday Cheer program both in Thanksgiving and in Christmas. The children in foster care had additionally been given a great amount of donations from the community. Ms. Josephine Rutledge stated that about seventeen seniors were graduating from high school that were in the foster system. More information

would be coming on these students so that the Board may purchase graduation gifts. A brief discussion developed over a potential gift for Wake County Human Services staff as a thank you from the Board. Director Petteway stated that the County could work to bring an amount to the Board in December. After this discussion, Dr. James Smith had to leave. Ms. Angie Welsh ran the meeting in his stead.

### **Fatherhood Initiative Program**

(Presented by Mr. Jason Mahoney)

Mr. Jason Mahoney, Child Welfare Program Manager, reported on the Fatherhood Initiative Program. He first acknowledged Ms. Tomiko Hicks's contributions to the Program from her side in Child Support. Mr. Mahoney initially presented to the Human Services Board one year prior in November of 2018. Background information had not changed much since the 2018 presentation as the Federal Child and Family Services Review (CFSR) was last conducted in 2015. Another will be conducted in the next couple of years and updated data will be available then.

Father Engagement Services is committed to providing prevention, intervention, and advocacy for fathers working towards reunification and family preservation. Services address family stability, safety, co-parenting, and self-sufficiency so that families continue to grow and develop. Since Services was first presented in 2018, resources and results have grown. Now when a father calls asking for information on being a dad, there is one-on-one coaching available. A monthly men's group is held and they have created a sense of community.

Father Engagement Services has been able to succeed through training not only staff, but partners who work with the fathers in the program. Mr. Mahoney noted the importance of all the organizations using the same language when addressing fathers' concerns. Then, Mr. Mahoney shared the results of the Father Engagement Services' efforts. Within the first six months of fiscal year 2019, 33 youth were reunified with 16 of those youth being reunified with single fathers. Fiscal year 2020 is projecting to show positive results as well – within the first three months, seven children have obtained permanency with two of those going to single fathers.

Mr. Mahoney also commented to issues of paternity tests, particularly those that are mandated by the court system. With the help of Ms. Hicks, the County was able to train a handful of coaches to do the genetic marking testing. This allows them to automatically assist with the testing and start building a relationship with the individual. This can be as simple as offering them information about their men's group. It also helps as, if the test shows the individual is the father, the child may be able to avoid foster care through engagement and connections with the father's family.

In 2019, Mathematica, a contracted agency with the federal Office of the Administration for Children and Families, selected Wake County Human Services' Child Welfare Division to participate in a Breakthrough Series Collaborative focused on engaging fathers and paternal relatives (FPRs) through the child welfare system. Wake County staff met with six other localities in Washington, D.C to discuss initiatives. They will return to D.C. in February of 2020. The collaborative project is built upon the following five domains:

1. Identify, locate, and engage FPRs
2. Assess and address FPRs' strengths and needs
3. Actively involve FPRs throughout the life of a child's involvement with the child welfare system
4. Recognize the effects of implicit bias and use cultural humility and other practices to promote racial equity
5. Support an agency environment that respects and honors the value of FPRs

For next steps, Services will survey one hundred fathers in a random assessment to ascertain the best approach to serve all Wake County fathers. A Father Engagement Steering Committee will be formed, which will include community partners. Finally, a Continuous Quality Improvement (CQI) Structure will be utilized to ensure behavioral practices are resulting in the desired outcomes for fathers involved with Child Welfare.

### **Committee Co-chair Rule Discussion**

(Presented by Dr. Randy Marsh)

Dr. Randy Marsh spoke briefly to the challenge of finding a Co-chair for the Social Services Committee. The idea was presented to the Committee to potentially change the Board rules to allow a community member to serve as Co-chair. This would be in contrast to the current requirement for the Co-chair to be a Board member. However, the Committee preferred to keep the rules as they were. Dr. Marsh extended a standing invitation for willing and able Board members to join the Social Services Committee and discuss the position with him.

### **Social Services Member Application**

(Presented by Dr. Randy Marsh)

Dr. Randy Marsh presented the application of Ms. Rachel Waldman Klayman for the position of community member of the Social Services Committee to the Board. Discussion developed about the need to bring an equity lens to the conversation of member participation. This extended to who exactly should be representing Wake County on the Board and sub-committees.

**Ms. Angie Welsh then noted that the Human Services Board had discussed and reviewed the application and asked for a motion to accept the application. Ms. Stephanie Treadway motioned and Ms. Margaret Raynor seconded. The application was unanimously accepted.**

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

(Presented by Ms. Margaret Raynor and Dr. Randy Marsh)

Ms. Margaret Raynor presented in Mr. John Myhre's stead as he had missed the last Public Health Committee due to illness. The Committee had a strong discussion on November 15<sup>th</sup> about why they were interested in public health and what brought them to the Committee. They are looking to have a facilitator guide them through a brainstorming session in the future. Dr. Nicole Mushonga also presented on injury prevention. Finally, Ms. Raynor stated that the Public Health Committee was currently looking for new members and encouraging applications.

Next, Dr. Randy Marsh presented about the Social Services Committee's meeting on November 1<sup>st</sup>. The Social Services Committee also discussed its focuses and had a presentation by Ms. Paige Rosemond centering on the Hope Center and needs of the foster care system. There was a workgroup formed from Social Services Committee members that will meet in December to further solidify the Committee's focus. Commissioner Dr. James West commented about the Youth Thrives organization and Ms. Angie Welsh confirmed that the Social Services Committee was working to bring Youth Thrives in for a presentation.

The Board then discussed Middle Class Express (MCE) – a program that worked directly with families – that has now changed to be a part of Social and Economic Vitality (SEV). Previously, MCE had been a Board priority. Ms. Annemarie Maiorano explained that this transition was normal to further serve families and that MCE was still a Board priority. SEV's focus intended to reach more individuals in the community than MCE was capable of reaching alone. Mr. Derwick Paige explained that a recent meeting had expanded the model and was now honing in on four components (thriving families, thriving organizations, thriving businesses, and thriving communities). The Board requested a presentation about the current status of the SEV in a future meeting.

Mr. Frank Eagles pointed out that the Regional Networks Committee was still a standing committee of the Human Services Board and that reports used to be submitted along with the Social Services Committee and Public Health Committee reports. This will be returned to the agenda for the Human Services Board. Mr. Eagles stated how well received the recent CAC Joint Retreat event was. This event was held on November 8<sup>th</sup>.

### **Vaping Discussion**

The Board briefly discussed vaping and the potential options available insofar as ordinances and resolutions the Board could discuss for future vaping product bans. There will be a need for "compelling reason" for any action taken by the Board. In December 2019 or January 2020, there will be a follow-up presentation by Ms. Michelle Mulvihill to provide the Board with more details about vaping and options explored by other counties. Essentially, a health rule can be passed to ban vaping in indoor, public places. This would apply countywide, including municipalities as well as unincorporated Wake county. If there was instead an ordinance or resolution by the County Board of Commissioners, this would only apply to the unincorporated county and not its municipalities. No bans can be made for indoor, private places.

### **Human Services Director's Report**

(Presented by Ms. Annemarie Maiorano)

Ms. Annemarie Maiorano presented in Director Regina Petteway's place. She first discussed progress on the multi-year facilities master plan. The biggest item is the advance planning for the new Public Health building. As part of the plan, they will be co-locating the building on the Swinburne campus. A consulting firm has been hired to help with "advance planning" with series of very intensive interviews with programs. These help to determine what they need to optimize business. This will give an informed understanding of the optimal design and square feet for that design. For clinics, they are reviewing the possibility of embedding Medicaid or

eligibility determining workers in order to assist customers immediately. Ms. Maiorano and other members of Wake County Human Services went to a Charlotte human services facility in order to see their set up and gleaned ideas for this “one-stop shop” model. The Millbrook Center will also be moving with a lease signed and approved recently. The new location will be on Departure Drive north of Spring Forest Road. The site will allow for additional services to be offered that Millbrook currently does not have.

Ms. Maiorano shared that administration and operations will be moved from Swinburne in order to make room for staff who work directly with clients. A facility will be leased for that with an approximated date for the new building of March 2020 or April 2020. The building will be centrally located in Raleigh. This transition will also allow for renovations in Swinburne in order to optimize space for those seeing clients. Additionally, Wake County Human Services is working to establish a new building on the Dorcas campus to serve as the Western Regional Center. Approval has been received from the Town of Cary to begin plans to fit a building there.

Next, the Public Health and Economic Services business plan presentation was made to the County Manager’s Office as well as the Budget Office. These plans were received well according to Ms. Maiorano and County Manager Mr. Derwick Paige. Wake County Human Services is in initial stages of preparing a budget. Director Regina Petteway will likely share more in the future once the budget is finalized.

Finally, Medicaid transformation has been halted indefinitely. There is fear of confusion with clients who had already been informed about a delay now being told that the program has been suspended. The call center is preparing to receive an increase of calls related to this news.

### **North Carolina State Fair Update**

(Presented by Dr. Joseph Threadcraft)

Dr. Joseph Threadcraft presented the results of the North Carolina State Fair, which was held in October. Attendance has fallen from over one million attendees in 2017 to 938,029 in 2019. This is almost 40,000 less attendees than in 2018. There are two regulatory authorities for assigning permits for the Fair: The Wake County Environmental Health and Safety Division oversees permits for concessions that serve prepared foods while the North Carolina Department of Agriculture and Consumer services permits confectionary items such as funnel cakes and candy apples.

A risk factor assessment completed reviewed 115 randomly selected food stands. This assessment has approximately 90% confidence internal and 6.5% margin of error. Fifty-seven percent had contaminated or potentially contaminated equipment. There were 57% with date markings out of compliance and 53% cooling observations out of compliance. Finally, 51% of booths were observed with improper handwashing. There was a strive of education to rectify these risks by identifying the key components food stands could improve upon. These findings were immediately addressed with the food stands, but the risk assessment allowed them to most efficiently deal with these issues prior to the Fair beginning. With Mr. Michael Orbon’s group, improper greywater discharges were observed. These issues were corrected.

An event titled “Imagine a Day Without Water” was conducted with 34 volunteers from 17 agencies, including universities. There was also education on the taste of water being impacted by location. This was especially displayed through a “water bar” where visitors could sample water from the City of Raleigh, Town of Cary, bottled water, and water from a private well.

### **Environmental Services Director’s Report**

(Presented by Dr. Joseph Threadcraft)

Dr. Joseph Threadcraft then shared a business plan overview with the Board that was presented before the County Manager’s Office. The plan attempts to allocate resource utilization rate and address not only what is done with resources, but also how those resources support the goals and objectives of the Board of Commissioners as well as support the goals of the community. Environmental Services was broken down into Solid Waste, Water Quality, Environmental Health and Safety, Animal Center, and Administration. Together, these divisions advance the health of people, animals, and the environment.

The presentation started by highlighting Environmental Services’ focus on customers. With this emphasis, Environmental Services aimed to be highly correlated to meet goals and objectives. Water Quality itself has three areas of specific focus: Wastewater permits and technical assistance, groundwater protection and education, and watershed management. Wells and septic systems are a reality of the large growth in Wake county. With that are erosion and sediment control challenges. Large rain quantities can impact even existing wells, which is where technical assistance provides resolutions.

Dr. Threadcraft noted that the biggest challenge in Environmental Services was the retention of Registered Environmental Health Specialists (REHS). These positions take approximately 10 to 18 months of training to be productive and sometimes employees, once trained, find employment elsewhere. As of October 2019, only 11% of REHS hired in fiscal year 2015 were still employed with Wake County Environmental Services. For those hired in fiscal year 2019, 72% were still with Wake County. Impacts from this are widespread – there are lower inspection coverages, longer times for issuing permits, lower morale among colleagues, and less capacity to address unique customer questions. Dr. Threadcraft shared that a cost analysis was in progress and work was being done to offer comparable salaries. Dr. Threadcraft also shared a comparison between Wake, Durham, and Mecklenburg counties regarding workload for REHS. While the expectation would be an inspector doing 200 to 225 inspections, Wake County REHS would have to complete 562 inspections to meet mandate per full-time equivalent (FTE).

The issue of applicants’ wait time for permits was also discussed with forms submitted correctly without errors exceeding their target deadline but those with errors or missing information taking a long time to complete. The challenge is assisting applicants with completing the paperwork on their first attempt. Environmental Services has attempted to address these challenges through collaborative strategies including workforce analysis planning, planning for a Permit Portal upgrade rollout, and gathering customer feedback regarding expectation.

Dr. Threadcraft heralded Dr. Jennifer Federico’s continued work toward positive outcomes in the animal shelters. Dr. Federico has effectively reduced the animals that are euthanized for space in

the shelters as well as for upper respiratory infection. Progressive and responsible actions must be maintained to keep this positive outcome. Animals do not function well in isolation, so volunteers come in to help walk the animals, provide massages, and, from the child age group, come in to read to the animals. The Wake County Animal Shelter also has partners in animal foster parents, transfer programs, and community programs.

One challenge that Wake County does face is the large number of feral cats. Luckily, the number of feral cats euthanized has decreased with the help of Trap-Neuter-Return (TNR, commonly known as Trap). Another obstacle is space. The current building limits the growth of programs and community impact. Thus, Environmental Services is looking to obtain a new facility. The Board of Commissioners has approved funds for land acquisition, so once the land is located, the planning for the new building will take place.

Dr. Threadcraft ended his presentation with administration. Fiscal accountability was linked to operations for them to continue to be responsible stewards of taxpayers' dollars.

**Public Comments**

- None

**Participation in Community Events**

- Mr. John Myhre praised the Wake County Community Advocacy Committee (CAC) Joint Retreat and stated that he felt his attendance there was well spent.
- Ms. Margaret Raynor shared that she was on the Dorothea Dix Park Conservancy Legacy Committee who were attempting to make the Dorothea Dix Park a Site of Conscience. A lot of partners and focus on the history of not only the site, but also plants indigenous to the state has made a big impact.
- Ms. Angie Welsh attended a Live Well Wake committee meeting.

**ACTION ITEMS:**

- Ms. Brittany Hunt will work with Wake County Human Services staff to schedule a Social and Economic Vitality (SEV) update in a future meeting.
- Ms. Brittany Hunt will add the Regional Networks Committee report back onto the Board agenda.
- Ms. Annemarie Maiorano will obtain the videos shown at the Community Advisory Committee (CAC) Annual Retreat for the Board to view at a future meeting.

**Adjournment**

The meeting was adjourned at 10:02 AM.

Board Chair's Signature: Angie Welsh Date: 12/19/2019

Respectfully submitted by Ms. Brittany Hunt