Wake County Human Services Board
Meeting Minutes
December 19th, 2019

Board Members Present:
Edward Buchan
Frank Eagles
John Myhre
Dr. Jananne O'Connell
Dr. John Perry
Margaret Raynor
Ann Rollins
Angie Welsh
Commissioner James West
McKinley Wooten, Jr.

Guests Present:
None

Staff Members Present:
Commissioner Vickie Adamson
Paige Bennett
Verna Best
Darryl Blevins
Eugene Chalwe
Dr. Patricia Coleman
Heidi DeMocker
Kristin Feierabend
Vielka Gabriel
Caroline Harper
Brittany Hunt
Christopher Kippes
Annemarie Maiorano
Dr. Kim McDonald
Ken Murphy
Antonia Pedroza
Regina Petteway
Liz Scott
Dr. Joseph Threadcraft
Katherine Williams
Ross Yeager

Call to Order
Chair Ms. Angie Welsh called the meeting to order at 7:37 am.

Reflections
(Presented by Ms. Ann Rollins)
Ms. Rollins read the "Is There a Santa Claus?" editorial made famous with the phrase "Yes, Virginia, there is a Santa Claus." She also read the twelve blessings of Christmas.

Approval of Minutes
Chair Ms. Angie Welsh asked for a motion to approve the November 21, 2019 meeting minutes. There was a motion by Mr. Ed Buchan and Ms. Ann Rollins seconded to accept the minutes. The minutes were unanimously approved.

Next Board Meeting – January 23, 2020

Human Services Board Officers Oath of Office
(Presented by Mr. Kenneth Murphy)
Mr. Kenneth Murphy administered the Oath of Office to:

Vice Chair Dr. John Perry

Pictures were taken.

Treasurers Report
(Presented by Ms. Margaret Raynor)
Treasurer Ms. Margaret Raynor reported that there was no change from the total last month. The current balance of the Board fund is $4,880.92.

Director Regina Petteway asked the Board to consider a donation to a Wake County consumer who serves on the Wake County Infant Mortality Workgroup and recently lost their job.

A proposal was made to donate $500. There was a motion by Mr. Frank Eagles and Ms. Margaret Raynor seconded the motion. This proposal was unanimously accepted.

Board Chair Report
(Presented by Ms. Angie Welsh)
The Executive Committee of the Human Services Board convened earlier in the week and results from that meeting were shared.

Human Services Board meetings would move from 7:30 a.m. to 10:00 a.m. to a shorter timeframe of 7:30 a.m. to 9:30 a.m.

The annual Board retreat was discussed. Items are required to be covered for the retreat to satisfy accreditation benchmark activities, but there will also be time set aside to train Board members on racial equity and disparities. Board members noted that equity training could cover a vast amount of time and that this session may be an introduction to future training sessions. The retreat is currently projected to be held on Thursday, February 27th from 8:00 a.m. to 12:00 p.m. More details will follow in the January Human Services Board meeting.

2020 January Reception
(Presented by Ms. Angie Welsh)
Planning for the Advocacy Reception continued with suggestions from the Executive Committee meeting earlier in the week placing the event at the local science or history museum from 5:30 p.m. to 7:00 p.m. Dates were also proposed in late January and early February with a focus on Tuesdays and Wednesdays. Insofar as Oak City Cares, weekend options would not be available and conversations with Mr. Chris Dillion made the Executive Committee broaden its venue options to include closer locations for Wake County delegates. Commissioner Adamson noted that primaries would be held on March 3rd and that this may need to be considered in selecting a

date. Dr. John Perry suggested looking at a date past March 3rd for the reception. Ms. Angie Welsh stated that the Executive Committee could reconvene and find alternative dates past the primaries.

Introduction of Public Health Director

Dr. Kim McDonald introduced Mr. Christopher Kippes, Public Health Director, to the Human Services Board. Mr. Kippes joined Wake County Human Services from Cleveland, Ohio. While in Ohio, Mr. Kippes spent nineteen and a half years working at a local county health department. Prior to this, he worked eight years in three different hospitals. While at his local county health department, he was the Director of Epidemiology, Surveillance, and Informatics (ESI) Services. He also served as adjunct professor at three different universities.

Wake County Human Services First Quarter Data Report

(Presented by Dr. Patricia Coleman)

Dr. Patricia Coleman presented the First Quarter Data Report. In Child Welfare, many efforts had improved despite oftentimes taking a large quantity of time to show change. One such change was in the median length of stay for all children/youth discharged from out-of-home placement. During the first quarter of Fiscal Year 2019, this median was over two and a half years (30.5 months). By Fiscal Year 2020's first quarter, this was down to less than two years (22.8 months).

Number of drug overdose referrals continued to be impacted by reduced staffing of Certified Peer Support Specialists. For unduplicated active patients of the pregnancy care management program and Care Coordination of Children program, both were impacted by transitions to new data collection systems that left a gap in reporting.

In Communicable Diseases, Public Health and Clinic staff continued to monitor the increase in syphilis cases and adjust testing, counseling, and education efforts accordingly.

Ms. Ann Rollins asked about potential concerns surrounding the measure titled "Percent of children/youth who achieved permanency within 12 months of entering out-of-home placement (rolling 12 month entry cohort for 1yr prior to end of quarter)," which had a "State Standard" of 40.5% and a Fiscal Year 2020 first quarter result of 12.5%. Dr. Coleman explained that this was a measure that Wake County and other counties across North Carolina regularly struggled to meet. Ms. Toni Pedroza explained that the County had applied for and been awarded a grant to expand services in this area with four full-time equivalent (FTE) positions to be added in Fiscal Year 2020. Director Petteway stated that the County could present the timeline for bringing children to permanency before the Board in a future meeting for additional context. She also agreed that other goals could be established to determine how quickly Wake County could grow this percentage. Ms. Pedroza also shared that improvement goals did exist with the State to incrementally meet the 40.5% "State Standard." Wake County was also beginning to change how they looked at reunification with stronger, expanded services in their Fatherhood Initiative.

There was also discussion surrounding the measure "Number of child health visits in all WCHS Clinics." This was impacted by vacant positions as well as the challenge to establish fully trained workers. These positions see patients while training, which impacts both their training and the number of patients able to be seen. Dr. Kim McDonald shared that they are working to identify what appeals to a new generation of providers.

Social and Economic Vitality (SEV) Program Overview
(Presented by Ms. Verna Best, Ms. Vielka Gabriel)
Ms. Verna Best, Social and Economic Vitality Program Manager, introduced Ms. Vielka Gabriel, Program Specialist. Ms. Best then recognized Mr. Darryl Blevins, Director of the Eastern Regional Center, and Ms. Kristin Feierabend, Area Agent of Extension Urban Programs, for their partnership with Social and Economic Vitality (SEV). SEV is a collaborative, multi-tiered initiative to eliminate intergenerational poverty in Southeast Raleigh and eastern Wake County. SEV strategies are holistic in nature and designed to foster positive community change that supports thriving families, nonprofits, and small businesses. The SEV has four focus areas – thriving families, thriving organizations, thriving businesses, and thriving communities. Thriving families would be the focus of this overview.

In 2017, an evaluation of Middle Class Express (MCE) provided findings and recommendations that SEV has since worked to establish:

Findings Summarized

- Clear leadership and structure are needed to alleviate ambiguity around an overall HCD initiative (organizational, partnership, and programmatic development) and service delivery model
- Coaching as a strategy yields positive outcomes
- Data collection, reporting, and evaluation needs emphasis
- The sufficiency of resource allocation and utilization can be debated since documentation was insufficient for producing a cost-benefit-analysis
- Partnerships are overwhelmingly valuable but need mutual accountability agreements to maximize benefit

Recommendations

- Strong political and organizational leadership is needed to guide support for MCE
- A formal HCD mandate is necessary for MCE to be supported and successful
- MOUs should be developed to define and sustain partnerships
- Evaluations should be externally conducted on a continuous basis

MCE and SEV were able to obtain several grants, including one through the Outreach and Engagement Incentive Grants Program from North Carolina State University. This grant gave new recommendations of adding a youth development compliment to the curriculum, creating a participant handbook, rebranding the program to better reflect what the participants experience and gain, and creating an alumni component for ongoing engagement with families beyond completion.

Life coaching in SEV was then reviewed by Ms. Vielka Gabriel starting with recruitment, orientation, and application. Coaching sessions are once a week for two hours for a nine-week period. Over their life coaching experience, individuals will participate in five-year life planning and be offered resources in various areas of health. Once the life coaching is complete, there is tracking, follow-up, and review of outcomes with the families. The family aspect means coaches work with children and those children's support systems (i.e., if a neighbor watches the child(ren), they may be considered part of the family unit). The work intends to move individuals and families from homelessness to home ownership and even entrepreneurship.

There are currently six coaches, including Ms. Vielka Gabriel, who coach groups of approximately twenty to thirty people at a time. These coaches also take the time to review applications and ensure uninsured participants explore options such as Medicaid. Even for those who do have Medicaid, their children might not be covered. Ms. Gabriel shared that they are working with Amazon, the Census Bureau, and, soon, PNC Arena. When asked what one thing the Human Services Board could do to support SEV, Ms. Best encouraged Board members to come to their programs and engage with the families. This could also be done with volunteer opportunities. A new data collection system could also greatly enhance SEV's ability to help families. Ms. Gabriel concurred with the need for volunteers and noted that more training in the local community could allow for untold opportunities. SEV needs continued support and the ability to constantly upgrade coaches' skills. When asked about expansion to cover areas outside of Southeast Raleigh, Knightdale, Wendell, and Zebulon, it was noted that SEV is a pilot program.

Committee Updates

(Presented by Mr. John Myhre, Ms. Angie Welsh, and Mr. Frank Eagles)

The Public Health Committee will begin meeting annually in 2020 and will focus on the vaping discussion that began in previous Human Services Board meetings. For the Social Services Committee, a workgroup was held in December to discuss what support the Committee could provide to young people aging out of the foster care system.

For the Regional Networks Committee, Mr. Frank Eagles thanked Ms. Annemarie Maiorano and the Directors of the Regional Centers for their work. Recently, all of the Centers met to identify ways to communicate with hard-to-reach populations for the U.S. Census. Mr. Eagles also noted that the Board had previously discussed having Board members participate in Community Advisory Committee (CAC) meetings as well as connect with the Regional Centers. Discussion was held to determine which members could attend which Regional Center for any corresponding CAC meetings. Ms. Annemarie Maiorano reinforced the renewed connection between the Board and Regional Networks Committee in stating that updates will continue to appear on the Board's agenda.

Human Services Director's Report

(Presented by Director Regina Petteway)

Director Regina Petteway reminded the Human Services Board about the upcoming Live Well Wake Design Day on January 15th, 2020. She also shared that after the visit to Mecklenburg

County's Human Services Department building, members from the Mecklenburg County Department visited Wake County Human Services to learn from them. These members were particularly impressed with the relationship Wake County Human Services had with the Human Services Board as well as the Wake County Board of Commissioners. In 2020, the goal will be to expand these learning experiences with a trip to Durham County to review their facilities with a focus on Social Services and Public Health. These ideas will be especially vital as Wake County Human Services moves into their ten-year master plan.

In this regard, Ms. Annemarie Maiorano provided a brief update on the master plan. The Millbrook Human Services Center move is projected to take place in June of 2020. The biggest concern for this move is naming the new building in such a way to retain current clients while encouraging new clients.

Ms. Toni Pedroza shared a recent study on intake screening in Child Welfare reliability and consistency across the state of North Carolina. Results showed a lack of consistency in all counties in the state. There was not a reported reason or commonality to explain these inconsistencies. However, one recommendation encouraged counties to identify a tool for intake screenings in order to assist with the intake process. Because of the report's length, a future streamlined version is currently being crafted. The challenge will be to identify where there are inconsistencies so that Child Welfare is aware what areas to focus on and provide training for staff.

Environmental Services Director's Report
(Presented by Dr. Joseph Threadcraft)
Dr. Joseph Threadcraft noted that Environmental Services was working to address the overcrowding at animal shelters. Land had been acquired and Environmental Services was moving forward on the new building.

With restaurant inspections, Environmental Services needs a 1.3 full-time equivalent (FTE) position to maintain a 30% gap. This was expanded upon at length during the November Human Services Board meeting's Environmental Services Director's report. Environmental Services is continuing to try to use FTEs in the most appropriate way and while maximizing technology resources.

Public Comments

- None

Participation in Community Events

- Mr. Edward Buchan stated that the City of Raleigh was working to establish a donation option for its sewer customers. This donation would be used to help customers in need. It is currently a line item on utility bills and a video will be forthcoming on the City of Raleigh website.

- 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.
- Commissioner Vickie Adamson briefly spoke about the growing attention to the 2020 Census and the goal of educating more Wake County citizens about the Census's importance.
- Commissioner Dr. James West commended the work of the SEV and mentioned the young leaders of Leadership Raleigh who might be excellent candidates for life coaches. He also commented on the importance of remembering the ills of history at Dorothea Dix Park

ACTION ITEMS:

- Ms. Brittany Hunt will forward an updated invitation of the Live Well Wake Design Day to Human Services Board members.

Adjournment

The meeting was adjourned at 9:52 AM.

Board Chair's Signature: Angie Welsh **Date:** Jan. 23, 2020

Respectfully submitted by Ms. Brittany Hunt