



Wake County Human Services Board
September 26, 2019
7:30 am – 10:00 am

AGENDA

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Swinburne Human Services Center, Room 2132
220 Swinburne Street, Raleigh, NC 27610

Dr. James Smith III, Chair
Ms. Angie Welsh, Vice Chair
Ms. Margaret Raynor, Treasurer

Purpose: Advocacy, Policy, Advisory, Accountability

7:30 am Meeting Called to Order

7:35 am Reflections: Ms. Margaret Raynor

Approval of Minutes: August 22, 2019

Next Board Meeting: October 24, 2019

7:40 am Review of Procedures for Upcoming Human Services Board Officer Elections

❖ Chair, Dr. James Smith III

7:50 am Request New Appointment Nominations

❖ Chair Dr. James Smith III

8:05 am Updated Review of Wake County Human Services Board Rules of Appeal – Board Procedure 300 2.6 [Accreditation Benchmark #35.1]

Action: Review, approve or approve with accepted changes

❖ Chair Dr. James Smith III

8:15 am Board Committee Chairs' Reports

❖ Mr. John Myhre, Chair, Public Health Committee

❖ Dr. Randy Marsh, Chair, Social Services Committee

8:45 am Public Health Accreditation

❖ Ms. Pendora Lundy

9:05 am Human Services Director's Report

❖ Ms. Regina Petteway

❖ Ms. Elizabeth Scott

9:30 am Environmental Services Director's Report

❖ Dr. Joseph Threadcraft

9:50 am Participation in Community Events

9:55 am Public Comments

10:00 am Meeting Adjournment

Human Services Mission Statement

**Wake County Human Services, in partnership with the community, will facilitate full access to high quality and effective health and human services for Wake County residents.
March, 2014**

Environmental Services Mission Statement

The Wake County Environmental Services Department improves the environmental quality of life for the stakeholders of Wake County through the following initiatives: Administration, Animal Services, Environmental Health & Safety, Solid Waste and Water Quality.

Administration:

The Administration Division leads sustainable and nationally recognized service deliveries for all segments of Environmental Services.

Animal Services:

The Animal Services Division is determined to make a difference for the animals and citizens of Wake County through education, adoption, enforcement and community partnership.

Environmental Health and Safety:

The Environmental Health and Safety Division improves public health through education, plan review, and inspection.

Solid Waste:

The Solid Waste Division protects the public health and safety of Wake County citizens by providing quality solid waste and recycling services that are efficient, cost effective and environmentally responsible.

Water Quality:

The Water Quality Division promotes leadership in water management, sustainability, and health by protecting high quality water throughout Wake County.

May, 2016

**Wake County Human Services Board
Meeting Minutes
August 22nd, 2019**

Board Members Present:

Edward Buchan
Jananne O’Connell
Fiorella Horna
Deborah Lawson
Dr. Randy Marsh
John Myhre
Dr. John Perry
Margaret Raynor
Ann Rollins
Dr. James Smith, III
Stephanie Treadway
Angie Welsh
McKinley Wooten, Jr.

Staff Members Present:

Debra Baker
Angela Bell
Darryl Blevins
Petra Hager
Richard Hayner
Brittany Hunt
Dr. Caroline Loop
Pendra Lundy
Dr. Kim McDonald
Kenneth Murphy
Derwick Paige
Antonia Pedroza
Regina Petteway
Paige Rosemond
Elizabeth Scott
Lechelle Wardell
Ross Yeager

Guests Present:

Mayor Frank Eagles
Ann Marie Tamayo, InStepp, Inc.

Call to Order

Chair Dr. James Smith called the meeting to order at 7:34am.

Reflections

(Presented by Ms. Deborah Lawson)

Ms. Deborah Lawson spoke about the concept of change. A quote from President Barack Obama – “Change will not come if we wait for some other person, or if we wait for some other time. We are the ones we’ve been waiting for. We are the change that we seek.” – was read followed by a description of typical changes from birth to adulthood. Ms. Lawson spoke to her work as a social worker and the call to help individuals toward changing. She had a mentor who would always challenge her to ask, “What would you like to change *today*?” In addition to changes that are outside a person’s control, such as age, there were lists of changes individuals can actively choose to take. Contextual changes can also occur from laws to programs to political beliefs and trends. Citing several theories of change, Lawson noted that the fact remained that change was an integral part of life. Sharing from her mentorship of psychoeducational groups, she noted that she commonly encouraged those in the groups to use the phrase “I have the power to make positive changes in my life.” She closed in reminding the Board of the power they hold to enact changes.

Approval of Minutes

Chair Dr. Smith asked for a motion to approve the July 25, 2019 closed meeting minutes. There was a motion by Mr. McKinley Wooten, Jr. and Ms. Ann Rollins seconded. The minutes were unanimously approved.

Chair Dr. Smith then asked for a motion to approve the July 25, 2019 regular session meeting minutes. There was a motion by Mr. Edward Buchan and Ms. Ann Rollins seconded. The closed session meeting minutes were unanimously approved.

Next Board Meeting – September 26, 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 \$3,480.92. This was stipends from Board members that had selected to donate the money back to the Board fund. The current balance of the Board fund is \$4,180.92.

Review of Wake County Human Services Board Operating Procedures – GOV.BRD 100 [Accreditation Benchmark #34.1 and 34.2]

Dr. Smith asked for a review of the Board Operating Procedures. He noted that the term "GOV.BRD" was new. Ms. Debra Baker clarified that "GOV.BRD" is the internal abbreviation for "Government Board Policy."

Dr. Smith then noted that the Human Services Board had reviewed and discussed the information and asked for a motion to accept the Board Operating Procedures as presented. Ms. Stephanie Treadway motioned and Ms. Deborah Lawson seconded. The Board voted unanimously to accept the Board Operating Procedures.

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

Dr. Smith asked for a review of the Board Policy on Consumer and Community Input. He noted in appendix A that each Board meeting allots time for public comments and the rest of the requirements have also been followed.

Chair Dr. Smith noted that the Board members have reviewed the policy and asked for a motion to accept the policy. Mr. Edward Buchan motioned and Mr. John Myhre seconded. The Board members voted unanimously to accept this report.

Review of Wake County Human Services Board Rules of Appeal – Board Procedure 300 2.5 [Accreditation Benchmark #35.1]

Dr. Smith asked to review the Board Rules of Appeal. He noted the hearing process and thanked Mr. Kenneth Murphy for his assistance in reviewing the item over the years. Mr. Murphy noted that many of the rules are statute driven and thus there is not as much discretion for changes. Ms. Regina Petteway pointed out that the version number was actually 2.5 – this was in contrast to the title listing for the agenda. Dr. Randy Marsh asked about the required educational status of the psychologist seat as the Board Rules of Appeal did not specify if a graduate or doctorate degree was required. Mr. Murphy replied that this was a statute that did not pose a degree requirement. However, Dr. Smith added that, historically, those individuals filling the psychologist seat for the Board have had doctorate degrees. Ms. Ann Rollins asked why the agenda had the accreditation benchmark of 35.1 listed in contrast to the activity numbers listed on the 2.5 Board Rules of Appeal (31.1a, 34.5). Ms. Debra Baker shared that benchmark activities have changed since the accreditation cycle began. She suggested returning the document to be corrected and reviewed during the next meeting, but Mr. Murphy suggested that this could be an administrative change and not require another visit to the Board.

Dr. Smith then noted that the Human Services Board had received, reviewed and discussed the information and asked for a motion to accept the Rules of Appeal with the administrative changes. Ms. Margaret Raynor motioned and Ms. Ann Rollins seconded, the Board voted unanimously to accept the report.

Review of July 19th Joint Committee Meeting

(Presented by Ms. Lechelle Wardell)

Dr. Smith invited Ms. Lechelle Wardell, Program Consultant for Human Services and the Office of Business Excellence and Community Engagement, to speak. Ms. Wardell presented on the results from the joint committee meeting on July 19th for the Social Services Committee and Public Health Committee, two sub-committees of the Human Services Board. Ms. Wardell was the facilitator for this meeting. The purpose of the meeting was to gather as a group and design their work for the coming two years.

In January 2019, the committees had selected their priorities of “child welfare” and “keeping pace with growth.” The committees reviewed not only the priorities, but specific data points supporting and informing those priorities. The activity served to re-instate those priorities by establishing why they were selected. Child welfare was favored as a priority due to the need to discharge children from the foster system into permanency in a timelier manner. The second priority of “growth” came from the need to keep up with a quickly expanding population in Wake County. Challenges here included staff resources lagging due to the population growth and resources to support that growth having to be stretched across more individuals.

Having established the importance of and continued desire to pursue these priorities, Wardell led the group through a results-based accountability process as a large group to define what success looked like for child welfare and growth, respectively. Several questions were posed to spark discussion. What would this success look like in the community? What partners could make that success a reality?

In order to move to the action plan stage, Wardell split the joint meeting members into small groups in order to detail strategies to achieving the detailed success. Once this was complete, the members came back as a large group in order to share their findings with one another. This allowed the full group to make the final decision on strategies moving forward. The action plans agreed upon are as follows:

Child Welfare

Objective: For youth aged fourteen through seventeen, decrease their time in foster care and improve services to older youth.

Action Steps:

- * Partner with Youth Thrive – ask for board presentation about the services/scope
- * Partner with Hope Center at Pullen to support independent living for older youth. Presentation by both (Hope Center and Youth Thrive)
- * Social Services Committee advocacy
- * Increase community business involvement in assisting with needs
- * Social media/other media involvement to promote education, prevention, needs, juvenile crime prevention councils

Growth

Action Steps:

- * Staff give presentation to Public Health, Social Services, and Wake County Human Services Board about Live Well Wake
- * Human Services and Wake Plan members volunteer to attend one of the Regional Community Advisory Committee meetings (selecting one location and attend meetings continuously)
- * Need more information about Adult Protective Services and aging groups (GOLD coalition)
- * Need information that we have from our consumers

To move forward, both committees agreed to take the plans back to their specific sub-committees in order to finalize items, identify information that was requested, and collaborate between the committees in order to work effectively without duplicating efforts.

Ms. Fiorella Horna asked about the intention behind Board members attending the Community Advisory Committee (CAC) meetings. Dr. Smith stated that, currently, the Board sees the CAC members once a year for a formal report. A more genuine interaction was desired with an integration needed in order to see the success of the priorities come to fruition. A discussion about how the CAC would see the Board members attendance was held. The concern stemmed from the fact that the CAC currently informs and reports to the Board. The intent behind the Board members attending the CAC meetings was not from a place of enacting authority or intending to monitor progress, but instead to grow the connection between the Board and CAC to assist the community at-large. The consensus grew to making Board members' intention clear to CAC members creating the meetings, of whom there were several in attendance for the current Board meeting. CAC meeting dates would be forwarded to the Board members in order to follow through with collaborative discussion.

Ms. Regina Petteway then asked Wardell that success steps be added as a charge to the sub-committees. Additional information such as scope of impact and maintenance of successes would assist in fully structuring the action plan. Ms. Horna inquired about the budget amount to assist in the efforts. This was briefly discussed and decided to be an upcoming item once actionable steps were in motion to achieving the stated priorities.

Chair Dr. Smith asked for a motion to approve the joint meeting minutes as presented to the Board during this presentation. Ms. Margaret Raynor motioned and Ms. Stephanie Treadway seconded. The Board members voted unanimously to accept this report.

Mock Site Visit Review

(Presented by Ms. Pendra Lundy)

Ms. Pendra Lundy introduced herself as the Public Health Accreditation Coordinator. Lundy presented on the mock site visit of the health department facilities, including Regional Centers, for Wake County in preparation for an upcoming site visit for accreditation. While the actual on-site visit will run from October 3rd through October 4th, the mock site visit assisted with identifying outstanding needs, such as required signage or reinforced resources to address privacy issues.

Lundy first detailed what accreditation means for Wake County Human Services. Accreditation is a status granted to a local health department that has been found to meet or exceed stated criteria. In North Carolina, local health department accreditation is mandatory as stated in North Carolina Administrative Code regulations. Accreditation is conferred by the North Carolina Local Health Department Accreditation (NCLHDA) Board housed through the North Carolina Institute for Public Health. Accreditation is conducted on a four-year period that requires the health department to conduct self-assessments to meet specified criteria. This evidence is submitted via a website dashboard that allows the site visit team of four peer experts to review for questions prior to the site visit. The actual tour conducted in October will be limited to 90 minutes to review labs and locations providing services to clients. The final determination of meeting standards or requiring corrective action will be announced on November 22nd, 2019 for the current accreditation cycle.

The following activity items were listed as benchmarks that would likely face the most in-depth review as they were either larger concerns or items that commonly needed corrective action. It should be noted that the language used below is not the official benchmark activity language.

- 30.1 – Locked and secure areas
- 30.1 – Cleanliness of exam rooms, hallways, lab, waiting areas and restrooms
- 30.3 – Privacy of exam rooms and direct client service areas (observe configurations of these areas)
- 30.4 – Privacy and security of medical records
- 30.6 – Cleaning logs for clinic and lab equipment and services areas
- 2.1 – Vital records – Registration book or evidence of record keeping
- 15.6 & 31.1 – Ask random staff where policies are usually maintained and how to access them

Also noted as important factors were following Americans with Disabilities Act (ADA) compliance and maintaining operating elevators and access to areas. Of the specific items listed, 30.3 was noted as an activity that most departments did not pass. This created a discussion clarifying the review of 30.3, which essentially requires private areas for citizens to speak to employees that were not visible from high traffic areas such as lobbies or building entrances.

Lundy thanked the Board members that were a part of the Mock Site visit review team, which included Ms. Ann Rollins, Ms. Jananne O'Connell, Mr. John Myhre, Dr. John Perry, and Dr. Randy Marsh. A list of findings was presented.

Positive Findings

- Staff areas and areas that housed Public Health information were locked and secured
- Buildings, hallways, exam rooms, bathrooms, and waiting areas were clean
- Elevators were working
- Most cleaning/maintenance logs are in much better shape than last cycle
- Staff were aware of language line and i-Speak language cards for limited English-speaking clients
- Most medical records are electronic and secure
- "No tobacco usage" signage posted at the entry of all facilities

Improvements Needed

- Privacy – Privacy screens, two exam tables need repositioning, privacy curtains, privacy notices in lobbies
- Safety – Storage on shelves too high or too low; ensure power strips are being utilized; socket covers for clinics that see children
- ADA – Ensure all handicap buttons are working and ramps are placed
- Signage – Need more bilingual signage, no tobacco signage throughout the building.
- Education – Tobacco cessation materials in lobbies
- Infection control – Need more training on prevention and some furniture needs to be replaced

Mr. John Myhre noted one finding that was not listed, which was a baby changing table located at the Millbrook Human Services Center within a closed area that also housed a vending machine. While Wake County does not own the building and moving the changing table to a bathroom would prove problematic structurally speaking, another solution must be available. Ms. Ann Rollins commented that she would like to thank Mr. Daryl Beasley of the Waverly F. Akins Wake County Office Building for being extremely helpful and having customer service at the forefront with great information given to the mock site visit team.

Lundy then reviewed the next steps now that the mock site visit had occurred and the actual on-site visit was quickly approaching. Communication was already shared regarding the findings and those who could address the needed improvements. These were discussed face-to-face with directors and program managers. Finally, a follow-up mock site visit walkthrough would be conducted in the second week of September 2019. A brief discussion was held concerning what role safety and security played in accreditation. Ms. Regina Petteway clarified that while these

are very important issues, they are not the focus of the accreditation review. However, Ms. Annemarie Maiorano, Human Services Deputy Director for Operations, would be a great resource for hearing about what strategies and checks are in place for security. An invitation to attend a future Board meeting might help clarify some of the differences as well as detail what reviews the security process and team undergo. Finally, Ms. Angie Welsh asked what would occur if accreditation was not obtained. Lundy stated that there is a period to rectify any items that are out of compliance and further steps of corrective action required in order to regain accreditation. The intent, hope, and expectation, however, was that accreditation would be earned thanks to the hard work of employees to meet standards and compliance requirements.

Regional Center Network Committee Action Plan

(Presented by Mr. Darryl Blevins and Mr. Ross Yeager)

Mr. Darryl Blevins, Eastern Regional Center Director, began by thanking the Board for their time and giving appreciation to Ms. Annemarie Maiorano, Human Services Deputy Director for Operations, and Mayor Frank Eagles, Mayor of Rolesville, for their contributions to the Community Advisory Committee (hereafter CAC). Blevins and the other leaders of the Regional Centers had visited to give more information about the Regional Center Network Committee action plan. The Centers, in one variation or another, have been a part of Wake County for over twenty years. The effort presented was in hopes of identifying what they wanted to and what they should accomplish within the next decade. Blevins noted that the county is continually and drastically growing and action must take place in order to keep up with the growth.

Mr. Ross Yeager, Northern Regional Center Director, began to detail the plan itself. It was timely, especially for today's meeting, as the action plan provided an avenue of feedback for the Human Services Board from the CAC. It was notable that meetings included all Regional Directors as well as members from each Center's CAC. This was not an effort dictated to members, but instead a collaborative effort of discussion and transparency. Each Regional Center site has unique characteristics, however, the action plan focused on what those Centers have in common. This resulted in a singular shared plan that not only provided opportunities for contributions, but also allowed sectioned paths dealing with more specific issues. This resulted in three priorities: communication and marketing; partnership development; and access to services.

Communications and Marketing

Yeager acknowledged that the Centers, though intentionally offering several services to assist the public, were sometimes unknown resources to the community. For some of the public, the Centers are recognized as more siloed resources (voting location, clinic, employment center, tax office) rather their full conglomerate of resources.

Objective: Raise awareness about Regional and Human Services Centers and their programs and services.

Actionable steps were discussed to increase the Centers' resources to the community. Marketing and branding surrounding solely around the Centers' names (ex: Eastern Regional Center) are not as effective as they do not necessarily tell the community *what* the Centers offer. To combat this, active communication with the community in the form of oral and handout information was

offered as well as strengthening partnerships with local communications teams from Wake County and Wake County Human Services. Baseline indicators were identified as foot traffic, social media traffic, and number of events in the surrounding community.

Mr. McKinley Wooten, Jr. inquired about the bandwidth resources available from the Human Services communications team and its availability to assist the Regional Centers. Yeager noted that the Human Services communications team had recently begun collaboration efforts with the Wake County Downtown Raleigh communications team to better identify priorities, appropriate reporting representatives, and best use of bandwidth available to either team. Ms. Regina Petteway noted that the Human Services communications team was comprised of four individuals. However, through work with the downtown team, there was an additional full-time equivalent (FTE) position assigned to the Human Services communications team from the downtown team. Ms. Crystal Farrow, Human Services Deputy Director for Administration, and her staff worked to prioritize with the assigned FTE on a quarterly basis for larger assignments and a weekly basis for time sensitive items. Blevins noted that this would also bring consistency to the resources provided internally and externally across the Centers.

Partnership Development

Both this priority and “Access to Services” were tied to the Wake County Human Resources mission statement (emphasis added):

“The mission of Human Resources is to **partner strategically** with employees and leadership to provide quality, innovative, data- and customer-driven human resource programs and services that support Wake County Government.”

Objective: Provide effective services to the community through cross-functional internal and external partnerships.

Actionable steps included serving as the “anchor agency” in the community, which would place the Centers in a prime location to create synergy between local partners. The goal with this action would be ensuring the health of the community, which would require an increase in the current partnership opportunities as well as other Wake County departments. Spotlighting these opportunities as they become available to the community would also assist in supporting partner-sponsored activities and initiatives. All of these items – from the Centers to the partners’ activities – would be aligned with Wake County’s mission statement. Baseline indicators included number of facility-based partners and number of community-based partners. Mr. Wooten made a connection here between the child welfare priority for the Human Services Board sub-committees and the possibility for Centers to expand services for youth. Blevins agreed that initiatives were being constructed to address this and this could be an opportunity for growth of their current services.

Access to Services

Both this priority and “Partnership Development” were tied to the Wake County Human Resources mission statement (emphasis added):

“The mission of Human Resources is to partner strategically with employees and leadership to **provide** quality, innovative, data- and customer-driven human resource programs and **services that support** Wake County Government.”

Objective: Create opportunities that improve access to services for citizens.

Actionable steps were formalizing a process to connect families to external services within the community, increase service options available through collaboration with community partners, and host community events. These would potentially come to play through showcasing products. This would be especially helpful in raising awareness, such as the intent with hosting community events where the full range of the Centers’ resources could be expanded upon to the public.

Ms. Horna recalled that Orange County had done a similar concept of a “one-stop shop” for services by marketing the concept as a mall of services to offer. She also noted the digital world is an ever-expanding landscape and potential advertising platform. Ms. Treadway suggested there be a Human Services Board sub-committee for Regional Networks again as they had in the past. Ms. Petteway noted that this sub-committee is once again a part of the Human Services Board as of Fall 2019. Ms. Maiorano noted how important the action plan was due to its ability to tie all the Regional Centers together rather than have individual goals spread across the county. Blevins noted that the actions of the sub-committee might shift slightly as the past group focused on more regular reports to the Board rather than direct collaboration. He closed by noting that the next steps for the action plan was to report back to the Board quarterly. Dr. Smith voiced his appreciation for the Regional Centers staff.

Human Services Director’s Report

(Presented by Ms. Regina Petteway)

Ms. Regina Petteway spoke briefly about the first organizational assessment and employees voicing the desire to feel appreciated. In addition, employees stated that they would like more coworker interaction. Additional details will be available in an upcoming review of the second organizational assessment, but committees were formed to address these concerns and Petteway was active in addressing these employee concerns. First, lunch talks with employees were held where Petteway visited each location at least once a year, had lunch, and inquired about what she needed to know to make services offered better. Next, Petteway selected four self-improvement books and crafted a book club that would allow employees a place for small group discussions on growth. With fifteen people per group, a two-hour meeting is held with discussions about how to apply the behavioral changes learned to the employee’s work and personal life.

Continuing to address the first organizational assessment, Petteway shared the recent celebration of employees at the benchmark breakfast. Employees celebrating their work anniversary of 5, 10, 15, 20, 25, 30, or 30+ years with Wake County Human Services. Petteway recognized Mr. Darryl Blevins as a huge help in the organizational assessment and in establishing the first benchmark breakfast. Blevins praised the concept and the event noting that it was phenomenal. Petteway added that appreciation incentives also enhanced the celebration.

Next, on the following date of August 23rd, Human Services would be welcoming delegation from Taiwan. They would be reviewing Live Well Wake in addition to other Human Service initiatives. The visit will be held in the Alive Aycock Poe Center for Health Education where Board member Ms. Ann Rollins is Executive Director. The Taiwan delegation, in return, will be sharing some of their information technology initiatives with Wake County Human Services.

For clinic transformation, there are workgroups currently set up to look at the two phases that will be enacted. The first phase is to identify how to make the clinics more efficient with services delivered and financially efficient. The second phase aims to identify future needs to keep up with growing services (ex: Medicaid). Petteway asked Ms. Kim McDonald, Medical Director, to provide an update about the workgroups. There are four workgroups: finance, space, technology, and business process planning. The kickoff for these workgroups was held on August 16th and gave the workgroups a chance to gather to discuss the consultant's report and recommendations. After reviewing the charges and timelines presented by the report, workgroups broke into discussion groups with a priority of setting first meeting dates. The next step is for team leads to have a conference call with the consultants to walk through the full report. Petteway mentioned that the members of the workgroups were very intentional with key employees present for the discussions. Ms. Horna suggested that outreach might also be a pivotal group to establish as developing a communication plan to ensure the public was aware of exactly what their role was in receiving materials for updated clinic resources.

Petteway then requested a report from Ms. Paige Rosemond, Child Welfare Division Director. Ms. Rosemond shared that, over the last year, twenty-three additional positions were gained in child welfare. To make way for this growth and assist these staff in meeting their work needs, the department is piloting a mobile work force. This has been done by placing twenty-four staff members in a space with twelve "hotel stations" located in the Swinburne Wake County Human Services Building. Communal seating allows for all team members to have options to work on spaces such as a high bar top, a conference table with seating for eight, and a small round table with a white board. The effort was made to support and encourage teamwork among a diverse team. These stations are equipped with tools and technology for collaboration as well as individual work, oftentimes conducted remotely. Petteway commended Rosemond, Ms. Antonia Pedroza, and the General Services Administration (GSA) for crafting an employee-friendly space. In addition, a new application from GSA is being piloted to reserve the workspaces.

Rosemond also informed the Board that on August 19th, the Board of County Commissioners approved grant funding for one million dollars for over three years to employ four nurses and a part-time administrative staff. This will allow the County to provide more prevention services to families prior to the need for out-of-home and foster care. Specialized populations are being identified for this, including sixteen- to seventeen-year-olds. This assistance can include review of mental health and school records earlier in the process so that knowledge of the family is accessible before youth are placed into foster care. This will be a partnership with the Health Department, who will provide supervision for the nurses. Said nurses will be spending one day a week in a clinic in order to support their work.

Finally, Petteway asked Ms. Pedroza and Ms. Elizabeth Scott to speak. Pedroza discussed the Medicaid transformation as able with no approved budget yet received. Training has begun for

Managed Care internally, including the call center. Information on Managed Care is varying – the State has claimed that Managed Care is moving forward, but also that the September 15th current date for automatic enrollment will be delayed. Consequences for such a delay are currently unknown. Ms. Scott added that many providers that individuals are seeking are not showing up, which is currently the largest barrier at this time.

Scott then spoke briefly about a September visit from staff at Wake Med. A best practice award was received due to the collaborative work with Wake Med to increase time staff spend on evenings and weekends to meet resource demands. Horna brought up the recent passing of the public charge immigration policy and asked for clarification in what communication would be shared as there has been confusion in the community of the full impact of the policy. Ms. Petteway responded that it is currently unknown how many individuals are impacted or what resources are impacted, but that data is being gathered and strategies for information dissemination reviewed. Dr. John Perry asked if the charge would prevent impacted individuals from receiving vaccinations. It was confirmed that the public charge would impact vaccinations.

Environmental Services Director's Report

(Presented by Dr. Caroline Loop)

Dr. Caroline Loop represented Environmental Services Director Dr. Joseph Threadcraft. Dr. Loop confirmed that Environmental Services was discussing and crafting business plans. These included expansions to fiscal year 2020. One of these expansions was a new Section Manager for food lodging and institutions. Loop was pleased to announce that this position was filled by Ms. Jennifer Brown, who would be giving support and assistance to the current Section Manager, Mr. Ashley Whittington.

Loop then shared information about the radiological well water outreach campaign that began in June 2019. Environmental Services has received over 55,000 unique website views for this campaign. In addition, over 19,000 informational mailers were sent out to the community. The special hotline for handling this campaign has also received an excess of 1,400 calls. Finally, over 450 individuals attended community meetings to further discuss the well water issue. Loop thanked the Regional Centers and Mr. Richard Haynor, Mr. Darryl Blevins, and Mr. Ross Yeager present for assisting in community outreach. This allowed the meetings to be held in locations familiar to the community and for additional information – such as the sliding fee scale for those who could not afford testing – to be released. Due to these efforts, there has been an increase in sampling and a shift to inquiries about what the received test results mean. Meetings have shifted appropriately to Thursday evenings from 5:30 P.M. to 8:30 P.M. in the Sunnybrook Wake County Public Health Center Building. While general questions about testing are welcomed, the public can also bring their results in order to understand what it means and next steps. Additionally, a well water results interpretation tool will soon be published online to allow individuals to simply enter their results specifications and receive an explanation of those results (i.e., does the water meet standards? Is it safe to drink? What treatment is appropriate?). In addition, this tool will allow for clear talking points when discussing treatment with water companies. However, well water testing will still be important and have a communication effort through Environmental Services.

Loop noted that in the area of waste water, there were challenges for streamlining the waste water permit. This was identified as a focus for the department and opportunities are being identified to fully view the processes required for implementation and improvement.

There was also the “Clear the Shelter” event with Wake County Animal Center on August 19th. Adoption fees were waived for the day and, as a result, all animals were adopted. In addition to allowing these animals to obtain homes, this assisted with giving time for deep cleaning of the facilities and for additional animals to be accepted to the Center.

Public Comments

- Ms. Ann Marie Tamayo, Citizenship Education Coordinator for InStepp, Inc., was invited to share information about the organization’s free citizenship classes. While InStepp, Inc. is located in Durham, the classes are offered in both Durham and Wake counties. InStepp, Inc. largely serves women with major economic hardships and challenges to self-sufficiency impacted through domestic violence and/or sexual assault. In 2018, they received a grant from the Department of Homeland Security to assist individuals in their naturalization test. There are nine ten-week classes per year. Each ten-week class offers 40 hours of instruction. The next class is arriving in October 2019 in Wake County in the West Regional Library in Cary. Students completing the class can receive free or discounted assistance filling out their naturalization application. Additional information is available online through www.instepp.org.

Participation in Community Events

- Ms. Margaret Raynor praised the work of Ms. Petteway, Ms. Katherine Williams (Cooperative Extension Director), and Ms. Sydney Klein (Food Security Work Lead) for the recent graduation ceremony held at Lake Wheeler in conjunction with the Summer Food Program. Petteway thanked Raynor for her leadership and acknowledged the growth of the program over the past four years.
- Ms. Stephanie Treadway shared that on September 21st, the seventh annual Capital Area Rally for Recovery would be held at the Mordecai Historical Park. The event is held to celebrate recovery of or offer hope to those impacted by substance use disorder. The event will run from 10:00 A.M. to 2:00 P.M.
- Ms. Fiorella Horna noted that she was also on the Wake County Commission for Women who were holding sessions strictly in Spanish. These are held across the county to better understand the experiences and needs of Latinas in the community. The first session was held August 15th with a follow-up session on August 29th in the Family Resource Center in Apex from 5:30 P.M. to 8:00 P.M. After that, a September 25th session will be held at the Millbrook Regional Center from 12:00 P.M. to 2:30 P.M.
- Ms. Ann Rollins stated the School of Advisory Council presented to the Board of Education. The Chair made a special comment about the tobacco forum. Rollins thanked Petteway and the support of the County. Board members were active in this discussion as well, specifically with the rise of vaping. She also noted that October 12th would be an open house event for the Alice Aycock Poe Center for Health Education entitled “Poe Fest.” This event is open to the public and available to families with a focus on providing

information about community resources. Additionally, the Poe Center will be holding its annual meeting and conferences September 9th through September 11th.

ACTION ITEMS:

- Ms. Brittany Hunt will investigate benchmark activity issues with Board Rules of Appeal and make administrative corrections to this document.
- Ms. Regina Petteway will ask Ms. Annemarie Maiorano (Human Services Deputy Director for Operations) and her team through General Services Administration (GSA) to present in a future Board meeting on regulations of security for Human Services buildings.
- Ms. Lechelle Wardell will work with the sub-committees in order to establish success steps to the action plan for priorities.
- Ms. Brittany Hunt will send the future Community Advisory Committee (CAC) meeting dates to the Board members.
- Ms. Regina Petteway will review the results of the second work assessment at a future Board meeting.
- Ms. Brittany Hunt will send the InStepp website and Ms. Ann Marie Tamayo’s handout to the Board members.
- Ms. Brittany Hunt will send the handout from Ms. Stephanie Treadway detailing the seventh annual Capital Area Rally for Recovery to the Board members.

Adjournment

The meeting was adjourned at 10:03 AM.

Board Chair’s Signature: _____ **Date:** _____

Respectfully submitted by Ms. Brittany Hunt

**WAKE COUNTY HUMAN SERVICES BOARD
AGENDA ITEM SUMMARY SHEET**

Agenda Date: September 26, 2019

Item: Review of Procedures for Upcoming Human Services Board Officer Elections

PH Accreditation Benchmark #: N/A

Specific Action Requested: Review proposed changes, motion to approve changes

Link to Wake County Human Services Goals:

- Well-being/Health/Safety** - Maximize the well-being, health and safety of individuals and families
- Self Sufficiency/Human Capital** - Enhance the ability of consumers to attain and maintain economic independence and self sufficiency
- Consumer Experience** - Enhance the consumer experience with accessible, timely and holistic services
- Internal Operations** - Ensure fiscal accountability, data driven decisions and alignment with county, state and national objectives and priorities
- Integrated/Collaborative Solutions** - Promote integrated and collaborative solutions for human service needs
- Workforce** - Support and maintain a competent and competitive workforce and an environment that fosters professional development, workforce diversity and effective communication
- Technology**- Provide innovative technology solutions that support cost-effective automation, e-Services and data management

Item Summary (Ex: What are major points):

Purpose for Action (Ex: Proposed Solutions/Accomplishments): To complete the annual required review of this document

Next Steps (Ex: What is next step for Board or staff): Request new appointment nominations

Attachments: Human Services Board Operating Procedures

Opportunities for Advocacy, Policy or Advisory:

Connections to Other Committees:

The Human Services Board Executive Committee is seeking Nominations for 2019-2020 Board Chair, Vice Chair, and Treasurer Offices.

The Board Operating Procedures state in Section II-C that “The Board members shall elect a Chairperson, Vice-Chairperson, and Treasurer by majority vote each year at the October meeting.”

Annual Term:

Board Chair, Vice Chair, and Treasurer are installed and assume their appointments at the December Board Meeting. The term runs from December to November of the following year.

Chair and Vice Chair Duties Include but are not limited to:

- o Chair serves as Presiding Officer
- o Chairs the monthly HS Board Meetings
- o Chair facilitates, directs, and achieves Board goals during meetings
- o Chair appoints Committee Chairs.
- o Chair and Vice Chair represent Board and agencies at community functions
- o Chair and Vice Chair meet with the HS&ES Directors on agency matters
- o Chair and Vice Chair meet with the County Manager’s office on agency matters
- o Vice Chair assists the Chair in carrying out the above duties and serves as Chair in his/her absence.
- o Vice Chair Service on the Executive Committee
- o Vice Chair serves as Chair of the Board nomination process

Treasurer Duties Include but are not limited to:

- o Serves on the Executive Committee
- o Responsible for managing the fund containing personal contributions by Board members for discretionary spending purposes

ELECTION PROCESS FOR CHAIR, VICE CHAIR, AND TREASURER:

Nomination forms will be provided in the September Board meeting packet as well as via e-mail. Forms used for nominations must be returned to the Executive Assistant to the Board by Noon of the second Friday in October (October 11).

A Board member may nominate himself or herself for an office or may nominate a fellow Board member. Board members must obtain the consent of their nominee(s) prior to placing their name(s) in nomination.

Board members will be provided a list of candidates via e-mail and in the October 24th Board meeting packet.

VOTING PROCESS:

Election of Chair, Vice-Chair and Treasurer will be held at the October 24 Board meeting. After opening the floor for additional nominations, votes will be taken in open session for each office.

To be elected Chair, Vice-Chair, or Treasurer a candidate must receive a minimum number of votes equal to a majority of the duly appointed and currently serving members of the Board. If no candidate for an office receives a majority of the votes, a run-off will then be conducted between the two candidates receiving the greatest number of votes.

EFFECTIVE DATE:

Terms for Board Officers take effect at the December Board meeting.

**Nomination Form for Board Chairperson,
Board Vice Chairperson and Board Treasurer
Wake County Human Services Board
Term: December 1, 2019 through November 30, 2020**

Please return this form by email to Brittany Hunt at Brittany.Hunt@wakegov.com by Noon, **October 11, 2019**. You may also fax the form to Ms. Hunt at 919-212-7309.

Name: _____ Date: _____

I am interested in serving as:

_____ Board Chairperson
_____ Board Vice Chairperson
_____ Board Treasurer

I recommend for nomination*:

_____ (name) for Board Chairperson
_____ (name) for Board Vice Chairperson
_____ (name) for Board Treasurer

***Please note: If you are recommending a person for an office, you must have their prior permission and they must be willing to serve in the nominated role if elected.**

Thank you for taking the time to complete this information. If you have questions, please contact Ms. Brittany Hunt at 919-212-7351.

**WAKE COUNTY HUMAN SERVICES BOARD
AGENDA ITEM SUMMARY SHEET**

Agenda Date: September 26, 2019

Item: Updated Review of Wake County Human Services Board Rules of Appeal – Board Procedure 300 2.6

PH Accreditation Benchmark #: 35.1

Specific Action Requested: Review changes, motion to approve changes

Link to Wake County Human Services Goals:

- Well-being/Health/Safety** - Maximize the well-being, health and safety of individuals and families
- Self Sufficiency/Human Capital** - Enhance the ability of consumers to attain and maintain economic independence and self sufficiency
- Consumer Experience** - Enhance the consumer experience with accessible, timely and holistic services
- Internal Operations** - Ensure fiscal accountability, data driven decisions and alignment with county, state and national objectives and priorities
- Integrated/Collaborative Solutions** - Promote integrated and collaborative solutions for human service needs
- Workforce** - Support and maintain a competent and competitive workforce and an environment that fosters professional development, workforce diversity and effective communication
- Technology**- Provide innovative technology solutions that support cost-effective automation, e-Services and data management

Item Summary (Ex: What are major points):

Purpose for Action (Ex: Proposed Solutions/Accomplishments): To complete the annual required review of this document

Next Steps (Ex: What is next step for Board or staff):

Attachments: Wake County Human Services Board Rules of Appeal

Opportunities for Advocacy, Policy or Advisory:

Connections to Other Committees:



Wake County Human Services Board

Rules Of Appeal

Board Procedure 300 **2.6**

	Countywide or	X	Department: Human Services & Environmental Services	Divisions: Public Health/Environmental Health
Supersedes: Wake County Human Services, Department of Environmental Services Rules of Appeals dated 03/28/2002			Original Effective Date: 8/25/2011	
Authority: North Carolina General Statute (NCGS) 130A-24(b),(c),(d) and (e)				
Originating Department: Human Services & Environmental Services				

I. **Purpose:** To provide a single Wake County Human Services Board appeals process that applies to all functions under the purview of the Board. This procedure specifies how any aggrieved person may request an appeal hearing to contest a decision or ruling of the Director or Designee, or Delegate regarding the interpretation and enforcement of State or Wake County health regulations, rules adopted by the Board, or the imposition of administrative penalties. This document meets requirements or partial requirements for Public Health Accreditation Benchmark **35.1**.

II. **Procedure Statement:**

1. Hearing Request: Any aggrieved person may request an appeal hearing under these rules to contest a decision or ruling of the Director regarding the interpretation and enforcement of State health regulations; rules adopted by the Board; or the imposition of administrative penalties if:
 - a. The request is submitted in writing to the Director within thirty (30) days following receipt of the decision or ruling; and
 - b. The notice contains the following information:
 - i. The name and mailing address of the Appellant;
 - ii. A description of the challenged decision or ruling; and
 - iii. A statement of why the decision or ruling is incorrect.
 - c. The Director or the Director’s Delegate or Designee shall, within seven (7) working days after receipt of the notice of appeal, transmit to the Hearing Panel the notice of appeal and all papers and materials upon which the challenged decision or ruling was based.

2. Notice of Hearing:
 - a. The Hearing Panel shall schedule and hold a hearing within fifteen (15) days following receipt of the notice of appeal from the Director or the Director’s Delegate or Designee. The Board shall issue notice to Appellant of the date, time, and place of the hearing not less than seven (7) days prior. If notice is sent by United States Mail, the Hearing Panel shall mail the notice not less than ten (10) days prior to the hearing.
 - b. The Appellant may waive notice by supplying the Board with a written statement signed by the Appellant to that effect.

3. Continuance, Waiver of Hearing:

- a. The Appellant may, for good cause, request a continuance of the hearing. The Panel shall determine if a continuance should be granted, and shall inform the Appellant of its decision at least one day prior to the scheduled hearing.
 - b. An Appellant waives his right to a hearing if:
 - i. He fails to file a notice of appeal with the Director within thirty (30) days of the decision or ruling;
 - ii. He fails to attend a scheduled hearing after sufficient notice; or
 - iii. He submits a written waiver to the Panel of his right to a hearing.
4. Filing of Written Answer: The Appellant who has been served with notice of a hearing may file a written response. Said response shall not be included in the record of the hearing unless served upon the Panel, through the Director or the Director's Delegate or Designee, at least three (3) working days before the hearing.
5. Discovery: Pre-hearing discovery shall not be available to any party.
6. Pre-hearing Conference:
 - a. Prior to appearing before the Hearing Panel, the appellant shall appear at an informal pre-hearing conference. The conference shall be held and directed by the Environmental Services Director or Designee, or by the Human Services Division Director for Public Health or Designee.
 - b. The persons attending the conference will:
 - i. Simplify issues;
 - ii. Stipulate facts or findings;
 - iii. Identify areas where evidence will be needed;
 - iv. Discuss the needs for consolidation of cases or joint hearings; and
 - v. Consider any other means to expedite disposition.
7. Disqualification of Panel Members: If any Panel member cannot attend the hearing or feels they cannot conduct a fair and impartial hearing in a particular case, or any Appellant objects to a member of the Panel, and files a written objection at least two (2) working days before the hearing date, the Board shall appoint a substitute member to the Panel to conduct the hearing.
8. Oath: No person may testify or present any evidence, oral or written, to be admitted into the record without first being put under oath or affirmation. The Panel, its Clerk, or its attorney shall have the power to administer oaths or affirmations.
9. Conduct of Hearing: The Panel shall have complete control in conducting the hearing, including:
 - a. The responsibility of preparing a complete record of all testimony and exhibits presented at the hearing.
 - b. The order of the calling of witnesses or the prosecution of evidence.
 - c. Excluding irrelevant, immaterial, repetitious or redundant testimony or evidence.

- d. The responsibility of determining the adequacy of the room in which the hearing is held for the safety of the Panel and of those persons involved in the hearing or observing the hearing. The room shall be large enough to ensure a safe environment and a setting conducive for the rendering of an impartial decision by the Panel. Security shall be provided by Wake County as reasonably requested by the Chairperson of the Panel, by a majority of the Panel, or as deemed appropriate in the discretion of the Panel's attorney.
10. Evidence at Hearing: The rules of evidence as applied in general courts of justice shall not apply at the hearing. Any competent evidence, relevant to the decision or ruling in the case shall be admissible in the record. The Panel may restrict or exclude unduly repetitious or redundant testimony or exhibits.
11. Counsel: Appellant shall have an attorney to present the case before the Panel. A representative of the County Attorney's Office shall be present to assist procedurally, and to assist in the development of evidentiary aspects of the hearing.
12. Recommendation of the Panel: After all competent testimony has been heard and all evidence presented to the Panel, the Panel shall deliberate in open session and:
- Assimilate and review all evidence presented, and, based on clear and convincing evidence, render a decision by majority vote;
 - Prepare proposed findings of fact and conclusions of law, based on the evidence presented;
 - Prepare recommendations to the full Board to either affirm, modify, or reverse the decision or ruling of the Director or Delegate on appeal;
 - Promptly transmit copies of the findings of fact, conclusions of law and recommendations (the record) to the Board and to Appellant; and
 - Transmit a copy of the record and all exhibits of the hearing to the Board if either party pursues further appeal.
13. Objection. Oral Argument before the Board:
- The Appellant shall have ten (10) days from receipt of the Panel's recommendation to file objections with the Board. Objections must be made in writing and actually received by the Director within the ten (10) day limitation.
 - The Appellant may request the right to present oral argument to the full Board. Such request must be made along with the objections described in subsections (a) above.
 - Upon receipt of an objection and request for oral argument, the Board shall schedule a time and date. The Board shall notify Appellant of the date, time, and place of the argument at least ten (10) days prior to the scheduled date.
 - In presenting oral arguments to the Board, no new evidence shall be allowed. The record below shall be the only evidence considered, and new evidence or written argument shall not be received. Oral argument is limited to twenty (20) minutes per side. The Board shall decide by simple majority vote based on a reasonableness

standard, whether or not the recommendations of the Hearing Panel should be adopted, reversed, or modified.

14. **Decision:**

- a. After review of the record and any oral argument presented to the Board, the Board shall issue a binding written decision adopting, modifying or reversing the proposal of the Panel. The Board shall notify all parties of its decision. The decision shall contain a concise statement of the reasons for the decision.
- b. Appeal from the Board's decision may be pursued under N.C.G.S. 130A-24(d), as amended.

15. **Record:** The official record of contested case hearings shall be maintained by the Hearing Office. Any person who wishes to examine the record shall submit a written request to the Hearing Office in sufficient time to allow the record to be prepared for inspection and all material properly held confidential to be deleted. The Hearing Office shall maintain the record for a period of sixty (60) days following the decision of the Board. If an Appellant appeals the Board's decision to the District Court pursuant to N.C.G.S. 130A-24(d), the Appellant is responsible for notifying the Hearing Office to maintain the record and all exhibits of the hearing for transmittal to the District Court.

16. **Transcript:** Any person who desires a transcript of a hearing or part of a hearing shall contact the Hearing Office, which shall require fees to be paid in advance of providing the transcript. The Hearing Office shall delete from the transcript all materials properly held confidential.

III. Definitions: For the purposes of these rules, these terms have the following meanings:

1. **Appellant:** Any aggrieved person appealing under this Section a decision or ruling of the Wake County Human Services director or his Delegate regarding the interpretation and enforcement of State health regulations; rules adopted by the Board; or the imposition of administrative penalties.
2. **Board:** The Wake County Human Services Board.
3. **Delegate:** A staff member acting on behalf of the Human Services Director with the authority to issue decisions regarding the interpretation and enforcement of State health regulations; rules adopted by the Board; or the imposition of administrative penalties.
4. **Designee:** A staff member exercising the actual authority of a Delegate as directed by the Delegate.
5. **Director:** The Wake County Human Services Director.
6. **Hearing:** An appeal hearing as provided for by NCGS 130A-24(b),(c),(d) and (e).
7. **Hearing Office:** The hearing may be scheduled at a Wake County Government location convenient to the parties. However, if not otherwise specified, the location will be:

Wake County Human Services Center
220 Swinburne Street, Raleigh, NC 27620
Phone: 919-212-7000

8. Hearing Panel: A panel consisting of three members of the Wake County Human Services Board. The panel has the authority to conduct hearings under these rules.

IV. Applicability and Exceptions: This procedure applies to all parties subject to decisions, rulings, or administrative actions of the Director relating to State or Wake County health regulations administered by the Human Services or Environmental Services Departments.

V. Procedure Responsibility and Management:

- The Environmental Services Director or the Human Services Division Director for Public Health, or their delegates, shall review this procedure at least every two years to ensure currency.
- Employees who make decisions that are subject to these appeal procedures will be trained on the appeals process during their new employee orientation.
- Approved protocol will be located on the departmental shared network drive.

VI. Related Publications: N/A

VII. Appendices: N/A

VIII. History:

Effective Date	Version	Section(s) Revised	Author
9/11/2019	2.6	Reviewed - Page 1, changed benchmark activities listed from 31.1a and 34.5 to 35.1. The accreditation benchmark activities had changed over time and needed to be corrected to reflect the current benchmark activities.	Brittany Hunt, Executive Assistant to the Human Services Board
9/27/2018	2.5	Section III #7 – Deleted first line listed in the location “Office of the Human Services Director, Room 5035”. Listed the Wake County Human Services Center at 220 Swinburne St., Raleigh, NC 27620 as the location if not specified.	Debra Baker, Executive Assistant to the Human Services Board
8/24/2017	2.4	Annual Review – No revisions	Debra Baker, Executive Assistant to the HS Board
8/22/2016	2.4	Page 3, #11, changed word to “shall” from “may” to read “A representative of the County Attorney’s Office shall be present”	Kenneth Murphy, Assistant County Attorney
7/23/2015	Title	Amended the title from “Wake County Human Services Wake County Environmental Services Rules of Appeal” to “Wake County Human Services Board Rules of Appeal”	Amina Shah, Executive Assistant to HS Board

4/2015	2.3	Reviewed – Changed Benchmark references from “31.5a” to “35.1a”	B. Gunter, Division of Administration
6/2014	2.2	Reviewed – No Changes	B. Gunter, Division of Administration
7/12/2013	2.2	Section – Section(s) Revised - corrected date for “Replaces former rules of appeal” to 3/28/2002 instead of #/28/2002. -Corrected date for Regina Petteway’s revisions to 2/12/2013 instead of 7/11/2013.	Laura Jernigan, Interim Executive Assistant to the Human Services Board per discussion with Regina Petteway, Director for Administration.
7/11/2013	2.2	Section 1 – Purpose, added “This document meets requirements or partial requirements for Public Health Accreditation Benchmarks 31.5a and 34.5.” Section II.1.c – Added “or the Director’s Delegate or Designee”, removed word “his” Section II.2.a, Added “or the Director’s Delegate or Designee” Section II.4, Added “or the Director’s Delegate or Designee” Section III.7, added “Office of the Human Services Director, Room 5035”	Regina Petteway, Director for Administration per Board Discussion/Instructions with County Attorney at the June 2013 Human Services Board Meeting
6/27/2013	2.1	Section I, Added director “or designee” Section II.6.a, Added “or designee” Section II.9d – Added paragraph Section II 12, Added “deliberate in open session and” Section III.4. Added definition of Designee	Scott Warren & Ken Murphy. Reviewed by Sue Ledford and Joseph Threadcraft
12/2012	2.0	Reviewed – No changes	Sue Lynn Ledford
8/25/2011	2.0	Replaced former Rules of Appeal approved on 3/28/2002	Scott Warren, Matt Roylance, Sue Lynn Ledford

**WAKE COUNTY HUMAN SERVICES BOARD
AGENDA ITEM SUMMARY SHEET**

Agenda Date: September 26, 2019

Item: Public Health Accreditation

PH Accreditation Benchmark #: N/A

Specific Action Requested: Receive and accept report

Link to Wake County Human Services Goals:

- Well-being/Health/Safety** - Maximize the well-being, health and safety of individuals and families
- Self Sufficiency/Human Capital** - Enhance the ability of consumers to attain and maintain economic independence and self sufficiency
- Consumer Experience** - Enhance the consumer experience with accessible, timely and holistic services
- Internal Operations** - Ensure fiscal accountability, data driven decisions and alignment with county, state and national objectives and priorities
- Integrated/Collaborative Solutions** - Promote integrated and collaborative solutions for human service needs
- Workforce** - Support and maintain a competent and competitive workforce and an environment that fosters professional development, workforce diversity and effective communication
- Technology**- Provide innovative technology solutions that support cost-effective automation, e-Services and data management

Item Summary (Ex: What are major points):

Purpose for Action (Ex: Proposed Solutions/Accomplishments): N/A

Next Steps (Ex: What is next step for Board or staff):

Attachments:

Opportunities for Advocacy, Policy or Advisory:

Connections to Other Committees: