

**Wake County Human Services Board
Meeting Minutes
July 27, 2017**

Board Members Present:

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

Staff Members Present:

Lisa Cauley
David Ellis
Dr. Sue Lynn Ledford
Debra Baker
Ken Murphy
Antonia Pedroza
Regina Petteway
Liz Scott
Dr. Joseph Threadcraft
Cassandra Watford
Ginny Satterfield
Caroline Harper
André Pierce
Jonathan Schroyer

Guests Present:

Ann Rollins
Erin White

Call to Order

Chairman Dr. James Smith called the meeting to order at 7:33am. Dr. Smith then called for a motion for the meeting to go into a closed session in order to discuss and give feedback on the Human Services Directors performance review.

Dr. Smith then referenced Carolina General Statute Section 143-318.11(a)(6): So that the Board may consider the performance of an individual public officer. During the closed session, the Board expects to discuss feedback provided by Board members for their annual performance review of the Human Services Director, acting in her statutory capacity as local health director. This annual performance review satisfies Benchmark 37(b)(5) of the Local Health Department Accreditation Standards, as set forth in the North Carolina Administrative Code at 10A NCAC 48B .1304.

Chair Dr. Smith then made a motion and it was seconded by Mr. McKinley Wooten. The meeting then moved into a closed session.

After extended discussion and Board member feedback on the Human Services Directors performance review Chair Dr. Smith noted that this closed session and the feedback provided met Accreditation Benchmark #37.5.

Chair Dr. Smith then reminded the Board members that Ms. Debra Baker had distributed the Human Services Directors Position Description Questionnaire (PDQ) and that they have had an opportunity to review Ms. Petteway's job description as required by Accreditation Benchmark #37.4. Chair Dr. Smith asked if there were any questions or input on Ms. Petteway's job description. There were no questions or comments from the Board members.

Dr. Smith made a motion to state that the Human Services Board members had reviewed the job description (PDQ) as required by Accreditation Benchmark #37.4a and this motion was seconded by Ms. Margaret Raynor.

Chair Dr. Smith then asked for a motion to end the closed session and open the meeting. There was a motion by Mayor Frank Eagles and it was seconded by Mr. David Cottengim. The meeting was opened to all at 7:55am.

Reflections

Commissioner James West spoke about a book titled The Most Important Thing I Know, Important Life Lessons. He spoke about the author that compiled these handwritten comments from well-known leaders and experts. Commissioner West then read several of the entries in the book.

Chairs Privilege

Chair Dr. Smith waived the Chairs Privilege in consideration of the time constraints on the meeting.

Approval of Minutes

Dr. Smith asked for a motion to approve the meeting minutes from the June 22, 2017 meeting. Mr. John Myhre motioned and Mr. John Perry seconded. The minutes were unanimously approved.

Next Board Meeting – August 24, 2017

Comprehensive Food Security Plan

(Presented by Ms. Regina Petteway, Ms. Katherine Williams, Mr. Erin White)

Ms. Petteway began by explaining how important this plan is and stated that there has been a workgroup at the Board of Commissioners level for the past two years. The group is comprised of Commissioner Calabria, Ms. Margaret Raynor, Mayor Eagles, people from the school system, Ms. Katherine Williams, and Ms. Petteway herself along with the support of Mr. David Ellis in the County Managers office. They started out by looking just at emergency food strategies until Ms. Williams brought up that they needed to look at the whole system of food security. Due to the lack of resources in the County the Capital Area Food Network was commissioned to do a study and that study is being summarized and is what is being brought to you today. Once this

report is reviewed and approved by the Human Services Board it will be presented to the Board of Commissioners.

Ms. Williams began by giving a little context on how this plan was put together and explained the planning process. The vision of the plan is for a food secure Wake County, where all people have physical, social, and economic access to safe, nutritious, culturally appropriate, and affordable food. She then introduced Mr. Erin White of the Community Food Lab, LLC,

Mr. Erin White explained that the Community Food Lab, LLC was brought in to assist as they have the resources that were needed to put together this plan. Mr. White spoke about how information was gathered from the community and that the majority of the responses were gathered from a lower income and much more diverse population.

Ms. Williams finished the presentation by talking about the five strategies and key actions that they had put together and the ideas that have looked at that are being used in other counties. For the sake of time Chair Dr. Smith asked for the group to email Ms. Williams with any additional questions that they may have.

Chair Dr. Smith asked the Board for a motion to accept this report as it will be presented to the Board of Commissioners. There was a motion and a second, the report was unanimously accepted.

Wake County Human Services Third Quarter Data Report

(Presented by Ms. Caroline Harper)

Ms. Harper presented the data report and proceeded to point out a few details to the Board:

- Medicaid – there was a backlog due to the merge with the State management system which Economic Services applied extra work hours to in order to catch-up. Additional reports also had to be processed due to open enrollment in the Affordable Care Act causing an increase in workload as well.
- Child Welfare In home – new in home service cases for families opened per quarter increased by 51% which almost doubled. Referrals to in home service increased following clarification of services definitions and implementation of a second level of review by program managers. A review of all cases with a finding of services recommended found that a portion of the cases could benefit from in home services. The program will continue to use this strategy to serve children and families in their own home.
- WIC numbers dropped in the third quarter of FY 2017. Starting last year information was gathered to help understand WIC numbers across the nation. Looking further at 2017 fiscal information the numbers dropped through the political season. There is currently a small uptick in services and they do not seem to be dropping drastically as they were. Speaking to program managers and WIC staff the reason may be that people seem more comfortable now. The program has noted that they have open appointments available at all times at Sunnybrook.

Dr. Smith asked about Foster Care custody caseload. Ms. Lisa Cauley stated it was seasonal and that at the end of the school year there are slightly more reports and more in-depth reporting.

Ms. Harper then asked the Board to receive this report. Dr. Smith asked for a motion to accept the third quarter data report and there was a motion and a second. The report was unanimously received.

Environmental Health and Safety 2016 Cold Hold Study [PH Accreditation Benchmark #4.2]

(Presented by Mr. Andre Pierce)

Mr. Pierce proceeded to speak about the information that he had included in the presentation on Food Safety. The Centers for Disease Control and Prevention has identified five risk factors associated with foodborne illness:

- Approved source – such as meat from an approved source
- Employee hygiene
- Final cooked temperature
- Contamination
- Holding time and temperature

If one of these five factors is compromised it greatly increases the potential for foodborne illness or the potential for a foodborne illness outbreak. Mr. Pierce focused specifically on cold holding temperatures. In North Carolina the rule is 45 degrees for cold holding temperatures, not 41 degrees. The FDA has completed studies and found that 45 degrees is not preventive for some particular types of bacteria and that it should actually be 41 degrees. The discussion is what to do since North Carolina does not have a 41 degree rule. In 2010 Environmental Services completed a risk study and in 2015 it was replicated and will be completed again in 2020 to see if we are making progress. The data that is reported only reports on a cold hold temperature of 45 degrees since that is the rule. It has been found that even without a rule about half of the facilities are compliant with the 41 degree cold hold. There are many chain restaurants in Wake County and their standard cold hold is 41 degrees since it is preventive of foodborne illness. There are two categories of facilities that are not necessarily compliant with the 41 degrees, full service restaurants and fast food restaurants. The main issue with cold holding is the growth of bacteria and the study mostly focuses on Listeria which is the third leading cause of death from foodborne illness in the U.S. Sources of cold hold temperature issues are associated with the type of foods, type of equipment, and reason (such as behavior). The inspection results showed that 70% of those establishments that were tested were in compliance with a 41 degree cold hold. The inspection results also recorded the different food groups and which types of foods were out of compliance as well as the number of temperatures in/out by location such as cold prep tops, display cases and reach-in coolers.

Recommendations from the cold hold study results are as follows:

- Education – general and targeted
- Enforcement – escalate inspection demerits
- Additional analysis

- Active Managerial Control (AMC)

Dr. Perry asked about Salmonella and other foodborne infections and asked if these were more related to contamination during handling and preparation or from an employee contamination or inadequate cooking temps or is this more of an issue with refrigeration. Mr. Pierce stated that all these types of things grow however refrigeration is more of an issue with listeria. Salmonella is mostly from cross contamination.

Mr. Myhre asked why it is an issue as far as equipment if it is set to run at a certain temperature. Mr. Pierce spoke about the new equipment being made to hold at 41 degrees however placement and general maintenance of the equipment is an issue such as the unit being placed near a hot stovetop or coils needing to be cleaned to keep it operating at the set temperature.

Mayor Eagles asked why restaurants do not pay a penalty if they fail the inspection and need a re-inspection. Dr. Threadcraft deferred to the County Attorney Ken Murphy and both Dr. Threadcraft and Mr. Murphy stated that they would look in to this.

Ms. Petteway asked what the Human Services Board can do to help. Mr. Peirce asked if there are any opportunities that arise for the Board to advocate he would appreciate it if they did.

Chair Dr. Smith stated that this report is for information only to complete Accreditation Benchmark #4.2.

Environmental Services Department Budget Update [Accreditation Benchmark #39.1]
(Presented by Mr. Joseph Threadcraft)

Dr. Threadcraft stated that this presentation was for information only and that it would meet Accreditation Benchmark #39.1. He then went over some notable approved budget items:

Environmental Health & Safety:

- Food and Lodging Institution - 3 new Full Time Employees
- Plan Review - 1 new Full Time Employee
- Fee increase to \$250 (up from \$200)

At the current staffing levels staff would have to complete approximately 685 inspections per each inspector per year. Dr. Perry asked what happens when we cannot complete all of these inspections. Dr. Threadcraft explained that we are evaluated by the state and a letter of discrepancy was sent to Wake County notifying that we are out of compliance. Dr. Threadcraft then explained that we replied with a letter that included a plan of action and that was satisfactory to the State.

Water Quality:

- Environmental Consultants – 3 new Full Time Employees
- Fee increase, proposed 30% charge of the full fee = \$120. The revenue impact is estimated at \$3000.

Animal Services:

- Requested 2 Animal Control Officers each year for the next 3 years for a total of 6. This will enhance weekend coverage

Chair Dr. Smith stated that this report is for information only to complete Accreditation Benchmark #4.2.

Board Committee Chairs' Reports

- Social Services Committee – Ms. Angie Welsh spoke about the work of the Social Services Committee and that she had asked for Committee members comments on the proposed strategies around foster parent recruitment and transportation.
- Public Health Committee - Mr. John Myhre spoke about the Environmental sub-committees and that there are several Committee members involved on these as well.

Human Services Directors Report

(Presented by Ms. Petteway)

Ms. Petteway started with updating on the Social and Economic Vitality work and the Southeast Raleigh Innovation Challenge. Ms. Katherine Williams then spoke about the Southeast Raleigh Innovation Challenge and that it is an innovation challenge strategy that the United Way had been employing. They worked on how to implement this in a neighborhood based setting. People were invited to come and pitch their ideas on what could be done to improve their neighborhood communities. There were 52 pitches received from participants and of the 52 pitches 25 of these were chosen by the design team to move forward with creating business plans to put together a formal pitch for their idea. There is \$15k to invest in these plans that are community driven. Ms. Williams stated that there was a great amount of diversity and interest from the group of people that attended. Mr. David Ellis asked that she give some examples of the pitches:

- The need to create a separate fund to close the gap where there are emergency services available for housing where people are being displaced out of homes in their community
- Garner Road community center – a youth group pitched a certification program for food. They want the culinary institute at Wake Tech to provide training in their communities and they could receive certificates of completion.
- There were also several ideas for gardening

Ms. Petteway then stated that we need more community engagement and that we need to get out and help people understand our services that are there to help them. She stated that we really need to ramp up the high touch and get in the community to remind people of the services that are available, for example the WIC program. She stated they would be coming to the Board for their help in getting the word out.

Ms. Petteway then updated the Board members on the Western WIC site and that it is on schedule to open this fall. She mentioned that the Commissioners granted an FTE position for a

Regional Director for this site. This Director will work with partnership development leveraging resources and identification of needs as well as working with the CAC in the West. We will begin recruiting for the Director position in August.

Environmental Services Director's Report

(Presented by Dr. Joseph Threadcraft)

Dr. Threadcraft gave several brief updates to the Board:

- He thanked the Attorneys office and the Public Health Sub-Committee participants involved in the very aggressive review, update and subsequent revision of some critical policies that will have a positive impact to health. For example the integrated mosquito, management, dangerous dog ordinance, offsite septic and groundwater wells. He spoke about the subcommittee involvement being important and stated it made it possible for us all to be successful.
- Dr. Threadcraft then spoke about attending a One Water Summit in New Orleans. Wake County had the Triangle Delegation, one of the largest delegations attending. The Wake County delegation consisted of Dr. Threadcraft, Commissioner Hutchinson, Michael Orbon, and Dr. Campbell. Dr. Threadcraft stated that in the near future the Board will receive a presentation on some of the highlights from this summit.

Participation in Community Events:

- Dr. Smith spoke about the recent dangerous dog appeal and asked Mr. Murphy to speak about it. Mr. Murphy stated that there would be information forthcoming for the appeal in front of the Board.
- Mayor Eagles spoke about the Human Services Board needing to do something for the Human Services Employees. Ms. Petteway spoke about an all staff event that is being planned for this fall and that they would be asking for funds at that time.

ACTION ITEMS:

- Mayor Eagles asked why restaurants do not pay a penalty if they fail the inspection and need a re-inspection. Dr. Threadcraft deferred to the County Attorney Ken Murphy and both Dr. Threadcraft and Mr. Murphy stated that they would look in to this.

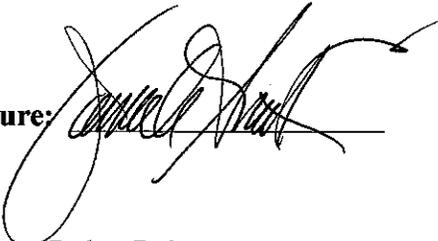
Public Comment

None

Adjournment

Chair Dr. Smith asked for a motion to adjourn. There was a motion and a second, the meeting adjourned at 9:57am.

Board Chair's Signature:



Date:

8/24/17

Respectfully submitted by Debra Baker