

**Wake County Human Services Board
Meeting Minutes
March 28, 2019**

Board Members Present:

Deborah Lawson
Edward Buchan
Fiorella Horna
Dr. James Smith, III
John Myhre
Dr. Randy Marsh
Angie Welsh
Betsy Van Benthuisen
Dr. John Perry
Margaret Raynor
Commissioner James West
Mckinley Wooten, Jr.
Dr. Patrice O'Connell

Staff Members Present:

Regina Petteway
Derwick Paige
Bridget Wight
Debra Baker
Ken Murphy
Cassandra Watford
Dr. Joseph Threadcraft
Paige Rosemond
Dr. Sue Lynn Ledford
Commissioner Vickie Adamson
Dr. Caroline Loop
Craig Burrus
Dr. Kim McDonald
Dr. Joseph Threadcraft
Dr. Patricia Coleman
Sonya Reid
Andrew Sawyer
Jennifer Delcourt
Caroline Harper

Guests Present:

Ed Johnson

Call to Order

Chair Dr. James Smith called the meeting to order at 7:32am

Reflections

(Presented by Mr. John Myhre)

Mr. John Myhre reminded the board that March 17th is the Irish holiday, St. Patrick's Day. Mr. Myhre quoted a special Irish blessing from the heart of a friend "May good fortune be yours, may your joys never end, may your blessings be many, the sunshine above you. Your life bring you gladness and always god love you"

Approval of Minutes

Approval of Minutes

Chair Dr. Smith asked for a motion to approve the February 28, 2019 meeting minutes. Mr. McKinley Wooten, Jr. motioned and was seconded by Ms. Margaret Raynor. The minutes were unanimously approved.

Treasurers Report

(Present by Ms. Margaret Raynor)

Treasurer Ms. Margaret Raynor reported that the current balance of the Board fund is \$3,330.96. Ms. Raynor mentioned the board wrote a \$700.00 check to First Cosmopolitan Baptist Church to support their health fair and this would be reflected on next bank statement.

Next Board Meeting – April 25, 2019

Wake County Human Services Second Quarter Data Report [Accreditation Benchmark # 2.4]

(Dr. Patricia Coleman)

Dr. Patricia Coleman began her presentation by stating that the time period for the Second Quarter Data Report is through December 2019. Dr. Coleman said that there are several measures where you can see the state standards, this is because we have a memorandum of understanding with that state. Dr. Coleman then said some of these December reports from the state have not been made available yet. Next quarter that will all be caught up and we will be able to see the percent change prior to the year and quarter.

Child Welfare:

Dr. Coleman stated that several areas in child welfare have made improvements and highlighted some of these changes. These improvements included Median LOS for all children and youth who were discharged out-of-home placement during reporting period had a decrease of 25%. Number of children and youth in out -of-home placement on the last day of the reporting period had a decrease of 17%. Percent of children and youth who achieved permanency within 12 months of entering out-of-home placement had a decrease of 15%.

Dr. Smith asked what has helped us get better this past year as far as child welfare is concerned? Ms. Rosemond stated that they have been engaging fathers much more and it has been very successful in the reunification process. Ms. Rosemond mentioned better leadership and leadership team meetings, more specialized reviews to see what the barriers are and addressing them and how to solve these issues.

Food and Nutrition:

Dr. Smith questioned why the entire section for food and nutrition was highlighted. Dr. Coleman stated this is because the state standard is 95% and there was only one quarter we fell below the state standard in percent of Food and Nutrition Services recertifications processed timely and that was FY18Q3. Dr. Coleman stated this is due to the number of vacancies in this current

position. The percent of FNS regular and expedited applications processed timely has either stayed at 95% or above for the last year.

Family and Household:

Dr. Smith mentioned in Child support services percent of quarterly child support collections goals attained has been above the state average for the last year. The state standard being 88.39% and we have managed to stay about 95% for the last year. Dr. Coleman stated that we tend to do very well on all of our child support goals. Ms. Regina Petteway stated that this is due to the seasoned staff we have.

Health and Medical:

Ms. Fiorella Horna stated that the number of prenatal visits has gone down significantly 15% to be exact and number of family planning visits in Wake County Human Services Clinics has gone down 18%. Dr. Kim McDonald said that the prenatal visits is a combination of things. One being provider vacancies, effective family planning and decreased pregnancy rates. Dr. Sue Lynn Ledford then spoke about WIC services. WIC services have nationally, state level and local levels seen declines. Part of this is due the economy being better. Dr. Ledford said that since the birth rate is down we have had very aggressive marketing and outreach strategies. Dr. Ledford mentioned that she knows that we have people we are not reaching, and they are attempting to think of a strategy and focus for this.

Health-Community Diseases:

Dr. Coleman highlighted the significant increase of the number of new Chlamydia cases in Wake County. Chlamydia cases have increase 27% in the last year. Dr. Ledford spoke about how they are doing focus strategies around how to reach communities where we have higher incident rates. Dr. Ledford mentioned we are also seeing still concerning levels of Syphilis. Dr. Ledford said we are higher than we should be, but our neighboring counties are not doing anything, and this is concerning. Dr. Ledford mentioned that they have some very clear-cut strategies in the works. Ms. Petteway calls on Dr. Kim McDonald to speak about Hepatitis C and how it has decreased 6% in the last year. Dr. MacDonald said they are doing more testing, so they are recognizing more cases, this in turn is getting more people treated. Also, education and media is playing a large roll as well.

Chair Dr. Smith thanked Dr. Coleman for her presentation.

Environmental Services Health Fees [Accreditation Benchmark #33.5b]

(Presented by Dr. Caroline Loop)

Dr. Caroline Loop started her presentation by saying that in previous years they have brought recommended changes to the board but as of January 1, 2019 there has been in change in the guidance for gathering the documents for accreditation which says all fees must be brought on an annual basis to the board.

Dr. James West asked if food trucks are different than push carts? Dr. Loop answers that they would have a different fee.

Dr. Loop then highlighted the following
Water Quality Division:

Ground Water

- Well Construction and Reinspection
- Well Water Sampling and Analysis

Wastewater

- New Construction
- Design Review
- Existing Systems
- Mobile Home Parks

Environmental Health and Safety Division:

Plan Review

- Restaurants
- Food Truck/ Carts
- Temporary Food Establishments – \$75.00
- Pools
- Tattoo businesses

Most EH&S inspection fees and some plan review fees are paid directly to the State (G.S. 130A-248)

Dr. Loop proceeded to discuss the fees that Wake County cannot change. Fees paid to the state, temporary food establishments and limited food services and plan review for all non-chain, non-franchise food establishments.

Ms. Petteway asked if Dr. Loop if any fees have changed. Dr. Loop responded that there will be no changes.

Dr. Smith motioned to accept the report for Accreditation Benchmark #33.6a and 33.6b and it was seconded. The Board voted unanimously to accept the report.

Active Routes to Schools Progress Report

(Presented by Ms. Sonya Reid and Mr. Ed Johnson)

Ms. Sonya Reid introduced both Mr. Ed Johnson who is the Safe Routes to School coordinator in the division of Bike and Pedestrian Transportation with NCDOT and Ms. Jennifer Delcourt who is the Active Routes to School coordinator for Region 5. Ms. Sonya Reid stated that Wake County serves as the host county for Region 5. There are ten regions and they align with the local health directors' configurations- with a little bit of adjustment for wake county.

Ms. Delcourt started the presentation by announcing that the five-year project will be ending on May 31, 2019. This project represents a really unique partnership between and the North Carolina Division of Public Health. All 10 coordinators are all based at local health departments even though the funding comes from NCDOT. The project is meant to align with local initiatives

and collaborate with many partners so essentially covering your region is not impossible. Ms. Delcourt said this project works very close with communities, Safe Kids' Coalition and schools.

Ms. Delcourt said that in 1969 48% of kids walked or biked to school. Flash forward to 2009 and only 13% walked or biked to school. Ms. Delcourt said that this program helps children get more physical activity in their day. Ms. Delcourt discussed the Walk and Bike to school Program, schools and students that participate in walk and bike to school day are 6-8 times more likely to walk to school after participating this day. Ms. Delcourt highlighted a major achievement of the Active Routes to School Program since the program started in 2014 the number of kids participating has increased immensely. The last event that was held in October 2018 and 47 of wake counties 117 public elementary schools participated, that's about 40%. Ms. Delcourt then spoke about the ongoing Walk and Bike Programs, and the plans and policies they have for the future.

Schools currently in the ongoing Walk and Bike Program:

- Northwoods Elementary
- Scotts Ridge Elementary
- Hilburn Academy
- Olive Chapel Elementary
- Conn Elementary

Plans:

- Walk Wendell
- Bike Apex
- Morrisville Active Kids Plan
- SRTS Plans at 5 WCPSS pilot schools

Policies:

- WCPSS Learning Environment Guidelines
- WCPSS Wellness Policy

Mr. Johnson spoke about the Safe Routes to School Program and how they are receiving \$1.5 million dollars per year for this program. They have received a \$1.5 million dollar grant to continue this program. Mr. Johnson has worked with coordinators throughout the state and has seen the power and ability to work with traditional partners or infrastructure but also for non-infrastructure. Mr. Johnson highlighted that the Safe Routes to School Program will also try to gain an understanding of safe and unsafe neighborhoods. Mr. Johnson mentioned that both Active Routes to School and Safe Routes to school have the same goal and that is to get kids active.

Budget Expansion Summary [Accreditation Benchmark #33.6a]
(Presented by Ms. Cassandra Watford)

Ms. Watford stated that this is a summary of the expansion request for FY20 that was presented to the County managers office. Ms. Watford spoke about the common trends that are driving these decisions, population growth, applications and case load growth, NC Fast implementation and expansion of regional services. Some of the strategies used to realign some existing resources are, phasing in some of our request over our three-year business planning cycle, repurposed some vacant positions as well as utilizing temporary and contract funding as a strategy to track performance and reach benchmarks.

Ms. Watford stated that the expansion request was submitted at 56.746 FTEs. The county share is \$2,881,578.00 this number is derived from the expenditures minus revenue from the positions.

Child welfare Division:

Permanency Planning Staff- Priority #1 - \$484,191.00

Reduce caseload ratios from 1:15 to 1:13 to ensure 41% of children who enter foster care are discharged to permanency within 12 months. Wake County's reunification rate averaged 16% in FY 2018.

Child Protective Services Assessments Team- Priority #2- \$513,924.00

Improve timeliness of all child abuse assessments and/or neglect from current 91% to state standard 95%. Also, reduce caseload ratios from 1:17 to state-recommended 1:10.

Quality Assurance Operational Support- Priority #4- \$264,635.00

Increase the total number of cases reviewed for quality assurance from 164 to 400 to better monitor and oversee countywide child welfare practices.

Extended Foster Care 18-21 Team-Priority #10- \$233,875.00

Reduce the caseload from 1:21 to 1:17 to better serve youth 18-21 in Extended Foster Care. The eligible population is expected to increase 56% from FY19 (100) to FY20 (156).

Total: \$1,496,625.00

Economic Self Sufficiency Division:

Adult Medicaid Sr Case Manager- Priority # 6- \$17,186.00

Assist supervisor with the identification of SSI terminations to achieve 97% timely processing of reviews. Reduce the county's liability for payback from erroneous eligibility.

Adult Protective Services Staff- Priority # 3- \$120,889.00

Consistently complete 100% of evaluations and case decisions within the state mandated time-frame (30/45 days of the first contact).

Family & Children Medicaid Staff- Priority # 9- \$38,407.00

Consistently meet the state mandate to process 97% of re-certifications in a timely and accurate manner.

Food and Nutrition Case Managers-Priority # 19- \$68,954.00

Improve access and capacity to process applications for Economic Services at Millbrook Center and Western Wake locations. Ensure 95% of applications are processed timely.

Food and Nutrition Supervisor- Priority # 13- \$33,888.00

Reduce supervisor-to-staff ratio from 1:10 to 1:8 to ensure effective monitoring of timeliness, quality assurance, trouble shooting, and consumer interaction.

Food and Nutrition Technicians- Priority # 18- \$77,424.00

Consistently meet the State mandate to process 95% of Food and Nutrition Services re-certifications in a timely manner.

Medicaid Services Supervisors- Priority # 14- \$104,372.00

Reduce supervisor-to-staff ratio from 1:10 to 1:8 to ensure effective monitoring of timeliness, quality assurance, trouble-shooting and customer interaction. Improve timeliness to consistently meet the 90% standard.

Program and Staff Development- Priority # 12- \$33,096.00

Decrease errors in Medicaid eligibility to achieve the state standard of 3.2% threshold for eligibility errors and 10% for internal control errors. Increase quality reviews and identify where staff needs training or performance improvement.

Workforce Development Program- Priority # 25- \$4,369.00

Assess and link to training and employment services FNS Employment & Training clients to increase earning ability and promote self-sufficiency.

Public Health Division:

4H Youth Development Public Health Educator- Priority #20- \$56,490.00

As part of "Raise the Age", serve an estimated additional 40 justice-involved youth with an average 9-months of life skills programming; 150 high-risk teens with adolescent sexual health programming, and conduct outreach to an additional 1,200.

Care Coordination for Children- Priority # 8- \$0.00

Serve 12% more children (480) by increasing the Care Coordination for Children program, a free, voluntary program designed to help families improve health outcomes of children from birth to age 5.

Community Assessment Program Consultant- Priority # 11- \$1,823.00

Convert a temporary position to regular FTE; more efficiently manage, coordinate, and implement the Comprehensive Needs Assessment and Population Health Task Force.

Recovery Court Contract Funds- Priority # 15- \$112,297.00

Address the behavioral health and substance use disorder needs of court involved high-need adults in the Wake County criminal justice system to avoid recidivism/ serving a prison sentence.

School Based Health Nurses- Priority # 5- \$286,897.00

Maintain the staffing level of 2 schools per nurse according to current acuity model to ensure safe response to student health care needs.

STD/AIDS Prevention Social Workers- Priority # 23- \$109,683.00

County-fund an expiring grant for staff who link Hepatitis C patients to recovery and medical care. 121 patients are participating, and they have a 90% chance of cure.

Total: \$567,190.00

Administration and Operations Division:

Oak City Cares Contract- Priority # 7- \$194,887.00

Reduce the duration of a homelessness episode to less than 30 days through coordinated case management and client transportation by contracting with Catholic Diocese at Oak City Cares.

Consumer Management- Priority # 16- \$1,354.00

Convert 3 temporary to 3 regular positions, providing stability for a team addressing a 27% increase (1,527) in customer service tickets (FY17-FY18).

Crosby Center Support Staff- Priority # 17- \$27,407.00

Serve the vulnerable populations in the East (currently 15% of staff resources) as East Central (85% of staff resources) to reduce the community vulnerability metrics related to poverty and low economic health.

Western Wake Customer Service- Priority # 22- \$38,108.00

Front desk reception for intake, screen clients, navigate seamless workflow, collect client data, and provide overall customer service for approximately 2,000 people.

Western Wake Consultant- Priority #24- \$57,122.00

Support program services and the Western Regional Community Advocacy Committee through partnership development, project planning and promotions to enhance service delivery and fill gaps.

Total: \$318,878.00

Transportation Division:

Operations Manager- Priority #21- \$68,701.00

The number of transportation trips have increased from 12,000 per month to 16,000 since 2015. An operations manager is needed to monitor vendor performance, ensure trips improve from 77% to 100% and the program complies with state and federal regulations.

Total: \$68,701.00

Chair Dr. Smith thanks Ms. Watford for presenting the financial report.

Human Services Directors Report

(Presented by Ms. Regina Petteway)

Ms. Petteway asked Dr. Sue Lynn Ledford to step forward. Ms. Petteway informed the Board members that Dr. Ledford is moving on to a new opportunity. Ms. Petteway then spoke about how much everyone will miss her. Ms. Petteway thanked Dr. Ledford for her leadership, as far as Public Health Committee and programs making improvement. Everyone gave her a round of applause.

Ms. Petteway called on Dr. McDonald to discuss Public Health accreditation. Dr. McDonald stated that we are in the 90-day window for reaccreditation, but we do not have an exact date for the review. At this point we are 85% complete and are on track to have everything done.

Environmental Services Director's Report

(Presented by Dr. Joseph Threadcraft)

Dr. Threadcraft spoke about The USDS Comprehensive Groundwater study and the cost of this study is \$995,200.00. Dr. Threadcraft mentioned the environmental department had a scheduled

value of work at \$107,000.00 however, due to the government shut we only will complete about \$58,000.00 of that work. The major component is a well analysis, Dr. Threadcraft's team is going to attempt to find existing wells that they can put monitor devices in and begin to understand what our groundwater level looks like throughout the county. Dr. Threadcraft said that after the 5-year study they will have information that will contribute for a 50-year water supply plan for Wake County. At the end of 5-year study Dr. Threadcraft said they will meet with strategic partners such as Raleigh so regardless of where anyone lives in Raleigh they will have access to clean drinking water.

Dr. Threadcraft discussed how North Carolina received and F for school drinking water. Dr. Threadcraft mentioned there are three strategic stake holders Wake County Public School Systems, municipal water providers and Wake County Environmental Services. Each of these has distinct responsibilities. The municipal water providers provide drinking water that meets the guide lines, so safe water enters the school systems. The school systems have responsibility for the facilities within that building. When Wake Count Environmental Services go onto that site we are following a complaint from an elevated blood line- so look for chipped paint, we test the water. It does not give a clarification and who does what and in regard to monitoring programs the school system decides that. Dr. Threadcraft said that ground water staff continues to monitor private drinking wells, water quality.

Use of Board Funds

(Chair Dr. James Smith, III)

Dr. Smith stated that some Board members opt to receives a small stipend and return it to the Board savings fund. Dr. Smith opened the floor and there was a discussion around how to use the Board funds. Dr. Smith suggested to the Board allowing the executive committee to vet a request and then the committee will make a recommendation to the general Board, this would be a good way to allow discussion for donations when looking at the bigger picture. The board then came to the agreement that this was the best decision.

ACTION ITEMS:

- Ms. Wight to send out regional meetings to the board members

Adjournment

The meeting was adjourned at 10:02 am.

Board Chair's Signature:

Respectfully submitted by Bridget Wight



Date:

4/25/19