

**Wake County Human Services Board**  
**Meeting Minutes**  
**May 23, 2019**

**Board Members Present:**

John Myhre  
Dr. Randy Marsh  
Angie Welsh  
Dr. John Perry  
Margaret Raynor  
McKinley Wooten, Jr.  
Dr. Patrice O'Connell  
Ann Rollins  
Stephanie Treadway  
Fiorella Horna  
Deborah Lawson  
Ed Buchan  
Dr. James Smith  
Commissioner James West

**Guests Present:**

Pamela Dowdy  
Toshiba Rice

**Staff Members Present:**

Derwick Paige  
Bridget Wight  
Debra Baker  
Ken Murphy  
Dr. Joseph Threadcraft  
Andrew Sawyer  
Paige Bennett  
Allie George  
Heather Miranda  
Patricia Pritchard  
Patricia Coleman  
Rochelle Whitaker  
Dorothy Cilenti  
Antonia Pedroza  
Annemarie Maiorano  
Dr. Kim McDonald  
Paige Rosemond  
Tina Howard

**Call to Order**

Chair Dr. James Smith called the meeting to order at 7:35am.

**Reflections**

(Presented by Mr. McKinley Wooten, Jr.)

Mr. Wooten said in honor of Foster Care Month he will present his own foster care story involving his son, this included pictures and a slideshow.

**Approval of Minutes**

Chair Dr. Smith asked for a motion to approve the April 25, 2019 meeting minutes. Ms. Ann Rollins motioned and was seconded by Mr. McKinley Wooten. 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 \$3,855.92

## **Next Board Meeting – June 27, 2019**

### **Building Community Resilience**

(Ms. Pamela Dowdy)

Ms. Dowdy said they are calling this project The Ubuntu Project. Ubuntu means “I am what I am because of who we all are”. Ms. Dowdy discussed connecting the pair of aces, with other community initiatives impacting social determinates of health and outcomes. Ms. Dowdy described the top down, button up approach that the team is using by looking at the community in a compressive way. Ms. Dowdy said the pair of aces plan started with some learning at the State of The Child Breakfast. Representatives from George Washington University came to speak about the work they are currently doing on a national level with the model used. Ms. Dowdy said after The State of The Child Breakfast there was more discussion to figure out how to make connections with housing justice and what other planning models that are going on in the community.

Ms. Dowdy discussed the John Rex Endowment Foundation grant that was applied for; this is to support the planning around The Ubuntu Project. Ms. Dowdy discussed the grant timeline and mapping system they will be using, called Actor Mapping. This focuses on who the key player is; it's not just the institution but who are the movers that don't have the positions but are influencers in their community. They will then gather information for analysis and begin testing those recommendations in the various communities.

Ms. Dowdy said in the process of communication and listening they found three key elements, starting with data. Ms. Dowdy mentioned they need to find a process in the community for sharing collected data, whether that is organizational, service area data or community data. Ideally, figure out a way and involve the county in getting these numbers easier. How can we use data at a community level and a professional level? Who has access to this and how do we get it? Second being equity; how families access services and providing support around using this equity lens. Lastly, engagement; how do we work with our community to engage all levels of community?

There was some discussion around not having a mental health person on this committee and how the board thinks there needs to be.

Ms. Welsh mentioned that she sees The Ubuntu Project as a value add to the county and a way to organize and understand it. Ms. Welsh said the leadership team is very open and waiting to see about the grant to see what the structure is moving forward. Ms. Welsh does not see it as Actor Mapping as being another resource its deeper it's about what organizations are trying to achieve. What are the influences in their success? This could help this process is what are the gaps and take things to scale that are really working.

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**Dr. Smith thanked Ms. Dowdy for her presentation.**

### **Wake County Human Services Data Report**

(Dr. Patricia Coleman)

Dr. Coleman stated this is the third quarter data report. Dr. Coleman then said the progress we had seen last quarter in Child Welfare is continuing and improving. Dr. Coleman mentioned the reduction in the median length of stay for all children who were discharged from out-of-home placement during reporting period by 13%. Dr. Coleman discussed the percent of children discharged during the reporting period who achieved reunion and how this went from 41.5% to 74% in last quarter.

Dr. Coleman mentioned that we did fall below state standards in percent of Food and Nutrition Services recertifications processed in a timely matter. This was due to the government shutdown in January 2019. The USDA extended all January recertification periods to February 28, 2019. This required Wake County to process additional recertifications during the month of February, resulting in 304 of these cases to be processed late. Dr. Coleman noted that the average monthly number of individuals who received WIC services declined by 9% in quarter 3. This was due to government shutdown as well. Dr. Coleman also said counts are now provided as a monthly average number of participants; previous reports included erroneous duplication.

Dr. Coleman said the number of dental patient visits increased in quarter three due to the dental clinic being fully staffed with no vacancies. This allowed optimal clinical scheduling with increased patient access. Additionally, the no-show rate has reduced from 22% to 17%. Dr. Coleman mentioned a 15% decrease in number of family planning visits in Wake County Human Services Clinics. This decrease was mainly due to two provider vacancies reduced available appointments for family planning.

Dr. Smith asked Dr. Coleman to explain the decrease in number of drug overdose referrals outbound peer support to recovery services from 58% in quarter two to 19% in quarter three. Dr. Coleman said it was due to staffing issues. There was some other discussion around the health and medical services.

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

### **State of the County Health Report (SOTCH) [Accreditation Benchmark #38.2a]**

(Ms. Allie George)

Ms. George stated that the State of the County's SOTCH report provides information on health concerns identified in Wake County's 2016 Community Health Needs Assessment and updates actions taken to address them. The top three priorities are: access to health insurance, access to health services, mental health and substance use disorders.

Ms. George discussed the priorities and updates on the State of the County Health Report. Ms.

George started with access to health insurance: the objective of this is to decrease the percentage of uninsured individuals in Wake County by 3% annually. Ms. George said by the end of 2018 three strategies had been accomplished and most of the strategies sought to make information about insurance more readily available, to host additional enrollment events during Open Enrollment time period and to provide more educational materials distributed to consumers. Ms. George highlighted some of the important achievements for this priority; Get Covered Wake Coalition participated in 17 open Enrollment events in Wake County during the open enrollment. Capital Care Collaborative scheduled 278 appointments to distribute marketplace enrollment information.

Ms. George discussed priority area number two: access to health services. Ms. George stated that the objective for this focus area is to increase access to primary and specialty care for the uninsured Wake County residents by 15%. Ms. George mentioned that there was a lot of participation from the hospital system in this area, helping patients establish primary care, and home screening for determinates of health. Ms. George mentioned some of the highlights that she thought were especially note-worthy. Starting with Project Access of Wake County enrolled 4,080 clients during calendar year 2018. This is an increase in enrollment by 83%. All three hospitals; Duke Raleigh, UNC REX and WakeMed provided reduced cost care to Project Access enrollees. All WakeMed physicians practices primary care patients receive a social determinates health risk screening, this was given to over 2,000 patients.

Ms. George discussed area three: mental health and substance use disorders. Ms. George described the objective of this priority area during the fiscal years 2017-2020. Expand and access to treatment recovery-oriented systems of care to those with substance use disorders by implementing strategies of Wake County Human Services Integrated Program for Prevention of Drug Overdose and Tobacco Use. Ms. George said most of the strategies are focused around increasing the number of Peer Support Specialists, which are people that have experience with opioid addiction. Also, providing nursing care for those identified with substance abuse disorders. Ms. George highlighted that by the end of 2018 Wake County had employed three full time certified Peer Support Specialist and throughout the year they connected with 338 clients. Of the 338 clients, 196 were referred to community-based care and treatment resources. Ms. George mentioned Wake County Human Services, UNC REX, and WakeMed hired additional personnel which included nurses, licensed social clinical workers, and behavioral health personal.

Margaret Raynor asked if these strategies have made any difference? Are we measuring whether they decrease death or are people being seen that have substance abuse issues? Mr. Hoke answered that the initiative is ongoing and will be another year and a half – they need more outcome-based results.

Dr. West said the shift that the team is making is great and it is a much more holistic, however, we still have a lot of gaps. Dr. West said we see a change based on data, but we are concerned that we do not have a strategic plan such as short-term, mid-term and long-term goals. Dr. West mentioned that the process piece is very important. We need to show how these things are long lasting and will get to the root of the problem.

Ms. George discussed the final topics including, changes affecting health concerns and Medicaid and new emerging issues such as the opioid epidemic. Ms. George mentioned this report is to hold everyone accountable for change. Ms. George stated when planning, they need to focus on making more specific strategies for action plans to get more specific results not such vague numbers.

**Dr. Smith motioned to accept the report for Accreditation Benchmark #38.2a. Mr. Buchan and Ms. Rollins seconded.**

**Dr. Smith thanked Ms. George for her presentation.**

**Annual Review of Board Procedures 200 2.3: Wake County Human Services Board Participation in the Performance Evaluation of the Wake County Human Services Director.**

(Presented by Dr. James Smith, III)

Chair Dr. Smith noted that the Board members had received a copy of Board Procedure 200 2.3: Wake County Human Services Board Participation in the Performance Evaluation of the Wake County Human Services Director in advance and all Board members have had the opportunity to review it. Dr. Smith stated that Ms. Debra Baker will be sending out a survey requesting input from Board members for the Human Services Director performance review. This input will be reviewed during a closed session at the July Board meeting.

Upon discussion of the procedure there were two items noted:

1. Mr. Myhre noted that the page labels for Appendix A-C need to be on the top of the pages, they have moved to the bottom on several.
2. Mr. Wooten also suggested that there be an org chart included in the procedure showing where the Human Services Director is.

Dr. Smith stated that that we would look in to inserting an org chart in the future and asked Ms. Debra Baker to email one to the Board members for their review.

**Dr. Smith motioned to note that the Human Services Board had reviewed the Board Procedure 200 2.3. It was motioned by Ms. Margaret Raynor and seconded by Mr. John Myhre.**

**Human Services Directors Report**

(Presented by Ms. Annemarie Maiorano and Ms. Patricia Pritchett)

Ms. Pritchett began her presentation by saying the FY20 budget was approved, totaling at \$1.47 billion dollars. Human Services represents about 13% of that total budget. Human Services

requested 56 FTEs (full time equivalent) and received 30.66. Ms. Pritchett said that Child Welfare received 14.00 FTEs to increase staffing capacity to improve timeliness of all child abuse assessments. Also, to reduce the total caseload and improve quality assurance. Ms. Pritchett stated that Wake County Human Services received 8.5 FTEs for Economic and Self Sufficiency to meet the state mandates for Medicaid, Food Stamps, and Adult Services programs, in a timely and accurate manor. Ms. Pritchett described that Public Health received 3.16 FTEs to find a permanent solution to efficiently manage, coordinate, and implement the Comprehensive Needs Assessment and Population Health Task Force and to maintain the staffing level of two schools per nurse. Ms. Pritchett said that operations and administration received 4.00 FTEs to provide front desk reception on Western Wake and convert 3 temporary positions into 3 regular positions to improve customer service. Lastly Ms. Pritchett said that transportation received 1.00 FTEs as an operations manager to monitor vendor performance. There was some discussion around the budget and support staff. Other discussion around concerns about nursing staff.

Ms. Maiorano mentioned they have located a facility for Millbrook. This is a long-term facility master plan that was approved at fall of 2017. The first priority was permanent solutions as opposed to a bank. This will be a leased facility that is located a mile from the existing location, a hard deadline of July 2020 to be out of the existing facility.

Ms. Maiorano mentioned that Facilities, Designs, and Construction has hired a consulting firm for advance planning of the Public Health building that will be located on the Swinburne campus. The Western Regional Center in Cary was also mentioned. Ms. Maiorano said it is temporary and they are working with Dorcas Ministries to build a facility on their property.

Ms. Maiorano said Oak City opened in April 10, 2019 and it is going very well. Rick Miller said other regions are coming to tour our facility.

### **Environmental Services Director's Report**

(Presented by Dr. Joseph Threadcraft)

- Dr. Threadcraft began by thanking the Human Services Board for their support with the Environmental Services budget and stated that Environmental Services has received the recommended approval for 50% of the requested staff additions. Dr. Threadcraft also discussed the positions that were not approved.
- Dr. Threadcraft discussed the over 1,200 swimming pools in Wake County. They consist of city apartments and neighborhood. The goal is to make sure the pools are in compliance before Memorial Day weekend. Dr. Threadcraft mentioned they had to manage expectations by providing information on potential requirements to opening a pool and the risk associated with it.
- Dr. Threadcraft mentioned that Environmental Services is a support role for Human Services as it relates to the accreditation process. Dr. Threadcraft said that he feels good about where they stand in the accreditation process.

**Participation in Community Events**

- Ms. Raynor went to UNC Chapel Hill Nursing School graduation.
- Commissioner West discussed Wake County Commission for Women Listening Tours
- Dr. O'Connell mentioned she and husband hold snake education events
- Ms. Rollins attended Tobacco Free Community Forum and Wake County was present
- Ms. Rollins announced the Poe Center Cook Well Cooking Kitchen is open Monday, May 3, 2019 at 7:30pm
- Dr. Smith June 22, 2019 at Public Health prostate screening

**ACTION ITEMS:**

- Ms. Baker to find org chart for review
- Next Windshield Tour will be offsite to see Oak City
- Ms. Wight to look into name tags for Board

**Adjournment**

The meeting was adjourned at 9:44am.

**Board Chair's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Respectfully submitted by Ms. Bridget Wight