

**Wake County Human Services Board  
Meeting Minutes  
June 22, 2017**

**Board Members Present:**

Ronda Bean  
Edward Buchan  
David Cottengim  
Frank Eagles  
John Myhre  
Margaret Raynor  
Dr. Rosine Sanders  
Betsy Van Benthuyzen  
Angie Welsh  
Commissioner James West  
Dr. Seth Wexler  
McKinley Wooten

**Staff Members Present:**

Alicia Arnold  
Linda Keely  
Annemarie Maiorano  
Ken Murphy  
Antonia Pedroza  
Liz Scott  
Dr. Joseph Threadcraft  
Regina Petteway  
Cassandra Watford  
Ginny Satterfield  
Debra Baker  
Janny Flynt  
Donna Young  
Emily Fischbein

**Guests Present:**

Paul Scruggs

**Call to Order**

Vice Chairman Mr. David Cottengim called the meeting to order at 7:34 am.

**Reflections**

Ms. Angie Welsh spoke about the summer sounds of children at play and how our childhood experiences help to make us who we are. She then spoke about serious Adverse Childhood Experiences (ACES) that shape our lives in a negative way. She went on to explain that these are the biggest determinates of health and social outcomes identified today. She then went over what the 9 ACES are:

1. Physical abuse
2. Sexual abuse
3. Emotional abuse
4. Mental illness of a household member
5. Problematic drinking or alcoholism of a family member
6. Illegal street or prescription drug use of a household member
7. Divorce or separation of a parent
8. Domestic violence towards a parent
9. Incarceration of a household member

She also spoke about a study by Kaiser that proved 70% of the US population has experienced at least one of these Adverse Childhood Experiences. The study showed that as the number of

ACES experienced increased the health problems and costs increased as well. With three ACES the risk for heart disease and depression increase. With six or more the study showed that people die 20 years earlier. She spoke about these statistics being profound and why understanding these is so important. She noted that other organizations such as United Way are doing their own work on looking in to these issues. Ms. Welsh then read a poem that evoked childhood memories.

### **Chairs Privilege**

Mr. Cottengim called up former Board member Mr. Paul Scruggs and resigning Board member Ms. Rosine Sanders. Mr. Cottengim, Ms. Petteway and Commissioner West proceeded to award plaques of appreciation to them and thanked them for their service.

### **Approval of Minutes**

Mr. Cottengim asked for approval of the meeting minutes from the May 25, 2017 meeting. Ms. Raynor noted two errors on page 10. Vice Chair Mr. Cottengim then asked for approval with these changes. Mayor Eagles motioned and Ms. Raynor seconded. The minutes were unanimously approved with changes.

### **Next Board Meeting – July 27, 2017**

### **Annual Review of Wake County Human Services Procedure 200 2.3: WCHS Board Participation in the Performance Evaluation of the WCHS Director. Accreditation Benchmark # 37.5b**

(Presented by Mr. David Cottengim)

Mr. Cottengim discussed the purpose of the review of Procedure 200 2.3. The purpose of this procedure is for procedural compliance with state and federal regulations regarding the responsibility of the Wake County Human Services (WCHS) Board to provide input into the annual job performance evaluation of the Human Services Director in fulfilling the functions of the public health director. This procedure aligns with the County personnel performance evaluation process. The Wake County Human Services Board will review this procedure annually to determine if any changes are needed. Any proposed changes or additions to this procedure will be discussed with the WCHS Quality Management director and a representative from Human Resources to assure compliance with federal, state and county regulations.

Vice Chair Mr. Cottengim noted that the Board had received WCHS Procedure 200 2.3 in advance and had reviewed it. Mr. Cottengim then asked for any changes and there were none. Mr. Cottengim asked for a motion to approve WCHS Procedure 200 2.3: WCHS Board Participation in the Performance Evaluation of the WCHS Director, with no changes. Ms. Bean motioned, Mr. Myhre seconded. The procedure was approved unanimously.

In reference to **Accreditation Benchmark #37.4a** Ms. Petteway asked that the Board delay their review of the Human Services Director's job description until the July meeting. Ms. Petteway is making adjustments to her job description that will need to be approved by the County Managers office.

In reference to **Accreditation Benchmark #37.5b** Mr. Cottengim then spoke to the group about obtaining input from the Board members for the Human Services Director's performance review. Mr. Cottengim informed the Board members that they would receive an email from Ms. Debra Baker who will gather all of the responses for the Board Chair to review and pass on to the County Manager's office. Ms. Petteway let the group know that she would complete a summary of her accomplishments for the year and would have Ms. Baker include that in the email that will be sent out to the Board members.

### **Review of Public and Environmental Health Fiscal Report Compared to Ten Essential Services [PH Accreditation Benchmark #39.2]**

(Presented by Ms. Regina Petteway)

Ms. Petteway briefly went over the report and noted that the Board members had received this in advance and had already reviewed it. Ms. Petteway then went through the examples of the Ten Public Health Essential Services listed in the report and asked for Board members to come up with additional examples for each of these. Ms. Petteway asked for examples of services in other departments than Public Health, such as Economic Services, Child Welfare, Adult Services, Transportation, etc., as well as community partnerships or Board of Commissioners work that we address under these essential services:

1. Monitoring health status to identify and solve community health problems.
  - a) Monitoring of pools and recreational waters
  - b) Monitoring of health and safety in food trucks and restaurants
  - c) Commissioner West spoke about creating a process to not only help with community health problems but to inform communities of what is available
  - d) Monitoring the opioid epidemic.
  - e) County Health Needs Assessment (CHNA) process
  - f) Food Insecurity, forming partnerships with faith based and other organizations
  - g) Economic Services such as the response to a hurricane aftermath, monitoring damage and loss of food in order to address the need for emergency services
  - h) Youth Thrive and their work to bring data together to mobilize Human Services around problems in young people
2. Diagnose and investigate health problems and health hazards.
  - a) Homeless shelters services and Ms. Petteway suggested they look at adult services for wards of the County. Ms. Raynor stated she thought we should do more for this as there is an increase in the need
  - b) Ms. Raynor suggested the private well monitoring program and septic tank inspections
  - c) Dangerous dog designations

- d) Commissioner West asked where the Boards and Commissions fit in. He spoke about getting citizens involved, such as the Women's Commission. He suggested that we utilize the commissions more
- 3. Inform, Educate and empower people about health issues
  - a) The Women's Commission , Food Security Group, Regional Community Advisory Committees
  - b) Be a partner with community groups, such as the faith based events like the one Crossroads Fellowship hosted this past spring
  - c) Informing the public about vaping (E-Ciggs)
  - d) Marketing
- 4. Mobilize community partnerships and action to identify and solve health problems
  - a) Do a better job of reaching and utilizing Faith communities. Ms. Petteway suggested our CAC's should be involved in reaching out to more faith based partners in their areas
- 5. Develop policies and plans that support individual and community health efforts
  - a) Food trucks and restaurants, how they are monitored and what standards they have to meet
  - b) Off-Site easement identification
- 6. Enforce laws and regulations that protect health and ensure safety
- 7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable
  - a) Mental health
  - b) Substance abuse
  - c) Affordable, safe Housing
  - d) Transportation
  - e) Setting up WIC in the west
  - f) Working with partners such as Dorcus
- 8. Assure competent public and personal health care workforce
  - a) Organizational assessment
  - b) Advocating for School Nurse expansion
  - c) Expanded dental care
  - d) Consumer Complaint, increased ability to get consumer input which should improve the workforce
- 9. Evaluate effectiveness of accessibility and quality of personal and population-based health services
  - a) Transportation
  - b) Accountability by evaluations
  - c) Complaint procedures
  - d) Looking for where the needs are, researching

e) Public comment

10. Research for new insights and innovative solutions to health problems

- a) Food service
- b) Evaluation of Human Capital Services
- c) Communicable disease risk factors, Epidemiological Surveillance
- d) Use of colleges for project research, such as interns used in Environmental Services

**Vice Chair Mr. Cottengim then asked the Board members for a motion to accept this report. Ms. Rosine Sanders motioned and it was seconded by Mayor Eagles. The Board voted unanimously to accept the report per Accreditation Benchmark #39.2.**

**Public Health Fee Policy Annual Review [PH Accreditation Benchmark #33.7]**

(Presented by Ms. Donna Young)

Ms. Young briefly explained that the fee policy defines the procedures defining financial risk management for uncollected fees and bad debt. Wake County Human Services outstanding accounts are aged monthly and reported to Wake County Finance at the end of each fiscal year. The Human Service Finance Officer may submit to the Wake County Finance Director bad debt accounts after the cost benefit from further collections is no longer beneficial. Accounts with no financial activity (no charges nor payments) for the past 5 years may be written off as bad (uncollectable) debt. Section II.B.17.

Ms. Young then explained the changes that are being proposed:

Revisions to Fee Policy

- Section II.A.1 – changed to correct agency providing service
- Section II.A.2 – added ‘of 101% to 250% of FPL’
- Section II.B.3 – added ‘Maternal Health, Child Health’
- Section II.B.5 – deleted ‘correctional’
- Section II.B.8 – added ‘unless income has changed’

Ms. Raynor asked if something needed to be added to address not just the services but that they would not be restricted from services if there was a life threatening situation. Ms. Young stated that they would not be turned away however they would consider adding some wording to address this.

Mr. Wooten McKinley asked for clarity on the change on section II.B.8 as it was confusing. Ms. Young explained the meaning of the wording however she stated that they would look at editing the wording to make this paragraph clearer.

Dr. Seth Wexler asked if the clients know of the fees and if they are surprised by them when they arrive for services. Ms. Young stated that they are notified ahead of time when they make their appointment and that they are asked to bring proof of income when they arrive for their appointment. Commissioner West asked about credit reports and if uncollected fees affect credit

reports. Ms. Young explained that we are currently not using collection agencies so these uncollected fees are not reported. Mayor Eagles asked what happens when people do not pay. Donna stated they encourage people to pay but they do not withhold services for people that have not paid.

Ms. Bean asked if there is a list of services and their costs. Ms. Young stated that there is a fee list for services that are common in each clinic but specialized services are not listed.

**Vice Chair Mr. Cottengim then asked the Board members for a motion to approve the Public Health Fee Policy with a change in the wording of section II.B.8 for clarity. Ms. Ronda Bean motioned and it was seconded by Mr. John Myhre. Per Accreditation Benchmark #33.7 the Human Services Board voted unanimously to approve the Policy with the change that was requested.**

### **Energy Programs Outreach Plan**

(Presented by Ms. Janny Flynt)

Ms. Flynt presented the Energy Assistance Program for the 2017-2018 Energy Outreach Plan:

#### Program Overview:

The Energy Assistance Program administers funds to assist clients with utilities (heating, cooling, and water), eviction prevention and rent deposits. In addition, the program administers the unclaimed bodies for Wake County which includes coordinating cremation when there is no family or funds available.

#### Customer Served:

The program processes over 19,000 applications for assistance annually across all funding sources. Eligibility varies among programs between 140% - 200% Federal Poverty Level. There are specific criteria related to each program with annual limits per application or annually, while funding is available.

#### Staffing Level:

Under the leadership of the HS Supervisor at Swinburne:

- 1 Customer Service Rep
- 1 HS Technician
- 1 Lead Worker – Human Services Case Manager
- 4 HS Case Managers
- 1 Additional Customer Service Representative in FY2018 Proposed Budget
- 5 Seasonal Temporaries (November – April) - HS Technicians  
Located at Regional Centers (SRC, NRC, ERC)
- 3 HS Case Managers
- 3 Seasonal Temporaries (November – April) – HS Technicians

#### Funding:

- Low Income Home Energy Program (LIHEAP) administered by the Office of Community Services – An Office of Administration for Children & Families where funds are allocated to the State and in turn allocated to the County.
  - Crisis Intervention Program (CIP) to alleviate crisis related to heating or cooling
  - Low Income Energy Assistance Program (LIEAP) to provide a seasonal heating assistance
- Temporary Assistance for Needy Families (TANF) Emergency Assistance Program administered through federally matched block grant program according to Wake County Work First Plan
  - Utility Assistance (water, power, heating, cooling)
  - Rent deposit assistance
  - Eviction prevention
- City of Raleigh Utility Customer Assistance Program (UCAP) funds administered by the City of Raleigh
  - Determine eligibility for customers to receive assistance to avoid disconnection
- Unclaimed Bodies are County dollars – required by General Statute

Based on the FY2016 Budget, administrative funds received as part of the Energy Allocation cover less than 50% of the administrative costs associated with the programs operation with the balance being paid by County dollars. Administrative funds received FY2017 were \$357,964.

#### Connection to Other Programs:

The Energy Program is not directly connected to other program areas and each application for assistance is a “new application”. Each situation is evaluated at the time of the application based on available funding. Assistance received supplements other services and resources.

Effective March 1, 2017 the Energy Program administration moved from a stand-alone State system into the NCFASST system. This will change business processes and better connect the sharing of eligibility information and will provide improved communications across programs. Wake County was a pilot County for the State-wide implementation.

Tentatively the Energy Program is scheduled to transition to paperless documentation and will implement use of the OnBase Document Management system. This will decrease administrative costs related to file management and improve access of documentation across programs.

#### Administration/Leadership:

The Energy Program is within Wake County Human Services, under the Division of Social Services – Economic Self-Sufficiency. The program is operated under the direction of Division Director, Antonia Pedroza.

Mr. Buchan asked if the income level was federally mandated and Ms. Flynt said that it was. Mr. Buchan then asked if people that come in for SNAP or food assistance can be informed of this program at that time so that they could apply during that visit. Ms. Flynt did say that the line staff were trained and are provided information so that they can be a referral for these programs as well.

Ms. Welsh pointed out the budget and spending chart included in Ms. Flynt's presentation. She noted that in 2014 only 33% of the funds were expended. Over the years the Social Services Committee and the Board have suggested other ways to get the word out and Ms. Welsh noted that over the years the number of funds returned has gone down but she pointed out that there is still a small percentage being returned. Ms. Welsh also stated that the Board and Social Services Committee should do all that they can to put the word out to everyone that this program exists and that there are funds available.

Ms. Bean asked if there are any type of allowances in the income limits for the costs that individuals are paying for health issues and medications. Ms. Flynt stated that there is a medical allowance built in that is non-representative of these situations. She also stated that it is all tied back to eligibility criteria that we do not have control over. Ms. Flynt also stated that the numbers of elderly potential consumers of these programs are hindered by this as they are on a fixed income with a lot of expenses. Ms. Pettway stated that this could be an advocacy opportunity for the Board. Ms. Pedroza spoke up about using the allocation within the year and wanted to clarify that with the CIP funds they have a year to use them but with the LIEAP funds they only have from December through March to spend the funds. Ms. Pedroza stated that we would do better if we could change the income limits and increase the amount of time that we have to spend the funds. Mayor Eagles asked if these parameters were federally dictated and Ms. Pedroza stated that they were. Mayor Eagles suggested that the Board members go to the Senators and plead the case for these changes. Ms. Pedroza stated that it would be best if we could have the entire fiscal year to use the funds. Mr. Eagles asked Ms. Pedroza to send him information so that he could take the information to elected officials that he is connected with to advocate for these changes.

**Vice Chair Mr. Cottengim asked for a motion to approve this Plan. Ms. Welsh motioned to approve the Energy Programs Outreach Plan and Mr. McKinley Wooten seconded the motion. The Human Services Board voted unanimously to approve the Energy Program Outreach Plan**

### **Annual Review of Affordable Housing Action Plan**

(Presented by Ms. Emily Fischbein)

Ms. Fischbein went over the Affordable Housing Action Plan:

The FY 2017-2018 Affordable Housing Action Plan is a one-year plan to address the housing and community development needs of low-income families in Wake County. The plan is implemented by the Housing and Community Revitalization (HCR) program of the County's Human Services Department using a combination of Federal and local funds. The Action Plan is required by the U.S. Department of Housing and Urban Development (HUD) in order for Wake County to receive the following federal grant funds:

**Community Development Block Grant (CDBG)** – The purpose of the CDBG program is to improve communities by providing decent housing and a suitable living environment and expanding economic opportunities for low and moderate-income households (any individual or



family with an income that is less than 80% of the area median income as defined by HUD). CDBG funds can be used for a wide range of housing and community development activities. These include acquisition for affordable housing, housing rehabilitation, improving and installing public infrastructure and facilities, and public services.

**HOME Investment Partnerships Program (HOME)** – The purpose of the HOME program is to provide decent, affordable housing to lower-income households, expand the capacity of nonprofit housing providers, strengthen the ability of state and local governments to provide housing, and leverage private-sector participation. The HOME grant requires a 25% matching contribution from a non-federal source. HOME funds are primarily used for affordable housing activities. These include new construction of affordable homes and apartments, and rental assistance.

**Housing Opportunities for Persons with AIDS (HOPWA)** – The purpose of the HOPWA program is to address the specific needs of persons living with HIV/AIDS and their families by providing funds for housing, including rental assistance, and a wide range of support services, including case management and direct client assistance.

Local funds are also described in the Action Plan:

**County Capital Improvement Plan (CIP)** – The Wake County Board of Commissioners began allocating County CIP funds for affordable housing in 1999. This allocation is based on the recommendations outlined in the Affordable Housing Task Force Report that was accepted by the Board of Commissioners on September 7, 1999.

The FY17-18 Action Plan is the third part of the FY 2015-2020 Consolidated Plan approved by the Board of Commissioners in May, 2015. The Consolidated Plan defines the housing and community revitalization needs of low-income families in Wake County for 5 years, FY 2015-2020. The FY 2017-2018 Action Plan describes the ways HCR will use the grant funds to address these needs in the next year. The revenues and proposed expenditures are listed in the tables below; all of the activities align with the priorities in the FY 2015-2020 Consolidated Plan. A more detailed description of revenues and expenditures is contained in the full plan that is attached.

The process for developing the Action Plan consisted of community meetings and two public hearings. Meetings were held with the Housing Advisory Committee of the Human Services Board, Planners from the Wake County towns and the Partnership to End Homelessness. The two public hearings were held at the Human Services Board meeting on January 26, 2017 and at the Board of Commissioners meeting on February 6, 2017.

Dr. West asked about the rise in housing pricing and about the amount of people that need affordable housing that cannot afford to purchase their own home. Ms. Fischbein spoke about a few programs that offer some low interest affordable housing loans such as Habitat for Humanity.

Ms. Fischbein then went through the process of putting the plan together and referred to the public hearing that was held at the January 2017 Wake County Human Services Board meeting

where public comments on the Annual Housing Action Plan were recorded. She then went through the process for public input. Starting next week there will be a 14 day public comment period starting on June 28<sup>th</sup> through July 12, 2017. The draft Plan will then go to the Board of Commissioners on July 17<sup>th</sup>, 2017 and once approved by the Commissioners it will then be sent to the U.S. Department of Housing and Urban Development by August 16, 2017. Ms. Petteway asked her to explain how public comments are obtained. Ms. Fischbein explained that they place public notices in three newspapers letting the public know that they can access the plan on the County website as well as pick up a copy from any of the three Regional centers, the Swinburne building and at the downtown office as well as copies at the South Wilmington St. center, Cornerstone center and at the Oak City Outreach center. The comments can be phoned in or sent by email or regular mail.

**Vice Chair Mr. Cottengim noted that the Board had received the Affordable Housing Action Plan in advance and had reviewed it. Mr. Cottengim then asked for a motion to endorse the Plan. Mayor Eagles motioned to endorse the Plan and Ms. Welsh seconded the motion. The Board endorsed the plan unanimously.**

#### **Board Committee Chairs' Reports**

- Social Services Committee – Ms. Welsh spoke about the joint Social Services and Public Health Committees and how there was significant information on transportation presented at their combined meeting that took place on June 2<sup>nd</sup>. She spoke about the presentation on the Wake County Transit Plan as well as the Wake Coordinated Transportation Service.
- Public Health Committee - Mr. John Myhre spoke about the presentation from Dr. Peter Morris at the June 15<sup>th</sup> Pubic Health Committee meeting and what an informative and inspirational report he gave. He also spoke about the Public Health Committee involvement in the Environmental Services Mosquito Management sub-committee.

#### **Human Services Directors Report**

Ms. Petteway thanked the Board of Commissioners and the Human Services Board for their level of support in the budget process. She then reported that the majority of Human Services requests were accepted and will be funded. Ms. Petteway will bring a list of specifics to the next Board meeting. She then applauded the County Manager on how he presented the needs of the County to the Board of Commissioners and what the needs will be in the future as well as what sort of policy level decisions they will need to make around tax increases and resourcing the work that the County does. She then encouraged them to look at the specific information that the County Manager had shared with the Board of Commissioners as it provides a lot of information that will allow them to see how the County is growing and how the Board of Commissioners will have to make some very critical decisions about when and how much they raise taxes and what they will or will not be able to fund. The more we can educate ourselves about this in advance the more you can help guide the Human Services agency in making our service level decisions because it is going to affect our service level decisions in addition to what happens at the Federal level. Ms. Petteway stated that she would speak more about this in the coming months.

Ms. Petteway stated that she would have Ms. Baker send out a link to the Board members that will take them to the information from the County Managers office.

Ms. Petteway then gave several other brief updates:

- Economic Services is making excellent progress on meeting timeliness benchmarks. It is up in the air about what may happen with the Affordable Care Act and this is what really impacts service delivery in the fall and winter months when the demand spikes. This can affect our ability to deliver services.
- Ms. Petteway then recognized Ms. Pedroza, Ms. Liz Scott, Ms. Linda Keely and Ms. Janny Flynt on the recent hiring events that they had held over two Saturdays. Ms. Pedroza spoke about the job fairs and informed the Board on how many people had attended and that there were 15 hires from the 1<sup>st</sup> event, and approximately 30 applications in the pipeline from the second. Ms. Petteway thanked them and spoke about how innovative and creative this group of leaders is in Economic Services. Mr. West asked if retention is a top priority and Ms. Petteway confirmed that it was. Ms. Petteway spoke about tools they are working on to increase retention and that they are looking at all factors including hiring the right people and competitive salaries. Ms. Raynor asked about hiring people in advance of openings so that they can be trained and mentored by experienced employees before they are needed for vacancies. Ms. Petteway spoke about the use of over hire positions so that individuals are trained in advance of the vacancy for quick filling of positions when vacancies arise.
- The WIC office in the West has an estimated operational date of October 1<sup>st</sup>
- Ms. Petteway reported that Child Welfare had 31 Foster youth graduate from the LINKS program. Ms. Keely also stated that over 50% of these graduates are going to a 2 or 4 year college.
- Ms. Petteway also mentioned that there are two committees at the Board of Commissioner level and she encouraged the Board members to attend one of these meetings so that they can hear what they are working on. She stated that she would ask Ms. Baker to send out the meeting schedule for these two committees. One is the Population Health Task Force and the other one is the Affordable Housing Task Force. Ms. Petteway stated that this would be a good experience to monitor what they are working on and see how it links to the work that the Human Services Board is doing.
- Mayor Eagles asked Ms. Petteway to speak about the funding that was approved for a Director position for the Western Regional Center. She confirmed that the funds were approved and stated we would likely begin recruiting for this position sometime in July.

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

(Presented by Dr. Joseph Threadcraft)

Dr. Threadcraft gave several brief updates to the Board:

- Dr. Threadcraft informed the group that the next meeting of the Integrated Mosquito Management sub-committee will be on July 6, 2017. He also thanked Dr. Caroline Loop and Dr. Sue Lynn Ledford for their work with this sub-committee.
- Dr. Threadcraft also gave a brief overview to show how active the Board members are with Environmental Services and Human Services. They are also involved in a subcommittee for Off-Site Easements, a subcommittee for Well Rules, and a

subcommittee for Well Interference Ordinance that will be forthcoming. In addition, in 2013 the Board helped establish a Contaminated Groundwater Program. This program has reached its capacity in terms of being able to provide services. They will engage a staff analysis that consists of stakeholders, Public Health Committee members and members from the Water Partnership.

- Dr. Threadcraft thanked the Human Services Board, the Board of Commissioners and the County Managers office for supporting and approving Environmental Services budget requests for FTE's.
- Dr. Threadcraft then updated the Board members on a situation that took place at a recent Board of Commissioners meeting concerning the safety of Animal Control Officers. A Wake County citizen attending the meeting filed a complaint against Animal Control and Dr. Threadcraft explained the situation and then read briefly from a letter that he had sent to the Board of Commissioners and the County Managers office explaining the situation with this individual. The situation began when there was a removal of his dog that was tethered to a tree with no shelter or water. The individual arrived at the animal shelter after business hours and assumed that he was being ignored as there were still staff members working inside. Over time there were several other complaints raised by this individual against Animal Control. Dr. Threadcraft then spoke about the gentleman's negative encounters with not only Animal Control but also with other County, City, and State agencies and he believes that the gentleman's actions show that he is unstable. The individual has also turned down offers of mental health assistance. Due to this situation there are measures being put in place for the staff: train staff on how to deal with people in a crisis, meet with GSA to discuss a closure device that can be lowered that would clearly indicate the location is closed to the public, wellness checks for individuals in crisis.
- Dr. Threadcraft reported that Mr. Andre Pierce is doing an excellent job managing the pool inspection program. Dr. Threadcraft then spoke about the pool inspection team made up of retirees that focus on year round pools as well as some of Mr. Michael Orbon's staff that are trained to complete pool inspections. They are working together as a team with Mr. Andre Pierce's group. Dr. Threadcraft also reported that Mr. Pierce has also issued signs that address the cryptosporidium outbreaks that are associated with sick individuals getting into pools and contaminating the water.

#### **Community Events:**

- Mr. Cottengim spoke about the Northern Wake Senior Center closing for one year. In this time the town of Wake Forest will double the size of the facility making it possibly the largest senior center in North Carolina. The WCHS Northern Regional Center is assisting with coordinating services and has even made a cubicle available for one of the Senior Center staff members to use.
- Mr. Cottengim spoke about being a member of the Mended Hearts program at WakeMed. He announced that Michael and Sons recently held a golf tournament with the proceeds going to the Mended Hearts program at WakeMed. There was \$21k raised by this event and it is going to be used for nursing scholarships for Wake Tech nursing students that choose cardiology as their field of study.

- Ms. Raynor, Mayor Eagles and Ms. Petteway participated in the kick-off event of the Summer Food Service Program. Ms. Raynor reported that it was successfully held at the Poe Center.

#### **ACTION ITEMS:**

- Ms. Debra Baker to send an email requesting feedback from the board members for Ms. Petteway's end of year review
- Ms. Debra Baker to send year end performance summary to Board members for Ms. Petteway
- Ms. Petteway to complete an updated PDQ for the Boards review
- Ms. Petteway will send a draft of the Top Ten Essentials service additions to the members so that they can add any other services that they may think of in the service description areas
- Ms. Young will edit the wording in the Public Health Fee Policy, section II.B.8, to make this paragraph more clear
- Ms. Pedroza to send Mayor Eagles information on the Energy Assistance Program so that he can advocate for extended time to spend funds and a lower income threshold that would take medical expenses into account
- Ms. Baker to send out information on Public Health Task Force and Affordable Housing Task Force meeting schedules

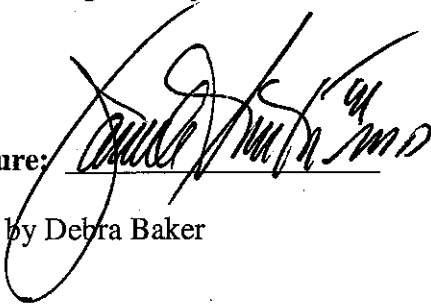
#### **Public Comment**

None

#### **Adjournment**

Vice Chair Mr. David Cottengim asked for a motion to adjourn, Ms. Raynor motioned and Mr. Myhre seconded. The meeting was adjourned at 9:52am.

Board Chair's Signature:



Date:

7/27/17

Respectfully submitted by Debra Baker

