

**Wake County Human Services Board
Meeting Minutes
August 24, 2017**

Board Members Present:

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

Staff Members Present:

Lisa Cauley
Dr. Sue Lynn Ledford
Debra Baker
Ken Murphy
Antonia Pedroza
Regina Petteway
Dr. Caroline Loop
Ginny Satterfield
Brian Gunter
Dr. Jennifer Federico
Michael Orbon

Guests Present:

Rebecca Duerre

Call to Order

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

Reflections

Chair Dr. James Smith presented reflections for Seth Wexler who was unable to attend meeting. Chair Dr. Smith spoke about events that have occurred in the Country over the past few weeks and then he spoke about tolerance being the key and that he hopes that everyone would be more tolerant. As a country we need to do our very best to be tolerant of others, accepting when we can and being respectfully assertive when we need to and that aggression has never served anyone.

Chairs Privilege

Chair Dr. Smith waived the Chairs privilege.

Approval of Minutes

Chair Dr. Smith asked for a motion to approve the meeting minutes from the July 27, 2017 meeting. Mr. John Myhre and Ms. Margaret Raynor noted two corrections that needed to be made. There was a motion to approve the minutes with these corrections. The motion was seconded and the minutes were unanimously approved with the noted changes.

Next Board Meeting – September, 2017

Dangerous Dog Appeal panel Recommendation [PH Accreditation Benchmark # 18.2, 34.2, 35.1b)

(Presented by Mr. Ken Murphy)

Mr. Murphy announced to the group that Mr. and Mrs. Bowman had notified him that they would not be able to make it to the meeting to argue their case at today's meeting. He then went on to review the events leading up to the Dangerous Dog designation of Buster and Bolt, two dogs owned by Mr. Glen Bowman and Mrs. Melissa Bowman. Mr. Murphy then briefly went over the State and County Dangerous Dog ordinances. Mr. Murphy pointed out the copy of the written decision and the record that was produced that had been previously sent out to all Board members for their review. A copy of the Board appeal panel's decision to uphold the Dangerous Dog designation was also included in this packet. He then explained that the owners had exercised their right to object to the appeal panel's recommendation to the full Human Services Board and had indicated they would present arguments at today's Board meeting. Mr. Murphy explained that per the Rules of Appeal it is the Board members duty to review and consider the written recommendation of the Board appeal panel and to consider the record that has been produced. After review of these materials the Board members should discuss as appropriate and determine if the appeal panel's recommendation in this matter should be affirmed, reversed or modified. They should decide if it was reasonable for the appeal panel to reach the decision that they did based on the evidence presented.

Ms. Margaret Raynor stated that based on the evidence that was presented that she was in agreement with the findings.

Chair Dr. Smith asked Mr. Murphy if dogs that are deemed as dangerous dogs are ever euthanized. Mr. Murphy explained that this was not a consequence for an initial determination for a dangerous dog however in certain circumstances where the owners fail to keep the dog under the conditions required for a dangerous dog it could be.

There were several minutes of discussion and the Board members agreed to uphold this designation.

Chair Dr. Smith asked for a motion to adopt the appeal panel's written decision designating the two dogs Buster and Bolt who are owned by Mr. Glen Bowman and Mrs. Melissa Bowman as dangerous dogs. Mr. McKinley Wooten motioned and Ms. Margaret Raynor seconded. The Board voted unanimously to adopt the recommendations of the appeal hearing panel.

Quarterly Consumer Experience Data Report

(Presented by Mr. Brian Gunter)

Mr. Gunter began by giving an overview of the FY 2017 4th Quarter data as well as some select annual data:

- **FY-2017** was the first full year of centralized complaint tracking and resolution by the Consumer Experience Management Team (CEMT)
- CEMT staff use MS SharePoint Complaint database to record, assign and track complaints
- Economic Self Sufficiency (ESS) staff use PRIME/On Base record system to update complaint cases
- ESS and CEMT jointly maintain a roster of ESS staff assigned to research and resolve customer issues
- Call Center is single largest referral source
- Second largest source is customer self-referral through telephone or online
- **5,419** Customers with complaints were served during FY-2017
- **5,278** Customers of Food Stamps or Medicaid
- **1,355** Average number of persons with complaints served per quarter
- ESS Director has funded three **(3)** temporary positions to assist with the processing of ESS complaints
- New positions generate new monthly customer experience data to ESS division

Mr. Gunter then spoke about the reduction in complaints of Food and Nutrition services so far this year but that there has been an increase of Medicaid complaints. The increase in Medicaid complaints are being contributed to issues in processing in the State systems NC Fast and NC Tracks at the provider level. Mr. Gunter state that they are currently working with the State on the Medicaid trend line issues.

Mr. Gunter wrapped up by speaking about the data that is provided to the Division is used to garner improvements at the team level, business operations level and sometimes at the agency level.

Chair Dr. Smith thanked Mr. Gunter for his presentation.

Annual Review of Board Operating Procedures GOV.BRD 100 [PH Accreditation Benchmark #34.1]

(Presented by Chair Dr. James Smith)

Chair Dr. Smith stated that the Board members had received a copy of the Board Operating Procedures in advance for their review. After general discussion on a few items Chair Dr. Smith asked if any Board members had any suggested changes. There were no changes or corrections.

Chair Dr. Smith asked for a motion to approve the current Board Operating Procedures. Ms. Margaret Raynor motioned and Mayor Frank Eagles seconded. The Board Operating Procedures were reviewed and approved unanimously with no changes.

Annual Review of Board Procedure 300 2.4: Rules of Appeal [PH Accreditation Benchmark #35.1a]

(Presented by Mr. Kenneth Murphy)

Chair Dr. Smith stated that the Board members had received a copy of the Rules of Appeal in advance for their review. Chair Dr. Smith then reviewed the previous changes from 2016. Chair Dr. Smith asked for any comments or changes on the current version that they had reviewed and there were none.

Chair Dr. Smith asked for a motion to approve the current Rules of Appeal. Mr. Ed Buchan motioned and Ms. Margaret Raynor seconded. The Rules of Appeal were reviewed and approved unanimously with no changes.

Annual Review of Board Policy 300 2.1: Consumer and Community Input [PH Accreditation Benchmark #38.3a]

(Presented by Chair Dr. James Smith)

Chair Dr. Smith stated that the Board members had received a copy of the Consumer and Community Input policy in advance for their review. Mr. John Myhre asked that a change be made to page 1, section II to read "The Board shall include a public comment period at each of its scheduled meetings of up to thirty (30) minutes for comments from the public in attendance." It was also noted that number 1 on Appendix A should also be changed to read "Each meeting shall include up to thirty (30) minutes for comments from the public in attendance, at a time indicated on the printed agenda."

Chair Dr. Smith asked for a motion to approve the Consumer and Community Input policy with the noted changes. Ms. Stephanie Treadway motioned and Mayor Frank Eagles seconded. The Consumer and Community Input policy was approved unanimously with the requested changes.

Board Committee Chairs' Reports

- Social Services Committee – Ms. Angie Welsh spoke about the Social Services Committee and their work on assisting with recruitment of foster parents. She also spoke about presenting a report at the joint Committee meeting in September as well as to the Human Services Board concerning their work on transportation advocacy.
- Public Health Committee - Mr. John Myhre spoke about the Environmental sub-committees and informed the group that there will be detailed updates provided during the joint Public Health/Social Services Committee meeting taking place in September.

Human Services Directors Report

(Presented by Ms. Petteway)

Ms. Petteway started out with notifying the Board members of the resignation of the Wake County Manager. Ms. Petteway then spoke about the request from the State for feedback pending Medicaid reform at the State level. She then asked Dr. Ledford to speak to the group. Dr. Ledford spoke about documents that had been distributed from the State and their request for feedback on the proposed design for transforming the state Medicaid and NC Health Choice programs to managed care and is encouraging input. Dr. Ledford then went over some of the highlights of the proposed design.

Chair Dr. Smith asked the members to give some thought to this and to email him their comments as soon as possible.

Ms. Fiorella then asked about the statement that they had discussed to send out to the immigrant communities concerning Public Health and access to it. Ms. Petteway asked Dr. Ledford and the Division Directors to respond to this inquiry. Dr. Ledford spoke about Public Health working with the media outlets and marketing department to get the word out and creating talking points for their staff.

Environmental Services Director's Report

(Presented by Dr. Caroline Loop and Mr. Michael Orbon)

Mr. Orbon started by thanking the Board members for their involvement in the subcommittees and gave a brief update on the status of these committees. He then spoke about the Wake County delegation that attended the One Water Summit and some of the things that were presented and discussed.

Dr. Caroline Loop then discussed inclusion in Environmental Services and their customer support staff that assists walk-ins and callers and that two employees are fluent in Spanish. There has also been an option added to their phone system for callers to choose an option for Spanish language assistance. Dr. Loop also thanked the Board for their support of staffing for Environmental Services and the growth that they are experiencing causing the need for more staffing. She then spoke about Francis Breedlove, a food and lodging inspections manager who is retiring after 43 years of service with Wake County Environmental Services.

Participation in Community Events:

- Chair Dr. Smith notified the group that September is Prostate Cancer awareness month.
- Ms. Fiorella Horna reported that the Healthy People Initiative is taking public comments and that people can go online to submit comments.
- Mr. Myhre reported that the Wake County Pharmacists are having a meeting to discuss preventing falls in the elderly.
- Mr. Myhre reported that he and Mr. McKinley Wooten attended a recent Child Fatality task force meeting where human trafficking was discussed.

- Mr. Wooten spoke about a group that has been created to map where all training around opioid abuse is taking place throughout the State. The purpose is to get a landscape of the training available.

ACTION ITEMS:

- Chair Dr. Smith asked the Board members to submit comments on the States proposed Medicaid changes to him no later than August 28th. Chair Dr. Smith will submit comments on behalf of the Human Services Board.
- Mayor Eagles asked that the Public Health Committee take action to discuss the requirement of swimming pools to undergo electrical inspections to ensure safety. Chair Dr. Smith stated that this could be placed on the Public Health Committee agenda for discussion.

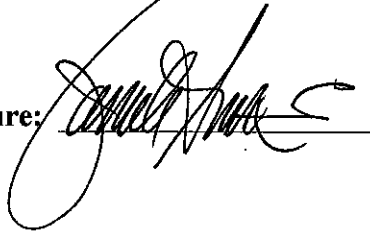
Public Comment

None

Adjournment

Chair Dr. Smith asked for a motion to adjourn. There was a motion and a second, the meeting adjourned at 9:55am.

Board Chair's Signature:



Date:

8/28/17

Respectfully submitted by Debra Baker