

**Wake County Human Services Board
Meeting Minutes
October 27th, 2022**

Board Members Present:

Lily Chen
Christine Kushner
Tonya Minggia
Ann Rollins
Dr. Kelcy Walker Pope
Commissioner James West
Dr. John Perry

Guests Present:

John Myhre

Staff Members Present:

Commissioner Vickie Adamson
Debra Baker
Nannette Bowler
Commissioner Maria Cervania
Sheila Donaldson
Duane Holder
Rebecca Kaufman
Annemarie Maiorano
Yolanda McInnis
Janny Mealor
Daisy Mills
Ken Murphy
Shanta Nowell
Antonia Pedroza
Dr. Joseph Threadcraft
Lechelle Wardell
Ross Yeager

Call to Order

Chair, Ms. Ann Rollins called the meeting to order at 7:45 A.M.

Next Board Meeting – November 17, 2022

Approval of Minutes

Chair, Ms. Ann Rollins, noted that there were only six Board members present which does not meet the quorum of eight members needed to complete Board actions. The August meeting minutes will be approved at the next meeting scheduled in November.

Treasurer's Report

(Presented by Chair, Ms. Ann Rollins)

In the absence of Treasurer Ms. Jananne O'Connell, Chair, Ms. Rollins noted that there was a \$700 deposit of Board member quarterly stipends bringing the balance of the Board fund to \$7,230.92.

Chair Rollins noted that the Board had not met a quorum and after brief conversation with the Health and Human Services Board Wake County attorney representative, Mr. Ken Murphy, it was determined that anything that needed a specific Board action could not be presented at today's meeting. Chair, Ms. Rollins asked that we start with Committee Chair updates and move forward in hopes additional members would arrive to meet a quorum.

Health and Human Services Board officer Elections

(Presented by Mr. Ken Murphy)

In the absence of a quorum the Board officer elections will take place at the next meeting scheduled in November.

Review of Applicants, Health and Human Services Board and Standing Committees

(Presented by Chair, Ms. Ann Rollins)

In the absence of a quorum the applicants will be reviewed and approved at the next Board meeting in November.

Annual Review of Wake County Health & Human Services Board Policy on Consumer and Community Input, Board Policy 300 2.4 (Accreditation Benchmark #37.2 and 38.3)

In the absence of a quorum the Board will review to approve or edit the policy at the next Board meeting scheduled in November.

Mayor Frank Eagles Community Service Award

(Presented by Mr. Ross Yeager)

Although the Board could not approve this motion due to the absence of a quorum, Mr. Yeager reviewed the award with those present and it was agreed that it would be moved to the November Board meeting for the Board to vote to approve. Mr. Yeager spoke about the start of this award and noted that recently it was the first anniversary of Mayor Frank Eagles' passing. He spoke about the years of service that Mayor Eagles had provided to his community and the county throughout his career. He spoke about the recent discussions on the best way to honor Mayor Eagles and they came up with this award. The idea is to present the award annually near the anniversary of his passing. Mr. Yeager reviewed the materials provided noting the legacy that Mayor Eagles had left and explained the importance of having this one award for the entirety of Wake County. Mr. Yeager then reviewed the eligibility and criteria for the award and discussed who would be on the selection committee. Chair Ms. Rollins noted that to keep this sustainable going forward it would be good to bring it under the Health and Human Services Board, and to have Mayor Eagle's family involved in the annual selection and presentation.

Commissioner Cervania asked if this would be better fit to be presented at a Board of Commissioners meeting instead of the Health and Human Services Board meeting due to the amount of people that would be present at those meetings. Commissioner West noted that, as being a close worker with Mayor Eagles over years past, the Health and Human Services Board would be a more appropriate home for this award. Deputy County Manager Mr. Duane Holder agreed that it would be appropriate for the Health and Human Services Board to present the award and then the winner would be recognized at the next Board of Commissioners meeting and those present agreed.

Chair Ms. Rollins noted that in the absence of a quorum they could not vote on this today but will move this to the November meeting for approval. It was also noted that since it could not be approved today that the first award will likely take place at the December Health and Human Services Board meeting.

Environmental Services Director's Update

(Presented by Dr. Joseph Threadcraft)

Dr. Joseph Threadcraft, Environmental Services Director, gave an update on several items:

- Dr. Threadcraft began by giving an overview of equity as it relates to water quality. They are working on an initiative in collaboration with the Housing Department, this an approved expansion request to facilitate the repairs of failing wells and septic systems for low to moderate income residents.
- They have received approval for a One Water phase one study. One Water means that all water Regardless of the source should be managed whether its wastewater, pool water, or ground water. We are in the midst of a comprehensive groundwater study that is being led by the US Geological Survey. Dr. Threadcraft noted that if you Google USCS/Wake County you can read the impressive aspects of the study they are engaged in. At the conclusion of these studies, they will collaborate with the local municipal water suppliers such as Raleigh and Cary. This collaboration will lead to the development of a 50-year water supply plan. Wake County by law is not required

to have one but the benefit of such a policy is that all residents regardless of where they live will have access to a clean supply of drinking water.

- Recently Evergreen Environment Group provided an update to the Board of Commissioners to promote changes to the local wastewater groups. This work originated through the Public Health committee and will ultimately be approved through the Health and Human Services Board. Phase one will focus on items such as innovative technology. Some commissioners have received multiple phone calls from developers that wanted to implement innovative technologies such as Panel Block. Panel Block provides a 50% reduction in land space that needs to be used for the septic system. Phase two, which will also come to the Board, focuses on an update of the definitions of rules and processes. The goal is to facilitate developers, customers, and builders to be able to do business with Wake County as expeditiously as possible.
- The Environmental Health and Safety group has a focus on standardization. The standardization process is being led by the US Food and Drug Administration. The part of emphasis for this is we want to achieve compliance with our food, lodging, and institutions through a department of education rather than inspection. We cannot inspect our way to excellence, but we can educate our way to it.
- Dr. Federico with Animal Services reminds Dr. Threadcraft routinely that they directly feel the effects of the economic downturn. The ability to foster and adopt animals is decreasing and owner surrenders are increasing. When this happens, the shelter is at capacity and where they would normally have one animal per enclosure so that they would have a clean side and a side to relieve themselves they are now having to put two animals in those enclosures because they are trying to reduce the euthanasia rate. In the absence of a recovery of the economy it is anticipated that this trend will continue for a while.

Health and Human Services Director's Update

(Presented by Ms. Nannette Bowler, Ms. Toni Pedroza, and Ms. Rebecca Kaufman)

- Ms. Rebecca Kaufman, Health Director for Health and Human Services,
 - Ms. Kaufman provided a brief update on Monkey Pox: To date there have been 104 cases in Wake County. We have administered 3,779 Monkey Pox vaccinees which include both first and second doses. We are currently scheduling same day appointments with no backlog of appointments. Of the 104 cases, 65% are black or African American so we are trying to get into those communities with the vaccine. At this point 65% of individuals that received the vaccine are white. We know there is a disparity here and we are working with LGBTQ community partners and other partners in the community to get information out. Black or African Americans have received 23% of vaccines administered by us but represent 68% of the cases in Wake County. We are trying different approaches to get the word out and have increased participation in community events to offer vaccines and spread the word. Commissioner Cervania asked if the HIV/STD team could assist or reach out on social media or dating apps. Ms. Kaufman noted that the HIV/STD team are the ones reaching out to the community and setting up community events.
 - Ms. Kaufman reported that the COVID-19 positive numbers are low, but also noted that the community is doing a lot more home testing, so we are really looking at wastewater numbers and hospital admissions as our guide. The county will likely stay in the green as people are not taking the PCR tests that are reported through the state.
 - Flu and RSV have started faster this year than in previous years. We are keeping an eye on all the respiratory viruses to make sure our hospitals do not become overwhelmed. We currently have a community and employee flu shot clinic in Sunnybrook on Tuesday's, from 1-5pm. She also suggested that everyone receive their COVID bivalent shot as well. Ms. Kaufman will ask that slides put together by Ms. Morgan Poole be sent to all for a recap. Commissioner Cervania asked about the flu and RSV numbers. Ms.

Kaufman noted it is hard to get a number as not everyone will test. Even pediatricians will diagnose based on symptoms and not always send for the lab work. We know that what we have in terms of lab reports is a lower number than how many cases are in the community. Young children and older adults are the most affected. Getting to your physician as soon as possible is ideal to treat symptoms.

- Ms. Antonia Pedroza, Deputy Director of Social Services for Health and Human Services,
 - Ms. Pedroza presented updates on Medicaid Transformation and Public Health Emergency (PHE). In Wake County, approximately 125,000 Medicaid recipients are enrolled in a Managed Care Plan, which is approximately 63% of the people who are currently enrolled in Medicaid. Wake County is in Region 4, and the plans include:
 - ✓ AmeriHealth Caritas North Carolina, Inc.
 - ✓ Blue Cross and Blue Shield of North Carolina
 - ✓ UnitedHealthcare of North Carolina, Inc.
 - ✓ WellCare of North Carolina, Inc.
 - ✓ Carolina Complete Health

North Carolina was supposed to launch the NC Medicaid Managed Care Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan on Dec. 1, 2022. The Tailored Plan is an integrated health plan for individuals with significant behavioral health needs and intellectual/developmental disabilities. While Tailored Plan enrollment began in August as scheduled, on September 29, 2022, the state sent an email explaining that NCDHHS would delay the implementation of the NC Medicaid Managed Care Behavioral Health and Intellectual/ Developmental Disabilities Tailored Plans (Tailored Plans) until April 1, 2023. Health and Human Services (Public Health and Social Services) will continue to coordinate with Alliance to address the mental and physical health needs of children in our care. WHHS Clinics and Public Health are contracted with all five health plans. Child Health, HIV, Prenatal are the participating Clinics under Managed Care while Maternal Child Health is the participating program from Public Health. We currently have 6,719 health clinic clients that are attributed to us. Ms. Nannette Bowler explained that we have 7,267 clients and only 6,719 under managed care while the rest are still under the fee for service which is now called Direct Medicaid. Commissioner West stated that in the past he had participated in a Medicaid Transformation session. He asked Ms. Pedroza if there was any cross communication or discussion between the five healthcare entities. Ms. Pedroza stated that as of today there is only one Medicaid enrollment broker in NC, and he happens to be stationed in Raleigh. This broker is the entity that assists all Medicaid clients in choosing their Medicaid plan. We have started to receive per member per month (PMPM) payments and claims data from health plans and have established data use agreements with the major hospital networks – REX, Duke, WakeMed, and UNC. We have also established relationships with all major plans to address customer service issues and have held Sunnybrook building lobby education and outreach events with all plans. Some of the challenges we face are that we self-attested Tier 3 Advanced Medical Home for all the Clinics and yet we are only Advanced Medical Home Tier 3 for Prenatal, HIV and Child Health Clinics. So, our attributed patients exceeded what these three clinics can handle – 50% of the attribution. We are currently working on strategies to address initiating the care of about 3,000 patients at the primary care level by engaging partners i.e., referrals to FQHC's in

Wake County, and restructuring our current provider panels to accommodate more new patient visits on schedule's that have capacity. WakeMed, our top referral destination for Pediatric and High-Risk Obstetrics and Gynecology, is still only contracted with 3 Health Plans. In addition to these challenges the Electronic Medical Record (EMR) and practice management systems will pose challenges in billing – remittance and claims, and some families may be confused by the information regarding Tailored Plans and delays which can increase calls.

- Ms. Pedroza then gave an update on the Public Health Emergency ending and the effects that will have. She noted that since it began in January 2020, the PHE prevented Medicaid beneficiaries from losing their health coverage, even if someone's eligibility changed. Eligibility recertifications were auto extended. Prior to the PHE, the average number of recertifications due each month was 7,500 but this average has increased to 12,000 per month. The typical recertification process can take up to 90 days. Once the PHE waiver ends, the NCGA has stated that counties will have one year to catch up. We do not know for certain when the PHE will end, (December is the latest projection) but as long as it lasts the recertifications will continue to be extended. NCDHHS will receive notice of the end of the PHE 60 days prior to the end date. Some strategies we are using to assist are working with Communications and our partners to help our clients understand that the PHE is ending and the impacts, providing information about other food insecurity programs: WIC, Local Food Banks, etc., as well as encouraging clients who are not eligible for Medicaid to apply for health insurance through the Health Insurance Marketplace. We are also encouraging clients to read all notices coming from NCDHHS and to call our offices for assistance in understanding these notices. Information flyers and posters have been posted in all lobbies in Spanish and English and we have ensured that our call center staff have updated information.

Committee Chairs Update

(Presented by Chair Ms. Ann Rollins and Commissioner James West)

- In her absence, Chair Ann Rollins read a written update from Dr. Mary Faye Whisler, Chair of the Public Health Committee.
 - The committee reviewed and approved the application of Mr. Irv Trust as a committee member for the Public Health Committee.
 - The STD Taskforce Update was provided by Ms. Yvonne Torres and Ms. Nikita Spears.
 - Dr. Caroline Loop provided an update on Environmental Services including announcements of animal clinics being held at the various Regional Centers in September, October, and November from 10 a.m. to 1 p.m.
 - Mr. Tony Johnston gave an update on Monkey Pox cases in Wake County, and a reminder that bivalent COVID boosters were available after Labor Day.
 - During the meeting Ms. Nannette Bowler, Department Director of Health and Human Services, congratulated and recognized Dr. Barbara Anne Hughes for the Mary C. Egan Award she received which will be presented on November 6, 2022, at a convention in Boston.
- In the absence of Dr. Jananne O'Connell, Chair of the Social Services Committee, Commissioner James West gave a brief update on the Social Services Committee. Foster care was discussed at the last meeting as well as an update from the workgroup on Aged Out Foster Care Youth.

- Chair Ms. Ann Rollins reminded members that the Regional Network report had been provided in today's meeting packet for the Regional Networks updates.
- **Public Comments**
None

In closing comments Chair Ms. Ann Rollins noted that the next Board meeting is scheduled for November 17th. November 17th is "The Great American SmokeOut Day". Commissioner Sig Hutchinson will be representing the Board of Commissioners at a press conference for an update on the Tobacco Policies. The press conference will be on November 17th at 9:00am at The Poe Center. It was discussed and decided that the November Board meeting will be held at the Poe Center and shortened to 7:30am-9:00am, at which time the Board members present can join the press conference.

Adjournment

The meeting was adjourned at 9:04 A.M.

Board Chair's Signature:



Date: 11/17/2022

Respectfully submitted by Ms. Debra Baker