



Wake County Health and Human Services Board Operating Procedures GOV.BRD 100

	Countywide or	X	Department: Health and Human Services	X	Division: Board
Supersedes: March 28, 2013 Operating Procedures				Original Effective Date: August 28, 2014	
Authority: Wake County, NC Code of Ordinances § 30.025 – 30.030; NC G.S. § 153A-77; NC G.S. § 130A-39, NCAC 10A 48B .1301					
Originating Department: Health and Human Services					
Document Classification: Public Non-Published (Unrestricted)					

- I. Purpose:** To establish operating procedures for the Wake County Health and Human Services Board in compliance with state law and county regulations, and to exercise the authorities and responsibilities granted in Sections 153A-77(d) and 130A-39 of the North Carolina General Statutes.

II. Procedure Statement

A. Name and Office

The name of this organization is the Wake County Health and Human Services Board (hereinafter "Board"). The principal office of the Board is located at 4401 Bland Road, Raleigh, NC 27609.

B. Board Membership and Terms of Service

The Board shall be composed of members appointed by the Wake County Board of Commissioners pursuant to NC General Statute 153A-77(d). The Board shall include one each of the following: psychologist, pharmacist, engineer, dentist, optometrist, veterinarian, social worker, registered nurse, psychiatrist, other physician, and County Commissioner. In addition to these positions, there will be 4 consumer representatives and 4 general public representatives for a total of 19 positions. Board seats have four-year staggered terms and members can be appointed for all or part of a four-year term. Board members must be Wake County residents. Board members may be appointed for a maximum of two consecutive terms; however members may continue to serve on the Board until a new member is appointed to fill their seat.

C. Officers

1. Chair

The Board members shall elect a Chair by majority vote each year at the October Board meeting.

Roles of the Chair:

- Serves as Presiding Officer
- Chairs the Board meetings
- Facilitates, directs, and achieves Board goals during meetings
- Facilitates Executive Committee's Agenda Setting
- Recommends Board members to serve on Sub-committees
- Calls special meetings. Can also cancel regular or special meeting
- Attends Sub-Committee meetings

2. Vice Chair

The Board members shall elect a Vice Chair by majority vote each year at the October Board meeting.

Roles of the Vice Chair

- Serves as Acting Chair in the absence of the Chair
- Serves on Executive Committee and Advocacy Committee
- Attends Sub-Committee meetings

3. Treasurer

The Board members shall elect a Treasurer by majority vote each year at the October Board meeting. The Treasurer has responsibility for managing the fund containing personal contributions by Board members for discretionary spending purposes. Board authorized disbursements from the fund will require the signatures of the Board Chair and the Board Treasurer.

4. Secretary

The Wake County Health and Human Services Director shall serve as Secretary to the Board, but is not a member of the Board.

D. Board Member Selection

1. Interested Wake County residents are invited to complete an application, which is available on the County website or may be requested from the Secretary's Executive Assistant, at any time. Applications may be completed on-line or sent to the Secretary's Executive Assistant.
2. When a seat on the Board becomes vacant, the Secretary's Executive Assistant will forward all applications on file to the Board Chair. The Board Chair will appoint an ad hoc group to solicit, review and discuss applications, and to make recommendations to the Board for applicants to be considered for appointment. At its discretion the Board may interview applicants. The Board will forward recommendations for Board member appointments to the Wake County Board of Commissioners.

E. Responsibilities of Board Members	
1.	Function effectively within the context of a Consolidated Human Services Agency, serving simultaneously as a Public Health and Social Services board member.
2.	Serve as a member of the Public Health Committee, Social Services Committee, or other Board Committee as appointed by the Board Chair. If a Board member serves on one or more of the Administrative Committees advisory to the Health and Human Services Department, the Board Chair, at his or her discretion, may elect not to appoint that member to a Board Committee.
3.	Serve as a member of a Hearing Panel when appointed by the Board Chair, as defined in Section G and in accordance with Board Procedure 300 2.0.
4.	Play an active role in helping to meet the Public Health and Social Services statutory functions.
5.	Participate fully in meeting discussions and decisions.
6.	Perform necessary reviews of documents and other important materials to be well prepared to provide sound advice and decision-making.
7.	Attend at least 75% of scheduled meetings.
8.	Identify any conflict of interest as defined by North Carolina law and withdraw from discussion of or voting on the issue with which there is a conflict.

F. Committees

The Board may establish committees as needed to carry out the Board's work. All committees are subject to the North Carolina open meetings laws and shall comply with the provisions of those laws.

- 1. Executive Committee.** The Executive Committee shall consist of the Board Chair, Board Vice Chair, Board Treasurer, Chair and Vice Chair of the Public Health Committee, and Chair and Vice Chair of the Social Services Committee. The Board Chair will also chair the Executive Committee. The Executive Committee will meet at the discretion of the Board Chair to assist in setting the agenda for Board meetings and to advise on issues related to Board responsibilities.
- 2. Standing Committees:** The Board shall have two standing committees: the Public Health Committee and the Social Services Committee.
 - a. General Functions of Standing Committees**
 - 1)** On issues over which the Board has authority, provide general oversight of Wake County's programs
 - a) Contribute to the development of administrative policies and plans
 - b) Monitor quality of operations and service delivery
 - c) Review and discuss budget
 - 2)** Make regular reports to the Board.
 - 3)** Make recommendations to the Board
 - a) Review information from County staff
 - b) Gather input on issues from community stakeholders
 - c) Appoint subcommittees as needed to review and develop recommendations regarding specific issues
 - d) Provide broad advocacy on relevant issues, promote community awareness and increase or garner political support.
 - 4)** Discuss and make recommendations on other advocacy, advisory and policy

development issues as delegated by the Board

b. Functions of Specific Standing Committees

1) Public Health Committee

- a) Review public health issues, and Wake County Health and Human Services Department and Environmental Services Department programs, to ensure the ten essential public health services in Section 4 of General Statute 130A-1.1(b) are available and accessible.
- b) Ensure the Board has information to assist with the goal to protect and promote public health
- c) Evaluate the need for adoption or amendment of local rules or ordinances related to public health and make recommendations to the Board
- d) Make recommendations to the Board on public health related fee schedules.

2) Social Services Committee

- a) Review social services issues and Wake County Health and Human Services Department programs;
- b) Advise the Board on policies and procedures that improve the social conditions of the community
- c) Ensure the Board has information to advocate for the appropriate provision of social services within Wake County.
- d) Evaluate program needs; develop and recommend action-oriented strategies to the Board.
- e) Recommend priorities for advocacy to the Board and engage the broader community in support of established social services priorities.

c. Membership of Standing Committees

1) Chair and Vice Chair

The Chair and Vice Chair of each standing Board committee shall be a member of the Health and Human Services Board and the Executive Committee. The Chair and Vice Chair are appointed to lead the Committee by the Board Chair for a term of two years, with no more than two consecutive terms in office. Each Committee Chair is responsible for reporting back the activities of the Committee to the Board, and works with the Board Chair to set the annual Board calendar. The Vice Chair is responsible for assisting with Chair responsibilities as needed.

2) Terms

Committee membership will be for four-year terms and members will generally serve for no more than two consecutive four-year terms, although they may serve longer at the discretion of the Board. Terms shall begin on January 1 although members may be appointed mid-term.

3) Board Members on Committees

Board members will be appointed to Committees by the Board Chair. The number

of Board Members serving on each Standing Committee at any given time is expected to vary between about six and nine, at the discretion of the Board Chair. Former Board members are eligible to apply for community representative membership on a committee at the conclusion of their term of service on the Board.

4) Community Representative Members

Each Standing Committee will have up to 10 community representative seats.

a) Qualifications

Each Board committee may include community representatives in any combination of organizational members that represent specific Wake County organizations related to the mission of the committee and do not need to reside in Wake County, and at-large members who shall be residents of Wake County. Community representative members shall reasonably reflect the mission of the committee and the population makeup of the county, and may include representation from the following categories as appropriate to the committee mission:

- (i) Private business
- (ii) Non-profit organizations
- (iii) Government organizations
- (iv) Educational organizations
- (v) Health and Human Services geographic service zones
- (vi) Persons who are consumers of health and human services or family members of consumers
- (vii) Persons who are professionals with qualifications in one of these categories: psychologist, pharmacist, engineer, dentist, optometrist, veterinarian, social worker, registered nurse, physician licensed to practice medicine in North Carolina, and psychiatrist licensed to practice medicine in North Carolina.

b) Selection

- (i) Community members are invited to complete an application which is available from the Secretary's Executive Assistant.
- (ii) Applications should be sent to the Secretary's Executive Assistant, who will forward applications to the Committee Chair and staff assigned to that committee.
- (iii) At any time there is a vacant seat on a Standing Committee, the Committee will review all applications on file, have the option to interview applicants, and at its discretion will recommend member appointments to the Board.
- (iv) The Board will make community member appointments.
- (v) The Committee Chair will ensure applicants are notified of consideration and/or appointment.

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- (vi) Members may resign at any time by notifying the Committee Chair in writing.
 - (vii) The Board may, at any time and for any reason, remove any community representative member from a Standing Committee.

5) Responsibilities of Committee Members:

- a) Attend the committee meetings;
- b) Read materials sent to them for review prior the scheduled meetings in preparation for active participation in discussions;
- c) Participate fully in meeting discussions and decisions;
- d) Identify any conflict of interest as defined by North Carolina law and withdraw from discussion of or voting on the issue with which there is a conflict.

6) Voting

In the event that any vote is taken at a Committee meeting, only Board members may vote. A member must abstain from voting in cases involving conflicts of interest as defined by North Carolina law.

3. Temporary Advisory Committees

The Board may establish Temporary Advisory Committees to address specific issues at any time. The Board Chair will appoint Board members to serve on a Temporary Advisory Committee. The Board may appoint, or may delegate the Board Chair to appoint, community members to serve on a Temporary Advisory Committee.

G. Staff Roles and Responsibilities

1. Wake County Health and Human Services Director

The Wake County Health and Human Services Director shall serve as Secretary to the Board, but is not a member of the Board. The Health and Human Services Director appoints the Executive Assistant to the Health and Human Services Board to fulfill the roles of the Secretary.

2. Executive Assistant to Health and Human Services Board

- Develops Board and Committees meeting agendas in accordance with Board calendar and Public Health Accreditation Benchmarks
- Prepares Board and Committees meeting reports and minutes
- Develops annual calendar of Board and Committees review and action items
- Assists County Attorney's Office in organizing Board appeal panel and full Board hearings in accordance with NC General Statutes
- Maintains and updates Board's protocols and procedures
- Works with Board's Advocacy Committee to develop advocacy priorities for Budget season and conducts research to support budget priorities
- Assists with Board's Officers Orientation and new members orientation
- Assists with organizing Board's annual Retreat and Legislative Event

- Manages the process of Board members appointments
- Manages the process of Board officers elections
- Manages the logistics of Board and Committee meetings
- Maintains Board's attendance records
- Manages Board's fund by maintaining record of Bank statements
- Performs other special projects as assigned by the Secretary to the Board

H. Hearing Panels

From time to time a Hearing Panel may be required to hear grievances related to a ruling of the Health and Human Services Director (or Delegate) regarding the interpretation and enforcement of State or Wake County health regulations, rules adopted by the Board, or the imposition of administrative penalties. The Board Chair will appoint three Board members to serve on a hearing panel, generally making appointments in alphabetical order, taking into account the disqualification procedures in Board Procedure 300 2.0 as may be amended. If a Board member is disqualified or for some other reason cannot serve, that Board member will remain in rotation to be on the next Hearing Panel.

I. Board Meetings

1. Meeting Schedule

The Board will hold meetings as required by GS153-A-77. A regular monthly meeting will be scheduled, unless cancelled by the Chair. The meeting location and time shall be advertised on the County's website and posted at least one week before the meeting.

2. Agenda

The Secretary to the Board shall prepare an agenda for each meeting in consultation with the Executive Committee. Any board member or person who wishes to place an item of business on the agenda shall submit a request to the Secretary by the first Monday of the month. For regular meetings, the Board may add items to the agenda or subtract items from the agenda by a majority vote. The Board has designated a period for public comment as a component of the regular agenda for every Board meeting (see Appendix B for public comment procedures). The agenda for a special or emergency meeting may be altered only if permitted by and in accordance with the North Carolina open meetings laws.

3. Presiding Officer

The Chair of the Board shall preside at Board meetings if he or she is present. If the Chair is absent, the Vice Chair shall preside in his place.

4. Quorum

A majority of the actual membership of the Board, excluding vacant seats, shall constitute a quorum--the minimum number of members present who may conduct business on behalf of the Board. A member who has withdrawn from a meeting without being excused by a majority vote of the remaining members shall be counted as present for purposes of determining whether or not a quorum is present. If a member must abstain from voting on a specific issue due to a conflict of interest, that member shall be counted as present

for purposes of determining whether or not a quorum is present.

5. Rule Making

The Board has the responsibility and authority of the local Board of Health to adopt rules, as necessary, to protect and promote the public health. The Board shall do so in compliance with conditions set out in NC General Statute 130A-39, by vote, at a regular meeting of the Board. The Board will adopt, amend, or repeal a rule only:

- a) After thorough consideration by the Public Health Committee and the Board of available data and analysis from county and/or other staff with expertise in the subject under consideration,
- b) After consultation with the Office of the County Attorney regarding the subject under consideration and regarding the authorities and responsibilities of the Board,
- c) After public notice of the proposed rule, its effective date, and where copies of the proposed rule are available, and
- d) After conducting a public hearing on the proposed version of the rule at a regular meeting of the Board.

6. Voting

While Board meetings are open meetings, only Board members may vote. A member must abstain from voting in cases involving conflicts of interest as defined by North Carolina law.

7. Minutes

Copies of the minutes shall be made available to each Board member before the next regular Board meeting. At each regular meeting, the Board shall review the minutes of the previous regular meeting as well as any special or emergency meetings that have occurred since the previous regular meeting, make any necessary revisions, and approve the minutes as originally drafted or as revised. The public may obtain copies of Board meeting minutes by request from the Secretary.

J. Committee Meetings

1. Meeting Schedule

A regular monthly meeting will be scheduled, unless cancelled by the Chair. The meeting location and time shall be advertised on the County's website and posted at least one week before the meeting.

2. Agenda

The staff to the Committee shall prepare an agenda for each meeting in consultation with the Chair. Any committee member or person who wishes to place an item of business on the agenda shall submit a request to the Chair. The Committee may add items to the agenda or subtract items from the agenda by a majority vote.

3. Presiding Officer

The Chair of the Committee shall preside at Committee meetings if he or she is present. If

the Chair is absent, the Vice Chair shall preside. If the Chair and Vice Chair are both absent, another member designated by a majority vote of members present at the meeting shall preside.

4. Quorum

A majority of the actual membership of the Committee, excluding vacant seats, shall constitute a quorum. A member who has withdrawn from a meeting without being excused by a majority vote of the remaining members shall be counted as present for purposes of determining whether or not a quorum is present. If a member must abstain from voting on a specific issue due to a conflict of interest, that member shall be counted as present for purposes of determining whether or not a quorum is present.

5. Voting

A member must abstain from voting in cases involving conflicts of interest as defined by North Carolina law and in such cases no vote is counted for the abstaining member.

6. Minutes

Copies of the minutes shall be made available to each Committee member before the next regular Committee meeting. At each regular meeting, the Committee shall review the minutes of the previous regular meeting as well as any special or emergency meetings that have occurred since the previous regular meeting, make any necessary revisions, and approve the minutes as originally drafted or as revised. The public may obtain copies of Committee meeting minutes by request from the Secretary to the Board.

K. Amendments to Operating Procedures

These operating procedures may be amended at any regular meeting or at any properly called special meeting that includes amendment of the operating procedures as one of the stated purposes of the meeting. A quorum must be present at the meeting at which amendments are discussed and approved, and any amendments must be approved by a majority of the members present at the meeting.

L. Other Procedural Matters

The Board shall refer to the current edition of Robert's Rules of Order Newly Revised (RONR) to answer procedural questions not addressed in this document, so long as the procedures prescribed in RONR do not conflict with North Carolina law.

M. Compliance with North Carolina Law

In conducting its business, the Board shall comply with all applicable North Carolina laws, including but not limited to open meetings laws, public records laws, and the laws setting forth the powers and duties of local boards of health. To assist the Board in compliance, the local health director shall maintain a current copy of relevant North Carolina General Statutes and make them available to Board members on request.

III. Definitions-None

IV. Applicability and Exceptions

These procedures apply to current members of the Wake County Health and Human Services Board

V. Procedure Responsibility and Management:

- A. Responsibility for the Procedure:** The WCHHS Board has responsibility for development and implementation of this procedure. Within the department, the responsibility is delegated to the HHS Director and the Executive Assistant to the Board.
- B. Procedure Management:** The WCHHS Board Chair, The County Attorney's Office and the WCHHS Director will review this procedure every 3 years from adoption or last revision date. The Executive Assistant to the Board shall make any necessary revisions in accordance with standard practice changes, statutes, or changes in the law. Any major procedure revision made shall be submitted to the Board at the time of revision for approval and adoption.
- C. Plan for communicating and training:** The Executive Assistant to the Board will communicate this procedure and any changes to the procedure to the Board.
- D. Contact Department/Division and number:** WCHHS Director (919) 212-7759 or the Executive Assistant to the Board (919) 212-7351

VI. Related Policies, Procedures, and Publications: GOV.BRD 300 Board Policy on Consumer and Community Input

VII. Appendices

Appendix A: Health and Human Services Board Structure Chart

Appendix B: Procedures for Public Comment for the Wake County Health and Human Services Board

VIII. Legal and Regulatory History

Reference Document	Reference Item	Description
Wake County, NC Code of Ordinances § 30.025 – 30.030		
NC G.S. § 153A-77		
NC G.S. § 130A-39		
NCAC 10A 48B .1301		

IX. Approval History

Approval Date	Version	Approver(s)	Role(s)
10/21/2021		Dr. John Perry (on behalf of the full Health and Human Services Board)	WCHHS Board Chair
12/15/2022		Ms. Ann Rollins (on behalf of the full Health and Human Services Board)	WCHHS Board Chair
10/26/2023		Ms. Ann Rollins (on behalf of the full Health and Human Services Board)	WCHHS Board Chair

X. Revision History:

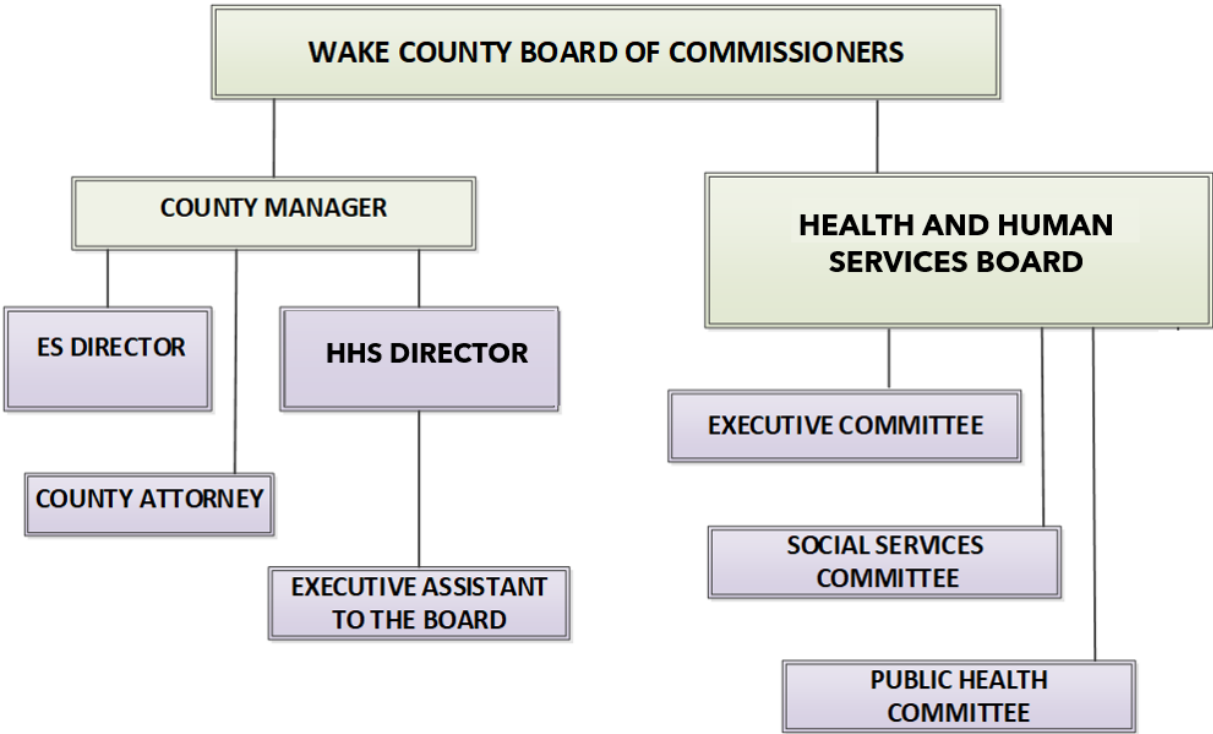
Effective Date	Section(s) Revised	Author
October 26, 2023	Updated header to ensure consistency with other Board policies and procedures. Corrected "Temporary Advisory Board" mention on page six to "Temporary Advisory Committee."	Brittany Hunt, Executive Assistant to the Health and Human Services Board
December 15, 2022	Updated sections still listing full "Health and Human Services Board" title to "Board" where applicable. Corrected II E's table to reflect corrected information and formatting issues.	Brittany Hunt, Executive Assistant to the Health and Human Services Board
October 21, 2021	Updated name of Board from "Human Services Board" to "Health and Human Services Board" in tandem with the name change of the Wake County Health and Human Services department. Added sections "Legal and Regulatory History," "Approval History" to be in line with submission needs of new policy/procedure management system PowerDMS.	Brittany Hunt, Executive Assistant to the Health and Human Services Board

October 22, 2020	Appendix B – Public Hearings #8 added to page 15 due to the ongoing impacts of the COVID-19 pandemic	Brittany Hunt, Executive Assistant to the Human Services Board
September 24, 2020	Appendix A (pg. 14) – Removed the Regional Networks Committee as a standing committee of the Human Services Board.	Brittany Hunt, Executive Assistant to the Human Services Board
August 22, 2019	Annual Review – No Revisions	Brittany Hunt, Executive Assistant to the Human Services Board

September 27, 2018	<p>Section IIC #3 – Changed the requirement for three signatures of the Board officers to two signatures needed to disburse funds from the Board Fund, the Board Chair and the Treasurer will sign all checks.</p> <p>Appendix A: Human Services Board Structure Chart – deleted current chart and replaced with updated chart. Deleted the Adjunctive Committees structure and added Regional Networks Committee to the Board standing committees structure.</p>	Debra Baker, Executive Assistant to the Human Services Board
August 24, 2017	Annual Review – No Revisions	Debra Baker, Executive Assistant to the HS Board.
September 22, 2016	<p>Section IIF #1 – Added role of Vice Chair to Public Health and Social Services Committee serving on Executive Committee</p> <p>Section IIF 2C #1 – Added role of Vice Chair of the Public Health Committee and Social Services Committee</p> <p>Appendix B #1 – Changed public comments time from thirty (30) minutes to “up to 30 minutes at the discretion of the Board Chair”</p> <p>Appendix B, Public Comment, #3 – Changed wording to reflect the Chair’s suggested comments to public speakers.</p> <p>Appendix B, Public Hearings, #8 – Changed wording to reflect the Chair’s suggested comments to public speakers.</p>	Regina Petteway, Director, Wake County Human Services

July 23, 2015	<p>Section IIB – Added “staggered terms” to Board Membership and Terms of Service.</p> <p>Section IIC # 1,2 – Added roles of Board Chair and Vice Chair</p> <p>Section IIF # 2 – Added roles of Standing Committee’s Chair</p> <p>Section IIG # 1 – Removed “Secretary” and added “Wake County Human Services Director”. Added language about HS Director appointing Executive Assistant to HS Board to fulfill the responsibilities of the role of the Secretary.</p> <p>Section IIG # 2 – Added “Executive Assistant to Human Services Board” and added roles of that position.</p>	Amina Shah, Executive Assistant to Human Services Board, Division of Administration, WCHS
March 26, 2015	Section H – Board Meetings: Added rule making procedures for Board of Health responsibilities	Brian Gunter, Division of Administration
August 28, 2014	Added updates approved by the WCHS Board (8/2014) including language addressing: new office of Treasurer, signature authority to expend Board funds.	Regina Petteway, WCHS Interim Director; Brian Gunter, Program Manager, Division of Administration
March 28, 2013	Entire Document Reviewed and Revised, per new board structure	Regina Petteway, Director, Division of Administration; Leila Goodwin, Vice Chair of the HS Board
December 15, 2012	Entire Document Reviewed. No changes.	Regina Petteway, Director, Division of Administration; Leila Goodwin, Vice Chair of the HS Board
December 15, 2011	Entire Document Reviewed and Revised	Regina Petteway, Director, Division of Administration; Leila Goodwin, Vice Chair of the HS Board
October 23, 2003	Original (By-Laws of Wake County Human Services and Environmental Services Board)	J. Tallis , QA Officer

Appendix A: Health and Human Services Board Structure Chart



Appendix B: Procedures for Public Comment and Public Hearings at Wake County Health and Human Services Board Meetings

PUBLIC COMMENT

1. Each regular Board meeting shall include a period for comments from the public in attendance, which may be up to thirty (30) minutes at the discretion of the Board Chair.
2. Members of the public who wish to speak during the Public Comment period should sign up at the beginning of the meeting on a “sign-up” sheet provided.
3. During the Public Comment period, the Chair shall first recognize persons, agencies or organizations that have requested the opportunity to speak by signing up. *The Chair should then address the persons, agencies or organizations and inform them that if they have come as a member of a group they may wish to select a representative to present the points they feel are important.*
4. When recognized by the Chair, a speaker should be asked to:
 - Stand
 - State his or her name and address
 - State the topic of the comments
5. Each speaker is limited to three (3) minutes for comments.
6. The Chair may recognize other speakers depending upon the time available. When the time allotted for public comment has expired, the Chair will recognize further speakers only upon a motion duly made and adopted.
7. The Board Chair and Health and Human Services Director will review the comments and follow up as appropriate.
8. In the event the Board meeting convenes virtually, the procedures outlined above should be followed to the best of the ability and discretion of the Board Chair.

PUBLIC HEARINGS

1. The Board shall conduct a Public Hearing before adopting or amending a public health or environmental health rule applying to Wake County, or for other purposes designated by the Board.
2. Public Hearings are separate from the regular public comment period during a WCHHS Board meeting.
3. Public Hearing items shall be designated as such in advance on the printed agendas for meetings of the Board.

4. Other required public notifications for Public Hearing items will reference the Public Hearing opportunity at the Board meeting as appropriate.
5. Members of the public who wish to speak during the Public Hearing should sign up at the beginning of the meeting on the “sign-up” sheet provided.
6. The Chair shall declare the opening of the Public Hearing at any time during consideration of the agenda item.
7. During the Public Hearing, the Chair shall first recognize persons, agencies or organizations that have requested the opportunity to speak by signing up.
8. When recognized by the Chair, a speaker should stand and state his or her name and address prior to being heard. *The Chair should then address the speaker and inform them that if they have come as a member of a group they may wish to select a representative to present the points they feel are important.*
9. Speakers shall be limited to a maximum of three minutes each.
10. The Chair may recognize other speakers depending upon the time available.
11. Once all speakers have been heard, the Public Hearing will be closed by the Chair, who will call for discussion by the Board.
12. The Board may or may not vote on a matter immediately after a Public Hearing.