Wake County Health and Human Services Board
Meeting Minutes
August 28th, 2025

Board Members Present:
Lily Chen
Maty Ferrer Hoppmann
Wanda Hunter
Christine Kushner
Trey McBrayer
Terry McTernan
Dr. Jananne O'Connell
Dr. Jim Peterson
Ann Rollins
Dr. Anita Sawhney
Irv Trust
Dr. Kelcy Walker Pope
Tamara Wilson

Guests Present:
Deidre McCullers

Staff Members Present:
Commissioner Vickie Adamson
Jennifer Brown
Sheila Donaldson
David Ellis
Sara Gisler
Barbara Gonzalez
Anika Hamilton
Kevin Harrell
Brittany Hunt
Rebecca Kaufman
Evan Kane
Jie Liu
Dr. Joel Lutterman
Jenelle Mayer
Modupe Omosaiye
Toni Pedroza
Melissa Pullen
Mike Ranck
Catherine Rivera
Jessica Sanders
James Smith
Yolanda Thacker
Lechelle Wardell
Rochelle Whitaker
Ashley Whittington
Stantavia Wright

The recording for the August 28th, 2025 Wake County Health and Human Services Board meeting encountered technical difficulties resulting in minutes that were unable to capture the discussions from Health and Human Services Board members. The technical difficulties have since been identified and resolved for future meetings.

Call to Order
Chair Ann Rollins called the meeting to order at 7:34 a.m.

Next Board Meeting – September 25th, 2025

Approval of Minutes
Chair Ann Rollins asked for a motion to approve the July 24th, 2025 Board meeting minutes. There was a motion by Mr. Irv Trust and Ms. Christine Kushner seconded. The minutes were unanimously approved.

Treasurer's Report
Mr. Terry McTernan, Treasurer, provided the Treasurer's Report. In July, the fund was reported as $10,167.95. Since that report, there had been an addition of $200 from donated stipends. Therefore, the fund was now at $10,367.95

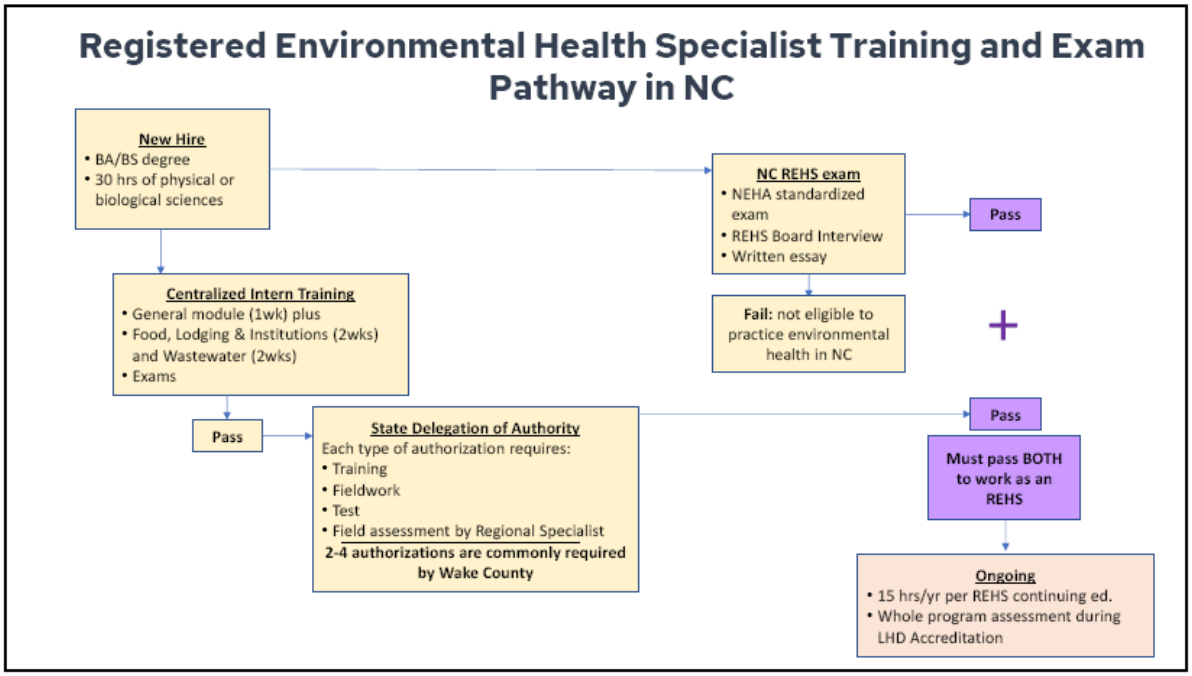
Environmental Health and Safety (EHS) Overview
(Presented by Ms. Jennifer Brown)
Ms. Jennifer Brown (Deputy Director of Public Health – Community Health) presented an overview of Environmental Health and Safety (EHS). The core functions of EHS are mandated through general statute (North Carolina General Statute or NCGS) and North Carolina Rules. They are delegated through consolidated agreement from the North Carolina Department of Health and Human Services (NCDHHS). For each regulated establishment type, the division conducts plan reviews and conducts routine sanitation inspections and surveillance as mandated by law. NCGS 130A-4(d). The frequency of inspections are established by NCGS 130A-249 and the North Carolina Administrative Code (NCAC) 10A NCAC 46.0213. Wake County operates on a hybrid model with regional staff for interpretation and guidance. There are Health and Human Services Board regulations (such as those for pools) and EHS is also heavily tied to local health department (LHD) accreditation.

A newsclip was then shared highlighting the Wake County restaurant inspection process (https://www.cbs17.com/news/local-news/wake-county-news/how-wake-county-makes-sure-your-favorite-restaurant-wont-make-you-sick/amp/).

Wake County is a national and statewide leader in EHS, advancing key initiatives such as the first adoption of the North Carolina Food Code in 2012. It is important for staff to provide excellent customer experience while enforcing regulations and supporting customer compliance. Their role both promotes and protects public health.

Plan Review, as a part of EHS, focuses on providing accurate and timely plan reviews. Staff review plans prior to permitting to meet consumer expectations that facilities are built to reduce risks, temporary events (State Fair), and seasonal pool permitting. Digital plans can expedite the review process which is much appreciated by builders and developers. However, complexity only increases with economic growth and development. Wake County partners with municipalities and other agencies to increase efficiency and support those customers. There is upfront customer support as well as open-door sessions with consultant staff and an internal quality assurance program.

Once a facility is permitted, it then transitions to Food Lodging and Institution (FLI) and Food Lodging and Specialty (FLS) sections. These two sections combined comprise two thirds of the entire EHS program. They conduct all routine sanitation and surveillance inspections, complaint investigations, educational visits, and consultative visits. This is in addition to knowing rules and being able to successfully regulate 37 types of facilities. These facilities can range from childcare facilities to summer camps to long-term care facilities or restaurants to tattoo parlors. Staff are required by the State to perform over 14,000 inspections annually. This does not include the additional 1,300 pools that are completed with On-site Water Protection staff. Consistency is critical with investigators and ensured through QA training as well as standardization. Standardization is another way to promote consistency and focus on risk factors and comprehensive assessment. This model build trust instead of forcing staff to be "food police." Instead, they are partners in the community.



The above image outlines the training and exam pathway for Registered Environmental Health Specialists (REHS) in North Carolina. REHSs are authorized by the State and employed by each health department in North Carolina to conduct State-mandated work. They are highly trained, many having masters degrees. Because the training investment in each staff member is significant, Wake County implemented a career ladder for REHSs in 2022 to both improve retention as well as recognize their tireless work.

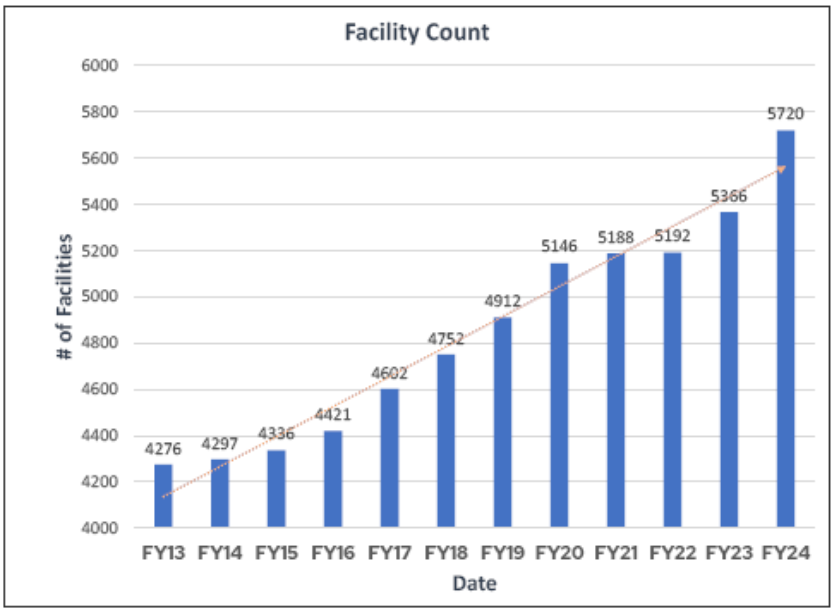
What matters to the public is that there are knowledgeable, accessible, and trusted agents that are responsive to community health issues. Feedback from the community can be a first indicator of a larger community issue such as outbreaks. To further enhance the quality of EHS, the division enrolled in the United States Food and Drug Administration (FDA) Voluntary National Retail Program Standards in 2008 (see below). The programs provide education and guidance with the goal of reducing the prevalence of Centers for Disease Control and Prevention (CDC) Foodborne Illness Risk Factors and other health risks. This also secures grant funding to provide resources to facilities. Wake County's active participation in the FDA Voluntary National Retail Program Standards has served as a key driver to the division's success at supporting the restaurant industry to protect public health.

Risk Factors in Compliance	2010 Avg	2015 Avg	2020 Avg
Food Source	95%	96%	98%
Inadequate Cooking	91%	94%	95%
Improper Holding	57%	65%	75%
Contamination	87%	88%	86%
Personal Hygiene (*12a and 14a compared)	82%	90%	92%
Other Items of Interest:			
Certified Food Protection Manager Present	42%	72%	64%
Employee Health Policy (17a only)	10%	17%	66%
Food Allergy Awareness	-	-	18%

There is very little cost recovery for services in lead and FLI/FLS. No user fees exist in lead and there are very few for FLI/FLS. Plan Review has 50% cost recovery (pools, plan reviews, etc.) because some fees are paid to NCDHHS.

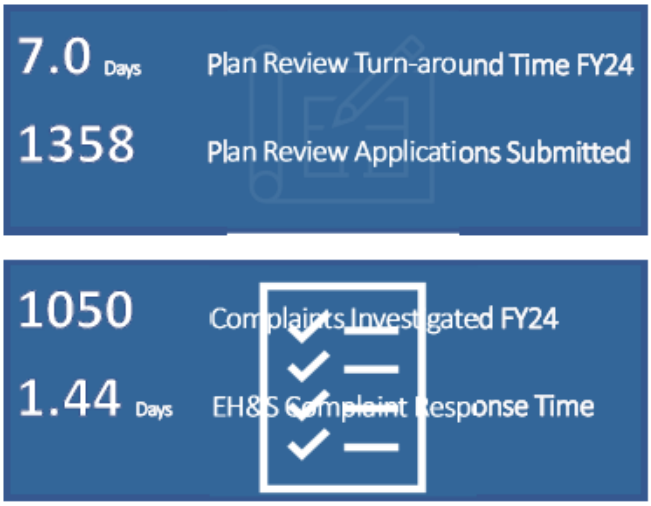
Next, Ms. Brown reviewed the Childhood Lead Poisoning Prevention Program (CLPPP). The FLS section, through CLPPP, conducts lead investigations of schools, childcare facilities, and private homes in response to reported elevated blood lead levels in children or pregnant people, or lead hazards identified through water testing. Once hazards are identified, FLS Lead Program staff work with the home or business owners to remediate or maintain the affected properties. There is no cost for CLPPP and the division is managed with one full-time equivalent (FTE) position – unique to the LHDs. CLPPP is supported through grants as well as American Rescue Plan Act (ARPA) funds. Legislative changes made federal funding available for the remediation of lead hazards.

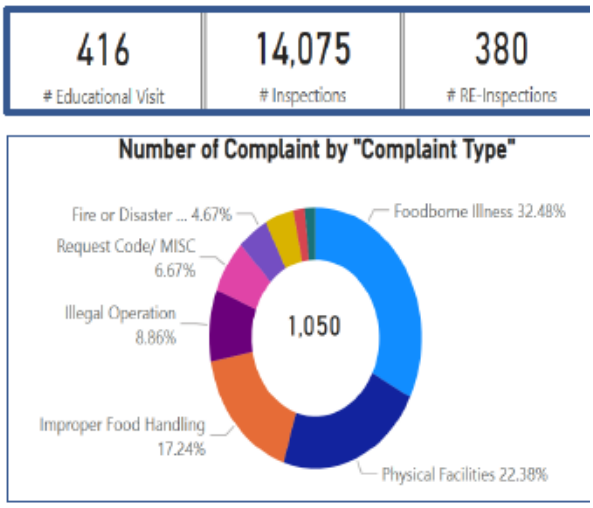
Below is a chart of the facility count growth. The number of regulated facilities in Wake County continues to grow and did so even during the recession of 2008 as well as the instability of the COVID-19 pandemic. There are currently 5,720 facilities and 1,396 pools for 6,902 combined.



With growth comes innovation, complex cuisines, ghost kitchens, and partners with the North Carolina Restaurant and Lodging Association (NCRLA). Over the years there has been an average of 3% growth in facilities annually. This is anticipated to reach 5% in the near future. Over 14,000 inspections per year are required. The goal is 100%, but this is not being met due to growth and staffing. The County adds nearly 600 inspections per year to their coverage mandate.

Below are statistics from fiscal year (FY) 2024. Illegal vendors, notably, are seeing an increase in volume and complexity due to social media. From FY 2023 to 2024, there was a 5% increase in Plan Review applications (1,292 to 1,358).





Like other Public Health programs, EHS is required to be nimble in response to legislative changes. There are several examples of this in recent years, the most recent being body piercing legislation. EHS embraces partnerships, especially with the following entities:

- Wake County Health and Human Services Board
- Academia
- Planning Development and Inspections
- Municipalities
- Industry Partners
- Wake County Departments
- Media

Ms. Brown requested the following of the Board members as ongoing support to EHS:

- Recommend and advocate for frameworks and best practices for public health regulations, ensuring alignment with national standards
- Identify public health priorities and shape local regulations accordingly
- Identify valuable community partners
- Support recruitment and retention of qualified health professionals

Additional information on EHS could be found at www.wake.gov/environmentalhealth. Ms. Brown announced during the meeting that Mr. James Smith would be stepping into the role of Environmental Health and Safety Director.

Wastewater Overview
(Presented by Mr. Justin Milstein)
Mr. Justin Milstein (Environmental Health Program Manager – On-Site Wastewater) gave an overview of the Wastewater Permitting and Programs in Public Health. He began with wastewater governance. Wake County operates under the "Regulations Governing Wastewater Treatment and Dispersal Systems" that are adopted by the Wake County Health and Human Services Board. These rules were last amended in 2021, and staff are currently working on draft amendments to these rules. The local regulations adopt Statewide wastewater regulations commonly known as the 18E rules, by reference. The 18E rules became effective January 1st, 2024 and have undergone significant changes through legislation since their passing. Staff currently work off a "draft" set of the rules which incorporate these various changes made through

legislation. Local wastewater regulations allow staff to enforce standards that are stricter than the minimum requirements established by the North Carolina Department of Health and Human Services (NCDHHS). Currently, there are only two counties with local wastewater regulations – Wake County and Orange County.

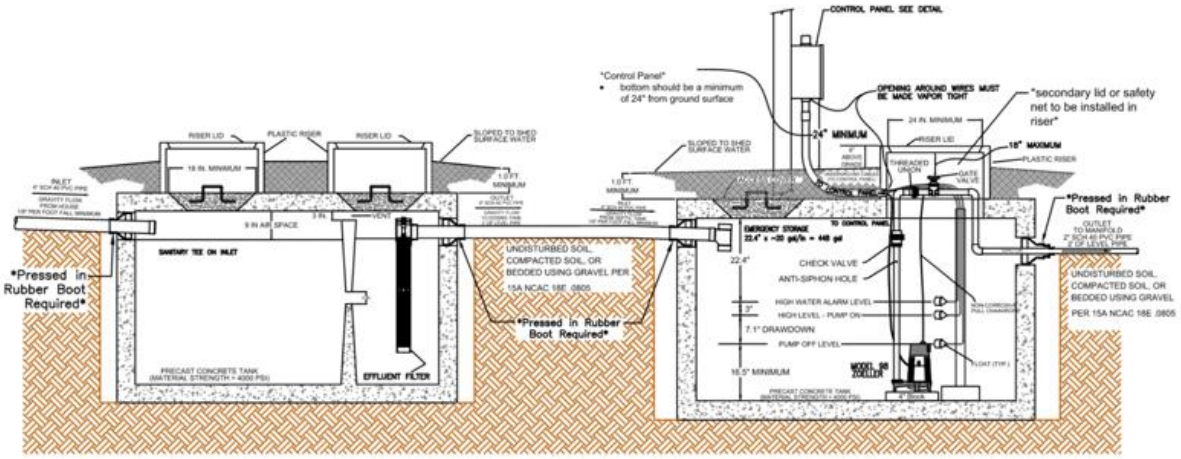
There are three permit actions that are appealable in wastewater laws/regulations: permit denial, suspension, or revocation. Since staff operate under local regulations, their appeals are heard by the Wake County Health and Human Services Board rather than the Office of Administration Hearing (OAH). All of these actions require staff to provide a copy of the Board Rules of Appeal to an applicant which details an applicant's right to an appeal. The members of the Board sit on the panel that hear these appeals. It is important to remember that wastewater permitting is a regulatory function, so staff are required to issue or deny a permit/approval upon receipt of an application. Staff are not allowed to provide consultative services. It is the responsibility of the panel members and the Board to determine if staff interpreted the regulations correctly that resulted in a permit action. These State and local rules are to protect public and environmental health and to prevent public health nuisances and imminent health hazards.

Next was a review of septic systems, why they are used, and the primary components making up the systems. Statewide, approximately 50% of the state utilizes septic systems as their wastewater collection and treatment system. This percentage is much lower in Wake County (roughly 17% if looking at a population project of 1,232 million residents in 2024), but the county still has a fair number of residents that are served by septic systems. In Wake County, there are approximately 80,000 septic systems in use which serve approximately 200,000 residents.

A septic system is an "on-site" way of collecting, treating, and disposing of wastewater when a centralized sewage system is not available. Septic systems safely treat and dispose of wastewater produced in a home or business. Wastewater contains disease-causing germs and pollutants that must be treated to protect public and environmental health. Septic systems are a permanent solution to wastewater treatment and disposal. There, they must be properly used, operated, and maintained by the homeowner to assure the long-term performance of these systems.

Above is an image of a septic tank in the forefront and a pump tank located behind the septic tank. A septic tank is the initial phase of treatment and its most important role is to allow for solids to settle out and move their way through the tank. The pump tank in the background of the photo is used when the drainfield sits higher in elevation than the tanks or the house plumbing sit. It is recommended to pump out tanks every four to five years depending on usage. Below is an image of a much more complex system, which uses a septic tank, pump tank, recirculation tank, and a pretreatment device off to the left.

Tanks – How do they work?



The following outlines the concepts of the internals of the tanks:

- Septic Tank: Baffle wall – importance of setting solids
- Pump Tank: Float system that operates the pump
- Sanitary Tee and Effluent Filter (located at the outlet end of the septic tank): A septic tank has stratified layers within the tank. Solids settle to the bottom, then at the surface of the water there is a "scum layer," which is where all of the grease and unsettled solids float on top. The middle section is the liquid part of waste, the effluent, which is the only part staff want going to the drainfield. The sanitary tee and effluent filter prevents the solids from getting to and clogging the drainfield. A clogged filter or sanitary tee is probably one of the most frequent maintenance issues seen statewide and also one of the easiest to correct with ongoing maintenance

There are many different types of drainfields. The type of drainfield utilized is determined by several factors, including usable soil depth and available space on the property. The photo below shows a conventional gravel trench wastewater system, comprised of a specified grade of rock and corrugated pipe. This is the foundation for what all of the County's current system sizing is based around.

Next were examples of the two most commonly used drainfield products used throughout the state. These systems are considered accepted systems, which can be used in lieu of a gravel system without additional permitting and offer a 25% reduction in drainfield size compared to a conventional gravel system without additional permitting and offer a 25% reduction in drainfield size compared to a conventional gravel system. The photo below is a plastic chamber, which is essentially a half dome piece of plastic with vents on the side. These chambers snap together and make up the drainfield lines.

The next photo depicts EZ Flow, which is most commonly used in Wake County. EZ Flow consists of three bundles of packing peanuts individually wrapped in a plastic mesh. The middle bundles have corrugated pipe with holes to allow the effluent to disperse into the soil.

The image below shows an example of a horizontal prefabricated permeable block panel system, commonly referred to as a T&J Panel system. This system receives a 50% reduction in drainfield size compared to a gravel system, so it is frequently used on smaller lots or as a strategy to free up space for lot amenities.

The photo below shows an example of a vertical prefabricated permeable block panel system. These systems have different orientations based on the total usable soil depth.

The photo below shows an example of a low pressure pipe (LPP) system.

The photo below shows an example of a drip system, which can be used in soils with shallow, unsuitable soil conditions. Both the drip system and LPP system use a pump to pressurize the system, which allows for equal distribution along the lines, rather than allowing gravity to distribute the effluent down the drainlines. These systems are also great options in oddly shaped soil areas.

Next, Mr. Milstein reviewed site and soil evaluations. Out of the system components that make up the septic system, the most important part is the soil. The soil provides the aerobic treatment of the wastewater and allows for dispersal of the treated effluent.

Wastewater staff perform site and soil evaluation, which evaluates the soil physical and chemical properties to a depth of 48", as well as site and landscape features to determine the size, type and location of the septic system.

The site and soil evaluation replaced the "Perc Test" based on advancements in knowledge in the field of soil science and wastewater treatment. The perc test was extremely difficult to replicate, could be cheated and varied based on time of the year (seasonality) and the tester. The perc test was replaced by the site and soil evaluation in most counties by 1979, some counties continued the practice or a combination of the two, with Guilford County being the last county to allow the perc test up to 1989.

The goals of site and soil evaluation include determining soil suitability, pairing the system with the site, gauging long-term success of the system, and assigning a long-term acceptance rate (LTAR). LTAR means the rate of effluent absorption by the soil, existing fill, or saprolite in a wastewater system after long-term use. The LTAR, in units of gallons per day (gpd)/ft2, is assigned based upon soil textural class, structure, consistence, depth, percent coarse rock, landscape position, topography, and system type, and is used to determined the dispersal field sizing requirements.

Wastewater Math – How to size a system

- **Design Daily Flow Rates – Residential**
  - **120** gallons per day (GPD) per bedroom or **60** gallons per person

- **Example: 4-Bedroom Home**

  # of bedrooms (4) * 120 GPD/BR = 480 GPD

  480 GPD / LTAR (0.3 GPD/ft^2) = 1,600 ft^2

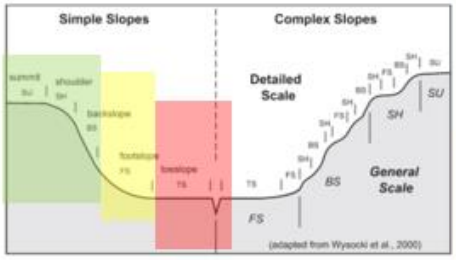
  1,600 ft^2 / trench width (3 ft) = 533.33 linear feet (Gravel)

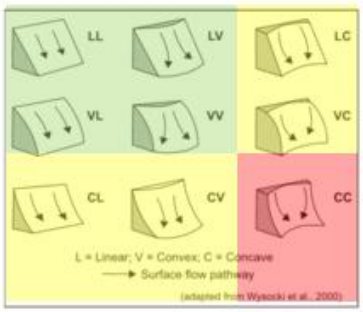
  533.33 linear feet * 0.75 = 400 linear feet (Accepted)

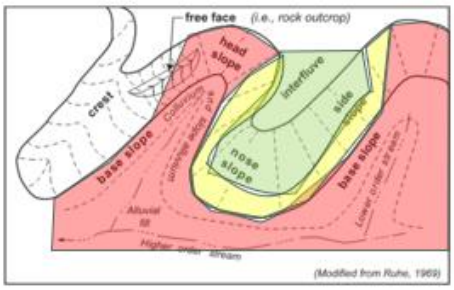
Staff have two methods of completing a soil evaluation for a specific site. The most commonly used is a hand turned soil auger (pictured below). An auger allows an evaluator to manually dig a hole to 48".

The second method (pictured below) is with backhoe pits. Backhoe pits give a much better evaluation of the soil, since you get to view it in a much larger window and it is relatively undisturbed once the sidewalls are picked away compared to the auger evaluation. It is important to note that staff can only request backhoe pits under specific situations by rule (examples are evaluation of saprolite or evaluation of compaction), but sometimes we utilize this method to expedite permitting for larger subdivisions with coordination of a private licensed soil scientist.

Evaluating topography and landscape position can be a challenging concept as it forces one to look at surroundings to understand how water is going to move not only on a particular site but also onto the lot being evaluated from other places. The diagrams below illustrate the concepts used to match in the field. Staff are looking for landscapes that will shed water and not allow for concentrated flow.







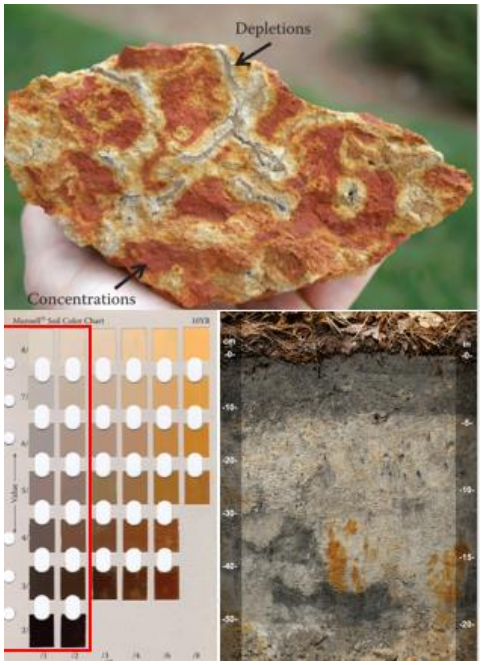
The following two images show contrasting landscape positions which result in significantly different soils. The top photo is an idyllic and ideal gently rolling landscape which encourages water to move. The bottom photo depicts a toe or foot slope landscape position, which allows for water to collect and sit around. These landscape positions drive and influence soil physical and chemical properties.

Soil morphology is the study of the physical characteristic of the soil, including texture, structure and mineralogy to name a few.

Soil texture refers to the proportion of sand, silt and clay that makes up the soil, which are dictated by their particle sizes. Sand feels gritty, silt feels smooth or silky, like flour and clay feels sticky when wet or hard when dry. Soil texture gives soils its microporosity. Soil textures are arranged into Groups I-IV, which provides the framework for how we assign long-term acceptance rates for wastewater design and sizing.

Soil structure refers to how individual soil particles are arranged and clumped together into aggregates. Soil structure gives soils its macroporosity and influences water movement through pores.

Clay mineralogy is the study of the properties, composition, and structures of clay minerals. Certain clays shrink or swell when water is introduced, which shuts off soil pores. This influences the soil's ability to accept additional water.



Soil wetness conditions are determined by field observations of colors with chroma 2 or less using the Munsell Soil Color Book (.0504). These gray colors are developed over extended periods of saturation in the soil throughout the wet season each year (generally about 21 consecutive days of saturation in NC

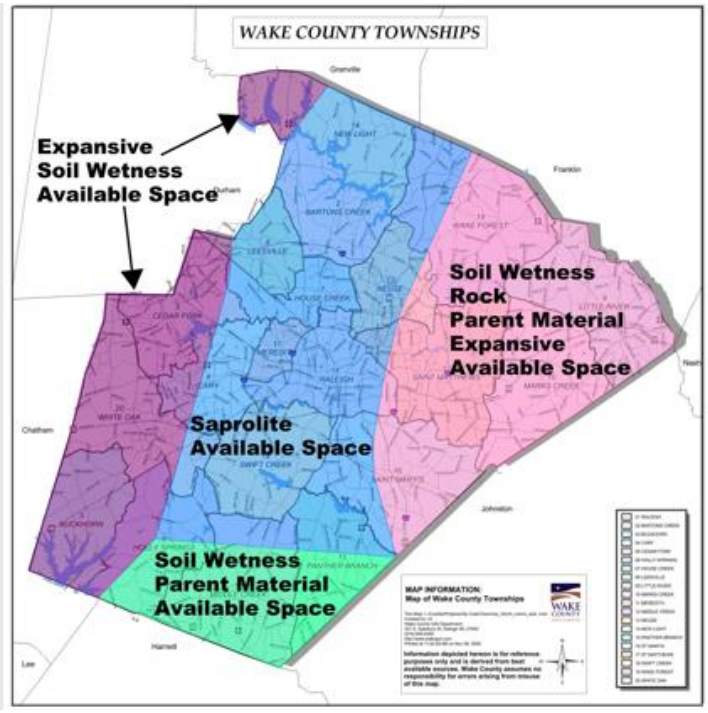
climate). Prolonged saturation prevents air from flowing through the soil, causing oxygen to be depleted and resulting in anaerobic conditions. These anaerobic conditions strip the soil particles of the iron oxides that give the soil its reddish color, leaving a reduced gray color.

There are many factors that affect the duration in which soils remain saturated. Precipitation events and surface water runoff from higher elevations increase the amount of water that infiltrates into the soil. If the water accumulates in the soil faster than it can be drained, the soil becomes saturated. The rate at which soil drains is dependent on various soil characteristics and landscape position. Certain soil characteristics such as increased clay content and weak structure hold onto the water for longer periods of time. Low-lying areas in the landscape generally accumulate higher amounts of surface water runoff from higher elevations. Additionally, there is limited landscape further downhill for the water to drain, causing the water to accumulate.

In soils, oxidation-reduction (redox) reactions occur in a sequential order dictated by microbial respiration and the availability of electron acceptors as oxygen is depleted. This order typically starts with aerobic respiration (oxygen), followed by nitrate reduction (denitrification), then manganese reduction, iron reduction, sulfate reduction, and finally methanogenesis (CO2 reduction), as conditions become increasingly anaerobic.

Soil depth is the depth of the soil to rock, saprolite or parent material. Parent material is the unconsolidated, often weathered, mineral or organic matter which soil develops from. This is the interface between rock and soil. Saprolite is a type of parent material, which under certain conditions can be used for wastewater treatment.

Available space is perhaps the most difficult concept within the rules to understand because it is not enough for there to be suitable soils on a particular lot. One soil boring does not make an area, so staff must have a large enough area to support the number of bedrooms requested by the applicant, based on the system type selected. It must also meet all appliable setbacks. The image below is a very generalized map of the most common soil limiting factors encountered in Wake County.



There are currently three different options available for septic permitting – Traditional, Private Option and Hybrid permitting. The applicant chooses the option that best suits their development goals and needs. Each application is reviewed Wastewater Administration (WWA) staff. Assistance with site plan and application preparation is available.

The wastewater permitting programs are responsible for completing field permitting and inspection activities to respond to residential and commercial applications for New Construction, Expansions to existing septic systems, reconnection to existing septic systems, additions to structures, as well as accessory structure permitting (pools, decks, sheds, etc.).

One piece of equipment used in these efforts is a ground penetrating radar (GPR). This device allows staff to locate septic system components using radio waves under the ground surface. The GPR is an important tool since it allows staff to locate system components with a higher level of confidence than with a manual tile probe. This makes verifying setbacks and expanding existing infrastructure much easier and with a lower risk of injury.

These teams are also responsible for issuance of new construction well permits, since these staff are already deployed in the field to conduct the site and soil evaluation, this limits the amount of trips across all programs for permit issuance.

The O&M program has staff responsible for conducting state mandated operation and maintenance inspections. Wake County has approximately 12,000 septic systems requiring inspections. All of these systems are not required to be inspected every year and the 18E rules specify the inspection frequency of these systems depending on their type.

Ninety percent (90%) of these systems are type IIIB systems, which mean they have a single effluent pump. These systems are required to be inspected every five years. The remaining 10% of systems are type IV, V or VI systems that require inspection at different frequencies per state rule.

After an O&M inspection, homeowners receive an inspection report, notifying them if their septic systems are functioning properly or need maintenance. Continued maintenance helps these systems maintain their efficiency and life expectancy. These inspections make homeowners aware of any issues with their systems at the early stage. This ideally helps them resolve issues in a timely manner, which can proactively prevent system malfunction and protect public health.

- Type III (b) – 1x every 5 years - 866 (~26%)
- Type IV – 1x every 3 years - 570 (33%)
- Type V – 1x per year – 120 (100%)
- Type VI – 2x per year – 3 (100%)

The next major program is the Repair Program, which responds to citizen complaint requests for malfunctioning septic systems in Wake County, issues necessary repair permits to correct malfunctioning septic systems and generally takes lead on imminent health hazards related to septic systems.

To date in fiscal year (FY) 2025, a total of 412 requests for complaint investigations have been received. Of those 412, 332 were escalated and needed maintenance or issuance of a repair permit.

This group also conducts final system inspections once the repair system components are installed by a certified septic installer.

Wastewater has made some major investments in technology, purchase of ground penetrating radars,

creation of the Soil Boring Mapping Application (similar to iMaps) and the purchase of GPS units for permitting staff (FY24).

The soil boring app is an ArcGIS online mapping application that allow wastewater staff to remotely and digitally collect and catalog soil and site evaluation information necessary for septic permitting. This application paired with the EOS Arrow 100 GPS units allow staff to accurately collect the information and create professional maps, site plans and as-builts for our customers. This methodology replaces the need to manually hand write and measure each data point collected in the field using a 300' tape measure. This is an ongoing collaborative project between Wake County IS Department and the Onsite Water Protection Division.

In the future, staff plan to create a public facing application for Wake County residents to use. Residents will be able to see as-built information of septic components (drainlines, tanks, etc.) collected by staff. This information will allow residents to better plan for their home and lot improvement projects, when served by septic systems.

Wastewater has worked to find sources and obtain funding that can provide financial assistance for septic system and well repairs. From 2023 to 2025 staff piloted a program with American Rescue Plan Act (ARPA) funds, which successfully provided funds to 25 well and septic repairs in Wake County. Those septic repairs averaged $10,000 dollars.

For FY 2026, Wastewater has been awarded $58,000 dollars from the County budget, which is allocated to fund well and septic system repair assistance.

Some of the other options available for assistance are through the Wake County Housing & Rehabilitation Grants and low interest loans through Southeast Rural Community Assistance Project (SERCAP). North Carolina has a recently retired NCDHHS wastewater engineer serving as a technical assistance provider (Mr. Steven Berkowitz) with SERCAP.

Wake County is a leader in the field of onsite wastewater. Staff are eager to share their knowledge and expertise to raise the bar for all professionals who design and install systems and other professionals who support septic system users – septic installers, LSS, PE, REHSs and realtors. They do this through assistance with the Training Program at NC State, Wake County trainings, Industry Meetings and Realtor Trainings.

Staff also reach our stakeholders through other methods: Professionals and Resident Newsletters, website updates to provide additional information and resources for residents, and community events. Wastewater also has a team of wastewater information specialists prepared to answer questions related to different programs and general permitting questions. Staff continue to look for opportunities to collaborate with other public health programs.

Next, Mr. Milstein reviewed challenges facing Wastewater. Aging system infrastructure and ensuring homeowners understand the importance of maintenance to their septic systems are vital to address. The demand for faster permitting increases as Wake County continues to grow and prosper. There is also competition for available space on existing and proposed lots. Wastewater also continues to be impacted by ongoing legislation directed towards septic systems, wells and development as a whole.

Looking ahead, staff are tracking legislative changes which includes changes to the Accessory Structure Permitting Process, updates to local wastewater regulations (pending – House Bill (HB)376), and updates to 18E regulations. Wastewater will continue eliminating barriers for customers through process improvements, education, engagement, and financial assistance for repairs.

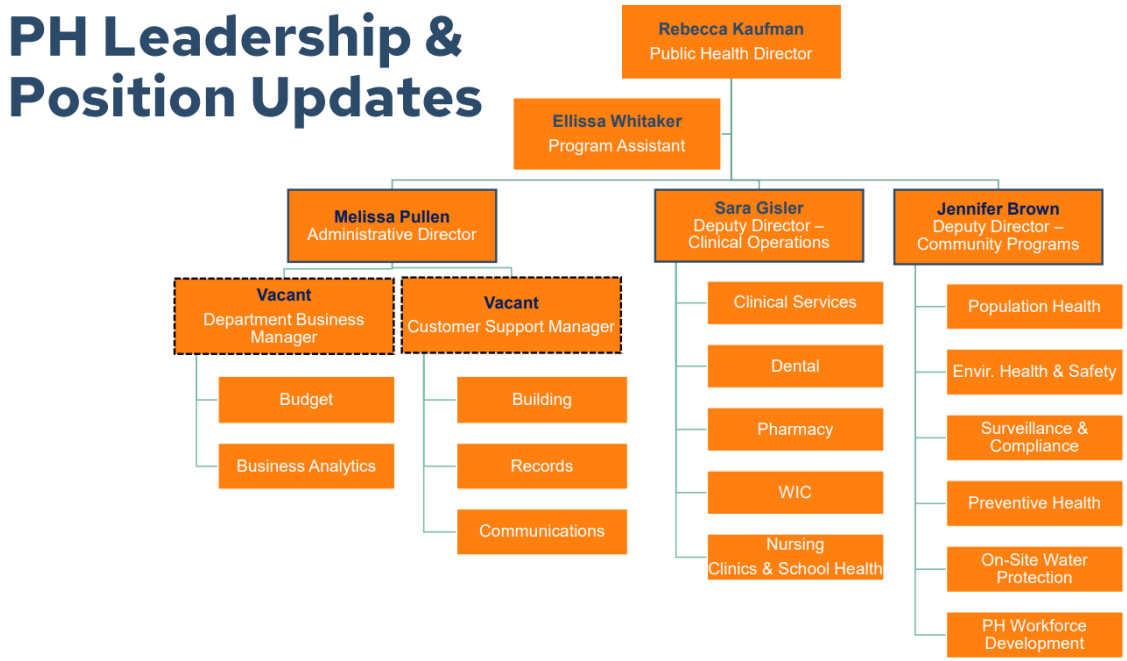
The Wastewater program is made up of three different sections that house these different programs discussed today. These work collaboratively together and Mr. Milstein acknowledged his fellow Program Manager Ms. Jill Perkins (Environmental Health Program Manager – On-Site Wastewater) and Ms. Jie Liu (Environmental Health Program Manager – Wastewater Management). He provided their contact information (see below) and encouraged contact if assistance was needed.

- Wastewater Information Specialist – wastewater@wake.gov
- Mr. Justin Milstein – On-Site Wastewater – Justin.Milstein@wake.gov
- Ms. Jie Liu – Wastewater Management – Jie.Liu@wake.gov
- Ms. Jill Perkins – Wastewater Administration – Jill.Perkins@wake.gov

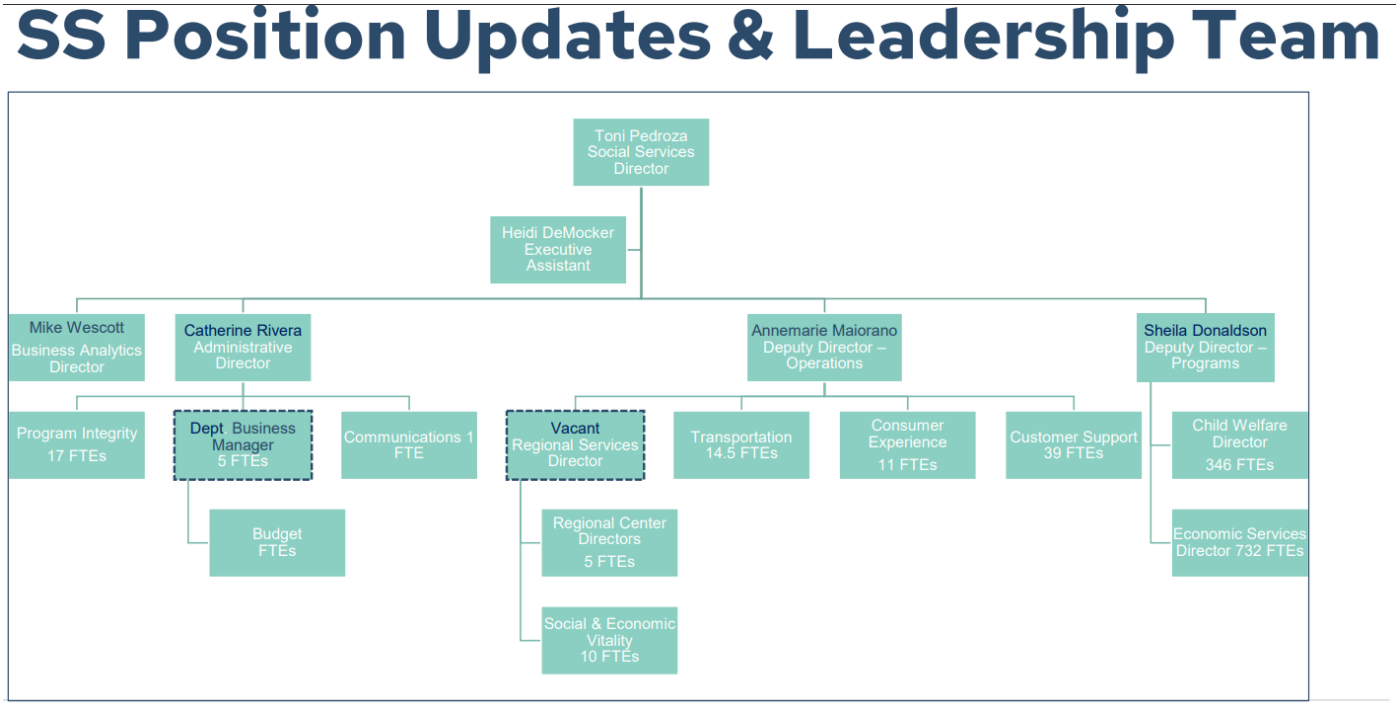
Health and Human Services (HHS) Restructuring Update
(Presented by Mr. David Ellis, Ms. Toni Pedroza, and Ms. Rebecca Kaufman)
County Manager David Ellis, Ms. Toni Pedroza (Director of Social Services), and Ms. Rebecca Kaufman (Director of Public Health) provided an update on the restructuring of the Health and Human Services department into the Social Servies department and Public Health department, respectively. It was important to note that Wake County still had a Consolidated Human Services Agency, outlined in the organizational chart below.

There were thirty-six centralized positions – thirty-three in Finance, two in Communications, and one in Human Resources (HR). Mr. Ellis thanked the staff for their work and for tirelessly placing customers at the center of their efforts.

Next, Ms. Kaufman shared the new Public Health organizational chart (see below). This included a revamped leadership team after building several successes within the department.



Ms. Pedroza shared the Social Services organizational chart (see below). She also acknowledged several partners of Social Services, including Budget & Finance, General Services Administration (GSA), Human Resources (HR), and Information Technology (IT). Continuous Quality Improvement (CQI) was identified as a currently opportunity and horizon issues were listed as federal legislation and policy changes, PATH NC< and recognizing good work.



There are intentional connections between Social Services and Public Health, including structured meetings and the Wake County Health and Human Services Board.

Public Health Update
(Presented by Ms. Rebecca Kaufman)
Ms. Rebecca Kaufman (Director of Public Health) provided brief updates from the Public Health department.

Social Services Update
(Presented by Ms. Toni Pedroza)
Ms. Toni Pedroza (Director of Social Services) provided brief updates from the Social Services department.

Committee Chairs Update
(Presented by Chair Ann Rollins, Mr. Irv Trust, and Vice Chair Wanda Hunter)
Chair Ann Rollins shared that the Regional Networks summary was in the Board members' agenda packet.

The Public Health Committee had not met since the last Board meeting, so there was no report.

Vice Chair Wanda Hunter (Co-Chair of the Social Services Committee) recalled that the Committee heard an update on Child Support from Ms. Tomiko Hicks (Child Support Services Assistant Division Director). The September meeting will be elongated and contain an opioid settlement update.

Public Comments

- Ms. Deidre McCullers made public comments.

Upcoming Events and Community Highlights
(Presented by Ms. Ann Rollins)
Chair Ann Rollins asked if there were any upcoming events or highlights in the community. Ms. Lily Chen uplifted the upcoming 2025 Asian American and Pacific Islander (AAPI) Youth Mental Health Conference to be held on September 27th in Raleigh (https://ucawaves.org/2025-aapi-youth-mental-health-conference/).

Adjournment
The meeting was adjourned at 9:33 a.m.

Board Chair's Signature: Ann Rollins **Date:** 09/25/2025

Respectfully submitted by Brittany Hunt