

**Wake County Board of Commissioners**  
**Human Services Committee**  
**April 15, 2019**  
**10:00 a.m.**  
**Wake County Justice Center, Room 2800**

**Commissioners Present:**

James West-Chair  
Vickie Adamson-Vice Chair  
Matt Calabria (joined at 10:20 a.m.)

**Commissioners Absent:**

Greg Ford

**Wake County Staff Present:**

David Ellis, County Manager; Derwick Paige; Chief Community Vitality Officer; Denise Foreman, Assistant County Manager; Chris Dillon, Assistant County Manager; Nicole Kreiser, Assistant County Manager; Jason Horton, Strategic Performance Director; Katherine Williams, Cooperative Extension Director; Verna Best, Human Services Program Manager; Regina Petteway, Human Services Director; Sydney Klein, Food Security Program Manager; Carol Mitchell, Local Food Coordinator; Andrew Sawyer, Communications Specialist; Althea Brooks, Human Services Technician; Sharon Peterson, Long Range Planner; Vielka Gabriel, Human Services Program Specialist; Nikki Lyons, Human Services Program Consultant; Kristin Feierabend, Community Development and Urban Programs Agent; Yvonne Gilyard, Deputy Clerk to the Board, and Michelle Cerett, Executive Assistant to the board.

**Others Present:**

Dr. Richard Clerkin, Executive Director, NCSU Institute for Nonprofit Research, Education and Engagement; Alice Lutz, CEO, Triangle Family Services; Frances Bisby, Founder, Transformation Exchange; Melissa Forde, Community Outreach Director, The Kaleidoscope Project; Christal Toodle, Founder of the Jump Experience; Jamie Pennington, Passage Home; Dynasty Winters, VISTA, AmeriCorp; and Kathy Peterson, Executive Director, Learning Together.

**Meeting Called to Order:**

Commissioner West called the meeting to order at 10:00 A.M.

Commissioner West welcomed everyone to the meeting and thanked them for attending the meeting. He said the work of this committee is very important and teamwork is essential to the process.

Commissioner Adamson moved, seconded by Commissioner West, to approve the minutes from the October 11, 2018 Human Services Committee meeting.

## Human Services Introduction

Ms. Regina Petteway, Human Services Director, provided an overview of today's agenda.

### AGENDA

- ❑ HS Department Overview
- ❑ What Influences Service Need?
- ❑ Quiz (no grade will be given)

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She provided an overview of the Human Services department and functions.

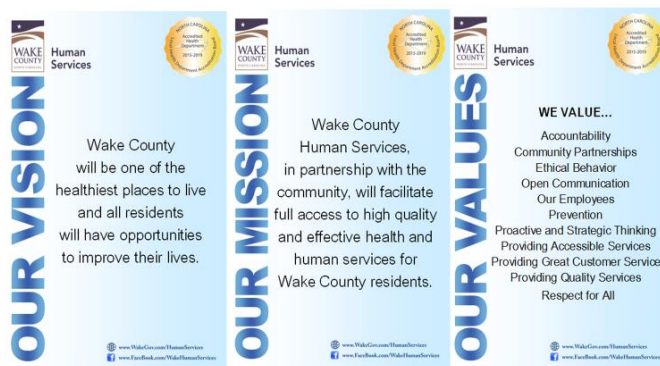
### Introduction/Overview

- Human Services is a consolidated agency, covering the County's responsibilities for public health and social services. Wake County was the first County to consolidate 26 years ago!
- The Human Services Director is the County's Health Director, and Social Services Director, per NC General Statutes.
- The Human Services Director is also responsible for specific environmental services functions, which are delegated to the Environmental Services Department Director.

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She shared the vision, mission, and values for the Human Services department. She said Wake County recently received the healthiest county award for the fifth year in a row.



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Ms. Petteway shared how Human Services aligns with the Board of Commissioner's goals.

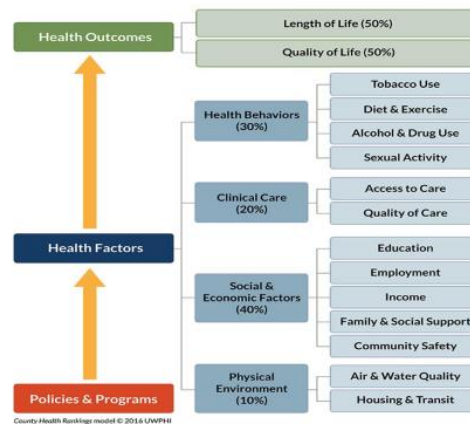
#### Service Alignment with the Board of Commissioner's Goals/Initiatives



She shared information on the social determinants of health.

#### SOCIAL DETERMINANTS OF HEALTH

Framework for Service Delivery in a Consolidated Human Services Agency

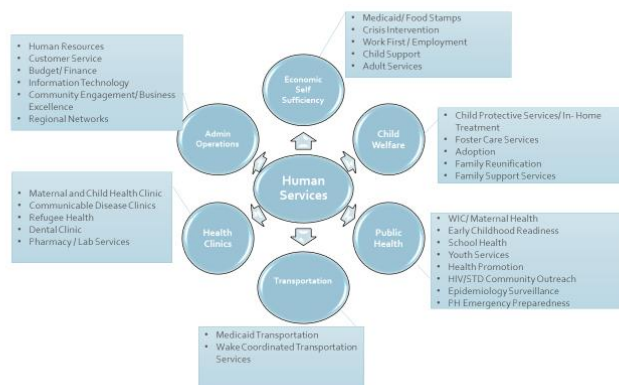


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County Health Rankings & Roadmaps | Source: <http://www.countyhealthrankings.org/our-approach>

She shared a breakdown of the different divisions within the Human Services Department.

#### WCHS DIVISIONS AND SERVICES PROVIDED



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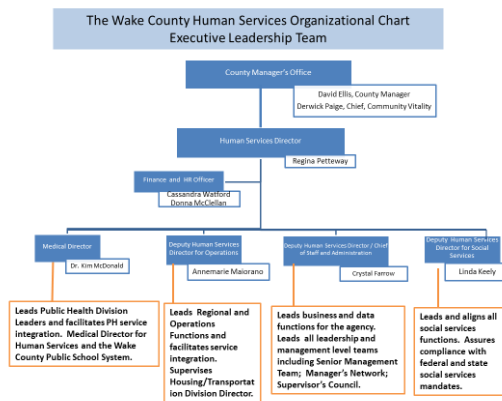
Ms. Petteway shared the FY 2019 adopted budget and FTE counts.

**Wake County Human Services**  
FY 2019 Adopted Budget and Total FTEs Per Division  
General Fund / Transportation Fund

Division Name	Expenditures	Revenues	FTEs
Social Services Economic Self Sufficiency	50,315,338	30,393,327	585.00
Child Welfare	32,092,070	15,601,395	293.20
Public Health	29,862,165	9,726,451	339.13
Health Clinics	20,255,106	14,499,022	173.40
Administration and Operations	19,060,690	4,032,701	189.60
Transportation	8,730,000	8,730,000	3.00
<b>Grand Total</b>	<b>160,315,369</b>	<b>82,982,896</b>	<b>1583.33</b>

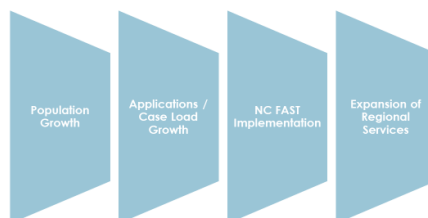
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She shared the organizational chart for the Human Services Department. She noted Antoni Pedroza is now the Deputy Director of Social Services.



She shared issues that influence the need for services. She said the NC FAST Program is moving slower than anticipated. She said residents moving to the outskirts of the city is creating a need for additional satellite office locations.

### What Influences Need for Services?



She shared emerging and evolving factors. She said the Medicaid transformation is nearing completion. She said staff is working hard to ensure services continue during the transition period.

#### Emerging / Evolving Factors



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Ms. Petteway shared information on the accreditation of the Human Services Department. She said there are more than 500 benchmarks required to maintain their accreditation.



### Public Health Accreditation-Related Responsibilities

Human Services has achieved Accreditation Status, and has been Re-accredited. Site Visit in next 90 days for 2<sup>nd</sup> Re-Accreditation

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She shared the Human Services Master Facility Plan. She said the Master Plan projects additional buildings and renovation needs for the next ten years.

## HS MASTER FACILITY PLAN

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She shared statistics and information on the Human Services programs that are currently provided.

### Human Services Today

- Operates in Nearly 500,000 SF of County facilities
- Provides over 50 Services to Wake County Citizens
- Staff represents almost half of all County employees
- Facilities are **at or near full capacity**
- Continued County Growth is toward **fringe areas**
- Some facilities **not conducive to service delivery**
- Facility capacities can no longer accommodate growth

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She shared the service delivery vision. She said the main goal is to provide excellent customer service.

### Service Delivery Vision

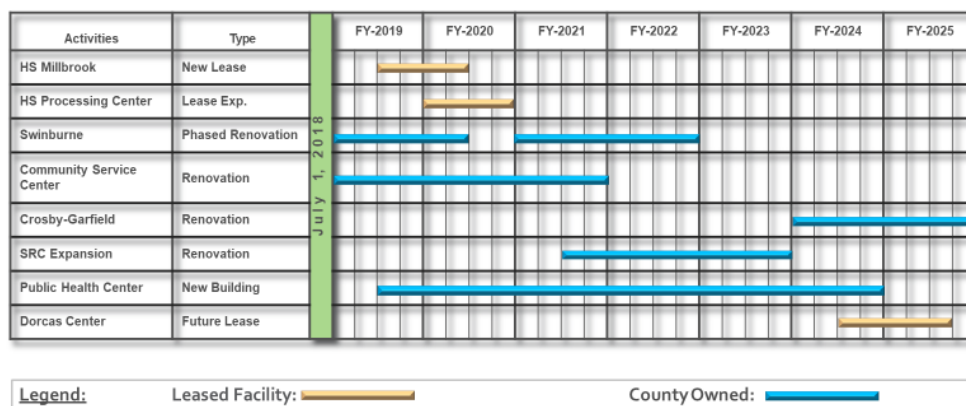
- Support quality customer service w/ appropriate facility design
- Treat the **whole client by grouping services together**
- **Improve accessibility** to promote client self sufficiency
- Ensure **site locations near population being served**
- Flexibility of facilities to accommodate future changes
- Provide **safe & secure** employee work environment
- Utilize partnerships to **strengthen** service offerings

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Ms. Petteway shared the implementation schedule for the master plan for years FY 2019 through FY 2025. She said the existing Human Services facility at Swinburne is no longer large enough and a new building is needed. Commissioner Adamson asked if the county owns enough space in that area for a new building. Ms. Petteway confirmed there is space for a new building as well as a parking deck.

## Preliminary Implementation Schedule FY 2019-25



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She provided quiz questions and offered committee members an opportunity to answer. (Two slides)  
She shared a pamphlet that is accessible to the public with primary contact numbers.

## QUIZ QUESTIONS

### Food or Benefits Needed

You get a call from a constituent who says they need food. To whom might you refer that call?

### Public Health Foreign Travel Shots Needed

A constituent is traveling to Japan, Egypt, and Australia, and needs specific immunizations. What phone number do they call for information or an appointment?

### Suspected Child Abuse to Report

Your neighbor suspects another neighbor of abusing one of their children. What do you do with that information?

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## QUIZ QUESTIONS

### You have a friend who may be eligible for Medicaid.

How do you refer them to the right place without "getting into their business"?

### What does child welfare do to assist families?

If a child is in danger?

To assess family needs and prevent having to remove a child from a home?

### Where do you refer someone with Opioid dependency?

(Hint: Opioid Drug Coalition phone number, or in emergency 911)

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Commissioner West asked if there is privacy protection in place for making and receiving reports of abuse. Ms. Petteway said all employees sign confidentiality agreements and discretion is used when sharing information.

Commissioner West asked how the transition to managed Medicaid will affect the NC FAST program. Ms. Petteway said when the Medicaid transformation is complete, there will be four vendors available to provide services. She said the Human Services department will still be responsible for determining eligibility. She said customer service will assist with referring clients to the appropriate agency.

Commissioner West asked if the four vendors will be interfacing and working together. Ms. Petteway said they are competitors, but they have been in contact with each other.

## Social and Economic Vitality Update

Ms. Katherine Williams, Cooperative Extension Director, thanked the staff and partners for attending today. She said the partners work well with the Human Services department to coordinate services.

Ms. Sydney Klein, Food Security Program Manager, provided an overview and update on the Food Security plan.

### Overview

- Food Security Program Manager
- SEV 3.1 – Implement a comprehensive plan to identify and address issues related to hunger, food insecurity and food deserts.
- ED 1.2 - Partner with WCPSS and community agencies to address childhood hunger.
- Questions and Comments

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She shared an overview of her duties as the Food Security Program Manager. She said this is a new position within the county and having a single point of contact for the partners has been beneficial.

### Food Security Program Manager

- Partners/Collaborative Work
  - The Capital Area Food Network
  - Wake County Food Security Work Group
  - Regional Planning Groups (includes HS CAC's & Directors)
  - WCPSS
- Goals/Work Plan:
  - Aligning partners & agencies to address priorities within Food Security Plan
  - Tracking & progressing work on the comprehensive food security plan
  - Address childhood hunger in partnership with WCPSS

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She shared the Board of Commissioner Social and Economic Vitality goal # 3.1, which relates to food security.



### SEV 3.1

Implement a comprehensive plan to identify and address issues related to hunger, food insecurity and food deserts.

- Progress of Moving Beyond Hunger Comprehensive Food Security Plan
- Challenges/Partners Needed
- Emerging Topics
- Regional Strategy
- Wake Food Security AmeriCorps VISTA Program

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She shared the Comprehensive Food Security Plan and Action Manual.

### Moving Beyond Hunger: Comprehensive Food Security Plan and Action Manual for Wake County

Adopted in Feb 2018

#### 5 Key Strategies

1. Ensure Food Access
2. Communicate & Educate
3. Develop Sustainable Food Supply
4. Build Economic Opportunity
5. Leading Through Networks



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Ms. Klein shared progress that has been made on the plan since it was adopted last year.

### Progress on the Plan

- 83% Projects underway
- Over 50 partner organizations intentionally engaged
- Sample of Projects Underway or Complete:
  - Action 1.9 & 2.3 County-wide database of Food Pantries, Wake Network of Care: Food Resources & Community Gardens
  - Action 2.4 Intergenerational Garden
  - Action 2.8 [Senior Voices Videos](#) & [Mixed Media Campaign](#) to highlight senior hunger
  - Action 3.6 Client Choice Manual



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She shared challenges related to the Food Security Plan. She said staff works with the City of Raleigh and the Chamber of Commerce to develop economic opportunities related to food security.

## Challenges

- Economic Development Strategies
- Sustainable Food Supply Strategies
- Need for greater engagement from economic development & private sector partners
- Some forward movement occurring now



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She shared emerging topics around the Food Security Plan. She said a composting program is part of the plan. She said the program was successful last year and resulted in 22 tons of food being used for composting instead of going to the landfill.

## Emerging Topics

### Regional Food System & Food Security Collaboration

- Project 40
- Emerging Economic Development Circle & COR Synergy
- Will engage less active strategies within the food security plan

### Environmental Services

- Food Recovery Pilot



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Ms. Klein shared the Regional Food Security Strategy.

## Regional Food Security Strategy

### Adoption of the Plan & Collaboration:

- Wake Forest (February 2018)
- Wendell (January 2019)
- Knightdale (March 2019)
- Rolesville (March 2019)
- Raleigh (Included in strategic plan)

### Support from:

- HS Regional CAC's & HS Directors
- Town Staff
- Community Champions



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She shared the Regional Pilot Program for Wake Forest.

## Wake Forest – Regional Pilot

### Areas of Prioritization:

- Volunteerism
- Supply Chain
- Policy & Administration
- Connectors
- Client Facing Groups



### Successes:

- 5 meetings; 41 individuals from 27 different groups
- [Development of town website](#)
- Increased volunteerism & Resource Development
- Increased access/knowledge of services
- EFNEP – Over 25 participants at first class



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She shared information on the VISTA program. She said Southeast Raleigh and Eastern Wake county will be the focus of the new programs.

## Wake Food Security AmeriCorps VISTA Program



- Partnership with the Corporation for National Community Service
- To build and increase capacity of systems and establish best practices for SEV & Food Security Priorities
- Program is expanding to address emerging strategies



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She shared impacts of the VISTA program.

## VISTA Impact



### April 2019 – Education Awards & Living Allowance:

- \$109,782 pre-tax living stipend dollars & \$43,726.56 of education awards distributed

### Financial & Volunteer Support:

- \$8,836 cash resources & \$1,593 dollars leveraged
- Recruited 84 community volunteers who contributed 165 hours of service

### Partnership Development

- Enhanced awareness of and engagement with our Food security initiatives

### Summer Associates

- Provided education to 1,325 youth
- Served 2,048 summer meals at 79 sessions with average of 26 youth per session
- Distributed 126 substance use prevention materials to tobacco merchants in Wake County

### Resource Development – Full Time VISTA members



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Commissioner Calabria said the VISTA program has been an asset to the county and has developed tremendously over the past four years.

Ms. Petteway recognized Mr. Andrew Sawyer, Communications Specialist, for his efforts on publishing stories and sharing useful information on the Human Services programs.

Ms. Klein shared the programs offered through the VISTA program.

## VISTA Capacity Building



- [Food Locator App](#)
- [Summer Food Media Kits](#)
- [Food Pantry Study](#) (Action Item 1.9)
- [Wake Network of Care List](#) of pantries and gardens (Action Item 2.3)
- [Food Security Story Map](#)
- [Summer Food Program Eligibility Story Map](#)
- Summer Food Program Activity and 101 Guides
- Capital Area Food Network Processes & Procedures

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Ms. Klein shared how they partner with WCPSS and the community to address food insecurities.

### ED 1.2

## Partner with WCPSS and community agencies to address childhood hunger.

- Updates on School Based Strategies
- Emerging Issues: School based strategies
- Updates on the Summer Food Service Program

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She shared information on the school food pantries. She said there are currently 14 pantries funded by the county. She said operating the pantries is a collective effort that takes coordination with schools, organizations, and leaders.

## WCPSS Pantries

### Collaboration with WCPSS, IFFS, FBCENC, & Wake County

- Leadership Team
- Implementation Guide

Wake County Funded WCPSS Pantries Pounds Distributed and Equivalent Meals FY17-Q2 FY19			
Metric	FY17	FY18	FY19 - Q1&2
Pounds Food Distributed	1,232	2,720	1,359
Equivalent Meals	15,147	28,781	15,568
Schools with Wake Funded Pantries	4	10	14

### Lessons Learned:

- Important to have consistent staff & leadership
- Need for greater communication between school leadership, pantry operator, and partners

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She shared school-based strategies surrounding the Universal Breakfast program.

## School Based Strategies (Universal Breakfast in the Classroom 1.2, 1.4)

25 Schools currently with USB

- 13 funded by Wake County

Partners for Breakfast in the Classroom Grant

- Funding for 4 school pilots awarded
- Breakfast in the Classroom may have promise

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Commissioner Calabria said additional schools are now qualified and being considered for the Universal Breakfast Program. He said the initial goal was to focus on schools with 50 percent of students using the free or reduced lunch programs. He said those schools have been addressed and the qualification standard has been reduced to 30 percent.

Ms. Klein shared school-based strategies surrounding dedicated food resources.

## School Based Strategies (Dedicated Food Resources)

- **FY2017:** 116 schools with dedicated food resource
- **FY2018:** 153 schools with dedicated food resource
- **FY2019:** Seeking to have dedicated food resource in all schools with greater than 30% FRPL for Working with WCPSS to gather data
- Plans to share resources with WCPSS Social Workers at PLT Meetings in Fall

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Commissioner Adamson asked how many schools currently have 30 percent or higher of their students on the free and reduced lunch program. Ms. Klein said she will provide that information via email after the meeting.

Ms. Klein shared emerging issues with the school-based strategies. She shared information on the schools that have the Universal Breakfast Programs.

## Emerging Issues: School Based Strategies

- Emergence of high needs schools without resources (e.g. Universal Breakfast) as school populations change
- Discussion of additional funding be prioritized and submitted by WCPSS through their annual budget request

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She shared how the Food Security Plan benefits the summer food program. She said small work groups were developed to address specific needs.

## Summer Food Service Program (SFSP)

- Role of Food Security Program Manager with SFSP
- Overarching Goals for 2019
  - Support strong communication through SFSP Work Groups
  - Enhance marketing/outreach county-wide
  - Support stronger activities at sites
  - Build regional sponsors to provide freshly prepared meals and enhance regional partnerships
  - Develop and implement evaluation tools for informed decisions



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Ms. Petteway thanked the commissioners for their leadership and support to address food security.

## Social and Economic Vitality Update

Ms. Verna Best, Human Services Program Manager, thanked Mr. Ben Canada, Assistant to the County Manager, for his assistance with today's presentation. Ms. Best recognized the following staff and community partners who attended the meeting:

Althea Brooks, Human Services Technician

Sharon Peterson, Long Range Planner

Vielka Gabriel, Human Services Program Specialist

Nikki Lyons, Human Services Program Consultant

Kristin Feierabend, Community Development and Urban Programs Agent

Dr. Richard Clerkin, Executive Director, NCSU Institute for Nonprofit Research, Education and Engagement

Alice Lutz, CEO, Triangle Family Services

Frances Bisby, Founder of the Transformation Exchange

Melissa Forde, Community Outreach Director, The Kaleidoscope Project

Christal Toodle, Community Resident/Founder of the Jump Experience

Jamie Pennington, Passage Home

Ms. Best provided an overview of today's agenda.

### Today's Presentation Covers...

- Background of Social and Economic Vitality efforts in Wake County
- Board of Commissioners' goals for Social and Economic Vitality
- Progress made to date, with examples of measurable impact

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She shared background information. She said the Social and Economic Vitality (SEV) work is primarily focused in Southeast Raleigh. She asked the board to read an article published in 2011 called "The Other Side of Town, Southeast Raleigh, Problems and Promises." She said many of the issues addressed in that article are still present today in Southeast Raleigh.

### Background For Today's Update

- Southeast Raleigh and Eastern Wake (Knightdale, Wendell, Zebulon) face numerous disparities based on vulnerability index data
- Asset-Based Development Strategies needed to be mobilized "by, with and through" COMMUNITY voices and partnerships
- Major challenges include living wage employment opportunities, housing affordability, access to healthy food, mental and physical well-being, etc.

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She shared a definition of Social and Economic Vitality. She said the commissioner's efforts on SEV speaks to their desire for helping all citizens.



## Social & Economic Vitality

(East Central & East Human Services Zones)



...a long term investment in community revitalization built on **amplifying the community's voice, stimulating community wellness, promoting educational and human capital development** and ultimately reducing poverty.

Economic Opportunity Educational Advancement Health & Wellness Civic Engagement

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She shared the Board of Commissioner's Social and Economic Vitality goals.

## Social & Economic Vitality Board Goals

### Initiative:

SEV2.1: Support a higher quality of life for citizens in vulnerable communities through policy changes, partnerships, workforce development and the community college.

She shared community engagement and relationship building. She said community engagement is difficult due to prior challenges and barriers.

## Amplifying the Community's Voice

Community Engagement & Relationship Building

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She shared information on the Crosby Advocacy Group and Action Teams. She said the group has increased the number of residents who are willing to participate in the programs.

## Crosby Advocacy Group & Action Teams



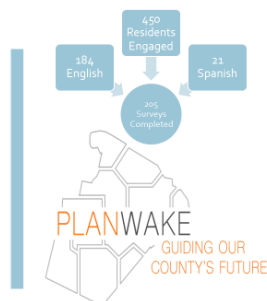
- Reconstituted in 2017 to support overall SEV work in pilot
  - (1) Increase awareness of and participation in community based events and opportunities that address the needs of goals of community residents
  - (2) Assist with establishing the Crosby-Garfield Building as vital resource hub for community engagement and service delivery, and,
  - (3) Sustain the historic presence and community pride of SE Raleigh residents through leadership development and advocacy efforts.
- 3 Action Teams
  - Racial Equity & Social Justice
  - Training for Labor Market Value & Upward Mobility
  - Community Leadership Development

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Ms. Best shared information on Plan Wake. She thanked Ms. Sharon Peterson, Long Range Planner, and Mr. Bryan Coates, Planner III, for their assistance with the survey.

## Amplifying Community Voices



### Social and Economic Vitality Connections Made

Crosby Advocacy Group  
 Southgate Library  
 Richard B Harrison Library  
 City of Raleigh Housing & Community Development Meeting at Chavis Community Center  
 City of Raleigh Housing & Community Development Meeting at Method Community Center  
 Latino Empowerment at Crosby  
 Senior Computer Class (2)  
 Storytelling with the National Association of Black Storytellers  
 ACES- Carver Center  
 Crosby Residents Meeting

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She shared community appreciation and engagement information. She said the community engagement events were very successful last year.

## Amplifying Community Voices (Community Appreciation & Engagement)



### Crosby Community Day

- Approximately 300 Families/Children, Partners, Staff
- 33 Resource Provider Displays
- SE Raleigh/Crosby-Garfield Gallery Walk
- 3 Scheduled Education Demo Sessions
- Live Entertainment/Music/Food/Games/Prizes

### National Association of African Storytellers Event

- Approximately 50 attendees
- 5 Resource Stations
- Community Relations

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She shared information on the Crosby Garfield facility usage. She said they have occupied that building for one year.

**Facility Usage**



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- Visitors (Average 54 per month)
- Public Computer Usage (5 Families – Research/Homework, Job Search, Email & Summer Camp Applications)
- Hosted 10 Training Programs since January 2019 in addition to CAG, Action Teams, Partner Meetings such as CELT & KCSSU)
- SEV Homebase; Continues to house Telamon Head Start, Learning Together, 4-H
- Operating 8:30AM-8:30PM M-F and 2 Saturdays per month

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She shared partner feedback and said staff has received great support from their partners.

**Facility Usage / Partner Feedback**



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- Kramden Institute (**Computer Literacy for Seniors**) – *“Working with the Crosby-Garfield Center staff was a great experience, especially on distributing information about the opportunity and contacting potential participants.”* {28 Families Completed}
- Family Resource Center South Atlantic (**Day to Day Dads**) – *“We appreciate the collaboration and support and hope to continue working together.”* {11 Families Completed}
- SNAPeD – *“Very satisfied with my experience at Crosby-Garfield. I look forward to teaching additional SNAP-Ed Steps to Health adult programs at Crosby-Garfield.”* {8 Families Completed}

- Jobs for Life (**Workforce Development**) – *“Great job! We’re looking forward to hopefully making Crosby an anchor JFL site in the community.”* {7 Families Completed}

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She said the Kaleidoscope project was involved in Oak City Multi-Services Center. She said the plans for the Kaleidoscope project for the Crosby-Garfield building are preliminary, but it will include a pollinator garden, a music garden, and history of Southeast Raleigh.

## Coming to Crosby Soon...Exploring Together/Sustaining Community



Making and encouraging positive, practical improvements to children's spaces throughout Wake County.

**Purpose:** To create a nurturing environment that foster relationships/builds resilience through exploring nature and learning the history of SE Raleigh

- **Build Positive Relationships**
- **Use Nature to Nurture**
- **Create Diverse Spaces and Activities**
- **Foster Safety and Support**
- **Enhance Accessibility and Inclusion**

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She shared empowerment, education, and entrepreneurial strategies.

**Human Capital Development ...transform current Human Capital Development Coaching model (MCE) into a sustainable economic development strategy which uses coaching to enhance resiliency, social wellbeing and self-sufficiency for vulnerable Wake County Residents**



Evaluation (Completed 2017) assessed areas of Leadership, HCD Mandate and MOUs, Evaluations, Organizational Choice and Cost Benefit Analysis

### Reimagining MCE to create:

- 1) Common/Shared Understanding & Language
- 2) Defined Intake/Enrollment/Cohorts
- 3) Documentation of Contacts, Attendance, Actions, Results
- 4) Report on Progress/Outcome-Based & Scaled (Not Less than Annual)
- 5) Rebranding/Marketing

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She shared information on the Latino Empowerment Program, which is a series of educational workshops.

## Latino Empowerment...Community Leadership Development

### The Program

- 7 Week Series of Educational Workshops – (Navigating the School System, English as a Second Language, Financial Literacy, Healthy Eating, Gang Prevention, Health/Wellness, etc.)
- At least 90 adults and 200 children attended Latino Empowerment Fair
- Approximately 50 children received a refurbished bike from Mike's Bikes and a new helmet from Wake County Public Health Department

### The Partners

- Planning Committee – Wake County Public Schools, North Carolina State University, Consulado de México en Raleigh, City of Raleigh, Southeast Raleigh Promise
- Bike Give Away – Wake County Public Health, Raleigh Police Department, Cooperative Extension and Oaks & Spokes

### The Providers

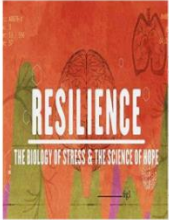
- 28 organizations signed up for Resource Fair; 26 participated
- 22 individuals completed follow-up evaluation → 86% were satisfied/very satisfied with event

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She shared ACES (Adverse Childhood Experiences) Outreach and Resilience Screenings.

**ACES Outreach/Resilience Screenings**



**RESPONSES**

More compassion. Gave greater understanding to the issues.

It's made me try to be more compassionate with myself and others, especially myself though, really look at my behavior and thoughts from the long view

Viewing has made me more aware of risk factors and how to deal more effectively with youth.

No

Yes. As I interact with adults on my staff's caseloads I continuously think or ask myself what ACES have they gone through as a child.

Validated the need to bring awareness to communities regarding prevention of toxic stress to promote resiliency.

More aware of drivers to how I need to issues/concerns based of ACES.

Changing my perspective from "What's wrong with you?" to "What happened to you?"

Prefence

Awareness, blown-away by the concept, and been promoting in the community

I used to teach in the school system, and after watching the film, I have encouraged teachers and other educators to watch it.

- Hosted 6 Screenings
- 167+ Attendees
- 70% Determined ACES Scores

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She shared the Southeast Raleigh Innovation Challenge. She said the Innovation Challenge received the NACO award last year.

**Where Are They Now?**



**Challenge Purpose**  
(By the community, for the community...)

- **Engage** SE Raleigh participants in **identifying solutions** to economic and social issues within their community that are **innovative yet practical**
- **Fund ideas** to help bring jobs, resources, and support for innovation to SE Raleigh
- **Reignite** a sense of pride/interest in the SE Raleigh community

**SOUTHEAST RALEIGH**  
**innovation challenge**

She shared the winners of the Southeast Raleigh Innovation Challenge and information on their projects.

**Winner Progress**

- **1<sup>st</sup> Place:** Lydia Newman \$40,000  
*Building tech skills among youth in SE Raleigh*  
<https://www.thelabormarket.org/>
- **2<sup>nd</sup> Place:** Major Best \$30,000  
*Starting a Barber College targeting at-risk youth and reentry population in SE Raleigh*
- **3<sup>rd</sup> Place:** Jana Avery \$22,500  
*Connecting youth with resources and skills to operate a music studio*
- **4<sup>th</sup> Place (tie):** Malikia Robertson \$5,000  
*Yoga4Us: Encouraging health while showcasing local minority businesses*

- Brandy Burnett \$3500  
*Developing Smart Money Matters financial literacy workshops*  
<http://www.smartgirlssmartchoices.com/index.htm>
- Darryel Washington \$3500  
*Front and Back 9 Junior Golf Academy for youth*  
<https://www.frontback9.com/>



**SOUTHEAST RALEIGH**  
**innovation challenge**



Commissioner West said the Innovation Challenge was a great success. He said connecting all the pieces can be difficult. He said the key to success is having invested partners. Ms. Best said the partners are connected and invested in the success of the new businesses.

Ms. Best shared community and partnership development. She said the leadership academy started three weeks ago and targets smaller nonprofits with limited resources.

## Grassroots Nonprofit Leadership Academy



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- Limited to 25 participants; {30 applied/27 met eligibility requirements; 22 were accepted/16 participating}
- Eligibility Criteria organizations serving in SE Raleigh, Wendell, Knightdale and Zebulon annual budget <\$500,000; however, all organizations accepted have budget of <\$250,000
- Leveraged funding from NC State Institute for Nonprofits and NC State Cooperative Extension providing \$36,000 in in-kind support. {Institute for Nonprofits received a \$10,000 Outreach & Engagement Incentive Grant in 2018}
- Post-evaluation will determine progress strategic planning, board development, data-informed decision-making, financial sustainability, etc.



She shared information on the Greater Pleasant Grove Center, which is located in the Town of Wendell.

## Greater Pleasant Grove Center



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- Anchor Asset in the East
- Modeled from The Impact Center (Rocky Mount, NC)
- Human, Economic & Community Development
- East Wake Leadership Academy Summer Day Camp which is a continuum of academic, social and cultural activities to develop leadership capacity in youth in Eastern Wake County {50 Families Served}
- Summer Food Outreach Planning
- Hosted Resilience Screening



She shared information on the SharePoint Mini Grants, which is focused on Eastern Wake County. She said that area faces many of the same issues as Southeast Raleigh, but their services are more limited due to transportation restrictions.

## SEV & ERC Community Development Coalition (CDC)SharePoint Site (Mini Grants & Outcomes)

- The Community Development Coalition SharePoint Site establishes a systematic process through which providers can briefly assess social determinants health needs persistent in the eastern region.
- The tool is used to track all referral activity and match people to the best available services while also demonstrating gaps in service delivery needs.
- The SEV East Mini-Grants helped to bridge identified service delivery gaps in the areas of Education, Employment, Housing, Transportation and Food Security specifically for agencies participating in the Eastern Regional Coalition agreeing to participate in the SharePoint referral site.
- Currently
  - ✓ 29 Partner Agencies profiled in the site
  - ✓ 13 Signed Memorandum of Agreement affording them access to the tool
  - ✓ 200 + families screened and connected to a service provider within the Coalition January-March 2019

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She shared the Social Economic Vitality (SEV) East Mini Grants winners and information on their projects.

## SEV East Mini Grants

### Dorothy Mae Hall Women's Center \$3400

- Job training, transportation and supports to women who are victims of domestic violence based in Wendell

{200+ Families Served}

### Passage Home \$2130

- Transportation resources for participants in Self-Sufficiency Program in eastern Wake County

{8 Families Served}

### East Wake Education Foundation \$2000

- Summer Science Camp & 2<sup>nd</sup> Step Curriculum for preschool children serving vulnerable communities based in Wendell

{67 Families Served}

### Zebulon United Methodist Church \$2470

- Expanding food pantry options to include fresh produce through commercial refrigeration as a means of distributing more healthy foods to families experiencing food insecurity based in Zebulon

{3900+ Families Served Annually}

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She shared Wake Community Partnership updates.

## Wake Community University Partnership Update



- o MOU signed in December 2018 by Wake County Manager & NCSU Provost
- o 2019-2020 Outreach & Engagement Incentive Grant Proposal guidance intended to align with SEV priorities



- o Dr. Kimberly Allen - Utilizing Coaching to Enhance Resiliency, Economic Self-Efficacy, and Social Wellbeing in Wake County's Middle Class Express Program




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She shared how the commissioners can help with SEV. She said SEV does not have a comprehensive plan with shared measures, but that would be helpful. She said education is needed for people to understand SEV and its benefits. She said she is pleased with the progress of the program and is honored to be involved.

**Commissioners Matter...Here's How You Can Help**



- Support development of a comprehensive Social and Economic Vitality Plan.
- Continue supporting SEV initiatives understanding needs for DATA supports and operational capacity expansion.
- Visit Crosby-Garfield & Engage with Residents and Partners
- Remain connected to the issues facing residents in East & East Central Human Services Zones

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Commissioner West thanked staff and partners for their work. He said collaboration is hard work, but it is necessary for success. He said he uses the IOU theory (Involvement, Ownership, and Understanding) to connect the synergy and nexus.

The meeting was adjourned at 11:57 A.M.

Respectfully submitted,

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Michelle L. Cerett  
Executive Assistant  
Wake County Commissioners