

**Wake County Board of Commissioners**  
**Human Services Committee**  
**June 24, 2019**  
**1:00 p.m.**  
**Wake County Justice Center, Room 2800**

**Commissioners Present:**

James West-Committee Chair  
Vickie Adamson-Committee Vice Chair  
Greg Ford  
Matt Calabria  
Susan Evans  
Jessica Holmes  
Sig Hutchinson

**Wake County Staff Present:**

David Ellis, County Manager; Derwick Paige; Chief Community Vitality Officer; Denise Foreman, Assistant County Manager; Chris Dillon, Assistant County Manager; Jason Horton, Strategic Performance Director; Katherine Williams, Cooperative Extension Director; Verna Best, Human Services Program Manager; Regina Petteway, Human Services Director; Katherine Williams, Cooperative Extension Director; Andrew Sawyer, Communications Specialist; Lisa Provencher, Senior Executive Assistant; Abby Boettcher, Summer Intern; Amy Mull, Legal Assistant Intern; Sydney Plummer, Legal Assistant Intern; Denise Hogan, Clerk to the Board; and Yvonne Gilyard, Deputy Clerk to the Board.

**Others Present:**

Danya Perry, Director of Diversity of Equity and Inclusivity, Greater Raleigh Chamber of Commerce; Pete Tannenbaum, Executive Director, Alliance Medical Ministry; Gayle Headen, Wake County Smart Start Executive Director; Angie Welsh, Kaleidoscope Project Executive Director and Shelia Reich, Youth Thrive Executive Director

**Meeting Called to Order:**

Commissioner West called the meeting to order at 1:00 P.M.

Commissioner Ford moved, seconded by Commissioner Adamson, to approve the minutes of the April 15, 2019 Human Services Committee.

Commissioner West shared the agenda for the meeting. He said that he is pleased and committed to lead the committee in efforts that are expected of a county.

**Equitable Economic Development Presentation**

Mr. Danya Perry, Director of Diversity and Equity and Inclusivity, Greater Raleigh Chamber of Commerce, said that he has been in his role a little over a year at the chamber. He said Equitable Economic Development has been a recent topic of discussion.

He shared the Equitable Economic Development vision statement.

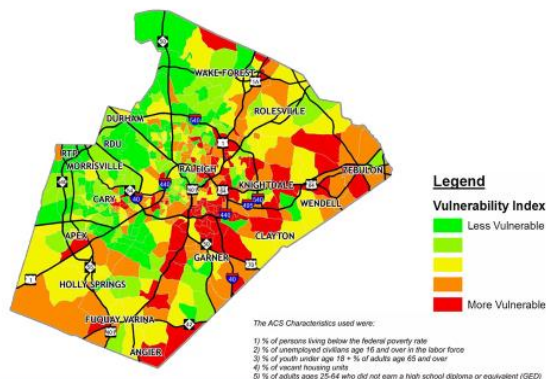
### EED Vision Statement:

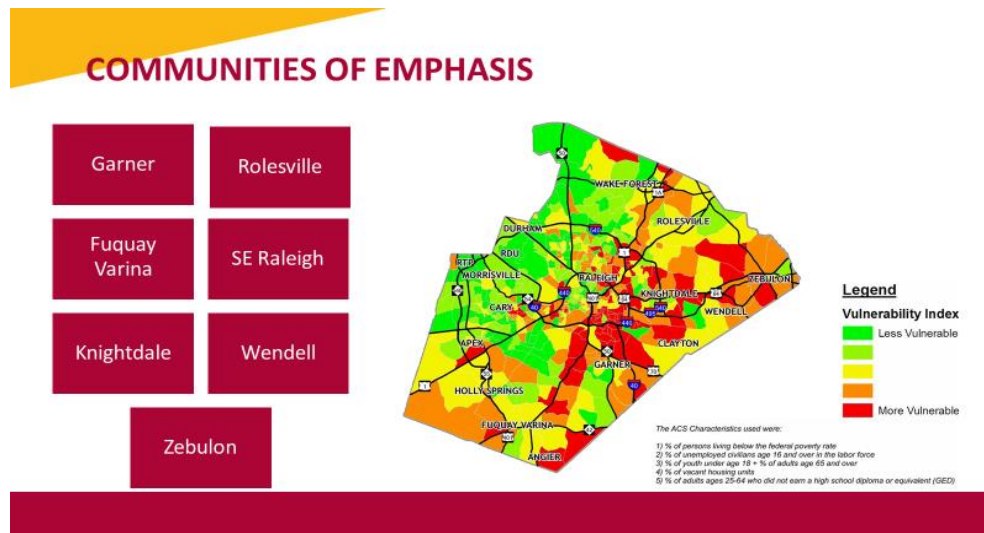
Increasing equity in the distribution of income, wealth building, employment, and entrepreneurial opportunities for vulnerable populations.



He shared the communities of emphasis information and legend map. (2 slides)

### COMMUNITIES OF EMPHASIS





He shared the Equitable Economic Development Program of Work Pillars.

## Equitable Economic Development

**FY 18-19: Program of Work Pillars**

- Inclusive Economic Mobility
  - Utilizing Place-Based Strategies & Community Development
- Talent & Workforce Development
  - Creating Equitable People-Based Solutions
- Small Business & Entrepreneurship Support
  - Targeting Underserved & Under-Resourced Communities



Commissioner Holmes asked if Wake Technical Community College is involved in discussions.

Mr. Perry said career fairs are varied among colleges, so collaboration has been made with all student government presidents. He said the group was named the Raleigh Collegiate Student Advisory Board and has met quarterly about sharing resources and information regarding job fairs.

Commissioner West asked about the issue regarding access to cash by minority individuals.

Mr. Perry said the key is that citizens have a good understanding of resources. He said the Small Business Resource Guide provides general business support information and resources needed for those individuals. He said resources for operating a business provided by Wake Technical Community College has been helpful.

Commissioner West asked Mr. Perry if he has contacted the local United States President of the Black Chamber.

Mr. Perry said that he can contact him.

Mr. Perry shared the partnerships for General Business Support that has led to the Fiscal Year 2018-2019 success.

**GENERAL BUSINESS SUPPORT**

**FY 18-19 Successes**

- Triangle Small Business Week Website
- Small Business Resource Guide
- Raleigh Chamber BizFest
- Small Business Connect – City of Raleigh

Small businesses do big things. April 29 - May 5, 2019

**RALEIGH**  
SMALL BUSINESS CONNECT  
Adapt. Collaborate. Leverage Resources.

**BIZFEST**

WAKE COUNTY  
SUPPORTING OUR BUSINESS

Mr. Perry shared the Minority and Women support that has been provided. He said 50-60 small businesses with all types of backgrounds attend these meetings.

## MINORITY & WOMEN BUSINESS ENTERPRISE SUPPORT

### FY 18-19 Successes

- SE Raleigh Business Collective
- Black Business Momentum Seminar Series (January – June 2019)
- Hispanic Business Momentum
- We Connect: Networking Social



Mr. Perry shared that the next session would focus on black businesses and there would be future sessions that focus on the LGBT community, veterans, and diversity.

Commissioner Adamson asked how these sessions are marketed.

Mr. Perry said the Greater Raleigh Chamber of Commerce membership, Municipal Chambers, and word of mouth are ways the process is communicated.

Commissioner West said placing emphasis on non-participants is key and identifying the current strategies is important.

Mr. Perry said the Southeast Raleigh Business Selective leadership has concern that the Greater Raleigh Chamber is connected to the organization.

Mr. Perry shared the entrepreneurship support. He said last year there were registrations for the program as far away as Florida.

## ENTREPRENEURSHIP SUPPORT

### FY 18-19 Successes

- 3<sup>rd</sup> Annual Black Entrepreneurship Week
- Incubator Support & Partnership
- GRCC Pathways Program – 1<sup>st</sup> Cohort



Mr. Perry said once graduating from the incubator entrepreneurship support program, there is a year-long membership to the Greater Raleigh Chamber of Commerce and support that is received for businesses. He said the chamber is then able to provide support and direction to these businesses.



## Closing / Q&A



Commissioner West expressed his appreciation for the Greater Raleigh Chamber of Commerce programs and for implementing the policy.

Commissioner Adamson said that Mr. Perry will be serving as a Co-Chair on the Census Complete Count Committee.

Mr. Derwick Paige, Chief Community Development Officer, said that the work of the chamber aligns with three strategic board goals.

Commissioner West said he was impressed with the support from the chamber.

**Funding request from Alliance Medical Ministry.**

# Alliance Medical Ministry

16 years of providing comprehensive,  
affordable medical care to our  
neighbors in need.



Mr. Pete Tannenbaum, Executive Director, Alliance Medical Ministry, said there are positive impacts to the community with the funding initiative from Alliance Medical Ministry.

He shared the mission for Alliance Medical Ministry.

## Our Mission



**To provide access to comprehensive primary care to  
working, uninsured adults living in Wake County.**



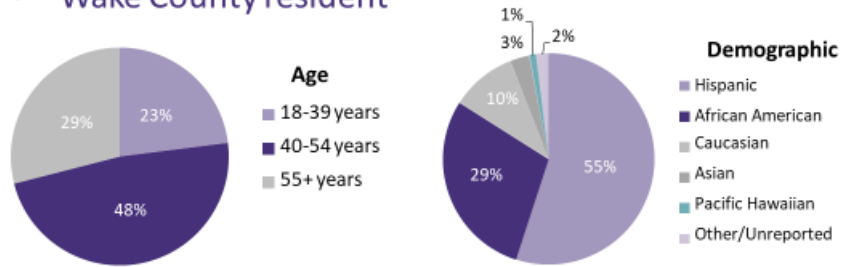
- 2,500 adults served
- 11,000+ visits annually
- \$2.9 million in medication dispensed
- 500 mammograms
- 800 counseling sessions

He shared the typical population of Alliance patients.

## Alliance Patients



- Uninsured
- Working, living in a household with working family member, or referral from a partner job training program
- Wake County resident



He shared information about Alliance patients.

## Alliance Patients



- **Chronically ill or at risk:**
  - 78% have at least one chronic illness
  - 55% have two or more chronic illnesses
  - 55% Pre-diabetes/Diabetes
  - 48% Obese
  - 43% Hypertension
- **69% women**
- 111% FPG - \$19,000 per year – household of 3
- **Top patient zip codes:** 27610, 27604, 27616, 27603

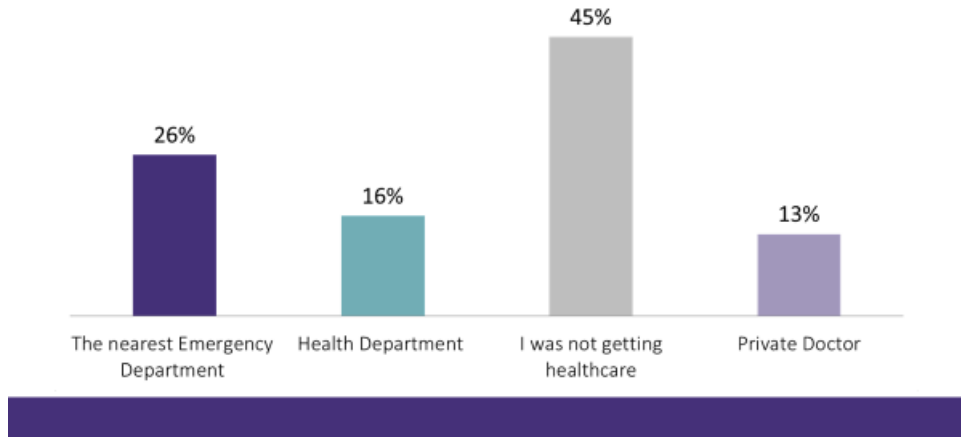
He shared information about the need of patients.



## The Need: 2018 Patient Survey Results



Where did you **receive your healthcare before you were a patient** at Alliance Medical Ministry?

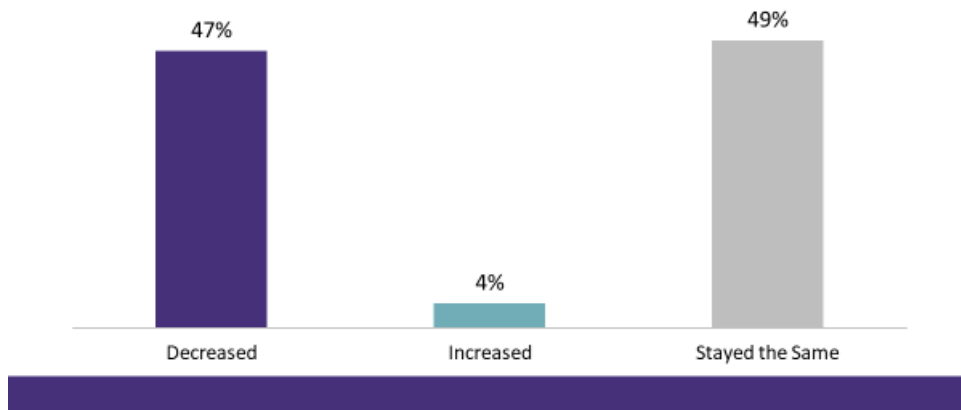


He shared information about the patient survey results for emergency visits.

## The Need: 2018 Patient Survey Results



Since becoming a patient at Alliance Medical Ministry, has **the number of your emergency visits:**

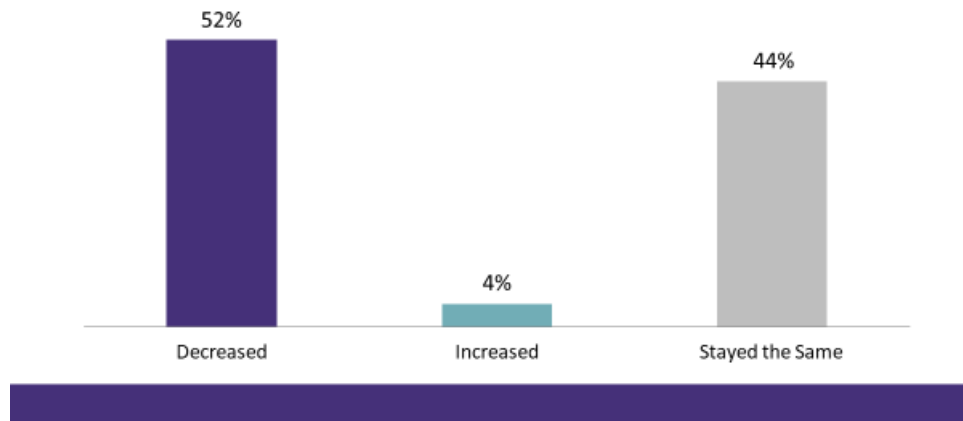


He shared information about the patient survey results for hospital admissions.

## The Need: 2018 Patient Survey Results



Since becoming a patient at Alliance Medical Ministry, has **the number of your hospital admissions:**



He shared information about the cost comparison.

## Cost Comparison



**\$1,200 - \$1,500**

ER visit for  
non-emergency issue

**\$20-\$25 co-pay**

AMM sliding scale  
based on household  
income

He shared the request for support.

## Request for Support



- One-time request of \$125,000 from Wake County to partner with Alliance for the implementation and training cost for Epic
- Epic Systems is one of the largest providers of health information technology, used primarily by large U.S. hospitals and health systems to access, organize, store and share electronic medical records

He shared information about the impact of Epic Software.

## Impact of Epic Software on Alliance Medical



- **Efficiency**
  1. Ability to trend labs – no more hand transfer
  2. Time saving efficiencies – currently takes hours to review patient records
  3. Better management of complex patients
  4. More precise referrals and transfer of patient information
- **Cost Savings**
  1. Hours saved - Ability to see more patients
  2. Less time spent chasing medical records
  3. Ability to communicate with other providers – information flows both ways
  4. Antiquated current system of faxes, downloads, and copies

There was discussion about Alliance's original request of \$100,000 for the initial implementation of the EPIC Electronic Medical Records Systems discussed at the May 13, 2019 Board of Commissioners Work Session, which includes a case management component.

Ms. Christine Craig, Vice-President of Government Affairs, WakeMed Health and Hospitals, said the total cost for implementation is \$125,000.

Mr. Derwick Paige, Chief Community Development Officer, said the board would consider an agenda item on the July 8, 2019 Board of Commissioners' Regular agenda.

### **Social and Economic Development Vitality Performance Measures**

Ms. Katherine Williams, Cooperative Extension Director, shared the agenda for today's meeting.

Ms. Verna Best, Human Services Program Manager, shared the information about Social and Economic Development Vitality as it relates to the vulnerable community zones. She said the zones would include southeast Raleigh and the towns of Knightdale, Wendell, and Zebulon. She said there would be levels to measure change over the social determinants of health. She said the approach would be from the family, organization, and the business development areas.

Commissioner Holmes asked if the municipal leaders are informed and engaged. Ms. Best said the City of Raleigh and council meetings will be held in the Towns of Knightdale and Wendell. She said staff is working to schedule a meeting with Town of Zebulon.

Commissioner Holmes asked if there would be a resource table or presence at the African American Cultural Festival that could be provided. Ms. Best said that staff is working toward providing marketing materials available for the festival.

County Manager Ellis said that the Communications Office could assist with promotion of this information.

Commissioner West asked if there was a \$50,000 contribution from the City of Raleigh for the African American Cultural Festival. Ms. Best confirmed that there would be.

Ms. Williams said there would be broader discussion with the City of Raleigh and conversations about sustainability and the comprehensive food plan. She said that staff is working with Mr. Larry Jarvis, Director of Housing and Neighborhoods, City of Raleigh, about the educational opportunities for the festival. She said that staff is also working with Mr. Darryl Blevins, Eastern Regional Center Director, and he is supportive of the work.

Ms. Best shared that Community Day at Crosby Garfield will be July 19. She said that in the month of September, the Workforce Development Month Proclamation will be coming forward to the Board of Commissioners. She said a community-based event and events to coordinate career and skills opportunities related to Workforce Development will be scheduled in the month

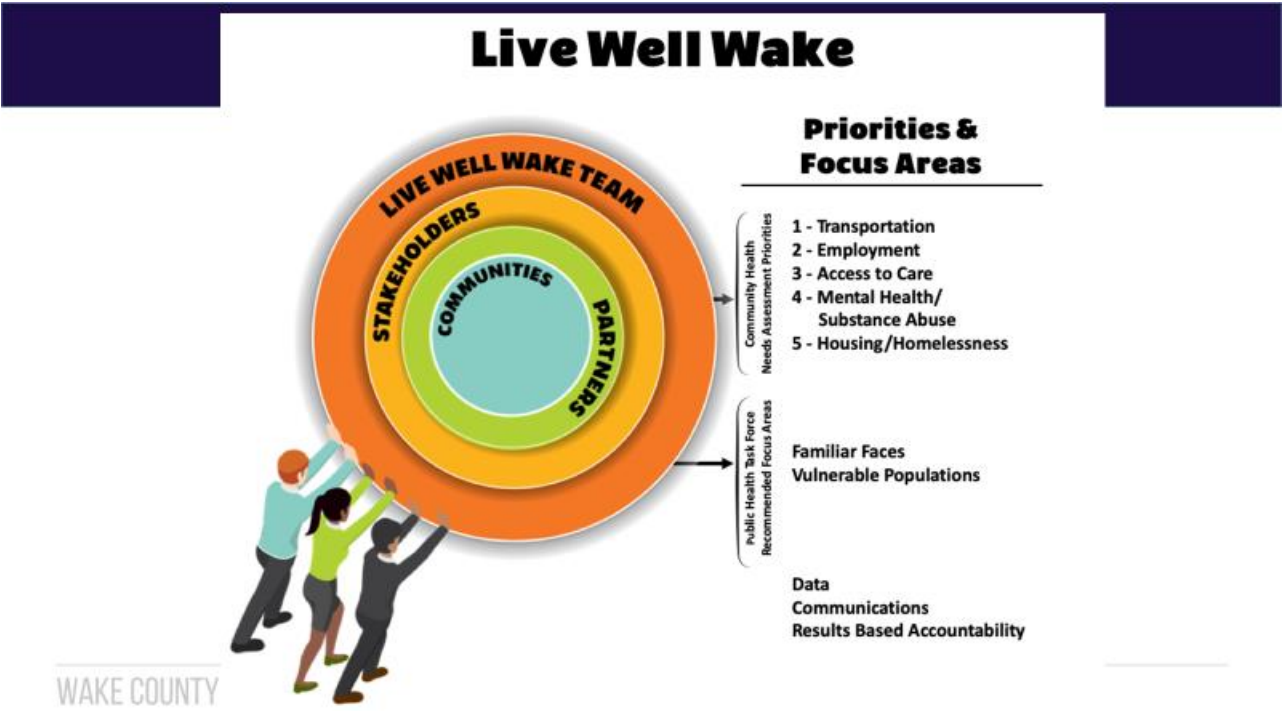
of September. Ms. Best said the Kaleidoscope project will help with building resilience in children and families.

Ms. Williams said the challenges will be to track individual progress of families who participate in programs over time. She said determining saturation of activities and capacity of work will help to evaluate programmatic strategies and outcomes. She said that staff will be meeting in July about prioritized outcomes and programmatic strategies. She introduced Gayle Headen, Wake County Smart Start Executive Director; Angie Welsh, Kaleidoscope Project Executive Director and Shelia Reich, Youth Thrive Executive Director, that will be working with the Live Well work and the vulnerable population and build practice for community level impacts.

Commissioner West asked about the program delivery for programs and the community level impact.

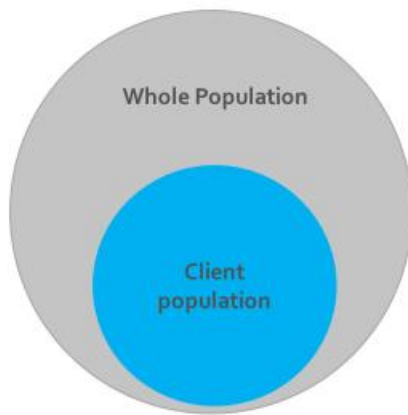
Ms. Williams said program delivery has been taking place including at the community level. She said the Social and Economic Vitality initiative involves housing, food systems, transportation and other issues that are all interrelated.

Ms. Regina Petteway, Human Services Director, shared the Live Well Wake model. She said the five priorities and focus areas will be utilized.



She said the familiar faces and vulnerable populations will be contacted using data, communications, and results-based accountability.

# “Results Based Accountability Model is Population & Performance Accountability



**Population Accountability:**  
The Well being of **Whole Populations**.  
Communities, Cities, Counties, States,  
Nations



**Performance Accountability:**  
The well being of **Client Populations**.  
Programs, Organizations, Agencies,  
Service Systems

Ms. Petteway shared examples of the recommendations and how success will be measured for vulnerable populations.

## How Will Success Be Measured for Vulnerable Populations? - Examples

- Develop a community grant fund to support population health initiatives in vulnerable populations and communities experiencing disparities in health and social outcomes. (Measures may include # of business partners supporting the grant fund; amount leveraged; improvements in community engagement, buy-in, improvements and satisfaction.)
- Create safe and humane environments; remove barriers to healthy food, affordable transportation and housing. (You can see the overlap here with the CHNA priorities. Measurement of the extent these barriers are addressed and number of people in vulnerable communities can be measured.)

## How Will Success Be Measured for Vulnerable Populations? - Examples

- Reduce over-criminalization that removes children from schools and parents from homes; decrease incidence of Adverse Childhood Experiences (ACEs) and increase resilience in people and communities; reduce incarceration; support employment. (Measurement can include efforts to build family and community resilience, including community education)
- Encourage early childhood brain development and enjoy a more creative, healthy, well educated, and economically engaged population. (Did the Live Well Collaborative include vulnerable communities in this work? Did it make any difference in those communities?)

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### WAKE COUNTY

Commissioner West said he has reviewed some information from the Healthy Counties Conference in San Diego, CA that he recently attended. He said health, safe communities, crime, standard of living and community engagement, validate the areas that are needed.

Ms. Petteway said the work would involve engaging the community and have more business members. She said there will be a position to lead the Live Well Wake work. She said it is expected that by the fall strategies will be in place.

Commissioner Adamson asked about the functions the new positions will provide.

Ms. Best said the positions will help implement programs and strategies for the return on investment.

Commissioner Holmes asked about the Crosby Garfield facility needs and whether it would be community based.

Ms. Petteway said children currently occupy the facility and further discussion is taking place for the best use of the leftover space.

Mr. Ellis said that space is being evaluated. Ms. Petteway said that parking, space, and compatibility is being evaluated.

Commissioner Holmes asked about a future farmers market for the space. There was discussion about the future possibility of a farmers' market.

Ms. Best indicated that the farmers market could be considered as an option.

Ms. Best said the weekly programming at the facility is employment related. She said 4-H and Family Services also occupy the building.

Ms. Petteway asked board members to contact Ms. Best for space ideas for the Crosby Garfield facility.

Commissioner Ford asked about the timeline to hire for the position. Ms. Petteway said the position should be in place by early fall.

Commissioner Ford asked if smart goals will be identified and how the board can support the initiative. Ms. Petteway said that the county has a contract with Dr. Dorothy Cilenti, UNC School of Global Public Health, who will be conducting results-based accountability that will assist with implementing the strategies that are in place.

Ms. Williams said that there is dedication for the facility and the community for the use of the space.

Commissioner West said the grass roots efforts are key in the plan moving forward. He said the direction and vision should be comprehensive and include timelines of connection.

He expressed his appreciation for staff's input. He said it is important to look at ways to empower and engage individuals. He shared a quote from Joel A. Barker "Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world."

## **Adjourn**

There being no further business, the meeting adjourned at 2:47 PM.

Respectfully submitted,

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Denise Hogan, NCMCC  
Clerk to the Board