



Wake County

301 South McDowell Street
Raleigh, NC

Meeting Minutes Board of Commissioners

Monday, May 4, 2020

5:00 PM

Wake County Justice Center

Regular Meeting - Meeting Held Remotely

Meeting Called to Order: Chair Greg Ford

Present: 7 - Chairman Greg Ford, Vice-Chair Vickie Adamson, Commissioner Matt Calabria, Commissioner Susan Evans, Commissioner Jessica Holmes, Commissioner Sig Hutchinson, and Commissioner James West

Others Present: David Ellis, County Manager; Scott Warren, County Attorney; Denise Hogan, Clerk to the Board; Yvonne Gilyard, Deputy Clerk to the Board; Mr. Bill Greeves, Chief Information and Innovation Officer; Ms. Emily Lucas, Chief Financial Officer; Lorena McDowell, Director of Housing Affordability and Community Revitalization; and Ben Canada, Assistant to the County Manager

Pledge of Allegiance

Invocation: Commissioner Jessica Holmes

Items of Business

This agenda item was accepted.

1. [Agenda](#)

Commissioner Holmes moved, seconded by Commissioner Hutchinson, to approve the agenda. The motion passed unanimously.

2. [Approval of the Minutes of the Regular Meeting of April 20, 2020](#)

Commissioner Evans moved, seconded by Commissioner Holmes, to approve the minutes of April 20, 2020. The motion passed unanimously.

Consent Agenda

Commissioner West moved, seconded by Commissioner Holmes, to approve the consent agenda. The motion passed unanimously.

3. [Memorandum of Understanding with the Wake County Board of Education for Potential Co-Location of a Wake County EMS Station on the Timber Drive Elementary School Site in Garner, NC](#)

Attachments: [Agenda Item - EMS WCPSS Timber Drive Co-Location MOU.docx](#)
[MOU - EMS WCPSS Timber Drive Co-Location.docx](#)
[Vicinity Map - EMS WCPSS Timber Drive Co-Location.pdf](#)
[Site Plan - EMS WCPSS Timber Drive Co-Location.pdf](#)

Commissioner West moved, seconded by Commissioner Holmes, that the Board of Commissioners authorize the Chairman of the Wake County Board of Commissioners to execute a Memorandum of Understanding with the Wake County Board of Education to study the potential co-location of a Wake County EMS Station on the Timber Drive Elementary School site subject to conditions acceptable to the County Attorney. The motion passed unanimously.

4. [Approval of 2020-2025 Wake County Consolidated Plan, 2020-2025 Analysis of Impediments to Fair Housing Choice, and 2020 Citizen Participation Plan](#)

Attachments: [Agenda Item](#)
[2020-2025 Wake County Consolidated Plan](#)
[2020-2025 Analysis of Impediments to Fair Housing Choice](#)
[2020 Citizen Participation Plan](#)

Commissioner West moved, seconded by Commissioner Holmes, that the Board of Commissioners:

1. Approve the 2020-2025 Wake County Consolidated Plan, 2020-2025 Analysis of Impediments to Fair Housing Choice, and 2020 Citizen Participation Plan; and

2. Authorize the Chair to sign documents necessary to submit to HUD and to carry out activities described in the plans to approve the consent agenda. The motion passed unanimously.

5. [Approval of CARES Act Grant Funds for the Raleigh-Durham Airport Authority \(RDU\)](#)

Attachments: [Item Summary RDU grant approval.docx](#)
[CARES Act Non-Development Grant Agreement \(template\).docx](#)
[Wake County CARES Act Transmittal Letter 2020-04-28.pdf](#)

Commissioner West moved, seconded by Commissioner Holmes, that the Board of Commissioners approve the RDU Authority's acceptance of the CARES Act funds of \$49,591,593. The motion passed unanimously.

6. [Tax Committee Recommendations for Value Adjustments, Penalty Waivers, Tax Relief Applications, Refund Requests and Various Reports](#)

Attachments: [Tax Collections Item Summary](#)
[Tax Committee Agenda Process](#)
[Executive Summary 1](#)
[Executive Summary 2](#)
[May 2020 Refunds Under \\$500](#)
[May 2020 refunds over \\$500](#)
[Daily Updates For Exemptions](#)
[Daily Updates For Penalties](#)
[Daily Updates For Special Situations](#)
[Municipal Collection Report](#)
[Wake County Collection Report](#)
[Monthly In-Rem Foreclosure Report](#)
[PFB Summary Report April](#)
[Register of Deeds Excise Tax Report](#)

Commissioner West moved, seconded by Commissioner Holmes, that the Board of Commissioners approve the attached recommendations by the Tax Committee. The motion passed unanimously.

7. [Public Comments](#)

Attachments: [BOC Public Comments May 4 2020.pdf](#)

Ms. Denise Hogan, Clerk to the Board, announced that there were 848 citizens that signed up for public comment. She shared the following summary of comments:

- 757 citizens support the House Wake Strategic Plan, and support allocating \$5 million to Wake Prevent program to help tenants make rent and utility payments (One Wake Organization)
- 18 citizens asked the board to reopen all businesses now, end the Stay-at-Home order

- 4 citizens asked the board to use federal assistance to help people buy food, basic supplies, eviction prevention and fund finance education
- 12 citizens asked the board to encourage law enforcement to enforce the State's stay-at-home orders leniently
- 1 citizen said Wake County needs a plan to help persons released from prison reenter society
- 1 citizen asked the board to Fund Interact in FY21
- 1 citizen requested the board fund the Wake County School System at a higher level in FY21 than the current year
- 1 citizen commented that Covid-19 may not be as dangerous as experts tell us, we should be skeptical of the advice we receive from medical experts
- 5 citizens asked the board to use stimulus funds to assist elderly and low income
- 1 citizen asked the board to look at NCDHHS webpage for congregate living and non-congregate living
- 1 citizen thanked Wake County for ending the Stay-At-Home order, allow businesses to decide for themselves when it is safe to open
- 1 citizen urged the Board of Commissioners to provide as much financial assistance to homeless persons and families
- 1 citizen asked the board to stop destroying the lives of NC citizens with bad models that have proven wrong of COVID-19
- 1 citizen commented that there are more suicides, more addictions, more child/spouse abuse as a result of the shutdowns
- 2 citizens asked the board to Provide funding for renters so they are not evicted
- 1 citizen has concerns over communion and where and how it can be administered
- 3 citizens asked the board to help citizens that have no work
- 1 citizen asked Wake County to consider face coverings during this time of emergency
- 1 citizen said COVID-19 funding should be used for people who are homeless and for those at risk of becoming homeless

Questions from citizens

Are the commissioners still receiving their salaries? If so, will they continue to do so?

Why are the parks closed?

Are the commissioners going to suspend personal property and business taxes?

Why are the dog parks closed since animals are not known carriers of the virus?

What are the plans to protect those in assisted care facilities, nursing homes, prisons, and for freeing the vast majority of citizens?

Chairman Ford asked for county manager David Ellis to provide a response to the questions that have been asked by citizens.

A full version of the citizen comments are attached to this item. All board members received a copy of the full version.

That the Board of Commissioners receives comments from the general public. Comments will be summarized during the meeting by the Clerk and provided in full as part of the meeting minutes.

Regular Agenda

8. [Accept Additional 2019-2020 Federal Fund Allocations under the Coronavirus Aid, Relief, and Economic Security Act \(CARES Act\) for Housing Related Services](#)

Attachments: [DRAFT CARES COVID-19 Funding Acceptance 5.4.2020](#)

[Legistar.docx](#)

[House Wake Slides 5.04.2020 FINAL.pdf](#)

[CDBG Formula CARES Letter-Wake County.pdf](#)

[ESG Formula CARES Letter-Wake County \(003\).pdf](#)

[HOPWA Formula CARES Letter-Wake County \(003\).pdf](#)

[Budget Memo - FY 2020 Housing and Community Revitalization
Special Revenue Fund \(2200\).pdf](#)

Ms. Lorena McDowell, Director of Housing Affordability and Community Revitalization.

She shared the House Wake slide.

House Wake: A Strategic Plan to Minimize the Effects of COVID-19 on Homeless and Precariously Housed Wake County Residents, While Maximizing Opportunities for Positive Long-term Outcomes

She shared the General Description.

This six to eight-month strategic plan utilizes and coordinates federal, state and local funding to address the COVID-19 crisis within our homeless and precariously housed population and aims to move the maximum number of individuals possible to housing stability. Population and to move them to housing stability.

She shared the Challenge

Wake County has been in the midst of a housing crisis for some time. COVID-19 will significantly exacerbate this issue. Since March 15, the state of North Carolina has seen a massive rise in unemployment with nearly 906,622 claims filed between March 15th and April 28th. The number of filings continues to grow. The high rate of unemployment is a warning of the coming wave of evictions and foreclosures that will soon be laid upon our already deficient system. This plan is the first step to addressing the coming need, but should not be seen as the final solution.

She shared information about looking ahead.

Wave I (current & ongoing): Households who cannot access unemployment insurance face a high risk of become housing insecure today (e.g. undocumented, borderline homeless, employed in the grey economy).

Wave II (June 1, 2020): When superior court and district court proceedings resume, households who are unable able to pay rent will be put at a higher risk of housing insecurity.

Wave III (July 31, 2020): Following the expiration of the Federal Pandemic Unemployment Compensation program on 07/31/2020, households who had been reliant on the additional \$600 in weekly unemployment benefits will face an increased risk of housing insecurity.

Wave IV (December 31, 2020): Following the expiration of the Pandemic Emergency Unemployment Compensation and Pandemic Unemployment Assistance on 12/31/2020, households still experiencing unemployment will face an increased risk of housing insecurity.

She shared information about Federal Programs and Funding.

The CARES Act provides additional flexible funding to state, local, tribal, and territorial governments, and public agencies, through familiar and new programs that can be used to address housing instability and homelessness.

She shared information about Wake County CARES Allocations.

Round one of CARES allocations has brought the following financial support to Wake County:

- Community Development Block Grant (CDBG): \$1,258,790
- Emergency Services Grants (ESG): \$626,800
- Housing Assistance for Persons with Aids (HOPWA):
\$132,656

- Coronavirus Relief Fund (CRF): Up to \$193M

Other housing related funding in the CARES Act which Wake County may apply for:

- FEMA Public Assistance - which can be used to meet homeless services if a request is made to FEMA
- LIHEAP - additional funding to cover utility costs

She shared seven major components of House Wake.

There are seven distinct components of this plan, each important and required to properly address this crisis.

1. Healthy Hotels Initiative
2. Homelessness Prevention Expansion
3. Rapid Rehousing Permanent Placement Program
4. Housing Navigation & Landlord Engagement Program
5. Oak City Cares Hygiene Program
6. Housing Services Enhancement Program
7. Shelter & Street Outreach Enhancement Program

She shared information about Healthy Hotels.

Currently, the Emergency Operations Center (EOC) has contracted with two hotels for use of approximately 160 units to establish high-risk, healthy hotel sites for the population meeting criteria of homelessness and one or more high-risk category for the COVID-19 virus.

To access these units, resident must be referred from one of three locations:

- A shelter in Wake County to reduce shelter populations in order to allow for proper social distancing.
- Hospitals discharging a person from an in-hospital admission (excluding an emergency department visit) who met the above criteria for homelessness and high-risk category and would have otherwise been discharged to a Wake County shelter.
- A street outreach program working with the unsheltered population above 65 years old and/or above 55 years old with lung disease or the immunocompromised.

The Healthy Hotels Initiative transitions oversight of the healthy hotels to the Housing Department, allowing this initiative to run for the term of the COVID-19 relief funds availability, through December 31, 2020.

This transition allows Wake County and its community partners additional time to permanently house clients from these hotels and allows us to

connect hotels and clients to the broader strategic plan and expanded community services.

The Housing Department will contract with community service organizations to provide site and case management services for individual locations. The County will develop program details and manage contracts with the hotels, behavioral health and community service organizations as well as monitor their progress.

Treasury CRF funds will support this program.

She shared information on the Homelessness Prevention Expansion.

According to reports, in April one-fifth of market rate Raleigh renters were unable to pay their rent. This ratio does not include renters living in affordable housing, where a higher percentage of residents are struggling to continue to pay their bills. In order to begin to address the wave of evictions coming from renters, homeowners as well residents utilizing hotels as their primary residence, expansion in the following programs are required:

- Wake Prevent! Homelessness Prevention Program
- Wake Prevent! Hotel Families Assistance Program: Phase II

She shared information about Wake Prevent! Homelessness.

With the current moratorium on evictions expiring, it is expected there to be a surge in eviction filings. Wake Prevent!, being the largest homelessness prevention program in the county, will receive the majority of the calls for help. This plan supports nearly doubling the capacity of this program. While the expanded Wake Prevent! capacity will help, other means to quickly disseminate support, as it becomes available, to affected renters and homeowners should be considered.

Treasury CRF funds will support this program expansion.

The Wake Prevent! program was expanded to serve families living in Wake County hotels on April 6, 2020. This expansion allowed staff to utilize funding to cover the cost of hotel stays, allowing these families the opportunity to continue to shelter-in-place.

Phase II of this program will allow staff to accommodate families who have been screened, but not referred for services or aid due to lack of current capacity. Currently, more than 130 families, living in more than 42 different

hotels in Wake County have been approved for this program and are waiting in queue. Treasury CRF funds will support this program expansion.

She shared Rapid Rehousing Permanent Placement Program information.

Prospective agencies and affordable housing developers will have the opportunity to apply directly to Wake County for funding to support rapid rehousing efforts.

Expenses may include, but are not limited to:

- Security deposits
- Rental assistance
- Property damage
- Vacancy payments
- Program administration
- Affordable housing development and rehabilitation

CDBG & HOPWA funds will support this program.

She shared Housing Navigation and Landlord Engagement Program information.

The aftermath of COVID-19 breeds uncertainty for our developer and property management community, for the first time in a long time. This provides a unique opportunity for Wake County to work with our developers and property management companies to increase the stock of available affordable available in Wake County.

The Housing Navigation & Landlord Engagement Program will educate potential partners on the benefits of working with the county's programs as well as coordinate efforts to create and manage a database of Wake County vacant units and will work with service providers to support clients' rapid re-housing into them. Database developed should provide details about unit size, rent and availability date as well as who the owner is willing to accept in terms of a renter (criminal histories, poor credit, evictions, income, etc.).

She shared information about the Housing Services Enhancement Program.

The Housing Department will contract with a community partner to provide this extremely important service to our community through the end of the 2020 calendar year, as the funding allows.

The partnering agency should seek funding to support the continuation of

this program beyond the 2020 calendar year. Treasury CRF funds will support this program.

She shared Oak City Cares Hygiene Program information.

In the current environment, residents still unsheltered in Wake County do not have access to showers or laundry to tend to their personal hygiene needs. While Oak City Cares typically provides this service, due to COVID-19, the county's building floor plan does not allow this service to continue inside healthily.

Oak City Cares has offered to continue to provide this service by utilizing outdoor FEMA showers, washers & dryers, that can be properly sanitized and maintained according to current CDC recommendations. Treasury CRF funds will support this program.

She shared Shelter and Street Outreach Enhancement Program information.

Funding allocated to be used as a flexible funding source to compliment programs approved for CARES entitlement programs and to bridge gaps. Generally, these funds would be used for client supportive services while in one of the Hotel, Rapid Rehousing, or street outreach programs.

Expenses may include, but are not limited to:

- Food
- Personal Hygiene
- Household supplies
- Transportation (gas/bus cards)
- Green Chair fees to furnish permanent homes
- Basic technology needs for school age children to continue education

Treasury CRF funds will support this program.

Funding to support programmatic and physical shelter alterations that support social distancing as well as street outreach programs working to identify high-risk unsheltered residents.

- Expenses may include, but are not limited to:
- Physical shelter alterations and supplies
- Unsheltered engagement
- Case management
- Emergency health and mental health services
- Transportation

ESG & HOPWA funds will support this program.

She shared Opportunity in Catastrophe information.

It may sound farfetched, but if the county is smart, bold and brave, staff can use this crisis and the funding now being made available to address longstanding gaps and issues within our service system.

The House Wake Strategic Plan is a bold step in this direction.

Let us not allow the opportunity in this catastrophe to go to waste.

Chairman Ford thanked Ms. McDowell for the presentation. He thanked Commissioner Holmes and Commissioner West for their leadership on this issue. He said that these are challenging times and this is why Wake County invests in crucial areas and helps many people. He shared that he is concerned about the four waves mentioned in the presentation.

Commissioner Holmes thanked Vice-Chair Adamson for sharing of masks at Oak City Cares. She thanked County Manager Ellis for his leadership on this issue. She also thanked Ms. McDowell and said that the funds would support many residents.

Commissioner West echoed Commissioner Holmes' comments. He said that the leadership of a great community serves the least of them. He said that this initiative requires assistance from all parties. He said that the gap and the resources will pave the way for reformation. He asked the difference in disparity study and an analysis of impediment.

Ms. McDowell shared that the analysis of impediments is designed to look at all the elements in relation to affordable housing and the disparities are included in that.

Commissioner Hutchinson applauded Ms. McDowell on this initiative. He said that he favors the 7-point plan that will take place. He asked about the scalability of the seven items and \$193 million funds from the CARES ACT and how will efforts continue.

Ms. McDowell said that all components of the plan are scalable. She said the plan is to work with partners and to provide funding to ensure housing for the residents. She said that it is important the county do as much as it

can before December 2020. She said that it is important to continue to work with partners for future funding.

Commissioner Calabria echoed his appreciation for the housing department. He said that he wants to be sure the county are using these funds wisely and would like in the near future to see what sort of structure gets put together in terms of how these funds will be most effective.

Ms. McDowell said that it is important to hear from the community and their willingness to build based on capacity and a build up. She said that a budget matrix will be made available to partners. She said that the funds cover multiple projects. Once the partners can all communicate the level and areas of interest they have, they will be better to determine best usage.

Vice-Chair Adamson thanked Commissioner Holmes and her support for housing. She said that there are many comments from citizens based on the needs of citizens that are homeless or falling through the cracks.

Ms. McDowell shared the plan to assist with homelessness or unsheltered. She said that plan is to help all of the citizens that may have fallen through the gap.

Commissioner Holmes said that she is interested in the plan for the 55 year old population that don't have children.

Ms. McDowell said that the outreach and shelter program have worked on how to social distance themselves. She said that offering funding could allow programs to add more beds.

Commissioner Holmes thanked Oak City Cares, Triangle Family Services, Passage Home and all of the other housing partners that have participated.

Commissioner Hutchinson asked how quickly the programs would be implemented.

Ms. McDowell said that two programs have already been implemented, Oak City Cares Hygiene Program will begin on May 7, 2020 and the Phase

Il of Wake Prevent Hotel Family is already being funded. She said that the Letter Of Interest will be released tomorrow and the response is due back Friday. She said that the goal is to finalize contracts by May 15th.

Commissioner West said that he had a meeting that looked at social vitality and vulnerable communities. He said that Ms. McDowell shared the strategic plan and how citizens could be connected. He asked Ms. McDowell if the strategic plan is being implemented now a start date. Ms. McDowell said that this the strategic plan being presented today.

Vice-Chair Adamson asked how citizens could get connected to services that are in need. Ms. McDowell said that they can access Coordinated Entry. She said that there is an email and phone line set up to get assistance. Ms. McDowell said that the email and phone number are on the website.

Chairman Ford said that the CARES ACT fund are a return on tax dollars paid by Wake County residents. He asked Ms. McDowell to speak to accountability.

Ms. McDowell said that Wake County has to be smart with the funds. She said that contracts will be monitored robustly. Through the contract manager, every program will be monitored to ensure that funds are utilized accordingly.

Commissioner Holmes moved, seconded by Commissioner West, that the Board of Commissioners:

1. Accept and appropriate an additional allocation of \$2,018,246 in Federal grant funds for housing and related services to prevent, prepare for, and respond to the corona virus (COVID-19).

2. Authorize the Chair to sign documents necessary to submit to HUD. The motion passed unanimously.

9. [Three-Year Agreement with SHI International Corporation for Microsoft Licensing](#)

Attachments: [Microsoft Licesning Agenda Item \(May 2020\).docx](#)
[BoC Meeting - Microsoft EA - final.pdf](#)
[SHI Quote 18355595.pdf](#)
[SHI Quote 18356117.pdf](#)
[Enterprise Enrollment \(Indirect\).docx](#)
[Previous EnrollmentAgreement Form.docx](#)
[Signature Form.docx](#)
[Taxable IPA Wake County 2001965046.pdf](#)

Mr. Bill Greeves, Chief Information and Innovation Officer, shared the background for today's request.

- Today's requested Board action:
 - Approve an agreement for Microsoft licensing
 - Approve a payment plan for the initial term of the agreement
- Fiscal impact
 - No additional funding requested
 - Funding for this agreement is included in the Information Services FY20 and ongoing operating budget
 - Funding unaffected by proposed IS FY20 and FY21 cuts

He shared the proposed agreement details. He shared critical tools for Core Systems

- Consolidates and co-terminates two existing Microsoft licensing agreements and adds a third component
 - Existing: Server and SQL database licensing covered since 2006
 - Existing: O365 licensing since 2017
 - New: Windows desktop software
- Proposed agreement utilizes an aggressively-competed, pre-negotiated NCDIT statewide contract
 - Provides pricing at the highest discount level offered by Microsoft
 - SHI providing additional 18% discount off NCDIT discount level

He shared Significant Use Increase in O365 Collaboration Tools Due to COVID and Teleworking Policy

He shared Desktop Software Powers 6000+ PCs across the county

- Windows Enterprise Licensing Provides:
 - Extended support for major software updates
 - Enhanced security features for all users

- Provides exclusive access to enhanced Windows management tools for support of all users

He shared that this has the potential to replace two tools used today (Airwatch and LANDesk) which would save the county approximately 150K annually Windows Enterprise Licensing Provides:

Extended support for major software updates

Enhanced security features for all users

Provides exclusive access to enhanced Windows management tools for support of all users

He shared Considering Alternatives

- The 60 applications developed and supported by county staff use Microsoft tools, frameworks and operating systems
- No viable alternative that can run the hundreds of applications and services we use with the same flexibility, stability and security
- No free or cheaper alternative that can run the hundreds of applications we utilize on our desktops
- O365 includes legal compliance features critical to county records retention and public records requests

For example: the Tax Administration applications used for valuation, assessment and collection of real and personal property taxes are developed and supported by Wake County staff using Microsoft applications, frameworks and operating systems

- Due to the size and complexity of this applications, reengineering using open source frameworks and environments would require significant retraining of staff and a major, long-term, multi-year investment of resources from multiple teams across the IS department, as well as help from external resources.
- Additionally, the level of support, security and patching with open source frameworks would not be equivalent with what we have today.
- MS Office is by far the most common productivity suite available, making it easy to find software and share documents with partners, vendors, customers, etc.
- Tightly-connected tools such as Office 365, Microsoft Teams and Instant Messaging ensure that our workforce can continue to serve

customers even while working from home

- Changing from Microsoft would require significant retraining of staff county-wide and IT staff
- Sharing documents with partners could be problematic
- Most applications are built to be compatible and integrate with Microsoft out of the box. This was a major consideration for moving from Lotus Notes
- Unlikely to find a single open source tool that is compatible with all our applications

He shared Security Considerations.

- Our O365 environment meets FedRAMP, ISO, SOC, HIPAA, and PCI/DSS requirements
- Security Standards on “Free Products” are often less stringent and require additional funding for add-on security and compliance tools
- Microsoft gets us enhanced security features including Data Loss Prevention capabilities, the ability to retain and discover data across the organization (eDiscovery) and in-place archiving to be compliant with records retention regulations
- Microsoft gives us the added “insurance” of knowing that they have product roadmaps and support plans to ensure that when we have a problem, someone will be committed to fixing it with urgency

Security is critical in our operations. The county must have PCI compliance for credit card services. We must have HIPAA compliance for healthcare security and our public safety systems must adhere to CJIS compliance. None of these services are available for most open source tools out of the box.

- In fact, it’s unlikely any of the true open source tools meet our security standards and requirements.
- The effort to maintain that level of compliance around open source tools would be extensive and expensive

He shared Licensing Quantities Right-Sized for the organization.

- Working with departments, we’ve reduced license counts and levels to provide the best tools to meet their needs, while avoiding “overkill”
 - Estimate this process saves us approximately \$140K annually

Staff needing the full Outlook/Office tools on devices are provisioned an E3

license, 3,576 licenses @ \$31/month

Staff that can use the web versions of Outlook/Office are provisioned a less costly E1 license, 1,505 licenses @ \$23/month

He shared Value Proposition Offered by Contracts

- For approximately \$1/day per employee, the organization benefits from:
 - Desktop operating software
 - Word, Excel, PowerPoint
 - Email
 - Enhanced security tools
 - Hundreds of custom-built and purchased business applications
 - Data visualizations and dashboards
 - Collaboration tools
 - Instant messaging

He shared Requested Board Action

- Approve a thirty-nine-month licensing agreement with SHI international Corporation for Microsoft Office 365, Windows Enterprise, Server, and SQL
- Approve a no-interest Installment Payment Plan with Key Government Finance for the initial fifteen-month term of the contract
- The request is to authorize the County Manager to execute contracts on behalf of Wake County for these agreements
Total \$6,058,057

Vice-Chair Adamson thanked Mr. Greeves for the information on the contract agreement and thanked him for the savings on the licensure. She asked Manager Ellis to look at savings on no bid contracts.

Manager Ellis said that he is reviewing the contracts and 30 percent of the savings will come from reduction of contract services. He said that Wake County negotiates bidding with contractors.

Commissioner Hutchinson thanked Mr. Greeves for his continued work in IT.

Commissioner Hutchinson moved, seconded by Vice-Chair Adamson, that the Board of Commissioners:

1. Approve a thirty-nine-month Enterprise Agreement with SHI

International Corporation to provide licensing for Microsoft Office 365, Windows Enterprise, Server, and SQL. The request is to authorize the county manager to execute a contract on behalf of Wake County for this agreement.

2. Approve a no-interest Installment Payment Plan with Key Government Finance for the initial fifteen-month term of the contract. The request is to authorize the county manager to execute a contract on behalf of Wake County for this agreement. The motion passed unanimously.

10. [Consideration of Small Business Assistance](#)

Attachments: [Item Summary - Small Business Assistance 5-4-20.docx](#)
[Small Business Support COVID Funding 05012020 egl.pdf](#)

Commissioner Calabria introduced the Consideration of Small Business Assistance.

Ms. Emily Lucas, Chief Financial Officer, shared the agenda.

- Highlight federal, state, and local relief programs available to Wake County businesses impacted by COVID-19
- Discuss status of Wake County's CARES Act funding and eligible purposes
- Discuss need and purpose of funding a County business relief program
- Determine next steps on a proposed County business relief program

She shared the Federal Support for Small Business via CARES Act

- Highlight federal, state, and local relief programs available to Wake County businesses impacted by COVID-19
- Discuss status of Wake County's CARES Act funding and eligible purposes
- Discuss need and purpose of funding a County business relief program
- Determine next steps on a proposed County business relief program

She shared State Support for Small Business via Golden Leaf

- Rapid Recovery Loan Program for small businesses and family

farms

- Original funding of \$15 million, with additional \$125 million approved 5/2
- Program managed through the NC Rural Center
- Loan Provisions
 - Up to \$50,000 (or two months of revenue)
 - .25 percent interest for six months, then 48 months of principal + 5.5 percent interest
 - No prepayment penalties

She shared Small Business Support throughout Wake County

City of Raleigh

Approved \$1 million, to be used by Carolina Small Business Development Fund and Wake Tech Community College.

Town of Holly Springs

Matching up to \$15,000 in donations made to the Holly Springs Chamber of Commerce, to support small businesses.

Town of Apex

Approved \$1 million for the NC Rural Center's loan program, for businesses in town limits or ETJ.

Others

Fuquay-Varina, Garner, Wake Forest, and Zebulon utilizing local chambers of commerce and other organizations to raise funds.

She shared Wake County CARES Act Funding-Eligible Uses

- Wake County received approximately \$194 million from the federal government to cover expenses related to local response efforts
 - Includes expenses to “directly respond to the emergency” AND
 - “Second-order effects” including “economic support to those suffering from employment or business disruption...”
- County's first priority is to ensure funding supports direct COVID response (public health and safety) for duration of event
- Funding can be used to provide support to small businesses to reimburse the costs of business interruption caused by business closures
- County has asked Congress to allow these funds to be used for recovery of revenue losses caused by COVID-19, *not currently*

eligible

She shared CARES Act-Small Business Support

- Small business is defined by the SBA, but the County can be more specific/restrictive
- The business does not have to be completely closed to qualify
- A change in business activity as a result of COVID qualifies, but must be able to substantiate loss

As with the American Recovery and Reinvestment Act of 2009, the County expects federal guidance will change moving forward.

She shared NC General Statutes

- NC General Statutes do not allow local governments to offer grants, regardless of federal provisions of the CARES Act
- Local governments in NC can provide emergency loans
 - Allows the business to maintain operations when cash flow is disrupted
- Flexible loan terms allowed, including:
 - Initial deferral period and interest only period
 - Lengthy amortization/repayment period
 - Market-appropriate interest rates

She shared Proposed Wake County Small Business Support Program-\$5 million Investment

For Small Businesses

Use \$4 million to provide loans for small businesses.

For Independent Contractors

Use \$1 million to provide loans for sole proprietors.

Geographic Location

Business is located in Wake County (not just unincorporated areas) and is locally and independently owned.

Basic Eligibility Criteria

Business does not have open tax liens or judgements and has not filed for bankruptcy.

She shared county would seek partner (s) to administer program

- County needs expertise of third parties who regularly administer small business loans
 - Ability and capacity to start program quickly
 - Familiarity with federal and state business assistance programs
 - Expertise in determining and evaluating eligibility requirements
 - Ability to market program to a wide and diverse audience
 - Ability to appropriately collect and retain documentation

- Staff have been in discussions with community partners who could potentially administer program
 - Administrative costs will be covered by CARES Act funding

She shared Next Steps:

TODAY:

- Board provides feedback on the broad policy guidance

BY MAY 18:

- Staff receives clarification around federal and state requirements
- Staff negotiates with vendor(s) to administer program
- Staff and vendor(s) finalize program requirements

Commissioner Calabria thanked staff and County Manager Ellis for their work on this item. He said that small business are hurting due to COVID19. He said that Wake County has an opportunity to assist and to ensure that needs are met. He said that residents need to have jobs still available to them after the pandemic. He said that there are agencies that are available that can administer the program. Staff will work out eligibility parameters and award sizes and will bring those back to the board. He said that this is a team effort from the commissioners. He said that Commissioner Holmes is responsible for \$1 million in efforts that will help independent contractors and sole proprietors who have been especially hard hit. He said there are logistics that will need to be worked out moving forward.

Commissioner Holmes echoed Commissioner Calabria's comments. She thanked the commissioners for their support. She shared the difference between a loan and a grant. She said that small businesses can not afford to pay back a loan. She asked staff to inquire with the General Assembly for feedback for small businesses. She asked the chair to send a letter on behalf of the board to the General Assembly to support the small businesses. She said that 246 owners of barbershops and salons have signed a petition because of their need for assistance. She asked that vendors be sensitive and funds that will be given to businesses with the

greatest needs.

Commissioner West shared a conversation that he had with a small business owner. He said that this is a barrier society. He said that there is a constitutional barrier and includes people who have been left behind. He asked that emphasis be based on the needs of businesses that need help the most. He asked the board to look at local and small businesses to assist with funding.

Chairman Ford asked if the commissioners were in favor of Commissioner West's request that local businesses staff the administration of any funds that are being dispersed for this program.

Mr. Chris Dillon, Assistant to County Manager, said that Wake County has been working with the Chamber of Commerce and Raleigh Launch. He said that the General Assembly will not change the law to allow the county to administer small grants. The State has put \$125 million in a fund for small businesses statewide. He said that Wake County funds will help the groups that are not represented. He said an example is for the least of these.

Commissioner Hutchinson thanked the board for their collective efforts. He said this is a great effort for small businesses that have not been reached especially the restaurants. He asked to fast track with hiring an administrator so that funds can be administered.

Commissioner Evans thanked Commissioner Calabria and Holmes for their efforts on this project. She shared that she supports the fast track of the project so that small businesses can receive financial support. She is excited and pleased that everyone is on the same page for supporting these businesses.

Vice-Chair Adamson made comments about funding the CARES project. She said that tourism is fueled by our small businesses and that underscores the importance of helping them.

Commissioner Calabria said that he is in support of favorable terms and echoed Vice-Chair Adamson's points about the tourism and its impact for workers.

Commissioner Holmes thanked Mr. Dillon and Ms. Lucas for their assistance on this information. She said that the loans should be favorable and that interest should be low, and Staff's preference is grants. She requested that an outreach plan be in place to include Mr. Danya Perry, Equitable Economic Development Manager, Greater Raleigh Chamber of Commerce, one community small business owner, and staff from the

Communications Department.

Commissioner West said that part of the target audience will need assistance getting through the process.

Commissioner Hutchinson moved, seconded by Vice-Chair Adamson, that the Board of Commissioners discuss small business assistance at the request of Commissioner Matt Calabria.

Appointments

11. [Adult Care Home Community Advisory Committee - April](#)

Attachments: [Adult Care CAC Item Summary.doc](#)
[Adult Care Member List.doc](#)
[Adult Care App Roster.xlsx](#)
[Adult Care Home Applicants.pdf](#)
[Adult Care Bd Choices.xlsx](#)
[Adult Care Attendance.xlsx](#)

Vice-Chair Adamson nominated the following individuals for appointment for April:

1. Ms. Tiffany Bryant
2. Ms. Mary Hall
3. Ms. Diane Hultzman
4. Ms. Lauren Zingraff

12. [Adult Care Home Community Advisory Committee - May](#)

Attachments: [Adult Care CAC Item Summary.doc](#)
[Adult Care Member List.doc](#)
[Adult Care App Roster.xlsx](#)
[Adult Care Home Applicants.pdf](#)
[Adult Care Bd Choices.xlsx](#)
[Adult Care Attendance Sheet.xlsx](#)

Vice-Chair Adamson nominated the following individuals for appointment for May:

1. Mr. John Atkinson
2. Ms. Phyllis Fulton
3. Ms. Mary Hashagen
4. Ms. Sarah Johnston

5. Ms. Trena Perkins

13. [Citizens Energy Advisory Commission - April](#)

Attachments: [Citizens Energy Item Summary.docx](#)
[Citizens Energy Member List.doc](#)
[Citizens Energy Applicants.pdf](#)
[Citizens App Roster .xlsx](#)
[Citizens Energy Bd Choices .xlsx](#)
[Citizens Energy Attendance.xlsx](#)

Vice-Chair Adamson nominated the following individuals for appointment for April:

1. Mr. Bill Jensen
2. Mr. Waheed Haq

14. [Citizens Energy Advisory Commission - May](#)

Attachments: [Citizens Energy Item Summary.docx](#)
[Citizens Energy Member List.doc](#)
[Citizens App Roster .xlsx](#)
[Citizens Energy Applicants.pdf](#)
[Citizens Energy BD Choices .xlsx](#)
[Citizens Energy Attendance.xlsx](#)

Vice-Chair Adamson nominated the following individuals for reappointment for May:

1. Mr. James Ward

Vice-Chair Adamson nominated the following individual for appointment for May:

1. Mr. Jeff Lippard
2. Mr. Larry Nunnery

15. [City of Raleigh Planning Commission](#)

Attachments: [City of Raleigh PC Item Summary.doc](#)
[City of Raleigh PC App Roster.xlsx](#)
[City of Raleigh Planning Commission Applicants.pdf](#)
[City of Raleigh PC Bd Choices .xlsx](#)

Vice-Chair Adamson nominated Ms. Roberta Fox for appointment.

16. [Durham-Wake Counties Research and Production Service District Advisory Committee](#)

Attachments: [Durham and Wake Counties Research and Production Item Summary.doc](#)
[Durham Wake Research Member List.doc](#)
[Durham and Wake Counties Research and Production Applicants.pdf](#)
[Durham Wake App Roster.xlsx](#)
[Durham wake Bd Choices .xlsx](#)

Vice-Chair Adamson nominated Mr. Benjamin Parker for appointment.

17. [GoTriangle Transit Citizen Advisory Committee](#)

Attachments: [Go Triangle Citizen Advisory Committee Item Summary.doc](#)
[GoTriangle Transit Citizen Member List.doc](#)
[GoTriangle Transit Citizen App Roster.xlsx](#)
[GoTriangle Transit Citizens Applicants.pdf](#)
[GoTriangle Triangle Transit Bd Choices .xlsx](#)
[GoTriangle Transit Advisory Committee Attendance Record - Wake County.xlsx](#)

Vice-Chair Adamson nominated Ms. Donna Friend for appointment.

18. [Juvenile Crime Prevention Council](#)

Attachments: [Item Summary JCPC.docx](#)
[JCPC Member List.doc](#)
[JCPC Applicants.pdf](#)
[JCPC Applicant Roster.xlsx](#)
[JCPC Board Choices .xlsx](#)
[JCPC attendance 2019.xls](#)

Vice-Chair Adamson nominated Deputy Michael McDuffie, Sheriff Department Designee and Ms. Ruth Sutherland, Substance Abuse Professional for appointment.

19. [Nursing Home Community Advisory Committee](#)

Attachments: [Item Summary Nursing Home CAC.doc](#)
[NHCAC Member List.doc](#)
[NHCAC Applicants.pdf](#)
[NHCAC App Roster.xlsx](#)
[NHCAC Bd Choices .xlsx](#)
[NHCAC Attendance.xlsx](#)

Vice-Chair Adamson nominated Mr. Brian Coleman for appointment. She nominated the following individuals for reappointment:

1. Ms. Heather Cooke
2. Mr. Bennett Cotton
3. Ms. Carol Derrenbacher
4. Ms. Sandra Deutsch
5. Mr. Clifton Lavenhouse
6. Ms. Sharon Lord
7. Ms. Sara Raha
8. Ms. Anne Schick
9. Ms. Andrea Seger
10. Ms. Sharon Singer
11. Ms. Betty Brandt Williamson
12. Mr. Steven Wilson

20. [Wake County Water Partnership](#)

Attachments: [Water Partnership Item Summary.doc](#)
[Water Partnership Member List.doc](#)
[Water Partnership App Roster .xlsx](#)
[Water Partnership Applicants.pdf](#)
[Water Partnership Board Choices .xlsx](#)
[Water Partnership Attendance.xlsx](#)

Vice-Chair Adamson nominated Ms. Teresa Furr, Soil and Water Representative, for appointment.

21. [WakeMed Hospital Board of Directors](#)

Attachments: [WakeMed Item Summary.doc](#)
[WakeMed Member List.doc](#)
[WakeMed App Roster .xlsx](#)
[WakeMed Applicants.pdf](#)
[WakeMed Bd Choices .xlsx](#)
[WakeMed Attendance.xlsx](#)

Vice-Chair Adamson nominated the following individuals for reappointment:

1. Ms. Sonia Barnes
2. Ms. Mary K Rusher

22. [Yates Mill Park Advisory Board](#)

Attachments: [Yates Mill Item Summary.docx](#)
[Yates Mill Park Member List.doc](#)
[Yates Mill Applicant.pdf](#)
[Yates Mill App Roster .xlsx](#)
[Yates Mill Bd Choices .xlsx](#)

Vice-Chair Adamson nominated Mr. Gary Hunter for appointment.

23. [Upcoming Vacancies for May](#)

Attachments: [Upcoming Vacancies for May 2020.docx](#)

Vice-Chair Adamson shared the upcoming vacancies for May.

24. [Upcoming Vacancies for June](#)

Vice-Chair Adamson shared the Upcoming Vacancies for June.

Vice-Chair Adamson moved, seconded by Commissioner Hutchinson, to accept the appointments. The motion passed unanimously.

Manager's Report

25. [COVID-19 Update](#)

Attachments: [Item Summary - COVID-19 Update 5-4-20.docx](#)
[David Ellis - FINAL BOC Meeting PPT - 5.4.20 .pdf](#)

Mr. David Ellis, County Manager, thanked the board for the opportunity to update them on the county's COVID-19 response efforts to date and share the steps we plan to take moving forward. He said Wake County has more than 900 positive cases of COVID-19 in Wake County right now and while

that sounds like a lot, for a county of more than 1-million people, it could be much worse.

He said the reason the county is not seeing cases in the thousands is because our residents respected and followed our Stay-At-Home order, and now, they are doing the same for the Governor's Stay-At-Home order. He said it's not easy or fun, but it's necessary. He said because of our incredible residents, Wake County is faring far better than other counties of our size across the country.

Mr. Ellis shared the mitigation strategy that is currently in effect. He said a few weeks prior to issuing our Stay-At-Home order, the county changed the COVID-19 response strategy from containment to mitigation, because we had community spread of the virus. He said we remain in the mitigation phase today. With mitigation, testing and contact tracing are more focused on outbreaks among at-risk populations like residents of nursing homes and prisons than in the broad-based containment approach we executed early in the outbreak.

Mr. Ellis shared some of the steps taken during this mitigation phase include:

- Issuing our initial Stay-At-Home order on March 26;
- Working with hospitals to suspend elective surgeries, increase I-C-U capacity and prepare for a potential surge of COVID-19 cases;
- Increasing capacity among private healthcare providers and private labs to test for the virus;
- Decompressing shelters for those experiencing homelessness; and
- Conducting testing at congregant care sites.

He said our mitigation efforts have helped successfully slow the spread of the virus and allowed us to care for all those who were seriously ill.

He shared the results the county is seeing due to the mitigation efforts. He said our hospitalization rates have been stable and we haven't seen the huge spikes in the number of patients with the virus that the county saw in places like New York.

Mr. Ellis said through smart planning, hospitals have been able to handle their COVID-19 caseloads without having to call in extra staff and bring in additional equipment.

He said another data point that shows the county's success in slowing the spread of the virus is our daily rate of positive cases. He said while there are a few spikes on the graph, those align with the outbreaks of COVID-19 the county has seen at several long-term care facilities and the women's prison. He said even with these outbreaks, the county has kept the curve below the healthcare capacity threshold.

He said the final data point is the doubling rate. He said it has consistently lengthened over the past two months. He said in early March, the number of COVID-19 cases doubled every 3-4 days. Mr. Ellis said after we put restrictions in place, the rate lengthened and is now at more than 18 days. He said that's a big shift, and I'm proud of how hard we've all worked to achieve this goal.

Mr. Ellis shared the next steps and the state mitigation efforts. He said together, the county slowed the spread of the virus, and that has enabled Wake County to let our stay-at-home order expire and, instead, follow the Governor's Stay-At-Home order.

He said Governor Cooper has very clearly laid out a three-phase plan for reopening North Carolina. The first phase would allow residents to leave home to shop at any stores that are open, not just for the essentials. He said it would also enable parks to reopen, but the limitations on gatherings of more than 10 people and the restrictions on nursing homes and long-term care facilities would remain in effect.

Mr. Ellis said the second phase of reopening would take place at least 2-3 weeks after Phase one. It would lift the stay-at-home order, while strongly urging at-risk populations to continue staying home. He said it would also allow bars, restaurants and fitness centers to open on a limited basis, let places of worship open at a reduced capacity, and reopen playgrounds. He said restrictions would remain in place for nursing homes and long-term care facilities.

Mr. Ellis shared information on the third phase. He said it would occur at least 4-6 weeks after Phase two. It would allow for increased capacity at restaurants, bars, religious centers and entertainment venues, and further increase the size of gatherings. He said nursing homes and long-term care facilities would still be subject to restrictions.

Mr. Ellis said the county understands that residents want to move through these phases as quickly as possible, so they can get back to some kind of

“normal”, but these are tough times we’re facing. He said in the interest of public health and safety, the governor will base the shift from phase to phase on data. He said there are four sets of criteria that the state will use to make these important decisions in the days and weeks ahead. The criteria will be measured 14-day periods.

Mr. Ellis shared the Governor’s trajectory of the criteria.

- Cases with COVID-like symptoms;
- Positive COVID-19 cases confirmed each day by a lab;
- The percentage of tests that were positive out of all tests administered; and
- The hospitalizations of COVID-19-positive patients.

Mr. Ellis said in each of these four areas, the state will not move from one phase to the next until it sees a 14-day downward trend or a sustained leveling off. The data the state will use in these measures represents a statewide picture.

Mr. Ellis said at this point, the county does not know when the state will shift to phase one. He said the county is waiting on concrete guidance from the Governor and his COVID-19 team. Mr. Ellis said the Governor mentioned during his press conference today that the shift to Phase one could happen as early as this weekend, but that is not set in stone yet.

Mr. Ellis shared the steps the county is taking to be prepared for reopening when the Governor gives the approval. He said while the state is monitoring those four data points for all 100 counties, we’ll be monitoring the same measures for just Wake County. He said this way, the county can detect any upward trends in our community, which would inform any corrective actions to be considered. Mr. Ellis said the county can always add *more* restrictions than the state, but we cannot be *less* restrictive. He said we use data to guide our decision-making process, so the county can do what’s best for the health and safety of our 1.1-million residents.

Mr. Ellis shared a chart of the the trajectory of cases in Wake County with COVID-like symptoms. He said we would like to see it continuing to trend downward as it has been from April 16-30 or at least leveling out for a long period of time.

He shared a graph of the trajectory of positive COVID-19 cases each day

in Wake County that are confirmed by a lab. From April 16-30, the yellow line is ascending. Mr. Ellis said it is important to flip that and see that trend decreasing over a 14-day window or leveling out substantially.

Mr. Ellis said out of all the tests given for the virus, the county is looking at the percentage that were positive. From April 16-30, the percentage has risen steadily in Wake County. We want that trend to reverse and instead, we'd like to see the yellow line track downwards.

Mr. Ellis said criteria #4 looks at the number of hospitalizations of COVID-19-positive patients in Wake County. Our trajectory from April 16 to April 30 shows a steady, flat trend. The county would like that to continue or even more preferable, decrease. He said It's important to remember that staff uses all these indicators to give us a fuller picture of the COVID-19 situation in our community. He said the county supplement these critical data points with additional information from outside sources to further inform the decisions we make.

Mr. Ellis said an example of that is our Emergency Operations Center and the monitoring they are doing. He said the EOC is monitoring a social distancing index provided by the Maryland Transportation Institute; EMS clinical impression data of flu-like illnesses; and Emergency calls coming into our 9-1-1 call center associated with the pandemic.

Mr. Ellis said as the county watches all these indicators, we can adjust the restrictions in place if we see big jumps in the wrong direction to control the spread of the virus and keep our community safe. He said the county is also working to meet several capacity requirements before we can shift from a mitigation strategy back to a containment strategy.

Mr. Ellis said before we could begin widespread testing, we must have the following needs met:

- The ability to test 3% of our population;
- The staff and training needed to conduct contact tracing; and
- A 30-day supply of P-P-E.

He shared information on the increased testing capacity. He said this is important, because as Governor Cooper talks about reopening North Carolina, he says it must include expanded testing for the virus and that rings true for Wake County, as well. He said the Emergency Operations Center has developed a COVID-19 testing capacity expansion plan. It says the EOC will work with 4 labs to achieve the recommended goal of testing more than 1,100 people per day or 3 percent of our population. He said the

four labs the EOC is using are NC State Public Health Lab, LabCorp, and two contractors - Vero Diagnostics and Aspirar Diagnostics - both of which are located here in Wake County.

Mr. Ellis said each one of these labs offers test kits for the county to use, and they add up to 2,600 per day, which is a big change from the beginning of the outbreak when the county had a tough time getting access to more than a *dozen* test kits a day. He said in addition to what the labs can offer, the county also has 4,000 test kits of its own, which were assembled and are holding at the Aspirar lab. He said from a test kit and processing perspective, the county is in good shape and have the capacity we need locally to get the recommended number of tests administered and processed daily. He said the county does not yet have the staff assigned to conduct those tests, but we're working on that process.

He shared information on the increased Tracing/Monitoring Capacity. He said before the county can start widespread testing, the county also has to make sure we have the staff available to do the contact tracing and monitoring of the residents who test positive for COVID-19. He said the EOC staff developed a plan for this, which lists the facility space, equipment and staff we will need to support this expanded effort. It also includes job descriptions for the positions that will oversee the contact tracing teams to make sure we fill those roles with people who have the right skills to get the job done.

Mr. Ellis said the EOC is also developing a training curriculum for the county employees and municipal partner volunteers who will conduct the contact tracing, so they'll know exactly what to do once they step into this role. He said initially, staff will train a minimum of 100 new contact tracers, but the county will have the ability to scale up from there if needed. He said our county librarians will fill those first 100 contact tracing roles. He said with the libraries closed right now, this is an excellent use of their skills, and appreciated.

Mr. Ellis shared information on the availability of Personal Protective Equipment (PPE). The EOC has worked hard since it activated in March to target purchasing a 6-month supply to prepare us for the worst-case scenario. He said to date, the county placed orders to hit that inventory goal, and shipments are starting to come in. For example, the county received all the face shields we ordered, and on Friday, 40,000 certified N-95 masks came in, which is great. He said the county is having problems getting isolation gowns and gloves, because the demand is high, and the supply is low but, we continue every day to try to close the inventory gap on these items. Mr. Ellis said as supplies come in, we provide them to Wake County first responders and our municipal partners, as needed.

Mr. Ellis said despite our success with increasing our stockpiles in most areas, the county still follow a strict conservation plan to ensure the county does not use supply too quickly. Since none of us knows how long this will last, it's prudent to be cautious and make every effort to preserve the PPE the county have in case we can't get more in the future. He said one of the innovative ways we're doing that is through a joint effort with Wake County Public Schools. They're letting us borrow the ultraviolet light cabinets from their middle and high school science labs, where they're used to sterilize students' safety goggles.

He said the county installed them in 42 locations, mainly EMS and fire stations across the county, so our first responders can easily use them to disinfect their masks. Mr. Ellis said this approach will extend the life of the N-95 masks by 5 uses.

Mr. Ellis said another innovative tactic the county has taken is in hiring a local business to sew new straps on thousands of old N-95 masks the county had in storage in our warehouse. The elastic would break when first responders tried to put them on, but with new straps, they're fully functional and ready to deploy. He said not only does this bolster the county's stock of masks, but it's also boosting the bottom line of a small Wake County business that originally thought it was going to have to lay-off employees. Now those employees have plenty of work and a steady income, a true win-win. He said with all these pieces coming together, we will be ready to ramp up testing to a much larger scale as we move into the phases of reopening the county.

He shared what is being done to provide shelter for people experiencing homelessness. He said the county is still learning a lot about COVID-19, but one thing that is known - you can't abide by a Stay-At-Home order if you don't have a home. He said we're keenly aware of the challenges our homeless community is facing during this difficult time, which is why we're taking special measures to help them. He shared the measures the EOC are taking.

- The EOC is operating 3 hotels that serve as alternative housing sites for people experiencing homelessness.
- One hotel is for those who test positive for COVID-19 or are awaiting test results.
 - 51 people have used it, since it opened.
 - 6 of them were positive for the virus.

- Only 3 people are housed there right now.

Mr. Ellis said the remaining 2 hotels are for homeless people who are not showing the common symptoms associated with the virus, but have significant health issues that put them at higher risk of serious illness if they contract COVID-19.

- 214 people have used these sites, since they opened.
- None of them was positive for the virus.
- 141 people are currently housed there.

He said the services that they're receiving include: access to nursing care and telemedicine, behavioral health resources from 6 different partner agencies, substance use services through Healing Transitions, and case management through WakeMed for those who don't already have a case manager. Mr. Ellis said the county has also identified 3 additional sites to house the high-risk population, if needed. Our approach to serving this population not only helps protect homeless residents from COVID-19, but it also helps prevent the virus from spreading through the community, which is good for all citizens.

Mr. Ellis said using hotels for short-term alternative housing works well, but it is not a sustainable, long-term solution for homeless residents impacted by the pandemic. Our Affordable Housing and Community Revitalization Department is finalizing a plan to address this need, using funding from the CARES ACT. He said once it's ready, we'll share this plan.

Mr. Ellis said information on effective communications and public Outreach. He said from what I've discussed this evening, there has been a lot to talk about lately with residents, stakeholders, and the media. This has kept the Communications Office very busy! He said just like the county uses data to measure the success of our COVID-19 response, the county also uses it to measure the effectiveness of our efforts to inform the public. Since the beginning of March, the communications team has sent 61 news releases about COVID-19 alone. That's roughly twice as many as would be sent normally.

Mr. Ellis said those news releases resulted in more than 1,900 stories in local, state and national media outlets, ranging from WRAL and the N&O to Nightline, The New York Times and The Huffington Post. Those stories reached 17.7 million people and had a combined paid media value of \$1.23 million dollars. In order to write those stories, reporters asked

questions and requested interviews, which our communications team handled. He said in March and April, they responded to more than 200 media inquiries related to COVID-19 - that's 4 times as many as usual.

Mr. Ellis said under their leadership, the county's main social media channels also saw historic gains in followership and engagement over the past two months. On Twitter, staff sent 740 tweets; added nearly 4,000 new followers and garnered nearly 3.7 million impressions. On Facebook, staff posted 171 messages; added nearly 4,700 new followers and reached almost 1 million people. He said they also used video to reach our residents in March and April. Nearly 34,000 people viewed our census profile videos and the "Story Time Any Time" videos, which offer the library's popular story time program to children and parents digitally.

Mr. Ellis said he is shooting a video this week with Human Services Director, Regina Petteway, targeting faith-based communities to help them prepare for the eventual easing of restrictions, so when the time comes to open their doors again, they'll be ready. Finally, in March alone, our website, wakegov.com, had more than 1.9 million pageviews. That's a 34 percent increase over the previous month. It's no surprise that our special COVID-19 webpage was the most popular page on the site. He said as you can see, we're effectively using all our channels to get messages out to our key audiences, and they're finding them valuable.

Mr. Ellis said to further enhance the communications strategy, the communications team is preparing to launch a multi-lingual public outreach effort to ensure our non-English speaking residents and minority communities are informed about our COVID-19 response. They've already translated the COVID-19 website into the 10 most commonly spoken languages in Wake County, which include Spanish, Hindi and Vietnamese. He said they're in the process of creating a tool kit to provide to organizations in these communities. It will include fact sheets, graphics and other resources translated into their native languages, so they can easily share the information in newsletters, on their websites or on social media. He said as part of this plan, our communications team will also do paid advertising in specialized media outlets like *Que Pasa* and *The Carolinian* to reach specific communities who may not get our messages through mainstream media. He said overall, it should be an effective and efficient way to empower these communities to share important health and safety information about COVID-19 amongst family and friends.

Mr. Ellis said in conclusion, our response to the global pandemic is deep and wide. Today marks our 62nd day of EOC activation, and the county does not know how many days are ahead before those operations can be ceased. What we do know is we continue to work very hard to put Wake County in the best position possible to respond to this COVID-19 crisis. He

said staff are developing good metrics to help the county monitor the situation and make the best decisions for the county. The county is adapting to the constant changes that come with this virus, responding to outbreaks accordingly, and planning ahead for a phased reopening. He said the county is committed to continuing to communicate with our residents, stakeholders and the media, as well as the board.

Mr. Ellis said because of the dedication of Team Wake and our partners, we will get through this together.

Chairman Ford thanked Manager Ellis and Team Wake for their hard work. He said that it is comforting to know that Wake County is being led by a professional person in Manager Ellis.

26. [2020 Census Update](#)

Attachments: [Item Summary.docx](#)
[Census Update Presentation 5-4-20.pdf](#)

Mr. Tim Maloney, Planning, Development, and Inspections Director, shared the 2020 Census Update

He shared that Wake is now the largest county in NC with 1.1+ million people to be accounted for in the 2020 Census.

He shared the 2020 Census is Underway and shared several easy ways you can respond.

"It has never been easier to respond on your own, whether online, over the phone or by mail - all without having to meet a census taker"

1. Online at 2020census.gov
2. By mail with paper questionnaire
3. By phone at 844-330-2020 (English)
 - 16 phone lines in other languages
 - Spanish language 844-469-2020
 - Telephone Display Device (TDD) 844-467-2020

He shared Why the Census is important.

- Provides a basis for distributing more than \$675B in federal funds annually to states and local communities
- Impacts housing, education, transportation, employment, health care and public policy
- Determines congressional seats

He shared U.S Census Adjustments due to COVID-19.

- U.S. Census Adjustments due to COVID-19
- U.S. Census field activities have been suspended and will resume June 1, 2020
- Self response phase extended to October 31 previously was (July 31)
- Delivery of each state's population total to the President is now April 30, 2021 previously was (December 31)
- Redistricting counts to each state has been moved to July 31, 2021 previously was (April 1, 2021)

He shared Key Causes Message Amid COVID-19.

- As we respond to the spread of the coronavirus in our community, it becomes even *more* important to have a complete count in the 2020 Census
- It is thanks to past census data that we have the health infrastructure that is in place today
- North Carolina receives billions of dollars in federal funding each year for programs like Medicaid, Medicare, child health insurance, and nutrition assistance
- Census data will help us in the future as we work to recover from the impacts of this crisis

He shared Wake County's Efforts.

- Targeted social media pushes
- Produced "Faces of the Census" videos
- Using the Library's online "Storytime" to promote the census
- Sent a reminder postcard to over 70K households in typically hard to count census blocks
- Census Activity Resources for Youth at Meal Distribution Sites
- \$5,000 Census Rapid Response Grant
- Wake County response rate App

He shared Census Challenges.

- Encouraging response challenges among our municipal partners
- Instagram Challenge
- TJCOG Challenge between Wake, Durham and Orange counties

He shared Challenge from Mecklenburg County encouraging their citizens.

He shared a chart Response by Jurisdiction. He shared the Response Rate by Census Tract.

Chairman Ford thanked Mr. Maloney for the presentation. Commissioner Holmes thanked Vice-Chair Adamson for her work on the census.

Vice-Chair Adamson thanked staff for their work on the Census project. She said that goal is 82 percent, and that in the last census it had been 79 percent. She said that FEMA is based on the census count and the Census count brings money to Wake County.

Other Business

No other business.

Closed Session

Attorney Scott Warren said the motion for closed session was to receive advice from the County Attorney regarding Industrial Commission file number 17-045766 pursuant to NCGS 143-318 11 (a) 3.

Commissioner Calabria moved, seconded by Vice-Chair Adamson, to go into closed session. The motion passed unanimously.

The meeting went into recess, then the meeting reconvened.

Commissioner Evans moved, seconded by Vice-Chair Adamson, that the board approve a settlement in Industrial Commission file number 17-045766 in the amount of \$125,000 subject to terms and conditions acceptable to the County Attorney. The motion passed unanimously.

Adjourn

Vice-Chair Adamson moved, seconded by Commissioner Calabria, to adjourn the meeting. The motion passed unanimously.

Respectfully submitted,

Yvonne Gilyard, NCCCC
Deputy Clerk to the Board
Wake County Board of Commissioners

