

CASS COUNTY HUMAN SERVICE ZONE BOARD MEETING
January 18, 2022

MINUTES

With quorum present, Chair Bollinger called the meeting to order at 1:00 p.m.

Present: Duane Breitling, Carey Fry, Brian Hagen, Julie Haugen, Michelle Kommer (via Teams), Rick Steen

Absent: Dan Madler

Presenter: Gail Bollinger, Human Service Zone Director; Kim Jacobson, Agassiz Valley Human Service Zone Director; Kristen Hasbargen, Department of Human Services Director of Zone Operations (via Teams)

I. Approval of Minutes

Mr. Steen made a motion to approve the December 6, 2021 Board minutes. Mr. Breitling seconded it. Motion carried.

II. Welcoming of New Board

Director Bollinger welcomed the board to the meeting. Time was taken for each board member to introduce themselves and provide a brief background. This is the first official meeting of the new CCHSZ Board. The new board became effective on January 1, 2022.

III. DHS Overview

Kristen Hasbargen, Director of Zone Operations, provided an overview for training of new Zone Directors. A formalized training process has been developed in response for unified training for new Zone Directors. Three new Zone Directors started this month across the state, including Director Bollinger. The first of these sessions is scheduled for this week.

The essential functions of a Zone Director were considered when creating the onboarding plan. Ms. Hasbargen discussed the HSZ Director onboarding plan, who would be responsible for each step, attempt to capitalize on what has proven to be successful for other Zone Directors. Additional resources will be sought for Zone Directors if there are other tasks and responsibilities, they feel they need assistance with that were not covered by the training. Prior to posting the Cass County Zone Director position, the focus was onboarding and ensuring adequate training and support needed to be successful in the position. Co-Interim Directors Flieth and Jacobson will also assist with the onboarding process for Director Bollinger.

IV. Election of Vice Chair

As established by the State, the Zone Director is considered the Chair of the Zone Board. The Vice Chair will serve as a support and contact during the Zone Director's annual performance review as well as stand in for the Chair if absent.

Mr. Steen made a motion for Mr. Hagen to serve as Vice Chair for the Cass County Human Service Zone Board. Mr. Breitling seconded. Motion carried.

V. Appointment of Secretary

It was inquired if the Secretary needed to be a Board member or a part of the agency's staff. The Secretary must be a board member. However, a Zone staff member may be assigned to support the position.

Mr. Steen made a motion for Mr. Breitling to be named the Secretary of the Zone Board. Mr. Hagen seconded. Motion carried.

Chair Bollinger made a motion that a Recorder would be designated through the Administrative Office to assist Secretary Breitling for the Zone Board Meetings. Mr. Steen seconded. Motioned carried.

VI. On-Call Procedure Addendum

A copy of the Unified On-Call Policy and draft CCHSZ On-Call Procedure Addendum were provided in the Board packet. It was clarified that the Unified Policy should not be indicated as a "draft" version as this is the actual unified human service zone policy that became effective January 1, 2022.

The Human Service On-Call Procedure is a draft addendum that Chair Bollinger is seeking approval to adopt for the Zone.

Kim Jacobson, Agassiz Valley Human Service Human Service Zone Director, provided an overview of the Unified On-Call Policy and Procedure Addendum. The unified On-Call Policy as a way to create consistent expectations and compensation across the 19 Zones in North Dakota when providing child welfare on-call services. The Unified Policy allows for one primary on-call worker to receive \$50.00 compensation for serving on-call. If other staff were needed to assist, they would only receive regular/overtime pay. This is a direct fund budget item meaning state funds will be used for this expense and reflected in the direct fund budget. The Human Service Zone On-Call Procedure Addendum is a specific procedure to Cass County and details the local process for on-call.

Mr. Breitling made a motion to approve the On-Call Procedure Addendum. Ms. Haugen seconded it. Motion carried.

VII. Discussion on Future Operations Reports

Director Bollinger inquired about the board's preference for reports. It was agreed that a combination of written content and oral presentations from various zone programs be provided. In addition, areas of potential advocacy will be shared with the board. It was also suggested the Board tour the Annex to inquire on things that are working well or need improvement.

Mr. Breitling inquired how Cass County manages 36% of the state's childcare assistance program cases and utilizes 37.5% of the program funds but Cass County only accounts for 24% of the population of the state. Ms. Jacobson explained Cass County has a younger population compared to other rural areas. There are more universities and entities that draw families to Cass County along with more work opportunities, creating the need for childcare. It was questioned if there were enough employees to handle the current numbers. Ms. Jacobson explained the process for filling a position within a Zone. She reports never seeing an Economic Assistance position at Cass being denied when there has been an opening.

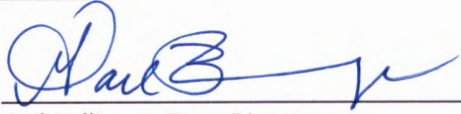
Mr. Hagen would like more information on how people qualify for assistance, what the thresholds are, and if there are websites to assist in the process that they can provide to people that inquire. Ms. Jacobson explained there is a website for people to apply for assistance, but that each program has different criteria for qualifications. Ms. Jacobson also suggested a future board report explaining program integrity efforts that are used to make accurate benefit issuance.

Mr. Steen inquired about the status of the internal workplace investigations, what positions were being investigated, and what role the Board will play regarding the current internal workplace investigation. Ms. Jacobson explained that there are currently two internal workplace investigations. If there was any action taken that would be appealed, at that point the Board would be involved. The positions currently involved in the workplace investigations are Children

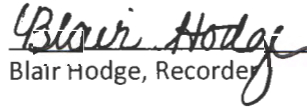
and Family Service Division Manager, two Child Protection Supervisors, and the Economic Assistance Division Manager. The Children and Family Service internal workplace investigation report is nearing finalization. Once the report is finalized and presented to identified decisionmakers, the next steps will be determined. The Economic Assistance internal workplace investigation is in the early investigation stage.

Adjournment

Mr. Steen made a motion to adjourn the meeting at 1:37 pm. Mr. Breitling seconded. Motion carried.



Gail Bollinger, Zone Director
Cass County Human Services Zone Board



Blair Hodge, Recorder