

# CASS COUNTY SOCIAL SERVICES BOARD MEETING

July 5, 2022

## MINUTES

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

**Present:** Commissioner Duane Breitling; Commissioner Rick Steen; Carey Fry; Brian Hagen (via Teams); Julie Haugen; Dan Madler (via Teams); Gail Bollinger.

**Absent:** Michelle Kommer

**Presenter:** Gail Bollinger, Zone Director; Heather Collins, HR/Operations Administrator

### I. Approval of Minutes

Commissioner Steen made a motion to approve the June 6, 2022 minutes. Commissioner Breitling seconded it. Motion carried.

### II. Personnel Updates

Ms. Collins provided a status update on open positions. There has been one retirement, six new staff onboarded, and one internal promotion in the last month. There will be five more new staff starting in July and there are currently 16 positions in various stages of the hiring process. The Family Service Manager remains unfilled currently. Chair Bollinger shared a plan is in development to address the vacancy. Ms. Collins explained that due to the holiday, she was unable to procure a turnover report, but would have it for the August meeting. It is anticipated there could be two or three more retirements before the end of the year. If all positions were filled, there would be approximately 140 staff total.

Ms. Fry questioned how the candidate pool has been for the open positions. Ms. Collins stated it does depend on the role, but overall, there have been good candidates. Commissioner Steen questioned the background needed for an Economic Assistance position. Ms. Collins explained the minimum education qualification is a high school diploma and all training is done on the job. Ms. Fry asked if positions were still being underfilled. Ms. Collins stated that to remain competitive, they have not been underfilling positions. Chair Bollinger reported since she and Ms. Collins started their positions with Cass County Human Service Zone, there have been 25-26 new employees onboarded in various roles between January to June. Ms. Collins reported she has implemented a more detailed orientation for new staff, outlining the total compensation package and plans to continue to build on what she has started. A Statewide committee has been developed to create exit and stay surveys that are currently in draft stages. Chair Bollinger also explained they are focusing on offering more wellness activities, such as chair massages for a nominal cost and possibly bringing in food trucks on a Monday or Friday.

Ms. Fry inquired about staff working remotely. Chair Bollinger stated the Zone is not accepting new telecommuting requests. The majority of Zone staff working remotely is in Economic Assistance. Due to the impending re-design, a decision was made to hold off on approving any additional telecommuting requests until the re-design implementation, except for accommodation requests.

Ms. Collins was asked if the Zone has lost more staff to state positions. She reported none that they were aware of in the last month. It was also inquired if staff have left due to daycare issues. Ms. Collins again stated nothing had been brought to her attention

regarding this reason. Chair Bollinger stated that option would be good to have on the exit survey the state committee is working on. Ms. Collins and Chair Bollinger remain optimistic they can efficiently and effectively manage the need to fill and retain positions within the Zone. Suggestions have been made for Zones to be able to keep an ongoing roster for positions that do tend to open more often than others so there is always a current roster to pull from when needed. Ms. Collins has also received feedback that staff feel positions are being filled faster than in the past

County Administrator Robert Wilson inquired if it would be beneficial to have a Cass County legislator on the Zone Board. Chair Bollinger reported that other Zone do have a state legislature represented on the Zone board. She would like to host an informal Cass County Legislative meet and greet this fall. Ms. Haugen agreed with this as they have also done this at the YWCA and it has been very helpful. Ms. Haugen also reported the YWCA has recently purchased the Presentation Sister's Convent and with the assistance from Beyond Shelter, plans to turn it in to affordable housing for women and children with plans to house up to 23 families.

### III. Director's Report

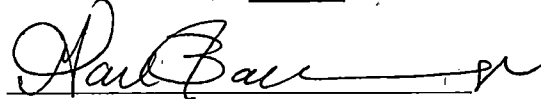
In her Director's Report, Chair Bollinger provided Board members with the Zone's financial standing through the end of May. Along with the financial report, there was also an Eligibility Redesign hand out regarding talking points for clients and a memorandum from the ND Children and Family Services Licensing Unit regarding the service agreement changes between the Zone and Nexus-PATH.

Chair Bollinger reported having met with Dr. Josh Marineau from the North Dakota State University College of Business to further discuss a research opportunity related to relationships, culture, and networking in the Zone. Discussions are at the beginning stages with no commitment made at this time. Mr. Hagen supported pursuing further engagement as it could be beneficial for the Zone. Commissioner Steen suggested the survey from two to three years ago be used as a baseline for any upcoming surveys done.

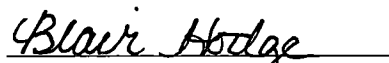
Chair Bollinger explained that with both Child Protection supervisor positions now filled, and quarterly conversations with the YWCA to engage more with collaborators and community partners have resumed. Mr. Hagen mentioned in the past, Board members were sent an invite to some of these meetings. Chair Bollinger reported this last meeting was just to re-engage the Zone and YWCA, but she would be happy to have Board members attend in the future.

### IV. Adjournment

Commissioner Breitling made a motion to adjourn the meeting at 1:39 p.m. Ms. Fry seconded. Motion carried.



Gail Bollinger, Zone Director  
Cass County Human Service Zone



Blair Hodge, Recorder