

CASS COUNTY SOCIAL SERVICES BOARD MEETING

March 6, 2023

MINUTES

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

Present: Commissioner Tony Grindberg (via Teams); Rick Steen (via Teams); Carey Fry; Brian Hagen; Julie Haugen (via Teams); Michelle Kommer (via Teams); Dan Madler; Gail Bollinger

Absent:

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

I. **Approval of Minutes**

Mr. Madler made a motion to approve the February 6, 2023 Board minutes. Ms. Haugen seconded. Motion carried.

II. **Program Updates**

Adult Protective Services (APS) received 87 reports as of February 23, 2023. They investigate cases of abuse, neglect, and exploitation of adults in the Southeast region of North Dakota.

Chair Bollinger introduced Economic Assistance Lead Supervisor Shaina Huovinen to the members of the Zone Board. Chair Bollinger explained redesign went into effect as of February 13, 2023. This also included the launch of the Customer Support Center that provides one number for clients to use when they have questions about applying for benefits, any benefits they currently receive, or any other questions regarding Economic Assistance programs. The state has reported a high volume of calls since implementation. All offices statewide will continue to provide services for walk-ins and direct calls. Chair Bollinger reported the Zone will work with community partners to help them better understand the redesign to serve clients. Ms. Huovinen reported there has been an increase with clients coming to the office since the transition, which she attributed to the Customer Support Center becoming more familiar with their roles.

Family Services held another Foster Parent Collaborative at the end of January with a third planned for this spring. Foster parents learned more about the Safety Framework Practice Model during this session. These sessions give foster parents, case managers, and foster care licensors a chance to discuss things they are seeing in the process and how they can all work together to provide the best care for children.

Matt Gebhardt began as a consultant for the Zone in July 2022. His contract concluded at the end of February. He assisted the Zone in a leadership role until Ronda Hoff began her position as Family Service Manager. He also staffed cases with employees and provided additional support and training on the Safety Framework Practice Model.

An update was provided on the Family Services Recruitment and Retention plan. Three newly approved positions are posted, a Child Protection Supervisor, Child Protection Trainer, and a Foster Care Placement Coordinator. Recruitment continues for additional position vacancies. Ms. Collins reported there were five individuals hired and five individuals that have left in the last month. She has been working with Catlin Solum, Public Information Coordinator for Cass County, to link Human Service Zone positions to the Cass

County Government website to make it easier for those seeking to apply to open positions within the Zone.

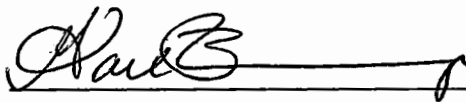
III. Director's Report

Chair Bollinger provided a brief update on the North Dakota Legislature related to bills the Zone continues to follow. A meeting was conducted during crossover with local legislature to discuss Zone priorities. Chair Bollinger will be out in Bismarck later this week for a Zone Directors' Meeting and to also provide support as additional testimony is made by the Zone Director Chairperson. Chair Bollinger reports there has been no update to the study regarding compensation and equity. There should be more out later this week regarding the study.

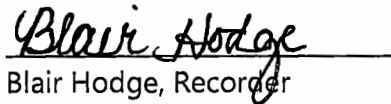
Ms. Fry asked for clarification regarding worker metrics the grievance meeting held on Thursday, March 2, 2023. Ms. Collins provided background, clarification and updated due to redesign statewide metrics are established and may be adjusted.

IV. Adjournment

Mr. Madler made a motion to adjourn the meeting at 1:30 p.m. Ms. Kommer seconded. Motion carried.



Gail Bollinger, Zone Director
Cass County Human Service Zone



Blair Hodge, Recorder