

CASS HUMAN SERVICE ZONE BOARD MEETING
September 5, 2023

MINUTES

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

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

Absent:

Presenter: Gail Bollinger, Zone Director;

I. Approval of Minutes

Commissioner Grindberg made a motion to approve the July 10, 2023 Meeting minutes. Ms. Fry seconded. Motion carried.

II. New Board Member – Introduction

Senator Kyle Davison introduced himself as the newest member of the Zone Board. He represents District 41 in South Fargo. Elected in 2014, he has served five terms. Currently, he serves on the Appropriations Committee, along with a variety of sub-committees including Human Services, North Dakota Information Technology, and Technology Education. He is the Executive Director of Southeast Education Cooperative that offers technology, grant writing and professional development support to school districts across North Dakota.

III. Role of the Board – Overview

Chair Bollinger reviewed the Resource Packet provided to the Zone Board Members. It outlined terms, roles of the Advisory Board, and provided maps of the Human Service Zones, and Economic Assistance and Adult Service regions. In 2024, Chair Bollinger would like the focus of the Board to be on community needs and advocacy of those needs. Anyone interested in being a part of a group to determine what data would be pertinent for future meetings are asked to contact Chair Bollinger. The data provided in the Director's Report comes from a state dashboard but is not available without state-provided credentials. It was suggested a dashboard be created for this Board to readily access data as it relates to the different programs.

IV. Director's Report

Samantha Duitsman was offered and accepted the role of Human Resource/Operations Administrator effective August 1, 2023. Her previous position of Executive Staff Officer has been reviewed and is currently posted as a Human Resource Generalist position.

The painting and lighting project in the Annex has been completed. Chair Bollinger extended her gratitude to Gene Gartner, Robert Wilson, Tracy Peters, Bob Henderson and his IT team for all the assistance provided during the project. She also recognized Zone team members for their flexibility in working from different work spaces while offices were being painted. Chair Bollinger has arranged for a local artist to come in and add some artistic impression to the longer hallways on each floor.

At the end of July, the Family Service department entered into a co-created plan to assist with support and stabilization. The department will be working with state partners and

other Zones to onboard new team members and assist with cases until new team members are able to carry a caseload. This can take up to three months to accomplish and would still require heavily-supported supervision afterwards. Field Service Specialists will provide staff supervision support to allow CPS Supervisor to focus on assisting with cases. The department is also receiving virtual process management support to move cases to closure within designated timeframes.

Chair Bollinger recognized Rachael Hiltwein and Toni Jablonsky of the Family Service department as award recipients for their work with families and children.

The next Cass Human Service Zone Board meeting will be held Monday, November 6, 2023.

V. Adjournment

Commissioner Grindberg made a motion to adjourn the meeting at 2:01 p.m. Senator Davison seconded. Motion carried.



Gail Bollinger, Zone Director
Cass County Human Service Zone



Blair Hodge, Recorder