

CASS HUMAN SERVICE ZONE BOARD MEETING

December 4, 2023

MINUTES

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

Present: Commissioner Tony Grindberg; Rick Steen; Julie Haugen; Carey Fry; Vice Chair Brian Hagen; Dan Madler; Senator Kyle Davison; Chair Gail Bollinger

Absent:

Presenter: Gail Bollinger, Zone Director; Samantha Duitsman, HR and Operations Administrator;

I. **Approval of Minutes**

Mr. Steen made a motion to approve the November 6 Meeting minutes. Senator Davison seconded. Motion carried.

II. **Review of Zone Board Terms**

a. **Acceptance of Member Resignation**

b. **Discussion of New Member Recruitment**

Chair Bollinger received Michelle Kommer's official resignation from the Zone Advisory Board. She added Ms. Kommer was one of three members that would term at the end of this year. Mr. Madler and Ms. Haugen's terms would also end; however, both shared they were interested in another term. County Portfolio Assignments were announced recently and Commissioner Jim Kapitan will replace Commissioner Tony Grindberg in 2024 for the Human Services Portfolio. Based on his schedule, Commissioner Grindberg expressed interest in filling Ms. Kommer's vacant spot. Chair Bollinger shared how it may be beneficial to have an individual from law enforcement or the school system on the board. Senator Davison shared he would be meeting with Dr. Rupak Ghandi, Superintendent of Fargo Public Schools. He offered to inquire of Dr. Ghandi for leads on his suggestion the Zone Advisory Board. Appointments will be addressed at January's meeting.

III. **2024 Proposed Meeting Calendar**

Chair Bollinger provided three options for meeting cadence in 2024. Due to preparing for the 2025 Legislative session, members of the Zone Advisory Board felt that a monthly meeting would continue to be the best option with the flexibility to cancel a meeting if there was nothing for discussion.

Senator Davison made a motion to adopt Option C, monthly Zone Advisory Board meetings, with the removal of the July 1 meeting. Mr. Steen seconded. Motion carried.

IV. **Director's Report**

Chair Bollinger shared that the Zone's turnover rate has decreased from 50 percent in 2022 to 28 percent in 2023. Cass Human Service Zone currently has 134 full time equivalent (FTE) positions, which is down by two from 2022, due to sharing FTEs with other Zones who had a need for the positions. The current ticketing system being used in Economic Assistance Department does not provide the most accurate tracking for walk-in clients. Shaina Huovinen, Economic Assistance Department Manager, and Bob Henderson, IT Director, are working on ways to better track the activity, with a current rough estimate between 800-1,100 per month. Team members are assigned to assist daily walk-in clients.

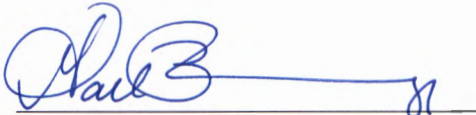
The Family Service Department continues with their Stabilization plan. Onboarding of new team members is being completed by partnering Zones to allow team members carrying caseloads to focus on assessing and closing assessments in a timely manner.

Samantha Duitsman, HR and Operations Administrator continues to work on a Dashboard to provide metrics to Zone Advisory Board members. Data has been provided in today's packet and expresses appreciation of any feedback anyone might have. There has only been one separation so far in December.

The next Cass Human Service Zone Advisory Board Meeting will be held January 2, 2024 at 1:00 p.m. Chair Bollinger shared any future invites and board packets will come from Blair Hodge, HR Generalist.

V. Adjournment

Mr. Steen made a motion to adjourn the meeting at 1:51 p.m. Senator Davison seconded. Motion carried.



Gail Bollinger, Zone Director
Cass County Human Service Zone



Blair Hodge, Recorder