

**CASS HUMAN SERVICE ZONE BOARD MEETING**  
**November 4, 2024**

**MINUTES**

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

**Present:** Commissioner Jim Kapitan (via Teams); Senator Kyle Davison; Dan Madler; Rick Steen (via Teams); Julie Haugen (via Teams); Jen Sahr; Gail Bollinger

**Absent:** Carey Fry;

**Presenter:** Gail Bollinger, Zone Director;

**I. Approval of Minutes**

Mr. Davison made a motion to approve October 7, 2024, meeting minutes. Mr. Hagen seconded. Motion carried.

**II. Cass Human Service Zone Advisory Board Terms Announcements**

Chair Bollinger has met with both members whose terms will be up at the end of the year. Ms. Fry has indicated she would like to stay on for another term. Mr. Hagen will not seek another term. He has been on the board for nearly 28 years, from when it was once the Social Services Board until present. Chair Bollinger intends to recognize Mr. Hagen at the December meeting for his years of service to Cass Human Service Zone.

Cass Human Service Zone Advisory Board has the option to fill Mr. Hagen's position. Chair Bollinger suggested adding someone with a diverse background or an individual who has lived experience with Human Services. She is open to other suggestions as well.

**III. Legislative Planning**

Chair Bollinger reported there was a phone call amongst all Zone Directors to discuss potential topics for the next legislative session. While not finalized, they included:

- Issues related to youth with complex issues – sheltering them, keeping them in their communities, finding and maintaining appropriate placement options;
- Unmet needs for children with medical assistance, such as dental care;
- Local issuance of EBT (SNAP) cards. Since switching to an external source for issuance, this has been a hardship for many individuals due to mail challenges and address requirements;
- State employment of Human Service Zone Team Members. There has been mixed support from Zone Directors for all Human Service Zones to be State employees, mainly due to the difference in benefits offered between the host county and State of North Dakota.

A few workgroups have begun preliminary discussions in preparation for the upcoming session.

**IV. Operations Report**

Ashley Williams has joined the Administration Team as the Billing and Credentialing Specialist. Some tasks she will be responsible for will be credentialing of Team Members for Targeted Case Management (TCM), billing of TCM, maintaining Zone fleet vehicles, and preparing travel arrangements. Due to such a high turnover in the past, TCM had not produced the revenue it had in the past. Since October, there has been \$7,500 in revenue generated with the goal of hitting \$20,000 by the end of the year. In the past, the billing

process has netted \$100,000 for the Zone so there is very good potential for additional revenue through the process. Credentialed Team Members can bill Medicaid for any activity that is directly related to a case plan goal if the youth is on medical assistance. Transporting of youth is another activity that is billable, and Ms. Williams will be looking into that as well.

**V. Adjournment**

Mr. Davison made a motion to adjourn the meeting at 1:39 p.m. Ms. Sahr seconded. Motion carried.



Gail Bollinger, Zone Director  
Cass Human Service Zone



Blair Hodge, Recorder