

CASS HUMAN SERVICE ZONE BOARD MEETING
December 2, 2024

MINUTES

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

Present: Commissioner Jim Kapitan; Rick Steen; Julie Haugen; Jen Sahr; Brian Hagen; Carey Fry (via Teams); Gail Bollinger
Absent: Senator Kyle Davison; Dan Madler;
Presenter: Gail Bollinger, Zone Director;

I. Approval of Minutes

Mr. Steen made a motion to approve November 4, 2024, meeting minutes. Ms. Haugen seconded. Motion carried.

II. Recognition of Service – Brian Hagen

Chair Bollinger acknowledged Mr. Hagen’s dedication and commitment to the residents of Cass County and the Team Members of Cass Human Service Zone. Mr. Hagen was presented a certificate for his 28 years and a Cass Human Service Zone logoed vest for his contributions.

III. Cass Human Service Zone Advisory Board Terms

Chair Bollinger explained the vacancy does not need to be filled but is open to any suggestions for a replacement or direction on how the Advisory Board would like to proceed. A new member can be added at any time.

IV. 2025 Meeting Planning

A proposed meeting schedule was included in the Advisory Board packet. Board members agreed to continue with holding meeting on the 1st Monday of the month at 1:00 p.m. In 2025, meetings would be held every month except for January, May, July, and September. Chair Bollinger added that special meetings could be scheduled if needed. There were no objections to the proposed schedule. Advisory Board members would like to continue to hear department updates during the meetings. Chair Bollinger also suggested providing time for Advisory Board members to share about their organizations and community engagement and interaction the Zone.

Board packets currently are mailed out the Tuesday prior to the meeting. It was decided these did not need to be sent until the Thursday before, which will allow for more complete metrics to be provided.

V. Operations Report

Links to public-facing dashboards for the Zone’s departments were included in the Operations Report.

Across the State, Economic Assistance Support Specialists are being encouraged to do overtime to assist in the backlog of documents being submitted. Backlogs often occur when there are changes in policy, opening of LIHEAP season, open enrollment for Healthcare, changes in workforce Childcare programming. There also is a telephonic backlog within the Customer Support Center due to the contracted tier one assistance

ending in October. The State is looking at ways to resolve the issue. It was asked if a calendar of events that impact each departments' workload could be provided to the Advisory Board members for reference. While the information may be provided as more reactive than proactive, this will be evaluated and developed.

VI. Adjournment

Mr. Steen made a motion to adjourn the meeting at 1:40 p.m. Mr. Hagen seconded. Motion carried.



Gail Bollinger, Zone Director
Cass Human Service Zone



Blair Hodge, Recorder