

CASS HUMAN SERVICE ZONE BOARD MEETING
February 10, 2025

MINUTES

Quorum was not present when Chair Bollinger called the meeting to order at 1:01 p.m. At 1:09 p.m. quorum was present when Mr. Vettel joined the meeting via Teams.

Present: Commissioner Joel Vettel (Teams); Julie Haugen; Carey Fry; Dan Madler; Gail Bollinger
Absent: Senator Kyle Davison; Rick Steen; Jen Sahr;
Presenter: Gail Bollinger, Zone Director;

I. Approval of Minutes

Ms. Fry made a motion to approve December 2, 2024, meeting minutes. Ms. Haugen seconded. Motion carried.

II. Introduction of New Board Member

Commissioner Joel Vettel provided a brief introduction of himself to the Advisory Board Members.

III. Zone Advisory Board Elections – Vice Chair and Secretary

Ms. Fry made a motion to approve Julie Haugen as Vice Chair and Dan Madler as Secretary. Mr. Vettel seconded. Motion carried.

IV. Zone Advisory Board Handbook Overview

All members present received a copy of the updated Cass Human Service Zone Advisory Board Handbook.

V. Year End Metric Review

Cass Human Service Zone ended the year with an overall turnover of 10.3%, showing the significant increase in stability it has had in the last two years. Chair Bollinger advised the Zone may see a higher turnover in 2025 for those who have limited or no professional experience in our core services and may find the work not suitable or fitting for their personal and professional career.

The number of reports Child Protective Services receives continues to rise. Cass Human Service Zone has reached out to other Zones for assistance in managing some of the reports. Chair Bollinger reports that other single-county Zones are seeing the same increase, and this is a typical trend through the end of the school year.

Chair Bollinger also informed the Zone Advisory Board that she has engaged with JLG Architects regarding a facility/space study that Cass County is conducting.

VI. Operations Report

Chair Bollinger provided legislation updates. There are over 100 bills the Association of Zone Directors is watching. She provided updates on a few that were in direct correlation with Human Service Zones.

An overview of the Zone Standards of Administration was provided. These are metrics tracked by the State to outline expectations and establish acceptable administration standards of the programs provided by Human Service Zones. Economic Assistance's dashboard is still under development. The Child Welfare dashboard is being used by leadership to track the Zone's performance.

VII. Adjournment

Ms. Haugen made a motion to adjourn the meeting at 1:51 p.m. Ms. Fry seconded. Motion carried.



Gail Bollinger, Zone Director
Cass Human Service Zone



Blair Hodge, Recorder