

**Three Rivers Human Service Zone Board
Meeting Agenda
Three Rivers Human Service Zone 1st Floor Conference Room
Mandan Office
210 2nd Ave. NW Mandan
10:00 AM – January 18, 2024**

Meeting Call to Order:

Roll Call:

Approval of Agenda

Approval of Minutes from December 21, 2023

Review and Approval of January 2024 Bills:

Zone Program Stats

Eligibility Redesign Updates

Zone Plan Update For 2024

Other:

Items may be added or deleted from the agenda prior to or during the meeting.

Next Meeting: February 15, 2024 – 10 AM, Mandan

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**Three Rivers Human Service Zone Board
Meeting Minutes
Three Rivers Human Services Board Room
Mandan
210 2nd Ave NW
December 21, 2023**

Meeting Call to Order:

- Dennis called meeting to order at 10:01 AM

Roll Call:

Mandan: Dennis Meier, Jackie Buckley, Rosemary Lawson, Lori Flaaten, Heidi Peltz, Dawson Holle, Karen Rohr via Teams

Carson: Marty Meyer via phone,

Fort Yates: Ken Snider via Teams

Others present: Jodie Leier, Natalie Anderson, Vince Gillette, Mandy Garrett, Chase Lingle, Jenny Wetsch, Leanda Chaffins, Ron Leingang

Approval of Agenda

- Moved by Heidi Peltz, seconded by Ken Snider to approve the agenda as presented. Motion carried.

Approval of Minutes from November 16, 2023

- Moved by Karen Rohr seconded by Jackie Buckley to approve the minutes from November 16, 2023. Motion carried.

Leanda Chaffins Grievance/Complaint

- Prior to Ms. Chaffins taking the floor, Dennis Meier presented the rules and decorum for presenting a grievance/complaint at a public meeting when a minor child is involved. Chase Lingle, States Attorney's Office provided advisements.
- Ms. Chaffins presented her questions on the process of the grievance in her case. Dennis explained the process to Ms. Chaffins and offered to re-open her case for a review. Ms. Chaffins agreed to have the case reopened.
- Dennis Meier explained the expectations and timeline for this review. Response will be given to Ms. Chaffins within 5 days of the final determination. The goal will be to make a decision on the grievance/complaint within 14 days of Ms. Chaffins signing.
- Ms. Chaffins was provided with the paperwork needed to reopen as a level II grievance/complaint. She signed the acknowledgement form and grievance/complaint form.
- Dennis Meier will do the follow up letters once a decision has been made.

Review and Approval of December 2023 Bills:

- Lori Flaaten and Jackie Buckley came early to review the bills.
- Moved by Lori Flaaten seconded by Jackie Buckley to approve the bills as presented. With a unanimous roll call vote the bills were approved.

Name	Roll Call	Bills Approved
Jackie Buckley	P	Y
Lori Flaaten	P	Y
Rosemary Lawson	P	Y
Heidi Peltz	P	Y
Marty Meyer	P (Phone)	Y
Charlie Steinkuehler	A	Y
Ken Snider	P Online	Y
John Pretty Bear	A	A
Dennis Meier	P	Y
Karen Rohr	P Online	Y
Dawson Holle	P	Y

Budget Review

- Dennis went over the budget which shows we are approximately 6% below budget as of November 30, 2023.
- December has 3 pay periods, so we should come in slightly under budget for the year if there are no unforeseen bills.
- Dennis explained end of the year end purchases that were made. Remarkable tablets for the Family Services Unit to assist them with their note taking when visiting clients, desks, chairs, replacement computer monitors, restocking of lice kits and the purchase furniture for the visitation room.

Vince - Three Rivers Human Service Zone Tribal Liaison Report for November 2023

- There are approximately 120 SRST foster children placed in ND foster homes that he helps to facilitate visits. 38 of these children are SD Foster Care Placements.
- Standing Rock currently has 36 ND IV-E cases and 39 SD IV-E in ND Foster Homes. There is 300+ Tribal Cases and 638 Foster Care Placements.
- Vince continues to attend monthly TEAMS meetings with the ND CFS, SD CFS, Tribal and Zone Staff throughout the state who have tribal foster care placement in their foster homes.
- There are separate meetings for Licensure of Foster homes, Tribal Foster children in Zone homes, case management monthly training and a state IV-E and Tribal IV-E eligibility meeting.
- Vince continues to help facilitate meetings for 100+ between zones Social Workers and Zone foster homes and group facilities.
- Vince answers questions for foster parents about various topics.
- Vince researches the Zone Medicaid issues with the foster children bills that are not being paid, so he works with Medicaid and the facilities to get them paid. He also works to get SD foster children on ND Medicaid and talking with business offices of medical facilities clearing up the non-payment issues.
- Turtle Mountains has a new worker doing the IV-E Administrative reimbursement claims. Vince has been helping her develop a system to submit the claims. It is overwhelming if you haven't done it before.
- ND will be releasing the FMAP amounts that Tribes can claim for expenses during the 2023-2025 biennium.
- MOU's need to be signed by the Tribes so they can start billing. Vince anticipates Standing Rock, MHA and Turtle Mountain will require some assistance since they have all new people in the financial positions,
- At the October 18 meeting in Belcourt it was explained that you can bill IV-E reimbursement and FMAP for the same time. Vince anticipates he will be helping with this training.

- Vince also does the indirect expenses for Fort Yates since we went to a zone in 2020. He prepares their indirect vouchers and submits them to the auditor for payment, this runs around \$3500 a month.
- Standing Rock has requested assistance with visits again and Vince did 22 face-to-face visits for the Standing Rock Sioux Tribe for the month of November. An MOU remains unsigned which limits what Vince can do for the Tribe, so he will be helping at a higher level with federal reimbursement.

Mandy Garrett – Income Maintenance/Eligibility Supervisor

- Three Rivers Zone Office Information
 - Current Openings: New position added for a Support Specialist. We need to readvertise as they didn't get an employment acceptance.
 - Stats for the TRHSZ are now available.
- Medicaid
 - Total Households: October 2023 – 568 November 2023 – 491
 - Total Individuals: October 2023 – 1,108 November 2023 – 998
 - Total Benefits: N/A
- SNAP
 - Total Households: October 2023 – 519 November 2023 – 492
 - Total Individuals: October 2023 – 1360 November 2023 – 1248
 - Total Benefits Paid: October 2023 \$648,000 November 2023 \$630,700
- LIHEAP
 - Total Households: October 2023 – 400 November 2023 – 256
 - Total Individuals: October 2023 – 969 November 2023 – 636
 - Total Benefits: October 2023 – \$11.9K November 2023 – \$18.6K
- TANF (Temporary Assistance for Needy Families)
 - Total Households: October 2023 – 59 November 2023 – 57
 - Total Individuals: October 2023 – 238 November 2023 – 205
 - Total Benefits: October 2023 – \$40.3K November 2023 – \$38.2K.
- Call Center November Stats
 - Avg Que Time 6:53
 - Avg Initial Talk Time 5:42
 - Avg Talk Time 10:15
 - Quick drop 150

Jenny Wetsch – Child Protection

- See the attached Statistical information which was presented during the meeting.
 - 89 total reports in November. 1 Report in Grant County and 0 Reports for Sioux County.
 - 54 assigned as Full.
 - 3 ATP Assessments.
 - 32 Administratively Assessed or Administrative Referrals.
 - 0 Alt Response.
 - 0 Substance Exposed Infant (SEI)
 - 4 Child Sex Cases
 - 0 Prenatal Drug Cases
 - 0 Courtesy Interview Requests from other zones/1Law Enforcement
 - 0 Conflict cases for another Zone

- We have begun delivering donated presents.

Natalie Anderson – Foster Care/In Home/FP Licensing

- See the attached statistical information which was presented during the meeting.
- Currently we have 72 cases.
 - 55 Foster Care
 - 17 In-Home Cases, ICPC, Courtesy Case Management & Home Study's
 - 31 Foster Homes/PATH
 - 1 QRTP/PRTF
 - 18 Relative Care
 - 4 18+
 - 1-YCC
- Sara Moran has resigned her position. We have begun interviewing for a replacement.

Eligibility Redesign Update

- Dennis met with staff regarding concerns and solutions.
- The directors are developing a spreadsheet for all zones to document their concerns and solutions.
- There will be a meeting with Michelle Gee on January 9 regarding the concerns and solutions. The hope is to provide better customer service.
- The state did get approval to start issuing EBT cards based on who qualifies for the immediate need. Others will continue to be issued through the mail. This is expected to begin sometime the end of February or beginning of March.

Adjourn:

- Moved by Heidi Peltz, seconded by Dawson Holle to adjourn the meeting at 11:02 AM. Motion carried.

Next Meeting January 18, 2024 – 10 AM, Mandan

Respectfully Submitted,

**Jodie Leier
Fiscal Services
Three Rivers Human Service Zone**

THREE RIVERS HUMAN SERVICE ZONE

MONTHLY BILLING APPROVAL SHEET

For Month of: January 2024

VENDOR	AMOUNT
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Bravera Insurance	\$ 6,649.00
Hebron Herald	\$ 89.25
ITD (Carson Office)	\$ 5.00
ITD (Ft. Yates)	\$ 20.00
ITD (Mandan)	\$ 375.00
MCI Telephone	\$ 296.28
NRG	\$ 1,870.00
Quadient	\$ 149.92
Schlag, Traci	\$ 31.44
The Times	\$ 99.40
WRT (Grant)	\$ 174.58
WRT (Ft Yates)	\$ 289.50

Credit Card (Gillette)	
Credit Card (Leier)	\$ 15,454.92
WEX Card	\$ 258.35

Jackie Buckley	\$ 5.36	\$ 50.00
RoseMary Lawson	\$ 60.30	\$ 50.00
Lori Flaaten	\$ 9.38	\$ 50.00
Heidi Peltz	\$ 65.66	\$ 50.00
John Pretty Bear	\$ 84.42	\$ 50.00
Marty Meyer	\$ 91.12	\$ 50.00
Ken Snider	\$ 80.40	\$ 50.00
Charles Steinkuehler	\$ 79.06	\$ 50.00
Dawson Holle	\$ 24.12	\$ 50.00
Karen Rohr	\$ 2.01	\$ 50.00
Subtotal:	\$ 26,264.47	\$ 500.00

TOTAL: \$ 26,764.47

APPROVALS:

_____	_____	_____
_____	_____	_____
_____	_____	_____

DIRECTOR:

Tribal Liaison Report for December 2023

There are approx. 120ish SRST foster children placed in ND foster homes that I help facilitate visits . This number is probably larger, the Tribe has approx. 300+ in care, but they won't really tell you where the children are placed. 39 of these placements are SD IV E foster care cases, 30 ND Tribal IV E cases and approx. 200+ tribal 638 foster care placements. Standing Rock currently has 30 ND IV E cases and 39 SD IV E case placed in ND foster homes.

I attend ND IV E and Tribal IV E eligibility meeting. I spend a lot of time with Medicaid issues with the foster kids Medicaid, bills not being paid, getting SD foster kids on ND Medicaid, and talking with business offices of medical facilities clearing up nonpayment issues with foster children.

Turtle Mountain has a new worker, doing the IV E Admin Reimbursement claims and I have been helping her develop a system to submit the claims.

ND released the new FMAP amounts that Tribes can claim for expenses during the 23-25 biennium. The MOU's need to be signed by the Tribes and they can start billing. I anticipate Standing Rock, MHA and Turtle Mountain will require some assistance; they all have new workers in that position. Spirit Lake has an experienced worker.

You can bill IV E admin reimbursement and FMAP for the same time period and is still in the discussion stages with the tribes.

I have done the indirect expenses for Sioux County since we went to a zone in 2020. I exam the bills, prepare the vouchers, submit them to the Sioux County Auditor to prepare the checks and pay the bills, about \$3500.00ish a month. These numbers are submitted to Jodie Leier for the 119 indirect cost report that is submitted to the state.

Standing Rock requested assistance with visits again and I did 18 visits for SRST in the month of December, primarily in the last 2 weeks, because they are slow to let me know they need a visit done.

**Vincent N. Gillette
Tribal Liaison
Three Rivers Human Service Zone**

Three Rivers Human Service Zone- Economic Assistance Report

January 2024

Three Rivers Zone office information:

- *Current Openings:* **Support Specialist** (Interviews starting the week of Jan. 15th)

Eligibility Worker I- Request to fill sent to state office

Three Rivers Zone Stats:

SNAP Program (Supplemental Nutritional Assistance Program)

	Oct-23	Nov-23	Dec-23	Jan-24
Total Households	535(519)	528(492)	461	
Total individuals	1410(1360)	1353(1248)	1231	
Total benefits issued	\$649.4K	\$641.2k	\$638.8K	

LIHEAP Program (Low income Home Energy Assistance Program)

	Oct-23	Nov-23	Dec-23	Jan-24
Total Households	494(400)	340(256)	228	
Total individuals	1252(969)	882(636)	578	
Total Benefits issued	\$19.8k	\$30.0K	\$27.9K	

Child Care Assistance Program

	Oct-23	Nov-23	Dec-23	Jan-24
Total Households	51(47)	39(25)	43	
Total individuals	172(156)	148(94)	151	
Total Benefits issued	\$109.1k	\$106.3k	\$102.1K	

Health Care Coverage

	Oct-23	Nov-23	Dec-23	Jan-24
Total Households	604(568)	553(491)	495	
Total individuals	1176(1108)	1128(998)	966	
Total Benefits	N/A	N/A	N/A	

TANF (Temporary Assistance for Needy Families)

	Oct-23	Nov-23	Dec-23	Jan-24
Total Households	61(59)	58(57)	56	
Total individuals	247(238)	210(205)	223	
Total Benefits issued	\$43.5k	\$39.2k	\$38.8K	

Call Center information Stats:

Call Center information (Statewide)

	Oct-23	Nov-23	Dec-23	Jan-24
Tier 1 call volume	N/A	6929	6130	
Tier 1 Accepted calls	N/A	5286	4725	
Tier 1 Missed calls	N/A	1471	1209	
Tier 1 Dropped calls	N/A	9	4	
Tier 1 Average Queue time	N/A	0:06:53	0:14:37	
Tier 1 Average Talktime	N/A	0:07:53	0:08:36	
Tier 2 call volume	N/A	34498	31498	
Tier 2 Accepted calls	N/A	23269	20397	
Tier 2 Missed calls	N/A	10514	10360	
Tier 2 Dropped calls	N/A	141	76	
Tier 2 Average Queue time	N/A	0:05:44	0:06:31	
Tier 2 Average Talktime	N/A	0:10:47	0:11:59	

- Call Center SWAT Team: created to assist with reschedules for clients who call into the call center when they missed their interview or would like to get it completed right away.
 - Stats below showing impact in numbers:

IMPACT IN NUMBERS: ON-THE-SPOT INTERVIEWS VS. RESCHEDULED

Dec. 18 - Dec. 29



*Numbers are approximate.



Support Specialist (Statewide):

- Continue to assist with applyforhelp email inbox – As of 1/12/2024 they were working on 1/7/2024 emails.

THREE RIVERS HUMAN SERVICE ZONE

Child Protection Reports December 1 to December 31st

-Of the 69 total reports in September, 37 Administratively Assessed (AA)/Administrative Referrals (AR), and 1 Assessment Terminated in Progress (ATP).

Grant County- 1

Sioux County- 0 (non-reservation cases)

* Total number of Substance Exposed Infant (SEI) cases- 1

* Total number of Child Sexual Behavior (CSB) cases- 3

*Total number of Prenatal Exposure (drugs/alcohol)- 1

*Total number of courtesy interview requests- 0 from another zone, 1 LE assist

* Conflict cases for another Zone- 0

Beginning Dec caseload-

Opened/Closed- Dec 1- Dec 31st-

CPS Supervisor (JW)- 11

Opened-3, Closed-3, End- 11 (*1 combine)

CPS Worker (KO)- 17

Opened-5, Closed- 9, End-13 (*3 new reports received on open cases)

CPS Worker (AS)- 12

Opened-5, Closed-3, End-14 (*1 new reports received on open cases)

CPS Worker (MH)-24

Opened-4, Closed-1, End-27 (*2 new reports received on open cases)

CPS Worker (BM)- 12

Opened-5, Closed-6, End-11 (*1 new reports received on open case)

CPS Worker (TB)- 9

Opened-3, Closed- 5, End- 7 (*0 new report received on open case)

Parent Aide Caseload

CM -	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
	12	9	10	10	11	13	13	13	vacant	7	10	14	14

JA-	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
	7	6	vacant	7	8	10	10	12	13	14	13	14	14

TOTAL 960 REP (Full, ATP, AA, AR, Combine)

	2021	2022	2023
JANUARY	74	67	90
FEBRUARY	93	83	83
MARCH	107	88	95
APRIL	81	81	86
MAY	85	86	76
JUNE	77	79	68
JULY	55	59	70
AUGUST	79	74	98
SEPTEMBER	93	85	108
OCTOBER	74	66	82
NOVEMBER	87	71	89
DECEMBER	77	71	69
YEAR TOTAL	982	910	1014

FULL AND ATP (includes combined 960's)

	2021	2022	2023
JANUARY	50	31	53
FEBRUARY	64	41	43
MARCH	69	55	56
APRIL	56	52	53
MAY	58	57	44
JUNE	41	40	36
JULY	33	36	44
AUGUST	45	39	55
SEPTEMBER	50	38	62
OCTOBER	50	30	44
NOVEMBER	45	43	57
DECEMBER	40	40	32
YEAR TOTAL	601	502	579

TRHSZ FOSTER CARE / IN-HOME

CASE LOADs December 2023

CASE LOADS TOTALS = 68 (64)

51 Foster care – (Foster care is counted by child)

32- foster homes/PATH 2-QRTP/PRTF 12-Relative Care 4-18+ 1-YCC

17 In-Home Cases, ICPC, Courtesy Case management & Home studies

	Opened	Closed
2023		
July	4	1
August	3	5
September	6	1
October	2	4
November	0	3
December	0	4

2021 – TRHSZ

<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
87	92	90	92	89	96	103	104	104	105	100	109

2022- TRHSZ

<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
103	112	111	107	100	99	94	82	84	79	83	82

2023-TRHSZ

<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
77	66	72	74	74	72	68	69	74	74	72	68

2023								
KC SM	April	May	June	Aug	Sept	Oct	Nov	Dec
Foster Care	1	1		6	3	3	3	vacant
In-Home	2	2	2	4	3	2	2	
Total	3	3	2	11	6	5	5	
KG	April	May	June	Aug	Sept	Oct	Nov	Dec
Foster Care	7	5	9	8	8	9	9	7
In-Home	3	2	2	4	5	4	2	4
Total	10	7	11	12	13	13	11	11
TM	April	May	June	Aug	Sept	Oct	Nov	Dec
Foster Care	4	4	6	8	9	9	8	8
In-Home	3	4	5	4	4	4	4	3
Total	7	8	11	12	13	13	12	11
TS	April	May	June	Aug	Sept	Oct	Nov	Dec
Foster Care	4	5	7	6	9	9	9	9
In-Home	4	3	3	4	2	2	2	3
Total	8	8	10	10	11	11	11	12
NK	April	May	June	Aug	Sept	Oct	Nov	Dec
Foster Care	11	11	11	10	10	10	10	11
In-Home	0	1	2	2	1	1	1	1
Total	11	12	12	12	11	11	11	12
JD	April	May	June	Aug	Sept	Oct	Nov	Dec
Foster Care	8	8	8	6	6	6	8	8
In-Home	5	4	5	6	6	5	4	3
Total	13	12	13	12	12	11	12	11
EV	April	May	June	Aug	Sept	Oct	Nov	Dec
Foster Care	11	11	11	SL	7	7	8	8
In-Home	1	1	1		1	3	2	3
Total:	12	12	12		8	10	10	11
LE	April	May	position went to CPS					
Foster Care	6	8						
In-Home	5	4						
Total	11	12						