

**Three Rivers Human Service Zone Board  
Meeting Agenda  
Three Rivers Human Service Zone 1<sup>st</sup> Floor Conference Room  
Mandan Office  
10:00 AM – November 19, 2020**

**Meeting Call to Order:**

**Roll Call:**

**Approval of Agenda**

**Approval of Minutes from October 15, 2020**

**Review and Approval of October 2020 Bills:**

**Budget Review**

**Zone Program Stats**

**Office 365 Update**

**Emergency Temp Request (Support Unit):**

**Zone Plan Approval**

**HR Zone Policy Addendums**

**Cares Act Distribution and Eligibility of EA Programs Follow-up**

**Zone Board Members Term Expirations**

**Zone Director Performance Evaluation and Core Values Guide**

**Other:**

**Next Meeting:** December 17, 2020 – 10 AM, Mandan

**Three Rivers Human Service Zone Board Meeting Agenda**  
**Three Rivers Human Service Zone 1<sup>st</sup> Floor Conference Room Mandan Office**  
**10:00 AM - October 15, 2020**

**Meeting Call to Order: Chairman Dennis Meier**

**Roll Call:**

**Morton County Representatives:           Rosemary Lawson, Jackie Buckley, Edgar Oliveira**

**Grant County Representatives:           Myles Stoller, Charlie Steinkuehler**

**Sioux County Representatives:           Ken Snider, John Pretty Bear**

**Staff Attending: Brenda Peterson, Jenny Wetsch, Brenda McAllister, Jodi Leier, Jessica Beck**

**Other Attendees – Amber Schriock (NRG)**

**Approval of Agenda:**

- **Moved by Charlie seconded by Ken to approve the agenda as presented. Motion carried.**

**Approval of Minutes from September 17, 2020**

- **Moved by Rosemary seconded by Edgar to approve the September 2020 minutes. Motion carried.**

**Review and Approval of October 2020 Bills**

- **Moved by Charlie seconded by Myles to approve the October 2020 bills. Motion carried by roll call vote with all voting aye. See voting tally at the bottom of the minutes.**

**Budget Review**

- **As of October, the Three Rivers HR Zone is 4% under budget.**
- **Discussion was held on the terminal cost and office materials being over budget. The terminal cost is over because of paying for the VPN costs for those workers working from home.**

**Zone Program Stats**

**Vince**

- **Vince is currently working from home**
- **The Fort Yates office remains closed. Clients are being served via phone. Clients can stop by the office to pick up materials at the office entrance.**

**Brenda McAllister**

- **98 open TANF. CCAP – 2 open and 1 pending, SNAP – 487 open and 9 pending, HCC – 1002 open and 5 pending**
- **MA TECS – 68, QS TECCS – 48, MA VISION - 127**
- **In the process of converting medical cases to SPACES**
- **Clients are getting used to the new normal**

- **Sioux County is now in the Red Zone**
- **All are wearing masks**
- **Trying to have a safe environment, doing cleaning, sanitizer and PPE are provided**
- **QIR Report**
  - **Numbers look good**
  - **Quality Control 100%**
  - **No concerns regarding errors**
  - **Staff would benefit from more training**
  - **A few dollar amount errors**
  - **There were no errors that would lead to fiscal sanctions against the Zone or state**

**Jessica Beck**

- **TANF-1, SNAP-78, ACA-138, MA TECS-44, MA VISION-18, QS-36, CCAP-9, IV-E Cases- 48 + 11 pending**
- **Has been helping with Sioux County cases**
- **78 LIHEAP cases so far this month**

**Brenda Peterson**

- **Increase in SNAP cases**
- **249 new applications last month**
- **214 cases as of October 12, 2020**
- **Have received ¼ of the total LIHEAP applications as of Oct. 15, 2020**
- **MDU recently sent out shut off notices to many of the LIHEAP cases**
- **Medicaid case load reviews – the deadline has been extended until Jan. 31, 2021; those cases cannot be closed. Reviews will need to be done**
- **We are processing TANF cases for the Roughrider Zone because of their increase in case load**
- **The listing of Health Care Coverage Eligibility Cases should be received the week of Oct. 19<sup>th</sup> Listing should be about the same as 2019**

**Child Protection Reports for September**

- **87 total reports**
  - **38 Administratively Assessed, 8 Administrative Referrals, 4 Assessment Terminated in Progress**
- **960 reports of abuse – includes physical, sexual – 15**
- **960 reports of neglect includes educational, psychological – 70**
- **No courtesy interviews**
- **Workers are attending virtual trainings to get ready for design roll out in December**
- **Working on practices cases weekly to stay up to speed on new program**
- **Learning how to decrease case load time**

**Foster Care/ In-Home/FP Licensing**

**Jenny Wetsch reported for Natalie Anderson**

- **Case load Total – 89**
  - **62 Foster care**

- 34 Children in foster homes/PATH
- 7 Children in Group Care/PRTF
- 21 Children in Relative Care
- New worker in Carson and Fort Yates
- Job shadowing in the 2 counties

#### Office 365 Update – Amber Schriock – NRG

- No new Changes in Office 365
- File structure still needs to be set up
- Amber will report back to us in November
- Working on MFA and VPN for workers

#### Emergency Temp Request (Support Unit)

- Ashton Holzer has 191 hours left
- Mary Graner’s Emergency Temp hours have come to an end.
- Moved by Edgar seconded by John to approve the continuation of the emergency temp request for Ashton Holzer. Motion carried by all voting aye in a roll call vote. See voting tally at the bottom of the minutes.

#### Zone Plan Update

- The Zone Plan needs to be sent into the department on or before December 1.
- This plan needs a motion for approval by the three county commissions who make up the zone.
- Board members were asked to be part of the October 27<sup>th</sup> Teams meeting with the NDDHS discuss their feedback regarding the Draft TRHSZ Plan. Edgar, John, Rosemary, Dennis, Ken and Myles will participate.
- Dennis will advertise the meeting since there will probably be a quorum of board members present.

#### HR Zone Policy Addendums

- Dennis is working collaboratively with Wendy Bent, Morton County Human Resource Director, on addendums that appropriately reflect the unique differences between the Draft Zone Policy and the Morton County Team Member Handbook. TRHSZ addendum information needs to be sent to ND Human Resource Department by December 31.
- Dennis reported that he can use his discretion for the differences in county and state break times. Fifteen minutes vs twenty minute breaks.
- Addendums working on
  - Christmas Eve Day – All day off
  - Public Service Commitment
  - Guiding Competencies
  - Open Door Policy
  - Choice of Language
  - Pre-screening of alcohol and drugs
  - On-call process
  - Emergency Response Protocol

- Protocol for Inclement Weather
- Sick Leave Payout for employees who have ten or more years of service. The department allows 10% payout and Morton County allow 25% payout.

**Cares Act Distribution and Eligibility of EA Programs**

- Discussion was held about the letter that was sent to Senator Hoeven’s office about funds provided by the CARES Act and Families First
  - Questions about funds received and if they count towards eligibility to programs received by clients – i.e. SNAP, Medicaid, Social Security
- Dennis will do some checking with the state office and report back to the board in November or sooner.

**Other:**

- Discussion about the increase in COVID numbers
- Increased risk level in Morton and Sioux County

Moved by Charlie seconded by Myles to adjourn the meeting. Meeting Adjourned.

Next Meeting: November 19, 2020 — 10 AM, Mandan

Respectfully Submitted,

Jackie Buckley  
Three Rivers HR Zone Secretary

**Three Rivers Zone Meeting Voting Tally  
15-Oct-20**

<b>Name</b>	<b>Bill Pay Approval</b>	<b>Emergency Temp Positions</b>	
<b>Charlie Steinkuehler</b>	<b>Yes</b>	<b>Yes</b>	
<b>Ron Leingang</b>	<b>Absent</b>	<b>Absent</b>	
<b>Rosemary Lawson</b>	<b>Yes</b>	<b>Yes</b>	
<b>Edgar Olivera</b>	<b>Yes</b>	<b>Yes</b>	
<b>Jackie Buckley</b>	<b>Yes</b>	<b>Yes</b>	
<b>Dennis Meier</b>	<b>Yes</b>	<b>Yes</b>	
<b>Myles Stoller</b>	<b>Yes</b>	<b>Yes</b>	
<b>John Pretty Bear</b>	<b>Yes</b>	<b>Yes</b>	
<b>Ken Snider</b>	<b>Yes</b>	<b>Yes</b>	

**THREE RIVERS SOCIAL SERVICES**  
 At Morton County, Mandan, ND 58554  
**MONTHLY BILLING APPROVAL SHEET**  
 For Month of: November, 2020

Vendor	Amount	
ABM	1,056.06	
Anderson, Natalie	26.00	
Glen Ullin Times	46.80	
Hanson, Kim	8.52	
Hanson, Kim	9.61	
Hebron Harold	84.00	
Innovative Office Solutions	342.41	
ITD (Morton)	159.60	
ITD (Grant)	20.00	
ITD (Sioux)	46.50	
Labcorp	29.75	
NDACO	160.59	
NDACO	3,282.36	
New Salem Journal	60.00	
Pratt, Keyona	15.84	
Pratt, Keyona	11.17	
PREBLE	35.00	
SBM	56.45	
Sure Shred	39.75	
Credit Card (Leier)	1,482.06	
Jackie Buckley	\$50.00 (\$50 mtg per diam paid at year end) & Mileage \$4.60	
Rose Mary Lawson	\$50.00 (\$50 mtg per diam paid at year end) & Mileage \$51.75	
Ron Leingang	\$50.00 (\$50 mtg per diam paid at year end) & Mileage \$24.15	
Edgar Oliveira	\$50.00 (\$50 mtg per diam paid at year end) (no Mileage)	
John Pretty Bear	\$50.00 (\$50 mtg per diam paid at year end) & Mileage \$72.45	
Ken Snider	\$50.00 (\$50 mtg per diam paid at year end) & Mileage \$69.00	
Charles Steinkuehler	\$50.00 (\$50 mtg per diam paid at year end) & Mileage \$67.85	
Miles Stoller	\$50.00 (\$50 mtg per diam paid at year end) & Mileage \$78.20	
Date <u>11/19/20</u>	Total: \$ <u>7,340.47</u>	Zone: <u>Three Rivers</u>
<b>APPROVALS:</b>		
_____	_____	_____
_____	_____	_____
_____	_____	_____
<b>DIRECTOR:</b>		

**Morton County**

**Expenditure Report with Detail Options**

Fiscal Year: 2020-2020

From Date: 10/1/2020

To Date: 10/31/2020

Account Mask: ??????????

Exclude PR encumbrance  Include pre encumbrance  Print accounts with zero balance

Account Number / Description	Expended PTD	Original Budget	Amended Budget	Expended YTD	Encumbered YTD	Unexpended Bal	% Used
SOCIAL WELFARE FUND							
SOCIAL SERVICES ADMIN DEPARTMENT							
207.450.6101 / SALARIES	\$40,803.86	\$0.00	\$2,611,596.90	\$352,862.48	\$0.00	\$2,258,734.42	13.51%
207.450.6102 / DEFERRED COMP. BENEFIT	(\$13,260.00)	\$0.00	\$0.00	\$10,291.11	\$0.00	(\$10,291.11)	0.00%
207.450.6103 / TEMPORARY SALARIES	\$292.16	\$0.00	\$25,000.00	\$11,307.51	\$0.00	\$13,692.49	45.23%
207.450.6104 / LEAVE PAYOUTS	\$0.00	\$0.00	\$17,000.00	\$0.00	\$0.00	\$17,000.00	0.00%
207.450.6105 / COVID-19 SALARIES	\$0.00	\$0.00	\$0.00	\$2,358.80	\$0.00	(\$2,358.80)	0.00%
207.450.6111 / ON CALL SALARIES	\$30.00	\$0.00	\$0.00	\$255.00	\$0.00	(\$255.00)	0.00%
207.450.6121 / PAID OVERTIME	\$0.00	\$0.00	\$3,000.00	\$1,192.14	\$0.00	\$1,807.86	39.74%
207.450.6211 / HEALTH INSURANCE	\$4,158.38	\$0.00	\$452,312.28	\$54,790.00	\$0.00	\$397,522.28	12.11%
207.450.6221 / FICA MATCH	\$2,027.81	\$0.00	\$203,229.66	\$27,712.59	\$0.00	\$175,517.07	13.64%
207.450.6241 / WORKMENS COMPENSATION	\$0.00	\$0.00	\$8,000.00	(\$147.98)	\$0.00	\$8,147.98	-1.85%
207.450.6251 / UNEMPLOYMENT COMPENSATION	\$0.00	\$0.00	\$5,000.00	\$0.00	\$0.00	\$5,000.00	0.00%
207.450.6300 / NDPERS DEF. BENEFIT	\$3,686.69	\$0.00	\$367,405.04	\$44,627.51	\$0.00	\$322,777.53	12.15%
207.450.6324 / PROFESSIONAL ASSOCIATIONS	\$0.00	\$0.00	\$300.00	\$0.00	\$0.00	\$300.00	0.00%
207.450.6339 / MEMBERSHIPS & REGISTRATIONS	\$0.00	\$0.00	\$4,000.00	\$150.00	\$0.00	\$3,850.00	3.75%
207.450.6341 / TRAVEL EXPENSE	\$796.10	\$0.00	\$30,000.00	\$15,526.27	\$0.00	\$14,473.73	51.75%
207.450.6360 / MOBILE COMMUNICATIONS	\$237.52	\$0.00	\$5,500.00	\$2,336.54	\$0.00	\$3,163.46	42.48%
207.450.6401 / OFFICE MATERIALS	\$504.73	\$0.00	\$5,000.00	\$6,367.94	\$0.00	(\$1,367.94)	127.36%
207.450.6418 / LICENSES	\$0.00	\$0.00	\$900.00	\$0.00	\$0.00	\$900.00	0.00%
207.450.6499 / CLIENT AID	\$30.00	\$0.00	\$2,000.00	\$1,049.54	\$0.00	\$950.46	52.48%
207.450.6651 / CAPITAL OUTLAY-EQUIPMENT	\$1,445.99	\$0.00	\$31,000.00	\$16,959.22	\$0.00	\$14,040.78	54.71%
207.450.6904 / GA BURIALS	\$0.00	\$0.00	\$12,000.00	\$9,600.00	\$0.00	\$2,400.00	80.00%
207.450.6905 / SAFETY/PERMANENCY FUNDS	\$247.00	\$0.00	\$10,000.00	\$1,369.39	\$0.00	\$8,630.61	13.69%
207.450.6911 / EXPERT/PROFESSIONAL WITNESS FEES	\$0.00	\$0.00	\$3,000.00	\$0.00	\$0.00	\$3,000.00	0.00%
207.450.6912 / CWB PER DIEM	\$0.00	\$0.00	\$20,000.00	\$0.00	\$0.00	\$20,000.00	0.00%
207.450.6913 / FOSTER CARE PLACEMENTS	\$0.00	\$0.00	\$5,000.00	\$0.00	\$0.00	\$5,000.00	0.00%

**Morton County**

**Expenditure Report with Detail Options**

Fiscal Year: 2020-2020

From Date: 10/1/2020

To Date: 10/31/2020

Account Mask: ??????????

Exclude PR encumbrance  Include pre encumbrance  Print accounts with zero balance

Account Number / Description	Expended PTD	Original Budget	Amended Budget	Expended YTD	Encumbered YTD	Unexpended Bal	% Used
207.450.6927 / TERMINAL COST	\$534.40	\$0.00	\$500.00	\$4,311.47	\$0.00	(\$3,811.47)	862.29%
Total For SOCIAL SERVICES ADMIN	\$41,534.64	\$0.00	\$3,821,743.88	\$562,919.53	\$0.00	\$3,258,824.35	14.73%
<b>INCOME MAINT(ELIGIBILITY) DEPARTMENT</b>							
207.451.6101 / SALARIES	\$88,476.20	\$0.00	\$0.00	\$978,155.75	\$0.00	(\$978,155.75)	0.00%
207.451.6105 / COVID-19 SALARIES	\$776.93	\$0.00	\$0.00	\$3,437.99	\$0.00	(\$3,437.99)	0.00%
207.451.6211 / HEALTH INSURANCE	\$18,516.19	\$0.00	\$0.00	\$184,474.08	\$0.00	(\$184,474.08)	0.00%
207.451.6221 / FICA MATCH	\$6,322.79	\$0.00	\$0.00	\$70,203.53	\$0.00	(\$70,203.53)	0.00%
207.451.6241 / WORKERS COMPENSATION	\$0.00	\$0.00	\$0.00	\$1,468.49	\$0.00	(\$1,468.49)	0.00%
207.451.6300 / NDPERS DEFINED BENEFIT	\$12,158.96	\$0.00	\$0.00	\$132,665.70	\$0.00	(\$132,665.70)	0.00%
207.451.6339 / MEMBERSHIPS, REGISTRATIONS & SUBSCR	\$0.00	\$0.00	\$0.00	\$90.00	\$0.00	(\$90.00)	0.00%
207.451.6341 / TRAVEL EXPENSE	\$0.00	\$0.00	\$0.00	\$194.23	\$0.00	(\$194.23)	0.00%
Total For INCOME MAINT(ELIGIBILITY)	\$126,251.07	\$0.00	\$0.00	\$1,370,689.77	\$0.00	(\$1,370,689.77)	0.00%
<b>SOCIAL SERVICES-MIXED DEPARTMENT</b>							
207.452.6101 / SALARIES	\$40,915.29	\$0.00	\$0.00	\$452,912.74	\$0.00	(\$452,912.74)	0.00%
207.452.6105 / COVID-19 SALARIES	\$1,299.11	\$0.00	\$0.00	\$1,299.11	\$0.00	(\$1,299.11)	0.00%
207.452.6111 / STANDBY SALARIES	\$75.00	\$0.00	\$0.00	\$2,115.00	\$0.00	(\$2,115.00)	0.00%
207.452.6121 / OVERTIME PAY	\$37.50	\$0.00	\$0.00	\$910.14	\$0.00	(\$910.14)	0.00%
207.452.6211 / HEALTH INSURANCE	\$4,818.69	\$0.00	\$0.00	\$38,718.53	\$0.00	(\$38,718.53)	0.00%
207.452.6221 / FICA MATCH	\$3,044.58	\$0.00	\$0.00	\$33,248.68	\$0.00	(\$33,248.68)	0.00%
207.452.6241 / WORKERS COMPENSATION	\$0.00	\$0.00	\$0.00	\$1,504.05	\$0.00	(\$1,504.05)	0.00%
207.452.6300 / NDPERS DEFINED BENEFIT	\$6,019.78	\$0.00	\$0.00	\$64,658.28	\$0.00	(\$64,658.28)	0.00%
207.452.6339 / MEMBERSHIPS, REGISTRATIONS & SUBSCR	\$0.00	\$0.00	\$0.00	\$350.00	\$0.00	(\$350.00)	0.00%
207.452.6341 / TRAVEL EXPENSE	\$98.10	\$0.00	\$0.00	\$1,468.43	\$0.00	(\$1,468.43)	0.00%
207.452.6905 / SAFETY/PERMANENCY FUNDS	\$225.00	\$0.00	\$0.00	\$3,683.29	\$0.00	(\$3,683.29)	0.00%
207.452.6913 / HIGH RISK DAY CARE	\$250.00	\$0.00	\$0.00	\$2,500.00	\$0.00	(\$2,500.00)	0.00%
Total For SOCIAL SERVICES-MIXED	\$56,783.05	\$0.00	\$0.00	\$603,368.25	\$0.00	(\$603,368.25)	0.00%
<b>CHILD PROTECTIVE SERVICES DEPARTMENT</b>							
207.453.6101 / SALARIES	\$22,993.86	\$0.00	\$0.00	\$257,506.58	\$0.00	(\$257,506.58)	0.00%

**Morton County**

**Expenditure Report with Detail Options**

Fiscal Year: 2020-2020

From Date: 10/1/2020

To Date: 10/31/2020

Account Mask: ?????????

Exclude PR encumbrance  Include pre encumbrance  Print accounts with zero balance

Account Number / Description	Expended PTD	Original Budget	Amended Budget	Expended YTD	Encumbered YTD	Unexpended Bal	% Used
207.453.6105 / COVID-19 SALARIES	\$607.74	\$0.00	\$0.00	\$1,418.06	\$0.00	(\$1,418.06)	0.00%
207.453.6111 / STANDBY SALARIES	\$75.00	\$0.00	\$0.00	\$622.50	\$0.00	(\$622.50)	0.00%
207.453.6121 / OVERTIME PAY	\$0.00	\$0.00	\$0.00	\$67.50	\$0.00	(\$67.50)	0.00%
207.453.6211 / HEALTH INSURANCE	\$4,158.38	\$0.00	\$0.00	\$41,583.80	\$0.00	(\$41,583.80)	0.00%
207.453.6221 / FICA MATCH	\$1,677.35	\$0.00	\$0.00	\$18,525.53	\$0.00	(\$18,525.53)	0.00%
207.453.6241 / WORKERS COMPENSATION	\$0.00	\$0.00	\$0.00	\$516.67	\$0.00	(\$516.67)	0.00%
207.453.6300 / NDPERS DEFINED BENEFIT	\$3,365.58	\$0.00	\$0.00	\$36,922.54	\$0.00	(\$36,922.54)	0.00%
207.453.6341 / TRAVEL EXPENSE	\$0.00	\$0.00	\$0.00	\$124.68	\$0.00	(\$124.68)	0.00%
Total For CHILD PROTECTIVE SERVICES	\$32,877.91	\$0.00	\$0.00	\$357,287.86	\$0.00	(\$357,287.86)	0.00%
<b>PARENT AID DEPARTMENT</b>							
207.455.6101 / SALARIES	\$4,062.04	\$0.00	\$0.00	\$49,636.38	\$0.00	(\$49,636.38)	0.00%
207.455.6105 / COVID-19 SALARIES	\$522.76	\$0.00	\$0.00	\$996.04	\$0.00	(\$996.04)	0.00%
207.455.6211 / HEALTH INSURANCE	\$660.31	\$0.00	\$0.00	\$6,603.10	\$0.00	(\$6,603.10)	0.00%
207.455.6221 / FICA MATCH	\$345.12	\$0.00	\$0.00	\$3,817.23	\$0.00	(\$3,817.23)	0.00%
207.455.6241 / WORKERS COMPENSATION	\$0.00	\$0.00	\$0.00	\$185.83	\$0.00	(\$185.83)	0.00%
207.455.6300 / NDPERS DEFINED BENEFIT	\$653.80	\$0.00	\$0.00	\$7,195.56	\$0.00	(\$7,195.56)	0.00%
207.455.6341 / TRAVEL EXPENSE	\$0.00	\$0.00	\$0.00	\$65.64	\$0.00	(\$65.64)	0.00%
Total For PARENT AID	\$6,244.03	\$0.00	\$0.00	\$68,499.78	\$0.00	(\$68,499.78)	0.00%
<b>IN-HOME CARE SPECIALIST DEPARTMENT</b>							
207.456.6101 / SALARIES	\$2,094.09	\$0.00	\$0.00	\$20,281.91	\$0.00	(\$20,281.91)	0.00%
207.456.6221 / FICA MATCH	\$160.20	\$0.00	\$0.00	\$1,551.54	\$0.00	(\$1,551.54)	0.00%
207.456.6300 / NDPERS DEFINED BENEFIT	\$298.61	\$0.00	\$0.00	\$2,892.20	\$0.00	(\$2,892.20)	0.00%
207.456.6341 / TRAVEL EXPENSE	\$0.00	\$0.00	\$0.00	\$120.74	\$0.00	(\$120.74)	0.00%
207.456.6401 / OFFICE SUPPLIES	\$0.00	\$0.00	\$0.00	\$9.00	\$0.00	(\$9.00)	0.00%
Total For IN-HOME CARE SPECIALIST	\$2,552.90	\$0.00	\$0.00	\$24,855.39	\$0.00	(\$24,855.39)	0.00%
<b>HUMAN SERVICES ZONE BOARD DEPARTMENT</b>							
207.457.6241 / WORKERS COMPENSATION	\$0.00	\$0.00	\$0.00	\$4.32	\$0.00	(\$4.32)	0.00%
207.457.6912 / ZONE BOARD TRAVEL	\$0.00	\$0.00	\$0.00	\$753.25	\$0.00	(\$753.25)	0.00%
Total For HUMAN SERVICES ZONE BOARD	\$0.00	\$0.00	\$0.00	\$757.57	\$0.00	(\$757.57)	0.00%

**Morton County**

**Expenditure Report with Detail Options**

Fiscal Year: 2020-2020

From Date: 10/1/2020

To Date: 10/31/2020

Account Mask: ?????????

Exclude PR encumbrance     Include pre encumbrance     Print accounts with zero balance

Account Number / Description	Expended PTD	Original Budget	Amended Budget	Expended YTD	Encumbered YTD	Unexpended Bal	% Used
<b>FOSTER CARE COURT COSTS DEPARTMENT</b>							
207.459.6911 / EXPERT/PROFESSIONAL WITNESS FEES	\$0.00	\$0.00	\$0.00	\$200.00	\$0.00	(\$200.00)	0.00%
Total For FOSTER CARE COURT COSTS	\$0.00	\$0.00	\$0.00	\$200.00	\$0.00	(\$200.00)	0.00%
<b>GENERAL ASSISTANCE DEPARTMENT</b>							
207.462.6499 / MISCELLANEOUS EXPENSE	\$385.67	\$0.00	\$0.00	\$959.03	\$0.00	(\$959.03)	0.00%
Total For GENERAL ASSISTANCE	\$385.67	\$0.00	\$0.00	\$959.03	\$0.00	(\$959.03)	0.00%
Total For SOCIAL WELFARE	\$266,629.27	\$0.00	\$3,821,743.88	\$2,989,537.18	\$0.00	\$832,206.70	78.22%

Morton County

**Expenditure Report with Detail Options**

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To Date: 10/31/2020

Account Mask: ????????

Exclude PR encumbrance  Include pre encumbrance  Print accounts with zero balance

Account Number / Description	Expended PTD	Original Budget	Amended Budget	Expended YTD	Encumbered YTD	Unexpended Bal	% Used
<b>Grand Total:</b>	\$266,629.27	\$0.00	\$3,821,743.88	\$2,989,537.18	\$0.00	\$832,206.70	78.22%

End of Report

**Meier, Dennis M.**

---

**From:** Gillette, Vincent N.  
**Sent:** Monday, November 16, 2020 1:11 PM  
**To:** Meier, Dennis M.; McAllister, Brenda K.  
**Subject:** FW: case numbers Nov 2020

TECS  
60 Medical  
41 QS  
Vision  
124 Medical cases

Tanf- 101 open 5 pending  
CCAP- 2 open  
SNAP- 483 open and 9 pending  
HCC- 1024 open and 10 pending

Total  
1833 open cases 24 pending cases.

*Melinda Landeis*

Eligibility Worker I  
Three Rivers Human Services Zone  
PO Box 8  
Fort Yates, ND 58538  
701-854-3821 Ext. 102  
[mlandeis@nd.gov](mailto:mlandeis@nd.gov)

-----Confidentiality Statement-----

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**Meier, Dennis M.**

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**From:** Beck, Jessica L.  
**Sent:** Thursday, November 12, 2020 4:12 PM  
**To:** Meier, Dennis M.  
**Subject:** Stats for next week

TANF – 1  
SNAP – 79  
ACA – 147  
MA TECS – 38  
MA Vision - 16  
QS – 32  
CCAP – 9  
LIHEAP - 126  
IV-E Cases – 54 + 6 pending

09-2020 Total Cases: 324  
08-2020 Total Cases: 332  
07-2020 Total Cases: 330  
06-2020 Total Cases: 329  
05-2020 Total Cases: 328

1 – SNAP Apps  
1 – Medicaid Apps  
0 – CCAP Apps

16 – SNAP reviews  
7 – Medicaid Reviews  
0 - CCAP Review

1 – Medicaid Closure  
0 – SNAP Closure  
0 – CCAP Closure

*Jessica Beck, LBSW*

Three Rivers Human Service Zone, Carson Office  
106 2<sup>nd</sup> Ave NE  
PO Box 278  
Carson, ND 58529  
701-622-3706  
701-622-3045 Fax  
[jessibeck@nd.gov](mailto:jessibeck@nd.gov)

-----Confidentiality Statement-----

**UNDUPLICATED ECONOMIC ASSISTANCE CASELOAD REPORT  
(AS OF 1ST DAY OF MONTH)**

	11/1/19	12/1/19	1/1/20	2/1/20	3/1/20	4/1/20	5/1/20	6/1/20	7/1/20	8/1/20	9/1/20	10/1/20	11/1/20	Difference between 11/1/20 and 10/1/2020	Percentage Change between 11/1/20 and 10/1/2020	Difference between 11/1/20 & 11/1/19	Percentage change between 11/1/20 & 11/1/19
TANF *	0	1	1	0	1	2	0	1	1	1	1	2	2	0	0%	2	100%
TANF/SNAP *	0	0	0	0	1	4	0	0	0	0	0	1	1	0	0%	1	100%
TANF/ME *	5	5	5	7	5	5	7	10	8	7	7	10	9	-1	-10%	4	80%
TANF/ME/QS *	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0	0%
TANF/SNAP/ME *	18	14	15	15	18	20	17	18	19	18	17	28	33	5	18%	15	83%
TANF/SNAP/QS *	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0	0%
SNAP	18	16	9	0	3	1	1	2	0	0	0	0	0	0	0%	-18	-100%
SNAP/ME	700	712	764	748	774	790	788	702	697	708	734	806	819	13	2%	119	17%
SNAP/QS	26	21	14	10	4	2	0	0	0	0	0	0	0	0	0%	-26	-100%
SNAP/ME/QS	35	25	15	8	3	1	0	0	0	0	0	0	0	0	0%	-35	-100%
ME	1495	1508	1501	1563	1598	1594	1707	1831	1847	1909	1892	1872	1822	-50	-3%	327	22%
ME/QS	157	173	184	197	206	226	232	235	243	241	234	212	191	-21	-10%	34	22%
QS	94	94	99	110	113	113	111	107	99	100	89	80	68	-12	-15%	-26	-28%
CHILD CARE	74	72	88	89	88	87	78	83	85	78	72	78	76	-2	-3%	2	3%
FOSTER CARE	41	41	41	48	46	45	41	44	44	55	95	65	64	-1	-2%	23	56%
SUB ADOPT	40	40	40	31	33	43	40	40	41	41	41	46	46	0	0%	6	15%
BASIC CARE	53	50	51	49	52	57	58	58	58	57	55	54	47	-7	-13%	-6	-11%
<b>TOTALS</b>	<b>2756</b>	<b>2772</b>	<b>2827</b>	<b>2875</b>	<b>2945</b>	<b>2990</b>	<b>3080</b>	<b>3131</b>	<b>3142</b>	<b>3215</b>	<b>3237</b>	<b>3254</b>	<b>3178</b>	<b>-76</b>	<b>-2%</b>	<b>422</b>	<b>15%</b>

\* Numbers in these rows include TANF Cases the Mandan Office is processing for the Roughrider North Human Service Zone effective 10/01/2020

LIHEAP	145	240	365	397	441	453	468	471	473	0	0	110
Individuals must reapply for LIHEAP each year. The program runs from October 1 thru May 31st.												

**History of TRHSZ TANF Issuance - Mandan, Ft. Yates and Carson Offices**

Month		2017			2018			2019			2020		
		Mandan Office	Ft. Yates Office	Carson Office	Mandan Office	Ft. Yates Office	Carson Office	Mandan Office	Ft. Yates Office	Carson Office	Mandan Office	Ft. Yates Office	Carson Office
January	# of Families	29	100	2	28	110	3	29	98	2	26	89	1
	# of Individuals	71	239	3	66	276	4	65	240	2	57	209	1
February	# of HH	33	100	2	32	112	3	26	94	2	26	87	1
	# of Individuals	71	242	3	77	275	4	58	229	2	60	208	3
March	# of HH	34	101	2	29	107	3	24	86	2	29	87	1
	# of Individuals	76	242	3	70	266	4	47	208	2	63	207	3
April	# of HH	30	105	2	25	99	3	18	91	1	29	89	1
	# of Individuals	68	266	3	59	250	4	32	218	1	64	217	3
May	# of HH	31	103	3	23	98	3	22	85	1	30	93	1
	# of Individuals	76	257	5	51	246	4	45	213	1	68	227	1
June	# of HH	28	104	3	28	95	3	24	90	1	33	92	1
	# of Individuals	65	264	5	68	235	3	49	221	1	73	237	3
July	# of HH	30	111	3	30	98	3	26	88	1	31	95	1
	# of Individuals	69	284	5	70	243	3	50	220	1	64	239	3
August	# of HH	30	119	3	27	100	3	28	102	1	32	96	1
	# of Individuals	63	296	5	63	252	3	58	270	1	67	244	3
September	# of HH	29	120	3	29	92	3	24	101	1	34	101	1
	# of Individuals	65	310	4	65	236	3	47	263	1	73	240	3
October	# of HH	32	109	3	29	92	3	26	91	1	36	106	1
	# of Individuals	78	283	4	65	232	3	52	228	1	81	255	2
November	# of HH	33	111	3	30	99	3	29	90	1			
	# of Individuals	81	281	4	73	255	3	59	204	1			
December	# of HH	29	110	3	32	97	3	25	8	1			
	# of Individuals	70	278	4	69	242	3	52	202	1			

**The Mandan Office also processes the TANF Applications and Cases for Roughrider North Human Service Zone. There are currently 16 families and 40 eligible individuals in that Zo**

**History of LIHEAP (Fuel Assistance) Benefits - Mandan Office**

Description	FFY 2015	FFY 2016	FFY 2017	FFY 2018	FINAL FFY 2019	FINAL FFY 2020	FFY 2021 as of
# of Approved-Regular	485	454	457	539	491	475	107
Amount of Benefits - Regular Benefits	\$ 267,590.72	\$ 163,259.93	\$ 205,421.91	\$ 272,889.89	\$ 251,609.03	\$ 229,770.45	\$ 1,418.56
# of Approved - Emergency	214	196	190	231	151	139	8
Amount of Benefits - Emergency Benefits	\$ 49,869.46	\$ 50,056.78	\$ 51,757.54	\$ 59,973.63	\$ 34,363.34	\$ 35,520.77	\$ 1,633.53
<b>TOTAL</b>	<b>\$ 317,460.18</b>	<b>\$ 213,316.71</b>	<b>\$ 257,179.45</b>	<b>\$ 332,863.52</b>	<b>\$ 285,972.37</b>	<b>\$ 265,291.22</b>	<b>\$ 3,052.09</b>

**History of LIHEAP (Fuel Assistance) Benefits - Fort Yates Office**

Description	FFY 2015	FFY 2016	FFY 2017	FFY 2018	FINAL FFY 2019	FINAL FFY 2020	FFY 2021 as of
# of Approved-Regular	23	21	14	11	13	13	6
Amount of Benefits - Regular Benefits	\$ 41,314.80	\$ 16,666.63	\$ 15,592.12	\$ 16,528.10	\$ 20,272.79	\$ 15,636.64	\$ -
# of Approved - Emergency	1	2	0	0	0	2	0
Amount of Benefits - Emergency Benefits	\$ 140.00	\$ 300.00	\$ -	\$ -	\$ -	\$ 500.00	\$ -
<b>TOTAL</b>	<b>\$ 41,454.80</b>	<b>\$ 16,966.63</b>	<b>\$ 15,592.12</b>	<b>\$ 16,528.10</b>	<b>\$ 20,272.79</b>	<b>\$ 16,136.64</b>	<b>\$ -</b>

**History of LIHEAP (Fuel Assistance) Benefits - Carson Office**

Description	FFY 2015	FFY 2016	FFY 2017	FFY 2018	FINAL FFY 2019	FINAL FFY 2020	FFY 2021 as of
# of Approved-Regular	144	141	130	148	138	149	93
Amount of Benefits - Regular Benefits	\$ 180,193.52	\$ 106,528.91	\$ 133,328.32	\$ 186,234.82	\$ 171,645.54	\$ 167,349.85	\$ 591.82
# of Approved - Emergency	48	56	42	41	31	37	0
Amount of Benefits - Emergency Benefits	\$ 7,015.13	\$ 8,454.11	\$ 7,376.39	\$ 6,354.47	\$ 4,540.38	\$ 7,197.64	\$ -
<b>TOTAL</b>	<b>\$ 187,208.65</b>	<b>\$ 114,983.02</b>	<b>\$ 140,704.71</b>	<b>\$ 192,589.29</b>	<b>\$ 176,185.92</b>	<b>\$ 174,547.49</b>	<b>\$ 591.82</b>

<b>Zone Total Each FFY</b>	<b>\$ 546,123.63</b>	<b>\$ 345,266.36</b>	<b>\$ 413,476.28</b>	<b>\$ 541,980.91</b>	<b>\$ 482,431.08</b>	<b>\$ 455,975.35</b>	<b>\$ 3,643.91</b>
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**History of TRHSZ CCAP Issuance - Mandan, Ft. Yates and Carson Offices**

Month		2018			2019			2020		
		Mandan Office	Ft. Yates Office	Carson Office	Mandan Office	Ft. Yates Office	Carson Office	Mandan Office	Ft. Yates Office	Carson Office
January	# of Families	54	1	4	49	1	5	55	0	7
	# of Children	75	1	7	69	1	7	79	0	13
	Payment Amt	\$ 38,636.00	\$ 67.00	\$ 2,113.00	\$ 28,059.00	\$ 164.00	\$ 2,292.00	\$ 37,843.00	\$ -	\$ 3,713.00
February	# of HH	55	1	6	49	1	5	53	1	6
	# of Children	77	1	9	68	1	8	77	2	12
	Payment Amt	\$ 27,968.00	\$ 360.00	\$ 2,675.00	\$ 29,439.00	\$ 344.00	\$ 3,017.00	\$ 32,480.00	\$ 660.00	\$ 3,230.00
March	# of HH	57	1	6	51	1	5	55	1	7
	# of Children	83	1	10	72	1	7	79	2	13
	Payment Amt	\$ 30,116.00	\$ 360.00	\$ 2,874.00	\$ 33,734.00	\$ 364.00	\$ 2,471.00	\$ 33,752.00	\$ 660.00	\$ 3,373.00
April	# of HH	54	1	5	48	2	4	55	1	5
	# of Children	81	1	8	69	2	5	83	2	9
	Payment Amt	\$ 30,146.00	\$ 300.00	\$ 2,576.00	\$ 29,770.00	\$ 1,758.00	\$ 1,953.00	\$ 33,797.00	\$ 660.00	\$ 3,109.00
May	# of HH	51	1	5	50	2	4	44	1	5
	# of Children	72	1	8	71	3	5	65	2	10
	Payment Amt	\$ 29,982.00	\$ 400.00	\$ 2,224.00	\$ 30,650.00	\$ 971.00	\$ 1,666.00	\$ 26,385.00	\$ 643.00	\$ 2,546.00
June	# of HH	55	1	4	49	0	4	45	1	4
	# of Children	80	1	7	74	0	5	73	2	9
	Payment Amt	\$ 32,193.00	\$ 351.00	\$ 2,135.00	\$ 34,073.00	\$ -	\$ 1,989.00	\$ 32,001.00	\$ 643.00	\$ 3,077.00
July	# of HH	55	0	5	47	0	6	44	1	5
	# of Individuals	82	0	8	71	0	11	77	2	11
	Payment Amt	\$ 34,229.00	\$ -	\$ 2,429.00	\$ 33,928.00	\$ -	\$ 3,635.00	\$ 33,101.00	\$ 643.00	\$ 4,169.00
August	# of HH	57	0	3	51	0	6	44	0	5
	# of Children	86	0	6	86	0	12	75	0	11
	Payment Amt	\$ 33,260.00	\$ -	\$ 1,967.00	\$ 38,645.00	\$ -	\$ 4,613.00	\$ 33,501.00	\$ -	\$ 4,521.00
September	# of HH	52	1	5	49	2	5	39	0	8
	# of Children	84	1	8	83	3	9	65	0	14
	Payment Amt	\$ 31,919.00	\$ 164.00	\$ 2,215.00	\$ 34,098.00	\$ 724.00	\$ 3,011.00	\$ 28,228.00	\$ -	\$ 3,881.00
October	# of HH	57	1	6	55	1	6			
	# of Children	82	1	8	83	2	12			
	Payment Amt	\$ 29,702.00	\$ 324.00	\$ 2,249.00	\$ 36,699.00	\$ 660.00	\$ 4,436.00			
November	# of HH	50	1	6	58	0	7			
	# of Children	68	1	8	84	0	13			
	Payment Amt	\$ 28,642.00	\$ 464.00	\$ 2,928.00	\$ 38,550.00	\$ -	\$ 4,432.00			
December	# of HH	51	1	5	57	0	7			
	# of Children	70	1	7	83	0	13			
	Payment Amt	\$ 32,825.00	\$ 294.00	\$ 2,498.00	\$ 36,071.00	\$ -	\$ 4,039.00			
<b>Total</b>	<b>Payment Amt</b>	<b>\$ 379,618.00</b>	<b>\$ 3,084.00</b>	<b>\$ 28,883.00</b>	<b>\$ 403,716.00</b>	<b>\$ 4,985.00</b>	<b>\$ 37,554.00</b>	<b>\$ 291,088.00</b>	<b>\$ 3,909.00</b>	<b>\$ 31,619.00</b>

**LISTING of Health Care Coverage (Medicaid & CHIP) ELIGIBLES  
INDIVIDUALS BY COUNTY for CY 2020**

<b>MMYYYY</b>	<b>Mandan Office</b>	<b>Fort Yates Office</b>	<b>Carson Office</b>	<b>Zone Monthly Total</b>
1/31/2020	3804	1975	362	6141
2/29/2020	3919	1990	367	6276
3/31/2020	3868	2002	363	6233
4/30/2020	4003	1995	368	6366
5/31/2020	4066	2017	374	6457
6/30/2020	4103	2050	381	6534
7/31/2020	4217	2087	381	6685
8/31/2020	4361	2118	397	6876
9/30/2020	4521	2156	405	7082
10/31/2020				0
11/30/2020				0
12/31/2020				0

I:\CountyIntranet\Economic Assistance-Health Care Coverage\Medicaid-Healthy Steps\Program Statistics\Eligible Individuals by County\2020

**History of TRHSZ SNAP Issuance - Mandan, Ft. Yates and Carson Offices**

Month		2018			2019			2020		
		Mandan Office	Ft. Yates Office	Carson Office	Mandan Office	Ft. Yates Office	Carson Office	Mandan Office	Ft. Yates Office	Carson Office
Jan	# of HH's	906	464	91	864	461	79	844	468	81
	# of Individuals	1908	1408	199	1772	1364	146	1741	1370	177
	Issuance Amt	\$ 223,771.00	\$ 185,728.00	\$ 23,010.00	\$ 355,030.00	\$ 350,704.00	\$ 34,732.00	\$ 187,873.00	\$ 186,007.00	\$ 19,154.00
Feb	# of HH's	894	457	93	862	455	80	846	456	84
	# of Individuals	1872	1385	199	1765	1333	147	1725	1353	175
	Issuance Amt	\$ 220,726.00	\$ 182,369.00	\$ 23,941.00	\$ 194,059.00	\$ 183,041.00	\$ 17,742.00	\$ 190,840.00	\$ 185,354.00	\$ 19,111.00
March	# of HH's	910	444	91	847	454	80	854	464	84
	# of Individuals	1906	1353	192	1718	1319	155	1785	1364	168
	Issuance Amt	\$ 221,225.00	\$ 184,330.00	\$ 22,527.00	\$ 191,546.00	\$ 180,347.00	\$ 18,416.00	\$ 202,368.00	\$ 186,748.00	\$ 18,033.00
April	# of HH's	926	450	85	840	462	82	937	476	92
	# of Individuals	1964	1358	164	1709	1324	165	1998	1415	190
	Issuance Amt	\$ 228,825.00	\$ 183,491.00	\$ 19,499.00	\$ 192,393.00	\$ 181,045.00	\$ 19,454.00	\$ 438,589.00	\$ 251,003.00	\$ 41,728.00
May	# of HH's	919	447	88	833	473	83	859	450	95
	# of Individuals	1952	1378	171	1694	1346	173	1802	1370	197
	Issuance Amt	\$ 228,247.00	\$ 186,596.00	\$ 20,085.00	\$ 193,111.00	\$ 186,453.00	\$ 19,614.00	\$ 304,820.00	\$ 217,654.00	\$ 32,829.00
June	# of HH's	905	446	87	826	471	86	794	462	91
	# of Individuals	1945	1387	170	1689	1362	186	1597	1381	192
	Issuance Amt	\$ 224,002.00	\$ 189,804.00	\$ 21,139.00	\$ 188,935.00	\$ 189,964.00	\$ 20,688.00	\$ 275,458.00	\$ 220,748.00	\$ 32,414.00
July	# of HH's	888	454	90	857	465	88	784	471	88
	# of Individuals	1,890	1,412	177	1780	1362	190	1570	1410	182
	Issuance Amt	\$ 221,402.00	\$ 195,713.00	\$ 20,783.00	\$ 204,321.00	\$ 193,173.00	\$ 22,471.00	\$ 283,171.00	\$ 223,765.00	\$ 30,773.00
Aug	# of HH's	876	453	85	868	472	84	804	480	89
	# of Individuals	1,841	1,391	169	1815	1377	184	1629	1417	182
	Issuance Amt	\$ 214,455.00	\$ 192,824.00	\$ 19,939.00	\$ 205,819.00	\$ 190,426.00	\$ 20,979.00	\$ 289,870.00	\$ 224,839.00	\$ 30,482.00
Sept	# of HH's	882	455	89	873	474	84	852	494	85
	# of Individuals	1819	1390	172	1823	1380	184	1805	1490	173
	Issuance Amt	\$ 210,626.00	\$ 192,373.00	\$ 20,820.00	\$ 204,910.00	\$ 189,104.00	\$ 20,942.00	\$ 313,219.00	\$ 233,306.00	\$ 29,133.00
Oct	# of HH's	882	469	87	872	490	84			
	# of Individuals	1819	1414	160	1890	1422	186			
	Issuance Amt	\$ 210,626.00	\$ 194,475.00	\$ 19,534.00	\$ 200,393.00	\$ 195,477.00	\$ 20,339.00			
Nov	# of HH's	880	471	83	851	468	84			
	# of Individuals	1824	1398	153	1738	1369	184			
	Issuance Amt	\$ 205,797.00	\$ 194,194.00	\$ 18,877.00	\$ 187,803.00	\$ 186,126.00	\$ 19,780.00			
Dec	# of HH's	882	460	79	853	469	82			
	# of Individuals	1835	1367	149	1743	1362	177			
	Issuance Amt	\$ 203,321.00	\$ 187,382.00	\$ 17,912.00	\$ 190,345.00	\$ 187,299.00	\$ 19,479.00			
<b>Total</b>	<b>Payment Amt</b>	<b>\$ 2,613,023.00</b>	<b>\$ 2,269,279.00</b>	<b>\$ 248,066.00</b>	<b>\$ 2,508,665.00</b>	<b>\$ 2,413,159.00</b>	<b>\$ 254,636.00</b>	<b>\$ 2,486,208.00</b>	<b>\$ 1,929,424.00</b>	<b>\$ 253,657.00</b>

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES  
SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)  
Bismarck, North Dakota**

November 2, 2020

Following is a summary of SNAP statistics for SEPTEMBER 2020:

PARTICIPATION				PARTICIPATION			
County	Households <sup>1</sup>	Persons**	Issuance	County	Households*	Persons**	Issuance
ADAMS	66	135	\$ 22,086	MCKENZIE	163	447	\$ 75,863
BARNES	340	664	\$ 112,693	MCLEAN	386	804	\$ 137,972
BENSON	637	2,033	\$ 325,124	MERCER	2	3	\$ 549
BILLINGS/ G.VALLEY	12 54	28 100	\$ 5,302 \$ 17,410	MORTON	852	1,805	\$ 313,219
BOTTINEAU	176	413	\$ 70,908	MOUNTRAIL	132	353	\$ 62,606
BOWMAN/ SLOPE	87 9	151 16	\$ 27,441 \$ 2,835	NELSON	85	157	\$ 28,250
BURKE	29	52	\$ 8,777	OLIVER	0	0	\$ -
BURLEIGH	2,205	4,269	\$ 757,730	PEMBINA	151	293	\$ 50,365
CASS	4,980	10,437	\$ 1,848,696	PIERCE	121	255	\$ 43,208
CAVALIER	36	77	\$ 14,854	RAMSEY	529	1,103	\$ 186,622
DICKEY	111	206	\$ 3,586	RANSOM	154	327	\$ 55,717
DIVIDE	40	92	\$ 15,429	RENVILLE	42	72	\$ 12,523
DUNN	70	204	\$ 31,057	RICHLAND	443	979	\$ 165,033
EDDY	67	144	\$ 23,260	ROLETTE	2,006	4,524	\$ 750,121
EMMONS	105	184	\$ 33,199	SARGENT	102	208	\$ 35,736
FOSTER	93	166	\$ 28,811	SHERIDAN	28	116	\$ 15,489
GRAND FORKS	2,056	4,268	\$ 753,302	SIOUX	494	1,490	\$ 233,306
GRANT	85	173	\$ 29,133	STARK	972	1,908	\$ 341,107
GRIGGS	70	147	\$ 25,575	STEELE	24	55	\$ 9,437
HETTINGER	61	156	\$ 24,195	STUTSMAN	744	1,233	\$ 255,390
KIDDER	60	127	\$ 21,717	TOWNER	53	124	\$ 19,699
LAMOURE	58	106	\$ 18,370	TRAILL	195	406	\$ 68,888
LOGAN	43	108	\$ 17,282	WALSH	316	737	\$ 120,835
MCHENRY	170	331	\$ 56,381	WARD	2,043	4,132	\$ 723,277
MCINTOSH	61	129	\$ 21,947	WELLS	261	461	\$ 75,178
				WILLIAMS	724	1,610	\$ 292,967
				<b>TOTAL</b>	<b>22,803</b>	<b>48,518</b>	<b>\$8,390,457</b>

\* This column reflects the number of cases that participated during the reporting month.

\*\* This column reflects the number of persons that participated during the reporting month.

**NOTE:** These are tentative numbers, final numbers will be forthcoming.

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES  
SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)  
Bismarck, North Dakota**

November 2, 2020

Following is a summary of SNAP statistics for AUGUST 2020:

PARTICIPATION				PARTICIPATION			
County	Households*	Persons**	Issuance	County	Households*	Persons**	Issuance
ADAMS	66	132	\$23,013	MCKENZIE	161	427	\$73,401
BARNES	335	361	\$105,893	MCLEAN	356	736	\$121,367
BENSON	662	1,967	\$307,197	MERCER	43	52	\$6,524
BILLINGS/ G.VALLEY	6 50	13 96	\$2,190 \$16,038	MORTON	804	1,629	\$289,870
BOTTINEAU	168	402	\$66,233	MOUNTRAIL	126	317	\$53,080
BOWMAN/ SLOPE	83 9	146 16	\$26,464 \$2,847	NELSON	87	158	\$28,971
BURKE	29	53	\$8,914	OLIVER	13	15	\$1,736
BURLEIGH	2,123	3,984	\$702,486	PEMBINA	153	297	\$50,956
CASS	4,815	9,883	\$1,718,677	PIERCE	116	246	\$42,576
CAVALIER	33	65	\$11,407	RAMSEY	521	1,048	\$179,333
DICKEY	110	210	\$37,951	RANSOM	154	331	\$55,435
DIVIDE	45	101	\$18,063	RENVILLE	41	71	\$12,782
DUNN				RICHLAND	436	922	\$156,299
EDDY	66	128	\$21,441	ROLETTE	1,986	4,335	\$737,122
EMMONS	108	190	\$31,733	SARGENT	98	209	\$34,333
FOSTER	98	178	\$31,651	SHERIDAN	11	51	\$4,242
GRAND FORKS	1,995	4,043	\$702,466	SIOUX	480	1,417	\$224,839
GRANT	89	182	\$30,482	STARK	968	1,849	\$329,638
GRIGGS	70	151	\$25,801	STEELE	26	66	\$11,814
HETTINGER	63	149	\$23,522	STUTSMAN	723	1,163	\$214,674
KIDDER	61	127	\$21,943	TOWNER	52	119	\$19,876
LAMOURE				TRAILL	199	413	\$71,849
LOGAN	41	102	\$16,385	WALSH	321	722	\$121,850
MCHENRY	174	329	\$58,616	WARD	1,982	3,880	\$688,826
MCINTOSH	60	127	\$22,827	WELLS	237	376	\$68,157
				WILLIAMS	695	1,421	\$256,575
				<b>TOTAL</b>	<b>22,148</b>	<b>45,405</b>	<b>\$7,890,365</b>

\* This column reflects the number of cases that participated during the reporting month.

\*\* This column reflects the number of persons that participated during the reporting month.

**NOTE:** These are tentative numbers, final numbers will be forthcoming

**History of Applications, Case Closings and Reviews  
Mandan Office - as of 11/01/2020**

**NEW APPLICATIONS Received**

<b>Program</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
TANF	138	123	110	127		
SNAP	845	824	876	918		
Medicaid (All)	1702	1385	1583	1049		
Child Care	145	136	117	91		
Basic Care	20	12	29	19		
GA Burial	9	5	7	7		
LIHEAP (FFY 2020)	672	623	535	108		
<b>TOTAL</b>	<b>3531</b>	<b>3108</b>	<b>3257</b>	<b>2319</b>	<b>0</b>	<b>0</b>

**CASE CLOSINGS**

<b>Program</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
TANF	68	37	24	25		
SNAP	574	515	489	624		
Medicaid (All)	947	745	820	263		
Child Care	45	35	27	15		
Basic Care	6	4	12	1		
<b>TOTAL</b>	<b>1640</b>	<b>1336</b>	<b>1372</b>	<b>928</b>	<b>0</b>	<b>0</b>

**REVIEWS OF ELIGIBILITY DUE**

<b>Program</b>	<b>2017</b>	<b>2108</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
TANF	5	5	7	7		
SNAP	979	992	1071	947		
Medicaid (All)	1619	1551	2170	518		
Child Care	24	36	30	37		
Basic Care	14	26	28	5		
<b>TOTAL</b>	<b>2641</b>	<b>2610</b>	<b>3306</b>	<b>1514</b>	<b>0</b>	<b>0</b>

**SUMMARY OF ECONOMIC ASSISTANCE PROGRAM ACTIVITY  
Mandan Office - as of 11/01/2020**

**Program Activity for the period of 09/01/2020-09/30/2020**

**NEW APPLICATIONS**

Program	Period of 10/01/2020-10/31/2020	Period of 09/01/2020-09/30/2020	2020 YTD TOTALS	New Applications Received in 11/2020
	Received	Received	Received YTD	AS OF 11/12/2020
TANF	32	26	159	11
SNAP	103	111	1021	49
Medicaid (All)	93	97	1142	31
Child Care	14	14	105	12
GA Burial	0	1	7	0
LIHEAP (FFY 2021)	255	0	363	31
<b>TOTAL</b>	<b>497</b>	<b>249</b>	<b>2797</b>	<b>134</b>

**Change from Last Period: +248      % Change from Last Period: +100%**

**CASE CLOSINGS**

Program	Period of 10/01/2020-10/31/2020	Period of 09/01/2020-09/30/2020	2020 YTD TOTALS
	Case Closings	Case Closings	Closed YTD
TANF	4	4	21
SNAP	40	44	584
Medicaid (ALL)	20	15	243
Child Care	1	0	14
Basic Care	0	0	1
<b>TOTAL</b>	<b>65</b>	<b>63</b>	<b>863</b>

**Change from Last Period: +2      % Change from Last Period: +3%**

**REVIEWS OF ELIGIBILITY DUE**

Program	Period of 10/01/2020-10/31/2020	Period of 09/01/2020-09/30/2020	2020 YTD TOTALS
	Reviews Due	Reviews Due	Closed YTD
TANF	1	0	8
SNAP	87	79	1034
Medicaid (ALL)	244	25	762
Child Care	4	2	41
Basic Care	0	0	5
<b>TOTAL</b>	<b>336</b>	<b>106</b>	<b>1850</b>

**Change from Last Period: +230      % Change from Last Period: +217%**

**Decrease in Medicaid Reviews is due to them being Waived from April thru September 2020, as a result of COVID-1.9**

**NUMBER OF EA CASES AND RECIPIENTS ELIGIBLE FOR 1 DAY OF THE STATE  
FISCAL YEAR YEAR (July thru June)  
SIOUX COUNTY**

<b>TANF</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of TANF Cases	203	184	155
Unduplicated count of TANF Recipients	496	454	409
Percent of Total State Recipients	8.76%	8.27%	8.5
Percent of County Population Receiving	11.10%	10.37%	9.39%
Unduplicated count of TANF Caretakers	70	59	93
Unduplicated count of TANF Children	426	395	316
<b>CHILD CARE ASSISTANCE</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of Child Care Cases	4	3	2
Unduplicated count of Child Care Recipients	11	6	1
Percent of Total State Recipients	0.22%	0.12%	0.02%
Percent of County Population Receiving	0.25%	0.14%	0.02%
<b>SNAP</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of SNAP Cases	699	663	630
Unduplicated count of SNAP Recipients	2042	1997	1771
Percent of Total State Recipients	2.50%	2.51%	2.45
Percent of County Population Receiving	45.69%	45.64%	40.64%
Unduplicated count of Children	1130	1098	957
Unduplicated count of Adults (19-60 - includes disabled)	848	833	748
Unduplicated count of Adults (60 & older)	64	66	66
<b>MEDICAID</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of Medicaid Cases	1342	1361	1329
Unduplicated count of Medicaid Recipients	2774	2675	2546
Percent of Total State Recipients	2.24%	2.20%	2.13
Percent of County Population Receiving	62.07%	61.13%	58.42%
Unduplicated count of Children	1400	1368	1293
Unduplicated count of Adults (19-65 - includes disabled)	1321	1247	1194
Unduplicated count of Adults (65 & older)	53	60	59
<b>LIHEAP</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of LIHEAP Cases	14	11	13
Unduplicated count of LIHEAP Recipients	25	17	26
Percent of Total State Recipients	0.09%	0.06%	0.09%
Percent of County Population Receiving	0.56%	0.39%	0.60%

**NUMBER OF EA CASES AND RECIPIENTS ELIGIBLE FOR 1 DAY OF THE STATE  
FISCAL YEAR YEAR (July thru June)  
GRANT COUNTY**

<b>TANF</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of TANF Cases	4	4	3
Unduplicated count of TANF Recipients	6	6	4
Percent of Total State Recipients	0.11%	0.11%	0.08%
Percent of County Population Receiving	0.25%	0.25%	0.17%
Unduplicated count of TANF Caretakers	0	0	1
Unduplicated count of TANF Children	6	6	3
<b>CHILD CARE ASSISTANCE</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of Child Care Cases	8	9	8
Unduplicated count of Child Care Recipients	12	16	10
Percent of Total State Recipients	0.25%	0.32%	0.23%
Percent of County Population Receiving	0.50%	0.67%	0.42%
<b>SNAP</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of SNAP Cases	114	113	114
Unduplicated count of SNAP Recipients	270	258	224
Percent of Total State Recipients	0.33%	0.32%	0.31%
Percent of County Population Receiving	11.36%	10.86%	9.44%
Unduplicated count of Children	101	90	67
Unduplicated count of Adults (19-60 - includes disabled)	118	118	111
Unduplicated count of Adults (60 & older)	51	50	46
<b>MEDICAID</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of Medicaid Cases	223	238	228
Unduplicated count of Medicaid Recipients	456	468	462
Percent of Total State Recipients	0.37%	0.39%	0.39%
Percent of County Population Receiving	19.18%	19.70%	19.46%
Unduplicated count of Children	191	173	172
Unduplicated count of Adults (19-65 - includes disabled)	203	226	220
Unduplicated count of Adults (65 & older)	62	69	70
<b>LIHEAP</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of LIHEAP Cases	130	148	137
Unduplicated count of LIHEAP Recipients	293	304	295
Percent of Total State Recipients	1.03%	0.99%	0.99%
Percent of County Population Receiving	12.33%	12.79%	12.43%

**NUMBER OF EA CASES AND RECIPIENTS ELIGIBLE FOR 1 DAY OF THE STATE  
FISCAL YEAR YEAR (July thru June)  
MORTON COUNTY**

<b>TANF</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of TANF Cases	58	61	51
Unduplicated count of TANF Recipients	149	148	115
Percent of Total State Recipients	2.63%	2.70%	2.39
Percent of County Population Receiving	0.48%	0.48%	0.37%
Unduplicated count of TANF Caretakers	35	34	36
Unduplicated count of TANF Children	114	114	79
<b>CHILD CARE ASSISTANCE</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of Child Care Cases	102	97	108
Unduplicated count of Child Care Recipients	152	157	149
Percent of Total State Recipients	3.11%	3.15%	3.38
Percent of County Population Receiving	0.49%	0.51%	0.48%
<b>SNAP</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of SNAP Cases	1277	1331	1283
Unduplicated count of SNAP Recipients	2881	2967	2640
Percent of Total State Recipients	3.52%	3.73%	3.66
Percent of County Population Receiving	9.35%	9.63%	8.49%
Unduplicated count of Children	1339	1383	1165
Unduplicated count of Adults (19-60 - includes disabled)	1273	1312	1190
Unduplicated count of Adults (60 & older)	269	272	285
<b>MEDICAID</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of Medicaid Cases	2724	2778	2811
Unduplicated count of Medicaid Recipients	4901	4892	4918
Percent of Total State Recipients	3.96%	4.03%	4.12
Percent of County Population Receiving	15.91%	15.89%	15.82%
Unduplicated count of Children	2233	2085	2116
Unduplicated count of Adults (19-65 - includes disabled)	2239	2356	2344
Unduplicated count of Adults (65 & older)	429	451	458
<b>LIHEAP</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Unduplicated count of LIHEAP Cases	456	539	492
Unduplicated count of LIHEAP Recipients	1010	1253	1068
Percent of Total State Recipients	3.56%	4.06%	3.57
Percent of County Population Receiving	3.28%	4.07%	3.43%

# FOSTER CARE / IN-HOME / FP LICENSING

## TRHSZ

### CASE LOADs October 2020

**CASE LOADS TOTALS = 88 (82)**

**64 Foster care – (Foster care is counted by child)**

**25- Children in foster homes/PATH      8-Group Care/PRTF      30-Relative Care      1-hospital**

### **24 In-Home Cases, ICPC and Courtesy Case management**

	Opened	Closed
<b>2020</b>		
<b>May</b>	<b>2</b>	<b>3</b>
<b>June</b>	<b>5</b>	<b>7</b>
<b>July</b>	<b>7</b>	<b>3</b>
<b>August</b>	<b>3</b>	<b>2</b>
<b>September</b>	<b>6</b>	<b>2</b>
<b>October</b>	<b>3</b>	<b>6</b>

### **2019**

<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>
64	62	62	70	65	66	65	63	68	64	60	64

### **2020 – Three River’s HSZ**

<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>	<u>Feb</u>
70	76	72	77	77	81	85	87	89	88			

**2020**

<b>KC</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Foster Care	14	14	14	13	14	14
In-Home	2	2	3	3	2	3
<b>Total</b>	<b>16</b>	<b>16</b>	<b>17</b>	<b>16</b>	<b>16</b>	<b>17</b>

<b>JD</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Foster Care	11	10	10	10	10	10
In-home	3	2	3	4	4	4
<b>Total</b>	<b>14</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>14</b>	<b>14</b>

<b>RS</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Foster Care	6	9	7	14	14	14
In-Home	5	5	6	5	5	3
<b>Total</b>	<b>11</b>	<b>14</b>	<b>13</b>	<b>19</b>	<b>19</b>	<b>17</b>

<b>KP</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Foster Care	3	3	9	11	11	11
In-Home	7	7	4	5	5	4
<b>Total</b>	<b>10</b>	<b>10</b>	<b>13</b>	<b>16</b>	<b>16</b>	<b>15</b>

<b>TM</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Foster Care	4	4	3	8	10	10
In-Home	7	8	9	8	7	7
<b>Total</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>16</b>	<b>17</b>	<b>17</b>

<b>BK</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Foster Care						2
In-Home	4	4	5	5	4	3
<b>Total</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>

<b>HH (4/20-7/20)</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct(NK)</b>
Foster Care	9	9	9			
In-Home	3	4	3			
<b>Total</b>	<b>12</b>	<b>13</b>	<b>12</b>			

<b>NA</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
Foster Care			0		3	3
In-Home	0			1	0	0
<b>Total:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>3</b>

### **Children and Family Services Unit – Parent Aide Caseload**

<b>KH</b>	<b>Apr</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
	12	9	7	7	5	6	7

<b>RW</b>	<b>Apr</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>
	10	10	8	9	5	5	5

### **FOSTER HOME REPORT (Home/Kinship/Guardianship Studies)**

	<b>TRHSZ</b>	<b>Dakota Central</b>
General:	32	11
Specific:	7	1
Relicensing:	4	1
In process:	4	4
New inquiries:	4	1
Kinship/ICPC/Guardianship Home Studies:	2	1

## FULL & ATP CPS REPORTS BY MONTH/YEAR

	2018	2019	2020
JANUARY	51	58	47
FEBRUARY	43	46	39
MARCH	61	57	39
APRIL	53	42	22
MAY	63	68	27
JUNE	34	46	44
JULY	35	43	40
AUGUST	36	35	32
SEPTEMBER	46	50	41
OCTOBER	48	47	41
NOVEMBER	40	42	
DECEMBER	49	42	
YEAR TOTAL	559	576	372

**THREE RIVERS HUMAN SERVICE ZONE**

**Child Protection Reports October 1 to Oct 31st**

-Of the 74 total reports in Oct- 25 Administratively Assessed (AA), 8 Administrative Referrals (AR), and 10 Assessment Terminated in Progress (ATP).

(Grant County- )

(Sioux County- )

\* Total number of Alternative Response cases- 0

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

\*Total number of 960 reports of abuse (includes physical, sexual)- 24

\*Total number of 960 reports of neglect (includes educational, psychological)- 49

\*Total number of courtesy interviews- 0

**Beginning Oct caseload-**

**Opened/closed- Oct 1- Oct 31st**

Jenny Wetsch-

Opened- 25-(AA), 8- (AR), 1 (ATP)

Closed- 25- (AA), 8-(AR)

CPS Worker (KO)- 10

Opened- 9, Closed- 5, End-14 (\*0 new report received on open case)

CPS Worker (VZ)- 11

Opened 6, Closed- 6, End- 11 (\*0 new reports received on open case)

CPS Worker (KD)- 12

Opened-6, Closed- 1, End- 17 (\*4 new report received on open cases)

CPS Worker (MH)- 17

Opened-4, Closed-2, End-17 (\*10 new reports received on open cases)

# CPS REPORTS BY MONTH AND YEAR

	2018	2019	2020
JANUARY	92	79	74
FEBRUARY	59	59	71
MARCH	89	84	65
APRIL	85	58	56
MAY	106	103	45
JUNE	56	57	65
JULY	55	62	68
AUGUST	52	66	68
SEPTEMBER	69	81	87
OCTOBER	76	73	74
NOVEMBER	60	63	
DECEMBER	67	70	
YEAR TOTAL	866	855	673

# Three Rivers Human Service Zone Plan

## **Section 1. Organization and Operation of the Human Service Zone**

### **A: General Operation**

#### Liability Coverage:

Please refer to the attachment A. (North Dakota Insurance Reserve Fund)

#### Reasons for zone partnership and Appendix E factors:

Morton, Grant and Sioux Counties believe the relationships created over decades of diligent cooperation and sharing of resources amongst the counties make for a natural development of a human service zone. In addition, Morton, Grant and Sioux County Social Services have a long standing positive relationship with Standing Rock Tribal Social Services. The three counties and the Standing Rock Child Protection Services have worked closely together providing technical assistance, onsite training of staff and sharing of resources, which would support the consolidation when considering the strong working relationships that currently exist. A consolidation between Morton, Grant and Sioux Counties working in cooperation with Standing Rock Tribal Social Services will provide the specialization in all social service programs within the human service zone.

The counties within the zone will not only provide an optimal level and quality of social, human, and economic assistance services but will enhance services due to the specialization in each program.

- The zone will provide quicker processing of applications and delivery of economic assistance programs with staff becoming experts in the processing and implementation of programs they administer. Currently, access points for economic assistance programs are in Mandan, Fort Yates, Cannon Ball and Carson. Futuristically, we are considering expanding access points in all three counties for intake of economic assistance programs with the current number of staff.
- The proposed zone has specialization in all of child welfare programs. Since 2015, Morton County's foster care numbers have decreased and its in-home case numbers have increased. This fact is a strong testament to the philosophy of the agency and efforts made by the county to wrap services around families to prevent placement of children into foster care. This ideology and skillful

implementation by case managers will be used to enhance the already effective and efficient services for the people we serve across the zone.

The Three Rivers Human Service Zone (TRHSZ) sharing of program responsibilities between offices continues to have emphasis on capacity and specialization. This cooperative sharing of services will be reevaluated on an ongoing bases to assure effectiveness and to identify other areas for efficiency. The current sharing of services are as follows:

- The Mandan office child welfare unit has taken the responsibility for CPS and foster care licensing in Grant and Sioux Counties.
- The Carson office Family Service Specialist has taken the responsibility for foster care and in-home case management in Grant and Sioux County's.
- The three offices in the zone continue to work on the process of integrating eligibility programs for the purposes of specialization, efficiency and effectiveness. Some examples of this are:
  - The Mandan office does all LIHEAP cases for the Fort Yates office.
  - The TRHSZ has begun the process to integrate all of our eligibility in to one process management model.
  - The plan is for TANF (all programs related to a TANF case) to remain case management.
  - The TRHSZ has begun discussion for developing a Medicaid only process management team for the zone.
  - The TRHSZ is strongly considering a trainer/reviewer position to ensure processes and procedures are implemented consistently in all offices.
  - The TRHSZ is strongly considering expanding access points for services in Glen Ullin, New Salem, Hebron and Elgin.

The 2010 US Census reported Morton County's population to be 27,469, Grant County's population 2,377 and Sioux County's population 4,153 for a total of 33,999. The 2019 US Census reported Morton County's population to be 31,364, Grant County's population 2,274 and Sioux County's population 4,230 for a total of 37,868. Of the total population 9190 individuals being under the age of 18 years of age.

The TRHSZ is 4739 square miles with the primary hubs for business being Carson, Mandan and Fort Yates which are also the county seats. Mandan and Fort Yates have the largest populations in their respective counties with Grant County's population being more equally dispersed in small communities throughout the county. The THRSZ is connected by ND Highway 6, ND Highway 21, and ND Highway 49. It would be reasonable to expect TRHSZ employees to access any area of the zone within 2 hours from any given location within the zone weather permitting. It is worth noting, Sioux County is one of eight counties nationwide that is completely encompassed on an Indian Reservation.

### Major Industries and Primary Employers:

The counties in the Three Rivers Human Service Zone (TRHSZ) have a number of options for employment opportunities independent of the agricultural industry. These options are as follow:

- Standing Rock Sioux Tribe employs approximately 700 individuals.
- Prairie Knights Casino employs approximately 300 individuals.
- The Bureau of Indian Affairs Fort Yates employs approximately 275 individuals.
- Mandan Public school District employs approximately 697 individuals.
- National Information Systems Cooperative (NISC) employs approximately 450 individuals.
- Burlington Northern Railroad employs approximately 323 individuals.
- Cloverdale Foods employees approximately 320 individuals.
- Mandan Oil Refinery employees approximately 290 individuals.
- The Public Schools in Sioux County employ approximately 100 individuals.
- Jacobson Memorial Hospital Care Center employs approximately 90 individuals.
- Sitting Bull College employs approximately 75 individuals.

### Method of operation of the Human Service Zone office and administration.

The Three Rivers Human Service Zone (TRHSZ) is comprised of Morton, Grant and Sioux Counties. Morton County is the host county for the TRHSZ. The zone director is housed at the TRHSZ Mandan office and provides outreach to the non-host county offices on a weekly basis. The zone board is advisory to the zone director and reviews and approves bills at monthly board meetings. The TRHSZ board consists of four county commissioners, four community members and the zone director. All counties within the zone have representation on the board.

The Mandan, Carson and Fort Yates offices complete timesheets on a biweekly basis. The Morton County Auditor's office manages all biweekly salary distribution and benefits administered by the zone.

All direct cost expenditures for zone operations are submitted to the host county to be attached to vouchers. The expenditures and vouchers are reviewed and approved at monthly zone board meetings.

Indirect cost allocations received from the NDDHS are disseminated to the non-host county offices with the exception of services provided by the host county.

The Mandan office hours are 8:00 – 5:00. Fort Yates office hours are 8:00- 4:30. Carson office hours are 7:30 – 4:00. Currently, there are 39 fulltime employees, 1 part-

time employee and 1 emergency temp in the Mandan office. There are 9 fulltime employees in the Fort Yates office. There are 3 fulltime employees, 1 part-time employee and 1 temp employee in the Carson office. Fort Yates is the only office that utilizes a time clock.

Fort Yates is the only social service office to have its own computer server. Both Mandan and Carson offices share servers with other programs in their respective counties. Prior to the NDDHS developing a plan to have all zones on Office 365, the TRHSZ was working with NRG for the same service in the three office locations.

All three counties receive telephone landline services through BEK Communications. Mandan and Carson share the same BEK telephone service contract with Fort Yates utilizing a different contract. The zone has been working with BEK communication to have the three offices on the same service contract. This will allow the opportunity to have a call center for the entire zone.

The three offices within the zone have been sharing services and creating professional specialization for program service delivery since August of 2019. Currently, the Mandan office child welfare unit receives child abuse/neglect reports and administers this service to the three counties in the zone. The child welfare unit manages all foster care and in-home case management for the three counties in the zone. The child welfare unit is also responsible for all foster home licensing in the zone. The TRHSZ on-call unit, located in Mandan, provides on-call services for the three counties in the zone.

#### The ratio of cases to the number of staff for programs administered

Because Human Service Zone program numbers are fluid it is hard to give an exact caseload number at any given point and time. What will be provided is a quarterly average for administered programs in the TRHSZ. They are as follows:

- 1) The average number of EA cases is approximately 5500. There are 23 EW in the zone providing an average of 239 cases per worker. There are 3 supervisors for the 23 employees averaging 7.6 workers per supervisor.
- 2) Foster Care/In-Home Case Management had an average of 87 cases open over this period of time. There are 6.25 case managers providing an average of 13.92 cases per worker. There is 1 supervisor for this unit.
- 3) Foster Home Licensing had an average of 39.66 licensed homes during this period of time. There is a .75 case manager dedicated to the licensing of these foster homes. The supervision is provided by the same individual who supervises the foster care/In-home unit.
- 4) Parent Aide Services had an average of 12.33 cases open over this period of time. There is 1.5 parent aides providing an average of 8.2 cases per worker. . The supervision is provided by the same individual who supervises the foster care/In-home unit.

- 5) Child Protection Services had an average of 40 full assessments over this period of time. There are 4 case managers providing an average of 10 assessments per worker. There is 1 supervisor for the child protection unit.

The TRHSZ Director needs to assure operations within the zone are adequately serving the entire population. The director will do this by conducting weekly outreach to the Fort Yates and Carson offices. The director will promote open lines of communication with supervisors in the three offices and encourage strong oversight of programs and the sharing of all aspects of service delivery. The director will facilitate weekly supervisor meetings to discuss current affairs within the zone and review disseminated program information. The director will encourage strong collaboration amongst supervisors and work diligently to lead by example.

#### Proposed number and qualifications of staff personnel serving TRHSZ

Please see the attachment B.

#### Administrative Office and Ancillary Locations:

The administrative office for the TRHSZ is located in Mandan, Morton County, the host county. Ancillary offices are located in Fort Yates, Carson and Cannonball. TRHSZ has plans to expand access points for eligibility intake in all three counties using the current number of staff.

#### Fixed Asset Lists for items greater than \$5000:

Please refer to attachment C. (Vehicle Information)

Three vehicles were purchased by Grant County Social Services prior to the development of the Three Rivers Human Service Zone on 1/1/2020. The referenced vehicles were purchased with Grant County Social Services funding.

#### Property Distribution:

Three Rivers Human Service Zone has the authority to own and distribute property per SB 2124. Any property owned by a county office prior to the signing of the zone plan will return to the county of origin if the zone would ever dissolve. All maintenance and repairs of property is the responsibility of the zone. Each of the offices within the zone will provide office space and equipment for the respective office personnel. The human service vehicles for each office are property of the zone. The purchase of any new property after the signing of the zone plan will be the responsibility of the zone to provide. If the zone

were to ever dissolve the property of the Three Rivers Human Service Zone will be sold and the proceeds will be divided among the three counties at the same percentage each of the counties contributed to the annual budget for expenses.

Conflict Resolution:

If conflict arises between county commissions making up the Human Service Zone, appropriate parties will make reasonable efforts to resolve the conflict by reaching consensus. If for some unforeseen reason the conflict cannot be resolved through a majority vote of the zone board a neutral third party will be utilized to facilitate a remedy to the conflict. The level of mediation services provided will be based on the expertise needed to navigate towards an informed decision making methodology for a positive resolution.

If a conflict arises between parties in the Human Service Zone Board, members of the board will make reasonable efforts to resolve the conflict in an expedient manner. If the zone board is unable to resolve the conflict through a majority vote that is satisfactory to board members a neutral third party will be utilized to remedy the issue. The level of mediation services provided will be based on the expertise needed to navigate towards an informed decision making methodology for a positive resolution.

Client Grievance Process:

Three Rivers Human Service Zone will hear and act on client grievances. A statewide client grievance procedure policy is in development. Three Rivers Human Service Zone agrees to abide by the statewide policy upon finalization.

Contracts or Discharged Duties:

Three Rivers Human Service Zone provides Foster Care licensing for the Dakota Central Human Service Zone. There is no formal contract or agreement established between the zones regarding the delivery of this service.

Three Rivers Human Service Zone processes TANF eligibility for the Roughrider North. There is no formal contract or agreement established between the zones regarding the delivery of this service.

**B. Programs and Services**

Locally administered services:

- a) County funded HCBS services – Currently, there are 3 county funded HCBS cases being administered by the Carson office. The services to these clients vary

depending on need. These cases receive homemaker, personal cares and shopping services. There are some restrictions for some services and global endorsements are required. Below is a list of services that can be provided if needed:

- |                                  |                                 |
|----------------------------------|---------------------------------|
| Bathing                          | Meal Prep                       |
| Eye Care                         | Hoyer Lift                      |
| Dressing/Undressing              | Med Assistance                  |
| Hair Care / Shaving              | Indwelling Bladder Catheter     |
| Feeding                          | Laundry                         |
| Community Integration            | Prosthesis / Orthotics          |
| Incontinence                     | Shopping                        |
| Teeth, Mouth Care, Denture Care  | Suppository                     |
| Mobility (Inside and Outside)    | Housekeeping                    |
| Communication                    | Ted Socks                       |
| Toileting                        | Temp / Pulse / BP / Respiration |
| Money Management                 | Cognitive Supervision           |
| Transferring/Turning/Positioning | Transportation Mileage          |
| Exercises                        | Transport Escort                |

b) Standing Rock Food Distribution Program – This program is part of the Department of Agriculture. This program provides services to 394 households which constitutes 862 individuals. Tribally enrolled and non-enrolled Sioux County Residents have access to this program. Below is a list of food package options available to individuals depending on seasonal availability:

- |                  |               |
|------------------|---------------|
| Fresh Fruits     | Cheese        |
| Fresh Vegetables | Bread         |
| Frozen Meats     | Powdered Milk |
| Canned Goods     |               |

**General Assistance and Indigent Burial policies, eligibility criteria, and appeals:**

A statewide General Assistance Policy and eligibility process is in development. Three Rivers Human Service Zone agrees to adhere to the statewide policy upon finalization.

**C: Human Service Zone Board membership, duties, and makeup:**

- 1) Three Rivers Human Service Zone Board members are appointed for a term of three years or until a successor qualifies for appointment. The term membership of the initial governing board are staggered and through attrition the eight member board will be newly formed within three years. After a member has

served his/her staggered term, all future appointments will be for three years in duration. The board will comprise of individuals that represent the people we serve with a specific focus on cultural and gender diversity. Each member of the zone board will take the oath prescribed for civil officers, and will file the oath with the county auditor of their county of residence.

The following individuals will serve as the members of the Human Service Zone Board under staggered terms described as follows:

<u>Name</u>	<u>Appointing County Commission</u>
1. Ron Leingang (1Yr. Term) Expires 1/1/2021 Morton County Commissioner	Morton
2. Jackie Buckley (3 Yr. Term) Expires 1/1/2023 Morton County Commissioner	Morton
3. Edgar Oliveira (2 Yr. Term) Expires 1/1/2022 Local Business Owner	Morton
4. Rose Mary Lawson (1 Yr. Term) Expires 1/1/2021 Local Farmer	Morton
5. Myles Stoller (1 Yr. Term) Expires 1/1/2021 Grant County Commissioner	Grant
6. Charles Steinkuehler (3 Yr. Term) Expires 1/1/2023 Community Member	Grant
7. Ken Snider (3 Yr. Term) Expires 1/1/2023 Sioux County Commissioner	Sioux
8. John Pretty Bear (2 Yr. Term) Expires 1/1/2022 Community Member	Sioux

2) Appointed members shall elect a vice presiding officer and appoint a secretary, and other officers as the Human Service Zone Board determines necessary. On Thursday, January 23, 2020 the Three Rivers Human Service Zone Board appointed Ken Snider, Sioux County Representative, vice presiding officer. On Thursday, January 23, 2020 the Three Rivers Human Service Zone Board appointed Jackie Buckley, Morton County Representative, secretary.

3) The Three Rivers Human Service Zone Board will conduct timely appeals regarding general assistance denials of eligibility which are subject to judicial review in the manner prescribed by N.D.C.C. chapter 28-32. General assistance appeals will remain confidential pursuant to N.D.C.C. § 50-06-15. General assistance appeals will be conducted at the next scheduled board meeting following the request for appeal. Three Rivers Human Service Zone agrees to

abide by the North Dakota Department of Human Services statewide General Assistance policy, once finalized.

**D: Human Service Zone Director:**

Name and qualifications of the Human Service Zone Director: Dennis M. Meier – See attachment D. (Resume)

Zone Director Meier was selected based on the following reasons:

- Three Rivers Human Service Zone chose to hire candidate Meier based on his extensive experience in the field of Social Services. The four other competing candidates didn't have the type of comprehensive experiences as candidate Meier.

**Section 2. Human Resources**

Role transitions:

Bonita Moch, Penny Woodward and Laycee Crawford transitioned to NDDHS Home and Community Based Program effective January 1, 2020. Linda Aberle transitioned to the NDDHS Childcare Program effective January 1, 2020. Becka Koll, TRHSZ Foster Home Licensor, began administering the licensing of foster homes in the Dakota Central Human Service Zone on Monday, July 22, 2019. Vince Gillette transitioned from the Sioux County Director Position to the Three Rivers Tribal Liaison effective February 24, 2020. Jess Beck transitioned from the Grant County Director position to an Eligibility Supervisor in the Carson office.

Zone Organizational Chart:

Please see the attachment E.

Procedures for Team Member Grievances, Appeals, Disciplinary Actions outside of DHS processes:

A statewide client team member grievance, appeals and disciplinary action procedure policy is in the process of being developed. Three Rivers Human Service Zone agrees to adhere to the statewide policy upon finalization.

**Acknowledgement:**

The Three Rivers Human Service Zone Director shall notify the NDDHS and appropriate host county staff as directed by the host county commissioners, regarding the hiring, dismissal, demotion, suspension without pay, forced relocation within the Human Service Zone, reduction in force, or reprisal of a Human Service Zone team member.

In the event of the above-mentioned events, the Three Rivers Human Service Zone Director will notify the following Host County representatives:

- 1) Wendy Bent – Morton County Human Resource Director

**Section 3. Fiscal Information**

All vouchers for direct funding are developed and submitted to the zone director by Jodie Leier, TRHSZ Mandan office account tech, for his review and signature. The vouchers with attached bill receipts are then presented to the zone board for approval. Once the zone board reviews and approves the vouchers they are provided to the zone county auditor's office. The vouchers are then reviewed by the host county commission and funding disseminated thereafter.

Indirect funding provided to the zone by the department flows through Morton County (Host County). All indirect funding for services provided by the host county will remain with that entity. The dissemination of indirect funds for services not provided by the host county are as follows:

- 1) Sioux County receives disbursement of indirect funding for:
  - a) Supplies
  - b) Postage
  - c) Telephone (landline)
  - d) Service Contract for Computer Repair
  - e) Utilities
  - f) Office Rental
  - g) Copy Machine Services
  - h) Other Contracted Services
  - i) Miscellaneous
  
- 2) Grant County receives disbursement of indirect funding for:
  - a) Postage

- b) Telephone (landline)
- c) Copier Expenses
- d) Envelopes
- e) Building Expenses

#### **Section 4. Acknowledgements & Agreements**

Three Rivers Human Service Zone agrees to the recitals and acknowledgements of Appendices A, B, C, D, and E of the Human Service Zone template.

# Addendum

## The Three Rivers Human Service Zone

### Chapter 1:

#### Hours of Work

The standard workweek for Three Rivers Human Service Zone is Friday at 4:40 p.m. to Thursday at 4:29p.m. Office hours for Three Rivers Human Service Zone Mandan office are Monday through Friday from 7:30 am to 5:00 pm. Fort Yates office Monday through Friday from 8:00 am to 4:30 pm. Carson office Monday through Friday from 7:30 am to 4:00 pm.

#### Public Service Commitment

We serve our community through the eyes, ears and voices of those individuals we employ. We carefully choose our Team members and ensure they have one single commonality - a desire to serve. We, as a team, define the culture of service through our performance. If your Team's actions and behaviors are generally positive, the product of service will mirror the environment. If the Team's overall contribution is less than positive, the service level will suffer along with the overall reputation of not only the Department but you as well. In other words, your environment is a product of how you and your Team respond to the needs and wants of those we serve

#### Core Values

- We take a whole-hearted approach to **Responsible and Comprehensive Customer Service**.
- We work tirelessly to be **Stewards of Public Trust**.
- We are committed to hearing and responding to the **Diverse Voices and Ideas** surrounding us.
- We have a burning desire to **lead** this community with **Ethics and Integrity**.
- We are committed to a **Culture of Team Work and Collaboration** built out of respect for one another.

#### Guiding Competencies

If you get lost along the way, the following Guiding Competencies should guide you back between the guard rails. The competencies are a basic description of what behaviors are important to your overall success here at the Three Rivers Human Service Zone. We expect for you to use these expectations as tools to adjust your performance style to better meet the organization's expectations.

##### **Competency: Accountability**

Accountability is generated when a Team Member accepts full responsibility for their actions and the impact of those actions both as an individual contributor and a team contributor.

##### **Behavioral Indicators:**

- Follows through with commitments
- Adheres to guidelines, regulations, principles, standards, policies and procedures with limited exceptions

- Acknowledges and corrects mistakes without placing blame or making excuses
- Ability to balance the work load with the level of quality in performance

**Competency: Collaboration**

Team Members who foster cooperation and teamwork are collaborative contributors.

**Behavioral Indicators:**

- Demonstrates objectivity when listening to or soliciting ideas and input from others
- Identifies mutually beneficial solutions for Team Members, the Team, the Departments and the County
- Assists and supports Team Members inside and outside of their Department
- Communicates thoroughly with others providing accurate and up-to-date information
- Ability to share knowledge to improve a practice, policy or service need that best addresses the situation

**Competency: Communication**

Team Members who effectively communicate (internally and externally) provide quality information that is both reliable and timely.

**Behavioral Indicators:**

- Displays behaviors that allows others to view you as approachable
- Adjusts communication style to address the specific needs of the audience
- Demonstrates objectivity by refraining from immediate judgment and criticism of ideas; Provides constructive feedback in a manner sensitive to the feelings of others; Allows individuals to finish their intended message before responding
- Clearly and articulately communicates a message assuring others comprehend the intended message
- Assesses the level of understanding to ensure the message was effectively delivered

**Competency: Credibility**

Team Members who have earned trust and respect are viewed as credible resources within the organization. Generally, credibility is earned by honestly and professionally being responsive in all interactions.

**Behavioral Indicators:**

- Maintains promises and commitments made to others
- Ability to do the right thing, even when the right thing is difficult
- Ability to be unyielding when there is pressure
- Avoids situations and actions that may be perceived as inappropriate or a conflict of interest
- Respects and maintains security and prevents the release of confidential information

**Competency: Professionalism**

Team Members who maintain a strong level of professionalism carefully considers words, actions, appearance and mode of behavior and assures all behavior is in alignment with the organization's expectation.

**Behavioral Indicators:**

- Ability to consistently present an appropriate professional appearance
- Understands how an action or behavior can be perceived by an outside perspective
- Takes actions calculated to have a positive effect on others
- Works to develop and maintain positive working relationships by being a team contributor

**Competency: Service Oriented / Quality Focus**

Team Members who are effectively serving the needs of our customers are dedicated to accurate, helpful, timely and thorough service.

#### **Behavioral Indicators:**

- Shows concern for quality, accuracy and thoroughness of work
- Ensures all commitments are completed in a timely and quality manner
- Personally seeks to add value in every work assignment
- Identifies opportunities to improve quality of work and commits to the improvement process
- Addresses issues openly, constructively and professionally while encouraging others to do the same.

#### **Open Door Policy**

We believe it is extremely important that you have an effective means of addressing work-related issues. By working together, we can resolve most any question or concern that may arise. If you have a problem or concern, we want you to tell us.

Please use the following procedure in expressing your concerns.

- First, talk to your supervisor. Your supervisor is your principal contact with management. If you are uncomfortable, unable to discuss an issue or unsatisfied with your supervisor, you may ask to meet with a Department Head, the Human Resources Department or a Morton County States Attorney.
- You and your supervisor can satisfactorily resolve most employment related problems. Use your supervisor as your resource and first line of resolution.

We strictly prohibit retaliation against anyone for exercising his/her right to bring issues to the attention of management.

#### **Choice of Language**

Words have the ability to define, create, strengthen and encourage those around us. Words also have the distinct ability to hurt, debilitate and paralyze a person. John Franklin Stephens wrote it best when an individual used the word retarded. He stated, "You and society need to learn that being compared to people like me (referring to the term retarded when used sarcastically) should be considered a badge of honor. No one overcomes more than we do and still loves life so much."

In this organization, we believe our words are meant to motivate, support and encourage one another. We strongly discourage language that has the potential to discount, demean or devalue another person. We simply ask for you to be considerate and refrain from using language that would degrade, diminish or disregard another individual. Remember, "Language affects attitudes and attitudes affect actions."

#### **Prescreening for Alcohol and Drugs**

Any candidate receiving a conditional offer of employment, including part-time and seasonal positions, are subject to drug and alcohol testing. In order to be considered for employment, the

candidate must successfully pass the drug and alcohol screening. Prior to any testing, all candidates will be provided with this drug and alcohol testing policy. Each candidate will be required to sign the Drug and Alcohol Screening Acknowledgement confirming the policy has been received, read and that the expectations are clear.

A candidate may refuse the right to test. However, if a refusal occurs, the candidate voluntarily removes themselves from the selection process. Each candidate will be required to acknowledge receipt and understanding of the policy prior to testing and finalization of offer. Upon refusal to test or if a positive identification for drug or alcohol use is made, either through testing or other means, the pre-employment process may be placed on hold.

If a positive result is identified, the candidate will be offered a confidential meeting to determine contributing reasons other than drug or alcohol use. Candidates will be provided with the option to:

- Obtain and independently test, the remaining portion of the positive urine specimen (candidate's expense);
- Obtain the written test result and submit to an independent medical review (candidate's expense).

Candidates will be provided with the option to appeal within three (3) days of the event. The request must be made in writing and submitted directly to Human Resources. During the appeal period, the pre-employment selection process will be postponed pending the outcome of this process. If the appeal process concludes a positive screening or if the candidate fails to follow through with additional testing options, the employer must revoke the conditional offer in writing to the candidate.

## **Chapter 4:**

### **On Call**

If you are placed on call, you will be compensated \$7.50 per day of on call.

- If you are required to remain on the employer's premises or so close to the premises where you are unable to use time for your own purposes, you are considered working while on call. You would not rate the \$7.50 per day but would rate the hourly rate of pay per hour on call. These situations must be pre-approved by your Director.
- If you are relieved from duty long enough to use time effectively for your own purposes, you are not considered on call.
- If you are relieved of duty but required to be readily available for emergency response, you are considered on call.
- If you are required to carry a cell phone due to the nature of your job, you are not considered on call.
- If you respond to a work related situation, outside of your regular schedule, you must claim hours worked.
- Managers will notify employees in advance of being subject to on-call or emergency response, when possible.

- Employees who are responding to work related items outside of their normal schedule should have their specific situation or scenario reviewed by the Department Head and the Human Resources Department for applicability.
- Exempt employees may qualify if approved by County Commission, with the exception of Directors.

### Retirement and Healthcare Benefits

The Three Rivers Human Service Zone will follow the Morton County Benefit Package as described in the Morton County Employee Handbook.

### Sick Leave Payout

Upon resignation or death, you or your beneficiary (in the event of death) will be eligible for partial payment of your sick leave balance if you have been employed with Morton County for at least ten (10) years. You will be offered 25% of your current unused balance paid at your current hourly rate. If you have been fired from Morton County, you will be ineligible for the payment of unused sick leave.

### Zone/County Vehicle Usage

The Three Rivers Human Service Zone will follow the Morton County vehicle use policy.

### Emergency Response

You will be eligible for Emergency Response Pay if called in to address a situation deemed an Emergency by the Department Head. Each Department Head should carefully consider all alternatives before authorizing Emergency Response Pay.

#### **Situations that May Justify Emergency Response Pay:**

- Unforeseen Staffing Needs
- Service Disruption
- To Address Unsafe Situations
- Protect and/or Provide Emergency Services to Property or Equipment

Employees who are required to respond to an emergency will be provided with additional compensation.

- If you physically work less than two (2) combined hours in a one day period, you will record two (2) hours in the Regular Hours column on the Morton County Timesheet. The afforded benefit is the increase of hours to the two (2) hours mark.
- If you physically work two (2) combined hours or more, you will code those hours in the Emergency Overtime Column on the Morton County Timesheet. The afforded benefit is the offering of compensation/compensatory time at half-time for all hours physically worked as Emergency Response. This benefit replaces Sunday Overtime and Administrative Pay.
- If you respond to a work related situation, outside of your regularly schedule, you must claim hours worked.

- Managers will notify you in advance of being subject to on-call or emergency response, when possible.
- If you are responding to work related items outside of your normal schedule, you should have your specific situation or scenario reviewed by the Department Head for eligibility purposes.

## **Chapter 15:**

### **Inclement Weather**

Follow local Emergency Management Protocol. In the event of an approved closure, Morton County will pay staff for hours of closure at their regular rate. If an employee is required to work past the closure, employees will be afforded an hour for an hour of vacation accrual for the inconvenience. This does not apply to essential personnel. For those that are called in and not regularly scheduled to respond to inclement weather, the Emergency Response section of this policy would apply.

## Human Service Zone Annual Performance Review

<b>Name:</b>	<b>Job Title:</b>
<b>Manager:</b>	<b>Period:</b>

### Section 1 – Definition of Ratings

**Needs Improvement** - the performance rating given to employees who sometimes perform at an acceptable level but are not consistent and need improvement to meet expectations.

**Developing** - the performance rating given to employees who are still developing skills in an area, this could be a newly assigned task or new employee.

**Achieves** - the performance rating given to employees who are achieving all performance expectations as required.

**Exceeds** - the performance rating given to employees who are achieve all performance expectations and are consistently performing tasks at a higher level than what is expected.

### Section 2 - Goal Setting

The key goals and outcomes I'd like to achieve during this review period are:

Employee Measurement:

### Section 3 - Learning Section

A list of trainings you have completed during this review period

-

## Section 4 – Values

### **Value 1: Integrity**

The Zone Director demonstrates integrity through their words, actions, and interactions with others.

The Zone Director demonstrates integrity through open and honest decision making, transparent communication, respectful interactions with staff and community, county and state partners, and establishing high-quality standards for agency programs and services.

Employee Rating

Needs Improvement  Developing  Achieves  Exceeds

Employee Comments

Manager

Needs Improvement  Developing  Achieves  Exceeds

Manager Comments

### **Value 2: Collaboration**

The Zone Director works jointly with other human service zones, community, county, state, and government partners to collaboratively meet the human service needs of citizens and to scale best practices across the state of North Dakota.

Employee Rating

Needs Improvement  Developing  Achieves  Exceeds

Employee Comments

Manager

Needs Improvement  Developing  Achieves  Exceeds

Manager Comments

### Value 3: Stewardship

The Zone Director demonstrates stewardship through the careful and responsible management of funds, human resources, programs, and other county and state resources required for the provision of human services.

Employee Rating

Needs Improvement  Developing  Achieves  Exceeds

Employee Comments

Manager

Needs Improvement  Developing  Achieves  Exceeds

Manager Comments

### Value 4: Transformational Leadership

The Zone Director engages in and promotes the four tenets of transformational leadership:

1. Individualized Consideration – attends to the individual needs of others and acts as a mentor, coach, or guide to help others succeed.
2. Inspirational Motivation - motivates and inspires others to perform beyond expectations.

- 3. Idealized Influence – serves as a role model for others by engaging in high standards of ethical behavior.
- 4. Intellectual Stimulation – challenges assumptions, takes risks, and solicits the idea of others to encourage learning and growth.

Employee Rating

- Needs Improvement  Developing  Achieves  Exceeds

Employee Comments

Manager

- Needs Improvement  Developing  Achieves  Exceeds

Manager Comments

**Value 5: Advocacy**

The Zone Director serves as an advocate for the zones, the county/counties comprising the zone, Human Service Zone team members, and the citizens of North Dakota. Zone Director will advocate on a county and state level seeking to ensure that human service zone citizens and team members have their voice heard on issues that are important to them, defend and safeguard their rights, have their views and wishes genuinely considered when decisions are being made about their lives.

Employee Rating

- Needs Improvement  Developing  Achieves  Exceeds

Employee Comments

Manager

Needs Improvement  Developing  Achieves  Exceeds

Manager Comments

### Section 5 – Responsibilities

#### **Responsibility 1: Supervision of Staff 30%**

Description:

1. Recruit, hire, train, assign, supervise, evaluate, and discipline staff.
2. Receive and process complaints, appeals, and grievances.

Employee Rating

Needs Improvement  Developing  Achieves  Exceeds

Employee Comments

Manager

Needs Improvement  Developing  Achieves  Exceeds

Manager Comments

#### **Responsibility 2: Fiscal Accountability 30%**

Description:

1. Negotiate and administer contracts, agreements, and leases.
2. Plan, develop, present, and implement approved budget; Collaborate with DHS fiscal to monitor expenditures and revenues.

Employee Rating

Needs Improvement  Developing  Achieves  Exceeds

Employee Comments

Manager

Needs Improvement  Developing  Achieves  Exceeds

Manager Comments

**Responsibility 3: Program Oversight 30%**

Description:

1. Administer, monitor, and evaluate services and programs in compliance with federal, state, and local policies, procedures, laws, rules, and regulations
2. Make measurable improvements on selected outcome metrics for program areas by supporting process, structural, or cultural changes.
3. Provide community education on services and programs.
4. Serve as the custodian of children in the human service zone.

Employee Rating

Needs Improvement  Developing  Achieves  Exceeds

Employee Comments

Manager Rating

Needs Improvement  Developing  Achieves  Exceeds

Manager Comments

**Responsibility 4: Agency Responsibilities 10%**

Description:

1. Serve as a representative or liaison to the community, committees, commissions, associations, boards, legislators, agencies, and the media.
2. Serve as chair and voting member of human service zone board.
3. Monitor legislation; prepare and present testimony to legislative committees, as needed.
4. Work collaboratively with DHS leadership to ensure effective, efficient, and quality human services delivery.
5. Exercise and support values of human service delivery system and develop culture that supports positive working environment for employees and positive environment for clients.

Employee Rating

- Needs Improvement  Developing  Achieves  Exceeds

Employee Comments

Manager Rating

- Needs Improvement  Developing  Achieves  Exceeds

Manager Comments

### Section 6 - Professional/Career Development

Description: The career and professional development areas I am interested in for the coming review period are

### Section 7 – Overall Summary

This section should be a reflection of the employee's overall performance. To accomplish this, review the ratings above and the overall rating should reflect the most common ranking.

- Example: If an employee had 6 achieves and 3 developing, then the overall rating should be achieves.

#### Employee Comments

#### Employee Overall Rating

Needs Improvement  Developing  Achieves  Exceeds

Employee Signature:

Date:

#### Manager Comments

#### Manager Overall Rating

Needs Improvement  Developing  Achieves  Exceeds

Supervisor Signature:

Date:

**Human Service Zone Director  
Core Values Guide**

**Values and Definitions**

<b>Value</b>	<b>Definition</b>
Integrity	The Zone Director demonstrates integrity through open and honest decision making, transparent communication, respectful interactions with team members and community, county and state partners, and establishing high-quality standards for agency programs and services.
Collaboration	The Zone Director works jointly with other human service zones, community, county, state, and government partners to collaboratively meet the human service needs of citizens and to scale best practices across the state of North Dakota.
Stewardship	The Zone Director demonstrates stewardship through the careful and responsible management of funds, human resources, programs, and other county and state resources required for the provision of human services.
Leadership	The Zone Director engages in and promotes the four tenets of transformational leadership: <ol style="list-style-type: none"> <li>1. Individualized Consideration – attends to the individual needs of team members and acts as a mentor, coach, or guide to help team members succeed.</li> <li>2. Inspirational Motivation - motivates and inspires team members to perform beyond expectations.</li> <li>3. Idealized Influence – serves as a role model for team members by engaging in high standards of ethical behavior.</li> <li>4. Intellectual Stimulation – challenges assumptions, takes risks, and solicits the idea of team members to encourage learning and growth.</li> </ol>
Advocacy	The Zone Director serves as an advocate for the zones, the county/counties comprising the zone, Human Service Zone team members, and the citizens of North Dakota. Zone Director will advocate on a county and state level seeking to ensure that human service zone citizens and team members have their voice heard on issues that are important to them, defend and safeguard their rights, have their views and wishes genuinely considered when decisions are being made about their lives.

Team members: the term team member has been used through this document to replace terms such as staff, employees, partners, others, etc. Zone Directors and all other employees of the Human Service Zone are referenced in Administrative Code as Human Service Zone Team Members. We also view ourselves as team members of the many stakeholders we interact with regularly such as the Human Services Zone Board, community partners, our county/counties, the Department of Human Services, etc.

## Human Service Zone Director Core Values Guide

### Integrity

The Zone Director demonstrates integrity through open and honest decision making, transparent communication, respectful interactions with team members and community, county, and state partners, and establishing high-quality standards for agency programs and services.

Component	Excels	Achieves	Developing	Needs Improvement
<b>Ethics</b>	<p>Consistently demonstrates a commitment to their values and professional standards.</p> <p>Consistently follows and helps team members appreciate and accept DHS's policies, rules, laws, and code of conduct.</p>	<p>Adheres to clear ethical, professional and personal standards even when compelled to do otherwise.</p> <p>Follows policies, rules, laws, and code of conduct.</p>	<p>There professional standards and values are unclear, relative or overly self-serving.</p> <p>Generally, adheres to ethical, professional, and personal standards, but will conform if pressured.</p> <p>Follows policies, rules, laws, and code of conduct, but inconsistently.</p>	<p>Hardly pays attention to rules and regulations and requires constant supervision.</p> <p>Rarely trustworthy, hardly respected for being honest, takes credit for team members work, and is not regarded as credible.</p> <p>Prefers to play by their own rules; inconsistent in following DHS's policies, rules, laws, and code of conduct.</p>
<b>Accountability</b>	<p>Accepts responsibility for problems and issues – even those caused by or contributed to by team members.</p> <p>Consistently delivers on commitments in good time and meets commitments to team members.</p>	<p>Takes responsibility for their own actions; admits mistakes.</p> <p>Admits mistakes and errors and informs team members when one is not able to meet a commitment.</p>	<p>Does not take responsibility for own actions or mistakes until team members are made aware.</p>	<p>Does not acknowledge responsibility for failures and mistakes and always blames team members when things don't turn out as expected.</p>
<b>Roles/Responsibilities</b>	<p>Clearly understands their role; consistently holds self-accountable for meeting objectives or goals.</p> <p>Accepts ownership for own work responsibilities and holds self, as well as team members, accountable for actions and decisions.</p>	<p>Understands expectations and takes responsibility for meeting objectives or goals.</p> <p>Accepts ownership for own work responsibilities.</p>	<p>Uncertain about expectations or goals; fails to set goals or clarify expectations with team members.</p> <p>Occasionally or inconsistently accepts ownership for own work responsibilities; may blame team members.</p>	<p>Does not understand their role and does not set clear goals or expectations with team members.</p> <p>Does not accept ownership for own work responsibilities and blames team members.</p>
<b>High Standards</b>	<p>Consistently offers insightful ideas that benefit the member or client; Has high standards of excellence; routinely challenges self to perform work at the highest level possible.</p>	<p>Offers insightful and realistic approaches that benefit the member or client; demonstrates clear personal drive to accomplish goals and meet expectations.</p>	<p>Assumes to know everything and does not seek clarification even when one is stuck or knows nothing about the assigned work.</p>	<p>Rarely offers ideas that are creative or insightful or fails to offer ideas that may benefit the member or client; Is content to meet minimum standards and expectations.</p>
<b>Independence</b>	<p>Ability to function with little to no supervision to complete and solve complex tasks and issues.</p>	<p>Consistently works independently with limited direction in carrying out assigned tasks and projects.</p>	<p>Works independently, but not consistently in carrying out routine assigned tasks and projects.</p>	<p>Needs continual direction in carrying out routine assigned tasks and projects.</p>

**Human Service Zone Director  
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			Does not think outside the box and is afraid of making concrete decisions.	
<b>Respect</b>	<p>Actively models and promotes respectful behavior toward team members at all levels of the organization.</p> <p>Avoids power struggles and backstabbing and can build rapport and trust quickly with other team members.</p>	<p>Demonstrates respectful behavior toward team members at all levels of the organization.</p> <p>Treats team members with respect and fairness, preserves their self-confidence and dignity, and shows regard for their opinions.</p>	<p>May not always be as sensitive as needed.</p> <p>May provide information that is requested, but not in the most polite or respectful manner.</p> <p>May sometimes get involved in office conflicts and drama but recognizes when to stop or prevent them.</p>	<p>Appears indifferent or disrespectful toward team members at times.</p> <p>Humiliates team members and makes team members feel intimidated when working on projects or tasks.</p> <p>Gets involved in the office conflicts and drama and does not see the need to stop or prevent them.</p>

## Human Service Zone Director Core Values Guide

### Collaboration

The Zone Director works jointly with other human service zones, community, county, state, and government partners to collaboratively meet the human service needs of citizens and to scale best practices across the state of North Dakota.

Component	Excels	Achieves	Developing	Needs Improvement
<b>Teamwork and collaboration</b>	<p>Proactively finds new ways to help team members work collaboratively with team members across functions or groups.</p> <p>Consistently solicits ideas, thoughts and opinions from team members.</p> <p>Fosters commitment and trust as a means of creating team cohesion.</p> <p>Assigns tasks and effectively leads team to successful outcome.</p> <p>Helps team members achieve without expectation of recognition.</p>	<p>Works effectively with team members in different functions or groups.</p> <p>Solicits ideas, thoughts and opinions from team members.</p> <p>Promotes team cooperation.</p> <p>Works co-operatively with team members and puts forth effort to assist group or team members in achieving mutual and independent goals.</p> <p>Accepts and completes team assignments.</p>	<p>Does not always work effectively with team members in other functions or groups.</p> <p>May occasionally, but not consistently solicits ideas, thoughts and opinions from team members.</p> <p>May assist team members in the learning process, but only if prompted.</p> <p>Participate as a member of a team, but only when prompted.</p>	<p>Unconcerned about cooperation between people across functions or groups.</p> <p>Doesn't solicits ideas, thoughts and opinions from team members.</p> <p>Doesn't volunteer for tasks or projects.</p> <p>Does not assist team members in the learning process.</p> <p>Doesn't actively participate as a member of a team.</p> <p>Is sometimes distant or uninvolved; does not demonstrate behavior consistent with being a strong team player.</p>
<b>Communication</b>	<p>Is articulate and diplomatic; expresses their thoughts in a way that is easy to follow and understand.</p> <p>An exceptional communicator who gets his/her points across in a way that is fully understood.</p>	<p>Communicates effectively; expresses own thoughts and ideas clearly.</p> <p>Maintains composure in difficult and/or volatile communication situations.</p>	<p>May communicate clearly, but needs assistance adjusting message due to varied audiences.</p> <p>Has sufficient skills but requires assistance on speaking up.</p>	<p>Is difficult to follow when speaking or communicating; is either overly verbose or unnecessarily concise.</p> <p>Unable to maintain composure in difficult and/or volatile communication situations.</p>
<b>Speaks Up</b>	<p>Demonstrates strength of conviction; consistently volunteers ideas and opinions.</p> <p>Consistently, takes team members' perspectives into account when</p>	<p>Occasionally volunteers' ideas and opinions.</p> <p>Willing to state an opposing view or take an unpopular stand.</p>	<p>Volunteers ideas and opinions, but only when prompted.</p> <p>May state their opposing view point, but ultimately will agree to avoid conflict even if disagree.</p>	<p>Rarely speaks up or backs off quickly when team members challenge their ideas.</p> <p>Does not state their opposing views even when disagreeing with points of team members.</p>

## Human Service Zone Director Core Values Guide

	<p>communicating, negotiating or presenting arguments.</p> <p>Provides strong and persuasive evidence for the basis of recommendations.</p> <p>Professionally conveys complex and critical information in high pressure situations.</p>	<p>Usually takes team members' perspectives into account when communicating and negotiating.</p> <p>Provides supporting evidence for the basis of recommendations conveyed verbally or in writing.</p> <p>Conveys complex and critical information in non-pressure situations.</p>	<p>Has difficulty considering team members' perspective when communicating.</p> <p>May not always provide supporting evidence or provides insufficient evidence.</p> <p>Clearly conveys basic information in non-pressure situations.</p>	<p>Fails to consider team members' perspectives may argue just to argue.</p> <p>If does speak up, doesn't provide supporting evidence for the basis of recommendations.</p> <p>Unable to clearly convey basic information.</p>
<b>Listening</b>	<p>Actively listens to draw out ideas and opinions from team members.</p> <p>Does not jump to conclusions but first listens to what team members have to say.</p>	<p>Shows an interest in team members' ideas and opinions.</p> <p>Asserts opinions, views, and ideas respectfully and appropriately when necessary.</p>	<p>Shows signs of being easily distracted by other things during a conversation.</p> <p>Interrupts team members when they are expressing their views and opinions; appears to be impatient.</p>	<p>Shows no interest in team members' ideas and opinions.</p> <p>Fails to follow the instructions given to undertake a particular task.</p>
<b>Conflict</b>	<p>Addresses conflict in a direct and straightforward respect manner.</p> <p>Address problems before they morph into serious issues with great ramifications.</p> <p>Readily forgives team members and accepts to move forward without any grudge.</p> <p>Knows when to back down and when to press for the necessary interests.</p>	<p>Demonstrates skill in resolving conflict.</p> <p>Compromises during a conflict and tries to accommodate other people's ideas and opinions.</p> <p>Allows other people to express their views openly without the need to bring them down.</p> <p>Readily accepts when on the wrong and takes full responsibility.</p>	<p>Does not know how to manage emotions during conflict management.</p> <p>Does not address conflict directly.</p>	<p>Avoids disagreement or conflict or fails to acknowledge it exists</p> <p>Allows problems to develop into serious issues instead of dealing with them first.</p> <p>Feels the urge blame team members for the problems at hand instead of trying to find a solution.</p>
<b>Big-picture thinking</b>	<p>Does not get stuck in the details and has a clear understanding how his or her position affects team members.</p> <p>Thinks beyond the situation at hand and balances multiple perspectives when reaching a conclusion or setting a direction.</p> <p>When assessing a situation, thinks beyond his or her department/division.</p>	<p>Does not get stuck in the details and sometimes has trouble understanding how his or her position affects team members.</p> <p>Able to be project orientated or big picture thinking depending on the audience.</p>	<p>Struggles with tasks that are not part of the job descriptions to see them completed at the right time (ie. "it's not part of my job").</p> <p>Sometimes gets caught in the details, but can ultimately see the bigger picture.</p>	<p>Views details and facts in isolation.</p> <p>Does not consider how ordinary things can be improved and is afraid to go against the majority to implement changes.</p>

## Human Service Zone Director Core Values Guide

### Stewardship

The Zone Director demonstrates stewardship through the careful and responsible management of funds, human resources, programs, and other county and state resources required for the provision of human services.

Component	Excels	Achieves	Developing	Needs Improvement
<b>Strategic</b>	Has an expert understanding of how their work fits and contributes to the overall team and business strategy.	Has a good understanding of how their work fits in and contributes to the overall team and business strategy.	Has a basic understanding of how their work fits in and contributes to the overall team and business strategy.	Fails to understand how their work fits in and contributes to the overall team and business strategy.
<b>Innovation/Creativity</b>	<p>Is receptive to unconventional and innovative thinking; Supports brainstorming and values the new ideas of team members.</p> <p>Identifies trends or connections between organizational issues and translates into priorities for the organization.</p> <p>Re-allocates resources and resets priorities in response to unexpected events and/or demands.</p>	<p>Encourages and influences team members to embrace new or innovative ideas; Consistently helps foster a brainstorming culture by valuing the new ideas of team members.</p> <p>Considers and accepts alternative ways to view or define problems or accomplish work objectives.</p>	<p>May not explore new processes or research alternative solutions.</p> <p>Avoids new and different solutions. Reluctant to change.</p>	<p>Overly rigid and conventional in their thinking; tends to focus on barriers to success for new ideas rather than how the idea might work; fails to foster a brainstorming culture by valuing the new ideas of team members.</p>
<b>Priorities/Proactive</b>	<p>Consistently organizes their work to focus on areas of most important items while minimizing time spent on areas of less importance.</p> <p>Manages time well, exhibits a proactive approach to ensure that all tasks are delivered before the deadline.</p>	<p>Organizes and structures their work to focus on areas of most importance.</p> <p>Balances multiple demands and competing priorities in reaching decisions.</p>	<p>Does not know how to prioritize the particular tasks assigned.</p> <p>Does not take appropriate action to accomplish tasks; is not proactive, but reactive.</p> <p>Does not take independent action to implement new ideas.</p>	<p>Works in a disorganized or inefficient manner which does not allow a focus on areas of most importance; may avoid work.</p> <p>Finds great difficulties in managing time for the completion of a task.</p> <p>Delivers work way past the deadline and does not explain reasons for that.</p>
<b>Critical Thinking</b>	<p>Demonstrates consistent expertise in critical thinking and analysis.</p> <p>Naturally inquisitive; consistently uncovers root causes.</p> <p>Able to piece together elements and come up with proper deductions on issues.</p>	<p>Looks at issues in different angles and not in a one-sided way.</p> <p>Investigates issues thoroughly; digs below the surface to get at underlying issues.</p> <p>Gathers all the required facts and figures before starting to solve a particular problem.</p>	<p>Not willing to do proper research and relies on outdated data and information.</p> <p>Does not show enough willingness to try to improve the critical thinking skills.</p>	<p>Appears overwhelmed by complexity.</p> <p>Too often takes problems at face value; asks few questions to get at root causes Looks at issues in a one-sided manner instead of having different varied ways of looking at it.</p>

**Human Service Zone Director  
Core Values Guide**

			Unable to change when the initial plan fails to achieve the desired effect; needs assistance to move forward.	Not willing and inflexible to change tact or strategy when the initial plan fails to achieve the desired effect.
<b>Business Knowledge</b>	Has a deep understanding of the organization and provides meaningful suggestions.  Openly shares expert business knowledge and experiences with team members.	Understands the functions of the organization and how their individual role impacts other areas.  Offers basic business knowledge and experiences with team members.	Understands, but still is learning the business and how their role impacts the organization.  May offer business knowledge and experiences with team members, but may have gaps in their level of expertise.	Does not fully understand the business and how their role impacts the organization.  Does not share business knowledge and experiences with team members or gives mediocre advice outside of their area of expertise.
<b>Planning</b>	Identifies potential roadblocks and suggests contingency plans.  Organizes and plans projects and workload to prevent overlaps or gaps in responsibilities.  Develops well-thought out plans, intermediate goals, timetables and deadlines; course corrects as needed.	Anticipates and thinks ahead.  Communicates effectively and promptly about the plans adjustment or change.  Breaks complex projects into understandable and manageable parts; course corrects when needed.	Tends to make arrangements at the last minute mostly when damage has already occurred.  May have difficulty breaking down complex projects into manageable parts.	Does not look beyond the initial steps to a plan; focuses solely on the short term.  Commits to plans and schedules, but does not follow up on them.  Plans have no or insufficient intermediate goals and checkpoints; does not course correct.
<b>Efficiency</b>	Refocuses attention quickly when new tasks or priorities emerge; balances several activities at once.  Completes more than expected with a high level of accuracy.  Addresses issues that affect the quantity of work and derives ways to prevent these issues from recurring.	Shifts between different tasks effectively.  Appropriately estimates the amount of time needed for a project/task and develops a plan to accomplish it.	Does not allocate time to finish work tasks without supervisor's assistance.  May become overwhelmed by the expectations of multitasking.	Has difficulty redirecting their attention; too distractible or too single-minded to move between tasks effectively.  Has difficulty differentiating between tasks that need one's complete attention and those that work well with multi-tasking.
<b>Adaptability</b>	Encourages and helps team members get on-board with change initiatives; consistently provides peers with a compelling rationale for change.  Proactively looks for new ways to do things to enhance their performance.  Anticipates and is prepared to change, adapt or compromise when situations require.	Shows enthusiasm for new ideas, plans or projects.  Is alert to possibilities and opportunities to change or improve their current practices or services; adapts and adjusts their approach as requirements of a situation change.	Tends to be so consistent following own way of doing things thus being resistant to change.  Adapts well to small changes but struggles when there is a larger issue.  Hesitant to implement required changes.  Is content with the status quo.	Conveys frustration or skepticism when confronted with a need for change.  Fails to provide team members with a rationale for change. Consistently exhibits a negative attitude towards change.  Fails to implement required changes; doesn't attempt to understand the rationale for the change.

## Human Service Zone Director Core Values Guide

	Easily adjusts priorities, activities, and attitude to meet new deadlines and information and to achieve objectives.			
Attention to detail	Careful and thorough attention to detail.	Pays appropriate attention to details.	Sometimes makes errors that lead to significant problems.	Careless about or overlooks important details.

## Transformational Leadership

The Zone Director engages in and promotes the four tenets of transformational leadership:

1. Individualized Consideration – attends to the individual needs of team members and acts as a mentor, coach, or guide to help team members succeed.
2. Inspirational Motivation - motivates and inspires team members to perform beyond expectations.
3. Idealized Influence – serves as a role model for team members by engaging in high standards of ethical behavior.
4. Intellectual Stimulation – challenges assumptions, takes risks, and solicits the idea of team members to encourage learning and growth.

Component	Excels	Achieves	Developing	Needs Improvement
<b>Personal Development</b>	<p>Makes personal development a high priority; seeks out stretch assignments and learning experiences.</p> <p>Focuses on the positive aspects of an issue or situation and proactively looks for ways to minimize negatives.</p>	<p>Actively pursues personal growth and development</p> <p>Gracefully accepts setbacks and lets go and accepts the situation as it is.</p> <p>Focuses on the positive aspects of an issue or situation.</p>	<p>Is reluctant to actively seek out personal growth and development opportunities; but perceives them positively when presented.</p> <p>Lacks confidence in own ideas and abilities.</p> <p>May focus on the negative aspects of an issue or situation, prior to being able to see the positive aspects.</p>	<p>Resists the notion that they could benefit from further development; or makes it a low priority.</p> <p>Initiates or actively participates in power struggles and backstabbing instead of positively building rapport and trust with other.</p> <p>Tends to focus on the negative aspects of an issue or situation and struggles to see the positives.</p>
<b>Feedback</b>	<p>Understands one's own strengths and weaknesses and can graciously handle and learn from constructive criticism.</p> <p>Open to feedback especially when it involves areas of improvement, without becoming defensive.</p> <p>Is honest and assertive when providing opinions or feedback; but is professional if team members don't move forward with the input or feedback provided.</p>	<p>Understands one's own strengths and weaknesses and can handle and learn from constructive criticism.</p> <p>Looks at feedback as an opportunity to learn from past experiences &amp; use that learning on new situations at work.</p> <p>Provides open and honest feedback.</p>	<p>Reluctant to accept feedback in a positive manner.</p> <p>May perceive feedback as criticism.</p> <p>May fail to provide ideas or opinions without being asked.</p>	<p>Reluctant to accept feedback; seems angry or offended by negative feedback.</p> <p>Pretends to know everything and doesn't bother to ask questions when one doesn't understand some aspects of it.</p> <p>Does not openly provide input or feedback, even when it may be of assistance to team members.</p>

## Human Service Zone Director Core Values Guide

<b>Relationships</b>	<p>Consistently treats team members with dignity and respect.</p> <p>Facilitates improved relationships and trust between team members.</p> <p>Aware of distinct personality types of team members and is able to tailor interactions appropriately.</p>	<p>Generally, treats team members with dignity and respect.</p> <p>Develops trust and good relationships with team members.</p> <p>Helps team members feel valued, appreciated, and included.</p>	<p>Has difficulty treating everyone with dignity and respect.</p> <p>Thinks only of self and shows disregard for effects for own actions on team members.</p>	<p>Causes team members to avoid interacting with them.</p> <p>Spends too much time socializing and gossiping.</p> <p>Shows favoritism and preferential treatment for team members.</p> <p>Is inconsiderate to team members and their feelings.</p>
<b>Influence</b>	<p>Consistently effective at persuading and influencing team members to understand and accept new ideas.</p>	<p>Demonstrates respect for team members' perspectives and contributions regardless of differences.</p>	<p>Imposes one's own views instead of listening to the perspective of team members and coming up with an agreement.</p>	<p>Does not respect the other person's ideas or suggestions; regards own ideas as the best and does not care about what team members have to say.</p>
<b>Individualized Consideration</b>	<p>Consistently acts as a mentor or a coach and supports all those around them.</p> <p>Listens to team members concerns and needs and addresses them promptly and appropriately.</p> <p>Demonstrates empathy in their words and actions.</p> <p>Maintains open lines of communications with team members.</p> <p>Respects and celebrates the individual contribution that each team member makes.</p>	<p>Generally, acts as a mentor or a coach and supports team members</p> <p>Listens to the concerns and needs of team members and addresses them.</p> <p>Demonstrates empathy</p> <p>Communicates well.</p> <p>Respects and celebrates team members contributions.</p>	<p>Only mentors, coaches, or supports select individuals.</p> <p>Inconsistent in addressing the needs or concerns of team members.</p> <p>Inconsistently empathetic.</p> <p>Struggles to communicate effectively.</p> <p>Cannot identify the contributions that team members make.</p>	<p>Does not act as a coach or mentor and struggles to support team members.</p> <p>Does not address the needs of concerns of team members at all/or appropriately.</p> <p>Lacks empathy.</p> <p>Actively does not communicate with team members.</p> <p>Has little regard for team members or team members.</p>
<b>Inspirational Motivation</b>	<p>Can effectively articulate a vision that is appealing and inspiring to team members.</p> <p>Challenges self and team members with high standards.</p> <p>Effectively communicate optimism about future goals.</p> <p>Provides meaning for the task at hand.</p>	<p>Has shared a vision that is appealing and inspiring to team members.</p> <p>Sets high standards for team members.</p> <p>Communicates optimism about future goals frequently.</p> <p>Makes work meaningful.</p>	<p>Struggles to articulate a vision that is appealing and inspiring to team members.</p> <p>Standards are inconsistent or unclear.</p> <p>Has unclear future goals.</p> <p>Cannot identify/articulate why a project or task is meaningful.</p>	<p>Cannot articulate a vision and/or has a vision that lacks appeal to team members.</p> <p>Does not set standards.</p> <p>Has failed to set future goals.</p> <p>Does not make work meaningful.</p>
<b>Idealized Influence</b>	<p>Consistently serves as a role model for high ethical behavior.</p>	<p>Role models ethical behavior.</p>	<p>Inconsistently role models high ethical behaviour.</p>	<p>Does not role model ethical behaviour.</p>

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Core Values Guide**

	Instils pride in team members, the work being done, the agency.	Inspires team members.	Inconsistently instils pride or inspires team members.	Does not instil pride or inspire team members.
<b>Intellectual Stimulation</b>	<p>Actively solicits and encourages other's ideas.</p> <p>Takes appropriate risks.</p> <p>Respectfully challenges assumptions.</p> <p>Nurtures and develops independent thinking.</p> <p>Simulates and encourages creativity.</p>	<p>Engages team members to share ideas.</p> <p>Takes measured risks.</p> <p>Challenges assumptions.</p> <p>Encourages independent thinking.</p> <p>Fosters creativity.</p>	<p>Inconsistently solicits or encourages team members ideas.</p> <p>Only takes very calculates risks.</p> <p>Struggles to support team members in thinking interdependently.</p> <p>Supports selective creativity.</p>	<p>Discourages team members ideas or does not listen to them.</p> <p>Risk adverse.</p> <p>Stifles independent thinking.</p> <p>Stifles creativity.</p>

## Human Service Zone Director Core Values Guide

### Advocacy

The Zone Director serves as an advocate for the zones, the county/counties comprising the zone, Human Service Zone team members, and the citizens of North Dakota. Zone Director will advocate on a county and state level seeking to ensure that human service zone citizens and team members have their voice heard on issues that are important to them, defend and safeguard their rights, have their views and wishes genuinely considered when decisions are being made about their lives.

Component	Excels	Achieves	Developing	Needs Improvement
<b>Diversity</b>	<p>Values and seeks input from people whose backgrounds or perspectives differ from their own.</p> <p>Actively seeks and integrates diverse thoughts and perspectives to develop more robust plans and solutions.</p>	<p>Demonstrates respect for team members' perspectives and contributions regardless of differences.</p> <p>Exhibits flexibility and openness to team members point of view.</p>	<p>Does not display genuine respect of team members' perspectives and contributions.</p>	<p>Is insensitive to people whose backgrounds or ways of doing things differ from their own.</p>
<b>Customer Service</b>	<p>Consistently exceeds customer/client expectations in a timely manner; "goes the extra mile" to satisfy customer needs.</p> <p>Works to eliminate barriers that interfere with providing outstanding customer service such as offering alternatives if necessary.</p>	<p>Consistently meets customer/client expectations by providing accurate and complete information within a timely manner.</p> <p>Ensures up-to-date information is provided to clients by informing team members of any known changes in organizational policies and standards.</p>	<p>Sometimes meets customer/client expectations, but not consistently. Generally, provides accurate and complete information, but not consistently.</p> <p>Uses policies/procedures to justify avoiding providing service to customers/clients.</p>	<p>Provides incomplete answers or does not provide accurate information. Shows insensitivity and abruptness towards customers/clients; responds negatively and defensively towards complaints.</p> <p>Refers customer/client concerns/issues to team members instead of addressing directly.</p>
<b>Perspective</b>	<p>Examines issues from a multitude of perspectives; appreciates conflicting and opposing perspectives.</p>	<p>Views issues and problems from a broad perspective.</p>	<p>Demonstrates a narrow focus but needs coaching to view the bigger picture.</p>	<p>Demonstrates a narrow focus; fails to appreciate the complexity of problems.</p>
<b>Zone Advocacy</b>	<p>Works collaboratively with other Zone Directors to identify and advocate for the collective needs of the citizens of ND.</p>	<p>Participates in Zone Director advocacy efforts on behalf of the citizens of ND.</p> <p>Participates in Zone Director advocacy efforts on behalf of the collective Zones with DHS.</p>	<p>Inconsistent participation in Zone Director advocacy efforts on behalf of the citizens of ND.</p>	<p>Does not work collaboratively with other Zone Directors to advocate for the collective needs of the citizens of ND.</p>

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	<p>Works collaboratively with other Zone Directors to identify and advocate for the collective needs of the Zones as stakeholders of DHS.</p> <p>Actively participates in representing the Zones in front of the Legislature as appropriate.</p>	Engages in legislative sessions pertaining to human services.	<p>Inconsistent participation in Zone Director advocacy efforts on behalf of collective Zones with DHS.</p> <p>Inconsistent participation in legislative sessions pertaining to human services.</p>	<p>Does not work collaboratively with other Zone Directors to advocate for the collective needs of the Zones as stakeholders of DHS.</p> <p>Does not participate in representing the Zones in front of the Legislature.</p>
<b>County/Counties Advocacy</b>	Proactively works to identify and advocate for the unique needs of the county/counties comprising the zone with the Human Service Zone Board, DHS, and Legislature.	Advocates for the needs of the county/counties comprising the zone with the Human Service Zone Board, DHS, and Legislature.	Sporadic or situational advocacy for the needs of the county/counties comprising the zone with the Human Service Zone Board, DHS, and Legislature.	Does not advocate for the unique needs of the county/counties comprising the zone with the Human Service Zone Board, DHS, and Legislature.
<b>Team members Advocacy</b>	Proactively works to identify and advocate for the needs and rights of all Human Service Zone Team Members with the county/counties and DHS.	Advocate for the needs and rights of team members with the county/counties and DHS.	Sporadic or situational advocacy for the needs and rights of team members with the county/counties and DHS.	Does not advocate for the needs and rights of team members with the county/counties and DHS.
<b>Citizen Advocacy</b>	Proactively works to identify and advocate for the unique needs and rights of the citizen served by the agency with the Human Service Zone Board, DHS, and Legislature.	Advocates for the unique needs and rights of the citizen served by the agency with the Human Service Zone Board, DHS, and Legislature.	Sporadic or situational for the unique needs and rights of the citizen served by the agency with the Human Service Zone Board, DHS, and Legislature.	Does not advocate for the unique needs and rights of the citizen served by the agency with the Human Service Zone Board, DHS, and Legislature.