

**Three Rivers Human Service Zone Board  
Meeting Minutes  
Three Rivers Human Services Board Room  
Mandan  
210 2<sup>nd</sup> Ave NW  
October 16, 2025**

**Meeting Call to Order:**

- Dennis called the meeting to order at 10:06 AM

**Roll Call:**

**Mandan:** Dennis Meier, Jackie Buckley, Lori Flaten, Rose Mary Lawson, Heidi Peltz **Absent:** Dawson Holle, Karen Rohr

**Carson:** Gerard Kraft, Marty Meyer

**Fort Yates:** John Pretty Bear **Absent:** Ken Snider

**Others present:** Jodie Leier, Mandy Garrett, Jenny Wetsch, Tracy Mertz, Vince Gillette

**Approval of Agenda**

- Addition of Mission Vision and Values Update
- Moved by Heidi Peltz to approve the agenda seconded by Jackie Buckley. All in favor. Motion carried.

**Approval of Minutes of September 18, 2025**

- Moved by Jackie Buckley to approve the minutes from September 18, 2025, seconded by Rosemary Lawson. All in favor. Motion carried.
- Dennis will follow-up with Karen Rohr regarding updating the laws and statutes on Breach of Confidentiality for next legislative session.

**Review and Approval of September 2025 Bills:**

- Lori Flaten and Jackie Buckley came early to review the bills.
- Question about Crochet Items for a Crochet Club for a child in care.
- NRG Bill for \$21,000 was for the computer replacement.
- Moved by Jackie Buckley, seconded by Lori Flaten to approve the bills as presented. With a unanimous roll call vote the bills were approved.

Name	Roll Call	Bills Approved
Jackie Buckley	P	Y
Lori Flaten	P	Y
Rosemary Lawson	P	Y
Heidi Peltz	P	Y
Marty Meyer	P (Phone)	Y
Gerard Kraft	P	Y
Ken Snider	A	A
John Pretty Bear	P (Phone)	Y
Dennis Meier	P	Y

Karen Rohr	A	A
Dawson Holle	A	A

**Budget Review**

- Dennis went over September Financials. In September we were 6% below the budget.
- November financials will show a smaller percentage because October is a 3 pay period month.

**Vince Gillette- Three Rivers Human Service Zone Tribal Liaison Report**

- There are approximately 50-60 SRST foster children placed in ND foster homes that Vince helps to facilitate visits.
- Standing Rock currently has 17 ND IV-E cases and 25 SD IV-E cases in ND Foster Homes.
- Vince spends a lot of time dealing with Medicaid payment issues for both ND and SD Foster children.
- Vince shared that there are a lot of children adopted while in FC, their name, social security number and Medicaid number is changed as well. Many of the adoptive parents forget to inform the medical facilities of the new Medicaid number, causing claims to be denied and Medicaid will not pay for the claims if they are 180 days old. This leaves the foster parents with the bill. Adopted children are eligible for Medicaid until they are 18.
- ND Tribes FMAP available reimbursements are closed for the 2025 year. The new fiscal year 2026 rates have not been released yet.
- Keeping The Culture Alive class will have the second class at the Mandan Library on October 17th from 6-8 pm. TRHSZ is running the program now. The next presenter is Elizabeth Sam and her son Robert. They will be presenting on Native American Dance. Currently we have 38 people signed up.
- Vince continues to track the Indirect Expenses for Fort Yates for Jodie Leier to report to the state.
- Vince did 10 Foster Care visits for SRST, 1 transport of foster kids for SRST and 4 F2F for TRHSZ in July. Two were in Garrison and 2 in Velva during the month of September.
- Vince continues to work on the project of updating the TCM (Targeted Case Management Billing).
- We have been shorthanded in the foster care unit, so Vince and Dennis are helping with visits and transportation.

**Mandy Garrett – Income Maintenance/Eligibility Supervisor**

**Three Rivers Zone Office Information**

- Current Openings: None
- We recently lost our Call Center Vacancy position to RSR as they have taken over hiring for that department statewide.
- HEAT visit to the office will be October 28.
- Medicaid
  - Total Households: September 2025 – 4286
  - Total Individuals: September 2025 – 7357
  - Total Benefits: N/A
- SNAP
  - Total Households: September 2025 - 1445
  - Total Individuals: September 2025 - 3222
  - Total Benefits Paid: \$618.9K

- **LIHEAP**
  - **Total Households: September 2025 – 10**
  - **Total Individuals: September 2025 – 36**
  - **Total Benefits: \$3,021.00**
- **TANF (Temporary Assistance for Needy Families)**
  - **Total Households: September 2025 – 83**
  - **Total Individuals: September 2025 – 211**
  - **Total Benefits: \$62.9K**
- **Childcare Assistance Program**
  - **Total Households: September 2025 - 152**
  - **Total Individuals: September 2025 – 476**
  - **Total Benefits: \$228.7K**
- **Call Center Stats**
  - **Total Calls Received: September 2025 – 25,302**
  - **Answered Calls: September 2025 – 17,884**
  - **Abandoned Calls: September 2025 – 6,253**
  - **Average Wait Time: September 2025 – 8 minutes**
  - **Average Talk Time: September 2025 – 9 minutes**
- **Swim Lanes**
  - **All EWs are working both applications and reviews, which has caused some groups to fall a little behind.**
  - **Dennis had a meeting with the directors, and many are requiring staff to work overtime. We have decided we are not requiring our staff to do it but have offered OT to those that wish to.**
  - **We are encouraging the overtime to get the SNAP worked for October due to the shutdown and potential for no funding after October 31.**
- **Support Specialists (Statewide)**
  - **Nothing to report. There is no backlog.**
- **Foot traffic in the three offices has been monitored since May 2024.**
  - **Sioux County 215 in September.**
  - **Grant County 25 in September.**
  - **Morton County 298 in September.**

**Jenny Wetsch – Child Protection**

**See the attached Statistical information which was presented during the meeting.**

- **93 total reports in September: 2 Reports in Grant County and 2 Reports for Sioux County.**
  - **61 assigned as Full.**
  - **3 ATP Assessments.**
  - **29 Administratively Assessed or Administrative Referrals.**
  - **0 Alt Response.**
  - **1 Substance Exposed Infant (SEI).**
  - **2 Child Sex Cases**
  - **1 Prenatal Drug/Alcohol Cases**
  - **1 Courtesy Interview Requests from other zones/1 Law Enforcement**
  - **0 Conflict cases for another Zone**

### Tracy Mertz-Foster Care/In Home

- See the attached statistical information which was presented during the meeting.
- Currently we have 75 cases.
  - 60 Foster Care
  - 15 In-Home Cases, ICPC, Courtesy Case Management & Home Study's
  - 36 Foster Homes/PATH
  - 4 QRTP/PRTF (1 DD GH)
  - 12 Relative Care
  - 8-18+
  - 0-YCC

### Child Welfare Unit Updates

- 1 opening in FC/IH position closed with 2 on the list of eligibles.
- 2 openings in CPS, we did some interviews and are hoping to get at least one hired.
- Results of the measures show:
  - Timely CPS Assessments goal is 80%
    - Jan-Mar 73.7%
    - Apr-Jun 81%
  - CPS Face to Face Visits goal is 80%
    - Jan-Mar 79.1%
    - Apr-Jun 77.5%
      - Jul to Sept might be ok, however, with staff leaving, Oct to Dec may not look so good. These measures are very black and white, so this does not take into consideration the Law Enforcement cases that are investigated. The only time they take into consideration the reasons for not meeting standards is during an audit. Extensions are allowed and count, but the number in frame is black and white.
  - Tardy Transaction Errors goal is 100%
    - Jan-Mar 81.7%
    - Apr-Jun 76.5%
  - Visits in Foster Care goal is 95%
    - Jan-Mar 95.2%
    - Apr-Jun 94.4%
  - Visits in In-Home Care goal is 90%
    - Jan-Mar 55.1%
    - Apr-Jun 59%
- We are having problems with frame-capturing visits. The manual stats show that from Oct 24 to Oct 25 we are at 97%.

### Economic Assistance and Support Unit Updates

- Results of the Metrics Measurements and Standards for Economic Assistance.
  - Work Items Processing
    - Jan-Mar 98.8%
    - Apr-Jun 97.5%
  - Processing Timeliness goal is 95%

- Jan-Mar 92%
  - Apr-Jun 93%
- The new standards have slowed us down, causing some delays in processing. We want to have staff do everything when some are used to doing only processing applications.
- There was a little backlog to September 30, with a lot of work yet to be assigned.
- HEAT visit is October 28 with a focus on SNAP QC.
- The June HEAT visit was for accuracy. They pulled cases, made cold calls and did a review of the zone. There were no corrective actions issued.
- Government shutdown and SNAP issues.
  - If the shutdown continues, SNAP benefits for November will not be issued.
    - We will be notifying the local food banks. We do not have any information and when we have some, the state will let the clients know.
    - In Ft Yates what would be the best way to get the word out to clients?
      - Clients on SNAP do not qualify for the Commodity Program.
      - John Pretty Bear recommended we contact Cheryl Penney at Work Force for general assistance benefits.
        - New tribal chairman is Steve Sitting Bear and the HEW committee is new as well. John Pretty Bear will notify them.
        - A public service announcement was suggested for the area. Does Three Rivers put one out?
        - States can't replenish the SNAP benefits as the Feds will not reimburse them.
        - SNAP clients will get mass mailing and then a follow up.
        - As a zone we are coming up with a resources list for those affected by the shutdown.
        - Discussion was had on the impact this has on small communities. Many people have difficulty getting rides to bigger towns, and the cost of transporting groceries to the small communities is very high, thus affecting the prices of goods and services. It can cost people in small towns \$100 to go to Bismarck. A carton of eggs in Ft Yates is \$8.99.
        - Heidi is on the Community Action Board and shared that the food banks are not getting the donations. Grant funding is being cut after December 31 for the school backpack program. The Dream Center has seen an increase from 180 people to 250 people for meals this past weekend.
        - Lori Flaten has been reading articles on the issue and viewing comments that are naïve, such as getting a job. Majority of our clients are the elderly, disabled or the working poor.
        - When people come from rural areas, they have to commute long distances to Bismarck area for work and end up coming home with only a few hundred dollars after paying for the travel expenses, not enough to support a family.
        - John Pretty Bear will reach out to his contacts to speak to Burgum and other government officials to see if there is a way to get help.

**Zone Director Update**

- Went over Dennis' job description as the state is requesting these get updated due to how these positions have evolved since becoming zones. Dennis will make copies and forward to the board members so this can be gone over at the next meeting.

**Other:**

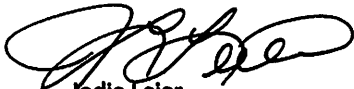
- Dennis mentioned that he still needs to get together with Karen Rohr to work on updating the breach of confidentiality statute.
- Update on the Mission Vision and Values with Jason Matthews.
  - Had the focus group and met with the supervisors for 3 meetings to develop the mission vision and values and develop the alignment team
  - The alignment team is going to meet every other week to write and plan how they will implement what they feel needs to be done.

**Adjourn:**

- Moved by Heidi Peltz, seconded by Gerard Kraft to adjourn the meeting at 11:32 AM. All in favor. Motion carried.

**Next Meeting November 20, 2025 – 10 AM, Mandan**

**Respectfully Submitted,**



**Jodie Leier**

**Fiscal Services**

**Three Rivers Human Service Zone**