

**Three Rivers Human Service Zone Board  
Meeting Agenda  
Three Rivers Human Service Zone 1<sup>st</sup> Floor Conference Room  
Mandan Office  
210 2<sup>nd</sup> Ave. NW Mandan  
10:00 AM – January 16, 2024**

**Meeting Call to Order:**

**Roll Call:**

**Approval of Agenda**

**Approval of December 19, 2024, Minutes**

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

**Budget Review**

**Zone Program Stats**

**Eligibility Redesign Updates**

**Child Welfare Unit Updates**

## Zone Director 6 Month (1/1/2024 – 6/30/2024) Evaluation

**Other:**

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

**Next Meeting: February 20, 2025 @ 10 AM, Mandan**

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**Three Rivers Human Service Zone Board  
Meeting Minutes  
Three Rivers Human Services Board Room  
Mandan  
210 2<sup>nd</sup> Ave NW  
December 19, 2024**

**Meeting Call to Order:**

- Dennis called the meeting to order at 10:18 AM

**Roll Call:**

**Mandan:** Dennis Meier, Jackie Buckley (Online), Lori Flaaten, Heidi Peltz (Online),

**Absent:** Rose Mary Lawson, Karen Rohr, Dawson Holle

**Carson:** Charlie Steinkuehler (Online), Marty Meyer (Phone)

**Absent:**

**Fort Yates:** John PrettyBear (online)

**Absent:** Ken Snider

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

**Approval of Agenda**

- Moved by Charles Steinkuehler to approve the agenda seconded by Marty Meyer. All in favor. Motion carried.

**Approval of Minutes of November 21, 2024**

- Moved by Jackie Buckley to approve the minutes from November 21, 2024, seconded by Marty Meyer. All in favor. Motion carried.

**Review and Approval of December 2024 Bills:**

- Lori Flaaten came early to review the bills. Questions were answered.
  - Question on a client yard clean-up bill, explained to satisfaction of the board. Discussion of what our requirements of the client will be to prevent the concerns from happening again.
  - Bill for another month of placement in which foster care will not pay until permanency hearing takes place.
- Moved by Lori Flaaten, seconded by Jackie Buckley to approve the bills as presented. With a unanimous roll call vote the bills were approved.

<b>Name</b>	<b>Roll Call</b>	<b>Bills Approved</b>
Jackie Buckley	P (Online)	Y
Lori Flaten	P	Y
Rosemary Lawson	A	Absent
Heidi Peltz	P (Online)	Y
Marty Meyer	P (Phone)	Y
Charlie Steinkuehler	P (Online)	Y
Ken Snider	A	Absent

John Pretty Bear	P (Online)	Y
Dennis Meier	P	Y
Karen Rohr	A	Absent
Dawson Holle	A	Absent

**Budget Review**

- TRHSZ is operating under budget through the month of November and should be under budget at years end.
- We are budgeted for an additional zone vehicle in 2025. This vehicle has been ordered through a local dealership.

**Vince Gillette- Three Rivers Human Service Zone Tribal Liaison Report for November 2024**

- There are approximately 50-75 SRST foster children placed in ND foster homes that help to facilitate visits.
- Standing Rock currently has 42 ND IV-E cases and 33 SD IV-E in ND Foster Homes and 20 in paid Foster Care placements.
- Vince attends ND IV-E and Tribal IV-E eligibility meetings. The meetings are about keeping cases current with court orders and paperwork, so the children don't lose their benefits.
- Vince spends a lot of time dealing with Medicaid payment issues for both ND and SD Foster children.
- ND Tribes all got their FMAP reimbursements totaling \$1,292,229.00 for SFY 24-25. The new amounts for the Tribes are MHA \$201,926.00, Spirit Lake \$329,960.00, Standing Rock \$204,652.00, and Turtle Mountain \$551,691.00. Tribes have until June 30, 2025, to get their requests in.
- Vince has been contacted by 2 tribes, MHA and Turtle Mtn. to assist with training their staff to bill for the FMAP and IV-E Admin Reimbursement. He was scheduled to go to Turtle Mtn on November 19, but we had gotten snow. He went to Belcourt on December 5 for about 5 hours.
- Vince continues to track the Indirect Expenses for Fort Yates for Jodie to report to the state.
- Vince did 12 Foster Care visits for SRST and 1 for TRHSZ in August. Human Service Zones did 56 Foster care visits for Standing Rock for the month from all over the state.
- We are short-staffed on the Foster Care side and Vince has been helping to cover visits and transportation. Four candidates were interviewed for the Supervisor position.
- Dennis and Vince are still in the planning stages of a Keeping the Culture Alive class for Native Foster Children and Foster Parents. The first session was on December 17th. There were 41 people who attended the event.
- Vince has been in the Mandan Office full-time since September.
- SRST has 2 CPS workers and 2 Admin Assistants, Raquel has asked for our help with case management and visits. We would like to have an MOU or some sort of tribal agreement stating it is ok that we help with the tribal children as requested by Raquel.
  - John Pretty Bear feels we need to reestablish the MOU that the Tribal Council did away with several years ago.
    - Discussion was held on how we reestablish the MOU.
    - John Pretty Bear will ask Raquel to reestablish this, so it goes to the Tribal Council. Are there legal issues without the MOU?
    - John Pretty Bear will also contact the HEW Committee and request something from them. He doesn't think there would be an issue with an MOU because this assistance to the tribe without a cost. John will get back to us with what they say.

- Vince will send a note to John Pretty Bear stating we are requesting permission to assist Raquel in any way she requests.
- Jackie Buckley had suggested getting a letter from Chase Lingle in the State's Attorney's office.
- Lori Flaaten asked which form would protect our agency? Using the MOU or a voted agreement through the Tribe.
- Could Corey Peterson speak to our AG for an attorney's opinion?
- Does the IV-E agreement have something in it about other agencies/zones helping with IV-E clients?

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

**Three Rivers Zone Office Information**

- Current Openings: None
- New Hires: Vicki Verke, EWI Group 2/3 App Processor, Amanda Wilson, EWI Group 4 Applications/Maintenance, Brittany Reis, Carson Office as a processor, and Haylee Kraft has taken the Admin Assistant position in Ft. Yates.
- Medicaid
  - Total Households: November 2024 - 2055
  - Total Individuals: November 2024 - 3965
  - Total Benefits: N/A
- SNAP
  - Total Households: November 2024 - 1265
  - Total Individuals: November 2024 - 3420
  - Total Benefits Paid: November 2024 – \$666.2K
- LIHEAP
  - Total Households: November 2024 – 132
  - Total Individuals: November 2024 – 365
  - Total Benefits: November 2024 – \$33.6K
- TANF (Temporary Assistance for Needy Families)
  - Total Households: November 2024 – 114
  - Total Individuals: November 2024 – 485
  - Total Benefits: November 2024 - \$51.4K
- Childcare Assistance Program
  - Total Households: November 2024 - 143
  - Total Individuals: November 2024 – 554
  - Total Benefits Issued November 2024 - \$185.7K
- Call Center November Stats
  - Unavailable at the time of this meeting. Working with Lisa Scott to get them for the next meeting.
- Swim Lanes
  - Group 4-CCAP/LIHEAP/MA/SNAP/TANF group still processing from November.
  - Group 2/3-Workers who have CCAP experience have started assisting with CCAP cases.
- Support Specialists (Statewide)

- As of 12/10/24 working on documents from 12/4/24. They were caught up as of Monday of this week.
- Foot traffic in the three offices has been monitored since May.
  - Sioux County 204 in November.
  - Grant County 32 in November.
  - Morton County 353 in November.

**Jenny Wetsch – Child Protection**

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

- 89 total reports in October: 0 Reports in Grant County and 0 Reports for Sioux County.
  - 61 assigned as Full.
  - 2 ATP Assessments.
  - 26 Administratively Assessed or Administrative Referrals.
  - 0 Alt Response.
  - 1 Substance Exposed Infant (SEI).
  - 4 Child Sex Cases
  - 1 Prenatal Drug Cases
  - 0 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 76 cases.
  - 56 Foster Care
  - 22 In-Home Cases, ICPC, Courtesy Case Management & Home Study's
  - 35 Foster Homes/PATH
  - 2 QRTP/PRTF
  - 10 Relative Care
  - 7-18+
  - 0-YCC

**Child Welfare Unit Updates**

- The Case Manager Supervisor position has been filled by Tracy Mertz who will begin her duties on January 2, 2025.
- The Parent Aide unit currently has a waiting list for families as the case load is full.
- There are 2 new case managers who do not have a lot of child welfare experience. Both workers will begin Child Welfare Certification Training through UND in February.
- Lisa Giese, Roughrider North HSZ, continues to assist with supervision of the case management unit.

**Eligibility Redesign Update**

- No updates at the time of this meeting.

**Zone Director Evaluation**

- Wendy explained the need for a 6-month evaluation for the director and all other zone staff now that we are moving our evaluation due date from November to April each year. This coincides with the state.

**Other:**

**Adjourn:**

- Moved by Jackie Buckley, seconded by Charlie Steinkuehler to adjourn the meeting at 11:29 AM. All in favor. Motion carried.

**Next Meeting January 16, 2025 – 10 AM, Mandan**

**Respectfully Submitted,**

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

**THREE RIVERS HUMAN SERVICE ZONE**  
**MONTHLY BILLING APPROVAL SHEET**

For Month of: December, 2024/January, 2025

VENDOR	AMOUNT	
ABM	\$ 717.22	
Ballard, Brittany	\$ 16.09	
Boehm, Dei'yonna 2024	\$ 47.60	
Bravera Ins	\$ 8,538.00	
Brown, Mary 2024	\$ 12.19	
Brown, Mary 2024	\$ 11.32	
HighRidge Apts	\$ 1,175.00	(Already Processed)
HighRidge Apts	\$ 45.00	(Already Processed)
ITD 2024	\$ 236.25	
Mertz, Tracy 2024	\$ 360.59	
Midway Lanes	\$ 25.00	(Already Processed)
Quadient 2024	\$ 500.00	(Already Processed)
SureShred 2024	\$ 43.20	
Credit Card (Gillette)	\$ -	
Credit Card (Leier)	\$ 20,429.88	
WEX Card	\$ 641.74	
Jackie Buckley	\$ 5.60	\$ 50.00
RoseMary Lawson	\$ 63.00	\$ 50.00
Lori Flaaten	\$ 9.80	\$ 50.00
Heidi Peltz	\$ 68.60	\$ 50.00
John Pretty Bear	\$ 88.20	\$ 50.00
Marty Meyer	\$ 95.20	\$ 50.00
Ken Snider	\$ 84.00	\$ 50.00
Charles Steinkuehler	\$ 82.60	\$ 50.00
Dawson Holle	\$ 25.20	\$ 50.00
Karen Rohr	\$ 2.10	\$ 50.00
Subtotal:	\$ 33,323.38	\$ 500.00
<b>TOTAL:</b>	<b>\$ 33,823.38</b>	

APPROVALS:

_____	_____	_____
_____	_____	_____
_____	_____	_____

DIRECTOR:

\_\_\_\_\_

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There are approx. 50-75 SRST foster children from ND and SD placed in ND foster homes that I help facilitate visits . This number is probably larger, the Tribe has approx. 150+ foster children in care, but they won't really tell me where the children are placed. 33 of these placements are SD IV E Paid Foster Care placements in ND and 42 ND Tribal IV E children, with 16 in paid FC placements.

I attend ND IV E and Standing Rock Tribal IV E eligibility meeting held monthly. Meeting is about keeping the cases current with court orders and paperwork so children don't lose IV Eligibility. I spend a lot of time with Medicaid issues with the foster kids Medicaid, bills not being paid, getting SD foster kids on ND Medicaid, and talking with business offices of medical facilities clearing up nonpayment issues with current foster children and children previously in care. I also provide this service for the Three Rivers Human Service Zone foster children. I have frequent contact with Joe Ashley, the Tribal IV E person for the State of SD. He tracks the SRST SD IV E children, I report visits ND does for his IV E children, Interstate compact on the placement of children, getting SD Medicaid closed and ND Medicaid open for his SD Kids.

The new FMAP amounts are out for a grand total \$1,292,229.00 for SFY 24-25. I am assisting Turtle Mountain and Fort Berthold and will do more in depth help when they get all their expenses from Tribal Finance.

We had our first Keeping the Culture Alive class at the Bismarck Public Library on Dec 17<sup>th</sup>. Our presenter was Joelle Bears Tail, who wrote a book about her son being harassed and bullied because of his long hair in the Bismarck School System. We had 41 foster parents, foster children and adults for the presentation. Pizza and pop was provided before the presentation. The next one is tentatively scheduled for Jan 30<sup>th</sup>.

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

I did 2 Foster Care F2F visits for SRST and 1 for Three Rivers HSZ in the month of December. I had a death in my family and the 10 other visits I normally do were covered by our new Social Workers, Brittnei Auck and Biana Wollen. Human Service zones did 56 foster care visits for Standing Rock Foster Kids, literally from all over the state. From Fargo, Bottineau, Cavalier, Devils Lake, Minot, Oakes, Tappen, Forman, Sentinel Butte, Dickinson and Bismarck- Mandan. I think I mentioned last month that Standing Rock CPS has requested assistance with visits for December, January and February for all their visits because they have no case managers. Currently they have 2 admin assistants doing case management work. I'm working on making sure the 56 visits will be covered for the Tribal Kiddo's and I believe they will be covered with the assistance of Brittnei and Briana.

We are shorthanded on the Foster Care side and I have been helping cover visits and some transportation and other duties as assigned.

*Vincent Gillette*

Vincent N. Gillette  
Tribal Liaison

### THREE RIVERS HUMAN SERVICE ZONE Child Protection Reports Dec 1 to Dec 31st

-Of the 97 total reports in Dec, 37 Administratively Assessed (AA)/Administrative Referrals (AR), and 1 Assessment Terminated in Progress (ATP).

Grant County- 2 full/ATP

Sioux County- 0 full/ATP

- \* Total number of Substance Exposed Infant (SEI) cases- 0
- \* Total number of Child Sexual Behavior (CSB) cases- 6
- \*Total number of Prenatal Exposure (drugs/alcohol)- 0
- \*Total number of courtesy interview requests- 0 from another zone, 1 LE assist
- \* Conflict cases for another Zone- 0

**Beginning Dec caseload-**

**Opened/Closed- Dec 1- Dec 31st-**

CPS Supervisor (JW)- 6	Opened-4, Closed-1, End- 9 (*0 combine)
CPS Worker (KO)- 17	Opened-9, Closed- 8, End-18 (*5 new reports received on open cases)
CPS Worker (AS)- 28	Opened-6, Closed-19, End-15 (*2 new reports received on open cases)
CPS Worker (MG)-24	Opened-8, Closed-9, End-23 (*4 new reports received on open cases)
CPS Worker (BM)- 15	Opened-9, Closed-6, End-18 (*4 new report received on open case)
CPS Worker (TB)- 21	Opened-8, Closed- 8, End- 21 (*2 new reports received on open case)

#### Parent Aide Caseload

<b>BB -</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar(vacant)</b>	<b>Apr</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
	14	15	2	2	8	7	9	9	9	vacant	6	8	10
<b>AG-</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
	14	14	10	9	13	10	vacant	6	9	12	9	10	11

**TOTAL 960 REPORTS  
FOR ZONE**

(includes combines)

	2022	2023	2024
JANUARY	67	90	83
FEBRUARY	83	83	101
MARCH	88	95	114
APRIL	81	86	93
MAY	86	76	80
JUNE	79	68	66
JULY	59	70	68
AUGUST	74	98	67
SEPTEMBER	85	108	81
OCTOBER	66	82	84
NOVEMBER	71	89	89
DECEMBER	71	69	97
<b>YEAR TOTAL</b>	<b>910</b>	<b>1014</b>	<b>1023</b>

**ASSIGNED 960'S  
(includes combines)**

	2022	2023	2024
JANUARY	31	53	48
FEBRUARY	41	43	60
MARCH	55	56	86
APRIL	52	53	63
MAY	57	44	48
JUNE	40	36	36
JULY	36	44	44
AUGUST	39	55	45
SEPTEMBER	38	62	52
OCTOBER	30	44	55
NOVEMBER	43	57	63
DECEMBER	40	32	60
<b>YEAR TOTAL</b>	<b>502</b>	<b>579</b>	<b>660</b>

# TRHSZ FOSTER CARE / IN-HOME

## CASE LOADS December 2024

**CASE LOADS TOTALS = 78**

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

**31- foster homes/PATH      0-QRTP/PRTF      19-Relative Care      7-18+    0-YCC**

**21 - In-Home Cases, ICPC, Courtesy Case management & Home studies**

	Opened	Closed
<b>2024</b>		
<b>March</b>	<b>2</b>	<b>2</b>
<b>April</b>	<b>7</b>	<b>4</b>
<b>May</b>	<b>4</b>	<b>5</b>
<b>June</b>	<b>2</b>	<b>5</b>
<b>July</b>	<b>0</b>	<b>7</b>
<b>August</b>	<b>2</b>	<b>3</b>
<b>September</b>	<b>4</b>	<b>2</b>
<b>October</b>	<b>4</b>	<b>3</b>
<b>November</b>	<b>7</b>	<b>6</b>
<b>December</b>	<b>4</b>	<b>3</b>

### 2022- TRHSZ

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

**2023-TRHSZ**

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

**2024-TRHSZ**

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
71	74	73	77	76	77	76	71	74	75	76	78

**2024**

CM	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Foster Care	0	2	2	2	2	3	0	0	0	0
In-Home	1	4	4	5	5	4	0	0	0	0
<b>Total</b>	<b>1</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

KG	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Foster Care	8	8	8	10	10	9	0	0	0	0
In-Home	3	3	2	2	2	3	0	0	0	0
<b>Total</b>	<b>11</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

TM	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Foster Care	7	7	7	8	7	7	11	8	8	5
In-Home	4	3	3	2	2	0	0	1	1	0
<b>Total</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>5</b>

TS	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Foster Care	9	9	9	11	10	9	19	11	11	14
In-Home	4	3	3	2	1	3	5	4	4	4
<b>Total</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>13</b>	<b>11</b>	<b>12</b>	<b>24</b>	<b>15</b>	<b>15</b>	<b>18</b>

NK	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Foster Care	12	14	12	12	12	10	0	0	0	0
In-Home	2	1	1	1	1	2	0	0	0	0
<b>Total</b>	<b>14</b>	<b>15</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

JD	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Foster Care	8	6	8	9	9	8	14	14	12	12
In-Home	4	5	4	4	4	2	5	4	7	5
<b>Total</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>13</b>	<b>10</b>	<b>19</b>	<b>18</b>	<b>19</b>	<b>17</b>

<b>EV</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	10	10	11	9	9	9	13	13	12	12
In-Home	2	2	1	2	2	2	7	8	6	5
<b>Total:</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>20</b>	<b>21</b>	<b>18</b>	<b>17</b>

<b>WI</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	0	0	0	0	0	0	0	11	11	11
In-Home	0	0	0	0	0	0	0	1	4	4
<b>Total:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>15</b>	<b>15</b>

<b>BA</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	0	0	0	0	0	0	0	0	0	0
In-Home	0	0	0	0	0	0	0	0	0	3
<b>Total:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>

<b>BW</b>	<b>Mar</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	0	0	0	0	0	0	0	0	0	3
In-Home	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>

## Three Rivers Human Service Zone- Economic Assistance Report

January 2025

Three Rivers Zone office information:

- **Current Openings:** None

Three Rivers Zone EA benefits distributed:

<b>SNAP Program ( Supplemental Nutritional Assistance Program)</b>													
	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Total Households	476	523	487	525	466	438	395	447	465	463	1879	1265	1312
Total individuals	1276	1406	1334	1363	1216	1179	1057	1209	1279	1277	4759	3420	3365
Total benefits issued	\$641.8K	\$644K	\$642.6K	\$639.7K	\$649.1K	\$658.4k	\$663.5k	\$672.5K	\$682.9k	\$672.5k	\$679.4K	\$666.2K	\$678.4k

<b>LIHEAP Program (Low income Home Energy Assistance Program)</b>													
	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Total Households	341	282	166	100	74	707	N/A	N/A	N/A	23	546	132	106
Total individuals	887	811	442	276	218	1638	N/A	N/A	N/A	85	1264	365	287
Total Benefits issued	\$56.9K	\$93.5K	\$55.3K	\$37.7k	\$29.5K	\$57.1k	N/A	N/A	N/A	\$112.00	\$9.2K	\$33.6k	\$45.1k

<b>Child Care Assistance Program</b>													
	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Total Households	53	55	55	49	58	50	40	56	54	62	241	143	153
Total individuals	196	209	197	162	208	187	133	213	209	231	910	554	587
Total Benefits issued	\$104.3K	\$114.2K	\$111.2K	\$106.8k	\$111.2k	\$112.8k	\$134.7k	\$171.8k	\$195.9K	\$175.5k	\$188.6K	\$185.7k	\$180.4k

<b>Health Care Coverage</b>													
	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Total Households	583	628	526	582	540	413	311	392	432	405	2023	2055	2169
Total individuals	1177	1244	1120	1145	1137	881	654	829	902	888	3947	3965	4057
Total Benefits	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

**TANF (Temporary Assistance for Needy Families)**

	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Total Households	62	69	71	61	62	68	58	57	64	64	120	114	114
Total individuals	245	286	296	238	233	257	259	236	257	248	498	485	464
Total Benefits issued	\$40.6K	\$42.6K	\$40.9K	\$42.2K	\$44.5k	\$45.7k	\$48.6k	\$46.0k	\$46.7k	\$45.8k	\$49.2K	\$51.4K	\$47.1k

**Call Center Stats:**

	Dec-24
Total calls received	28,672
Answered calls	18,327
Abandoned calls	8,869
Average wait time	11 min.
Average talktime	6 min.

**Front Desk Walk in Traffic per County office:**

	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Sioux County	243	195	246	257	238	311	204	173
Grant County	15	19	25	22	28	70	32	27
Morton County	N/A	259	372	381	389	573	353	384

Swim lane information: None

Support Specialist (Statewide):

- Processing current information