

**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 – February 15, 2024**

**Meeting Call to Order:**

**Roll Call:**

**Approval of Agenda**

**Approval of Minutes from January 18, 2023**

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

**Budget Review**

**Zone Program Stats**

**Eligibility Redesign Updates**

**Dennis' 2023 Evaluation**

**Other:**

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

**Next Meeting: March 21, 2024 – 10 AM, Mandan**

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**THREE RIVERS HUMAN SERVICE ZONE**  
**MONTHLY BILLING APPROVAL SHEET**  
 For Month of: February 2024

<b>VENDOR</b>	<b>AMOUNT</b>
---------------	---------------

Gonzalez, Keyona	\$ 8.43
ITD	\$ 229.00
Mahoney, Brook	\$ 45.96
MCI Telephone	\$ 300.83
Meier, Dennis	\$ 14.00
Metro Ambulance	\$ 400.00
NRG	\$ 1,870.00
Preble	\$ 70.00
Quadient	\$ 41.34
Quill	\$ 296.12
Sure Shred	\$ 39.00
WRT (Ft Yates)	\$ 289.50

Credit Card (Gillette)	\$ -
Credit Card (Leier)	\$ 14,366.39
WEX Card	\$ 456.17

Jackie Buckley	\$ 5.36	\$ 50.00
RoseMary Lawson	\$ 60.30	\$ 50.00
Lori Flaaten	\$ 9.38	\$ 50.00
Heidi Peltz	\$ 65.66	\$ 50.00
John Pretty Bear	\$ 84.42	\$ 50.00
Marty Meyer	\$ 91.12	\$ 50.00
Ken Snider	\$ 80.40	\$ 50.00
Charles Steinkuehler	\$ 79.06	\$ 50.00
Dawson Holle	\$ 24.12	\$ 50.00
Karen Rohr	\$ 2.01	\$ 50.00
Subtotal:	\$ 18,928.57	\$ 500.00

**TOTAL:** \$ 19,428.57

**APPROVALS:**

_____	_____	_____
_____	_____	_____
_____	_____	_____

**DIRECTOR:**

\_\_\_\_\_

**Three Rivers Human Service Zone Board  
Meeting Minutes  
Three Rivers Human Services Board Room  
Mandan  
210 2<sup>nd</sup> Ave NW  
January 18, 2024**

**Meeting Call to Order:**

- Dennis called meeting to order at 10:01 AM

**Roll Call:**

**Mandan:** Dennis Meier, Jackie Buckley, Rosemary Lawson, Lori Flaaten, Heidi Peltz, Dawson Holle

**Absent:** Karen Rohr

**Carson:** Marty Meyer via phone, Charlie Steinkuehler via Teams

**Fort Yates:** Ken Snider, John Pretty Bear via Teams

**Others present:** Jodie Leier, Natalie Anderson, Vince Gillette, Mandy Garrett, Jenny Wetsch, Wendy Bent via Teams

**Approval of Agenda**

- Moved by Ken Snider to approve the agenda with the addition of Dennis' evaluation process. Seconded by Rosemary Lawson. All in favor. Motion carried.

**Approval of Minutes from December 21, 2023**

- Moved by Jackie Buckley, seconded by Ken Snider to approve the minutes from December 21, 2023. All in favor. Motion carried.

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

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

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

**Budget Review**

- Dennis explained that the financials for the year end are not available at this meeting as many of the bills being paid in January's bills are carry-over from December 2023. Financials will hopefully be available by February's meeting.

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

- There are approximately 120ish SRST foster children placed in ND foster homes that he helps to facilitate visits.
- Standing Rock currently has 30 ND IV-E cases and 39 SD IV-E in ND Foster Homes. There are 300+ Tribal Cases and 638 Foster Care Placements.
- Vince continues to attend monthly TEAMS meetings with the ND CFS, SD CFS, Tribal and Zone Staff throughout the state who have tribal foster care placement in their foster homes.
- There are separate meetings for Licensure of Foster homes, Tribal Foster children in Zone homes, case management monthly training and a state IV-E and Tribal IV-E eligibility meeting.
- Vince continues to help facilitate meetings for 100+ children between zones Social Workers and Zone foster homes and group facilities.
- Vince answers questions for foster parents about various topics.
- Vince researches the Zone Medicaid issues with the foster children bills that are not being paid, so he works with Medicaid and the facilities to get them paid. He also works to get SD foster children on ND Medicaid and talking with business offices of medical facilities clearing up the non-payment issues.
- Turtle Mountains has a new worker doing the IV-E Administrative reimbursement claims. Vince has been helping her develop a system to submit the claims. It is overwhelming if you haven't done it before.
- ND released the FMAP amounts that Tribes can claim for expenses during the 2023-2025 biennium.
- MOU's need to be signed by the Tribes so they can start billing. I anticipate Standing Rock, MHA and Turtle Mountain will require some assistance since they all have new people in the financial positions,
- At the October 18 meeting in Belcourt it was discussed that you can bill IV-E reimbursement and FMAP for the same period. Vince is anticipating helping with the training for that.
- Vince also does the indirect expenses for Fort Yates since we went to a zone in 2020. He prepares their indirect vouchers and submits them to the auditor for payment, this runs around \$3500 a month.
- Standing Rock has requested assistance with visits again and Vince did 18 F2F visits for the Standing Rock Sioux Tribe for the month of December. An MOU remains unsigned which limits what Vince can do for the Tribe, so he will be helping in more of a financial capacity.

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

- Three Rivers Zone Office Information
  - Current Openings: New position added for a Support Specialist. We have begun interviewing this week. Also, will be advertising for an EW I.
  - Stats for the TRHSZ are now available.
- Medicaid
  - Total Households: December 2023 - 495
  - Total Individuals: December 2023 - 966
  - Total Benefits: N/A
- SNAP
  - Total Households: December 2023 - 461
  - Total Individuals: December 2023 - 1231
  - Total Benefits Paid: December 2023 – \$638.8 K

- **LIHEAP**
  - **Total Households: December 2023 - 228**
  - **Total Individuals: December 2023 – 578**
  - **Total Benefits: December 2023 - \$27.9K**
- **TANF (Temporary Assistance for Needy Families)**
  - **Total Households: December 2023 – 56**
  - **Total Individuals: December 2023 – 223**
  - **Total Benefits: December 2023 - \$38.8K**
- **Childcare Assistance Program**
  - **Total Households: December 2023 - 43**
  - **Total Individuals: December 2023 – 151**
  - **Total Benefits Issued: December 2023 - \$102.1K**
- **Call Center November Stats**
  - **See the STAT sheet for detailed Tier Information.**
  - **The Call Center SWAT Team was created to assist with reschedules for clients who call in when they have missed their interviews or would like to get it completed right away.**
- **Support Specialists (Statewide)**
  - **Continue to assist with apply for help email inbox – As of 1/12/24 they were working on 1/7/24 emails.**

**Jenny Wetsch – Child Protection**

- **See the attached Statistical information which was presented during the meeting.**
  - **69 total reports in December. 1 Report in Grant County and 0 Reports for Sioux County.**
    - **31 assigned as Full.**
    - **1 ATP Assessments.**
    - **37 Administratively Assessed or Administrative Referrals.**
    - **0 Alt Response.**
    - **1 Substance Exposed Infant (SEI)**
    - **3 Child Sex Cases**
    - **1 Prenatal Drug Cases**
    - **0 Courtesy Interview Requests from other zones/1 Law Enforcement**
    - **0 Conflict cases for another Zone**
  - **We have a Parent Aide Position open as Camille has accepted the SW position in FC/IH. We are transitioning her cases to Jen in the interim.**

**Natalie Anderson – Foster Care/In Home/FP Licensing**

- **See the attached statistical information which was presented during the meeting.**
- **Currently we have 68 cases.**
  - **51 Foster Care**
  - **17 In-Home Cases, ICPC, Courtesy Case Management & Home Study's**
  - **32 Foster Homes/PATH**
  - **2 QRTP/PRTF**
  - **12 Relative Care**
  - **4-18+**
  - **1-YCC**

- Camille Martell has accepted the SW position vacated by Sara Moran and will begin Monday.

### Eligibility Redesign Update

- Dennis stated the plan will be to hire more people for the call center.
- The zone directors developed a spreadsheet for all zones to place their concerns with a solution by it with the intent to review at the January directors meeting.
- There is talk of using Holiday rotation so not everybody is taking off for the same days before and after the holidays to provide better staffing to meet the client's needs.
- The state informed zones the hybrid EBT card issuance could take 9-12 months before implementation due to changes needing to take place in the system.
- There are plans to combine swim lanes 2 and 3. They will be able to spread LIHEAP amongst both groups. Also, because both swim lanes interact so frequently it only makes sense to combine.
- There have been a lot of missed interviews, looking at interviews on demand.

### Director's Meeting Update

- The new ND HHS Commissioner has been hired to replace Chris Jones. The Interim Director will go back to her current position.
- Use of the Spreadsheet for concerns.
- Adoption Redesign kickoff is February 1. There is a Townhall on the January 19<sup>th</sup> for the redesign,

### Zone Plan Update

- The 2024 Zone Plan needs to be done by February 1 and sent to Kristen Hasbargen. This plan includes board members and their bios, updated organization charts, contracts and MOU's, Depreciation Schedules, etc.
- The 1<sup>st</sup> payment for Direct Expenses was received for 2024 for all office locations. The amount is approximately 2.5 million dollars.

### Other

- John PrettyBear shared his concerns regarding the difficulties residents of Sioux County are experiencing due to the slowness in processing applications. He expressed the hardships the redesign has caused citizens. They are not receiving SNAP Benefits, TANF and Health Care in a timely manner leaving many to go without the vital necessities or to forego SNAP Benefits for the Commodities option because that at least provides some food for their immediate needs.
- Concerns everybody getting the same dollar amount on EBT, but it doesn't take into account that those in the small communities are paying a lot more for their groceries than those in more urban areas.
- There are no Food Pantries available to those in Grant and Sioux County.
- The high poverty rate also places the most vulnerable residents with limited access to phone service and emergency care.
- John shared recent contacts he has had with recipients of programs whose benefits are held up for review. John feels that the control of processing benefits was more efficient and promptly disseminated when it was under the control of the Zones and should go back to the Zones. John will be taking these concerns to the Indian Affairs Commission.
- Ken Snider and Charles Steinkuehler also shared similar stories as John did with community interaction.
- During the discussions several suggestions were made to try to help solve the service issues.

- **Dawson Holle and Karen Rohr are appointed legislative representatives to the board. Dawson would like to have more contact with John Pretty Bear regarding these issues. John has invited Dawson to come to Fort Yates when they have their council meetings.**

**Adjourn:**

- **Moved by Heidi Peltz to adjourn meeting, seconded by Dawson Holle at 11:42 am. All in favor. Motion carried.**

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

**Respectfully Submitted,**

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

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There are approx. 120ish SRST foster children placed in ND foster homes that I help facilitate visits . This number is probably larger, the Tribe has approx. 300+ in care, but they won't really tell you where the children are placed. 41 of these placements are SD Paid Foster Care placements and 30 ND Tribal IV E Paid FC placements and approx. 200+ tribal 638 foster care paid placements and relative care placements.

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

ND released the new FMAP amounts that Tribes can claim for expenses during the SFY 23-24. The have been signed by the Tribes and they can start billing. I anticipate Standing Rock and MHA may require some assistance; they all have new workers in that position. Spirit Lake has an experienced worker and Turtle Mountain has a worker that thinks she can do the report. The total amount available to tribes is \$1.2 Million that needs to be claimed prior to June 30, 2024. I have offered my services to complete the FMAP reimbursement request if they send me the raw data and I would compile the report, send it to them for review and signature.

You can bill IV E admin reimbursement and FMAP for the same time period and is still in the discussion stages with the tribes. Spirit Lake has the bookkeeping already in place to do this, and we are supposed to have a meeting in February, but I haven't heard anything to date.

I have done the indirect expenses for Sioux County since we went to a zone in 2020. I exam the bills, prepare the vouchers, submit them to the Sioux County Auditor to prepare the checks and pay

the bills, about \$3500.00ish a month. These numbers are submitted to Jodie Leier for the 119 indirect cost report that is submitted to the state.

Standing Rock requested assistance with visits again and I did 21 visits for SRST in the month of January, primarily in the last 2 weeks, because they are slow to let me know they need a visit done.

*Vincent Gillette*

Tribal Liaison

# TRHSZ FOSTER CARE / IN-HOME

## CASE LOADs January 2024

**CASE LOADS TOTALS = 71**

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

**36- foster homes/PATH      2-QRTP/PRTF      11-Relative Care      4-18+    1-YCC**

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

	Opened	Closed
<b>2023</b>		
<b>August</b>	<b>3</b>	<b>5</b>
<b>September</b>	<b>6</b>	<b>1</b>
<b>October</b>	<b>2</b>	<b>4</b>
<b>November</b>	<b>0</b>	<b>3</b>
<b>December</b>	<b>0</b>	<b>4</b>
<b>2024</b>		
<b>January</b>	<b>6</b>	<b>0</b>

**2022- TRHSZ**

<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<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**

<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>
<b>77</b>	<b>66</b>	<b>72</b>	<b>74</b>	<b>74</b>	<b>72</b>	<b>68</b>	<b>69</b>	<b>74</b>	<b>74</b>	<b>72</b>	<b>68</b>

**2024-TRHSZ**

Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec

**71**

**2023**

<b>SM / CM</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	6	3	3	3	vacant
In-Home	4	3	2	2	
<b>Total</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>5</b>	

<b>KG</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	8	8	9	9	7
In-Home	4	5	4	2	4
<b>Total</b>	<b>12</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>11</b>

<b>TM</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	8	9	9	8	8
In-Home	4	4	4	4	3
<b>Total</b>	<b>12</b>	<b>13</b>	<b>13</b>	<b>12</b>	<b>11</b>

<b>TS</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	6	9	9	9	9
In-Home	4	2	2	2	3
<b>Total</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>12</b>

<b>NK</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	10	10	10	10	11
In-Home	2	1	1	1	1
<b>Total</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>12</b>

<b>JD</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	6	6	6	8	8
In-Home	6	6	5	4	3
<b>Total</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>11</b>

<b>EV</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Foster Care	SL	7	7	8	8
In-Home		1	3	2	3
<b>Total:</b>		<b>8</b>	<b>10</b>	<b>10</b>	<b>11</b>

**THREE RIVERS HUMAN SERVICE ZONE**

**Child Protection Reports January 1 to January 31st**

-Of the 83 total reports in January, 35 Administratively Assessed (AA)/Administrative Referrals (AR), and 4 Assessment Terminated in Progress (ATP).

Grant County- 3

Sioux County- 0 (non-reservation cases)

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

\* Total number of Child Sexual Behavior (CSB) cases- 4

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

\*Total number of courtesy interview requests- 2 from another zone, 1 LE assist

\* Conflict cases for another Zone- 0

**Beginning Jan caseload-**

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

CPS Supervisor (JW)- 10

Opened-4, Closed-7, End- 7 (\*2 combine)

CPS Worker (KO)- 13

Opened-6, Closed- 9, End-10 (\*3 new reports received on open cases)

CPS Worker (AS)- 12

Opened-5, Closed-3, End-14 (\*2 new reports received on open cases)

CPS Worker (MH)-27

Opened-7, Closed-9, End-25 (\*3 new reports received on open cases)

CPS Worker (BM)- 11

Opened-7, Closed-5, End-13 (\*2 new reports received on open case)

CPS Worker (TB)- 7

Opened-5, Closed- 3, End- 9 (\*1 new report received on open case)

**Parent Aide Caseload**

CM -	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan
	9	10	10	11	13	13	13	vacant	7	10	14	14	15

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

# CPS REPORTS BY MONTH AND YEAR

## CPS REPORTS BY MONTH AND YEAR

	2016	2017	2018	2019
JANUARY	58	77	92	
FEBRUARY	60	58	59	
MARCH	70	73	89	
APRIL	53	60	85	
MAY	77	110	106	
JUNE	42	62	56	
JULY	44	63		
AUGUST	46	60		
SEPTEMBER	53	70		
OCTOBER	42	70		
NOVEMBER	51	88		
DECEMBER	43	76		
YEAR TOTAL	639	867	487	0

**TOTAL 960 REPORTS  
FOR ZONE**

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

**ASSIGNED 960'S**

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

# Three Rivers Human Service Zone- Economic Assistance Report

February 2024

Three Rivers Zone office information:

- **Current Openings:** Eligibility Worker II -Posted regionally
- **New Hire:** Hired and waiting on background

Three Rivers Zone Stats:

**SNAP Program ( Supplemental Nutritional Assistance Program)**

	Oct-23	Nov-23	Dec-23	Jan-24
Total Households	535	528	476(461)	484
Total individuals	1,410	1,353	1276(1231)	1279
Total benefits issued	\$649.4K	\$641.2k	\$641.8K	\$625.9K

**LIHEAP Program (Low income Home Energy Assistance Program)**

	Oct-23	Nov-23	Dec-23	Jan-24
Total Households	549(494)	400(340)	281(228)	203
Total individuals	1400(1252)	1040(882)	722(578)	601
Total Benefits issued	\$23.9k	\$37.6K	\$49.3KK	\$49.3K

**Child Care Assistance Program**

	Oct-23	Nov-23	Dec-23	Jan-24
Total Households	51	39	53(43)	48
Total individuals	172	146	196(151)	186
Total Benefits issued	\$109.1k	\$107.3k	\$104.3K	\$101.1K

**Health Care Coverage**

	Oct-23	Nov-23	Dec-23	Jan-24
Total Households	639(604)	593(553)	583(495)	508
Total individuals	1239(1176)	1207(1128)	1177(966)	985
Total Benefits	N/A	N/A	N/A	

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

	Oct-23	Nov-23	Dec-23	Jan-24
Total Households	63(61)	59(58)	62(56)	61
Total individuals	254(247)	213(210)	245(223)	245
Total Benefits issued	\$43.5k	\$41.2k	\$40.6K	\$36.8k

Call Center information Stats:

	Oct-23	Nov-23	Dec-23	Jan-24
Tier 1 call volume	N/A	6929	6130	6164
Tier 1 Accepted calls	N/A	5286	4725	4605
Tier 1 Missed calls	N/A	1471	1209	1318
Tier 1 Dropped calls	N/A	9	4	2
Tier 1 Average Queue time	N/A	0:06:53	0:14:37	0:15:21
Tier 1 Average Talktime	N/A	0:07:53	0:08:36	0:08:49
Tier 2 call volume	N/A	34498	31498	35274
Tier 2 Accepted calls	N/A	23269	20397	23550
Tier 2 Missed calls	N/A	10514	10360	10909
Tier 2 Dropped calls	N/A	141	76	97
Tier 2 Average Queue time	N/A	0:05:44	0:06:31	0:06:13
Tier 2 Average Talktime	N/A	0:10:47	0:11:59	0:11:25

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

**IMPACT IN NUMBERS: ON-THE-SPOT INTERVIEWS VS. TEAM CAPACITY**

Jan. 1 - Jan. 29



Support Specialist (Statewide):

- No changes