

Ward County Human Service Zone Board
Minutes
March 21, 2023
Second Floor-Ward County Commissioner's Chambers

PRESENT:

Kristi Frederick
Shelly Wepler
Mac McLeod
Rich Berg
Jason Olson
Hiedi Folstad-Miller

ABSENT:

Matt Ruby

Also present was Karen Schultz, Zone Board Secretary designee.

Meeting was brought to order by Director Kristi Frederick.

MOTION:

It was moved by Shelly Wepler, seconded by Rich Berg and unanimously carried by the Board that the Agenda for March 21, 2023 be approved as presented.

MOTION:

It was moved by Rich Berg, seconded by Mac McLeod, and unanimously carried by the Board that the minutes for the regular board meeting of February 21st, 2023, be approved.

MOTION:

It was moved by Mac McLeod, seconded by Hiedi Folstad-Miller, and unanimously carried by the Board to receive and file the February 2023 Expenditures, bills for March 7th and March 21st, 2023, Budget Recap and Budget Revenue for February 2023 and the FC R & R Report.

A 5 year service award was presented to Audrey Maline Peterson, CPS Intake Worker for Ward CHSZ. Recognition was also given for Theresa Gochanour who was recognized by CASO as Social Worker of the year. Theresa has been a Foster Care case manager for 18 years. Slim Lee who is a social work intern with Ward CHSZ, was acknowledged for receiving a student scholarship award by the NDBSW.

The new Economic Assistance redesign process has been in place for one month. All customer service related calls are being redirected to 1-866-614-6005. Statistics show up to a 42 minute wait time. Since the beginning of this new process on February 13th, 33,280 calls have come into the Customer Support Center. Due to staff turnover across the State and the backlog of cases to be worked particularly in the Southeast corner of the State, this has led to Ward CHSZ members assisting with getting other Zones caught up on case processing.

The Board was provided with a spreadsheet of information which indicated the current position openings within the agency as well as a flyer which is being provided to ND and MN Universities to actively recruit paid interns as well as new graduates with applicable Bachelor or Master Degrees. Dir. Frederick stated our current interns have been a great asset to the agency and she would like to eventually see 1 intern per case manager to assist with filling out paperwork and taking case notes. Hiedi Folstad-Miller stated that it would be nice to see a 2 year Associates Degree offered as a type of a scribe to assist workers but that does not currently exist.

Days for youth in office for 2023 is now at 50. It is the desire to bring in a certified CPI instructor to provide training to those current employees and temp employees who are caring for these youth which can be from 1-3 in office at a time. The end goal is to find a more permanent foster home placement or facility. This is done through a universal application process to see if a youth qualifies for such a facility placement. Youthworks is also currently short staffed at this time which may hinder placement at this location. Director Frederick has spoke with the Facilities Department Head regarding needs for the Morgan Building before it can be utilized and this is also listed on the agenda today for the Ward County Commission Meeting.


Mtg Adjourned at 8:41.



Kristi Frederick, Ward CHSZ Director

4/20/2023

Date



Rich Berg, Secretary