



2019-2021 BIENNIAL REPORT

The North Dakota Department of Human Services 2019-2021 Biennial Report contains information about the department's programs, services, caseloads and expenditures.

MISSION STATEMENT

To provide quality, efficient, and effective human services, which improve the lives of people.

North Dakota Department of Human Services
600 E. Boulevard Ave., Dept. 325
Bismarck ND 58505-0250

Phone: 701.328.2310
711 (TTY)

Email: dhseo@nd.gov
Website: www.nd.gov/dhs
Facebook: @NDHumanServices
Twitter: @NDHumanServices

This information can be made available in an alternative format. Please contact the department.

CONTENTS

INSIDE DHS

Letter to the Governor	6
COVID-19 Response	7
DHS Mission & Operating Principles	10
DHS 2021-2025 Key Priorities	11
Quick Facts	12
Organizational Chart	13
Expenditures by Program Area	14
Where Does the Money Go?	15
Expenditures by Subdivision	16

DHS DIVISIONS

Administrative Support	18
Aging & Adult Services Division	20
Behavioral Health Division	22
Child Support Division	24
Children & Family Services Division	27
Developmental Disabilities Division	30
Economic Assistance Division	33
Medical Services Division	39
Vocational Rehabilitation Division	43

DHS FIELD SERVICES

Field Services	46
Regional Human Service Centers	50
North Dakota State Hospital	54
Life Skills & Transition Center	57

OTHER SERVICES & PROGRAMS

Disability Determination Services	61
ND State Council on Developmental Disabilities	62
Criminal Background Check Unit	64
Refugee Resettlement Support Services	65

HUMAN SERVICE ZONE OPERATIONS

Human Service Zone Operations	67
-------------------------------	----

APPENDICES

Expenditures 2019-2021 Biennium	71
---------------------------------	----



INSIDE DHS

(Credit: ND Tourism)

Dear Gov. Burgum,

We're pleased to provide the 2019-2021 biennial report, which highlights the North Dakota Department of Human Services' (DHS) work and impact on the lives of North Dakotans.

Against the backdrop of a once-in-a-lifetime worldwide pandemic, the 2019-2021 biennium was one of the most challenging, yet also rewarding, periods in our agency's history. Our team came together in selfless service during a time of great urgency and need for those we serve.

The report includes a summary of the COVID-19 supports and services the department implemented to ensure the continuity of health and human services and respond to increased behavioral health and other support needs. Working as one with partner agencies, the DHS team concentrated on shelter and housing stability, preventing hunger, supporting working parents and workforce needs by sustaining access to child care, and supporting the behavioral health and physical health of North Dakotans.

In addition to actively supporting North Dakota's response to the pandemic, we focused our work around five key strategic priorities with significant impacts during the 2019-2021 biennium including:

- **Strong, stable families:** Implemented a new child welfare Safety Framework Practice Model to support families, help parents make positive changes, and keep children safely in their homes;
- **Early childhood experiences:** Worked with lawmakers and the departments of Public Instruction and Commerce to consolidate programs in DHS and focus resources and support on school readiness and increase access to quality early care for North Dakota families;
- **Services closer to home:** Expanded access to community recovery support services, including the Substance Use Disorder Voucher and Community Connect programs; changed eligibility guidelines and increased access to in-home and community services for older adults and other adults with disabilities;
- **Efficiency through redesign:** With our human service zone partners, we implemented a Child Protection Services Central Intake Unit and adopted new prevention-focused practices; the DHS team also simplified access to in-home and community-based long-term support services for people with disabilities through the Aging and Disability Resource Link;
- **High-performing team:** The DHS team worked quickly to create policy and programs in response to pandemic-related needs and worked extra hours to support health and safety needs and sustain services to vulnerable North Dakotans at the Life Skills and Transition Center, State Hospital and human service centers.

As we move into a new biennium, we know there is still more work to do, more service gaps to fill and more opportunities ahead to transform systems and services. We take great pride in doing our best to make a difference every day for North Dakotans who may be experiencing poverty, vulnerability or some other personal or family crisis.

We're grateful for your support of our agency and team as we collaborate with state and local partners, tribal nations, and public and private entities to proactively address challenges and create opportunities to positively improve the health, well-being and lives of all North Dakotans.

Thank you,



Chris Jones
Executive Director



COVID-19 RESPONSE

MAKING AN IMPACT DURING AN UNPRECEDENTED PANDEMIC

In the spring of 2020, our team stepped up to ensure the continuity of critical human services to North Dakotans, while also launching new programs and services in response to emerging COVID-19 pandemic-related needs. In some instances, such as the temporary shelter program for individuals unable to access established homeless or domestic violence shelters because they were symptomatic or tested positive for COVID-19, we rolled out support services in just a few days. Other programs – such as the Behavioral Health Division’s Reach for Resilience program and the department’s Emergency Rent Bridge program – took shape as the longer-term impacts of the ongoing pandemic were felt among health care professionals struggling with exhaustion and psychological distress and within ND households struggling to pay rent because they lost their jobs or their work hours were cut.

From the beginning, the State Hospital, Life Skills and Transition Center, human service centers and human service zones continued to serve vulnerable North Dakotans with on-site health and safety protocols and the use of telehealth and other modifications.

Over the next year, we continued to enhance, expand or strengthen pandemic-related services and access to them. Many of these valuable programs have been integrated into how we serve North Dakotans. By proactively supporting behavioral health and well-being, and housing and economic stability, we can prevent crises from deepening, destabilizing lives, and requiring more health and human service resources.

AGING AND ADULT SERVICES -

- Provided additional funds to senior nutrition providers, so they could respond to the pandemic and offer safe meal options, including home delivered, pre-packaged grab-and-go, curbside pickup and frozen meals.

Funded 1.2 MILLION NUTRITIOUS MEALS to older adults and other adults in federal fiscal year (FFY) 2020, which was a **14% INCREASE** from the prior fiscal year.

- Provided guidance to providers that allowed for uninterrupted delivery of in-home and community-based long-term support services and Vulnerable Adult Protective services.
- Offered technology equipment and technical assistance grants to long-term care facilities to help connect residents to loved ones and enable virtual visits.
- Used additional federal funding to expand services to better serve adults impacted by abuse, neglect or exploitation. Funds were used for staff training, allowing some to become nationally certified. In addition, DHS implemented an emergency fund to help individuals to

remain living in their homes longer through the purchase of equipment and services, such as a lift chair, cleaning services for hoarding situations, and forensic accounting services to assist in case resolution.

BEHAVIORAL HEALTH -

- Awarded a \$4 million federal grant to support individuals with serious mental illness, substance use disorders and individuals with both serious mental illness and substance use disorders. The grant also provides support to health care workers through the Reach for Resilience program.
- Launched Project Renew in partnership with Lutheran Social Services of North Dakota to offer free and anonymous behavioral health support services through a federal crisis counseling program grant.
- Created various resources and social media messaging to support the behavioral health of North Dakotans and

DEVELOPED AGE-APPROPRIATE PARENTS LEAD RESOURCES to help adults talk with children, parent during a pandemic, and prepare families for back to school.

assisted businesses by creating an employer toolkit to help create supportive workplaces.

CHILD SUPPORT -

- Implemented a division-wide telework effort involving more than 60% of the division's team members, including new procedures for remote creation and mailing of documents.

CHILDREN AND FAMILY SERVICES -

- Worked with the N.D. Department of Health and other partners to develop modified operating practices for child care providers to support the health and well-being of children, families and child care staff and support working parents during the pandemic – especially essential workers.
- To sustain and support North Dakota's child care infrastructure during the pandemic, developed and implemented a Child Care Emergency Operating Grant program.
- Together in partnership with the human service zones, sustained child protection and child welfare services to children and families.

Between April to December 2020, distributed \$48.88 million in financial support to 1,004 child care providers, helping programs stay in operation as they faced fluctuating attendance and worked to adopt modified operating practices.

DEVELOPMENTAL DISABILITIES -

- Made possible the virtual delivery of services and assessments.
- Added flexibilities related to training, background checks and administrative requirements.
- Provided emergency supplemental payments to sustain and stabilize community-based day services while utilization decreased due to pandemic restrictions, and to residential providers supporting clients unable to attend their typical service.

ECONOMIC ASSISTANCE -

- Added additional support through the Child Care Assistance Program to assist participating families and child care providers with the cost of care. Adjusted payment to providers to the maximum state rate for full-time and part-time care, and family copayments were waived.
- Implemented a Pandemic Low Income Home Energy Assistance Program (P-LIHEAP) to assist households who received heating assistance during the 2019-2020 and 2020-2021 heating seasons with the cost of electric utility bills. P-LIHEAP provided an annual payment of \$460 applied directly to program participants' past-due or current electric utility bills during the pandemic.

- Lifted mandatory work requirements for individuals participating in the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) program to address COVID-related needs such as work opportunities ending, the need to self-quarantine, the need to care for children due to a closure of child care and in-person schooling. Both programs continued to serve individuals who requested referrals to receive employment services.
- Issued Pandemic Emergency Assistance Funds to children ages three through 18 who were eligible for TANF. Each child received \$550 to assist families with back-to-school costs for the 2021-2022 school year.
- Implemented a Pandemic Electronic Benefits Transfer (P-EBT) program in partnership with the N.D. Department of Public Instruction to provide SNAP benefits to families with children eligible for free or reduced-price meals at school but who were not receiving those meals due to school closure. The program assisted 36,760 children, issuing \$9.57 million in SNAP benefits during the 2019-2020 school year, and aided 30,300 children, issuing \$10.7 million in SNAP benefits during the 2020-2021 school year.
- Participated in the SNAP Emergency Assistance option, which provided all SNAP households with the maximum benefit amount for households their size. Each month during the pandemic, an average of 15,600 households benefited from additional SNAP benefits of \$2.95 million per month.

Worked with housing partners to implement the Emergency Rent Bridge (ERB) program to prevent evictions and stabilize housing for qualifying ND renter households. ERB transitioned to become the more comprehensive ND Rent Help program on June 1, 2021.

MEDICAL SERVICES -

- Streamlined provider enrollment process and provided certain program changes including the use of telehealth, waiving service authorizations and signature requirements for durable Medicaid equipment and adding flexibility to its Medicaid 1915(c) home and community-based services waivers. Medicaid members were allowed longer prescriptions and a 90-day supply of medications and were not terminated from eligibility during the public health emergency.

VOCATIONAL REHABILITATION -

- Implemented virtual VR counseling to ensure continued connection to clients.

HUMAN SERVICE CENTERS -

Expanded telehealth access to retain service provision and continue to serve North Dakotans with behavioral health needs by **going from 71 providers to over 350 providers** who were telehealth enabled, which included addiction counselors, mental health therapists, psychologists, nurses, prescribers, case managers, skills trainers and emergency service team members.

STATE HOSPITAL -

Remained open as the only psychiatric hospital in North Dakota's bed surge plan for COVID-19-related care.

- Utilized state-of-the-art infection control procedures to achieve an overall 1.3% COVID-19 infection rate for patients and team members that was lower than the Stutsman County community infection rate.
- The hospital cared for 147 COVID-positive patients during the biennium. It also expanded infection control procedures and medical care, conducted weekly COVID-19 testing of team members and patients and implemented visitor and community restrictions to help slow the spread of the virus. It provided the COVID-19 vaccination for all patients and staff on a voluntary basis.

LIFE SKILLS & TRANSITION CENTER -

Provided uninterrupted delivery of **around-the-clock care and crisis support** to people living at the Life Skills and Transition Center and to other community providers.

- LSTC also conducted regular screening and surveillance testing and made adaptive opportunities for family connection and visitation.

HUMAN SERVICE ZONES -

Processed increased number of SNAP and Medicaid applications with constrained staff resources to ensure North Dakotans had access to much-needed financial resources during the pandemic.

- Continued to serve clients locally, using hybrid office closures and aligning with federal waivers that provided flexibility in how eligibility workers engaged with clients.
- Experienced more clients using electronic means for verification.

- Maintained child and family visits to support safety and well-being.

ADMINISTRATIVE SUPPORT -

- Fiscal – Assumed monitoring and expending of several new pandemic-related fund allocations directly from the federal government totaling more than \$700 million. This also involved increased procurement and contracting efforts to ensure funds were properly expended within the appropriate requirements, as well as additional subrecipient monitoring and SEFA reporting.

Logistics – Managed the centralized procurement of personal protective equipment (PPE) and critical supplies and worked with partner organizations to secure hard-to-find PPE and supplies and track quantities and coordinate distribution across DHS centers and divisions.

- Human Resources/Risk Management – Provided situational awareness to DHS team members throughout the pandemic and worked with DHS Field Services medical director and subject experts to formalize and implement infection control and environmental safety policies and protocols related to client and employee health screenings, home visits, and facility disinfection and cleaning. In addition, HR team members provided interpretation of the Families First Coronavirus Response Act legislation and extended the benefits of that law to eligible DHS team members.
- Communications: Developed and implemented communications and change management campaign to support and enable team members through the transition to a New Workplace.

DHS MISSION & OPERATING PRINCIPLES

To provide quality, efficient, and effective human services, which improve the lives of people.

QUALITY

- Services and care should be provided as close to home as possible
- Services should be provided consistently across service areas to promote equitable access and citizen focused delivery

EFFICIENT

- Services should be administered to optimize for a given cost, the number served at a service level aligned to need
- Investments and funding in DHS should maximize return on investment for the most vulnerable through safety net services
- Cost-effectiveness should be considered holistically, acknowledging potential unintended consequences and alignment between state and federal priorities

EFFECTIVE

- Services should help vulnerable North Dakotans of all ages maintain or enhance quality of life by:
- Supporting access to the social determinants of health: economic stability housing, education, food, community and health care
- Mitigating threats to quality of life such as lack of financial resources, emotional crises, disabling conditions or inability to protect oneself

DHS 2021-2025 KEY PRIORITIES

Reinforce the Foundations of Well-Being
Economic Health | Behavioral Health | Physical Health



STRONG, STABLE FAMILIES

- Maintain family connections
- Improve stability and prevent crises
- Promote and support recovery and well-being



EARLY CHILDHOOD EXPERIENCES

- Support workforce needs with improved access to child care
- Help kids realize their potential with top quality early experiences
- Align programs for maximum return on investment



SERVICES CLOSER TO HOME

- Create pathways that help people access the right service at the right time
- Engage proactively with providers to expand access to services



EFFICIENCY THROUGH REDESIGN

- Embrace process redesign to find efficiencies in our work
- Leverage technology to support greater efficiency, quality and customer service



HIGH-PERFORMING TEAM

- Develop a One DHS Team culture
- Engage team with opportunities for learning and development
- Implement fiscal scorecard to drive efficiency and effectiveness



QUICK FACTS

During the 2019-2021 Biennium, the North Dakota Department of Human Services:

Employed approximately 2,250 individuals with about 75 percent of its team members working at the regional human service centers, outreach offices, the North Dakota State Hospital and the Life Skills and Transition Center.

Administered over 100 legislatively authorized programs that were provided through the cooperative efforts of the department, other state agencies, human service zones, the tribal nations, service providers and other partners.

Provided direct services, program direction and technical assistance, set standards, conducted training, managed computerized eligibility, information, reporting and claims payment systems; and managed services within its appropriated budget.



ORGANIZATIONAL CHART

JULY 1, 2019 - JUNE 30, 2021

SENIOR LEADERS & MANAGERS



CHRISTOPHER JONES
Executive Director

ROSALIE ETHERINGTON Superintendent State Hospital HSC Clinics Officer	CAPRICE KNAPP Executive Policy Director Medicaid	PAMELA SAGNESS Executive Policy Director Behavioral Health	JESSICA THOMASSON Executive Policy Director Family Stability & Community Inclusion	SUE FOERSTER Superintendent Life Skills & Transition Center	SARA STOLT Chief Operating Officer	ARNOLD STREBE Chief Administrative Officer/CFO
---	---	---	---	--	--	--

JEFF STENSETH
HSC Operations

LAURA KROETSCH
Medical Director

HUMAN SERVICE CENTER DIRECTORS
BLHSC - Jessica Odermann
LRHSC - Julie Baumgarn
NCHSC - Laurie Gotvaslee
NEHSC - Randy Slavens
NWHSC - Char Ferrell
SCHSC - Dan Cramer
SEHSC - Jeff Stenseth
WCHSC - Brad Brown

NANCY MAIER
Aging & Adult Services

JIM FLEMING
Child Support

JULIANNE HORNTVEDT
DD Council

DAMIAN SCHLINGER
Vocational Rehabilitation

CORY PEDERSEN
Children & Family Services

TINA BAY
Developmental Disabilities

MICHELE GEE
Economic Assistance

KRISTEN HASBARGEN
Zone Operations

SHERI SEIL
Disability Determination

TOM SOLBERG
Operations

19 ZONE DIRECTORS

MARCIE WUITSCHICK
Human Resources

JON ALM
Legal Advisory

LYNN BARGMANN
Strategic Communications

ASSISTANT CFO'S
- Donna Aukland
- Rhonda Obrigewitch
- Jamie Wilke

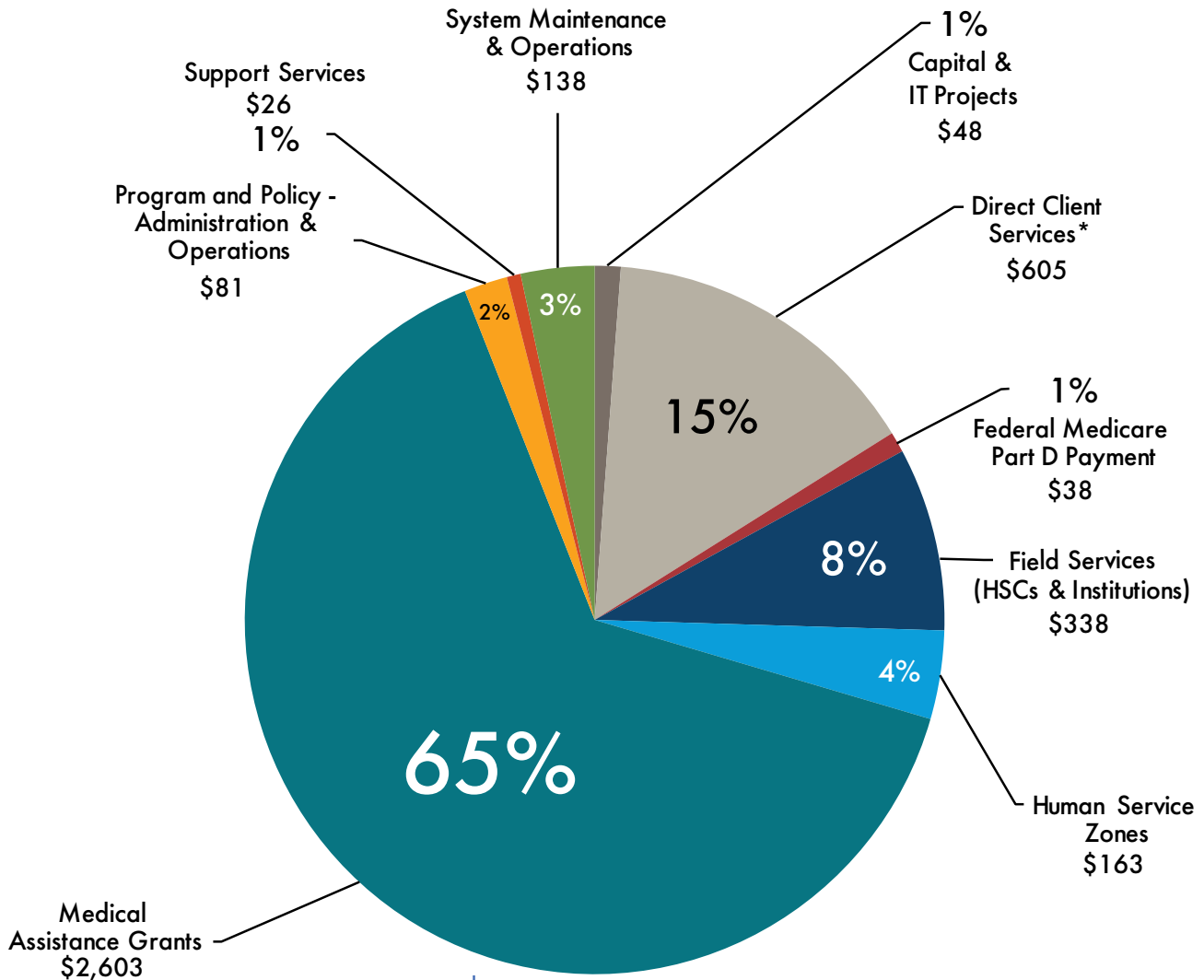
EXPENDITURES BY PROGRAM AREA

As a payor, the Department of Human Services spends most of its budget on medical services, developmental disability services and long-term care services. A significant share of these dollars comes from the general fund (state tax revenue).

Funding Source - % by Revenue Stream in 2019-21 Biennium						
■ General Fund ■ Federal Funds ■ Other Funds (in millions)						
Area	Division				Division Total	Area Total/General
SUPPORT	INFORMATION TECHNOLOGY SERVICES	30.38%	64.28%	5.34%	\$174	
	ADMINISTRATION	54.40%	45.22%	0.38%	\$29	\$203/\$69
HUMAN SERVICES & ELIGIBILITY	VOCATIONAL REHAB	41.32%	58.26%	0.42%	\$15	
	HUMAN SERVICE ZONES	0.15%	99.85%		\$163	
	REFUGEE SERVICES		100.00%		—	
	ECONOMIC ASSISTANCE	2.00%	92.92%	5.08%	\$365	
	DISABILITY DETERMINATION SERVICES		100.00%		\$6	
	CHILDREN AND FAMILY SERVICES	40.76%	55.67%	3.57%	\$141	
	CHILD SUPPORT	27.39%	59.68%	12.93%	\$29	\$719/\$79
MEDICAL, DD, LONG-TERM CARE	MEDICAL SERVICES	20.61%	72.36%	7.03%	\$1,349	
	LONG-TERM CARE	46.48%	52.98%	0.54%	\$665	
	DEVELOPMENTAL DISABILITIES	43.57%	56.43%		\$668	
	DEVELOPMENTAL DISABILITIES COUNCIL	0.14%	99.86%		\$1	
	AGING AND ADULT SERVICES	27.51%	69.60%	2.89%	\$32	\$2,715/\$887
BEHAVIOR HEALTH & FIELD	STATE HOSPITAL	79.38%	7.69%	12.93%	\$72	
	SEX OFFNDR TRTMNT & EVAL PRGM	98.65%		1.35%	\$9	
	LIFE SKILLS & TRANSITION CENTER	48.89%	44.32%	6.79%	\$65	
	BEHAVIORAL HEALTH	67.65%	26.61%	5.74%	\$203	
	HUMAN SERVICE CENTERS	36.22%	44.37%	19.41%	\$53	\$402/\$254

WHERE DOES THE MONEY GO?

2019-2021 ACTUAL EXPENDITURES: \$4,040
(IN MILLIONS)



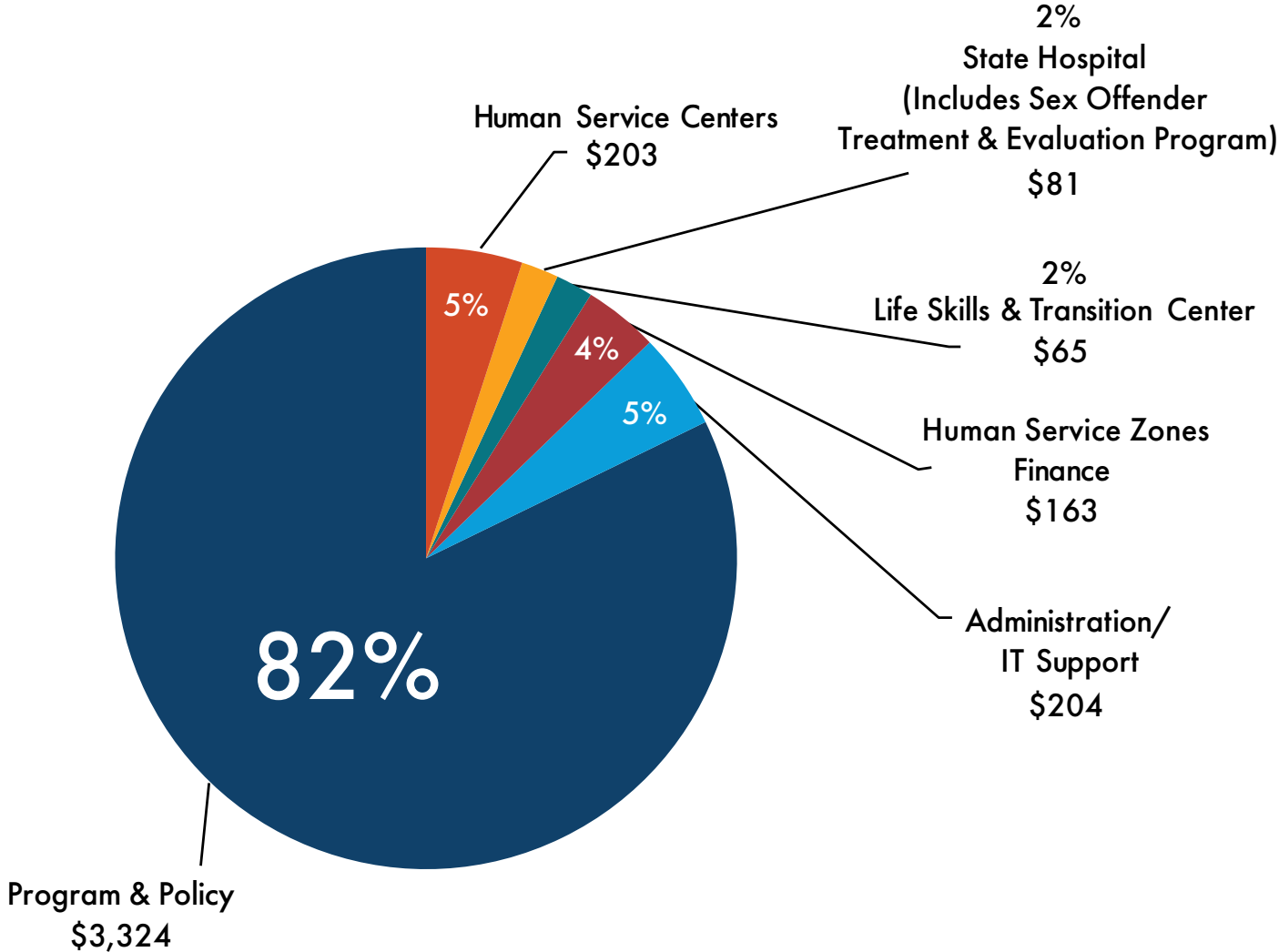
Medical Assistance Grants (by Program)	# Actual Expenditures (in millions)	% of Medical Assistance Grants Total
Developmental Disabilities Grants	\$637	16%
Traditional Medicaid Grants & CHIP	\$653	16%
Medicaid Expansion	\$649	16%
Long-Term Care Services	\$664	17%
Total	\$2,603	65%

Notes: Support Services includes the Executive Office, Legal Services, Human Resources, Fiscal Administration, Strategic Communication and Logistics.

*Direct Client Services include Economic Assistance programs, Child Welfare programs, and grants and service contracts for Aging, Behavioral Health, Vocational Rehabilitation, Medical, Disability, and Refugee Services.

EXPENDITURES BY SUBDIVISION

(IN MILLIONS)





DHS DIVISIONS

(Credit: ND Tourism)



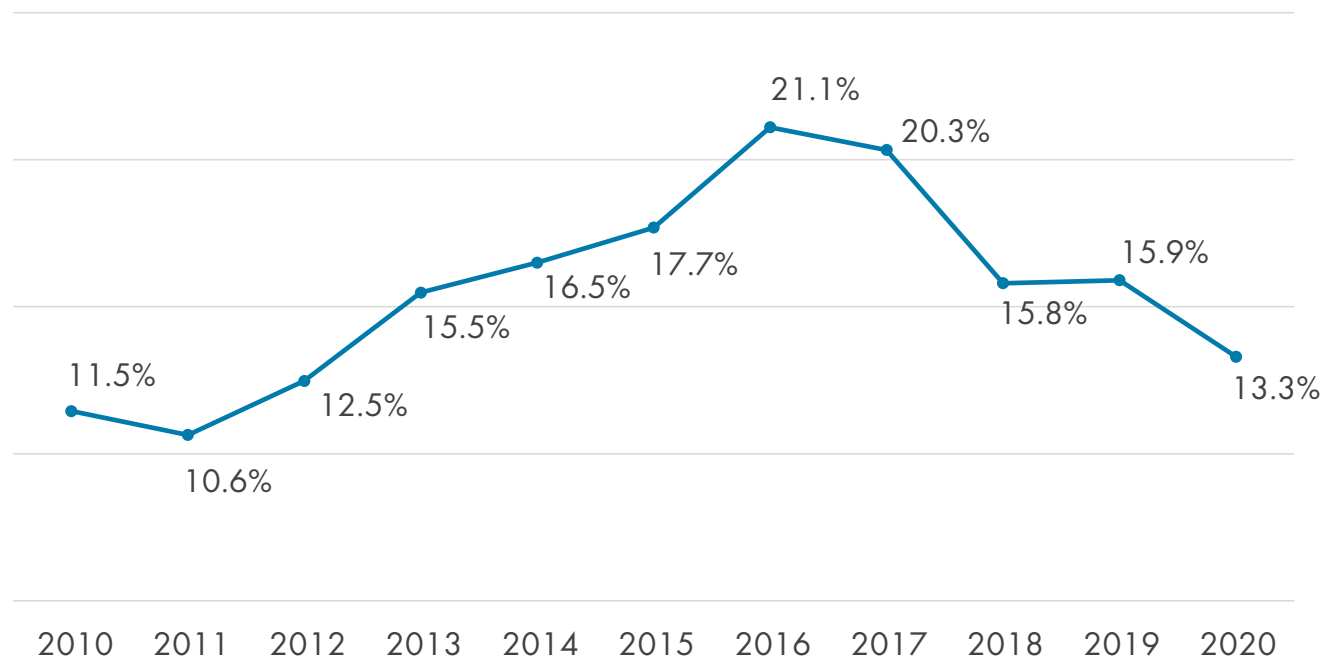
ADMINISTRATIVE SUPPORT

THE NORTH DAKOTA IMPACT WHO WE ARE

Includes: Fiscal • Human Resources • Legal Services • Logistics Management • Strategic Communications

Administrative Support team members work to support other DHS team members who administer programs and policy and/or serve North Dakotans directly.

ND DEPARTMENT OF HUMAN SERVICES TURNOVER 2010-2020



*NOTE: The state offered voluntary incentive separation programs in 2017 and 2018.
The numbers reflect staff who left under those programs.*

MAKING AN IMPACT

ADMINISTRATIVE SUPPORT

Key Priority: High-performing team

FISCAL

- Implemented a new modern cloud-based budgeting and financial planning and analysis system in 2020 to modernize the budget building process and provide information more readily to DHS leaders and managers.

HUMAN RESOURCES

- Piloted and completed migrating HR electronic records from the network drive to a secure SharePoint environment with appropriate permission levels. This makes policy information accessible to DHS team members through the DHS Insider intranet and supports the team's records retention and collaboration processes.
- Provided HR support during the redesign of social services. This included helping to transition and onboard over 140 county employees who joined the DHS team and assisting the human service zones with the zone director hiring process and the implementation of uniform HR policies and practices across the service delivery system.
- Hired a talent acquisition manager to focus on critical recruitment needs and to implement a talent acquisition strategy, building and deploying a talent pipeline, supporting the development of a successful onboarding program, and serving as a resource for staff who perform hiring activities.

LEGAL SERVICES

- Worked with the North Dakota Association of Counties and local social service leaders in the redesign of social services to better serve North Dakotans and deliver effective services more efficiently by transitioning from 47 primarily single-county units to 19 human service zones.
- Consolidated estate recovery efforts by transferring some of the responsibility from the 47 primarily single-county units to DHS to increase efficiencies and recoveries in response to 2019 Senate Bill No. 2124.

LOGISTICS MANAGEMENT

- Developed processes to assist with purchasing and procurement. This enabled DHS facilities to request selected items thru a centralized logistics function, rather than multiple locations all purchasing independently. The use of available state contracts and bulk purchase pricing has saved thousands of taxpayer dollars.
- Developed logistics program for internal audit and analysis of spending processes; conducted reviews of spending to reduce audit vulnerability, identify efficiencies and trends, and to reduce overall costs.

STRATEGIC COMMUNICATIONS

- Worked with a vendor to develop and launch the DHS Insider intranet to enhance internal communication.



AGING & ADULT SERVICES DIVISION

NANCY NIKOLAS MAIER, DIRECTOR

DIVISION CONTACT: 1237 W. Divide Ave., Suite 6, Bismarck, ND 58501

Phone: 701.328.4601, 711 (TTY) • Toll-Free: 855.432.5465

Fax: 701.328.8744 • Email: carechoice@nd.gov

THE NORTH DAKOTA IMPACT

WHO WE ARE

In Aging and Adult Services, our focus is enhancing the quality of life of older adults and individuals with physical disabilities by assisting them to live independently in their homes and communities. Our programs and services also protect the health, safety, welfare and rights of residents of long-term care settings and vulnerable adults in the community.

OUR

SERVICES & PROGRAMS



OLDER AMERICANS ACT SERVICES

We contract with community partners to provide nutrition services offering nutritious on-site or home-delivered meals, and support services including health maintenance screenings, legal assistance, fall prevention, assistive safety devices and companionship. These services support community living.



IN-HOME AND COMMUNITY-BASED SERVICES (HCBS) PROGRAMS

These programs offer care and support services to qualifying adults in their homes and in the community. • Expanded Service Payments for Elderly and Disabled (Ex-SPED) • Home and Community-Based Services (HCBS) Medicaid Waiver • Medicaid State Plan Personal Care • Service Payments for Elderly and Disabled (SPED) • Technology Dependent Medicaid Waiver.



CONTRACTED PROGRAMS

Contracted programs meet specialized needs and include: Dementia Care Services • Telecommunication Equipment Distribution • Guardianship Establishment Program • Senior Community Service Employment Program.



DIRECT SERVICES

AGING AND DISABILITY RESOURCE LINK informs people about services and care options and helps people access in-home and other long-term services, supports and resources.

LONG-TERM CARE OMBUDSMAN SERVICES help people living in skilled nursing, basic care and assisted living facilities understand their rights and resolve concerns.

VULNERABLE ADULT PROTECTIVE SERVICES help prevent and address abuse, neglect, self-neglect and exploitation of vulnerable adults.

HOME AND COMMUNITY-BASED CASE MANAGEMENT SERVICES assist individuals in learning about, applying for, accessing and maintaining community-based services.

MAKING AN IMPACT

AGING & ADULT SERVICES DIVISION



TOP ACCOMPLISHMENT | Key Priority: Services closer to home

Since updating eligibility criteria for in-home and community-based services in January 2020, more individuals were able to access care and support services in their homes. At the end of the biennium, about 2,700 individuals were being served.

Shifted to a centralized intake using the Aging and Disability Resource LINK (ADRL) website and toll-free phone line to link North Dakotans with disabilities to in-home and community-based services and other needed support. After launching a companion outreach campaign in spring 2021, the ADRL website received 40,575 hits and the toll-free line took 8,654 calls.

Received 2,451 reports of suspected abuse, neglect or exploitation of vulnerable adults between Oct. 1, 2019 and Sept. 30, 2020. Following full investigations by specially trained staff, services were offered to 1,415 vulnerable adults.

Finalized and began work to implement the U.S. Department of Justice Settlement Agreement with North Dakota to enhance access to in-home and community supports for older adults and adults with physical disabilities. The team focused on engaging stakeholders, training, finalizing the implementation plan, and conducting initial in-reach and outreach to raise awareness of HCBS options and how to access services.

From July 1, 2019 through June 30, 2021, 86 individuals with disabilities transitioned from institutional settings to community living with support from the Money Follows the Person program and community partners.

Together with the Developmental Disabilities and Medical Services divisions, implemented the federally required Electronic Visit Verification on Jan. 1, 2021. The EVV system electronically verifies that personal care, home health, and other in-home and community-based services are being provided.

Transitioned and onboarded Home and Community-Based Services staff from Human Service Zones to the DHS Aging and Adult Services Division in January 2020, supporting support a unified model of program and policy delivery.

To combat the negative effects of social isolation in older adults and individuals with physical disability, Aging and Adult Services implemented companionship services, which provide recreation and community integration based on a therapeutic goal.



BEHAVIORAL HEALTH DIVISION

PAMELA SAGNESS, BEHAVIORAL HEALTH POLICY DIRECTOR

THE NORTH DAKOTA IMPACT **WHO WE ARE**

DIVISION CONTACT: 600 E. Boulevard Ave., Bismarck, ND 58505
Phone: 701.328.8920, 711 (TTY) • Toll-Free: 800.755.2719
Fax: 701.328.8696 • Email: dhsbhd@nd.gov

The Behavioral Health Division is a policy division, with responsibilities outlined in North Dakota Century Code 50-06-01.4. Team members are responsible for reviewing and identifying service needs and activities in the state's behavioral health system to ensure health and safety, access to services, and quality of services; establishing quality assurance standards for the licensure of substance use disorder program services and facilities; and providing policy leadership in partnership with public and private entities.

The division administers federal and state funding that addresses identified gaps in the state's behavioral health system and provides technical assistance to address system needs. Efforts administered by the division are focused on promotion, prevention, treatment and recovery.

Several awareness and education initiatives the division spearheads include Parents Lead (www.parentslead.org), Opioids: Fill with Care campaign (www.behavioralhealth.nd.gov/opioids), Speaks Volumes campaign (www.behavioralhealth.nd.gov/speakvolumes), Help is Here campaign (www.helpishere.nd.gov) and several other tribal and community prevention programs.

OUR **SERVICES & PROGRAMS**



REGULATION

Ensures the health and safety of individuals receiving services in behavioral health treatment facilities: Substance Use Disorder Treatment Facilities • Regional Human Service Centers • Psychiatric Residential Treatment Facilities for Children • Opioid Treatment Programs



PARTNERSHIPS

Works with state and local partners to achieve shared behavioral health system goals



TRAINING & TECHNICAL ASSISTANCE

Focuses on supporting individuals, providers and communities in building capacity and implementing evidence-based strategies



ADMINISTRATION

Plans, implements, and evaluates contracts with providers in these areas: Community Behavioral Health Promotion • Children's Behavioral Health • Adult Mental Health • Adult Addiction • Community Supports

MAKING AN IMPACT

BEHAVIORAL HEALTH DIVISION



TOP ACCOMPLISHMENT | Key Priority: Strong, stable families

Launched Community Connect in February 2021, a program modeled after Free Through Recovery serving individuals beyond the criminal justice system. Community Connect aims to provide quality services for individuals experiencing addiction or mental health concerns. Thirty community providers have served just over 1,100 individuals.

Continued to increase access to treatment services for individuals with a substance use disorder

through the Substance Use Disorder (SUD) Voucher. Since inception in 2016, the SUD Voucher program has served over 4,600 North Dakotans.

Awarded a contract to Eckert Youth Homes to provide statewide residential addiction treatment services to adolescents. Eckert combines multiple interventions to provide a comprehensive approach to treatment addressing the medical, biological, psychological, social and spiritual needs of adolescents.

Certified over 40 Minor In Possession early intervention providers in an effort to increase workforce capacity and increase access to evidence-based early intervention services. Early intervention is an important piece of the behavioral health continuum of care and helps to reduce the risk of harmful behaviors such as drug and alcohol use.

Certified over 90 peer support specialists following the promulgation of administrative code in July 2020. Peer support specialists bring hope by sharing their experiences and promoting a sense of belonging. Peer support has existed in the behavioral health field for decades; however, its rapid growth in recent years is due to the increasing evidence supporting its effectiveness.

Continued to provide care coordination and peer support services through the Free Through Recovery program, with over 3,500 individuals served since its inception in 2018.

Partnered with the department's Medical Services Division in the implementation of the Medicaid 1915(i) state plan amendment, which was approved by the federal Centers for Medicare and Medicaid Services in December 2020 and launched in February 2021. The 1915(i) allows North Dakota Medicaid to pay for additional in-home and community-based services to support individuals with behavioral health conditions. Services include care coordination, benefits planning, nonmedical transportation, respite, supported education, supported employment, housing and peer support.

Initiated school behavioral health grants with the goal to identify and address gaps along the behavioral health continuum of care, including identifying prevention and early intervention services that have no other funding source, using funds to reimburse clinical or treatment services that are effective but not currently covered services, and filling gaps in service coverage for populations that do not qualify for other forms of reimbursement. Awarded funding to 19 schools in the 2020-2021 school year.



CHILD SUPPORT DIVISION

JAMES FLEMING, DIRECTOR

DIVISION CONTACT: 1600 E. Century Ave., Suite 7, Bismarck, ND 58503

Phone: 701.328.5440, 711 (TTY) • Toll-Free: 800.231.4155

Fax: 701.328.5425 • Email: childsupport@nd.gov

THE NORTH DAKOTA IMPACT WHO WE ARE

The purpose of the Child Support Program is to help parents meet the needs of their children by securing appropriate and sustainable child support.

The program provides services to tens of thousands of children and parents by working with the court system, employers, and other divisions and agencies. These services include locating parents, establishing paternity, establishing support orders, reviewing and seeking appropriate modification of support orders, collecting and distributing court-ordered child support payments, and providing customer service.

OUR SERVICES & PROGRAMS



CUSTOMER SERVICE

Payment processing, electronic disbursement and phone support



PATERNITY AND SUPPORT ORDER ESTABLISHMENT AND MODIFICATION

- Operate in-hospital paternity acknowledgment program
- Obtain genetic tests and paternity judgments as appropriate
- Pursue and modify income-based child support obligations



ENFORCEMENT

- Issue income withholding orders
- Connect parents with the PRIDE program to help them find employment; license or registration suspension; tax refund intercept; credit bureau reporting; financial institution data match; and other tools



PARTNERSHIPS

Collaborate with various partners including employers, state and local agencies, banks, title companies, tribal nations and other stakeholders

MAKING AN IMPACT

CHILD SUPPORT DIVISION



TOP ACCOMPLISHMENT | Key Priority: Efficiency through redesign

Supported the department's key priority of efficiency through redesign from regional to functional units to enhance the delivery of services and implemented a virtual customer service model with a centralized call center and appointment-only field offices. These efforts have improved response times for customer inquiries and re-focused efforts on proactive case management and customer service.

Awarded a two-year \$500,000 federal grant in partnership with the Three Affiliated Tribes' Division of Child Support Enforcement to improve intergovernmental child support case management and collections. The multi-phase project will study how the state processes both incoming and outgoing intergovernmental child support cases to maximize collections for children and families. Intergovernmental child support cases require coordination between North Dakota and another state, tribe or country because a child's parents live in different jurisdictions.

Received and disbursed more than \$300 million in support payments to North Dakota children and families.

Confined growth in statewide unpaid child support to less than one percent per year.

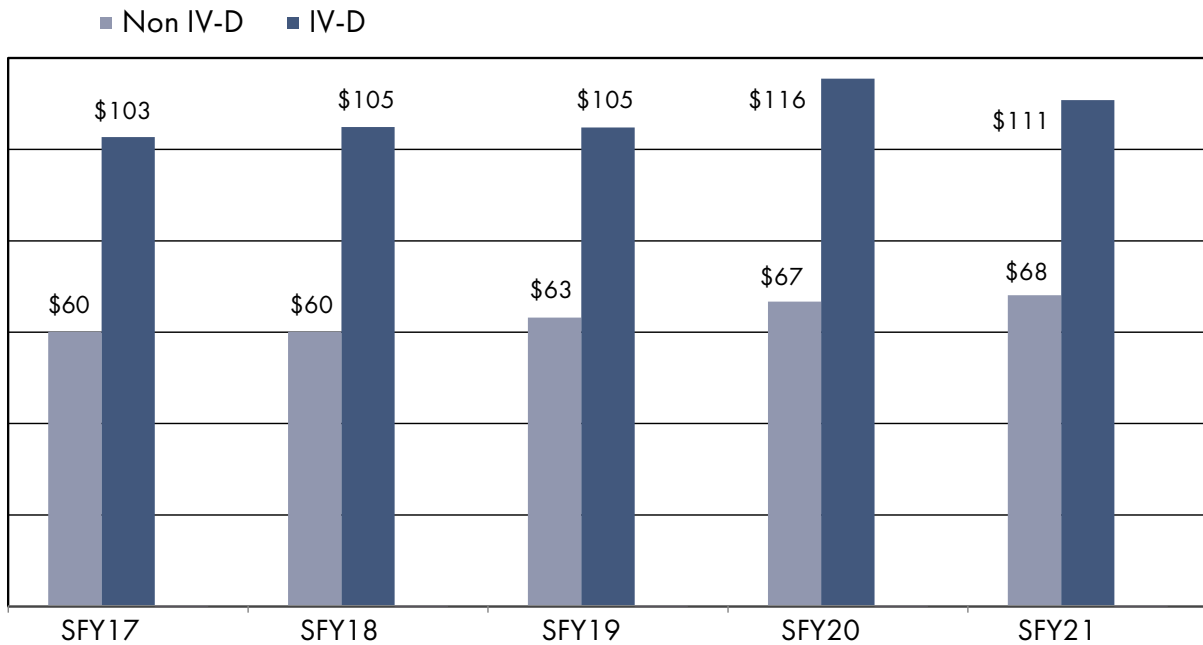
Moved four of the nine locations, down-sized three other offices and substantially reduced overall agency footprint.



FISCAL

CHILD SUPPORT DIVISION

ANNUAL CHILD SUPPORT RECEIPTS BY State Fiscal Year (SFY) 2017-2021 (IN MILLIONS)



IV-D – Receipts for support in cases in which a child lives in a household receiving public assistance through TANF or Medicaid, or has been placed in foster care, or a parent has applied for child support services. Non IV-D – Receipts for all other court-ordered child support.





CHILDREN & FAMILY SERVICES DIVISION

CORY PEDERSEN, DIRECTOR

DIVISION CONTACT: 600 E. Boulevard Ave., Bismarck, ND 58505-0250

Phone: 701.328.2316, 711 (TTY) • Toll-Free: 800.245.3736

Fax: 701.328.3538 • Email: dhscfs@nd.gov

THE NORTH DAKOTA IMPACT

WHO WE ARE

The Children and Family Services Division's purpose is to help struggling North Dakota families avoid disruption and crises by having access to the prevention, early intervention and other help they need to build stability and well-being together.

Together with partners, the CFS team focused on the safety, permanency, resiliency, strength and well-being of children and families. This biennium, North Dakota's child welfare system concentrated on systemic change and redesign to ensure availability and access to a broad, flexible array of effective community-based services and supports for children and their families that address their emotional, social, educational and physical needs. Services include traditional and nontraditional services as well as natural and informal supports.

Services are provided by the human service zones or through contracts with nonprofit service providers and the tribal nations. The division develops policy, provides technical assistance, pays providers to deliver services, and monitors contracts for the delivery of child welfare services.

OUR

SERVICES & PROGRAMS



CHILD PROTECTION & CHILD WELFARE

Adoption and related services • Chafee Foster Care Independent Living and Education and Training Voucher programs for youth 18+ • Child Fatality Review Panel • Child and Family Services Review quality assurance process • Child Protection prevention, identification, and assessment services • Family Preservation services • Foster Care out-of-home placement of children (also, includes kinship and relative care) • In-Home Case Management services to families (prevent foster care placement and to support reunification) • Institutional Child Protection Services • Interstate Compact on the Placement of Children • Subsidized Guardianship Program • Unaccompanied Refugee Minors Program



EARLY CHILDHOOD

Child care licensing, policy and regulation
Partnerships: Child Care Aware of ND - parent resource, referral and provider training and consultation services • Growing Futures - provider registry and workforce development program • Bright & Early QRIS - quality rating and improvement program



ADMINISTRATION

Contract Management • Licensing • Family Foster Homes • Qualified Residential Treatment • Programs • Policy Development • Provider Payments • Quality Assurance • Technical Assistance • Training

MAKING AN IMPACT

CHILDREN & FAMILY SERVICE DIVISION



TOP ACCOMPLISHMENT | Key Priority: Services closer to home

Served more children closer to home by creating a new level of care in the state called Qualified Residential Treatment Programs. QRTPs offer a higher level of care using a trauma-informed treatment model and registered or licensed nursing and clinical staff. This resulted in an 81 percent decrease in placements to out-of-state congregate care settings.

Led efforts to redesign in-home services and foster care services to align service delivery and increase the number of children remaining safely in their homes by implementing the Safety Framework Practice Model, centralizing child welfare supervision and technical assistance in DHS, and expanding availability of Family Centered Engagement meetings statewide. DHS also created a specialized CFS Foster Care Subsidized-Adoption Eligibility Unit.

Continued to roll out the child protection services redesign, which included launching statewide centralized intake for child abuse and neglect reporting in January 2021, while also implementing law changes related to child protection decision-making, mandated reporters, Institutional Child Protection Services and schools, and the Child Fatality Review Panel.

Implemented the federal Family First Prevention Services Act and became the seventh state in the country to receive approval from the federal Children's Bureau of the state's Family First Title IV-E Prevention Services and Programs Plan, which realigns federal funding to strengthen families and protect children.

Entered into a new State/Tribal Title IV-E Agreement with each of the four federally recognized tribal nations in North Dakota: Mandan, Hidatsa and Arikara Nation, Spirit Lake Nation, Standing Rock Sioux Tribe, and Turtle Mountain Band of Chippewa to provide each tribe the ability to receive federal Title IV-E funds through the state, to support tribal child welfare services.

Supported the redesign of quality assurance efforts by creating a specialized unit, and the redesign of early childhood services to centralize child care licensing and supervision in DHS.

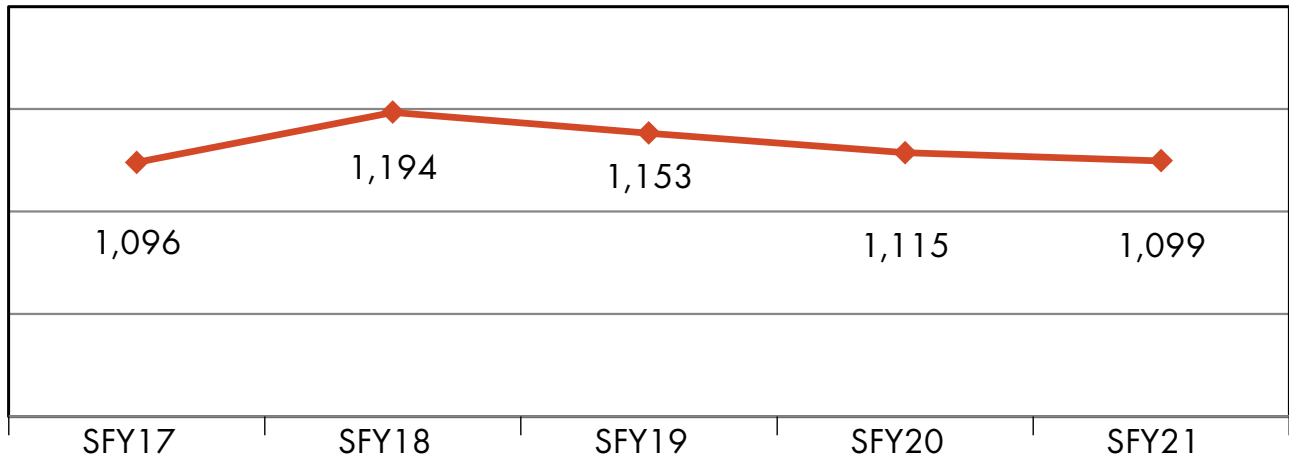
Developed and launched the Kinship-ND navigator support services and enhanced the related website (www.kinshipnd.com), which are resources for kinship families, including close relatives and other significant adults who step in as caregivers and provide stability to children unable to live at home with their parents.

FISCAL

CHILDREN & FAMILY SERVICE DIVISION

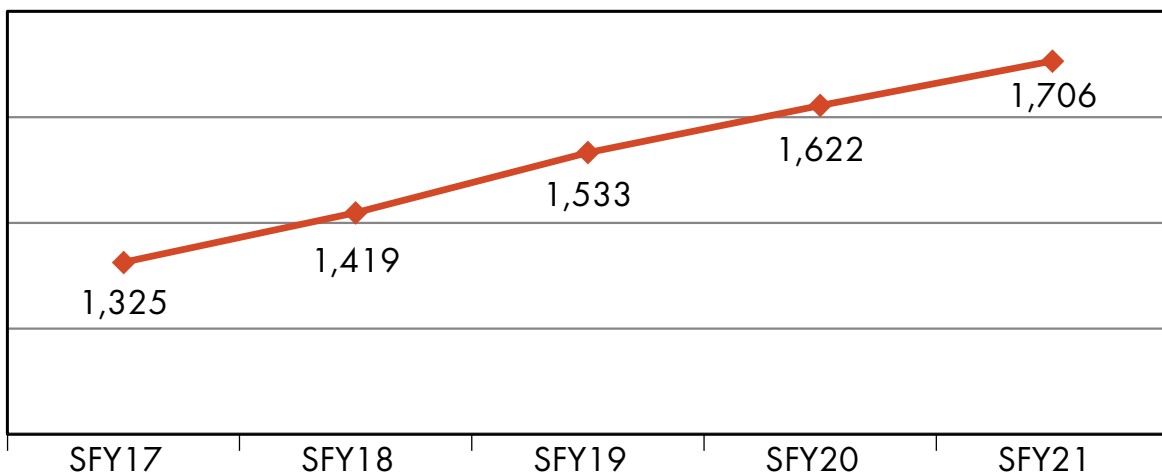
FOSTER CARE: MONTHLY AVERAGE NUMBER OF CASES

State Fiscal Year (SFY) 2017-2021



SUBSIDIZED ADOPTION: MONTHLY AVERAGE NUMBER OF CASES

State Fiscal Year (SFY) 2017 -2021





DEVELOPMENTAL DISABILITIES DIVISION

TINA BAY, DIRECTOR

DIVISION CONTACT: 600 E.1237 W. Divide Ave., Suite 1A, Bismarck, ND 58501-1208
Phone: 701.328.8930, 711 (TTY) • Toll-Free: 800.755.8529
Fax: 701.328.8969 • Email: dhsddreq@nd.gov

THE NORTH DAKOTA IMPACT WHO WE ARE

The Developmental Disabilities team supervises the delivery of person-centered services to individuals of all ages who have an intellectual or developmental disability and children ages birth to three years who have developmental delays. The focus is maximizing community inclusion, independence and self-sufficiency.

Private providers and division staff located across North Dakota provide services, which include individualized support and training so that individuals can live at home and in the community, avoid institutionalization, and successfully transition from institutions to community living.

OUR SERVICES & PROGRAMS

North Dakota’s services for people with a range of developmental disabilities are coordinated by 120 DD program managers and delivered by 38 licensed providers who served 7,900 people ages 0-90+ in 2020.



PROGRAM MANAGEMENT

The single point of entry to all developmental disability services. Program managers work with the individual and team to create a person-centered plan including individual needs and goals, to authorize and coordinate needed services and supports, and to review progress.



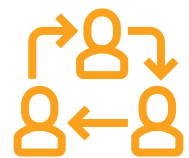
REGULATION

- Develop and monitor Traditional Home and Community-Based 1915(c) Waiver
- Interpret and ensure compliance of state and federal laws and rules
- Administrative code updates



PARTNERSHIPS

- Money Follows the Person Program
- North Dakota Interagency Coordinating Council
- State Rehabilitation Council
- Transition Task Force
- Life Skills & Transition Center



ADMINISTRATION

Budgeting, Licensing, Training, Quality Assurance, Policy Development, Contract Management, Technical Assistance

PROGRAMS: Family Support (In-Home Support, Self-Directed Services, Extended Home Health Care) • Children and Adult Services (Employment, Day Services, Residential, Intermediate Care Facilities, Corporate Guardianship) • Infant and Toddler (Birth Review, Right Track, Early Intervention, Experienced Parents)

MAKING AN IMPACT

DEVELOPMENTAL DISABILITIES DIVISION

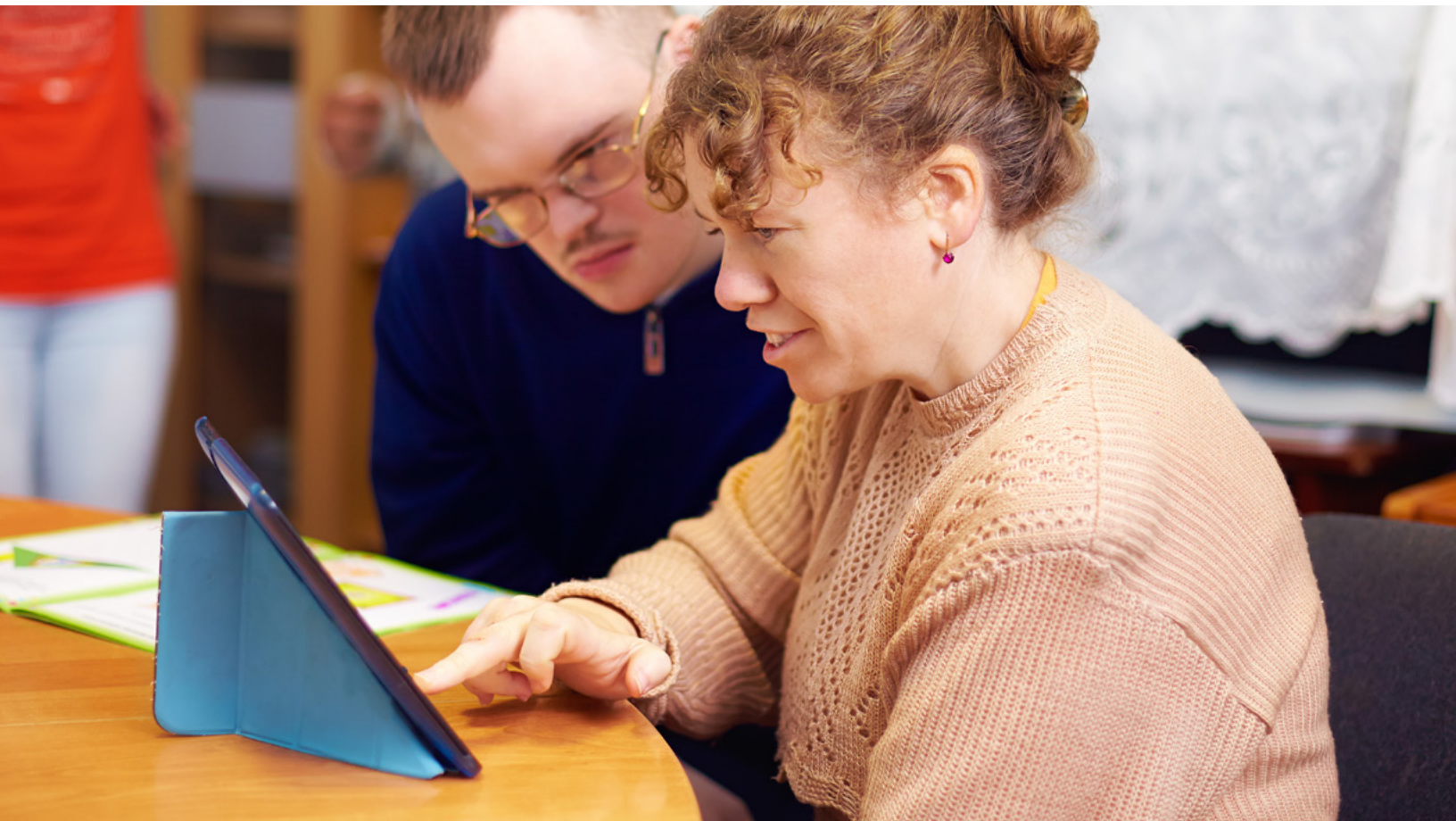


TOP ACCOMPLISHMENT | Key Priority: Services closer to home
Worked with service providers, Money Follows the Person partners, and the Life Skills and Transition Center to support transitions and diversions of 81 individuals, preventing individuals from going to an institutional setting or assisted them with moving to a community setting.

Together with the Aging and Adult Services Division and Medical Services divisions, implemented the federally required Electronic Visit Verification in January 2021.

In State Fiscal Year 2021, helped 3,148 infants and toddlers with developmental delays (or at risk) and their families receive early intervention services to maximize their abilities.

Received funding through a federal U.S. Department of Education Resilient Early Intervention Leadership (REIL) grant (\$197,303) to support early intervention system leaders in a multi-year learning collaborative with the University of North Dakota.

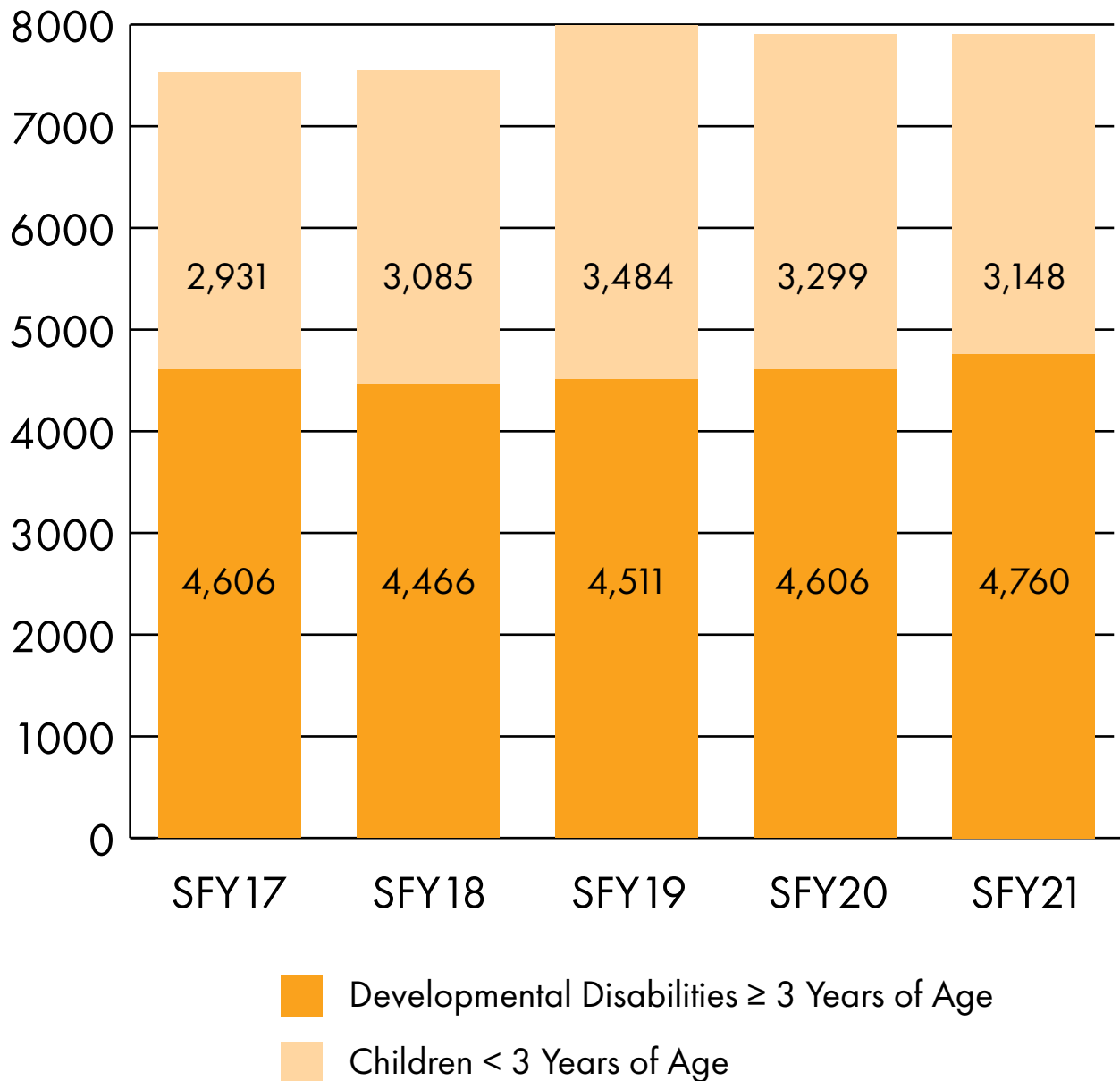


FISCAL

DEVELOPMENTAL DISABILITIES DIVISION

UNDUPLICATED COUNT OF CLIENTS RECEIVING DD PROGRAM MANAGEMENT SERVICES

State Fiscal Year (SFY) 2017-2021





ECONOMIC ASSISTANCE DIVISION

MICHELE GEE, DIRECTOR

DIVISION CONTACT: 600 E. Boulevard Ave., Bismarck, ND 58505-0250

Phone: 701.328.2332, 711 (TTY) • Toll-Free: 800.755.2716

Fax: 701.328.1060 • Email: dhseap@nd.gov

THE NORTH DAKOTA IMPACT **WHO WE ARE**

Having the resources to meet basic needs promotes stability and can prevent a crisis. The Economic Assistance team partners with human service zones to help lower-income North Dakotans when they are struggling to make ends meet by connecting them to resources that can help meet their basic needs. Most economic assistance programs pay a portion of a qualifying individual's or household's needs.

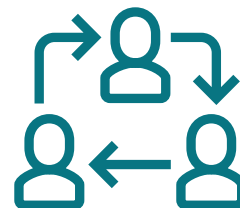
The division is responsible for developing state plans to secure funding, ensuring programs are administered within federal and state law by developing policies and eligibility determination systems, providing training and technical assistance to human service zone team members, and monitoring program accuracy and integrity. The division also distributes benefits to recipients and payments to providers and vendors.

OUR **SERVICES & PROGRAMS**



PROGRAMS

- Medicaid Long-Term Care Eligibility
- Child Care Assistance
- Crossroads program
- Low-Income Home Energy Assistance Program
- Rent Bridge/ND Rent Help programs
- Supplemental Nutrition Assistance Program
- Temporary Assistance for Needy Families



ADMINISTRATION

- Budgeting
- Program and System Development
- Policy and System Support for Human Service Zones
- Quality Control/Assurance and Program Integrity
- State Plans and Policy Development

MAKING AN IMPACT

ECONOMIC ASSISTANCE DIVISION



TOP ACCOMPLISHMENT | Key Priority: Efficiency through redesign
Launched a Medicaid Long-Term Care Eligibility Unit to streamline access to Medicaid coverage for long-term care needs. The team of specialized eligibility workers focuses exclusively on assisting individuals who are applying for Medicaid long-term care in skilled nursing homes and memory care, swing-bed and basic care facilities, and for some Medicaid in-home and community-based services.

Was awarded the opportunity to participate in training and technical assistance through the federal Office of Family Assistance Peer Technical Assistance Network to conduct a comprehensive review of the state's Temporary Assistance for Needy Families (TANF) program. Goals include identifying opportunities and implementing innovative ways to improve the stability and well-being of North Dakota children and families served by TANF.

Implemented phase three of the Self-Service Portal and Consolidated Eligibility System (SPACES) project in 2020, which added Traditional Medicaid for Aged, Blind and Disabled Medicaid coverage groups serving 23,000 North Dakotans to the modern, web-based system. This phase streamlined the application process and integrated eligibility determinations for ACA-Medicaid, Traditional Medicaid, Child Care Assistance Program, Supplemental Nutrition Assistance Program and TANF.

Began work on phase four, the final phase of North Dakota's SPACES project to modernize and consolidate multiple outdated eligibility determination systems. When completed in the fall of 2021, this last phase of the project will add the Low-Income Home Energy Assistance Program to SPACES.

Served an average of 2,700 children per month through the Child Care Assistance Program during state fiscal years (SFY) 2020 and 2021. This assistance allowed more than 3,000 qualifying low-income families to have more affordable child care while they were working or attending school or training.

Served an average of 49,000 individuals per month through the Supplemental Nutrition Assistance Program (SNAP) in SFY 2020 and SFY 2021. Forty-four percent of those served were children and youth, ages 18 and younger.

Assisted 12,820 households with home heating costs during the 2021 Low-Income Home Energy Assistance Program heating season. Of the households served, 75% included older adults, individuals with disabilities or children younger than age six.

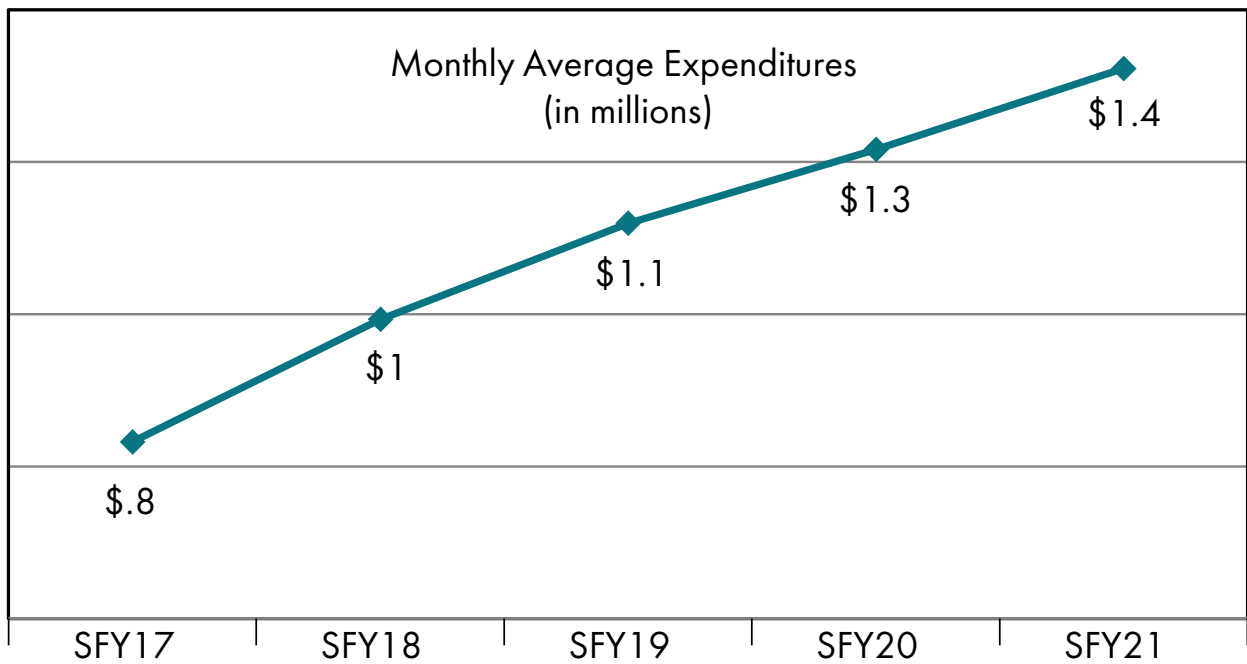
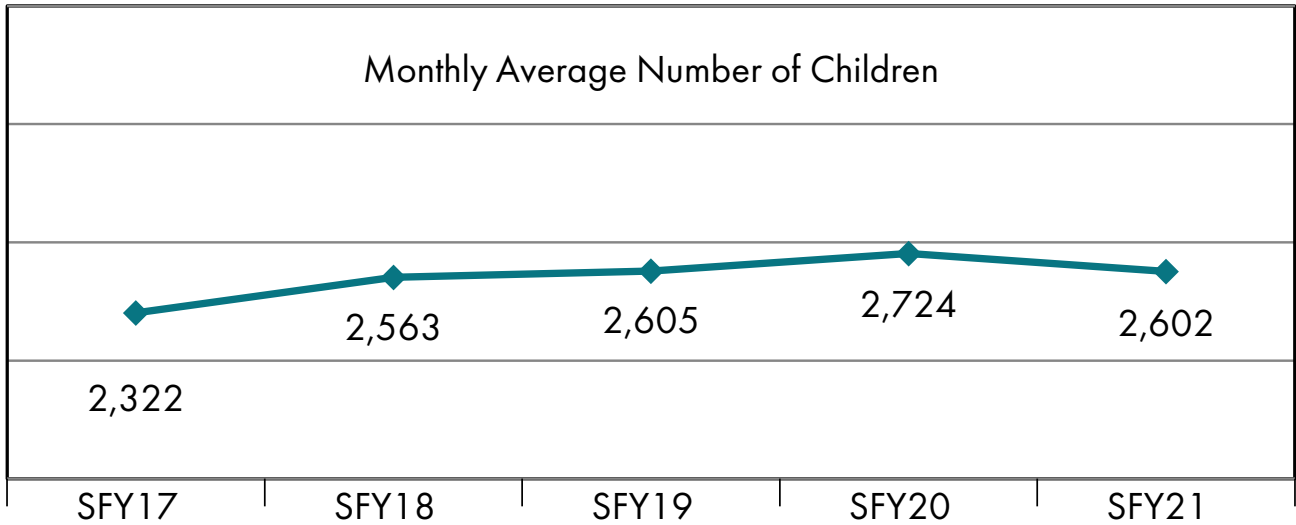
Served an average of 2,271 individuals per month through the Temporary Assistance for Needy Families (TANF) program in SFY 2020 and SFY 2021; 84% of participants were children under age 18.

FISCAL

ECONOMIC ASSISTANCE DIVISION

CHILD CARE ASSISTANCE PROGRAM

State Fiscal Year (SFY) 2017-2021

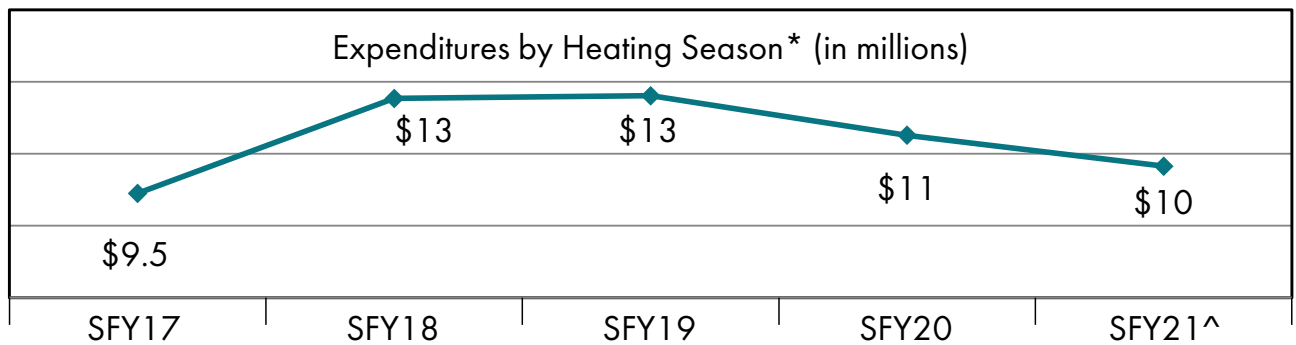
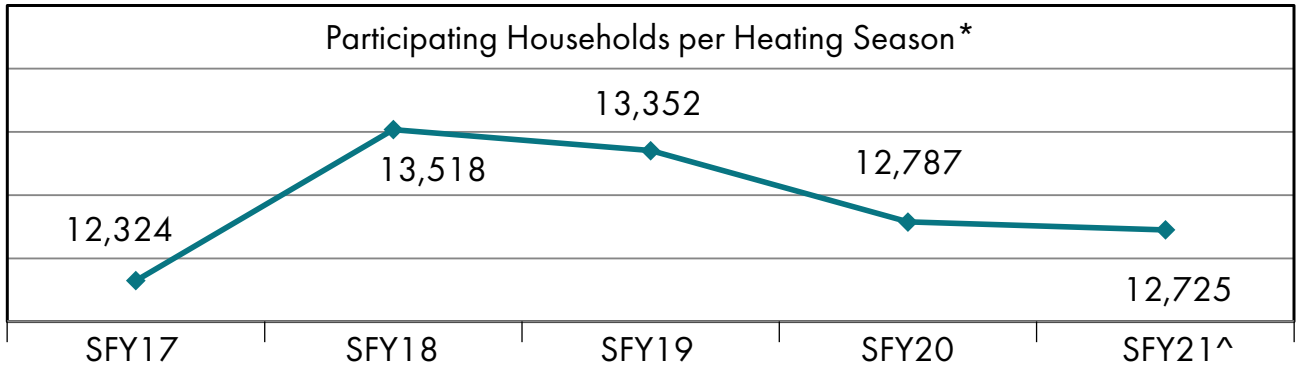


FISCAL

ECONOMIC ASSISTANCE DIVISION

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

State Fiscal Year (SFY) 2017-2021



*The LIHEAP heating season runs annually from October 1 to May 31.

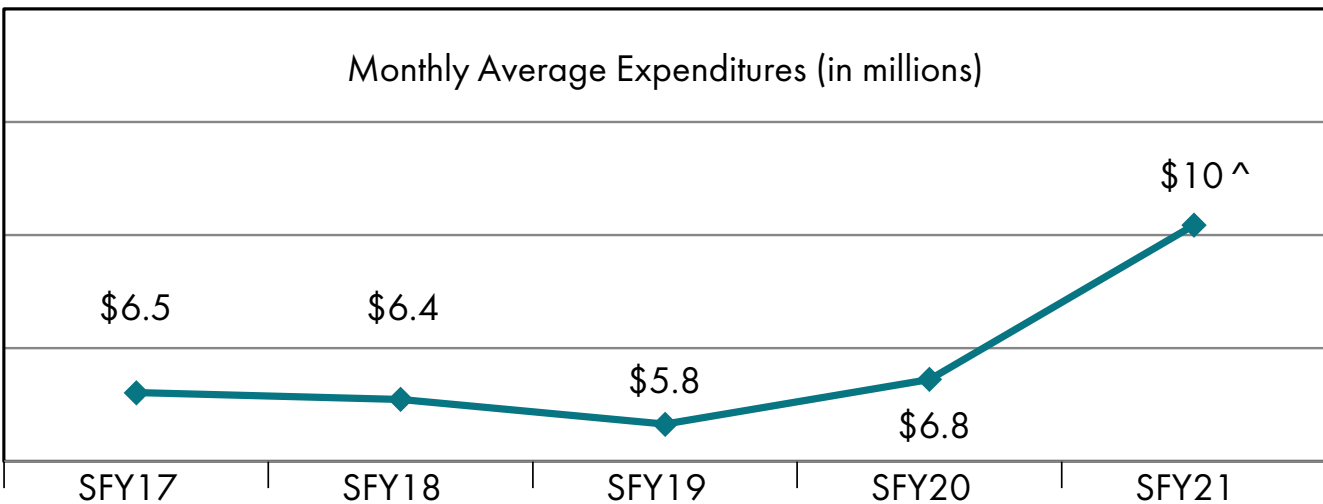
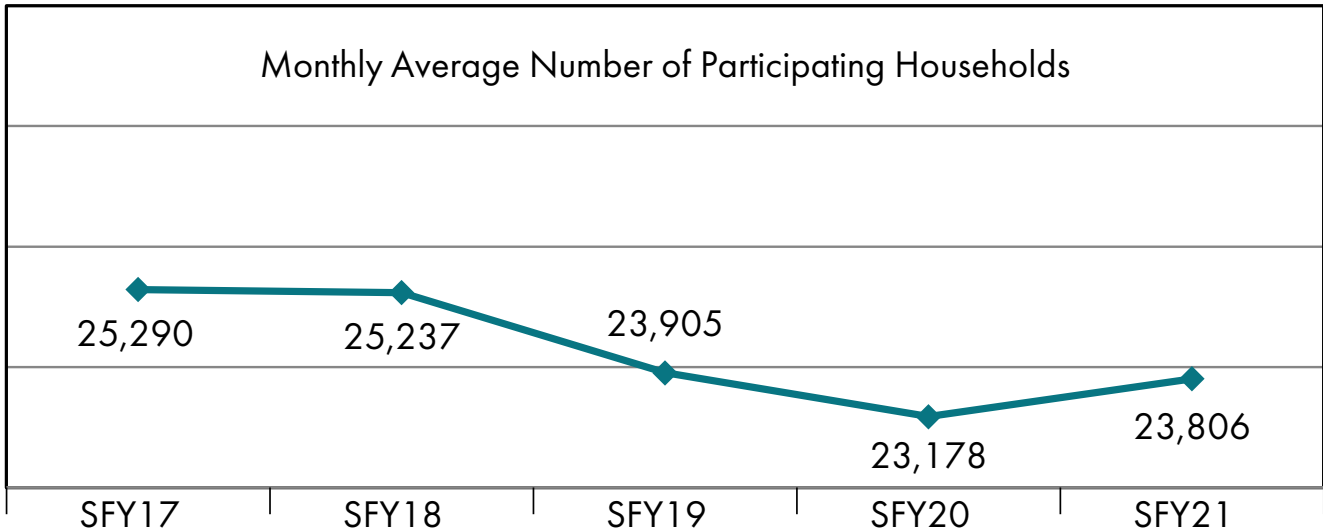
^ For comparison purposes, 2021 heating season expenses may be incomplete because payments may be made in the 2021 - 2023 biennium.

FISCAL

ECONOMIC ASSISTANCE DIVISION

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

State Fiscal Year (SFY) 2017-2021



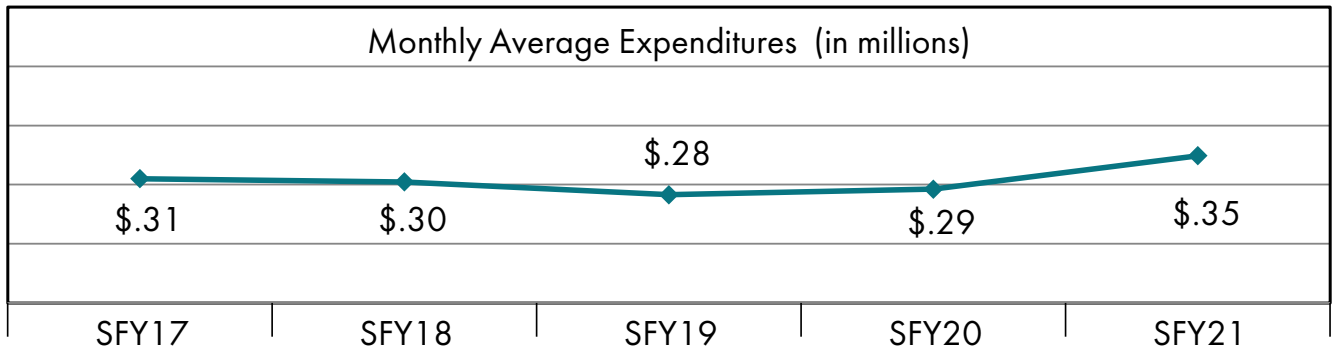
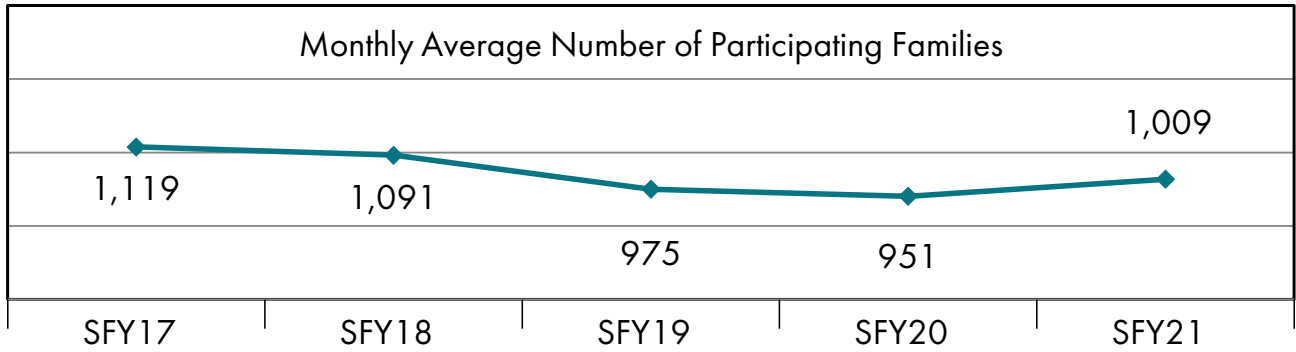
[^] SNAP expenditure increase reflects North Dakota's participation in the SNAP Emergency Assistance Option implemented in response to the COVID-19 pandemic.

FISCAL

ECONOMIC ASSISTANCE DIVISION

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

State Fiscal Year (SFY) 2017-2021





MEDICAL SERVICES DIVISION

CAPRICE KNAPP, MEDICAID EXECUTIVE POLICY DIRECTOR

DIVISION CONTACT: 600 E. Boulevard Ave., Bismarck, ND 58505-0250

Phone: 701.328.7068, 711 (TTY) • Toll-Free: 800.755.2604

Fax: 701.328.1544 • Email: dhsmed@nd.gov

THE NORTH DAKOTA IMPACT WHO WE ARE

The Medical Services team administers programs that provide health care coverage and related support services for qualifying North Dakotans. Medicaid, Medicaid Expansion and the Children’s Health Insurance Program cover qualifying families and children, low-income adults, pregnant women, older adults and people with disabilities.

Human Service Zone offices primarily determine if people qualify for public-funded health care coverage, and the division sets and administers policy for hospitals, clinics, nursing facilities, physicians, pharmacies, dentists, home care providers and other participating providers for covered Medicaid services.

The division funds a comprehensive array of health care services and supports for members including behavioral health services, chiropractic, clinic and dental services; durable medical equipment and facility services in hospitals, nursing facilities, psychiatric residential treatment facilities and intermediate care facilities. Other services and supports funded by the division are home health care, hospice, transportation to appointments for covered services if needed, pharmacy, preventive services and therapies.

OUR SERVICES & PROGRAMS



HEALTH CARE COVERAGE PROGRAMS

- Medicaid and Medicaid Expansion
- Children’s Health Insurance Program
- Program of All-inclusive Care for the Elderly (PACE)
- Autism Voucher Program
- Medicaid Autism Spectrum Disorder, Medically Fragile and Hospice Waivers



PROVIDER AND MEMBER SERVICES

- Provider enrollment, claims processing and payments
- Pharmacy services
- Utilization review
- Health Tracks screenings and services



OVERSIGHT AND QUALITY ASSURANCE

- Eligibility policy
- Program integrity
- Quality strategies
- Rate setting

MAKING AN IMPACT

MEDICAL SERVICES DIVISION



TOP ACCOMPLISHMENT | Key Priority: Services closer to home

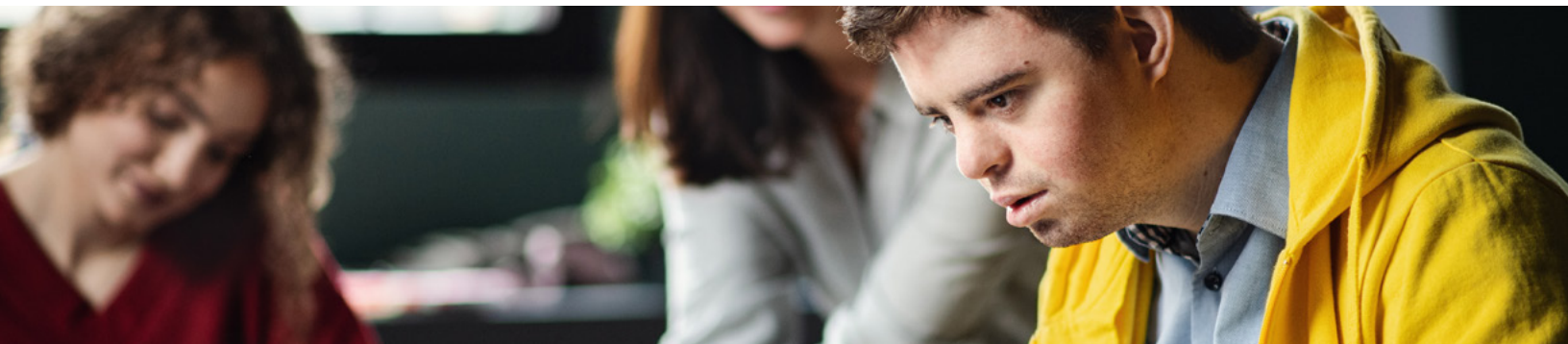
Successfully developed in partnership with the Behavioral Health Division a Medicaid 1915(i) state plan amendment that allows North Dakota Medicaid to pay for in-home and community-based behavioral health services for children and adults. The department created an aggressive strategy to gather input by hosting six community meetings throughout the state where over 200 people provided comments in-person or online. An additional 100 comments and recommendations were received during the 30-day public comment period. The state plan amendment was submitted to the federal Centers for Medicare and Medicaid Services in April 2020, approved in December 2020 and launched in February 2021.

Successfully transitioned the Children's Health Insurance Program (CHIP) from a managed care program into North Dakota Medicaid. This gave about 2,000 children greater access to health and dental benefits and saved about \$6.1 million (\$1.9 million in general fund). The division also transitioned the administration of Medicaid Expansion outpatient pharmacy services for about 20,000 members from a managed care organization contract to the department, which resulted in over \$6 million in savings.

Expanded access to behavioral health services for individuals eligible for traditional Medicaid coverage by adding medication-assisted treatment for opioid use disorders and withdrawal management services, previously known as detoxification services, as Medicaid-covered services.

Awarded a four-year contract to Blue Cross Blue Shield of North Dakota for Medicaid Expansion managed care services. Contract begins January 2022.

Completed a nursing home payment reform study in partnership with members from the North Dakota Long-Term Care Association, a consultant and other stakeholders. The study aimed to develop a budget neutral payment methodology that would reduce variation among facilities, reduce the growth in nursing home spending over time and encourage efficiency across the long-term care system.

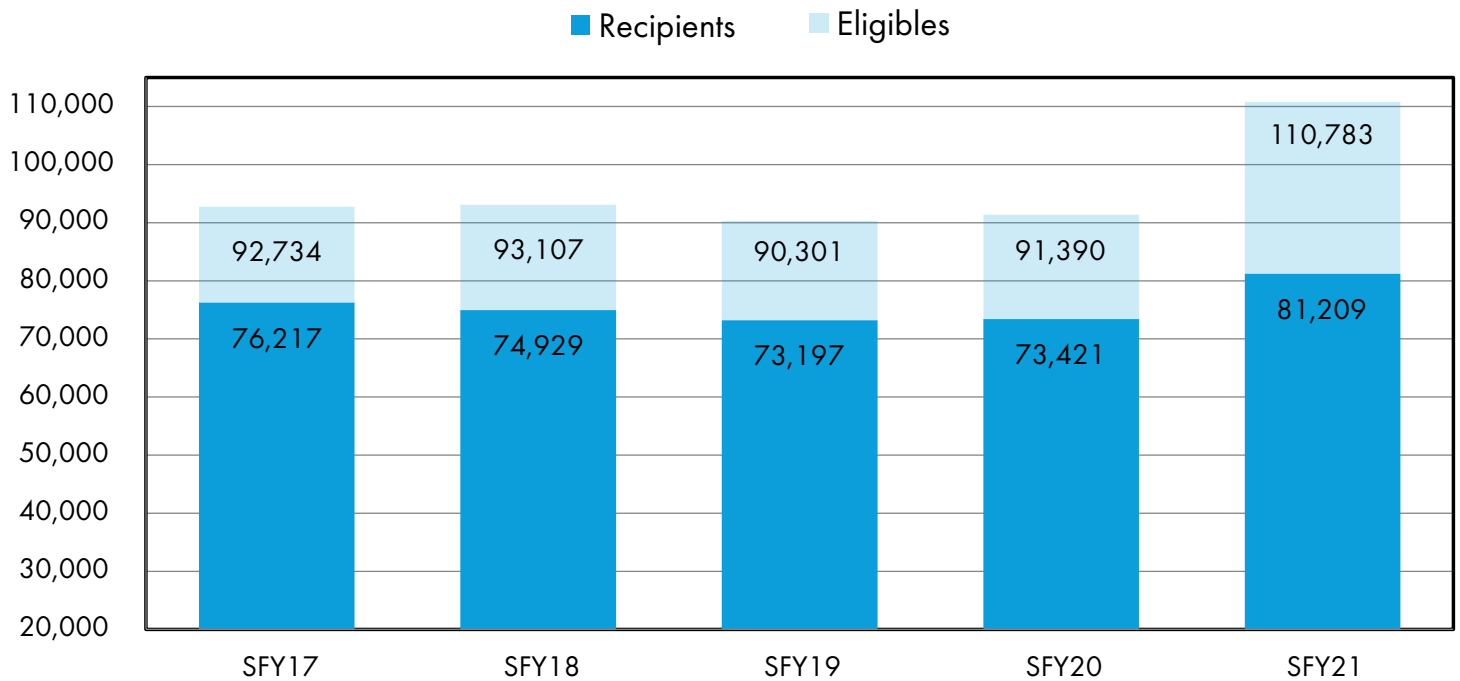


FISCAL

MEDICAL SERVICES DIVISION

MEDICAL ASSISTANCE - MEDICAID & MEDICAID EXPANSION ELIGIBLES & RECIPIENTS

State Fiscal Year (SFY) 2017-2021



Eligibles are people eligible to receive services (those approved for the program).
Recipients are people who actually received services during the state fiscal year.

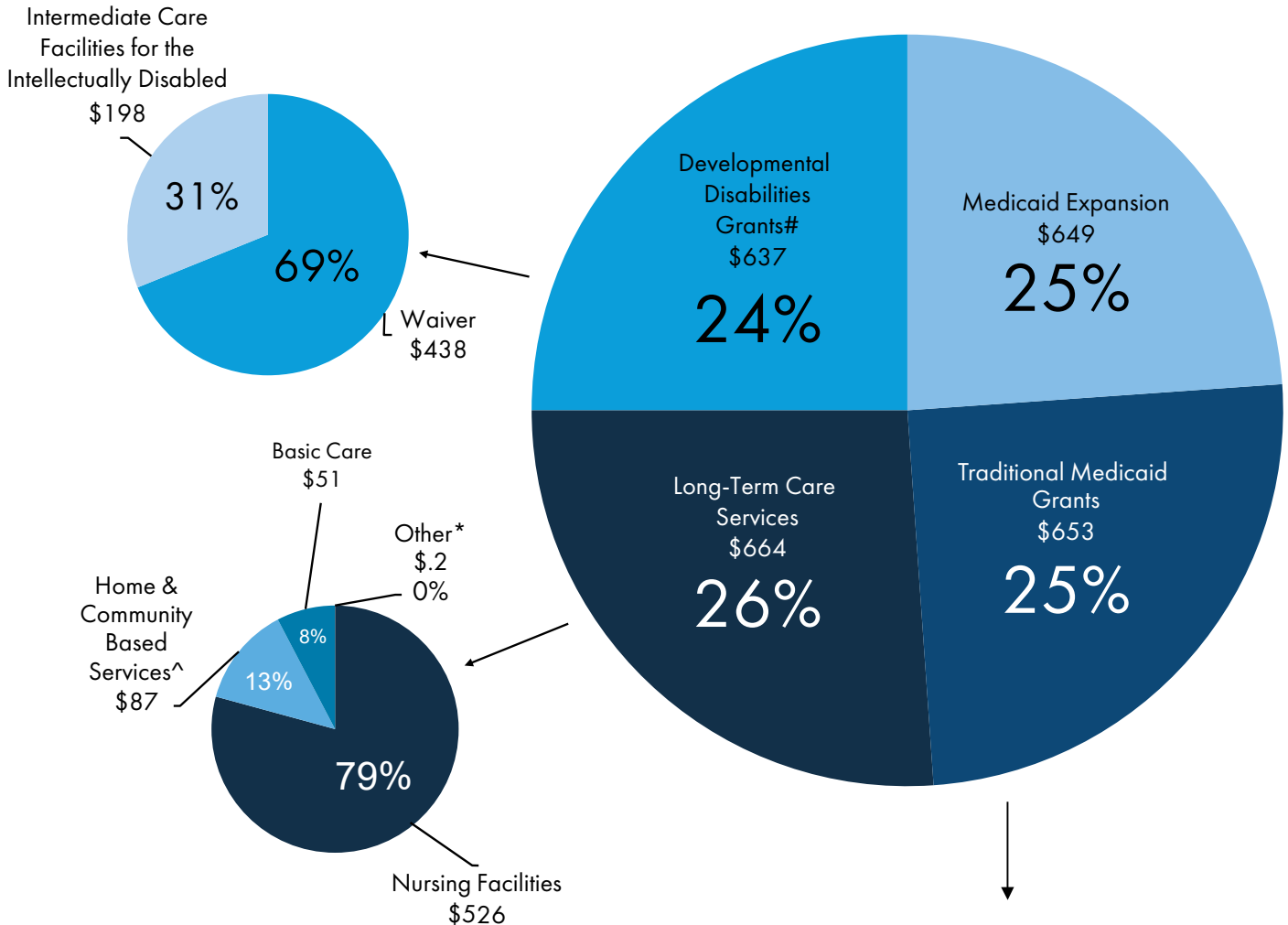


FISCAL

MEDICAL SERVICES DIVISION

MEDICAL ASSISTANCE GRANTS - \$2,603

(IN MILLIONS)



*Other includes Personal Needs Allowance and Supplemental Security Income

^Home and Community Based Services includes SPED, Expanded-SPED, Personal Care, Targeted Case Management, Home & Community Based Services Waiver, Children's Medically Fragile Waiver, Technology Dependent Waiver, PACE, Children's Hospice Waiver, Autism Waiver, and Autism Voucher.

#Developmental Disabilities Grants expenditures are included in the Developmental Disabilities Division expenditures.

Traditional Medicaid Grants	Actual Expenditures (in millions)	Traditional Medicaid Grants
Hospital	\$277	42%
Physician Services	\$91	14%
Indian Health Services	\$37	6%
Premiums	\$36	5%
Psychiatric Residential Treatment Facilities	\$26	4%
Dental Services	\$30	5%
Drugs - NET (Includes Rebates)	\$28	4%
CHIP Premiums	\$4	1%
Ambulance Services	\$13	2%
Durable Medical Equipment	\$10	2%
Other	\$101	15%
Total	\$653	100%



VOCATIONAL REHABILITATION DIVISION

DAMIAN SCHLINGER, DIRECTOR (JANUARY 2021 -)
ROBYN THROLSON, ACTING DIRECTOR (- JANUARY 2021)

THE NORTH DAKOTA IMPACT **WHO WE ARE**

DIVISION CONTACT: 1000 E. Divide Ave., Bismarck, ND 58501
Phone: 701.328.8950, 711 (TTY) • Toll-Free: 800.755.2745
Fax: 701.328.1884 • Email: dhsvr@nd.gov

The Division of Vocational Rehabilitation (VR) offers services to assist individuals with disabilities to achieve and maintain competitive, integrated employment and also offers pre-employment transition services to students with disabilities ages 14-21. The division helps connect over 500 people with disabilities to meaningful employment each year. About 89% of the division's clients placed in meaningful employment have a significant disability.

The VR team also provides consultant services to businesses to assist with work site and workforce concerns. Annually, the division recognizes employers who are models for other organizations because of their employment of individuals with disabilities.

The division also provides services to help people age 55 and older who have a significant vision loss to maintain their independence in their homes and communities.

OUR **SERVICES & PROGRAMS**



EMPLOYMENT SERVICES

For people with disabilities so they can become and remain employed

- Counseling and guidance • Assessment of interest and employment needs • Accommodations • Job placement services



PRE-EMPLOYMENT TRANSITION SERVICES

For students with disabilities ages 14-21

- Workplace readiness training • Work-based learning experiences • Job exploration/counseling • Self-Advocacy and peer mentoring • Counseling for enrollment in post-secondary opportunities



TRAINING SERVICES

Tailored to meet individual rehabilitation needs and employment goals

- On-the-job training • Internships/apprenticeships • Job support/coaching • Academic and vocational training • Supported/customized employment



SERVICES TO EMPLOYERS

Help to connect to qualified applicants or retain quality employees • Staffing help to include recruitment and retention • Financial incentives • Americans with Disabilities Act consultation • Disability education and awareness training



OLDER INDIVIDUALS WHO ARE BLIND PROGRAM SERVICES

For people age 55 and older who have significant vision loss to help them remain living in their homes and communities

MAKING AN IMPACT

VOCATIONAL REHABILITATION DIVISION



TOP ACCOMPLISHMENT | Key Priority: Efficiency through redesign

Created and implemented a customized employment policy and successfully launched the effort by training eight providers in two cohorts with a third cohort of four providers completing training in 2022.

Partnered with the N.D. Tax Department on a tax incentive that was passed during the 2021 legislative session that encourages employers to hire individuals placed through customized and supportive employment.

Established 18 contracts covering 70 North Dakota schools to assist counselors with providing transition services. In Federal Fiscal Year (FFY) 2020, this effort supported 2,241 students with disabilities to transition to employment and post-secondary options.

Collaborated with the department's Behavioral Health and Medical Services divisions to increase supported employment and ongoing services for people with brain injuries, mental health and/or substance use disorders through the state's Medicaid 1915(i) state plan amendment.

Supported the workforce needs of nearly 2,500 North Dakota employers by offering business services to help connect them to qualified applicants or retain quality employees. In 2020, the employment rate of working-age individuals with disabilities was 57.2% in comparison to 38.8% nationally*. This makes North Dakota the nation's leader in the employment of people with disabilities.

**Source: Paul, S., Rafal, M., & Houtenville, A. (2020). Annual Disability Statistics Compendium: 2020 (Table 3.1). Durham, NH: University of New Hampshire, Institute on Disability.*

Assisted 987 individuals in reaching their employment goals. For every \$1 spent by VR for FFY 2020, clients earned \$9.12 in wages and paid back \$1.82 in taxes. The division also served 796 people through the Older Individuals Who are Blind program, which helped them remain living independently in their homes.



DHS
FIELD SERVICES

(Credit: ND Tourism)



FIELD SERVICES

FIELD SERVICES LEADERSHIP TEAM

ROSALIE ETHERINGTON, Chief Clinics Officer/ND State Hospital Superintendent
JEFF STENSETH, Field Services Operations Officer/SEHSC Regional Director/NEHSC Interim Director
DR. LAURA KROETSCH, Field Services Medical Director
SUSAN FOERSTER, Superintendent/Life Skills and Transition Center

THE NORTH DAKOTA IMPACT WHO WE ARE

Field Services is the direct services area of the department. It includes the Life Skills and Transition Center and North Dakota’s public behavioral health system comprised of the regional human service centers and the North Dakota State Hospital.

The Field Services team offers a continuum of community based, residential and hospital services for individuals with persistent and severe behavioral health disorders. Team members also provide specialized services and supports in homes and communities and in residential settings that help people with intellectual and developmental disabilities reach their individual goals. Some Field Services team members also provide other human services.

REGIONAL HUMAN SERVICE CENTERS

BISMARCK: West Central Human Service Center (WCHSC) • Director: Brad Brown

DEVILS LAKE: Lake Region Human Service Center (LRHSC) • Director: Julie Baumgarn

DICKINSON: Badlands Human Service Center (BLHCS) • Director: Jessica Odermann (December 2019 -) and Director: Brad Brown (- December 2019)

FARGO: Southeast Human Service Center (SEHSC) • Interim Director: Alanna Zeller (June 2021 -) and Director: Jeff Stenseth (- June 2021)

GRAND FORKS: Northeast Human Service Center (NEHSC) • Interim Director: Jeff Stenseth (May 2021 -) and Director: Randy Slavens (- May 2021)

JAMESTOWN: South Central Human Service Center (SCHSC) • Director: Dan Cramer

MINOT: North Central Human Service Center (NCHSC) • Director: John Butgereit (May 2021 -) and Director: Laurie Gotvaslee (- April 2021)

WILLISTON: Northwest Human Service Center (NWHSC) • Director: Charlotte “Char” Ferrell

HOSPITAL

JAMESTOWN: North Dakota State Hospital • Rosalie Etherington, Superintendent, Dr. Ed Yabut, Medical Director, Tonya Perkins, Hospital Administrator

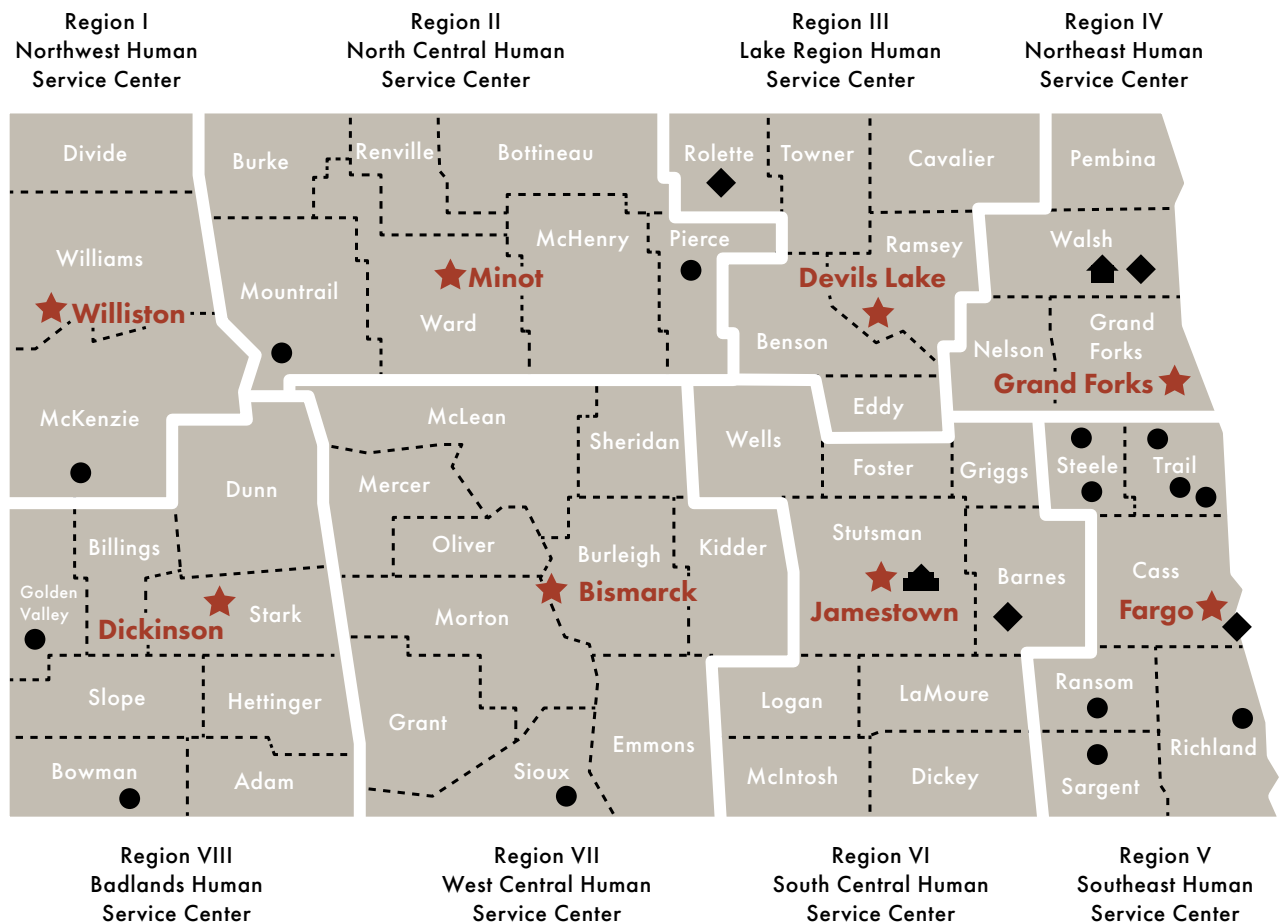
COMPREHENSIVE SUPPORT AGENCY

GRAFTON: Life Skills and Transition Center • Susan Foerster, Superintendent

RESIDENTIAL FACILITIES

STATEWIDE: Transitional Living, Substance Use Disorder and Crisis Stabilization Facilities

PUBLIC BEHAVIORAL HEALTH SYSTEM



★ Eight Regional Human Service Centers
● 14 Outreach Offices
◆ Four Satellite Clinics
🏠 ND State Hospital
🏠 LSTC

THE DHS PUBLIC BEHAVIORAL HEALTH INCLUDES:

- 1 North Dakota State Hospital with 100 adult psychiatric hospital beds (temporarily at 75 beds since October 2019 due to the COVID-19 pandemic), 46 residential beds for adults with substance use disorders, and 45 residential beds for sexually dangerous individuals
- 8 regional human services centers and 4 satellite clinics open 5 days weekly and offering psychotherapy, crisis, medication and case management services
- 33 outreach sites open 1-3 days weekly and offering case management and therapy services and limited emergency services
- 1 Life Skills and Transition Center that supports people with intellectual and developmental disabilities with complex and/or high intensity needs that cannot be served safely in the community or by providers because of their current level of services
- 1 10-bed Psychiatric Residential Treatment Facility for youth
- 105 crisis stabilization beds across the 8 regions
- 69 adult residential substance use disorders treatment beds and associated services
- 8 regional recovery centers with independent self-governance
- 35 contracted entities providing statewide medication delivery, other case aide supports and crisis line
- 6 safety net contracts with private psychiatric facilities
- 64 geropsychiatric beds and services that are a blend of private and public support

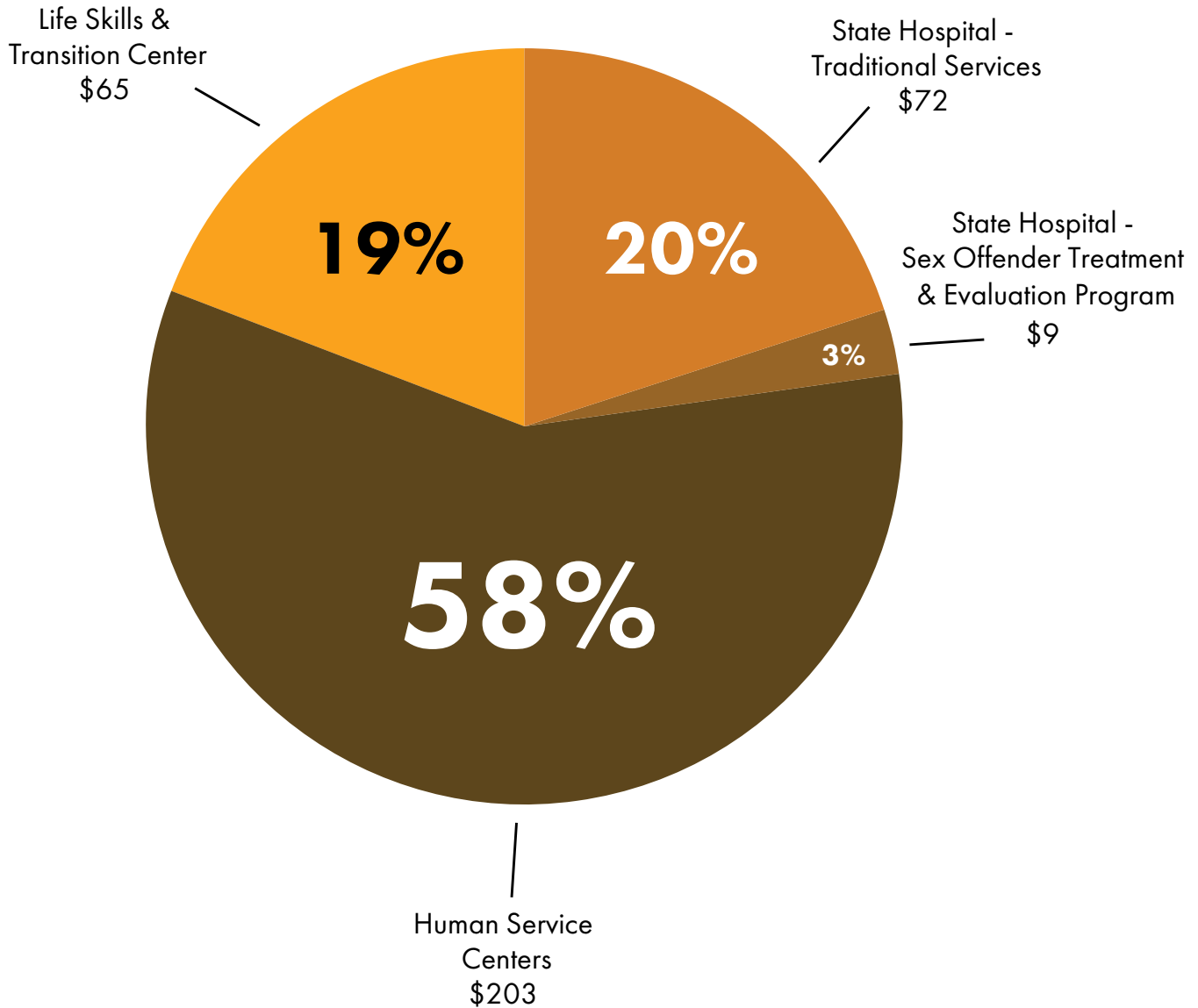


FISCAL

FIELD SERVICES

FIELD SERVICES EXPENDITURES

(IN MILLIONS)





REGIONAL HUMAN SERVICE CENTERS

THE NORTH DAKOTA IMPACT WHO WE ARE

The regional human service centers are the state’s community behavioral health clinics. They provide community-based behavioral health services that focus on chronic disease management and 24-hour behavioral health crisis response services either directly or through contracts with other service providers.

There are eight regional human service centers; satellite clinics in Grafton, Rolla, Valley City and the Off Main location in Fargo and 14 outreach offices that share expertise and staffing resources across the system and use telehealth to serve clients statewide.

The centers are a safety net and serve a priority population of individuals with persistent and severe behavioral health disorders that other providers can’t or won’t serve because of their complex needs.

North Dakotans can also receive immediate help with a behavioral health crisis by calling 211 or walking into a human service center for immediate care.

PRIORITY POPULATIONS SERVED

- Adults with serious mental illness
- Children with serious emotional disturbance and their families
- Adults and children with substance use disorders that co-occur with serious mental illness
- Pregnant women with substance use disorders
- People who use intravenous drugs
- People who are having their first experience with symptoms of psychosis

OTHER SPECIALIZED SERVICES THAT MAY BE OFFERED AT CENTER LOCATIONS:

- Developmental disability program management
- Vocational rehabilitation counseling and related services
- Adult protective services and other aging services
- Supervision of child welfare services, including child abuse and neglect, child care and foster care licensing
- Supervision of economic assistance programs administered by the human service zones
- Court-ordered psychological assessments

OUR SERVICES & PROGRAMS



CRISIS SERVICES

Includes 24-hour 211 crisis line, mobile crisis response, crisis stabilization facilities, and youth and family services



TEAM-BASED REHABILITATION AND RECOVERY SERVICES

Short-term, high-intensity community-based services that help individuals improve their daily living, manage their symptoms and achieve recovery goals



WALK-IN ASSESSMENTS, IMMEDIATE CARE AND REFERRAL SERVICES

Allows individuals to engage in services when they are ready. No appointment needed. Hours are Monday-Friday 8 a.m. to 5 p.m.

AT A GLANCE – HUMAN SERVICE CENTERS DATA REFLECTS JULY 1, 2019 TO JUNE 30, 2021

- **20,834** individuals received 973,097 services
- **2,750** youth received behavioral health services
- **2,085** pregnant women and/or individuals who injected drugs received substance use disorder services
- **9,603** clients received 103,866 telehealth services
- **4,194** clients received 14,600 crisis services
- **10,768** clients received 19,517 assessments
- **3,097** clients received 147,916 days of residential treatment services

MAKING AN IMPACT

REGIONAL HUMAN SERVICE CENTERS



TOP ACCOMPLISHMENT | Key Priority: Strong, stable families

Received four-year national accreditation from the Council on Accreditation for outpatient behavioral health services that focus on helping people in recovery reach their full potential. This accreditation supports quality, behavioral health best-practices and consistency across the centers.

Launched a comprehensive statewide behavioral health crisis response system that includes a centralized crisis line (211), mobile crisis response and crisis stabilization facilities (in select regions) with walk-in services. The crisis services are available 24-hours a day/7-days a week and help individuals in crisis get relief quickly either in their home or other community setting. The services also reduce unnecessary law enforcement involvement, emergency room use and hospitalization.

Expanded hours for walk-in behavioral health services so that individuals can walk in to get immediate care, receive a timely assessment, be triaged and connected to appropriate services at the regional center or through community support services and partner agencies. The centers use a triage approach to provide immediate care to those in crisis, while maintaining services to current clients and connecting others to services.

Transformed community-based behavioral health services for youth and families with the goal to keep families together by avoiding out-of-home placement of at-risk youth. These services provide short-term, high intensity treatment in a youth's home or community setting with participation from family members. A specialized team works with the youth and his or her family to create an individualized treatment plan.

Expanded telehealth services statewide and implemented a centralized assessment process that provides timely behavioral health assessments using a virtual waiting room where individuals can get connected through telehealth to clinicians in other regions. This eliminates wait times for appointments and individuals get immediate assessment and service.

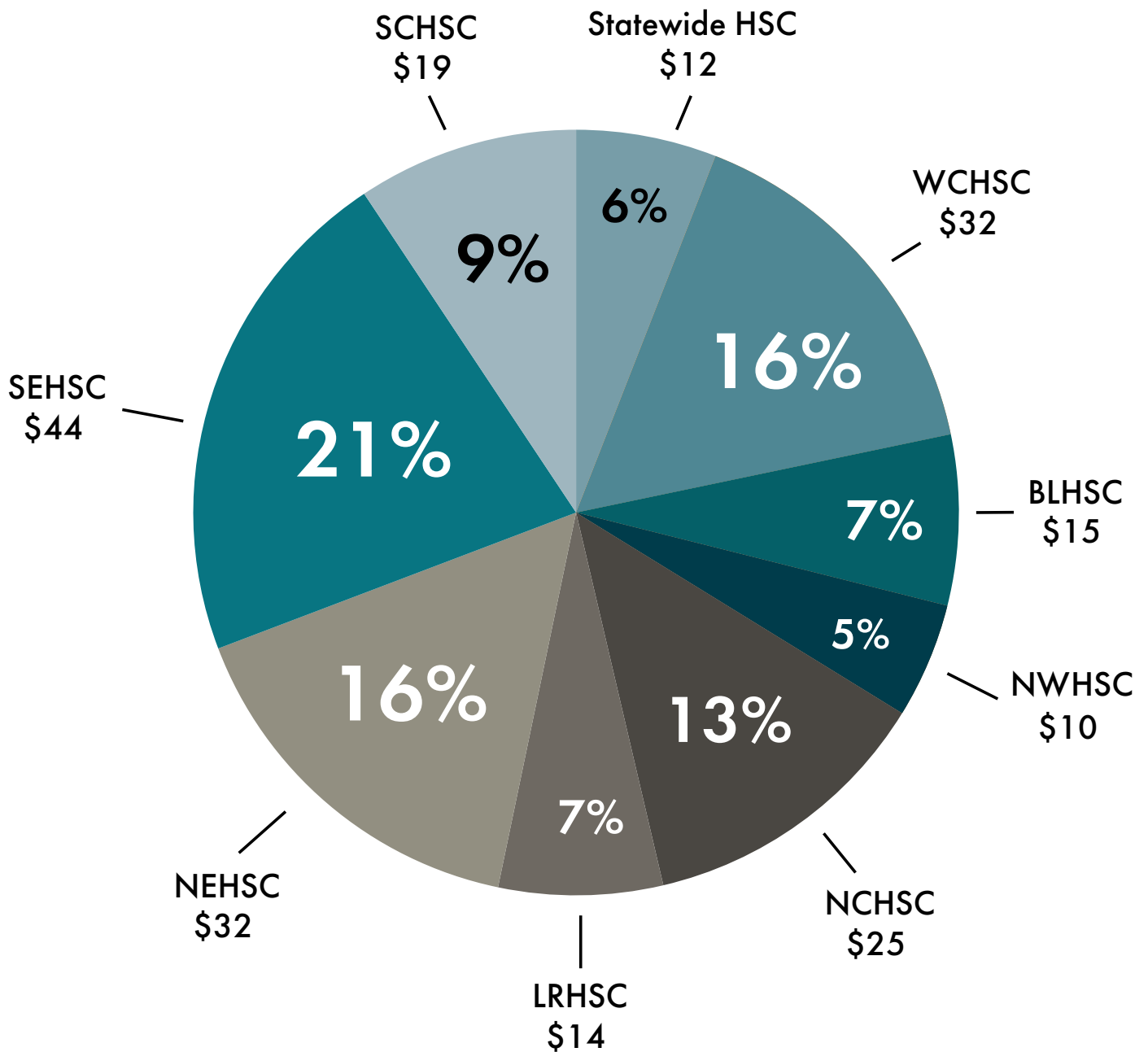
Redesigned behavioral health services to an intensive, rehabilitative practice in individuals' homes and community settings outside the clinic environment. This has resulted in about a 50% reduction in arrests of clients served, while also improving clients' overall function in daily life.

FISCAL

REGIONAL HUMAN SERVICE CENTERS

REGIONAL HUMAN SERVICE CENTERS EXPENDITURES

(IN MILLIONS)





NORTH DAKOTA STATE HOSPITAL

ROSALIE ETHERINGTON, SUPERINTENDENT

CONTACT: 2605 Circle Dr., Jamestown, ND 58401

Phone: 701.253.3650, 711 (TTY)

Fax: 701.253.3999

THE NORTH DAKOTA IMPACT

WHO WE ARE

The North Dakota State Hospital, a Joint Commission accredited facility, provides specialized inpatient and residential care to individuals with severe, complex, and persistent mental illnesses and substance use disorders or other co-occurring diagnoses. The hospital also serves individuals requiring longer periods of stabilization and psychiatric rehabilitation and provides geropsychiatric services through contracts with private providers. The regional human service centers are required by law to prescreen all admissions to determine if individuals meet criteria for treatment in a hospital setting and if their needs cannot be met in the local community.

The hospital has 25 beds designated for a Joint Commission-accredited residential addiction treatment program named the Tompkins Rehabilitation Center. It serves adults with substance use disorders coming from all regions of the state. The services focus on providing residential substance use treatment and services to divert people from further involvement with the justice system.

The hospital has 35 beds designated for residential treatment of sexually dangerous individuals.

HOSPITAL

CAPACITY

- 100 psychiatric hospital beds for traditional adult population with a temporary capacity of 75 beds due to the COVID-19 pandemic
- 25 residential substance use disorder treatment beds
- 35 sex offender treatment beds
- 16 transitional living beds for individuals with severe mental illness
- 5 community transition beds for sex offenders

ABOUT

ADMISSIONS

- Average of 60-75 admissions per month
- About 41% come from private psychiatric community hospitals due to violence or the need for longer stabilization and psychiatric rehabilitation
- 6% of admissions are forensic patients requiring assessment for court competency and criminal responsibility and/or

- requiring treatment to restore court competency
- 12% of admissions come from jail settings for individuals requiring psychiatric hospitalization due to suicidal or severe psychiatric illness
- Serve as the primary inpatient mental health provider for the Devils Lake and Jamestown regions because those regions do not have private community hospitals that provide inpatient psychiatric and substance use disorder treatment services
- Serves as the secondary hospital for six ND regions, accepting patients from other hospitals for specialized treatment or from private hospital emergency rooms when their psychiatric units are at capacity

OUR SERVICES & PROGRAMS



PSYCHIATRIC HOSPITAL SERVICES

Acute, sub-acute, and specialized rehabilitation services



TRANSITIONAL LIVING SUPPORTS

Services for adults with persistent and serious mental illness and sexually dangerous individuals



FORENSIC PSYCHIATRIC SERVICES

- Evaluation and treatment services for sexually dangerous individuals
- Forensic and tele-forensic assessment for court competency, criminal responsibility, and violence risk
- Treatment for restoration of court competency



RESIDENTIAL TREATMENT SERVICES

- Substance use disorder treatment at Tompkins Rehabilitation Center
- Sex offender treatment for sexually dangerous individuals
- Intensive outpatient treatment for substance use disorder



MAKING AN IMPACT

NORTH DAKOTA STATE HOSPITAL



TOP ACCOMPLISHMENT | Key Priority: Efficiency through redesign
Transformed forensic assessments and restoration services to a telehealth platform. This reduced disruption to county jails and sheriff's departments and enhanced services to North Dakota courts.

Retained hospital, behavioral health care services and laboratory accreditation by Joint Commission.

- Earned a two-year reaccreditation from the Joint Commission for laboratory services with only one identified area of improvement - to replace hard structures like counters and flooring for better infection prevention.
- Received recognition from the Joint Commission as a high achieving hospital and honored by the hospital best practice consortium.

Continued to serve as a teaching site and education campus for North Dakota universities. Students receiving internships, residencies or student rotations included: medical students, medical residents, psychology residents, psychology students, dietician students, nursing students, counselor and psychotherapy students, occupational therapy students, and advance practice nursing interns. In calendar year 2019, 325 students received 17,525 training hours. In calendar 2020, 285 students received 11,547 training hours and in the first six months of 2021, 192 students received 14,474 training hours.

Completed four studies during the biennium that focused on capacity and campus infrastructure. Key findings include the need to replace 73% of all mechanical, electrical, plumbing and structural systems that are currently past life expectancy.





LIFE SKILLS & TRANSITION CENTER

SUSAN FOERSTER, SUPERINTENDENT

CONTACT: 701 W. Sixth St. Grafton, ND 58237

Phone: 701.352.4200, 711 (TTY)

Fax: 701.352.4376

THE NORTH DAKOTA IMPACT **WHO WE ARE**

The Life Skills and Transition Center (LSTC) plays a critical role in the state’s continuum of services for people with developmental and intellectual disabilities. Its work has been accredited by The Council on Quality and Leadership (CQL) since 1989. As a partner with specialized expertise, the LSTC goal is to make sure people find stability when they are struggling, make sure they are set up to be successful in the place they choose to live and help families find ways to stay meaningfully connected to their loved ones by making community living options possible.

The LSTC serves people with developmental and intellectual disabilities who have complex and/or high intensity needs that cannot be served safely in the community or by providers because of their current level of services. The LSTC is a safety net for individuals whose needs exceed community resources. Admissions are meant to be short term and support the department’s key priority of providing services closer to home.

The campus also houses two daycare centers, Northeast Human Service Center’s outreach office, the Collette Fitness Center and outreach offices for other state agencies and community nonprofit organizations.

OUR **SERVICES & PROGRAMS**



TRADITIONAL INTERMEDIATE CARE FACILITY/INTELLECTUAL DEVELOPMENTAL DISABILITY SERVICES

24-hour residential services and supports with medical and clinical programming vocational services



HOME AND COMMUNITY-BASED WAIVER SERVICES

Residential Habilitation

- Person-centered care provided in three residential facilities, located near the LSTC main campus

Vocational Habilitation Services to residents of LSTC

- Day Habilitation • Pre-Vocational Services • Small group employment • Individual employment



STATEWIDE CRISIS AND SUPPORT SERVICES

Services to help people be successfully supported in their communities whether they are living in their family home or with a community-based developmental disability provider:

- Applied behavioral analysts • Clinical Assistance, Respite and Evaluation Services (CARES) crisis coordinators • Transition to community support • Adaptive equipment center • Speech, physical and occupational therapy

MAKING AN IMPACT

LIFE SKILLS & TRANSITION CENTER



TOP ACCOMPLISHMENT | Key Priority: Services closer to home

Expanded a statewide crisis response system that includes a specialized team of applied behavioral analysts and CARES crisis coordinators who respond to individuals with intellectual or developmental disabilities in crisis. They provide stabilization, support, and service coordination and work in partnership with behavioral health mobile crisis response teams from the regional human service centers.

Achieved four-year accreditation from CQL recognizing the full-service support agency for its person-centered services and practices that promote quality of life and community integration for people with disabilities.

Continued work towards creating a smaller footprint by consolidating residential services into two buildings, Maplewood and Cedar Grove, to be more efficient and provide quality services to people who live and work at the LSTC.

Achieved one of the CQL person-centered excellence goals by eliminating the subminimum wage certificate allowing people served at the LSTC to receive minimum or above minimum wage for work at community work sites.

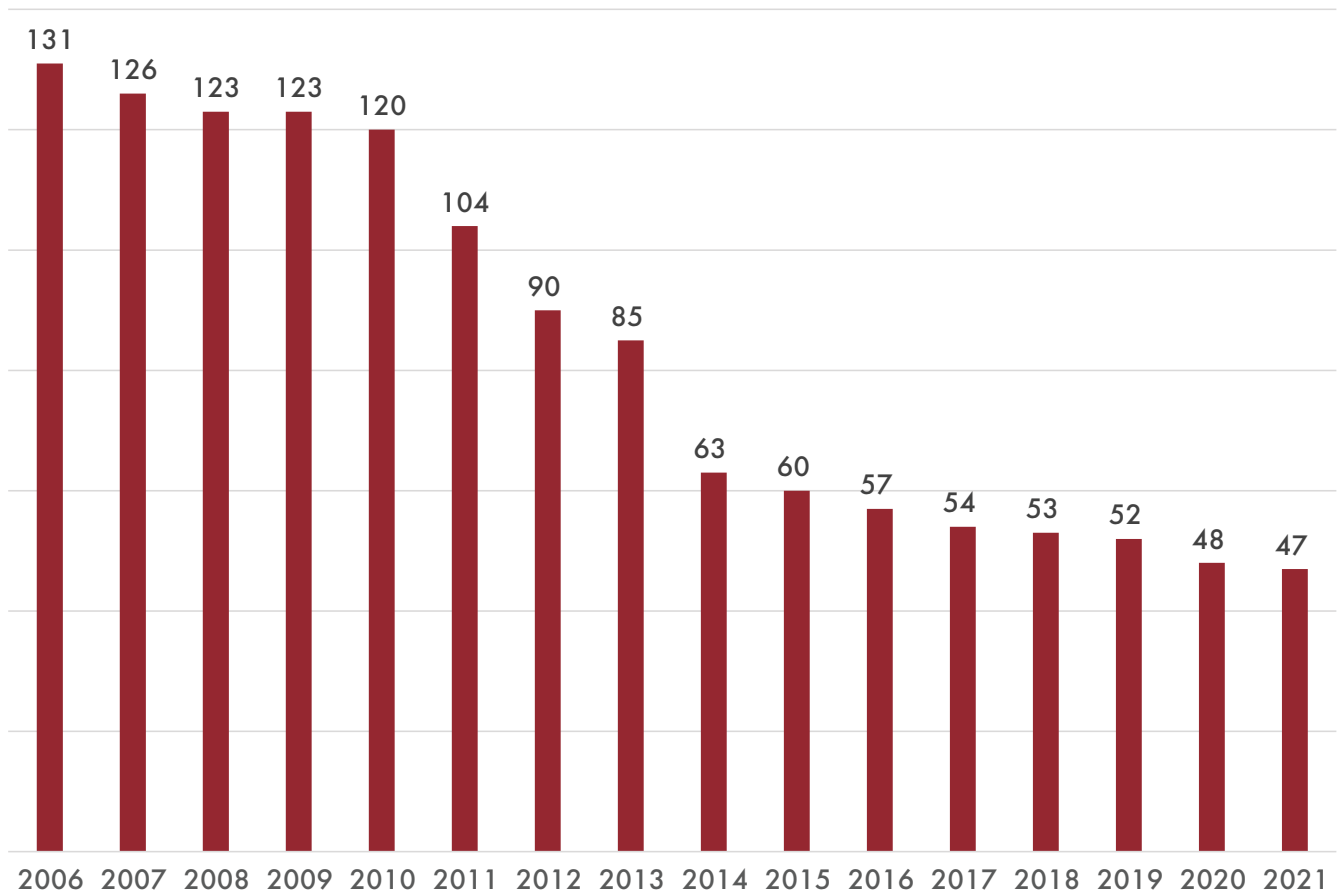
Completed major capital improvement projects including the demolition of the century-old Pleasant View and Refectory buildings and making updates to Cedar Grove and Maplewood buildings.



FISCAL

LIFE SKILLS & TRANSITION CENTER

LIFE SKILLS AND TRANSITION CENTER ADULT POPULATION AS OF JUNE 30, 2021





OTHER SERVICES & PROGRAMS

(Credit: ND Tourism)



DISABILITY DETERMINATION SERVICES

SHERI SEIL, DIRECTOR

CONTACT: 1237 W. Divide Ave., Suite 4, Bismarck ND 58505-0250

Phone: 701.328.8720, 711 (TTY) • **Fax:** 701.328.8709

Email: sheri.seil@ssa.gov

THE NORTH DAKOTA IMPACT

WHO WE ARE

The federally funded Disability Determination Services (DDS) team works to improve the quality of life for North Dakotans with disabilities who apply for or receive Social Security Administration (SSA) disability benefits, by making timely, consistent and accurate disability determinations using SSA guidelines.

OUR

SERVICES & ROLES



PROCESSES DISABILITY DETERMINATIONS for initial claims, reconsideration claims and continuing disability reviews for the Social Security Administration.

MAKING AN IMPACT

TOP ACCOMPLISHMENT:

Completed 5,572 initial, 1,076 reconsideration and 1,467 continuing disability reviews for SSA from July 1, 2019 to June 20, 2021.



Implemented a transition plan to a new case processing system for Disability Determination Services.



ND STATE COUNCIL ON DEVELOPMENTAL DISABILITIES

JULIANNE HORNTVEDT, DIRECTOR

CONTACT: 600 E Boulevard Ave., Bismarck ND 58505-0250

Phone: 701.328.4847, 711 (TTY)

Email: jhorntvedt@nd.gov

THE NORTH DAKOTA IMPACT

WHO WE ARE

The North Dakota State Council on Developmental Disabilities advocates for policy changes that promote choice, independence, productivity and inclusion for all North Dakotans with developmental disabilities. It also provides funding support for projects and activities that maximize opportunities in these areas for consumers and families.

OUR

SERVICES & ROLES

- Serves in a planning and advisory capacity to state policymakers and agencies
- Assists in developing the state plan
- Monitors state plan implementation
- Facilitates the empowerment of individuals with developmental disabilities
- Promotes community integration and inclusion

OUR

PROGRAMS & ACTIVITIES

- Self Advocates Feeling Empowered (SAFE) Training
- Advocates Leading their Lives
- Disability Awareness Training for First Responders
- Power Up Health Conference
- Supported Employment for Transition-Age Youth

MAKING AN IMPACT

ND STATE COUNCIL ON DEVELOPMENTAL DISABILITIES

TOP ACCOMPLISHMENT:

Funded training through North Dakota Protection and Advocacy to educate self-advocates and others about the Supported Decision-Making Process approved by lawmakers during the 2019 legislative session, which gives individuals a voice and is an alternative to guardianship.

Expanded the self-advocacy network statewide and funded, on average, 20 family grants annually, so people could attend trainings to learn about various disability-related issues.

Expanded Discovery training, making it available to transition-age youth to encourage employment after high school.





CRIMINAL BACKGROUND CHECK UNIT

**THESE SERVICE AREAS ARE SUPERVISED BY
SARA STOLT, CHIEF OPERATING OFFICER
DHS EXECUTIVE OFFICE**

THE NORTH DAKOTA IMPACT **WHO WE ARE**

Criminal background check unit services transitioned from the Children & Family Services Division in December 2020.

This team works to protect vulnerable individuals by conducting criminal background checks related to licensed and regulated child care providers, child care staff and household members, adoption, guardianship, residential facility and licensed child placement agency employees, foster/Temporary Assistance for Needy Families kinship care/relative care.

The CBCU completes about 8,500 background checks a year, and about 5,300 are related to licensed/regulated child care providers.

INCLUDES:

- State and FBI criminal records
- Sex offender registry
- ND child abuse/neglect Index
- Offenders against children registry
- Other registries, indexes, and public records

Learn more at <https://www.nd.gov/dhs/services/childfamily/cbcu/index.html>





REFUGEE RESETTLEMENT SUPPORT SERVICES

**THESE SERVICE AREAS ARE SUPERVISED BY
SARA STOLT, CHIEF OPERATING OFFICER
DHS EXECUTIVE OFFICE**

THE NORTH DAKOTA IMPACT **WHO WE ARE**

In January 2021, DHS assumed administration and operation of resettlement support services from contracted vendor Lutheran Social Services of North Dakota.

DHS works with Lutheran Immigration and Refugee Services, the authorized resettlement agency in North Dakota, and community organizations to help resettle legally authorized individuals granted humanitarian status by the federal government.

Services help individuals adjust to life in North Dakota and become self-sufficient. The goal is to see New Americans accepted, integrated and supported as they add value to North Dakota and enrich the culture of their new communities.

In 2021, 35 refugees resettled in North Dakota.

PROGRAMS & SERVICES

- Temporary Refugee Cash and Medical Assistance
- Refugee Support Services (RSS)
 - » Assists refugees in obtaining employment and achieving economic self-sufficiency and longer-term integration
- Unaccompanied Refugee Minors Program
 - » Foster care services
- Refugee Support Services (RSS) – Set Asides
 - » Refugee school impact
 - » Services to older refugees
 - » Youth mentorship
 - » Refugee health promotion

Learn more at <https://www.nd.gov/dhs/services/childfamily/refugees/>



HUMAN SERVICE ZONE OPERATIONS

(Credit: Jamestown Tourism)



HUMAN SERVICE ZONE OPERATIONS

SARA STOLT, CHIEF OPERATING OFFICER
KRISTEN HASBARGEN, ZONE OPERATIONS DIRECTOR

THE NORTH DAKOTA IMPACT WHO WE ARE

Providing human services to vulnerable North Dakotans involves a local and state partnership. During the biennium, North Dakota transformed its human service delivery system with the goal of providing more efficient, effective and compassionate human services statewide.

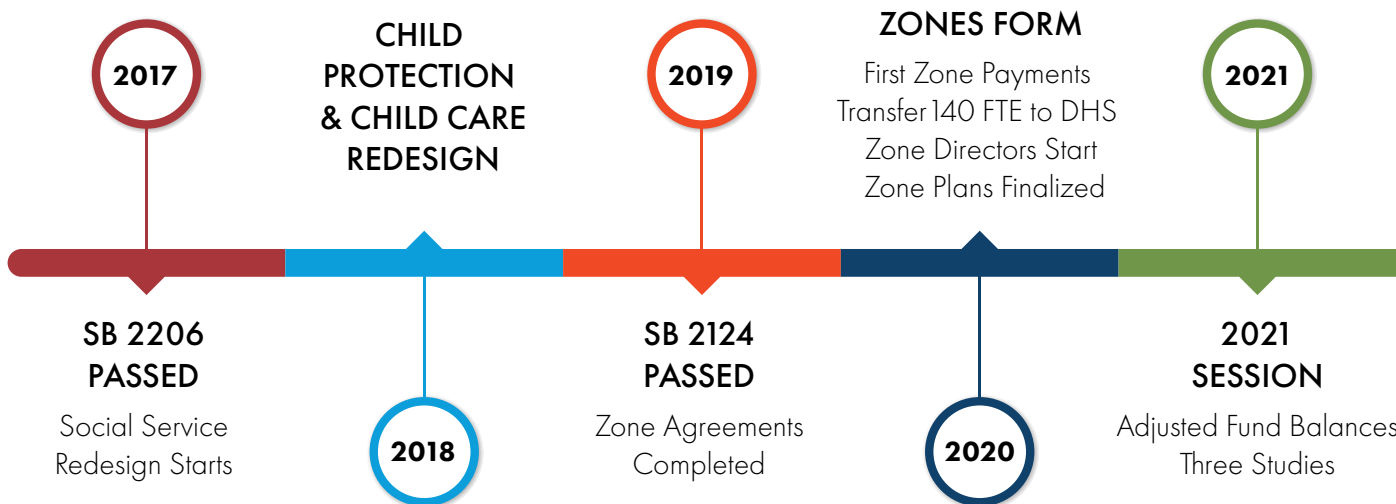
Enabling legislation, Senate Bill 2124, promoted the concepts of collaboration across zones, improved outcomes, greater partnership between human services at the state and local levels, improved accountability and local service.

The department and the 19 newly created human service zones worked together, creating specialized teams, and sharing decision-making, accountability, expertise and resources to more effectively meet individual client needs.

Human service zones remain the gateway connecting families and individuals locally to economic assistance programs, child welfare services and other local support. Zone team members determine eligibility for programs that help North Dakotans who are struggling financially. In addition, they work to protect children from abuse and neglect, and provide parent aide support, foster care case management, family reunification support and other child welfare services. Their work is essential to achieving strong, stable families in North Dakota.

The department continues to provide leadership, strategic direction, funding, and supervision of zone operations, and is responsible for quality assurance, eligibility system support and training.

Zone Transformation Timeline



Role & Responsibilities



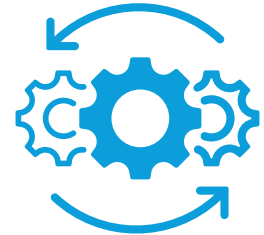
ZONES - GATEWAY FOR HUMAN SERVICES

- Child Welfare
- Economic Assistance
- Indigent Burials
- General Assistance
- County Supported Home and Community-Based Services
- Locally Provided Programs



DHS - LEADERSHIP, STRATEGIES & SUPPORT

- Develop family stability strategy and policy to guide service delivery in the zones
- Lead collaborative zone operations and program redesign efforts
- Supervise zone operations, guiding zones and building collaboration
- Provide quality assurance through program divisions
- Provide administrative support



EFFECTIVENESS & EFFICIENCY

- Person-Centered
- Timeliness
- Quality

MAINTAIN ACCESS POINTS ACROSS NORTH DAKOTA

Formerly known as County Social Services • 19 Human Service Zones • 46 Offices • Cover all 53 counties

2019-2021 Process Improvement & Redesign Work

PURPOSE

- Create alignment and consistency statewide
- Balance workload and capacity
- Leverage expertise to provide effective, efficient services

PROJECTS

- Aging & Disability Resource Link (ADRL) Centralized Intake for in-home and community-based services
- Centralized Background Check Unit
- Child Protection Services Central Intake Unit
- Child Welfare Redesign
- Economic Assistance Eligibility Redesign*
- Foster Care Subsidized-Adoption Eligibility Unit*
- Institutional Child Protection Services
- Medicaid Long-Term Care Eligibility Unit
- Qualified Service Provider Enrollment*

*These redesign projects were in-process

MAKING AN IMPACT

HUMAN SERVICE ZONE OPERATIONS

Key Priority: Efficiency through redesign

Implemented human service system changes authorized in Senate Bill 2124, which was approved by lawmakers in 2019. The legislation authorized social service redesign efforts by supporting the development of transition plans for the 19 new human service zones, fostering greater collaboration and alignment across the human services system, implementing a specialized Medicaid Long-Term Care Eligibility Unit, and continuing to move forward with redesign efforts focusing on eligibility for economic assistance programs and Medicaid, adult/aging services, children and family services and administration.

Increased collaboration among the zones to share economic assistance caseloads and child welfare supervision, when needed, due to employee turnover or approved leave. Zone directors also shared interim leadership responsibilities during vacancies in other zone director positions.





APPENDICES

EXPENDITURES 2019-2021 BIENNIUM

Subdivision	Salaries and Wages	Operating Expenses	Capital Assets	Construction Carryover	Grants	HSCs and Institutions	Grants-Medical Assistance	Human Service Zones	Total	General	Federal	Other
Administration - Support	17,852,447	8,120,764			2,956,981	-	-	-	28,930,192	15,736,614	13,083,439	110,140
Information Technology Services	5,206	137,844,019	290,034	36,520,918	-	-	-	-	174,660,178	53,052,608	112,276,602	9,330,968
Management Total	17,857,654	145,964,784	290,034	36,520,918	2,956,981	-	-	-	203,590,370	68,789,222	125,360,040	9,441,108
Economic Assistance Policy - Grants	7,051,868	11,186,954	-	-	346,720,275	-	-	-	364,959,097	7,296,302	339,140,119	18,522,675
Child Support	25,194,651	3,483,359	-	-	-	-	-	-	28,678,010	7,854,100	17,116,209	3,707,701
Medical Services	15,394,971	48,037,401	-	-	1,516,702	-	1,284,284,133	-	1,349,233,207	278,061,356	976,307,075	94,864,776
Long Term Care			-	-	304,611	-	684,596,005	-	684,900,615	309,029,029	352,275,913	3,595,672
DD Council	219,343	229,220	-	-	306,940	-	-	-	755,503	1,090	754,413	-
Aging Services	4,213,681	23,311,100	-	-	4,937,989	-	-	-	32,462,770	8,932,064	22,593,038	937,668
Children And Family Services	4,439,446	9,125,046	-	-	126,937,607	-	-	-	140,502,099	57,272,785	78,208,779	5,020,536
Behavioral Health	5,512,807	32,193,366	-	-	15,150,201	-	-	-	52,856,374	19,145,923	23,450,558	10,259,893
Vocational Rehabilitation	1,830,196	6,289,675	-	-	7,023,379	-	-	-	15,143,250	6,257,189	8,821,910	64,151
Developmental Disabilities Division *	2,870,513	7,895,047	-	-	1,564,135	-	655,867,657	-	668,197,352	291,100,479	377,096,873	-
Disability Determination Services	3,517,239	1,049,264	-	-	1,299,847	-	-	-	5,866,350	-	5,866,350	-
Refugee Services	131,263	4,998	-	-	33,045	-	-	-	169,305	-	169,305	-
Program And Policy Total	70,375,978	142,805,429	-	-	505,794,729	-	2,604,747,795	-	3,323,723,932	984,950,318	2,201,800,541	136,973,073
State-Wide HSC Management	-	4,324	-	-	-	12,048,729	-	-	12,053,054	10,197,931	1,855,123	-
Northwest HSC	-	-	-	-	-	9,881,140	-	-	9,881,140	7,162,159	2,382,529	336,452
North Central HSC	-	-	-	-	-	25,504,931	-	-	25,504,931	15,601,808	8,601,512	1,301,611
Lake Region HSC	-	-	-	-	-	14,077,382	-	-	14,077,382	9,521,356	3,814,901	741,124
Northeast HSC	-	-	-	-	-	32,399,769	-	-	32,399,769	21,505,971	8,561,053	2,332,746
Southwest HSC	-	-	-	-	-	43,542,137	-	-	43,542,137	28,771,129	11,511,665	3,259,343
South Central HSC	-	-	-	-	-	18,970,559	-	-	18,970,559	13,607,679	5,017,567	345,314
West Central HSC	-	-	-	-	-	32,058,254	-	-	32,058,254	19,985,859	9,175,643	2,896,752
Badlands HSC	-	-	-	-	-	14,620,768	-	-	14,620,768	11,050,352	3,128,589	441,827
Human Service Centers Total	-	4,324	-	-	-	203,103,670	-	-	203,107,994	137,404,243	54,048,581	11,655,170
State Hospital	-	-	-	200,054	-	-	-	(1,816)	71,540,537,95	56,789,374,17	5,504,604	9,246,560
Sex Offender Treatment & Evaluation Progr	-	-	-	-	-	9,461,758	-	1,816	9,463,573,84	9,336,214	127,522	(162)
Life Skills and Transition Center	-	-	-	4,685,629	-	60,525,082	-	-	65,210,710,88	31,879,106	28,902,438	4,429,167
Institutions Total	-	-	-	4,685,683	-	141,329,139	-	-	146,214,823	98,004,694	34,534,564	13,675,564
Human Service Zones	-	-	-	-	-	-	-	163,295,212	163,295,212	-	250,949	163,044,263
Total	88,233,632	288,774,537	290,034	41,406,602	508,751,710	344,432,809	2,604,747,795	163,295,212	4,039,932,331	1,289,148,477	2,415,994,676	334,789,178

