



SB 2012

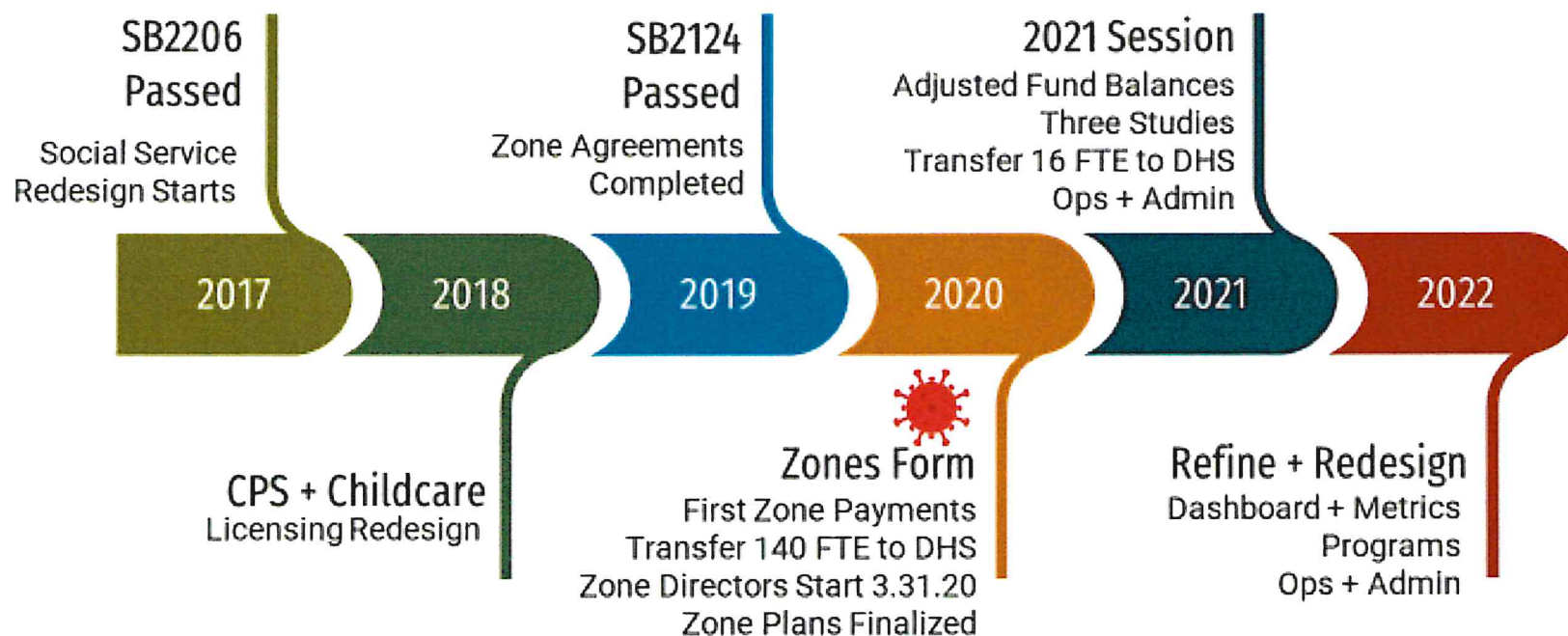
Senate Appropriations Committee
Senator Bekkedahl, Chairman

Human Service Zone Operations | January 17, 2023



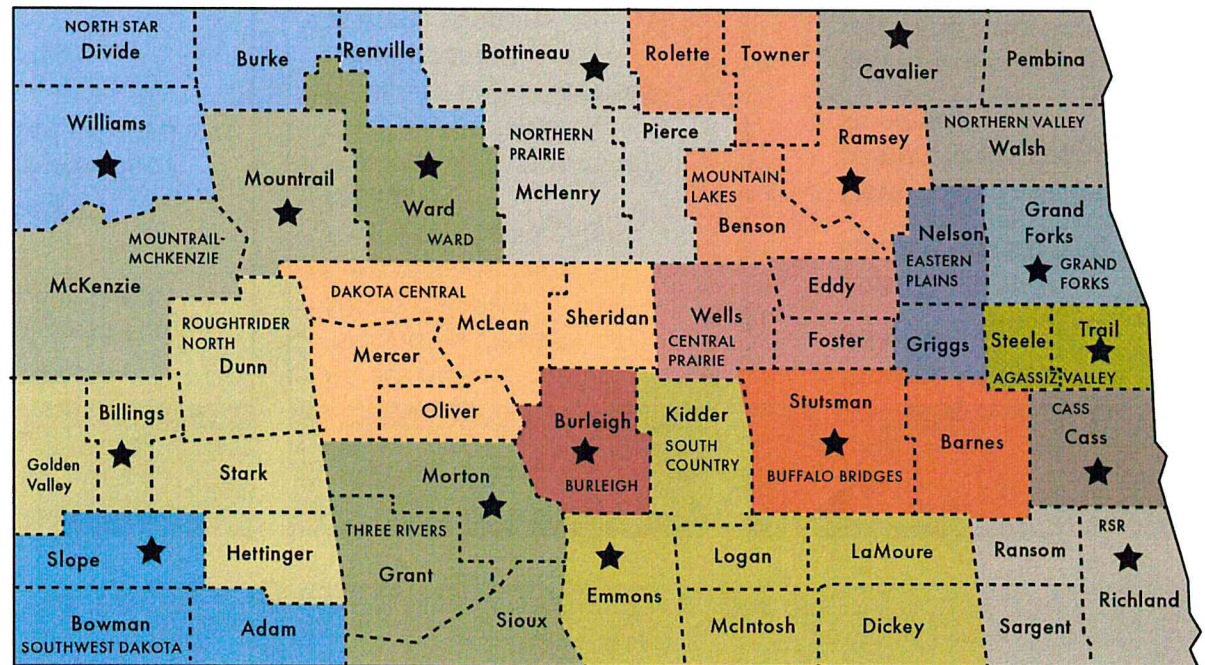
| Health & Human Services

SB 2124 re-defined the infrastructure of human service delivery in North Dakota



46 county social service agencies became 19 human service zones

- Zones maintained local presence with existing local offices
- Created new locally appointed Human Service Zone Boards to advise HSZ directors and serve as a liaison to the counties
- 985 county staff became employees of their zone's host county



What we do

In ND we are a state directed, human service zone administered system. Zones and HHS continue to 'Work as One' in the delivery of human services

Economic Assistance Eligibility Determination

- SNAP – Supplemental Nutrition Assistance Program
- Medicaid/Healthcare coverage
- LIHEAP – Energy Assistance
- Child Care Assistance
- TANF – Temporary Assistance to Needy Families

Local Services

- Burial Assistance
- Zone administered Home and Community Based Services
- General Assistance
- Other locally provided services based on need and history

Child Welfare

- Assess present and impending danger
- Safety planning
- Case management
- Assess and build parent capacities
- Provide safe supports for children and families
- Refer and broker services needed for families
- In home supports
- Parent aides
- Intake for child abuse and neglect reports

Department of Health & Human Services

- Develop and maintain program policy
- Provide program support and training
- Develop and assure compliance of program standards
- Funding of zones direct costs and a portion of indirect costs

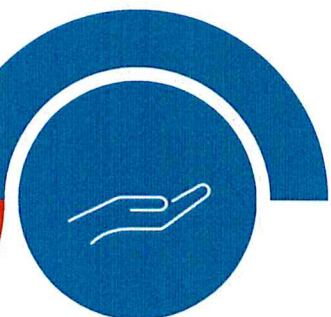
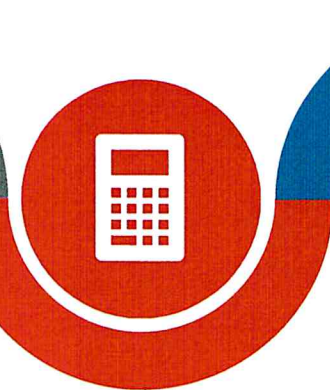
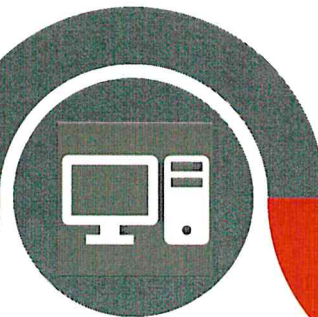
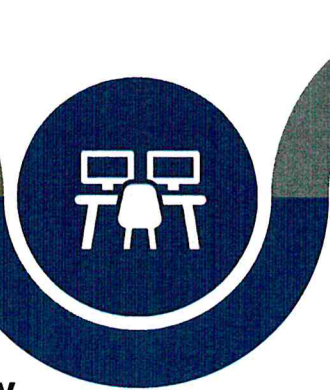
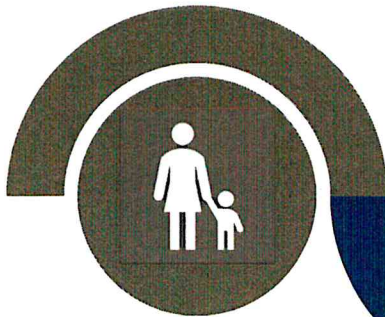
Connecting Families to Economic Assistance is a Partnership

Human Service Zone

The applicant can contact their human service zone directly or they can simply apply online.

Determine eligibility

An eligibility worker determines eligibility.



Person decides to apply

Making ends meet is getting more difficult every month so the applicant makes the decision to reach out for help.

Gather information

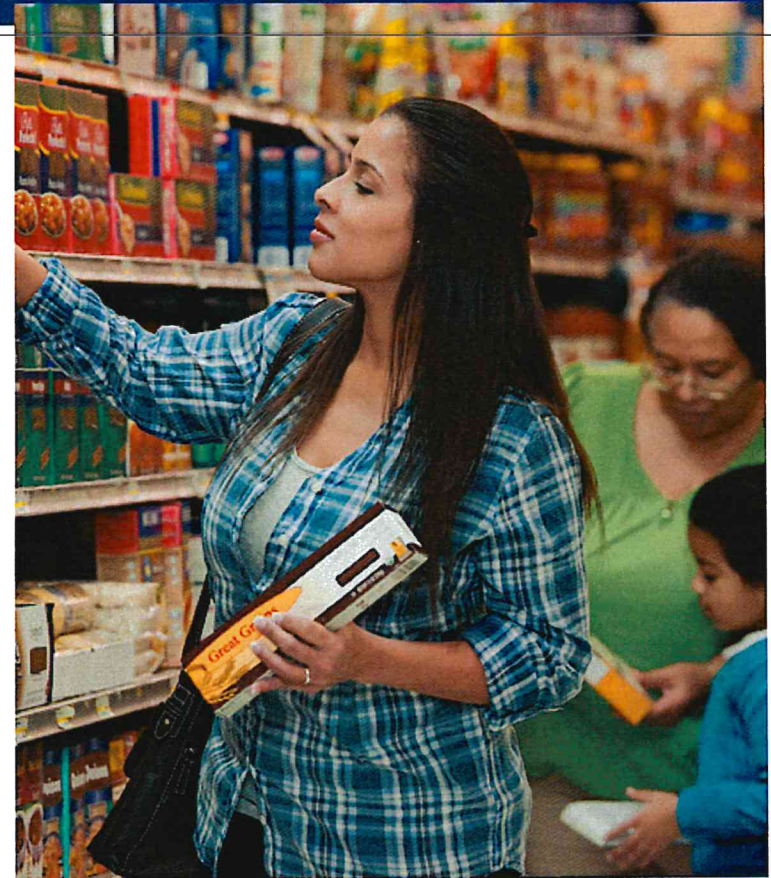
The applicant can enter as much info as they can in the SPACES self-service portal.

Issue benefits

If the applicant is eligible to receive assistance, the state will issue the benefit in the appropriate manner.

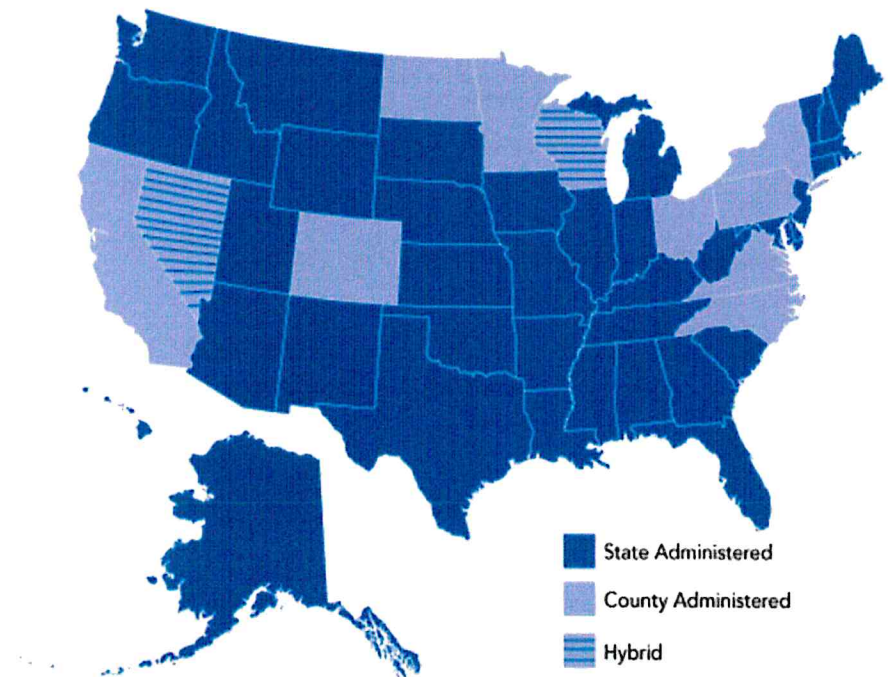
HSZ Eligibility teams are the gateway to resources that help families meet basic needs

- HSZ eligibility workers review applications to determine a person's eligibility for help with:
 - Food costs and Nutrition resources (SNAP)
 - Home Energy costs (LIHEAP)
 - Child Care costs (CCAP)
 - Medicaid eligibility (Medicaid, Medicaid Expansion, Medicaid waivers, Long term care)
 - Employment, training, and financial assistance for extremely low income families (TANF)
- HSZs offer a range of local assistance programs as well, including burial assistance and general assistance



Administrative Structure for Child Protective Services

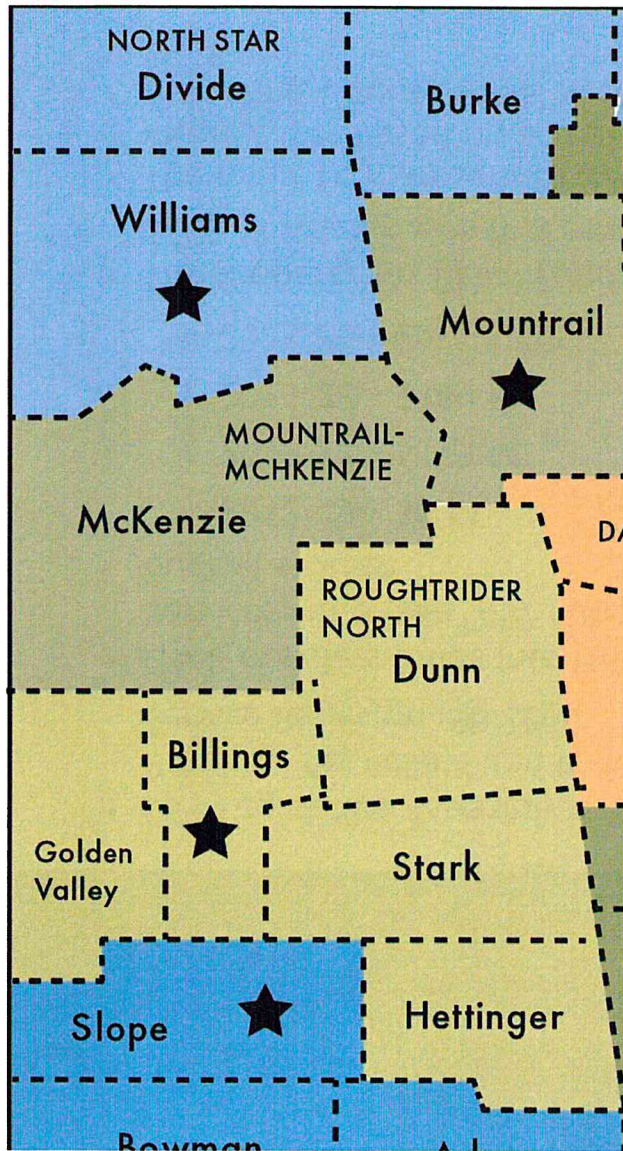
- All States are responsible for compliance with Federal and State requirements; however, they may differ in the way child welfare services are operated and delivered.
- Major CPS Functions in ND are delivered by Human Service Zones
 - Hotline to report suspected abuse or neglect
 - Screening and determining need for response
 - Conducting assessments
 - Safety/risk and family functioning assessments
 - Assigning cases to response track



Source: "State vs. County Administration of Child Welfare Services", Fact Sheet from Child Welfare Information Gateway, 2018.

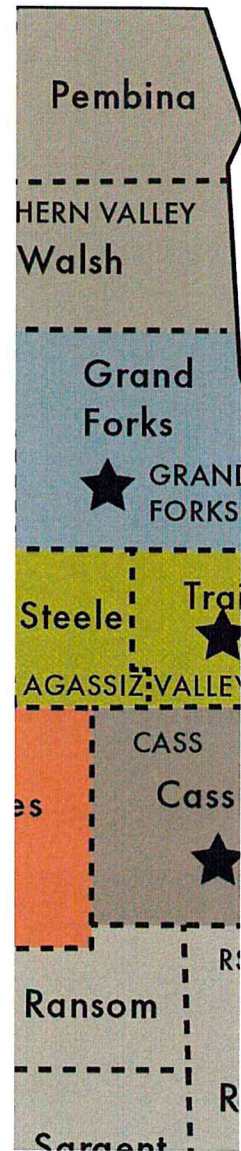
Human Service Zones form the core of ND's Child Protective Services System





Human Service Zone Collaborations

- **Child Welfare Supervision.** Buffalo Bridges Child Welfare supervisors provide supervision to Central Prairie (3) and Eastern Plains (1) child welfare staff
- **Delivery of Zone Administered HCBS.** Agassiz Valley/Cass/ RSR working together to provide coverage for QSP (homemaker, personal care, etc..) services; targeted to rural areas where there have not been providers
- **HSZ Leadership during transitions.** Many Zone Directors have assisted other Zones after a resignation or retirement of their Director
- **Support for Child Protection Services.** Statewide, Child Protection Supervision has been provided across Zones when there is a turnover in staff or other capacity needs as needed; In addition, on-going CPS supervision is being provided across Zones (Northern Valley/Mountain Lakes, Dakota Central/South Country)
- **Transfer of Eligibility Workers FTEs.** RSR, South Country, and Eastern Plains have hired EWs in their zone with FTEs transferred from Cass and Grand Forks.

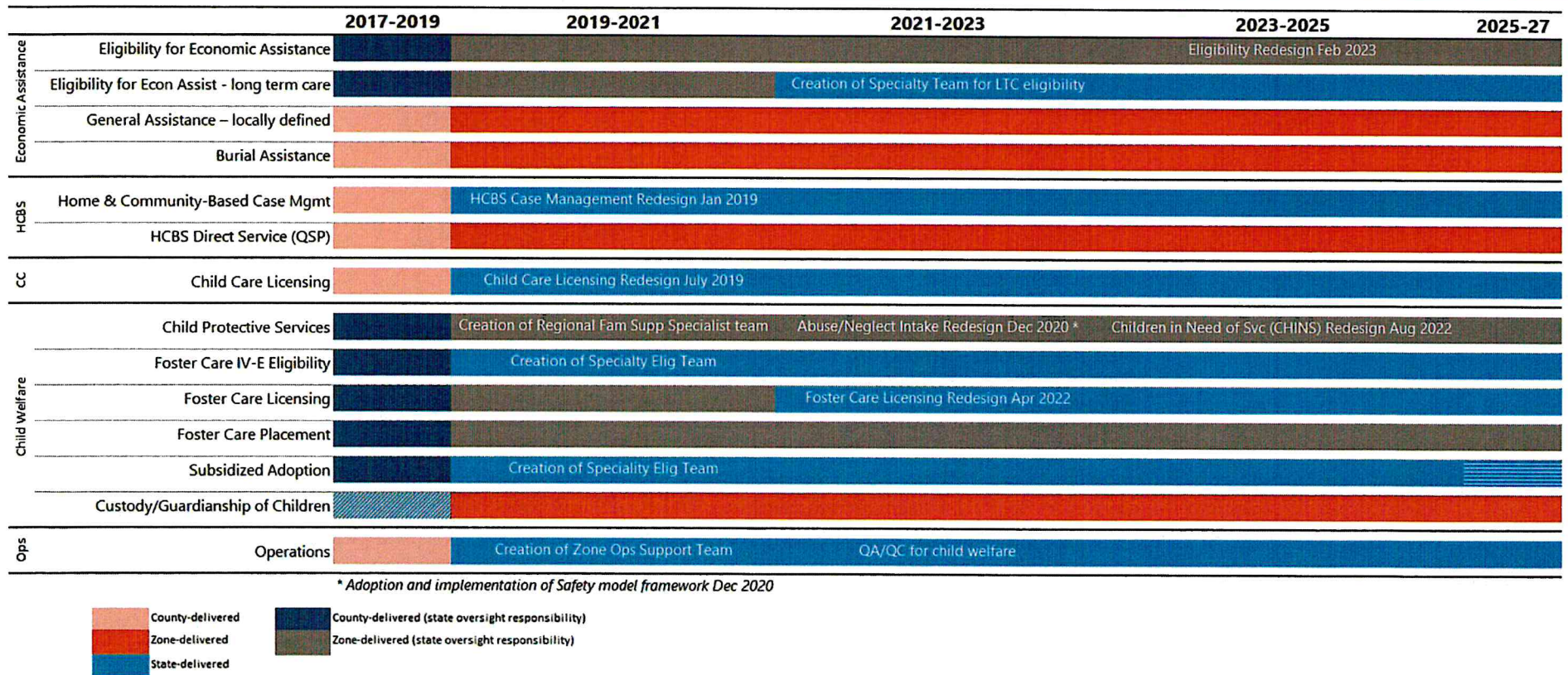


Establishing the funding mechanism for Human Service Zones and the delivery of social services

- 65th Legislative Assembly established the Property Tax Relief Fund to fund Social Service Redesign (SB 2206)
- OMB transfers funds into HHS' Human Services Fund (aka "457 Fund") based on budget request
 - 2017-19 - \$0 M
 - 2019-21 - \$173 M
 - 2021-23 - \$189 M
 - 2023-25 (req) - \$202 M
- The Property Tax Relief Fund was capped at \$200 M when it was first established
- The initial Human Service Zone budget request was based on actual costs of delivering County Social Services in 2017-2019



North Dakota's model of human service delivery is characterized by shared roles and responsibilities



The role of the Human Services Fund in funding human services

50-06-05.8. Department to assume costs of human services.

The department shall pay each human service zone's expenses for administering human services for calendar years after December 31, 2019, based on the payment amount calculated for each human service zone under chapter 50-35. The executive director of the department shall authorize expenditures from the human service finance fund to reimburse the department for the department's costs of providing human services that historically have been provided by a county or human service zone, or for a new service or program based on federal or state law.

When SB 2206 created the Human Services Fund, it was to pay for the costs of delivering human services that were previously the responsibility of the counties

The 23-25 Executive Budget Request includes funding to transfer resources for some state-delivered human services *(that were previously the responsibility of counties)* to the HHS budget

This change would move us closer to a funding model that targets Human Service Fund dollars to services delivered BY Human Service Zone staff in Human Service Zones

The cost of services that are delivered by HHS (i.e., "state-delivered human services") would be funded as part of the regular HHS budget

The EBR allows the use of the Human Services Fund to evolve to reflect changes in how services are delivered.

It does not change the fact that the state is obligated to pay for the delivery of human services.

Human Service Zones: Overview of Budget Changes

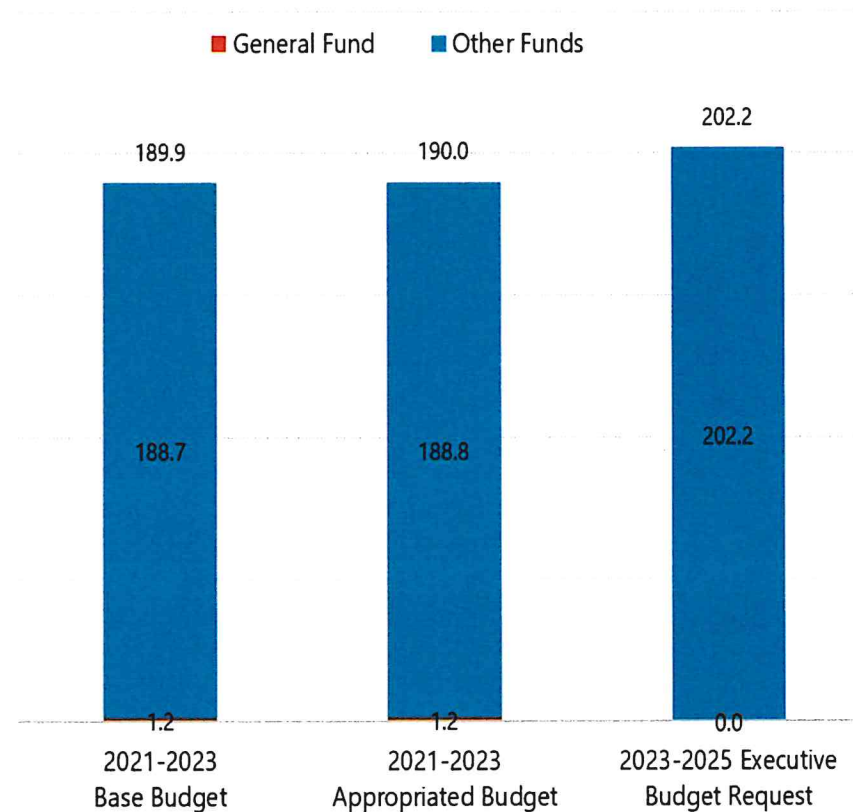
Description	2021 - 2023 Budget Base	Increase/ (Decrease)	2023 - 2025 Executive Budget
Salaries and Benefits	\$ 26,977,885	\$ (16,296,846)	\$ 10,681,039
Operating	4,171,761	(3,719,725)	452,036
IT Services	17,128	(355)	16,773
Capital Asset Expense	-	-	-
Capital Assets	-	-	-
Grants	158,750,611	32,322,796	191,073,407
Total	\$ 189,917,385	\$ 12,305,870	\$ 202,223,255
General Fund	\$ 1,240,391	\$ (1,240,391)	\$ -
Federal Funds	1,176,874	1,046,383	2,223,257
Other Funds	187,500,121	12,499,879	200,000,000
Total Funds	\$ 189,917,386	\$ 12,305,871	\$ 202,223,257
Full Time Equivalent (FTE)	156.00	(98.00)	58.00

Human Service Zones: Overview of budget changes

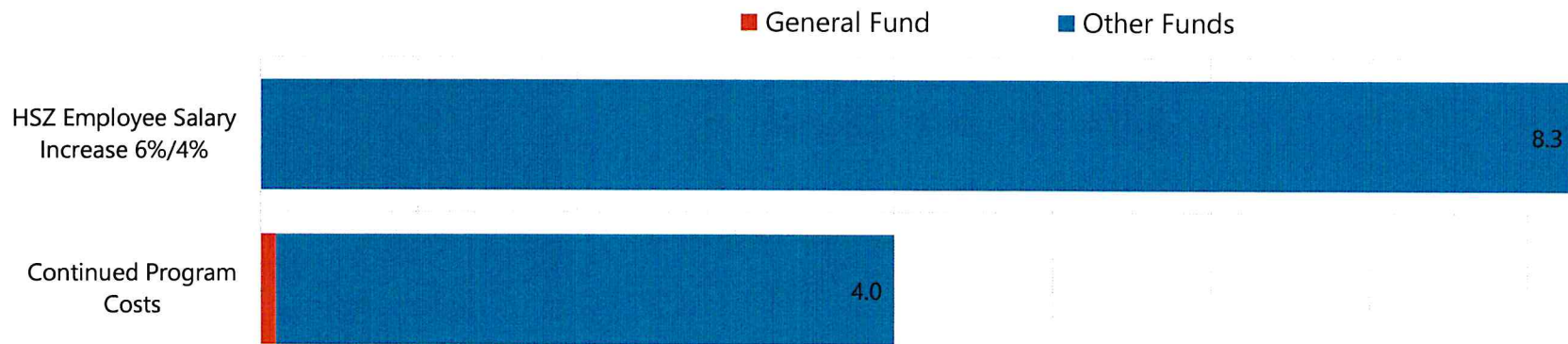
(IN MILLIONS)

INCREASE FROM BASE TO EXECUTIVE RECOMMENDATION
\$ 12.3 MILLION

- \$8.3M for Governor's compensation package 6%/4% for zone employees
- \$3.9M Continued program costs



Human Service Zones: Overview of budget changes (IN MILLIONS)



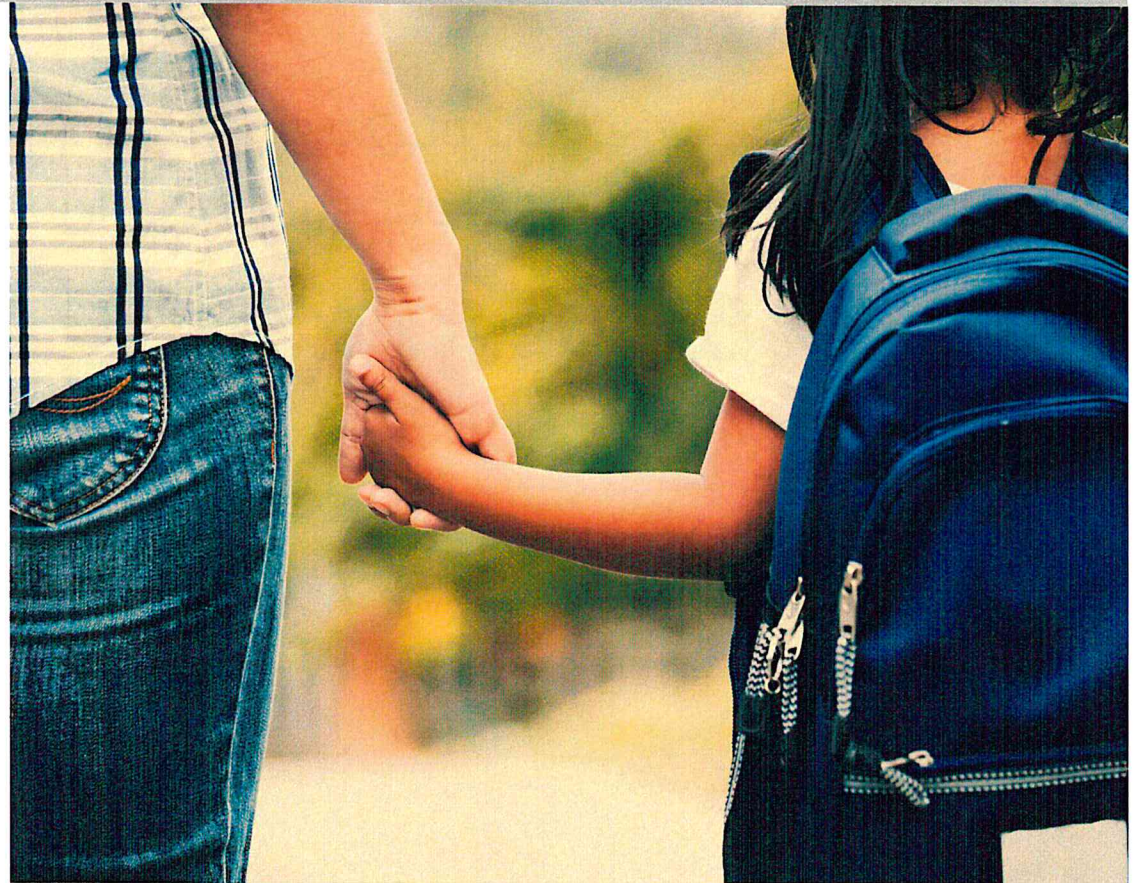
On the horizon for Human Service Zones and HHS



- Embracing a regional processing approach for SNAP, CCAP, LIHEAP, TANF, and Medicaid eligibility
 - Eligibility “redesign” goes live in February 2023
- Solidifying the work of new statewide teams
 - CHINS (children in need of service)
 - Child Abuse and Neglect Hotline
 - Foster care licensing and eligibility
 - Inter-Zonal Quality Improvement peer groups
- Creating HSZ Data Snapshots – key program measures of effectiveness and impact
- Working together to problem solve
 - Guardianship | HCBS services | Case mgmt for children with complex needs | Timeliness of child protection visits| 1915(i)

Summary and key takeaways

- HB 1046 (indirect cost)
- SB 2139 (burial assistance)
- Legislative study on compensation equity (SB 2086 - 67th legislative assembly)
- Transferring state teams' budgets for early childhood licensing, home and community based services, and operations to HHS budgets





Contact information

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<https://www.hhs.nd.gov/human-service/zones>