



HB1012 House Appropriations – HR Section

Representative Jon Nelson | Chair

Operations Overview – Jan. 13, 2025



Health & Human Services

Our Vision

North Dakota is the healthiest state in the nation.

Our Mission

HHS fosters positive, comprehensive outcomes by promoting economic, behavioral and physical health, ensuring a holistic approach to individual and community well-being.

Our Strategic Priorities

Support the advancement of strong, stable, healthy families and communities.

Advance the foundations of well-being through access to high-quality services and supports closer to home.

Optimize disaster and epidemic response and recovery.

Advance excellence in agency infrastructure and operations.

Deliver best-in-class, customer-centered experiences.

Foster a culture of excellence where every team member has a voice, adds value and is empowered to make a difference.

Agenda

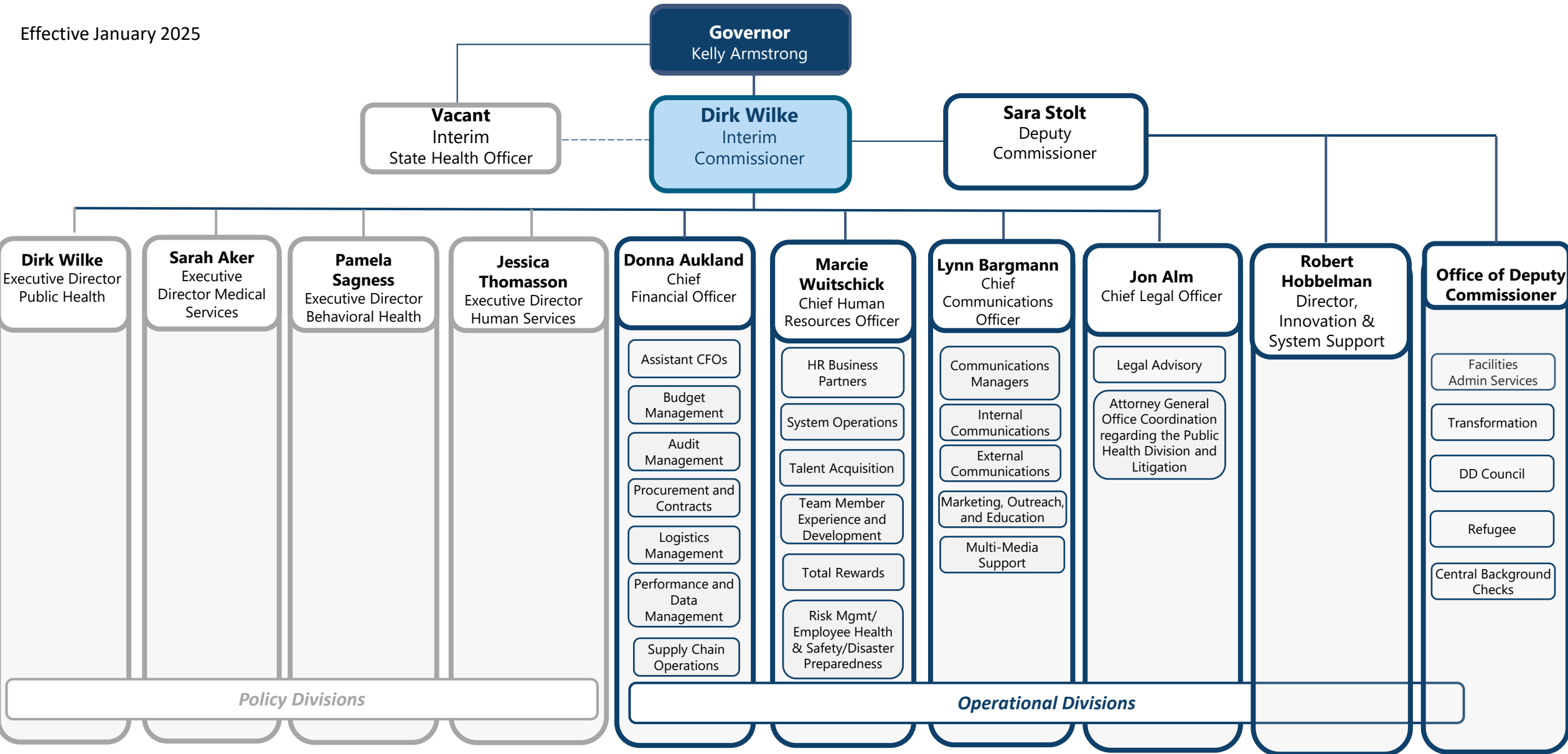
- Operations and Administration Overview
- Human Resources
- Legal
- Finance
- Communications
- Office of Deputy Commissioner
 - Refugee Services
 - DD Council
- Budget Overview



ND Department of Health & Human Services

Health & Human Services

Effective January 2025

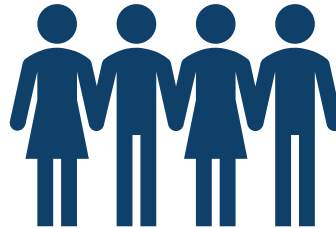


The Foundation for Success

Operations

- Strong hiring and retention practices
- Sound financial management
- Essential IT Systems
- Safe facilities and spaces
- Legal counsel and support
- Core communications

Program + Policy



Direct Services

Benefits + Supports

"A company can seize extra-ordinary opportunities only if it is very good at the ordinary operations." - Marcel Telles

Legal Division



General legal counsel for:

- Hundreds of federal and state laws and regulations
- Approximately 80 different programs and direct client care facilities
- Contracts and procurements



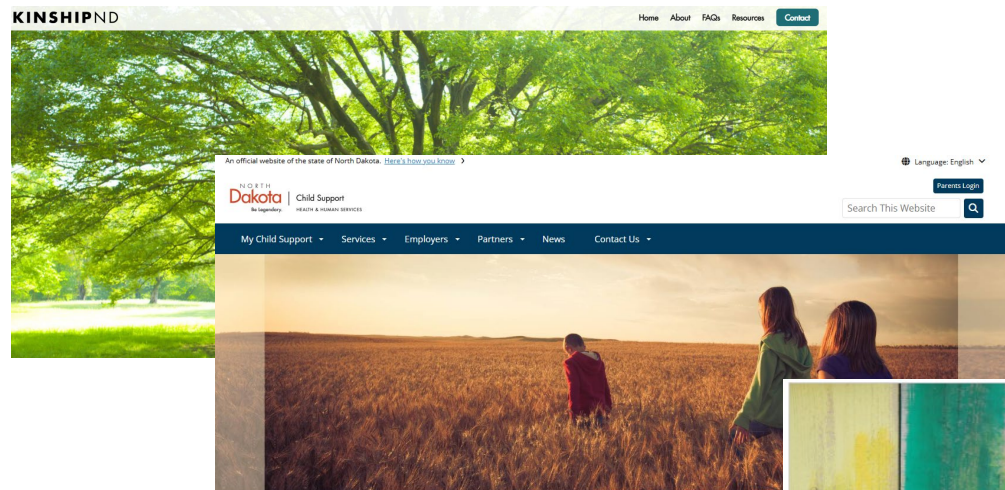
Supporting programs include:

- Eligibility trust and assets reviews
- Estate recoveries
- Administrative rules
- Administrative appeals/Intentional program
- Americans with Disability Act and Civil Rights Compliance
- HIPAA compliance and support
- Records management

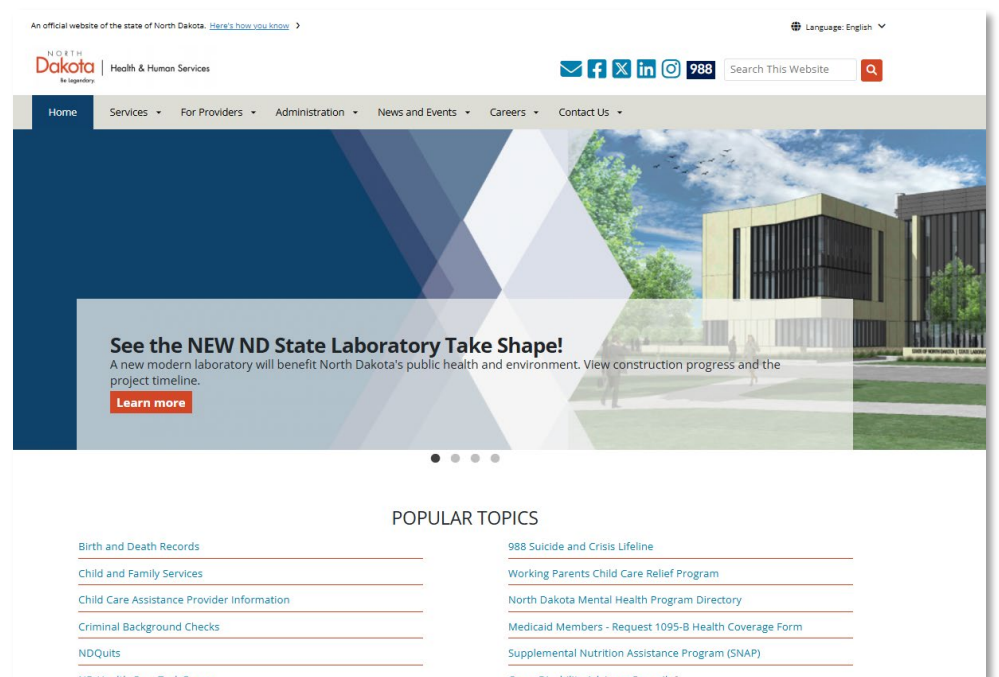
Human Resources Division



Improve access: Streamline and strengthen communications touchpoints, making it easier for North Dakotans to meet their health and well-being needs



ND Sexual Violence and Intimate Partner Violence Prevention Toolkit
Sexual and intimate partner violence prevention resources

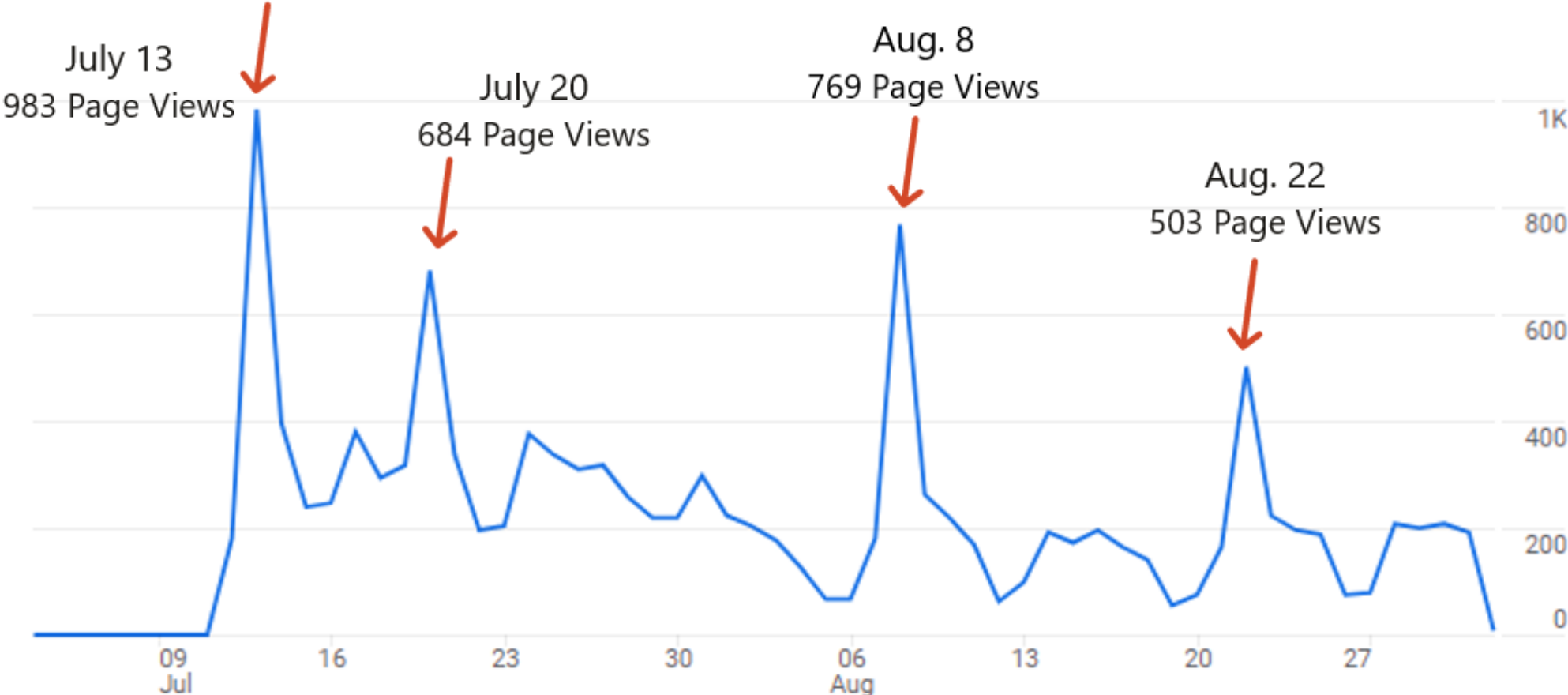


HHS.nd.gov

Program websites planned for integration to HHS.nd.gov:

- KinshipND
- ND Child Support
- ND Sexual Violence and Intimate Partner Violence Prevention Toolkit

Improve access: Text message campaigns are connecting North Dakotans to critical information



2023-24 Medicaid Stay Covered ND campaign: Text and email message push dates resulted in corresponding spikes in page views to program content on HHS.nd.gov.

Foster engagement and trust with those we serve, the public and the media

Storytelling campaigns



Child Passenger Seat Safety Awareness

Community engagement



"Recovery Rocks" campaign

Partner | provider engagement

North Dakota provides two great programs to help working parents with child care costs.

Learn more on the following pages.

CHILD CARE ASSISTANCE PROGRAM

WORKING PARENTS CHILD CARE RELIEF (WPCCR) PROGRAM

Working Parents Child Care Relief Employer Toolkit

Finance Division



Budget Management

Procurement & Contracts Management

Grants / Funds Management

Audit & Compliance Management

Accounts Payable

Revenue Management

Year End Close

Decrease in audit findings since 2017

Agency Audits	
Audit Year	Number of Findings
2015	20
2017	21
2019	8
2021	8
2023	3

Single Audits	
Audit Year	Number of Findings
2016	61
2018	36
2020	18
2022	17

Office of the Deputy Commissioner

Project
Management

Change
Management

IT and Data
Governance

Facilities
Management

Criminal
Background
Checks

Document
Management

Refugee
Services

State Council
on Disabilities

Refugee Services Overview



2024

Our role

- Cultivate economic success
- Support community integration

Services

- Employment Support
- English Learning
- Legal Services
- Health Access

Partners

- ND Job Service
- Adult Learning Centers
- City Governments
- Public Schools
- Health Providers

Outcomes

400 Refugees entered employment

100% continued at the original employer after 90-days

DD Council



The Council is a federally funded program that creates initiatives that give a voice to people with developmental disabilities and their families by promoting leadership and self-advocacy; and developing coalitions to improve public policy. We exist to improve systems and supports across the state of North Dakota.

Successes

Invested in:

- Creation of inclusive daycare summer programs
- Inclusive middle school, high school, and higher education programs
- New housing environments for people living in Grand Forks

- Supported advocacy training in 7 communities
- Funded an Olmstead Plan for the state
- Provided small grants to families so they can learn about disability

Business Operations Executive base budget

Description	2023-25 Budget Base	Increase/ (Decrease)	2025-27 Executive Budget
Salaries and Benefits	\$ 35,249,277	\$ 7,811,751	\$ 43,061,028
Operating	(3,699,288)	18,169,244	14,469,956
IT Services	24,256,038	7,675,111	31,931,149
Capital Asset Expense	-	-	-
Capital Assets	108,934	(108,934)	-
Grants	11,812,627	6,966,375	18,779,002
Total	\$ 67,727,588	\$ 40,513,547	\$ 108,241,135

General Fund	\$ 31,659,601	\$ 22,799,609	\$ 54,459,210
Federal Funds	34,092,770	18,442,485	52,535,255
Other Funds	1,975,217	(728,547)	1,246,670
Total Funds	\$ 67,727,588	\$ 40,513,547	\$ 108,241,135

Contact Information

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