

# WHAT DO HUMAN SERVICE ZONES (HSZ) DO?

There are 53 counties in North Dakota. Local Human Services are provided by 19 Human Service Zones (HSZ) in accordance with HHS policies and ND Century Code.

Services  
Provided  
include:

## CHILD WELFARE SERVICES

### CHILD PROTECTION SERVICES

- The Centralized Intake Unit gathers information about suspected child abuse or neglect, with 14 Zone workers stationed across the state.
- Reports of suspected child abuse or neglect are thoroughly assessed.
- During the assessment process, collaboration occurs with law enforcement, medical providers, schools, and other partners.
- Workers conduct CPS assessments to establish whether maltreatment has taken place or if other unsafe conditions exist in the household, leading to a maltreatment decision.

### FOSTER CARE CASE MANGEMENT

- The HSZ Director is the legal custodian of foster youth
- Zone team members provides case management services such as ensuring foster youth's mental health, dental, vision, and education needs are met
- Meets with the youth monthly
- Prepares affidavits, maintains court orders, provides testimony
- Collaborates with foster care providers, States Attorney, law enforcement, schools, medical providers, other family members, and identified partners

### CHILD IN NEED OF SERVICES (CHINS)

Statewide unit serving all Zones; Richland-Sargent-Ranson (RSR) HSZ is the state-selected host zone

- CHINS specialists role is to engage, educate, and empower parents/caregivers to be responsive to their child(ren)'s needs
- Receive referrals for youth exhibiting underage tobacco/vaping use, truancy, runaway and ungovernable behavior
- Provides a needs assessment and referrals to community services
- Serve as Dual Status Youth (DSY) liasons to help families, juvenile court and child welfare collaboratively to develop family-driven plans to resolve identified concerns

### IN HOME CASE MANAGEMENT

Involves case management services to the family with an unsafe child, with the goal of mitigating threats of danger through an in-home safety plan

Face to Face visits two times a month

Provides referrals and assists families in accessing additional community services

Assists parents/caregivers to enhance parenting skills and increase safety in the home



### PARENT AIDE SERVICES

Partners with the case manager to implement case plan

Assisting with ensuring child safety and enhancing parent /caregiver protective capacities through teaching and coaching

Connects the family with community resources and enhance informal support systems

Supports reunification efforts





## ECONOMIC ASSISTANCE

- Determine eligibility for Healthcare, SNAP, Child Care Assistance, LIHEAP, and TANF programs
- Leveled caseload ensure benefits are processed timely by leveling caseloads statewide
- Statewide customer Support Center (CSC)
- Human Service Zones provide walk-in services and technical support

## CONTRACTED SERVICES

Specialty services provided through Zone contracts in collaboration with HHS (e.g. Adult Protective Service (APS) and Unaccompanied Refugee Minor (URM) Program)

- APS: assess safety of vulnerable adults who are at risk of harm for possible abuse, neglect, exploitation or self-neglect
- URM: Provides services to approved minors who have arrived to the United States without a parent or guardian.
  - Agassiz Valley HSZ is the federal sub-recipient grantee with oversight provided by NDHHS-ORS. Foster care services and benefits to meet cultural and linguistic needs are provided.

## GENERAL ASSISTANCE

Determines eligibility for applicants seeking final disposition or General Assistance services

Communicate with surviving family members and funeral providers regarding eligibility

All other community resources must be exhausted prior to approving General Assistance applications

## DIRECT CARE ASSOCIATES (QUALIFIED SERVICE PROVIDERS-QSPS)

- Provides services to qualified individuals (e.g. elderly, permanently or temporally disabled) in their own home
  - Personal Care Services (e.g. bathing, dress/undress, hair care)
  - Homemaker services (e.g. housekeeping, laundry, meal prep, chore services)
  - Non-Emergency medical transportation
- Determined by local Need and alternative service availability-Offered in 14 Zones
- Collaborates with HCBS case managers for state-funded services
- Offer private pay and locally administered services

## LOCAL SERVICES

Each Zone Offers unique local services based on community need

- Food Pantry-Help Organize the local food pantry or is a part of the food pantry in some capacity
- Collaborate with local agencies to provide services (e.g. telehealth options within the community)
- Collaborate with other county departments and local partners (e.g. emergency responses)
- Services for citizens in need (e.g. back to school supply drives, holiday giving projects, emergency supplies and supports)
- Engage in local community coalitions as a representative of the HSZ
- Flexibility to be creative to help meet the needs of our local citizens