

# HUMAN SERVICE ZONE (HSZ) ROLES



## Human Service Zone

## County Commission

## Zone Director

## DHS

### Operations, Fiscal and Management

### Advocacy, Collaboration and Representation

- ③ Establish policy to review and approve claims against the HSZ fund.\*
- ③ Review and recommend services for improvement and efficiency.
- ③ Review requests for additional team members.
- ③ Hear/act upon General Assistance appeals.\*
- ③ Hear/act upon employee grievances and appeals.\*\*

- ③ Receive and ratify the HSZ direct fund budget.
- ③ Receive and ratify the HSZ indirect fund budget. Fund any excess indirect costs.
- ③ Host County determines insurance benefit plan and coverage levels.
- ③ Each county establishes public building hours and emergency closures (inclement weather).
- ③ Appoint HSZ board members to represent respective community.\*
- ③ Remove appointed HSZ board member(s) without cause.

- ③ Provide overall supervision of HSZ team members in accordance with DHS policies. May also supervise DHS employees working within the HSZ.
- ③ Provide day-to-day management and operations of the HSZ.
- ③ Provide program oversight and management.
- ③ Develop, plan and monitor HSZ budget.
- ③ Serve as Chair and voting member of HSZ Board.
- ③ Serve as Legal Custodian for children placed in the child welfare system.
- ③ Ensure a positive workplace and service culture.
- ③ May serve one or more zones.

- ③ Administer a state-wide program for HSZ services, staffing, and costs.
- ③ Provide Compliance Oversight:
  - Adopt program standards.
  - Provide training for those standards.
  - Develop and administer a system to address chronic or serious HSZ performance issues.
  - Notify HSZ Board and Zone Director of whether the HSZ meets performance requirements.
  - Direct and supervise statewide HSZ work.
- ③ Ensure compliance and provide support on HR policy and merit system.

- ③ Provide information on community needs and advocate to meet those needs.

- ③ Serve as HSZ representative on boards, task forces, committees and appointments.
- ③ Monitor legislation, testify and advocate for client needs.
- ③ Collaborate with DHS leadership and other HSZs to ensure effective, efficient, and quality human services.



## ROLES - HUMAN SERVICE ZONE DIRECTOR HIRING & SUPERVISION



NORTH DAKOTA  
DEPARTMENT OF HUMAN  
SERVICES (STATE)

HUMAN SERVICES  
ZONE BOARD  
(LOCAL)

- ② 2 DHS representatives serve on HSZ Director Hiring Committee and participate in interviews
- ② Must give approval to hire HSZ Director
- ② Serves on HSZ Director Hiring Committee and participate in interviews
- ② Makes recommendation on hiring of HSZ Director
- ② Upon approval from DHS, hires HSZ Director
- ② With direct consultation and input from DHS, supervises the HSZ Director\*\*

\*\*Subject to applicable law, policies, rules and merit system requirements

## ROLES - HUMAN SERVICE ZONE PERSONNEL MANAGEMENT ROLES

NDDHS HR Division (State)

- ② Sets policy and provides consultation on merit system

HSZ Director (Local)

- ② Hires, directs work of HSZ team members and takes disciplinary actions following DHS policy
- ② Uses pre-action process if suspension without pay, demotion, or dismissal is being considered
- ② Gathers information and evidence, including information provided by HSZ team member who is subject to the disciplinary action

HSZ Host County State's Attorney

HSZ Board

- ② Hears and acts on HSZ employee grievances as outlined in HSZ plan and complying with merit system requirements

Together review the information and decide whether to take the proposed major disciplinary action

Hears appeal from HSZ team member subject to disciplinary decision

## SHARED ROLES

Human Service Zone

County Commission

Zone Director

DHS

Come to agreement prior to eliminating an access point

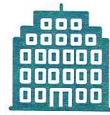


Receive Zone performance notifications from DHS related to overall compliance standards





# DETERMINING REIMBURSEMENT AMOUNTS OF INDIRECT COSTS



## SCENARIO

## PROCESS PRIOR TO 2018\*

## CURRENT PROCESS

### County DECIDES TO directly charge human service zone.\*\*

1

Human Service Zone  
Pays the Bill

- or -

2

County Direct Bills  
Costs to Human  
Service Zone

- County general fund is 100% reimbursed from the human service zone.
- State uses federal share to reimburse county human service fund.

- All zones must participate in the CCAP.
- County can no longer directly charge the human service zone for indirect costs.
- The county general fund is reimbursed (up to the 2018 amount) from the state human service financing fund.

### County decides NOT TO directly charge human service zone.\*\*

3

Human Service  
Zone Participates  
in CCAP

- County general fund is reimbursed at a percentage of the current CCAP.

- DHS reimburses the county general fund at 25% of the CCAP submitted 2018.

A workgroup is underway to determine how indirect costs will be reimbursed in the future.

\*In 2018 and 2019, a formula was used to calculate the reimbursement to human service zones.

\*\*Human service zone was known formerly as county social services.

IN 2020, TOTAL INDIRECT COSTS WERE \$13.6M  
AND \$5.9M (43%) WAS REIMBURSED



# The Countywide Cost Allocation Plan

## WHAT IS THE CCAP

The Countywide Cost Allocation Plan (CCAP) identifies indirect/overhead costs and allocates them to various departments within the county. Indirect costs may include:



**Building Costs** - Building, Depreciation, Finance Costs, Maintenance, Utilities and Grounds-keeping



**Soft Indirect Costs** - Office Supplies, Postage, Copier Costs, Vehicles, Insurance and IT Services



**Clear Indirect Costs** - Accounting, Banking, Legal, Coordination, Budget and HR

DHS uses the CCAP to reimburse a share of the allowable indirect costs attributed to human service zones and to obtain federal funds.

## HOW TOTAL ALLOWABLE INDIRECT COSTS ARE CALCULATED WITHIN THE CCAP

