



# HUMAN SERVICE ZONES

**2021 NDACo County Officials Academy**

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In collaboration with ND Department of Human Services

# HUMAN SERVICE ZONES



NORTH DAKOTA



## Gateway for Human Services

- Child Welfare
- Economic Assistance
- Locally-administered HCBS services
- Indigent burials
- General Assistance
- Local specialty programs

## Access Points Across ND

- Formerly known as "*County Social Services*"
- 19 Human Service Zones
- 19 Administrative Hubs
- 53+ Access Points

## Effectiveness + Efficiency

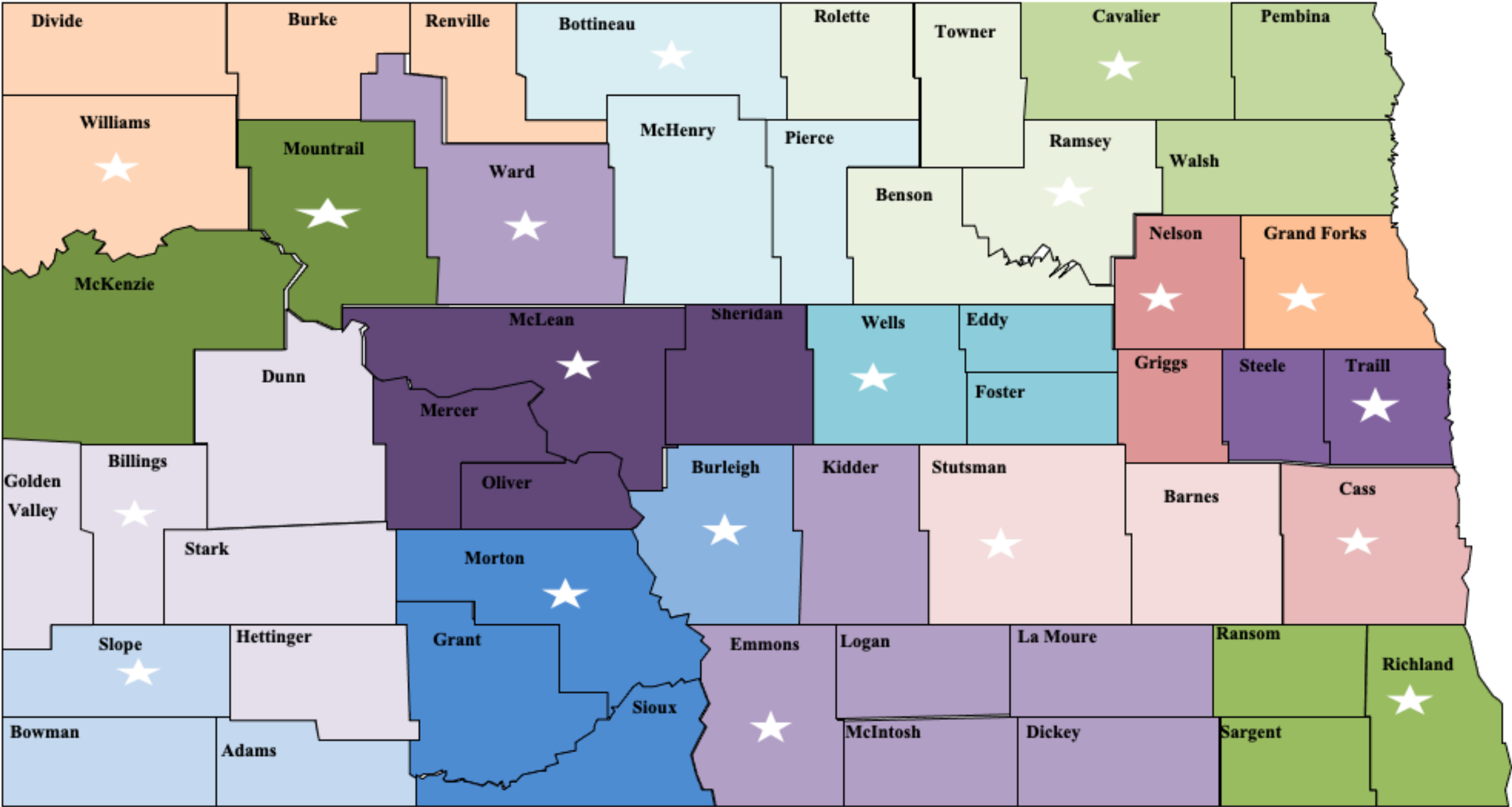
- Person-Centered
- Timeliness
- Quality

# SOCIAL SERVICE SYSTEM + REDESIGN = HUMAN SERVICE ZONE

## GOALS:

- **Property Tax Relief** through social service financing
- **Redesigned Service Model:**
  - Quality
  - Effectiveness
  - Efficiency
  - Collaboration
- **Effective: January 1, 2020**





# ROLES - HUMAN SERVICE ZONES

## OPERATIONS, FISCAL AND MANAGEMENT



### COUNTY COMMISSION

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

# ROLES - HUMAN SERVICE ZONES

## OPERATIONS, FISCAL AND MANAGEMENT



### HUMAN SERVICE ZONE BOARD

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

# ROLES - HUMAN SERVICE ZONES

## OPERATIONS, FISCAL AND MANAGEMENT



### ZONE DIRECTOR

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

# ROLES - HUMAN SERVICE ZONES

## OPERATIONS, FISCAL AND MANAGEMENT



ND DHS

- Administer a state-wide program for HSZ services, staffing, and costs.
- 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.
- Ensure compliance and provide support on HR policy and merit system.



# SHARED ROLES - HUMAN SERVICE ZONE

## DIRECTOR HIRING & SUPERVISION



### ND Department of Human Services

- 2 DHS representatives serve on HSZ Director Hiring Committee and participate in interviews
- Must give approval to hire HSZ Director



### Human Service Zone Board

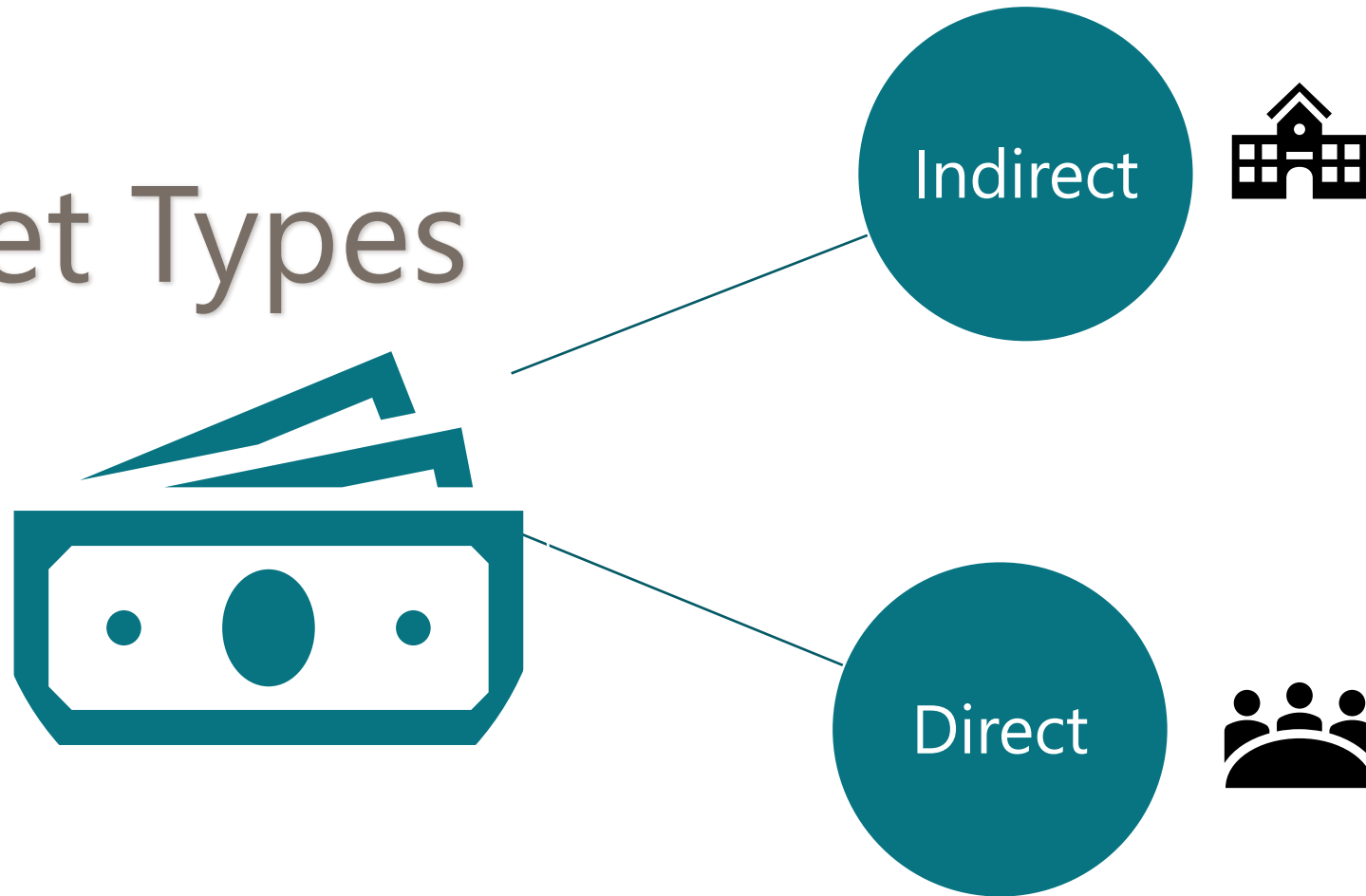
- Serves on Hiring Committee and participates in interviews
- Makes recommendation on hiring of HSZ Director
- Upon approval from DHS, hires HSZ Director
- With direct consultation and input from DHS, supervises the HSZ Director

# SHARED ROLES - HUMAN SERVICE ZONES

	Human Service Zone Board	County Commission	Zone Director	DHS
Come to agreement prior to eliminating an access point	X	X	X	X
Receive Zone performance notifications from DHS related to overall compliance standards	X		X	

# HUMAN SERVICE ZONE BUDGETS

Budget Types

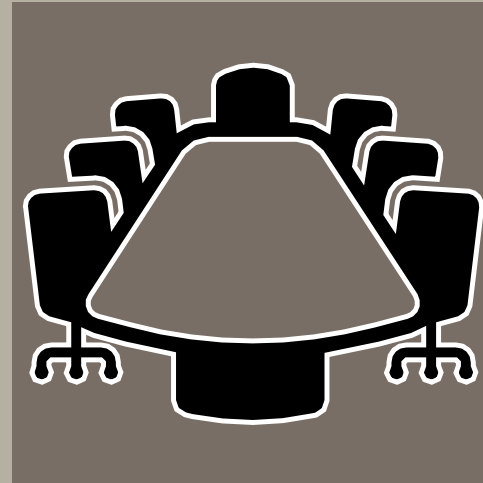


# DIRECT FUND

DHS Funded  
Legislatively Appropriated  
County Levy Prohibited

- Direct Cost Examples:
  - Human Service Zone Team Member Payroll & Benefits
  - Client Support Costs
  - Training & Professional Development
  - Board Expense

Located in a special Human Service  
Zone Fund



# INDIRECT FUND

## Shared Financing:

- Some DHS funding
- County Levies make whole
- Local "skin in the game"

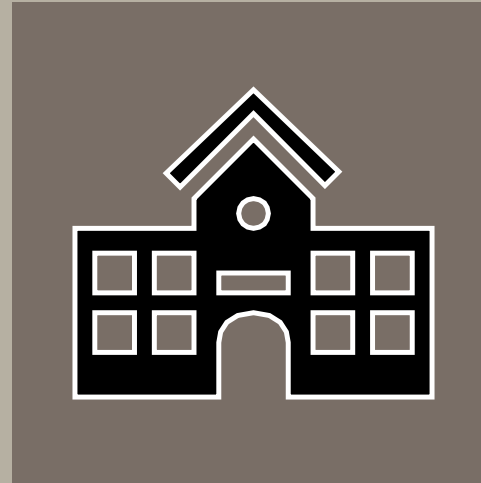
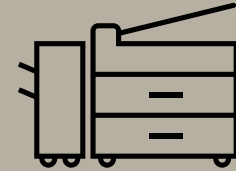
## Indirect Cost Examples:

- Landline Telephone
- Human Service Zone Office Lease
- Office Supplies
- Liability Insurance

Located within a Sub-fund of the County General Fund

Approved Zone Plan details Indirect Fund details

Indirect payment includes reimbursement for 25% of CWCA Plan Costs for Human Services





*Working as One  
to serve the people  
of North Dakota*

