

# North Dakota Department of Human Services



## 2011-2013 Biennial Report

*Working to improve the lives of North Dakotans*

Jack Dalrymple, Governor  
Maggie D. Anderson, Executive Director



The N.D. Department of Human Services  
2011-2013 Biennial Report  
contains information about the  
department's programs, services,  
caseloads, and expenditures.

### **Mission Statement**

To provide quality, efficient, and effective human services,  
which improve the lives of people.

### **Submitted by:**

N.D. Department of Human Services  
Bismarck, North Dakota

Maggie D. Anderson, Executive Director  
December 2, 2013

**Note:** Carol K. Olson retired from the department on Aug. 17, 2012, after serving  
15 years as the Executive Director.

**This information can be made available in an alternative format.  
Please contact the department.**



December 2, 2013

The Honorable Jack Dalrymple  
Governor of North Dakota  
600 E Boulevard, First Floor  
Bismarck ND 58505-0001

Dear Governor Dalrymple,

This report summarizes the services and programs the N.D. Department of Human Services administers and provides, as well as caseloads, expenditures, and utilization rates. It also highlights major accomplishments achieved during the 2011-2013 biennium.

With your support, the department, its county partners, and service providers promote self-sufficiency, independence, health and well-being, and quality of life for thousands of state residents of all ages. Together we ensure that a safety net exists for vulnerable North Dakotans.

This is accomplished through direct services provided by the department's State Hospital, N.D. Developmental Center, the eight regional human service centers, and central office divisions, as well as through direct services delivered by our partners and providers. Taxpayer entrusted funds flow from the department to public, private, and non-profit health and human service providers and to qualifying individuals. This investment in health and human services also has a major economic impact in our communities.

During this biennium, North Dakota experienced historic and rapid growth in its population and personal incomes, due in large part to oil and gas development. While economic assistance program caseloads are generally falling, pockets of poverty remain where work opportunities are limited – especially in remote reservation areas. Cost of living increases are affecting vulnerable individuals on fixed and limited incomes, as well as the direct care workforce. Areas previously deemed behavioral health professional shortage areas have seen staffing issues grow.

Communities differ in their ability to offer a wide array of services for vulnerable people. There is a need for an effective crisis response system and the need to manage the abuse of drugs and alcohol, statewide and in the oil patch. Human service center client caseloads are rising in Williston and Minot, while the Bismarck region recorded the highest client caseload. The department used outreach offices and staff, and telemedicine and telepharmacy services to improve client access to behavioral health services, especially in rural areas. The expansion of this technology continues to give the department more flexibility in managing clinical staff resources across the state.

The department continued to successfully transition people with disabilities from institutional to community-living. The Money Follows the Person grant supplied resources and supports assuring successful transitions of 87 persons during the biennium (171 total since 2008). The Transition Task Force, which includes client and provider stakeholders as well as advocates, assured well planned transitions from the Developmental Center, while supporting the development of new community services and residential choices.

Our public behavioral health treatment system continues to adopt and embrace evidence-based practices that are helping people achieve and sustain their recovery from substance abuse and mental health disorders. Motivational interviewing is helping to guide clients to increase their readiness for change with their behavioral health issues. Participants in Integrated Dual Disorder Treatment experience fewer instances of homelessness, hospitalizations, and crisis bed usage. Extended services is providing employment support to people with serious mental illness and participants are earning more through work than the cost of their employment support services. Efforts to review and adjust business processes at the human service centers are reducing wait times and no-shows and improving access to treatment and retention in treatment.

I invite you to read about the additional accomplishments achieved by the department, through its staff and partners. We are honored to serve the people of North Dakota.

Sincerely,



Maggie D. Anderson  
Executive Director







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## Agency Contact Information

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### N.D. Department of Human Services

600 E. Boulevard Avenue, Dept. 325

Bismarck, ND 58505-0250

**Phone:** (701) 328-2310

**ND Relay (TTY):** (800) 366-6888

**E-mail:** dhseo@nd.gov

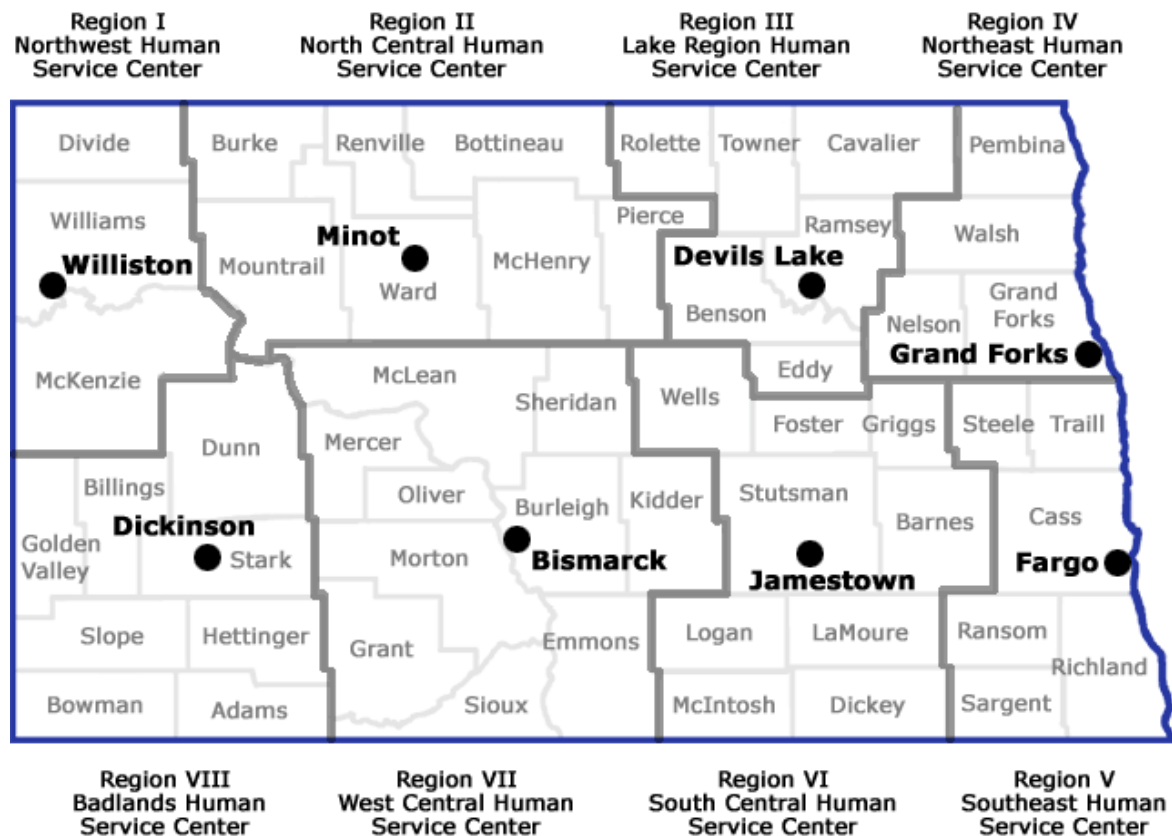
**Website:** www.nd.gov/dhs

## Division Contact Information

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<p><b>Aging Services</b>            1237 W. Divide Avenue, Suite 6            Bismarck, ND 58501  <b>Phone:</b> (701) 328-4601  <b>Toll Free:</b> (855) GO2-LINK  <b>Fax:</b> (701) 328-8744  <b>E-mail:</b> dhsaging@nd.gov</p>	<p><b>Child Support</b>            P. O. Box 7190            Bismarck, ND 58507-7190  <b>Phone:</b> (701) 328-3582  <b>Toll Free:</b> (800) 231-4255  <b>Fax:</b> (701) 328-6575  <b>E-mail:</b> centralofficecse@nd.gov  <b>Website:</b> www.childsupportnd.com</p>
<p><b>Children and Family Services</b>            600 E. Boulevard Avenue            Bismarck, ND 58505-0250  <b>Phone:</b> (701) 328-2316  <b>Toll Free:</b> (800) 245-3736  <b>Fax:</b> (701) 328-3538  <b>E-mail:</b> dhscfs@nd.gov</p>	<p><b>Developmental Disabilities</b>            1237 W. Divide Avenue, Suite 1A            Bismarck, ND 58501-1208  <b>Phone:</b> (701) 328-8930  <b>Toll Free:</b> (800) 755-8529  <b>Fax:</b> (701) 328-8969  <b>E-mail:</b> dhsds@nd.gov</p>
<p><b>Economic Assistance Policy</b>            600 E. Boulevard Avenue            Bismarck, ND 58505-0250  <b>Phone:</b> (701) 328-2332  <b>Toll Free:</b> (800) 755-2716  <b>Fax:</b> (701) 328-1060  <b>E-mail:</b> dhseap@nd.gov</p>	<p><b>Medical Services</b>            600 E. Boulevard Avenue            Bismarck, ND 58505-0250  <b>Phone:</b> (701) 328-2321  <b>Toll Free:</b> (800) 755-2604  <b>Fax:</b> (701) 328-1544  <b>E-mail:</b> dhsmed@nd.gov</p>
<p><b>Mental Health/Substance Abuse Services</b>            1237 W. Divide Avenue, Suite 1C            Bismarck, ND 58501-1208  <b>Phone:</b> (701) 328-8920  <b>Toll Free:</b> (800) 755-2719  <b>Fax:</b> (701) 328-8969  <b>E-mail:</b> dhsmhsas@nd.gov</p>	<p><b>Vocational Rehabilitation</b>            1237 W. Divide Avenue, Suite 1B            Bismarck, ND 58501-1208  <b>Phone:</b> (701) 328-8950  <b>Toll Free:</b> (800) 755-2745  <b>Fax:</b> (701) 328-8969  <b>E-mail:</b> dhsvr@nd.gov</p>

# Regional Human Service Center Contact Information



<p><b>West Central Human Service Center - Bismarck</b>                  1237 W. Divide Ave., Ste. 5, Bismarck, ND 58501-1208  <b>Phone:</b> (701) 328-8888  <b>Toll Free:</b> (888) 328-2662</p>	<p><b>Crisis Line: (701) 328-8899 OR</b>  <b>Toll Free: (888) 328-2112</b>                  E-mail: dhswhcsc@nd.gov                  Fax: (701) 328-8900                  TTY: (800) 366-6888</p>
<p><b>Lake Region Human Service Center - Devils Lake</b>                  200 Hwy 2 SW, Devils Lake, ND 58301  <b>Phone:</b> (701) 665-2200  <b>Toll Free:</b> (888) 607-8610</p>	<p><b>Crisis Line: (701) 662-5050</b>                  E-mail: dhslrhsc@nd.gov                  Fax: (701) 665-2300                  TTY: (701) 665-2211</p>
<p><b>Outreach Office - Rolla</b>                  113 Main Ave. East, Rolla, ND 58367-0088</p>	<p>Phone: (701) 477-8272                  Fax: (701) 477-8281</p>
<p><b>Badlands Human Service Center – Dickinson</b>                  300 13<sup>th</sup> Ave. W., Ste. 1, Dickinson, ND 58601  <b>Phone:</b> (701) 227-7500  <b>Toll Free:</b> (866) 491-2472</p>	<p><b>Crisis Line: (701) 227-7500 OR</b>  <b>(701) 290-5719</b>                  E-mail: dhsblhsc@nd.gov                  Fax: (701) 227-7575                  TTY: (701) 227-7574</p>

## Regional Human Service Centers Contact Information

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<b>Southeast Human Service Center - Fargo</b> 2624 9th Ave. S., Fargo, ND 58103-2350 <b>Phone:</b> (701) 298-4500 <b>Toll Free:</b> (888) 342-4900	<b>Crisis Line: (701) 298-4500</b> Suicide Prevention: (800) 273-TALK (8255) E-mail: dhssehsc@nd.gov Fax: (701) 298-4400
<b>Northeast Human Service Center - Grand Forks</b> 151 S. 4th St., Ste. 401, Grand Forks, ND 58201-4735 <b>Phone:</b> (701) 795-3000 <b>Toll Free:</b> (888) 256-6742	<b>Crisis Line: (701) 775-0525, (701) 775-0526 OR (800) 845-3731</b> E-mail: dhsnehsc@nd.gov Fax: (701) 795-3050 TTY: (800) 366-6889
<b>Outreach Office</b> 5th & School Road, Grafton, ND 58237	Phone: (701)352-4334 Toll Free: (888) 845-2215
<b>South Central Human Service Center - Jamestown</b> 520 3rd St. NW, Box 2055, Jamestown, ND 58402 <b>Phone:</b> (701) 253-6300 <b>Toll Free:</b> (800) 260-1310	<b>Crisis Line: (701) 253-6304</b> E-mail: dhsschsc@nd.gov Fax: (701) 253-6400 TTY: (701) 253-6414
<b>North Central Human Service Center - Minot</b> 1015 S. Broadway, Ste. 18, Minot, ND 58701 <b>Phone:</b> (701) 857-8500 <b>Toll Free:</b> (888) 470-6968	<b>Crisis Line: (701) 857-8500 OR</b> E-mail: dhsnchsc@nd.gov Fax: (701) 857-8555 TTY: (701) 857-8666
<b>Northwest Human Service Center - Williston</b> 316 2nd Ave. W., Williston, ND 58801 <b>Phone:</b> (701) 774-4600 <b>Toll Free:</b> (800) 231-7724	<b>Crisis Line: (701) 572-9111</b> E-mail: dhsnwhsc@nd.gov Fax: (701) 774-4620 TTY: (701) 774-4692

## Institutions Contact Information

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<b>North Dakota State Hospital</b> 2605 Circle Drive Jamestown, ND 58401 <b>Phone:</b> (701) 253-3650 <b>Fax:</b> (701) 253-3999	<b>Developmental Center</b> 701 W. 6 <sup>th</sup> St. Grafton, ND 58237 <b>Phone:</b> (701) 352-4200 <b>Fax:</b> (701) 352-4376
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## Child Support Contact Information

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### State Disbursement Unit

P.O. Box 7280  
 Bismarck, ND 58507-7280  
**Phone:** (701) 328-5440 (Automated Voice Response)  
**Fax:** (701) 328-6575  
**E-mail:** centralofficecse@nd.gov  
**Website:** www.childsupportnd.com

## Regional Child Support Units

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<p><b>Bismarck</b>                      316 N. 5<sup>th</sup> St., Ste. 300                      P.O. Box 7310                      Bismarck, ND 58507-7310  <b>Phone:</b> (701) 328-0955  <b>Fax:</b> (701) 222-6751  <b>E-mail:</b> bismarckcse@nd.gov  <b>Website:</b> www.childsupportnd.com</p>	<p><b>Devils Lake</b>                      1820 Walnut St. E., Ste. 4                      Devils Lake, ND 58301-3411  <b>Phone:</b> (701) 665-4475  <b>Fax:</b> (701) 662-1351  <b>E-mail:</b> devilslakecse@nd.gov  <b>Website:</b> www.childsupportnd.com</p>
<p><b>Dickinson</b>                      135 Sims St., #202                      Dickinson, ND 58601-5141  <b>Phone:</b> (701) 227-7424  <b>Fax:</b> (701) 227-7427  <b>E-mail:</b> dickinsoncse@nd.gov  <b>Website:</b> www.childsupportnd.com</p>	<p><b>Fargo</b>                      4950 13<sup>th</sup> Ave. S., Ste. 22                      Fargo, ND 58103  <b>Phone:</b> (701) 298-4900  <b>Fax:</b> (701) 298-4930  <b>E-mail:</b> fargocse@nd.gov  <b>Website:</b> www.childsupportnd.com</p>
<p><b>Grand Forks</b>                      151 S. 4<sup>th</sup> St., Ste. N101                      P.O. Box 5756                      Grand Forks, ND 58206-5756  <b>Phone:</b> (701) 795-3960  <b>Fax:</b> (701) 775-3130  <b>E-mail:</b> grandforkscse@nd.gov  <b>Website:</b> www.childsupportnd.com</p>	<p><b>Jamestown</b>                      804 13<sup>th</sup> St. N.E.                      P.O. Box 427                      Jamestown, ND 58402-0427  <b>Phone:</b> (701) 253-6260  <b>Fax:</b> (701) 253-3932  <b>E-mail:</b> jamestowncse@nd.gov  <b>Website:</b> www.childsupportnd.com</p>
<p><b>Minot</b>                      325 28<sup>th</sup> Ave. S.W., Ste. C                      P.O. Box 2249                      Minot, ND 58702-2249  <b>Phone:</b> (701) 857-7696  <b>Fax:</b> (701) 857-7777  <b>E-mail:</b> minotcse@nd.gov  <b>Website:</b> www.childsupportnd.com</p>	<p><b>Williston</b>                      202 Main St., Lower Level                      P.O. Box 2047                      Williston, ND 58802-2047  <b>Phone:</b> (701) 774-7940  <b>Fax:</b> (701) 774-4332  <b>E-mail:</b> willistoncse@nd.gov  <b>Website:</b> www.childsupportnd.com</p>

## Guiding Principles

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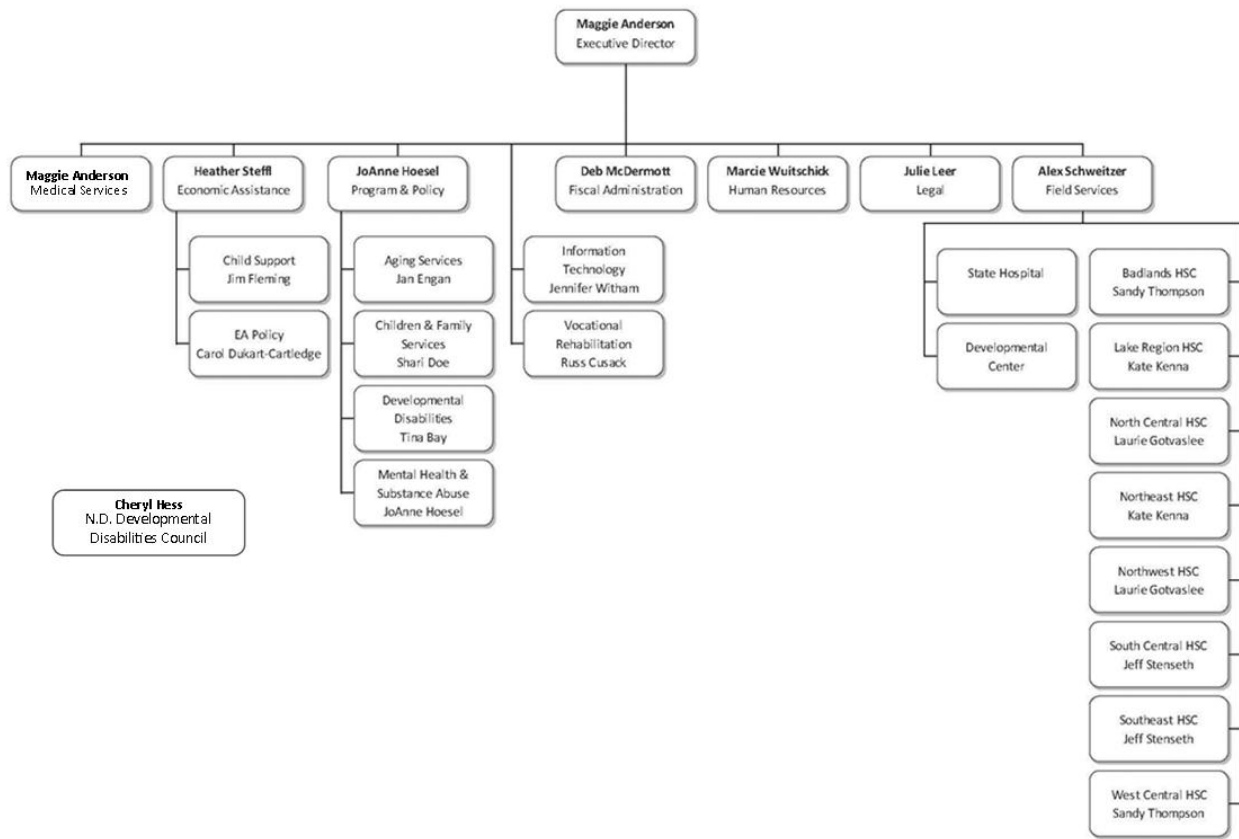
- The N.D. Department of Human Services has the responsibility to serve the state's most vulnerable residents.
- Planning, evaluation, budgeting, and best practices regarding service delivery and allocation of resources are data-driven, evidence-based, and results oriented.
- Essential core services are based on individual needs with full consumer involvement and aimed at optimizing self-sufficiency and independence.
- Local and natural support systems will be fully engaged and partnerships generated to maximize resources and efficiency.
- Services will be designed to accommodate specific regional needs, with resources allocated in a cost-effective manner to create alternative solutions to reach rural and urban populations.

## Quick Facts

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- Employs approximately 2,200 employees with about seventy-seven percent of the department's employees working at the human service centers, the State Hospital, and the Developmental Center.
- Administers over 100 legislatively authorized programs that are provided through the cooperative efforts of the department, county social service offices, the tribes, and service providers.
- Is led by an executive director who is appointed by the governor and serves on the Governor's Cabinet.
- Provides direct services, program direction and technical assistance, sets standards, conducts training, manages the computerized eligibility, information, reporting, and claims payment systems, and manages services within its appropriated budget.

# Organizational Chart



## Funding Overview

The N.D. Department of Human Services receives and distributes funds appropriated by Congress and the N.D. Legislature for the purpose of providing human services to the state's most vulnerable residents.

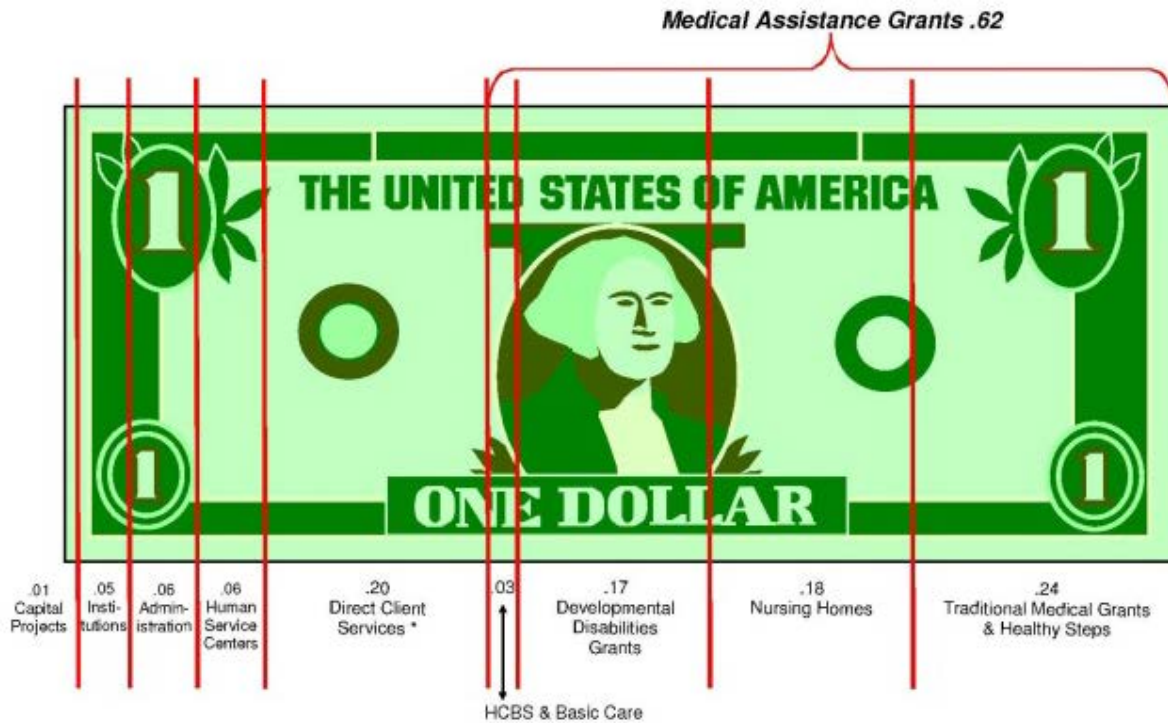
### Expenditure Breakdown

- Sixty-two percent of the budget is medical assistance grants, which is the portion that is similar to insurance coverage
- Eleven percent of the budget is for the delivery of healthcare via the institutions and human service centers
- Twenty percent is for direct client services
- Seven percent is for the department's capital projects and administration



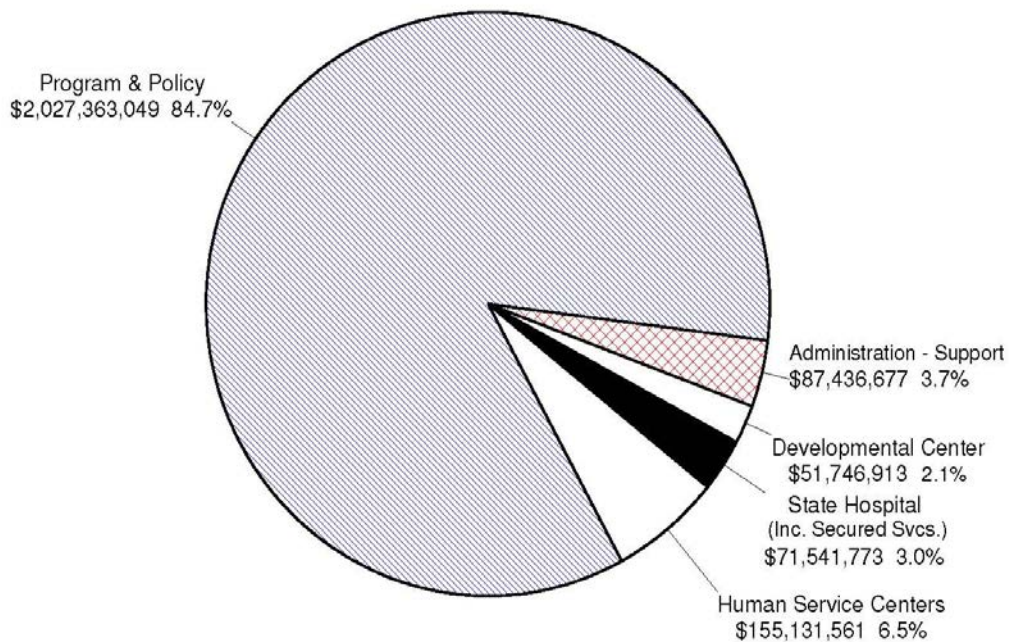
# Where Does the Money Go?

**2011-2013 Actual Expenditures**  
**\$2,393,219,973**



\*Includes TANF, JOBS, Child Care, SNAP, Heating Assistance, IV-D Tribal, IV-D Judicial, Child Welfare, Aging, Mental Health, Substance Abuse, Vocational Rehabilitation, and non-Medicaid Developmental Disability grants and services.

# Expenditures by Sub-Division



## Expenditures by Program Area

Note: This table is also located in the Appendices

Subdivision	Salaries and Wages	Operating Expenses	Capital Assets	Capital Construction Carryover	Grants	HSCs and Institutions	Grants-Medical Assistance	Total	General	Federal	Other
ADMINISTRATION - SUPPORT	\$9,659,308	\$5,546,082						\$15,205,390	\$7,513,718	\$7,682,024	\$9,648
INFORMATION TECHNOLOGY SERVICES	\$11,325,493	\$46,937,774	\$90,780	\$13,877,240				\$72,231,287	\$24,995,402	\$45,376,991	\$1,858,894
<b>MANAGEMENT TOTAL</b>	<b>\$20,984,801</b>	<b>\$52,483,856</b>	<b>\$90,780</b>	<b>\$13,877,240</b>				<b>\$87,436,677</b>	<b>\$32,509,120</b>	<b>\$53,059,015</b>	<b>\$1,868,542</b>
ECONOMIC ASSISTANCE POLICY GRANTS	\$4,167,647	\$9,777,791			\$246,190,947			\$260,136,385	\$10,409,119	\$231,877,333	\$17,849,933
CHILD SUPPORT ENFORCEMENT	\$19,763,199	\$3,731,623						\$23,494,822	\$6,561,357	\$14,350,845	\$2,582,620
MEDICAL SERVICES	\$7,229,059	\$34,456,657					\$583,172,228	\$624,857,944	\$245,506,886	\$343,133,934	\$36,217,124
LONG TERM CARE							\$922,312,163	\$922,312,163	\$429,619,590	\$489,117,919	\$3,574,654
DD COUNCIL	\$144,992	\$35,063			\$667,917			\$847,972	\$1,565	\$846,407	
AGING SERVICES	\$1,410,712	\$12,980,707			\$2,937,031			\$17,328,450	\$4,359,213	\$12,740,433	\$228,804
CHILDREN AND FAMILY SERVICES	\$2,405,399	\$5,772,783			\$126,853,812			\$135,081,994	\$32,917,281	\$80,935,751	\$21,178,962
MENTAL HEALTH AND SUBSTANCE ABUSE	\$2,532,806	\$7,152,812			\$3,849,347			\$13,534,965	\$5,703,337	\$7,088,181	\$743,447
VOC REHAB	\$4,542,940	\$1,935,643	\$78,000		\$14,010,973			\$20,567,556	\$4,770,460	\$15,150,297	\$646,799
DEVELOPMENTAL DISABILITIES DIVISION	\$1,358,501	\$7,536,112			\$356,185			\$9,250,798	\$3,397,140	\$5,103,658	\$150,000
<b>PROGRAM AND POLICY TOTAL</b>	<b>\$43,555,255</b>	<b>\$83,379,191</b>	<b>\$78,000</b>		<b>\$394,866,212</b>		<b>\$1,505,484,391</b>	<b>\$2,027,363,049</b>	<b>\$743,845,948</b>	<b>\$1,200,344,758</b>	<b>\$83,172,343</b>
STATE-WIDE HSC MANAGEMENT						\$4,393,121		\$4,393,121	\$4,358,189	\$34,932	\$0
NORTHWEST HSC						\$8,112,235		\$8,112,235	\$5,093,606	\$2,486,738	\$531,891
NORTH CENTRAL HSC						\$20,212,441		\$20,212,441	\$11,609,191	\$7,520,025	\$1,083,225
LAKE REGION HSC						\$10,399,513		\$10,399,513	\$6,788,909	\$3,158,213	\$452,391
NORTHEAST HSC						\$25,968,762		\$25,968,762	\$12,864,381	\$11,533,631	\$1,570,750
SOUTHEAST HSC						\$33,302,996		\$33,302,996	\$18,736,020	\$13,488,696	\$1,078,280
SOUTH CENTRAL HSC						\$15,651,968		\$15,651,968	\$8,922,961	\$5,658,767	\$1,070,240
WEST CENTRAL HSC						\$25,794,747		\$25,794,747	\$13,409,601	\$10,985,532	\$1,399,614
BADLANDS HSC						\$11,295,778		\$11,295,778	\$6,208,850	\$4,125,498	\$961,430
<b>HUMAN SERVICE CENTER TOTAL</b>						<b>\$155,131,561</b>		<b>\$155,131,561</b>	<b>\$87,991,708</b>	<b>\$58,992,032</b>	<b>\$8,147,821</b>
STATE HOSPITAL				\$57,577		\$60,962,568		\$61,020,145	\$42,192,838	\$2,294,743	\$16,532,564
SH SECURED SERVICES						\$10,521,628		\$10,521,628	\$10,521,628		
DEVELOPMENTAL CENTER						\$51,746,913		\$51,746,913	\$20,417,620	\$27,663,929	\$3,665,364
<b>INSTITUTIONS TOTAL</b>				<b>\$57,577</b>		<b>\$123,231,109</b>		<b>\$123,288,686</b>	<b>\$73,132,086</b>	<b>\$29,958,672</b>	<b>\$20,197,928</b>
<b>GRAND TOTAL</b>	<b>\$64,540,056</b>	<b>\$135,863,047</b>	<b>\$168,780</b>	<b>\$13,934,817</b>	<b>\$394,866,212</b>	<b>\$278,362,670</b>	<b>\$1,505,484,391</b>	<b>\$2,393,219,973</b>	<b>\$937,478,862</b>	<b>\$1,342,354,477</b>	<b>\$113,386,634</b>

## Administrative Support Services

### Includes

- Executive Office
- Fiscal Administration
- Human Resources
- Information Technology Services
- Legal Advisory Unit

### Role

The Administrative Support Services is comprised of five separate areas within the N.D. Department of Human Services. The main responsibility of each area is to provide leadership, support, and information to the department's nine divisions who are responsible for administering various programs and services that can help improve the lives of our state's most vulnerable people.

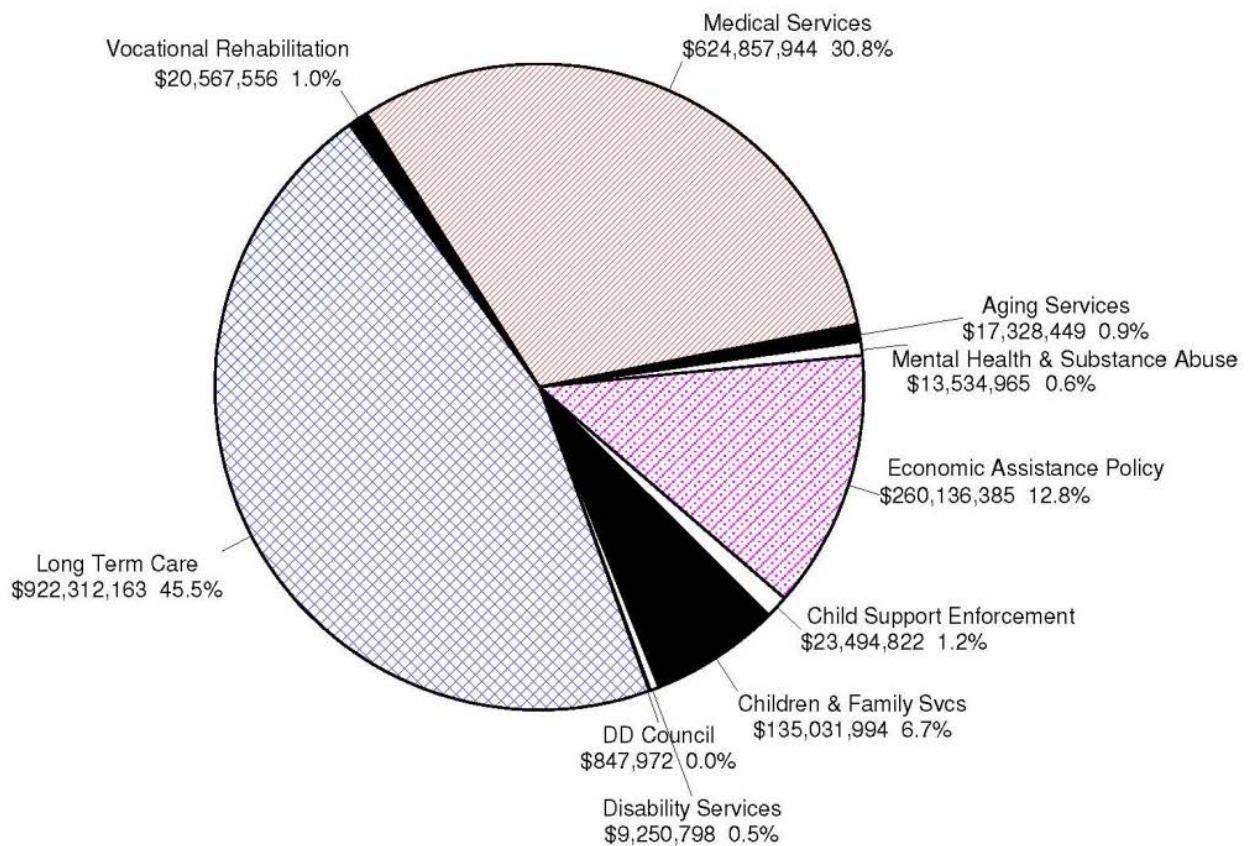
## Program and Policy Divisions

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- Aging Services
- Child Support
- Children and Family Services
- Developmental Disabilities Services
- Economic Assistance Policy
- Medical Services
- Mental Health and Substance Abuse Services
- Vocational Rehabilitation

## Expenditures by Program Area

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## Aging Services Division - Jan Engan, Director

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### Role

Aging Services administers programs and services that help older adults and people with physical disabilities live independently in their homes and communities and help enhancing their quality of life. Some staff members provide services locally in each human service center region.

### Services

- **Adult Family Foster Care Licensing.**
- **Dementia Care Services Program** provides care consultation and training to caregivers to address the needs that arise throughout the various stages of dementia, as well as provides information and training to medical professionals, law enforcement personnel, and the general public.
- **Guardianship Services** for adults unable to make decisions on their own and who do not qualify for developmental disabilities case management.
- **Information and Assistance** offered by calling the **Aging and Disability Resource-LINK** toll free 1-855-GO2-LINK (1-855-462-5465). The LINK helps streamline access to long-term care services and support.
- **Long-Term Care Ombudsman Program** resolves concerns of people living in skilled nursing, basic care, and assisted living facilities.
- **N.D. Family Caregiver Support Program** provides respite and other supportive services to family members caring for loved ones who are elderly or disabled, and to grandparents and other older relatives who are caring for children.
- **Older Americans Act Nutrition Services** includes home-delivered meals and meal-site meals.
- **Older Americans Act Supportive Services** includes health maintenance screenings, the legal assistance program, Senior Companion Program, and assistive safety devices.
- **Options Counseling Services** help people make informed decisions on long-term support and services that focus on their needs, preferences, values, and individual circumstances.
- **Senior Community Service Employment Program** provides part-time employment and training opportunities to low-income persons age 55 and older.
- **Telecommunications Equipment Distribution Program** provides specialized telephone equipment to people with communication impairments.
- **Vulnerable Adult Protective Services** provides services for the prevention, correction or discontinuation of abuse, neglect, or exploitation of adults.

## Aging Services Division

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### Accomplishments

- Reported that the Long-Term Care Ombudsman Program increased its volunteer strength by 12 new volunteers for a total of 51 individuals who work with residents of skilled nursing facilities, basic care, and assisted living facilities to assure that they understand their rights and that any concerns they have are addressed.
- Responded to 1,490 concerns received by the state Long-Term Care Ombudsman Program.
- Raised awareness about the Family Caregiver Support Program by hosting eight educational forums throughout the state focusing on caregiving and the positive role caregivers have on people's lives and garnered media coverage on the program.
- Provided respite, support, and training to 463 family caregivers statewide through the Family Caregiver Support Program.
- Created marketing materials promoting the Aging & Disability Resource-LINK and options counseling including radio and television commercials, print advertisements, brochures, fact sheets, trade show display, an educational video, and other materials that were disseminated statewide.
- Re-designed the Aging and Disability Resource-LINK webpage to include a landing page that contains additional useful information and to make the site more user-friendly.
- Conducted statewide Aging & Disability Resource-LINK training on options counseling policy, entering data into the information system, training on the Bridges Care Model, a social work-based approach to transitional care, and motivational interviewing for options counseling professionals from across the state.
- Implemented the Harmony for Adult Protective Services (HASP) information system, which assures a uniform, objective means to collect data on vulnerable adult protective services cases.
- Submitted the Senior Community Service Employment Program's State Plan to the U.S. Department of Labor. The plan is part of the state's Five-Year Integrated State Workforce Plan.
- Provided Health Maintenance Services to 5,293 older individuals through contracted Older Americans Act health maintenance providers.
- Implemented Options Counseling service statewide to help people learn about long-term care choices and services that support independent living.

#### People Helping People....

The Elderly Nutrition Program provided 25,538 North Dakotans with 2,270,913 home-delivered meals and meals at designated meal sites.

## Child Support Division - James Fleming, Director

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### Role

Child Support provides services to thousands of children and parents by working with the court system, employers, and other divisions and agencies.

The program provides parents and caretakers with assistance in obtaining financial support and medical insurance coverage for their children by locating parents, establishing paternity, establishing support orders, reviewing and seeking appropriate modification of support orders, and collecting and distributing court-ordered child support payments.

### Services

- **Child support establishment and enforcement services** (income withholding, license or registration suspension, tax refund intercept, credit bureau reporting, financial institution data match, and other tools).
- **Medical support** establishment and enforcement.
- **New Hire reporting** for employers.
- **Parent locate** services.
- **Review and adjustment** of child support obligations.
- **State Disbursement Unit** services (disbursement of collected support).
- Development and implementation of **policies, procedures, instructions, and training.**

### Accomplishments

- Changed the division name from Child Support Enforcement to Child Support Division to reflect the broad array of services offered by the division to children and families, including paternity and support order establishment and employment assistance for parents who owe child support and need help finding work.
- Set a record of \$141 million in annual collections in calendar year 2012, topping prior records of \$135.2 million set in 2011 and \$129 million in 2010.
  - For the federal fiscal year ending September 30, 2013, 74.34 percent of current support that accrued was collected in the month in which it was due.
  - A new monthly record high collection amount of \$14.04 million was reached in March 2012.
- Enhanced its Interactive Voice Response System to provide information to employers in addition to case-specific information for parents.
- Reported a record \$87.18 million in annual collections from income withholding by employers in 2012, with a monthly record high of \$8.19 million set in August 2012.
- Implemented an online lien registry that was authorized by state law of parents with past-due child support obligations.

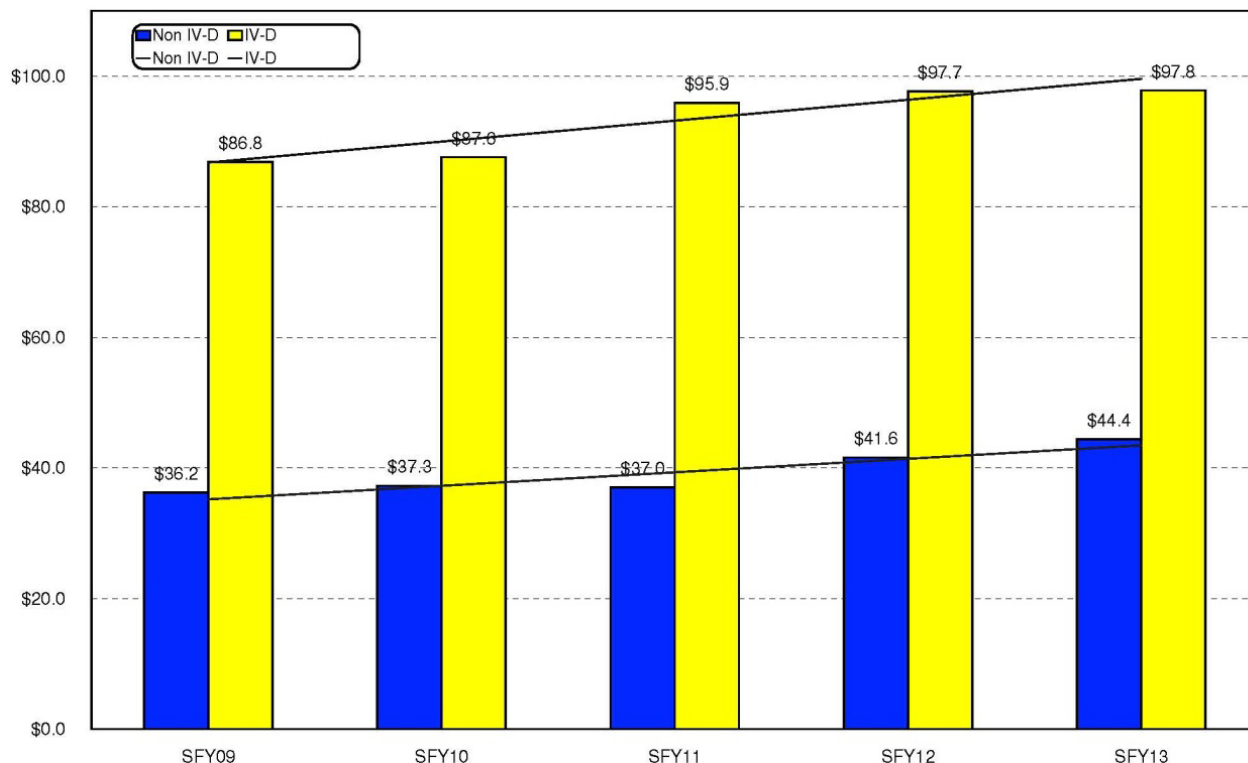
## Child Support Division

- Implemented a new requirement that all “new hire” reports and employer remittals be submitted electronically by large employers (those with 25 and more employees).
  - In 2012, 91.23 percent of child support “new hire” reports were received electronically, with a record monthly high of 94.52 percent in May 2013.
  - In March 2013, a record 99.97 percent of new hire reports included the health insurance indicator that was required by state law beginning January 1, 2012. For the first six months of 2013, the percent of new hire reports including the health insurance indicator has been at least 99.77 percent each month.
  - Between January and June 2013, the division received an average of 15,876 new hire reports per month.
- Led the nation in 2012 with the highest accuracy rate among the states in the interstate case reconciliation project. At the time, that was the ninth such reconciliation, and North Dakota has the highest percentage every time.

### People Helping People....

Collected 75 percent of the current monthly support owed to children, ranking the state second best in the nation, but encouraging the state to explore additional enforcement tools and innovation. The national average was 62 percent.

## Annual Child Support Receipts by State Fiscal Year



IV-D case receives full services and is open when a program receives a referral from an economic assistance program, or when a child has been placed in foster care, or upon application for services from either parent, or upon receiving a request for assistance from another jurisdiction.

# Children and Family Services Division - Shari Doe, Director

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## Role

The Children and Family Services Division focuses on the safety, permanency, and well-being of children and families. Services are provided by county social service offices or through contracts with non-profit providers and the tribes. The division develops policy, provides technical assistance, pays providers to deliver services, and monitors contracts for the delivery of child welfare services.

## Services

- **Adoption** (recruitment, assessment, placement, and follow-up services, subsidies, birth-family services, child placement agency licensure, etc.).
- **Background Checks** (for licensed and certified providers).
- **Child Fatality Review Panel.**
- **Child Protection** (child abuse and neglect prevention and assessments).
- **Early Childhood Services** (child care provider licensing, training, etc).
- **Family Preservation Services** (case aide, intensive in-home, respite, and related services).
- **Family and Residential Foster Home Licensing.**
- **Foster Care** (out-of-home placement of children, including independent living skills training, and **Kinship Care**).
- **Head Start State Collaboration Office.**
- **Institutional Abuse Review.**
- **Interstate Compact on the Placement of Children for Foster Care or Adoption.**
- **Unaccompanied Minors Program** (for youth who are refugees).

## Accomplishments

- Presented with other department staff in a webinar sponsored by the federal Administration on Children and Families on sustaining the wrap-around process used to meet the needs of children involved in the public mental health and child welfare systems.
- Passed its Federal audit of child welfare IV-E payments (foster care), which includes a review of county cases and involves federal, state, and county staffs.
- Spearheaded a pilot project in Cass County through a Casey Foundation grant to reduce child abuse and neglect in an identified community. The pilot involves proactive intervention and engagement strategies to prevent child abuse and neglect by building trusting, collaborative relationships among service providers, community members, and families.



## Children and Family Services Division

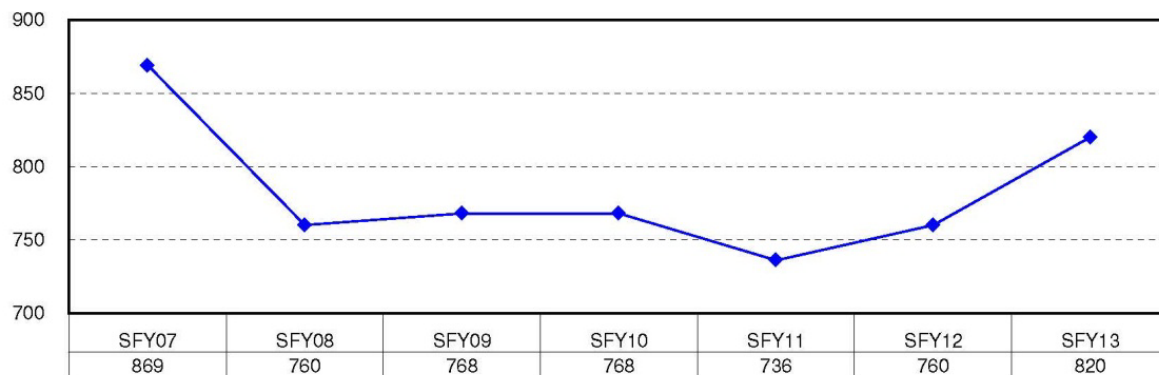
- Co-hosted various professional training conferences and forums focusing on child welfare topics, tribal relationships, juvenile justice, and other topics that promote safety, permanency, and well-being of children and families.
- Continued to work with community partners to raise awareness about the prevention of child abuse and neglect by co-sponsoring the annual Pinwheel public awareness campaign, parenting workshops, conferences, walks, in-school activities, and other family fun activities.
- Organized a pilot project in Burleigh County through Casey Family Programs grant to reduce the number of youth placed in residential care. This pilot is a collaboration between county social services, juvenile court, and the Division of Juvenile Services to determine strategies for keeping “crossover” youth (adjudicated both delinquent and deprived) within the community when appropriate.

### People Helping People....

The division launched an interactive web-based training for providers mandated to report child abuse and neglect. Nearly 4,375 people have utilized the website.

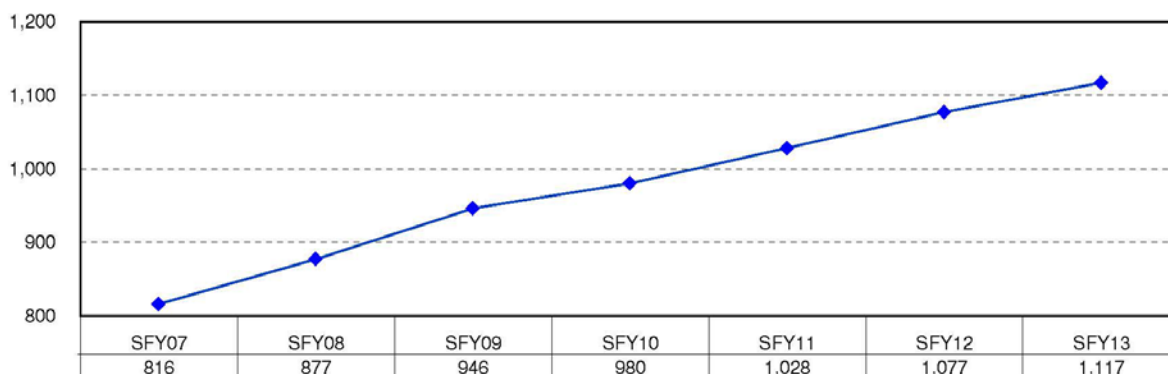
## Foster Care

### Monthly Average Number of Cases by State Fiscal Year



## Subsidized Adoptions

### Monthly Average Number of Cases by State Fiscal Year



## Developmental Disabilities - Tina Bay, Director

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### Role

The division supervises the delivery of a variety of services to children and adults with developmental and intellectual disabilities and their families.

Private providers and staff at the department's eight regional human service centers provide direct services that are tailored to each person and their family and designed to foster independent living.

### Services

- **Program management** is the single point of entry to all developmental disability services.
- **Day support services** include assistance with acquisition, retention, or improvement of self-help, socialization, and adaptive skills.
- **Residential support services** include both supervised group living and independent living with supports.
- **Family support** provides a trained caregiver to assist the parent/primary caregiver when additional help is needed or to provide relief to the primary caregiver.
- **Infant development services** help children birth through age two who have or are at-risk of developmental delays or disabilities and their families through contracted providers.

### Accomplishments

- Submitted North Dakota's Early Intervention Part C Federal Fiscal Year (FFY) 2012 grant application to the federal Office of Special Education Programs. Early intervention provides services, education, and support to children (birth through age two) who have a developmental disability or are at risk of developing a delay. Services address physical development, cognitive development, communication, social or emotional development, and adaptive development.
- Worked intensely with multiple national technical assistance resources to continue the betterment of services to children and their families, which has resulted in recognition from the Office of Special Education Programs.
- Streamlined the process for families that benefit from in-home support services by modifying the application to truly reflect each family's needs, as well as the approval mechanism, so families receive the services they need.
- Collaborated with the N.D. Protection & Advocacy Project to improve the training and monitoring system to ensure incident reports are reported correctly and in a timely manner by licensed providers to ensure the health and safety of the consumers served.

#### People Helping People....

Over 5,000 consumers were served statewide in partnership with developmental disability providers.

## Developmental Disabilities

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- Established a steering committee consisting of providers and representatives from the department to guide the development, design, and implementation of a new prospective payment system. In conjunction with the establishment of this committee, hosted public stakeholder meetings to discuss the design and development of the new system.
- Continued to work with the department's regional human service centers and developmental disability providers to transition consumers from the State Hospital and the Developmental Center into community placements.

# Economic Assistance Policy - Carol Cartledge, Director

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## Role

The Economic Assistance Policy Division is responsible for the administration, policy development, training, and distribution of economic assistance program benefits.

These economic assistance programs help qualifying low-income individuals and families with children, the elderly, and people with disabilities meet food, and household needs while promoting self-sufficiency through work-readiness training and job placement services.

County social service offices determine if individuals qualify for assistance.

## Programs

- **Basic Care Assistance** helps low-income individuals pay for room and board costs if they live in a basic care facility.
- **Child Care Assistance** helps income-eligible families pay for child care while they work or attend school or training.
- **Crossroads Program** provides teen parents assistance with child care costs and transportation support and encourages completion of high school.
- **Low-Income Home Energy Assistance Program** helps pay for heating costs, emergency furnace repair and replacement, and weatherization services.
- **Supplemental Nutrition Assistance Program** (formerly called Food Stamps) helps qualifying low-income people buy food.
- **Temporary Assistance for Needy Families** (TANF) provides cash assistance to low-income families with children who are deprived of the support of at least one parent.

## Administrative Oversight

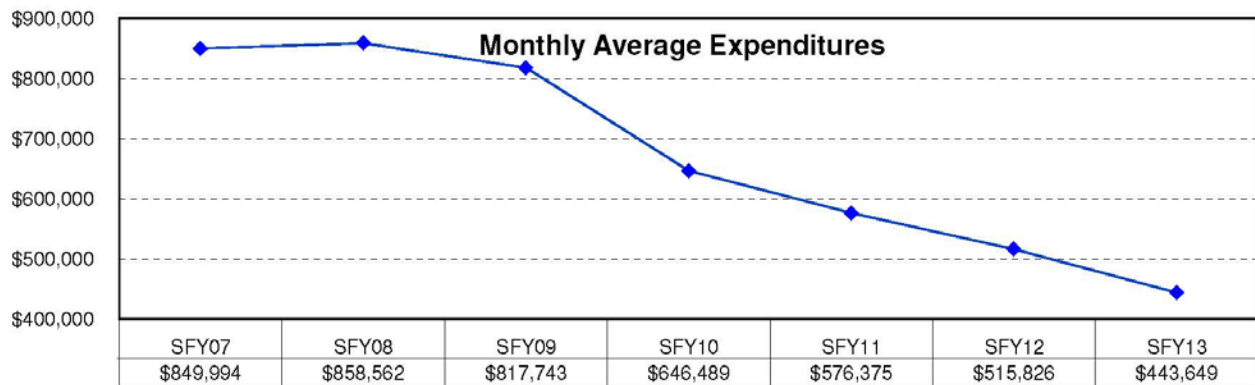
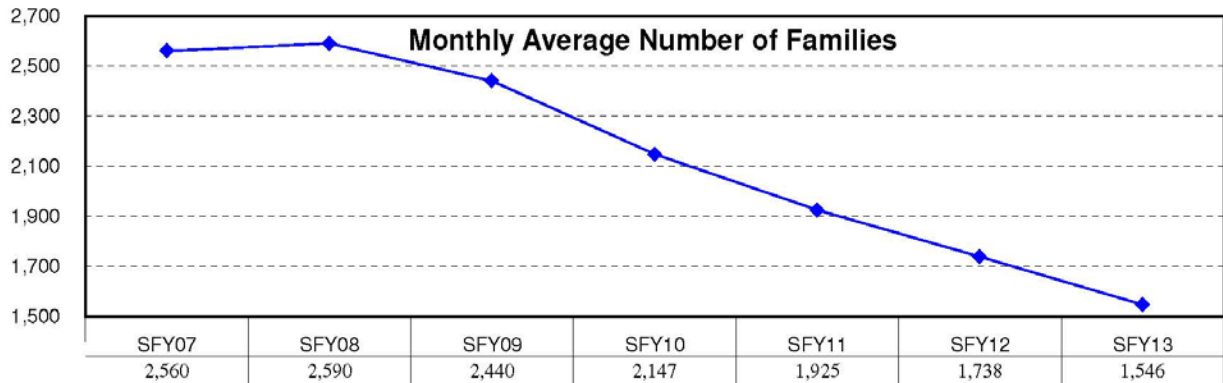
- **Quality Control/Assurance** ensures proper program participation and correct benefits are issued to eligible households.
- **Regional Representatives** provide policy guidance and training support and serve as liaisons between economic assistance programs and county social service offices.

## Accomplishments

- Received an award at the National Association for Program Information and Performance Measures Conference in recognition of North Dakota's 98.87 percent completion rate of economic assistance program reviews in FFY 2011. This reflects the state's commitment to the integrity and accuracy of the Quality Control System.
- Received an award at the National Association for Program Information and Performance Measures Conference in recognition of North Dakota's 98.65 percent completion rate of economic assistance program reviews in FFY 2012. North Dakota was one of ten states to receive this honor.

# Temporary Assistance for Needy Families (TANF)

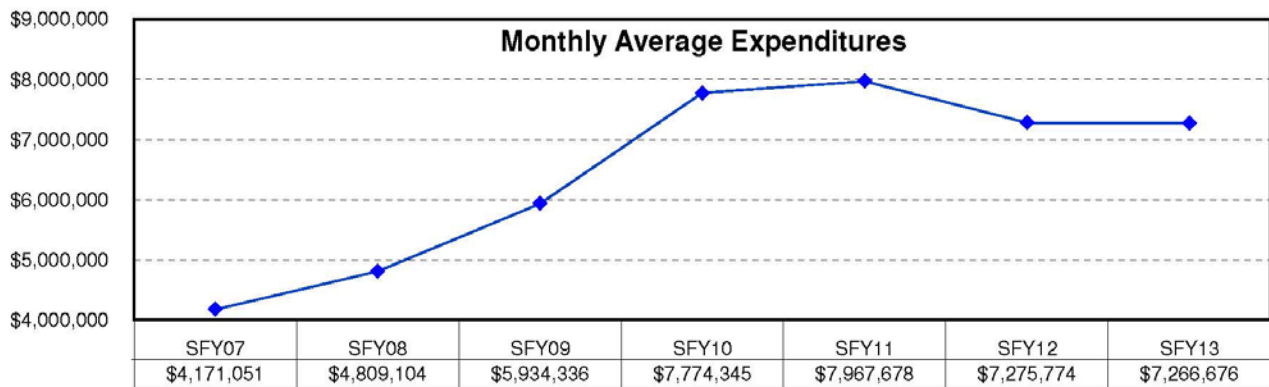
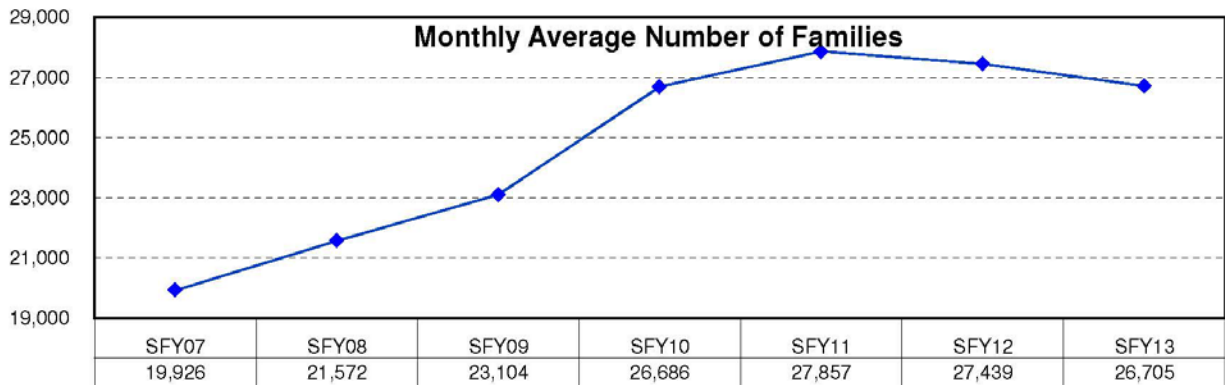
## Monthly Average Number of Families/Expenditures by State Fiscal Year



- Ranked first in engaging TANF clients in work activities with a work participation rate of 68.7 percent for FFY 2010.
- Achieved a work participation rate of 72 percent for the TANF program (two-year average) and exceeded federal requirements. States are required to meet at least 50 percent.
- Testified before the U.S. House of Representative’s Committee on Ways and Means Subcommittee on Human Resources about North Dakota’s TANF program, the work first focus, and success at exceeding work participation rate goals and reducing the caseload.

# Supplemental Nutrition Assistance Program (SNAP)

## Monthly Average Number of Families/Expenditures by State Fiscal Year



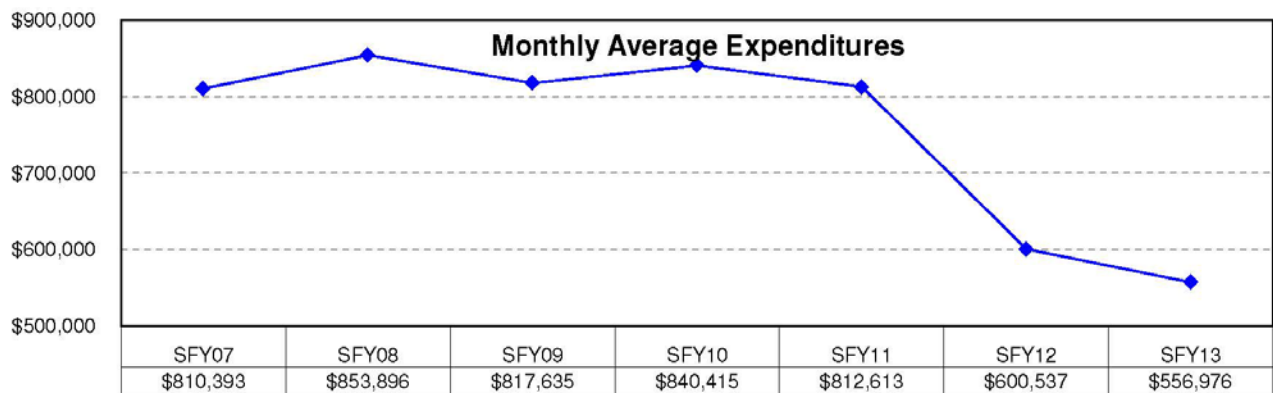
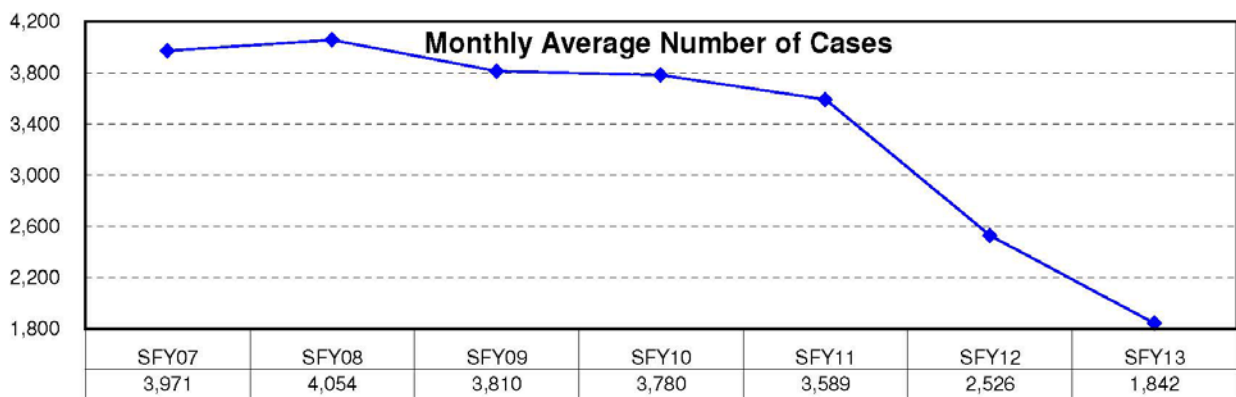
- Received U.S. Department of Agriculture (USDA) SNAP performance recognition in FFY 2010 and in FFY 2011 for having the sixth best timely application processing rate in the nation. In FFY 2012, also received recognition for having the fourth highest timely application processing rate in the nation.
- Received recognition from USDA for having the third lowest SNAP negative error rate in the nation in FFY 2010.
- Received recognition from USDA for having one of the lowest SNAP case and procedural error rates in the nation for FFY 2012.
- Submitted a waiver and received USDA approval to operate a Disaster Supplemental Nutrition Assistance Program in Ward County. The program provided almost \$500,000 in one-time disaster food assistance benefits to 1,089 households (2,756 persons) who were affected by flooding and were not SNAP clients. Department staff trained county workers, provided on-site support, and publicized the program.
- Issued about \$95,000 in replacement benefits to 473 SNAP households who lived in Burlington, Foxholm, Minot, and Sawyer (flood evacuation zones) and lost food due to severe weather, flooding, and power outages. In addition, the department issued about \$51,000 in supplemental benefits to 289 households (680 persons) who were current Ward County SNAP clients.

## Low Income Home Energy Assistance Program

- Assisted an average of 15,840 households with heating assistance costs by providing an average annual benefit of \$996 per household for FFY 2011 and assisted an average of 13,790 households with an average heating benefit of \$873 in FFY 2012.
- Implemented a disaster federal Low Income Home Energy Assistance Program with help from partner agencies to replace furnaces, water heaters, and insulation for qualifying low-income homeowners who experienced flood damage in Ward County.

## Child Care Assistance Program

### Monthly Average Number of Cases/Expenditures by State Fiscal Year



- To expand access to child care, increased the Child Care Assistance program's provider rates, implemented co-payments based on a sliding fee schedule for qualifying low-income families, and allowed parents pursuing a bachelor's degree to participate in the program.

## Medical Services - Maggie Anderson, Director

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*Note: Division Director Maggie Anderson was appointed Executive Director of the N.D. Department of Human Services on April 29, 2013. Anderson was first appointed Interim Executive Director on Aug. 23, 2012.*

### Role

Medical Services administers the Medicaid Program, which provides health coverage and related support services for qualifying families and children, pregnant women, the elderly, and people with disabilities.

The division also administers the Children's Health Insurance Program (Healthy Steps), which provides coverage for children, and home and community-based long-term care services that help people stay in their homes and prevent or delay the need for institutional care.

### Services

- **Medicaid policy, and utilization review.**
- State and locally-funded **home and community-based long-term care** services funded through the Service Payments for the Elderly and Disabled (SPED) and Expanded-SPED programs.
- **Basic Care Assistance** payments.
- **Children's Health Insurance Program (CHIP)** - policy and eligibility determination and oversight of the contract for coverage and services.
- **Health Tracks screenings and services** for Medicaid eligible children up to age 21.
- **Medicaid primary care provider program**, which supports consistency of care through a single medical professional.

### Accomplishments

- Began paying for home health services delivered using tele-monitoring so home health providers can conduct blood sugar, blood pressure, and other health monitoring while addressing travel time and expense concerns.
- Completed outreach to enroll more entities as targeted case management service providers for high-risk pregnant women who participate in Medicaid with the goal of improving access to this service.
- Transitioned case management and client education services (disease management program) for clients with asthma, diabetes, congestive heart failure, or chronic obstructive pulmonary disease to a new health management program.
- Provided funding to help recruit a dentist in a non-profit clinic in North Dakota to increase access to dental services for Medicaid and CHIP clients.



## Medical Services

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- Received approval from the Centers for Medicare and Medicaid Services on the following Medicaid State Plan Amendments:
  - Clarified encounter rates paid to Indian Health Services (IHS) providers to ensure they understand which services can be billed to Medicaid and that each IHS provider receives reimbursement for the various services provided.
  - Added reimbursement payment for mobile dental clinics for services provided to Medicaid children by the new Ronald McDonald Care Mobile.
  - Implemented a consultation process to ensure that Tribal governments and HIS providers are consulted when additions or changes are made in the Medicaid and CHIP programs, which could impact services, provider qualifications, and other areas.
- Launched an outreach campaign to raise awareness of the home and community-based long-term services available to help people who are older or disabled to remain living independently in their homes.

**People Helping People....**  
Received a \$1.6 million two-year grant to improve the online enrollment and renewal process for Medicaid and CHIP clients.
- Enhanced quality of life through the Money Follows the Person (MFP) grant that helps transition Medicaid clients voluntarily from institutions to home and community settings.
  - Transitioned 52 individuals from nursing homes to community living arrangements.
  - Transitioned 35 individuals from intermediate care facilities for people with intellectual disabilities and provided services and supports to facilitate independent living.
  - Coordinated a newspaper and television outreach campaign to ensure individuals with disabilities and their families are aware of home and community-based long-term services.
  - Established a position for a direct service workforce development coordinator to focus on building capacity for direct care of clients through MFP.
  - Entered into contracts for enhancements to the MFP program that include: housing resource services for persons transitioning from institutions to community settings, nurse quality assurance services for transitions, and marketing of home and community-based long-term care and support service options.
- Supported the Children's Health Insurance Program outreach contractor to develop and implement an outreach strategy for American Indians to increase awareness of child health care coverage programs.
- Amended the Medicaid State Plan to include enrollment of licensed physician assistants, clinical nurse specialists, and registered nurses to ensure that accurate information is collected on who is providing Medicaid services and to increase access to vaccines.

## Medical Services

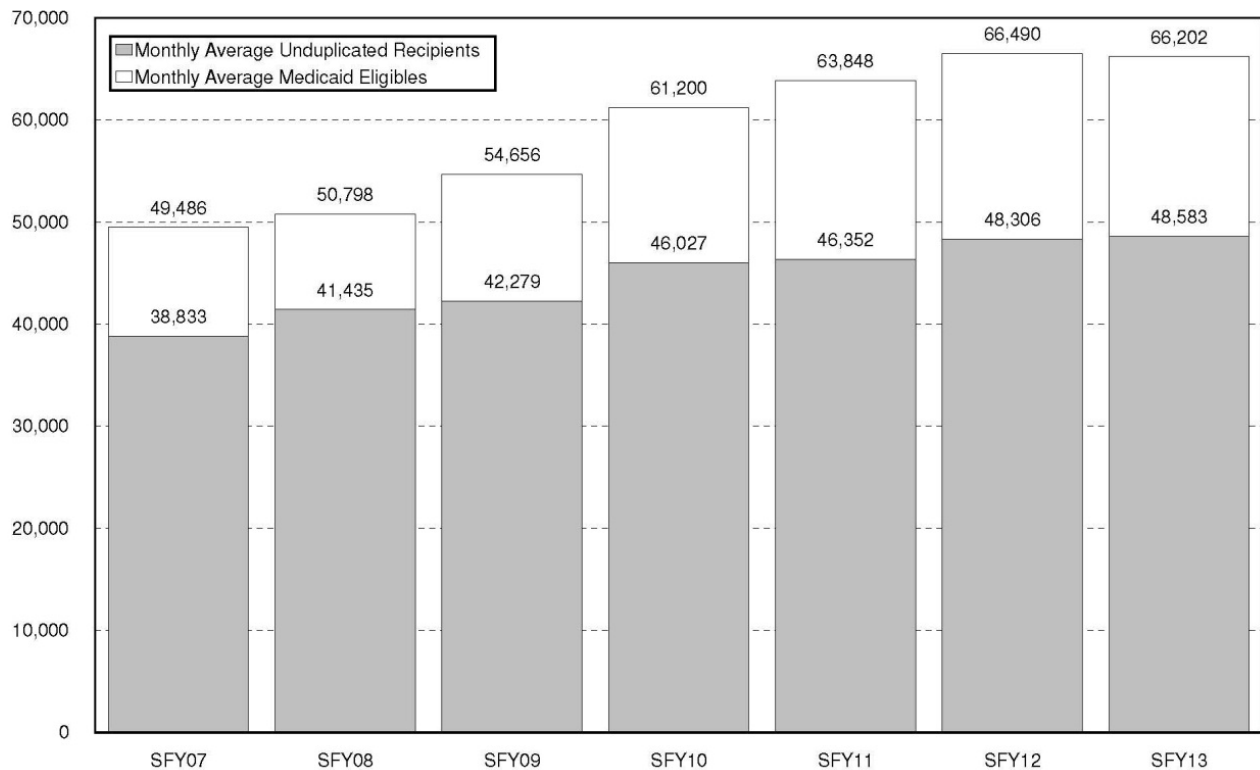
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- Partnered with the N.D. Insurance Department to print palm cards promoting the advantages of purchasing qualifying Long-Term Care Partnership Insurance Policies, which could reduce Medicaid long-term care expenditures.
- Implemented an online application for Medicaid and other public assistance programs to accept online reviews and renewals from clients.
- Coordinated Qualified Service Provider informational meetings across North Dakota as part of a statewide training and awareness effort.
- Received approval from the Centers for Medicare and Medicaid Services (CMS) for the Technology Dependent Waiver Amendment, which added specialized equipment as an available service under this waiver.

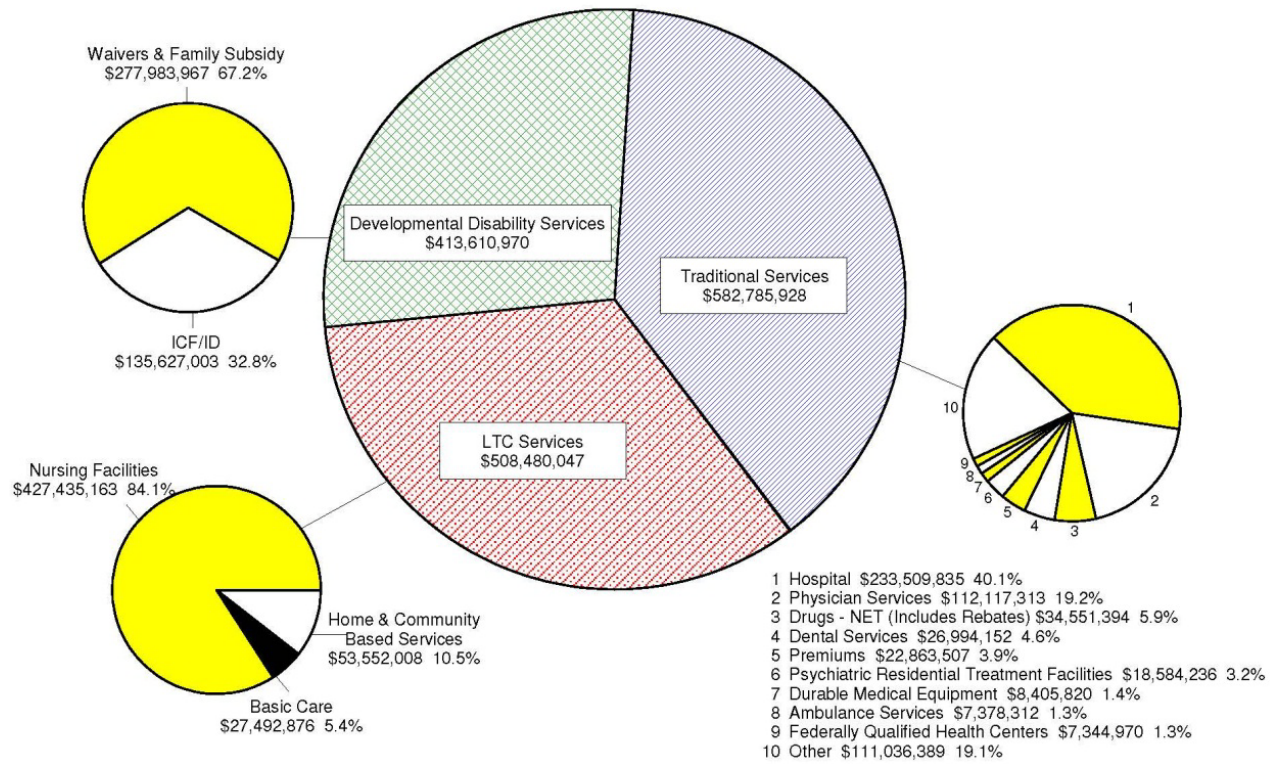
## Medicaid

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### Monthly Average Number of Eligibles and Recipients by State Fiscal Year



# Medical Assistance Grants



# Mental Health & Substance Abuse Services

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JoAnne Hoesel, Director

## Role

The division provides oversight/regulation, grants management, reporting, training, technical assistance, development, and implementation of mental health and substance abuse services.

The division oversees the delivery of trauma-informed, client centered behavioral health services by expanding the recovery model in mental health, recovery support in substance abuse, use of peers in service delivery, adoption of new strategies for the prevention of substance use disorders, and implementation of evidence-based models for effective outcomes.

Public treatment system services are delivered through the State Hospital (acute inpatient services), the department's eight regional human services centers, and through contracts with non-profits provider and the Tribes.

## Services

- **Administration** of contracted problem gambling treatment services, disaster mental health services, mental health treatment and recovery services, substance abuse treatment and prevention services, traumatic brain injury supports, and community-based sex offender treatment.
- **Education, training, and technical assistance** related to mental health and substance abuse treatment and prevention services.
- **Contracting for community-based sex offender treatment** and management.
- **Licensing** of substance abuse treatment programs and providers and psychiatric residential treatment facilities.
- **ND Prevention Resource and Media Center** (see [www.nd.gov/DHS/Prevention](http://www.nd.gov/DHS/Prevention)).
- **Strategic planning** with the regional human service centers and the State Hospital to guide the delivery of public treatment services.
- Facilitation of the **State Review Team**, a multi-agency and divisional effort to provide technical assistance to regions on complex situations.

## Accomplishments

- Presented with other department staff a webinar sponsored by the federal Administration on Children and Families on sustaining the wrap-around process used to meet the needs of children involved in the public mental health and child welfare systems.
- Co-sponsored a two-day Brain Injury Conference that focused on awareness, treatment, and recovery from a brain injury. An entire day was dedicated to traumatic brain injury issues facing men and women serving in the armed forces.

## Mental Health & Substance Abuse Services

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- Collaborated and launched a prevention campaign to reduce prescription drug abuse in North Dakota tribal communities. The campaign included radio and television public service announcements, posters, brochures, and other outreach materials.
- Received a \$113,000 federal employment development initiative grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) to provide job coaching, benefit counseling, and an entrepreneur pilot program to help people with serious mental illness become employed as a key component of their recovery.
- Selected by SAMHSA to participate in a Virtual Olmstead Policy Academy creating a state team to develop action plans to increase community integration for people with behavioral health conditions and providing targeted technical assistance on best practices in supportive housing, supported employment, and peer support to promote community integration of people with disabilities.
- Presented for a Health Resources and Services Administration webinar with the N.D. Indian Affairs Commissioner on prevention strategies used in partnership between the division prevention program and tribal governments on prescription drug abuse prevention.
- Received a federal grant to provide immediate confidential crisis outreach and emotional support services to flood-impacted residents of Burleigh, Morton, McHenry, Renville, and Ward counties. DHS contracted with Lutheran Disaster Response to provide the services (branded as Project Renew) with First Link's 2-1-1 to handle referrals.
- Received a federal grant from Federal Emergency Management Agency and the federal Substance Abuse & Mental Health Services Administration for a Regular Services program to extend Project Renew crisis outreach and resilience support services for an additional nine months.
- Provided individual counseling support to 6,291 people and group crisis counseling to another 7,275 people in Barnes, Burleigh, McHenry, Morton, Ramsey, Renville, Richland, Ward counties, and the Spirit Lake Nation through Project Renew. In addition, 91,508 people received in-person brief educational or supportive service, community networking and coalition building, and materials.

### People Helping People....

Supported eight Recovery Month events to help raise awareness about prevention, treatment, and recovery from mental health and substance use disorders.

# Vocational Rehabilitation - Russ Cusack, Director

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## Role

The Division of Vocational Rehabilitation offers training and employment services to individuals with disabilities so they can become and remain employed. Staff also works with employers and businesses by offering full service consultation on a variety of disability-related areas.

The division also provides services to help people with vision impairments remain living in their homes. Staff members provide services locally in each human service center region.

## Services

- **Client Assistance Program** provides advocacy, consultation, education, and referrals to individuals with disabilities who are seeking or receiving federally-funded rehabilitation programs.
- **Disability Determination Services Unit** works with the federal government to determine eligibility for the Supplemental Security Income Program and Social Security Disability Insurance Program.
- **Vision services/Older Blind Program.**
- **Vocational rehabilitation** for clients (counseling, planning, training, adaptive equipment, job placement, transportation, and other related employment services).
- **Vocational rehabilitation** for employers and businesses (recruitment, retention, accessibility analysis, and education and awareness training).

## Accomplishments

- Implemented interactive touch-screen technology into the consumer intake process to increase customer understanding of the VR process, core services, the consumer's role and responsibilities. In addition, a web-based educational video system was piloted in the reception area of one regional VR office.
- Assisted 976 individuals through the Older Blind Program to remain in their homes by providing services such as counseling, training about the purchase and use of magnification devices, effective communication skills, and skills for daily living.
- Met federal performance standards for FFY 2011 relating to the number of people with disabilities assisted to gain employment, the ratio of clients who were successful versus unsuccessful in gaining employment, the number of minority population served, and average wage data for all clients that became employed.

### People Helping People....

Vocational Rehabilitation helped 431 individuals with disabilities become employed or remain employed through its services.

## Vocational Rehabilitation

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- Implemented a twice-weekly Job Club for clients in Grand Forks' Vocational Rehabilitation office. Members come in for a systematic approach to job search, and receive assistance with resumes, interviews, applications and soft skills.
- Continued towards completion of an internet technology project to replace the existing Vocational Rehabilitation Information System that is used to document client information. The project is expected to be implemented in March 2014.
- Supported staff as they participated in conflict resolution skill training, as well as follow-up training on cognitive motivational tools that can be used to assess clients' readiness to work and to develop clients' intrinsic motivation.
- Attended an Americans with Disabilities Act Train the Trainer workshop provided by the Rocky Mountain ADA Center. Division staff are available to serve as resources on ADA issues in communities as needed.

## Field Services – Alex Schweitzer, Director

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### Regional Human Service Centers

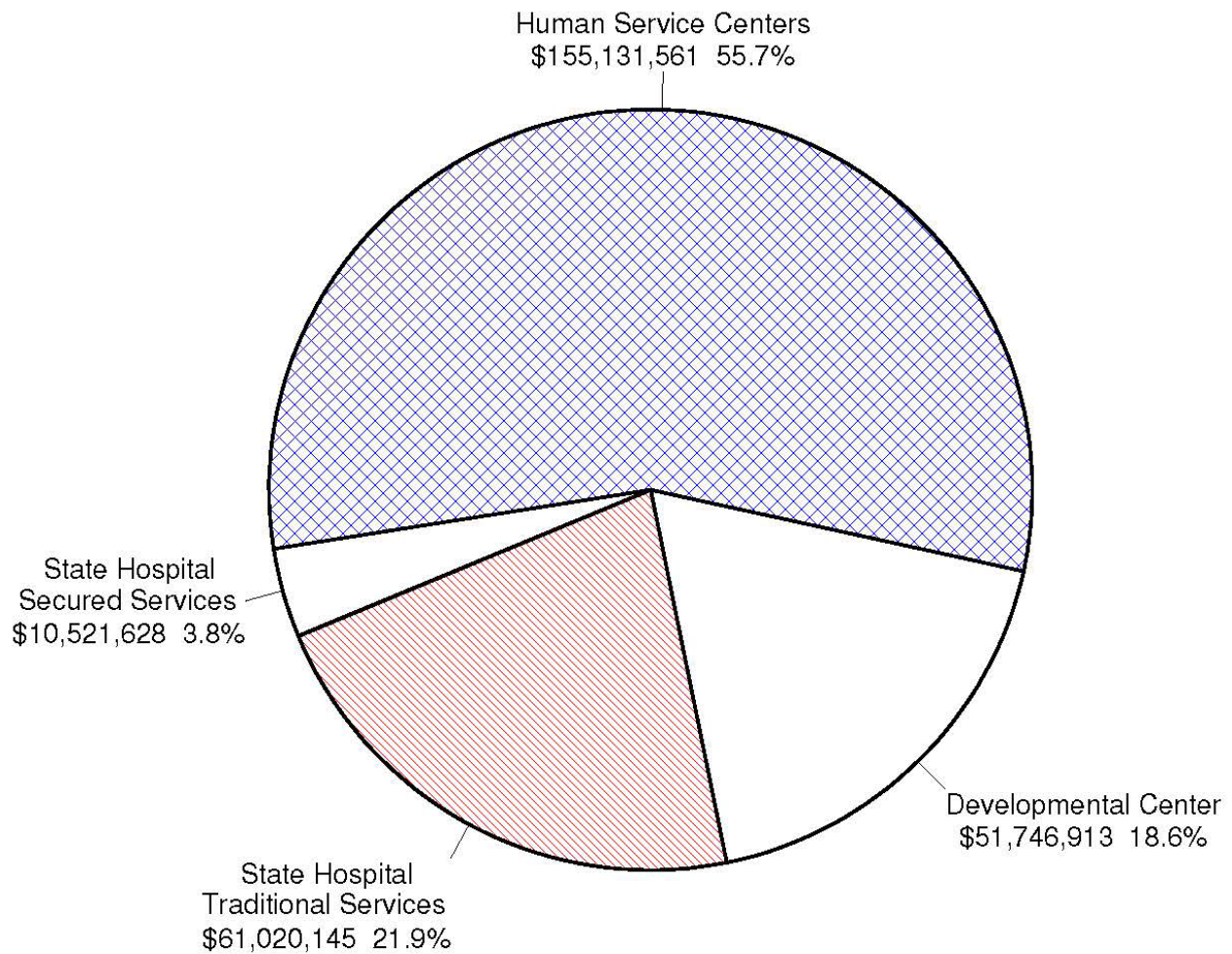
- Bismarck - West Central Human Service Center (WCHSC)
- Devils Lake - Lake Region Human Service Center (LRHSC)
- Dickinson - Badlands Human Service Center (BLHCS)
- Fargo - Southeast Human Service Center (SEHSC)
- Grand Forks - Northeast Human Service Center (NEHSC)
- Jamestown - South Central Human Service Center (SCHSC)
- Minot - North Central Human Service Center (NCHSC)
- Williston - Northwest Human Service Center (NWHSC)

### Institutions

- North Dakota State Hospital - Jamestown
- Developmental Center - Grafton

## Field Services Expenditures

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# Regional Human Service Centers

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## Role

The department's eight regional human service centers provide an array of community-based services to North Dakotans either directly or through contracts with other service providers.

The human service centers are located in Bismarck, Devils Lake, Dickinson, Fargo, Grand Forks, Jamestown, Minot, and Williston. Each serves a multi-county area by providing counseling and mental health services, substance abuse treatment, services for people with disabilities, vulnerable adult protective services, and other related services. The centers are an important part of the state's safety net. Fees for some services are adjusted for income, ability to pay, household size (number of dependents), and insurance is accepted if available.

The centers continue to adopt evidence-based practices, and share resources and expertise to assist clients and staff at other centers impacted by capacity issues due to shortages of treatment professionals and natural disasters.

## Services

- **Adult family foster care provider** licensing.
- Crisis and outreach **mental health services**.
- **Developmental disability case management and related services** such as day supports, residential supports, and extended supports such as job coaches.
- **Mental health evaluation and treatment services**, care coordination, medication management, residential, and crisis services.
- **State Hospital admission screening** and referral.
- **Substance abuse evaluation and treatment services** including care coordination, case aide, evaluations, treatment, and residential services.
- Supervision and regulatory **oversight of child welfare services** provided by county social service offices.
- **Vocational rehabilitation** (counseling, planning, training, adaptive equipment, job placement, transportation, and other related employment services) and vision services.
- **Vulnerable adult protective services** for the prevention, correction or discontinuation of abuse, neglect, or exploitation of vulnerable adults.

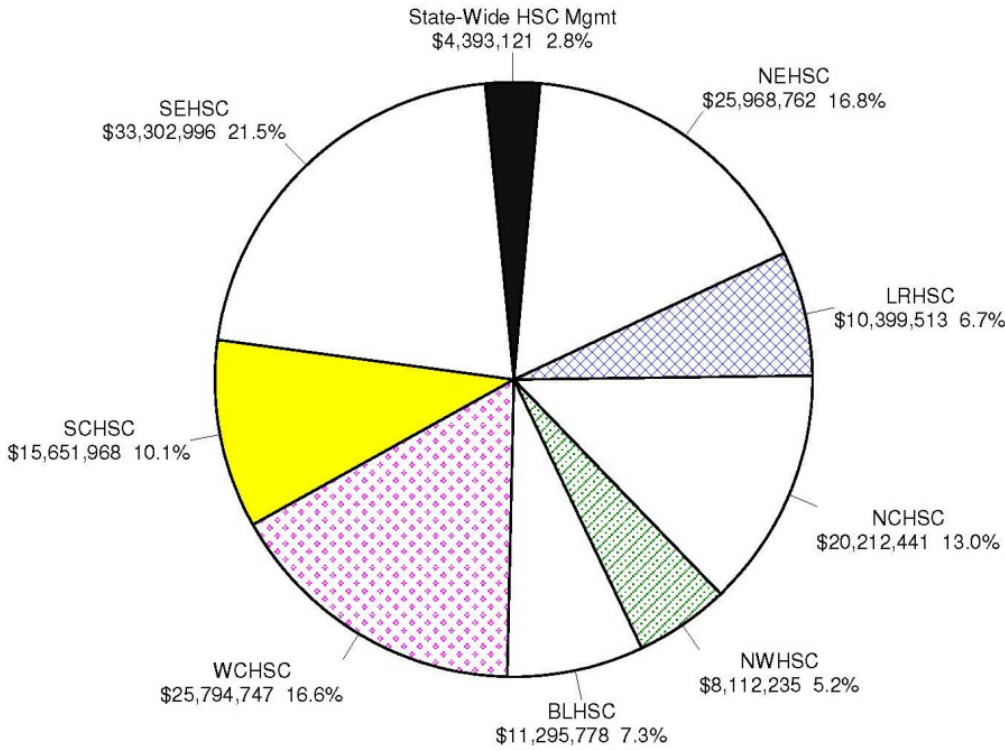
## Joint Accomplishments

- Implemented a number of evidence-based treatment practices including motivational interviewing and dialectic behavioral therapy for adolescents.

# Regional Human Service Centers

- Launched Integrated Dual Disorder Treatment (IDDT) services for people with both substance addiction and significant mental illness in the Bismarck, Devils Lake, Dickinson, Grand Forks, Jamestown, Minot, and Williston regions. The program was first launched in January 2007 in the Fargo region.
- Applied for and received national certification from the Matrix Institute on Addictions for providing high quality intensive outpatient alcohol and drug treatment program services. Seven of the eight regional human service centers received the certification.
- Supported two staff members from Minot and Bismarck as they received certification in Applied Suicide Intervention Skills Training. These staff members collaborated with colleagues from other human service centers and with community partners to provide suicide-related training.
- Provided support and crisis mental health and grief counseling following traumatic experiences. For example, mental health professionals from the human service centers in Minot, Williston, and Grand Forks responded to a situation involving a shooting tragedy and suicide in New Town.
- Implemented telepharmacy services at all eight human service centers in conjunction with the State Hospital. Through the use of technology, all centers have pharmacy technicians on staff to assist with filling medications directed by a pharmacist at the State Hospital.

# Regional Human Service Centers Expenditures



# Regional Human Service Centers

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## Accomplishments

### **Bismarck - West Central Human Service Center (WCHSC)**

- Implemented **recovery coaching** as an option to serve people recovering from addiction after a staff member received training as a certified recovery coach.
- Expanded adolescent addiction residential services to accommodate youth from all eight regions (up to seven youth at a time).

### **Devils Lake - Lake Region Human Service Center (LRHSC)**

- Opened a walk-in clinic for addiction evaluations, eliminating a wait time. Three days a week consumers can come to the human service center to see a licensed addiction counselor for an addiction evaluation.
- Collaborated with community partners to begin seeing young people who are temporarily housed in the juvenile detention center to evaluate and make treatment recommendations.
- Continued to work with Spirit Lake Nation and county social service offices in the region to support improvements in child welfare services.
- Participated in a recruitment effort in acquiring new foster homes, especially Native American foster care homes.

### **Dickinson - Badlands Human Service Center (BLHSC)**

- Implemented options counseling services in the Dickinson region to connect older adults and adults with disabilities to services and supports to help them live independently in their homes and communities.

### **Fargo - Southeast Human Service Center (SEHSC)**

- Received a four-year accreditation from The Council on Quality and Leadership (CQL) for its Job Shop Developmental Work Activity Center (DWAC) Program, a pre-vocational day program that served 50 people with developmental disabilities.
- Supported two staff who presented on Integrated Dual Disorders Treatment at the Annual Dual Diagnosis Conference in Cleveland, Ohio.

## Regional Human Service Centers

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- Contracted with a vendor to implement a Medical Detox Program to serve people in need of detox with a more appropriate setting than jail or an emergency room.
- Implemented a centralized intake team, which cut intake wait time by half.
- Contracted with a vendor to implement a Mobile Crisis Team Program to offer a community-based, crisis response option for evenings (5 p.m. to 8 a.m.), weekends and holidays.
- Implemented a Treatment Mall Model in addition treatment services, effectively doubling the number of adult clients served at any given time.

### **Grand Forks - Northeast Human Service Center (NEHSC)**

- Continued to work with community partners to develop a social detox program for the Grand Forks community.
- Held a foster parent appreciation and recognition banquet in conjunction with county social service agencies.
- Spearheaded a foster care recruitment program that has increased the number of foster care homes by 23 in the Grand Forks region.
- Completed a successful review of the Ruth Meiers Adolescent Treatment Center, a 12-bed residential treatment program for children and adolescents in Grand Forks, by the Commission on Accreditation of Rehabilitation Facilities.
- Collaborated with many community agencies to create a community health clinic in Grand Forks.

### **Jamestown - South Central Human Service Center (SCHSC)**

- Developed a Recovery Steering Team to provide education to staff as well as community partners about recovery management as it relates to individuals with addiction and chronic mental health issues.
- Added supportive employment to Integrated Dual Disorder Treatment program and completed the first baseline review.

## Regional Human Service Centers

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### **Minot - North Central Human Service Center (NCHCS)**

- Collaborated with Minot Housing officials to connect clients with serious mental illness with housing in the Oakwood Court apartment complex.
- Co-hosted a Foster Parent Training and Appreciation event in Minot. The training focused on identifying the link between trauma and its effects on a youth's behavior, feelings, and attitude.
- Coordinated with Ward County State's Attorney to screen all court committals prior to the filing of a mental health and substance abuse committal to ensure there is a need.

### **Williston - Northwest Human Service Center (NCHSC)**

- Assisted individuals and organizations by providing trauma counseling following several oil field accidents.
- Worked with various community partners to analyze mental health needs in the Williston area.

## Institutions

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The N.D. Department of Human Services remains committed to providing services in the least restrictive setting. While efforts to transition individuals from institutional to community settings began in the 1980s, those efforts continue with great success.

The Developmental Center Transition Task Force works with community providers to address behavioral issues and prevent admissions. The department's *Money Follows the Person grant initiative* continues to provide resources and support to help people transition from nursing facilities, the state institutions, and intermediate care facilities for people with developmental disabilities to community-based settings.

The N.D. State Hospital and the Developmental Center continue to serve as safety nets for individuals whose needs exceed community resources.

## N.D. State Hospital

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### Role

The N.D. State Hospital provides specialized mental health and substance abuse treatment services for individuals who have needs that exceed community resources. Services are provided on an inpatient or residential level in the Adult Psychiatric or Chemical Dependency service units.

The facility has 123 beds for the adult traditional patient population and operated near full capacity at times during the biennium due to the need to serve uninsured people transferred from private hospitals, forensic admissions, and people referred for acute care needs from the regional human service centers.

The State Hospital serves as the inpatient mental health provider for the Devils Lake, Dickinson, Jamestown, and Williston regions (a 26-county area) because those regions do not have private hospitals that provide inpatient psychiatric services.

The State Hospital also provides inpatient treatment services to civilly committed sexually dangerous individuals in a 76-bed secure unit, and maintains a contract with the Department of Corrections and Rehabilitation (DOCR) to provide addiction services to people in the care and custody of DOCR in the 90-bed Tompkins Rehabilitation Program.

# N.D. State Hospital

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## Services

### Adult Traditional Services

- Provided therapeutic and supportive services for adults with serious mental illness or substance addictions.
- Had the capacity to serve 298 inpatients (adults) per day.
- Dedicated 90 of the treatment beds for James River Correctional Center inmates and parolees under the hospital's contract with the DOCR and continued to provide pre-trial competency evaluations and evaluation and treatment services for mentally ill and dangerous individuals from jails and other units of the State Hospital.

### Secure Unit

- Provided treatment to civilly committed sexually dangerous individuals in the secure unit, which is comparable to a medium security prison.
- Had the capacity to serve 76 people, however, the sex offender population stabilized to about 65 due to fewer evaluation referrals and discharges by the courts.

## Accomplishments

- Received an award of excellence for Discharge Continuing Care Plan rate by the Joint Commission. The award recognized hospital-based psychiatric facilities who exceeded core measure performance outcomes for helping patients with planning and accessing their next level of care upon discharge.
- Recognized by the Joint Commission as a Top Performing Hospital for 2012 for Key Quality Measures. This award recognized the State Hospital for evidence-based care processes closely linked to positive patient outcomes. As a top performer, the State Hospital was recognized in the "Improving America's Hospitals" annual report and on the Joint Commission's website.
- Implemented the Community Living/Employment Transition Facility for sex offenders.
- Completed the full implementation of the Treatment Mall Program.

# Developmental Center

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## Role

The Developmental Center provides structured residential services, individualized supportive living arrangement services, day supports, and other specialized services for people with developmental disabilities who have significant needs that may exceed the capacity of existing community resources. Some residents also have medical and mental health issues. Services are provided to meet the individualized needs and personal goals of consumers.

Staffs at the department's eight regional human service centers handle referrals for admission to the center. They also provide outreach support including crisis evaluation and consultation in order to help people with disabilities remain in community placements and avoid admission.

The Developmental Center's campus also houses private apartments, a Veterans Affairs Clinic, a Head Start Program, a special education program operated by the local school district, and Northeast Human Service Center's outreach office in Grafton.

## Services

- Adaptive equipment services
- Adolescent services
- Behavioral Health Services
- Clinical Assistance, Respite, and Evaluation Services (CARES) Outreach Program
- Clinical and health services
- Community Health Care Clinic
- Community supports
- Consultation and evaluation
- Dual sensory impairment services
- Individualized Supportive Living Arrangement (ISLA) Wavier Services
- Residential services
- Vocational services
- Work and day activity services

## Accomplishments

- Supported legislation that changed the name of the N.D. Developmental Center to Life Skills and Transition Center (effective Aug. 1, 2013) to better represent the facility's mission.
- Received accreditation for four years by the Council on Quality and Leadership (CQL), the national accreditation agency that completes onsite reviews for facilities that provide services to people with intellectual and developmental disabilities. The center met the standards for basic life assurances for people and quality benchmarks for integrating people into community living.
- Moved trophy shop to a location on Main Street in Grafton where residents from the center gain work experience in a community-based setting.



## Developmental Center

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- Received a three-year accreditation from the Commission on Accreditation for Rehabilitation Facilities International for its Wheelchair Seating Program, which serves people with disabilities or people with severe orthopedic impairments by providing assessment, custom fitting, and complete fabrication of molded seating devices that attach to an existing wheelchair or to a wheelchair purchased from a supplier.
- Maintained a Developmental Disability Waivered Service license and opened another four-bed Individualized Supportive Living Arrangement (ISLA) on the campus.
- Participated in a documentary titled, “I Am A Person,” which focused on the transformation of services for people with disabilities.
- Expanded behavioral health services in all regions of the state. All behavioral analysts have full community caseloads.
- Increased CARES consultations and outreach supports, which have also diverted several possible admissions to the center.

# Appendices

## Expenditures 2011-2013 Biennium

Subdivision	Salaries and Wages	Operating Expenses	Capital Assets	Capital Construction Carryover	Grants	HSCs and Institutions	Grants-Medical Assistance	Total	General	Federal	Other
ADMINISTRATION - SUPPORT SERVICES	\$9,659,308	\$5,546,082						\$15,205,390	\$7,513,718	\$7,682,024	\$9,648
INFORMATION TECHNOLOGY SERVICES	\$11,325,493	\$46,937,774	\$90,780	\$13,877,240				\$72,231,287	\$24,995,402	\$45,376,991	\$1,858,894
<b>MANAGEMENT TOTAL</b>	<b>\$20,984,801</b>	<b>\$52,483,856</b>	<b>\$90,780</b>	<b>\$13,877,240</b>				<b>\$87,436,677</b>	<b>\$32,509,120</b>	<b>\$53,059,015</b>	<b>\$1,868,542</b>
ECONOMIC ASSISTANCE POLICY GRANTS	\$4,167,647	\$9,777,791			\$246,190,947			\$260,136,385	\$10,409,119	\$231,877,333	\$17,849,933
CHILD SUPPORT ENFORCEMENT	\$19,763,199	\$3,731,623						\$23,494,822	\$6,561,357	\$14,350,845	\$2,582,620
MEDICAL SERVICES	\$7,229,059	\$34,456,657					\$583,172,228	\$624,857,944	\$245,506,886	\$343,133,934	\$36,217,124
LONG TERM CARE							\$922,312,163	\$922,312,163	\$429,619,590	\$489,117,919	\$3,574,654
DD COUNCIL	\$144,992	\$35,063			\$667,917			\$847,972	\$1,565	\$846,407	
AGING SERVICES	\$1,410,712	\$12,980,707			\$2,937,031			\$17,328,450	\$4,359,213	\$12,740,433	\$228,804
CHILDREN AND FAMILY SERVICES	\$2,405,399	\$5,772,783			\$126,853,812			\$135,031,994	\$32,917,281	\$80,935,751	\$21,178,962
MENTAL HEALTH AND SUBSTANCE ABUSE	\$2,532,806	\$7,152,812			\$3,849,347			\$13,534,965	\$5,703,337	\$7,088,181	\$743,447
VOC.REHAB	\$4,542,940	\$1,935,643	\$78,000		\$14,010,973			\$20,567,556	\$4,770,460	\$15,150,297	\$646,799
DEVELOPMENTAL DISABILITIES DIVISION	\$1,358,501	\$7,536,112			\$356,185			\$9,250,798	\$3,997,140	\$5,103,658	\$150,000
<b>PROGRAM AND POLICY TOTAL</b>	<b>\$43,555,255</b>	<b>\$83,379,191</b>	<b>\$78,000</b>		<b>\$394,866,212</b>		<b>\$1,505,484,391</b>	<b>\$2,027,363,049</b>	<b>\$743,845,948</b>	<b>\$1,200,344,758</b>	<b>\$83,172,343</b>
STATE-WIDE HSC MANAGEMENT						\$4,393,121		\$4,393,121	\$4,358,189	\$34,932	\$0
NORTHWEST HSC						\$8,112,235		\$8,112,235	\$5,093,606	\$2,486,738	\$531,891
NORTH CENTRAL HSC						\$20,212,441		\$20,212,441	\$11,609,191	\$7,520,025	\$1,083,225
LAKE REGION HSC						\$10,399,513		\$10,399,513	\$6,788,909	\$3,158,213	\$452,391
NORTHEAST HSC						\$25,968,762		\$25,968,762	\$12,864,381	\$11,533,631	\$1,570,750
SOUTHEAST HSC						\$33,302,996		\$33,302,996	\$18,736,020	\$13,488,696	\$1,078,280
SOUTH CENTRAL HSC						\$15,651,968		\$15,651,968	\$8,922,961	\$5,658,767	\$1,070,240
WEST CENTRAL HSC						\$25,794,747		\$25,794,747	\$13,409,601	\$10,985,532	\$1,399,614
BADLANDS HSC						\$11,295,778		\$11,295,778	\$6,208,850	\$4,125,498	\$961,430
<b>HUMAN SERVICE CENTER TOTAL</b>						<b>\$155,131,561</b>		<b>\$155,131,561</b>	<b>\$87,991,708</b>	<b>\$58,992,032</b>	<b>\$8,147,821</b>
STATE HOSPITAL				\$57,577		\$60,962,568		\$61,020,145	\$42,192,838	\$2,294,743	\$16,532,564
SH SECURED SERVICES						\$10,521,628		\$10,521,628	\$10,521,628		
DEVELOPMENTAL CENTER						\$51,746,913		\$51,746,913	\$20,417,620	\$27,663,929	\$3,665,364
<b>INSTITUTIONS TOTAL</b>				<b>\$57,577</b>	<b>\$129,231,109</b>	<b>\$278,362,670</b>	<b>\$1,505,484,391</b>	<b>\$2,393,219,973</b>	<b>\$937,478,862</b>	<b>\$1,342,354,477</b>	<b>\$113,366,634</b>
<b>GRAND TOTAL</b>	<b>\$64,540,056</b>	<b>\$135,863,047</b>	<b>\$168,780</b>	<b>\$13,934,817</b>	<b>\$394,866,212</b>	<b>\$278,362,670</b>	<b>\$1,505,484,391</b>	<b>\$2,393,219,973</b>	<b>\$937,478,862</b>	<b>\$1,342,354,477</b>	<b>\$113,366,634</b>









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