

North Dakota Department of Human Services



2013-2015 Biennial Report

Working to improve the lives of North Dakotans

The North Dakota Department of Human Services
2013-2015 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.

North Dakota Department of Human Services

600 E. Boulevard Ave., Dept. 325

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

November 30, 2015

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

Dear Governor Dalrymple,

This report summarizes the services and programs the North Dakota Department of Human Services administers and provides, as well as caseloads, expenditures, and utilization rates. It also highlights major accomplishments from the 2013-2015 biennium.

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

This is accomplished through direct services provided by the North Dakota State Hospital, the Life Skills and Transition Center, the Department's eight regional human service centers, and central office divisions, as well as through direct services delivered by 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, the Department implemented the Medicaid Expansion on January 1, 2014. The expansion covers qualifying low-income adults between the ages of 19 to 64, who were not previously eligible for Medicaid. Representatives from Sanford Health Plan, which administers the expansion, have testified before lawmakers with stories of people receiving health care services now because they have health care coverage for the first time.

In response to increasing behavioral health needs, the Department worked with stakeholders to identify gaps and collaborated with private providers and other partners to strengthen the continuum of services. In addition, our regional human service centers utilized tele-medicine and also shared staffing resources to address capacity and staff shortages in western North Dakota.

To address the rising number of children diagnosed with Autism Spectrum Disorders (ASD), promote early intervention, and meet the unique needs of children and families, the Department implemented a new, first-of-its-kind ASD voucher program and expanded the Medicaid waiver for ASD. This enabled the Department to serve more children and families and to offer more autism-specific services and supports.

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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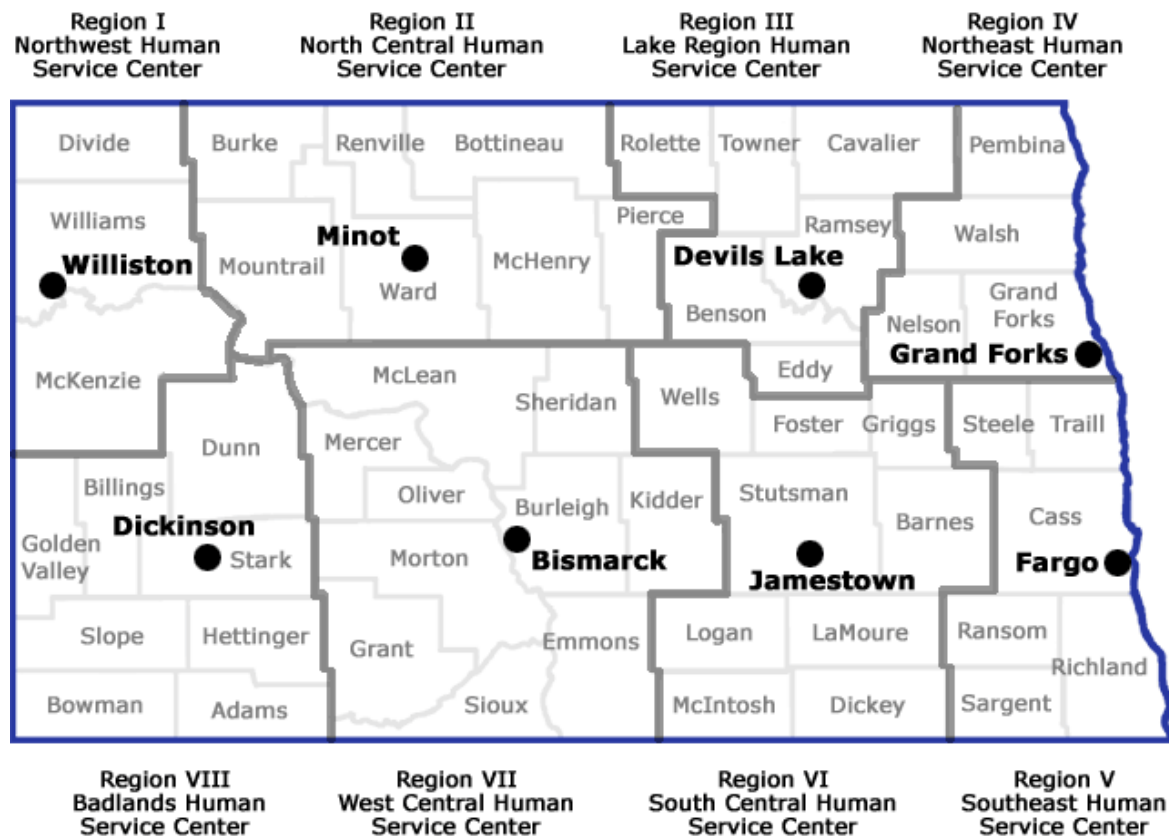
E-mail: dhseo@nd.gov

Website: www.nd.gov/dhs

Division Contact Information

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

Regional Human Service Center Contact Information



<p>Bismarck - West Central Human Service Center 1237 W. Divide Ave., Suite 5, Bismarck, ND 58501-1208 Phone: (701) 328-8888 Toll Free: (888) 328-2662</p>	<p>Crisis Line: (701) 328-8899 OR Toll Free: (888) 328-2112 E-mail: dhswwchsc@nd.gov Fax: (701) 328-8900 TTY: (800) 366-6888</p>
<p>Devils Lake - Lake Region Human Service Center 200 Hwy 2 W., Devils Lake, ND 58301 Phone: (701) 665-2200 Toll Free: (888) 607-8610</p>	<p>Crisis Line: (701) 662-5050 E-mail: dhsllrhsc@nd.gov Fax: (701) 665-2300 TTY: (701) 665-2211</p>
<p>LRHSC Outreach Office - Rolla 1102 Main Ave. W., Rolla, ND 58367-0088</p>	<p>Phone: (701) 477-9050 Fax: (701) 477-8281</p>
<p>Dickinson - Badlands Human Service Center 300 13th Ave. W., Suite 1, Dickinson, ND 58601 Phone: (701) 227-7500 Toll Free: (866) 491-2472</p>	<p>Crisis Line: (701) 227-7500 OR (701) 290-5719 E-mail: dhsblhsc@nd.gov Fax: (701) 227-7575 TTY: (701) 227-7574</p>

Regional Human Service Centers Contact Information

Fargo - Southeast Human Service Center 2624 9th Ave. S., Fargo, ND 58103-2350 Phone: (701) 298-4500 Toll Free: (888) 342-4900	Crisis Line: (701) 298-4500 Suicide Prevention: (800) 273-TALK (8255) E-mail: dhssehsc@nd.gov Fax: (701) 298-4400
Grand Forks - Northeast Human Service Center 151 S. 4th St., Suite 401, Grand Forks, ND 58201-4735 Phone: (701) 795-3000 Toll Free: (888) 256-6742	Crisis Line: (701) 775-0525, (701) 775-0526 OR (800) 845-3731 E-mail: dhsnehsc@nd.gov Fax: (701) 795-3050 TTY: (800) 366-6889
NEHSC Outreach Office - Grafton 901 Midway Dr., Grafton, ND 58237	Phone: (701) 352-4334 Toll Free: (888) 845-2215
Jamestown - South Central Human Service Center 520 3rd St. NW, Box 2055, Jamestown, ND 58402 Phone: (701) 253-6300 Toll Free: (800) 260-1310	Crisis Line: (701) 253-6304 E-mail: dhsschsc@nd.gov Fax: (701) 253-6400 TTY: (701) 253-6414
Minot - North Central Human Service Center 1015 S. Broadway, Suite 18, Minot, ND 58701 Phone: (701) 857-8500 Toll Free: (888) 470-6968	Crisis Line: (701) 857-8500 OR E-mail: dhsnchsc@nd.gov Fax: (701) 857-8555 TTY: (701) 857-8666
Williston - Northwest Human Service Center 316 2nd Ave. W., Williston, ND 58801 Phone: (701) 774-4600 Toll Free: (800) 231-7724	Crisis Line: (701) 572-9111 E-mail: dhsnwhsc@nd.gov Fax: (701) 774-4620 TTY: (701) 774-4692

Institutions Contact Information

North Dakota State Hospital 2605 Circle Drive Jamestown, ND 58401 Phone: (701) 253-3650 Fax: (701) 253-3999	Life Skills and Transition Center 701 W. 6 th St. Grafton, ND 58237 Phone: (701) 352-4200 Fax: (701) 352-4376
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Child Support Contact Information

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

Bismarck 316 N. 5 th St., Suite 300 P.O. Box 7310 Bismarck, ND 58507-7310 Phone: (701) 328-0955 Fax: (701) 222-6751 E-mail: bismarckcse@nd.gov	Devils Lake 1820 Walnut St. E., Suite 4 Devils Lake, ND 58301-3411 Phone: (701) 665-4475 Fax: (701) 662-1351 E-mail: devilslakecse@nd.gov
Dickinson 135 Sims St., #202 Dickinson, ND 58601-5141 Phone: (701) 227-7424 Fax: (701) 227-7427 E-mail: dickinsoncse@nd.gov	Fargo 4950 13 th Ave. S., Suite 22 Fargo, ND 58103-7268 Phone: (701) 298-4900 Fax: (701) 298-4930 E-mail: fargocse@nd.gov
Grand Forks 151 S. 4 th St., Suite N101 P.O. Box 5756 Grand Forks, ND 58206-5756 Phone: (701) 795-3960 Fax: (701) 775-3130 E-mail: grandforkscse@nd.gov	Jamestown 804 13 th St. N.E. P.O. Box 427 Jamestown, ND 58402-0427 Phone: (701) 253-6260 Fax: (701) 253-3932 E-mail: jamestowncse@nd.gov
Minot 325 28 th Ave. S.W., Suite C P.O. Box 2249 Minot, ND 58702-2249 Phone: (701) 857-7696 Fax: (701) 857-7777 E-mail: minotcse@nd.gov	Williston 202 Main St., Lower Level P.O. Box 2047 Williston, ND 58802-2047 Phone: (701) 774-7940 Fax: (701) 774-4332 E-mail: willistoncse@nd.gov

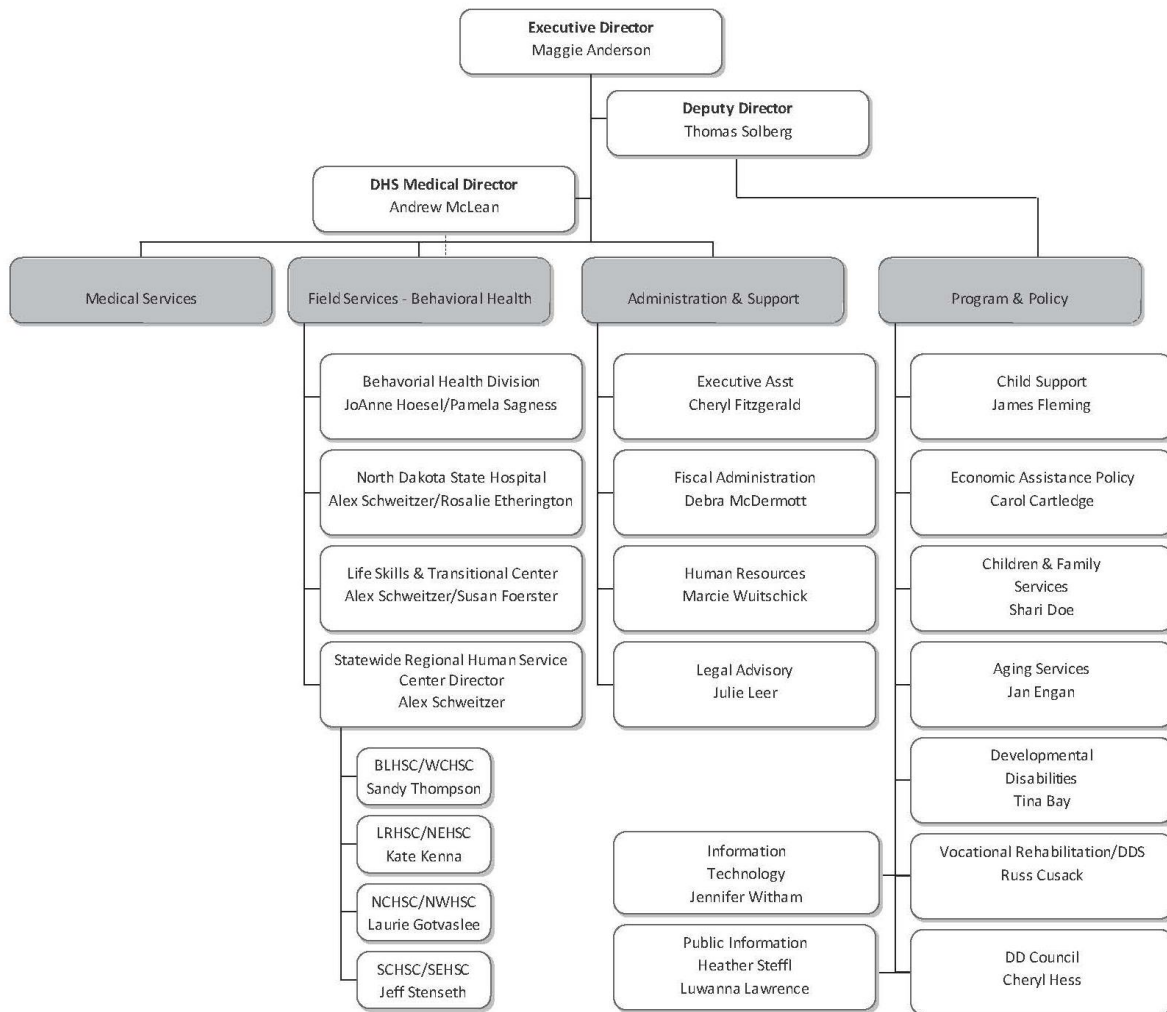
Guiding Principles

- The North Dakota 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

- Employs approximately 2,200 employees with about 77 percent of the Department's employees working at the human service centers, the North Dakota State Hospital, and the Life Skills and Transition Center.
- Administers over 100 legislatively authorized programs that are provided through the cooperative efforts of the Department, county social service offices, the tribes, service providers, and other entities.
- 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

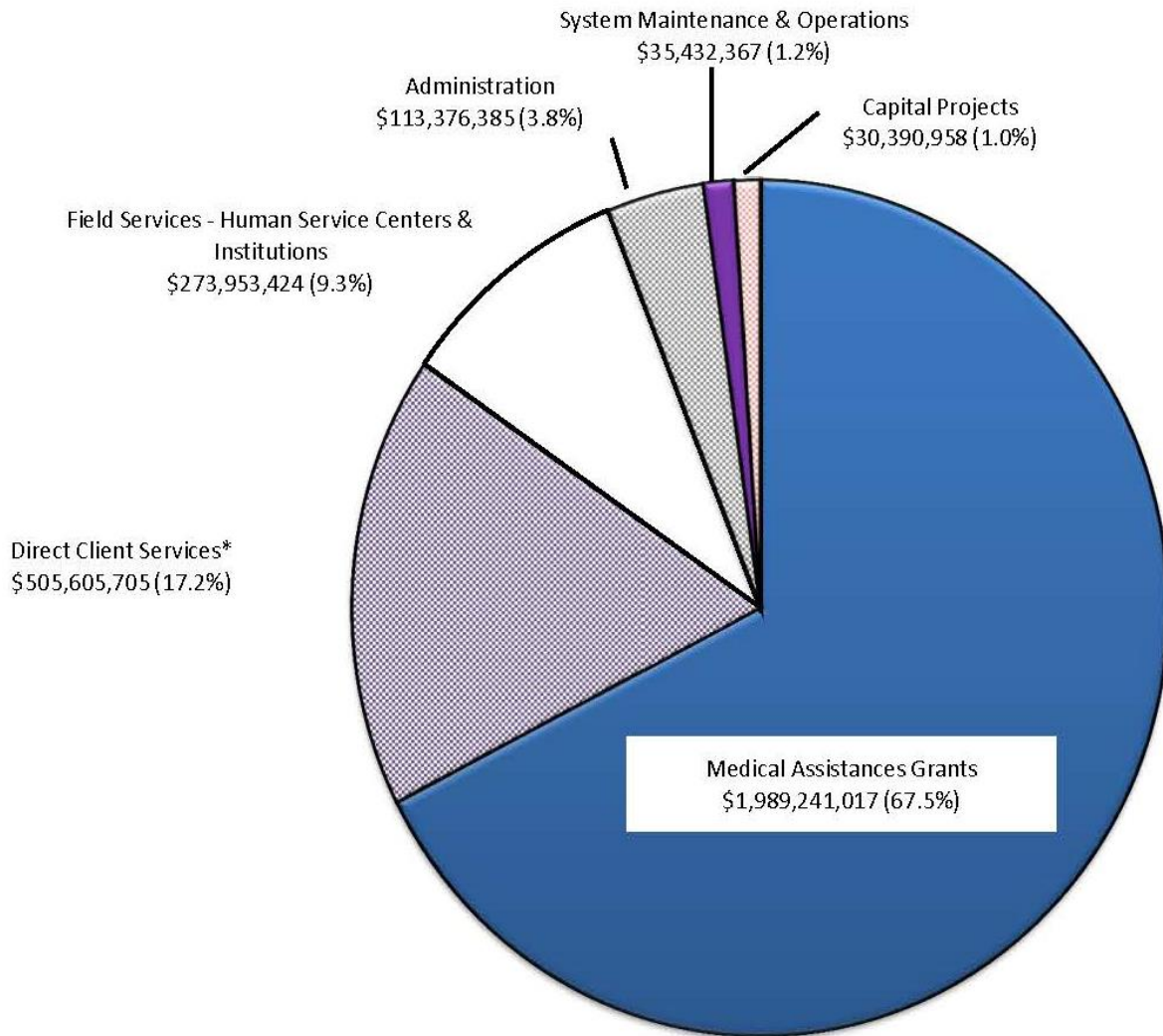
The Department of Human Services receives and distributes funds appropriated by Congress and the North Dakota Legislature for the purpose of providing health and human services to the state's most vulnerable residents.

Expenditure Breakdown

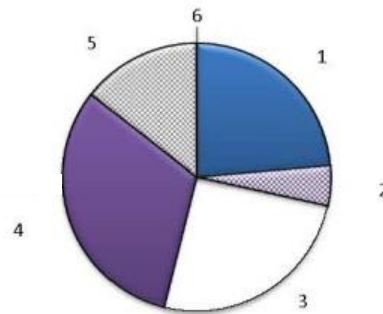
- 67.5 percent of the budget is medical assistance grants, which is the portion that is similar to insurance coverage
- 9.3 percent of the budget is for the delivery of health care via the institutions and regional human service centers
- 17.2 percent is for direct client services
- 3.8 percent is for the Department's administration
- 2.2 percent is for the Department's system maintenance and operations and capital projects

Where Does the Money Go?

2013-2015 Actual Expenditures \$2,947,999,856

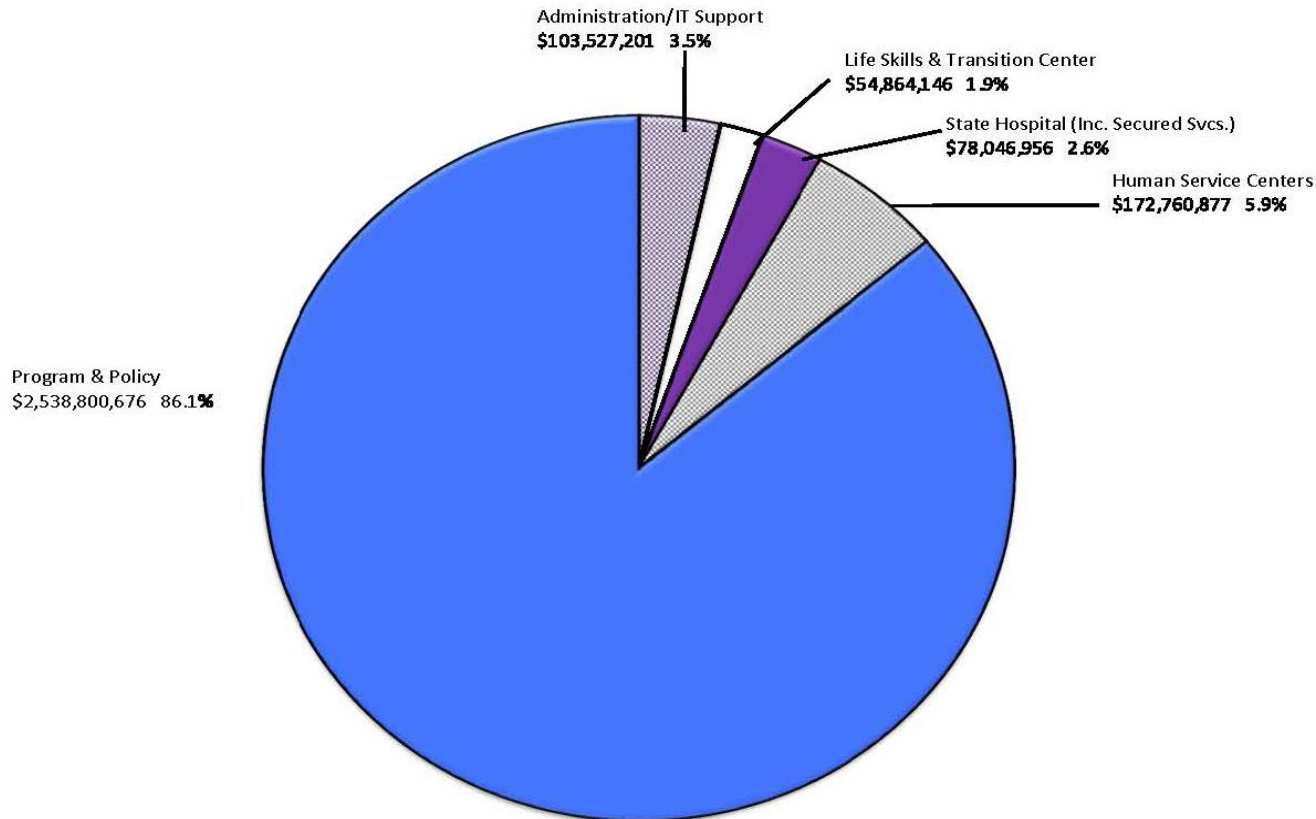


***Direct Client Services** include Temporary Assistance for Needy Families (TANF), Job Opportunities and Basic Skills (JOBS), Child Care, Supplemental Nutrition Assistance Program (SNAP), Low Income Home Energy Assistance Program (LIHEAP), IV-D Judicial, Regional Child Support Units, Child Welfare, Aging, Mental Health, Substance Abuse, Vocational Rehabilitation, Autism Voucher Program, and non-Medicaid Developmental Disability grants and services.



1. Nursing Homes; \$469,228,553 (15.9%)
2. Home and Community Based Services & Basic Care; \$96,354,192 (3.2%)
3. Developmental Disabilities Grants; \$507,224,633 (17.2%)
4. Traditional Medicaid Grants & Healthy Steps (CHIP); \$629,793,713 (21.4%)
5. Medicaid Expansion; \$285,715,482 (9.7%)
6. Autism Waiver; \$924,444 (0.1%)

Expenditures by Sub-Division



Administrative Support and Information Technology (IT) Services

Includes

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

Role

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

Administrative Support and IT Services

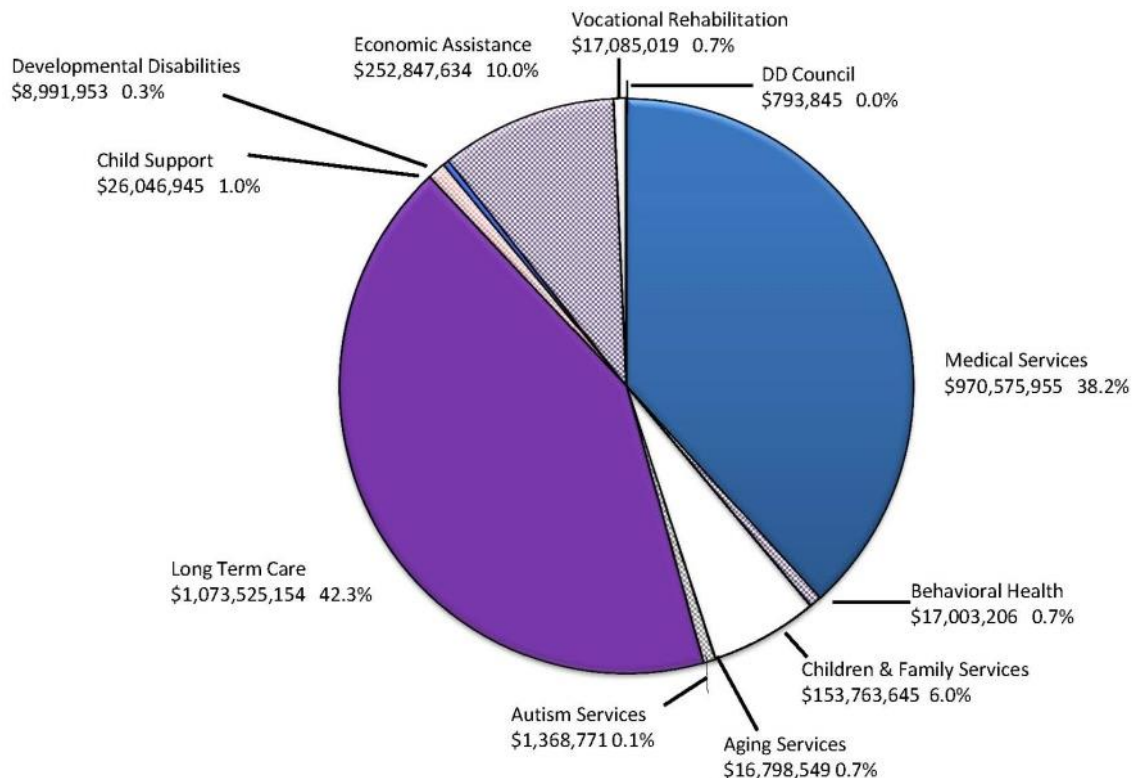
Accomplishment

- Signed a contract on April 15, 2015, with Deloitte Consulting, to build the Department's new integrated eligibility determination system to better meet the needs of North Dakotans and county partners. The system will roll out in two separate releases. Release One focuses on ACA-Medicaid coverage groups; Modified Adjusted Gross Income (MAGI) Medicaid and the Children's Health Insurance Program; and requirements of the Affordable Care Act. Release Two will focus on integrating Temporary Assistance for Needy Families, Low Income Home Energy Assistance Program, Supplemental Nutrition Assistance Program, Child Care Assistance Program, Basic Care Assistance Program, and the remainder of Medicaid.

Program and Policy Divisions

- Aging Services
- Autism Services
- Behavioral Health
- Child Support
- Children and Family Services
- Developmental Disabilities Services
- Economic Assistance
- Medical Services
 - Long Term Care
- Vocational Rehabilitation

Expenditures by Program Area



Role

Aging Services administers programs and services that enhance quality of life and help older adults and people with physical disabilities live independently in their homes and communities.

Services

- **Dementia Care Services Program** provides care consultation and training to caregivers. Information and training is also provided to medical professionals, law enforcement personnel, and the public. The division contracts for these statewide services.
- Payment for the **establishment of guardianship services** is provided for indigent adults and adult Medicaid recipients with qualifying disabilities who are unable to make decisions on their own and who do not qualify for developmental disabilities case management.
- **Information and Assistance** to streamline access to long-term care and support services is provided through the *Aging and Disability Resource-LINK* toll-free line 1-855-GO2-LINK (1-855-462-5465) and website www.carechoicend.gov.
- **Long-Term Care Ombudsman Program** helps people living in skilled nursing, basic care, and assisted living facilities understand their rights and resolve concerns.
- Older Americans Act **Nutrition Services** include home-delivered meals and meals served at approved sites by contracted providers.
- **Adult Family Foster Care Licensing**
- **North Dakota Family Caregiver Support Program** provides respite and supportive services to relatives caring for loved ones age 60 and older and other qualifying individuals. Older relatives caring for children age 18 or younger or an adult child with a disability may also participate.
- Older Americans Act **Supportive Services** include health maintenance screenings, legal assistance program, Senior Companion Program, assistive safety devices, and options counseling to help people make informed choices on long-term services. Services are provided through contracts.
- **Senior Community Service Employment Program** provides low-income individuals age 55 and older with part-time employment and training opportunities.
- **Telecommunications Equipment Distribution Program** provides specialized equipment to people with communication impairments.
- **Vulnerable Adult Protective Services** are provided directly or through contracts to prevent and address abuse, neglect, and exploitation of vulnerable adults.

Aging Services Division

Accomplishments

- Responded to 1,336 concerns received by the state Long-Term Care Ombudsman Program. Ombudsman provided 1,423 consultations to facilities and staff, and provided 814 consultations to individuals.
- Vulnerable adult protective services staff received 3,300 calls regarding protective services, and subsequently completed 1,642 full assessments.
- Provided nutrition services funding that enabled providers to serve 2,208,410 meals at senior meals sites or through home-delivery to 23,327 qualifying North Dakotans.
- Provided health maintenance services to 5,171 older adults through contracted Older Americans Act providers.
- Provided respite, training, and support to 425 family caregivers statewide through the Family Caregiver Support Program.
- Implemented mandatory reporting of vulnerable adult abuse and neglect as authorized in 2013 Senate Bill 2323. This involved developing policy, conducting outreach, providing training statewide to key stakeholders, adopting an online reporting system and online training. The division also implemented centralized reporting through the Aging and Disability Resource LINK phone line to simplify reporting and to enable vulnerable adult protective services professionals to focus their time on reported concerns and in-home visits.
- Collaborated with the Dementia Care Services Program to provide statewide training for law enforcement professionals on mandatory reporting of dependent adults and techniques to approach individuals with Alzheimer's and dementia.
- Worked with the Medical Services Division to complete the training and transition of Local Contact Agency duties to Aging and Disability Resource LINK Options Counselors. The Local Contact Agency responds to nursing facility staff referrals and provides information about community-based long-term care supports and services to nursing home residents, nursing facility staff, and others.
- Used web-based and paper surveys and held public hearings to gather stakeholder input on the 2014-2018 State Plan on Aging. The final plan set goals supporting nutrition services, healthy aging and socialization, and protection of vulnerable adults through ongoing mandated reporter training and a centralized intake process.
- Contracted with North Dakota State University Extension Services to conduct research and explore opportunities to reinvent senior centers to serve a new generation of older adults and sustain important nutrition services that promote health and independence.

Aging Services Division

Accomplishments *(Continued)*

- With the Medical Services Division, co-hosted the North Dakota Home and Community-Based Services Symposium and provided training on vulnerable adult protective services, guardianship services, and other topics to 137 options counselors, case managers and other professionals.
- Supported Elder Abuse Awareness Day events to raise awareness about how people can protect themselves from abuse, scams, and financial exploitation, and can report suspected abuse or neglect of vulnerable adults.

Autism Services Division – Trisha Page, Coordinator

Role

The division is responsible for statewide administration of North Dakota's Medicaid waiver for Autism Spectrum Disorders (ASD), the autism voucher program, and the autism training program. The division supports early diagnosis and intervention through education and training for parents, providers, professionals, educators, and others who work with children with ASD through these programs.

Services

- **Autism voucher program** provides funds to purchase non-therapy supports such as respite care, communication devices, tutoring, parent education support, and other items and services for those who meet the eligibility guidelines.
- **Medicaid waiver services** include service management, program design and monitoring, skills training, respite care, and assistive technology provided by private agencies.
- **Training** through conferences and mini-grant funded initiatives

Accomplishments

- Autism Services worked with the Developmental Disabilities Division on an amendment incorporating changes legislatively-mandated in 2013 House Bill 1038 for a new five-year Medicaid waiver for ASD. Received Centers for Medicare and Medicaid Services (CMS) approval on the waiver amendment that provided more autism-specific behavioral supports and services, expanded the number of slots by 17 to a total of 47, and increased the qualifying age of children by two years.
- Implemented the Autism Voucher Program created by 2013 House Bill 1038 that was the first of its kind in the nation and was intended to fill gaps in services and supports for qualifying children with ASD ages three through 17. Voucher funds helped pay for assistive technology, training, and other approved supports to enhance the quality of life and meet the unique needs of children and families. Staff began accepting applications in July 2014.
- Sponsored the first annual State ASD Conference in 2014, which attracted national, regional, and state experts and provided valuable professional development training and parent education.
- Contracted with nationally-recognized psychologist Ross Greene and *Lives in the Balance* to train several school districts in the "Collaborative and Proactive Solutions Model" for working with behaviorally challenging children in a proactive, skill-building, and relationship-enhancing way that is not punitive or adversarial.
- Awarded 18 small training grants to 11 entities to support autism education and training opportunities in communities across the state for parents, service providers, educators, first responders, and other interested individuals.

Behavioral Health Division

JoAnne Hoesel, Director (- April 2015)

Pamela Sagness, Director (May 2015 -)

Role

The Behavioral Health Division (formerly known as the Division of Mental Health and Substance Abuse Services) provides leadership for the planning, development, and oversight of the state's behavioral health system. The division partners with the state behavioral health community to improve access to services, address behavioral health workforce needs, develop policy, and ensure quality services are available for those with behavioral health needs.

Services

- **Administration** of contracted problem gambling treatment services, disaster mental health services, mental health treatment and recovery services, substance abuse prevention, treatment and recovery services, and traumatic brain injury services
- **Training and technical assistance** related to behavioral health promotion, prevention, intervention, treatment, and recovery
- **Licensing** of substance abuse treatment programs, psychiatric residential treatment facilities, and regional human service centers
- **ND Prevention Resource and Media Center** (see www.nd.gov/DHS/Prevention)
- **ParentsLEAD** (see www.parentslead.org/)

Accomplishments

- Received a \$300,000 federal System of Care Expansion Planning Grant to develop a statewide Trauma-Informed System of Care within the existing system of care for children and youth with serious emotional disturbances and their families. This project raised awareness of the effects of trauma, provided training for behavioral health service providers including all residential childcare programs and psychiatric residential treatment facilities in North Dakota, and implemented a trauma referral screening tool. Training also helped strengthen services and link residential services to community services to improve child outcomes.
- 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. The team also received targeted technical assistance on best practices, and co-hosted with the Executive Office an on-site strategic planning session facilitated by out-of-state experts. Planning and technical assistance focused on supportive housing, supported employment, and peer support to promote community integration of people with disabilities.

Behavioral Health Division

Accomplishments *(Continued)*

- Provided funding and event planning kits for locally-organized Recovery Month Events held to honor individuals living healthy and productive lives in long-term recovery, individuals in treatment, and those who provide recovery services and support.
- Actively supported ND Cares coalition efforts. ND Cares is a multi-agency effort led by First Lady Betsy Dalrymple that was created to provide an accessible, seamless network of support for service members, veterans, families, and survivors. The division developed resource materials and partnered in cross-agency training and collaboration.
- Implemented the \$9.7 million federal SAMHSA Strategic Prevention Framework - State Incentive Grant (SPF SIG), making funds available to local public health units and Tribes to implement effective prevention programs, policies, and practices aimed at reducing underage drinking and adult binge drinking. The Governor's Prevention Advisory Council on Drugs and Alcohol (GPAC) serves as the advisory council for the grant.
- Contracted with four Native American Tribes in the state for Tribal Prevention Programs. This provides culturally-appropriate, evidence-based substance abuse prevention strategies, following the Strategic Prevention Process, on each reservation.
- Developed administrative rules to license and monitor opioid treatment programs in accordance with state law. Opioids include some prescription pain medications; heroin is an illegal opioid. Opioid treatment programs are evidence-based and meet a need to expand access to effective treatment options.
- Launched a media campaign in April 2014 in coordination with the contracted agency Gamblers Choice, Lutheran Social Services, to increase the utilization of the website www.GamberND.com. The website provides information regarding problem gambling, the services available, and how to access treatment.
- Continued to support training for behavioral health professionals and partners by sponsoring behavioral health conferences in the spring and fall, which brought national, regional, and in-state experts together to discuss evidence-based practices.
- Co-sponsored a prescription drug abuse summit with Sanford Health and Heartview Foundation. Attendees included lawmakers, representatives of association and health-related licensing boards, substance abuse treatment providers, law enforcement, state agencies, the U.S. Attorney, and others. Discussion included overdose prevention, data needs, strategies to decrease the non-medical use of pharmaceuticals and evidence-based practices for treatment.

Behavioral Health Division

Accomplishments *(Continued)*

- 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 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.
- Presented for a Health Resources and Services Administration webinar with the North Dakota Indian Affairs Commission on prescription drug abuse prevention strategies used in partnership between the division's prevention program and tribal governments.
- 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 SAMHSA 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.

Child Support Division - James Fleming, Director

Role

The Child Support Program 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**

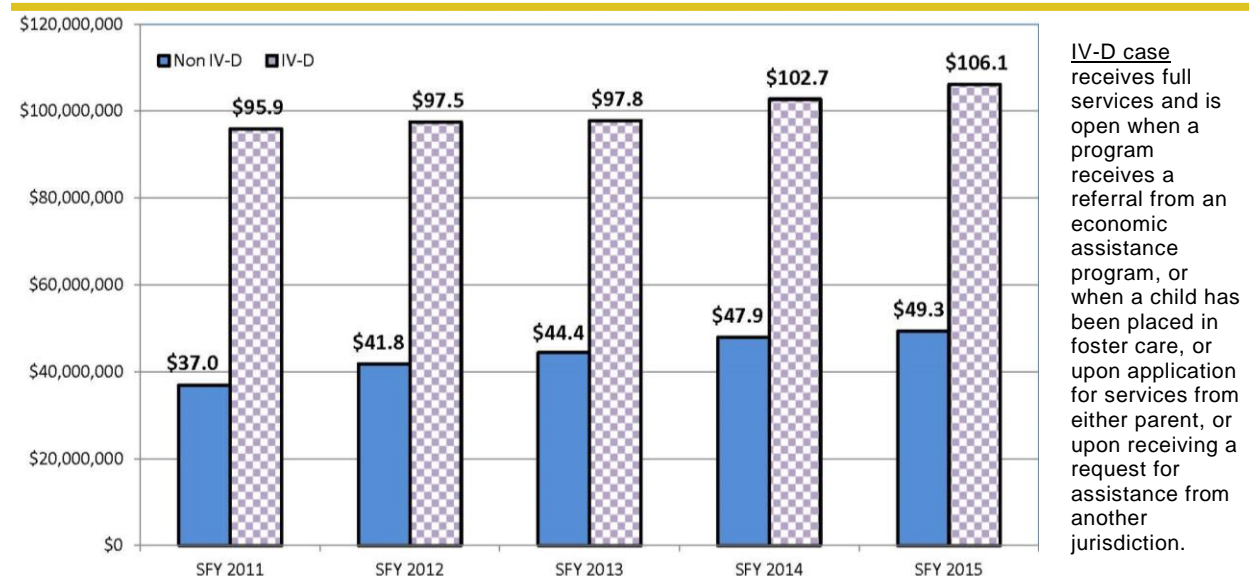
Accomplishments

- Ranked second among the 54 United States jurisdictions in overall program performance based on five federal performance measures, including second in the collection of current support and fourth in the establishment of child support orders.
- Entered into a Memorandum of Understanding with the Standing Rock Sioux Tribe for coordinated delivery of child support services to Tribal children.
- Created the Tribal Offset Partnership, a consortium with multiple Tribal child support programs for the purpose of submitting delinquent Tribal child support obligors for offset of federal payments including federal income tax refunds.
- Began offering parents the option to enroll online to receive text message confirmations when payments are received and distributed.
- Continued to increase the percentage of new hire reports received electronically from 92 percent in State Fiscal Year (SFY) 2013 to 92.41 percent in SFY 2014 and 93.75 percent in SFY 2015. Filing electronically reduces errors and inefficiencies that occur from manually entering data from paper reports.

Child Support Division

- Set a record of \$106.1 million in annual collections in cases enforced by the program under Title IV-D of the Social Security Act for SFY 2015, an increase of 3.26 percent from \$102.7 million for SFY 2014 and \$97.8 million in SFY 2013. Including collections in non IV-D cases, the total amount of child support disbursed in the 2013-15 biennium was \$306 million.
 - For Federal Fiscal Year (FFY) 2014, 74.19 percent of current support accrued was collected in the month in which it was due.
 - A new monthly record high collection amount of \$14.93 million was reached in March 2015.
 - Reported a record \$93.6 million in annual collection from income withholding by employers in SFY 2015, accounting for over 60 percent of total collections. This tops SFY 2014 collections of \$91.3 million.
- Created a narrated web-based tutorial for employers that outlines their legal reporting responsibilities related to child support. The tutorial features six training modules, which cover new hire reporting, income withholding, lump sum reporting, national medical support notice, requests for information, and temporary layoffs and terminations. The tutorial received the *2015 Excellence Award for Program Awareness* from the Western Interstate Child Support Enforcement Council.
- Co-presented on the Parental Responsibility Initiative for the Development of Employment (PRIDE) program during a federal Administration for Children and Families - Office of Family Assistance webinar. The webinar showcased programs engaging noncustodial parents while holding them accountable for their children's economic and social well-being. The PRIDE program is a partnership between the department's Economic Assistance and Child Support divisions, Job Service North Dakota (JSND), and eight judicial district courts that refer parents with unpaid child support to JSND for employment support.

Annual Child Support Receipts by State Fiscal Year



Children and Family Services Division

Shari Doe, Director

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** includes recruitment, assessment, placement, and follow-up services, subsidies, birth-family services, child placement agency licensure, and adoption search services.
- **Criminal Background Checks** on licensed and certified providers, and child abuse and neglect index checks
- **Chafee Foster Care Independent Living and Education and Training Vouchers Program** are services for young people who spent time in the foster care system to help transition to independent living.
- **Child Fatality Review Panel** identifies child death trends and patterns and systemic issues.
- **Child and Family Services Review** is the quality assurance process for child welfare.
- **Child Protection** is prevention, identification, and assessment of suspected child abuse and neglect.
- **Early Childhood Services** includes child care provider licensing and training to providers of early care and education for children.
- **Family Preservation Services** are parent aide, prime time child care, safety permanency funds, intensive in-home family therapy, Family Group Decision Making and related services.
- **Foster Care** is out-of-home placement of children including Kinship Care and relative care, and licensing of family foster homes and residential child care facilities.
- **Head Start State Collaboration Office** is the liaison with Head Start child development programs that serve children from birth to age five, expectant mothers and families.
- **In-Home Case Management Services** are provided to families at-risk of having one or more children placed in foster care, and after reunification following foster care.
- **Institutional Child Protection Services** involve assessment of reported child abuse or neglect in a residential facility responsible for the child's welfare that is owned or managed by the state or a political subdivision of the state.

Children and Family Services Division

- **Interstate Compact on the Placement of Children for Foster** provides procedures for the interstate placement of children and arranges responsibilities for those involved in placing a child.
- **Subsidized Guardianship Program** provides subsidies for eligible foster children where legal guardianship has been determined the best permanency option.
- **Unaccompanied Refugee Minors Program** serves children identified by federal government agencies as appropriate for resettlement in the United States who are placed into licensed foster care homes.

Accomplishments

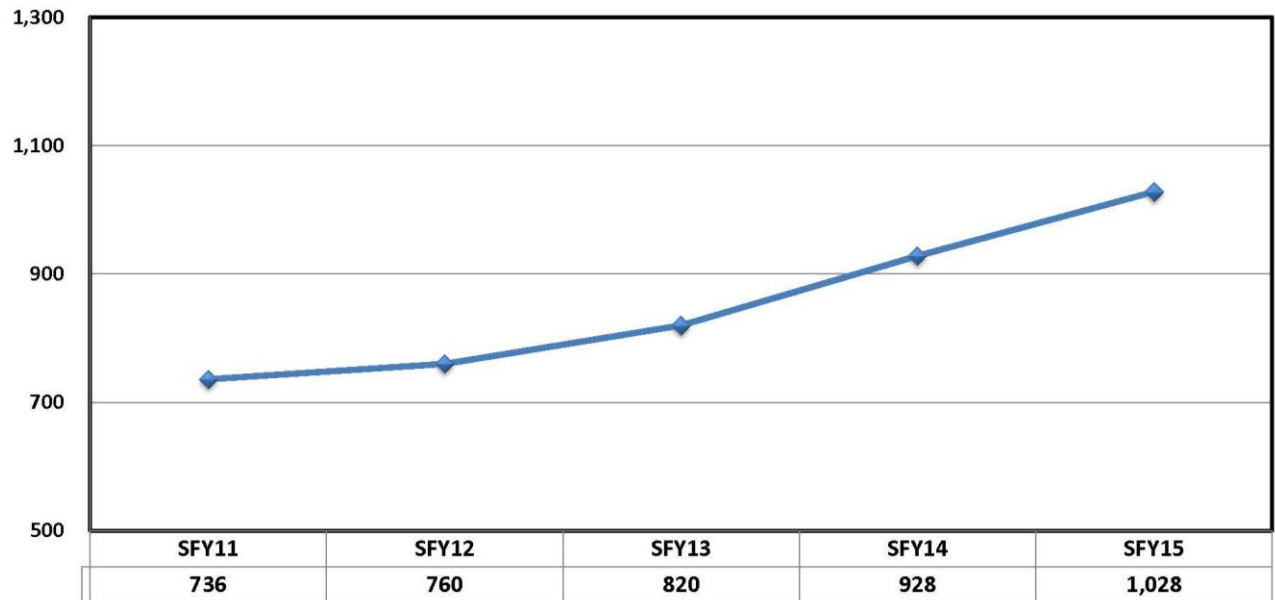
- Strengthened the lives of children and families with services and supports the focused on safety, permanency, and well-being.
 - Completed 221 foster care adoptions, with 95 other private agency adoptions and 341 step-parent adoptions.
 - Served 837 current and former foster care youth through the Chafee Foster Care Independent Living Program. The program is offered through a contract with PATH ND, and helps teens transition to adulthood and to become self-sufficient.
 - Completed 7,941 criminal background checks on licensed foster care providers, licensed and registered childcare providers and staff, adoptive families, court-appointed guardians, and staff hired at licensed child placement agencies and licensed foster care facilities.
 - Provided over 580 families with intensive in-home family therapy services to prevent out-of-home placement in foster care and support family reunification. Provided nearly 1,000 families with in-home case management services.
 - Supported 105 young adults with the 18+ Continued Care Program that allows an individual to voluntarily remain in care at age 18 or return to foster care within six months after discharge until the age of 21 with ongoing support of foster care case management and case planning.
- Expanded the Department's Inclusion Support Program for licensed home and center-based providers who care for children with special needs. The program makes funding available for supporting staffing needs and modifying an early childhood setting to address the health and developmental needs of children with disabilities. Providers also work with an inclusion specialist who offers educational resources, connections to community resources, on-site observations, and other helpful strategies for meeting the diverse needs of children in care.

Children and Family Services Division

- Launched *Bright & Early North Dakota*, a volunteer program for child care professionals that promotes early childhood development and quality child care. The program includes the implementation of a quality rating system, provider training and coaching, and funding for materials and achievement awards. The program partnered with 157 programs and impacted the lives of 5,572 children.
- Began implementing law and policies for to comply with Public Law 113-183, Preventing Sex Trafficking and Strengthen Families Act.
- Continued efforts to raise awareness about child abuse prevention and reporting.
 - Provided funding through contracts to help over 4,700 families receive child abuse and neglect prevention support and educational services through eight Parent Resource Centers, Nurturing Families Program, and Healthy Families Home Visitation Program.
 - Co-sponsored parenting workshops, conferences, in-school activities and other family fun activities during Child Abuse Prevention month in April.
 - Continued to make available an interactive web-based training for mandated reporters. Over 2,800 medical professionals, law enforcement officials, child care professionals, educators, and other mandated reporters completed the training.
- Partnered with the University of North Dakota's (UND) Department of Social Work and the UND Children and Family Services Training Center to strengthen the child welfare workforce through a U.S. Children's Bureau five-year grant. The funding provides stipends for 20-25 students who, after a competitive application process, receive tuition and other supports in return for working in oil-impacted or underserved counties for at least one year. The grant also focuses on enhancements to training and curriculum for the child welfare workforce.
- Provided training to 250 child welfare professionals on the revised Child and Family Services Review process for quality assurance that was developed in partnership with county social services, Department of Corrections and Rehabilitation - Division of Juvenile Services, tribal social services, regional supervisors, and private providers.
- Completed and was found in compliance with a federal Title IV-E Foster Care audit. The audit, conducted every three years, reviews foster care eligibility determination processes and measures the accuracy of payments made on behalf of eligible children placed in approved or licensed family foster homes and child care institutions.
- Produced a 10-minute video to recruit licensed home child care providers in conjunction with the North Dakota Department of Commerce. The video outlines the benefits of becoming a licensed provider, the step-by-step process for becoming licensed, and highlights resources available to licensed providers.

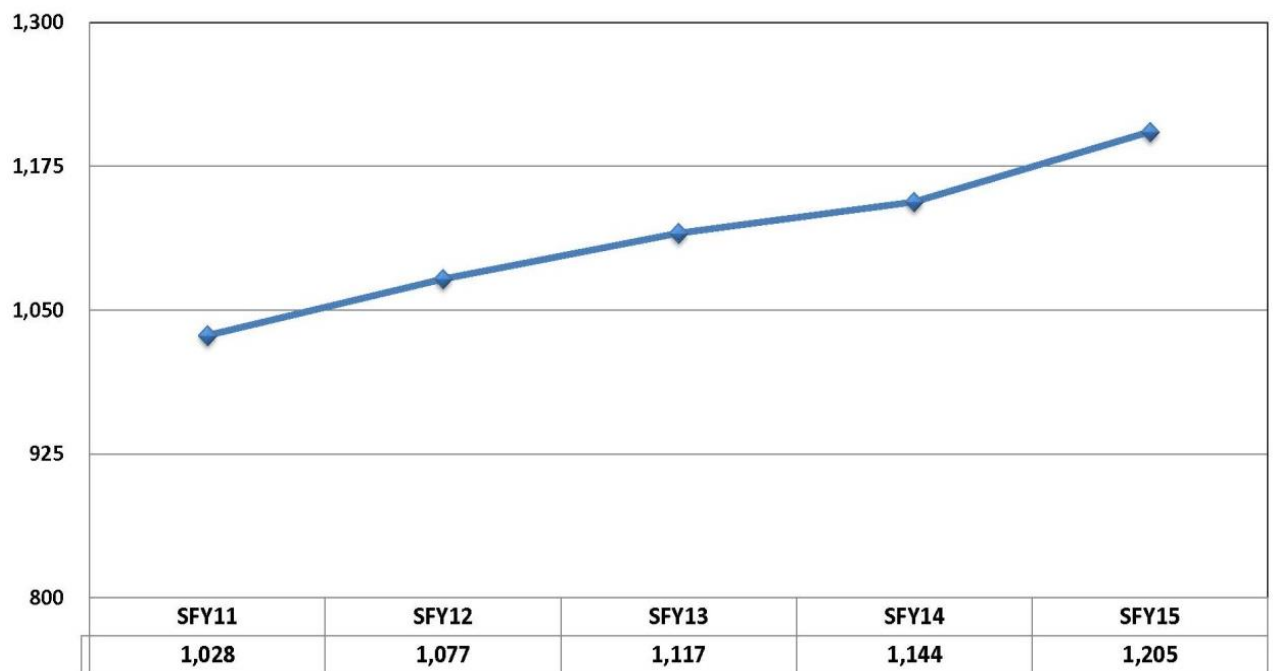
Foster Care

Monthly Average Number of Paid Cases by State Fiscal Year



Subsidized Adoptions

Monthly Average Number of Cases by State Fiscal Year



Developmental Disabilities Division - Tina Bay, Director

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 services, which include individualized support and training to maximize community inclusion, independence, and self-sufficiency, to prevent institutionalization, and to enable individuals to transition from institutions to community living.

Services

- **Administration** includes ensuring compliance with state and federal rules, quality assurance, policy development, staff training, budgets, and service provider licensing.
- **Program management** is the single point of entry to all developmental disability services. It involves working with a consumer and team to assess individual needs and goals, to coordinate needed services and supports, and to monitor progress.
- **Day support** services teach daily living activities, as well as socialization and adaptive skills.
- **Family support** provides a trained caregiver to assist the parent/primary caregiver when more help is needed or to provide relief to the primary caregiver.
- **Infant development services** help families and children birth through age two who have developmental delays or disabilities or are at-risk of developing them. Contracted providers deliver services.
- **Residential services** include both supervised group living and independent living with supports.
- **Self-directed services** are intermittent services including home modifications and equipment and supplies that support independence and quality of life.
- **Extended services** are provided through the Division of Vocational Rehabilitation and other providers and include job coaching, training, and assistance to help individuals find and keep a job.

Accomplishments

- Implemented legislatively-authorized increases in the personal need allowance (from \$85 to \$100/month) for Medicaid clients in facilities serving people with developmental disabilities.
- In SFY 2014, North Dakota provided program management or other developmental disability services in partnership with service providers to 6,331 individuals, including 2,223 individuals who were younger than age three.

Developmental Disabilities Division

- Held informational meetings and submitted and received approval from the Centers for Medicare and Medicaid Services (CMS) on the five-year Developmental Disabilities Home and Community-Based Services (HCBS) Traditional waiver. Subsequently submitted a waiver amendment to increase capacity and serve 600 additional people per year in Year 1 and Year 2 of the five-year waiver and to comply with the new federal Medicaid HCBS rule. The rule includes new home and community settings requirements and person-centered planning. CMS approved the waiver amendment through March 31, 2019.
- Continued working with contractors, the steering committee, and other stakeholders to develop and transition to a prospective payment system for developmental disabilities services. This ties each individual's needs to funding levels, uses standard rates statewide, assures funds are portable and follow the individual, and involves no cost settlement. Contractors finalized rates and completed the initial individual assessments of people receiving services from licensed providers to establish level of need. The assessment process is ongoing. Transition work continues into the 2015-2017 Biennium.
- Participated in the Life Skills and Transition Center Transition Task Force and Centralized Project Committee and worked with regional human service centers and other stakeholders to support the transition of people from institutions to community services.
- Continued to monitor licensed providers on consumer health and safety and to assure incident reports are submitted correctly and in a timely manner by providers.
- Worked to assure compliance with the new federal Medicaid HCBS rule that is intended to ensure that people with disabilities have choices and can enjoy the benefits of living, working, and participating in their communities alongside other residents. This effort involved reviewing services, conducting provider and consumer surveys, hosting informational meetings for stakeholders, conducting site visits, and working with CMS, consumers, and providers to develop and submit a Developmental Disabilities Transition Plan. Transition planning continues.
- Submitted North Dakota's Early Intervention Part C FFY 2014 grant application to the 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 and cognitive development, communication, social or emotional development, and adaptive development.

Economic Assistance Division - Carol Cartledge, Director

Role

The Economic Assistance 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.

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 qualifying 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 to supplement their household food budget.
- **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 while promoting self-sufficiency through work-readiness training and job placement services.

Administrative Oversight

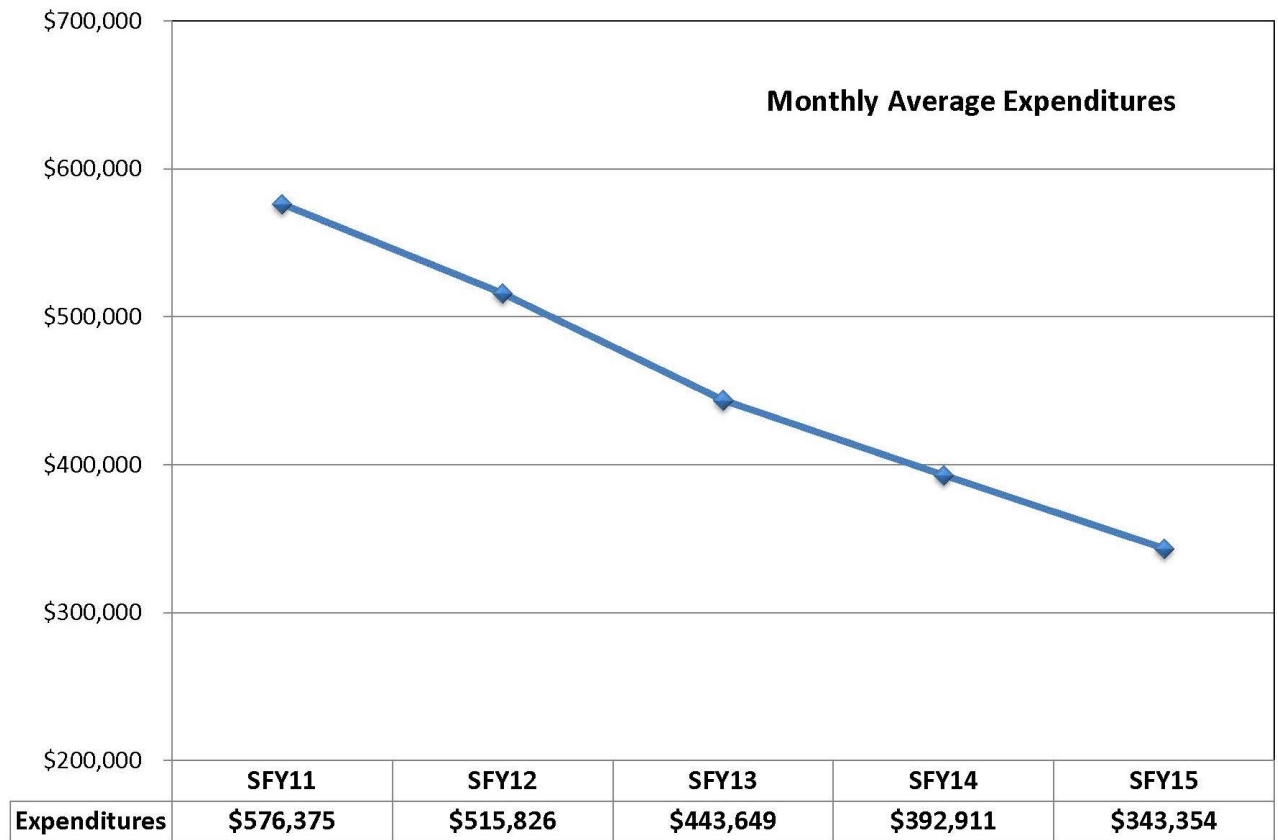
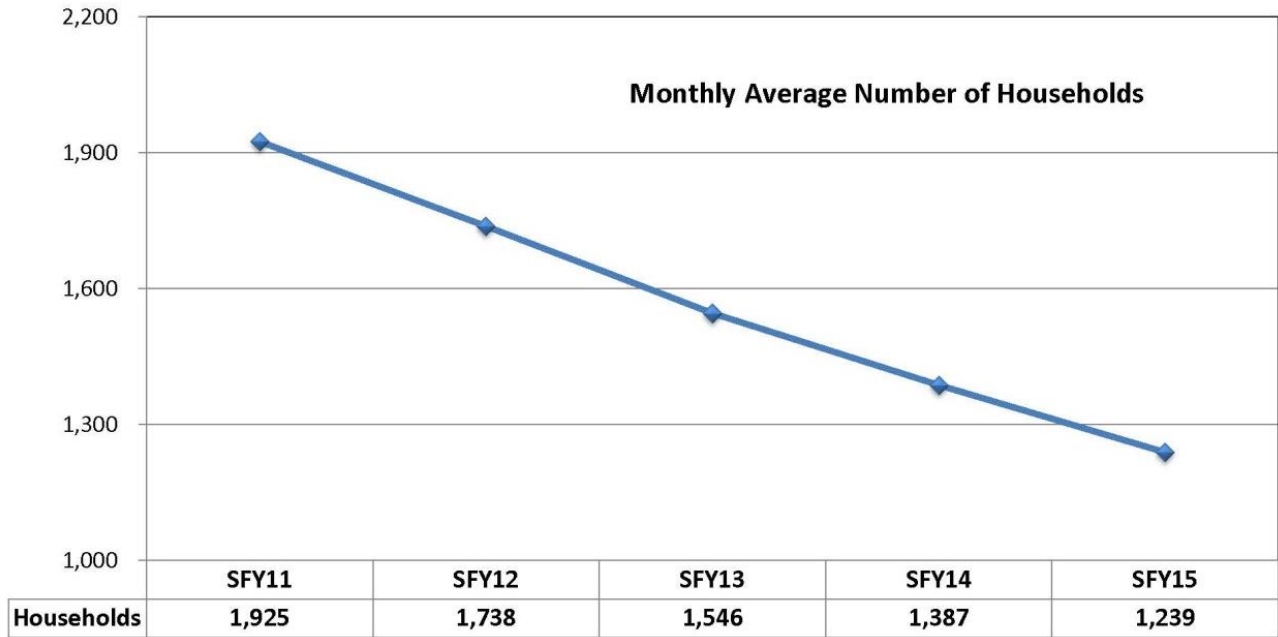
- **Quality Control/Assurance** ensures proper program participation and correct benefits are issued to eligible households.
- **Regional Representatives** provide policy guidance and training support and serve as liaisons between economic assistance programs and county social service offices.

Accomplishments

- Received awards at the National Association for Program Information and Performance Measures Conference in recognition of North Dakota's 98 percent completion rate of economic assistance program reviews for FFY 2013 and its 98.32 percent completion rate in FFY 2014. This reflects the state's commitment to the integrity and accuracy of the Quality Control System. This is the fifth consecutive year Quality Control has received this recognition.

Temporary Assistance for Needy Families

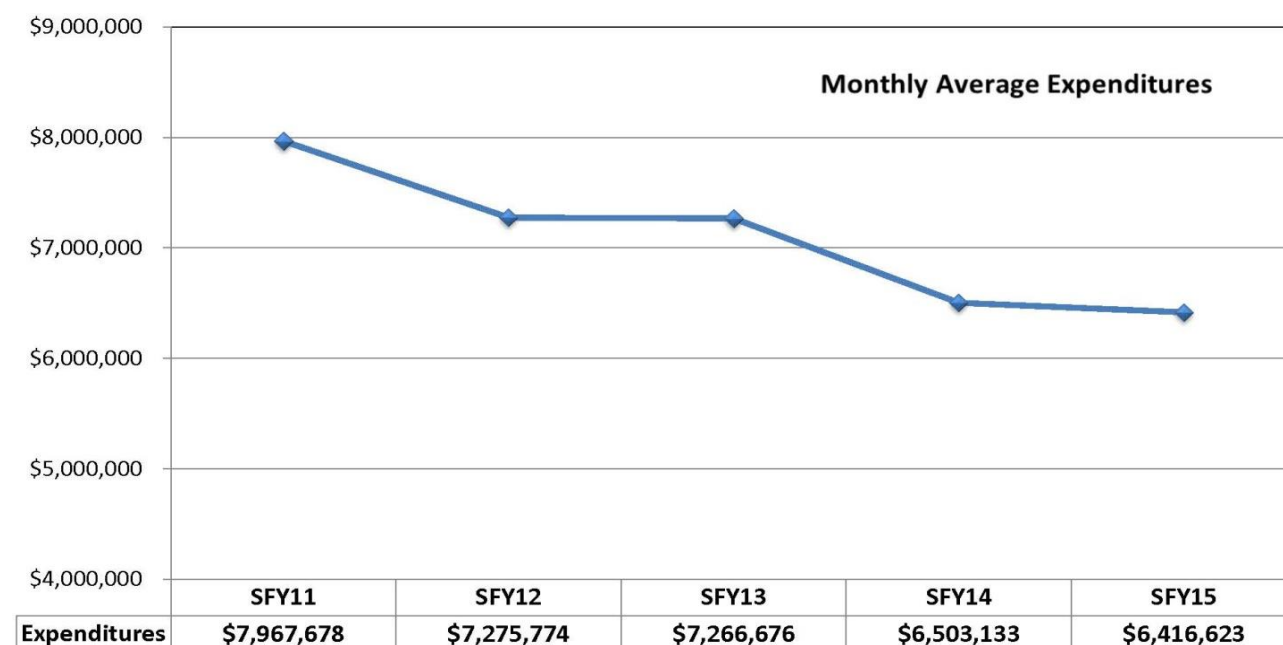
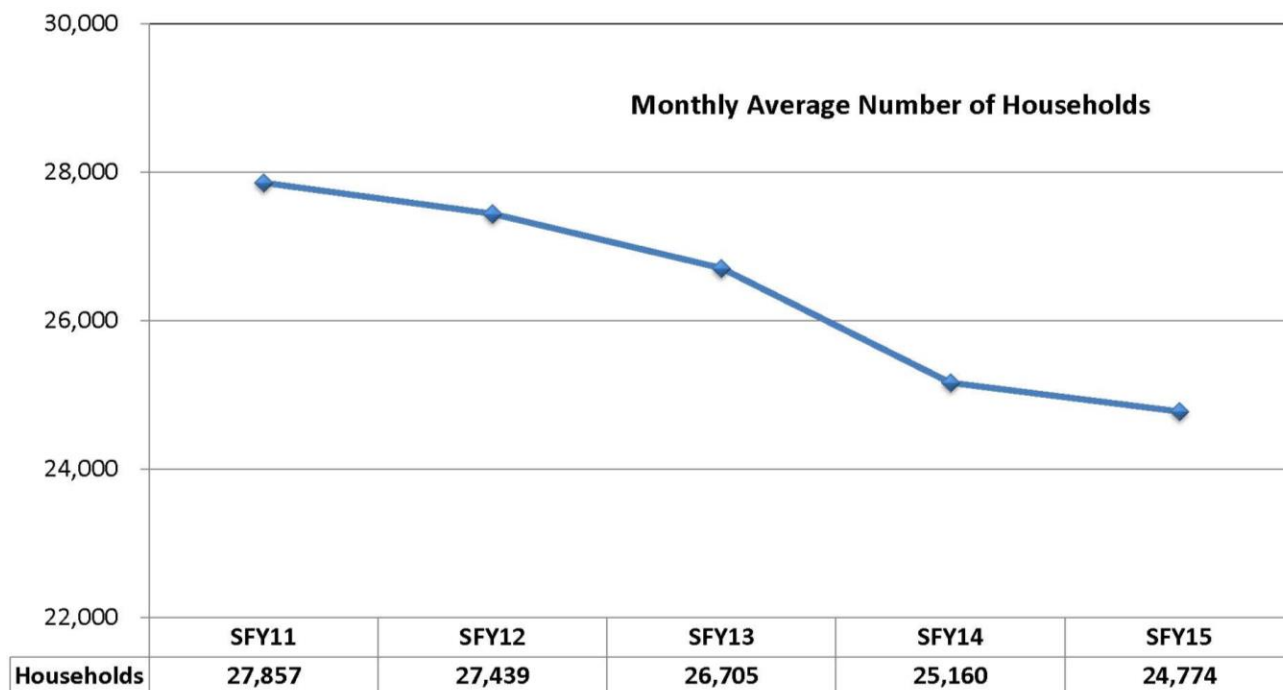
Monthly Average Number of Households/Expenditures by State Fiscal Year



- Achieved a work participation rate of 72.5 percent for the Temporary Assistance for Needy Families (TANF) Program (two-year average) and exceeded federal requirements. States are required to meet at least 50 percent.
- Implemented Administration for Children and Families new federal provisions preventing the use of TANF debit card at casinos, strip clubs, or liquor establishments.

Supplemental Nutrition Assistance Program

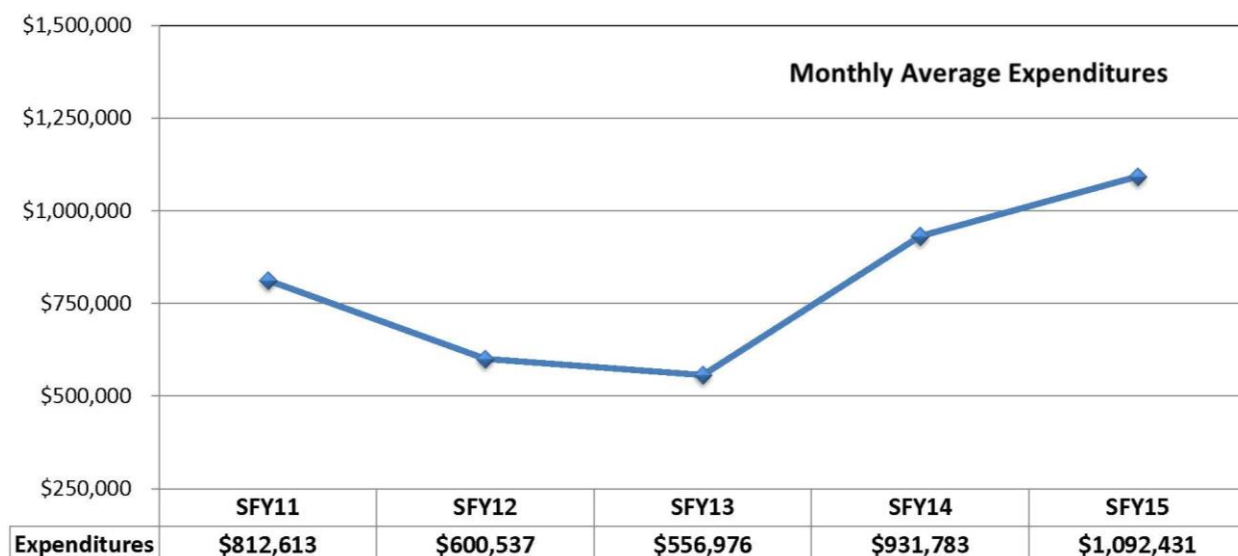
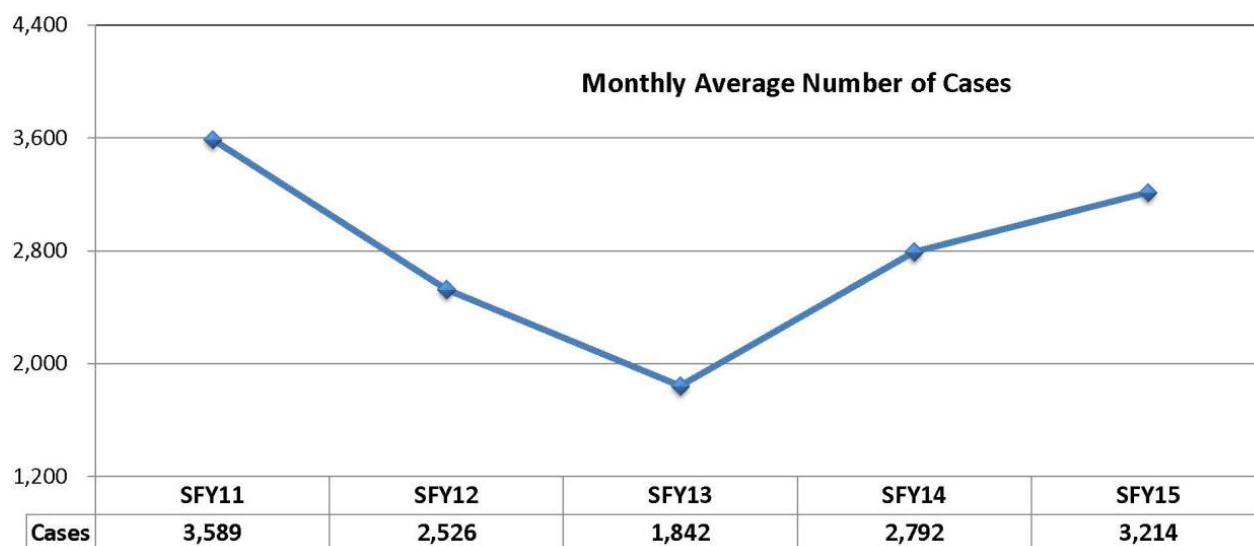
Monthly Average Number of Households/Expenditures by State Fiscal Year



- Received United States Department of Agriculture (USDA) Supplemental Nutrition Assistance Program (SNAP) performance recognition for FFY 2013 and FFY 2014 for having the sixth best timely application processing rates in the nation. This is the fifth consecutive year the program received this recognition.
- Received recognition for the fourth consecutive year from USDA for achieving a 98 percent SNAP quality control case review completion rate.
- Provided start-up funding to five North Dakota farmers markets for the purchase of point-of-sale machines used to accept SNAP benefits via electronic benefit transfer (EBT) cards. Each market was approved by the USDA and agreed to follow federal SNAP rules and policies in order to participate in the SNAP EBT Farmers Market Program.

Child Care Assistance Program

Monthly Average Number of Cases/Expenditures by State Fiscal Year



- Increased qualifying income levels and reduced family co-payments for the Child Care Assistance Program to help more qualifying low to moderate income parents pay for child care while they work or attend school or training.

Low Income Home Energy Assistance Program

- Assisted 13,036 households with heating assistance costs by providing an average annual benefit of \$1,033 per household for FFY 2013 and assisted 13,370 households with an average heating benefit of \$1,321 for FFY 2014.
- Extended a contract through June 30, 2014, with Minot Community Action to assist low-income flood victims who qualified for the Low Income Home Energy Assistance Program (LIHEAP), were home owners, and who were not part of the buy-out. The program helped qualified households with insulation, water heater, and furnace replacements.
- Requested a waiver from the federal government to use up to 25 percent of the state's LIHEAP block grant for weatherization services, which includes furnace repair or replacement, insulation, and weather stripping around doors and windows. The Department contracts with the North Dakota Department of Commerce to provide this service to eligible LIHEAP households.

Medical Services – Julie Schwab, Director (July 2013 – February 2015)

Role

Medical Services administers three programs that provide health care coverage and related support services for qualifying North Dakotans. Medicaid, Medicaid Expansion, and the Children’s Health Insurance Program cover qualifying families and children, adults that are under the age of 65 with incomes up to 138 percent of the federal poverty level, pregnant women, and the elderly and people with disabilities.

The division also funds long-term care services provided in nursing homes and basic care facilities, as well as home and community-based long-term care services that help people stay in their homes and prevent or delay the need for institutional care.

County social service offices primarily determine if people qualify for health care coverage, and the division sets and administers policy for hospitals, clinics, nursing facilities, physicians, pharmacies, dentists, home care providers, and other participating providers for covered Medicaid services.

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 coordination of care through a single medical professional

Medicaid Expansion

North Dakota lawmakers authorized the Medicaid Expansion during the 2013 legislative session with House Bill 1362. The Department implemented the Medicaid Expansion on January 1, 2014.

The Medicaid Expansion became available to qualifying low-income individuals under age 65 who have incomes up to 138 percent of the federal poverty level. It covers adults without dependent children and low-income parents who, in general, were not previously eligible for Medicaid.

Medical Services Division

Medicaid Expansion Timeline of Events

- Issued a Request for Proposals (RFP) for the coverage for the Medicaid Expansion population on August 5, 2013. Proposals were due October 8, 2013.
- Provided in-person training to county eligibility workers on the Affordable Care Act changes, the Medicaid Expansion, and transitioning current Medicaid recipients to Modified Adjusted Gross Income-based determinations.
- Launched <http://apply.dhs.nd.gov/>, a web portal required by the Affordable Care Act on October 1, 2013. The portal connects people to the federal Health Insurance Marketplace, and North Dakotans could also apply for traditional Medicaid and other economic assistance programs from that website
- Issued an Intent to Award notice for the Medicaid expansion health coverage RFP to Sanford Health Plan and Blue Cross Blue Shield of North Dakota on November 13, 2013. Blue Cross Blue Shield of North Dakota later withdrew their proposal on December 19, 2013.
- Posted a new online application to be used for most health care coverage applicants in November 2013. People are able to use the application to apply online, via paper, or by phone for Medicaid and CHIP coverage.
- Finalized outreach and education materials on the Medicaid Expansion and Affordable Care Act, updated the Department's website, and initiated training for external partner agencies who work with low-income people who may qualify for the expansion.
- Held 10 statewide Medicaid Expansion Information Sessions in October and November 2013. About 290 individuals attended the sessions. Participants typically worked with low-income people and represented external partner agencies, including tribal agencies and Indian Health Services.
- Launched Medicaid Expansion coverage on January 1, 2014.

Other Medical Services Accomplishments

- Formed a workgroup of stakeholders and facilitated numerous meetings regarding a study required under 2013 House Bill 1378 to examine if there are gaps in serving children with significant medical and support needs, who at age three, no longer qualify for the developmental disabilities waiver. Stakeholders reviewed the current Medically Fragile waiver and provided input on a new screening to address gaps identified by the workgroup.

Medical Services Division

Other Accomplishments *(Continued)*

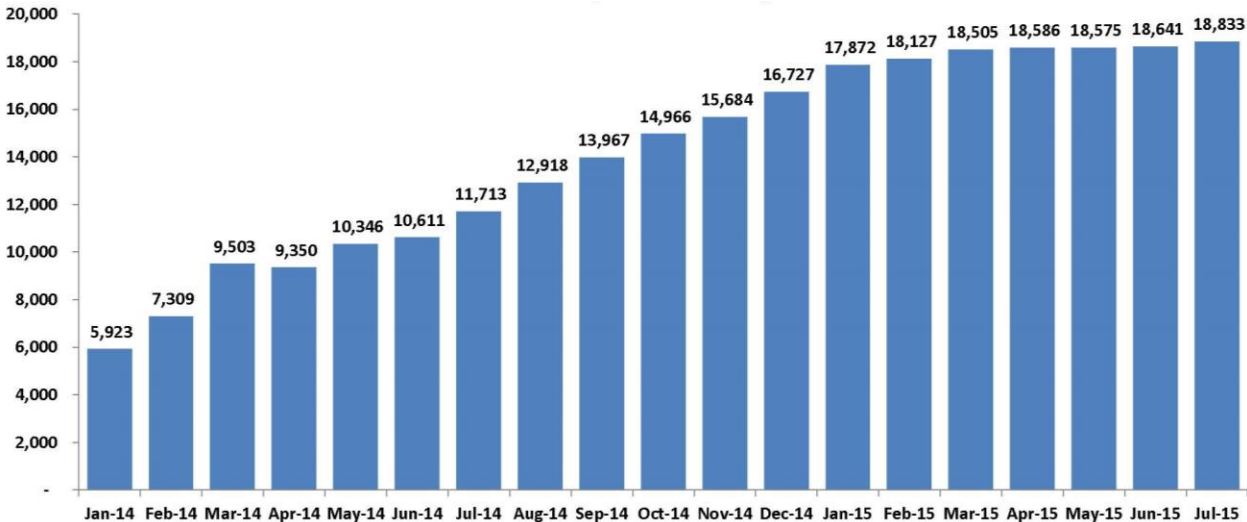
- Contracted with a vendor to complete Medicaid provider screenings to ensure that all enrolling and enrolled Medicaid providers are screened against a variety of databases and exclusion lists to ensure they are eligible to enroll or remain enrolled.
- Awarded contracts for the Children's Health Insurance Program to Blue Cross Blue Shield of North Dakota for health and vision coverage and Delta Dental for dental coverage.
- Implemented legislatively authorized increases in the personal needs allowance for Medicaid clients in nursing homes (increased from \$50 to \$65/month).
- Provided training to strengthen communication and collaboration between the human service system and public and private housing providers. Training helped human service professionals better understand housing programs, eligibility, locations, and efforts underway to develop affordable, accessible housing. Housing agency staff and landlords received information on supportive services available through the human service system for tenants with disabilities.
- Received approval from the Centers for Medicare and Medicaid Services (CMS) to add a rural differential rate to the Home and Community-Based Services Medicaid waiver and Medicaid State Plan personal care that allowed Qualified Service Providers that travel more than 20 miles round trip to provide services to Medicaid clients to receive additional reimbursement.
- Coordinated 106 Qualified Service Provider informational meetings across North Dakota as part of a statewide training and awareness effort. About 350 people attended the trainings.
- Enhanced quality of life through Money Follows the Person (MFP) grant that helps transition Medicaid clients from institutions to home and community-based settings.
 - Transitioned 119 older adults and individuals with either physical or intellectual disabilities from institutions to community living arrangements and provided services and supports to facilitate independent living during the biennium.
 - Produced and aired a statewide television announcement to raise awareness about MFP.
 - Received approval from CMS on the MFP Sustainability Plan and Budget for the years of 2016-2020. States must develop a plan to support long-term goals and objectives for enhancing long-term services and home and community-based supports.

Medical Services Division

- Received funding to implement a MFP Tribal Initiative to build sustainable community-based long-term services and supports specifically for Indian country. The Department contracted with North Dakota State University’s Master of Public Health Program to implement the initiative. Two tribal resolutions in support of the program have been secured from the Turtle Mountain Band of Chippewa Indians and the Mandan, Hidatsa, and Arikara Nation.
- Formed a collaborative partnership with the North Dakota Housing Finance Agency, the North Dakota Department of Commerce Community Services Division, USDA Rural Development, state public housing authorities, and other entities to address accessible and affordable housing for older adults and people with disabilities. The group has coordinated trainings and webinars relating to housing services and conducted housing studies.
- Added supervision services under the Home and Community-Based Services waiver. Medicaid can now pay for supervision services provided to qualifying clients with cognitive or physical disabilities who qualify for the Medicaid waiver program.
- Submitted for final approval a preliminary statewide transition plan to CMS on its Home and Community-Based Services (HCBS) Rule. The plan was developed to align services for people receiving Medicaid waiver services with the HCBS Rule issued by CMS that covers HCBS settings, conflict-free case management, and person-centered planning. The federal rule is intended to assure that people receiving long-term services and supports through certain Medicaid waivers have full access to community living and the opportunity to receive services in the most integrated appropriate setting. Six Medicaid waivers are impacted by the new federal rule.

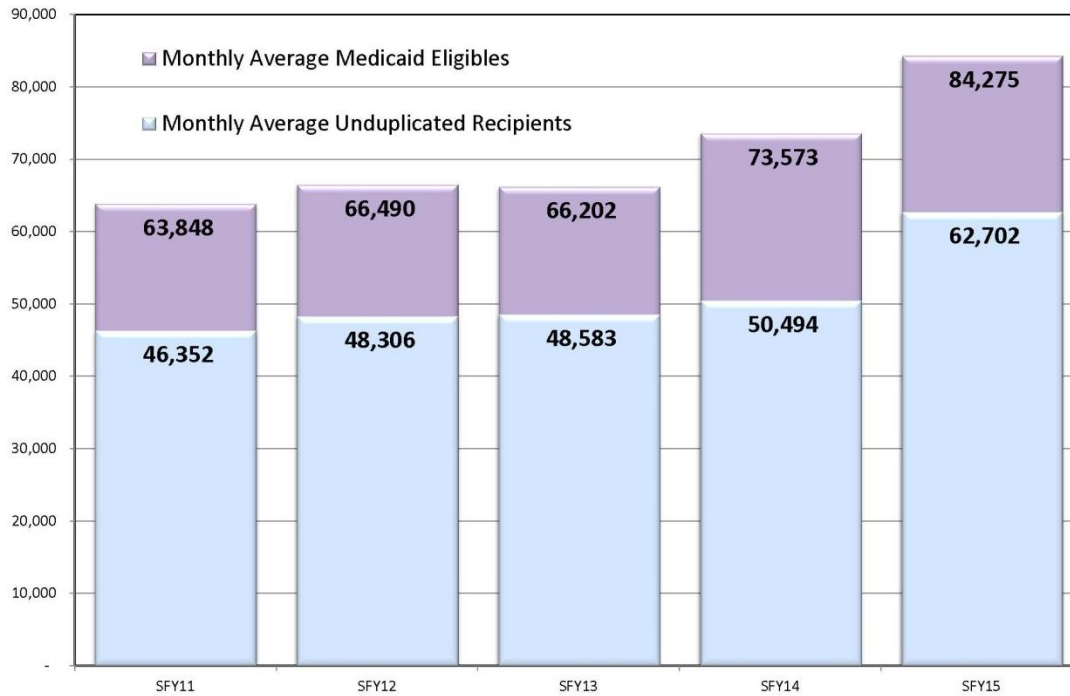
Medicaid Expansion Eligibles

January 2014 - July 2015

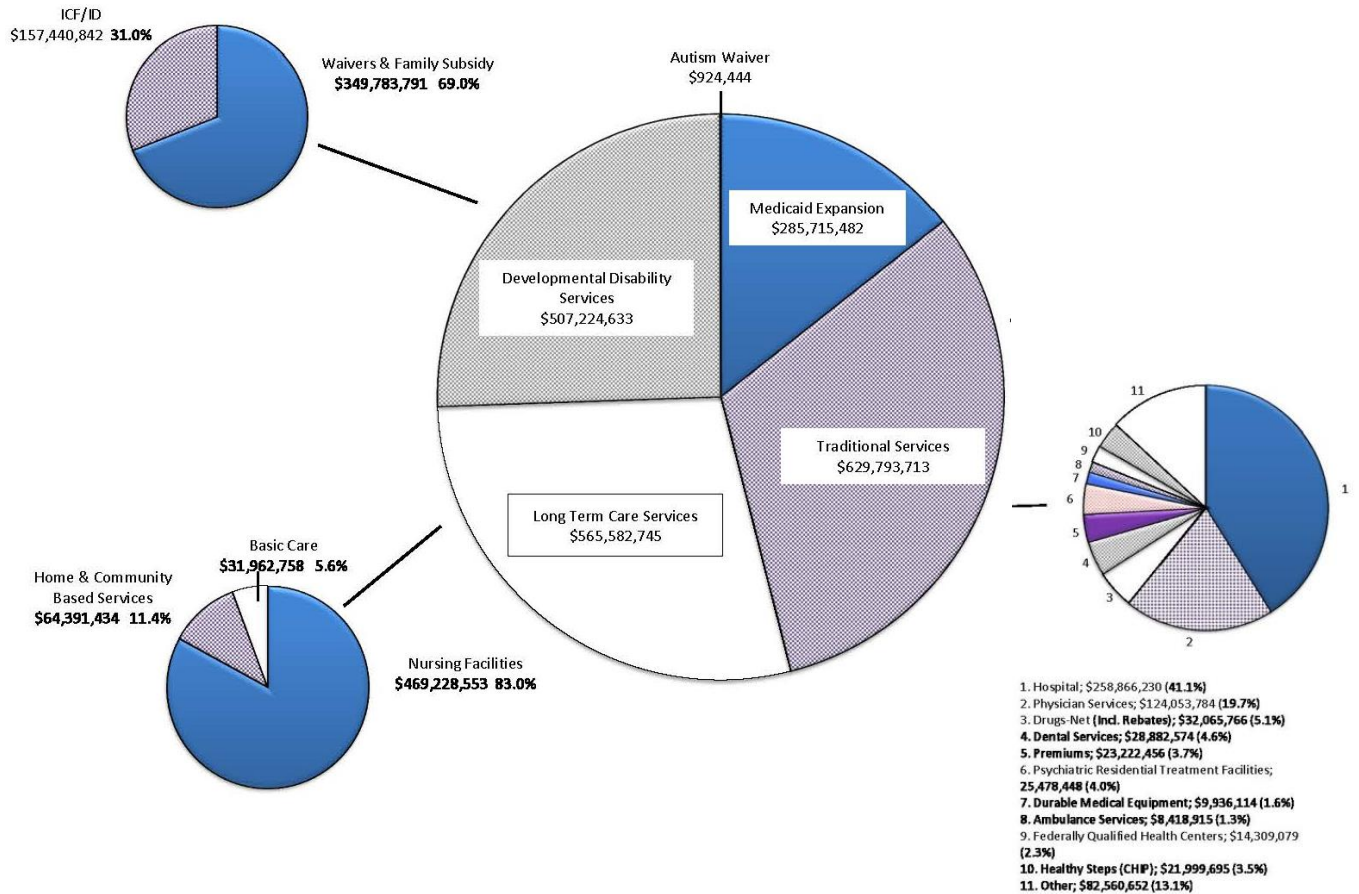


Medicaid and Medicaid Expansion

Monthly Average Number of Eligibles and Recipients by State Fiscal Year



Medical Assistance Grants



Vocational Rehabilitation - Russ Cusack, Director

Role

The Division of Vocational Rehabilitation (VR) offers rehabilitation counseling, vocational assessment and career planning, along with training that leads to competitive employment for working age individuals with disabilities. In addition, VR provides consultant services to businesses to assist with worksite and workforce concerns and offers vocational services to students and youth with disabilities.

The division also provides services to help people age 55 and older who have a significant vision loss to remain living independently in their homes. Staff members provide services locally in each human service center region.

Services

- **Vocational rehabilitation for clients** includes counseling, planning, training, adaptive equipment, job placement, transportation, and other related employment services.
- **Vocational rehabilitation for employers** and businesses includes employee recruitment and retention, accessibility analysis, and education and awareness training.
- **Vision services/Older Blind Program** provides vision rehabilitation service to individuals with significant vision impairment or who are legally blind.
- **Client Assistance Program** services are procured from an independent organization to advise and inform clients, applicants, and other individuals with disabilities of available services and benefits under the Rehabilitation Act and under Title I of the Americans with Disabilities Act.
- **Disability Determination Services Unit** works with the federal government to determine eligibility for the Supplemental Security Income Program and Social Security Disability Insurance Program.

Accomplishments

- Served about 3,000 North Dakotans per year and ultimately helped over 500 individuals with disabilities to become employed or remain employed through its services during FFY 2015.
- Through the Older Blind Program, assisted 819 individuals in FFY 2015 to remain in their homes by providing counseling and training on the purchase and use of assistive technology, effective communication skills, and skills for daily living.
- Convened meetings of the Governor's Committee on Employment of People with Disabilities, which was authorized by lawmakers to bring advocates and workforce partners together to expand competitive integrated employment opportunities for working-age people with disabilities and to coordinate efforts and resources.
- Met federal performance standards for FFY 2015 on employment and average wage data for employed clients.

Vocational Rehabilitation Division

- Awarded Opportunity Foundation, Inc. of Williston, Central Market of Bismarck and Mandan, and Edgewood Senior Living of Minot the *DVR Employer of the Year Award*.
- Managed the Order of Selection in the VR program that began last biennium and limited access to services due to flat federal funding and rising caseloads. VR resumed serving all individuals without a waiting list in February 2014.
- Launched VR's new case management system: AWAREND. It gives counselors secure remote web-based access to client plans and case notes, has a correspondence library and work management tools, and gives managers real-time information about funding and expenditures, while meeting federal reporting requirements.
- With the North Dakota State Rehabilitation Council, co-sponsored community meetings to gather insight into VR employment services for people with disabilities.
- Offered the Summer Youth Employment Program to high school youth with disabilities. This collaborative effort involving VR, the Department of Public Instruction (DPI), Job Service North Dakota (JSND), educators, community rehabilitation service providers, parents, students, and employers enabled 40 youth to get work experience.
- Offered a Teacher Internship Project and trained 10 teachers on VR services and other community resources available to help students with disabilities transition from school toward independence. This ongoing collaboration with DPI and Minot State University (MSU) supports transition planning.
- Collaborated with MSU to support the ASPIRE grant program by providing participating youth ages 14-16 and their families with VR services and other services to promote employment and self-sufficiency.
- Hosted Federal Rehabilitation Services Administration Commissioner Janet LaBreck who spoke at the division's 2014 training conference about the future of vocational rehabilitation and changes enacted in the Workforce Innovation and Opportunity Act.
- Launched NDAdvantage, which is a business-focused initiative connecting employers and employees with disabilities with services available through VR and its workforce development partners to target employee retention and help meet workforce needs.
- Issued a Request for Proposal to procure supported employment services for individuals with intellectual and developmental disabilities leading to integrated and competitive employment for individuals currently receiving day support service or employed in segregated employment settings.
- In the Disability Determination Services Unit, met federal performance standards for FFY 2015 for the total number of initial claims processed, the processing time for initial claims, and quality standards on those decisions.

Field Services

Alex Schweitzer, Statewide Director (- May 2015)

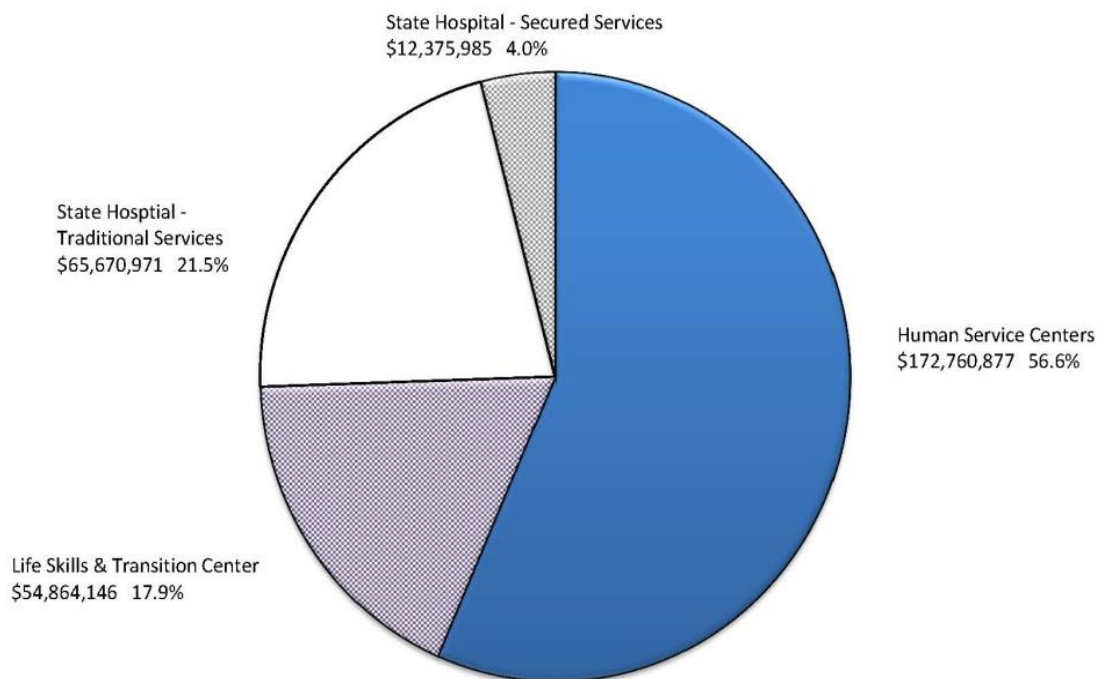
Regional Human Service Centers

- *Bismarck*: West Central Human Service Center (WCHSC)
 - *Sandy Thompson, Director*
- *Devils Lake*: Lake Region Human Service Center (LRHSC)
 - *Kate Kenna, Director*
- *Dickinson*: Badlands Human Service Center (BLHCS)
 - *Sandy Thompson, Director*
- *Fargo*: Southeast Human Service Center (SEHSC)
 - *Jeff Stenseth, Director*
- *Grand Forks*: Northeast Human Service Center (NEHSC)
 - *Kate Kenna, Director*
- *Jamestown*: South Central Human Service Center (SCHSC)
 - *Jeff Stenseth, Director*
- *Minot*: North Central Human Service Center (NCHSC)
 - *Laurie Gotvaslee, Director*
- *Williston*: Northwest Human Service Center (NWHSC)
 - *Laurie Gotvaslee, Director*

Institutions

- North Dakota State Hospital (*Jamestown*)
- Life Skills and Transition Center (*Grafton*)

Field Services Expenditures



Regional Human Service Centers

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 a broad spectrum of behavioral health and other human services supports.

The centers utilize best practices and evaluate and adapt best practices, as needed, based on the changing demographics and unique needs of their regions. They also share resources and expertise to assist clients and staff at other centers impacted by capacity issues.

Core Population Served

- Adults with serious mental illness
- Children with serious emotional disturbance
- Adults and children with substance use disorders that co-occur with serious mental illness
- Pregnant females with substance use disorders
- IV Drug Users

Services

Clinical Services

- **Emergency services** including 24-hour crisis response, North Dakota State Hospital screening, and mobile crisis service where available
- A full **continuum of behavioral health care** for individuals with mental illness and substance use disorders (including assessment, care coordination, medication management, home and community-based services, residential services, crisis beds, and inpatient hospitalization) is provided directly or through contracts with private providers

Other Human Services

- **Adult family foster care** provider licensing
- **Developmental disability case management** and related services such as day supports, residential supports, and extended supports such as job coaches
- **Supervision of child welfare services** provided by county social service offices
- **Vulnerable adult protective services** to prevent and to respond to reports of abuse, neglect, or exploitation of vulnerable adults
- **Other services**

Regional Human Service Centers

Joint Accomplishments

- Expanded walk-in (open access) substance use assessment services at all eight regional human service centers to increase client access and decrease wait times and no-shows rates. This model was first piloted at Lake Region Human Service Center in response to access challenges and needs in the region.
- Contracted with Dacotah Foundation for 10 long-term residential beds in the Bismarck region to serve individuals with serious mental illness.
- Opened an eight-bed transitional living home in the Fargo region through a contract to serve adults with serious and persistent mental illness or with a dual diagnosis of serious mental illness and substance addiction.
- Participated in Behavioral Health Stakeholder meetings, which started in February 2014 and continue into the 2015-2017 biennium. This effort focused on identifying strengths, gaps, and challenges in the state's behavioral health system, resulting in key strategies to strengthen it.
- Collaborated across the human service center system to respond to increased behavioral health needs in western North Dakota by temporarily reassigning addiction counselors and other behavioral health professionals from other centers to augment services in the Williston and Dickinson regions, and by using tele-medicine to provide behavioral health assessments and other services.
- Worked to sustain and strengthen communication and collaboration by hosting Community Coordination Council meetings with partners who provide health and human services to state residents and who work with people receiving services through the regional human service centers.
- Also continued to seek community input and to promote communication between the Department, the regional centers, and residents of the counties the centers serve by hosting quarterly regional human service center Advisory Group meetings.
- Established a joint policy and procedure with the North Dakota Department of Corrections and Rehabilitation (DOCR) for the smooth release and transition of people with severe mental illness from the correction system to community living.
- Worked with Department colleagues to address workforce needs internally by increasing stipend dollars for addiction counselor trainees during their required internship hours, and accessing tuition reimbursement dollars to help employees train as addiction counselors.
- Worked with community partners to jointly train individuals in Applied Suicide Intervention Skills Training (ASSIST) in the regions.

Regional Human Service Centers

Joint Accomplishments *(Continued)*

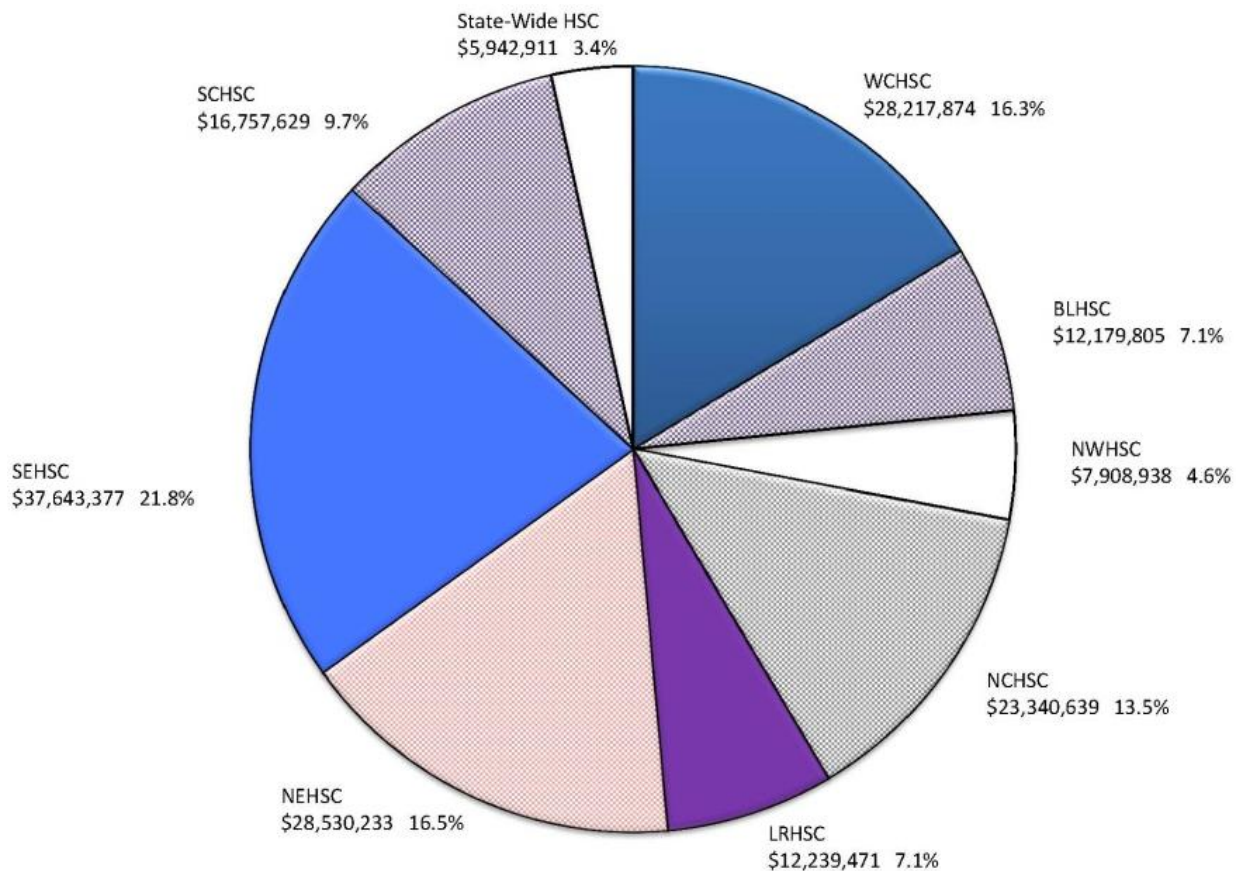
- Provided support and crisis mental health and grief counseling to communities, businesses, and schools following traumatic experiences.
- Provided behavioral health services to the centers' core client population:
 - The number of adults treated for substance use disorders by N.D.'s public treatment system including the regional human service centers and their subcontractors totaled 3,216 in 2014.
 - The number of youth treated in the public sector for substance use disorders in 2014 totaled 361.
 - The number of adults with serious mental illness served by the public treatment system totaled 3,074 in FFY 2014.
 - The number of children with serious emotional disorder served by the public treatment system totaled 737 in FFY 2014.
- With community partners and funding support from the Behavioral Health Division participated in Alcohol and Drug Addiction Recovery Month events to honor individuals in treatment and those living healthy and productive lives in long-term recovery, and those who provide recovery services.
- Expanded adolescent addiction treatment capacity through contracted services. This added four residential treatment beds in Bismarck through a contract with PRIDE Inc.
- Achieved positive outcomes in the Mobile Crisis Service pilot project with Solutions, which provided phone and in-person support from trained mental health professionals to diffuse after-hours crisis situations involving residents of Cass, Ransom, Richland, Sargent, Steele, and Traill counties.
 - The program responded to 683 crisis calls.
 - The response team diffused crises and linked people to services to help sustain their recovery so they can remain living in their homes and communities.
- Continued to contract for detox services in the Southeast region and worked with community partners in other regions to explore detox needs and to participate in community discussions on potential solutions.
- Supported efforts to inform uninsured clients about federally-recognized Navigator organizations and other local resources to help them obtain health coverage through Medicaid, Medicaid Expansion, or federal marketplace health insurance options.

Regional Human Service Centers

Joint Accomplishments *(Continued)*

- Celebrated the 25th anniversary of the department's Ruth Meiers Adolescent Treatment Center (RMAC), recognizing those who made it possible to provide therapeutic residential care to about 500 youth with serious mental illness over the years. RMAC received its third consecutive three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities and also received a national performance-based services award from the PbS Learning Institute for community-based residential programs that collect and use data to reshape their programs and environments to be more conducive to learning and positive behavior change.
- Partnered with other community partners to provide Crisis Intervention Training for law enforcement and jail personnel who may encounter individuals in crisis.

Regional Human Service Centers Expenditures



Institutions

The North Dakota Department of Human Services is focused on assuring a continuum of behavioral health and developmental disabilities services that meet individual needs and support choices, quality of life, and community inclusion.

The Department remains committed to long-standing efforts to transition individuals from institutional to community settings, while also striving to sustain community living and prevent institutional placements.

The Money Follows the Person grant has continued to provide important resources and support to help people transition from nursing facilities, the two state institutions, and intermediate care facilities to community-based settings. Both the North Dakota State Hospital and the Life Skills and Transition Center regularly work with community partners, advocates, providers, people with disabilities, their family members and guardians, other Department divisions and other agencies to build community capacity. The goal includes strengthening the system so that it is more responsive to emerging concerns, as well as crises, and provides support and services in homes and communities ultimately preventing institutional placements and supporting recovery.

North Dakota State Hospital

Alex Schweitzer, Superintendent (- May 2015)

Rosalie Etherington, Superintendent (June 2015 -)

Role

The North Dakota State Hospital provides specialized mental health and substance abuse treatment services for individuals. Services are provided at an inpatient or residential level in the Adult Psychiatric and Chemical Dependency service units.

Individuals served often have complex needs including both mental illness and substance abuse disorders, or mental illness and other co-occurring diagnoses such as traumatic brain injuries or developmental disabilities that result in significant behavioral challenges.

During the biennium, the State Hospital designated 123 beds for the adult traditional patient population, 90 beds for the Tompkins Rehabilitation Program that provides addiction treatment services through a contract with DOCR, and also maintained a 76-bed secure unit for residential treatment of civilly committed sexually dangerous individuals.

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

North Dakota State Hospital

Services

Adult Traditional Services

- **Inpatient and residential therapeutic, medical, and rehabilitative services**
- **Substance addiction treatment** for individuals referred from the Department of Corrections and Rehabilitation (DOCR)
- **Competency and criminal responsibility evaluations** requested by the courts to determine competency to stand trial and the need for a person to be committed for treatment in lieu of a conviction and prison sentence
- On-site **residential transitional living** services

Accomplishments

- Was named *Top Performer on Key Quality Measures* by the Joint Commission, the leading accreditor of health care organizations in America, for its exemplary performance in providing evidence-based clinical measures that are shown to improve patient care for hospital-based inpatient psychiatric services.
- Requested and received legislative support during the 2015 Legislative Session to expand the capacity of the Tompkins Rehabilitation Program from 90 to 105 beds. This program provides substance addiction treatment services through a contract with DOCR.
- Served an average daily patient population of 83 individuals and experienced 1,932 admissions in its Adult Psychiatric and Chemical Dependency service units during the biennium.

Life Skills and Transition Center

Alex Schweitzer, Superintendent (- May 2015)

Susan Foerster, Superintendent (June 2015 -)

Role

The Life Skills and Transition Center (LSTC) is a comprehensive support agency that provides structured residential services, independent supported living arrangement services, day supports, youth transition services, and other specialized services for people with developmental and intellectual disabilities who have significant needs that may exceed community resources. Some clients may also require skilled nursing services, or have co-occurring psychiatric diagnoses and challenging behaviors including sexual offending behaviors. Clients also include youth with intellectual disabilities who are transitioning to community settings and have difficulty finding housing and services. Staffs at the regional human service centers handle referrals for admission to the center.

LSTC services are provided on and off campus to meet individual needs and personal goals. LSTC outreach services and support include crisis evaluation and consultation in order to help people with disabilities remain in community placements and avoid admission, work sites in the community, and medical and therapeutic services.

The LSTC campus also houses private apartments, a Veterans Affairs Clinic, a Head Start Program, two child care centers, a special education program operated by the local school district, Northeast Human Service Center's outreach office in Grafton, and outreach offices for other state agencies and community non-profit organizations. Efforts to study facility usage and explore future community and region economic development opportunities continue.

Services

Residential Services

- 24-hour comprehensive services and supports, including medical and clinical programming that are outcome-based and guided by each person's preferences and individual needs
- Access to community activities and organizations
- Transportation to community sites, events, and activities
- Youth Transition Residential Services

Vocational Services – Work Activity Program

- Work sites on the campus and in the community
- Work and activities are focused on each individual's needs and interests and, when possible, integrate individuals into community work sites

Outreach Services

- Independent Supported Living Arrangement Program in local community housing
- Clinical Assistance, Resources, and Evaluation Services (CARES) are outreach services provided by a team of clinical staff and direct support staff in the community to prevent admissions and readmissions and help transition people from the LSTC

Life Skills and Transition Center

Outreach Services (Continued)

- Clinical Assistance, Resources, and Evaluation Services (*continued*)
 - Consultation services
 - In-home and on-site supports
- Clinic and Health Services provides individuals with intellectual and developmental disabilities living in the Grafton region local access to:
 - Physical, occupational, and speech therapy services
 - Adaptive equipment services
 - Dental services
 - Medical services

All are provided by LSTC staff and contracted providers
- Intellectual Disabilities Behavioral Health Services are provided throughout the state by LSTC behavioral analysts and include assessment and intervention services

Accomplishments

- Changed the organization's name to Life Skills and Transition Center as authorized by lawmakers (effective Aug. 1, 2013) to better represent its mission and hosted an open house at its Grafton service agency (formerly the Developmental Center) to celebrate its transition. The agency worked to prepare people with developmental and intellectual disabilities, through skill development, supports, and services, to transition to community living. Staff members on and off the campus, such as behavioral analysts, worked to prevent institutional placements of people by strengthening community services while also maintaining a safety net for individuals whose needs exceed community resources.
- Worked with individuals, their families, advocates, partners, and providers to transition individuals to the community. During the biennium the LSTC adult population changed from 95 to 60 individuals in the adult Intermediate Care Facility.
- In response to the growing population of transition-aged youth with intellectual and developmental disabilities who have complex needs and challenging behaviors that limit community placement options, the LSTC began working with internal and external partners, providers, families, and guardians to build community capacity and address behavioral support, consultation, and respite needs. During the biennium, the LSTC transition age youth population changed from 12 to 19.
- 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 LSTC met the standards for basic life assurances for people and quality benchmarks for integrating people into community living.
- Expanded behavioral health analyst and assessment and intervention services to divert potential admissions. The LSTC currently has five behavioral analyst positions providing statewide services.

Appendices

Expenditures 2013-2015 Biennium

Subdivision	Salaries and Wages	Operating Expenses	Capital Assets	Construction Carryover	Grants	HSCs and Institutions	Grants-Medical Assistance	Total	General	Federal	Other
ADMINISTRATION - SUPPORT	\$11,823,004	\$7,501,969						\$19,324,973	\$9,560,883	\$8,297,874	\$1,466,216
INFORMATION TECHNOLOGY SERVICES	\$12,688,168	\$44,403,087	\$16,445	\$27,094,528				\$84,202,228	\$30,719,268	\$51,767,292	\$1,715,668
MANAGEMENT TOTAL	\$24,511,172	\$51,905,056	\$16,445	\$27,094,528				\$103,527,201	\$40,280,151	\$60,065,166	\$3,181,884
ECONOMIC ASSISTANCE	\$4,902,731	\$9,635,320			\$238,309,583			\$252,847,634	\$13,624,823	\$219,255,671	\$19,967,140
CHILD SUPPORT	\$22,043,217	\$4,003,728						\$26,046,945	\$7,207,267	\$15,652,169	\$3,187,509
MEDICAL SERVICES	\$9,791,431	\$42,755,015			\$40,900		\$917,988,609	\$970,575,955	\$293,479,978	\$627,974,349	\$49,121,628
LONG TERM CARE							\$1,073,525,154	\$1,073,525,154	\$541,718,847	\$527,810,567	\$3,995,740
DD COUNCIL	\$242,013	\$82,348			\$469,484			\$793,845	\$791	\$793,054	
AGING SERVICES	\$1,712,113	\$12,501,294			\$2,585,142			\$16,798,549	\$6,915,583	\$9,631,662	\$251,304
CHILDREN AND FAMILY SERVICES	\$2,833,969	\$6,681,299			\$144,248,377			\$153,763,645	\$40,651,818	\$90,776,383	\$22,335,444
BEHAVIORAL HEALTH	\$2,622,870	\$13,268,458			\$1,111,878			\$17,003,206	\$6,997,497	\$9,494,763	\$510,946
VOCATIONAL REHABILITATION	\$5,065,640	\$2,146,782			\$9,872,597			\$17,085,019	\$6,109,323	\$10,829,956	\$145,740
DEVELOPMENTAL DISABILITIES DIVISION	\$1,644,901	\$7,078,880			\$268,172			\$8,991,953	\$4,568,039	\$4,423,914	
AUTISM SERVICES	\$189,449	\$195,938			\$58,940		\$924,444	\$1,368,771	\$692,042	\$676,729	
PROGRAM AND POLICY TOTAL	\$51,048,334	\$98,349,062			\$396,965,073		\$1,992,438,207	\$2,538,800,676	\$921,966,008	\$1,517,319,217	\$99,535,451
STATE-WIDE HSC						\$5,942,911		\$5,942,911	\$2,685,163	\$3,257,748	\$0
NORTHWEST HSC						\$7,908,938		\$7,908,938	\$4,929,909	\$2,401,529	\$577,500
NORTH CENTRAL HSC						\$23,340,639		\$23,340,639	\$13,712,969	\$7,749,639	\$1,878,031
LAKE REGION HSC						\$12,239,471		\$12,239,471	\$7,293,652	\$4,550,292	\$395,527
NORTHEAST HSC						\$28,530,233		\$28,530,233	\$15,794,012	\$10,845,856	\$1,890,365
SOUTHEAST HSC						\$37,643,377		\$37,643,377	\$20,782,003	\$14,469,146	\$2,392,228
SOUTH CENTRAL HSC						\$16,757,629		\$16,757,629	\$9,389,148	\$6,275,127	\$1,093,354
WEST CENTRAL HSC						\$28,217,874		\$28,217,874	\$17,369,886	\$9,180,135	\$1,667,853
BADLANDS HSC						\$12,179,805		\$12,179,805	\$7,784,721	\$3,591,213	\$803,871
HUMAN SERVICE CENTER TOTAL						\$172,760,877		\$172,760,877	\$99,741,463	\$62,320,685	\$10,698,729
STATE HOSPITAL						\$65,670,971		\$65,670,971	\$49,985,706	\$2,058,037	\$13,627,228
SH SECURED SERVICES						\$12,375,985		\$12,375,985	\$12,375,985		
LIFE SKILLS AND TRANSITION CENTER						\$54,864,146		\$54,864,146	\$26,790,746	\$25,799,522	\$2,273,878
INSTITUTIONS TOTAL						\$132,911,102		\$132,911,102	\$89,152,437	\$27,857,559	\$15,901,106
GRAND TOTAL	\$75,559,506	\$150,254,118	\$16,445	\$27,094,528	\$396,965,073	\$305,671,979	\$1,992,438,207	\$2,947,999,856	\$1,151,140,059	\$1,667,562,627	\$129,297,170

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