



Social Service Redesign

Reaching across geographic, political and cultural boundaries to deliver smart, efficient and compassionate human services

Created January 28, 2020

JANUARY 2020 DEVELOPMENTS

- On Jan. 1, 2020, the administration of human services at the local county level shifted from 50+ individual and multi-county social service offices, each with their own director, to **19 Human Service Zones** led by 19 interim directors.
- **North Dakotans who rely on social services shouldn't notice this change.**
- **No access sites have been eliminated.** Local offices continue to provide services.
- A map and contact information for the human service zones is online at www.nd.gov/dhs/locations/countysocialserv

SENATE BILL 2124 AUTHORIZED THESE CHANGES:



Transferred funding of most social service costs to the North Dakota Department of Human Services (department)



Outlined a **stronger partnership and oversight** between the department and the human service zones



Human service zones, while still administered at the local level, will work together sharing resources to best meet the needs of individuals



Authorized the **transfer of up to 164 county social service positions from counties to the state** and authorized other changes supporting greater administrative and program efficiencies.

- Affected positions include childcare licensors, home and community-based services case managers, long-term care eligibility workers and quality control staff for Children and Family Services. Efforts were made to minimize any impact to employees and customers.
- **These employees will continue to work in local communities**, however their employer has changed to the State of North Dakota.



For more information and updates, visit

www.nd.gov/dhs/info/redesign-sb2124/index.html

HUMAN SERVICE ZONE BUDGETS & FUNDING

- Counties in each zone collaborated in 2019 to develop individual zone budgets that were reviewed and approved in December 2019.
- Each zone identified a **host county**, which provides fiscal and human resources administration.
- **Zone budgets** support the provision of social services in the zone.
- Zones received their **first payment** from the department on Jan. 11, 2020.

NEXT STEPS

- Zone boards are in the process of hiring the 19 zone directors.
- All zone directors must be hired by March 31, 2020.
- Once hired, the zone director, is responsible for working with the Department of Human Services to complete their zone operational plan and to manage the administration of services in their zone.
- The zone plan outlines how a zone will continue to serve North Dakotans experiencing poverty and vulnerability.
- The department will be providing workshops to help each zone complete their plan.
- All plans are due to the department by June 30, 2020.