

SB 2124 Meeting Date: 11/12/2019

Attendees: Michelle M, Nancy, Kim J, Kristen, Jon, Heather, Jamie, Laural, Amy, Sara, Doran, Terry

Legal Update

- Have 8 agreements signed and submitted are ok to approve at any time
- Have 9 others which are draft, have not received them signed, some have changes
- Missing Slope, Bowman, Adams and Ward
- Discussed question of more than one interim zone director per zone – received question from Northern Valley – Walsh, Cavalier (host), and Pembina. Are we OK with one person being lead? Per legal, consideration as to how court orders would be drafted for child custody matters would have to be considered by the human service zone. Potential options for a “lead interim zone director” were discussed.
 - Jonathan to reach out to Mountrail (host) and McKenzie counties regarding this question and to provide DHS guidance.
- There are three Early Childhood Services rules which addressed as “county”; language will have to be changed. In other areas we have “authorized agent” and as determined by state.

HCBS Transition Update

- Secondary offer letters have gone out (outstanding ones with questions about benefits).
- Some county employees will get raises in January 2020 per SB 2124 provisions:
 - Eligible county staff will receive raises in January. County staff transferring to DHS HCBS will not get raises in January, but rather will be eligible in July as state employees if they meet performance requirements.
 - HR – Drafted information about employee probationary period with the state. Will post online.
 - In-person orientation for HCBS transitioning is Dec. 13, 2019 in Bismarck. Follow-up by Skype for those unable to attend. Aging Services will notify the workers of the training.

LTC Transition Update

- Offer going out to LTC supervisor and will post the LTC eligibility workers by end of next week.

CFS QC Transition Update

- Supervisor has accepted and starts Nov. 25.
- Six of 8 reviewers have accepted, and we posted the administrative support position for the team.
- Have to track because some of the positions (about 4) are coming from the counties – will assess county caseload, workflow, and overall impact on level of local need to replace those positions.

Childcare Licensing Transition Update

- After going through survey results – some workers were licensors and also HCBS case managers. In some cases, the individuals accepted the a HCBS position and will transition to the state. This leaves fewer individuals who may be interested in early childhood licensing. Sara will get that list from HR.

- In the northeast, there is currently 1 licenser covering a large geographic area because of the transitioning of other workers to HCBS state positions. There is a need for at least 2 licensers for this area. Will update map for Thursday to best determine where workforce and need is located.
- Kickoff meeting is scheduled for Thursday, 10 am -3 pm – State Capitol - Pioneer Room. Program is sending meeting reminder: background check, benefits/HR questions.
- Plan: Transition Jan. 1, 2020 for initial group. Could still operate as doing licensing in their county until the formal team is identified.

IT: Costs for transition to state employment

- ND IT provided the estimated cost associated moving 140 county employees to state IT
 - Those 140 people are in the replacement cycle and desktop support within ND IT. Gets them replacements etc. That comes with desktop support model.
 - Calculations are for the period starting in Jan. 2020 for the rest of the biennium (18 months)
 - Transitioning employee's computers will transfer to the state. If ND IT can't support the make/version, DHS will determine another plan. Can provide some remote support. IT has identified preferred models. Survey the county workers to identify what software they are using and local shares with FileNet to get a better idea of the support level we will need. Electronic Data Management System (FileNet, Cass Co. system)
 - We could make a request to NRG for the information if we ID the employees and then review equipment. See spreadsheet Terry sent. Four big counties have internal management of IT.
 - Nancy will provide names of individuals moving from counties to state HCBS to ND IT.
 - Regarding budget, technology considerations were included. Email and VPN charges were included in budget request.
 - Ball park – expect to transition about 126 by Jan. 1, 2020.
 - Are we keeping the phone numbers and do they need to transfer across counties?
 - A few have that capability i.e. Dakota Central and Agassiz Valley, and Morton is working on this. For the CPS pilot, counties have found the ability to transfer callers directly to Richland County for centralized intake.
 - Meeting with NRG on O365 to make that available to county employees that aren't moving to the state.
 - Question – When transfer from an O365 license to a new O365 license – HCBS files to transfer – also will need access to files stored at the counties. This will significantly impact workplace portability.
 - Nancy, Sara S. and counties on team will work with ND IT. logistics – understand this before the orientation meeting for HCBS CMs.
 - Discuss IT asset transfer process
- Waiting for cost estimate on eligibility system – need statewide estimate.
- Following up on CFS system.

Questions received from email sent last week.

1. Will you be covering or updating the areas that staff are transitioning to state – HCBS CM, CCL, LTC?
 - a. Yes. Will provide an overview of where we are at with each project.
2. Do you know when the state will post JO for supervisor for HCBS as I had heard once all staff have been decided then they would hire supervisors from the current HCBS CM, but not sure how it will be listed or if we will know when this is posted or how to apply?
 - a. Expect to post in late Nov. And interview by mid-Dec.
3. How will the work flow capacity be monitored in accessing eligibility services? Stutsman
 - a. Related to client choice – how will we monitor and adjust for clients choosing to access services at another county? Can absorb within a zone, but when another zone is involved would require some collaboration. We don't have a mechanism to monitor, but counties should monitor and we will factor that into redesign.
4. Does federal SNAP require that you apply in the county you live?
 - a. No – Federal law indicates you must apply in the state you reside.
5. You indicate that the client chooses the social service office to access services. Can any other office within the zone work the case, or only that specific office? And, at client request are cases transferred to another social services office?
 - a. It shouldn't matter who processes the application. A client can make a request and can go to a different office, however we want to assure consistent services across zones. We also want to understand why a person is seeking services from another office. We need to understand preference from a customer service perspective.
6. What does “this should be calculated in aggregate mean” to keep an employee whole?
 - a. We look at the total of all benefits and look at the difference between what the state and county would offer (health, retirement, dental, vision) to make a person whole.
7. Have they selected any of the child care licensors? Our CC licensor also did our HCBS and will become a state HCBS case manager. It's my understanding that Pembina/Cavalier doesn't have anyone interested in doing the licensing for our zone. I don't think our three counties would have enough child care licenses to make a full time caseload. Do you know if there are plans to combine our 3 counties with any other counties?
 - a. We are still analyzing this.
8. Child care licensing. I know we have asked it several times but wondering about the childcare licensing positions: if we don't have anyone interested in the zone, will our zone be combined with another zone?
 - a. We are still analyzing workload, workforce location and need.
9. Positions for director if not chosen for the zone director. Will a position be created?
10. Zone boards have the ability to hire a human service zone team member, subject to the allotted number of approved and funded staff positions by the department. Assistant directors: I have heard some zones having an assistant director? How does that work? Again, a new position and I assume that would have to be approved?
 - a. Assistant zone director positions don't exist.
11. Foster care licensing: There was talk at one time about that going to the State. Is that still in the works? What is the time frame on that?
 - a. Foster care licensing has not been identified, and therefore there is no timeline to consider this.

Other

Meeting on Wed. - Pilot update. Sara and Amy will address the questions. Sara at 1 p.m. and Amy (HR) at 2 p.m.

Next week agenda

- Communication roll out
- Transition team - county director representative from western ND