

North Dakota Department of Human Services



2009-2011 Biennial Report

Working to Improve the Lives of North Dakotans

Jack Dalrymple, Governor
Carol K. Olson, Executive Director

The North Dakota Department of Human Services
2009-2011 Biennial Report contains information about
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November 30, 2011

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

Dear Governor Dalrymple,

This report summarizes the services and programs the Department of Human Services provides and administers. It also documents caseloads, expenditures, and utilization rates, as well as the major accomplishments achieved by department of Human Services employees during the 2009 – 2011 biennium.

Staff work with partners to ensure that a safety net exists for vulnerable residents. The department works to promote self-sufficiency, independence, and quality of life for thousands of low-income families, elderly individuals, infants and children, and people with disabilities.

Most of the taxpayer funds entrusted to the department are used to pay for health and long-term care services through Medicaid, and for direct services provided by the State Hospital, the North Dakota Developmental Center, and the eight regional human service centers. The department serves about 20 percent of the state's population if public assistance, child welfare services, and child support enforcement services are also factored into the equation. As a result, the funds that flow from the Department to public, private, and non-profit health and human service providers and to individual clients have a major economic impact in communities across the state.

During the biennium that ended June 30, 2011, North Dakota experienced unprecedented natural disasters in the form of tornadoes, storm-related power outages, and significant flooding that affected and displaced thousands of residents. Many department staff were directly affected by these natural disasters, yet they continued to provide exemplary service and worked with partner agencies to promote resiliency and to assure that clients and other vulnerable community residents were safely evacuated and sheltered and were connected to resources to meet unmet needs.

Department employees are largely unrecognized, yet they are important responders to disasters and continue to contribute to recovery efforts now underway in the 2011-2013 biennium. The short three-page section that summarizes the department's response and recovery efforts cannot adequately convey the dedication and tireless effort staff committed during this year's prolonged flood fight.

In addition to this significant public service, department staff worked with professional colleagues and public and private partners to achieve many nationally-recognized accomplishments. These are listed in individual division and program sections of this report, and I invite you to review them. I appreciate being able to work alongside so many talented and exemplary public employees.

Sincerely,



Carol K. Olson
Executive Director

Our Mission:



Jack Dalrymple
Governor
North Dakota

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



Carol K. Olson
Executive Director



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Department Guiding Principles:

The 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.

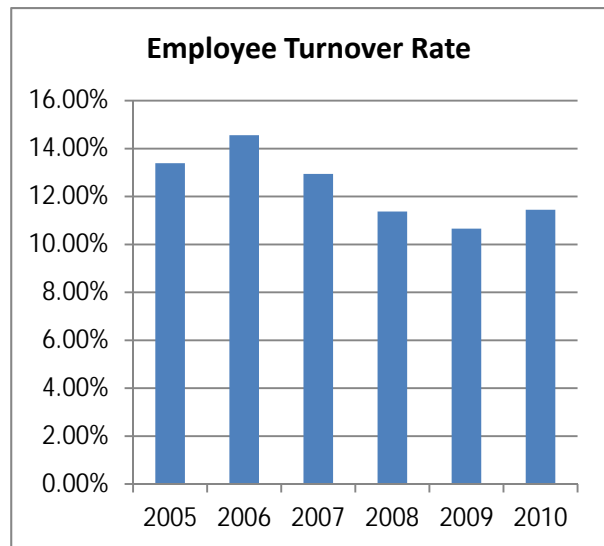
Services will be designed to accommodate specific regional needs, with resources allocated in a cost-effective manner to create alternative solutions to reach rural and urban populations.

Organizational Background and Structure:

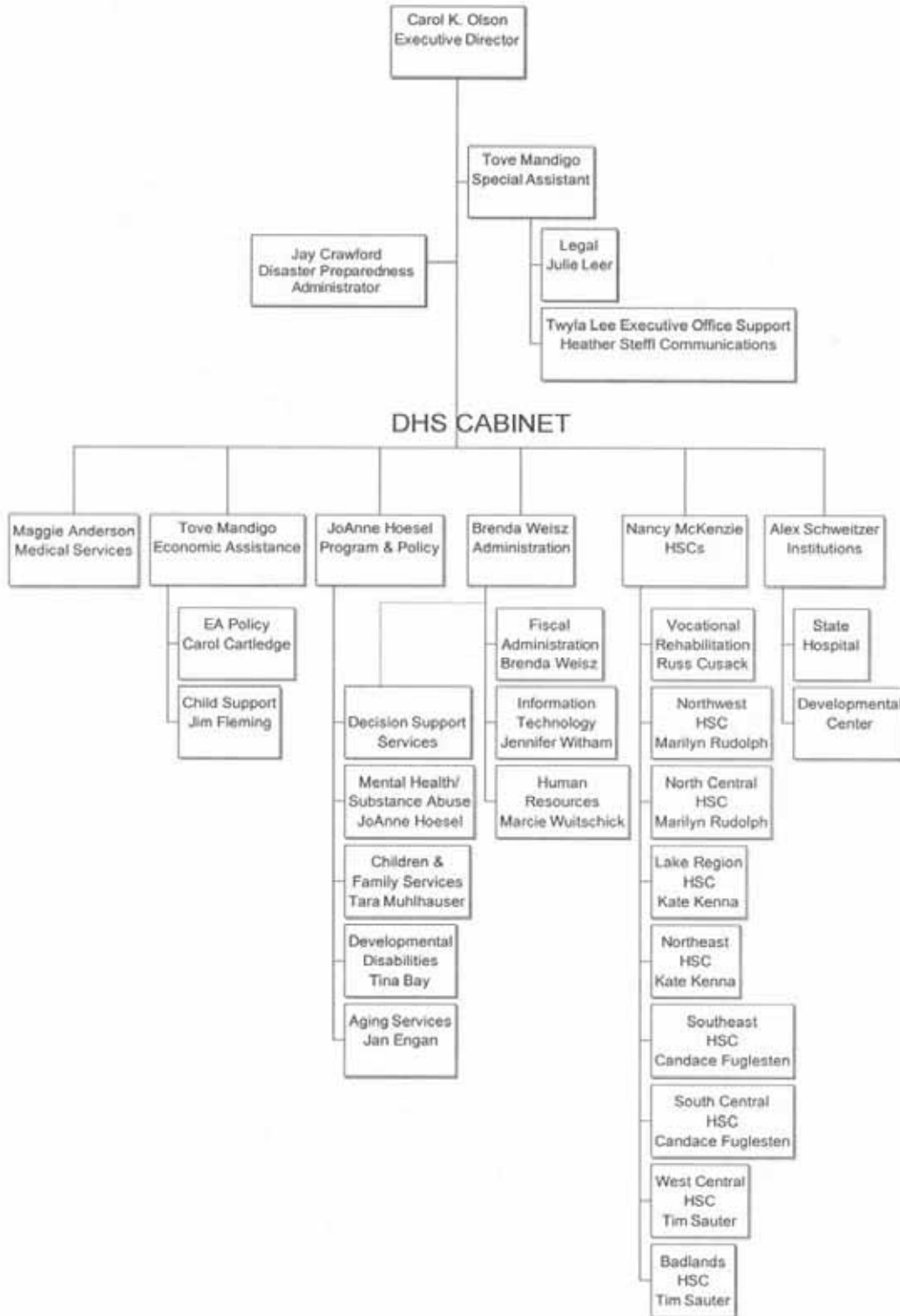
The Department of Human Services:

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

- Experienced an employee turnover rate of 11.45 percent in 2010 and 10.66 percent in 2009. This compares to 11.37 percent in 2008 and 12.94 percent in 2007.
- Issued 559 job announcements for vacancies in 2010 that generated 5,145 applications. This compares to 2009 when DHS issued 571 job announcements and received 5,881 applications.



Organizational Chart



Preparing for and Responding to Disasters

The 2009-2011 biennium was marked by a series of natural disasters affecting thousands of North Dakotans. Department employees spent countless hours to help assure the safety of vulnerable clients and others and to address unmet needs in our communities. This summarizes department actions between July 1, 2009 and the end of the biennium June 30, 2011.

The N.D. Department of Human Services (DHS):

- Is responsible for planning and coordinating evacuation, sheltering, and mass care activities for the state of North Dakota when the scope of a disaster exceeds, or is expected to exceed, local resources and a state response is requested (or is expected to be requested).
- Serves as the liaison to the North Dakota Voluntary Organizations Active in Disaster, and represents North Dakota when federal Small Business Administration and FEMA officials conduct preliminary damage assessments in affected communities.

“If you haven’t been through it, you haven’t got a clue what it is like to be homeless. I had a home before it flooded, and then I had no place to live.” - Carol Laber, RN

Devils Lake Basin Flooding

- Lake Region Human Service Center remains actively involved in local disaster planning efforts and continues to work with community partners to promote resiliency and meet disaster mental health needs of individuals who have lost homes, land, and livelihood due to the ongoing lake flooding.
- Provided on-site staffing and support at the Flood Recovery Center in Devils Lake established by the Governor in May 2011 to gather state and local damage data for FEMA. Staff members were on-site to help walk-ins and to answer the statewide Flood Damage Hotline.



A washed out road in the Devils Lake area

Dickinson Tornado – July 2009

- DHS and county partners issued replacement benefits to 21 households receiving Supplemental Nutrition Assistance Program (SNAP) benefits to help them replace damaged or destroyed food.
- Badlands Human Service Center staff volunteered to help address mental health needs and to be state agency representatives on damage assessment teams.

Statewide Power Outages - January 2010

- DHS and county partners issued SNAP replacement benefits to 201 affected households after January 2010 storm.

Spring Power Outages – April 2011

- In early April DHS and county partners issued SNAP replacement benefits to 244 affected households in 10 counties (Burleigh, Grant, McHenry, McLean, Morton, Oliver, Sheridan, Sioux, Ward, and Wells counties) and part of the Standing Rock reservation.

Putting Disaster Planning into Action

- Later, DHS issued replacement benefits to 193 households in 16 counties (Adams, Billings, Bowman, Burke, Divide, Dunn, Golden Valley, Hettinger, McKenzie, Mercer, Mountrail, Renville, Slope, Stark, Ward, and Williams counties) and the Fort Berthold Reservation.

Spring Flood Planning Efforts - 2010

- DHS regional human service center staffs participated in local evacuation and shelter planning for vulnerable populations.
- DHS disaster preparedness administrator worked with federal and state partners to develop evacuation and shelter plans for Devils Lake, Fargo, Jamestown, and Pembina.
- DHS regional human service center employees and the disaster preparedness administrator accompanied federal officials on preliminary damage assessment teams deployed to Foster, LaMoure, Mercer, Nelson, Ransom, Richland, Sargent, Steele, Traill, and Walsh counties and the Spirit Lake Reservation following flooding.
- DHS mental health clinicians responded to media questions about anxiety, coping, and mental health duress due to flooding.
- DHS Children and Family Services Division staff notified county partners, foster and adoptive parents, and licensed child care providers about existing disaster response plans and their responsibilities.

“It means so much to know others care.... Each day I get closer to getting back into my home.” - Shelly Stadick, DD program

Spring and Summer Flooding - 2011

- DHS staff members participated in local and state disaster planning and response.
- DHS human service centers in Fargo, Jamestown, Bismarck, and Minot visited with vulnerable clients about evacuation, shelter, and transportation plans.
- County social service offices and Older American Act senior service providers in the Minot and Bismarck-Mandan regions worked to identify and contact in-home care and home-delivered meals clients in evacuation areas to assess preparedness and shelter needs.



N. Broadway in Minot on May 23, 2011

Southeast Human Service Center in Fargo and West Central Human Service Center in Bismarck identified and mapped the locations of several hundred vulnerable people they serve who would need transportation and other assistance in the event of evacuations. They

also surveyed staff to determine who was available to provide core services in the event of evacuations.

- DHS central office divisions worked with their respective providers including residential and independent living service providers, child care providers, foster care providers, and others to ensure evacuation plans and preparations were in place if needed.

Flood Response Continues

- Human service center employees in Bismarck and Minot made preparations to address medication and other client needs in the event of evacuations.
- Regional human service center employees in Minot worked directly with clients with disabilities and service providers to ensure that vulnerable individuals living in high risk areas were safely evacuated from affected apartments and programs. Pre-planning prevented most individuals from having to use Minot's mass care shelters.
- Minot regional human service center staff assisted in relocating clients who resided in independent supported living apartments in mandatory evacuation areas to other shelter.
- DHS employees provided support to local shelter and mass care efforts by working with the Department of Emergency Services, local emergency managers, FEMA, the American Red Cross, and other Voluntary Organizations Active in Disasters. This involved securing cots, food, water, and other needed supplies for shelter sites, and assigning a homeless case manager as a liaison to Minot shelters.
- DHS prepared and submitted a disaster crisis counseling grant to FEMA and federal mental health agency officials.
- DHS approved and issued \$87,000 in replacement benefits to existing low-income SNAP clients in Ward County who were affected by flooding.
- DHS submitted a waiver to USDA to operate Disaster SNAP in Ward County and prepared to provide training to county



*Niels Anderson, NCHSC
homeless case manager*

workers, on-site support, and public awareness. DHS submitted a request to the Centers for Medicare and Medicaid Services to allow an enhanced Medicaid payment to Trinity Nursing Home in Minot to support their ongoing costs and cover costs incurred by facilities that took in Trinity's evacuated residents.

DHS Regional Child Support Enforcement Office and North Central Human Service Center (HSC) staffs in Minot kept their offices open while working as teams to help co-workers evacuate their families and belongings. They also provided storage space, shelter, and support to coworkers, family, and friends.

- DHS made available medical director Dr. Andy McLean, an expert in disaster mental health, as well as other clinicians in Minot and Bismarck to assist local officials and flood-affected residents and responders.
- A North Central employee provided sign-language translation services at Minot's press briefings so people with hearing impairments could be informed of disaster-related developments.
- North Central HSC opened a temporary north Minot location so clients could access medication management, therapy, and other services when transportation access to its office south of the Mouse River was severely limited.
- DHS Medicaid officials authorized early prescription refills and worked with the N.D. Board of Pharmacy to help ensure displaced Medicaid clients could get their prescription needs met.
- DHS worked with Minot State University to establish a staff shelter for state and federal public employees involved in flood fighting and recovery efforts.

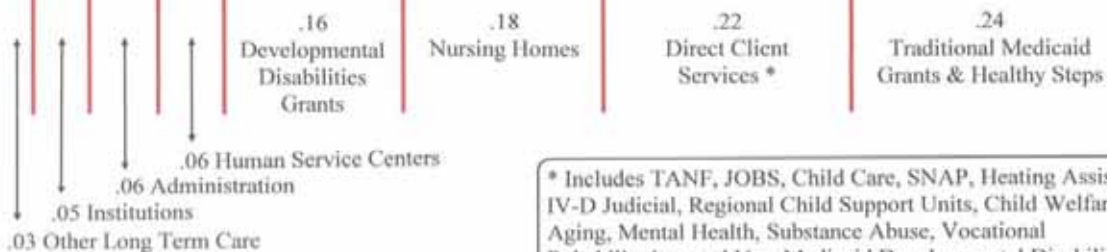
Human Services Funding

The N.D. Department of Human Services receives and distributes funds appropriated by Congress and the N.D. Legislature for the purpose of providing health and human services. Most funds are distributed directly to service providers or fund direct services provided at the State Hospital, the Developmental Center, and the eight regional human service centers. Some funds are distributed directly to vulnerable individuals who qualify for programs and benefits.

Department-wide Administrative Costs 2009-2011 Biennium

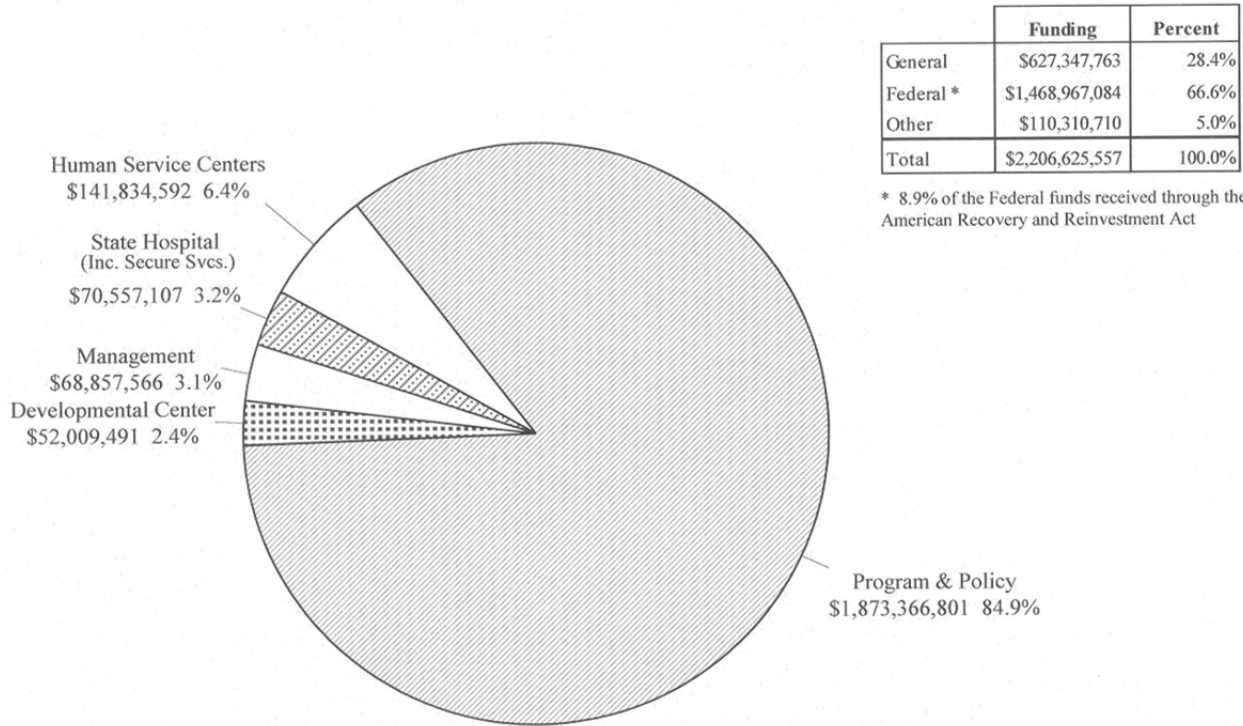
Administration / Support	\$ 14,795,229
Division of Information Technology	45,112,576
Program and Policy	35,122,789
Human Service Centers	17,011,871
Institutions	7,757,743
Total	\$ 119,800,210
Total Expenditures	2,206,625,557
Percentage of budget expended for Administrative Costs	5.43%

Where Did the Money Go? Department-Wide Total Funds \$2, 206,625,557



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

N.D. Department of Human Services Major Expenditures (2009-2011 Biennium)



Management/Administrative Support Services



Brenda Weisz
Chief Financial Officer &
DHS Cabinet member

Includes

- Executive Office
- Fiscal Administration
- Human Resources
- Information Technology Services
- Legal Advisory Unit
- Provider Audit
- Public Information
- Decision Support

Management/Administrative Support Services

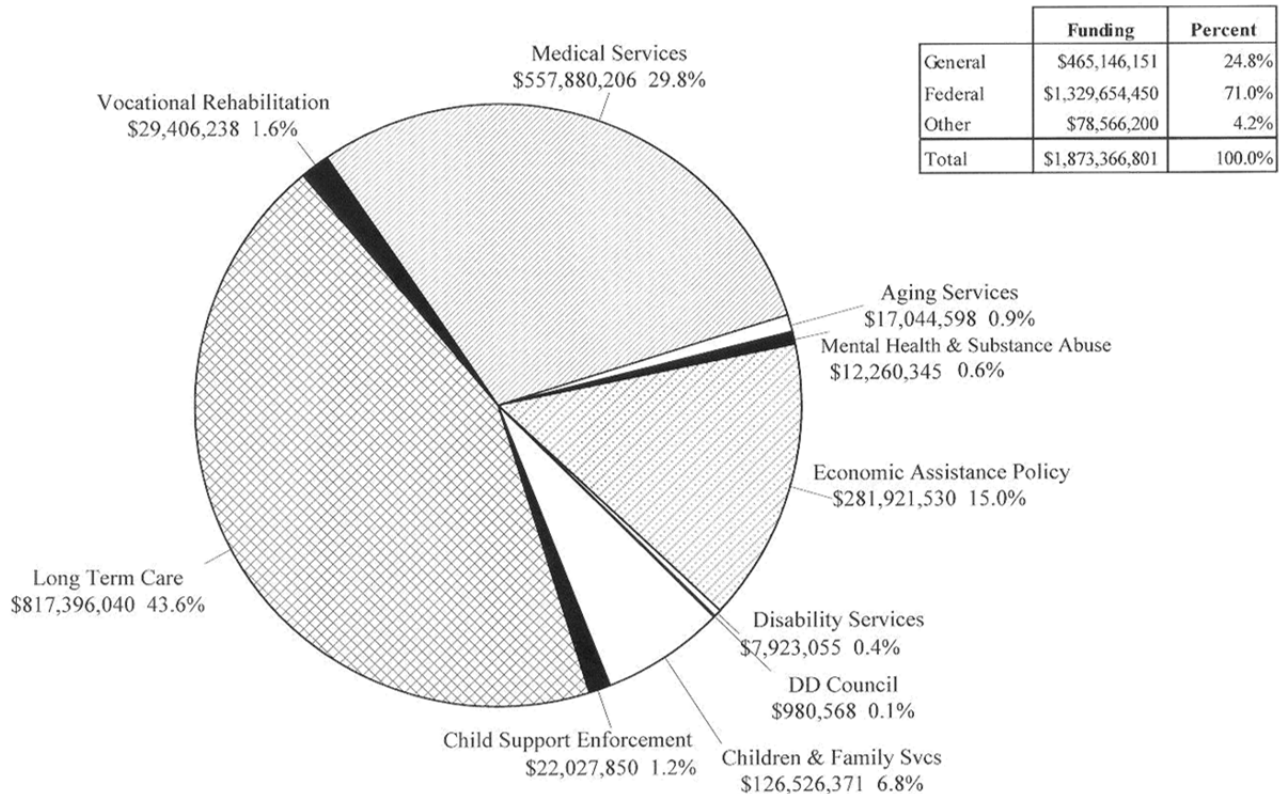
Accomplishments

- Continued to co-chair and support the **North Dakota Olmstead Commission** in its efforts to monitor and support the delivery of services to people with disabilities in the least restrictive and appropriate settings. Through the department's Transition Task Force and Money Follows the Person grant, a number of Olmstead-related accomplishments were achieved.
- Completed the department's second **Leadership Development Program** to introduce 17 select staff from across the department to leadership concepts while promoting a deeper understanding of the department's programs and services, personnel, planning, and budgeting processes. The class also learned about the legislative process and completed team projects.
- Held **stakeholder meetings** with consumers, providers, advocates, department staff, and others. Some of the issues raised included capacity and unmet behavioral health needs, the need to enhance supportive services for young people transitioning into adult services, gaps in guardianship services, and the use of telemedicine technology. A summary is online at www.nd.gov/dhs/info/pubs/docs/2009-exec-summary-public-stakeholder-mtg-report.pdf
- Worked with county eligibility workers to rewrite into **Plain English** the Supplemental Nutrition Assistance Program and Medicaid client notices. This effort focused on removing jargon, reducing reading levels, and providing clear, concise information.
- Implemented **E-Learning Office** and developed **online training** on policy and eligibility practices related to economic assistance programs. The training increased access to affordable and timely training for county eligibility workers. Department employee training modules on human resource policies, risk management, protected health information, and computer security were also developed.
- Supported the department's Fiscal Administration Division staff in their efforts to successfully host the 63rd Annual Conference for the **National Association of State Human Services Finance Officers** in Bismarck in August 2010. It drew federal and state finance professionals from across the country.
- Central Office and the eight regional human service centers (HSC) **converted to the new online PeopleSoft employee leave request and approval process**, which eliminates paper/carbon leave slips and is optional for agencies. DHS expects efficiencies because Human Resource and HSC staff previously had to input and audit 3,000-4,000 paper leave slips per month. Together, the Central Office divisions and the human service centers employ about 61 percent of the department's staff.
- Implemented the ability to **electronic sign clinical documents** at the Human Service Centers resulting in efficient and fully electronic clinical documentation.
- Implemented **Therap Phase 1** to support State Program management and Infant Development requirements for referral tracking, developmental disability eligibility assessment and tracking, case and service planning, and service authorization. The new statewide Web-enabled information system supports both state and provider needs.

Program & Policy Divisions

- Aging Services Division
- Child Support Enforcement Division
- Children and Family Services Division
- Disability Services Division
- Economic Assistance Policy Division
- Medical Services Division
- Mental Health and Substance Abuse Services Division
- Vocational Rehabilitation Division

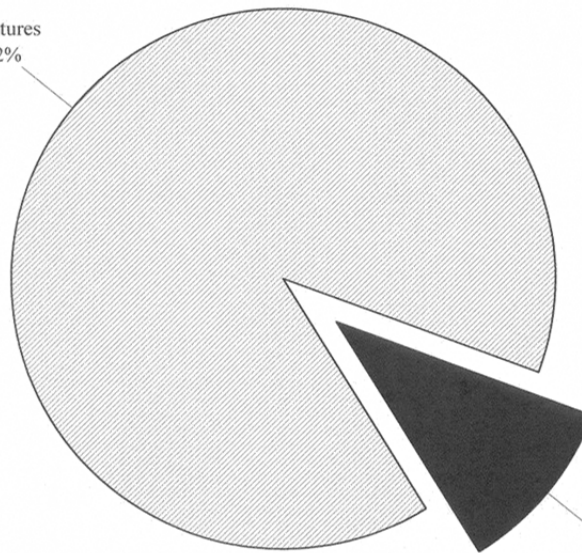
Expenditures for Program and Policy Divisions 2009-2011 Biennium



Program & Policy Divisions

Appropriated Expenditures & Continuing Appropriations 2009-2011 Biennium

Appropriated Expenditures
\$1,873,366,801 89.2%



General	\$465,146,151	22.2%
Federal	\$1,329,708,826	63.3%
Other	\$78,620,939	3.7%
Child Support Collections	\$226,493,863	10.8%
Total	\$2,099,969,779	100.0%

Continuing Appropriations
\$226,602,978 10.8%

Aging Services Division

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Jan Engan
Division Director

NOTE: Division Director Linda Wright retired in 2010.

Service Delivery System

While division employees provide direct services such as staffing the *Aging & Disability Resource LINK* and providing ombudsman services and vulnerable adult protective services, “aging services” are also provided by the eight regional human service centers and through contracts with non-profit providers and tribal entities. County social service offices also provide services for older adults, but those are tied to Medicaid and state-funded long-term care services.

The division distributes funds, monitors contracts, develops policy, and administers programs and services benefiting individuals age 60 and older, as well as adults with physical disabilities. Services help individuals live independently in their homes and communities and help enhance quality of life.

Services

- **Adult Family Foster Care** licensing
- **Information and Assistance** (Toll free Aging & Disability Resource LINK 1.855.GO2.LINK (1.855.462.5465))
- **Long-Term Care Ombudsman Program** to resolve concerns of people living in skilled nursing, basic care and assisted living facilities
- **N.D. Family Caregiver Support Program** to provide respite and other supportive services to family members caring for loved ones who are elderly or disabled, and to grandparents and other older relatives who are caring for children
- Administration and distribution of funding for **Older Americans Act services**: nutrition services including home-delivered meals, meal-site meals, health maintenance screenings, outreach services, the legal assistance program, Senior Companion Program, and assistive safety devices
- Administration of the establishment of **Guardianship Services** for individuals with mental illness, traumatic brain injury, or who are 60 years of age or older and who do not qualify for developmental disabilities case management
- **Vulnerable Adult Protective Services** to evaluate alleged exploitation, abuse, neglect, and self-neglect situations
- Administration of **Telecommunications Equipment Distribution Program** to provide specialized equipment to people with communication impairments

Aging Services Division

Services (continued)

- Administration of the state allocation of the **Senior Community Service Employment Program**
- **Local Contact Agency** services to assist nursing facility residents in their discharge planning goals
- Administration of the state **Dementia Care Services Program** that provides care consultation to caregivers and family members, as well as training for caregivers, medical professionals, law enforcement personnel, and the general public
- Administration of the **Aging & Disability Resource LINK Pilot Project** to streamline access to long-term care services and support, and the implementation of state-wide **Options Counseling Services** to help people make informed decisions on long-term support and service choices

Accomplishments

- Provided respite, support, and training to 374 family caregivers, five of whom were seniors caring for younger relatives, through the **N.D. Family Caregiver Support Program**
- Responded to 903 concerns received by the state **Long-Term Care Ombudsman Program**
- Provided 500,495 **home-delivered meals** to 5,198 individuals, and 693,006 **meals** to 13,847 individuals at designated meal sites through contracted Older Americans Act (OAA) service providers
- Provided funding to OAA service providers to support **health maintenance services** (blood pressure/pulse/rapid health screenings, foot care, medication set-up, and home visits) that benefitted 4,455 individuals
- Provided funding to OAA service providers enabling **outreach** workers to personally contact 13,207 individuals to identify needs and link them to beneficial programs
- Received a federal grant to develop an Aging and Disability Resource LINK Pilot Project in the 10-county region around Bismarck to inform older adults and adults with physical disabilities and their family members about long-term care support choices and to help connect them with services and resources to meet their needs.
- Worked with the Governor's Committee on Aging to host 13 **community forums** featuring presentations and seeking comment on the State Plan on Aging, which outlines state priorities and services funded by the federal Older Americans Act. About 573 individuals attended. Surveys were distributed at the forums and to recipients of home-delivered meals and home and community-based services; 2,256 surveys were returned. Responses were included in the *State Plan on Aging for 2011-2014* that is online at www.nd.gov/dhs/info/pubs/docs/aging/2010-2014-nd-state-plan-on-aging.pdf .

Child Support Enforcement Division

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James Fleming
Division Director

Service Delivery System

The courts are responsible for issuing court orders, and establishing custody, child support, medical support, and visitation. During the biennium, the Child Support Enforcement program provided services to thousands of children and parents by working

with the court system, employers, and other divisions and agencies. The program provides a variety of services depending on the type of child support case. IV-D child support cases are opened when either parent applies for services, or when a child receives public assistance through Temporary Assistance for Needy Families (TANF), foster care, or Medicaid. The division receives and pays out all child support payments (for both IV-D and non-IV-D cases) through the federally-required State Disbursement Unit.

NOTE: Division Director Mike Schwindt retired July 2010.

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)
- **Customer service**
- **Medical support** establishment and enforcement
- **New Hire reporting** (a program 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

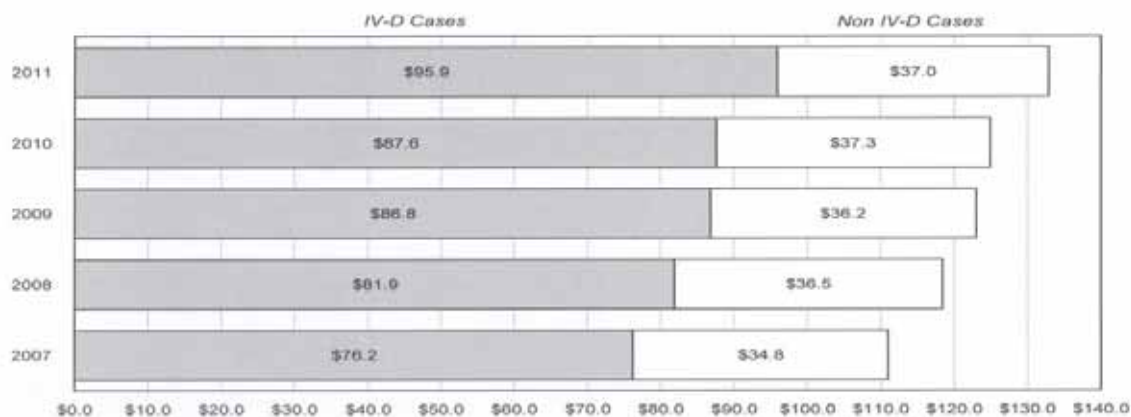
- Led the nation in the federal **Interstate Case Reconciliation** program with an accuracy rate of 95.4 percent of cases reconciled with other states. N.D.'s reconciliation rate has been the highest in the nation on all eight reconciliations.
- Completed the **quadrennial review of child support guidelines** and adopted some improvements, including changes to the method of calculating obligations of incarcerated payers.

Child Support Enforcement Division

Accomplishments (continued)

- Expanded the **Parental Responsibility Initiative for the Development of Employment (PRIDE)** program to the Williston, Devils Lake, and Jamestown regions. Non-custodial parents in court for contempt hearings who are unemployed or underemployed have an opportunity to be referred to Job Service North Dakota to comply with an employment plan.
- Led the RFP process and **negotiated a multi-state and multi-agency contract** with U.S. Bank for debit card services for TANF and child support payments, and the child care assistance program that ensures services continue to be provided at no cost to North Dakota.
- Convened a **Business Relations Task Force** to study how child support enforcement interacts with businesses and successfully recommended legislation to improve interactions.
- Convened a **Medical Support Advisory Group** that led to recommendations for improving the establishment and enforcement of medical support orders.
- Received federal district court approval to obtain a list of claimants in a **federal class action** and intercepted payments to claimants who owed past-due support.
- Implemented secure **on-line payment of child support** by credit card and automatic withdrawal from bank accounts instead of by income withholding to give parents choices.
- Added **federal retirement benefits** to the payments that can be intercepted for support and worked with the state's rural electric and telephone cooperatives to develop a **computerized data match** to locate parents and intercept coop payouts to parents who owe support.
- Upgraded the **interactive voice response system** increasing the information available to parents and providing information to employers about new hire reporting and income withholding requirements.
- Reached a milestone at the State Child Support Disbursement Unit: disbursing \$1 billion in collections since it began operating in November 1998.

Annual Child Support Receipts in N.D. by State Fiscal Year (in Millions)



The State Disbursement Unit collected \$257.8 million during the 2009-2011 biennium. These collections were used as follows:
 \$245.0 million in payments to families and other jurisdictions
 \$6.6 million retained by the State to offset grant expenditures
 \$6.2 million credited to the Federal Government

Children and Family Services Division

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Tara Muhlhauser
 Division Director

Service Delivery System

Services focus on the safety, permanency, and well-being of children and families and are provided by county social service offices or through contracts with

non-profit providers and the tribes. The division distributes funding, monitors contracts, develops policy, provides technical assistance, and performs administrative work related to the delivery of the child welfare services listed below.

Services

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

Foster Care

Monthly Average Number of Cases by State Fiscal Year



Children and Family Services Division

Subsidized Adoption
Monthly Average Number of Cases by State Fiscal Year



Accomplishments

- Worked with partners in the department, the state's Bureau of Criminal Investigation, and the Information Technology Division to set up a regional network of electronic fingerprint scanners to comply with the law on **criminal background check screening** of child care providers (new applicants and employees), new department employees, new foster/adopt providers, and relative care providers.
- **Co-hosted local forums with the ND Supreme Court** for judges, state attorneys, indigent defense counsel, juvenile court staff, and county social service case managers to focus on services that help children in the child welfare system achieve permanency.
- Collaborated and contracted with **Casey Family Programs** to bring resources and technical assistance to the state to reduce foster care placement rates and to help build child welfare data collection and analysis capabilities.
- Established the **Early Childhood Services Advisory Board** that helped DHS review and revise child care rules.
- Developed and completed the first year of a performance improvement plan to help North Dakota meet federal safety, permanency, and child well-being goals. All states implemented improvement plans following **Federal Child and Family Services Reviews** of states' child welfare systems (services related to child abuse and neglect and foster care).
- Continued to work with community partners to raise awareness about the prevention of child abuse and neglect and to co-sponsor the annual **Pinwheel public awareness campaign**.
- Implemented legislation to enhance services and casework management for youth over age 18 remaining in foster care.
- Participated with other department staff at the invitation of Georgetown University in a national Webinar and conference plenary session and contributed to an upcoming report about lessons learned building a successful wrap-around care management process between child welfare and children's mental health programs.
- Implemented quarterly meetings with state and tribal child welfare directors to strengthen partnerships and services for children.

Developmental Disabilities Division

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Phone: (701) 328-8930
(800) 755-8529
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Tina Bay
Division Director

Service Delivery System

The division supervises the delivery of a variety of services to people with developmental and intellectual disabilities. Private providers and DHS employees at the regional human service centers provide most of the direct services. Services include support and training for individuals and families to maximize community and family inclusion, independence, and self-sufficiency; and to prevent institutionalization and enable institutionalized individuals to return to the community.

Services

- **Program management**
- **Day support services**
- **Residential support services** for qualifying individuals with developmental disabilities
- **Family support**
- **Infant development services** for children up to three years of age who have or are at-risk of developmental delays or disabilities, and their families through contracted providers

Accomplishments

- Received federal approval to combine the Developmental Disabilities traditional and self-directed Medicaid waivers into one waiver, which allows for more flexibility with coordination of services.
- Received federal approval for an Autism Spectrum Disorder waiver. This is available for children ages birth through four years with a confirmed diagnosis on the Autism Spectrum. Services include intervention coordination, environmental modification, equipment and supplies and in-home supports.
- Continued to work with several providers to expand facilities to increase the transition of individuals to a less restrictive environment.
- Developed and implemented a new Web-based case management system that will allow providers and the state to view and share client-related information.
- Served more than 3,000 individuals statewide in partnership with DD providers, community services and dedicated state employees.

Economic Assistance Policy Division

600 East Boulevard Ave.
Bismarck ND 58505-0250

Phone: (701) 328-2332
Toll Free: (800) 755-2716
Fax: (701) 328-1060
ND Relay: (800) 366.6888
E-mail: dhseap@nd.gov



Tove Mandigo
Division Director & DHS
Cabinet Member



Carol Cartledge
Public Assistance Director

Service Delivery System

Economic assistance programs help people with low-incomes meet food, shelter, and household needs while also promoting self-sufficiency through work readiness and job placement services. These programs assist many working families to make ends meet, and also help sustain people who are elderly, have disabilities that impact their employment or wages, or who are children deprived of the support of one or both parents.

The division is responsible for the administration, policy development, training, and distribution of economic assistance program benefits. County social service offices determine whether individuals qualify for assistance.

Services

- **Basic Care Assistance** (helping low-income individuals afford this form of long-term care)
- **Child Care Assistance**
- **Estate recovery** (for Medicaid and other programs)
- **Low-Income Home Energy Assistance Program** (heating and weatherization)
- **Quality Review** to ensure proper program participation and benefits
- **Supplemental Nutrition Assistance Program** (formerly called Food Stamps)
- **Temporary Assistance for Needy Families** (TANF)

Accomplishments

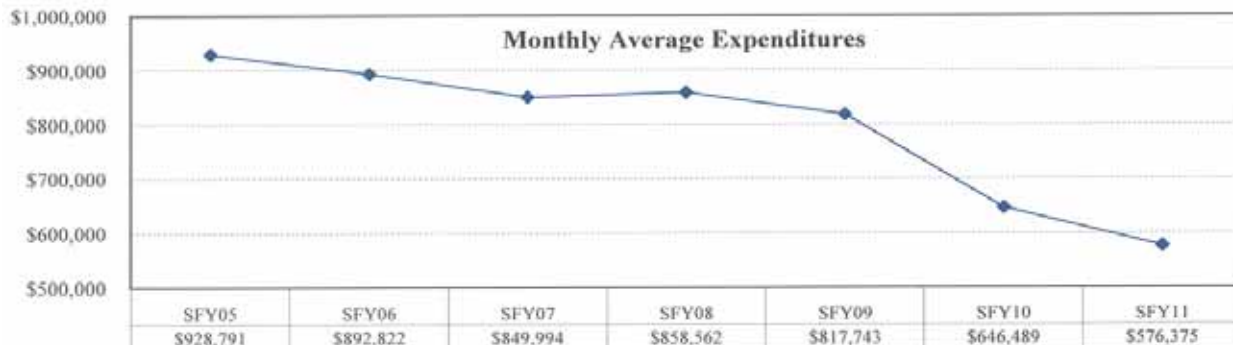
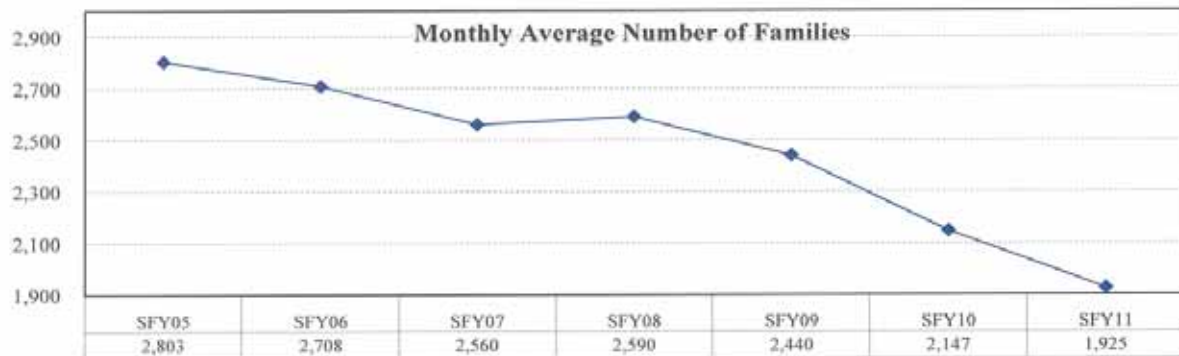
- Launched an online Application for Assistance in August 2010 to give people an opportunity to apply online for some economic assistance programs and Medicaid. Completed online applications are sent electronically to county social service offices for processing.

Economic Assistance Policy Division

Accomplishments (continued)

- Ranked first in job entry, third in job retention rate, and 14th nationwide on federal Temporary Assistance for Needy Families (TANF) program performance measures in 2009.
- Collaborated with Job Service ND, Community Options, and Tribal Employment and Training to implement a subsidized employment programs for TANF clients and teens aging out of foster care.
- Implemented a **cooling assistance program** with the counties in 2009 to address an extended heat wave and provided vouchers for window air conditioning units, which helped 37 low-income households with a verified medical need.
- Assisted an average of 16,105 households per year with heating assistance (LIHEAP) by providing an average annual benefit of \$891 per household.
- Served an average monthly caseload of 2,129 families through the **TANF program and Transition Assistance** providing an average monthly payment of \$284.
- Achieved a **work participation rate** of 64.85 percent in the TANF program (two-year average) and exceeded federal requirements. Over half of the work-eligible parents in the program worked or participated in approved work activities for at least 20 hours per week.

Temporary Assistance for Needy Families (TANF)
Monthly Average Number of Families and Expenditures by State Fiscal Year



Economic Assistance Policy Division

Accomplishments (continued)

- Continued **partnering with the *Creating a Hunger Free North Dakota Coalition*** and entered into a contract with Lutheran Social Services-Great Plains Food Bank to help raise awareness about Supplemental Nutrition Assistance Program (SNAP) services.
- Worked with N.D. Department of Agriculture officials and USDA - Food and Nutrition Services to make it possible for SNAP clients to purchase food at farmers markets.
- Achieved a SNAP payment accuracy rate of 96.58 percent for federal fiscal year (FFY) 2009.
- Achieved the third lowest negative error rate (measure of invalid SNAP case closings and application denials) in the nation in FFY 2010 and qualified for a \$201,899 performance bonus.
- Achieved a timeliness rate for FFY 2010 of 95.57 percent, which was the sixth best SNAP timeliness rate in the nation to earn North Dakota a \$272,769 performance bonus.
- Was recognized by USDA receiving the SNAP *Excellence in Financial Management Award* and the *Quality Control Star Award* for the Mountain Plains Region in 2010.
- Worked with county social service office partners to achieve a **SNAP payment error rate of 3.42 percent** for FFY 2009; the national average error rate was 4.36 percent.
- Submitted waivers to USDA to provide replacement SNAP benefits to existing program clients who lost food due to storm-related power outages in qualified disaster areas.
- Completed the transition to the new SNAP electronic benefit transfer (EBT) card vendor *eFunds FIS*. DHS worked with county social service offices, grocers, and other entities to notify clients and ensure they obtained their new cards and could access their benefits.

Supplemental Nutrition Assistance Program (SNAP)
Monthly Average Number of Families and Expenditures by State Fiscal Year



Economic Assistance Policy Division

Accomplishments (continued)

- Conducted a legislatively-funded outreach/public awareness campaign for the Alternatives to Abortion Program to inform North Dakota women of child-bearing age about the free, confidential services.
- Served about 1,500 women through the **Alternatives to Abortion Program** during the biennium
 - Education services include prenatal education, fetal development, and healthy choices during and after pregnancy, and childbirth information.
 - Counseling services provide help to women and couples related to decision-making about parenting, making an adoption plan, or terminating the pregnancy.
 - The average ages of women receiving services were 22 and 23 years of age.
- Served a monthly average of 2,383 families through the **Child Care Assistance Program** and provided an average payment of \$219 per month to their care providers.
- Implemented direct deposit and debit card payments to child care providers participating in the Child Care Assistance Program. This provided timely payments and eliminated paper check-related costs.
- Following layoffs at several large employers, provided information to employers and affected employees to make them aware of helpful programs and services.

Child Care Assistance
Monthly Average Cases and Expenditures by State Fiscal Year



Medical Services Division

600 E Boulevard Avenue
Bismarck ND 58505-0250
Phone: (701) 328-2321
Toll Free: (800) 755-2604
Fax: (701) 328-1544
ND Relay: (800) 366-6888
E-mail: dhsmed@nd.gov



Maggie Anderson
Division Director &
DHS Cabinet member

Service Delivery System

The division administers the Medicaid Program, which provides health coverage and related support services for qualifying families and children, pregnant women, the elderly, and people with disabilities, and also administers the Children’s Health Insurance Program (Healthy Steps), which serves only children. The division’s budget also funds long-term care services provided in nursing facilities 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.

The long-term care portion of the division’s budget includes a wide range of medical and support services for people who lack some capacity for self-care and are expected to need care for an extended time period. These services are typically provided to the elderly, people with physical disabilities, and people with developmental disabilities.

County social service offices primarily determine if people qualify for Medicaid coverage, and the division pays hospitals, clinics, nursing facilities, physicians, pharmacies, dentists, home care providers, and other participating providers for covered Medicaid services. Department employees and county social service offices can both determine eligibility for the Children’s Health Insurance Program.

Services

- **Medicaid policy, provider payments, 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** – policy and eligibility determination and oversight of the contract for coverage and services
- **Health Tracks screenings and services** for Medicaid eligible children up to age 21
- **Medicaid primary care provider program**, which supports consistency of care through a single medical professional

Medical Services Division

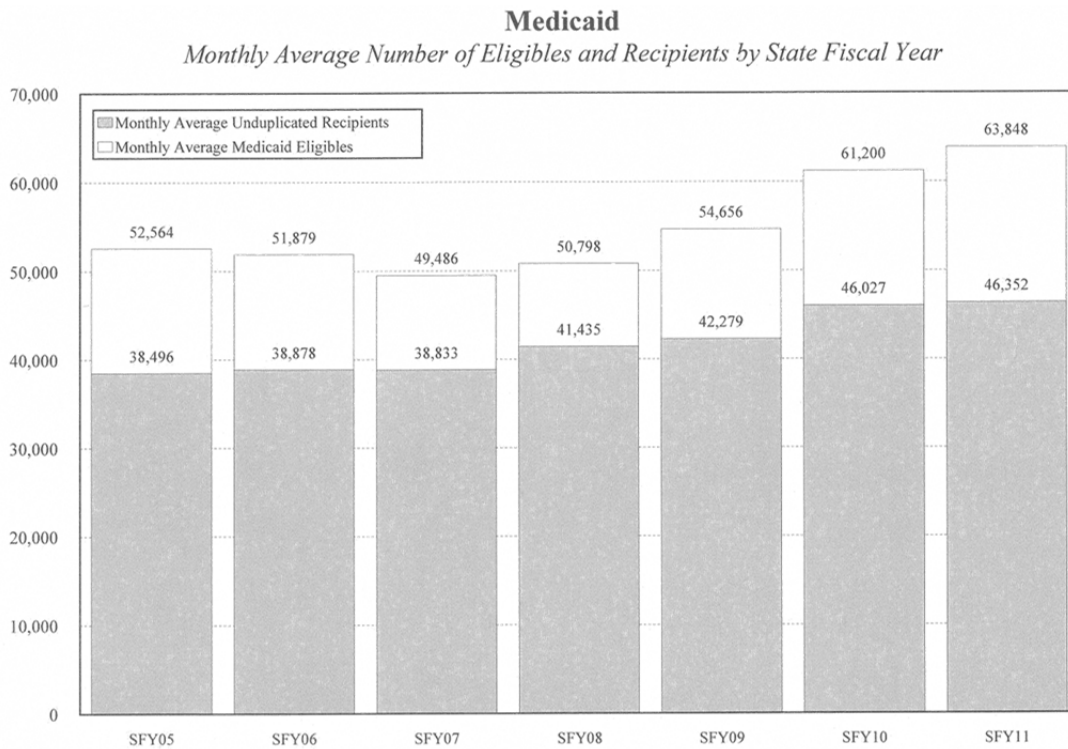
Accomplishments

- Received federal approval of the **Medicaid Managed Care State Plan Amendment** to allow nurse practitioners to serve as primary care providers for the Medicaid population. This gives Medicaid clients more provider choices.
- Received federal approval for the **Medicaid Hospice Waiver for Children** ages birth – 22, which makes it possible for families to continue exploring curative measures while utilizing hospice care and other supportive and specialized services for their children.
- Enhanced quality of life through the **Money Follows the Person (MFP) grant** that helps transition Medicaid clients voluntarily from institutions to home and community settings.
 - Transitioned 19 individuals from nursing homes to less restrictive community living arrangements during the biennium.
 - Also transitioned 27 individuals from intermediate care facilities for people with intellectual disabilities during the biennium and provided services and supports to allow them to live in less restrictive community settings.
 - Produced a Realistic Job Preview Video to help recruit potential Qualified Service Providers who provide in-home long term supportive services, and developmental disabilities direct care service workers.
 - Partnered with the Centers of Independent Living to host community Consumer Stakeholder Meetings to obtain feedback about home and community-based services.
 - Issued Requests for Proposals for: 1) nurse quality assurance services to ensure health and support needs are thoroughly assessed prior to transitioning people to home and community settings, 2) a public awareness campaign, and 3) housing resource positions to connect MFP clients with affordable, accessible housing.
- Implemented the **State Long Term Care Subsidy** that allows qualifying Medicaid recipients who live in long-term care facilities to retain and use up to \$20 per month to purchase clothing and other personal items and services.
- Received a two-year \$398,692 **Nursing Home Transition and Diversion Programs Grant** from the federal Centers for Medicare and Medicaid Services (CMS).
- Received CMS approval of the **Medicaid Health (Disease) Management Program** waiver renewal to contract with a vendor for nurses to work with Medicaid clients and health care providers to provide case management, patient education, and health management services.
- Increased the **eligibility level of the Children’s Health Insurance Program (CHIP) to 160 percent** (net income) of federal poverty level on July 1, 2009 as approved by the Legislature.
- Conducted a **Healthy Steps Children’s Health Insurance Program Outreach Campaign** with the Dakota Medical Foundation to raise awareness about the child health coverage programs available to uninsured N.D. children.
 - Resulted in the distribution of 1,076 applications and generated 3,353 calls to the 1-800-KIDS-NOW child coverage help line

Medical Services Division

Accomplishments (continued)

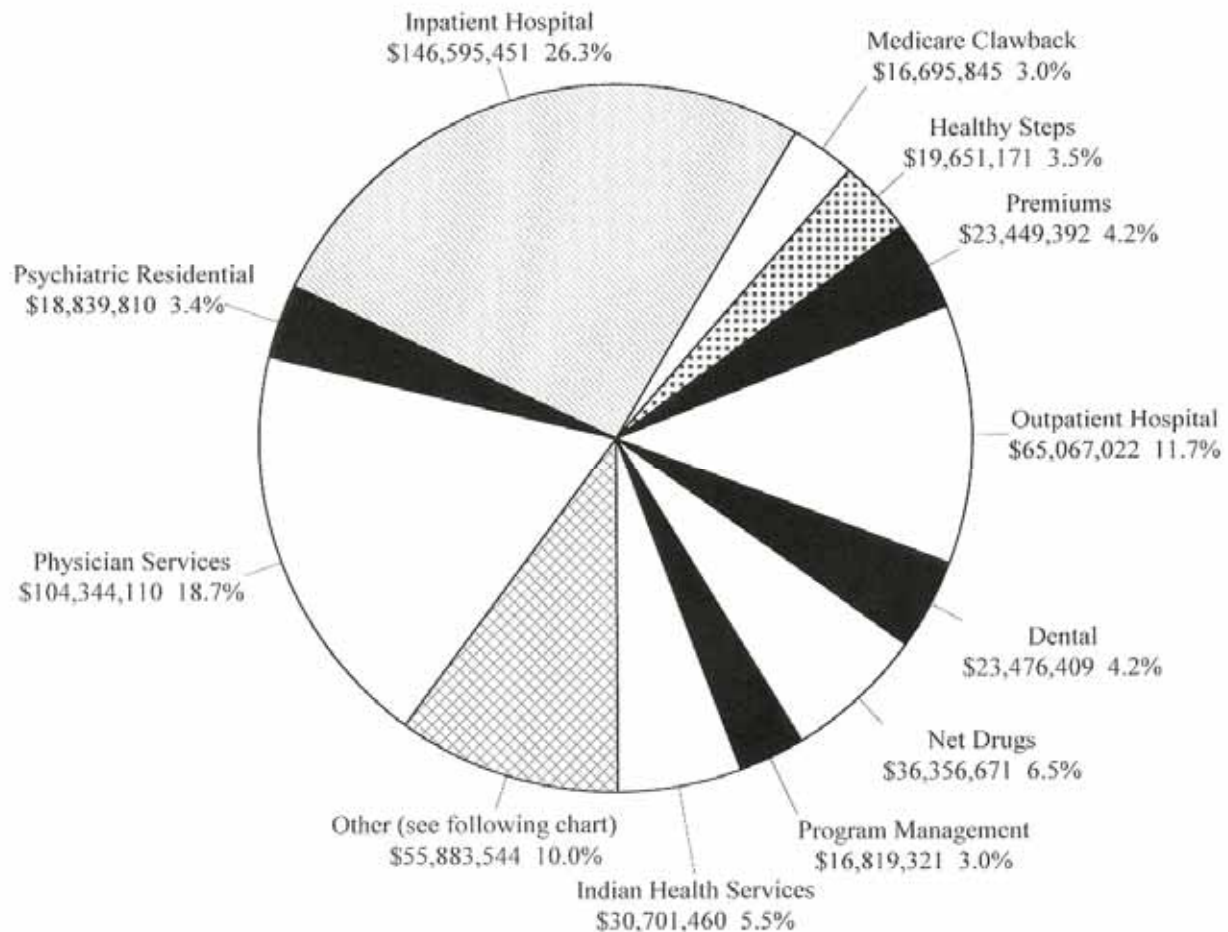
- Served seven medically fragile children through **Medicaid waiver** services intended to help them remain living in their homes with their families
- Served one individual through the state’s **Technology Dependent Medicaid Waiver**, which helps qualifying individuals who depend on a ventilator for at least 20 hours per day to live in their homes and communities and to delay or divert institutional care.
- Continued work to support timely **Medicaid claims payments** and to address backlogs created by problems with the current 30-year-old Medicaid Management Information System.
- Restructured the Program Integrity Unit to include the Surveillance, Utilization and Review Section’s (SURS) Fraud and Abuse programs and enacted changes to further strengthen the program.
- Developed a new **level-of-care screening tutorial** to assist county eligibility workers with their role in the Medicaid long-term care eligibility determination process. Medicaid clients must have a level-of-care assessment done to determine if they qualify for nursing facility care, home and community-based long-term care services, or swing-bed care.



Medical Services Division

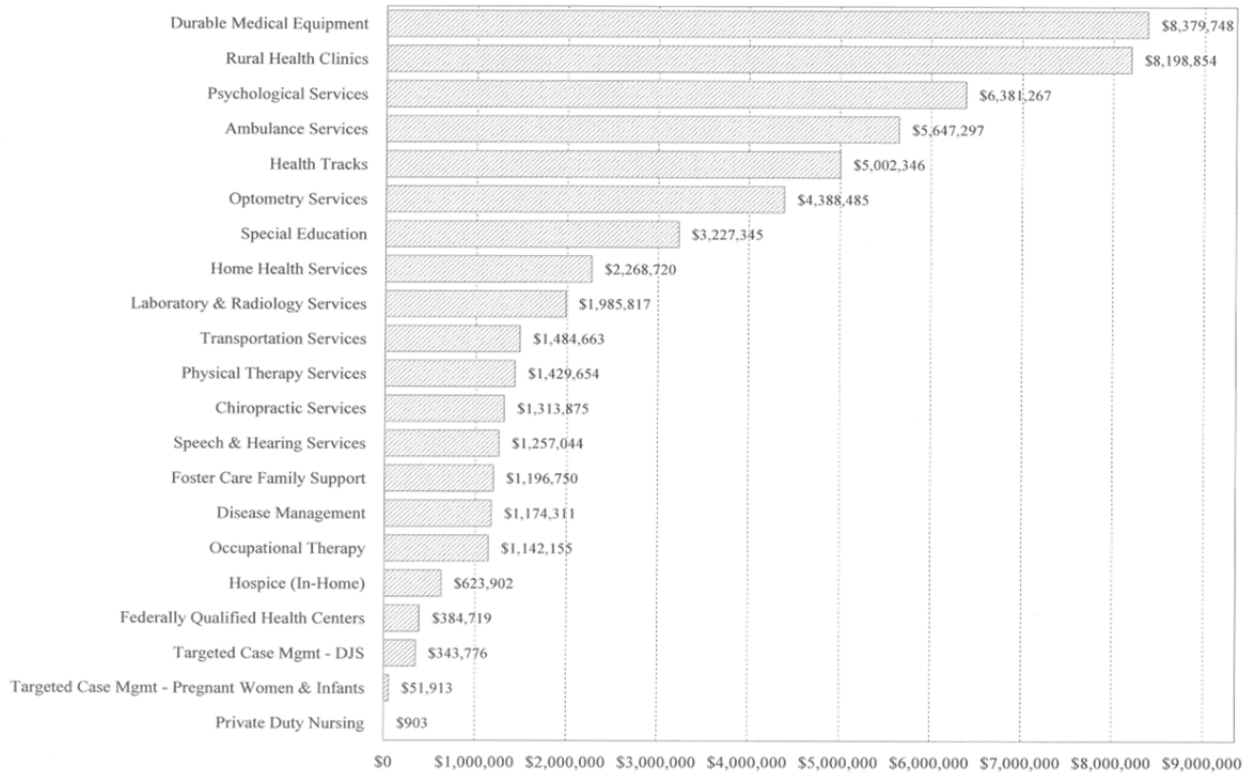
	Funding	Percent
General	\$144,351,632	25.9%
Federal	\$378,906,993	67.9%
Other	\$34,621,581	6.2%
Total	\$557,880,206	100.0%

Medical Services Expenditures 2009-2011 Biennium

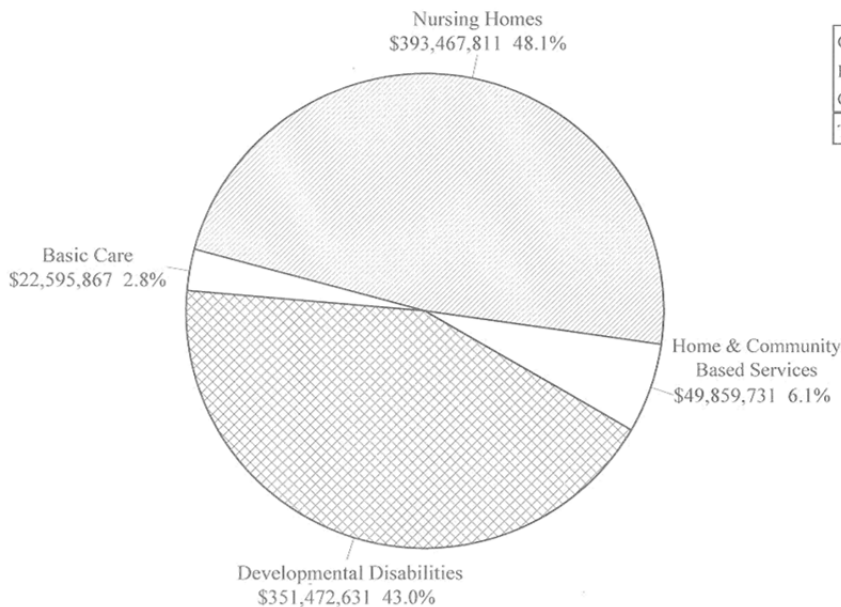


Medical Services Division

Total of "Other" Expenditures (\$55,883,544) 2009-2011 Biennium



Long Term Care Continuum Expenditures 2009-2011 Biennium



	Funding	Percent
General	\$265,124,980	32.4%
Federal	\$545,278,971	66.7%
Other	\$6,992,089	0.9%
Total	\$817,396,040	100.0%

Mental Health & Substance Abuse Services Division

1237 W Divide Avenue, Suite 1C
Bismarck ND 58501-1208
Phone: (701) 328-8920
Toll Free: (800) 755.2719
Fax: (701) 328-8969
N.D. Relay: (800) 366.6888
E-mail: dhsmhsas@nd.gov



JoAnne Hoesel
Division Director, DHS
Cabinet Member

Service Delivery System

The Division provides regulation, grants management, reporting, technical assistance, training, development, and implementation of mental health and substance abuse services. The Division also distributes federal grant funds and oversees the expansion of the recovery model in mental health, recovery support in substance

Accomplishments

- Received a \$125,500 federal grant and collaborated with North Central Human Service Center in Minot to launch a pilot program serving transition-aged youth who have serious mental illness and need help accessing housing, health care, treatment, and employment.

abuse, use of peers in service delivery, adoption of new strategies for the prevention of substance use disorders, and implementation of evidence-based models for effective services outcomes. Public treatment system services are delivered through the State Hospital (acute inpatient services), regional human services centers and through contracts with non-profits providers and Tribes.

Services

- **Administration** of contracted problem gambling treatment and prevention services
- **Administration** of disaster mental health services
- **Administration** of mental health treatment and recovery services
- **Administration** of substance abuse treatment and prevention services
- **Education, training, and research** related to mental health and substance abuse treatment and prevention services
- **Contracting for community-based sex offender treatment** and management
- **Licensing** of substance abuse treatment programs and providers and psychiatric residential treatment facilities
- **ND Prevention Resource and Media Center** (see www.nd.gov/DHS/Prevention)
- **Strategic planning** with the regional human service centers and the State Hospital to guide the delivery of public treatment services
- Facilitation of the **State Review Team**

Mental Health & Substance Abuse Services Division

Accomplishments (continued)

- Contracted for **new therapeutic social and recreational services** for people with traumatic brain injuries as authorized by the 2009 Legislature and subsequently served 27 individuals.
- Launched a legislatively-approved **statewide pre-vocational skills and mentoring program** in 2010 for individuals with traumatic brain injuries. The department contracted with Community Options for Residential and Employment Services, Inc. to provide services.
- Received a \$9.7 million five-year federal **Strategic Prevention Framework State Incentive Grant** in 2010 to advance substance abuse prevention efforts through a comprehensive collaboration involving the Governor's Prevention Advisory Council member agencies, other state partners, the Tribes, communities, and schools. Funds provide expert consultation, support readiness assessments, structured planning, activities promoting healthy behavioral and environmental changes, and the implementation of effective local prevention strategies.
- Transformed from a regional-based system to a role-based prevention system to better identify and implement effective prevention strategies customized to community needs.
- Implemented the **targeted community program for substance abuse prevention** and provided expertise to the Bottineau, Carrington, Minot, and Watford City and the Mohall-Lansford-Sherwood school district. Division experts help each successful community applicant develop effective local substance abuse prevention efforts.
- Worked with the regional human service centers to launch a **new screening tool to identify possible brain injuries** in clients they serve. Results help treatment professionals identify the appropriate treatment approaches and make referrals to specialized service providers.
- Continued to provide training, technical assistance, and funding to foster the adoption and use of **evidence-based practices and models** to improve client and program outcomes.
- Sponsored annual **Alcohol and Drug Summit** conferences for professional development.
- Launched **new alcohol abuse prevention campaigns** such as the *Live your NO* campaign online and at public venues including the ND State Fair and state basketball tournaments to encourage young people to make positive and healthy behavior choices.
- Worked with Tribal officials, service providers, and prevention coordinators to conduct **prevention readiness surveys** on the reservations in North Dakota. Results were shared with Tribal Councils and are helping to guide Tribal prevention programs. Division staff continue to make themselves available as a resource to support Tribal prevention efforts.
- Convened, as authorized by the 2009 Legislature, the **Autism Spectrum Disorder Task Force** to develop a state autism spectrum disorder plan.
- Assisted in the identification and implementation of the use of **mental health screenings** by all Health Tracks screeners and physicians who work with children and adolescents who receive Medicaid benefits.
- Developed a Mental Health Peer Specialist Certification process.

Vocational Rehabilitation Division

1237 W Divide Avenue, Suite 1B
Bismarck ND 58501-1208
Phone: (701) 328-8950
Toll Free: (800) 755.2745
Fax: (701) 328-8969
TTY: (701) 328-8968
E-mail: dhsds@nd.gov



Russ Cusack
Division Director

Service Delivery System

The division provides training and employment services to individuals with disabilities so they can become and remain employed. The Division also provides services to help people with vision impairments remain living in their homes. In addition, division consultants work with employers to solve disability-related issues in the workplace.

Services

- **Vision services**
- **Vocational rehabilitation (VR) services** for clients
- **Rehabilitation Consulting and Services** for businesses
- **Client Assistance Program**
- **Disability Determination Services Unit**

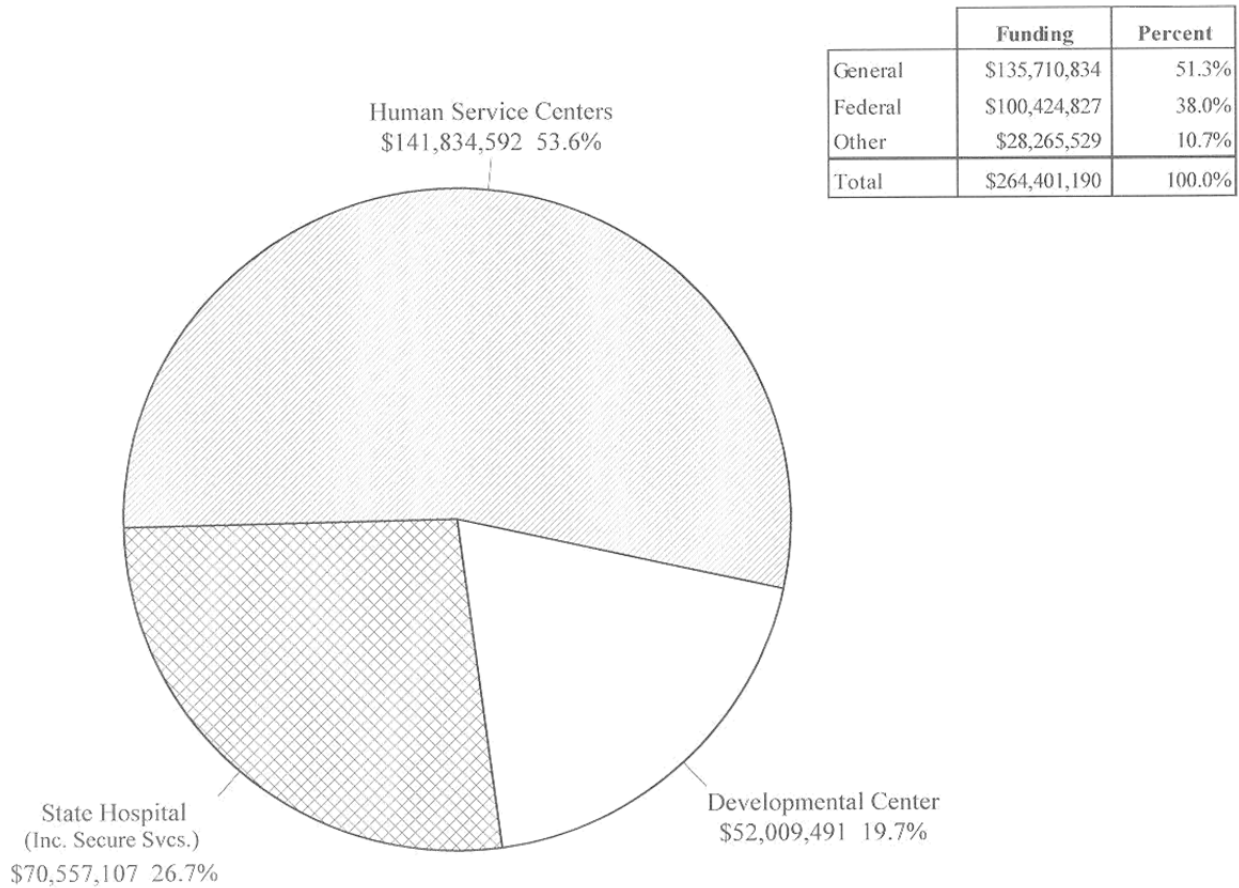
Accomplishments

- Sought input from providers and clients and then collaborated with the N.D. Protection and Advocacy Agency for Client Assistance Program services.
- Helped 1,622 people with disabilities to become employed or to maintain their employment by providing Vocational Rehabilitation services, and assisted 1,599 older adults who had vision impairments (including blindness) to remain in their homes.
- Established vocational assessment service centers in Grand Forks, Fargo, and Minot to provide clients with information to help determine a suitable vocational goal.
- Established business relations specialists in Bismarck, Grand Forks, Fargo, and Minot to inform employers of services available to assist their employees with disabilities to maintain their employment and to promote the benefits of hiring people with disabilities. Staff also worked with employers to give unemployed clients a chance to try different jobs to determine if clients have the necessary skills or need more training to obtain employment.
- Partnered with the State Rehabilitation Council to strengthen relationships with the four Tribal Vocational Rehabilitation programs. The state and Tribal VR agencies host joint staff training and work together to assist American Indians with disabilities to become employed.
- Built a solid relationship with the Department of Public Instruction and helped develop the *Community of Practice*, creating greater coordination and focus on meeting the needs of youth with disabilities who are transitioning from school-based services to adult services.

Field Services Area

- **Regional Human Services Centers**
 - Bismarck – **West Central Human Service Center**
 - Devils Lake – **Lake Region Human Service Center**
 - Dickinson – **Badlands Human Service Center**
 - Fargo – **Southeast Human Service Center**
 - Grand Forks – **Northeast Human Service Center**
 - Jamestown – **South Central Human Service Center**
 - Minot – **North Central Human Service Center**
 - Williston – **Northwest Human Service Center**
- **Institutions**
 - **North Dakota State Hospital**
 - **Developmental Center**

Field Services Expenditures 2009-2011 Biennium



Regional Human Service Centers



Nancy McKenzie
 Statewide Human Service
 Center Director & DHS
 Cabinet Member

Service Delivery System

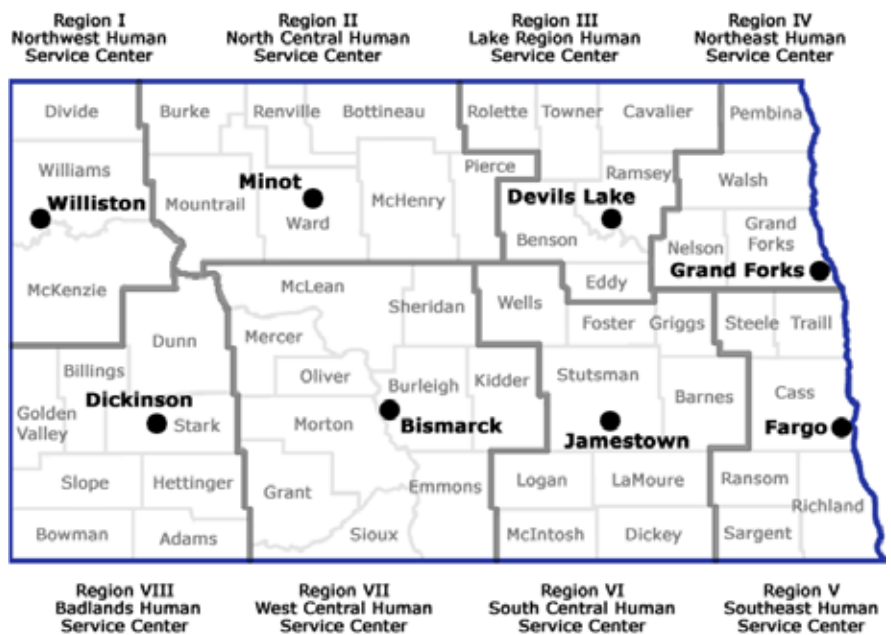
The Department’s eight regional human service centers function as a network of clinics providing an array of community-based services to North Dakotans – many with disabilities - either directly or through contracts with other service providers. Each serves a multi-county area, providing counseling and mental health services, substance abuse treatment, services for people with disabilities, vulnerable adult protective services, and other related services. Human service center employees also provide direction and regulatory oversight of some programs and services provided through county social service offices and other providers.

The human service centers are an important part of the state’s safety net. Fees are adjusted for income, ability to pay, and household size (number of dependents), and insurance is accepted if available.

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



Andrew McLean, MD
 Medical Director



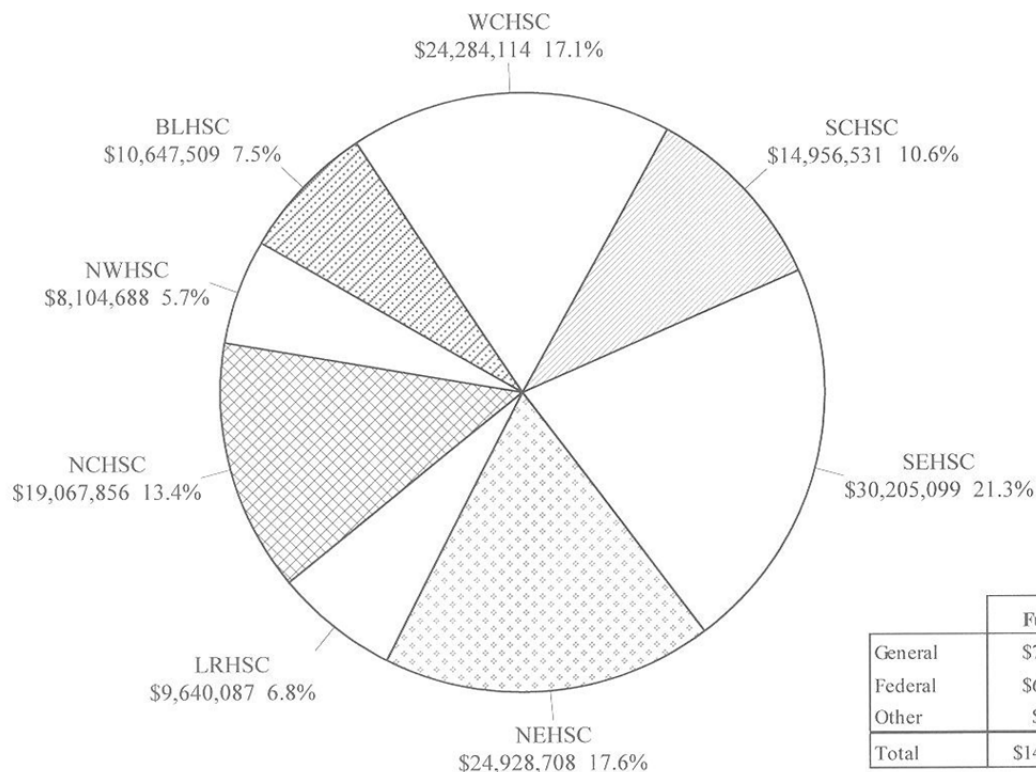
Regional Human Service Centers

Services

Provided directly or through contracts



- **Adult family foster care** provider licensing
- Crisis and outreach **mental health services**
- **Developmental disability case management and related services** such as day supports, residential supports, and extended supports such as job coaches
- **Family Caregiver Support and oversight of Aging Services programs** in the regions
- **Mental health evaluation and treatment services**, care coordination, medication management, residential, and crisis services
- **State Hospital admission screening and referral**
- **Substance abuse evaluation and treatment services** including care coordination, case aide, evaluations, treatment, and residential services
- Supervision and regulatory **oversight of child welfare services** provided by county social service offices
- **Vocational rehabilitation** and vision services
- **Vulnerable adult protective services**
- Other services

Human Service Center Expenditures 2009-2011 Biennium





	Funding	Percent
General	\$70,775,980	49.9%
Federal	\$64,088,471	45.2%
Other	\$6,970,141	4.9%
Total	\$141,834,592	100.0%

Regional Human Service Centers

<p>Bismarck - West Central Human Service Center</p>  <p>1237 W Divide Avenue, Suite 5 Bismarck, ND 58501-1208</p> <p>Director: Tim Sauter</p> <p><i>Counties served for human service programs: Burleigh, Emmons, Grant, Kidder, McLean, Mercer, Morton, Oliver, Sheridan, and Sioux</i></p>	<p>Phone: (701) 328-8888 Toll Free: (888) 328-2662 TTY: (800) 366-6888 (Relay ND) Fax: (701) 328-8900 Crisis Line: (701) 328-8899 OR Toll Free 1-888-328-2112 E-mail: dhschwsc@nd.gov</p>
<p>Dickinson - Badlands Human Service Center</p> <p>300 13th Avenue W, Suite 1 Dickinson, ND 58601</p> <p>Director: Tim Sauter</p> <p><i>Counties served for human service programs: Adams, Billings, Bowman, Dunn, Golden Valley, Hettinger, Slope, and Stark</i></p>	<p>Phone: (701) 227-7500 Toll Free: (888) 227-7525 TTY: (701) 227-7574 Fax: (701) 227-7575 Crisis Line: (866) 491-2472 OR (701) 290-5719 E-mail: dhsblhsc@nd.gov</p>
<p>Devils Lake - Lake Region Human Service Center</p>  <p>200 Hwy 2 SW Devils Lake, ND 58301</p> <p>Director: Kate Kenna</p> <p><i>Counties served for human service programs: Benson, Cavalier, Eddy, Ramsey, Rolette, and Towner</i></p>	<p>Phone: (701) 665-2200 TTY: (701) 665-2211 Fax: (701) 665-2300 Crisis Line: (701) 662-5050 E-mail: dhslrhsc@nd.gov</p>
<p>Outreach Office 113 Main Avenue East, Rolla, ND 58367-0088</p>	<p>Phone: (701) 477-8272</p>
<p>Grand Forks - Northeast Human Service Center</p> <p>151 S 4th St, Suite 401 Grand Forks, ND 58201-4735</p> <p>Director: Kate Kenna</p> <p><i>Counties served for human service programs: Grand Forks, Nelson, Pembina, and Walsh</i></p>	<p>Phone: (701) 795-3000 TTY: (800) 366-6889 Fax: (701) 795-3050 Crisis Line: (701) 775-0525 OR (800) 845-3731 E-mail: dhsnehsc@nd.gov</p>
<p>Outreach Office 5th & School Road, Grafton, ND 58237</p>	<p>Phone: (701) 352-4334 Toll Free: (888) 845-2215</p>

Regional Human Service Centers

<p>Fargo - Southeast Human Service Center 2624 9th Avenue SW Fargo, ND 58103-2350</p>  <p>Director: Candace Fuglesten <i>Counties served for human service programs: Cass, Ransom, Richland, Sargent, Steele and Traill. Day care licensing services are provided to Barnes, Cass, Dickey, Eddy, Foster, Griggs, LaMoure, Logan, Ransom, Richland, Sargent, Steele, Traill, and Wells</i></p>	<p>Phone: (701) 298-4500 Toll Free: (888) 342-4900 TTY: (701) 298-4450 Fax: (701) 298-4400 24-hour Crisis Line: (701) 298-4500 or (888) 342-4900 FirstLink: 2-1-1 Helpline Suicide Prevention: (800) 273-TALK (8255) E-mail: dhssehsc@nd.gov</p>
<p>Jamestown -South Central Human Service Center 520 3rd St NW, PO Box 2055 Jamestown, ND 58402</p> <p>Director: Candace Fuglesten <i>Counties served for human service programs: Barnes, Dickey, Foster, Griggs, LaMoure, Logan, McIntosh, Stutsman, and Wells</i></p>	<p>Phone: (701) 253-6300 Toll Free: (800) 260-1310 TTY: (701) 253-6414 Fax: (701) 253-6400 Crisis Line: (701) 253-6304 E-mail: dhsschsc@nd.gov</p>
<p>Minot - North Central Human Service Center 1015 S. Broadway, Suite 18 Minot, ND 58701</p>  <p>Director: Marilyn Rudolph <i>Counties served for human service programs: Bottineau, Burke, McHenry, Mountrail, Pierce, Renville and Ward</i></p>	<p>Phone: (701) 857-8500 TTY: (701) 857-8666 Fax (701) 857-8555 Crisis Line: (701) 857-8500 OR Toll Free (888) 470-6968 E-mail: dhsnchsc@nd.gov</p>
<p>Williston - Northwest Human Service Center 316 2nd Avenue W, PO Box 1266 Williston, ND 58802-1266</p> <p>Director: Marilyn Rudolph <i>Counties served for human service programs: Divide, McKenzie, and Williams</i></p>	<p>Phone: (701) 774-4600 Toll Free (ND only): (800) 231-7724 TTY: (701) 774-4692 Fax: (701) 774-4620 Crisis Line: (701) 572-9111 E-mail: dhsnwhsc@nd.gov</p>

Accomplishments

- Responded to natural disasters including unprecedented flooding by meeting the needs of clients and contributing meaningfully to community needs by fostering healthy coping and resilience and providing important direct services and referral help to affected individuals. *(See Disaster Response section on pages 3-5 for details.)*
- Launched a **new screening tool to identify possible brain injuries** in clients to help assure the appropriate treatment approaches and referrals to specialized service providers.

Regional Human Service Centers

Accomplishments (continued)

- Responded to **teen suicides, suicide attempts, and traumatic events** by providing clinicians to bolster local mental health resources and assist with grief counseling at schools and in communities. Human service center clinicians provide immediate and follow-up counseling, medication, as well as education on depression, suicide, and related issues such as bullying.

Badlands Human Service Center (BLHSC) – Dickinson, N.D.

- Worked with community partners to hold the 12th annual **High Five Summer Camp** - an eight-week day camp that served about 90 kids referred due to behavioral, emotional, or social problems. Programming focused on social skill development, creativity, and fun.

Lake Region Human Service Center (LRHSC) – Devils Lake, N.D.

- Continued to participate in community **disaster planning and response** efforts to address ongoing flooding in the Devils Lake basin.
- Began providing a **Matrix treatment** program (an evidence-based treatment approach developed by UCLA) at the Rolla outreach site for people with methamphetamine, alcohol, and other drug addictions.
- Began offering new **Day Programming** to support recovery and help clients make healthier lifestyle choices. Programming focused on coping skills related to depression and anxiety, as well as other education, nutrition, and healthy living themes and other areas of interest identified by clients.
- Was recognized by community partners for assisting with the mental health and substance abuse recovery needs of people served by the new Residential Reentry Center at the Devils Lake Law Enforcement Center.
- Started a new adult **Commitment to Change therapy group**, which uses cognitive behavioral therapy to help people address mental health or substance abuse issues related to thinking errors and behaviors.

North Central Human Service Center (NCHSC) – Minot, N.D.

- Started a **pilot program** involving community partners to serve youth ages 14-24 in the seven-county region who have serious mental illness, are transitioning to adult services, and face significant hurdles obtaining housing, health care, mental health treatment, and employment.
- Collaborated with the Domestic Violence Shelter in Minot to develop a **community team to treat offenders** referred by the courts. *Duluth Model* trainers traveled to Minot in August 2010 to train the team and help develop a strong community coalition.
- Coordinated a **Backpack Buddies** program to provide school supplies and/or backpacks to 51 children whose families are served by the Minot center. Most donations were provided by North Central HSC employees.

Regional Human Service Centers

Accomplishments (continued)

Northeast Human Service Center (NEHSC) – Grand Forks, N.D.

- Was recognized along with Grand Forks County Social Services, Lutheran Social Services, and the UND Social Work Department for the PLUS Child Abuse Prevention Program that was named **Program of the Year** at the *2010 Family Based Conference* in Fargo.
- Received a **three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF)** for the Ruth Meiers Adolescent Center (RMAC) a 12-bed residential treatment program for children and adolescents in Grand Forks that is affiliated with Northeast Human Service Center.

Northwest Human Service Center (NWHSC) – Williston, N.D.

- Started an outpatient **Mental Health Walk-In Clinic** to reduce wait times for initial appointments and assure that people with a mental health need are seen immediately to determine if they want and need brief, focused therapy or require a longer-term therapeutic relationship.
- Provided support to **help establish the Consumer and Family Network**, a non-profit run by consumers of mental health services that supports recovery through peer involvement.
- Worked with law enforcement, the state's attorney, other community mental health professionals, the State Hospital, and Trinity Health System, to develop a plan to handle mental health commitments due to the closure of Mercy Hospital's mental health unit in 2010.

South Central Human Service Center (SCHSC) – Jamestown, N.D.

- Effectively managed high water events over the biennium identifying vulnerable adults and working with community partners ensuring health and safety of citizens. These activities included the relocation of Center services in 2009 to higher grounds.
- Worked with community partners to jointly establish a **Parent Resource Center**, to provide community leadership **diversity training**, and to develop community health improvement and wellness promotional events.
- **Expanded Dialectical Behavioral Therapy** options to include adolescent population.
- Participated in **National Institute Addiction Treatment Project** to improve access and treatment outcomes for consumers.

Regional Human Service Centers

Accomplishments (continued)

Southeast Human Service Center (SEHSC) – Fargo, N.D.

- Received American Psychological Association accreditation for its psychologist internship program, making it the **first APA accredited internship program in the state**. This may help N.D. recruit clinical psychologists to address the mental health professional shortage.
- Was selected for a National Council for Community Behavioral Healthcare educational training grant called the "**Collaborative Care Project**" that involved working with the community health care center in Fargo to more effectively treat people by integrating physical and mental health services.
- Began contracting with the Dakota Foundation for an **8-bed residential care unit** in the Dakota Pioneer building to serve individuals diagnosed with substance abuse who meet ASAM criteria for that level of care. This helped address residential bed-capacity needs in the Fargo region.
- Received "**Integrated Dual Disorder Treatment Champions**" award from Ohio Coordinating Center of Excellence in May 2011.

West Central Human Service Center (WCHSC) – Bismarck, N.D.

- Continued **participating in a psychology internship training program** involving the Indian Health Services - Standing Rock Service Unit. Interns do rotations at West Central HSC and other locations along with a major rotation at Standing Rock Reservation locations. The goals are to prepare interns for clinical practice work with rural and underserved populations and to increase the psychology workforce.
- Chaired the new **Multi-Agency Support Team** established in Burleigh County to serve families with complex issues by intervening early and preventing out-of-home placement of children. Team members include the family/legal guardian, Burleigh County Social Services, WCHSC, Bismarck Public Schools, Pride-Manchester House and the Federation of Families for Children's Mental Health.
- Held **annual school supply drives** to assist families and children who receive services at the center. In 2010 alone, employees donated over \$530 worth of school supplies and assisted 30 children ranging from preschoolers to high school seniors.

Institutions

Service Delivery System

The ND Department of Human Services remains committed to providing services in the least restrictive setting. While efforts to transition individuals from institutional to community settings began in the 1980s, those efforts continue. The Developmental Center Transition Task Force works with community providers to address behavioral issues and prevent admissions. The Department's *Money Follows the Person initiative* continues to provide resources and support to help people transition from nursing facilities, the state institutions, and intermediate care facilities for people with developmental disabilities to community-based settings.

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

State Hospital

2605 Circle Drive,
Jamestown, ND 58401-6905
Phone: 701.253.3650
TDD: 701.253.3800
Fax: 701.253.3999
www.nd.gov/dhs/locations/statehospital/

The State Hospital provides specialized mental health and substance abuse treatment services for adults, adolescents, and children who have needs that exceed community resources. Services are provided on an inpatient or residential level to adult psychiatric, chemically dependent, and child/adolescent populations.

The facility has 124 beds for the adult traditional patient population and **operated near full capacity** at times during the biennium due to the need to serve uninsured people transferred from private hospitals or people referred for acute care needs from the regional human service centers. The State Hospital serves as the **inpatient mental health provider for the Devils Lake, Dickinson, Jamestown, and Williston regions** (a 26-county area) because those regions do not have private hospitals that provide inpatient psychiatric services.

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



Alex Schweitzer
Superintendent
State Hospital and
Developmental Center &
DHS Cabinet Member

State Hospital

Services

Adult Traditional Services

- Provides therapeutic and supportive services for adults with serious mental illness or substance addictions.
- Has the capacity to serve 298 inpatients (adults and children) per day.
 - Dedicates 90 of the treatment beds for James River Correctional Center inmates and parolees under the hospital's contract with the Department of Corrections

Child and Adolescent Services

- Provides inpatient and residential services for an average of six children/adolescents per day who have serious emotional disorders and/or serious substance abuse problems.

- Operates eight beds for this purpose and subcontract with the Jamestown School District for educational services.

Secure Unit

- Continues to provide pre-trial competency evaluations and evaluation and treatment services for mentally ill and dangerous individuals from jails and other units of the State Hospital.
- Provides treatment to civilly committed sexually dangerous individuals in the secure unit, which is comparable to a medium security prison
- Has the capacity to serve 76 people, however the sex offender population has stabilized to about 65 due to fewer evaluation referrals and discharges by the courts.

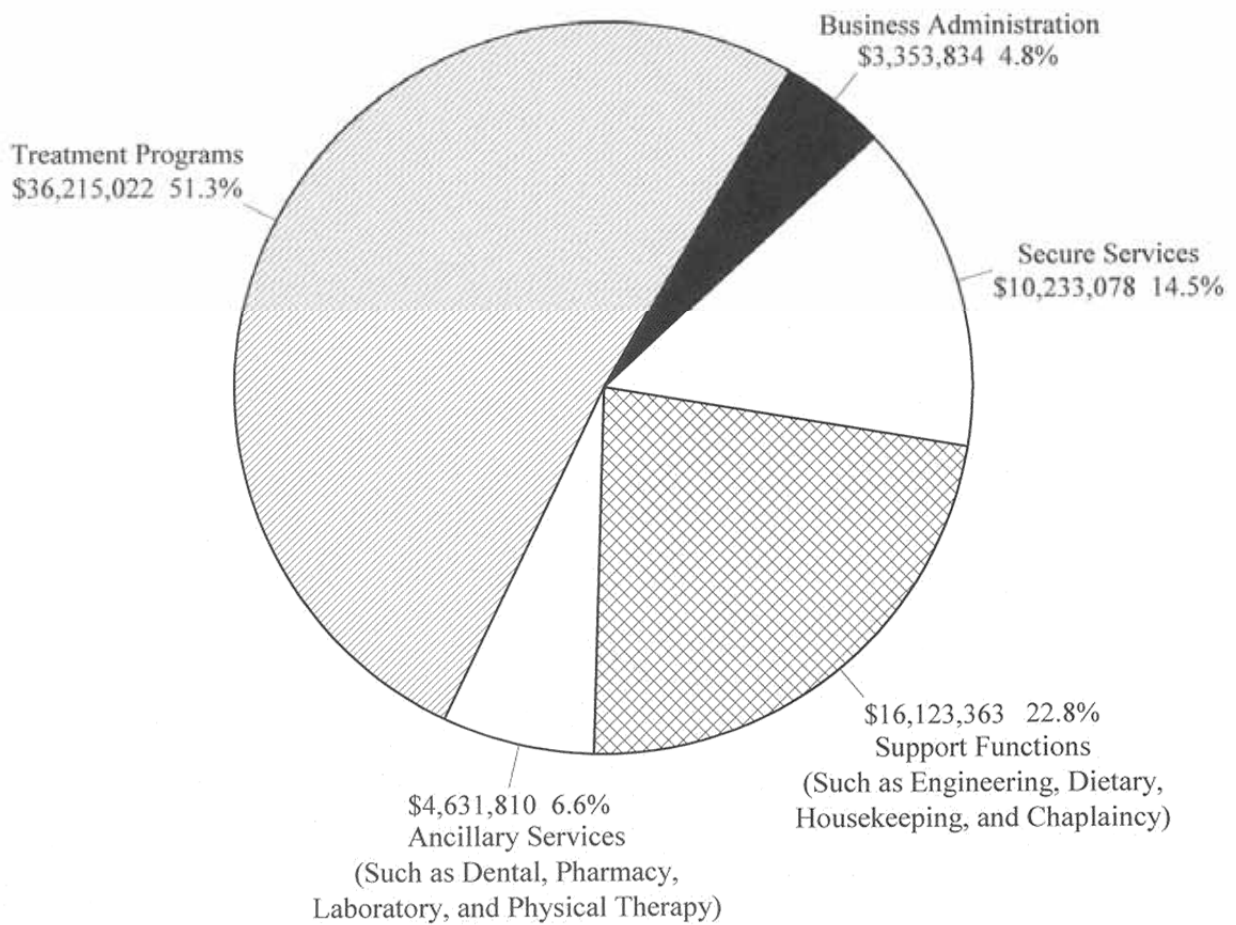
Accomplishments

- Celebrated 125 years of service to the citizens of North Dakota in April 2010.
- Received **full Joint Commission accreditation** (effective May 2010) following a survey review. The accreditation and certification for Medicare and Medicaid assures the public that the hospital meets required standards of quality, safety, and environment of care. The Commission commended hospital staff for their quality of care.
- Opened a **Therapeutic Treatment Mall** for adults with mental illness and started a **Peer Support Program**
- Implemented the **Integrated Dual Disorder Treatment** program for people with co-occurring serious mental illness and addiction
- Changed the way treatment plans are written to assure plans are recovery focused and person-centered
- Received word that the Tompkins Rehabilitation Program ranked in the top six percent of 500 programs surveyed nationwide by the University of Cincinnati comparing the rehabilitation of offenders populations
- Started a community transition program in the sex offender treatment program and enhanced its cognitive behavioral modification program to target anti-social behavior and thinking

State Hospital

State Hospital Expenditures 2009-2011 Biennium

	Funding	Percent
General	\$50,112,700	71.0%
Federal	\$3,880,586	5.5%
Other	\$16,563,821	23.5%
Total	\$70,557,107	100.0%



Developmental Center

701 W 6th Street
Grafton, ND 58237-1379
Phone: (701) 352-4200
Fax: (701) 352-4376
N.D. Relay: (800) 366.6888
<http://www.nd.gov/dhs/locations/developmental/>

The Developmental Center has fully integrated Personal Outcomes into organization practices.
- CQL Executive Summary

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

Staffs at the department's eight regional human service centers handle referrals for **admission** to the center. Developmental Center professionals employed at the Center and based in the regions provide **outreach** efforts including crisis evaluation and consultation in order to help people with disabilities remain in community placements and avoid admission.

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

Services

- Adaptive equipment services
- Adolescent services
- Clinical and health services
- Community supports
- Consultation and evaluation
- Dual sensory impairment services
- Residential services
- Vocational services
- Work and day activity services

Accomplishments

- Participated in a 2010 on-site accreditation visit by the **Council on Quality and Leadership (CQL)**, which involved focus groups with residents and direct care workers and site visits to area employers. Received accreditation for attaining a recognized level of quality of life in the provision of services to people with disabilities. Reviewers commented positively about the progress made in the community life initiatives since their last visit in October 2008.
- Provided **structured residential and support services** to an average of 95 persons per day.
- Launched a new **individualized supportive living arrangement service** and helped three Center residents to move into their own free-standing home on the grounds.
- Received a license to provide **Day Supports**.

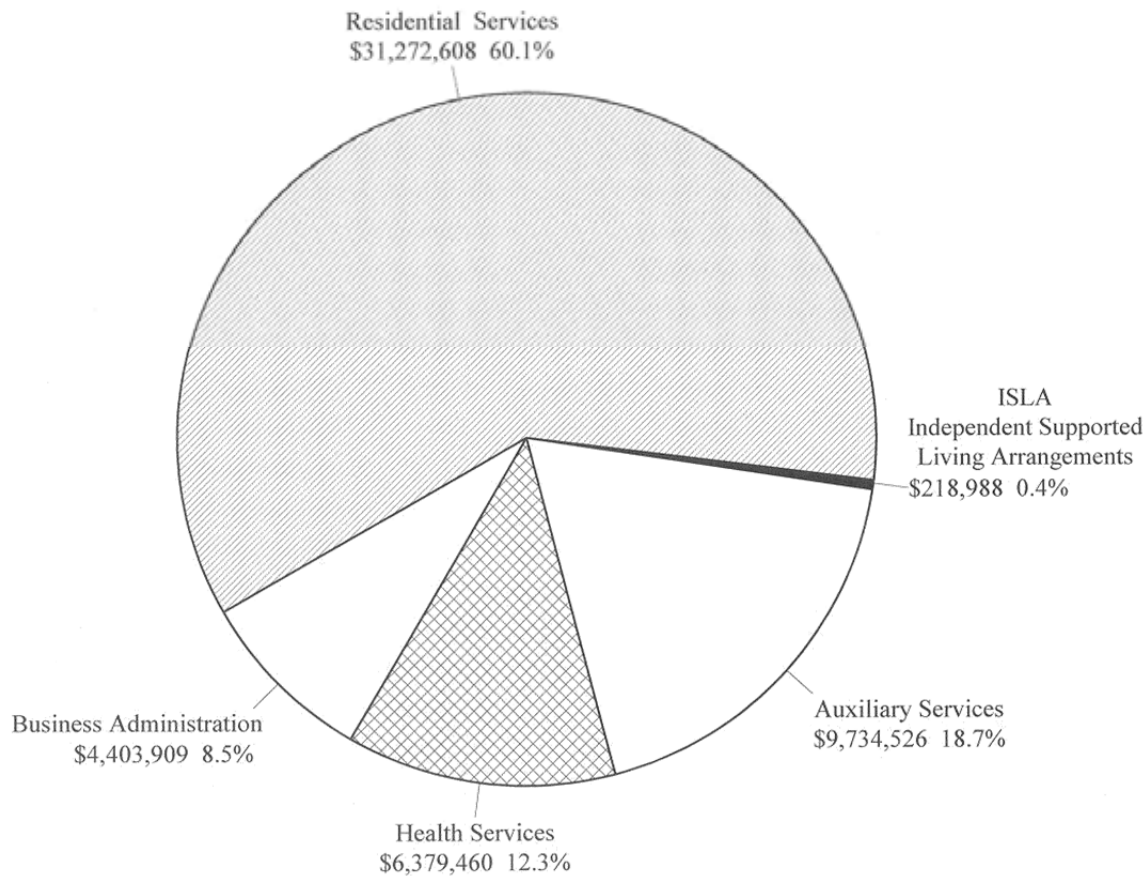
Developmental Center

Accomplishments (continued)

- **Transition Task Force** efforts have assisted in the transition of 55 individuals to less restrictive settings since SFY 2000.
- Launched the **Professional Services Institute** to provide therapy, clinical and adaptive equipment consultation, outreach, and direct services to individuals residing in communities statewide.
- Enhanced the **CARES** function to assist in maintaining individuals with developmental disabilities in their individual homes.

Developmental Center Expenditures 2009-2011 Biennium

	Funding	Percent
General	\$14,822,154	28.5%
Federal	\$32,455,770	62.4%
Other	\$4,731,567	9.1%
Total	\$52,009,491	100.0%



Appendices

- Expenditures 2009-2011 Biennium

**Department of Human Services
Actual Expenditures
2009 - 2011 Biennium**

MD	Subdivision	Salaries and Wages 32510	Operating Expenses 32530	Capital Assets 32550	Capital Construction Carry Over 32551	Grants 32560	HSCs and Institutions 32570	Grants-Medical Assistance 32573	Total	General 32591	Federal 32592	Other 32593	IGT 32596
100	100-15 ADMINISTRATION - SUPPORT	\$9,377,659	\$5,417,570						\$14,795,229	\$7,017,189	\$6,884,709	\$893,331	
100	100-20 INFORMATION TECHNOLOGY SRVCS	\$5,279,039	\$39,833,537	\$7,022	\$8,942,739				\$54,062,337	\$19,473,589	\$32,003,098	\$2,585,650	
100	Management Total	\$14,656,698	\$45,251,107	\$7,022	\$8,942,739				\$68,857,566	\$26,490,778	\$38,887,807	\$3,478,981	
300	300-01 ECONOMIC ASSISTANCE POLICY - GRANTS	\$4,833,565	\$10,629,539			\$266,458,426			\$281,921,530	\$11,490,507	\$255,101,640	\$15,329,383	
300	300-02 CHILD SUPPORT ENFORCEMENT	\$18,232,179	\$3,795,671						\$22,027,850	\$3,368,593	\$14,633,723	\$4,025,534	
300	300-03 MEDICAL SERVICES	\$8,603,624	\$22,077,687					\$527,198,895	\$557,880,206	\$144,351,632	\$378,906,993	\$34,621,581	
300	300-10 LONG TERM CARE							\$817,396,040	\$817,396,040	\$265,124,980	\$545,278,971	\$2,867,583	\$4,124,506
300	300-42 DD COUNCIL	\$147,334	\$65,269			\$767,965			\$980,568		\$980,568		
300	300-43 AGING SERVICES	\$1,306,346	\$13,473,306			\$2,264,946			\$17,044,598	\$2,867,551	\$13,926,252	\$250,795	
300	300-46 CHILDREN AND FAMILY SERVICES	\$2,283,227	\$5,918,109			\$118,325,035			\$126,526,371	\$24,070,441	\$85,665,438	\$16,790,492	
300	300-47 MENTAL HEALTH AND SUBSTANCE ABUSE	\$2,653,079	\$7,144,168			\$2,463,098			\$12,260,345	\$5,668,939	\$6,120,275	\$471,131	
300	300-51 VOC REHAB	\$4,372,822	\$2,693,432			\$22,339,984			\$29,406,238	\$5,101,480	\$24,219,563	\$85,195	
300	300-52 DEVELOPMENTAL DISABILITIES DIVISION	\$1,245,119	\$6,156,273	\$166,860		\$354,803			\$7,923,055	\$3,102,028	\$4,821,027		
300	Program & Policy Total	\$43,677,295	\$71,953,454	\$166,860		\$412,974,257		\$1,344,594,935	\$1,873,366,801	\$465,146,151	\$1,329,654,450	\$74,441,694	\$4,124,506
410	410-71 NORTHWEST HSC						\$8,104,688		\$8,104,688	\$4,430,122	\$3,210,695	\$463,871	
410	410-72 NORTH CENTRAL HSC						\$19,067,856		\$19,067,856	\$9,792,211	\$8,344,824	\$930,821	
410	410-73 LAKE REGION HSC						\$9,640,087		\$9,640,087	\$5,082,106	\$4,316,701	\$241,280	
410	410-74 NORTHEAST HSC						\$24,928,708		\$24,928,708	\$10,611,413	\$12,430,745	\$1,886,550	
410	410-75 SOUTHEAST HSC						\$30,205,099		\$30,205,099	\$15,226,583	\$13,918,856	\$1,059,660	
410	410-76 SOUTH CENTRAL HSC						\$14,956,531		\$14,956,531	\$7,706,773	\$6,486,752	\$763,006	
410	410-77 WEST CENTRAL HSC						\$24,284,114		\$24,284,114	\$12,259,681	\$11,152,293	\$872,140	
410	410-78 BADIANDS HSC						\$10,647,509		\$10,647,509	\$5,667,091	\$4,227,605	\$752,813	
410	Human Service Centers Total					\$141,834,592			\$141,834,592	\$70,775,980	\$64,088,471	\$6,970,141	
4xx	420-00 STATE HOSPITAL		\$1,069,405				\$59,254,624		\$60,324,029	\$39,902,753	\$3,880,586	\$16,540,690	
4xx	421-00 SH SECURED SERVICES						\$10,233,078		\$10,233,078	\$10,209,947		\$23,131	
4xx	430-00 DEVELOPMENTAL CENTER		\$16,947		\$16,947		\$51,942,544		\$52,009,491	\$14,822,154	\$32,455,770	\$4,731,567	
4xx	Institutions Total		\$1,086,352		\$1,086,352		\$121,480,246		\$122,566,598	\$64,934,854	\$36,336,356	\$21,295,388	
	Grand Total	\$58,335,993	\$117,204,561	\$173,882	\$10,029,091	\$412,974,257	\$263,314,838	\$1,344,594,935	\$2,206,625,557	\$627,347,763	\$1,468,967,084	\$106,186,204	\$4,124,506

N.D. Department of Human Services
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Bismarck ND 58505-0250
www.nd.gov/dhs