

**BURLEIGH COUNTY HUMAN SERVICE ZONE BOARD**  
**MEETING MINUTES**  
**December 17, 2024**

The Burleigh County Human Service Zone Board convened a regular meeting at 3:00pm in the Tom Baker Room of the City/County Building. Director Chelsea Flory called the meeting to order.

**Reappointment of Board Members:** Directory Flory confirmed that on December 16, 2024 the Burleigh County Commission reappointed Senator Dick Dever and Trevor Vannett to the Human Service Zone Board, each to serve an additional three-year term. The Burleigh County Commission also appointed Keli Berglund to fill the board's remaining vacancy.

Keli Berglund completed her Oath of Office as presented by Burleigh County Auditor Splonskowski. Berglund provided a brief introduction of herself to the membership.

**Roll Call of the Members:** Commissioner Steve Bakken, Keli Berglund, Senator Dick Dever, Tracy Famias, Jim Hulm, and Director Chelsea Flory present in person.

Absent: Gaylynn Becker and Trevor Vannett. Also present: Tayonne Nachatilo

**Approval of the Minutes:** A copy of the Board Meeting Minutes from September 17, 2024 was previously emailed to the membership. Motion by Commissioner Bakken, second by Senator Dever and unanimously carried to approve the minutes as distributed.

**2025 Board Meeting Dates:** Proposed 2025 Board Meeting Dates were previously emailed to the membership. Motion by Jim Hulm, second by Commissioner Bakken and unanimously carried to approve the 2025 quarterly board meeting schedule as distributed.

**Director's Report:** Economic Assistance Program Manager Gray Lang presented to the membership providing information from September's recent on-site management evaluation review regarding the SNAP program. Lang provided additional information and updates pertaining to the LIHEAP, Childcare Assistance, and Healthcare programs. Lang also provided an update on the unit's recently held All Staff Meeting and information about the unit's current outreach efforts with the local Department of Corrections.

Child Welfare Program Manager Jeremy Smith presented to the membership providing general caseload, program, and staffing updates for the unit as well as an overview of training expectations and other program and community engagement initiatives. Smith also identified areas of focus and development for the various child welfare programs including case management re-design efforts and other program functions.

**Public Comment:** Bismarck City Commissioner Mike Connelly presented to the membership regarding Bismarck's recently passed citizen-initiated measure aimed at saving public transportation. Connelly identified upcoming committee meeting information and objectives for stabilizing and growing the community's transportation services.

**Other Business:** None

**Adjourned:** Director Flory called for the meeting to be adjourned.

**Next Regular Board Meeting:**

Tuesday, March 18, 2025 at 3:00pm in the Tom Baker Room of the City/County Building.

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Tayonne Nachatilo, Business Manager

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Chelsea Flory, Presiding Officer/Zone Director

**BURLEIGH COUNTY HUMAN SERVICE ZONE BOARD**  
**MEETING MINUTES**  
**SEPTEMBER 17, 2024**

The Burleigh County Human Service Zone Board convened a regular meeting at 3:00pm in the Tom Baker Room of the City/County Building. Director Chelsea Flory called the meeting to order.

**Roll Call of the Members:** Gaylynn Becker, Senator Dick Dever, Tracy Famias, Jim Hulm, Trevor Vannett, and Director Chelsea Flory present in person. Absent: Commissioner Steve Bakken and Leslie Percy. Also present: Tayonne Nachatilo

**Approval of the Minutes:** A copy of the Board Meeting Minutes from June 18, 2024 was previously emailed to the membership. Motion by Trevor Vannett, second by Senator Dever and unanimously carried to approve the minutes as distributed.

**Director's Report:** Economic Assistance Program Manager Gray Lang presented to the membership providing information regarding a statewide FNS SNAP Program Audit completed in August with results pending from that review. The Burleigh Zone will also participate in a SNAP Management and Civil Rights review in September. Lang also advised that the LIHEAP system opens for the regular season on October 1<sup>st</sup> for fiscal year 2025. Policy and procedural training will be provided to staff in advance of case processing in preparation for program changes. Lang also provided a brief update on statewide Call Center operations including training and staffing support opportunities.

Lang noted that the Burleigh EA Unit began holding Quarterly All Staff meetings this year allowing for a focus on team building in addition to providing necessary policy updates and other training opportunities. Lang also provided a brief update regarding application processing timeliness improvements as a result of statewide efforts throughout the year. In this regard Director Flory noted that timely processing is a priority focus for Zone Director's in addition to advocating for more direct client access to EBT cards. Flory further highlighted opportunities where zones have engaged in meeting client needs which are unique to their service area.

Director Flory provided a brief report on the Child Welfare Unit including staffing updates, child protection timeliness efforts, efforts to provide continuity of services through a local unification of foster care and in-home case management, as well as evidenced based programming opportunities for parent aide services. Director Flory reviewed the state's Comprehensive Case Coordinator pilot program beginning September 9<sup>th</sup> for dual care coordination services for youth, highlighted initial efforts for the upcoming Case Management Redesign, and identified ongoing efforts of the statewide Continuous Quality Improvement workgroup, CFSR federal review, and other performance measurement focus areas. Director Flory also provided an update regarding targeted case management services and community collaboration efforts and engagement activities.

Director Flory provided further discussion regarding the Zone Director's Association recent position letter issued to the state Behavioral Health division, Children & Family Services division, and Medicaid Services regarding Qualified Residential Treatment Providers and Psychiatric Residential Treatment Facilities which expressed ongoing concerns in securing the appropriate level of care for youth in ND.

**Public Comment:** None

**Other Business:** Trevor Vannett provided a brief update in support of the citizen driven Public Transportation Measure which aims to support public safety and public transportation. This measure will appear as City Measure 1 in November election.

Director Flory identified upcoming board member term expirations and reviewed the process required for the filling of or reinstatement of those vacancies by the Burleigh County Commission.

**Adjourned:** Director Flory called for the meeting to be adjourned.

**Next Regular Board Meeting:**

Tuesday, December 17, 2024 at 3:00pm in the Tom Baker Room of the City/County Building.

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Tayonne Nachatilo, Business Manager

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Chelsea Flory, Presiding Officer/Zone Director

**BURLEIGH COUNTY HUMAN SERVICE ZONE BOARD**  
**MEETING MINUTES**  
**JUNE 18, 2024**

The Burleigh County Human Service Zone Board convened a regular meeting at 3:00pm in the Tom Baker Room of the City/County Building. Director Chelsea Flory called the meeting to order.

**Roll Call of the Members:** Gaylynn Becker, Senator Dick Dever, Tracy Famias, Jim Hulm, Leslie Percy, Trevor Vannett, and Director Chelsea Flory present in person. Absent: Commissioner Steve Bakken. Also present: Tayonne Nachatilo

**Approval of the Minutes:** A copy of the Board Meeting Minutes from March 19, 2024 was previously emailed to the membership. Motion by Jim Hulm, second by Trevor Vannett and unanimously carried to approve the minutes as distributed.

**Director's Evaluation:** Director Flory presented her annual performance evaluation as previously distributed to the membership upon completion by Tracy Famias and Commissioner Bakken on behalf of the Human Service Zone Board and in collaboration with the Department of Health and Human Services leadership specific to fiscal, human resources, and zone operations. Flory provided a brief overview of goals set for the next review period. The membership further discussed their support for Director Flory's efforts over the past year. Motion by Leslie Percy, second by Gaylynn Becker and unanimously carried to approve the evaluation as distributed.

**Director's Report:** Director Flory presented the opportunity for the zone's program managers to continue addressing the board membership directly at future board meetings as was done in March. With support from the membership, these presentations will continue.

Director Flory provided a brief report on the Economic Assistance Unit including "March Madness" and continued efforts to eliminate program backlog, operational and staffing strategies to address workflow needs along with current program statistics. Flory also addressed the client service Self Service Portal in regard to recent on-site client testing for process improvements and end-user functionality. Flory then reiterated the intent for EBT card issuance to be facilitated again at local zone offices under a hybrid model to still allow for vendor issuance and mailing of EBT cards in addition. Flory also noted the current Summer EBT program available to school-aged children eligible for free and reduced price meals during the summer months

Director Flory provided a brief report on the Child Welfare Unit including general staffing updates, caseload statistics, process, program and training efforts. Flory noted that the Department of Health and Human Services is now beginning an 18-month commitment toward a case management program redesign effort to maintain continuity between foster care and in-home case management

services. Flory highlighted efforts in collaboration with ICWA and the Native American Training Institute to better serve the population group. Flory also provided an update regarding the zone's efforts and intent to pursue Medicaid billable Targeted Case Management services practices.

**Financial Report:** Director Flory referred to the financial report as distributed to identify the zone's 2024 annual budget and recalculated budget.

**Public Comment:** None

**Other Business:** Director Flory discussed board meeting structure recommendations and reiterated the intent for zone program managers to provide presentation to the membership at future meetings, in addition to the potential for the agency's program partners to present on collaboration efforts. No other recommendations were presented.

**Adjourned:** Director Flory called for the meeting to be adjourned.

**Next Regular Board Meeting:**

Tuesday, September 17, 2024 at 3:00pm in the Tom Baker Room of the City/County Building.

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Tayonne Nachatilo, Business Manager

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Chelsea Flory, Presiding Officer/Zone Director

**BURLEIGH COUNTY HUMAN SERVICE ZONE BOARD**  
**MEETING MINUTES**  
**MARCH 19, 2024**

The Burleigh County Human Service Zone Board convened a regular meeting at 3:00pm in the Tom Baker Room of the City/County Building. Vice Presiding Officer Tracy Famias called the meeting to order.

**Oath of Office:** Commissioner Bakken was presented with and signed his oath of office as presented by Burleigh County Auditor Splonskowski.

**Roll Call of the Members:** Gaylynn Becker, Senator Dick Dever, Jim Hulm, Leslie Percy, Trevor Vannett, Tracy Famias, and Commissioner Steve Bakken present in person.  
Absent: Director Chelsea Flory Also present: Tayonne Nachatilo

**Approval of the Minutes:** A copy of the Board Meeting Minutes from December 19, 2023 was previously emailed to the membership. Motion by Gaylynn Becker, second by Commissioner Bakken and unanimously carried to approve the minutes as amended for the spelling correction of Commissioner Bakken's name on line four.

**Director's Report:** Economic Assistance Program Manager Gray Lang presented to the membership, providing staffing updates and information regarding upcoming changes to the operating structure, program assignments, and processing activities of the statewide unit. Lang also provided information regarding caseload statistics, workforce efforts, programmatic measurements, and other general program updates.

Child Welfare Program Manager Jeremy Smith presented to the membership providing general updates regarding staffing, caseload and program statistics, training efforts, and other community and collaborative efforts. Smith also provided information regarding programmatic measurement efforts, unit and workforce goals, and other general program updates.

**Public Comment:** None

**Other Business:** None

**Adjourned:** Vice Presiding Office Tracy Famias called for the meeting to be adjourned.

**Next Regular Board Meeting:**

Tuesday, June 18, 2024 at 3:00pm in the Tom Baker Room of the City/County Building.

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Tayonne Nachatilo, Business Manager

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Chelsea Flory, Presiding Officer/Zone Director