



## **Official Proceedings of the Buffalo Bridges Human Service Zone Board – January 2, 2024**

At 11:02 a.m., Zone Director, Mandi Freije called the regular meeting (In person and via Teams Meeting) of the Buffalo Bridges Human Service Zone Board to order. Zone Board Members, Allison Swenson, Tracy Johnk, Levi Taylor, Gayle Nelson, and Shawn Olauson were present. Absent was Tom Overn,. Also, present was Wanda Larson.

Johnk made a motion, seconded by Olauson, to approve the presented minutes. Roll call vote taken. Motion carried.

Olauson made a motion to approve the presented vouchers, seconded by Taylor. Roll call vote taken. Motion carried.

Freije informed the board that remote working began today, January 2, 2024. Freije went through telecommuting contracts with the staff who will be working remotely. In the Jamestown office there are only a few child welfare and eligibility workers who will be working remotely. In the Valley City office all but two eligibility workers will be working remotely and most of the child welfare workers will be working remotely.

Freije told the board that next week she will be at director's meetings and the Economic Assistant division will be there to address challenge such as clients not getting benefits timely and staffing issues. At this meeting they will be working to find a solutions. Freije also informed the board that in the beginning the call center began with 16 staff members but now they are projecting 30 workers will be needed. Freije also went over the number of calls and averages per day for the time period of November 27 – December 1, 2023.

Freije informed the board of a grievance Buffalo Bridges received on an open child welfare case. This was a level 2 grievance. It is anticipated this individual will proceed with a level 3 grievance which will then involve zone board members, and a representative from the state.

Freije updated the board on a complex youth that has been in placement for the past 16 months. This youth is no longer in placement. Freije told the board that weekly meetings will be held regarding this youth. Freije will keep the board posted on this youth.

The February 6, 2024, Zone Board meeting will be held both in person and virtually through Teams.

At 12:17 p.m., Olauson made a motion to adjourn the meeting, seconded by Nelson. Motion carried.

ATTEST:

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Mandi Freije, Zone Director

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Gayle Nelson, Secretary