



Official Proceedings of the Buffalo Bridges Human Service Zone Board – July 1, 2024

At 11:05 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, Tracy Johnk, Jerry Bergquist, Cole Conley, Gayle Nelson, Allison Swenson, Tom Overn and Shawn Olauson were present. Also present was Wanda Larson.

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

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

Freije informed the board of the Courageous Case Management Site visit that occurred on June 25th and 26th. Field Service Specialists came to the Jamestown office to sit in on a family team meeting and go over the Safety Framework tool. Field Service Specialists and case managers formed into groups and went through 20 cases to determine if we were accurate on the level of family intrusion level and determined if we had the correct safety plan in place for families.

Freije updated the board on the Customer Support Call Center. She told the board that call center has different hubs for hiring staff. One zone is needed to do 5 – 7 hires at a time. Buffalo Bridges has volunteered to be the hiring hub this time and will be hiring 5 call center workers. These will be remote positions with the option to work in the office. We currently are advertising for this position. Once we hire Buffalo Bridges will be responsible for providing the necessary equipment.

Freije told the board that we have purchased another zone vehicle for the Jamestown office. This vehicle is a GMC Terrain (all-wheel drive) and was purchased from Wilhelm's. The new zone vehicles will be traded in at 100,000 miles.

In other business Freije informed the board that Stutsman County Commissioners granted July 5th as an office closure. This closure includes both Stutsman and Barnes offices. Call Center employees follow a holiday rotation schedule and if scheduled they would need to take a different day off during the holiday week.

Freije also informed the board that the 2024 salary guidance has been received, and staff will get their wage increases on July's payroll.

The zone directors completed evaluation was discussed by Nelson.

The August 5, 2024, Zone Board meeting will be held both in person and virtually through Teams.

At 11:55 a.m., Nelson made a motion to adjourn the meeting, seconded by Bergquist. Motion carried.

ATTEST:

Mandi Freije, Zone Director

Gayle Nelson, Secretary