

Three Rivers Human Service Zone Board
Meeting Minutes
Three Rivers Human Services Board Room
Mandan
210 2nd Ave NW
November 20, 2025

Meeting Call to Order:

- Dennis called the meeting to order at 10:01 AM

Roll Call:

Mandan: Dennis Meier, Jackie Buckley, Lori Flaten, Rose Mary Lawson, Heidi Peltz, Karen Rohr

Absent: Dawson Holle,

Carson: Gerard Kraft,

Absent: Marty Meyer

Fort Yates: John Pretty Bear (Phone)

Absent: Ken Snider

Others present: Jodie Leier, Mandy Garrett, Jenny Wetsch, Tracy Mertz, Vince Gillette

Approval of Agenda

- Moved by Jackie Buckley to approve the agenda seconded by Gerard Kraft. Motion carried.

Approval of Minutes of October 16, 2025

- Moved by Karen Rohr to approve the minutes from October 16, 2025, seconded by Heidi Peltz. All in favor. Motion carried.

Review and Approval of October 2025 Bills:

- Lori Flaten and Jackie Buckley came early to review the bills.
- Discussed the service fees on CC payments to funeral homes. We are working with Dawn to make ACH payments to the local funeral homes that have systems that automatically charge service fees for the use of credit card payments.
- Moved by Lori Flaten, seconded by Jackie Buckley to approve the bills as presented. With a unanimous roll call vote the bills were approved.

Name	Roll Call	Bills Approved
Jackie Buckley	P	Y
Lori Flaten	P	Y
Rosemary Lawson	P	Y
Heidi Peltz	P	Y
Marty Meyer	A	A
Gerard Kraft	P	Y
Ken Snider	A	A
John Pretty Bear	P (Phone)	Y
Dennis Meier	P	Y

Karen Rohr	P	Y
Dawson Holle	A	A

Budget Review

- Dennis went over October Financials.
- Dennis Meier, Jodie Leier, Jason Coffey, Kristen Harsbargen and Joelle Hammer did a year end budget review. TRHSZ is operations well below our projected spending.
- We are considering vehicle repairs, office supplies, desks, chairs, more computer replacements, and the review of special requests before the end of the year.
- Discussion during the budget review on utilizing SPF funds to help with circumstance of food insecurity due to the government shutdown. Also, it was brought up if client aid could be used to assist the elderly. Donna Auckland was looking into this, but the November benefits have since been made whole with the government re-opening.

Vince Gillette- Three Rivers Human Service Zone Tribal Liaison Report

- There are approximately 50-60 SRST foster children placed in ND foster homes that Vince helps to facilitate visits.
- Standing Rock currently has 17 ND IV-E cases and 16 SD IV-E cases in ND Foster Homes.
- Vince spends a lot of time dealing with Medicaid payment issues for both ND and SD Foster children.
- ND Tribes FMAP for new fiscal year 2026 rates have not been released yet and new contracts are being sent out.
- Keeping the Culture Alive class will have the third class at the Mandan Library tonight from 6-8 pm. The next presenter is Dakota GoodHouse, a professor at UTTC is presenting story telling.
- Vince continues to track the Indirect Expenses for Fort Yates for Jodie Leier to report to the state.
- Vince did 11 Foster Care visits for SRST, and 2 F2F for TRHSZ. Two were in Garrison.
- Vince continues to work on the project of updating the TCM (Targeted Case Management Billing).
- We have been shorthanded in the foster care side, so he is helping with visits and transportation.
- Chelsea Flory from Burleigh asked for assistance in transporting. Dennis and Vince offered but they declined their assistance.

Mandy Garrett – Income Maintenance/Eligibility Supervisor

Three Rivers Zone Office Information

- Current Openings: EW I position was transferred to us from Burleigh. We will be interviewing 4 applicants.
- Great Plains Food Bank is providing our zones with 1 pallet of 84 boxes per office. We are reworking the criteria to receive these boxes since the government reopened.
- Medicaid
 - Total Households: October 2025 – 4174
 - Total Individuals: October 2025 – 7056
 - Total Benefits: N/A
- SNAP
 - Total Households: October 2025 - 1593
 - Total Individuals: October 2025 - 3545

- Total Benefits Paid: \$632.4K
- LIHEAP
 - Total Households: October 2025 – 223
 - Total Individuals: October 2025 – 564
 - Total Benefits: \$14.4K
- TANF (Temporary Assistance for Needy Families)
 - Total Households: October 2025 – 90
 - Total Individuals: October 2025 – 225
 - Total Benefits: \$58.8K
- Childcare Assistance Program
 - Total Households: October 2025 - 161
 - Total Individuals: October 2025 – 496
 - Total Benefits: \$229.8K
- Call Center Stats
 - Total Calls Received: October 2025 – 26,042
 - Answered Calls: October 2025 – 17,431
 - Abandoned Calls: October 2025 – 7,371
 - Average Wait Time: October 2025 – 10 minutes
 - Average Talk Time: October 2025 – 9 minutes
- Swim Lanes
 - Partial SNAP benefits were issued to clients on 11/6/25 with the full amount issued by 11/17/25.
 - A little bit of backlog on queues. We turned staff to pt time, and it is easier to see the backlogs.
- Support Specialists (Statewide)
 - Nothing to report. There is no backlog.
- Call Center Information
 - Started seeing an increase in calls on 11/7/25 due to partial benefits.
 - Anyone who had Genesis installed was asked to assist with calls along with the on-demand team helping for a while.
 - Currently there are 5 CSC positions available throughout the state.
- Foot traffic in the three offices has been monitored since May 2024.
 - Sioux County 209 in October.
 - Grant County 43 in October.
 - Morton County 337 in October.

Jenny Wetsch – Child Protection

See the attached Statistical information which was presented during the meeting.

- 90 total reports in October: 1 Report in Grant County and 0 Reports for Sioux County.
 - 52 assigned as Full.
 - 1 ATP Assessments.
 - 38 Administratively Assessed or Administrative Referrals.
 - 0 Alt Response.
 - 1 Substance Exposed Infant (SEI).
 - 1 Child Sex Cases
 - 0 Prenatal Drug/Alcohol Cases
 - 0 Courtesy Interview Requests from other zones/1 Law Enforcement

- 0 Conflict cases for another Zone
- RSR took 5 cases for us in October, not included in our 90. RSR and Grand Forks were here for 4 days each and they were really helpful.
- Dakota Central is helping us in November but not during Thanksgiving week and will help the first two weeks of December. They will take up to 4 cases a week.
- McKayla VanSteenVoort started Nov 11. She is still shadowing staff.

Tracy Mertz-Foster Care/In Home

- See the attached statistical information which was presented during the meeting.
- Currently we have 73 cases.
 - 57 Foster Care (counted by child)
 - 16 In-Home Cases, ICPC, Courtesy Case Management & Home Study's
 - 34 Foster Homes/PATH
 - 4 QRTP/PRTF (1 DD GH)
 - 11 Relative Care
 - 8-18+
 - 0-YCC

Child Welfare Unit Updates

- Monique Gladue has accepted the FC position and started on Nov 10.
- Child Welfare is still advertising for the CFS director. This hasn't affected us a lot.
- Emily O'Brien, deputy director will assume Traynor's position.
- Case management redesign will begin in January.
 - There will be training in December
 - Preparing for the Oceans rollout.

Eligibility Updates

- At the director's meeting we were trying to think of ways to provide more effective and efficient services. We will be facing hefty fines if we don't improve as a state.
- Considering an overlap in all work groups so EWs would be trained in all programs except TANF. They need to decide as Zone Directors to support this.
- NDZDA voted to explore a 1 call resolution to meet clients' needs. EW's would work on all programs and take calls, except for TANF. Zone Directors feel this is an option that needs to be explored.
- Currently New Hires 1st learn Medicaid, 2nd learn SNAP and then move on to other programs. This process is also going to be explored further.
- Discussion about EW workers needing to fix their own errors and be held accountable for the learning process.

SNAP Updates

- There has been false news spread that everybody had to re-apply for SNAP. It is only those that closed their SNAP cases so they could get commodities would need to reapply. If they receive the commodities they must wait 30 days to reapply. If they didn't receive commodities they could reapply right away.
- John PrettyBear shared how Ft Yates has been proactive with the current government shutdown which has allowed them to open a couple of new food pantries on the school side through a grant received and Great Plains Food Pantry. They are doing some events for families where a hot meal is served 1x a month.

The school will be handing out Thanksgiving turkey baskets. They received a donation of \$2,000 to their food pantry.

Zone Director Job Description Review

- Went over Dennis' job description as the state is requesting these get updated due to how these positions have evolved since becoming zones. Supervision of staff 45%, Fiscal Accountability 20%, Program Oversight 25%, and Agency Responsibilities 10%.

Other:

- Update on the Mission Vision and Values with Jason Matthews.
 - The alignment team has met for the 2nd time. Jason said it is a good group and things are progressing.

Adjourn:

- Moved by Gerard Kraft, seconded by Rosemary Lawson to adjourn the meeting at 11:34 AM. All in favor. Motion carried.

Next Meeting December 18, 2025 – 10 AM, Mandan

Respectfully Submitted,



Jodie Leier

Fiscal Services

Three Rivers Human Service Zone