



Official Proceedings of the Buffalo Bridges Human Service Zone Board – February 6, 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, Jerry Bergquist, Cole Conley, Gayle Nelson, and Shawn Olauson were present. Also, present was Wanda Larson, Jessica Alonge and Sean Ryan.

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

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

The two new board members were introduced to the board. County commissioner Jerry Bergquist replaced Levi Taylor on the zone board and Senator Cole Conley joined the board. Existing board members introduced themselves and briefly talked about themselves.

Freije handed out a copy of the zone's organizational chart and will provide the board with a copy of the state's organizational chart once it has been updated.

Sean Ryan, Eligibility Supervisor presented the board with a PowerPoint that outlines Eligibility updates with upcoming changes and recent changes to the eligibility unit. He explained each slide and answered questions regarding the slides.

Freije updated the board on our challenging foster youth and will continue to update the board on this youth.

In other business, Freije also told the board that the grievance discussed during the January meeting has been sent in as a level 3 grievance. If it meets the criteria for a level 3 a board member will be contacted.

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

At 12:36 p.m., Olauson made a motion to adjourn the meeting, seconded by Bergquist. Motion carried.

ATTEST:

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Mandi Freije, Zone Director

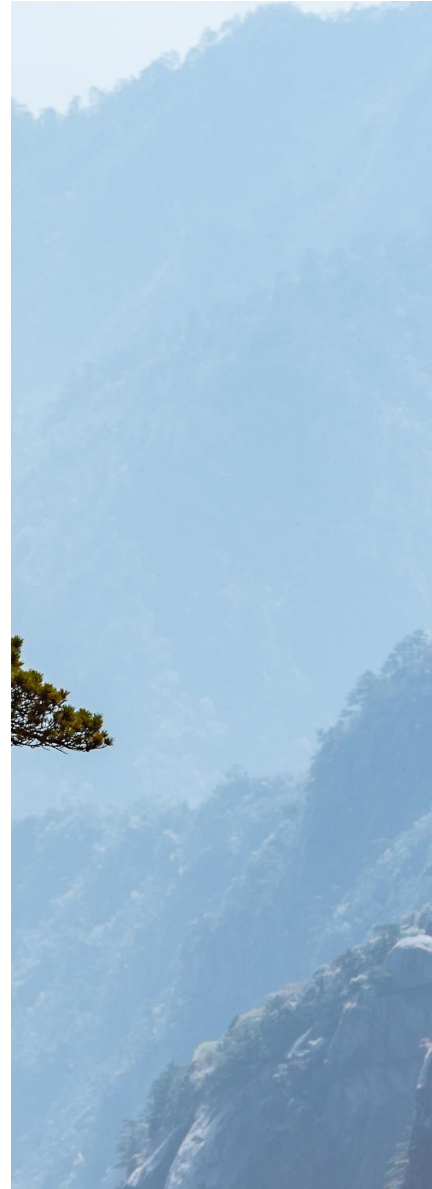
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Gayle Nelson, Secretary




# Eligibility Updates

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# Quick intro to Eligibility

HCC (Health Care Coverage: Medicaid, Medicare Savings Program, 1915i{Mental health Services})



SNAP (Supplemental Nutrition Assistance Program, formally known as Food Stamps)



CCAP (Child Care Assistance Program)



LIHEAP (Low Income Home Energy Assistance Program)



TANF (Temporary Assistance for Needy Families)

Upcoming or  
Recent  
changes

Processing Cases Statewide

SWAT

Merging Lane 2 and 3

# Processing Cases Statewide

Began in mid October as way to spread out work across the state.

Has helped relieve stress on Regions that were still seeing large amounts of work in specific target areas and provided work to areas where there was capacity.

Led to more cooperation statewide in addressing backlog issues and consolidation of understanding of processes and procedures.

# SWAT

Is a program that we are utilizing to address missed interviews.

Have a team of workers across the state who are available to with short notice take over calls from the Call Center to complete interviews. These workers also take over those cases until completed.

This has assisted with completing many application and preventing clients from having to reschedule interviews over and over. Also prevents unnecessary resubmissions of applications. 413 out of 688 January 2024

## Merging Lanes

Merging of Lane 2 (SNAP and HCC) and Lane 3 (CCAP, Liheap, SNAP, HCC)

This will allow more workers to help with the large influx of cases we receive September thru November for Liheap, which is a major cause of our back log.

We are working on getting everyone trained in on LIHEAP now, good news majority of our Region is already trained in LIHEAP.

CCAP would go to Lane 4 (TANF and everything else)

# Backlog

Not as significant as last year (October –December, main contributor is this is the beginning of LIHEAP season, LIHEAP applications don't come on their own)

Have made a lot of head way in January thanks to some overtime and some capacity in other lanes.

Opening statewide has helped to spread the work out over more workers, preventing Regional bottlenecks.

The merging of Lane 2 and Lane 3 will further assist to prevent next year.



# PHE Unwinding

Still underway, will wrap up in June.



June.

Aug. 2024

Should know the full impact as far as the amount of continuing active cases in August 2024.

# Call Center

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Avg Decline 5 min

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Avg call time (Tier 1) 8 min

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Avg call time (Tier 2) 15 min.

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Are hiring directly for CSC and will train in on eligibility.

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Avg 11000 calls weekly, 1000+ a day.

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Questions