

ATTACHMENT B

Outreach Information
DHS Regional Human Service Centers
December 2011

Region I: Northwest Human Service Center (Williston)

Psychiatric Services:

- Telemedicine visits with psychiatrist for Child and Adolescent issues.
- Clinical Nurse Specialist (CNS) provides outreach services to the Williams County Correctional Center.
- CNS holds outreach clinics in Crosby and Watford City monthly and clinic consults with local nursing homes.

Therapy Services:

- Outreach services to Crosby, Tioga, Ray and Watford City on a regular basis. Watford City and Crosby have full time outreach staff that travel to the very rural communities such as Ray, Tioga, Alexander, Arnegard and Mandaree.

Case Management Services:

- Case managers for individuals with serious mental illness (SMI) travel to meet with clients and facilitate medical appointments as needed.

County Supervision Services:

- The Children and Family Services regional representative attends child protection team and child and family team meetings in Crosby and Watford City weekly.

Region II: North Central Human Service Center (Minot)

Psychiatric Services:

- CNS provides outreach to the Ward County Correctional Facility weekly.
- Telemedicine appointments with psychiatrist as needed.

MEMORANDUM FOR THE RECORD

On 10/10/54, the following information was received from the [redacted] regarding the [redacted] of the [redacted] in the [redacted] area.

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Therapy Services:

- Outreach services to Stanley, Bottineau, Rugby, Parshall and New Town on a regular basis. Renville and Burke counties request outreach services as needed.
- Bottineau has a full-time outreach staff and Rugby has a 20-hour part-time staff.

Case Management Services:

- Case managers (SMI) travel to rural communities to check on clients and facilitate appointments.
- Case managers for individuals with developmental disability (DD) visit group homes in Stanley, New Town and Tioga.

County Supervision Services:

- Children and Family Services representatives travel to attend child protection and child and family meetings in Mountrail, McHenry and Pierce Counties on a weekly basis.

Other:

- Direct time and client satisfaction is monitored and assessment is completed to ascertain the need for additional outreach time for the Williston and Minot regions.

Region III: Lake Region Human Service Center (Devils Lake)

Psychiatric Services:

- Psychiatrist travels to New Rockford and Lakota monthly to provide services to nursing homes. In the very near future this service will be provided by telemedicine.

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- One psychologist travels to Rolla approximately once per month or as needed to complete psychology evaluations.
- Psychiatrist does Title XIX reviews throughout the region by laptop.

Therapy Services:

- A fully staffed outreach office in Rolla – the staff includes one administrative staff, one DD program manager, 1.5 therapists, 3.5 licensed addiction counselors (LAC's) and one extended care case manager.
- Therapists travel weekly to New Rockford and tribal social services at Belcourt.
- One therapist travels weekly to Rolla to provide therapy.

County Supervision Services:

- Children and Family Services representatives provide county supervision services in each county of the region on a monthly basis.

Region IV: Northeast Human Services Center (Grand Forks)

Psychiatric Services:

- One psychiatrist spends every Tuesday in the Grafton outreach office and one psychiatrist spends Thursday mornings at the Developmental Center and Thursday afternoons at the Grafton Outreach office.
- Extended Care case manager travels to Grafton outreach office weekly and mental health technicians travel there 2-3 times per week.
- Telemedicine is used occasionally in Grafton for follow-up doctor visits and Title XIX screenings; all NE medical providers have now been equipped to do Telemed from their Grand Forks office to the Grafton office, so the plan is to increase utilization.

Therapy Services:

- Outreach clinic in Grafton on the campus of the Developmental Center. Staff includes; one psychologist, two DD program managers, two administrative staff, one nurse/extended care case manager, one therapist, one partnership person and one in-home therapist/clinician,
- Vocational Rehabilitation (VR) travels to Grafton 2-3 times a week.
- One therapist, a LAC and alcohol and drug case manager travel to the Grafton office weekly.
- One Foster Grandparent Coordinator travels to Grafton monthly.
- Weekly clinical services are provided in Cavalier – a Partnership coordinator travels several times per week to service families, an in-home therapist travels several times weekly to serve people in need of children and family services.
- Once a week a therapist from Grafton travels to Wallhalla to see individuals for therapy and Partnership travels there several times weekly for families in the area.

County Supervision Services:

- Cavalier – monthly for children and family team meetings and child protection team. Lakota – monthly for the same. Grafton- one therapist travels there weekly to see clients needing children and family services, children and family team meetings 1-2 times per month and monthly for child protection team.

Region V: Southeast Human Service Center (Fargo)

Psychiatric Services:

- Sheyenne Care Center and Valley City community – Psychiatric Services by a combination of tele-medicine and in person. (24 hours/ per month).

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- Badlands HSC – Psychiatric services by tele-medicine. (4 hours per/week).
- SCHSC and NWHSC – Tele-medicine and on site psychiatric services and Clinical Nurse Specialist supervision. (PRN).
- Family Healthcare in Fargo – Psychiatric consultation for primary health/behavioral health integration. (2 x per month and PRN via phone).
- Red River Human Services Foundation in Wahpeton – Psychiatric services. (6 hours per month and possibly tele-med in the future).
- Cass County Jail – Psychiatric Services (16-20 hours per month).

Therapy Services:

- Wahpeton – Therapy Services by person who lives in Wahpeton (16 hours per week).
- Trail County – Therapy Services. (12 hours per week).
- Adult AOD Outreach – Richland County/Wahpeton (1 day per week), Ransom and Sargent County/Lisbon (1 day per week), Trail/Steele/Hillsboro/Mayville/Finley (1 day per week). (For a total of 3 days per week of adult outreach services).
- Adolescent AOD Outreach – Hillsboro, Mayville, Finley (1 day per week), Lisbon, Milnor (1 day per week), and projected to start in April of 2012, Wahpeton (1 day per week).

Case Management:

- SMI Case Management – Southern counties in region receive 16-24 hours per week and Northern counties in region receive 8 hours per week of services in their place of residence.
- DD Case Management – Provided region wide in all counties at place of residence/placement.

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- VR – counselors travel to Wahpeton weekly, Steele and Trail County 3 times per month, and Enderlin, Lisbon, Gwinner, Milnor, Wyndmere, Forman, Lidgerwood, Hankinson, Mooreton, Kindred, Colfax, Abercrombie and Walcott as needed.

County Supervision Services:

- Richland County (8 hours per month), Cass County (24 hours per month), Trall County (8 hours per month), Sargent County (8 hours per month) and Steele County (8 hours per month). These are minimum hours as depends upon number of cases and sometimes special circumstances.

Other:

- ND Family Caregiver Program – currently 38 open cases which is low as that number is usually closer to 50 cases. Have had open cases in all counties in the region, but currently none in Ransom and Sargent.
- VAP (Vulnerable Adult Protection) – provided region wide via contract with Cass County Social Services – 178 cases opened this year with full investigation (generally that number is around 200) and 82 additional cases seen for brief intervention which is 2 hours or less.

Region VI: South Central Human Service Center (Jamestown)

Psychiatric Services:

- CNS and Psychiatric Services – Anne Carlsen Center (7 hours per month), Ave Marie Village (4-6 hours per month), and Eventide Hi Acres (4-6 hours per month).

Therapy Services:

- Therapy Satellite Site – Cooperstown and area (Binford, Glenfield, Barnes County North, Wimbledon and Kensal). (30 hours per month).
- Therapy Satellite Site – Valley City (36 hours per month).
- Therapy Satellite Site – Wishek – (6 hours per month).

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- **Therapy Satellite Site – Oakes and LaMoure (12 hours per month).**
- **Therapy Satellite Site – Carrington (14 hours per month).**
- **Therapy Satellite Site – Harvey and Fessenden (6 hours per month).**

Case Management:

- **DD and SMI Case Management provided region wide based on place of residence and consumers currently in all 9 counties.**
- **VR Services – Counselors travel to Valley City (once per week), LaMoure/Edgeley (once a month), Wishek, Ashley, Oakes, Ellendale and Napoleon at least monthly, and Harvey, Carrington, Cooperstown, Fessenden minimum of once a month. With the exception of Valley City, counselors may go to these locations more depending on number of clients requesting services, and the number of students in the school system being referred or for IEP's. They also travel to Glenfield, Zeeland, Kensal, Pingree, Wimbledon and Gackle as needed.**

County Supervision Services:

- **Monthly in each rural county (McIntosh covered by WCHSC) and 3 times per month in Stutsman County. The time spent at each varies from 1-8 hours depending on the amount of cases to staff or review. Occasionally, there are special circumstances that will necessitate a trip to outlying counties a few extra times a year. Communication is generally daily through phone and e-mail.**

Other:

- **ND Family Caregiver Program – 60-80 consumers served region-wide.**
- **VAP (Vulnerable Adult Protection) – provided region-wide and intervention range is 125-150 per year.**
- **Partnership Services – provided to individuals in 4-5 counties within region – a total of 15 families.**

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Region VII: West Central Human Service Center (Bismarck)

Mental Health Services:

- Partnership services provided in the rural communities throughout Region VII, as staff and case aide providers travel from Bismarck to the rural location – New Salem, Beulah, Washburn, Steele, Flasher, McClusky, Hazelton, Garrison, Wing and Cannonball.
- Intensive In-Home is provided in all ten counties of the region.
- Transition to Independence Program – services for two youth in Wing and Solen.
- Regional Intervention Services – staff travel to Mercer and McLean Counties to provide outreach services (once every three weeks), jail services in Burleigh, Morton, Mercer and McLean Counties and crisis services in Grant, Emmons, McLean, Oliver, and Morton Counties on a regular basis.
- Sioux County and Fort Yates – consultation with mental health staff, assessment of individuals in jail, mental health and substance abuse information to students and staff in the middle and high school in Fort Yates and crisis intervention services as needed.
- Extended Care Services – case management services in all ten counties in the region. The case manager that serves Sioux County also provides consultation and education services to Indian Health Services, Sioux County Social Services, local schools and other provider entities.

Regional Social Services Programs:

- Region VII child welfare covers 11 counties – McIntosh County has opted to be part of this region because they share a multi-county child protection worker with Emmons and Kidder counties.
- Burleigh and Morton Counties – 2 times per month for child protection services team meetings and 5-6 times per month for child and family team meetings.

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- The other counties in region get visits for child protective services and child and family services at least once per month or as needed.

Aging Services:

- Services to Kidder-Emmons Counties – vulnerable adult protective services, crisis team liaison for WCHSC, information and referral services for aging related services, local contact agency for Strasburg Care Center and interagency participation and leadership.

Developmental Disabilities:

- Case management services in all ten counties in the region.

Vocational Rehabilitation Services:

- Staff travels at least twice per month to each rural county in the region.
- One VR staff travels to all the major communities on a regular monthly schedule.
- Contract with HIT Inc., to provide transition services to the high schools in the region.

Region VIII: Badlands Human Service Center (Dickinson)

Mental Health Services:

- Acute Care Services in Bowman two days per week providing services to clients in the outreach office, family therapy clients in the home and Building up Great Skills (BUGS) group for four children.
- Acute Care Services in Beach two days a week at the outreach office and one day a week at Home on the Range.
- Acute Care Services in Hettinger one day per week providing family therapy and intensive in-home services. BUGS group for children once per week.

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- Acute Care Services in Mott one day per week providing BUGS Group and therapy services as needed in the outreach office.
- Killdeer – see clients as needed.
- Family Therapy Intensive (Intensive In-Home) – all 8 counties as needed.
- Partnership Program – all 8 counties as needed.
- Transition to Independence Program – all 8 counties as needed.
- Case Aide – skills building for SED kids in region – recently serving about 5-6 youth in rural areas.
- Extended Care – the region provides SMI outreach services in the catchment area, RIS coordinator consults with each county in the catchment area (attorney and law enforcement) on a monthly basis and SMI Homeless Case Manager has traveled and met with county offices throughout the catchment area and as follow-up, at a minimum of quarterly contacts.
- Badlands has staff available to help communities respond to traumatic events. All counties in the region has availed themselves of these services.

Alcohol and Drug Services:

- The community of Bowman has a relapse prevention group for six clients.

Regional Social Service Programs:

- Travel to counties every other month for visits and often incorporate foster care child and family team meetings with this visit.

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Developmental Disabilities:

- Program managers provide infant development services, adult services, home, nursing home, ICF/ID and school visits. Outreach areas include; Rural Dickinson/Stark County, Twin Buttes, New England, Hettinger, Bowman, Dodge, Beach, Scranton, South Heart, Halliday, Gladstone, Richardton, Rhame, Killdeer, Knife River, New Hradec, Medora, Taylor and Amidon.

Aging Services:

- The Aging Unit at the Center provides directly or indirectly Ombudsman Advocacy Services, Adult Protective Services for Vulnerable Adults, Health Maintenance Clinics and Nutrition Services for seniors throughout the region.
- The Family Caregiver Support Program provides a multifaceted system of support for family caregivers and for grandparents or older individuals that are relative caregivers throughout the region.
- Outreach services for seniors are provided throughout the region via a contract with Elder Care – they identify seniors living in the community who may benefit from services. Outreach workers meet in the home of the consumer and complete an assessment of their living environment and identify areas of need.

Vocational Rehabilitation Services:

- Provided in all 8 counties in the region.

