

**NEWS from the North Dakota Department of Human Services  
600 E. Boulevard Ave., Bismarck N.D. 58505**

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## **Ferrell hired to lead Northwest Human Service Center in Williston**

BISMARCK, N.D. – The North Dakota Department of Human Services has promoted Charlotte Ferrell to regional director of its Northwest Human Service Center (NWHSC) in Williston. A nurse practitioner, Ferrell has supervised the center's extended care services team since 2017 and the nursing department since 2014. Ferrell joined NWHSC in 2007 as a nurse practitioner and clinical nurse specialist.

Ferrell intends to continue providing direct services to some clients as she gradually assumes new administrative duties beginning in December 2018. Current NWHSC regional director Laurie Gotvaslee will continue to lead North Central Human Service Center in Minot and will mentor Ferrell as administrative responsibilities gradually transfer to local management at NWHSC.

Tom Eide, the department's director of Field Services, said "The department strives to develop talent from within our organization. Ferrell's experience and familiarity with the community, region and area service providers will be an asset as we work with community partners to more effectively address local behavioral health needs – especially crisis and early intervention needs."

The eight regional human service centers were each managed by an on-site regional director until 2002, when the department implemented a shared management model for greater consistency in services and administrative practices.

"While this was appropriate when implemented, we are now in an even faster changing environment. Having on-site leadership is an important asset during great change. Additionally, it is more important than ever that our centers are integrated with their communities. Having that resource available on a more consistent basis is critical," Eide said.

Ferrell, a nurse since 1996, earned her master's degree in nursing from the University of North Dakota and her bachelor's degree from Minot State University. She has certifications as a family psychiatric mental health nurse practitioner and a clinical nurse specialist in adult mental health from the American Nurses Credentialing Center. Her nursing experience includes work in acute and psychiatric inpatient care settings, as well as long-term care and quality assurance. Ferrell also previously worked as a nursing clinical instructor at Williston State College.

NWHSC employs about 40 people. Staff members provide community-based behavioral health services focusing on chronic disease management and emergency services, including walk-in behavioral health assessments (no appointment needed) from 8 to 9:30 a.m. every Tuesday, Wednesday and Thursday. Behavioral health staff also provide community outreach and short-term crisis residential services.

Other staff provide case management services for people with developmental disabilities, services for older adults, vocational rehabilitation services and oversight of child welfare services provided by the counties.

In addition to its Williston office, NWHSC also serves state residents by appointment in communities across the region and at its Watford City outreach office. During the state fiscal year ending June 30, 2018, NWHSC provided behavioral health services to 1,313 registered clients. The center served other individuals too who did not become registered clients or receive ongoing services and support.

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