

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

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Northwest Human Service Center advisory group is meeting Nov. 7 in Williston

BISMARCK, N.D. – When individuals have a behavioral health crisis in the Williston region, the staff at Northwest Human Service Center (NWHSC) are an important resource. In 2017, the center responded to about 268 emergency calls.

Plans for enhancing crisis and emergency response services will be discussed, along with other topics, when the NWHSC Regional Advisory Group meets Wednesday, Nov. 7 at noon at 316 Second Ave. W., in Williston. NWHSC leaders will update the advisory group on center operations and Department of Human Services' goals, strategies and statewide initiatives that will benefit individuals served by the state's public behavioral health system: individuals who have limited resources and severe and chronic behavioral health needs.

The meeting is open to the public. The agenda also includes an update on the electronic health record system implementation and efforts to obtain accreditation from an independent accrediting body, as part of regional centers' licensing.

Center leaders will share 2017 statewide customer satisfaction survey results, including that nine out of 10 respondents would recommend their local regional human service center to a friend or family member, were satisfied with wait times for appointments, said service locations were convenient and that services were available at times that met their needs. Many also reported improvements in their housing situation and ability to deal with a crisis and take care of their own needs, which are important recovery goals.

Advisory group members will also receive information about staffing changes, the North Dakota Behavioral Health System Study Implementation Plan, and other initiatives underway to help assure people receive the right services at the right time to improve individual outcomes and support ongoing recovery.

The complete agenda is available online at www.nd.gov/dhs/info/publicnotice/index.html. Individuals who need accommodations to participate in the meeting can contact Kristy Green at 701-774-4600, toll-free 800-231-7724, ND Relay TTY 800-366-6888, or kgreen@nd.gov.

NWHSC employs about 40 people. The center also serves residents by appointment at an outreach office in Watford City. During the 2017 State Fiscal Year ending June 30, 2018, NWHSC provided behavioral health services to 1,313 registered clients. The center served additional individuals who did not become clients and receive ongoing services and support.

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

Other department employees based at NWHSC and the other regional human service centers provide case management services for individuals with intellectual and/or developmental disabilities, vulnerable adult protective services and other services for older adults, vocational rehabilitation services to help people with disabilities achieve their employment goals, and oversight of the child welfare services provided by the counties.

Center services are listed online at www.nd.gov/dhs/locations/regionalhsc/docs/hsc-core-services.pdf and may be provided directly by staff or through partnerships with county social services and contracts with other providers based on regional needs and available community resources.

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