



Community Services Division
Update from Director, Marti Fischbach
January 14, 2025

EMPLOYMENT & ECONOMIC ASSISTANCE DEPARTMENT

E&EA's New Interactive Voice Response System

Dakota County's E&EA used an on-premises Interactive Voice Response (IVR) system, known as DIAL, which allowed E&EA customers to obtain limited updates on their case through a phone call. In 2024, E&EA replaced this legacy IVR system because the product was no longer supported, and DHS had concerns about data security.

With a new IVR (new phone system), E&EA wanted to increase the self-service options available to customers, improve the call experience by offering automated routing and callbacks, and reduce the number of dropped/misdirected calls.

This new IVR system will benefit customers in three areas (CareerForce, Child Support, and Public Assistance) of E&EA. The new system allows callers to hear their position in a queue and allows for them to receive an automated call back if they don't want to wait on the phone.

After authentication, if the customer needs to speak with a staff member, certain customer information such as name, phone number, benefit status, along with other case information will be available on screen for the staff member to view when speaking with the customer. This information gives the staff member a quick overview of the customer's situation.

In addition, with the data available, the system can transfer the customer to the appropriate team for assistance. This helps avoid a situation where a customer was transferred to multiple areas before reaching the correct team for assistance.

Please see the links for the IVR video:

YouTube: [Interactive Voice Response Phone System](#)

External site: [Public Assistance | Dakota County](#)

Contact: Nadir Abdi, Employment & Economic Assistance Director, Nadir.Abdi@co.dakota.mn.us

PUBLIC HEALTH DEPARTMENT

Workshop For Parents On Vaping and Cannabis

Are you concerned about youth vaping and cannabis use? Join Dakota County Public Health at "Open Conversations: Empowering Parents to Talk with Your Kids About Vaping and Cannabis" on Tuesday, March 4, 2025, in the Eastview High School Auditorium.

This FREE workshop for parents and caregivers of 3rd – 12th graders will provide information and tools for addressing these concerns, led by experts from the University of Minnesota School of Public Health Cannabis Research Center, Tobacco-Free Alliance, and MKG Parent Coaching.

Register at <https://tce.me/iVly65> by Tuesday, February 25, 2025. Walk ins available as space permits. Below is the flyer in English. Spanish and Somali translations along with the English version are attached to the email with this report.

Contact: [Morgan Hamernik](mailto:Morgan.Hamernik@co.dakota.mn.us), Health Promotion Specialist



OPEN CONVERSATIONS: Empowering Parents to Talk with Your Kids About Vaping and Cannabis

Are you concerned about vaping and cannabis use among youth?

This workshop is for parents and caregivers of 3rd – 12th graders and will provide information and tools for addressing these concerns, led by three experts in the field.

Learn about:

- Health risks
- Current trends and popular products
- Industry marketing tactics
- Minnesota cannabis laws
- Practical strategies to talk to your child about vaping and cannabis use

Hosted by Dakota County Public Health in partnership with the University of Minnesota School of Public Health Cannabis Research Center, Tobacco-Free Alliance, and MKG Parent Coaching.

Plus, resource booths from organizations serving Dakota County families before and after the presentation!

Public Health
Dakota County

COMMUNITY EDUCATION
The Center for Learning, Education, and Health

Tobacco-Free ALLIANCE

SCHOOL OF PUBLIC HEALTH
UNIVERSITY OF MINNESOTA

mkg
PARENT COACH

Dakota County Public Health ■ 651.554.6100 (01/25)

Tuesday, March 4, 2025
6:30 p.m. – 7:45 p.m.
Eastview High School Auditorium
6200 140th Street West
Apple Valley, MN 55124

Free to attend
(Scan to register)



or register at:
<https://tce.me/iVly65>
Register by February 25, 2025.
Registration is recommended, not required.
Spanish and Somali translation available.

For more information, contact
Morgan.Hamernik@co.dakota.mn.us

SOCIAL SERVICES DEPARTMENT

Assessment of Need/Letter of Support Issued

A letter of support for the program, not the vendor, has been issued to the vendor listed below. The letter acknowledges the letter of request and states the following: Please consider this letter as Dakota County's support for <Program> in Dakota County as proposed by <Provider>.

See the list on the next page.

Provider Name	Date of Request	Summary of Services	Proposed Location
Anchor of Hope	1/2/2025	Intensive Residential Treatment Services (ITRS)	Burnsville, MN
Aspire Wellness Center	1/15/2025	Intensive Residential Treatment Services (ITRS)	Burnsville, MN

Contact Emily Schug, Social Services Director, Emily.schug@co.dakota.mn.us