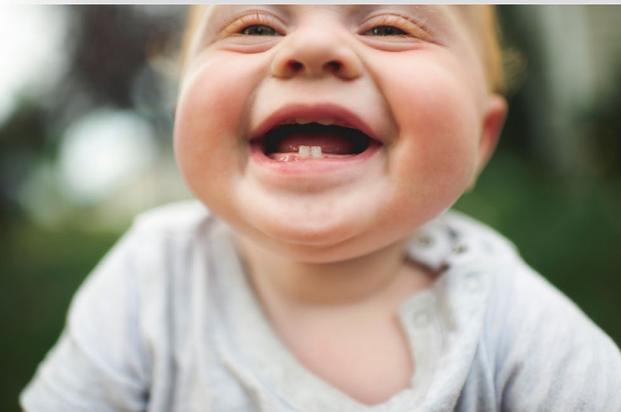




# ECONOMIC ASSISTANCE



Updated November 2025

NORTH  
**Dakota** | Health & Human Services  
Be Legendary.



How do we accomplish our task?

# HHS Economic Assistance

Economic Assistance operates North Dakota's Integrated Eligibility system, which is a gateway to all Medicaid services and to the core of family financial resource programs administered by the section.

## Program Administration

- Federal Compliance
- State Law & Administrative Rules
- State Plan
- Federal Reporting
- Federal & State Agreements, including data sharing, security, interfaces
- Oversee contracts with community providers for support services and outreach

## Supporting Service Delivery

- Training, Policy and System Support
- Benefit Issuance
- Integrated Eligibility technology platform (development, maintenance, security)
- Eligibility determination for long term services and supports

## Program Integrity & Performance

- Program Monitoring
- Federal & State Quality Reviews
- Federal & State Audits
- Performance Improvement

NDCC Reference for Economic Assistance

NDCC 50-09 | Aid to Dependent Children

NDCC 50-33 | Child Care Assistance

# Client Impact

North Dakota uses a system called SPACES to determine eligibility for individuals receiving CCAP, SNAP, TANF, LIHEAP and Medicaid.



## 160,333

North Dakotans  
utilize SPACES  
State Fiscal Year (SFY) 2025



Child Care Assistance (CCAP)

## 6,623

Average number of children  
served monthly



Home Energy Assistance  
(LIHEAP)

## 16,601

Total households served  
during 2025 heating season



Temporary Assistance  
(TANF)

## 750

Average number of  
households served monthly



Food Assistance (SNAP)

## 23,961

Average number of  
households served monthly



ND Homeowners  
Assistance Fund (NDHAF)

## 23

Average number of  
households served monthly



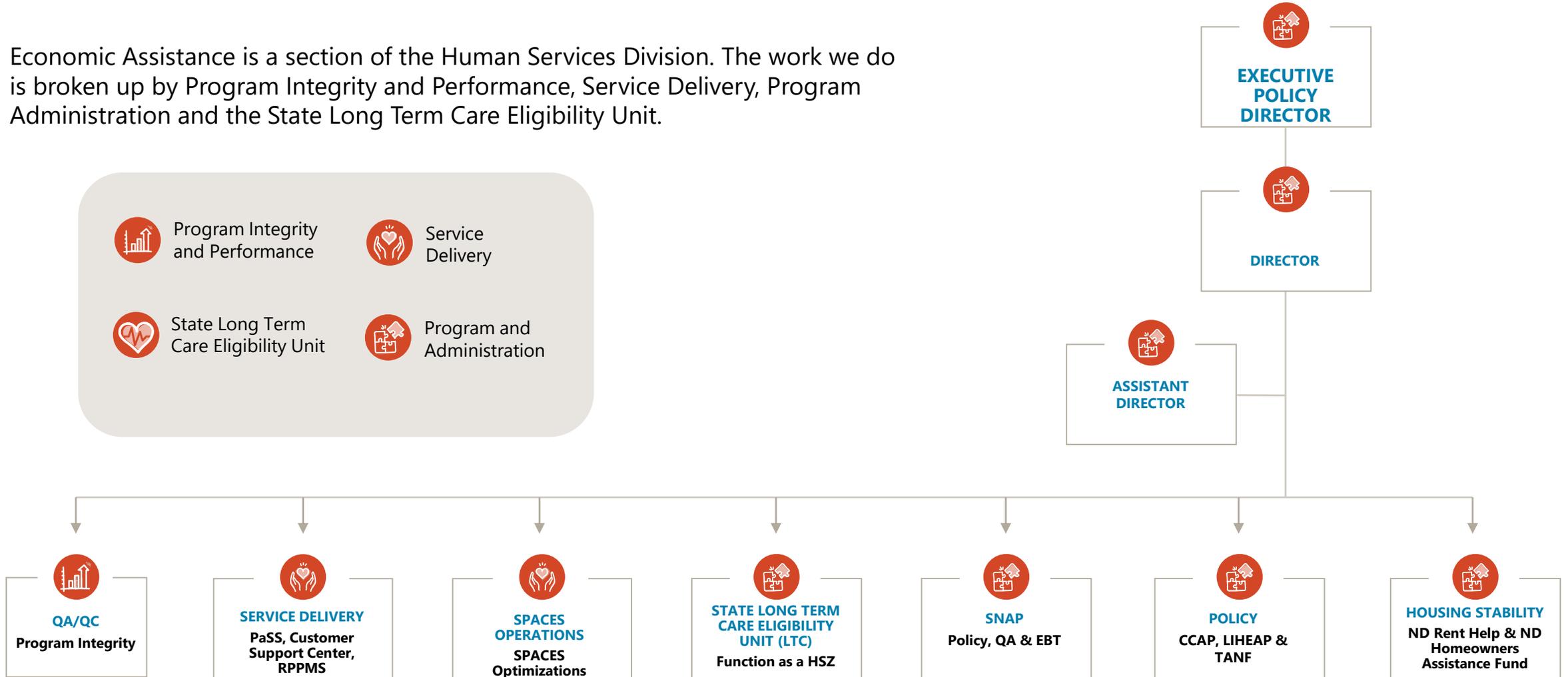
NDRH Housing Stabilization

## 630

Average number of  
households served monthly

# How We Work

Economic Assistance is a section of the Human Services Division. The work we do is broken up by Program Integrity and Performance, Service Delivery, Program Administration and the State Long Term Care Eligibility Unit.



# Human Service Zones

Serving North Dakota individuals and families is a partnership. Economic Assistance Policy administers programs, while Human Service Zones deliver benefits.

## Person Decides to Apply

Making ends meet is getting more difficult every month so the applicant makes the decision to reach out for help.

## Human Service Zone

The applicant can contact their human service zone directly or they can simply apply online.

## Gather Information

The applicant can enter as much info as they can in the SPACES self-service portal.

## Determine Eligibility

An eligibility worker determines eligibility.

## Issue Benefits

If eligible, the state will issue the benefit in the appropriate manner.



# How Clients Access Services

Economic Assistance Policy and Human Service Zones have partnered together to redesign assistance provided to North Dakotans. This allows opportunities to better serve North Dakota individuals and families.

## One Address. One Phone Number. No Wrong Door.

Eligibility redesign makes it easier for families to get help by simplifying access points.

### Centralized Mail Unit



One mail and email address for document submission

### Customer Support Center



One phone number to speak to an expert

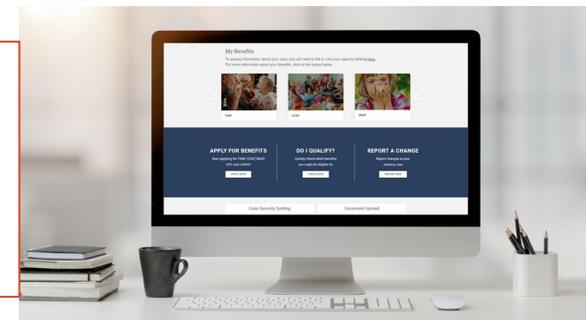
### Local Support



Local offices will remain open for in-person support

## Self-Service Portal

Work has been done on the Self-Service Portal (SSP) to make it more user and mobile friendly. This better enables clients to take control of their cases.



# Program Overview

The policy unit oversees the implementation of policies and procedures for each of the Economic Assistance programs.

Ensuring compliance with federal and state laws and regulations is one of the top priorities for the policy unit.

The policy unit maintains the individual policy manuals, submits state plans, implements changes due to federal regulation changes and submits federal reports among many other duties.



**Child Care Assistance**



**Food Assistance**



**Temporary Assistance**



**Home Energy Assistance**



**Housing Stabilization**



**ND Homeowners Assistance Fund**

Additionally, **Medicaid** is administered by the Human Service Zones in the SPACES eligibility system.



# Child Care Assistance Program

The Child Care Assistance Program (CCAP) helps pay a portion of the cost of childcare for working families, or families in training or education programs.

Families with low income who meet certain eligibility criteria qualify for the program.



## CCAP Vendors and Partners

### Early Childhood Section

The Child Care Assistance Program works together with the Early Childhood Section to receive CCDF funding. Early Childhood also provides licensing services for the child care providers that participate in CCAP.



# Eligibility Information

## Must be participating in an allowable activity:

- Working (paid employment or self-employed)
- Education or training programs

## Temporary allowable activity:

- In situations of homelessness, looking for employment, education or training activities, and housing is considered allowable

## Family Responsibility:

- A co-payment is a portion of the child care cost paid by the family
- The co-payment amount is determined on a sliding fee scale based on a family's income and household size

## Age limits:

- Once children are determined eligible, they may receive services until the eligibility period in which they turn 13 years old expires
- A child with special needs may qualify up to age 19

## Asset Limits:

- A family's assets cannot exceed \$1,000,000
- Monthly income from wages, child support, pensions, veteran's benefits or other sources must be less than the CCAP income limits

Income Limits	
Family Size (Adults and Children)	Average Monthly Income
2	Up to \$5,521
3	Up to \$6,820
4	Up to \$8,119
5	Up to \$9,418
6	Up to \$10,717
7	Up to \$10,961
8	Up to \$11,204
Effective Oct. 1, 2025 – Sept. 30, 2026	

## Impact for North Dakota Families



View our interactive dashboard to learn how the Child Care Assistance Program supports families and providers across North Dakota.

Explore payment amounts, county-level impact, and more.

[View the dashboard](#)



# Meet the Caseys



**Liz** works as a bank teller, 40 hours per week. She makes **\$22 an hour**, which is **\$3,850 monthly**.



**Phil** works as a delivery driver, 40 hours per week. He makes **\$22 an hour**, which is **\$3,850 monthly**.



Total Monthly Household Income  
**\$7,700**

## Household Budget

The cost of child care differs from summer to school year for school-age children.

### During the Summer

<b>Income</b>			<b>\$7,700</b>
<b>\$3,850</b>	<b>\$3,850</b>		
Liz	Phil		
<b>Cost of Child Care</b>			<b>\$3,300</b>
<b>\$950</b>	<b>\$1,050</b>	<b>\$1,300</b>	
Judah	Nolan	Lily	
<b>CCAP Benefit</b>			<b>\$3,173</b>
<b>\$800</b>	<b>\$940</b>	<b>\$1,240</b>	
Judah	Nolan	Lily	

Remaining Household Income **with CCAP:**  
**\$7,380**

Remaining Household Income **without CCAP:**  
**\$4,400**

### During the School Year

<b>Income</b>			<b>\$7,700</b>
<b>\$3,850</b>	<b>\$3,850</b>		
Judah	Phil		
<b>Cost of Child Care</b>			<b>\$2,950</b>
<b>\$600</b>	<b>\$1,050</b>	<b>\$1,300</b>	
Judah	Nolan	Lily	
<b>CCAP Benefit</b>			<b>\$2,913</b>
<b>\$416</b>	<b>\$940</b>	<b>\$1,240</b>	
Judah	Nolan	Lily	

Remaining Household Income **with CCAP:**  
**\$7,346**

Remaining Household Income **without CCAP:**  
**\$4,750**

# Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program (SNAP) provides nutrition benefits to supplement the food budget of lower-income families so they can purchase healthy food and move towards self-sufficiency.

Households or individuals with low income who meet certain requirements may be eligible for assistance based on income limits.

## SNAP Vendors and Partners

### Community Options Inc. and North Dakota Job Service

SNAP partners with Community Options Inc and North Dakota Job Service to provide employment and training services to SNAP recipients.

### Great Plains Food Bank

This partnership provides outreach to potential SNAP applicants and current SNAP recipients.

### NDSU Extension Family Nutrition Program

This program administers the SNAP-Ed Program.

### Fidelity Information Services (FIS)

FIS is the EBT processor and provides all EBT related services.



# Eligibility Information

## Work requirements:

- To qualify for SNAP, you must be engaged in a work activity unless you are unable to work.

## Allowable deductions:

- 20 percent of earned income;
- a standard deduction based on household size;
- medical expenses over \$35 a month for elderly or disabled members;
- certain dependent care costs when needed for training, education, or work;
- legally owed child support; and
- a percentage of shelter costs

## Asset Limits:

- Households may have up to \$2,250 in assets.
- Households with a member who is 60 years of age or older, or disabled, may have up to \$3,500 in countable assets.
- Assets are not counted for people who are receiving cash assistance (TANF), federal Supplemental Security Income (SSI), or TANF Information and Referral Services.

Income Limits			
People in Household	200% Gross Income	130% Gross Income	100% Net Income
1	\$2,610	\$1,696	\$1,305
2	\$3,526	\$2,292	\$1,763
3	\$4,442	\$2,888	\$2,221
4	\$5,360	\$3,483	\$2,680
5	\$6,276	\$4,079	\$3,138
6	\$7,192	\$4,675	\$3,596
7	\$8,110	\$5,271	\$4,055
Effective Oct. 1 2025 – Sept. 30, 2026			

Maximum Monthly Benefit	
People in Household	Maximum Monthly Benefit
1	\$298
2	\$546
3	\$785
4	\$994
5	\$1,183
6	\$1,421
7	\$1,571
Effective Oct. 1 2025 – Sept. 30, 2026	

## Impact for North Dakota Families



**Total SNAP dollars paid in support to families**  
**\$108.6 million**

**Average number of individuals served monthly**  
**47,187**

**Average number of households served per month**  
**23,961**

**Average number per month of households that included elderly or disabled individuals**  
**12,371**

**Average number per month of households that had earned income**  
**8,786**

**Average number per month of households that included a child under the age of 18**  
**10,456**



# Meet the Robinsons



**James** works as a parts manager, 32 hours per week. He makes \$22.50 an hour, which is **\$2,880 monthly**. James is exempt from the SNAP work registration requirements as he is working over 30 hours per week.



**Alexandra** is a stay-at-home mother for 5 year old Meesha. Alexandra is exempt from the SNAP work registration requirements because one of the children in the home is under the age of 6.



Total Monthly Household Income  
**\$2,800**

## Household Budget

### SNAP Considerations

James and Alexandra are responsible for rent in the amount of \$500 per month plus heat and electric, making the household eligible for the standard utility allowance deduction.



### SNAP Determination

Based on the household size of four, countable income and the allowable shelter deductions, the family is eligible for a SNAP benefit of \$400 in the month of June and will be certified as eligible for the period of six months.

### Monthly Budget

**Income** **\$2,800**

**\$2,800**  
James

**Cost of Groceries** **\$1,080**

**\$270**  
Weekly

**SNAP Benefit** **\$400**

**\$400**

Remaining Household Income **with SNAP:**  
**\$2,120**

Remaining Household Income **without SNAP:**  
**\$1,720**

# Low Income Home Energy Assistance Program

The purpose of the Low Income Home Energy Assistance Program (LIHEAP) is to provide home energy assistance to eligible low income households. Services available include:

- Heating
- Weatherization
- Furnace & Chimney Cleaning
- Cooling Devices
- Energy Cost Reduction Services
- Emergency Assistance including fuel, furnace replacements and consumer goods



## LIHEAP Vendors and Partners

### LIHEAP Fuel Vendors

LIHEAP partners with heating vendors throughout the state to ensure that our most vulnerable residents have adequate home heating needs so they can remain safe and warm in their homes.

### Furnace Service Vendors

LIHEAP partners with various furnace service vendors around the state to provide regular maintenance of furnaces and chimneys.

### Department of Commerce and ND Community Action Agencies

This partnership assists low-income households with weatherization to increase the heating efficiency of the home and furnace repair/replacement services to ensure households have a safe, proper functioning home heating system.

### Community Options

LIHEAP partners with Community Options Inc to provide outreach to potential LIHEAP applicants and current LIHEAP recipients.



# Eligibility Information

## Eligible Households:

- Households who buy their heating fuel from a fuel dealer or utility company (fuel oil, propane, natural gas, electricity, wood, coal, and kerosene), and households whose rent payments include the cost of heat, if they do not receive a rent subsidy.
- Households who need assistance with: non-repairable furnaces and fuel costs that are high due to houses that are older or in poor condition.
- Households who have difficulty paying fuel bills due to other rising costs and are in danger of losing their heating source.
- A household's income must be at or below 60 percent of North Dakota's median income and within the LIHEAP income limits.

## Allowable Deductions:

- Medical expenses
- Health insurance
- Child support paid
- 27% income deduction on earned income
- Education expenses
- Garnishments
- Child care expenses

Income Limits	
Family Size (Adults and Children)	Average Monthly Income
1	Up to \$3,378
2	Up to \$4,418
3	Up to \$5,457
4	Up to \$6,497
5	Up to \$7,536
6	Up to \$8,575
7	Up to \$8,770
Effective Oct. 1, 2025 – Sept. 30, 2026	

## Impact for North Dakota Families



View our interactive dashboard to learn how the Low Income Home Energy Assistance Program supports families across North Dakota.

Explore payment amounts, county-level impact, and more.

[View the dashboard](#)



# Meet the Turneys



**Vanessa** works at a local grocery store as a cashier. She makes **\$8.28 per hour**, and works 40 hours per week. Her gross **monthly income is \$1,326**.



Vanessa and her children live in a 3 bedroom mobile home that she owns. The **primary heating source is natural gas**.



Total Monthly Household Income  
**\$1,326**

## Household Budget



### LIHEAP Determination

LIHEAP would pay 90% of Carla's monthly heating bills October through May.

### Monthly Budget

<b>Income</b>	<b>\$1,326</b>
<hr/>	
\$1,326 Vanessa	
<b>Average cost of heating</b>	<b>\$270</b>
<hr/>	
\$270 Monthly	
<b>LIHEAP Benefit</b>	<b>\$256</b>
<hr/>	
90% of heating bill	

Remaining Household Income **with LIHEAP:**  
**\$1,312**

Remaining Household Income **without LIHEAP:**  
**\$1,056**

# Temporary Assistance for Needy Families

The Temporary Assistance for Needy Families (TANF) program is intended to move low-income families from public assistance to self-sufficiency by providing cash assistance along with work readiness, training and job placement services.



## TANF Community Partners

### JOBS Program

Job Opportunities and Basic Skills (JOBS) Program is the mandatory work program for work eligible individuals receiving TANF. The goal of the JOBS Program is to assist families with achieving self-sufficiency. Three community partners offer this program across the state. These partners include:

- Job Service ND
- Community Options
- Turtle Mountain Employment and Training

### Crossroads Program

The Crossroads Program supports parents up to age 21 by helping pay a portion of their child care and transportation costs so they can continue their education.



# Eligibility Information

## Who does TANF serve?

- If a relative is taking care of a child, the relative and the child may be eligible if the child is:
  - Without parental support because of a parent's death, physical or mental disability, age or continued absence from the home; and
  - Under age 18 or will graduate from high school by age 19.
- Individuals who are pregnant.
- A family member providing care for a child may also receive help through TANF Kinship Care.

## Asset Limits:

- Assets limits are \$3,000 for one individual, \$6,000 for a household of two individuals, and an additional \$25 per person for households of three and more.

## Lifetime Limit:

- You may receive TANF up to 60 months within your lifetime.  
Note: There are some exceptions to this limit.

## Program Requirements

- Cooperation with Child Support - Individuals are required to cooperate with child support while receiving TANF unless they have good cause.
- Work requirement - TANF has a work requirement which combines components of education, training and employment to enable participants to become self-sufficient. This is offered through the JOBS Program, Jobs Opportunity and Basic Skills.

## Impact for North Dakota Families



View our interactive dashboard to learn how the Temporary Assistance for Needy Families Program supports families across North Dakota.

Explore payment amounts, county-level impact, and more.

[View the dashboard](#)



# Meet the Collins Family



Carla has two children and works at a local motel doing housekeeping.



She makes \$7.25 per hour and works 40 hours per week. Her gross monthly income is \$1,160.



Total Monthly Household Income  
**\$1,160**

## Household Budget



### TANF Determination

Based Carla's income and other eligibility factors described in the scenario Carla would be eligible to receive \$962 per month.

### Monthly Budget

<b>Income</b>	<b>\$1,160</b>
<hr/>	
\$1,160 Carla	
<b>TANF Benefit</b>	<b>\$962</b>
<hr/>	
\$962	

Remaining Household Income  
**with TANF:**  
**\$2,122**

Remaining Household Income  
**without TANF:**  
**\$1,160**

# Housing Stabilization

Housing Stabilization (NDRH) helped North Dakotans experiencing homelessness rapidly secure housing, reduce time without shelter and stabilize rent for six months — giving families time to regroup, reconnect to income, and prevent a return to homelessness.

Applications closed in Spring 2025 to responsibly wind down the program as federal funding expired Sept. 2025.

## Impact for North Dakota Families



View our interactive dashboard to learn how Housing Stabilization has impacted families across North Dakota.

Explore payment amounts, county-level impact, and more.

[View the dashboard](#)

# ND Homeowners Assistance Fund

The North Dakota Homeowners Assistance Fund (NDHAF) helps homeowners who are at risk of housing instability due to past due mortgage, utilities, or related property expenses or who may be struggling to maintain stable housing for other financial reasons.



## NDHAF Vendors and Partners

### Deloitte

Deloitte is ND Homeowners Assistance Fund's technology partner. Through their work with the Housing Stability team, we have been able to deliver an easy to use front end application and an efficient back end eligibility determination system.

### Community Action

The program also partnered with Community Action on the implementation of the HAF repair part of the program. Community Action works with clients that are approved for funding to access repairs related to accessibility and general health and welfare. This assistance remains in place until fall of 2026.



# Eligibility Information

## Who does NDHAF serve?

Homeowners who:

- Have experienced a financial hardship related to the COVID-19 pandemic.
- Own and occupy the property for which they seek assistance as their primary residence.
- Meet the program income limits.

## Income Limits

- Housing Reinstatement Program (HRP):  
150% area median income.

## Impact for North Dakota Families



View our interactive dashboard to learn how ND Homeowner Assistance Fund supports families across North Dakota.

Explore payment amounts, county-level impact, and more.

 [View the dashboard](#)



# Meet the Millers



John's employer closed down permanently and he has had a hard time finding employment.



The Millers are now six months behind on their mortgage payments and are at imminent risk of foreclosure.



Total Monthly Household Income  
**\$3,420**

## Household Budget

### NDHAF Housing Stabilization Determination

The household is eligible for \$34,928.08 in past due mortgage from the Home Reinstatement Program (HRP). They are also eligible for three (3) months of future mortgage payments from the Homeowner Payment Assistance Program (HPA). This allows them to put 3 months worth of mortgage payments toward other bills to get back on their feet.

The same eligibility applies for home repair, but an assessment from Community Action is required to receive assistance.

### For 3 months

<b>Income</b>	<b>\$3,420</b>
<hr/>	
<b>\$3,420</b>	
<b>Housing Expenses</b>	<b>\$1,500</b>
<hr/>	
<b>\$1,500</b> Mortgage	
<b>NDRH Benefit</b>	<b>\$1,500</b>
<hr/>	
<b>\$1,500</b> Mortgage	

Remaining Household Income <b>with NDHFH:</b> <b>\$3,420</b>	
<hr/>	
Remaining Household Income <b>without NDHFH:</b> <b>\$1,920</b>	

# Quality Control



# CCAP Quality Control Reviews

Federal and state reviews of CCAP are conducted by the Economic Assistance Policy Division Quality Control Unit (QC).

## Federal Reviews vs. State Reviews

### State Reviews

- Occur during non-federal years
- 30 cases sampled monthly
- Measures are taken to ensure at least one case from each human service zone office is selected yearly

### Federal Reviews

- Occur every three years
- 23 randomly selected cases monthly
- There is no guarantee a case from each human service zone office will be selected for review

## CCAP Performance

Accuracy of case processing is measured as an improper payment error rate.

### How is an error rate calculated?

$$\text{error rate} = \frac{\text{improper payments for reviews completed}}{\text{total payments of reviews completed}}$$



The national target for CCAP error rates is less than 10%.

[View the CCAP QC Dashboard](#)

# SNAP Quality Control Reviews

Federally mandated reviews of SNAP are conducted by the Economic Assistance Policy Division Quality Control Unit (QC).

## How are SNAP Quality Control Reviews Completed?



Reviews are completed and a sample size is determined each year.

Food and Nutrition Services (FNS) determines the amount of cases reviewed. This could change from year to year, as it is based on a calculation using the average monthly caseload size which can vary.

## Both Active and Negative Cases are Reviewed

### Active Case

Household received benefits during the sample month.

The measurement of active case reviews is called the active payment error rate.

Active payment error rate measures how accurately states determine eligibility and benefit amount.

### Negative Case

a household's participation was denied or closed during the sample month.

The measurement of negative case reviews is called case and procedural error rate (CAPER).

The CAPER percentage reflects the amount of cases that were not properly closed or denied.

# SNAP Quality Control Reviews

## How has ND SNAP performed in the past?

Accuracy of case processing, is measured as an error rate.

[View the SNAP QC Dashboard](#)

### Active Case

How is an error rate calculated?

$$\text{error rate} = \frac{\text{improper payments for reviews completed}}{\text{total payments of reviews completed}}$$

FFY 22

**9.51%**

Overall Error Rate

**Federal Review**

FFY 23

**9.51%**

Overall Error Rate

**Federal Review**

FFY 24

**8.04%**

Overall Error Rate

**Federal Review**

### Negative Case

How is an error rate calculated?

$$\text{error rate} = \frac{\text{improper payments for reviews completed}}{\text{total payments of reviews completed}}$$

FFY 22

**33.24%**

Overall Error Rate

**Federal Review**

FFY 23

**56.12%**

Overall Error Rate

**Federal Review**

FFY 24

**54.37%**

Overall Error Rate

**Federal Review**

# LIHEAP Quality Control Reviews

State reviews of LIHEAP are conducted by the Economic Assistance Policy Division Quality Control Unit (QC).

## State Reviews

- Occur each year
- 15 cases sampled monthly
- Measures are taken to ensure at least one case from each human service zone office is selected yearly

## LIHEAP Performance

Accuracy of case processing is measured as an improper payment error rate.

### How is an error rate calculated?

$$\text{error rate} = \frac{\text{improper payments for reviews completed}}{\text{total payments of reviews completed}}$$

FFY  
22

**4.20%**

Overall Error Rate

**State Review**

FFY  
23

**0.85%**

Overall Error Rate

**State Review**

FFY  
24

**3.12%**

Overall Error Rate

**State Review**

[View the LIHEAP QC Dashboard](#)

# TANF Quality Control Reviews

State reviews of TANF are conducted by the Economic Assistance Policy Division Quality Control Unit (QC).

## State Reviews

- Occur each year
- 16 cases sampled monthly
- Measures are taken to ensure at least one case from each human service zone office is selected yearly

## TANF Performance

Accuracy of case processing is measured as an improper payment error rate.

### How is an error rate calculated?

$$\text{error rate} = \frac{\text{improper payments for reviews completed}}{\text{total payments of reviews completed}}$$

FFY  
22

**3.55%**

Overall Error Rate

**State Review**

FFY  
23

**5.81%**

Overall Error Rate

**State Review**

FFY  
24

**3.86%**

Overall Error Rate

**State Review**

[View the TANF QC Dashboard](#)



# MEQC Quality Control Reviews

Medicaid QC is a partnership between the Medical Services Division and the Economic Assistance Section. Federal reviews are required of Medicaid.

Economic Assistance Quality Control Unit (QC) conduct MEQC reviews, while an independent contractor conducts PERM reviews.

## MEQC Reviews vs. PERM Reviews

**MEQC reviews** are federal reviews required every three years. Focus is given to areas identified by Centers for Medicare and Medicaid Services (CMS).

- Occur every 3 years
- Completed by the Economic Assistance Quality Control team
- Review both active and negative ME and CHIP cases

**PERM reviews** are federal reviews that measure improper payments in Medicaid (ME) and Children's Health Insurance (CHIP) coverages. PERM measures both provider payments and eligibility determinations.

- Occurs every 3 years
- Completed by independent contractors
- Active ME and CHIP cases are reviewed

## MEQC Performance

Accuracy of case processing is measured as an improper payment error rate.

### How is an error rate calculated?

$$\text{error rate} = \frac{\text{improper payments for reviews completed}}{\text{total payments of reviews completed}}$$

## Active vs Negative Cases

A case created from a new application or an existing case under review, is considered an **active case**.

A **negative case** is one that has been closed, or the application was denied.



[View the MEQC Dashboard](#)

# Service Delivery



# Self-Service Portal & Combined Eligibility System (SPACES)



### Self-Service Portal

- Screening to help individuals understand what assistance they may qualify to received.
- Dynamic application, gathers information based on the program the individual or family is applying for and their responses.
- Allows individuals to received notices electronically and to receive text messages.
- Participants can report changes, upload documents and complete reviews.
- Mobile Friendly



### Worker Portal

- Used by 300 HSZ eligibility team members to determine eligibility and level of benefits for families seeking CCAP, LIHEAP, Medicaid, SNAP and TANF.
- Interfaces with 50+ systems, including MMIS, Child Support, Social Security, Vital Records, IRS, EBT/EPC Vendors, etc.
- Case narratives to support eligibility for historical and audit purposes.
- Create and send notices requesting information, informing individuals of their eligibility, referrals, etc.



### Provider Portal

- Associate as a provider for children eligible for CCAP and for households receiving LIHEAP.
- Certify enrollment.
- Submit billings.
- View payment history.
- Submit attendance records.
- Mobile Friendly



### Referral Portal

- SNAP & TANF work eligible individuals referred to employment and training partners.
- Programs focus on work readiness, training and job placement services.
- Job Service ND, Community Options, Turtle Mountain Employment and Training, receive referrals and maintain individual participation records.
- Support services for work readiness.

## Supporting Service Delivery

# Service Delivery Team



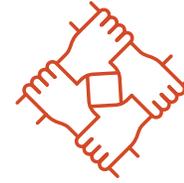
### Learning & Development

- Developed 40 new program & system learning modules.
- SNAP, Medicaid and SPACES virtual classroom trainings held monthly.
- Continuous updates to SPACES on-line help, including job aids on complex processes.
- Partnered with HSZ Supervisors & Lead workers to develop a new eligibility worker onboarding plan.
- Meet with supervisors & lead workers monthly to review policy and system changes.



### LTC Eligibility Team

- Improved average processing time for applications by 43.8% and reviews by 42.9%.
- Community Outreach and Education:
  - Presented at Statewide, along with the East & West LTC Association Conference
  - Presented at Aging Services Informational Collaboration with facilities, care providers and participants.
  - 23 facility visits over last 2 years.



### Regional Policy & Process Managers

Collaboration with HSZs to continuously improve service delivery:

- Shift from regional process to statewide processing – achieving level caseloads statewide.
- Continuous monitoring and escalation of work items to ensure timeliness.
- In-person meetings and training for community partners.



### CSC Operations

- Implementation of in-person on-boarding.
- Development of CSC scripting.
- Holiday coverage
- Implemented a supervisor review process.



### Policy & System Support Help Desk

Provided policy and technical support to the HSZ eligibility teams.

- 34,754 support tickets closed in 2023
- 24,455 support tickets closed in 2024

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## Economic Assistance



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