Engrossed HB1012 Overview – Economic Assistance

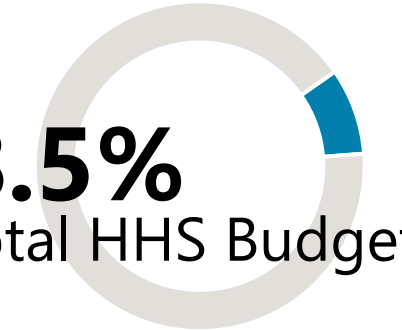
Senate Appropriations | Human Resources Division
Senator Dick Dever, Chairman

NORTH Dakota Be Legendary. | Health & Human Services

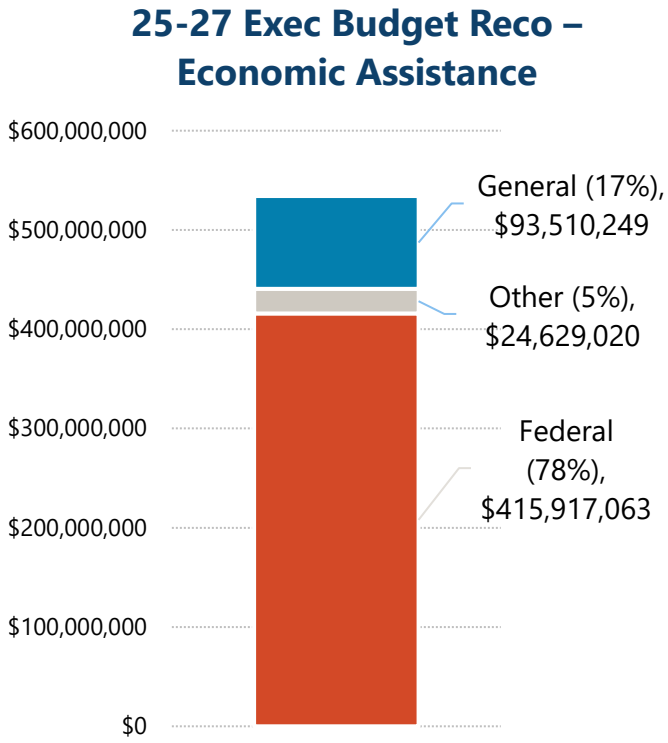
March 25, 2025, Michele Gee | Director, Economic Assistance Section

Budget Overview

Economic Assistance: $547.5 million total budget



- 86% of Economic Assistance budget is paid directly to families to help meet basic needs
  - Another 2% of the budget is paid to private community providers who provide various outreach and support services associated with core programs
- With the exception of child care, 97+% of direct assistance administered by Economic Assistance is federally funded
  - Federal funds available for child care assistance are supplemented with general fund dollars to allow ND to serve more families than would otherwise be possible



Core Programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF) Program
- Low-Income Home Energy Assistance Program (LIHEAP)
- Child Care Assistance Program (CCAP)
- Housing Stability

+ Eligibility determination process for Medicaid

The Economic Assistance section helps lower-income North Dakotans when they are struggling to make ends meet by connecting them to resources that can help meet their basic needs, preventing greater and more damaging crises.

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Economic Assistance: Overview of Federal Funding Sources

Federal Funding Source	Purpose	Spending Deadline	Grant Year 2024 Deadline	Grant Year 2024 Award
Child Care Development Fund (CCDF) *CCDF funds are used in Economic Assistance and Early Childhood*	Primary Federal Program specifically devoted to providing families with child care subsidy and funding supports to states to improve quality. Total Federal = $23,580,222 Total State = $5,768,485 Requirements: 3% Infant Toddler Quality 9% Quality 5% Admin 70% Direct Service	Discretionary (100% Federal) By end of 3rd Federal Fiscal Year	9/30/2026	$15,420,486
		Mandatory (100% Federal) No specific liquidation date requirement.	N/A	$2,506,022
		Matching – Federal/State Match (based on Federal Medicaid Assistance Percentage) By end of 2nd Federal Fiscal Year	9/30/2025	Federal: $5,653,714 State: $4,751,449
		Maintenance of Effort (100% State) By end of 1st Federal Fiscal Year	9/30/2024	$1,017,036
Low Income Home Energy Assistance (LIHEAP) Grant	To assist low income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.	100% Federal By end of 6th Federal Fiscal Year	9/30/2029	$23,703,987

Economic Assistance: Overview of Federal Funding Sources

Federal Funding Source	Purpose	Spending Deadline	Grant Year 2024 Deadline	Grant Year 2024 Award
Supplemental Nutrition Assistance Program (SNAP)	SNAP is designed to promote the general welfare and to safeguard the health and well being of the Nation's population by raising the levels of nutrition among low-income households.	Benefits are 100% Federal Administration is 50-50 Drawn from a Letter of Credit	N/A	Federal: $115,523,154 (direct benefit) $7,569,717 (admin) State: $57,728 (direct benefit) $6,837,979 (admin) Other: $9,693 (admin)
Temporary Assistance for Needy Families (TANF) Grant *TANF grant is utilizes by Economic Assistance and Children & Family Services*	Four purposes of TANF: • Provide assistance to needy families so that children can be cared for in their own homes or in the homes of relatives • End the dependence of needy parents on government benefits by promoting job preparation, work, and marriage • Prevent and reduce the incidence of out-of-wedlock pregnancies • Encourage the formation and maintenance of two-parent families	No requirement to liquidate by a specific date.	N/A	Federal: $26,300,000 State MOE: $9,069,286

Grants on a Walkthrough

DESCRIPTION	2025-27 BASE BUDGET	COST TO CONTINUE	FMAP	TOTAL CHANGES	TO GOVERNOR	TOTAL CHANGES	TO HOUSE	TOTAL CHANGES	TO SENATE
TANF REGULAR BENEFIT	$ 14,828,741	$ 2,305,054	$ -	$ 2,305,054	$ 17,133,795	$ -	$ 17,133,795	$ -	$ 17,133,795
TANF DIVERSION BENEFIT	60,000	69,180	-	69,180	129,180	-	129,180	-	129,180
TANF KINSHIP CARE	2,980,800	(2,260,800)	-	(2,260,800)	720,000	-	720,000	-	720,000
CHILD CARE	90,611,262	21,595,266	-	21,595,266	112,206,528	-	112,206,528	-	112,206,528
SNAP - BENEFITS	220,820,292	31,116,588	-	31,116,588	251,936,880	-	251,936,880	-	251,936,880
SNAP - SUMMER EBT	-	11,031,265	-	11,031,265	11,031,265	-	11,031,265	-	11,031,265
LIHEAP	33,999,168	9,215,599	-	9,215,599	43,214,767	-	43,214,767	-	43,214,767
TOTAL FUNDS	**$ 363,300,263**	**$ 73,072,152**	**$ -**	**$73,072,152**	**$ 436,372,415**	**$ -**	**$ 436,372,415**	**$ -**	**$ 436,372,415**
GENERAL FUND	**$ 55,003,493**	**$ 21,403,307**	**$ (90,000)**	**$21,313,307**	**$ 76,316,800**	**$ -**	**$ 76,316,800**	**$ -**	**$ 76,316,800**
FEDERAL FUND	**$ 307,644,058**	**$ 38,968,846**	**$ 90,000**	**$39,058,846**	**$ 346,702,904**		**$ 346,702,904**		**$ 346,702,904**
OTHER FUND	**$ 13,352,711**	**$ -**	**$ -**	**$ -**	**$ 13,352,711**		**$ 13,352,711**		**$ 13,352,711**

Other Grants

DESCRIPTION	2023-25 BIENNIUM AMOUNT	INCREASE/ (DECREASE)	2025-27 EXECUTIVE BUDGET RECOMMENDATION			
			TOTAL	GENERAL FUND	FEDERAL FUND	OTHER FUND
Supplemental Nutrition Assistance Program (SNAP) Nutrition Education	$2,400,000	$100,000	$2,500,000	$0	$2,500,000	$0
Supplemental Nutrition Assistance Program (SNAP) Outreach	160,000		160,000		160,000	
Supplemental Nutrition Assistance Program (SNAP) Employment & Training	3,324,756	(528,252)	2,796,504	1,296,040	1,500,464	
Temporary Assistance for Needy Families (TANF) Employment & Training Supportive Services	1,552,772	(490,515)	1,062,228		1,062,228	
Low Income Home Energy Assistance (LIHEAP) Weatherization, Furnace Repair & Replacement, Outreach	11,000,000	(1,000,000)	10,000,000		10,000,000	
Child Care Assistance Program (CCAP) Quality Tier Provider Payments		3,000,000	3,000,000	3,000,000		
Housing Initiative, Eviction Prevention & Housing Stabilization		14,500,000	14,500,000			14,500,000
GENERAL FUND	**$700,000**	**$3,596,038**	**$4,296,038**	**$4,296,040**	**$-**	**$-**
FEDERAL FUND	**17,737,528**	**(2,514,835)**	**15,222,693**	**-**	**15,222,692**	**-**
OTHER FUND	**-**	**14,500,000**	**14,500,000**	**-**	**-**	**14,500,000**
GRAND TOTAL	**$18,437,528**	**$15,581,203**	**$34,018,731**	**$4,296,040**	**$15,222,692**	**$14,500,000**

Comparison of budget expenditures and projections

By Program

PROGRAMS	2023-25 LEGISLATIVE BASE	ONE-TIME / CARRYOVER	2023-25 EXPENSES THROUGH DECEMBER	2023-25 PROJECTED EXPENDITURES	2025-27 EXECUTIVE BUDGET RECOMMENDATION	INCREASE / (DECREASE)	ENGROSSED HB 1012	GENERAL	FEDERAL	OTHER
ECONOMIC ASSISTANCE ADMINSTRATION	$ 1,982,824	$ -	$ 2,124,797	$ 2,904,901	$ 3,874,259	$ (66,013)	$ 3,808,246	$ 894,794	$ 2,913,452	$ -
POLICY & SYSTEM SUPPORT (PASS)	2,859,123	-	2,395,583	3,112,317	2,862,681	(93,000)	2,769,681	1,004,552	1,765,129	-
SPACES OPERATIONS	1,634,070	-	797,702	1,239,327	1,504,467	(57,000)	1,447,467	610,382	837,085	-
ECONOMIC ASSISTANCE IT	-	-	-	-	51,508,995	2,000,000	53,508,995	9,434,513	40,750,120	3,324,362
QUALITY CONTROL	2,475,594	-	1,923,892	2,564,011	2,577,301	(123,000)	2,454,301	1,282,402	1,171,899	-
CHILD CARE ADMINISTRATION	448,367	-	443,471	581,427	3,753,914	(1,500,000)	2,253,914	1,500,000	753,914	-
CHILD CARE GRANTS (CCAP)	90,611,261	33,604,000	71,287,581	100,540,342	112,206,528	-	112,206,528	75,303,066	29,869,390	7,034,072
LIHEAP ADMINISTRATION	11,557,758	-	12,358,869	13,623,141	1,677,264	-	1,677,264	-	1,677,264	-
LIHEAP GRANTS	46,699,140	-	15,639,737	33,654,019	53,214,767	-	53,214,767	-	53,214,767	-
TANF ADMINISTRATION	492,972	-	394,694	519,589	595,923	(3,000)	592,923	26,796	566,127	-
TANF GRANTS	15,839,821	-	7,753,859	10,236,119	18,343,430	-	18,343,430	1,013,734	11,011,057	6,318,639
TANF KINSHIP GRANTS	2,980,800	-	457,015	634,547	720,000	-	720,000	-	720,000	-
TANF JOBS GRANTS	8,504,719	-	5,927,461	8,053,641	9,254,222	-	9,254,222	(1)	2,302,276	6,951,947
TANF ALTERNATIVE TO ABORTION	600,000	-	132,175	132,175	-	-	-	-	-	-
SNAP ADMINISTRATION	1,175,913	-	1,391,217	1,671,081	2,471,945	(92,000)	2,379,945	1,143,972	1,235,972	-
SNAP GRANTS	226,705,048	-	176,209,373	228,544,141	268,424,649	-	268,424,649	1,296,038	267,128,610	-
HOUSING STABILITY	33,519	62,231,000	41,474,247	52,614,495	14,500,000	(13,500,000)	1,000,000	-	-	1,000,000
TOTAL	**$ 414,600,930**	**$ 95,835,000**	**$340,711,673**	**$ 460,625,272**	**$ 547,490,344**	**$ (13,434,013)**	**$ 534,056,332**	**$ 93,510,249**	**$415,917,063**	**$ 24,629,020**

Carryover: Housing Stability $61,646,000
Child Care COVID Funds $25,904,000
Additional COVID Funds $ 4,700,000

One Time: HB 1540-Child Care Quality Based Payments $3,000,000
State ARPA Funds (housing stability) $585,000

Note: Child Care General Fund 23-25 includes HB 1540-Child Care Assistance related initiatives (not One-Time) $47,800,000

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NDCC Reference for Economic Assistance

NDCC 50-09 | Aid to Dependent Children

NDCC 50-33 | Child Care Assistance

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

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Our work serves as a gateway to stabilizing resources that improve the overall health and wellbeing of 160,000+ North Dakotans each year

Administer family financial assistance programs:

- Supplemental Nutrition Assistance
- Home Energy Assistance
- Child Care Assistance
- Temporary Assistance to Needy Families
- Housing Stability Svc

Determine financial eligibility for:

- Supplemental Nutrition Assistance
- Home Energy Assistance
- Child Care Assistance
- Temporary Assistance to Needy Families
- Housing Stability Svc
- Medicaid / Medicaid Expansion
- Children's Health Insurance
- Development Disability Svc
- Adult/Aging Svc
- Basic Care Assistance
- 1915i

Each month distribute funds to:

- SNAP – $9.9 M to 26,600 households
- Home Energy Assistance - $2 M to 14,000 households
- Child Care Assistance - $6.2 M to 3,800 households
- Temporary Assistance to Needy Families - $500,000 to 700 households
- Housing Stability Svc - $1 million to 1,200

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How do we accomplish our task?

Human Service Zones

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

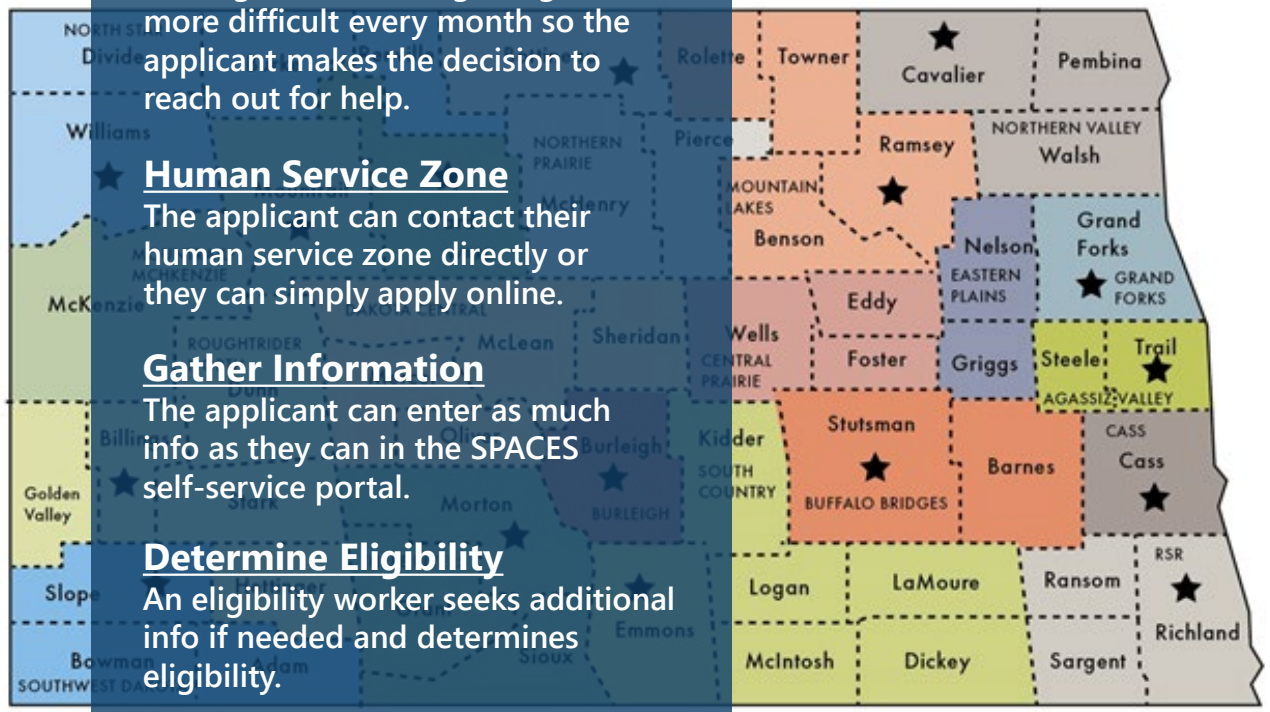
Person Decides to Apply
Making ends meet is getting more difficult every month so the applicant makes the decision to reach out for help.

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 seeks additional info if needed and determines eligibility.

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



How Clients Access Services

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

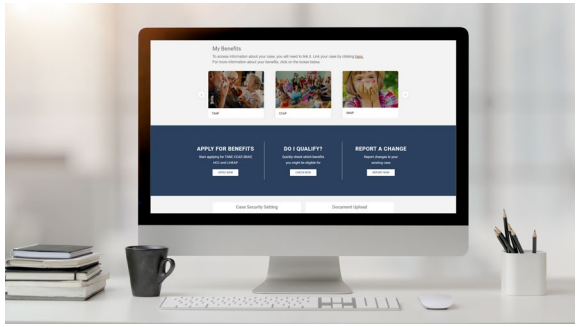
One phone number to speak to an expert

Local Support

Local offices will remain open for in-person support

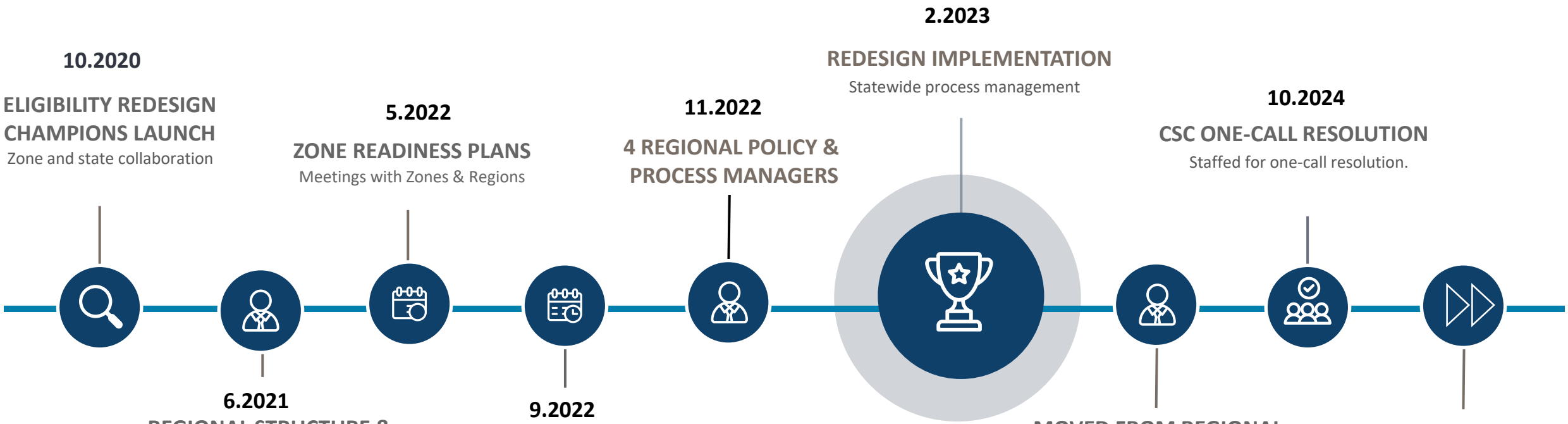
Self-Service Portal

Individuals can use the self-service portal to apply, report changes, renew their benefits, view notices, upload documentation, and check their eligibility and benefits.
Dec 2024 SSP Adoption Rate – 47.13%

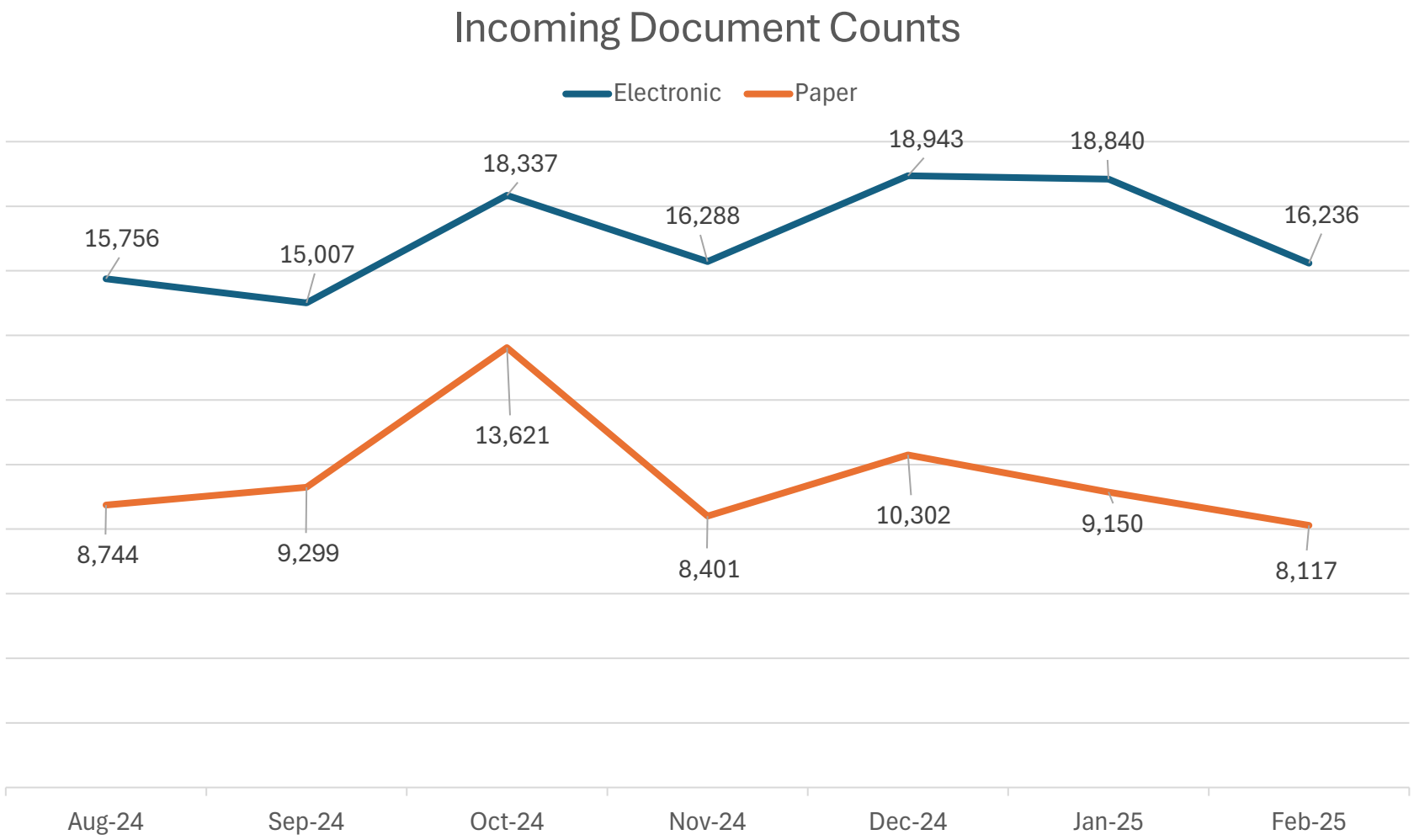


Redesigning the way we work together to deliver resources accurately and efficiently

KEY MILESTONES



Centralized Mail Team assures seamless routing of documents across the state



4 Digital Mail Specialists (HHS)
+
36 Support Specialists (HSZ)
+
3 Support Spec Supervisors (HSZ)

(1) Scan

- Scan paper applications and documentation sent to the central mail unit or to HSZ Office

(2) Index

- Team indexes scanned documents to a work queue.
- Automatic indexing to work queue of electronic submissions via self service portal (SSP)

(3) Assign

- Batch process assigns work from the queue to the eligibility worker based on their role and group assignment

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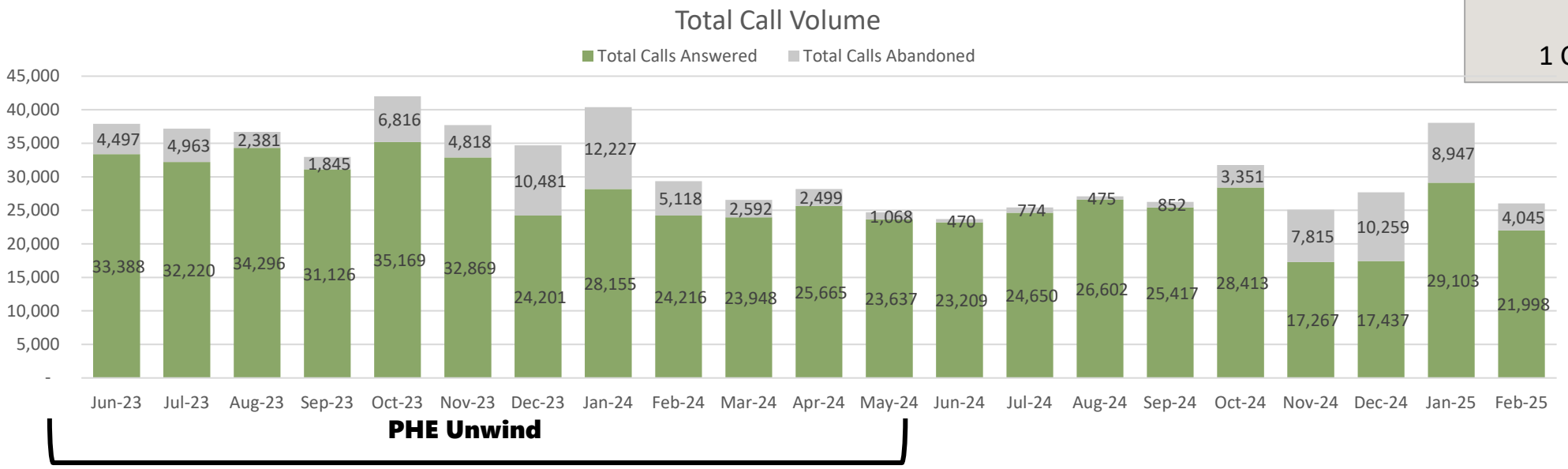
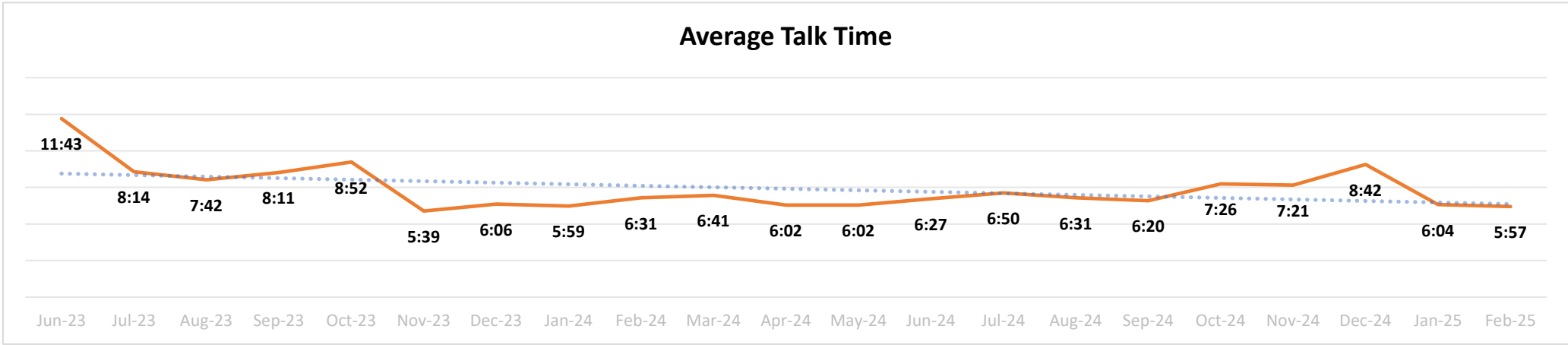
Customer Support team serves as a resource to tens of thousands of North Dakotans every month

39 CSC agents (37 HSZ, 2 HHS)
+
9 CSC Leads & Sups (HSZ)
+
1 CSC Coordinator (HHS)

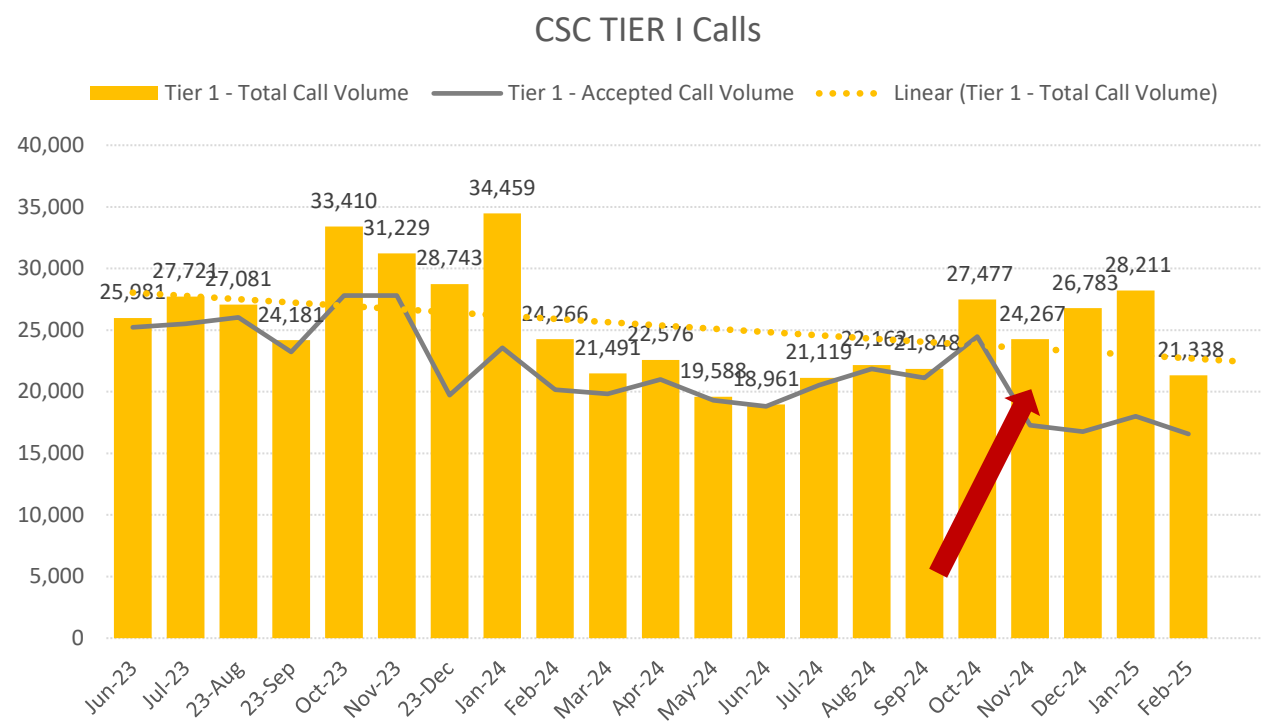


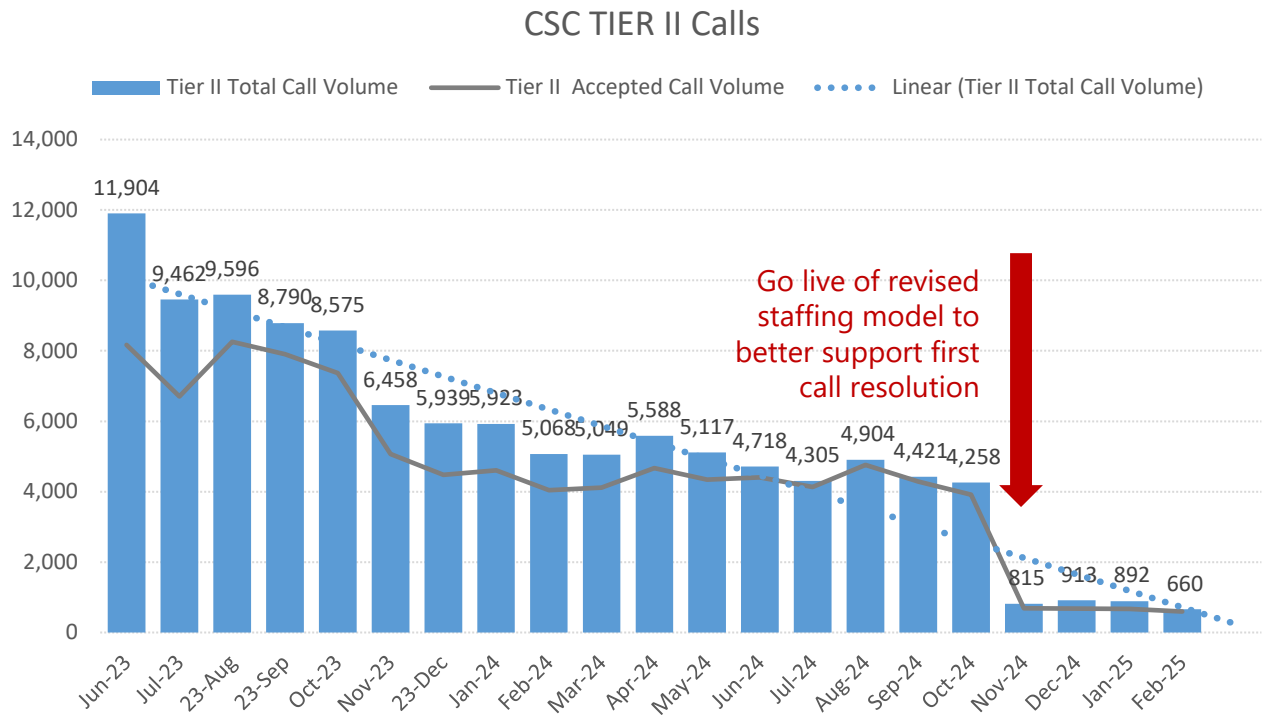


Why do people call?

- When will my case be processed? (#1 - SNAP and #2 Medicaid)
- Questions about what they need to provide to complete review (notice of request for verifications)
- Why was my case closed? Why did the payment status/amount change?
- TANF monthly reporting explanation or JOBS status/inquiry
- EBT cards

First-call resolution helps assure callers get the answers they need

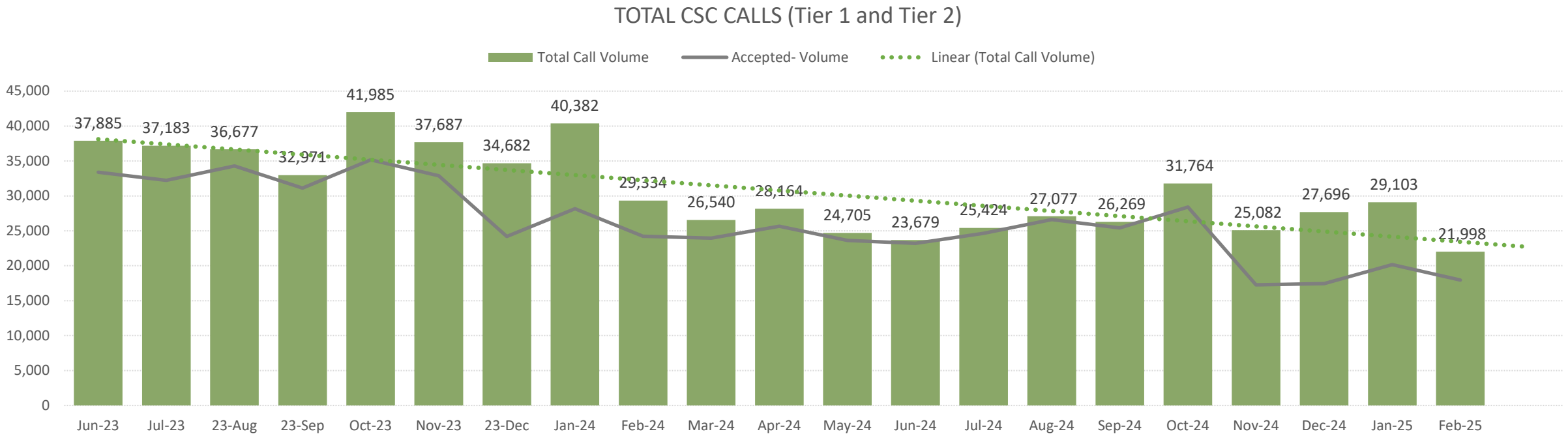


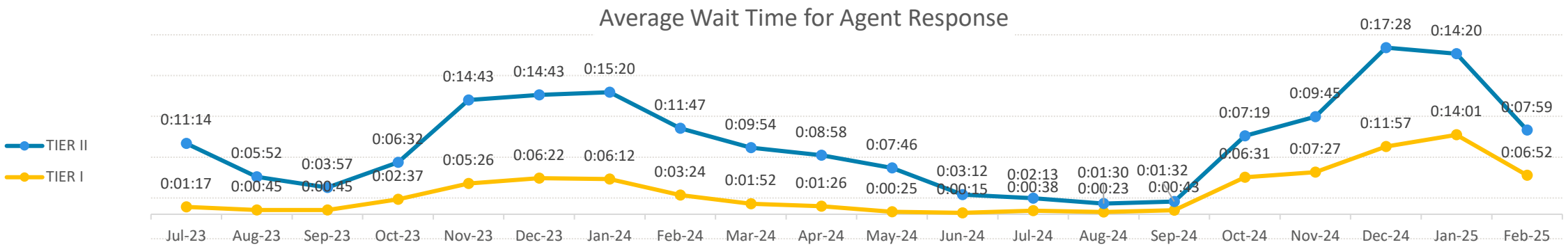


Tier 1 calls are answered by an experienced eligibility worker who is trained to triage calls and answer questions, provide feedback, initiate an action step on a case, or make an appropriate referral/transfer to an alternate source.

Tier 2 eligibility workers manage calls that are more complex, including when callers require de-escalation, or significant case issues that need additional research & documentation.

Average wait times have increased since transitioning to the first call resolution framework





Eligibility teams determine eligibility for 16-18,000 apps & reviews per month by processing 60-70,000+ work items

Centralized Mail Team

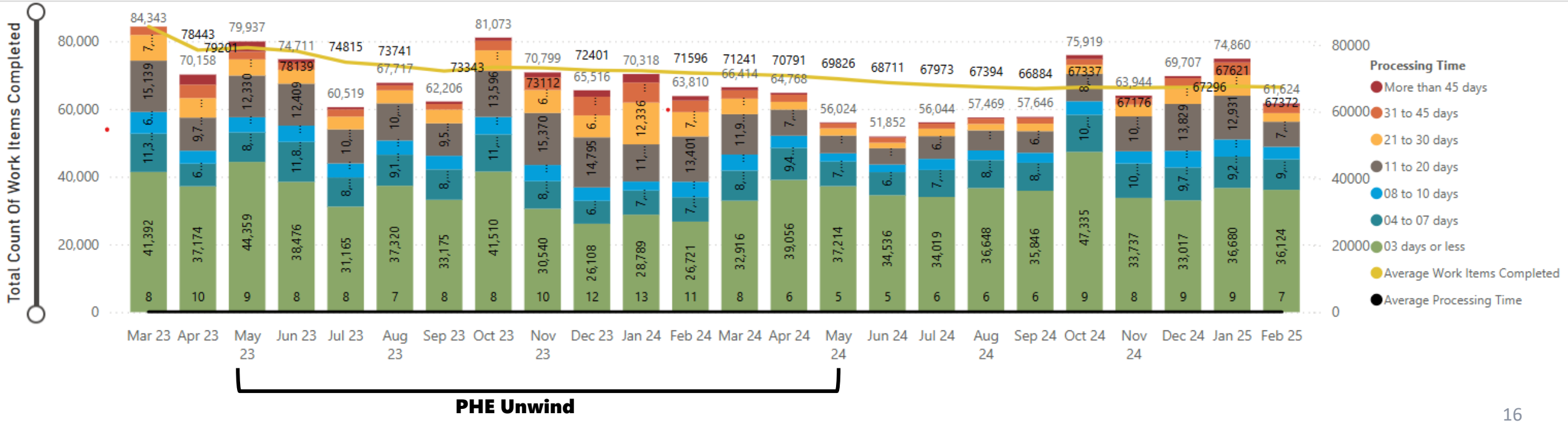
4 Digital Mail Specialists (HHS)
+
36 Support Specialists (HSZ)
+
3 Support Specialist Sups (HSZ)

Customer Support Team

39 CSC agents (37 HSZ, 2 HHS)
+
9 CSC Leads & Sups (HSZ)
+
1 CSC Coordinator (HHS)

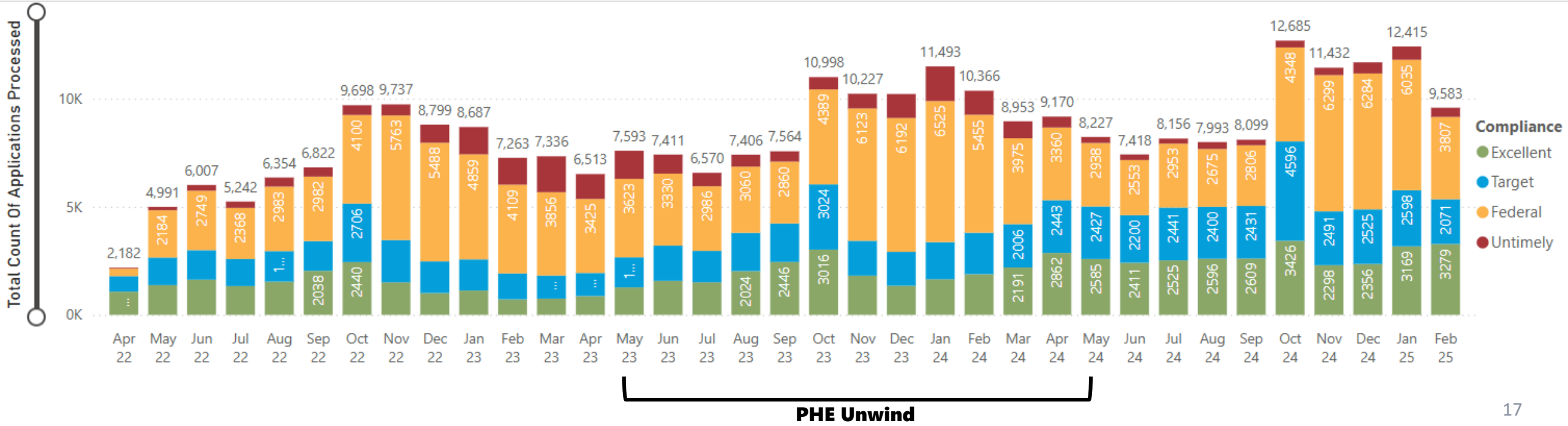
Eligibility Team

124 App processors (HSZ)
+
156 Maint processors (HSZ)
+
20 Long Term Care elig (HHS)



Application Processing - All Programs

- February 2023 – HHS and HSZ's worked together to develop a regional service delivery model to support Economic Assistance and Medicaid coverage.
- May 2023 – First month participants were required to complete a Medicaid renewal, after the temporary Medicaid coverage extension due to the PHE.
- October 2023 – HHS and HSZ's moved from a regional to a statewide service delivery model to support Economic Assistance and Medicaid coverage.
- May 2024 – Last month of Medicaid renewals for PHE unwind.



Review Processing - Medicaid

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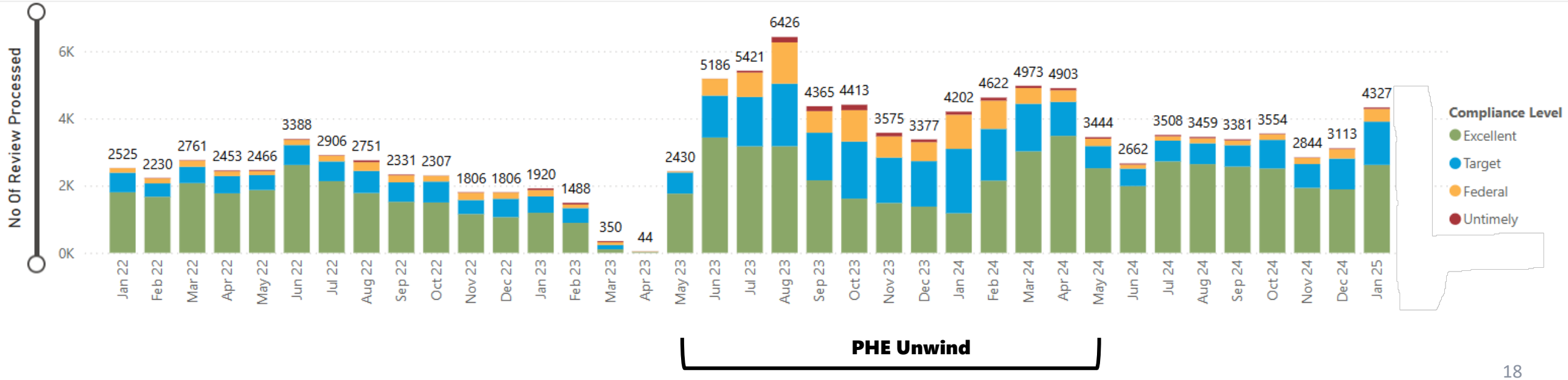

Review Processing – CCAP, SNAP & TANF

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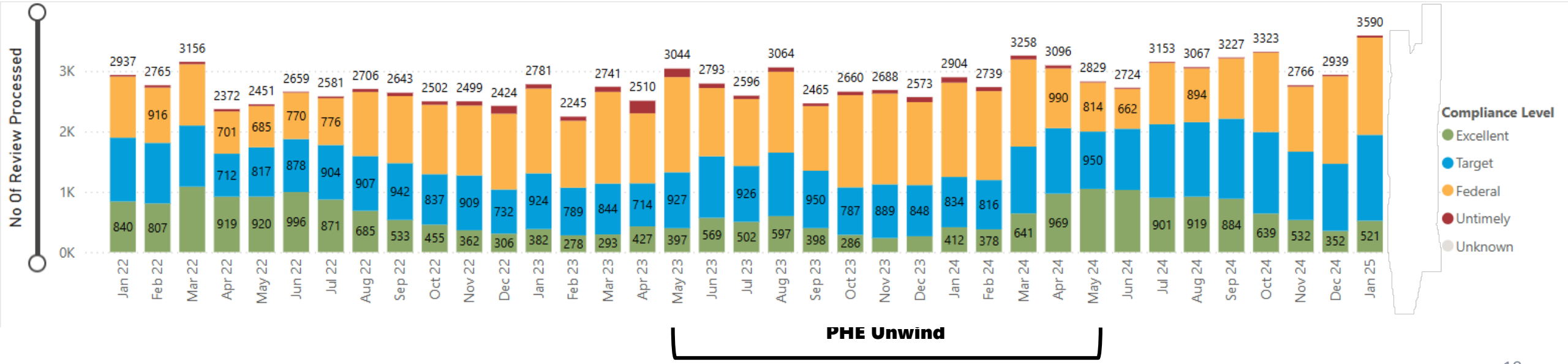
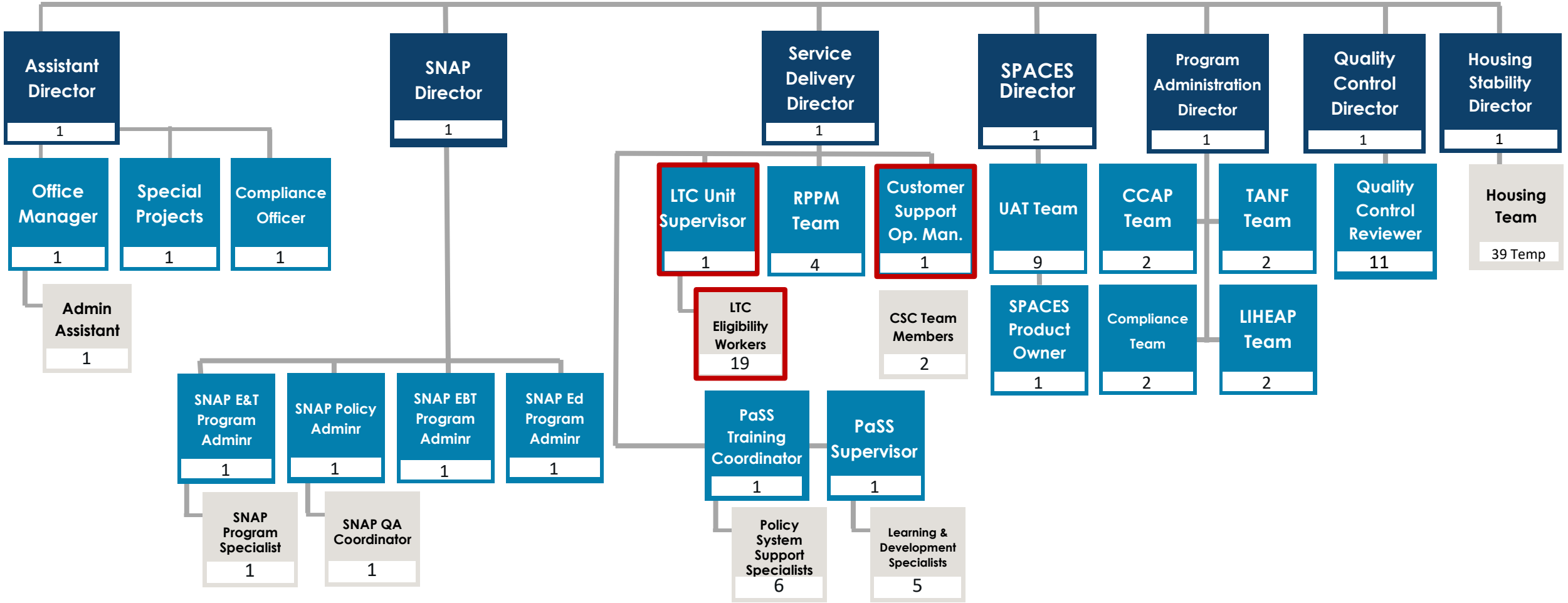


Economic Assistance Director

Michele Gee



= funding included in HSZ Ops budget

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Economic Assistance Team

Economic Assistance			
Position Numbers Assigned/ Funding Exists	**Filled Positions**	**# of Vacancies**	**# of Temporary Staff**
*86***	*77*	*9**	*39**

***Numbers as of 12/1/2024**
*****21 FTE in HSZ budget section*

Average Age	*47*
Avg Years of Service	7.4
Retirement Risk	*3.5%*
Turnover 2021	*2%*
Turnover 2022	*3%*
Turnover 2023	*7%*
Turnover 2024	*1%*

7 of 9 vacancies noted here have been filled since December 1

- 1 - LTC Elig Team Supervisor (refill)
- 1 – Compliance Officer (new position responsible for managing federal agreements with CMS, IRS, SSA, etc. Ensure compliance and proper security protocols.)
- 1 – CCAP Provider and TANF Vendor Compliance (new to comply with enhanced federal requirements).
- 1 - LIHEAP Vendor Compliance (new to comply with advanced federal requirements).
- 2 - Learning and Development Specialists (new to better support HSZ training).
- 1 SNAP Nutrition Education Administrator (compliance with FNS expectations)

2 positions offered and accepted, starting May 1, 2025

- 2 User Acceptance Testers to support SPACES maintenance and operations efforts

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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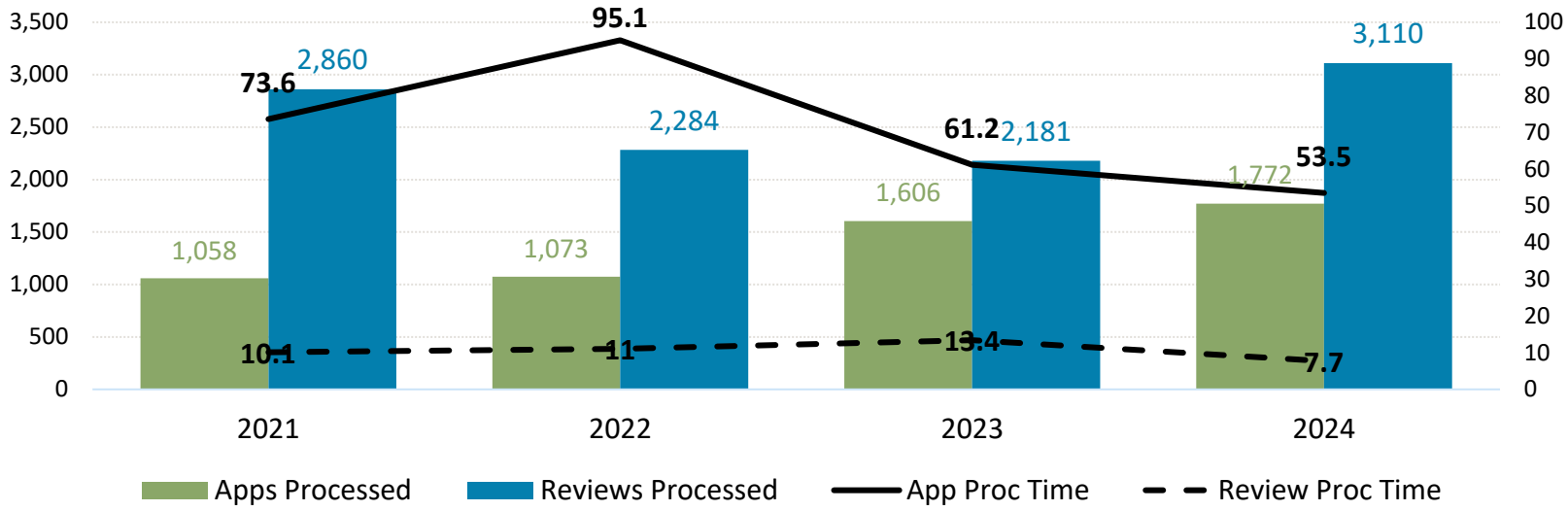
Supporting Service Delivery

Long-Term Care Eligibility Unit

- Formed in February 2020 as part of Social Service Redesign
- Responsible for determining Medicaid eligibility for individuals who are in:
  - Skilled nursing facilities
  - Memory care
  - Basic care
  - Swing beds, and
  - Individuals receiving home and community based waiver services
- Today, staffed by 17 eligibility workers, 2 supervisors and 1 unit supervisor (HHS)

	2021	2022	2023	2024
Applications Processed:	1,058	1,073	1,606	1,772
Average Application Processing Time:	73.6 days	95.1 days	61.2 days	53.5 days
Reviews Processed in Year:	2,860	2,284	2,181	3,110
Avg Reviews Processing Time:	10.1 days	11.0 days	13.4 days	7.7 days

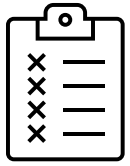


Supporting Service Delivery

Self-Service Portal & Combined Eligibility System (SPACES)

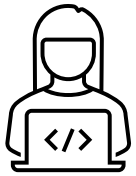
160,000+

North Dakotans utilized SPACES to access Economic Assistance and Medicaid coverage during SFY 2024



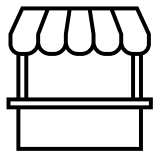
Self-Service Portal

- 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

SPACES Improvements 2023-25

- Process alignment to support the **statewide eligibility redesign**
- Implemented enhancements in line with CMS and state-identified enrollment strategies for the 12-month unwinding period. This included **passive renewals**, **automating 35% of eligibility determinations**.
- **Social security interface** automation, reducing the number of work items by 80%.
- Successful and timely **implementation of legislative changes** for CCAP, TANF and Medicaid.
- **Self-Service Portal** enhancements driving **adoption rate** from 10.5% to 47.1% in one year

SPACES "Behind the Scenes" Impact

Integrated Eligibility system automation removes need for paper apps

Sun Bucks (summer EBT)

Made available by USDA, Sun Bucks provides food assistance during the summer months to families with school-age children eligible for free or reduced-price school meals, when they don't have access to meals at school.

- Summer 2024 - 38,000 children ($4.6M, 100% fed)
- Direct certification process for Summer 2025 = 44,000 children projected to benefit
  - ✓ 24,000 children will be directly certified because they are eligible for SNAP and TANF
  - ✓ Plus 6-8,000 children will be directly certified as eligible for Medicaid-only

Direct Certification for Free/Reduced Meals

- Nov 2024 added automated data exchange to remove the need for children who are already Medicaid eligible to have to apply again for Free / Reduced Meals from their school
- DPI and HHS exchange data between technology systems to eliminate need for families to complete an additional paper application

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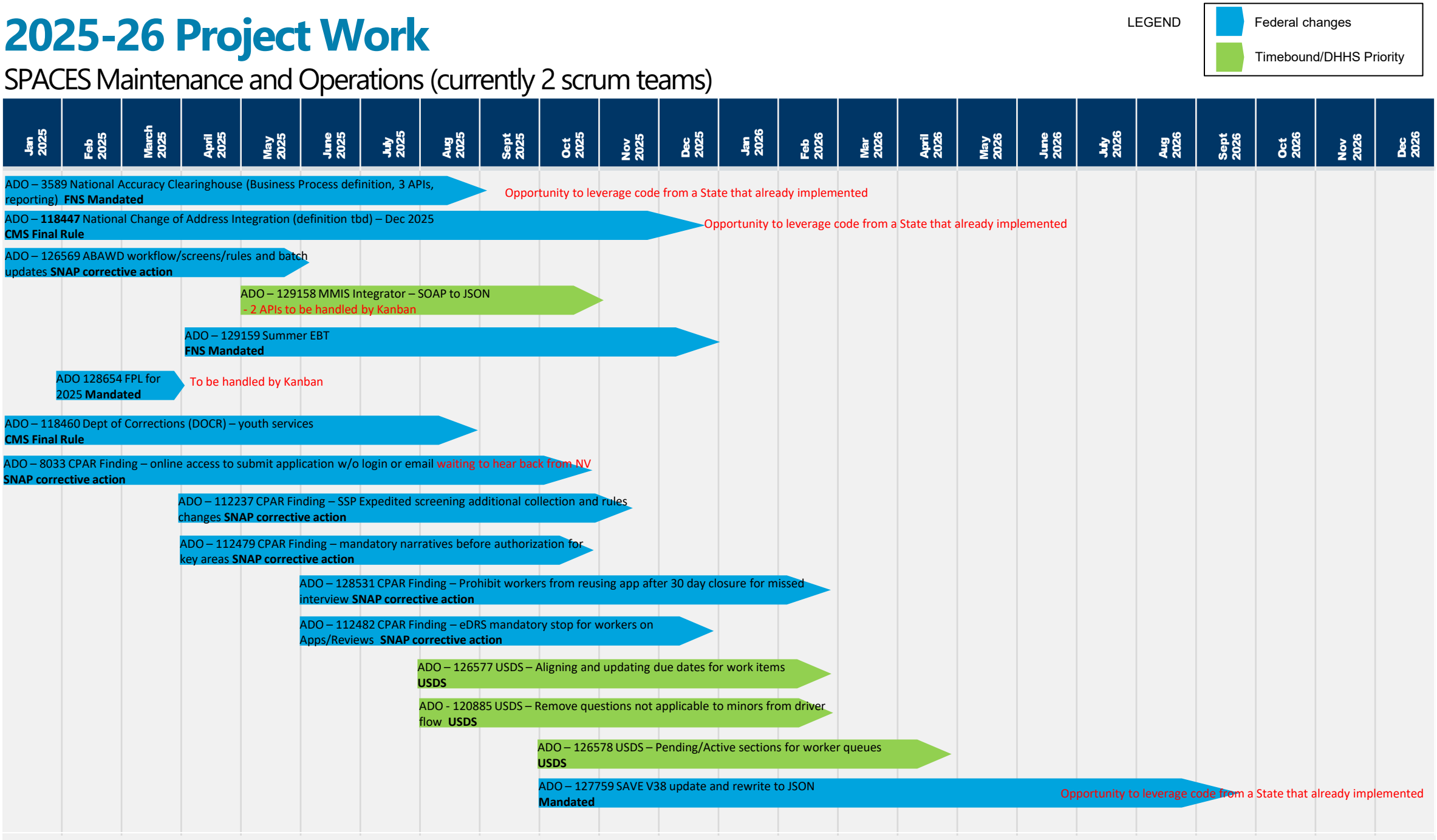
SPACES Looking Ahead

Continuous Improvement is necessary to maintain compliance and improve customer experience

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. Together these programs represent more than 70% of the resources distributed through the HHS budget.

2025-26 Project Work

SPACES Maintenance and Operations (currently 2 scrum teams)



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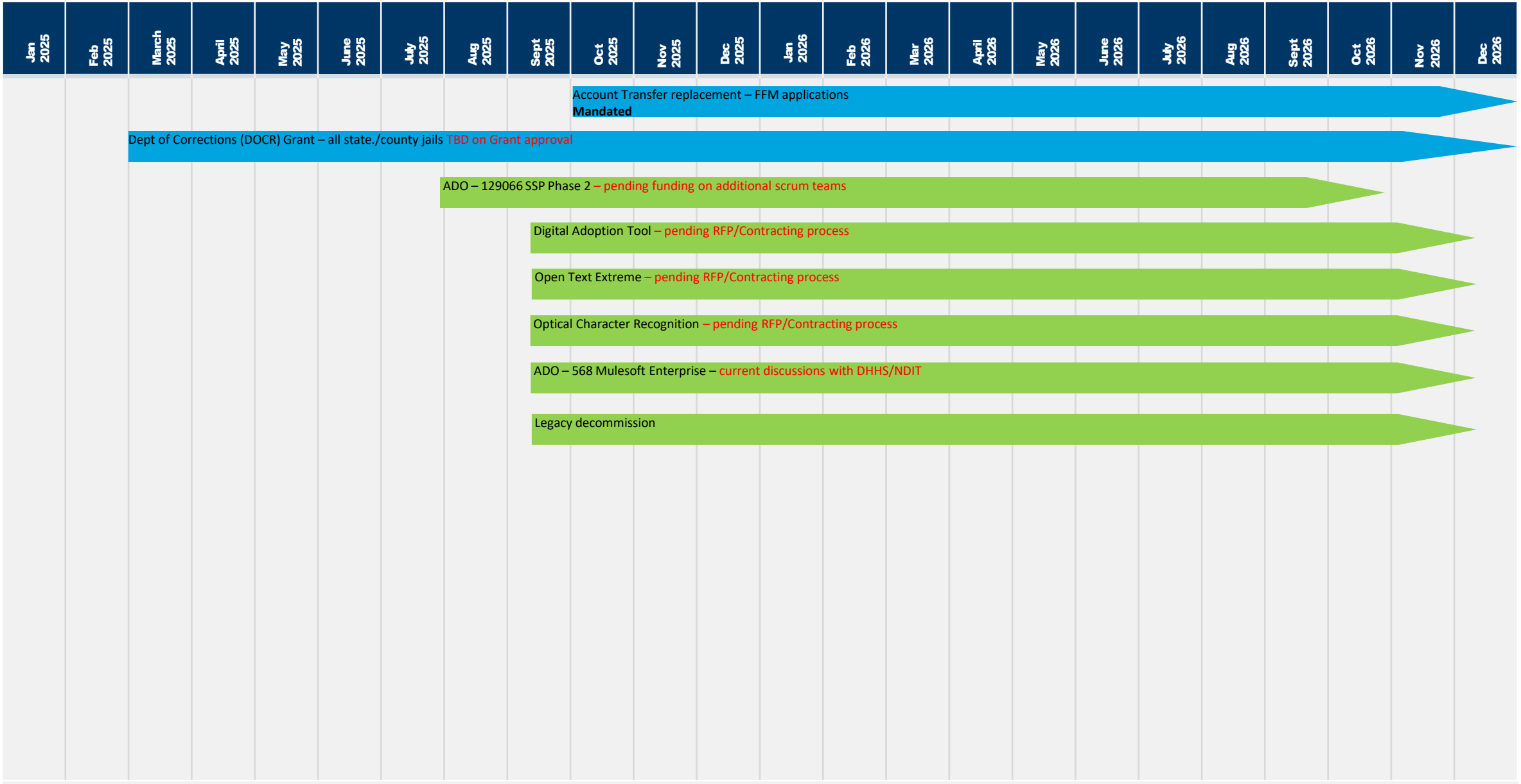


Dec 2024 snapshot showing highest priority changes that are currently in SPACES backlog.

As capacity to address becomes available, operations team will triage items based on a waterfall of decision criteria.

	Title 1	State	Created Date	Prograr
7	MMIS FATAL ERROR Prevent sending duplicate data in transactions	New	11/6/2024	
3	[ND-228636] Same individual is Eligible for Multiple COE	New	4/24/2024	MEDICAID
9	MMIS Eligibility Determination needs correct Net Income for children	New	11/6/2024	
8	ND-216021 - Change Reporting Changes_CWD/WWD	New	4/19/2024	MEDICAID
6	ND-140051 - CR 1600: Wiping out of disqualification when there is no Penalty	New	4/19/2024	MEDICAID
8	CAPP Policy change to allow Mat. Leave at App/Reviews	New	9/30/2024	
0	[ND-214477] Mass update closing Work items	New	8/9/2024	
6	CCAP Need ability to move to a child only case.	New	10/28/2024	
4	ND-137463 BENDEX BEER - work item generation	New	11/12/2024	
3	MEDICAID: Changes to SSP for ACA non-applicants.	New	6/25/2024	
6	ND-208829 - HCC - Passive Review Automation of SSI Individuals on Categorically Needy Benefit	New	4/19/2024	MEDICAID
2	Multi Program Driver Flow Changes	New	8/21/2024	
0	TANF - Work Outcomes of TANF Exiters Report (Quarterly)	New	9/3/2024	
1	TANF- Secondary School Diploma or its Recognized Equivalent Attainment Rate (Annual)	New	9/3/2024	
7	TANF-Supplemental Work Outcomes Report (Annual)	New	9/3/2024	
1	[ND-224516] BABY BOT Twins (More than 1 newborn) Pregnancy & SSN Newborn	New	2/20/2024	ALL
8	Penny Bot SSP Analysis - [ND-227849] Conflict Panel - Database Mapping Modifications	New	4/10/2024	ALL
3	Education Summary Screen Logic Enhancement	New	8/7/2024	
9	Eligibility Override creating Cannot Change Segment due to 'Benefits Cannot be changed because of Change in COE'	New	6/10/2024	
9	Messaging needed for SSP for August payments - Dashboard display	New	7/19/2024	
4	ND-183795 - Single Parent Adoption is not considered deprivation for TANF	New	5/22/2024	
2	ND-203049 - ND Verify: Store the request and response XML in the database	New	4/19/2024	ALL
4	ND-223949 - Client Portal | Case linking not available while first application in progress	New	4/19/2024	ALL
3	SNAP EXPEDITED (ND-189135, ND-176503, ND-228647)	New	5/21/2024	SNAP
2	ND-189135 - Income converting and using converted amount to determine expedite status	New	5/21/2024	SNAP
1	ND-191529 - Work Program - Reevaluation of rules for when a person needs to be disenrolled from the JOBS program.	New	5/22/2024	
6	CCAP - QRIS Bonus Payment - Update	New	7/26/2024	
5	Global Change - SAVE should not stop the eligibility determination process while verification is pending.	New	7/28/2024	
7	Education Details - Cancel vs Continue Button Difference Enhancement Logic	New	8/14/2024	
5	CCAP Changes for Non-compliance issues	New	8/22/2024	
8	SNAP – Provisions in the Consolidated Appropriations Act, 2024	New	8/22/2024	
2	Modifying the provider SSP to give updates on when an associated family is due for review.	New	8/22/2024	
9	Absent Parent Update 2.0	New	8/5/2024	
5	Electronic Signature Language needed on SPACES forms	New	9/24/2024	
3	ND-194539 - TANF payment issued incorrectly - $45.00 Out of Home Allowance issued for Long Term Care Arrangement to Ineligible Caretaker as they were considered in Filing Unit	New	5/22/2024	
7	ND-192198 - TANF - removal of selection of MHA Tribal NEW Program for JOBS referral	New	5/22/2024	
5	ND-196188 - TANF Transition budgeting error – child care expenses are not taken into consideration when earned income eligibility for TANF Transition determined	New	5/22/2024	
6	ND-193635 - System must allow JOBS Transportation Allowance to sanctioned individual to cure JOBS sanction in second pending month when application is pending	New	5/22/2024	
0	ND-192135 - TANF issues with children > 16 and JOBS Requirements and school requirement	New	5/22/2024	
0	CCAP-Providers Portal: Unable to edit Pre-Certifications in SSP	New	10/28/2024	
3	CCAP children with a Disability	New	10/28/2024	
2	TBQ data for Bendex	New	11/4/2024	
6	MSP Modifications using TBQ data	New	11/6/2024	
2	Defect / Enhancement: Unearned Income Source - Reimbursement	New	10/26/2024	
7	Remove Option to Limit the Number of Reasonable Opportunity Periods	New	11/14/2024	
8	ABAWD Exemptions questions for Homeless, Foster Child to be mandatory in SPACES	New	11/19/2024	
9	SNAP Tribal Food Distributions - SPACES and SSP Changes	New	11/19/2024	
4	Global Change - Remove References to NDVerify	New	7/26/2024	
2	ND-222191 WORK ITEM: new medical work item/process is needed	New	7/11/2024	
0	FNS Timeliness Technical Assistance Request - Ending 1- and 2-month certification periods to improve timeliness rates	New	11/27/2024	
3	CHIP Coverage when Reported Change in Circumstance is Other Health Insurance	New	12/1/2024	
5	CCAP Add SFN 433 as an option to attach to notices	New	12/1/2024	
9	SSP All Portals | Document Upload | Prevent password protected documents from upload	New	10/31/2024	

Included in Executive Budget Request

Retire Legacy Systems from Mainframe

- While the majority of the Economic Assistance transactional systems no longer operate on the mainframe, there are legacy system tails that need to be retired, including both programmatic data and process interfaces.
- The effort of retiring mainframe systems will require teams to reverse engineer old technology processes and methodically retire older solutions, transferring or purging data as necessary.

Total	General	Federal	Other
$2,000,000	$0	$0	$2,000,000

This is a one-time funding request. (SIIF)

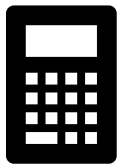
Income Eligibility Limits FFY2025

HHS Economic Assistance programs

TANF – 50% FPL
SNAP – 200% FPL
LIHEAP – 60% SMI
CCAP – 75% SMI

NOTE:
30% State Median Income (SMI) is roughly equivalent to 100% of the Federal Poverty Level (FPL)
60% State Median Income (SMI) is roughly equivalent to 250% of the Federal Poverty Level (FPL)

	TANF				SNAP		LIHEAP		CCAP			
Household Size	**50% FPL**		**100% FPL**		**200% FPL**		**60% SMI**		**75% SMI**		**85% SMI**	
	Monthly	**Hourly**	**Monthly**	**Hourly**	**Monthly**	**Hourly**	**Monthly**	**Hourly**	**Monthly**	**Hourly**	**Monthly**	**Hourly**
1	$ 628	$ 3.62	$ 1,255	$ 7.24	$ 2,510	$ 14.48	$ 2,977	$ 17.18	$ 3,722	$ 21.47	$ 4,218	$ 24.33
2	$ 852	$ 4.92	$ 1,704	$ 9.83	$ 3,408	$ 19.66	$ 3,893	$ 22.46	$ 4,867	$ 28.08	$ 5,516	$ 31.82
3	$ 1,076	$ 6.21	$ 2,152	$ 12.42	$ 4,304	$ 24.83	$ 4,809	$ 27.74	$ 6,011	$ 34.68	$ 6,813	$ 39.31
4	$ 1,300	$ 7.50	$ 2,600	$ 15.00	$ 5,200	$ 30.00	$ 5,725	$ 33.03	$ 7,157	$ 41.29	$ 8,111	$ 46.79
5	$ 1,525	$ 8.80	$ 3,049	$ 17.59	$ 6,098	$ 35.18	$ 6,641	$ 38.31	$ 8,302	$ 47.90	$ 9,409	$ 54.28
6	$ 1,749	$ 10.09	$ 3,497	$ 20.18	$ 6,994	$ 40.35	$ 7,557	$ 43.60	$ 9,446	$ 54.50	$ 10,706	$ 61.77
7	$ 1,973	$ 11.38	$ 3,945	$ 22.76	$ 7,890	$ 45.52	$ 7,729	$ 44.59	$ 9,662	$ 55.74	$ 10,950	$ 63.17
8	$ 2,197	$ 12.68	$ 4,394	$ 25.35	$ 8,788	$ 50.70	$ 7,900	$ 45.58	$ 9,876	$ 56.98	$ 11,193	$ 64.58



$377

Family of 3 with monthly income of $6,011 would have a CCAP co-pay of $377
If monthly cost of care = $1,082 (average center / infant)
Family pays $377; CCAP pays $705

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40% of jobs in the ND labor market pay an average wage of $22/hour or less

Less than $16 / hour	$16 - $22 / hour	$22 - $30 / hour	$30 - $38 / hour	>$38 / hour
Childcare worker	Home health/PT aide	Carpenter	Rotary drill operator	Industrial Engineer
Waiter/Waitress	Personal care aide	Loan processor	HR specialist	Constr mgr
Dishwasher	Receptionist/secretary	Correctional officers	Accountant	Gen/Op mgr
Bartender	Restaurant cook	Auto service tech	Electrician	Dental hygienist
Fast food cooks	Preschool teacher	Surgical tech	PR specialist	Loan officer
Cashiers	Assemblers	EMTs & paramedics	Counselor	Lawyer
Hotel clerk	Maintenance workers	Roofer	Police	Sales mgr
Maid/Housecleaner	Nursing assistant	Real Estate Sales	Registered Nurse	Software dev
Farm Worker/Laborers	Substitute teacher	Lic Practical Nurse	Comp network specialist	Veterinarian
	Stocker/order filler	Dental assistant	Speech pathologist	Pharmacist
	Landscaping/grounds	Firefighter	Production supervisor	Physician
	Janitor	Clergy	Occupational therapist	Dentist
	Laundry/Dry cleaning	Architectural drafter		Psychologist
	Legal secretary	Social worker		
		Hotel manager		
		Light Truck driver		
47,960	**112,430**	**121,150**	**64,390**	**52,920**
# of people employed in a job with average wage of <$16/hour	*28%*	*30%*	*16%*	*13%*
represents				
12% of total jobs				

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Source: Job Service ND 2023 Employment and Wages by Occupation dataset | median wage by occupation; 386,920 jobs included in statewide wage summary

Program Administration

Low Income Home Energy Assistance Program (LIHEAP)

Help households with home heating costs by paying a portion of their heating bills and assisting with home modifications to support energy efficiency.

	General	Federal	Other	TOTAL
23-25 Biennium	$0	$59,158,002	$0	$59,158,002
25-27 Biennium	$0	$59,975,416	$0	$59,975,416

2024 LIHEAP Heating Season (October 2023 – May 2024)

14,118 - Households served

- **16.5%** - Households with a child **under age 5**
- **33%** - Households with an individual **65 or older**

$794 - Average payment per household

$11.2 million – direct payments for heating/cooling

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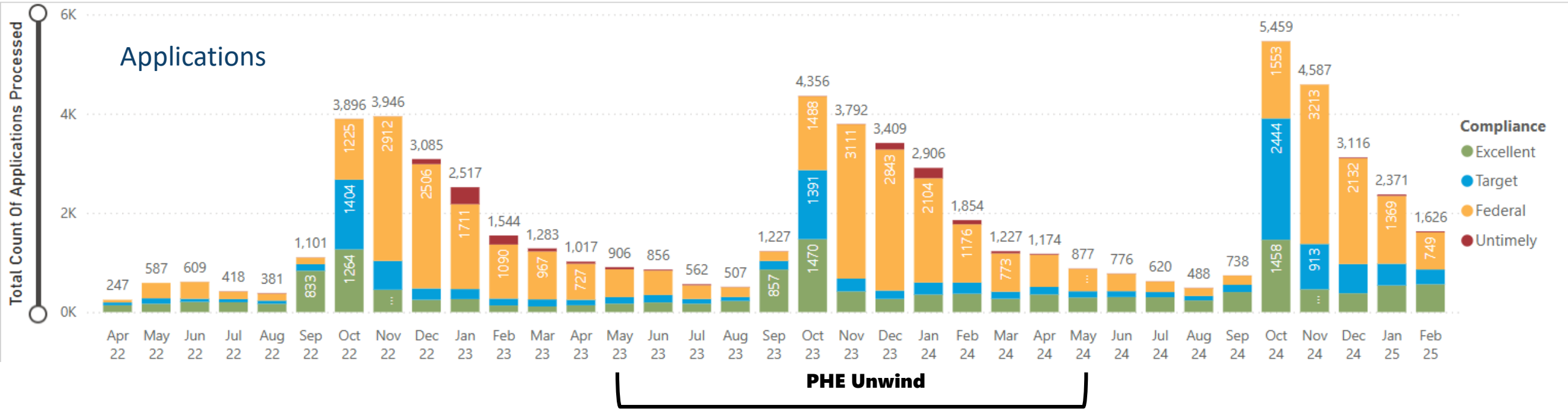
LIHEAP Processing

Average processing time from September 2024 – February 2025 was 21.6 days.

LIHEAP Application Processing Timeliness

Excellent	0-5 days
Target	6-10 days
Federal	11-45 days
Untimely	45+ days



LIHEAP Looking Ahead:
Changes & Improvements

- Supporting affordable housing by limiting energy burden to **6% or less of the family's total income** *(effective October 2024)*
- Converting ND LIHEAP from a partial-year (i.e., heating season) to a **year-round program** *(effective Summer 2025)*
    - Families will no longer need to reapply for LIHEAP at the beginning of every heating season.
    - Eligibility will be determined on an annual review cycle (similar to other programs).
    - Expands access to financial support for cooling costs during the summer months.

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LIHEAP Budget Elements

*25-27 Budget – **Related Services***

$10,000,000

Services:

- Purchase or repair air conditioners and other cooling devices
- Repair or replacement of unsafe furnaces or those that cannot be repaired
- Furnace & chimney cleaning
- Energy-saving improvements such as proper insulation and sealing windows and doors
- Prevent shut-offs, purchase or rental of supplemental heating devices, temporary shelter outside the home.

Provided by:

- ND Dept of Commerce / ND Community Action Agencies

*25-27 Budget – **Direct Assistance***

$43,214,767

Services:

- Heating and Cooling assistance paid to heating and utility vendors

Provided by:

- HHS Economic Assistance/ HSZ

*25-27 Budget - **Administration***

$6,760,650

- Program Administration (policy, compliance, quality assurance, technology system)
- Outreach to potentially eligible households **provided by** Community Options

Program Administration

Temporary Assistance for Needy Families (TANF)

Serving families with children who are deprived of parental support or care due to divorce, separation, death or one or both parents being aged or disabled.

	General	Federal	Other	TOTAL
23-25 Biennium	$3,032,643	$12,645,040	$13,270,856	$28,957,269
25-27 Biennium	$1,040,530	$17,510,307	$13,270,586	$31,821,422

June – November 2024:

695 – Average # of families served/month

$640 - Average payment per family/month

$63 - Average support service payment per family/month

51% of the TANF households are child-only, meaning a child is living with a relative, other than mom or dad.

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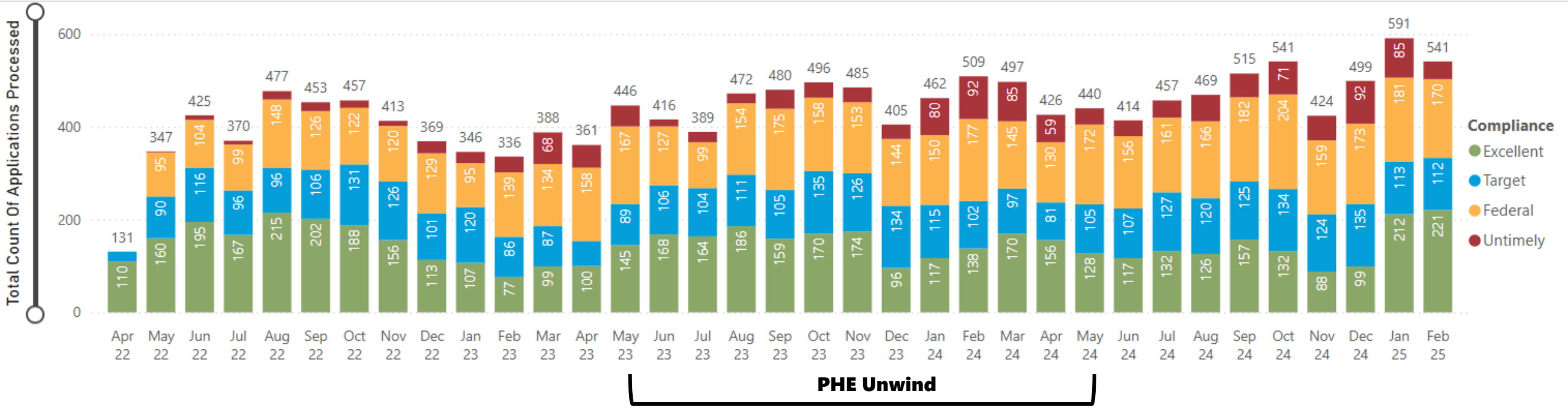
TANF Processing

Average processing time from September 2024 – February 2025 was 27.9 days.

TANF Application Processing Timeliness

Excellent	0-10 days
Target	11-20 days
Federal	21-30 days
Untimely	31+ days

Applications



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TANF Program Changes as per 2023-25 Legislative Session actions

- August 2023, implemented an increase in the TANF benefit amount, essentially doubling the amount for eligible families.
    - A caretaker with 2 children, working 40 hours per at $7.25 per hour or $1,160 per month is eligible for a benefit amount of $896 per month. Prior to this change, the family would have received a $448 benefit.
- October 2023, eliminated the benefit cap provision, preventing an increase in TANF when a child is born to a household member who was receiving TANF during the probable month of conception.
- October 2023, provide eligibility for pregnant women from the start of their pregnancy.
- October 2023, allow for an additional 12 months of earned income disregard as a work incentive.

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TANF Looking Ahead

Changes & Improvements

- Reduce burden on families and eligibility workers moving from monthly reporting to a 6- or 12-month review period.
- Enhance work support through motivational interviewing and expanded supportive services
- Re-evaluate state retention of child support collections involving TANF families.
- Annualized increase for benefit level to sustain progress made in last legislative session

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TANF Program Budget Elements

*25-27 Budget – **Direct Benefits***

$19,063,430

Programs:

- TANF **Regular** Benefits to families with children who are deprived of parental support or care due to divorce, separation, death, or one or both parents being aged or disabled.
- TANF **Diversion** provides short-term emergency benefits & services to families during a 'specific crisis or episode of need'. Limited to four months within a 12-month period.
- TANF **Kinship** Care provides funding and services for children in the care, custody, and control of a HSZ, DJS, ND Tribal agency, or who are placed with a relative. In addition to the regular TANF benefit the family receives a $300 TANF Kinship Care maintenance payment.

Provided by:

- HHS Economic Assistance/HSZ

*25-27 Budget – **Employment & Training Services***

$9,254,222

Services:

- Employment & Training Services for work-eligible individuals assisting with job skills training, job search and readiness, vocational training, on-the-job training, etc.
- **Supportive Services** provides TANF-eligible families with supportive payments to assist them in becoming or maintaining employment. Examples include license or certification fees, transportation, vehicle repairs, tools, employment-related clothing, etc.

Provided by:

- Job Service ND, Community Options, Inc., Turtle Mountain Employment & Training

*25-27 Budget - **Administration***

$592,923

- Program Administration (policy, compliance, quality assurance, technology system)

Program Administration

Supplemental Nutrition Assistance Program (SNAP)

Provide nutrition benefits to supplement the food budget of lower-income families so they can purchase healthy food and move towards self-sufficiency.

	General	Federal	Other	TOTAL
23-25 Biennium	$1,260,459	$228,581,956	$0	$229,842,525
25-27 Biennium	$2,440,011	$278,368,201	$0	$280,808,211

June – November 2024:

26,330 – Average # of households served/month

- 36.2% include a child under age 18
- 22.4% include an individual 60+

50,733 – Average number of individuals served/month

$376 – Average benefit per household/month

$9.9 million – Total SNAP dollars issued/month

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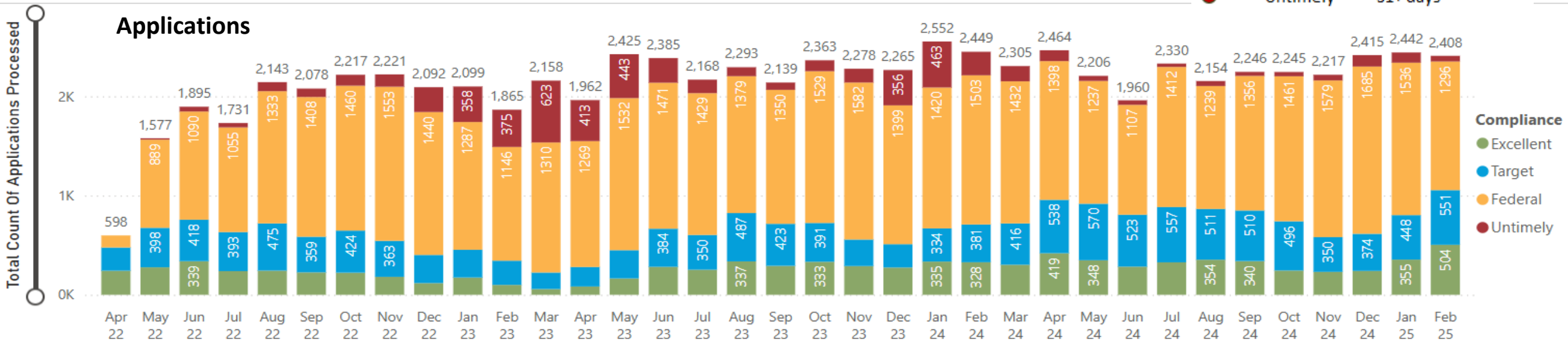
SNAP Processing

Average processing time from September 2024 – February 2025 was 23.9 days.

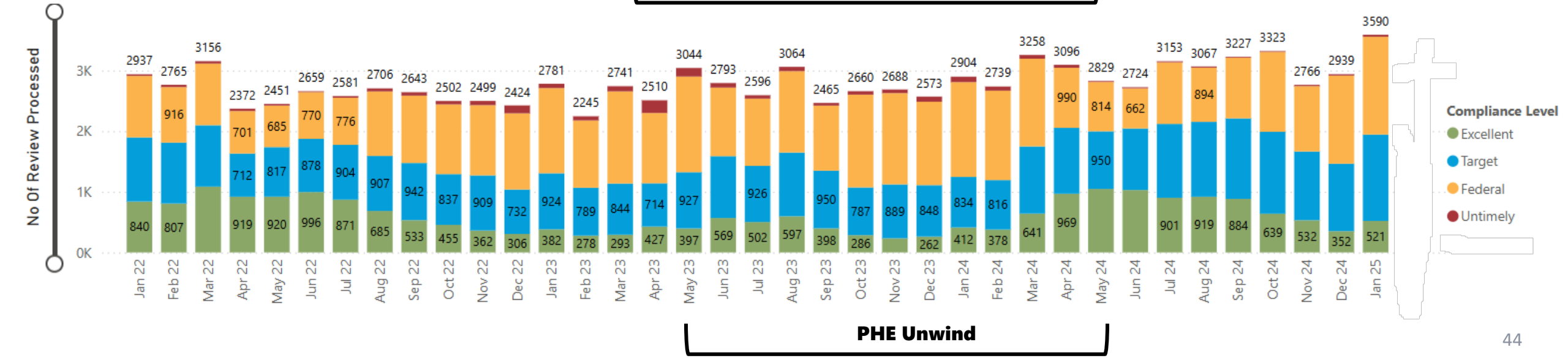
SNAP Application Processing Timeliness

Excellent	0-3 days
Target	4-10 days
Federal	11-30 days
Untimely	31+ days

Applications



Reviews



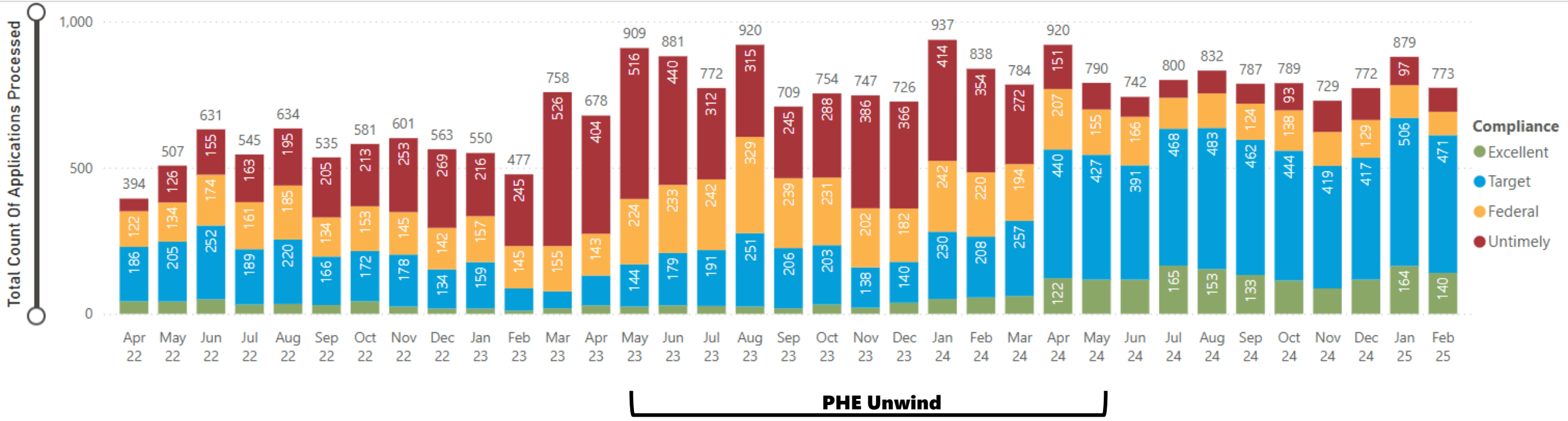
Expedited SNAP Processing

Average processing time from September 2024 – February 2025 was 5.8 days.

Expedited SNAP Processing Timeliness

Excellent	0 days
Target	1-3 days
Federal	4-7 days
Untimely	8+ days

Expedited Applications



Sun Bucks (Summer EBT)

The Summer Electronic Benefits Transfer Program, or SUN Bucks provides food assistance to households with **school-age children** who are **eligible for free or reduced-priced school meals during the summer,** when they don't have access to meals at school.

- New Program available through USDA, Food and Nutrition Services (FNS).
- Partnership with the Department of Public Instruction to develop and implement the program in ND, the first year of availability which was summer 2024.
- **38,412** children and their families received $4.6M in benefits. FNS established a benefit level of **$120 per child**.
- Children receiving, SNAP, TANF, Medicaid or free or reduced-price meals are directly certified for Sun Bucks.
- Children who are not directly certified who may be eligible for Sun Bucks can still apply for the Program.
- Summer 2025 – anticipating **44,000** children will benefit.

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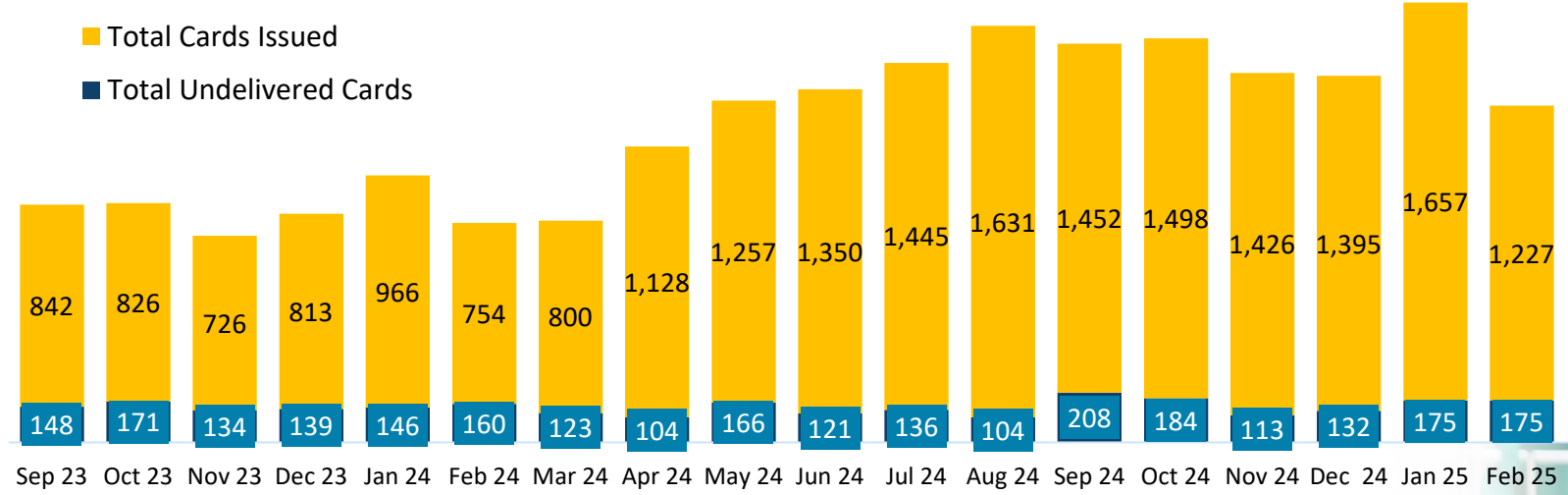
SNAP Looking Ahead

Changes & Improvement

Partnering with HSZ's to develop a **hybrid EBT issuance model**, to ensure individual can meet their family's food needs that considers:

- Elderly or Disabled
- Individuals experiencing homelessness
- Applicants who meet the federal definition of expedited, requiring a determination within 7 days:
  - Households with less than $150 in countable income
  - Households whose shelter costs are more than their income

EBT Card Issuance



SNAP Budget Elements

*25-27 Budget – **Direct Assistance***

$262,968,145

Services:

- SNAP Benefits
- SunBucks – Summer EBT Program

Provided by:

- HHS Economic Assistance/ HSZ/ND Department of Public Instruction

25-27 Budget - Administration

$12,383,563

- Program Administration (policy, compliance, quality assurance, technology system)

*25-27 Budget – **Related Services***

$5,456,504

Services:

- Employment & Training Services for work-eligible individuals, provided by: Job Service ND/Community Option, Inc
- SNAP Nutrition Education, provided by: NDSU Extension Service Family Nutrition Program
- Outreach & Application Assistance, provided by: Great Plains Food Bank

New Federal Spending Awards

SNAP infrastructure grants

- **$55,725** to support the cost of third-party earnings verification with an expenditure date of 9/30/2025.
- **$1.1 M** technology grant to enhance the Sun Bucks solution, reducing manual intervention with an expenditure date of 9/30/2028.
- **$123,725** to enhance the application and verification process and improve communications, including the ability to text message individual with an expenditure date of 9/30/2025.

These new grant funds will help offset expenditures related to required SNAP infrastructure investments.

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Included in Executive Budget Request

Eviction prevention and housing stabilization

Strategically targeting interventions that address household budget gaps can prevent the spread of crisis and instability.

- Eviction prevention and targeted rent assistance for people at highest risk of housing instability, in connection with participation in other HHS-funded services - $13.5 million
- Home Renovation incentives to address accessibility modifications - $1 million

Note: Engrossed HB 1012 reduced to $1,000,000

Total	General	Federal	Other
$14,500,000	$0	$0	$14,500,000

This is a one-time funding request. (SIIF)

Program Administration

Child Care Assistance Program (CCAP)

Pays a portion of child care costs for working families and those in training or education programs, with no co-pay required for families at or below 30% of the state median income.

	General	Federal	Other	TOTAL
23-25 Biennium	$60,989,759	$29,005,185	$7,034,072	$97,029,016
25-27 Biennium	$76,803,066	$31,317,762	$7,034,072	$115,154,900

Jan 2024 – Dec 2024

6,178 – Average # children served/month

3,812 - Average # families served/month

Infants and Toddlers (ages 0-36 mo) represent **49%** of payments and **35%** of children who benefit from CCAP each month

$32.6 million - Total CCAP dollars supporting families

$882 - Average payment per child/month

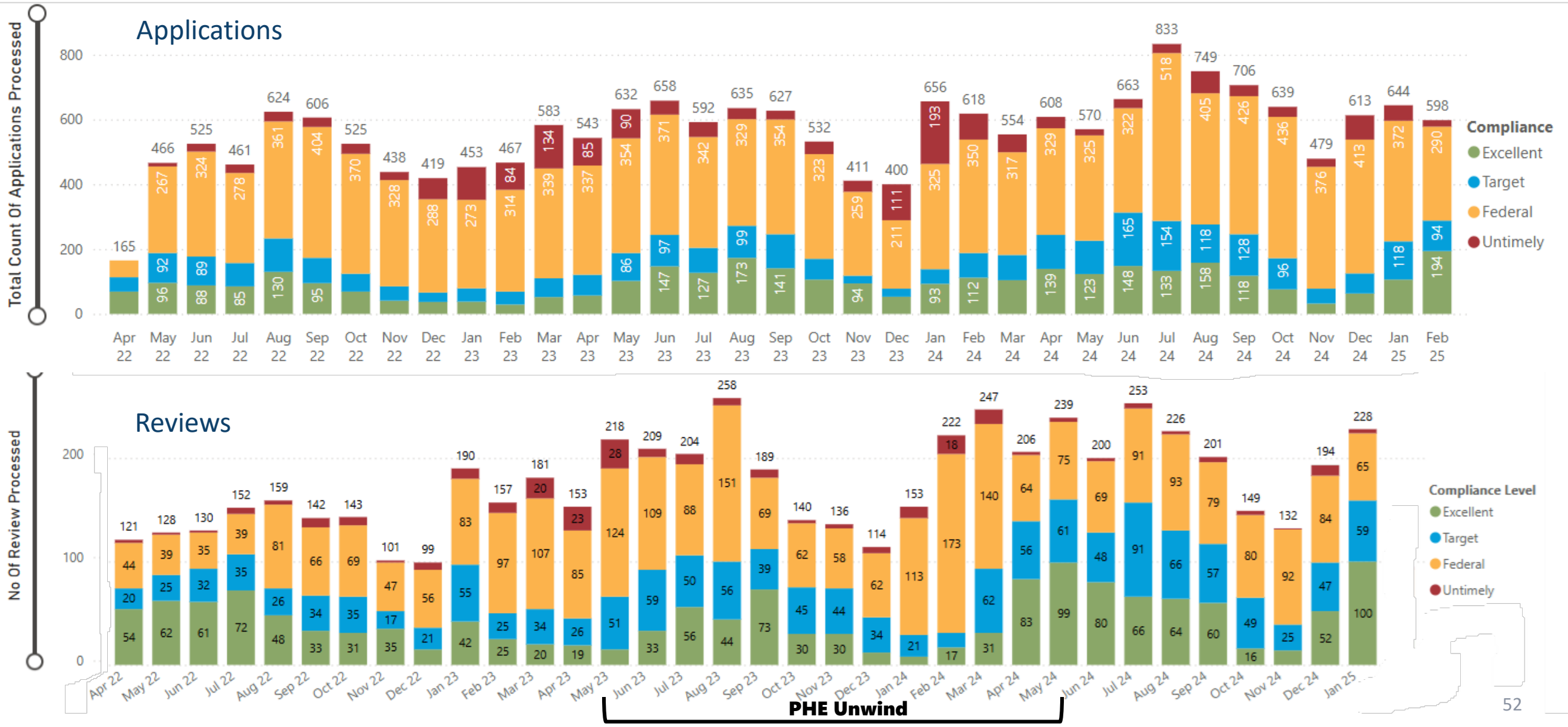
1,032 – Providers receiving CCAP payment(s)/month

Child Care Assistance Program

Average processing time from September 2024 – February 2025 was 26 days.

CCAP Application Processing Timeliness

Excellent	0-5 days
Target	6-10 days
Federal	11-30 days
Untimely	31+ days



HB 1540 CCAP Improvements 2023-25

2023 JULY

30% SMI Co-pay elimination

AVERAGE, PER MONTH:
- 1,660 children
- 954 families

2023 AUG

Increased infant-toddler rate

2023 NOV

Enhanced quality rated provider payments

AVERAGE PER MONTH:
- 150 providers

2024 FEB

Four months CCAP while searching for work or education

2024 APR

Up to 30 days for providing documentation

Extended eligibility periods to 18 months

2024 June

Implemented Child Care Workforce Benefit

Enhanced payment of 30% to providers caring for infant-toddlers

Through 02/2025:
- 1,547 children
- 914 child care workers

2024 JULY

90-Day Verification & 4 Months of Child Care for Homeless Families

Re-adjusted co-pays for families above 30% SMI

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Child Care Assistance (CCAP) Budget Elements

*25-27 Budget – **Child Care Assistance to families***

$91,806,528

Services:

- Monthly payment of a portion of child care costs for parents who are working, actively seeking work or pursuing education or training.
  - Amount of payment is based on household income, family size, age of children, and type of child care provider
  - Family share (aka: co-payment) varies from 2-6% of household income
- Streamlined eligibility for households experiencing homelessness, and for families already determined eligible for SNAP or Medicaid

*25-27 Budget – **Infant/Toddler & Quality Bonus Payments***

$23,400,000

Services:

- Bonus payment to child care providers caring for children ages 0 to 36 months (+30% of state max rate (SMR)
- Bonus payment to child care providers who have achieved Step 2, 3 or 4 quality rating (+5-15% of SMR)

*25-27 Budget - **Administration***

$2,253,914

- Program Administration (policy, compliance, quality assurance, technology system)
- Annual market survey of providers
- Outreach to potentially eligible households

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Included in Executive Budget Request

Quality-tiers for Child Care Assistance payments (HB1540)

- Quality-based CCAP bonus available to providers that participate in Bright & Early ND
- One-Time Funding of $3 million appropriated in 2023 Legislative Session – HB 1540
- Implemented November 2023 with expenditures through February 2025 of $1,561,444.
- February 2025, 149 providers received payment, up from 59 providers in the initial month.

Total	General	Federal	Other
$3,000,000	$3,000,000	$0	$0

This is a one-time funding request.

23-25 biennium CCAP Utilization and Cost Trends

Change July 2023 – January 2025 ***(per month)***

+34% - # families

+30% - # children

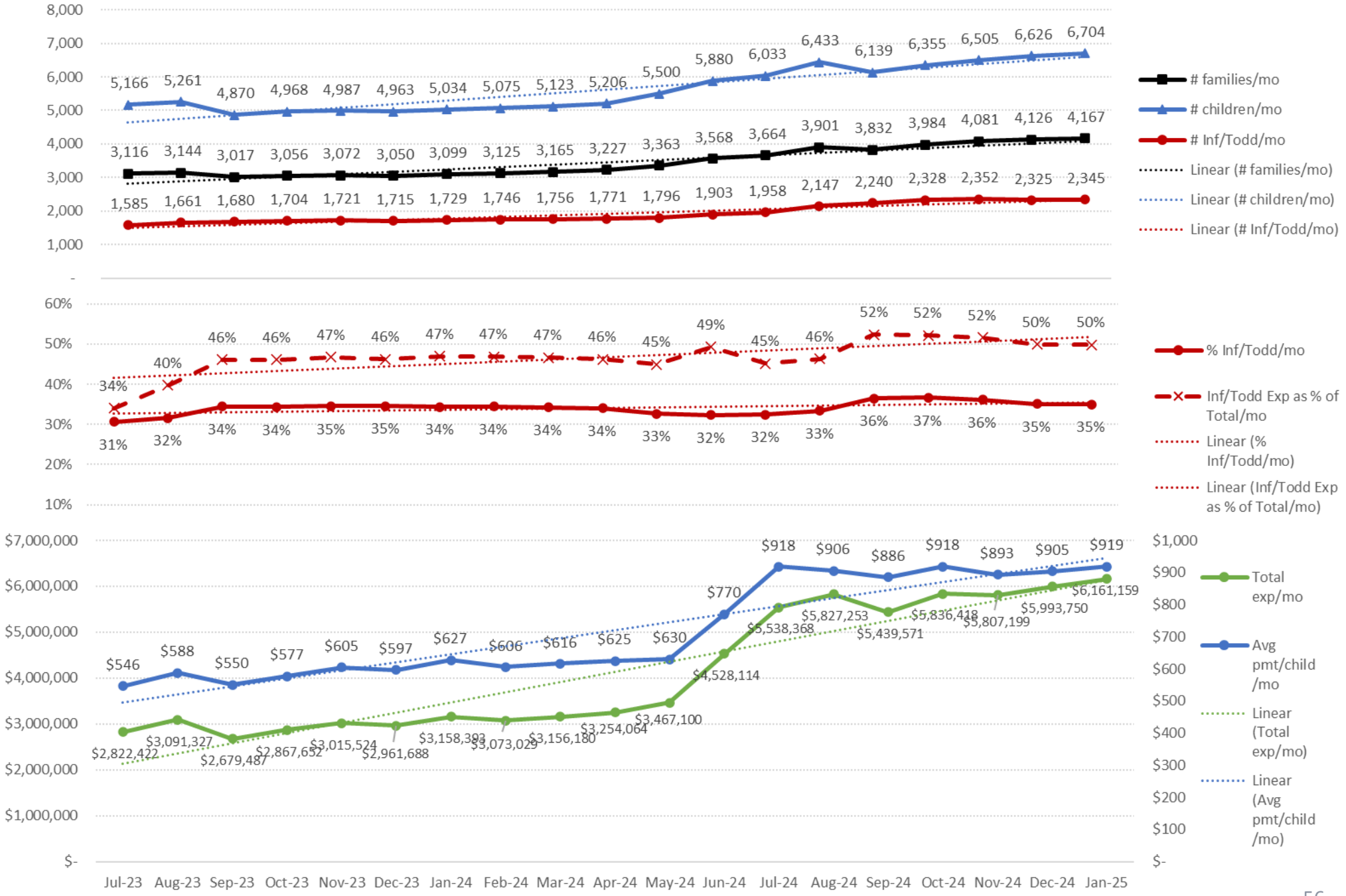
+48% - # infant/toddlers

+47% - % infant/toddler as % of expenditure

+14% - % infant/toddler as % of children w/CCAP

+68% - Avg pmt/child

+118% - Total expend



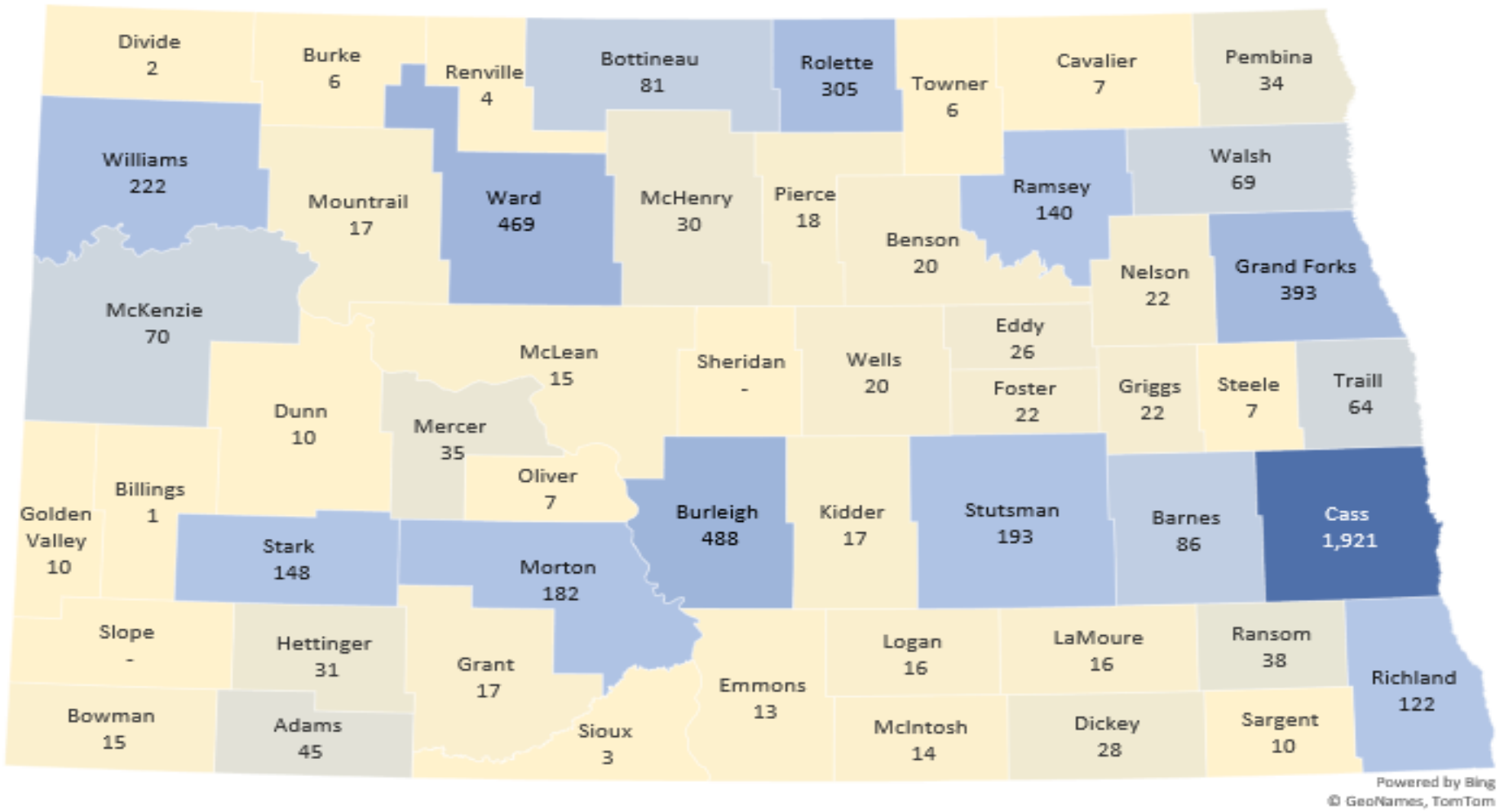
Key Indicator: Child Care Affordability | CCAP Utilization

Child Care Assistance by County

Monthly average number of children benefitting from CCAP Jan 24 – Dec 24

5,556

Average number of children benefitting from CCAP each month



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Key Indicator: Child Care Affordability | CCAP Utilization

Child Care Assistance makes a difference for working parents

Jan 2025 survey of Child Care Assistance Program participants | County-level analysis of CCAP utilization as a proportion of total CCAP utilization

Q: How has child care assistance impacted your ability to manage work hours and schedules?

- Child care assistance allows parents to maintain stable employment, work full-time, and balance their schedules without the constant worry of affording child care.
- Many single parents and families with unpredictable incomes emphasized that without this support, they would struggle to work or would have to take on additional jobs, reducing time with their children.
- Some mentioned that CCAP helped them pursue education or career advancement.

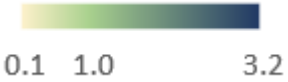
→ *"I honestly don't know how I would manage work without daycare assistance. Daycare costs more than my mortgage!"*

→ *"The CCAP program has allowed my spouse and I to fully continue our work routines and manage to make a livable wage for our family of five."*

→ *"We can afford groceries without skipping items for the adults."*

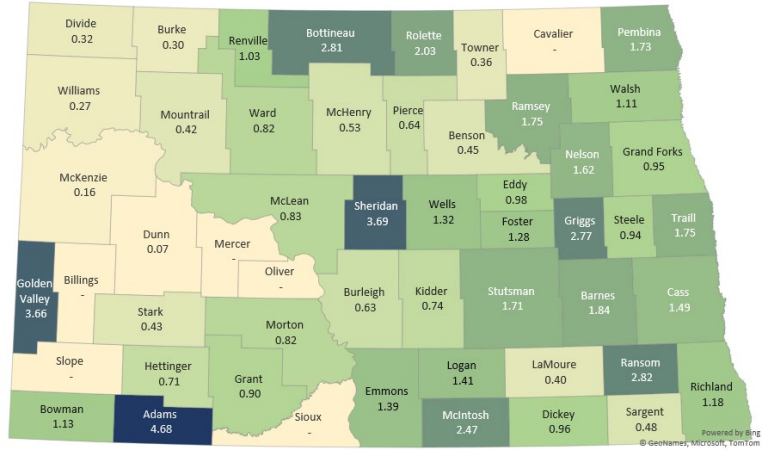
QUESTION: Is the rate of utilization what we would expect, based on total # of children age 0-13 with all parents in workforce, *adjusting for household income <80% AMI*?

1.0 (green) = yes
<1.0 (lighter) = less than
>1.0 (darker) = more than

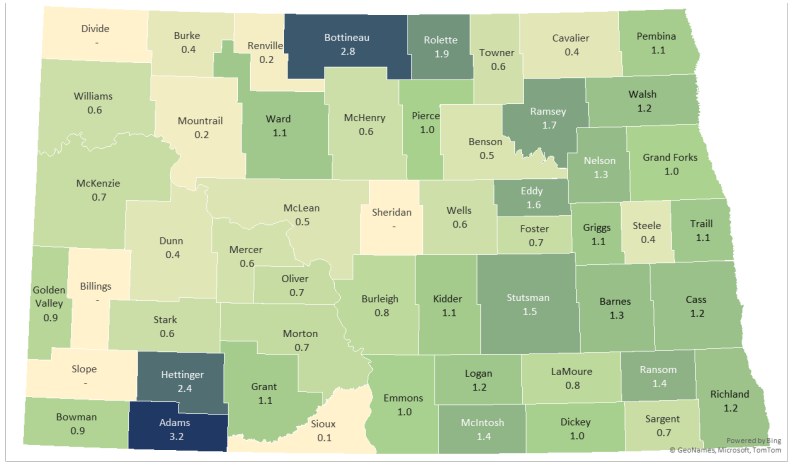


In the last 3 years, the utilization of CCAP has become more evenly distributed across ND.

2020-21 analysis



2023-24 analysis



HHS analysis: CCAP as a proportion of population (# of children benefitting from CCAP age 0-5 compared to # likely to need CC (all parents in LF), adjusting for income)

Child Care Assistance makes a difference in working parents' household budgets

Excerpts from survey of families receiving Child Care Assistance | January 2025

Q: How would you manage childcare costs without the assistance?

- Many parents stated they would not be able to afford childcare at all without CCAP, forcing them to quit their jobs, work nights, or rely on other government assistance.
- Several shared that over half of their paycheck would go toward child care, making it impossible to pay for housing, food, and other necessities.
- Others said they would have to depend on family members or unreliable care options to manage.

→ *"I honestly couldn't. I barely make bills the way it is."*

→ *"Over half of my paycheck would go to daycare costs, and I would either have to quit my job or get another job during the night."*

→ *"I wouldn't have been able to afford childcare and work."*

→ *"I would have to leave my job."*

Q: What does child care assistance mean to your household budget? How did the money help you?

- For many families, CCAP makes basic survival possible by allowing them to pay rent, utilities, and groceries while staying employed.
- Some shared that it gave them financial stability to handle unexpected expenses, medical bills, and even small quality-of-life improvements.
- Others noted the program improved their mental health by reducing financial stress and allowed them to focus on work and family.

→ *"We are able to cover unexpected expenses without having to panic and pull from savings. With young children, you never know what is going to happen—this has been a lifesaver when it comes to unexpected sickness/medical expenses."*

→ *"I got a better job. Better mental health. Higher pay. Doing better at work because I don't have to worry."*

→ *"Our budget is manageable now. The assistance we have allows us to work full-time and afford bills still."*

CCAP Co-Payments by State Median Income (SMI) and Household Size – July 2024

	0% -30% SMI	31% - 40% SMI		41% - 50% SMI		51% - 60% SMI		61%- 69% SMI		70% -75% SMI	
HH Size	Copay	Lowest Copay	Highest Copay	Lowest Copay	Highest Copay	Lowest Copay	Highest Copay	Lowest Copay	Highest Copay	Lowest Copay	Highest Copay
		2% of Income		2% of Income		2% of Income		4% of Income		6% of Income	
Average # families by SMI Jul-Dec 2024	**1,100**	**520**		**500**		**434**		**365**		**95**	
1	$0	$32	$41	$43	$51	$107	$124	$192	$215	$221	$234
2	$0	$42	$53	$56	$67	$140	$162	$251	$280	$289	$306
3	$0	$52	$66	$69	$83	$172	$200	$310	$346	$357	$377
4	$0	$62	$78	$82	$99	$205	$238	$369	$412	$425	$449
5	$0	$71	$90	$95	$114	$238	$276	$428	$478	$493	$521
6	$0	$81	$103	$108	$130	$271	$314	$488	$544	$561	$593
7	$0	$83	$105	$111	$133	$277	$321	$499	$557	$573	$607
8	$0	$85	$108	$113	$136	$283	$328	$510	$569	$586	$620

Family of 3 with monthly income of $6,011 would have a CCAP co-pay of $377

Child Care Workforce Benefit Experience

November 2024, Economic Assistance Child Care team hosted two listening sessions to hear from providers on their experiences, feedback and insights with the Child Care Assistance Program.

Provider quotes on the **Child Care Workforce Benefit's impact** on **staff recruitment, retention, and operational sustainability**

"This has been life-changing for our center as far as hiring and recruitment."

"The workforce benefit, has kept us open... This is life-changing for us."

"The benefit has helped me give bonuses to staff. I can't guarantee raises because it's grant funding, but bonuses have been really nice."

"It's helping providers actually be able to stay open and support their staff."

"I love the childcare workforce benefit."

"It makes a big difference for our employees, and it's great that income isn't a factor for them to qualify"

"This benefit has kept us afloat. We've talked about closing in the past, but this has really made a difference"

"It's a big help for us. This has helped us sustain operations during tough times."

"It's great to see something so supportive for staff, it's made a big difference in retaining employees"

"It would be great to have more assurance that the benefit will last long-term so we can confidently plan."

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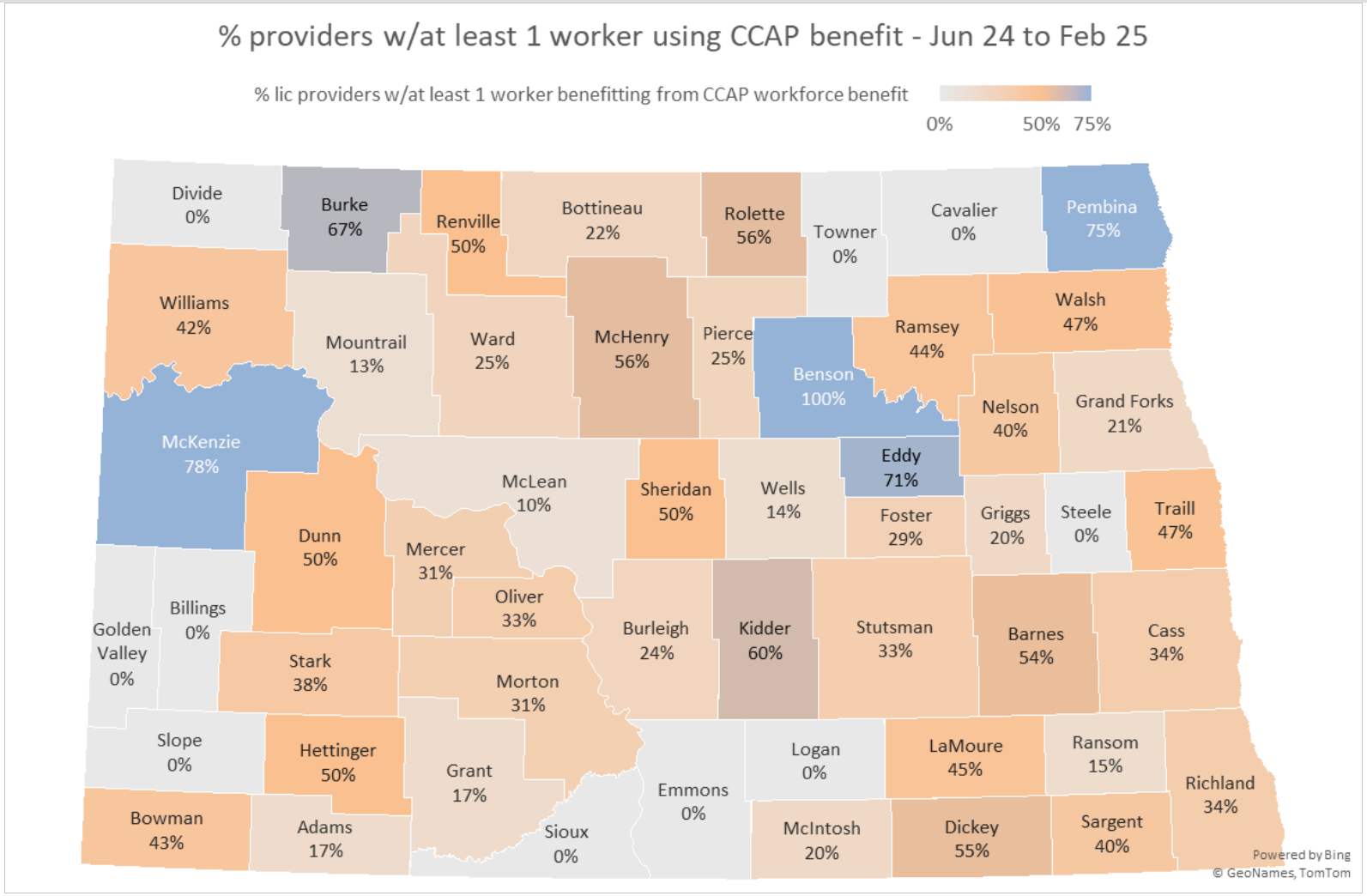
Key Indicator: Child Care Staffing

Child Care Worker Benefit

% Licensed Child Care Providers who have workers utilizing the CCAP Child Care Worker Benefit Jun '24-Feb '25

- **914 workers** employed by 342 providers
- Receiving assistance with child care costs for 1,547 children (approx. 1/3 are ages 0-3)

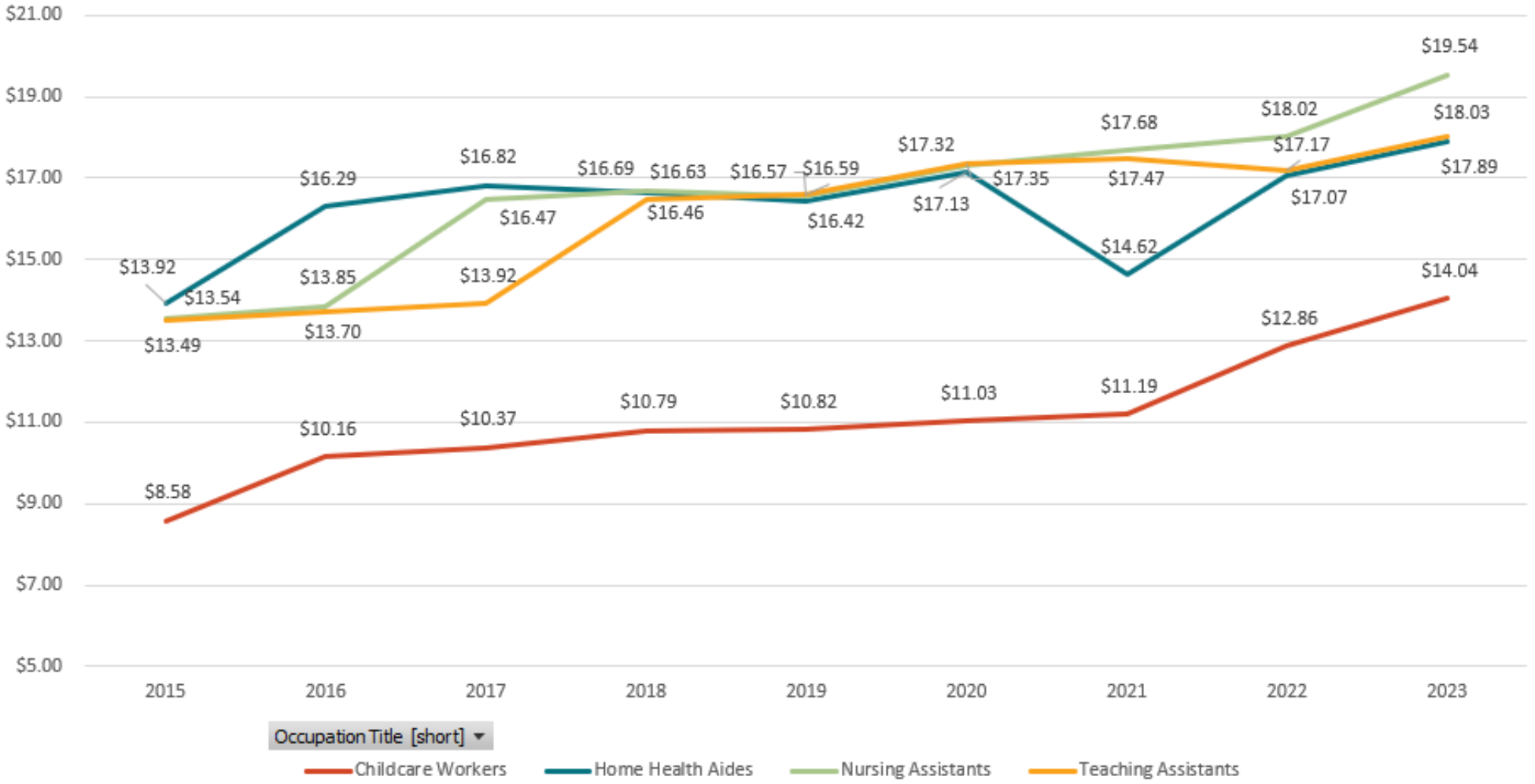
Average monthly assistance / worker = **$863** which is the **equivalent** to an **$4.98/hr wage increase** *(based on full time status)*



Key Indicator: Child Care Availability | Staffing

Child care worker wages rising but not closing the gap

ND **Median** Wage for Select Occupations | JSND Labor Market Information | Employment & Wage by Occupation **2015-23**



The average value of the CCAP Workforce Benefit ($4.98/hr) essentially closes the wage gap between child care and other paraprofessional service occupations.

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Changes to Base Budget

By Ongoing, One-Time and Funding Source

BASE BUDGET CHANGES	DESCRIPTION	RECOMMENDATION		ENGROSSED HB 1012	
		GENERAL	OTHER	GENERAL	OTHER
Child Care	Quality based pmts in CCAP - One Time	$3,000,000		$1,500,000	
IT-Existing	Retire Legacy Systems from Mainframe - One Time		$1,000,000 SIIF $1,000,000 Federal		$1,000,000 SIIF $1,000,000 Federal
Housing Initative	Connect Renters with Modest Incomes to Existing Housing - One Time		$10,000,000 SIIF		0
Housing Initative	Eviction Prevention to Help Renters Avoid Housing Crisis - One Time		$3,500,000 SIIF		0
Housing Initative	Investing in Existing Housing to Improve Accessibility - One Time		$1,000,000 SIIF		$1,000,000 SIIF
FTE Block Grant Reduction	FTE Block Grant Reduction			-$402,012.75	
Operating Reduction	Operating Reduction			-$32,000.00	

Comparison of budgets and funding

By Major Expense

DESCRIPTION	2023-25 LEGISLATIVE BASE	INCREASE / (DECREASE)	2025-27 EXECUTIVE BUDGET RECOMMENDATION	INCREASE / (DECREASE)	ENGROSSED HB 1012
Salaries & Benefits	$ 10,376,918	$ 2,154,954	$ 12,531,872	$ (402,012)	$ 12,129,860
Operating	9,772,250	3,263,873	13,036,123	(32,000)	13,004,123
IT Services	14,000	51,517,203	51,531,203	2,000,000	53,531,203
Grants	394,437,762	75,953,384	470,391,146	(15,000,000)	455,391,146
Total	**$ 414,600,930**	**$ 132,889,414**	**$ 547,490,344**	**$ (13,434,012)**	**$ 534,056,332**
General Fund	**$ 59,248,641**	**$ 36,195,573**	**$ 95,444,214**	**$ (1,933,965)**	**$ 93,510,249**
Federal Funds	**334,748,232**	**80,168,878**	**414,917,110**	**999,953**	**415,917,063**
Other Funds	**20,604,057**	**16,524,963**	**37,129,020**	**(12,500,000)**	**24,629,020**
Total Funds	**$ 414,600,930**	**$ 132,889,414**	**$ 547,490,344**	**$ (13,434,012)**	**$ 534,056,332**

Economic Assistance Budget as % of HHS Budget

- 8.5%

Budget by Funding Source

- 17% General
- 78% Federal
- 5% Other

Budget by Pass Through

- 2.2% Paid to private providers
- 85.3% Direct Services
- 2.5% Admin
- 10.0% IT

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One Time State and Local Relief Funds

HB1012 | Section 25(6) - Carryover Request

$18,941,847 from Chapter 549 of 2021 Special Session Laws

- Emergency Rent Assistance Program | U.S. Treasury. Grant expenditure deadline 9-30-25. $200 million original award. Estimate 3% remaining as of 6-30-25. Anticipate 100% expenditure by end of grant period.
- Homeowner Assistance Fund | U.S. Treasury. Grant expenditure deadline 9-30-26. $50 million original award. Estimate 20% remaining as of 6-30-25. Anticipate 100% expenditure by end of grant award period.

Contact Information

Michele Gee
Economic Assistance Director
mgee@nd.gov

Apply for Help
866-614-6005

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Appendix

Economic Assistance Resources

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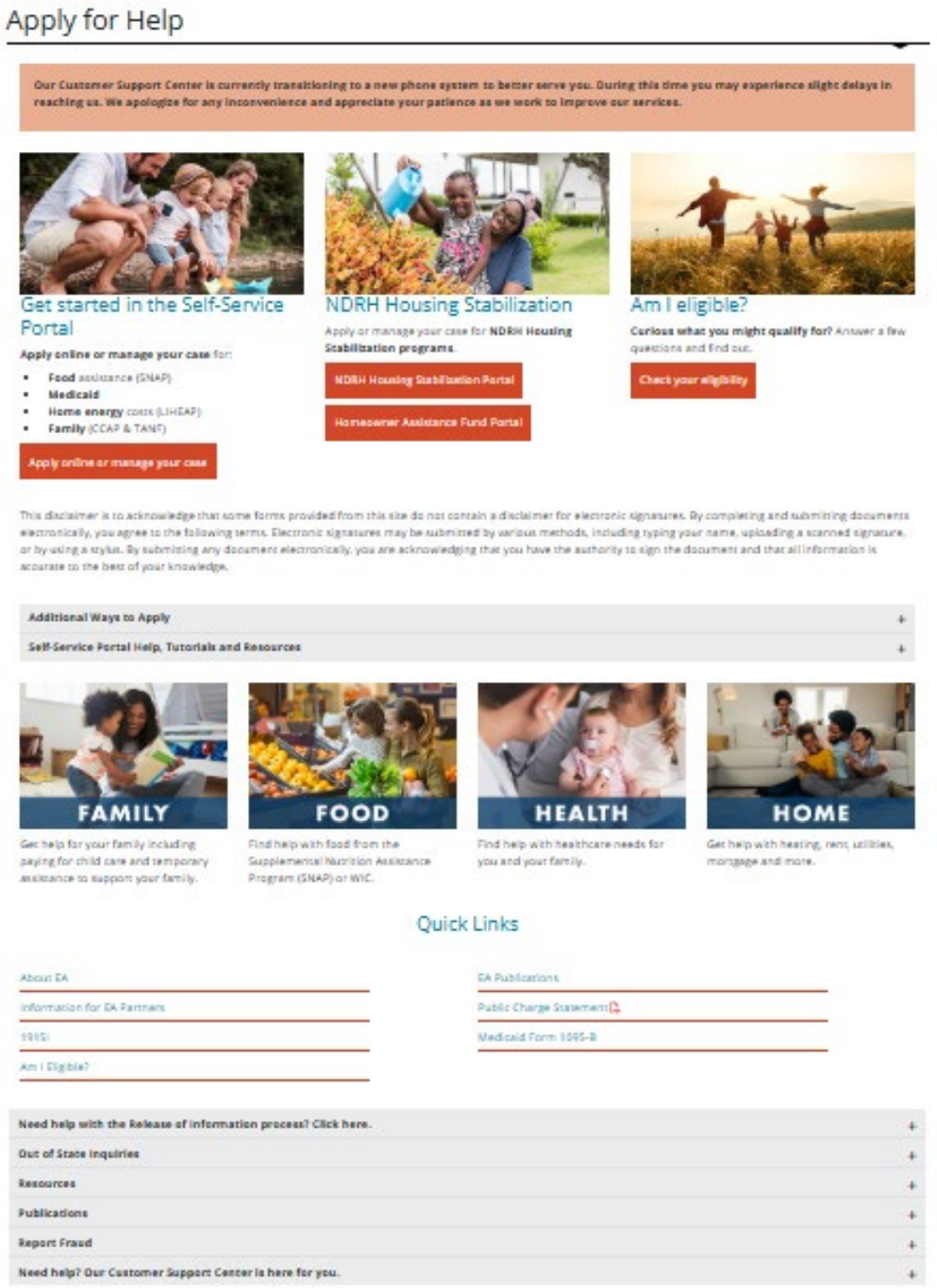
Child Care Initiative Budget/Expenditure Summary

	Legislative Origin	HHS Budget Section	23-25 Appropriation	2023-25 Expended (through Dec 2024)	25-27 Exec Budget Request (Armstrong Administration)	
Child Care Assistance Enhancements (CCAP)	**HB 1540**	**Econ Assistance**	**$39,300,000**	**$25,773,275**	**$39,300,000**	
Quality based pmts in CCAP	**HB 1540**	**Econ Assistance**	**$3,000,000***	**$1,155,346**	**$3,000,000***	
CCAP app outreach & assistance	**HB 1540**	**Econ Assistance**	**$500,000**	**$90,424**	**$500,000**	
Provider grants & shared svc	HB 1540	Early Childhood	$7,000,000*	$5,293,069	$5,000,000*	
Non-traditional hours grants	HB 1540	Early Childhood	$1,800,000	$1,300,000	$1,800,000	
Training / Worker stipends	HB 1540	Early Childhood	$2,000,000	$1,006,268	$2,000,000	
Quality infrastructure	HB 1540	Early Childhood	$3,000,000*	$1,335,164	$3,000,000*	
Evidence based programs in Year Before Kindergarten	SB 2012	Early Childhood	$14,400,000	$10,161,409	$20,400,000**	
Employer-led child care cost sharing program	HB 1540	Early Childhood	$5,000,000*			Carryover request
Background Check Automation & State Employer Share WPCCR	HB 1540	Admin	$1,000,000*	$15,220		Carryover request
			$80,000,000	$47,620,411	$75,000,000	

** = one time funding*
*** = partial one-time funding*

Note: *This summary does note include CCAP base budget / expenditure originating from SB2012*



ApplyforHelp.nd.gov

- Online Applications
- Videos and resources to assist with the online application.
- Tool to help individuals understand the assistance they may qualify to receive.
- Program Information, including income eligibility limits by program.
- Information on other ways to apply and how to get assistance applying.

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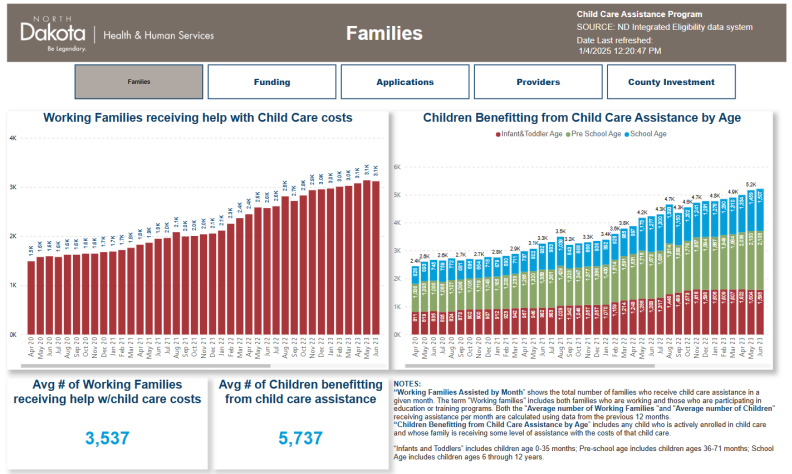
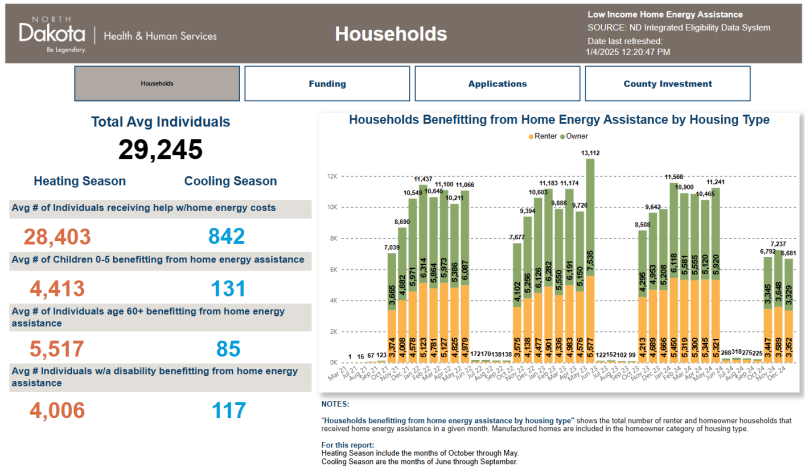
Data Dashboards

Coming soon: TANF and SNAP

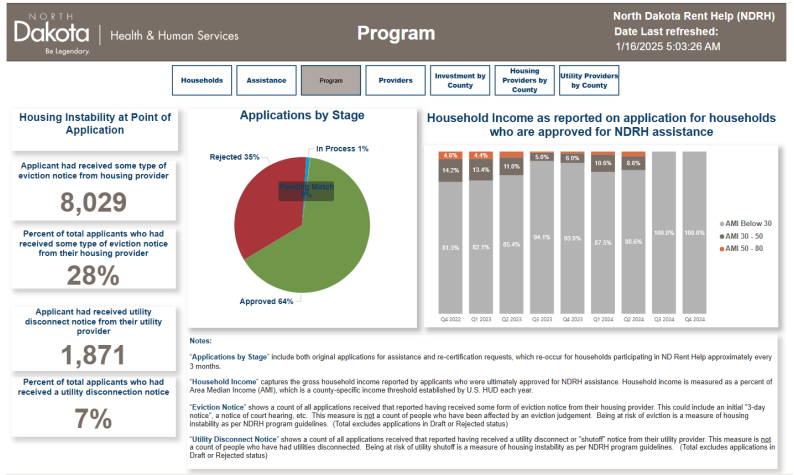
CCAP: applyforhelp/ccap



LIHEAP: applyforhelp/liheap



NDHS: applyforhelp/ndrh-housing-stability



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Medicaid Renewals Dashboard

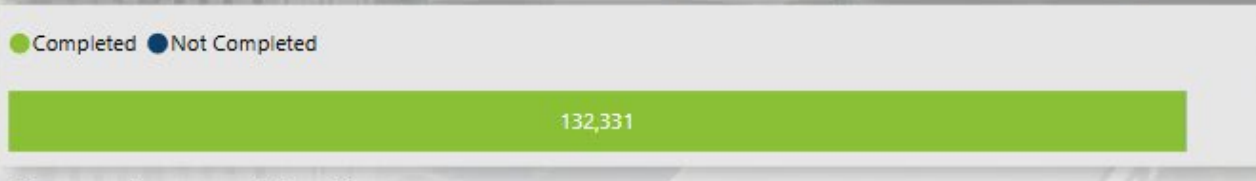
Data as of date
December 31, 2024

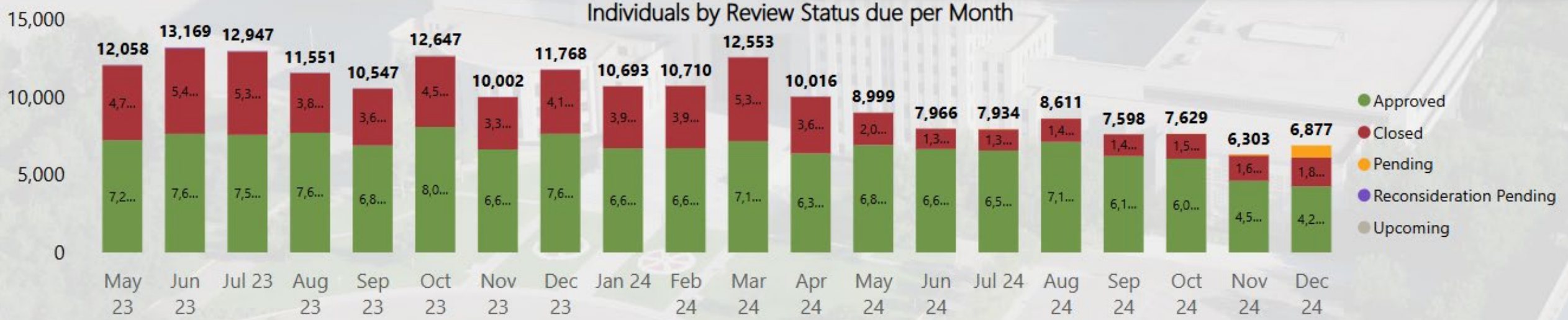
Total Medicaid Individuals Due For Review

132,378
Individuals

Medicaid Individuals By Review Status

132,331	47	0
Completed	Pending	Upcoming





PHE Unwind

The top summary level counts match with the CMS PHE report, the dis[illegible]metric number has the variance of less than 0.01%. Medicaid Eligibility Reviews started on 1st April 2023 and will take 14 months to complete.

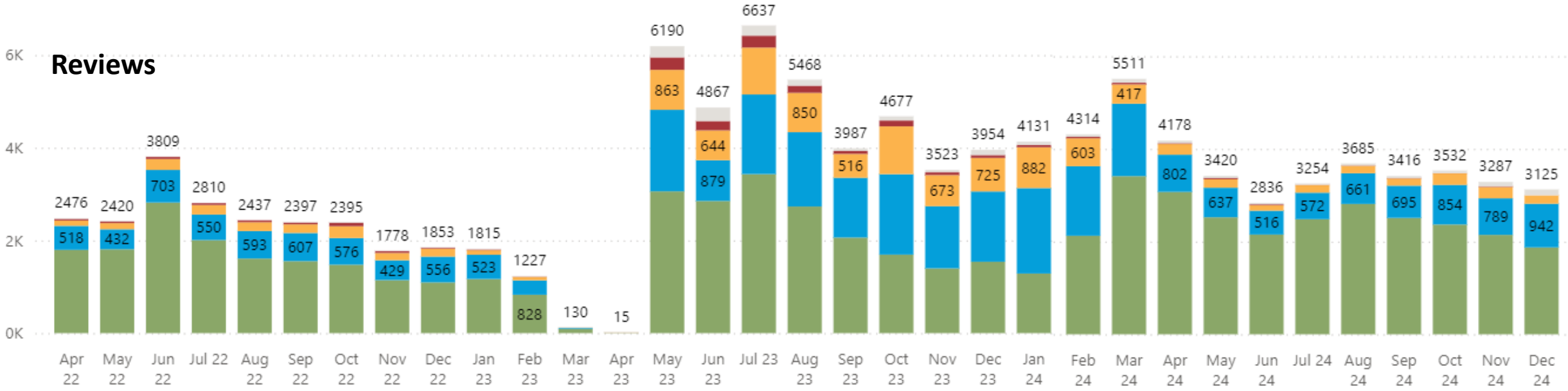
Individuals: The number of individuals who were enrolled as of March 31*st* when the continuous coverage ended, whose benefits were to be reviewed during the 14-month PHE unwinding period.
Approved: The number of Individuals whose renewal was processed and approved.
Pending: The number of Individual whose benefits review has started but is not completed.
Closed: The number of Individuals whose renewal was processed and denied.

Upcoming: The number of Individuals whose benefits will be reviewed but the renewal process has not yet started.
Completed: The number of Individuals whose review is completed. Includes both approved and closed individuals.
Reconsideration Pending: People whose eligibility is being reconsidered in "90-day reconsideration period" (individual submitted their forms after their initial due date).
*Web users can right click the graph and select 'Show as a table' to view the details of the Reconsideration Pending Reviews counts.

Medicaid

Pre PHS: Average processing time from February 2023 – April 2023 was 43.3 days

Post PHE: Average processing time from July – December 2024 was 20.8 days



Program Integrity and Performance

Audit Findings | 2021-22 Single Audit

- **2022-014 Low-Income Home Energy Assistance**. Coordinate with the Department of Commerce to properly report subawards of the state under the LIHEAP program for FFATA reporting. *Reviewed processes and adjusted staffing.*
- **2022-015 Low-Income Home Energy Assistance**. Ensure adequate rental documentation is on file and proper eligibility determinations of the Low-Income Home Energy Assistance Program (LIHEAP) are made. *Reviewed processes and provided additional training.*
- **2022-016 Low-Income Home Energy Assistance**. Ensure policies and procedures prevent duplicate payments from being applied to LIHEAP cases. We also recommend the Department of Human Services ensure required documentation is obtained for individuals appearing in multiple cases in accordance with state LIHEAP Policy. *Reviewed processes and provided additional training. LIHEAP Business Process Redesign in process.*
- **2022-017 Low-Income Home Energy Assistance**. Ensure eligibility is verified through the State NDVerify system prior to approval of all LIHEAP applications or revise the State Plan to identify the use of NDVerify as optional for approval by the Federal awarding agency. *Revised Plan; LIHEAP Business Process Redesign in process.*
- **2022-018 Emergency Rental Assistance Program**. Ensure monthly payment amounts are calculated correctly and reviewed for accuracy. Additionally, we recommend the Department ensure the improper payments are recouped through the ERA program's refunding process. *Reviewed processes and adjusted staffing.*

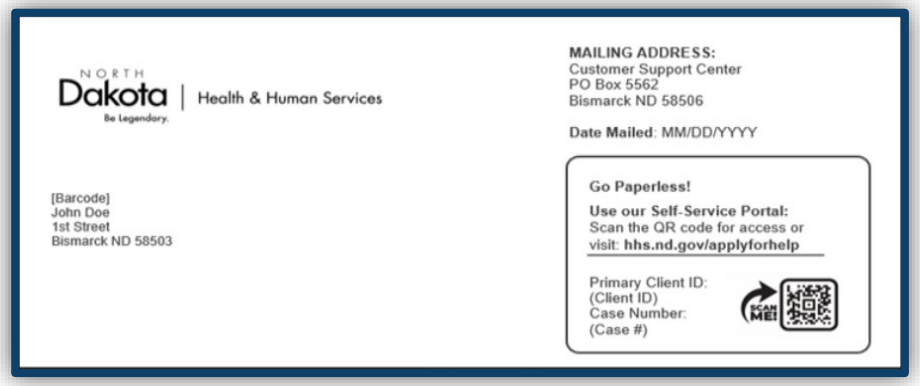
Human Centered Design: Notice Redesign

In November 2023, HHS began redesigning all system-generated notices sent to customers using a Human-Centered Design approach. This effort aims to improve readability, boost comprehension, foster inclusion, and make calls-to-action clearer.

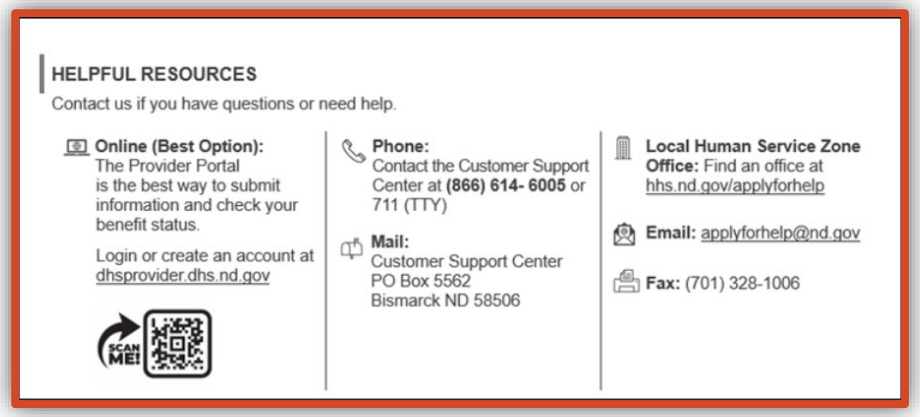
Key changes include:

- **Simplified Language:** Using simpler words and shorter sentences for clarity.
- **Inclusivity and Person-Centric Language:** Updating terms to be more sensitive and inclusive.
- **Take Action:** New envelopes marked "Take Action" in large, red font for notices requiring action.
- **Helpful Resources:** Adding a section to highlight ways citizens can contact the State or access benefits.
- **Translation Services:** Providing a graphic with translation support in 12 languages, including a help number.
- **Self-Service Portal (SSP) Quick Access:** Adding QR codes in the notice header and detailed usage instructions.

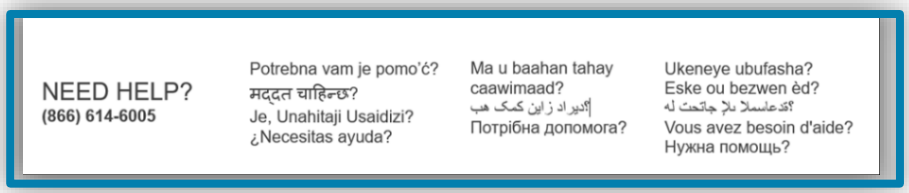
1. Modernized header which provides quick access to the Self-Service Portal and promotes Going Paperless.



2. Helpful Resources section for recipients to find multi-channel DHHS assistance.



3. Outreach to non-English language recipients to improve inclusivity.



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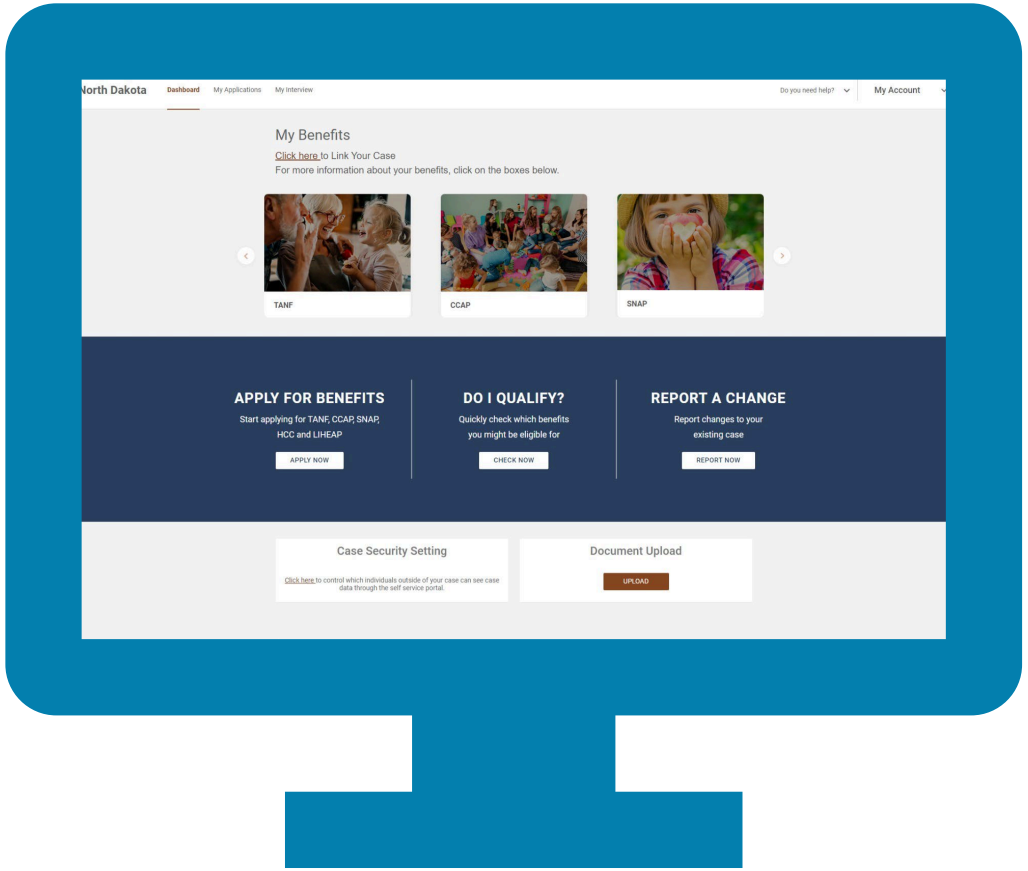
Human Centered Design: Self Service Portal Usability Study

- In February 2024, the State launched a Usability Study to assess citizens' abilities, understanding, and satisfaction with the Self-Service Portal.
- The study gathered direct feedback by observing citizens as they completed tasks during in-person sessions.
- These sessions took place over a week at three DHHS county offices and two Trusted Partner organizations, involving a wide range of participants.



Finding Groupings

The finding identified during the Self-Service Portal Usability each fell into one of eight categories.

Case Information (8 Findings)

How the client views, tracks, and reports their case information. This can include navigating what information is needed and tracking their case progress.

System Navigation (16 Findings)

How the user interacts with the system flow and how the system directs the user to perform actions. This can include confusing page layouts, button uses, and flow navigation.

Form, Fields, & Text (20 Findings)

How the Self-Service Portal communicates through the text displayed on screen. This includes confusing questions and overwhelming text.

Disability & Accessibility (4 Findings)

The accessibility and ability to use and interact with the Self-Service Portal for individuals of all demographics. This includes usability limitations for individuals with disabilities.

Notices (2 Findings)

How and where official notices and communications are displayed to the user. This includes Notice page layout and location, as well as ordering and naming.

Document Upload (4 Findings)

How the users are directed to upload documents and technical limitations or issues faced when uploading.

Security & Log In (6 Findings)

How the user creates an account, logins, changes passwords, and views account information.

Possible Defects (2 Findings)

Potential defects in the system that were observed during the Self-Service Portal Usability Study.

Top 10 Impactful Findings

Details of ten findings that are most impactful to the user experience and client satisfaction.

Document Upload Preparation Page

Clients are unsure which documents they should be providing. Adding a Document Upload information page upfront can add clarity for which verifications are needed.

Next Steps & Timeline After Submission

Once clients finish applying, they are uncertain of what occurs next. Adding a "Next Steps and Timeline" information page after submission will assure clients of future steps.

Dashboard Purpose and Layout Unclear

Because clients found the terminology "Dashboard" to be unclear, this should change to "Homepage," along with re-organizing the Homepage for increased usability.

Asset, Income, & Expense Examples Needed

Clients don't always understand what types of assets, income, or expenses should be reported. Therefore, all types should be displayed, with information collected based on selections.

Notices/Messages Section

Notices currently default to oldest messages first. The notice date does not display the date mailed. The "Messages" section should be replaced with a "My Inbox," tab which auto-filters by most recent notices.

Incomplete and Out of Date Case Information

Paper applications, reviews, and changes entered directly into SPACES should be displayed as part of the Case History. Also, the statuses of all applications, changes, and reviews needs to remain in synch with SPACES.

Enhanced Secondary Gateposts

Instead of clicking "Add" on secondary gatepost screens, clients would prefer Yes/No radio button selections, which would then enable "Add" when appropriate.

Disability Fields Intrusive, Unclear, or Outdated

Clients would prefer re-wording several of the disability-related fields as they currently feel intrusive and somewhat offensive.

Email Confirmation Upon Submission

Clients would feel more secure in a successful submission if they also received an email confirmation stating their application has been received along with next steps.

Application Flow for Application Assistance

To clarify the process of applying on behalf of another individual, a new application flow should be created for trusted partners and those assisting an applicant.

Positive Findings And Feedback

The SSP Usability Study highlighted both strengths and areas for improvement. Here, we emphasize positive feedback.

Checking Notices Online

Clients enjoy the option to electronically view their Notices through the Self-Service Portal and felt it was one of the best features. They felt it was beneficial to have all State correspondence in a centralized location online.

Review/Edit Information

When going through a new application, clients value the ability to review and edit previously inputted information.

Check My Benefits

Clients appreciate the ability to check their benefits for each program, directly from the Dashboard.

Approve/Deny Visibility

Clients liked how each program which they previously applied for showed an “Approved” or “Denied” tag in green/red, which is upfront and in clear site on as soon as they log in on the Dashboard.

Progress Tracking

During a new application, clients appreciate that there is progress tracking (although they feel there should be improvements). Similarly, they value the green indicators on the section gatepost screen to indicate where user’s have provided detailed records.

System Adaptability

Overall, clients adapted to SSP’s user interface relatively well. Once logging on, clients adjusted quickly to the field entry process, page error process, and familiarizing themselves to general navigation.

Overall, clients expressed appreciation for several existing SSP features, and provided constructive feedback for enhancement areas.

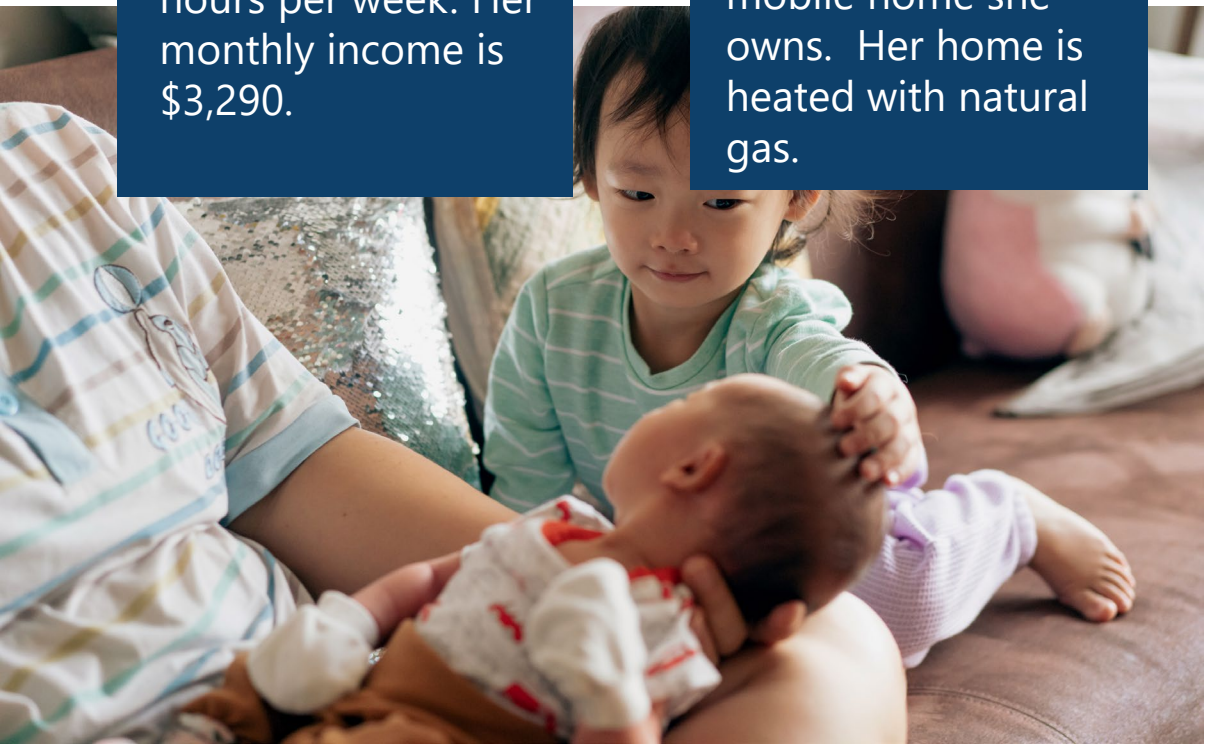
LIHEAP: Meet the Turneys

Vanessa

Vanessa is a nursing assistant at a local hospital making $19 an hour, working 40 hours per week. Her monthly income is $3,290.

Home

Vanessa and her two children, a 3-year-old and a 4-month-old, live in a 3-bedroom mobile home she owns. Her home is heated with natural gas.



LIHEAP Eligibility

As Vanessa pays for heating her home and her family's monthly income is less than 60% of the state median income for a family of three, Vanessa is eligible for LIHEAP.

Monthly Income (40% of SMI):	$3,290

LIHEAP Benefit:

Vanessa's Average Cost of Heat:	$190
LIHEAP Benefit (85% of cost):	$162

$162 = 4.9% of the Turney's gross monthly income

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LIHEAP Eligibility

Eligible Households:

- Households responsible to pay for heating their home (fuel oil, propane, natural gas, electricity, wood, coal, and kerosene)
- Households whose cost of heat is included in their rent

Allowable Deductions :

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

60% State Median Income Limit 10/1/24 – 9/30/25		
Household Size	**Annual Income**	**Monthly Income**
1	$35,724	$2,977
2	$46,716	$3,893
3	$57,708	$4,809
4	$68,700	$5,725
5	$79,693	$6,641
6	$90,685	$7,557

CCAP: Meet the Caseys

Liz & Phil

Liz works as a bank teller, 35 hours per week making $15 an hour, which is $2,100 a month.
Phil works as a delivery driver, 45 hours per week. He makes $18 an hours, which is $3,600.

Iris, Nolan & Lily

The Caseys have three children:

- Iris, age 7
- Nolan age 5
- Lily age 2

The Casey's children are cared for by a licensed family provider while Liz and Phil are working.

CCAP Eligibility

Liz & Phil family income is $5,700 per month which is approximately 48% of SMI. The Caseys are eligible for CCAP which will provide necessary for them to maintain their employment.

Monthly Income (48% of SMI):	$5,700
CCAP Benefit:	
Child care costs for Iris (age 7):	$550
Child care costs for Nolan (age 5):	$820
Child care costs for Lily (age 2):	$950
Casey family co-pay:	$110
Casey's remaining income with CCAP:	$5,590
Casey's remaining income w/out CCAP:	$3,380

Note: During the summer months when Iris attends child care full-time, the cost of care increases to $770. As that is under the state maximum rate of s under the state maximum rate of $812, CCAP can continue to cover with no change in income.

CCAP Eligibility Information

Must be participating in an allowable activity:

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

Temporary allowable activity:
Allow up to four months of child care assistance for families when they are looking for work or education.

Family Responsibility:

- Families with income above 30% of SMI pay a portion of their child care costs.
- 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

75% State Median Income Limit 10/1/24 – 9/30/25	
Family Size (Adults and Children)	**Average Monthly Income**
2	Up to $5,231
3	Up to $6,462
4	Up to $7,694
5	Up to $8,924
6	Up to $10,155
7	Up to $10,386
8	Up to $10,6177

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Meet the Collins Family

Carla

Carla is a single mom with two children. She works as a hotel clerk, 40 hours per week making $9.00 an hour. Carla's monthly income is $1,560 per month.

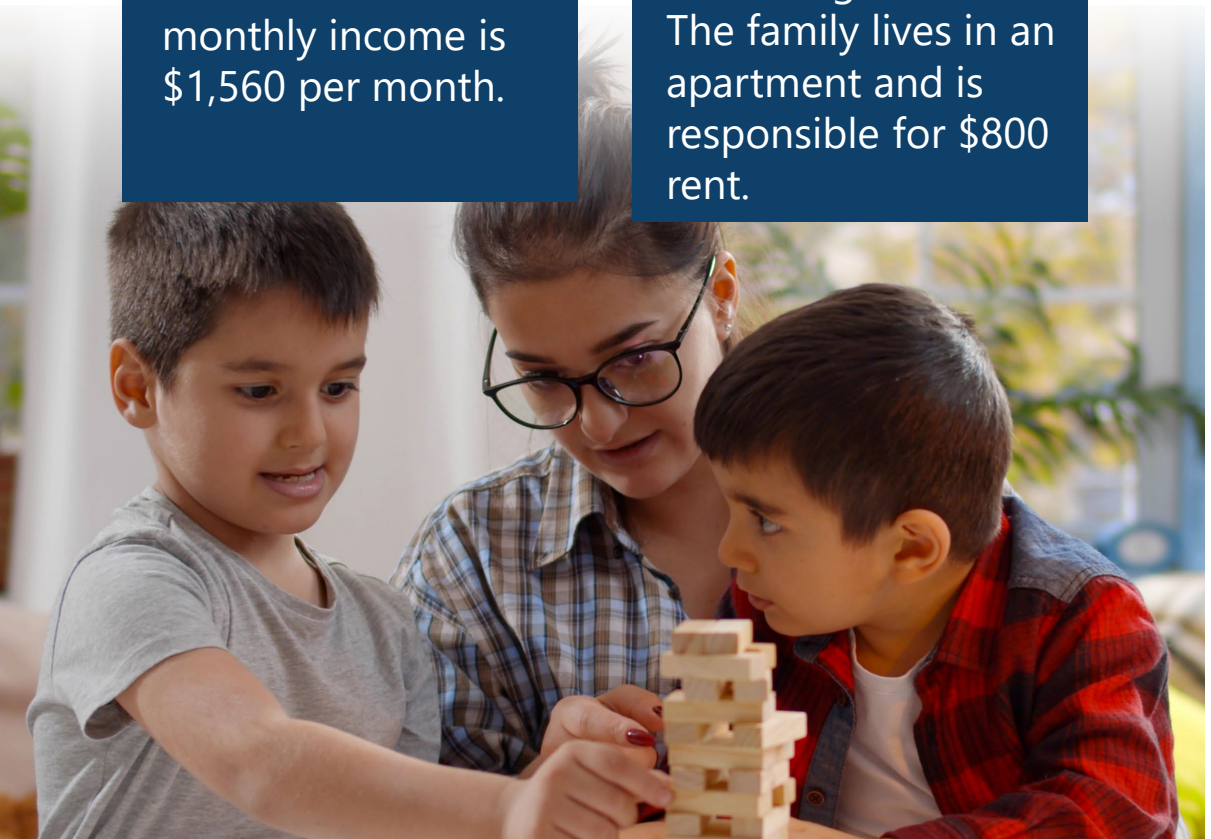
James & Sam

Carla's children are:

- James, age 6
- Sam, age 4

Carla's mom cares for her children while she is working.

The family lives in an apartment and is responsible for $800 rent.



TANF & SNAP Eligibility

James & Sam's father passed away. Carla took time away from work to care for her family after her husband's passing. During that time, the family's saving was depleted. Carla found the need to apply for financial assistance to help meet her family's basic needs and was determined eligible for TANF and SNAP.

As Carla doesn't incur out-of-pocket heating or child care costs, there is no eligibility for LIHEAP or CCAP.

Monthly Income (18% of SMI):	$1,560
TANF Benefit:	
TANF Benefit Amount:	$347
SNAP Benefit:	
SNAP Benefit Amount	$548

TANF Eligibility Information

Who does TANF serve?

- A parent or relative taking care of a 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.

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Remember the Turneys

Vanessa

Vanessa is a nursing assistant at a local hospital making $19 an hour, working 40 hours per week. Her monthly income is $3,290.

Home

Vanessa and her two children, 3-year-old Ann and 4-month-old Henry, live in a 3-bedroom mobile home she owns. Her home is heated with natural gas.

Eligibility

When Vanessa applied for LIHEAP online, she also decided to apply for CCAP, SNAP, and TANF. As Vanessa is working and her family's monthly income is less than approximately 40% of SMI (150% of FPL), Vanessa and her family were eligible for LIHEAP, CCAP, and SNAP, however, they were over the income limit for TANF.

Monthly Income (40% of SMI):	$3,290
LIHEAP Benefit:	
Vanessa's Average Cost of Heat:	$190
LIHEAP Benefit (85% of cost):	$162
CCAP Benefit:	
Child care costs for Ann:	$750
Child care costs for Henry:	$900
Turney family co-pay:	$66
Turney's remaining income with LIHEAP & CCAP:	$3,196 + $59 SNAP
Turney's remaining income w/out LIHEAP or CCAP:	$1,450 + $733 SNAP

SNAP 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:

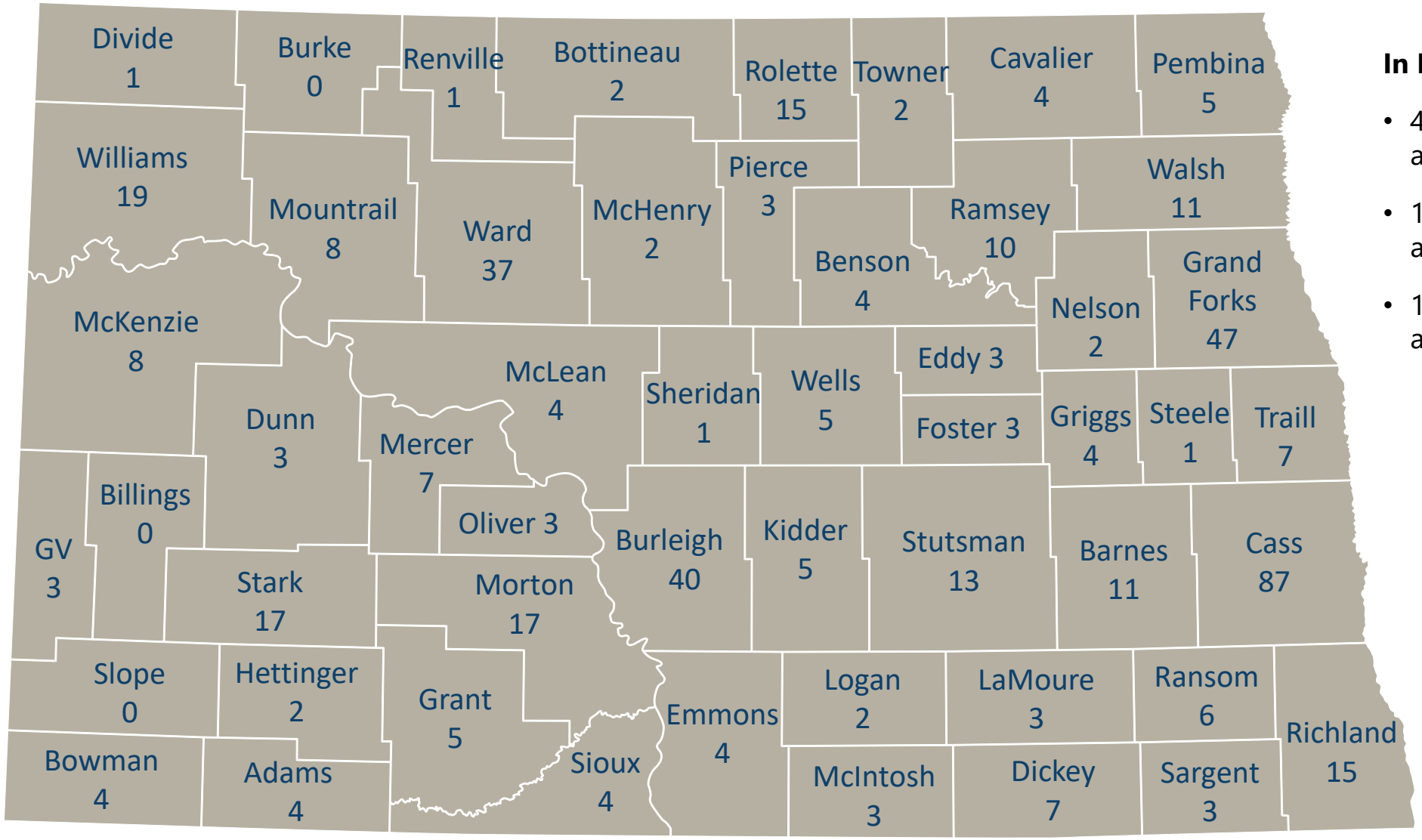
- Households may have up to $2,250 in assets.
- Households with a member who is 60 years of age or older, or disabled, may have up to $3,500 in countable assets.
- Assets are not counted for people who are receiving cash assistance (TANF), federal Supplemental Security Income (SSI), or TANF Information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

Income Limits			
People in Household	200% Gross Income	130% Gross Income	100% Net Income
1	$2,510	$1,632	$1,255
2	$3,408	$2,215	$1,704
3	$4,304	$2,7988	$2,152
4	$5,200	$3,380	$2,600
5	$6,098	$3,963	$3,049
6	$6,994	$4,546	$3,497
7	$7,890	$5,129	$3,945
Effective Oct. 1, 2024 – Sept. 30, 2025			

Maximum Monthly Benefit	
People in Household	Maximum Monthly Benefit
1	$292
2	$536
3	$768
4	$975
5	$1,158
6	$1,390
7	$1,536
Effective Oct. 1, 2024 – Sept. 30, 2025	

SNAP Impacts Local Economies

Authorized SNAP Retailers by County



In ND, there are:

- 477 retail food stores authorized to accept SNAP benefits.
- 12 famer's markets authorized to accept SNAP benefits.
- 14 retail food stores authorized to accept SNAP benefit online.

According to the Food Research & Action Center (FRAC), each dollar in federally funded SNAP benefits generates **$1.79 in economic activity**.

Source: Food Research & Action Center, *The Positive Effect of SNAP Benefits on Participants and Communities,* https://frac.org