HB1012 Overview – Economic Assistance

House Appropriations | Human Resources Division
Representative Jon Nelson, Chairman

January 28, 2025, Michele Gee | Director, Economic Assistance Section

Economic Assistance

Helping 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.

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 Program

+ Eligibility determination process for Medicaid

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Our Work

Economic Assistance is a section of the Human Services Division. Our teams work can be categorized into three different focuses:

Program Administration

- Federal Compliance
- State Law & Administrative Rules
- State Plan
- Federal Reporting
- Federal & State Agreements

Supporting Service Delivery

- Program & Policy Support
- Learning & Development
- Benefit Issuance
- Integrated Eligibility System Development & Maintenance

Program Integrity & Performance

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

Chapter	Chapter Name
50-06	Department of Heath and Human Services
50-09	Aid to Dependent Children ((Includes TANF)
50-33	Child Care Assistance

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Medicaid Renewals Dashboard

North Dakota | Health & Human Services

Total Medicaid Individuals Due For Review
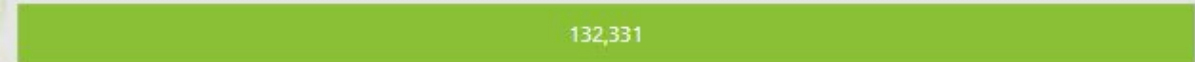
132,378
Individuals

Medicaid Individuals By Review Status

132,331
Completed

47
Pending
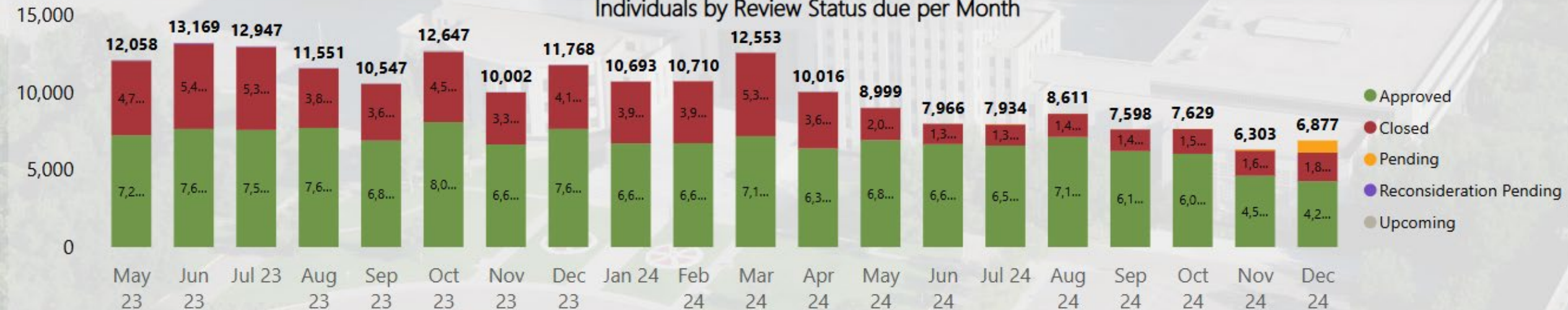
0
Upcoming

● Completed ● Not Completed

132,331

Individuals by Review Status due per Month

Legend: ● Approved ● Closed ● Pending ● Reconsideration Pending ● Upcoming

Month	Total
May 23	12,058
Jun 23	13,169
Jul 23	12,947
Aug 23	11,551
Sep 23	10,547
Oct 23	12,647
Nov 23	10,002
Dec 23	11,768
Jan 24	10,693
Feb 24	10,710
Mar 24	12,553
Apr 24	10,016
May 24	8,999
Jun 24	7,966
Jul 24	7,934
Aug 24	8,611
Sep 24	7,598
Oct 24	7,629
Nov 24	6,303
Dec 24	6,877

The top summary level counts match with the CMS PHE report, the distributed 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.

PHE Unwind

Individuals: The number of individuals who were enrolled as of March 31st 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.

4

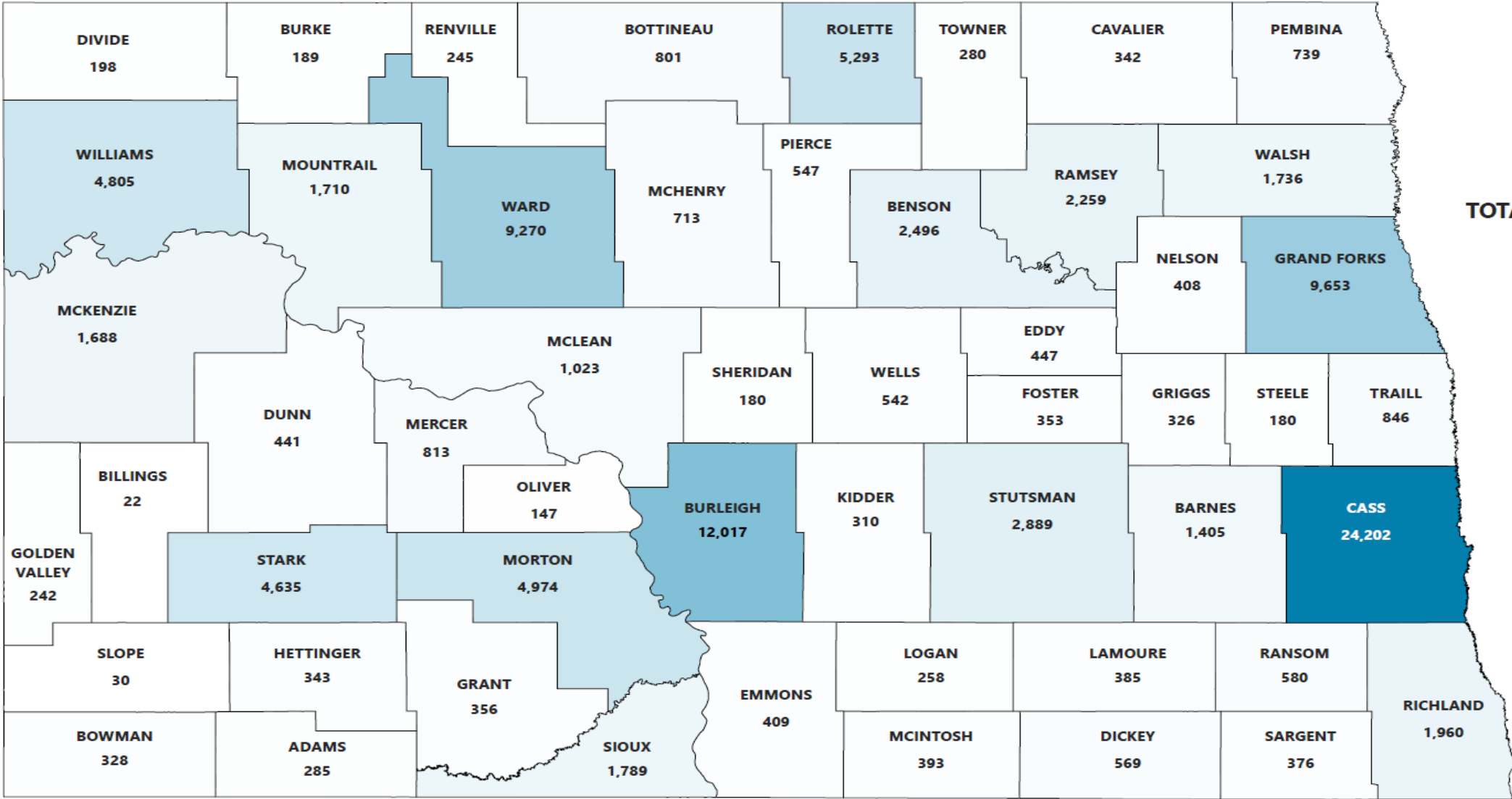# Public Health Emergency Continuous Eligibility Requirement

The Families First Coronavirus Response Act (FFCRA) passed in March 2020 provided an additional 6.2% FMAP to states.

- To receive the enhanced FMAP, states had to meet certain Maintenance of Effort requirements including continuous coverage of all individuals enrolled on or after March 2020.

  - Members could only be disenrolled from a state's Medicaid program if they asked to be disenrolled, moved out of state, or died.

- In December 2022, Congress delinked the Medicaid continuous coverage requirement from the PHE, allowing states to resume Medicaid coverage terminations effective April 1, 2023.

- "Unwinding" is a term used to refer to the return to normal Medicaid eligibility rules.

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MEDICAID ELIGIBLES BY COUNTY
December 2024

County	Eligibles
DIVIDE	198
BURKE	189
RENVILLE	245
BOTTINEAU	801
ROLETTE	5,293
TOWNER	280
CAVALIER	342
PEMBINA	739
WILLIAMS	4,805
MOUNTRAIL	1,710
WARD	9,270
MCHENRY	713
PIERCE	547
RAMSEY	2,259
WALSH	1,736
BENSON	2,496
NELSON	408
GRAND FORKS	9,653
MCKENZIE	1,688
MCLEAN	1,023
SHERIDAN	180
WELLS	542
EDDY	447
FOSTER	353
GRIGGS	326
STEELE	180
TRAILL	846
DUNN	441
MERCER	813
BILLINGS	22
OLIVER	147
BURLEIGH	12,017
KIDDER	310
STUTSMAN	2,889
BARNES	1,405
CASS	24,202
GOLDEN VALLEY	242
STARK	4,635
MORTON	4,974
SLOPE	30
HETTINGER	343
GRANT	356
EMMONS	409
LOGAN	258
LAMOURE	385
RANSOM	580
RICHLAND	1,960
BOWMAN	328
ADAMS	285
SIOUX	1,789
MCINTOSH	393
DICKEY	569
SARGENT	376

TOTAL ELIGIBLES
107,619

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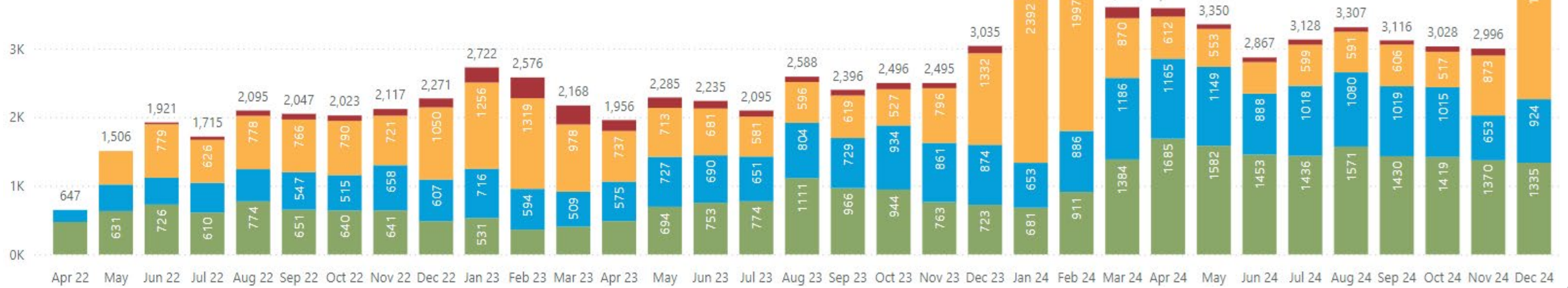Be Legendary.

Medicaid

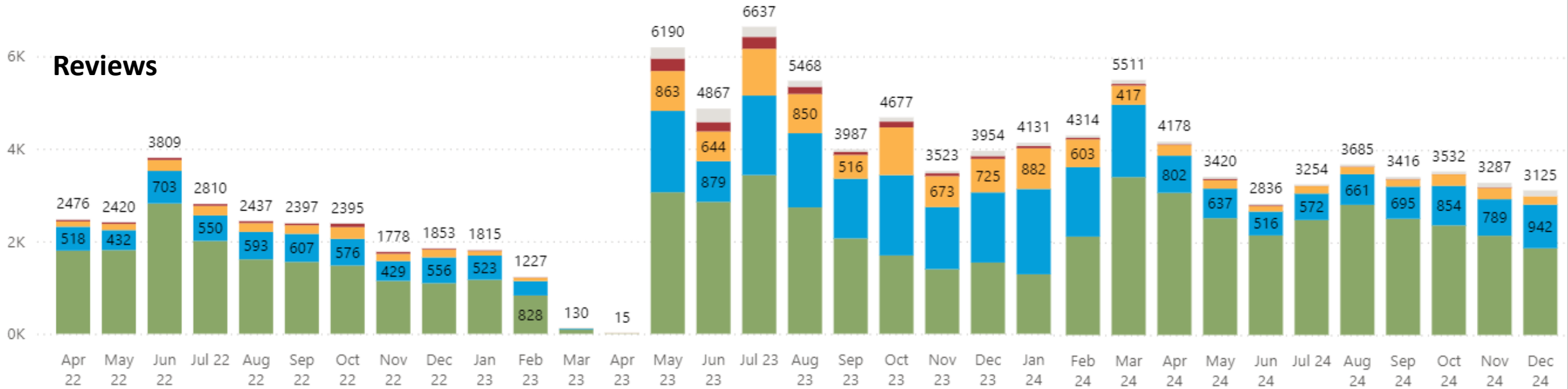Average processing time from July – December 2024 was 20.8 days

Medicaid Application Processing Timeliness
- 🟢 Excellent — 0-10 days
- 🔵 Target — 11-20 days
- 🟡 Federal — 21-45 days
- 🔴 Untimely — 45+ days

Applications

Reviews

PHE Unwind

7

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.

2024 LIHEAP Heating Season

(October 2023 – May 2024)

- **14,118** - Households served

- **$794** - Average payment per household

- **$11.2 million** - Total LIHEAP dollars supporting North Dakotans

- **16.5%** - Households with a child **under age 5**

- **33%** - Households with an individual **65 or older**

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Other LIHEAP Services

There are over 230 service vendors participating in LIHEAP, providing the following services.

Cooling Devices

Eligible households can receive help with the cost of purchasing and repairing air conditioners and other cooling devices.

Furnace Issues

Repair or replacement of unsafe furnaces or those that cannot be repaired.

Furnace & Chimney Cleaning

Home Weatherization

Energy-saving improvements such as proper insulation and sealing windows and doors

Emergency Assistance

Prevent shut-offs, purchase or rental of supplemental heating devices, temporary shelter outside the home.
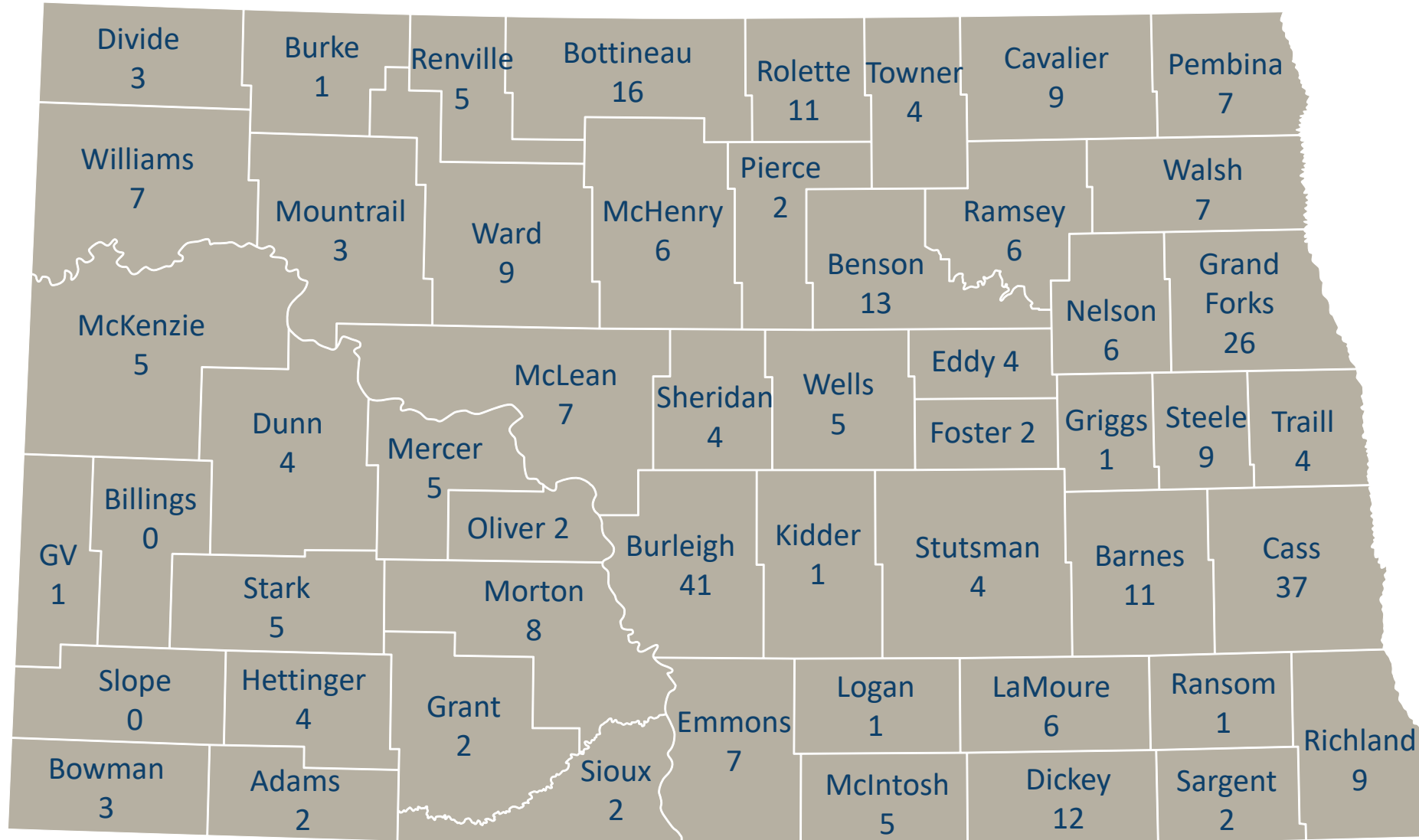
Outreach

Application assistance to families in their community or homes.

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LIHEAP Impacts Local Economies
Authorized Service & Energy Providers by County

North Dakota has **450+** participating **vendors and utility providers**, serving **14,000+ households**

- 258 Fuel Vendors
- 232 Service Vendors

Divide 3
Burke 1
Renville 5
Bottineau 16
Rolette 11
Towner 4
Cavalier 9
Pembina 7
Williams 7
Mountrail 3
Ward 9
McHenry 6
Pierce 2
Ramsey 6
Walsh 7
McKenzie 5
Benson 13
Nelson 6
Grand Forks 26
Eddy 4
McLean 7
Sheridan 4
Wells 5
Dunn 4
Mercer 5
Foster 2
Griggs 1
Steele 9
Traill 4
Billings 0
Oliver 2
Burleigh 41
Kidder 1
Stutsman 4
Barnes 11
Cass 37
GV 1
Stark 5
Morton 8
Slope 0
Hettinger 4
Grant 2
Emmons 7
Logan 1
LaMoure 6
Ransom 1
Richland 9
Bowman 3
Adams 2
Sioux 2
McIntosh 5
Dickey 12
Sargent 2

LIHEAP Processing

Average processing time from July – December 2024 was 18.7 days

LIHEAP Application Processing Timeliness

🟢	Excellent	0-5 days
🔵	Target	6-10 days
🟡	Federal	11-45 days
🔴	Untimely	45+ days
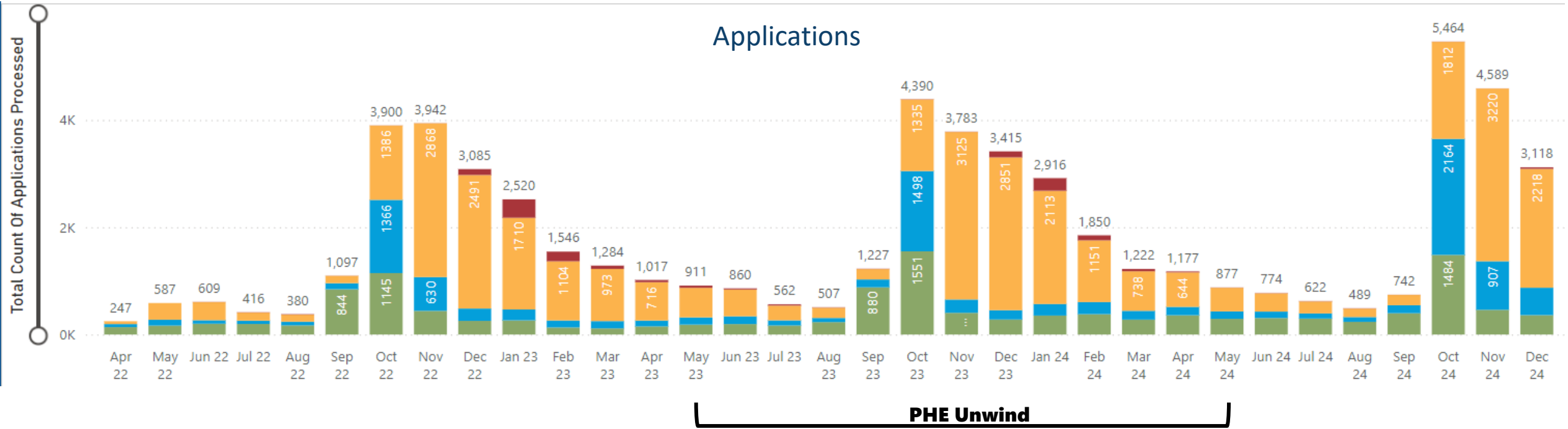
Program Integrity and Performance
LIHEAP Quality Control Reviews

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

State Reviews

- Occur each year
- 25 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?

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

4.2%
Overall Error Rate
State Review
FFY 22

0.85%
Overall Error Rate
State Review
FFY 23

***3.12%**
Overall Error Rate
State Review
FFY 24

* QC Reviews thru 07/2024

LIHEAP does not have a federally-established target rate

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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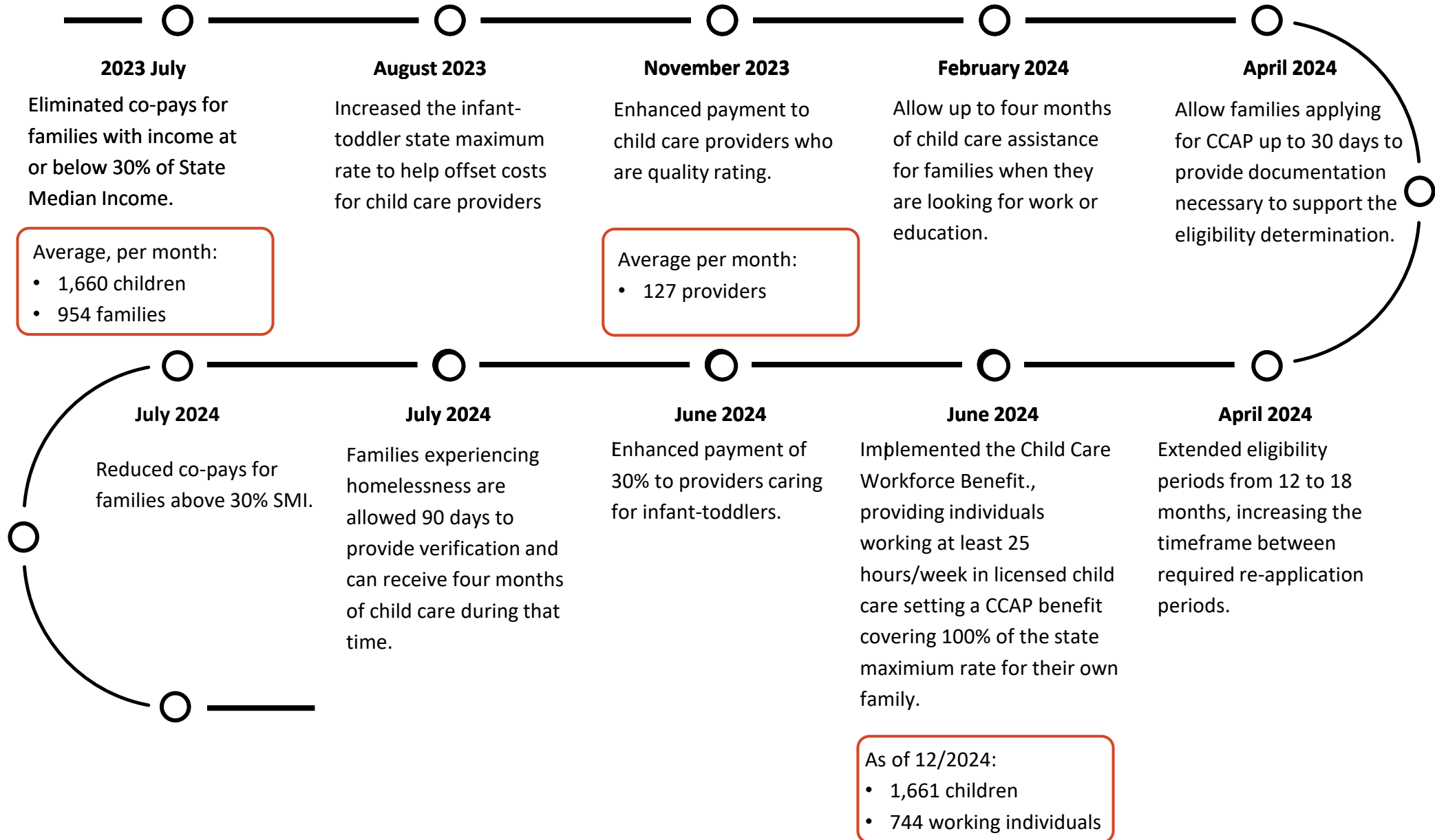Be Legendary.

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.

June-November 2024

- **6,178** – Average # children served/month

- **3,812** - Average # families served/month

- **$882** - Average payment per child/month

- **$32.6 million** - Total CCAP dollars supporting families

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

- **49%** - % of payments are to kids age 0-3 (32% ages 3-5, 19% ages 6+)

- **35%** - % of children who benefit from CCAP each month (38% ages 3-5, 28% ages 6+)

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HB 1540 CCAP Improvements & Innovations

2023 July

Eliminated co-pays for families with income at or below 30% of State Median Income.

> Average, per month:
> - 1,660 children
> - 954 families

August 2023

Increased the infant-toddler state maximum rate to help offset costs for child care providers

November 2023

Enhanced payment to child care providers who are quality rating.

> Average per month:
> - 127 providers

February 2024

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

April 2024

Allow families applying for CCAP up to 30 days to provide documentation necessary to support the eligibility determination.

July 2024

Reduced co-pays for families above 30% SMI.

July 2024

Families experiencing homelessness are allowed 90 days to provide verification and can receive four months of child care during that time.

June 2024

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

June 2024

Implemented the Child Care Workforce Benefit., providing individuals working at least 25 hours/week in licensed child care setting a CCAP benefit covering 100% of the state maximum rate for their own family.

> As of 12/2024:
> - 1,661 children
> - 744 working individuals

April 2024

Extended eligibility periods from 12 to 18 months, increasing the timeframe between required re-application periods.

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

HH Size	0% -30% SMI Copay	31% - 40% SMI Lowest Copay	31% - 40% SMI Highest Copay	41% - 50% SMI Lowest Copay	41% - 50% SMI Highest Copay	51% - 60% SMI Lowest Copay	51% - 60% SMI Highest Copay	61%- 69% SMI Lowest Copay	61%- 69% SMI Highest Copay	70% -75% SMI Lowest Copay	70% -75% SMI Highest Copay
		2% of Income		2% of Income		2% of Income		4% of Income		6% of Income	
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

Economic Assistance Programs Income Eligibility Limits FFY2025

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

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

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

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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

# of people employed in a job with average wage of <$16/hour *represents* 12% of total jobs

112,430

28%

121,150

30%

64,390

16%

52,920

13%

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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

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."

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

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

"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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Child Care Worker Benefit

% Licensed Child Care Providers who have workers utilizing the CCAP Child Care Worker Benefit June-Dec 2024

- **744 workers** employed by 302 providers

- Receiving assistance with child care costs for 1,661 children

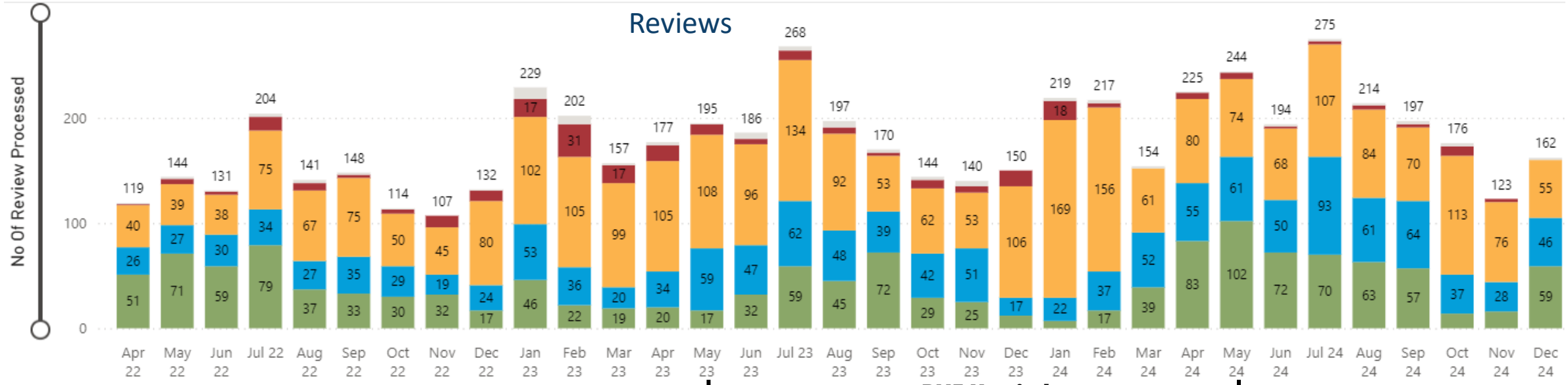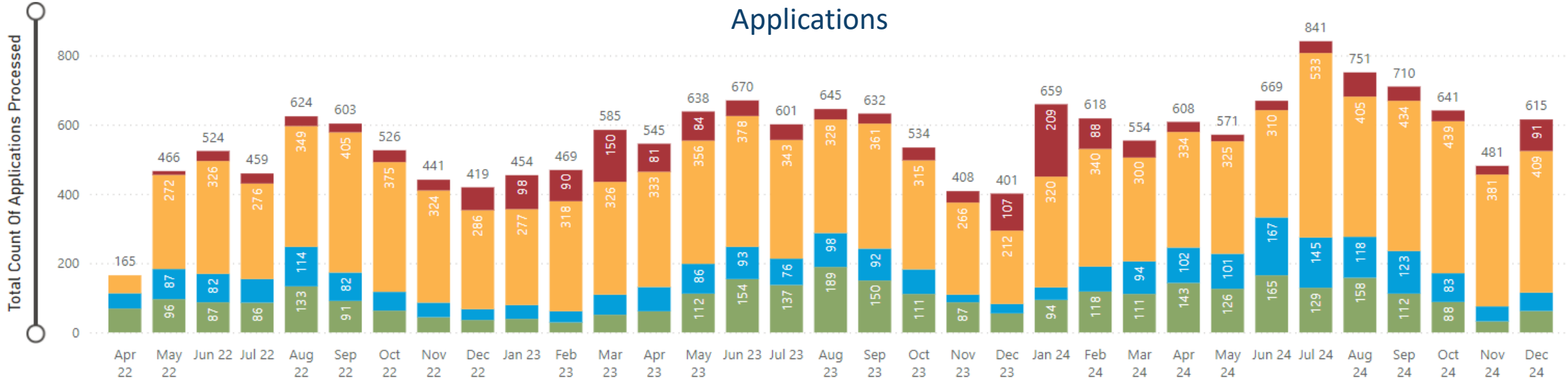- Average monthly assistance / worker = **$1,400** which is the **equivalent** to an **$8/hr wage increase**
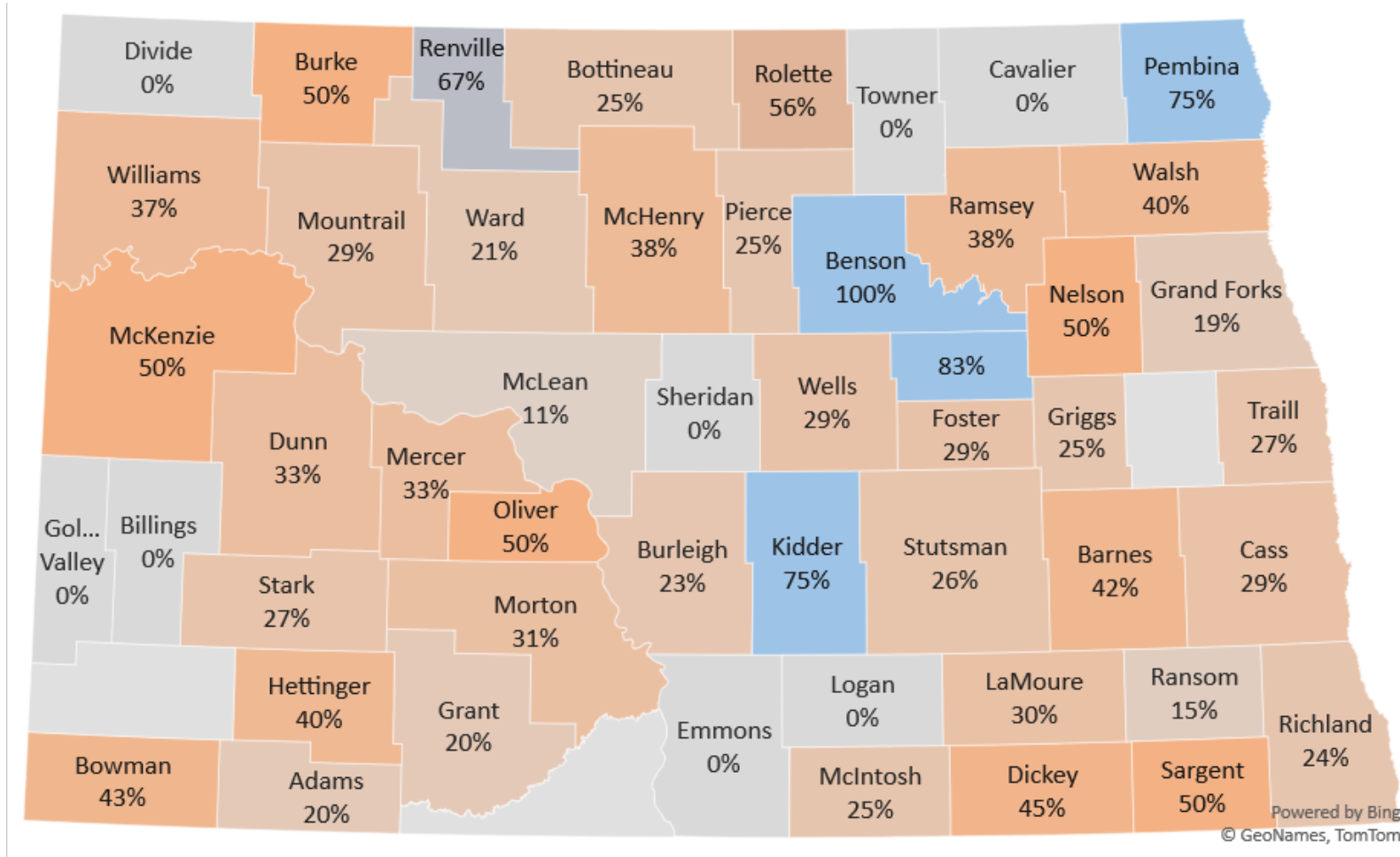
Child Care Assistance Program

Average processing time from July – December 2024 was 25.8 days

CCAP Application Processing Timeliness

🟢	Excellent	0-5 days
🔵	Target	6-10 days
🟡	Federal	11-30 days
🔴	Untimely	31+ days

Applications

Total Count Of Applications Processed

Reviews

No Of Review Processed

PHE Unwind

21

Program Integrity and Performance
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

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
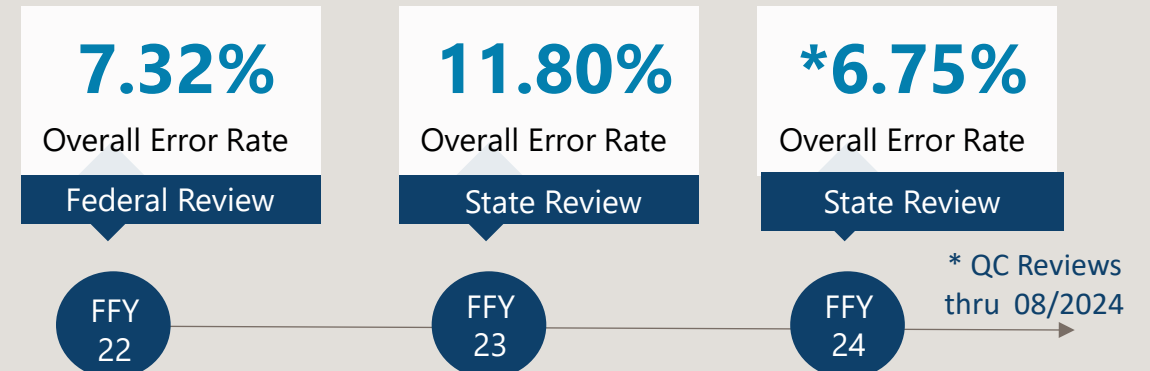
State Reviews

- 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

CCAP Performance

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

How is an error rate calculated?

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

7.32%
Overall Error Rate
Federal Review
FFY 22

11.80%
Overall Error Rate
State Review
FFY 23

*6.75%
Overall Error Rate
State Review
FFY 24

* QC Reviews thru 08/2024

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

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.

From June – November 2024 the TANF Program provided support to:

- Households served: **695**

- Average payment per household: **$640**

- Average support service payment per household: **$63**

- **51%** of the TANF households are child only

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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.
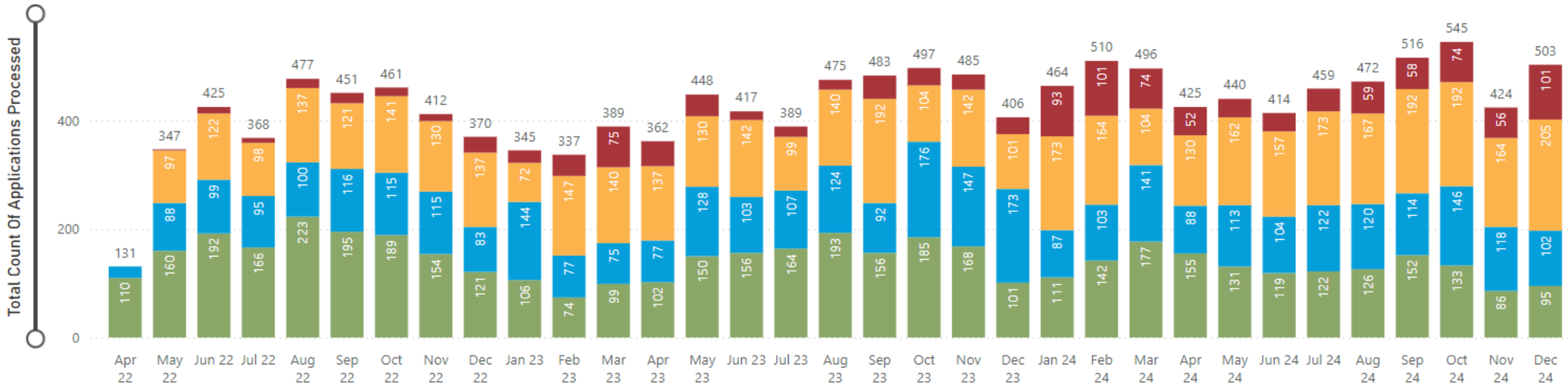
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Program Integrity and Performance

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
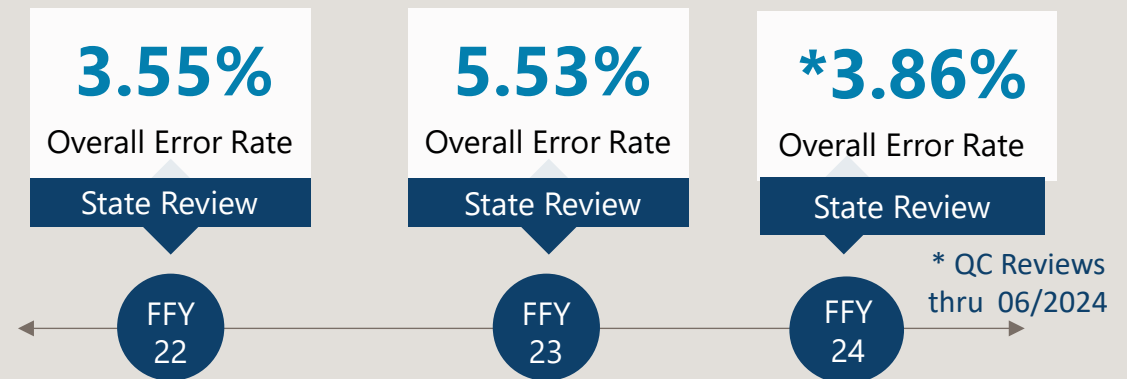
TANF Performance

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

How is an error rate calculated?

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

3.55%
Overall Error Rate
State Review
FFY 22

5.53%
Overall Error Rate
State Review
FFY 23

*3.86%
Overall Error Rate
State Review
FFY 24

* QC Reviews thru 06/2024

*TANF does not have a federally-established target rate

TANF Looking Ahead
Changes & Improvements

Enhanced Support for TANF Families:

- For families currently receiving TANF, the state retains the full monthly child support amount.

- ND retains about $1.3 million in child support per biennium.

- An investment of $70,000 in state funds could direct all $1.3 million in support to TANF families.

Other Efforts:

- Reduce burden on families and eligibility workers by eliminating monthly reporting

- Enhancing work support through motivational interviewing and supportive services

- Annual increase for benefit level to sustain progress made in last legislative session

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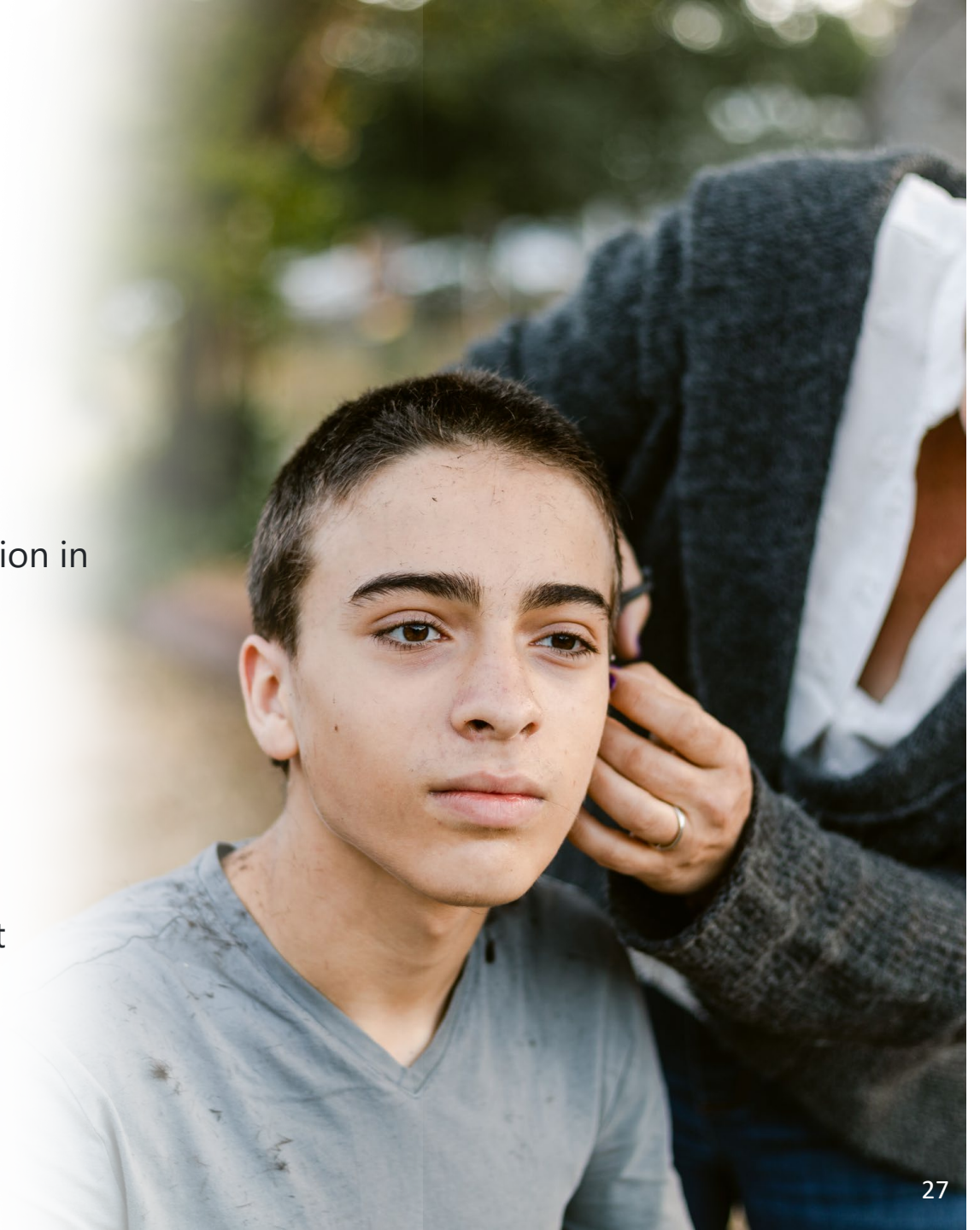
Supplemental Nutrition Assistance Program (SNAP)

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

During the last six months (June – November 2024), on average/month SNAP provided support to:

- Number of Households: **26,330** (average/month)

    - 36.2% include a child under age 18

    - 22.42% include an individual 60+

    - 36.60% have earned income

- Number of Individuals: **50,733** (average/month)

- Benefit per Household: $**376** (average/month)

- Total SNAP dollars: $9.9 million (average/month)

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SNAP Impacts Local Economies
Authorized SNAP Retailers by County

County	Count
Divide	1
Burke	0
Renville	1
Bottineau	2
Rolette	15
Towner	2
Cavalier	4
Pembina	5
Williams	19
Mountrail	8
Ward	37
McHenry	2
Pierce	3
Ramsey	10
Walsh	11
McKenzie	8
Benson	4
Nelson	2
Grand Forks	47
McLean	4
Sheridan	1
Wells	5
Eddy	3
Dunn	3
Mercer	7
Foster	3
Griggs	4
Steele	1
Traill	7
Billings	0
Oliver	3
GV	3
Burleigh	40
Kidder	5
Stutsman	13
Barnes	11
Cass	87
Stark	17
Morton	17
Slope	0
Hettinger	2
Grant	5
Emmons	4
Logan	2
LaMoure	3
Ransom	6
Bowman	4
Adams	4
Sioux	4
McIntosh	3
Dickey	7
Sargent	3
Richland	15

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

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.

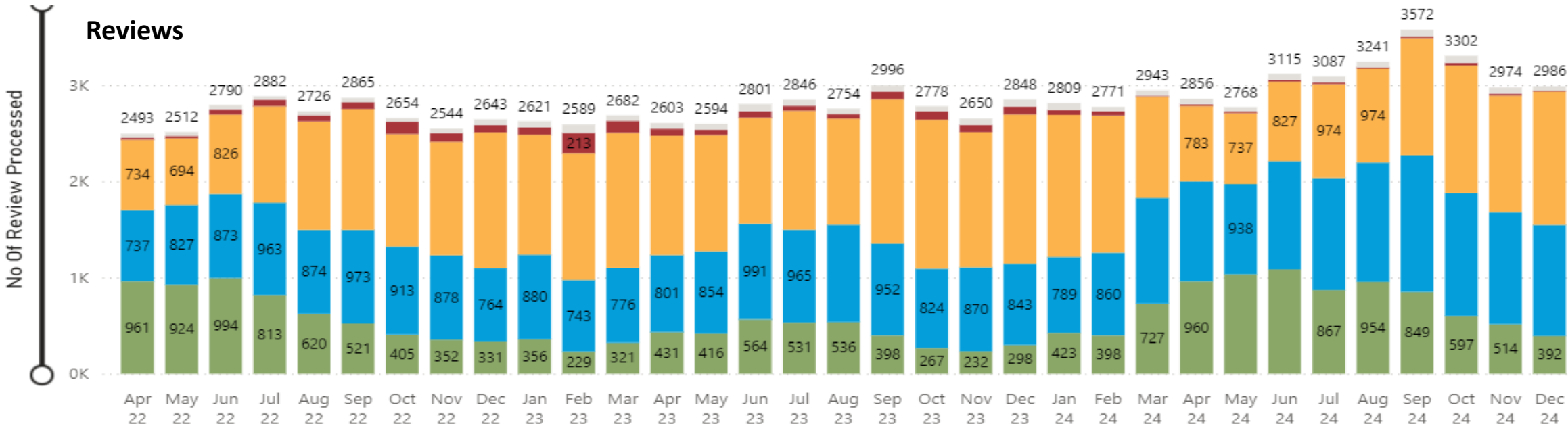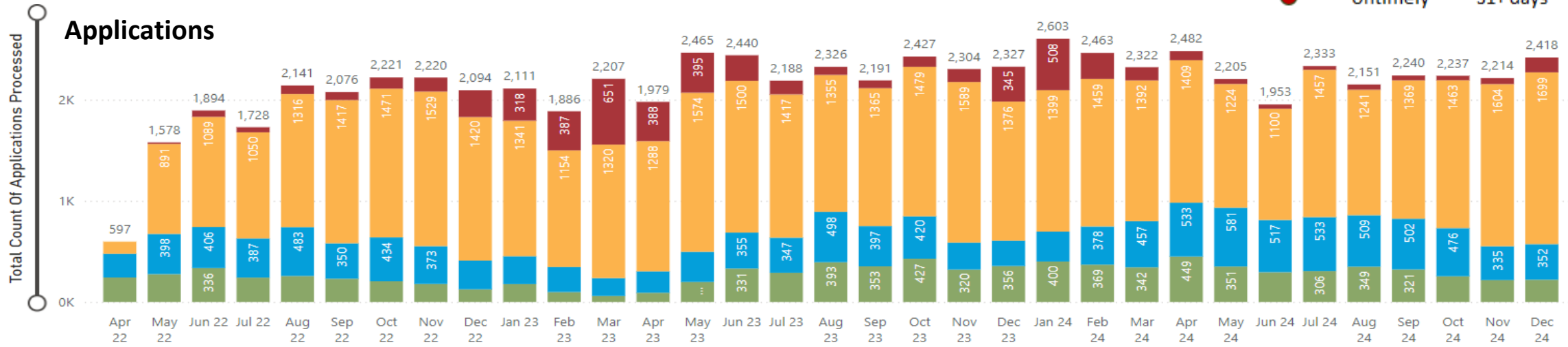- Summer 2025 – anticipating **44,000** children will benefit.

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SNAP Processing

Average processing time from July – December 2024 was 22.7 days.

SNAP Application Processing Timeliness

🟢	Excellent	0-3 days
🔵	Target	4-10 days
🟡	Federal	11-30 days
🔴	Untimely	31+ days

Applications — Total Count Of Applications Processed

Month	Total
Apr 22	597
May 22	1,578
Jun 22	1,894
Jul 22	1,728
Aug 22	2,141
Sep 22	2,076
Oct 22	2,221
Nov 22	2,220
Dec 22	2,094
Jan 23	2,111
Feb 23	1,886
Mar 23	2,207
Apr 23	1,979
May 23	2,465
Jun 23	2,440
Jul 23	2,188
Aug 23	2,326
Sep 23	2,191
Oct 23	2,427
Nov 23	2,304
Dec 23	2,327
Jan 24	2,603
Feb 24	2,463
Mar 24	2,322
Apr 24	2,482
May 24	2,205
Jun 24	1,953
Jul 24	2,333
Aug 24	2,151
Sep 24	2,240
Oct 24	2,237
Nov 24	2,214
Dec 24	2,418

Reviews — No Of Review Processed

| Month	Total
Apr 22	2493
May 22	2512
Jun 22	2790
Jul 22	2882
Aug 22	2726
Sep 22	2865
Oct 22	2654
Nov 22	2544
Dec 22	2643
Jan 23	2621
Feb 23	2589
Mar 23	2682
Apr 23	2603
May 23	2594
Jun 23	2801
Jul 23	2846
Aug 23	2754
Sep 23	2996
Oct 23	2778
Nov 23	2650
Dec 23	2848
Jan 24	2809
Feb 24	2771
Mar 24	2943
Apr 24	2856
May 24	2768
Jun 24	3115
Jul 24	3087
Aug 24	3241
Sep 24	3572
Oct 24	3302
Nov 24	2974
Dec 24	2986

PHE Unwind

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Expedited SNAP Processing

Average processing time from July – December 2024 was 5.5 days.
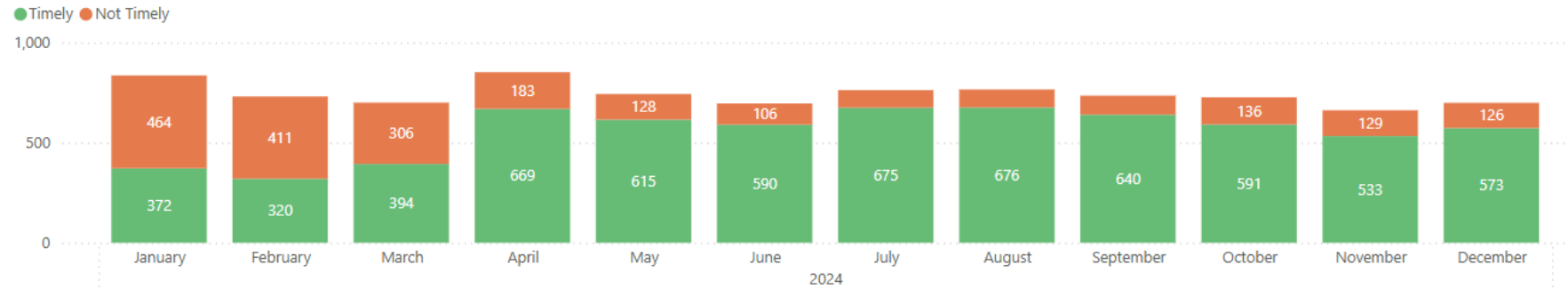
Expedited SNAP Processing Timeliness

🟢	Excellent	0 days
🔵	Target	1-3 days
🟡	Federal	4-7 days
🔴	Untimely	8+ days

Expedited Applications
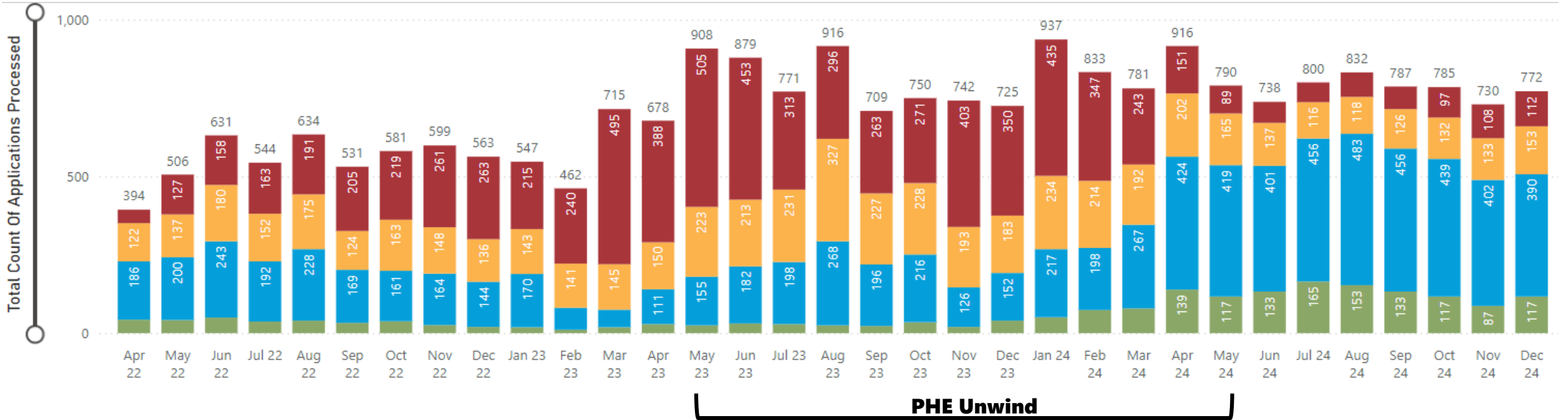
SNAP Application Processing Timeliness (APT) is a key federal performance measure

Expedited SNAP

Year	2024												Total
	January	February	March	April	May	June	July	August	September	October	November	December	
Approved Timely	372	320	394	669	615	590	675	676	640	591	533	573	6,648
Total Approved	836	731	700	852	743	696	763	766	735	727	662	699	8,910
Application Processing Timeliness (APT)	44.50%	43.78%	56.29%	78.52%	82.77%	84.77%	88.47%	88.25%	87.07%	81.29%	80.51%	81.97%	74.61%

Regular SNAP (non-expedited)
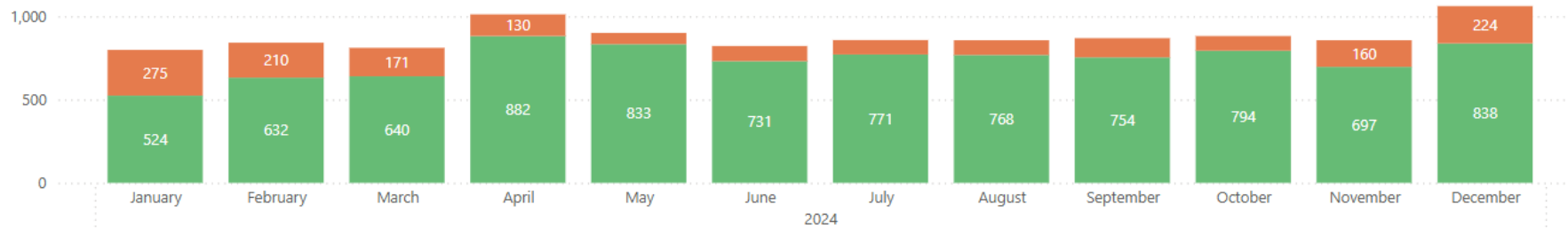
Year	2024												Total
	January	February	March	April	May	June	July	August	September	October	November	December	
Total Approved	799	842	811	1,012	901	822	858	857	869	882	857	1,062	10,572
Approved Timely	524	632	640	882	833	731	771	768	754	794	697	838	8,864
Application Processing Timeliness (APT)	65.58%	75.06%	78.91%	87.15%	92.45%	88.93%	89.86%	89.61%	86.77%	90.02%	81.33%	78.91%	83.84%

Application Processing Timeliness (APT)
A federally defined measure that looks at the timeliness of eligibility determination for new applications that are approved each month.

Timely application processing is essential for families struggling to put food on their table. USDA, FNS's timeliness standard is set at **95%**.

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Program Integrity and Performance

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 by Food and Nutrition Services (FNS). The sample size can 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 for accuracy and timeliness

Active Case	Negative Case	Timeliness
Household received benefits during the sample month.	Household's participation was denied or closed during the sample month.	Household received their eligibility determination within Federal timelines.
The measurement of active case reviews is called the active payment error rate.	The measurement of negative case reviews is called case and procedural error rate (CAPER).	The measurement of timeliness is called the application processing timeliness (APT) rate.
Active payment error rate measures how accurately states determine eligibility and benefit amount.	The CAPER rate reflects the number of cases that were not properly closed or denied.	The APT percentage reflects the number of applications approved timely compared to the total number approved.

Program Integrity and Performance
SNAP Quality Control Reviews

Active Payment Error Rate: 6% or better

CAPER Error Rate: below national average

Timeliness Rate: 95% or better

2022-24 Summary of SNAP Performance Measures

Active Case

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

FFY	ND	National Average
2022	9.51%	11.54%
2023	9.51%	11.68%
2024*	8.09%	10.83%

* QC Reviews thru 08/2024

CAPER/Negative Case

$$\text{error rate} = \frac{\text{number of cases denied or terminated in error}}{\text{total number of cases reviewed}}$$

FFY	ND	National Average
2022	34.10%	44.12%
2023	57.77%	44.52%
2024*	54.77%	42.62%

* QC Reviews thru 08/2024

Application Processing Timeliness

$$\text{error rate} = \frac{\text{number of applications processed untimely}}{\text{total number of applications processed}}$$

FFY	ND	National Average
2022	75.78%	90.29%
2023	52.94%	82.76%
2024*	55.56%	78.87%

* QC Reviews thru 06/2024

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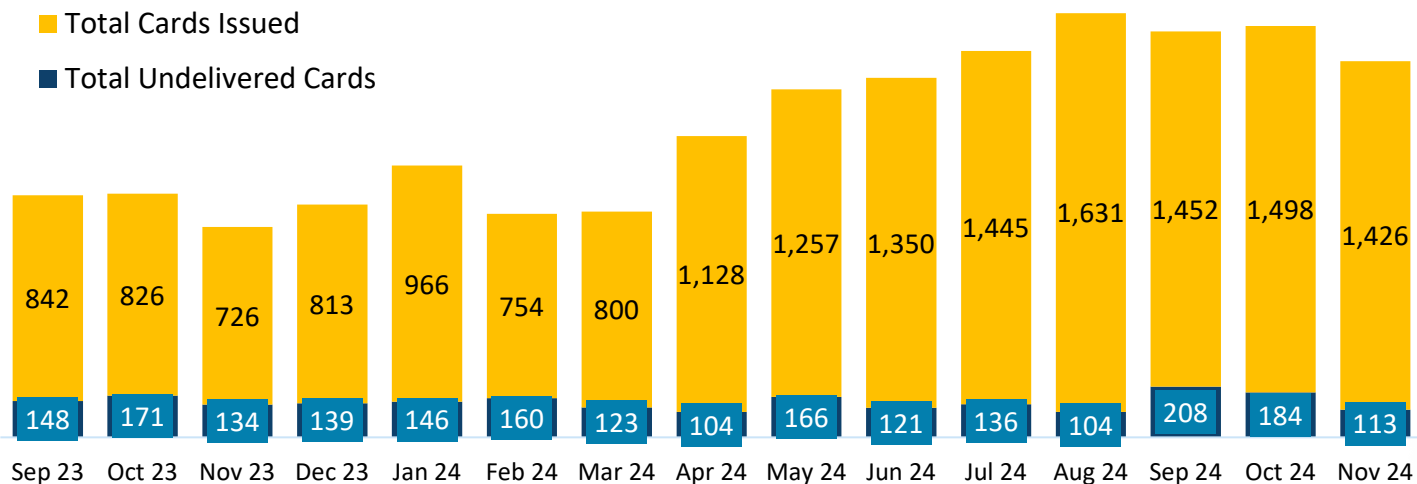# SNAP Looking Ahead
Changes & Improvement

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

■ Total Cards Issued

■ Total Undelivered Cards

	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24
Total Cards Issued	842	826	726	813	966	754	800	1,128	1,257	1,350	1,445	1,631	1,452	1,498	1,426
Total Undelivered Cards	148	171	134	139	146	160	123	104	166	121	136	104	208	184	113

Housing Stability

The NDRH Housing Stability Program (NDRH) offers housing facilitation, household coaching and financial assistance to North Dakota households experiencing homelessness that need to obtain and maintain stable housing and households that are at imminent risk of homelessness.

Housing Stability Funding was made available from the U.S. Department of Treasury. Eligibility Criteria include:

- Individuals experiencing homelessness.
- Individuals facing eviction.
- Income equal to or less than 30% area median income.
- Eligible households can receive up to 6 months of rental assistance.

During SFY 2024, the Housing Stability Program impacted:

- Number of average households served: **1,049** (average/month)
- Payment: **$653** (average/month)
- Total dollars supporting households: **$11 million**
- Households with children: **29%**

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Help for Homeowners

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.

Homeowner Assistance Funding was made available from the U.S. Department of Treasury.

Eligibility Criteria:
- Owner occupied properties in ND.
- Income equal to or less than 150% area median income.
- Experienced a financial hardship related to pandemic.
- One-time lump sum mortgage and utility reinstatement assistance grant up to $40,000.

During SFY 2024, the Help for Homeowners Program impacted:

- Number of average households served: **45** (average/month)

- Average Foreclosure Payment Prevention: **$6,067**

- Total dollars supporting homeowners: $9.2 million

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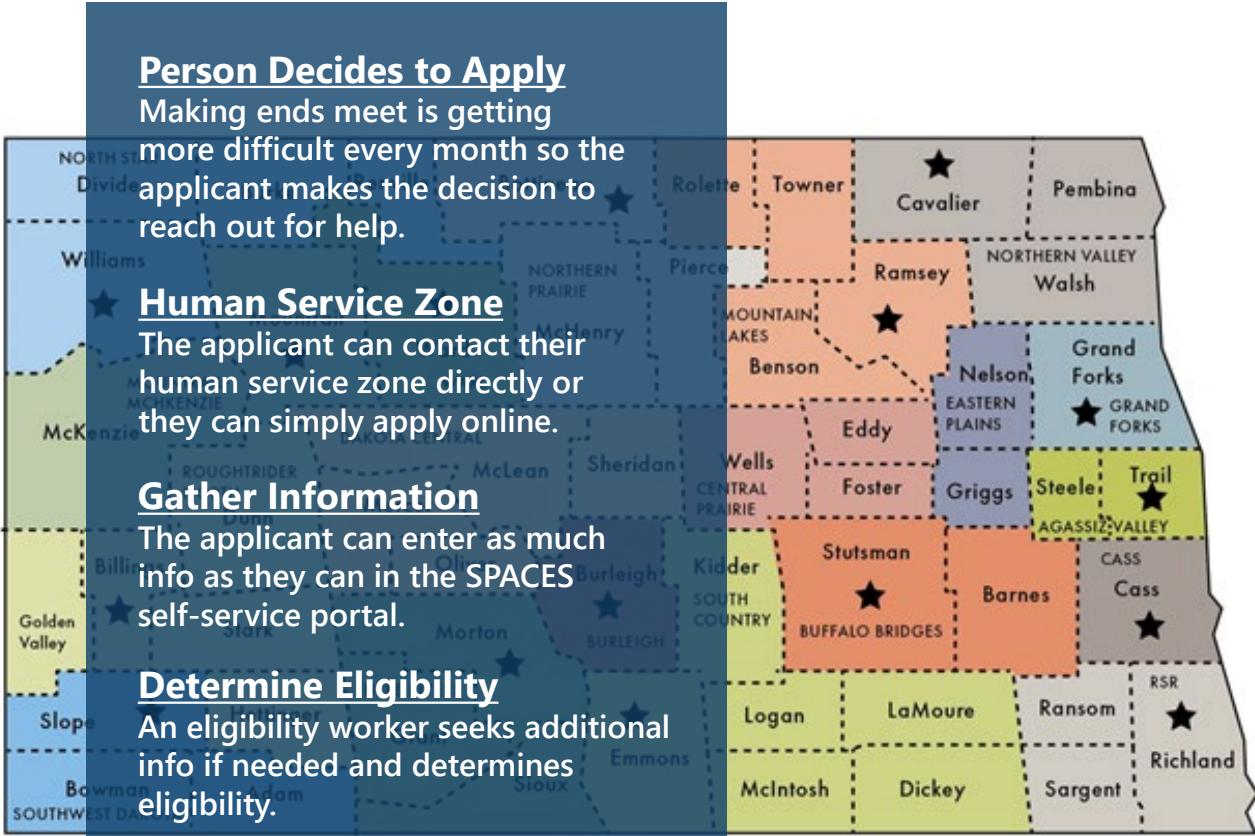
Gather Information
The applicant can enter as much info as they can in the SPACES self-service portal.

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.

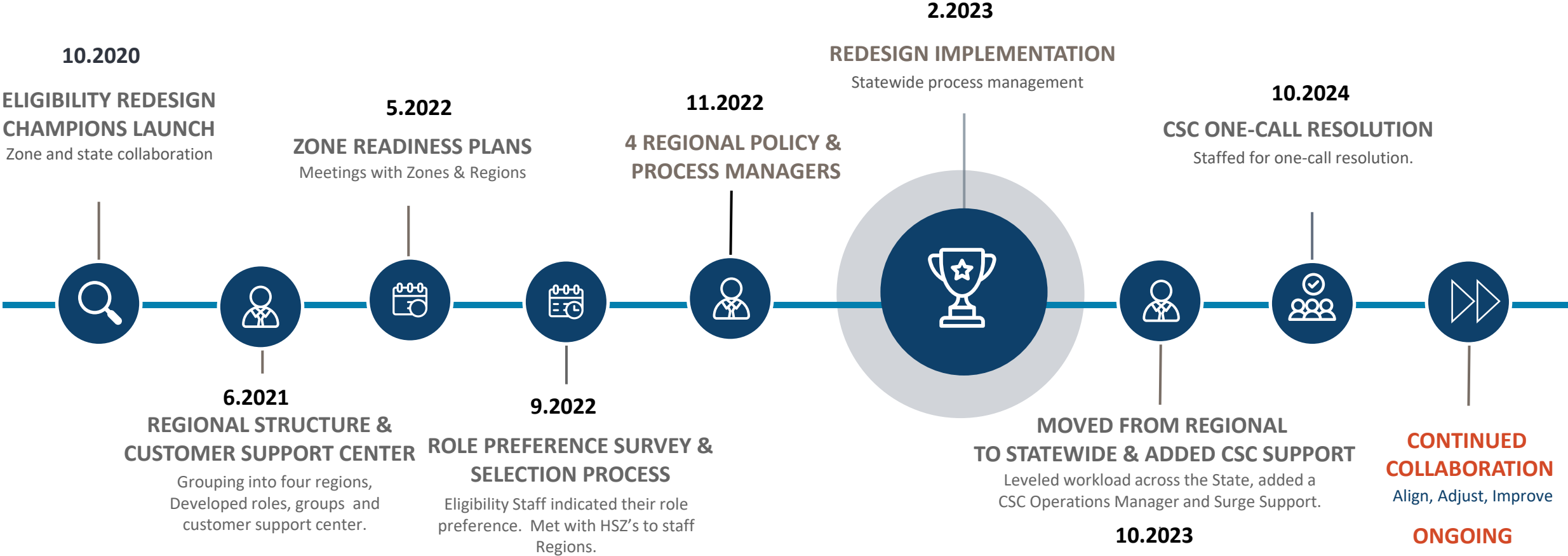| Centralized Mail Unit	Customer Support Center	Local Support
One mail and email address for document submission	One phone number to speak to an expert	Local offices will remain open for in-person support

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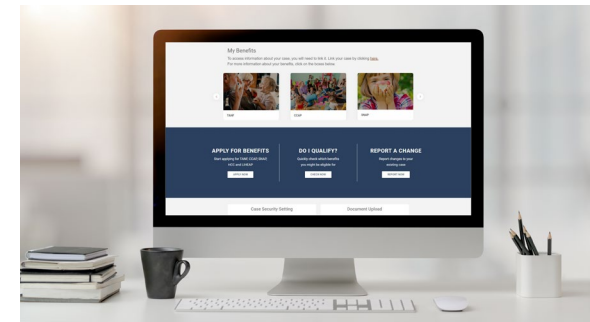
Redesigning the way we work together to deliver resources accurately and efficiently
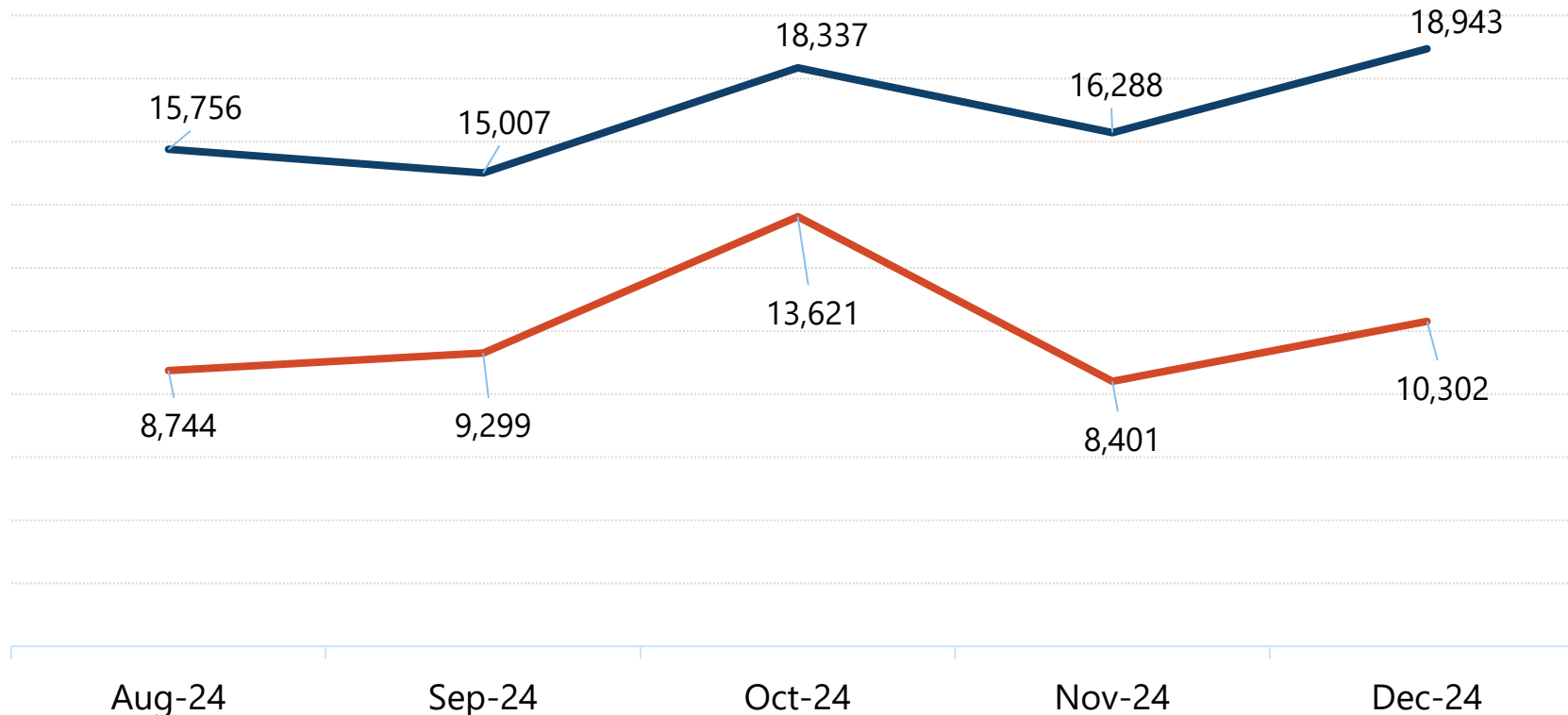
KEY MILESTONES

2.2023

REDESIGN IMPLEMENTATION

Statewide process management

10.2020

ELIGIBILITY REDESIGN CHAMPIONS LAUNCH

Zone and state collaboration

5.2022

ZONE READINESS PLANS

Meetings with Zones & Regions

11.2022

4 REGIONAL POLICY & PROCESS MANAGERS

10.2024

CSC ONE-CALL RESOLUTION

Staffed for one-call resolution.

6.2021

REGIONAL STRUCTURE & CUSTOMER SUPPORT CENTER

Grouping into four regions, Developed roles, groups and customer support center.

9.2022

ROLE PREFERENCE SURVEY & SELECTION PROCESS

Eligibility Staff indicated their role preference. Met with HSZ's to staff Regions.

MOVED FROM REGIONAL TO STATEWIDE & ADDED CSC SUPPORT

Leveled workload across the State, added a CSC Operations Manager and Surge Support.

10.2023

CONTINUED COLLABORATION

Align, Adjust, Improve

ONGOING

Centralized Mail Team assures seamless routing of documents across the state

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

Incoming Document Counts

—— Electronic   —— Paper

	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Electronic	15,756	15,007	18,337	16,288	18,943
Paper	8,744	9,299	13,621	8,401	10,302

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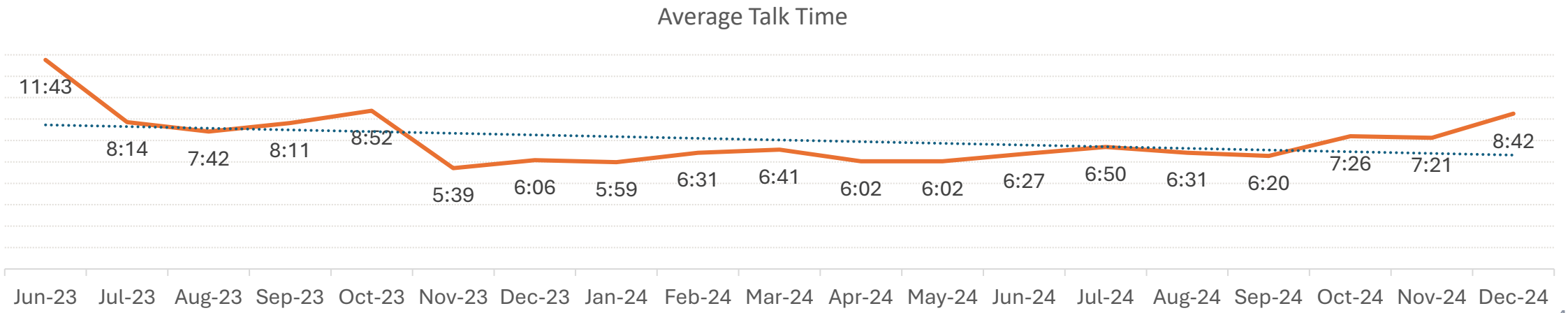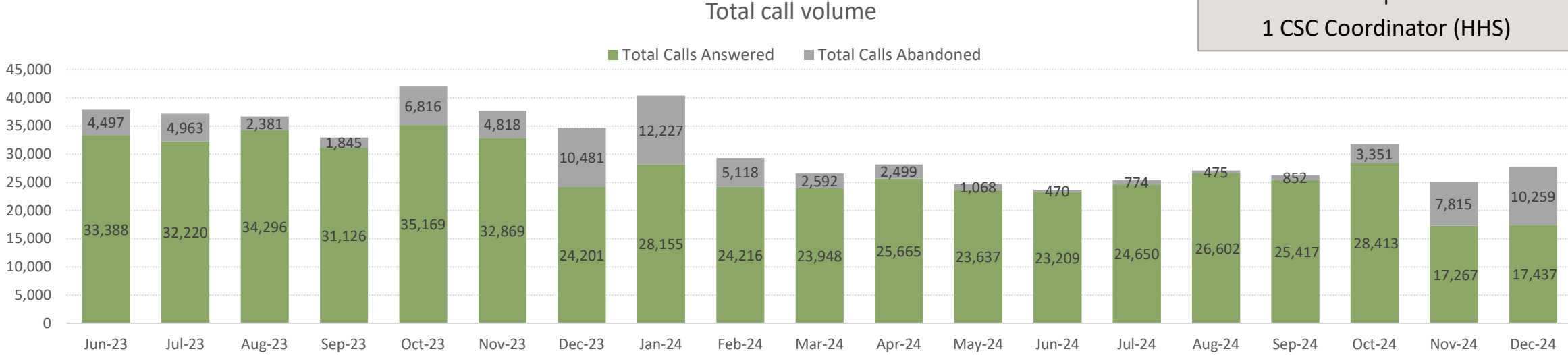
(3) Assign
- Batch process assigns work from the queue to the eligibility worker based on their role and group assignment

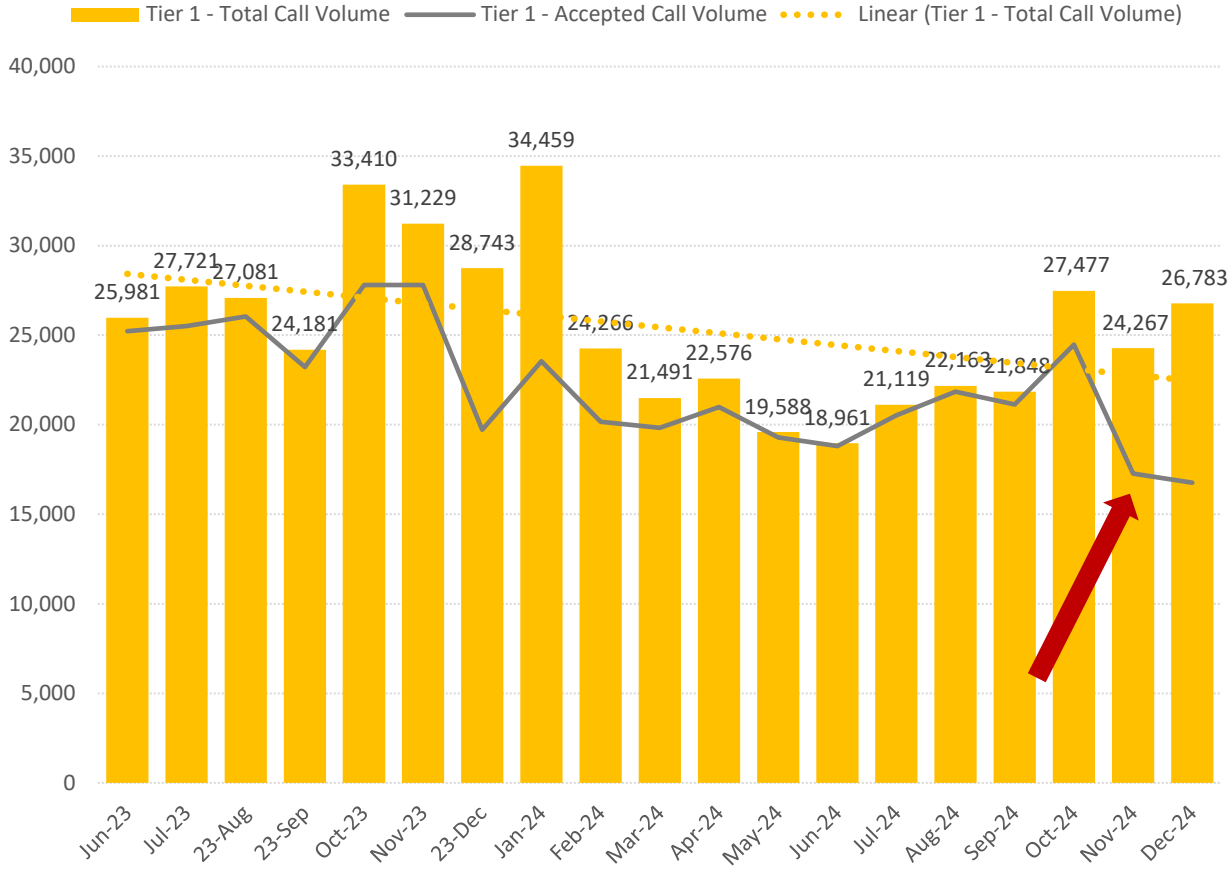NORTH Dakota | Health & Human Services
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Customer Support team serves as a resource to tens of thousands of North Dakotans every month

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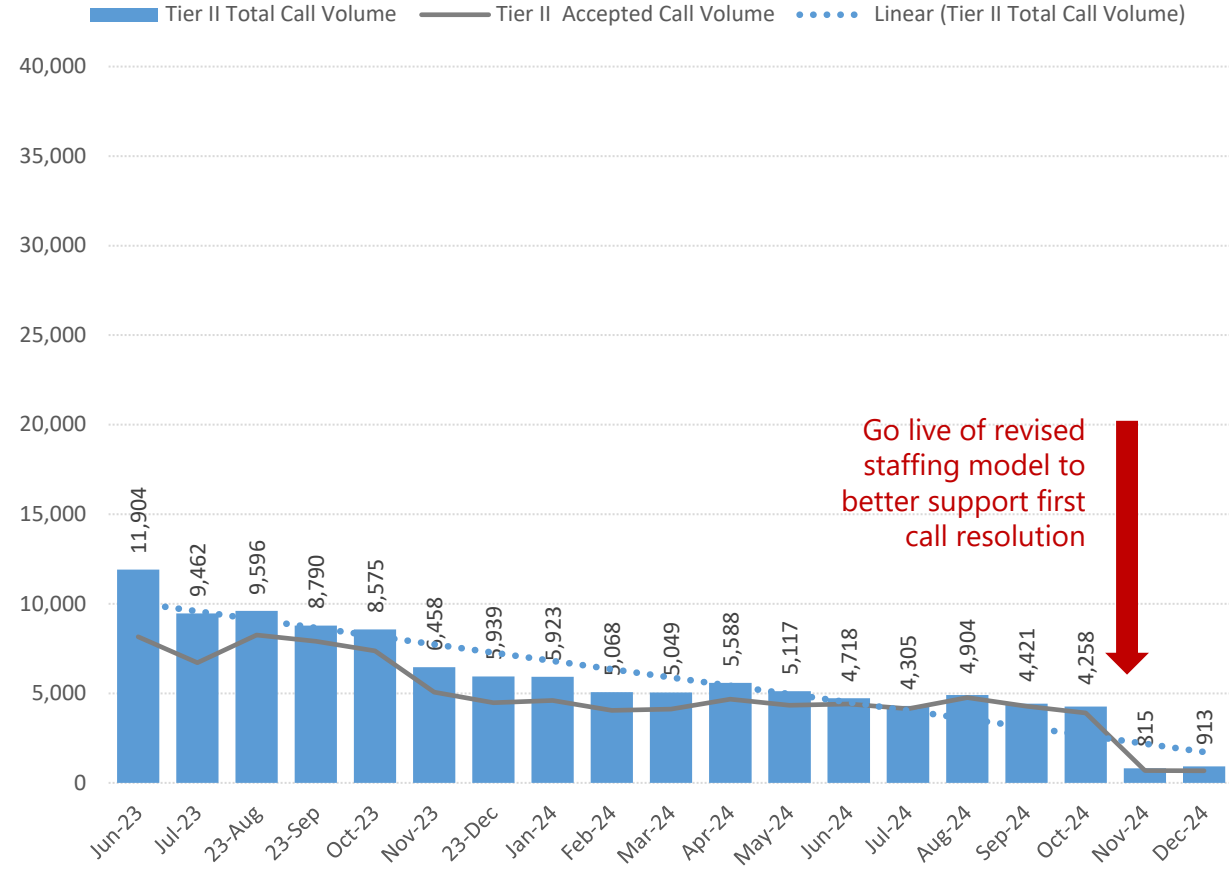9 CSC Leads & Sups (HSZ)
+
1 CSC Coordinator (HHS)

Total call volume

■ Total Calls Answered ■ Total Calls Abandoned

Month	Answered	Abandoned
Jun-23	33,388	4,497
Jul-23	32,220	4,963
Aug-23	34,296	2,381
Sep-23	31,126	1,845
Oct-23	35,169	6,816
Nov-23	32,869	4,818
Dec-23	24,201	10,481
Jan-24	28,155	12,227
Feb-24	24,216	5,118
Mar-24	23,948	2,592
Apr-24	25,665	2,499
May-24	23,637	1,068
Jun-24	23,209	470
Jul-24	24,650	774
Aug-24	26,602	475
Sep-24	25,417	852
Oct-24	28,413	3,351
Nov-24	17,267	7,815
Dec-24	17,437	10,259

Average Talk Time

Month	Time
Jun-23	11:43
Jul-23	8:14
Aug-23	7:42
Sep-23	8:11
Oct-23	8:52
Nov-23	5:39
Dec-23	6:06
Jan-24	5:59
Feb-24	6:31
Mar-24	6:41
Apr-24	6:02
May-24	6:02
Jun-24	6:27
Jul-24	6:50
Aug-24	6:31
Sep-24	6:20
Oct-24	7:26
Nov-24	7:21
Dec-24	8:42

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

CSC TIER I Calls

Legend: Tier 1 - Total Call Volume | Tier 1 - Accepted Call Volume | Linear (Tier 1 - Total Call Volume)

Month	Total Call Volume
Jun-23	25,981
Jul-23	27,721
23-Aug	27,081
23-Sep	24,181
Oct-23	33,410
Nov-23	31,229
23-Dec	28,743
Jan-24	34,459
Feb-24	24,266
Mar-24	21,491
Apr-24	22,576
May-24	19,588
Jun-24	18,961
Jul-24	21,119
Aug-24	22,163
Sep-24	21,848
Oct-24	27,477
Nov-24	24,267
Dec-24	26,783

CSC TIER II Calls

Legend: Tier II Total Call Volume | Tier II Accepted Call Volume | Linear (Tier II Total Call Volume)

Month	Total Call Volume
Jun-23	11,904
Jul-23	9,462
23-Aug	9,596
23-Sep	8,790
Oct-23	8,575
Nov-23	6,458
23-Dec	5,939
Jan-24	5,923
Feb-24	5,068
Mar-24	5,049
Apr-24	5,588
May-24	5,117
Jun-24	4,718
Jul-24	4,305
Aug-24	4,904
Sep-24	4,421
Oct-24	4,258
Nov-24	815
Dec-24	913

Go live of revised staffing model to better support first call resolution

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

TOTAL CSC CALLS (Tier 1 and Tier 2)

Legend: Total Call Volume (green bars), Accepted- Volume (gray line), Linear (Total Call Volume) (green dotted line)

Total Call Volume values:
- Jun-23: 37,885
- Jul-23: 37,183
- 23-Aug: 36,677
- 23-Sep: 32,971
- Oct-23: 41,985
- Nov-23: 37,687
- 23-Dec: 34,682
- Jan-24: 40,382
- Feb-24: 29,334
- Mar-24: 26,540
- Apr-24: 28,164
- May-24: 24,705
- Jun-24: 23,679
- Jul-24: 25,424
- Aug-24: 27,077
- Sep-24: 26,269
- Oct-24: 31,764
- Nov-24: 25,082
- Dec-24: 27,696
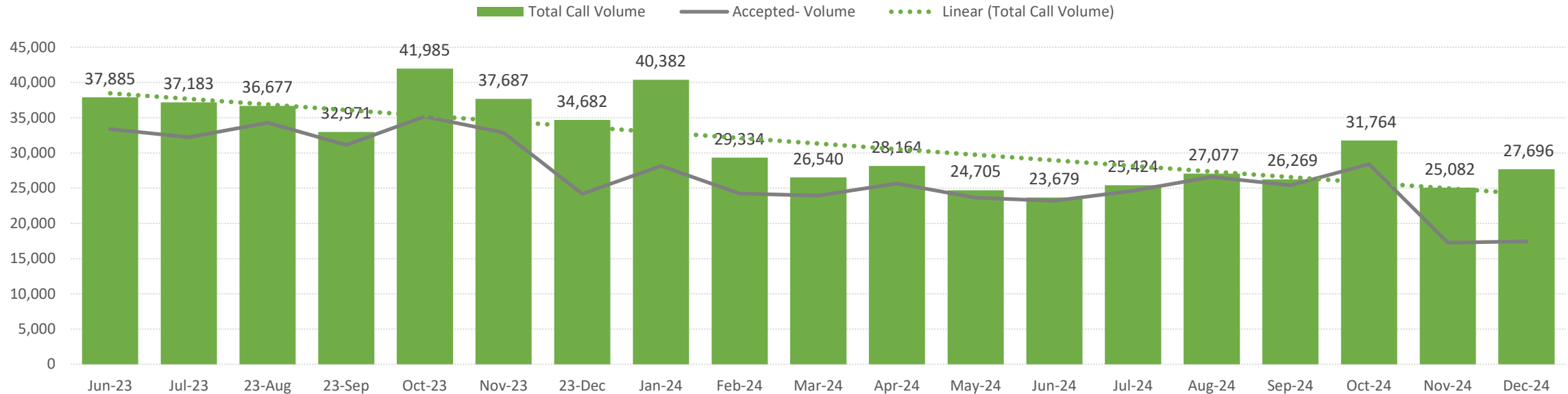
Average Wait Time for Agent Response

Legend: TIER II (blue line), TIER I (yellow line)

TIER II values:
- Jul-23: 0:11:14
- Aug-23: 0:05:52
- Sep-23: 0:03:57
- Oct-23: 0:06:32
- Nov-23: 0:14:43
- Dec-23: 0:14:43
- Jan-24: 0:15:20
- Feb-24: 0:11:47
- Mar-24: 0:09:54
- Apr-24: 0:08:58
- May-24: 0:07:46
- Jun-24: 0:03:12
- Jul-24: 0:02:13
- Aug-24: 0:01:30
- Sep-24: 0:01:32
- Oct-24: 0:07:19
- Nov-24: 0:09:45
- Dec-24: 0:17:28

TIER I values:
- Jul-23: 0:01:17
- Aug-23: 0:00:45
- Sep-23: 0:00:45
- Oct-23: 0:02:37
- Nov-23: 0:05:26
- Dec-23: 0:06:22
- Jan-24: 0:06:12
- Feb-24: 0:03:24
- Mar-24: 0:01:52
- Apr-24: 0:01:26
- May-24: 0:00:25
- Jun-24: 0:00:15
- Jul-24: 0:00:38
- Aug-24: 0:00:23
- Sep-24: 0:00:43
- Oct-24: 0:06:31
- Nov-24: 0:07:27
- Dec-24: 0:11:57

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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)

Back to report | COMPLETED WORK ITEMS

45
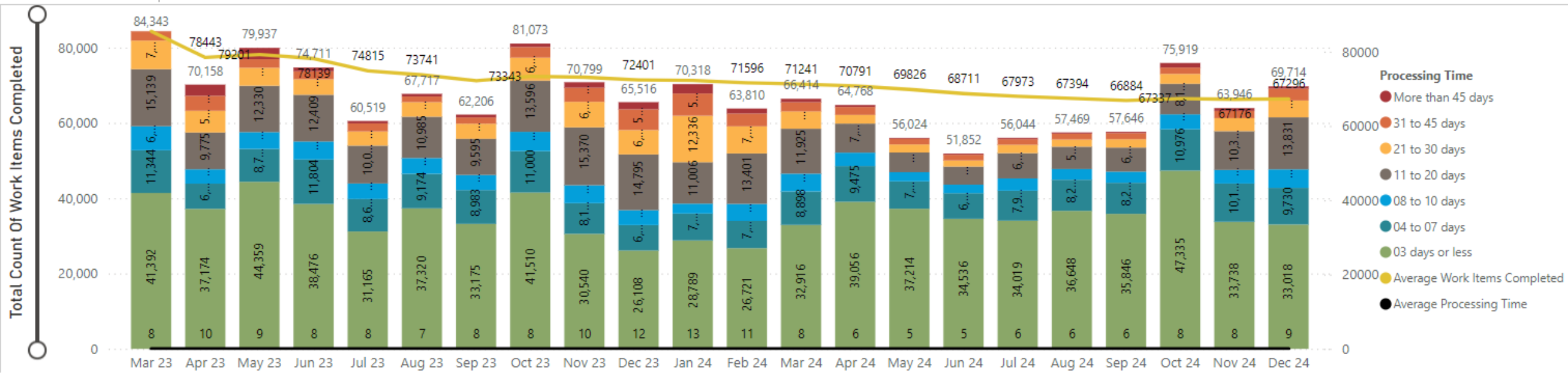
Application Processing - All Programs

- 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.
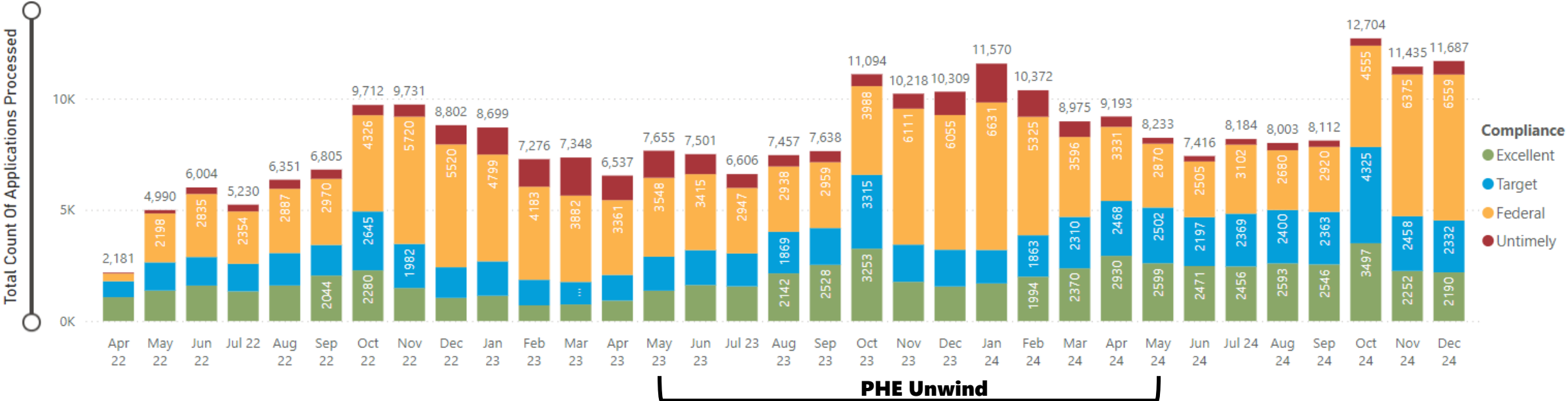
Service Delivery Team

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 43.77% and reviews by 42.89%.

- 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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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
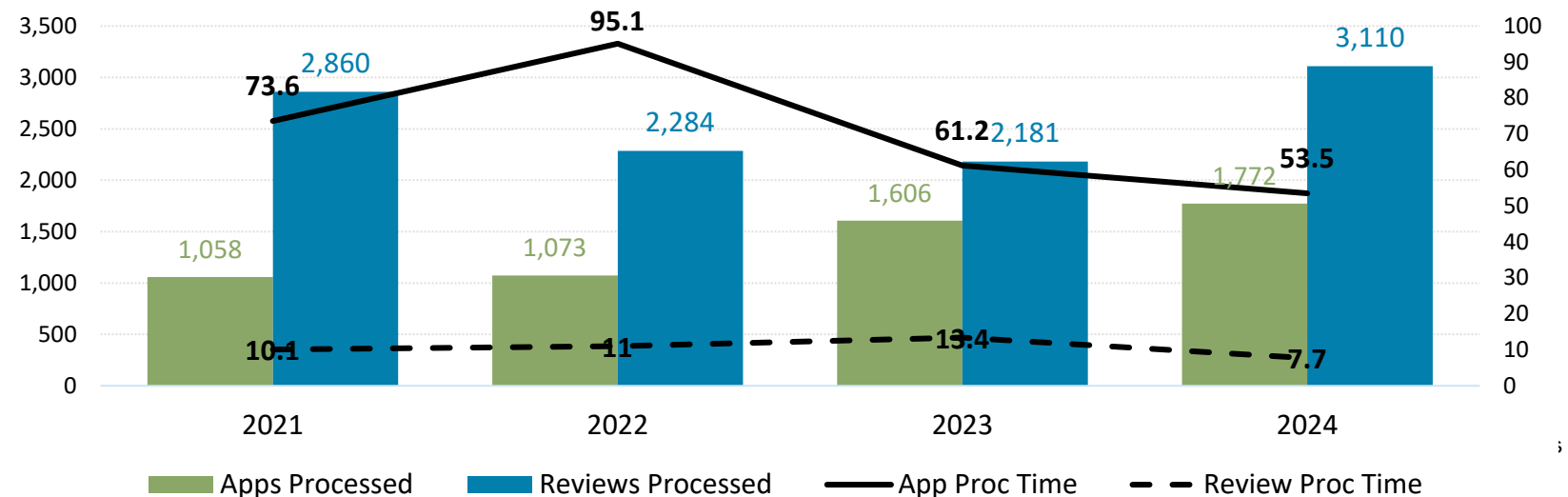
Supporting Service Delivery

Self-Service Portal & Combined Eligibility System (SPACES)

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 375 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.
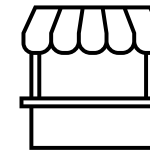
Provider Portal

- 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 <u>automation removes need for paper apps</u>

Sun Bucks
(summer SNAP)

- 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
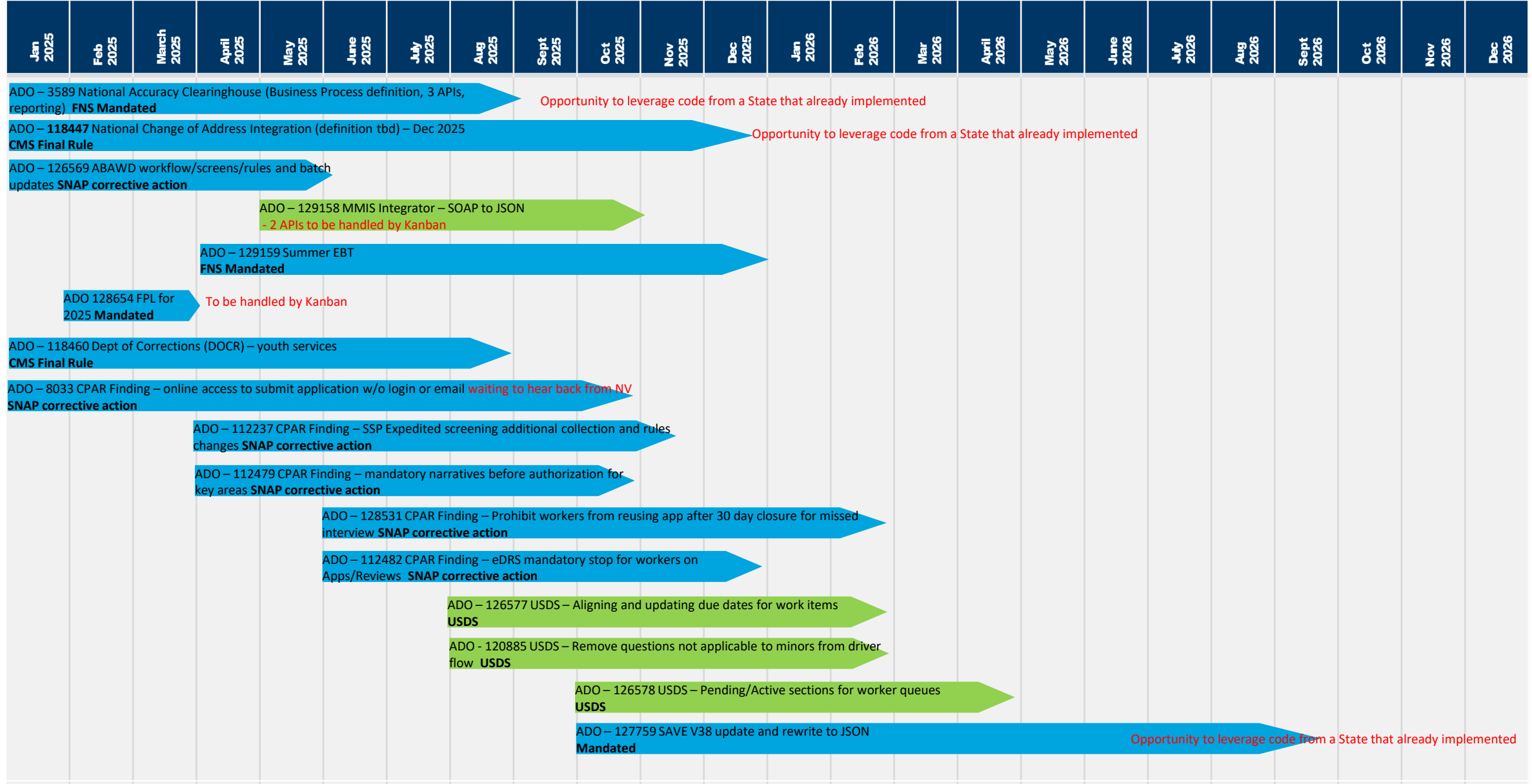
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2025-26 Project Work

SPACES Maintenance and Operations (currently 2 scrum teams)

LEGEND
- Federal changes
- Timebound/DHHS Priority

Jan 2025	Feb 2025	March 2025	April 2025	May 2025	June 2025	July 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	April 2026	May 2026	June 2026	July 2026	Aug 2026	Sept 2026	Oct 2026	Nov 2026	Dec 2026

ADO – 3589 National Accuracy Clearinghouse (Business Process definition, 3 APIs, reporting) **FNS Mandated** — Opportunity to leverage code from a State that already implemented

ADO – **118447** National Change of Address Integration (definition tbd) – Dec 2025 **CMS Final Rule** — Opportunity to leverage code from a State that already implemented

ADO – 126569 ABAWD workflow/screens/rules and batch updates **SNAP corrective action**

ADO – 129158 MMIS Integrator – SOAP to JSON - 2 APIs to be handled by Kanban

ADO – 129159 Summer EBT **FNS Mandated**

ADO 128654 FPL for 2025 **Mandated** — To be handled by Kanban

ADO – 118460 Dept of Corrections (DOCR) – youth services **CMS Final Rule**

ADO – 8033 CPAR Finding – online access to submit application w/o login or email waiting to hear back from NV **SNAP corrective action**

ADO – 112237 CPAR Finding – SSP Expedited screening additional collection and rules changes **SNAP corrective action**

ADO – 112479 CPAR Finding – mandatory narratives before authorization for key areas **SNAP corrective action**

ADO – 128531 CPAR Finding – Prohibit workers from reusing app after 30 day closure for missed interview **SNAP corrective action**

ADO – 112482 CPAR Finding – eDRS mandatory stop for workers on Apps/Reviews **SNAP corrective action**

ADO – 126577 USDS – Aligning and updating due dates for work items **USDS**

ADO - 120885 USDS – Remove questions not applicable to minors from driver flow **USDS**

ADO – 126578 USDS – Pending/Active sections for worker queues **USDS**

ADO – 127759 SAVE V38 update and rewrite to JSON **Mandated** — Opportunity to leverage code from a State that already implemented

2025-26 Project Work

SPACES Maintenance and Operations (currently 2 scrum teams)

	Jan 2025	Feb 2025	March 2025	April 2025	May 2025	June 2025	July 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	April 2026	May 2026	June 2026	July 2026	Aug 2026	Sept 2026	Oct 2026	Nov 2026	Dec 2026

Account Transfer replacement – FFM applications — **Mandated** (Oct 2025 → Dec 2026)

Dept of Corrections (DOCR) Grant – all state./county jails TBD on Grant approval (Feb 2025 → Dec 2026)

ADO – 129066 SSP Phase 2 – pending funding on additional scrum teams (Aug 2025 → Oct 2026)

Digital Adoption Tool – pending RFP/Contracting process (Sept 2025 → Oct 2026)

Open Text Extreme – pending RFP/Contracting process (Sept 2025 → Oct 2026)

Optical Character Recognition – pending RFP/Contracting process (Sept 2025 → Oct 2026)

ADO – 568 Mulesoft Enterprise – current discussions with DHHS/NDIT (Sept 2025 → Oct 2026)

Legacy decommission (Sept 2025 → Oct 2026)

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	Program
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	$2,000,000	$0	$0

This is a one-time funding request.

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 June 2024 of $407,000.

- July 2024, 116 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.

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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 - $3.5 million

- Targeted rent assistance for people at highest risk of housing instability - $10 million

- Home Renovation incentives to address accessibility modifications - $1 million

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

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

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Housing crisis is a reality for families of all kinds of backgrounds, in communities across the state

46%

Households that applied have children age 0-18

4%

Renters who applied for help & were age 65+

ND Eviction Judgments by Calendar Year

Year	Judgments
2013	773
2014	1027
2015	1180
2016	1351
2017	1473
2018	1683
2019	2013
2020	1719
2021	1604
2022	1882
2023	2511
2024	2496
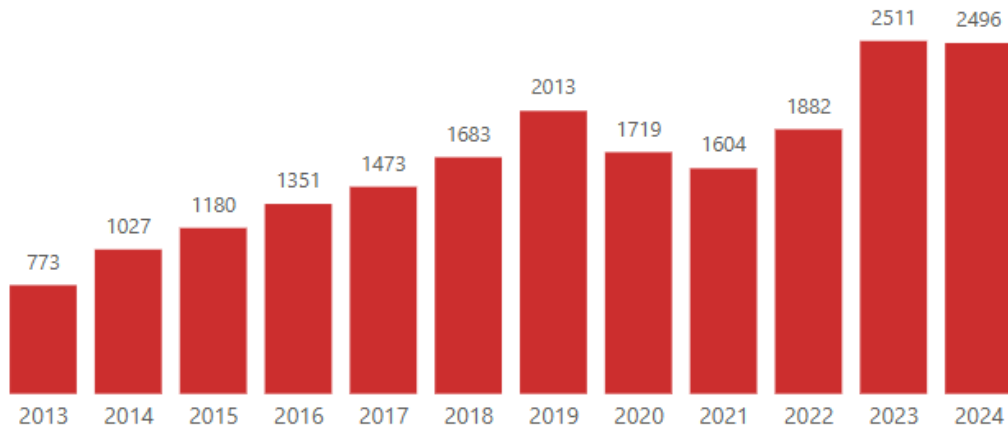
Housing Stability Resources Invested by County Dec 2021-Dec 2024

County	Amount
Divide	$113,608
Burke	$59,462
Renville	$64,701
Bottineau	$175,206
Rolette	$842,367
Towner	$224,609
Cavalier	$176,635
Pembina	$265,630
Williams	$10,845,196
Mountrail	$475,289
Ward	$12,079,065
McHenry	$145,993
Pierce	$153,199
Benson	$301,421
Ramsey	$3,392,397
Walsh	$319,302
Nelson	$85,653
Grand Forks	$13,633,173
McKenzie	$2,118,647
McLean	$179,053
Sheridan	$27,028
Wells	$82,677
Eddy	$159,047
Foster	$158,289
Griggs	$22,468
Steele	$22,697
Traill	$360,618
Dunn	$269,605
Mercer	$338,776
Oliver	$43,041
Billings	$7,670
Golden Valley	$38,455
Stark	$8,010,906
Morton	$6,581,387
Burleigh	$20,250,181
Kidder	$111,925
Stutsman	$3,897,838
Barnes	$701,011
Cass	$47,139,047
Slope	$9,713
Hettinger	$244,347
Grant	$61,294
Logan	$61,136
LaMoure	$108,685
Ransom	$135,272
Richland	$1,093,572
Bowman	$167,516
Adams	$87,446
Sioux	$81,056
Emmons	$44,076
McIntosh	$45,419
Dickey	$321,837
Sargent	$51,800

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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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Economic Assistance Director
Michele Gee

Assistant Director — 1
- **Office Manager** — 1
  - **Admin Assistant** — 1
- **Special Projects** — 1
- **Compliance Officer** — 1

SNAP Director — 1
- **SNAP E&T Program Adminr** — 1
  - **SNAP Program Specialist** — 1
- **SNAP Policy Adminr** — 1
  - **SNAP QA Coordinator** — 1
- **SNAP EBT Program Adminr** — 1
- **SNAP Ed Program Adminr** — 1

Service Delivery Director — 1
- **LTC Unit Supervisor** — 1
  - **LTC Eligibility Workers** — 19
- **RPPM Team** — 4
- **Customer Support Op. Man.** — 1
  - **CSC Team Members** — 2
- **PaSS Training Coordinator** — 1
  - **Policy System Support Specialists** — 6
- **PaSS Supervisor** — 1
  - **Learning & Development Specialists** — 5

SPACES Director — 1
- **UAT Team** — 9
  - **SPACES Product Owner** — 1

Program Administration Director — 1
- **CCAP Team** — 2
  - **Compliance Team** — 2
- **TANF Team** — 2
  - **LIHEAP Team** — 2

Quality Control Director — 2
- **Quality Control Reviewer** — 1

Housing Stability Director — 1
- **Housing Team** — 39 Temp

☐ = funding included in HSZ Ops budget

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Economic Assistance Team Metrics

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%

6 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)

- 3 are in active recruitment / hiring
  - 2 User Acceptance Testers to support SPACES maintenance and operations efforts
  - 1 SNAP Nutrition Education Administrator

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Comparison of Budgets and Funding – By Account

DESCRIPTION	2023-25 LEGISLATIVE BASE	2025-27 EXECUTIVE BUDGET RECOMMENDATION	INCREASE / (DECREASE)
511x Salaries - Regular	$ 6,889,230	$ 8,278,893	$ 1,389,663
513x Salaries Temp	312,520	219,868	(92,652)
516x Salaries Benefits	3,175,168	4,033,111	857,943
Total Salaries & Benefits	**$ 10,376,918**	**$ 12,531,872**	**$ 2,154,954**
52x Travel	218,556	351,324	132,768
53x Supply	10,000	1,600	(8,400)
54x Postage & Printing	303,200	457,621	154,421
58x Rent/Leases - Bldg/Equip	169,200	169,317	117
61x Professional Development	282,000	380,840	98,840
62x Fees - Operating & Professional	8,789,294	11,675,421	2,886,127
53x Supplies-IT	8,000	22,208	14,208
60x IT Expenses	6,000	51,508,995	51,502,995
71x Grants, Benefits, & Claims	384,437,762	460,391,146	75,953,384
72x Transfers	10,000,000	10,000,000	
Total Operating	**$ 404,224,012**	**$ 534,958,473**	**$ 130,734,461**
Total	**$ 414,600,930**	**$ 547,490,344**	**$ 132,889,415**
Total General	**$ 59,248,641**	**$ 95,444,214**	**$ 36,195,573**
Total Federal	**$ 334,748,232**	**$ 414,917,110**	**$ 80,168,878**
Total Other	**$ 20,604,057**	**$ 37,129,020**	**$ 16,524,963**

EA Budget as % of HHS Budget

8.7%

Budget Funding Source

General	17.4%
Federal	78.3%
Other	4.3%

Budget By Pass Through

Paid to Private Providers	2.1%
HHS Direct Service	85.9%
HHS Admin	2.5%
HHS Technology	9.4%

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Operating Schedule

DESCRIPTION	2023-25 BIENNIUM AMOUNT	INCREASE/ (DECREASE)	2025-27 EXECUTIVE BUDGET RECOMMENDATION			
			TOTAL	GENERAL FUND	FEDERAL FUND	OTHER FUND
Contracted Services for Required Data Matches	$633,304	$(587,802)	$45,502	$12,968	$32,534	
CCAP Cost and Market Rate Study		280,103	280,103		280,103	
LIHEAP Marketing		1,000,000	1,000,000		1,000,000	
Contracted Employment & Training Service	7,898,027	1,468,125	9,366,152		2,366,152	7,000,000
Contract for SNAP Electronic Benefit Transfer	257,963	767,851	1,025,814	512,907	512,907	
Workforce Safety & Insurance Fees for Employment and Training Participants		6,500	6,500	-	6,500	
Operation Underfund		(48,650)	(48,650)	(48,650)		
GENERAL FUND	$309,473	$167,752	$477,225	$477,225	$-	$-
FEDERAL FUND	4,779,821	(581,624)	4,198,196		4,198,196	
OTHER FUND	3,700,000	3,300,000	7,000,000			7,000,000
GRAND TOTAL	$8,789,294	$2,886,127	$11,675,421	$477,225	$4,198,196	$7,000,000

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 = $22,449,928 Total State = $5,294,582	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 (MOE) 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	N/A
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

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Grants on a Walkthrough

DESCRIPTION	2025-27 BASE BUDGET	COST TO CONTINUE	TOTAL CHANGES	TO GOVERNOR	TOTAL CHANGES	TO HOUSE
Temporary Assistance for Needy Families (TANF) Regular	$ 14,828,741	$ 2,305,054	$ 2,305,054	$ 17,133,795	$ -	$ 17,133,795
Temporary Assistance for Needy Families (TANF) Diversion	60,000	69,180	69,180	129,180	-	129,180
Child Care Assistance Program (CCAP)	90,611,262	21,595,266	21,595,266	112,206,528	-	112,206,528
Kinship Care	2,980,800	(2,260,800)	(2,260,800)	720,000	-	720,000
Supplemental Nutrion Assistance Program (SNAP)	220,820,292	31,116,588	31,116,588	251,936,880	-	251,936,880
Sun Bucks (Summer EBT)	-	11,031,265	11,031,265	11,031,265		11,031,265
Low Income Home Energy Assistance Program (LIHEAP)	33,999,168	9,215,599	9,215,599	43,214,767	-	43,214,767
TOTAL FUNDS	**$ 363,300,263**	**$ 73,072,152**	**$ 73,072,152**	**$ 436,372,415**	**$ -**	**$436,372,415**
GENERAL FUND	**$ 52,362,359**	**$ 24,044,441**	**$ 23,954,441**	**$ 76,316,800**	**$ -**	**$ 76,316,800**

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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) Supportive Services	1,552,772	(490,544)	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	**$370,052**	**$(188,279)**	**$181,773**	**$18,796,040**	**$-**	**$-**
FEDERAL FUND	**18,067,476**	**12,769,483**	**30,836,959**	**-**	**15,222,692**	**-**
OTHER FUND	**-**	**-**	**-**	**-**	**-**	**-**
GRAND TOTAL	**$18,437,528**	**$12,581,204**	**$31,018,732**	**$18,796,040**	**$15,222,692**	**$-**

Comparison of Budget Expenditures and Projections
By Budget Account Code

DESCRIPTION	2023-25 LEGISLATIVE BASE	EXPENDED AS OF 12/31/2024	PROJECTION THROUGH 6/30/2025	UNDER / (OVER) BUDGET
511x Salaries - Regular	$ 6,889,230	$ 6,107,239	$ 8,133,364	$ (1,244,134)
513x Salaries Temp	312,520	$ 2,329,243	3,275,113	(2,962,593)
514x Salaries Overtime	-	$ 162,865	162,865	(162,865)
516x Salaries Benefits	3,175,168	$ 3,037,939	4,130,091	(954,923)
Total Salaries & Benefits	**$ 10,376,918**	**$ 11,637,287**	**$ 15,701,433**	**$ (5,324,515)**
52x Travel	218,556	109,417	261,076	(42,520)
53x Supply	10,000	481	2,981	7,019
54x Postage & Printing	303,200	243,681	300,981	2,219
58x Rent/Leases - Bldg/Equip	169,200	126,907	169,207	(7)
61x Professional Development	282,000	31,320	251,820	30,180
62x Fees - Operating & Professional	8,789,294	19,402,843	21,517,495	(12,728,201)
53x Supplies-IT	8,000	2,501	5,111	2,889
60x IT Expenses	6,000	414	1,914	4,086
71x Grants, Benefits, & Claims	384,437,762	299,660,408	412,413,255	(27,975,493)
72x Transfers	10,000,000	9,496,414	10,000,000	0
Total Operating	**$ 404,224,012**	**$ 329,074,386**	**$ 444,923,839**	**$ (40,699,827)**
Total	**$ 414,600,930**	**340,711,673**	**$ 460,625,272**	**$ (46,024,343)**
Total General	**$ 59,248,641**	**$ 37,464,091**	**$ 62,409,968**	**$ (3,161,327)**
Total Federal	**$ 334,748,232**	**$ 291,721,917**	**$ 384,851,227**	**$ (50,102,995)**
Total Other	**$ 20,604,057**	**$ 11,525,664**	**$ 13,364,077**	**$ 7,239,979**

Note: Because the projection uses the 2023-25 legislative base as its starting point, one-time funds and carryover are not included. However, expenses associated with those items are included.

For Economic Assistance, the housing funds from US Treasury (ERAP/HAF) and Other COVID-related emergency funds ($92,250,000) are not included in the 2023-2025 Legislative Base. Adding $22,114,400 to the Operating Carryover and $70,135,600 in Grants Carryover will return the projection to a status of "under budget."

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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*

One Time State and Local Relief Funds

- ARPA State Local Relief Funds yet to expend = $0

  - Child Care Assistance - $7.4 million; 100% expended

- Other time-limited funds - $10.8 million, carryover into 2025-2027

  - Housing Stability and Eviction Prevention – 9/30/25 expenditure deadline; $200 million original award; 3.7% remaining; anticipate 100% expenditure by end of grant period

  - Homeowner Assistance Fund – 9/30/26 expenditure deadline; $50 million original award; 5.8% remaining; anticipate 100% expenditure by end of grant award period

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Policy Bills with Budget Impact

		Federal	General
HB 1119 (CCAP)	Potential increase in CCAP reimbursement to child care providers whose license type changes as a result of child care license framework simplification		$225,826 (fiscal note est)

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Contact Information

Michele Gee
Economic Assistance Director
mgee@nd.gov

Apply for Help
866-614-6005

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Appendix
Economic Assistance Resources

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.
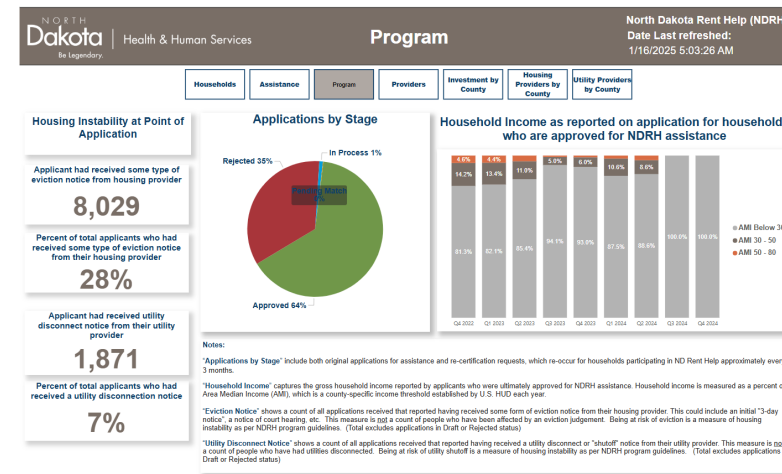
Data Dashboards

Coming soon: TANF and SNAP

CCAP: applyforhelp/ccap
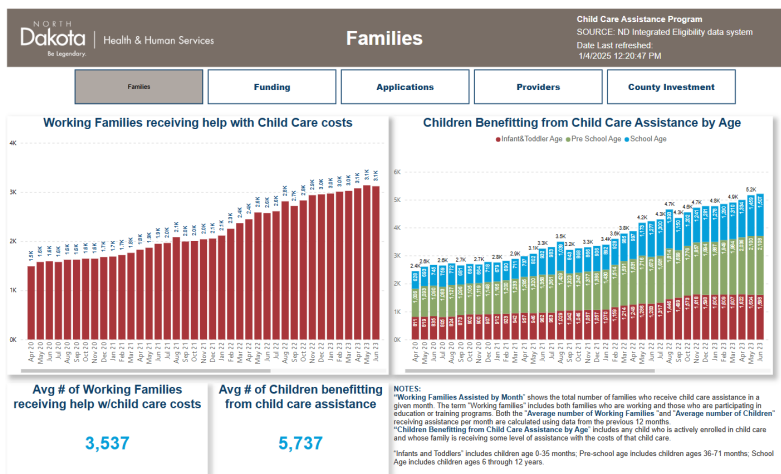
LIHEAP: applyforhelp/liheap
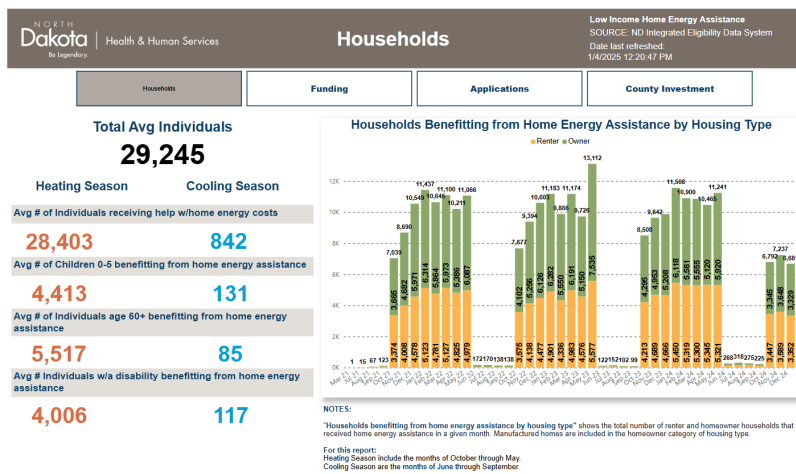
NDHS: applyforhelp/ndrh-housing-stability

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.*

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