

Par.1. Material **Transmitted and Purpose** – Transmitted with this Manual Letter are changes to Service Chapter 401-01 – Crossroads Program. This manual letter also incorporates changes made with:

- IM 5184 Crossroads Transportation Increase and Graduation Incentive
- IM 5219 Changes in Eligibility Requirements

Par. 2. **Effective Date** – Changes included in this manual letter are effective November 1, 2014.

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### **Section 401-01-05 Definitions**

- Removed the following definitions –
  - Child Care Provider
  - County Crossroads Worker
  - Parent
- Added the following definitions –
  - Business (Work) Day
  - Crossroads Parent
  - Crossroads Policy
- Wording has been changed in the following definitions –
  - Child Care Assistance Program
  - Crossroads Case Manager
  - Education Plan

### **Definitions 401-01-05**

**Business (Work) Day** – An official work day of the week which is between and includes Monday to Friday, but does not include weekends and public holidays during which the North Dakota Department of Human Services is closed.

**Child Care Assistance Program** – ~~A program authorized by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, to provide~~ which provides help with child care costs for ~~low-income families with the financial resources to find and afford quality child care for their children.~~

~~**Child Care Provider** – An individual 18 years of age or older; licensed, registered, self-declared, approved relative, or registered by a Tribe who provides child care.~~

~~**County Agency** – The county social service agency.~~

~~**County Crossroads Worker** – An employee of the county social service office who is responsible for accepting and processing the Crossroads Program Application and ensuring payment of the child care costs are made through the Child Care Assistance Program.~~

~~**Note:** Individuals eligible for Crossroads are eligible for the Child Care Assistance Program. Because of this, it is recommended the eligibility worker who processes the child care assistance also processes the Crossroads. However the decision to who process the Crossroads case is a county decision.~~

~~**Crossroads Case Manager** – An employee of an agency contracted by the Department to provide services to Crossroads parents or staff person responsible for monitoring a Crossroads participant's educational activities and assisting the individual with other related needs to achieve their educational and parental goals.~~

~~**Crossroad Parent** – An individual who has applied for or has been approved for Crossroads.~~

~~**Crossroads Policy** – The Crossroads Program Administrator.~~

~~**Department** - The North Dakota Department of Human Services.~~

~~**Education Plan** – A plan developed between the parent, the Crossroads Case Manager, and may include if necessary, the education facility. that:~~

- ~~•—Defines the parent's short and long term goals,~~
- ~~•—Describes the barriers the parent may have that may result in the parent not attaining their goal,~~
- ~~•—Outlines how the parent will attain their goal,~~

- ~~• Provides an estimated graduation date,~~
- ~~• Describes the progress the parent has made since the previous Education Plan was developed,~~
- ~~• Provides the reason for the child care needs (e.g. education, work, education and work, parenting classes)~~
- ~~• Provides a calculation used to determine their transportation assistance, if needed.~~

**GED (General Education Diploma or General Equivalency Diploma)**

~~– A high-school degree awarded after successful completion of a series of examinations instead of attendance in a traditional classroom setting.~~

~~**Parent** – A child’s mother or father who is 20 years of age or younger and who has primary responsibility for the care of his/her child.~~

~~**NOTE:** Eligibility continues through the month prior to the month the mother or father attains age 21.~~

~~**SSI (Supplemental Security Income)** - A program administered under Title XVI of the Social Security Act (42 U.S.C. 1381 et seq.).~~

~~**Temporary Assistance for Needy Families (TANF)** - A program available for a limited time for families where deprivation exists for the child(ren) and income is insufficient to meet the needs of the family. This includes Transition Assistance provided to families for up to 6 months to qualified TANF households.~~

**Section 401-01-10 Crossroads Legal Authority and Program Philosophy**

- The title of this section has been changed as 401-01-10-05 Authority Reference section has been repealed

**Crossroads Legal Authority and Program Philosophy 401-01-10**

**Section 401-01-10-05 Authority Reference**

- This section has been repealed as the Authority Reference to the Child Care Assistance Program has been removed

**~~Authority Reference 401-01-10-05~~**

~~Section 50-33, North Dakota Century Code~~

**Section 401-01-10-10 Purpose/Philosophy**

- 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> paragraphs have been removed
- Purpose/Philosophy of Crossroads has been rewritten
- Paragraph identifying the services provided by Crossroads has been rewritten
- Statement that Crossroads is separate program from TANF has been removed

**Purpose/Philosophy 401-01-10-10**

~~The Crossroads Program provides child care and transportation assistance for eligible parents who are up to 21 years of age (prior to the month the parent turns 21 years of age) and is pursuing high school, GED or alternative high school education. The goal of the program is to keep young parents in school, complete a high school level education, with the intent that they will become self-supporting in the future.~~

~~The parent must be attending school. A parent(s) eligible for the Crossroads Program will be referred to a Crossroads Case Manager who will assist them in the areas of decision making, child care selection, family relationships, parenting skills, housing, school attendance, goal setting and planning for the future, or make a referral to another agency, if necessary.~~

~~It is intended that there be close collaboration between the parent, Crossroads Case Manager and school staff in order to facilitate the goal of the parent maintaining regular attendance until graduation.~~

The purpose of the Crossroads Program is to assist parents who are attending school with short and long term goals to complete their high school level education while working to develop key tools to become self-supporting in the future.

The Crossroads Program provides:

- Case management services for items such as:
  - Decision making
  - Child care selection
  - Family relationships
  - Parenting skills
  - Housing
  - School attendance
  - Goal setting and planning for the future
  - Referrals to other agencies
- Transportation assistance
- Waived co-payment under the Child Care Assistance Program (CCAP), Crossroads Parent must meet all other CCAP eligibility criteria
- Incentive Payment for Completion of High School or GED

The Crossroads Program is administered by the Public Assistance Division of the Department and ~~is a separate program from Temporary Assistance for Needy Families (TANF).~~

### **Section 401-01-15-20 County Crossroads Worker Role and Responsibilities**

- Title of this section has been changed
- County Crossroads Worker has been changed to County Agency
- In the first paragraph:
  - Existing roles/responsibilities in #2 relating to Child Care Assistance Program (CCAP) policy has been removed and has been reworded to reflect accepting and forwarding applications to Crossroads Policy
  - Existing roles/responsibilities in #3 relating to CCAP has been

removed and has been reworded to refer the family to CCAP when incurring child care costs if the family does not have a pending or open CCAP case

- Removed #4 as relates to CCAP policy
- #6 has been removed as relates to CCAP policy
- #7 is now #4 and has been reworded and added to notify Crossroads Policy when there is a request for supportive services

### County Agency ~~Crossroads Worker~~ Role and Responsibilities 401-01-15-20

The Role and Responsibility of the County Agency ~~Crossroads Worker~~ is to:

1. Assist the parent in identifying and addressing areas of need, and make referrals to services in the community.
2. Accept and forward Crossroads applications to Crossroads Policy.  
~~Ensure the parent is in receipt of or has submitted an application for the Child Care Assistance Program.~~
3. If child care costs are being incurred and the family does not have a pending or open Child Care Assistance Program (CCAP) case, refer the family to CCAP. ~~Ensure the child care provider is licensed, registered, self-declared or an approved relative.~~
4. ~~Process reimbursement for child care expenses.~~
5. 4. Share information with the Department Crossroads Policy and Crossroads Case Manager that is pertinent to the parent's ability to achieve their goals.
6. ~~At the time of review, if the parent does not submit the review form, the County Crossroads Worker contact the parent to determine if their child care need continues.~~

5. Notify the Public Assistance Division Crossroads Policy immediately in writing (e-mail, fax, etc.) should the parent complete the their high school education, be approved for TANF, drop out of school, request Crossroads Supportive Services or if for any other reason their Child Care Assistance Program would close CCAP case will be closing.

### **Section 401-01-15-25 Crossroads Case Manager Role and Responsibilities**

- In the first paragraph:
  - Sentence in #1 has been moved to #2. A new sentence has been added to #1 reflect accepting and forwarding applications to Crossroads Policy
  - The note under #2 has been removed and moved to the last sentence in #2
  - Examples in parenthesis in the 6<sup>th</sup> bullet under #4 has been removed
  - The note under #7 has been removed and moved to the last sentence in #2
- #7 and # 9 have been reworded
- Note under #10 has been incorporated into #10
- #11 was added to include SFN 879
- #12 was added to include referral to the Child Care Assistance Program

### **Crossroads Case Manager Role and Responsibilities 400-01-15-25**

The Role and Responsibility of the Crossroads Case Manager is to:

1. Accept and forward Crossroads applications to Crossroads Policy  
Contact the parent within five (5) working days from the date of the referral to schedule an appointment for him/her to enroll.
2. Contact the parent within five (5) working days from the date of the referral to schedule an appointment to enroll the parent. Meet with

the parent within ten (10) working days from the date of the referral regardless of their geographic location within the service area. Due to the age of the Crossroad parent, a home or school visit may be necessary and may require the parent of the Crossroads parent to be in attendance.

~~**NOTE:** Due to the age of the parent, this may require a home or school visit and may require the parent of a minor parent to be in attendance.~~

3. Complete an assessment during the initial interview to determine the parent's goals and specific needs to attain their goals.
4. Develop an Education Plan with the parent. This may include information received from school personnel. The Education Plan must include:
  - The parent's short and long term goals
  - Barriers the parent may have that may result in the parent not attaining their goals
  - An outline of how the parent will attain their goals
  - Estimated graduation date
  - The progress the parent has made since the previous Education Plan was developed
  - The reason for the child care needs (e.g. education, work, education and work parenting classes)
  - Identify if assistance with transportation to and from allowable Crossroads activities is needed. A Document the calculation used to determine their transportation assistance on the

Education Plan. Calculation for transportation assistance can be found in Crossroads Supportive Services 401-01-20-25

**Note:** The calculation for transportation assistance can be found in ~~'Crossroads Supportive Services 401-01-20-25'~~.

- A The date the plan will expire ~~must be listed~~
5. Encourage the parent to enroll and attend parenting classes, if available.
  6. Make appropriate referrals as needed.
  7. ~~Closely m~~Monitor participation in education activities and ~~intervene~~ provide guidance if a participant reduces participation or needs further assistance such as tutoring, transportation, etc. ~~'Closely monitor' is defined as meeting with the parent at least once per calendar month at a minimum~~
  8. Provide a copy of each Education Plan and other pertinent information to ~~State Crossroads Policy Staff~~.
  9. ~~Notify the State Crossroads Policy Staff within five (5) days,~~ immediately when an individual has completed their high school/GED education or stops participation in education and/or employment.
  10. Complete the SFN 878, Crossroads Program Evaluations Form (Case Manager) of the parent's progress toward program goals at the end of each semester. ~~Evaluations will be completed for each client utilizing the program in that semester, whether or not they attended school throughout the semester.~~

**NOTE:** ~~These evaluations may be completed jointly with school personnel.~~

Evaluations must be forwarded to the Public Assistance Division of the Department within fifteen (15) days after the end of the semester being evaluated.

11. Send the SFN 879, Crossroads Program Evaluation Form (School) to the school for their completion.
12. Identify if there is a need for child care. If there is a need for child care, refer the Crossroads parent to the Child Care Assistance Program.

### **Section 401-01-15-30 State Crossroads Policy Staff Role and Responsibilities**

- #1 has been removed and replaced
- #2, 3, 4 and 5 have been reworded
- #6 removed and replaced

### **State Crossroads Policy Staff Role and Responsibilities 401-01-15-30**

The Role and Responsibility of the State Crossroads Policy Staff is to:

1. Approve or deny Crossroads applications that are received from the County Crossroads Worker. Determine initial and ongoing eligibility for the Crossroads Program.
2. Send an approval or denial letter to the Crossroads parent and a copy to the County Crossroads Worker Inform County Agency and Crossroads Case Manager of approvals, denials and closings as applicable.
3. If the application is approved, State Crossroads Policy Staff will complete the case management Send referral to the appropriate Crossroads Case Manager. (Community Options, ND Job Service, Turtle Mountain Employment and Training).

4. Review all submitted education plans and provide a copy to the ~~County Crossroads Worker~~ Agency when applicable needed.
5. Process and issue transportation assistance requests utilizing the ~~vendor payment process~~.
- ~~6. Send a case closure notice when reason for a closure has been received. A copy of the closure letter will be sent to the Crossroads Parent, County Crossroads Worker and Crossroads Case Manager If child care costs are being incurred and the family does not have a pending or open Child Care Assistance Program (CCAP) case, refer the family to CCAP.~~

### **Section 401-01-20-05 Date of Application and Eligibility Start Date**

- The note under the first paragraph has been removed and incorporated into the first paragraph
- Added new policy that the receiving agency must record date received on application
- Added policy the benefit start date of applications forwarded to Crossroads Policy is the date the application was received by the county agency or Crossroads case manager
- Removed note and moved it to the Section 401-01-20-10-05

### **Date of Application and Eligibility Start Date 401-01-20-05**

The date of the application is the date the signed SFN 29, Crossroads Program Application is received by the County Agency, Case Manager or Crossroad Policy, provided the application was submitted during normal business hours. When an Application is submitted after normal business hours, on a weekend, or on a holiday in which the Department is closed, the application is considered received the next business (work) day. The receiving agency must record the date received on the application. An unsigned application is not considered an application.

~~**NOTE:** The County Crossroads Worker must document the date an application is filed by recording the date received on the application.~~

The benefit start date will be the first day of the month the signed application is considered received ~~in~~ by the County Agency, social service board office, Crossroads Case Manager office, Crossroads Policy or the earliest date of eligibility.

The benefit start date of an application forwarded by a County Agency or Crossroads Case Manager to Crossroads Policy is the date the application was received by the County Agency or Crossroads Case Manager.

A parent applying for Crossroads who is requesting help with child care expenses must also apply for the Child Care Assistance Program (CCAP) unless the parent already has an open CCAP case.

~~**NOTE:** To ensure child care expenses can be processed for the first month of Crossroads eligibility, the signed CCAP application must be received no later than the last day of the month following the month the individual becomes Crossroads eligible. (Refer to Section 400-28-20-10, Date of Application and Benefit Start Date in the CCAP Manual.)~~

### **Section 401-01-20-10 Eligibility Criteria**

- The first paragraph has been reworded
- A bullet has been added between the 4<sup>th</sup> and 5<sup>th</sup> bullet in the first paragraph adding to this paragraph that the parent and child must live in the same home
- The 2<sup>nd</sup> paragraph has been removed as the first sentence is addressed in the first paragraph and the second sentence is addressed in Section 401-01-25 Notice of Program Termination
- The 3<sup>rd</sup> paragraph has been removed as that paragraph is addressed in Section 401-01-20-05 Date of Application and Eligibility Start Date
- 4<sup>th</sup> paragraph has been removed as does not have to be eligible for CCAP in order to be eligible for Crossroads
- 5<sup>th</sup> paragraph has been removed as it is Child Care Assistance

Program (CCAP) policy

- 7<sup>th</sup> paragraph has been removed as eligibility for CCAP is no longer an eligibility requirement for Crossroads
- 8<sup>th</sup> and 9<sup>th</sup> paragraphs and note under the 9<sup>th</sup> paragraph have been removed as they are not an eligibility requirement for Crossroads
- Last sentence in the 11<sup>th</sup> paragraph has been removed as it is addressed in the sentence before
- Added paragraph reflecting new policy that if both parents are in the home, each parent may be eligible for Crossroads
- Added paragraph addressing policy for participating in the Crossroads program during school breaks when the parent intends to return to school in the fall
- Added paragraph for policy that if a break of more than 30 days and employed, verification of employment is needed
- Added paragraph for policy when verification of school enrollment is needed
- Existing paragraph after the new paragraphs has been removed as all 3 sentences of the paragraph are addressed within this section
- Updated examples to reflect changes in policy

### **Eligibility Criteria – 401-01-20-10**

The Crossroads Program is designed to assist with child care and transportation costs for individuals who are Eligible individuals are:

- Parents up to 21 years of age (prior to the month the parent turns 21 years of age)
- Parents who are male or female
- Parents who are married or unmarried
- Parents who have the primary responsibility for the care of their child
- Parents who are pursuing high school, GED, or alternative high school

- Parents must be a resident of North Dakota.
- Parent and child must reside in the same home

~~In order to be eligible under the Crossroads Program the child and the parent must reside in the same home. If at any time the parent and child do not reside together, the Crossroads case must close.~~

~~Eligibility under Crossroads begins the first day of the month in which the signed Crossroads Program Application is received in the local county social service agency.~~

~~Parents must apply for or be in receipt of assistance through the Child Care Assistance Program in order to be eligible for the Crossroads Program.~~

~~The child care provider must be licensed, registered, self-declared or an approved relative with the state of North Dakota. (Refer to the Child Care Assistance Program Manual, 'Provider Requirements and Information 400-28-105'.)~~

~~The Crossroads Program does not consider assets or income when determining eligibility.~~

~~Eligibility for assistance with payment of child care expenses must be determined using the eligibility criteria defined in the Child Care Assistance Policy manual at 400-28-40, Crossroads Families Eligibility.~~

~~A copy of the Crossroads approval letter must be received by the county, which will verify the parent(s) is eligible for Crossroads. The approval letter shows the period of time the parent is eligible for Crossroads.~~

~~The only allowable child care costs that can be paid for individuals eligible for Crossroads are the costs associated with class attendance, employment, and attendance at parenting classes.~~

~~**NOTE:** Costs associated with participation in extracurricular activities cannot be paid.~~

A child in receipt of Supplemental Security Income (SSI) may be eligible for Crossroads provided the parent meets the Crossroads eligibility criteria.

When an individual eligible for Crossroads resides with the other parent of the child, the individual may be eligible for Crossroads without regard to the activities or income of the spouse or ~~second~~ other parent. ~~This applies whether the individual is married to the other parent or not.~~

If both parents of the child are in the home with the child and both parents are pursuing high school, GED or alternative high school education, both parents may participate in the Crossroads Program.

- If the parents are married, one Crossroads application is needed and one case file is established
- If the parents are not married, each parent must apply on their own behalf and a Crossroads case for each parent needs to be established

Parents who participated in the Crossroads Program during the previous school year and intend to participate in the Crossroads program for the next school year continue to be eligible if:

- The break is less than a full calendar month
- The break is more than a full calendar month- if employed or participating in case management services

When there is a break of more than one full calendar month between educational activities (such as summer months) and during that break the individual is employed or receiving case management services, verification of participation is required

Verification of school enrollment is needed:

- At application
- Each semester

~~A parent, who participated in Crossroads in the previous school period and who intends to participate in Crossroads for the next school period remains eligible for Crossroads during the break if the break is less than a~~

full calendar month. If the break is more than a full calendar month, the individual will remain eligible for Crossroads coverage during the break if the parent is working or attending parenting classes during the school break. A new application does not need to be completed at the end of the school period as long as the parent remains in their approved activity for the duration of the break from school. At the time it is learned that the individual will not be returning to school, eligibility for Crossroads ends.

**Example #1:** Parent age 17 has  $\pm$  a child. The parent is attending high school in December, and has a three week break from school due to the holidays. The parent will resume attendance in January after the three week break. If during the break child care costs incur due to employment and parenting classes, the parent remains Crossroads eligible and the child care costs can be paid by the Child Care Assistance Program as ~~the~~ The parent is considered Crossroads eligible throughout the break.

**Example #2:** Parent age 16 has  $\pm$  a child. The parent attends grade 11 in high school and is employed part time. School term ends in May and the parent will return to school in August. Since the parent will return to school in August, and is working part time, the parent will remain eligible for Crossroads and child care costs, while employed can be paid under the Child Care Assistance Program as Crossroads.

**Example #3:** Parent is age 16 and has  $\pm$  a child. The parent attendeds high school and is in the 11th grade. School ends in May and the parent is not employed and not seeking employment. The parent plans on returning to school in August. Since there will not be a child care Crossroads need during the summer, the Crossroads case must be closed at the end of May. During the break, the student will not be employed or working with a Crossroads case manager, therefore, the Crossroads case must be closed the end of May.

In July, the parent reports obtained employment and requests assistance through Crossroads, and needs assistance with child care costs. ~~The~~ the parent will need to complete a new Crossroads Program Aapplication (and the Child Care Assistance Program Application if

~~the case was closed). The child care costs can be paid by the Child Care Assistance Program as Crossroads since the parent will be returning to school in August.~~

~~**NOTE:** If the parent will not return to school in August, the parent is not eligible for Crossroads; however, eligibility may continue for the Child Care Assistance Program if all other eligibility criteria for the Child Care Assistance Program are met.~~

~~**Example #4:** Parent age 16 and has 1 a child. The parent attends high school and is in the 10th grade. School ends in May, the parent intends to return to high school in the fall and the parent decides continues to participate in case management services. attend parenting classes that begin in June. Since the parent will be continuing with case management services through the summer have an approved activity less than one month after the end of school, the Crossroads case will remain open. The classes end the last week of June and the parent is not employed. The Crossroads case must close at the end of June because the parent will no longer have an approved activity for the rest of the break.~~

~~The parent decides in June they do not want to continue with case management but still intend to return to high school in the fall. The Crossroads case must close at the end of June because the parent is not in school, employed or participating in case management and there will be a break of more than 30 days.~~

### **Section 401-01-20-10-05 Eligibility for Crossroads and Temporary Assistance for Needy Families (TANF)**

- Case management added as a service an individual could receive if Crossroads eligible
- Sections have been reworded

## **Eligibility for Crossroads and Temporary Assistance for Needy Families (TANF) 401-01-20-10-05**

Crossroads and TANF policy allow for an individual to be eligible for Crossroads and TANF for the same period of time. However, in most instances, an individual eligible for TANF will be required to participate in the JOBS program, and thus, their child care expenses and transportation allowance will be authorized through JOBS Supportive Services. In this situation, there is no need for the case to remain eligible for Crossroads and the Crossroads case will be closed. During a month an individual is required to participate or volunteers to participate in the JOBS program, the individual would not be eligible for the Crossroads program.

Following are situations when it is beneficial for an individual to be eligible for TANF and Crossroads at the same time so the parent's or minor parent's child care costs can continue to be paid at 100% of the allowable costs, up to the maximum amount, without having to participate in the JOBS Program:

- ~~1. A minor parent who is not the caretaker (Primary Individual) in a TANF case and is attending high school. The child care costs can be paid under the Crossroads Program.~~
1. The minor parent who is not the caretaker (Primary Individual) in a TANF case and attends high school is not subject to the JOBS requirements, as the minor parent is attending school and is not the caretaker. Therefore, in order for the child care expenses to be paid while on TANF only, the minor parent would need to volunteer and participate in the JOBS program. The minor parent may volunteer to participate in the JOBS program. If the minor parent does not want to volunteer to participate in the JOBS program, they could apply for the Crossroads Program.
2. A caretaker, age 18 to 21, who is in receipt of TANF may be exempt from the JOBS Program due to personally providing full-time care for a child under the age of 2 months, or may have 'good cause' approved, for non-participation in the JOBS Program. The If the caretaker is exempt or has 'good cause' approval, may be and is

attending high school, the parent could apply for Crossroads. and in need of assistance with child care. ~~The child care costs can be paid under the Crossroads Program.~~

~~In these two situations, the caretaker, age 18 to 21, is not subject to the JOBS requirements. Therefore, in order for the child care expenses to be paid while on TANF only, the caretaker would need to volunteer and participate in the JOBS program.~~

### **Section 401-01-20-10-10 Assistance with Child Care costs for Crossroads**

- This section was added to address child care needs while participating in Crossroads

### **401-01-20-10-10 Assistance with Child Care costs for Crossroads**

A parent applying for Crossroads who is requesting help with child care costs (education, work and approved activities on the education plan) must apply for the Child Care Assistance Program (CCAP) and be determined eligible using the criteria defined in the Child Care Assistance Policy manual at 400-28-40, Crossroads Families Eligibility

### **Section 401-01-20-15 Application Process**

- This section has been rewritten to reflect changes in the application process relating to where to submit applications, forwarding applications to Crossroads Policy, processing timeframe, formal action, denial reasons, use of the application for a future month if the month of application is denied, withdrawal of application, referral to the Child Care Assistance Program and application

### **Application Process 401-01-20-15**

An application is the formal request for assistance using the SFN 29, Crossroads Program Application. The application must be completed and signed by the parent or parent of the minor parent. The application is

considered signed if the signature is found anywhere on the application, other than to answer a question. Individuals requesting Crossroads must complete and sign an application. The application must be submitted to the local county social service agency in which the resides, for processing. An unsigned application is not considered an application.

1. ~~The application must be completed and signed by the parent, or parent of the minor parent. The County Crossroads Worker must assist the applicant, if necessary.~~
2. ~~During the application process, the County Crossroads Worker must assess the parent's child care plans and needs.~~

**NOTE:** ~~The child care provider must be licensed, registered, self-declared or an approved relative with the state of North Dakota.~~

3. ~~The County Crossroads Worker must obtain verification of the parent's school enrollment and appropriate releases of information must be secured to allow contact with school personnel, if necessary.~~
4. ~~The County Crossroads Worker must verify that the parent is receiving Child Care Assistance or has submitted an application for the Child Care Assistance Program (CCAP).~~
5. ~~After the County Crossroads Worker has verified the parent is receiving CCAP or has submitted an application for CCAP, the County Crossroads Worker must forward the completed application to the North Dakota Department of Human Services for a decision.~~
6. ~~The Public Assistance Division must provide the County Crossroads Worker and the applicant with a decision.~~
  - a. ~~If the decision is 'approved', the County Crossroads Worker must ensure the Child Care Assistance Program application is processed.~~

~~b. If the decision is 'denied', the County Crossroads Worker will place the decision in the case file.~~

~~7. The Public Assistance Division must create and send a referral to the Crossroads Case Manager.~~

The application can be submitted to the County Agency, Crossroads Case Manager or Crossroads Policy. Applications received by a County Agency or Crossroads Case Manager must be forwarded to Crossroads Policy for processing.

Applications must be processed within 45 days. If due to circumstances beyond the Crossroads parent's control, extenuating circumstances may be allowed exceeding the 45 day processing time frame.

Formal action (either approval or denial) must be taken on each month assistance is requested. Crossroads policy notifies the applicant of eligibility or ineligibility and also the county agency if applicable.

Application may be denied for reasons including but not limited to:

- Not requesting case management services and not eligible for the Child Care Assistance Program
- Failure to provide information
- Failure to meet the criteria identified in 400-01-20-10, Eligibility Criteria

The same application can be used to determine eligibility for the month following the month of denial when ineligibility is expected to last for the month of application only.

An application may be withdrawn any time prior to being approved.

If child care costs are being incurred and the family does not have a pending or open Child Care Assistance Program (CCAP) case, the family will be referred to CCAP.

In two parent cases, if a Crossroads case is requested closed by the parent in whose name the case is in and the other parent wishes to receive Crossroads, the other parent must apply for Crossroads on their own behalf.

## **Section 401-01-20-20 Documentation Requirements**

- Maintaining of case file by county agency has been removed as Crossroads case file information is maintained by Crossroads Policy
- Changed reference to Department of Human Services to Crossroads Policy as Crossroads Policy is responsible for maintaining case information
- Specific case file information listed has been removed as all pertinent case information must be maintained

## **Documentation Requirements 401-01-20-20**

### **County Agency**

~~The county agency shall maintain a case file of all individuals who apply for the Crossroads Program. The case file shall include the following:~~

- ~~1. The Crossroads Program application;~~
- ~~2. The notification of decision received from the Department;~~
- ~~3. Verification of school attendance;~~
- ~~4. Appropriate releases of information.~~

### **Crossroads Policy ~~Department of Human Services~~**

The Department shall maintain **case information for** ~~a case file of all individuals who apply for the Crossroads Program. The case file shall include the following:~~

- ~~1. The Crossroads Program application;~~

- ~~2. The notification of decision provided to the county;~~
- ~~3. Education Plan;~~
- ~~4. Copies of semester evaluations.~~

## **Section 401-01-20-25 Crossroads Supportive Services**

- Added wording to clarify when supportive services can be paid.
- Transportation assistance increased from \$75 to \$100 per month. This supersedes IM 5184 Crossroads Transportation Increase and Graduation Incentive
- New graduation incentive payment of \$250 has been added along with procedure on how to submit request for incentive payment. This supersedes IM 5184 Crossroads Transportation Increase and Graduation Incentive
- 2<sup>nd</sup> paragraph has been rewritten, no policy changes made
- Added transportation requests must be in the education plan and case manager must approve all transportation requests

### **Crossroads Supportive Services 401-01-20-25**

Within the limits described in this section, supportive services may be made available to a participant of the Crossroads Program for a month in which they were eligible. ~~Supportive service cannot be provided without approval from the Crossroads Case Manager until the individual's TANF case has been approved.~~

~~All approved Crossroads supportive services are paid directly to the Crossroads parent or child care provider as applicable.~~

Following are allowable supportive services:

2. **Transportation Assistance** - Transportation assistance not exceeding ~~\$75.00~~ \$100.00 per month may be paid to a Crossroads parent, provided the parent is participating in the activities listed on the Education Plan.

- If ~~tr~~ansportation assistance is based on mileage, a monthly stipend or flat amount is not allowed. Instead, a mileage calculation must be identified on the Education Plan. Transportation assistance based on mileage **and** is calculated by multiplying the number of actual or estimated miles required per day to support the individual's approved activity by the number of days the individual needs assistance by \$0.45, the current reimbursement rate for travel under the Crossroads Program
  - When public transportation or informal transportation arrangements are used, the participant must review their transportation needs ~~and~~ plan with the Crossroads Case Manager. If appropriate, the Crossroads Case Manager will approve the individual's plan **must approve all transportation requests and must identify them on the education plan**
  - Payments for Transportation Assistance are issued to the **Crossroads parent through the** recipients utilizing the Vendor Payment process. ~~State Crossroads Policy Staff are responsible for issuing these payments~~
3. **GED/High School Graduate Incentive Payment-** In order to support the basic philosophy of Crossroads to promote young parents to complete a high school level education, ~~e~~**Each** eligible parent will receive a \$250 ~~one-time-only~~ incentive payment upon completion of high school or general education development (GED) diploma. ~~The individuals must be Crossroads eligible in the month the individual completes their high school or GED requirements.~~
- **Payment for the GED/High School Graduate Incentive Payment is issued through the Vendor Payment process**
  - **The County agency or Crossroads Case Manager must submit the SFN 471, Vendor Payment (TANF) Authorization and Request for Payment for Good and Services form along with verification of completion of high school or GED to Crossroads Policy**

~~Verification of completion of high school or GED is required.~~

~~Payments for the GED/High School Graduate Incentive Payment are issued to the Crossroads parent, recipient's utilizing the vendor payment process. State Crossroads Policy Staff are responsible for issuing these payments.~~

### **Section 401-01-25 Notice of Program Termination**

- Minor wording changes made in this section
- In the first paragraph Department changed to Crossroads Policy
- Added Crossroads policy will notify county agency and Crossroads case manager of case closing and when case has closed when applicable
- Removed the sentence that a copy of the notice will be sent to the County Crossroads Worker and the Crossroads case manager as notification of case closing will be sent if applicable
- Changed policy from 10 day notification to sending closing notice up to the last working day of the month
- Note removed as the note is Child Care Assistance Program (CCAP) policy
- In the paragraph for when a Crossroads case must be closed:
  - Removed #3 and #8 as they are CCAP policy
  - Removed the example in #9
  - Added closing reason of not meeting criteria identified in 401-01-20-10 Eligibility Criteria
- Removed last paragraph as the items in that paragraph are identified in other section of the manuals

### **Notice of Program Termination 401-01-25**

~~At the time the Department determines the an individual is no longer eligible for the Crossroads Program, the State Crossroads Policy staff must send case closing notification to the parent in writing at least ten (10) working days prior to the date of termination, informing the parent their case will be closed. The closing notice notification shall include the reason(s) the service case is being terminated. A copy of the notice will be sent to the County Crossroads Worker and the Crossroads Case Manager.~~

Crossroads policy will notify the County Agency and Crossroads Case Manager when a case has closed for individuals who are receiving services through the County Agency (Child Care Assistance Program) or Crossroads Case Management (supportive services).

A closing notice can be sent up to the last business day of the month to close a case at the end of the current month.

~~**Note:** When a Crossroads case is closed, the Child Care Assistance Program case does not automatically close. It is the responsibility of the Child Care Assistance Eligibility Worker to review the case and determine if a case closure is appropriate for the Child Care Assistance Program.~~

A Crossroads Case must be closed when:

- ~~1.~~ 1. The parent has completed their high school education or GED.
- ~~2.~~ 2. The parent has ~~not completed~~ their high school education but has stopped attending high school or GED classes.
- ~~3.~~ 3. The parent no longer has a child care need for the child.
- ~~4.~~ 4. The child no longer resides with the Crossroads parent.
- ~~5.~~ 5. The Crossroad parent moved out of the state.
- ~~6.~~ 6. The mMail is returned and there is with no forwarding address or has an out of state forwarding address ~~of out of state~~.
- ~~7.~~ 7. The Crossroads parent requested their case be closed.
- ~~8.~~ 8. The parent is no longer eligible for the Child Care Assistance Program.
- ~~9.~~ 9. The Crossroad parent will not be attending school during a full calendar month and is not employed or participating in case management services attending parenting classes. (e.g. School ends

~~in May and the parent does not plan to be employed or attend parenting classes in June.~~

8. If participating the TANF JOBS program.

9. Failure to meet criteria identified in 401-01-20-10 Eligibility Criteria.

~~Upon receipt of the termination notice, the County Crossroads Worker shall:~~

- ~~• Provide the parent with appropriate referrals to other available assistance programs;~~
- ~~• Assist the parent in finding other resources; and~~
- ~~• Ensure eligibility for the Child Care Assistance Program is reviewed.~~

### **Section 401-01-30-10 Fair Hearing Process**

- Added policy for request for hearings submitted by hand
- References to the appeal process by county Crossroads worker has been removed as request for hearings will be handled by Crossroads policy

### **Fair Hearing Process 401-01-30-10**

When adverse action is taken against an individual in the Crossroads Program and the individual requests a fair hearing, the hearing will be conducted by the Office of Administrative Hearings in accordance with N.D.A.C. § 75-01-03.

The following procedure should be followed when a Crossroads recipient requests a fair hearing:

1. If the individual submits their request by mail to the county agency, ~~social service office,~~ the request form should be date stamped upon receipt and both the envelope (the postmarked envelope is needed to determine the timeliness of the individual's request) and the Request

for Hearing form should be immediately mailed to the DHS Appeals Supervisor at the address noted below;

2. If the individual hand delivers their request to the county, the request form should be date stamped upon receipt with a notation made on the form that it was hand delivered. The request must immediately be mailed to the DHS Appeals Supervisor at:
  - a. ~~Date stamped upon receipt, with a notation made on the form that it was hand delivered; and~~
  - b. ~~Immediately mailed to the DHS Appeals Supervisor at the address noted below, along with a completed SFN 1784, Appeal Background Report and pertinent documents relating to the appeal; and~~

**~~NOTE:~~** ~~If a completed SFN 1784, Appeal Background Report is not submitted, County Crossroads Worker will be sent a form by the Appeals Supervisor requesting the report be completed and mailed, along with any other pertinent documents relating to the appeal, to:~~

~~Appeals Supervisor  
DHS Legal Advisory Unit  
600 East Boulevard Avenue, Dept. 325  
Bismarck, ND 58505-0250~~

~~The County Crossroads Policy Worker must notify the DHS Legal Advisory Unit Appeals Supervisor if the appellant is represented by legal counsel to ensure that legal counsel is also provided for the county. However, if the County Crossroads Policy Worker believes that legal counsel is necessary in cases where the appellant is not represented, a request with rationale for counsel must be sent to the DHS Legal Advisory Unit Appeals Supervisor at 600 East Boulevard Avenue, Dept. 325, Bismarck, ND 58505-0250.~~

**Section 401-01-35 Forms Appendix**

- Wording changes have been made removing policy from description and adding information about Adobe Acrobat Reader and how to access this program
  - SFN 29, Crossroads Program Application 401-01-35-05
  - SFN 878, Crossroads Program Evaluation Form 401-01-35-10
  - Request for Hearing 401-01-35-15
  - SFN 1784, Appeal Background Report 401-01-35-20
  - DN 18, Crossroads Program Brochure 401-01-35-25
- Title of SFN 878 has been changed, added the title in the first sentence in the paragraph under the SFN 878 section
- Added SFN 879, Crossroads Program Evaluation Form (School)
- SFN 162 has been added to the title Request for Hearing as that is the Request for Hearing's state form number

**Forms Appendix 401-01-35****SFN 29, Crossroads Program Application 401-01-35-05**

The SFN 29, ~~is the Crossroads Program Application~~ is available through the Department and may be obtained electronically via E-Forms. This application form ~~must be completed and signed by the parent or parent of the minor parent, with assistance from the County Crossroads Worker if needed, and returned to the parent's local county social service agency.~~

E-Forms are presented in Adobe Acrobat and require the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.

**SFN 878, Crossroads Program Evaluation Form (Case manager) 401-01-35-10**

SFN 878, Crossroads Program Evaluation Form (Case manager) is available through the Department and may be obtained electronically via E-Forms ~~an evaluation form to be completed by the Crossroads Case Manager with assistance from school personnel as needed. Evaluations must be completed for each semester that Crossroads funding is utilized, even if the client does not attend school the entire semester. It will be the Crossroads Case Manager's responsibility to complete this form and return~~

~~a completed copy to the Policy Staff no later than two weeks following the semesters end.~~

~~**NOTE:** This includes the summer semester.~~

E-Forms are presented in Adobe Acrobat and require the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.

### **SFN 162 Request for Hearing 401-01-35-15**

SFN 162, Request for Hearing form is available through the Department and may be obtained electronically via E-Forms. (54kb pdf) ~~used when a Crossroads Applicant or Recipient chooses to request a fair hearing due to action taken regarding Crossroads benefits.~~

~~This form is available through the Department of Human Services and may also be obtained electronically via E-Forms. (54kb pdf)~~

E-Forms are presented in Adobe Acrobat and require the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.

### **SFN 1784, Appeal Background Report 401-01-35-20**

The purpose of the SFN 1784, Appeal Background Report, is available through the Department and may be obtained electronically via E-Forms (78kb pdf) ~~to advise the Appeals Supervisor of the reason for an appeal and the program(s) being affected by the appeal.~~

~~This form is available through the Department of Human Services and may also be obtained electronically via E-Forms. (78kb pdf)~~

E-Forms are presented in Adobe Acrobat and require the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.

### **DN 18, Crossroads Program Brochure 401-01-35-25**

DN 18, Crossroads Program Brochure is available through the Department and may be obtained electronically via E-Forms ~~of Human Services. It may also be printed locally using the link shown above.~~

The Crossroads Program brochure is presented in Adobe Acrobat and requires the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.

**SFN 879, Crossroads Program Evaluation Form (School)**  
**401-01-35-30**

SFN 879, Crossroads Program Evaluation Form (School) is available through the Department and may be obtained electronically via E-Forms.

E-Forms are presented in Adobe Acrobat and require the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.