

About Crossroads

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

Who qualifies for Crossroads?

Parents who qualify must be:

- Currently pregnant
 - The pregnancy and estimated due date must be medically verified
- Pursuing an education
- Under the age of 21
 - Exception: If the parent is already participating in the crossroads program and enrolls in a bachelors degree program, they are eligible until the degree is completed.
- Parents who are married or unmarried
- Primary caregiver of the child
- North Dakota resident
- Living in the same house with the child

How does Crossroads help?

Transportation

- Help with transportation costs

Child Care

- Waived co-payment under the Child Care Assistance Program (CCAP)

Case Management

- Parenting skills
- Housing
- Goal setting
- Child care selection
- Decision making

Educational incentive

- Incentive payment for achieving goals

Graduation incentive

- Incentive payment upon completion of high school, GED, college or post-secondary education

How do I apply?

Complete both the Crossroads Program application and the Application for Assistance. Return them to the Customer Support Center.

Crossroads Program application:
www.nd.gov/eforms/Doc/sfn00029.pdf

Application for Assistance:
www.nd.gov/eforms/Doc/sfn00405.pdf

Apply in person:

Visit your local human service zone office.
A list of office locations can be found online: hhs.nd.gov/human-service/zones

Customer Support Center:

Email: applyforhelp@nd.gov
Phone: 1.866.614.6005; 711 (TTY)
Fax: 701.328.1006

Mail: Customer Support Center
P.O. Box 5562 Bismarck ND 58506



How does case management work?

Each parent works one-on-one with a Crossroads case manager who will offer ongoing guidance and support.

Together you and your case manager will:

- Complete an assessment, talk about education goals, and look for any barriers that might prevent reaching your education goals
- Create an education plan that includes an estimated graduation date and progress report
- Determine transportation allowance
- Monitor involvement in educational activities and provide help if needed (tutoring, etc.)
- Complete a progress report at the end of each semester that may include school staff

You will meet with your case manager at least once per month.



Non-Discrimination

You have the right to file a written complaint if you believe that you or members of your household have been discriminated against by reason of race, color, religion, sex, national origin, age, political beliefs, handicap, or status with respect to marriage or public assistance. A written complaint may be filed with your local human service zone office; the North Dakota Department of Human Services office for Civil Rights, Legal Advisory Unit, 600 E. Boulevard Ave., Dept 325, Bismarck, ND 58505-0250, 701-328-2311 or 711 (TTY); Fax 701-328-2173, email: dhslau@nd.gov; or U.S. Department of Health & Human Services, Office for Civil Rights, 200 Independence Ave. SW, HHH Building, Room 509-F, Washington, DC 20201 (1-800-368-1019 or TDD 1-800-537-7697; Fax 202-619-3437).

North Dakota Department of
Health and Human Services
Economic Assistance Policy
600 E Boulevard Dept. 325
Bismarck, ND 58505-0250
Phone: 1-800-755-2716; 711 (TTY)
Fax: 701-328-1060

DN18 (Rev. 05-24)



Crossroads Program

Help with child care and
transportation costs while teen
parents continue their education.

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Health & Human Services