

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 DOES CROSSROADS SERVE?

Eligible individuals include:

- Parents may be eligible through the month the parent turns 21 years of age
 - **Exception:** If a parent is already participating in crossroads and enrolls in a bachelors degree program, they are eligible until the degree is complete.
- Parents who are male or female
- Parents who are married or unmarried
- Parents who reside with and have the primary responsibility for the care of their child
- Parents who are working towards completing their education



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?

Online: <https://apps.nd.gov/itd/recmgmt/rm/stFrm/efrms/Doc/sfn00029.pdf>

By mail: Print an application and mail it to the Customer Support Center.

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

Need help?

Contact our 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

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CROSSROADS PROGRAM

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