



Customer Support Center & Eligibility Services Update

Economic Assistance Section | August 31, 2023



Health & Human Services

Connecting Families to Economic Assistance is a Partnership

The state and Human Service Zones (HSZs) work together to deliver help to low and moderate-income families

Human Service Zone

The applicant can contact their human service zone directly or they can simply apply online.

Determine eligibility

An eligibility worker determines eligibility.



Person decides to apply

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

Gather information

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

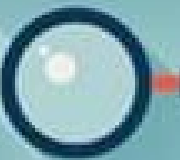
Issue benefits

If the applicant is eligible to receive assistance, the state will issue the benefit in the appropriate manner.

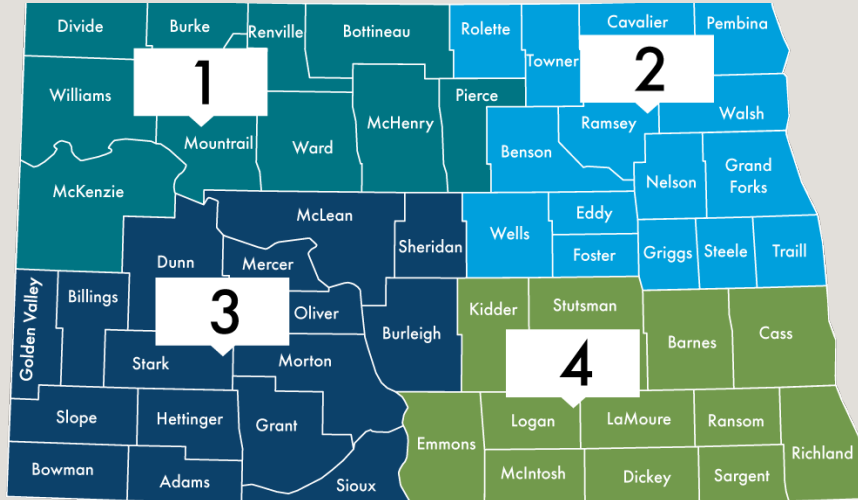
Redesign Project Summary

GOALS OF REDESIGN:

- Level the workload so each worker has the capacity to handle the volume and the complexity.
- Process applications in a timely manner.
- Simplify the process to serve customers efficiently.
- Decrease errors and issue all the benefits a family is eligible to receive at the right time.



Service Delivery as of February 2023



Four Regions – Each Working as One Team

Human Service Zones in each region will work together as one team.



Local Support

Local offices will remain open for in-person support.



Customer Support Center

One phone number to speak to an expert in eligibility services.



Centralized Mail Unit

One mail and one email address for document submission.



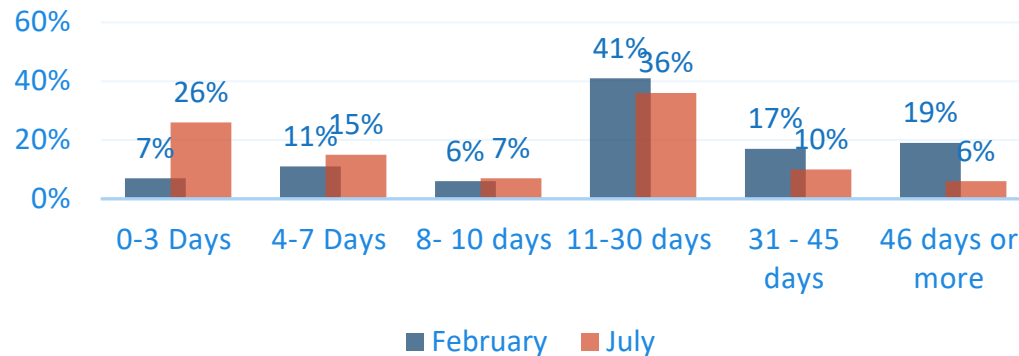
Self-Service Portal Upgrade

Work has been done on the SSP to make it more user and mobile friendly.

<p>Region 1 North West Jenna Brostuen jlbrostuen@nd.gov 701-328-0963</p>	<p>Region 2 North East Sheylenne Gourneau smgourneau@nd.gov 701-328-2982</p>	<p>Region 3 South West Lisa Scott lisascott@nd.gov 701-227-7487</p>	<p>Region 4 South East Bev Kressin bjkressin@nd.gov 701-328-2028</p>	<p>Customer Support Center Manager Sara Zink sazink@nd.gov</p>
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Processing Time Frames February 2023 vs. July 2023

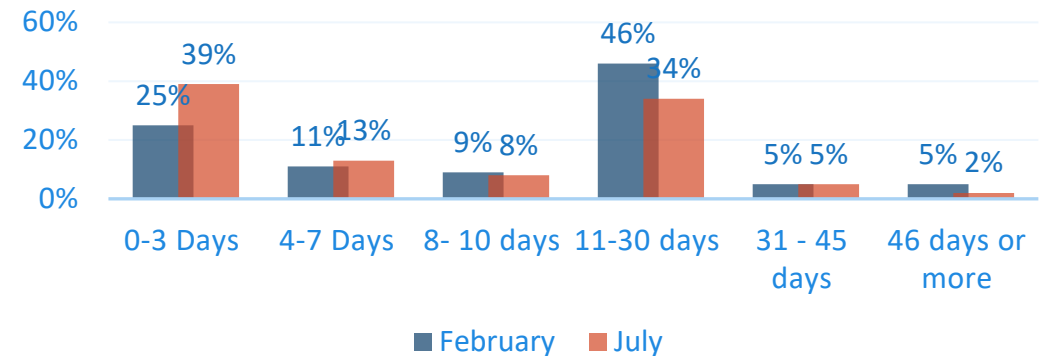
Applications



Average Processing Days

- February = 29.7 Days
- July = 16.60 Days

Reviews



Average Processing Days

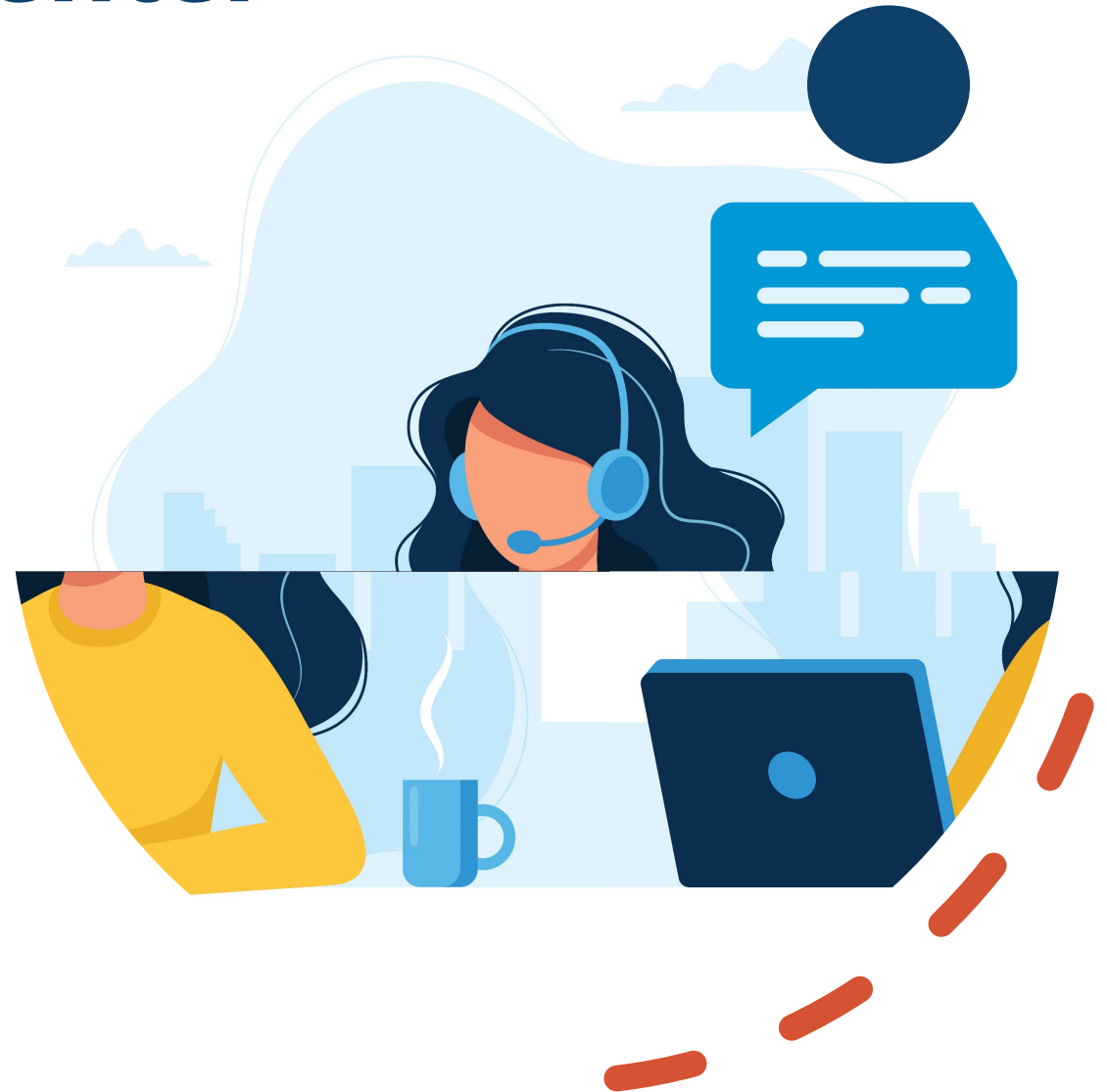
- February = 18.83 Days
- July = 11.08 Days

* Data reflects the number of days used to process each application or review.

Customer Support Center Call Center

Largest call center in the State Government.

	Month	Week	Day
May	27,752	6,938	1,265
June	27,809	6,952	1,264
July	27,877	6,969	1,394
August	32,822	8,205	1,427



Customer Support Center Call Center

73% of calls handled since Go-LIVE 2.13.2023 as of 08.27.2023

UCC Name	Total		Accepted		Missed		Average Queue	Average Talk Time
CSC Combined	223,676	100%	158,918	71%	59,863	29%	5:53	9:03
Tier 1	185,312	82%	131,183	70%	50,714	30%	5:11	9:26
Tier 2 (April)	37,965	28%	27,735	73%	9,149	27%	9:16	7:17

91% of calls handled in average wait times in August as of 8.27.2023

	Total		Accepted		Missed		Average Queue	Average Talk Time
CSC Combined	32,822	100%	29,409	89%	2,970	11%	2:43	8:47
Tier 1	24,297	74%	22,487	92%	1,644	8%	1:15	9:15
Tier 2	8,439	26%	6,922	82%	1,326	18%	6:56	7:19

Strategies Implemented



4.2023

- Added Tier Contracted Resources
- 2 Supervisors
- 25 FTE



7.2023

- HSZ's Liaison group



8.2023

- Pilot Project for Missed Interviews
- 08/07- Increased Tier 2 staffing 12 additional workers in call rotation
- Support Specialist Group has taken on Email Communication



9.2023

- 09/01- Customer Support Operations Manager

Customer Support Center

Customer Support Center

- **Call Center** staff are comprised of approximately
 - 25 Contracted Staff (Tier 1)
 - 17 Eligibility Workers + 12 Workers on rotation (Tier 1 & Tier 2),
 - 2 Lead workers
 - 3 Supervisors. Team members are located in Zones across the state.
- **Digital Mail Specialist;** 4 staff located in Bismarck, ND.
- **Support Specialists;** approximately 32 staff, 1 Lead and 3 Supervisors.

The Customer Support Center can help:

- **apply** for Medicaid, 1915i Home and Community Based Services, SNAP, CCAP, LIHEAP and TANF
- **report changes** to your case
- **answer questions** about your case or programs
- This is also where you will **send documents** related to your case either by email, fax or mail.

Contact Information:

- **Email:** applyforhelp@nd.gov
- **Phone:** 1.866.614.6005 or 701.328.1000; 711 (TTY)
- **Fax:** 701.328.1006
- **Mail:** Customer Support Center
P.O. Box 5562 Bismarck ND 58506

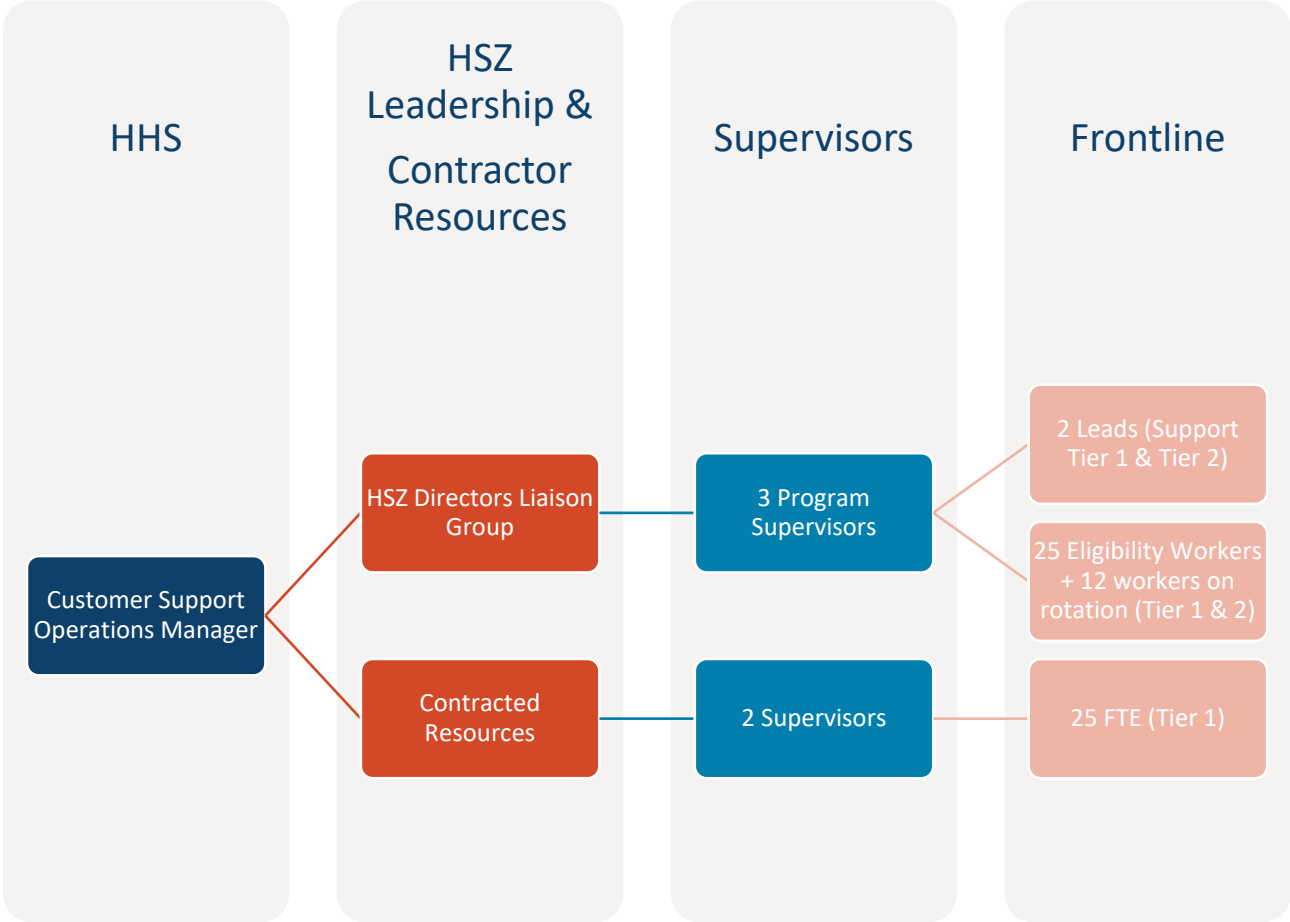
Customer Support Call Center Structure

Tier 1- 25 Contracted Resources FTE

- Answer general program questions
- Answer questions about status of application
- Update contact information/ report changes
- Update Child Care Associations
- Vendor Associations for LIHEAP
- Reschedule interviews
- Encourage the use of the Self- Service Portal (SSP) and can assist with answering questions about the SSP.

Tier 2- 25 Eligibility Worker FTE

- Update PCP
- Responds to complex eligibility related questions escalated from Tier 1
- Reschedule Interviews
- Region 2- Pilot is conducts missed interviews



Visit: www.applyforhelp.nd.gov

The screenshot shows the website <https://www.applyforhelp.nd.gov>. The header includes the North Dakota logo with the slogan "Be Legendary.", the text "Human Services", and a search bar. The main navigation menu contains "Home", "Services", "About Us", and "News".

The primary banner features the text "SERVICES SIMPLIFIED" and a sub-headline: "We've made some changes to better serve you. Human Service Zones are working as one expert team to connect you to the financial help you need. Learn how we've improved." A "Learn more" button is located below the text. The banner also includes three stylized illustrations of customer service representatives wearing headsets.

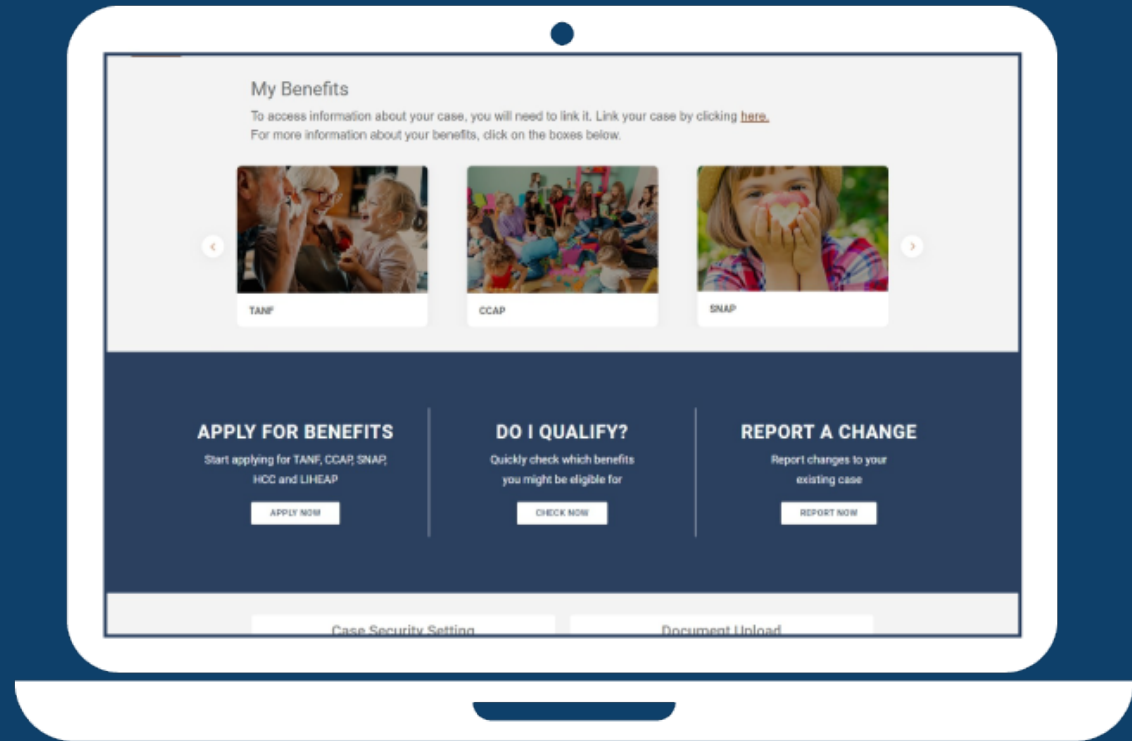
Below the banner is a section titled "Welcome to the Economic Assistance and Medicaid Self-Service Portal" with the instruction: "Use the SSP to apply online, check your benefits, complete a review and more." This section contains three service cards:

- Card 1:** "Apply or complete a review for Medicaid, Food Assistance (SNAP), Child Care Assistance (CCAP), Home Energy Assistance (LIHEAP) and Temporary Assistance (TANF)." Includes a button: "Apply online or manage your case".
- Card 2:** "Apply or manage your case for ND Rent Help or Help for Homeowners." Includes a button: "Housing Stability Programs".
- Card 3:** "Curious what you might qualify for? Answer a few questions and find out." Includes a button: "Am I Eligible?".

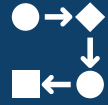
A large orange arrow points from the left towards the first service card. At the bottom of the page, a feedback link "Feedback (+)" is visible, along with a notice: "The TANF Monthly Report form is not available online at this time. Please complete the paper TANF Monthly Report form and submit it through...". The Windows taskbar at the bottom shows the date as 3/28/2023 and the time as 10:10 AM.

To access the SSP you will need to create a ND Login & Link your Case.

- For more information about the SSP and to find our help videos visit:
www.hhs.nd.gov/applyforhelp/ssp-help



Key Priorities



Process improvement.



Bridge gaps in communication.



Timely response for escalated items.



Increase visibility of data and insights

The next 6 months

Technology

System enhancements to support the goal of working better together.

If you see something say something!

Insights

Data Dashboards

- ILYNX
- Customer Support Center

- SPACES Evaluation Plan

Training

- Provide training reports to ensure that staff have completed the expected training.
- Supervisory support for training.

Ongoing Process Improvement

- Are we following defined Business Procedures?
- Are we utilizing our team to its fullest capacity?
- Are we missing any procedures that need to be developed?
- Have we identified and resolved most of the system errors.

Additional Resources:

- [Apply for Help | Health and Human Services North Dakota](#)
- [SSP Help | Health and Human Services North Dakota](#)
- [North Dakota Navigator – North Dakota Center for Persons with Disabilities \(ndcpd.org\)](#)

Contact Information

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