

NEWS RELEASE | **FOR IMMEDIATE RELEASE** | March 19, 2020

Department of Human Services reminds people about available online services

BISMARCK, N.D. – In response to public efforts to prevent the spread of coronavirus to vulnerable individuals, the North Dakota Department of Human Services is reminding individuals about available online services and is taking other measures to help support recommendations about social distancing.

North Dakotans are encouraged to use the department's self-service portal at www.nd.gov/dhs/eligibility/index.html to apply for Medicaid health care coverage and other help, including the Supplemental Nutrition Assistance Program (SNAP), child care assistance and Temporary Assistance for Needy Families (TANF). Some individuals can also use the portal webpage to complete required reviews, report changes in income, household size and other circumstances, and to securely upload documents. TANF monthly reporting has not been automated yet, and clients should continue to submit completed reports to their local [human service zone offices](#) (formerly known as county social service offices). These can be submitted by email, fax or dropped off at a zone office.

Individuals can find information about how to apply for heating assistance at www.nd.gov/dhs/services/financialhelp/energyassist.html or by contacting their local human service zone office.

Parents can also find resources and information and access online **Child Support** services at www.childsupportnd.com. Parents with questions about their case can also call Child Support customer service at 701-328-5440, toll-free at 800-231-4255 and 711 (TTY).

"We want to remind North Dakotans that if they prefer, they can apply for some department services online," said Jessica Thomasson, the department's executive policy director for family stability and community inclusion.

Thomasson said the department has also been in contact with the 19 human service zones to encourage them to use telephone interviews in place of face-to-face interviews with people applying for SNAP food assistance. She also announced that effective immediately, North Dakota is going to waive the face-to-face interview requirement for TANF program applicants. Telephone interviews may instead be used.

"We believe both clients and eligibility workers in zone offices will benefit from the increased flexibility," said Thomasson.

Human service zones partner with the department to connect vulnerable individuals to economic assistance programs and other services and community resources.

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