

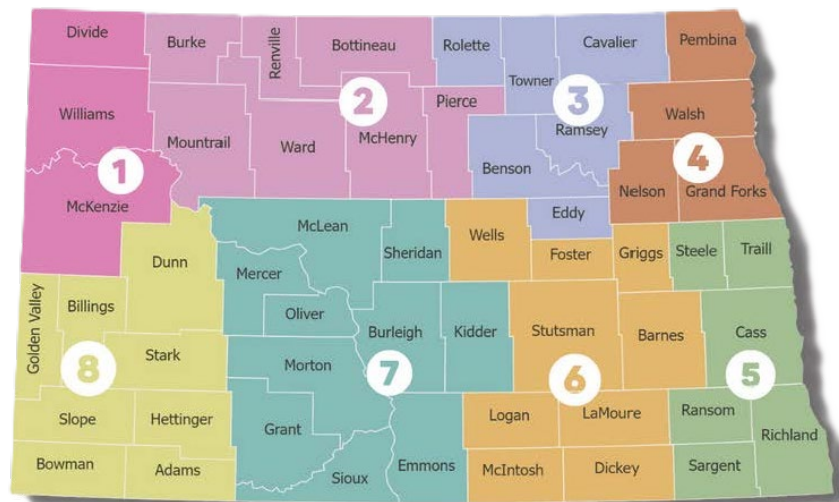


# Community Action Partnership of North Dakota

## Supportive Services for Veteran Families

### Success Stories 2025

#### Supporting Those Who Served



## Region 1 – Divide, McKenzie, and Williams Counties

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### Region 1 - A Fresh Start for a Senior Veteran in Williston

After losing his wife, Robert, a senior veteran living in Williston, found himself navigating grief, limited income, and isolation without a local support system. When unpaid rent led to eviction, Robert had nowhere to turn and began sleeping in his car while trying to find a path back to stability.

Robert connected with Community Action during this period of homelessness and was enrolled in the Supportive Services for Veteran Families (SSVF) program. His case manager immediately addressed his safety by arranging temporary hotel shelter while working on a permanent housing solution. Because Robert had prior evictions, securing housing required intensive landlord outreach and advocacy. His case manager contacted landlords directly and offered landlord incentives to help overcome barriers related to his rental history.

Once a landlord was secured, SSVF provided assistance with the security deposit and first month's rent, allowing Robert to move into stable housing. Case management support extended beyond housing, including help with basic household items, groceries, and transportation assistance such as vehicle repairs and fuel to ensure Robert could attend appointments and meet daily needs.

Today, Robert is safely housed and no longer experiencing homelessness. With stable housing, essential supports, and reliable transportation in place, he has been able to begin rebuilding his independence with dignity and security.

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## **Region 2 – Bottineau, Burke, McHenry, Mountrail, Pierce, Renville, Ward Counties**

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### **Region 2 – Stability Supports Recovery in Minot**

Nicole, a veteran living in Minot, reached out to Community Action during a vulnerable transition in her recovery journey. Previously enrolled in SSVF in another region, she relocated to Minot to participate in in-patient treatment for substance use. As her time in treatment came to an end, she faced an urgent housing crisis with no immediate options.

Through SSVF, Nicole received emergency hotel assistance to ensure she had safe shelter while housing options were identified. Her case manager coordinated rental assistance and a security deposit, helping her secure permanent housing and avoid returning to homelessness during a critical moment in her recovery.

Case management focused on continuity of care and long-term stability. Nicole received assistance with household supplies, coordination of VA benefits, and support navigating treatment requirements so she could continue working and attending mandated appointments without disruption. Recognizing transportation barriers, SSVF partnered with another veteran-serving organization to secure a washer and dryer for her home, reducing time, cost, and reliance on transportation.

With stable housing in place, Nicole remains committed to her recovery and is preparing to increase her work hours and income as treatment requirements conclude. She is enrolled in VA health care, continues to receive treatment for physical and mental health needs, and has a VA disability claim pending. Housing stability has allowed her to focus on wellness, employment, and long-term independence.

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### **Region 2 - Keeping a Veteran Housed While Building Financial Stability in Minot**

Brandon, a veteran, relocated to Minot from the East Coast to start a new job and build a fresh start. The cost of relocation depleted his savings, leaving him vulnerable during the gap between his move and receiving his first paycheck.

Through SSVF, Brandon received emergency housing, assistance with a security deposit and rent, and essential household supplies. His case manager worked closely with him to

develop a housing plan that resulted in an apartment near his workplace, reducing transportation barriers and supporting employment stability.

Case management extended beyond housing placement. Brandon received assistance applying for VA disability benefits, which remain pending, and tenant incentive funds helped furnish his apartment so he could focus his income on ongoing expenses rather than upfront costs. With stable housing in place, Brandon began paying his own rent and utilities and started saving toward the purchase of a vehicle.

Brandon has a history of substance use and recognized that housing instability placed him at risk of relapse. Timely SSVF support reduced that risk and allowed him to stay focused on recovery. Today, he is thriving in his job, maintaining sobriety, and building social connections within the Minot community.

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## **Region 2 - Rapid Response Moves a Veteran from Homelessness to Stability in Minot**

Craig, a veteran living in Minot, was experiencing homelessness and sleeping in his car while surviving on limited VA disability income. With no stable housing and few resources, he reached out to Community Action for help.

SSVF immediately provided emergency hotel shelter to ensure Craig's safety while his case manager developed a housing plan. Within less than two and a half weeks of intake, Craig was successfully housed. During this time, staff coordinated enrollment in VA health care services and ensured uninterrupted access to prescription medications for both physical and mental health needs.

Case management also focused on employment and long-term stability. Craig was connected to temporary employment during the State Fair, which led to a permanent job offer with the U.S. Postal Service. He was also enrolled in HUD-VASH, further strengthening his housing stability.

Today, Craig is housed, employed, and connected to health care. His story demonstrates how rapid response, coordinated systems, and housing-focused case management can move veterans quickly from homelessness to long-term stability.

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## **Region 2 - Returning Home with a Coordinated Plan for Stability**

Destiny, a veteran living in Minot, faced housing instability after a loss of income made it impossible to continue paying rent. Enrolled in the SSVF Housing Stability program, Destiny

worked with her case manager to stabilize her housing while identifying a sustainable long-term plan.

Destiny expressed a goal of relocating to St. Cloud, Minnesota, where she had stronger connections and better employment opportunities. Through extensive coordination, she was approved for the VA Returning Home program. SSVF provided rental assistance, a security deposit, and transportation support, including fuel assistance, to ensure the move could be completed safely.

Case management focused on continuity and coordination. SSVF staff worked closely with another SSVF provider in St. Cloud, coordinated with landlords in both locations, and ensured follow-on services were in place before the move occurred. A detailed transition plan minimized stress and prevented service gaps.

As a result, Destiny secured employment and is scheduled to begin work shortly after arriving in St. Cloud. With stable housing, income, and coordinated supports in place, she is moving forward with confidence toward long-term self-sufficiency.

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## **Region 2- Housing Stability During a Time of Grief in Minot**

Dylan, a single parent living in Minot, is the surviving spouse of a veteran who recently passed away. While navigating profound grief and new caregiving responsibilities, Dylan fell behind on mortgage payments and faced the risk of losing the family's home.

Through SSVF, Dylan received housing stabilization support and care coordination. His case manager leveraged non-SSVF resources to address mortgage arrears and secured additional grant funding that covered multiple months of payments, preventing foreclosure.

With housing stabilized, Dylan was able to focus on rebuilding. He secured new employment and is preparing to resume full mortgage payments. Case management support extended to connecting him with a Veterans Service Organization to begin the application process for VA spousal benefits, applying for a Veterans Hardship Grant, and enrolling both Dylan and his child in grief counseling through TAPS.

Additional supports, including holiday food baskets and seasonal assistance, helped bring stability and normalcy during a difficult period. Through compassionate case management and timely intervention, Dylan remained housed and began healing while building a stable future for his family.

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## **Region 3 – Benson, Cavalier, Eddy, Ramsey, Rolette, and Towner Counties**

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### **Region 3 – Preventing Eviction and Supporting Career Transition in Devils Lake**

Carl, a veteran and single parent living in Devils Lake, reached out to Community Action while facing eviction and financial strain. Employed in the restaurant industry, he struggled to cover rent and utilities while exploring more stable career options.

Through SSVF, Carl received shallow subsidy rental assistance, utility support, and transportation assistance, preventing eviction and stabilizing his housing. Case management extended beyond immediate needs, connecting him to food support and ongoing utility assistance while supporting his employment transition.

With consistent support, Carl successfully moved into a new career as a service advisor at a local car dealership. The shallow subsidy played a critical role in allowing him to remain housed during this transition, preventing homelessness while his income stabilized.

Carl remains housed and financially stable. His story illustrates how targeted rental assistance paired with hands-on case management can prevent eviction and support long-term self-sufficiency.

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### **Region 3 - From Temporary Shelter to Permanent Housing for a Veteran Family in Devils Lake**

Marcus, a veteran and single parent, contacted Community Action after losing stable housing. After being asked to leave a relative's home, his family was living in an RV on private property without a permanent or secure place to stay.

Through SSVF, Marcus received rental assistance, a security deposit, and application fee support. Case management focused on navigating a competitive rental market, including landlord outreach, housing search assistance, and coordination of payments once a suitable unit was identified.

In addition, Marcus was supported in applying for county housing assistance to strengthen long-term stability. Once housed, SSVF assisted with beds and essential household items to help the family establish a safe and functional home.

Today, Marcus and his family are living in permanent housing. This outcome reflects the impact of hands-on case management, landlord engagement, and flexible SSVF assistance in moving veteran families from temporary arrangements into stable housing.

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## Region 4 – Grand Forks, Nelson, Pembina, and Walsh Counties

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### **Region 4 - Accessible Housing Creates Stability for a Veteran in Grand Forks**

When Wayne’s rental home was sold, he suddenly faced homelessness. Due to physical limitations, Wayne urgently needed a fully accessible apartment, something he could not secure on his own.

SSVF provided immediate assistance, including deposit and rental support, enrollment in shallow subsidy, and benefits coordination. Wayne’s case manager contacted landlords, arranged accessible unit tours, and coordinated the purchase of a new bed after learning he had been sleeping in a chair due to pain.

Within one month, Wayne moved into a fully accessible apartment that will support him through upcoming surgery. Today, he is safely housed, medically supported, and positioned for long-term stability.

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## Region 5 – Cass, Ransom, Richland, Sargent, Steele, and Trail Counties

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### **Region 5 - Veteran Nathan Finds Stability and a New Beginning Through SSVF**

When Nathan connected with SSVF, he was doubled up in unsafe housing and facing legal and financial challenges. Through deposit assistance, rental support, and enrollment in shallow subsidy, Nathan secured stable housing.

With consistent case management support, Nathan stabilized his housing, secured employment, and began planning for long-term goals, including business ownership. Nathan shared that SSVF provided peace of mind during a turbulent time and helped him regain control of his life.

Nathan shared the following message with deep gratitude:

*“At the time I started with SSVF, I was in need of a lot of help with bills, with legal issues, and most of all housing assistance. The staff was very friendly and helpful. They helped me get the help I needed, and followed up with me to make sure that I was given the best chance of success. SSVF gave me a sense of peace of mind during a very turbulent time in my life. I have a deep sense of gratitude to all who had a hand in helping me. I THANK YOU ALL from the bottom of my heart. I would recommend SSVF to service men and women who need a hand up, and not a hand out. Thank you again for all your help. From a veteran in crisis.*”

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### **Region 5 - Finding Stability and a New Path Forward**

Shante came to the Supportive Services for Veteran Families (SSVF) program during a pivotal moment in her life. At the time, she was in the early stages of her sobriety and transitioning from incarceration, staying in F5 transitional housing while working to rebuild stability and independence. She was referred to SSVF by her F5 case worker to help secure permanent housing and move forward with her goals.

Through SSVF, Shante received assistance with her housing transition, including support for her security deposit and first month’s rent. With this help, she was able to move into her own apartment and begin establishing stability in the community. SSVF also worked closely with partner agencies to ensure Shante had the supports she needed beyond housing,

including connections to the Cass County Veterans Service Office to explore VA health care and Service Connection benefits.

Since moving into her apartment, Shante has maintained stable housing on her own for more than 90 days. She successfully completed a Peer Support Certification and remains focused on long-term goals related to education and professional growth. With encouragement from her case manager, Shante continues to pursue her aspirations of becoming a licensed addiction counselor, building on her lived experience to help others on their recovery journeys.

Today, Shante is employed with a nonprofit organization providing peer support services and helping individuals working toward sobriety and recovery. Her story reflects the impact of stable housing paired with comprehensive support: a foundation that allows veterans to focus on health, employment, and personal growth. Through SSVF, Shante was able to move beyond crisis and toward a future defined by resilience, purpose, and self-sufficiency.

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## **Region 6 – Barnes, Dickey, Foster, Groggs, LaMoure, Logan, McIntosh, Stutsman, and Wells Counties**

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### **Region 6 - Reconnecting a Veteran to Critical Health Care**

Mark, a veteran who recently returned to North Dakota, contacted our Health Care Navigator in Jamestown after going without prescribed medications for some time. Although he was enrolled in VA Health Care, Mark had not visited the local VA clinic in several years and had previously received medical care out of state. As a result, he was unsure how to reestablish care and access the medications he needed to manage his health conditions.

Our Health Care Navigator worked closely with Mark to help him reconnect with the VA system. Initial outreach focused on providing information about registering at the local VA clinic. After several follow-up conversations, the navigator assisted Mark in contacting the clinic directly. During that call, it was discovered that Mark was already registered with the VA; he simply needed to establish care with a new medical provider, as his previous provider was no longer at the clinic.

With support from our Health Care Navigator, Mark was able to schedule a series of appointments, including a visit with a new primary care provider, laboratory work, a meeting with a VA social worker, and a follow-up phone appointment with a pharmacist later in the month. These coordinated appointments helped ensure Mark could fully reengage with his health care and medication management.

At follow-up, Mark reported that he had attended his scheduled appointments and was taking his prescribed medications for his health conditions. Through personalized navigation and consistent follow-up, Community Action helped remove barriers to care and supported Mark in reconnecting with critical health services, improving his stability and well-being after returning home.

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## **Region 7 – Burleigh, Emmons, Grant, Kidder, McLean, Mercer, Morton, Oliver, Sheridan, and Sioux Counties**

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### **Region 7 - A Veteran Rebuilds His Life in Bismarck With Safe Housing and Support**

When Veteran Kevin and his significant other came to Community Action, they were experiencing homelessness and had been living on the streets and at Ministry on the Margins. Without a safe and stable place to stay, their health, safety, and ability to move forward were at risk.

Community Action stepped in with rental assistance via the SSVF program to help Kevin secure an apartment, a crucial first step toward rebuilding stability. But the support did not end there. His Case Manager helped Kevin access a food pantry and provided gas so he could transport his significant other to medical appointments. These supports were essential in helping the couple maintain their new housing and avoid returning to homelessness.

Once housed, Kevin's situation began to change rapidly. With stability came opportunity. Kevin secured employment and is now earning enough income to help support his household. This increased financial stability positions the couple to remain housed long-term and continue moving toward self-sufficiency.

Today, Kevin and his partner are safely housed, connected to resources, and on a positive trajectory. Kevin shared deep appreciation for the support he received; support that allowed him not only to regain housing but also to rebuild hope and stability for his future.

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## **Region 8 – Adams, Billings, Bowman, Dunn, Golden Valley, Hettinger, Slope, and Stark Counties**

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### **Region 8 - Rebuilding Stability Through Housing and Health Support in Dickinson**

Michael, a Veteran living in Dickinson, reached out to Community Action after losing his job when his work hours were cut and worsening tremors made it unsafe for him to continue working. With no income, only a few dollars left, and no local shelter options available, Michael was at imminent risk of homelessness. He urgently needed help to stabilize his housing, access specialized medical care, and develop a safe long-term plan.

Through SSVF, Community Action provided multiple months of rental and utility assistance, preventing homelessness and allowing Michael to remain housed while next steps were put in place. Case management staff coordinated VA Community Care neurology appointments in Fargo, fast-tracked Compensation & Pension (C&P) examinations, and supported benefit coordination with HUD-VASH, the Stark County Veterans Service Office, and SNAP/Medicaid.

Recognizing that SSVF funds could not cover long-distance medical travel, staff braided non-SSVF resources to fill critical gaps. Partnerships with the American Legion, Home Helpers, and the local VSO ensured Michael could travel safely to his neurology appointments and later relocate to Connecticut to live with his sister, where daily support was available.

As a result of this coordinated effort, Michael completed all required neurology and disability evaluations, was approved for service-connected disability income, and successfully transitioned out of SSVF with his housing fully paid. He is now safely housed with family support in place, has stable income, and a clear path forward for ongoing medical care.

Michael's story reflects the power of intensive case management, cross-system coordination, and community partnerships demonstrating how SSVF can stabilize housing, improve health outcomes, and support lasting transitions to stability.

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## **Region 8 – A Veteran Not Forgotten in Dickinson, ND**

Harold, an elderly Veteran living in Dickinson, reached out to Community Action after leaving an abusive living situation. With no safe place to go, he was sleeping in his truck and had lost access to both his medications and his finances. His situation placed him at serious risk, not only of homelessness, but of medical crisis and isolation.

Community Action staff immediately mobilized to ensure Harold's safety. Through close coordination with HUD-VASH, the Dickinson VA CBOC, and VA social workers in Bismarck, staff stabilized his immediate housing through emergency placement and worked to address his urgent medical and financial needs. SSVF legal aid was engaged, and staff helped re-establish contact with Harold's adult children to rebuild his support network.

This case required an extraordinary level of coordination. Staff maintained constant communication with medical providers, family members, motel staff, Meals on Wheels, and multiple service partners to ensure Harold remained safe, nourished, and connected to care. The intensity of coordination went far beyond routine case management; it was essential to preserving Harold's health and well-being.

Through these combined efforts, Harold was ultimately accepted into the North Dakota Veterans Home in Lisbon, where he now has stable housing, medical oversight, and long-term support in place. What could have ended in tragedy instead became a transition to safety, dignity, and care.

This case was not about processing paperwork or closing a file. It was about ensuring an elderly Veteran did not disappear and that he received the care and respect he earned through his service.

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## **Region 8 - When a Breakdown Didn't Break the Plan for a Veteran Household in Dickinson**

The Johnson family, led by a Veteran head of household, contacted Community Action after their vehicle broke down mid-move while relocating to Oregon. With no safe or stable place to stay, the family was suddenly stranded and at immediate risk of unsheltered homelessness. Their housing plan through HUD-VASH in Oregon was in place, but without transportation or shelter, the opportunity was at risk of collapsing entirely.

Community Action responded quickly to stabilize the family during this unexpected crisis. Emergency hotel stays ensured the family remained safely sheltered while case management focused on budgeting, planning, and problem-solving around vehicle repair

or replacement. Staff worked closely with the family to plan the strategic use of anticipated SSI and disability income so they could restore transportation and continue their relocation.

In addition, Community Action coordinated directly with HUD-VASH partners in Oregon to keep the family's housing plan active during the delay. By bridging communication across state lines and systems, including SSVF, HUD-VASH, and income sources, staff ensured the family did not lose their permanent housing opportunity due to circumstances outside their control.

As a result, the Johnson family avoided sleeping in their vehicle or outdoors, remained safely housed during the disruption, and were able to resume their move once transportation was secured. Rather than abandoning their housing plan, the family stayed on track toward permanent housing through HUD-VASH.

This story demonstrates how SSVF case management can stabilize families during moments of crisis, preserve long-term housing opportunities, and prevent homelessness even when unexpected challenges arise far from home.

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### **Region 8 Mark's Story: From Sleeping in His Car to Stable Housing in Dickinson**

When Mark, a U.S. military veteran in Dickinson, reached out to Community Action, he was sleeping in his vehicle with nowhere safe to go. Despite actively looking for work, he was stuck behind the same barriers many veterans face when they become homeless: no stable address, no transportation, and no way to cover move-in costs for housing. He needed immediate support to stabilize his situation so he could focus on rebuilding his life.

Through Supportive Services for Veteran Families (SSVF), Mark was quickly connected to a case manager who worked to secure him safe, stable housing. Staff coordinated directly with the housing provider to confirm unit requirements and timelines, removed move-in barriers, and arranged the eligible financial assistance needed to get him into a unit. At the same time, SSVF helped Mark access public transit by providing transit credits so he could meet basic needs, attend appointments, and continue pursuing employment.

One of the biggest challenges was a complicated landlord payment system that restricted standard payment methods. Mark's case manager actively worked through those barriers to ensure payments were processed correctly and on time so his housing was not delayed. This hands-on coordination made the difference between remaining unsheltered and finally having a place to call home.

With SSVF support, Mark was able to move out of his vehicle and into stable housing. He also made positive progress toward employment, advancing through the job contact and offer process while waiting for a background check to be completed. With housing secured and transportation in place, Mark is now positioned to maintain long-term stability and build earned income.

Mark's story reflects Housing First in action, prioritizing immediate housing while solving the practical barriers that often stand in the way. What began as a crisis has become a pathway forward, thanks to timely support, coordinated services, and a system designed to ensure veterans do not face homelessness alone.

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### **Region 8 - Laura's Path to Stable Housing in Richardton**

When Laura, a U.S. military veteran in Richardton, reached out to Community Action, she was facing an urgent housing crisis. Her temporary living situation with family was ending, she had no income, and her rental history included multiple evictions and very low credit. With no stable housing and few options, Laura was at immediate risk of homelessness and needed coordinated support to rebuild her stability.

Through the Supportive Services for Veteran Families (SSVF) program, Laura received intensive, housing-focused case management and housing navigation. SSVF staff worked closely with the County Veterans Service Officer to help Laura document her military service and successfully apply for VA disability benefits. She was awarded a service-connected disability benefits, giving her a stable monthly income for the first time. As she became eligible, SSVF also coordinated with HUD-VASH to strengthen her housing options and improve her long-term stability.

Because of her past rental barriers, Laura needed more than just financial help; she needed time, advocacy, and consistent support. SSVF held structured, goal-oriented meetings to build her housing readiness, document progress, and prepare her to engage with landlords. Staff worked directly with property managers to clearly explain Laura's situation, the supports in place, and her steady progress. What began as a likely denial turned into a landlord approval because of this persistent, coordinated approach.

With stable VA disability income, HUD-VASH eligibility, and strong advocacy from SSVF, Laura was ultimately approved for housing in Dickinson and transitioned from temporary housing into a safe, permanent home. She is now positioned to maintain stability, manage her housing independently, and continue building toward long-term self-sufficiency.

Laura's story shows how coordinated systems of care can overcome even the toughest barriers. By combining housing-focused case management, veteran-specific benefits, and landlord engagement, SSVF turned a high-risk situation into a successful housing placement and gave a Richardton veteran a real path forward.