



# **NAVIGATING THE WATERS IV**

## **Connecting Service Providers with Hennepin County Government Programs for Families**

**Eligibility Support, Mental Health Services, Disability Services, Child Care Assistance,  
Employment Services, Housing and Shelter**

**Compiled by Hennepin South Services Collaborative  
Self Sufficiency Coordination Team**

**From  
2003-2005 and September 20, 2006  
Resources and Information Workshops**

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Information is current as of September 20, 2006.

## HENNEPIN COUNTY OFFICES INFORMATION

[www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

### Where to Apply for Public Assistance Programs

The main offices for the Human Services and Public Health Department are located in downtown Minneapolis and are open from 7:00 am to 5:00 pm Monday - Friday.  
*SAME DAY application interviews available.*

- **FAMILIES with Children:** Call 612-596-1300; TDD 612-348-3668  
Cash assistance, Food Support and Health Care Programs  
Century Plaza Building—12<sup>th</sup> Street and Third Ave entrances, First Floor  
330 South 12th Street  
Minneapolis
- **ADULTS and Disabled Persons:** Call 612-596-1300; TDD 612-348-3003  
Cash assistance, Food Support and Health Care Programs  
Century Plaza Building – 11<sup>th</sup> Street and Third Ave entrances, Third Floor  
330 South 12th Street  
Minneapolis
- **CHILD SUPPORT SERVICES:** Call 612-348-3600; TDD 612-348-3332  
Child Support Services Division  
Family Justice Center Building – 4<sup>th</sup> Street between Marquette and Second Ave.  
110 South 4th Street  
Minneapolis

**ALLOW SEVERAL HOURS FOR SAME DAY APPLICATION /  
INTERVIEW SERVICE AT  
CENTURY PLAZA.**

Appointments for applications can also be made at Outreach locations.  
Hours are limited and vary by site.  
Applications for Health Care Programs may be submitted by mail.

### **Appeals/Complaints**

If a client disagrees with a program action, he may appeal in writing to the county or the State Appeals Office, PO Box 64941, St. Paul, MN 55164-0941 within 30 days.  
See the application form or call 651-431-3040 if you wish to file a discrimination complaint.

## OUTREACH SERVICES

### Main Outreach Sites – Service by Appointment

Brookdale Service Center 6125 Shingle Creek Parkway, Suite 5980 Brooklyn Center 55430-2137	Ridgedale Service Center 12601 Ridgedale Dr. Minnetonka 55305-1012
Creekside Community Center 9801 Penn Ave., So. Bloomington 55431	West Broadway Village 710 West Broadway Minneapolis 55411

### Call for an Appointment

CALL THE COMMUNICATION CENTER, 612-596-1300, (Select – ‘HOLD FOR AN OPERATOR’ option) TO SCHEDULE APPOINTMENTS FOR **ALL** OUTREACH SITES

**Other Outreach locations:** Service available only 4-8 hours per week, by appointment only.

Champlin Community Center  
 12450 Gettysburg Ave. No.  
**Champlin** 55316

Hennepin Care South Clinic  
 44 – 66th St. West  
**Richfield** 55423

WECAN  
 2434 Commerce Boulevard  
**Mound** 55364

PROP  
 Eden Prairie City Center  
 8080 Mitchell Road #102  
**Eden Prairie** 55344

Hopkins Family Res. Ctr.  
 915 Main Street  
**Hopkins** 55343

CEAP  
 Community Emergency  
 Assistance Program  
 6840 – 78th Ave. No.  
**Brooklyn Park** 55443

Sabathani Community Center  
 310 E. 38th Street, Suite 129  
**South Minneapolis** 55409

### Other Access Numbers:

**Front Door Social Services: 612-348-4111**

Information and referral for:

- Adult Mental Health
- Adult Chemical Health Case Management
- Children’s Mental Health
- Developmental Disabilities
- Adolescent Parent Services
- Homeless Access Services

**Aging and Disability Services: 612-348-4500**

Information and referral for services to promote choice and independence for:

- Seniors
- Children and adults with physical and functional disabilities

**Chemical Health (Rule 25) Assessments: 612-879-3503**

# OFFICE OF MULTICULTURAL SERVICES (OMS)

## Services

OMS serves as a single point of entry for refugees, immigrants and persons with Limited English Proficiency in need of services from Hennepin County. Services are provided in a linguistically and culturally appropriate manner.

### Community Outreach

- Community Outreach Liaisons assist newly arriving refugees and immigrants navigate the county's services and offices and find local community resources.

### Immigration Policy

- Immigration Policy Specialists assist OMS and Hennepin County staff understand current immigration policies and assist with determination of eligibility for public programs.
- Immigration Advocate provides legal assistance to individuals filing for status with the Citizenship and Immigration Services Bureau of Citizenship and Immigration Services. The Immigration Advocate is a trained immigration attorney but does not represent individuals in legal actions.

### Health Care

- Health Care Liaison assists the immigrant community with health care applications and helping communities understand the most beneficial way of utilizing Western healthcare system.

## Eligibility

**Immigrants, refugees and persons with Limited English Proficiency are welcome to access these services.**

## Location

Century Plaza Building—12<sup>th</sup> Street Side, Suite 3700  
Minneapolis, MN 55404

## Phone

612-348-2193  
oms@co.hennepin.mn.us  
Fax: 612-317-6115

## Hours

7:30am-5pm (M, T, Th, F)  
7:30am-8pm (W)

## HIGHLIGHTS OF 2006 PROGRAM CHANGES

### Proof of Citizenship and Identity Effective 8/1/06

Applicants and enrollees of federally funded Medicaid programs (Medical Assistance and MinnesotaCare for families with children) who declare to be U.S. citizens or U.S. nationals must cooperate in obtaining satisfactory documentary evidence of their citizenship or nationality, and their identity.

- **Documents that verify both identity and citizenship:** U.S. Passport or a Certificate of Naturalization or a Certificate of Citizenship
- **Some documents that verify Identity:** State Driver's License or State ID card; School ID with photograph; U.S. military card or draft record; Military dependent's ID card; for children under 16 – records from school/daycare; a HCAPP or renewal signed by parent.
- **Some documents that verify Citizenship:** U.S. Birth Certificate; U.S. Citizen ID; American Indian Card; Final Adoption Decree; U.S. Military record showing U.S. as place of birth; extract of hospital record created at time of birth; federal or state census record with citizenship or birth information; affidavits

### New Eligibility Requirements for GAMC Effective 9/1/06

In addition to the usual eligibility requirements, GAMC applicants and enrollees must now meet one or more of the following requirements, called "GAMC Qualifiers."

- Receive GA or GRH
- Have an SSI application or appeal pending
- Have a SMRT disability determination pending
- Have Medicare due to End-Stage Renal Disease
- Have private health insurance
- Are incarcerated and have GAMC open
- In treatment through CCDTF
- Are homeless or live in a shelter or public accommodation
- Have lived in Minnesota less than 6 months

Individuals who meet all other GAMC requirements, but do not have a GAMC qualifier and do not have dependent children will be considered for Transitional MinnesotaCare.

## HIGHLIGHTS OF 2006 PROGRAM CHANGES Continued

### Transitional MinnesotaCare Program Effective 9/1/06

The Minnesota Legislature passed a law that requires certain GAMC applicants and enrollees (those without a GAMC Qualifier) to transition into the MinnesotaCare Program upon approval of GAMC. The county is billed for the MinnesotaCare premiums for people enrolled in Transitional MinnesotaCare. To be eligible for Transitional MinnesotaCare one must:

- Be an adult over age 21 with no children under 21 in the household
- Meet GAMC income and asset requirements
- Meet GAMC residency, citizenship and immigration status requirements
- Meet all other GAMC eligibility criteria except having a GAMC Qualifier

Applicants and enrollees who are adults with children and who are or become ineligible for GAMC because they do not have a GAMC Qualifier must be redetermined for regular MinnesotaCare – they are not eligible for Transitional MinnesotaCare. Once approved for Transitional MinnesotaCare, enrollees remain eligible even if they report a change in income or assets that would make them ineligible. If a change means the enrollee gains a basis for MA or a Qualifier for GAMC, redetermine eligibility for that program.

Transitional MinnesotaCare is only available for one 6-month period at a time, and cannot be extended or continued beyond the 6-month renewal. At the end of the 6-months, enrollees are expected to move to regular MinnesotaCare. If the enrollee is not eligible for regular MinnesotaCare at renewal, a determination of eligibility for GAMC or Transitional MinnesotaCare is done.

### Minnesota Family Planning Program (MFPP) Effective 7/1/2006 -6/30/2011

MFPP is a state-administered (applications processed by a unit at DHS) demonstration program to determine whether improved access to coverage of pre-pregnancy family planning services reduces MA and MFIP costs. MFPP provides family planning services to men and women between the ages of 15 and 50 whose household incomes are at or below 200 percent of the federal poverty guidelines. Individuals can request MFPP applications by calling 651-431-3480 or 1-888-702-9968 or downloading an application form at [www.dhs.state.mn.us/familyplanning](http://www.dhs.state.mn.us/familyplanning).

## **EMERGENCY ASSISTANCE PROGRAMS**

### **Services**

Emergency programs provide assistance in emergency situations that threaten the health and safety of the household. Each program has its own rules for determining eligibility for benefits.

### **Eligibility**

#### **EGA- EMERGENCY GENERAL ASSISTANCE**

- The applicant must have an emergency situation which will result in severe hardship or have an adverse effect on his/her personal safety, physical or mental health.
- The applicant must have lived in MN for the past 30 days.
- Someone in the EGA unit must meet GA citizenship/immigration status requirements.
- The EGA applicant is not able to resolve the current emergency without help. The household is required to use all of its available resources for basic needs and resolving the emergency.
- The EGA issuance must resolve the emergency, i.e. the household must have adequate income to prevent a recurrence of the emergency or a related emergency. If applying for help with an eviction, utility shut-off, etc., the client must be in affordable housing.
- The household cannot be eligible for MFIP or EA.
- The household must have used at least 50% of his/her available income and resources for basic needs during the 60 days prior to the date of application.
- No one in the unit can have used EGA within the past 12 months.

#### **EMSA – EMERGENCY MINNESOTA SUPPLEMENTAL AID**

EMSA is assistance to meet emergency needs of MSA recipients.

- Applicants must be eligible for MSA.
- The applicant must be facing an emergency situation that will threaten their health or safety if not resolved.
- The household must be unable to resolve the situation by using all income and assets they have available.
- The household must not have used EMSA in the previous 12 months.

## EMERGENCY ASSISTANCE PROGRAMS Continued

### HCEA – HENNEPIN COUNTY EMERGENCY ASSISTANCE PROGRAM

HCEA is assistance in emergency situations for households with children

#### Eligibility

- Household's gross income must be at or under 200% of the FPG in the application month.
- HCEA may only be used one time in a 12 month period. If any person in the EA household has used HCEA in the past 12 months, the household is not eligible for HCEA.
- The family must have an emergency that, if left unresolved, threatens the health or safety of the family. The emergency must be verified, e.g. a landlord's letter of intent to file a UD or a utility's shut off notice.
- All of the family's available resources and income must be used to resolve the emergency.
- HCEAP payments in combination with other available resources must be able to resolve the emergency, not just delay it. Housing costs (includes utilities) must be affordable.
- The family must meet the 30-day state residency requirement.
- At least one child or pregnant woman in the unit must meet MFIP citizenship requirements.
- The family must have a child under the age of 21 years who is, or within six months prior to the application has been, living with an eligible caretaker. A family with a child under the age of 21 years who is anticipated to live with the caregiver within 30 days of the date of application also meets this condition. Eligibility for HCEA extends to a pregnant woman (and her spouse). Pregnancy must be verified.
- No member of the family unit can be under any sanctions, which include but are not limited to employment sanctions, child support sanctions, and Food Support sanctions.
- No member of the family may have refused employment/training without good cause.

Damage deposits are limited to an amount equal to one month's market rate rent. For damage deposits, the total amount of the HCEA payment plus amounts paid from all other sources (another agency, tenant, help from relative, etc.) must not exceed one month's market rate rent.

Back rent payments are limited to no more than 2 times the household's monthly rent amount.

***When the household requests either housing or utility assistance, the agency's assessment will address the household's situation in both areas.***

#### Documents/Verifications

- Authorization to speak to a landlord/utility company/employer
- Income Expenditures.
- Bank Accounts
- Proof of Emergency – Eviction Notice or Shut Off Notice

#### Phone Number

612-596-1300

#### Hours

**Monday – Thursday** at Century Plaza  
8:30, 9:30, 10:30, 11:30, 1:00, 2:00, 3:00, 4:00

**Wednesday** at Century Plaza  
4:00, 5:00

**Wednesday** Group Appointments at Brookdale  
10:30, 2:00

#### Website

[www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

#### Location

Century Plaza Building  
Outreach locations by appointment

**Groups Appointments are limited to 10.  
Call 612-596-1300 (Do not enter a case #)  
to get on the list**

## DIVERSIONARY WORK PROGRAM - (DWP)

### Services

The Diversionary Work Program (DWP) is a four-month program that provides services and supports to eligible families to help them move immediately to work rather than go on welfare. All parents are expected to develop and sign an Employment Plan before DWP benefits are issued. Parents will receive employment services to help them find and keep a job. DWP benefits help families pay rent, utilities and child care costs while parents work or look for work.

### Eligibility

DWP is for families with children. Most new families who apply and are eligible for cash assistance will be on this program for four months.

To receive DWP benefits an applicant/household must:

- Include a 'child' that meets DWP rules about age and relationship to caregiver.
- Complete a Minnesota Combined Application Form.
- Be interviewed by county staff who will provide information about the program benefits and requirements.
- Be a resident of Minnesota for at least 30 days.
- Be within the income\* guidelines for the household size.
- Be under the asset guidelines - \$2,000 for applicants.
- Meet citizenship requirements.
- Have not received DWP or MFIP within the last 12 months.

The DWP benefit amount is based on family size, income and expenses. It cannot exceed the MFIP cash standard for the same household size.

### Documents/Verifications

Verify the following at application:

- Identity of all adults.
- Relationship of child to the applicant/caregiver.
- Age, if related to eligibility or benefit level.
- Social Security number, unless the unit member qualifies as a non-citizen who is a victim of battery and/or cruelty
- Earned and unearned income
- Checking and savings accounts. Savings certificates, stocks, bonds, IRAs, burial accounts, real property, vehicles.
- Source and purpose of deposits and withdrawals from business accounts
- Child support, spousal support, child care support, and medical support payments to people outside the household, to be allowed as a deduction.
- Medical Insurance.
- School attendance, if related to eligibility.
- Pregnancy, if related to eligibility.
- Residence.
- Family violence if used as an exemption from the 60-month time limit.
- Housing and utility costs
- Information needed to establish an EXCEPTION to the shared household standard.
- Counties must verify citizenship/immigration status for ANY person reported on the Combined Application Form (CAF) who is NOT a United States citizen and for whom the applicant is requesting benefits.
- Verify illness or disability if used as an exemption from Employment Services.
- Verify domestic abuse, if it is related to exemption or deferral of program requirements at the time it is claimed.

# MINNESOTA FAMILY INVESTMENT PROGRAM (MFIP)

## Services

MFIP provides cash and food assistance for families with children and pregnant women when assistance is still needed after four months of DWP. MFIP has a 60-month lifetime limit. It is a work program and adult participants have job search and/or work requirements.

**Eligibility** To receive MFIP benefits an applicant/household must:

- Complete a Minnesota Combined Application Form and an interview.
- Must be ineligible for DWP.
- Attend an MFIP Orientation session explaining the program benefits and requirements.
- Be a resident of Minnesota for at least 30 days.
- Be within the income\* guidelines for the household size.
- Be under the asset guidelines - \$2,000 for applicants.
- Meet citizenship requirements.
- Include a 'child' that meets MFIP rules about age and relationship to caregiver.

The MFIP benefit includes cash and food support and is based on family size and income.

## Documents/Verifications

VERIFY THE FOLLOWING AT INITIAL APPLICATION:

- Checking and savings accounts, savings certificates, stocks, bonds, IRAs, Burial accounts
- Source and purpose of deposits and withdrawals from business accounts.
- Relationship of child to the applicant/caregiver.
- Presence of a minor child in the home, if questionable.
- Identity of all adults.
- Age, if related to eligibility or benefit level.
- Social Security number
- Child support, spousal support, child care support, and medical support payments
- Medical Insurance.
- School attendance, if related to eligibility.
- Real property.
- Vehicles. (*Use the loan value listed in the current NADA Used Car Guide, Midwest edition. Exclude the 1st \$7,500 of the vehicle with highest loan value. Add the loan value of other licensed vehicles and apply the total to the asset limit.*)
- Relationship of caregivers to the child.
- Pregnancy, if related to eligibility.
- Residence.
- The number of months the unit received TANF funds in another state.
- Family violence if used as an exemption or deferral of program requirements.
- Shelter costs.
- Information needed to establish an EXCEPTION to the shared household standard.
- Counties must verify citizenship/immigration status for those requesting benefits.

MFIP has a **60-month** lifetime limit. Some recipients may receive MFIP for more than 60 months because they have months that did not count toward the limit or they have used 60 counted months, but meet **MFIP Extension Criteria:**

**Employed:** Caregiver working 30 hrs/wk in 60<sup>th</sup> month, with ≤ 2 months in sanction in months 49-60.

**Hard to Employ:** Diagnosed mental illness or retardation that prevents employment; determined unable to work by vocation specialist; Has an IQ < 80, or a severe learning disability that limits ability to work.

**Caregiver is ill or incapacitated:** It will last for more than 30 days; it prevents obtaining or retaining employment, and caregiver is following health care treatment plan.

**Caregiver is needed to care for ill/incapacitated family member:** requires professional certification that the illness will last more than 30 days and that the caregiver is needed in the home.

**Child or Adult in home** qualifies for home care services/waiver program or is SED or SPMI.

**Caregiver's Employment Plan** includes a **Family Violence Waiver**.

**\*\*The participant must be in compliance in the 60<sup>th</sup> month to qualify for any hardship extension.\*\***

## GENERAL ASSISTANCE (GA)

### Services

GA is a cash assistance program for adults (without children in the home) who cannot work.

### Eligibility

Applicants for GA must complete an application form and be interviewed. To receive GA benefits they must be ineligible for other state or federal cash programs, be within income and asset (\$1000) guidelines and have at least one of the following bases of eligibility:

- Age 55 or older.
- Addiction to drugs or alcohol as a material factor contributing to the person's disability.
- Full Time Student and eligible for Displaced Homemaker services.
- Learning Disabled.
- MR or MI Medically Certified.
- Needed in the Home to Care for Another Person.
- Over 18 High School Students, ESL.
- Pending SSI/RSDI Application or an Appeal.
- Performing Court-Ordered Services.
- Residents of Battered Women's Shelters.
- Residents of Group Residential Housing.
- Temporary or Permanent Illness.
- Under Age 18 and Not Living With Parent, Step-Parent, or Legal Guardian
- Unemployable – as determined by TEA Vocational Specialist.

The maximum GA benefit for one person is \$203 per month. The household's income is budgeted in determining benefit level.

### Documents/Verifications

Verify:

- Assets.
- Identity of each person applying for assistance.
- Age, if required to determine eligibility.
- State residence.
- Basis of claim for exemption from FSET participation (GA category).
- Income
- Date and reason of employment termination, and date last paid. Verify at the point of employment termination for participants, and for any employment terminated within 90 days of application for applicants.
- Dependent support payments to children residing outside the unit in order to allow the expense as an income deduction.
- Social Security number.

### Location

Century Plaza Building

Outreach locations by appointment

### Phone Number

612-596-1300

### Hours

Downtown 8:00 am – 4:30 pm.

### Website

[www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

## REFUGEE CASH ASSISTANCE (RCA)

### Services

Cash assistance for some newly arrived refugees. Refugees apply for RCA at their Refugee resettlement agency.

### Eligibility

RCA is a monthly cash payment for non-citizens with refugee status who:

- Have been in the U.S. for less than 8 months.
- Have a basis of eligibility:
  - Single adults over age 18.
  - Married couples without minor children.
  - Pregnant women, and their spouses, until they are determined eligible for MFIP.
  - Aged and disabled persons, until they can be determined eligible for Supplemental Security Income (SSI) by the Social Security Administration (SSA).
  - Minors under age 18 who are legally emancipated or are living with an adult with the consent of an agency acting as a legal custodian, and who are not eligible to be included in an MFIP assistance unit.
- RCA Assistance Standards—Benefits Based on Income and Household Size
  - \$250 - one person unit
  - \$437 - two person unit

### Documents/Verifications

- Assets
- Income
- Identification and Immigration Status
- Date of Entry

### Location

Resettlement Agencies take and process RCA applications for the cash assistance and then send the application to the county to process requests for Refugee Medical Assistance and Food Support.

## MINNESOTA SUPPLEMENTAL AID (MSA)

### Services

MSA is a cash assistance grant that supplements the income of SSI-eligible individuals/couples. MSA is a monthly cash payment that helps people whose disability, retirement or other income is below certain standards.

### Eligibility

MSA is for people who are:

- Age 65 or over.
- or
- Disabled and age 18 or older.
- or
- Blind.

### Documents/Verifications

For SSI recipients, verify:

- Client's receipt of SSI and the Federal Benefit Rate used to determine the client's SSI benefits.
- Household Composition

For non-SSI recipients, verify:

- Assets
- Social Security number of all people applying for assistance.
- Basis of eligibility (age, blindness, or disability).
- Income

### Location

Century Plaza Building—1 1<sup>th</sup> Street Side, Third Floor  
Outreach locations by appointment

### Phone Number

612-596-1300

### Hours

Downtown 8:00 am – 4:30 pm.

### Website

[www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

# MINNESOTA HEALTH CARE PROGRAMS

## Services

Minnesota Health Care Programs pay for all or part of the medical bills for people who qualify. Applications by mail call 612-596-1300 in Hennepin County or DHS at 651-296-8517.

Minnesota's health care programs may cover the following medical services:

Doctor visits	Chiropractic care
Dental visits	Family planning
Hospital care	Hearing aids
Prescriptions* and immunizations	Mental health services
Eye exams and glasses	Medical equipment and supplies

There may be a small co-payment toward some medical costs for some recipients.

\*Effective 1/1/06, MA will not coverage prescription drugs for persons eligible for Medicare.

## Eligibility

- You must be within the income and asset limits. If your income is more than the limit, but you have medical expenses, you may still qualify and can apply.
- Assets, if counted, include cash, bank accounts, stocks, bonds, certain vehicles and property where you do not live.

## Medical Assistance (MA)

A federal program that may pay medical bills for people who live in Minnesota and have one of the following bases of eligibility:

Under age 21

Age 65 or over

Pregnant

Blind or Disabled

Parent of a minor child

Income and asset limits vary by family size, age and basis of eligibility.

There is no asset limit for pregnant women and for children under age 21.

Refugee Medical Assistance (RMA) may be available for refugees who have been in the U.S. for eight months or less.

MA-EPD offers health care coverage for employed persons with disabilities using higher income and asset guidelines. MA-EPD recipients pay a monthly premium based on monthly income.

## General Assistance Medical Care (GAMC)

GAMC is a state program, for people who do not meet a basis of eligibility for MA, but do have a GAMC Qualifier. Coverage starts no earlier than the date of application. There are residency, citizenship, income and asset requirements. GAMC has no spenddown provisions.

GAMC Hospital Only (GHO) may pay hospital bills and doctor charges needed for a hospital stay.

GHO has a \$1,000 co-payment for each covered hospital stay.

Transitional MinnesotaCare is a program for people who meet all other GAMC eligibility requirements, but do not have a GAMC Qualifier and no dependent children in the home. At the 6-month Transitional MinnesotaCare review, eligibility for regular MinnesotaCare is determined.

## MinnesotaCare

A state and federal program that helps people who do not have other health insurance.

There is a monthly premium for MinnesotaCare based on your family size and income. Coverage begins the first of the month after you pay the premium.

There are residency, citizenship, income and asset requirements. You must have been without health insurance, including Medicare, for the last four months. You cannot enroll in MinnesotaCare if your employer offers health insurance and pays half or more of the monthly cost; your employer stopped offering such insurance in the last 18 months; or, you are a parent/caregiver with income over the limits for your family size or income of \$50,000 or more.

## MINNESOTA HEALTH CARE PROGRAMS Continued

### Medicare Savings Programs

**Eligibility** If you are enrolled or eligible to enroll in Medicare, and you meet income and asset tests, you may qualify for one of the following programs:

**Qualified Medicare Beneficiary (OMB)** - pays Medicare premiums, deductibles, co-payments, and co-insurance costs

**Service Limited Medicare Beneficiary (SLMB)** – pays monthly Medicare Part B premiums

**Qualified Individuals (OI)** – pays monthly Medicare Part B Premiums

**Qualified Working Disabled (QWD)** – pays for Medicare Part A premiums if you cannot get free Medicare Part A.

**Medicare eligible clients can enroll in Medicare Part D for prescription drug coverage. Call 1-800-333-2433 for information.**

### Documents/Verifications Medical Assistance:

- Identity
- Citizenship, if claiming to be a U.S. citizen or U.S. National
- Immigration status
- Social Security Number (SSN) or proof of application for an SSN
- Blindness and disability for people claiming a blind or disabled basis of MA eligibility.
- Good cause for non-cooperation with medical support enforcement.
- Eligibility for state and Title IV-E adoption assistance.
- Pregnancy.
- Enrollment in Medicare Part A when required for eligibility for OMB, SLMB, QWD, or OI.
- Liquid assets
- Reduction of assets on medical bills for a retroactive period.
- Earned and unearned income. Require verification of earned and unearned income in the 30 days before application. Require verification of actual income received in each retroactive month for people requesting retroactive coverage.
- Allowable self-employment expenses. Request the most recent year's tax forms. Accept business records for people who did not file taxes or who report a significant change.
- Medical expenses to meet spend down.
- Long Term Care Consultation (LTCC)

### General Assistance Medical Care:

- Immigration status for non-citizens who claim a lawful status.
- Social Security Number (SSN), except for undocumented and non-immigrant people.
- State residence.
- Liquid assets.
- Earned and unearned income. Require verification of earned and unearned income in the 30 days before application. There is no spenddown provision for income for GAMC. Persons who are over the income limits are not eligible.
- Allowable self-employment expenses. Request the most recent year's tax forms. Accept business records for people who did not file taxes or who report a significant change
- GAMC Qualifier

### MinnesotaCare:

- Identity and Citizenship (for MinnesotaCare for families with dependent children)
- Immigration status for people requesting coverage who indicate they are non-citizens
- Social Security Number (SSN) or proof of application for an SSN
- Pregnancy
- Earned income and unearned income
- Good cause for non-cooperation with medical support enforcement (adult)
- Access to employer subsidized health insurance

## CHILD SUPPORT SERVICES

To apply for Child Support Services in Hennepin County, you must be a resident of Hennepin County or have a Hennepin County court order for Child Support.

### Services

- Locating Parents
- Establishing parentage.
- Establishing and enforcing court orders for child support, medical support, and child care support.
- Reviewing and modifying court orders for support.
- Adjusting court orders based on the cost-of-living index.
- Working with other states to enforce support when one parent does not live in Minnesota.
- Collecting and processing payments.

### Eligibility

- Parents of minor children if one parent does not live with the child.
- Parents who pay child support through court-ordered income withholding.
- People who have court-ordered, physical custody of a minor child.
- People who receive public assistance for a minor child who lives in their home.

### Application

- Public Assistance Applicants: If you are applying for or are receiving public assistance in Hennepin County, your application for child support services will automatically be referred to us.
- Non-Public Assistance Applicants: If you are not applying for or receiving public assistance, complete an application and pay a one-time \$25.00 application fee.
- There may be additional fees called Cost Recovery Fees. For further information on Cost Recovery Fees check the State Department of Human Services (DHS) website:  
[http://www.dhs.state.mn.us/main/groups/children/documents/pub/dhs\\_id\\_008789.hcsp](http://www.dhs.state.mn.us/main/groups/children/documents/pub/dhs_id_008789.hcsp).

#### **3 ways to obtain an application:**

- Call **612-348-3593** to receive an application by mail.
- Download the application (DHS-1958) from the MN Department of Human Services website:  
<http://edocs.dhs.state.mn.us>
- Pick up an application at our office located in the Family Justice Center, 110 South 4<sup>th</sup> St.

#### **Submit application:**

**Mail** completed applications and one time application fee (do not send cash) to:

**Hennepin County Human Services  
MC L890  
110 South 4th St.  
Minneapolis, MN 55401**

## FOOD SUPPORT

### Services

Food Support is a supplemental food program administered by the U.S. Department of Agriculture. Benefits are issued to low income persons via an electronic card system and can be used like money to purchase food at local stores.

### Eligibility

- The Food Support program has income, asset and benefit limits.
- Able bodied adults without children may be eligible for only three month of FS in any three year period, unless they are working at least 20 hours per week.
- Immigration status and student status can affect eligibility.
- The MFIP food portion is an MFIP benefit and does not follow Food Support program rules.

### Documents/Verifications

Standard verifications required by ALL cash and food programs:

- Income.
- Self-employment expenses used as a deduction.
- Inconsistent information.
- Immigration status, if the applicant reports non-citizen status.

### Additionally for Food Support:

- Liquid assets.
- Social Security numbers of all people applying for assistance.
- Identity of the applicant and the authorized representative if the authorized representative is applying for the applicant.
- Residency in Minnesota, unless verification cannot be obtained because the people are homeless, migrant farm workers, or newly arrived in Minnesota.
- Disability exemption from work registration, unless the disability is apparent.
- Shelter costs other than utilities. Verify to allow the expense as an income deduction.
- Actual utility expenses to allow actual expense as a deduction.
- Utility expenses for an unoccupied house in order to allow the expenses as a deduction.
- Some medical expenses in order to allow the expenses as a deduction.
- Date and reason of employment termination, and date last paid. Verify at termination for participants, and for any employment terminated within 90 days of application for applicants.
- The amount of a court-ordered child support obligation and the amount of child support actually paid to another household, in order to allow the support as a deduction.
- The number of hours of employment or work program activities for non-exempt able-bodied adults subject to the 3 months in 36 months limit on eligibility.
- For persons age 60+ medical bills can also affect benefit level.

### Location

Century Plaza Building  
Outreach locations by appointment

Phone Number  
612-596-1300

### Hours

Downtown 8:00 am – 4:30 pm.

### Website

[www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

## CHILD CARE ASSISTANCE

### Services

Child Care Assistance is a program that helps low to moderate income families pay for child care costs. Applications can be filed by mail. Call 612-348-5937 for an application or information.

### Eligibility

- Families on DWP or on MFIP are given priority, along with students under 21 trying to finish high school. After MFIP clients have reached their 60-month limit, they are eligible for one more year of child care assistance if they are working, but not if they are going to school.
- For those that are not on DWP or MFIP there is a sliding fee scale child care assistance program. At times, this program may have a waiting list – call 612-348-5937 for information.
- Non-MFIP/DWP clients are eligible for emergency child care assistance up to 240 hrs/ 6 weeks per year, and must meet same guidelines.
- To receive child care assistance, the client must be working with an employment counselor, and actively doing a job search, working or participating in a job training program.
- Recipients must pursue child support that is due to them in order to be eligible.
- This program does not look at citizenship status of applicants.
- Child care is authorized only for the time that the parent is in a designated activity.
- If the caretaker is on SSI, and not MFIP or DWP the family can apply for the Basic Sliding Fee child care program.

### Documents/Verifications

- I.D. for all.
- Proof of residence.
- Proof of relationship between the applicant and children.
- Proof of employment or school attendance and the schedule of hours spent in either activity.
- Proof of all household income, earned and unearned.

### Locations

Brookdale Human Services  
(Main Office)  
6125 Shingle Creek Parkway  
Brooklyn Center, MN 55430

South Workforce Center  
777 East Lake St  
Minneapolis, MN 55407

#### **Child Care offices are also located at:**

Health Services Building  
525 Portland Avenue South, 9<sup>th</sup> Floor  
Minneapolis, MN 55415

North Workforce Center  
1200 Plymouth Ave N  
Minneapolis, MN 55411

Century Plaza Building  
330 South 12<sup>th</sup> St.  
Minneapolis, MN 55404

Creekside Community Center  
9801 Penn Ave S  
Bloomington, MN 55431

Powderhorn Project  
1201 East Lake St  
Minneapolis, MN 55407

EAC Suburban Pathways  
6715 Minnetonka Blvd  
St Louis Park, MN 55426

Phone Number – CALL for an application  
612-348-5937

Hours  
8:00 am – 4:30 pm

Website  
[www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

## EMPLOYMENT SERVICES

### Services

Job counselors work with people to assist them in becoming employable by addressing barriers to employment. Job counselors help clients develop an employment plan. An employment plan (EP) is a written plan that describes the employment goal that the client, counselor (and Family Violence Advocate, if appropriate) agree upon. The EP takes into account the skills, interests, personal situation, past work, education, history, and the job market and wage levels. The EP will include required activities such as job search, getting a job, getting a GED, attending parenting classes, support services needed, completing a short-term training program, or following Family Violence Waiver activities. The EP also describes how long it will take to meet the employment goal.

### Eligibility

People who are participating in the DWP or MFIP program are required to work with an employment service provider. However, the Work Force Center and workshops are open to the public.

Persons who fail to comply with their EP without good cause will have their benefits reduced or stopped.

### Universal Participation

Effective 7/1/2004, all adults applying for MFIP will be required to meet with an Employment Service Provider and develop an employment plan. Ongoing exemptions from participation in Employment Services have been eliminated. Over the coming year current MFIP participants who were previously exempt from participation will be referred to a job counselor as they recertify. All MFIP families must have an employment plan. In developing an employment plan, the job counselor must take into account special criteria including documented disabilities and illnesses. After gathering the necessary information, the job counselor and MFIP client will develop a Modified Plan that best accommodates the client's appropriate level of participation.

No one will be denied benefits and services because of their disability. If a person has a condition that makes it hard to do what the human service agency asks, the agency will develop a modified plan so that benefits and services are still available

### Documents/Verifications

All DWP & MFIP participants are assigned a job counselor after it is determined that they are eligible for DWP or MFIP. Some Food Support participants are also referred to employment services.

### Location

Minnesota WorkForce Center - Hennepin South  
4220 W. Old Shakopee Road  
Bloomington, MN 55437-2949

There are many agencies in the community that provide employment and training services. DWP and MFIP applicants indicate their preferences and are enrolled with a provider by the MFIP office.

### Phone Number

Phone: 952-346-4000  
TTY: 952-346-4043

Fax: 952-346-4042  
Toll-free 1-888-GET-JOBS (438-5627)

### Hours

8:00 a.m. - 4:30 p.m., Monday – Friday

Website [www.mnwfc.org](http://www.mnwfc.org)

## DISABILITY SERVICES

### Services

- Information and consultation about community resources and county, state, & federal programs for seniors and individuals with disabilities
- Short-term service planning and case management to help individuals and families develop a plan of care
- Assistance with applying for public benefits
- Access to Long Term Care Consultation, Waivers (MR/RC, Elderly, CADI, CAC and TBI waivers), Alternative Care, MA Home Care
- Access to information on specialized housing and funding including assisted living options and foster care for children and adults
- Specialized early intervention services for children birth to five with developmental disabilities

### Eligibility

- Hennepin County resident; services are voluntary
- Eligibility for ongoing services and case management depend on needs, program and income
- Medical Assistance is needed to qualify for some, but not all programs
- For DD services, generally tested IQ score of 70 or below; current functional and psychological testing required for ongoing DD case management

### Referrals

- Call ADS Access and Initial Consultation phone number, 612-348-4500.
- General inquiries and consultation do not need specific client information.
- Referrals for in-person assessments require the following: 1) Client name, birth date, social security number, address, phone number and contact information; 2) income, asset, and health insurance information; 3) summary information on health and functioning level.

### Documents/Verifications

- Income Statements/Assets (Social Security, pensions, Medicare, county benefits, etc.)
- Disability Verification (medical records or statement from doctor regarding the disability) per Social Security Disability or State Medical Review Team.

### Phone Number

612-348-4500 – Hennepin County 1-866-333-2466 – State of MN Disability Linkage Line

612-348-4111 – Hennepin County Case Management Services for people under age 21 with Developmental Disabilities and individuals with a Mental Health Diagnosis

### Hours

Phone Access Hours: 8 a.m. to 4:30 p.m.; Monday through Friday

### NOTE:

The **Adult Behavioral Health Services Directory 2006** is available on the Hennepin County web site. From [www.co.hennepin.mn.us](http://www.co.hennepin.mn.us) home page, place your cursor on 'Health' under the Health, Housing & Social Services tab then click on the 'Drug/Alcohol Abuse & Addictions' in the 2<sup>nd</sup> tier drop down list. In the middle of this page, find and click on the link to the Adult Behavioral Health Service Directory 2006.

## CHEMICAL HEALTH SERVICES

If an individual needs help with an alcohol or drug problem and is interested in receiving treatment, here are some places to call to make an appointment for a chemical use assessment.

### **Assessments:**

**Persons enrolled in a Managed Health Care plan must call their health plan:**

Blue Plus

1-800-469-1110 or 612-672-2222

HealthPartners

952-883-5000

Medica

952-945-6900 or 763-732-6900

UCare Minnesota

Call Behavioral Health at 763-525-9919

MHP (Metropolitan Health Plan)

Call any assessment site listed below:

### **Other Assessment Sites:**

**Always call before going to the sites as hours vary.**

Hennepin County HSPHD

Chemical Health Access

1800 Chicago Ave S

Minneapolis

**612-879-3503**

New Guidance

5820 74<sup>th</sup> Ave N

Brooklyn Park

**763-560-9470**

African American Family Services

2614 Nicollet Ave

Minneapolis

**612-871-7878**

MIWRC

MN Indian Women's

Resource Center

2300 15<sup>th</sup> Ave S

Minneapolis

**612-728-2000**

CLUES Minneapolis

Comunidades Latinas

Unidas En Servicio

720 East Lake St

Minneapolis, MN 55407

**612-746-3500**

Indian Health Board

1315 East 24<sup>th</sup> St

Minneapolis

**612-721-9814**

Chrysalis, A Center for Women

4432 Chicago Ave

**612-879-0118**

## HOUSING AND SHELTER

### Services

The county makes cash assistance payments to facilities for shelter of eligible residents.

### Group Residential Housing (GRH)

- The GRH Program pays shelter and program costs for persons who reside in certain facilities. GRH facilities provide room and board. Some GRH facilities also provide services. GRH facilities have negotiated rates with Hennepin County.
- GRH is a separate public assistance program for the facility payment only. The client must apply for GA if s/he wants cash (personal needs).
- Citizenship status does not affect GRH Eligibility.
- GRH approvals for Shelter Vouchers are different than those for GRH residences.

### Shelter

Hennepin County shelters homeless families and some single adults.

- Shelter applicants must be in compliance with requirements for all other programs.
- Some adults may be eligible for shelter at overflow Safe Waiting sites during winter months.

### Documents/Verifications

- Income Information
- Assets
- Resources

### Location

Homeless people can apply for shelter at Century Plaza during the day or call 211 for shelter resources after hours.

### Phone Number

For up to date shelter information call 1-888-234-1329 MESH-TCCVM Shelter Hotline—24 hours a day/7 days a week. First Call for Help 211.

### Hours

8:00 am – 4:30 pm

### Website

[www.co.hennepin.mn.us](http://www.co.hennepin.mn.us)

## EXAMPLES OF VERIFICATION

Note: The item must contain the specific information that the agency is trying to verify.

### Income or Expenses:

Pay stub / Copy of check – gross income amount must be displayed  
Employer's signed and dated statement  
Agency form that is signed and dated by payer/provider  
Signed and dated statement from payer  
Tax returns  
Award Letter for SSI, RSDI, UC, WC, VA benefits  
Annuity letters – verify monthly amount and availability of balance  
Statement or correspondence from Financial Aid office  
Contract  
Pension or benefit fund records  
Office records  
Court records  
Attorney's records/letters  
Insurance Company records/letter/statement  
Lease agreement or rent receipt  
Mortgage or Contract for Deed amortization schedule  
Property tax statement  
Utility Bills or utility company record of payment

### For self-employment:

**Income:** tax returns, copies of ledger, invoices, itemized receipts, copies of customer receipts, cancelled checks, copy of business checking account statement, records from the Small Business Administration, Production Credit Association, and/or statement from customers.

**Expenses:** tax returns, ledger, itemized receipts, transportation logs, cancelled checks, copy of business checking account statement, and/or records from the Small Business Administration, Production Credit Association.

### Residence:

Shelter Form, lease agreement, current driver's license, DMV records, utility bills with current address, property tax statement, contract for deed, receipt of mail at designated address, statement from a neighbor whose address is verified

### Shelter Expense:

Shelter Form, Shared Household Form, rent or mortgage payment receipt, statement from mortgage holder, lease agreement, current tax statement and/or home insurance policy

### Identity:

Driver's license, state, welfare or tribal ID, passport, alien card, INS I94, visa birth certificate, religious record, divorce decree, or any item containing the person's signature, plus picture or description.

**Age:**

Birth or baptismal certificate, adoption papers, INS records, alien card, military records, driver's license, state ID, religious record, divorce decree, doctor's statement

**Relationship:**

Birth or baptismal certificate, adoption records, court records of parentage, court child support records, juvenile court records, INS records, marriage certificate, divorce papers

**Immigration Status:**

Alien card, INS I94, Immigration Card

**Citizenship:**

Birth or baptismal certificate, U.S. Passport, naturalization papers, others on page 6

**Social Security Number:**

Social Security card or number, application for Social Security number

**Vehicles:**

(Cars, trucks, vans, motorcycles, trailers, boat, motors, snowmobiles, etc.)  
Title, registration, purchase agreement, sales receipt, balance statement

**Accounts:**

(Checking, Savings, Credit Union, IRA's, Trust Funds, Burial Accounts/Contracts, stocks, bonds, savings certificates, 401K, life insurance, etc.)  
Bank statements, bank passbook, letter from bank, monthly/quarterly statements, certificates, pre-paid burial contract, statement from funeral home or financial institution where burial agreement is held, copy of policy, statement from company that holds policy

**Real Property, Life Estate:**

Tax notice, payment book, deed/contract, purchase agreement, finance company letter

**Illness or Incapacity:**

Medical statement, Agency form completed by physician, State Medical Review Team certification, Social Security certification of disability

**Medical Expenses:**

Itemized medical bills, health insurance, and/or Medicare payments

**Medical Insurance:**

Policy, policy number with information, insurance card, Medicare card, premium notice

**Pregnancy:**

Medical statement from doctor or clinic, agency form completed by doctor or clinic

**School Attendance:**

Agency form, school correspondence, current school registration form or report cards