

# Frequently Asked Questions

Resident Housing Guidance for Referral Partners

Rev. March 2026

## Frequently Asked Questions (Guidance for Specific Inquiries)

This Frequently Asked Questions (FAQ) document is designed for partners engaging Hennepin County residents experiencing or at risk of homelessness and contains standard information about housing and homelessness entry points and resources. Information corresponding to a given topic or question should be shared with residents when a housing-related inquiry relates to that specific topic or question. This document should not be shared in its entirety with residents, in order to ensure the information share with them is responsive to their specific situation. If a resident experiencing or at risk of homelessness generally inquires about housing resources, please use the baseline talking points for Housing Stability system access.

**Can't find guidance for a resident question or need in this document?** Please contact Lisa Zakrzewski at [Lisa.Zakrzewski@hennepin.us](mailto:Lisa.Zakrzewski@hennepin.us) for guidance and/or suggested additions to this document.

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## Board and Lodge

### Who is eligible for Board and Lodge?

Housing Support (formerly GRH) pays for room and board in Board and Lodge establishments. Individuals eligible for Housing Support would be eligible to live in a Board and Lodge setting. Generally, the program serves:

- People 65 or older.
- People younger than 65 who have a condition that limits their self-sufficiency. For example, it may be physical or mental health disability, visual impairment or chemical dependency.

A [Professional Statement of Need](#) is part of the Housing Support application process and will need to be completed by a qualified professional on your behalf and submitted to Hennepin County’s Economic Assistance.

Board and Lodge providers may have additional eligibility requirements based on their service model and expertise. For example, some Board and Lodge programs may require sobriety or may work exclusively with people coming from a correctional setting. Those additional requirements are searchable at HB101 Places (see link below) or can be explained by each Board and Lodge operator.

Please note Board and Lodge providers offer varying supportive services ranging from meals only to medication management or case management support. Most settings have house rules. It is important to understand what services are available as well as the rules for people living in these programs.

### How do I get access to a Board and Lodge program?

Individuals locate a Board and Lodge provider with a vacancy by using the links provided below. Board and Lodge providers will offer guidance on applying for the Housing Support benefit via the Combined Application Form (**See: How to Apply for Housing Support**) and will provide a document called a **shelter verification form** to be submitted with your CAF. That form can be submitted electronically

here: [https://formcatalog.hennepin.us/hhs/human\\_services/economic\\_supports/AF10D64.htm](https://formcatalog.hennepin.us/hhs/human_services/economic_supports/AF10D64.htm)

Individuals interested in living in a Board and Lodge can search the housing directory at [HB101 Minnesota - HB101 Places](#)

A Board and Lodge provider directory can also be found here: [For current and future housing providers | Hennepin County](#)

### **Who can I talk to about a concern regarding my current Board and Lodge program?**

If your concern is related to an application for Housing Support or payments to a Housing Support provider, please contact Hennepin County Economic Supports at 612-596-1300.

If you have a safety or quality concern regarding your Board and Lodge (Housing Support) provider, please contact [hs.housing@Hennepin.us](mailto:hs.housing@Hennepin.us) or call 612-543-2208.

## Case Management

### **How can I access housing case management?**

Housing case management is available on a limited basis through the Coordinated Entry System for people experiencing homelessness (i.e. people residing in shelter or sleeping in a place not meant for human habitation). All residents experiencing homelessness should complete a Coordinated Entry System assessment (CES). To identify a location where you can complete a CES assessment, please view the "Access" section of the [CES Website](#). Please note that there are different entry points for families with minor children, adult households, and youth aged 16-24.

### **How can I get back in touch with my housing case manager?**

If you have a housing case manager but have lost contact with them, you can request their contact information by contacting a program or staff person with Homeless Management Information System (HMIS) access. These include shelter programs, outreach programs and workers, drop-in centers, Adult Shelter Connect, Coordinated Entry System assessment locations (please view the "Access" section of the [CES Website](#)), and others. If your contact information has changed, please contact one of these programs or staff to update your contact information in HMIS.

### **Who can I talk to if I have a concern about my housing case manager?**

If you would like to report a concern about your housing case manager, the best course of action is to inquire about the grievance process at the agency at which your case manager works. This information can be made available by your case manager and/or their supervisor.

## Coordinated Entry System (CES) Assessment and Status

### **What is the purpose of a CES assessment?**

Coordinated Entry System (CES) assessments ensure standard practices are utilized at every point of entry for every participant in CES, and are completed for the following purposes:

- Document a participant's homelessness history and housing barriers
- Respect participant preferences
- Capture enough data to meet project needs and funder requirements while using a trauma-informed lens to reduce impacts to the participant

- Obtain participant consent for sharing data with providers
- Initiate a housing plan with the participant

## Who is eligible for a CES assessment?

Eligibility for Coordinated Entry System (CES) assessment eligibility is detailed on Hennepin County's [CES Website](#) and listed below:

- 16 years of age or older
- Currently sleeping in a homeless shelter, outside or in vehicle or fleeing or attempting to flee domestic violence
- A resident of Hennepin County or have strong ties to Hennepin County
- Household income does not exceed 30% of the Area Median Income\* (AMI) for the household's size.

\*Click [here](#) to view the U.S. Department of Housing and Urban Development's (HUD) AMI limits.

## Where can I go to complete a CES assessment?

To identify a location where you can complete a Coordinated Entry System (CES) assessment, please view the "Access" section of the [CES Website](#). Please note that there are different entry points for families with minor children, adult households, and youth aged 16-24.

## Where can I go to find the status of my CES assessment?

To obtain a status update of a Coordinated Entry System (CES) assessment, participants can contact the entry point at which their assessment was completed or any other entry point or homeless program (e.g. shelter). CES entry points are listed within the "Access" section of the [CES Website](#).

## Discharges from an Institution

### Where can I find housing resources for my discharge from Hennepin County jail, a hospital, a treatment program, or another institution?

To inquire about housing options, please connect with your facility's staff. Staff can refer you to housing programs such as Board and Lodge. If housing is unavailable or inaccessible upon discharge, please contact the Hennepin Shelter Hotline (612-204-8200).

### Where can I find sober housing available to people exiting treatment?

If you are seeking sober housing, you can explore available options on the Minnesota Association of Sober Housing's member directory ([www.mnsobberhomes.org/search-directory#/](http://www.mnsobberhomes.org/search-directory#/)).

## Emergency Assistance and Emergency General Assistance

### How do I apply for Emergency Assistance/Emergency General Assistance?

To apply for Emergency Assistance (Families with minor children) or Emergency General Assistance (Adults), visit <https://mnbenefits.mn.gov>. For assistance with completing an online application, call 612-596-1300 between 9am-3pm on Monday-Friday.

## Employment

### Where can I find resources that can support me with obtaining employment?

Please visit [www.hennepin.us/residents/human-services/employment-services](http://www.hennepin.us/residents/human-services/employment-services) for information about employment resources for job-seekers offered by Hennepin County.

## Eviction Prevention

### How do I know if my landlord or property manager plans to evict me?

The eviction process begins with a 14-day notice of planned eviction filing issued by the property manager. This notice means that the property manager intends to file for eviction in 14 days. When the property files for eviction, the court issues a summons to the tenant (the summons must be issued at least 7 days before the scheduled court hearing). The summons is served to the tenant.

If you have received a court summons, it is important that you attend your court hearing. To access legal representation available to low-income tenants, visit [www.hennepin.us/ARS](http://www.hennepin.us/ARS) and complete an [eligibility form](#).

### What resources am I eligible for to help avoid an eviction?

If you are at risk for eviction, you can take steps now to maintain your housing. To access legal representation available to low-income tenants, visit [www.hennepin.us/ARS](http://www.hennepin.us/ARS) and complete an [eligibility form](#). To inquire about rental assistance available to low-income tenants and other resources for maintaining your housing, please call and leave a voice mail with the Tenant Resource Connections program (612-767-9737).

Additional resources for emergency situations eligible to low-income households, including assistance covering moving expenses and transportation costs associated with housing relocation, visit <https://mnbenefits.mn.gov> to apply for Emergency Assistance or Emergency General Assistance. For assistance with completing an online application for Emergency Assistance or Emergency General Assistance, call 612-596-1300 between 9am-3pm on Monday-Friday.

For additional information about eviction prevention resources, please visit [here](#).

## **What should I do if I received a 14-day notice letter?**

If you have received a 14-day notice letter from your property manager, that means your property manager intends to file for eviction in 14 days. This is not the date on which you will need to leave your home, but rather the point at which the court may take action by issuing a court summons and initiating eviction proceedings. Tenants with a 14-day notice letter should visit [www.hennepin.us/ARS](http://www.hennepin.us/ARS) and complete an [eligibility form](#) to determine if they are eligible for free legal representation. Additionally, tenants should work with their property manager to establish a payment plan and contact the Tenant Resource Connections program (612-767-9737) to determine if they are eligible for rental assistance and to learn about other eviction prevention resources available to them.

If you receive a court summons, that means your property manager has filed for eviction. It is important that you attend your court hearing to avoid a default eviction judgment.

## **What should I do if I received a court summons for an eviction filing?**

If you have received a court summons, that means your property manager has filed for eviction. It is important that you attend your court hearing to avoid a default eviction judgment. Tenants with a 14-day notice letter should visit [www.hennepin.us/ARS](http://www.hennepin.us/ARS) and complete an [eligibility form](#) to determine if they are eligible for free legal representation. Additionally, tenants should work with their property manager to establish a payment plan and contact the Tenant Resource Connections program (612-767-9737) to determine if they are eligible for rental assistance and to learn about other eviction prevention resources available to them.

## **Families**

### **How can I access a shelter program for families?**

If you are without a safe housing option tonight, please contact the Hennepin Shelter Hotline (612-204-8200).

### **What housing resources are available to families that are doubled-up in a friend or family member's home?**

Families with pre-K through 12<sup>th</sup> grade children who are doubled-up or tripled-up in a friend or family member's home may be eligible for rental assistance and/or case management through the School to Housing program. School to Housing serves families with children enrolled in select schools in the Minneapolis Public Schools district, as well as the Eden Prairie, Richfield, Bloomington Hopkins, Robbinsdale, Brooklyn Center, Osseo, and Intermediate 287 school districts. Families can fill out a School to Housing application [here](#).

## Foreclosure Prevention

### What resources are available to prevent foreclosure on a home that I own?

Emergency Assistance and Emergency General Assistance provide assistance to eligible households at risk for foreclosure. To apply for Emergency Assistance (Families with minor children) or Emergency General Assistance (Adults), visit <https://mnbenefits.mn.gov>. For assistance with completing an online application, call 612-596-1300 between 9am-3pm on Monday-Friday.

## Housing Search

### What resources can assist me with locating housing that is affordable to me?

Please visit [www.housinglink.org](http://www.housinglink.org) to search for housing options affordable to various income levels. For those who need assistance with covering moving expenses and/or transportation costs associated with relocation, Emergency Assistance and Emergency General Assistance may be available. To apply for Emergency Assistance (Families with minor children) or Emergency General Assistance (Adults), visit <https://mnbenefits.mn.gov>. For assistance with completing an online application, call 612-596-1300 between 9am-3pm on Monday-Friday.

### What support is available to me with locating a unit for my housing voucher?

Those with a voucher seeking a unit at which they can apply their voucher are encouraged to do one or more of the following:

- (1) Work with a housing case manager, if connected to one, for support with locating a unit;
- (2) Contact the housing authority administering the voucher for any unit lists or databases maintained by the housing authority;
- (3) Search for eligible units at [www.housinglink.org](http://www.housinglink.org).

## Housing Subsidies

### Where can I go to get a housing voucher?

Coordinated Entry offers a very limited numbers of vouchers for people experiencing homelessness. The majority of housing vouchers are awarded through local housing authorities. Please visit [www.housingLink.org](http://www.housingLink.org) for a list of Housing Authorities currently with open waitlists. Veterans can contact the Community Resource and Referral Center (CRRC) at 612-313-3240 or [www.va.gov/homeless/crrc.asp](http://www.va.gov/homeless/crrc.asp), where veterans-specific housing vouchers may be available.

### How long does it take to get a housing voucher?

While a limited number of housing vouchers are available in a prioritized fashion through the Coordinated Entry System to people experiencing homelessness (i.e. people residing in shelter or sleeping in a place not meant for human habitation), the majority of housing vouchers are awarded through local housing authorities through a first come, first serve basis. Housing authorities maintain waitlists for these voucher programs and waitlists are opened only periodically. When this occurs, applications are made available to eligible residents, after which a resident is placed on a waitlist. Wait times for

residents on a voucher waitlist can range from several months to several years. As such, being placed on a waitlist does not guarantee that a resident will ultimately receive a voucher.

### **Where can I go for assistance with finding a rental unit for my housing voucher?**

Those with a voucher seeking a unit at which they can apply their voucher are encouraged to do one or more of the following:

- (1) Work with a housing case manager, if connected to one, for support with locating a unit;
- (2) Contact the housing authority administering the voucher for any unit lists or databases maintained by the housing authority;
- (3) Search for eligible units at [www.housinglink.org](http://www.housinglink.org).

### **What resources can I access if I am at risk of losing my voucher?**

If you are concerned about losing your housing voucher, please contact the housing authority administering the voucher to explore your options. Those connected to a housing case manager should inform the case manager of their concerns and request assistance with maintaining their voucher.

### **What resources can I access if I am at risk of losing my voucher?**

Rapid Re-Housing slots are limited in availability and are accessed exclusively through the Coordinated Entry System for people experiencing homelessness (i.e. people residing in shelter or sleeping in a place not meant for human habitation).

## **Housing Support**

### **Who is eligible for Housing Support?**

The Housing Support program pays for room and board for senior and adults with disabilities who have low incomes. The program aims to reduce and prevent people from living in institutions or becoming homeless.

You must meet a combination of eligibility requirements set by the Supplemental Security Income program or General Assistance program to qualify for assistance. There are also income and asset limits. Generally, the program serves:

- People 65 or older.
- People younger than 65 who have a condition that limits their self-sufficiency. For example, it may be physical or mental health disability, visual impairment or chemical dependency.

People younger than 65 who have a condition that limits their self-sufficiency. For example, it may be physical or mental health disability, visual impairment or chemical dependency.

## How do I get access to Housing Support?

You can apply:

- Online at [MNbenefits.mn.gov](https://mnbenefits.mn.gov)
- On paper using the [Combined Application Form \(DHS-5223\) \(PDF\)](#). Mail or bring the completed form to your [county or tribal office](#).

If you apply online or using the paper application form, check that you are requesting "cash assistance." Write in the notes section that you are requesting Housing Support.

***NOTE:** Housing Support is never paid directly to individuals. It is always paid to an approved Housing Support Provider. A relationship with a Housing Support provider should be established before applying for the benefit and always before moving into housing. Housing Support providers can be found through these links:*

[HB101 Minnesota - HB101 Places](#)

[For current and future housing providers | Hennepin County](#)

## Who can I talk to about a concern regarding my current Housing Support program?

If your concern is related to an application or Housing Support or payments to a Housing Support provider please contact Economic Supports at 612-596-1300.

If you have a safety or quality concern regarding your Housing Support Provider please contact [hs.housing@Hennepin.us](mailto:hs.housing@Hennepin.us) or call 612-543-2208.

## Moving and Relocation Assistance

### What resources are available for moving or relocation?

Emergency Assistance and Emergency General Assistance provide assistance to eligible households with moving expenses and transportation to relocate. To apply for Emergency Assistance (Families with minor children) or Emergency General Assistance (Adults), visit <https://mnbenefits.mn.gov>. For assistance with completing an online application, call 612-596-1300 between 9am-3pm on Monday-Friday.

## Medical Assistance (MA) and MA-Eligible Housing Assistance

### Where can I find general information about Health Care Assistance?

For general information about health care access, visit Hennepin County's [health care assistance website](#).

## How do I apply for Medical Assistance?

Minnesota Health Care Programs (MHCP) provide health care coverage to eligible families with children, adults, people with disabilities and seniors. To apply for Medical Assistance, visit [MNsure.org](https://MNsure.org) or call 612-596-1300 Monday through Friday, 9am-3pm. Self-service computers are also available to apply for Medical Assistance at Hennepin County Human Services [office locations](#).

## What housing resources are available through Medical Assistance?

If you have a Medical Assistance Case Manager, contact your Case Manager about housing resources. If you are on Medical Assistance but do not have a Medical Assistance Case Manager, you may be eligible for Housing Stabilization Services. Please visit [Minnesota Housing Benefits 101](#) to verify initial eligibility for Housing Stabilization Services and learn about next steps for identifying an eligible provider. Visit <https://minnesotahelp.info> for additional information, if needed.

## Rental Assistance

### Where can I access assistance with paying rental arrears and/or future rent payments?

Those at risk for eviction with a 14-day notice of eviction filing from the property manager or court summons should contact Tenant Resource Connections at 612-767-9737 or [housing.assistance.triage@hennepin.us](mailto:housing.assistance.triage@hennepin.us).

Those who need assistance with an emergency rent payment may also be eligible for Emergency Assistance or Emergency General Assistance. To apply for Emergency Assistance (Families with minor children) or Emergency General Assistance (Adults), visit <https://mnbenefits.mn.gov>. For assistance with completing an online application, call 612-596-1300 between 9am-3pm on Monday-Friday.

### Who is eligible for Family Homeless Prevention and Assistance Program (FHPAP) – Homeless Prevention (HP) Services?

The Family Homeless Prevention and Assistance Program (FHPAP) Homeless Prevention (HP) services targets households who are at or under 30% AMI (Area Median Income) and who have a documented at risk of homelessness within 30 days. Funds can be used to assist with maintaining current housing or relocate to new housing if unable to remain in current housing, including deposit assistance, and assist with a utility shutoff notice.

### How do I get access to FHPAP HP Services?

You can apply by contacting one of the 11 FHPAP HP providers or going to the [MN Housing website](#) for all providers in the state:

- Agate Services (Families with minor children, single adults) – 612-767-9739
- CLUES (Latino Families/Single Adults/Youth) – 612-874-0311
- CMRS (Families with minor children or single adults) – 763-561-0033
- Isuroon (East African families with minor children or single adults) – 612-886-2731
- Lutheran Social Services (Adult families or single adults) – 612-879-5266
- MIWRC (Native American/Indian families with minor children or single adults) – 612-728-2000
- People Serving People (Families with minor children) – 612-249-5337
- Hennepin County Tenant Resource Connections (Single adults with a court filing) – 612-767-9737
- VEAP (Families with minor children or single adults) – 952-240-1559
- YMCA of the North (Youth aged families or single youth) – 763-493-3052

- YouthLink (Youth aged families or single youth) – 612-252-1200

## Street Outreach

### **How can I access street outreach services?**

To make a specific request for a touchpoint with a Street Outreach Worker, please contact the Streets to Housing program at [streets.to.housing@hennepin.us](mailto:streets.to.housing@hennepin.us). Streets to Housing regularly canvasses locations not meant for human habitation (e.g. encampments, makeshift shelters, cars, and other street-based locations) to engage people experiencing unsheltered homelessness and connect them to shelter and other housing resources.

### **How can I support a resident other than myself that is unsheltered?**

People sleeping in a place not meant for human habitation (e.g. encampments, makeshift shelters, cars, and other street-based locations) are encouraged to contact the Hennepin Shelter Hotline (612-204-8200) to connect to shelter and/or other housing resources. If you are interested in facilitating a touchpoint with a Street Outreach Worker for a person sleeping in a place not meant for human habitation, please contact the Streets to Housing program at [streets.to.housing@hennepin.us](mailto:streets.to.housing@hennepin.us).

### **Who can I contact with concerns about unsheltered homelessness, encampments, etc.?**

Residents of Minneapolis can contact 311 to report any concerns related to encampments or other safety or physical space-related impacts of unsheltered homelessness. Residents of other cities or jurisdictions in Hennepin County should contact the appropriate city department in their city to report concerns.

## Youth

### **What resources are specifically available to Youth?**

If you are without a safe housing option tonight, please contact the Hennepin Shelter Hotline (612-204-8200). If you are at risk of losing your rental housing due to eviction, please contact Tenant Resource Connections (612-767-9737 or [housing.assistance.triage@hennepin.us](mailto:housing.assistance.triage@hennepin.us)). If you are 24 years of age or younger and otherwise at risk of homelessness (e.g. imminent loss of non-lease housing, couch surfing, doubled-up, or self-pay hotel/motel), please visit <https://ysnmn.org> for information about drop-in services for youth.