



# **NAVIGATING THE WATERS VII**

**Connecting Service Providers with  
Hennepin County Government Programs for  
People Moving Toward Self-Sufficiency**  
*Eligibility Support, Mental Health Services, Disability Services, Child Care Assistance,  
Employment Services, Housing and Shelter*

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

**From 2003 – 2008 and September 22, 2009  
Resources and Information Workshops**

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Information is current as of September 22, 2009.

## 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 are available.*

- **FAMILIES with Children:** Call 612-596-1300; TDD 612-348-3207  
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 with no Dependent Children:** Call 612-596-1300; TDD 612-348-3207  
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 Service Area  
Family Justice Center Building  
110 South 4th Street  
Minneapolis

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

Child care is available on site.

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 OFFICES

### Main Outreach Sites – Service by Appointment

Brookdale Regional Center 6125 Shingle Creek Parkway, Suite 5980 Brooklyn Center 55430-2137	Ridgedale Service Center 12601 Ridgedale Dr. Minnetonka 55305-1012
Creskide Community Center 9801 Penn Ave., So. Bloomington 55431	

### Call for an Appointment

CALL THE COMMUNICATION CENTER, 612-596-1300,  
(Do not enter a case number at the prompt – HOLD FOR AN OPERATOR)  
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  
14700 Martin Dr.  
**Eden Prairie** 55343

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

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

GMCC  
3333 N44th Street  
**Minneapolis** 55412

### Other Access Numbers:

**HSPHD Resource Directory** - go to Hennepin County website [www.co.hennepin.mn.us](http://www.co.hennepin.mn.us). Press the tab for Health Housing and Human Services Public Health Department and then the link for Resource Directory.

### **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

**Senior Linkage Line 1-800-333-2433**

**Disability Linkage Line 1-800-333-2466**

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

## OFFICE OF MULTICULTURAL SERVICES (OMS)

OMS helps refugees, immigrants and persons with Limited English Proficiency connect to Hennepin County services. Services are provided in a linguistically and culturally appropriate manner.

### Services:

- Assistance with applications for government benefits including health care programs, MFIP, Food Support, Child Care Assistance and emergency programs
- Finding solutions to housing issues
- Finding employment and complete employment applications
- Resolving immigration problems
- Enrolling in English language and citizenship classes
- Registering for school or deal with issues related to school attendance or truancy
- Gaining work experience and skills as a volunteer
- Coping with differences in cultures
- Understanding and finding their way through the criminal justice system
- Assured Access Enrollment

### Eligibility:

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

### Location:

Century Plaza Building—330 South 12<sup>th</sup> Street, Suite 3637  
Minneapolis, MN 55404

### Phone:

612-348-2193

e-mail: oms@co.hennepin.mn.us

Fax: 612-317-6115

### Hours:

7:30am - 4:30 p.m. (M, T, Th, F)

7:30am - 7 p.m. (W)

## HIGHLIGHTS OF 2009 PROGRAM CHANGES

These are selected highlights, not a complete list. You can find more information on the Minnesota Department of Human Services website [www.dhs.state.mn.us](http://www.dhs.state.mn.us). Click on the Publications Tab and then click on 'Fact sheets' in the left hand column.

### Food Support:

- The 3 out of 36 month limit for Food Support was suspended for able-bodied adults without dependent children. The limit and work requirements have been waived through September 2010.
- Most non-MFIP, working households changed from monthly reporting to 6-month reporting in March 2009. These households are only required to report an increase in income that exceeds 130% of the federal poverty guideline for their household size between their 6-month reports.
- The maximum benefit amounts for Food Support were increased. For example, for a household of one, the maximum benefit increased from \$176 to \$200 per month.

### Health Care Programs:

- GAMC (coverage for adults who are not eligible for Medical Assistance) will no longer be funded by the state effective 3/1/10.
- Upon federal approval, legislation further ensures MinnesotaCare coverage for children.
- A state COBRA subsidy was added for people who are eligible for the federal COBRA subsidy.

### Emergency Programs:

- Funding for the Emergency General Assistance (EGA) and the Emergency MN Supplemental Aid (EMSA) programs was eliminated through unallotment effective 11/1/09. The funding for Special Diets for MSA recipients was also unallotted.
- The Hennepin County Emergency Assistance program for families with children was modified in August to allow more than one use per year, higher caps on shelter and utility payments, transportation aid for families in shelter and car repair and insurance payments that remove barriers to employment for MFIP families.
- See the section on Emergency Assistance in this booklet for more information.

### Work Benefit Program:

- Effective 10/1/09, families becoming ineligible for MFIP or DWP due to increased income may be eligible to receive a \$50 per month Work Benefit for up to two years. Household income must be under 200% of the FPG and caregivers must work enough hours to meet the MFIP participation rate:
  - 1 caregiver of child < 6 works at least 87 hours per month
  - 1 caregiver of child > 6 works at least 130 hours per month
  - 2 caregivers, one must work 130 hours per month

Households file a report every six months, but must also report working too few hours or income over 200% FPG immediately.

## 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:

#### EMERGENCY GENERAL ASSISTANCE (EGA)

*Funding unallotted effective 11-1-09*

- A face to face interview is required at application
- 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 General Assistance (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 Hennepin County Emergency Assistance(HCEA).
- 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.

#### EMERGENCY MINNESOTA SUPPLEMENTAL AID (EMSA )

*Funding unallotted effective 11-1-09*

EMSA is assistance to meet emergency needs of Minnesota Supplemental Aid (MSA) recipients.

- Applicants must be an MSA or be applying for and eligible for MSA. Current MSA recipients can request EMSA verbally or in writing.
- 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.
- The applicant must be in an affordable living situation.
- The applicant must provide a statement as to how money received in the current month has been spent.

## EMERGENCY ASSISTANCE PROGRAMS Continued

### HENNEPIN COUNTY EMERGENCY ASSISTANCE PROGRAM (HCEAP)

HCEA is assistance in emergency situations for households with children

#### Eligibility:

- At least one caregiver must meet the 30-day state residency requirement.
- The family must have a child living with the caregiver on the date of application or anticipated to live with the caregiver within 30 days of the date of application, or had lived with the caregiver within six months before application. This includes a pregnant woman (and her spouse).
- At least one child or pregnant woman in the unit must meet MFIP citizenship requirements.
- No member of the family unit can be under any sanctions, which include but are not limited to employment, child support, and Food Support sanctions.
- No member of the family may have refused employment/training without good cause.
- Household's gross income must be at or under 200% of the Federal Poverty Guideline (FPG) in the current month.
- The family must have a verified emergency that, if left unresolved, threatens the health or safety of the family. The family must be unable to resolve the emergency with its own resources and any other available funds.
- HCEAP payments in combination with other available resources must be able to resolve the emergency, not just delay it.
- HCEA is available during one 30-day period in a 12 month consecutive period.
  - \*An additional 90 days of assistance may be issued if the emergency continues beyond the initial 30 days, but will be resolved for a least 12 consecutive months.
  - \*One additional issuance of emergency assistance during a 12 month period may be approved if either the first or second issuance was the result of a foreclosure of rental property in which the client resided; and/or if failure to issue would result in loss of housing that could reasonably be expected to result in a shelter stay; and/or the family is currently experiencing homelessness.

Covered services include foreclosure prevention, shelter, home repairs, moving expenses, utility bills, back child care co-payments for families in shelter, transportation for homeless families and transportation assistance for MFIP recipients.

Applicants must complete an application form and have an in-person interview. Required verifications include, but are not limited to:

- Identity and Social Security Number
- Residency
- Relationship to child
- Immigration status, if applicable
- Pregnancy, if applicable
- Assets

- Income and deductions from countable income
- Proof of the emergency and the cost to resolve the emergency
- Rent and utility payments made in the past 12 months

#### Location:

Century Plaza Building  
Outreach locations by appointment  
Phone Number:  
612-596-1300

#### Hours:

Century Plaza: Mon., Tues., Thurs., Fri. at  
8:30,9:30,10:30,11:30,1:00,2:00,3:00,4:00  
Century Plaza: Wed. at 4:00 and 5:00pm

## 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 \$15,000 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.\*\***

## MFIP SHARED HOUSEHOLD STANDARD

A household's MFIP grant is calculated by subtracting countable income from the MFIP Assistance Standard for the household size. The Full standard is the benefit amount when there is no countable income. When unrelated people reside in the same household as the MFIP assistance unit **and no exception is met**, countable income is subtracted from a lower assistance standard, the Shared Household Standard, which results in a smaller MFIP benefit.

### EXCEPTIONS:

The Shared Household Standard is **NOT** used when:

- The MFIP member is a victim of family violence.
- The MFIP family includes a child subject to the family cap.
- The unrelated members meet one or more of the following:
  - Is related to a child in the MFIP unit as described below\*\*
  - Is receiving public assistance ( including MFIP, GA, EGA, MSA, MFAP, RCA, FS, MA, GAMC, MinnesotaCare, SSI, Adoption Assistance, Relative Custody Assistance, or Foster Care)
  - Is a Roomer/Boarder or is a person to whom Room/Board is being paid (the unit meets the MFIP definition of Roomer/Boarder, not simply share living expenses)
  - Is a minor child
  - Is a minor caregiver
  - Is the caregiver of a child that is not part of the MFIP assistance unit
  - Is providing child care to a child in the MFIP assistance unit

### MFIP/DWP ASSISTANCE STANDARDS

#### Transitional Standard:

# Eligible	Full Standard	Cash Portion	Food Portion
1	\$ 405 =	\$ 250 +	\$ 155
2	\$ 722 =	\$ 437 +	\$ 285
3	\$ 945 =	\$ 532 +	\$ 413

#### Shared Household Standard:

# Eligible	Full Standard	Cash Portion	Food Portion
1	\$ 380 =	\$ 225 +	\$ 155
2	\$ 678 =	\$ 393 +	\$ 285
3	\$ 892 =	\$ 479 +	\$ 413

### DEFINITIONS:

**MFIP/DWP Assistance Unit:** A group of people receiving or applying for MFIP or DWP together.

**Shared Household Unit:** An MFIP assistance unit living with unrelated people

**Unrelated Member:** A person who is **not** related in one of the following ways to an MFIP assistance unit child: \*\*

- Parent, grandparent, great-grandparent, great-great-grandparent, or great-great-great-grandparent,
- sister or brother, half-sister or half-brother, step-sister or step-brother,
- uncle, great-uncle, or great-great-uncle, or great-great-great-uncle,
- aunt, great-aunt, or great-great-aunt, or great-great-great-aunt,
- first cousin or first cousin once removed,
- niece or nephew,
- legal custodian or legal guardian
- spouse or former spouse of any of the above even after the marriage ends by death or divorce

## Significant Change for MFIP

For MFIP, a significant change is when the unit's gross earned and/or unearned income for the payment month declines by **39% or more** from the gross earned and/or unearned income budgeted in the budget month.

It may be possible to supplement an MFIP unit's grant if the unit reports a significant change in income.

- The unit must verify the income will decrease or end before the supplement can be issued.
- The unit may only receive a supplement for a change it reports in the current month or for the month before the current month.
- Budget adjustments that result from significant changes are limited to 2 in a 12-month period, regardless of the reason for the change, counting back 12 months from the month the client is requesting the change.

Significant change does not apply in any of these situations:

- The payment month corresponds to a budget month in which the unit received a lump sum
- When a unit member is on strike
- The payment month corresponds to a budget month in which the unit gets an extra paycheck
- For self-employment income (The "major change" policy may apply when the nature or scale of the business changes.)

**Example:** In September, the MFIP unit had gross income of \$600. The November (payment month) MFIP grant was calculated using the \$600 income from September (budget month). The unit verifies that its gross income will decline to \$300 for the month of November. Since this is a decrease of 50%, more than 39%, the unit qualifies to have its November grant recalculated using the \$300 gross income figure. The difference between the new calculation and the November grant already issued will be issued as a supplement within 7 days of receiving the verification of the decrease in income.

## Housing Subsidy

Count up to \$50 of the value of public housing, HUD project-based properties, and Section 8 rental subsidies provided through HUD, as unearned income toward the cash portion of the MFIP grant. Count the full amount of the subsidy if it is less than \$50.

Types of housing assistance that DO NOT count as income include: RAFS, Bridges, Shelter Plus Care, HOPWA, Mainstream Vouchers, Section 236, DHS Metro Project to End Long-Term Homelessness assistance, and tax credits.

The Housing Subsidy policy does not apply to an MFIP assistance unit that has:

- A caregiver age 60 or older
- A caregiver who is suffering from an illness, injury, or incapacity that has been certified by a qualified professional when the illness, injury, or incapacity is expected to continue for more than 30 days and prevents the caregiver from obtaining or retaining employment
- A caregiver whose presence in the home is required due to the illness or incapacity of another member in the assistance unit, a relative in the household or a foster child in the household when the illness/incapacity and the need for the participant's presence in the home has been certified by a qualified professional and is expected to continue for more than 30 days. (Includes members with Special Medical Criteria or receiving waived services)
- A caregiver who is an SSI recipient (this does not exempt families with a child on SSI)

Failure to verify the amount of the subsidy is reason for denying applications or closing cases.

## Opting Out of MFIP Cash Portion

MFIP units may choose to “opt out” of the cash portion of the MFIP grant. Months the unit opts out of cash benefits:

- Do not count toward the 60-month lifetime limit
- Do count toward required months of participation for Transition Year Child Care
- The food portion of MFIP continues
- Employment support services continue
- Eligibility for child care benefits continue

Units that are required, due to sanction or other reasons, to have all or part of the cash portion vendor paid (paid directly to a landlord or utility company), cannot choose to opt out of the MFIP cash portion.

Units must choose to opt out of the cash portion by the **22<sup>nd</sup>** of the month prior to the month the change is to take place. There are **NO EXCEPTIONS** to this deadline for opting out.

Units that have opted out of the MFIP cash portion may, at a later date, choose to receive both the cash and food portions of the MFIP grant. The unit must notify the county that it wants to make this change by the **22<sup>nd</sup>** of the month prior to the month the change is to take place. There are **EXCEPTIONS** to the deadline for choosing to opt back into the cash portion after the **22<sup>nd</sup>** of the month:

- When a significant change occurs and it is reported timely – the unit may choose to begin to receive the cash portion in the month of a significant change and the months thereafter.
- When there is a change in the MFIP assistance unit composition – the unit may choose to receive the cash portion the month a person is added or removed from the unit and the months thereafter.

There is no restriction on the number of times a unit can choose to opt out of the cash portion and start it again.

## Family Cap

The birth of an additional child to a family on MFIP does **not** increase the MFIP cash assistance standard, **unless** one of these conditions applies

- The child is born within 10 months of the date the unit started receiving DWP/MFIP assistance
- An adopted child or a child living elsewhere returns to the parent’s home
- It is a relative’s child that the MFIP caregiver may apply for
- The child was conceived as a result of a sexual assault or incest (verification that the incident was reported to a law enforcement agency is required)
- It is the first child born to a minor caregiver who is on a parent’s MFIP case
- The parent(s) has not received benefits from DWP or MFIP assistance in the previous 10 months, when applying for a child previously subject to the Family Cap

The Family Cap does apply to MFIP child-only cases with a parent caregiver who for any reason is not eligible to be on the MFIP grant.

The Family Cap does not apply to MFIP child-only cases with other types of relative caregivers.

The Family Cap counts only months of DWP/MFIP received in Minnesota to determine whether the child is born within 10 months of beginning assistance.

The Family Cap applies only to the cash assistance portion of MFIP for the newborn. The baby will still be eligible for the MFIP food portion.

A child subject to the Family Cap is considered an assistance unit member in all ways except that any Child Support received or distributed on behalf of the child is excluded when determining the MFIP benefit. All other income and resources of the child must be counted the same as they are for other children not subject the Family Cap.

The caregiver must assign support for the child subject to the Family Cap and cooperate with the child support enforcement agency or be subject to sanction.

Children subject to the Family Cap will be eligible for child care benefits the same as children who are receiving full MFIP benefits.

### **MFIP Sanctions**

A **Sanction** is penalty on assistance units who fail to cooperate with specific assistance program requirements. Non-cooperation may affect one or more programs. For MFIP, each month that a household is in sanction is counted as a separate occurrence of a sanction.

**Encourage caregivers to tell their worker about any reasons or situations that are making it difficult for them to comply with a requirement. At times, they may be able to resolve or avoid a sanction by documenting "Good Cause" for non-cooperation.**

**Some common sanction types and penalties:**

#### **Child Support**

Caregivers of minor children who receive public assistance are required to cooperate with pursuing collection of child support and/or medical support from an absent parent.

- Loss of medical for caregiver
- Loss of all types of child care benefits
- 30% reduction in MFIP benefits for 1st - 6th occurrence
- 100% sanction (MFIP closed) for 7th occurrence

#### **DWP Employment Services**

Caregivers on DWP must comply with Employment Services. Non-compliance of a caregiver results in disqualification for DWP and any other cash program for the 4 month DWP period.

- 100% sanction of DWP benefits at the 1<sup>st</sup> occurrence
- Loss of DWP child care benefits

#### **MFIP Orientation**

Caregivers are required to attend an MFIP Orientation Session within 30 days of MFIP opening.

- Loss of MFIP child care benefits
- 10% reduction in MFIP benefits for 1st occurrence
- 30% reduction in MFIP benefits for 2<sup>nd</sup> – 6<sup>th</sup> occurrence
- 100% sanction (MFIP closed) for 7th occurrence

#### **MFIP Employment Services – Pre 60-month**

All caregivers on MFIP must cooperate with Employment Services in developing and following and employment plan.

- Loss of MFIP child care benefits
- 10% reduction in MFIP benefits for 1st occurrence
- 30% reduction in MFIP benefits for 2nd - 6th occurrence
- 100% sanction (MFIP closed) for 7th occurrence

(Different sanction rules apply for families that have used their 60-months and are receiving MFIP Extension benefits.)

## MFIP Minor Caregivers

A pregnant minor with no other children, who received assistance with her parent(s), must remain as part of her parent(s) unit until after the birth of her child.

A minor caregiver and her child, once born, must be a separate assistance unit from the minor caregiver's parents and siblings.

Adult caregivers of a minor caregiver may also be a separate MFIP unit from the minor caregiver and the minor caregiver's child when:

- The adult caregiver has no other minor children in the household, **and**
- The minor caregiver and the minor caregiver's child are living with the adult caregiver, **and**
- The minor caregiver and the minor caregiver's child receive MFIP, or would be eligible to receive MFIP, if they were not receiving SSI benefits.

There are special educational and social service requirements for caregivers under age 20:

- Unless exempt, custodial parents **under age 18** without a high school diploma or GED must attend school. They must cooperate in developing and participating in an educational progress assessment and an Employment Plan (EP).
- **18 and 19 year old** teen parents who do not have a high school diploma or its equivalent may choose an EP with an education option. Months under an EP with an education option do not count toward the 60-month MFIP limit.
- All earned income of a caregiver under 20 who is at least a half-time student of an approved elementary or secondary educational program is excluded when determining the MFIP benefit.

In addition, there are special living arrangement requirements for minor caregivers or pregnant women under age 18.

- Non-emancipated minor caregivers or pregnant women under age 18 are required to live with a parent, legal guardian, other appropriate adult relative or other caregiver, or in an adult-supervised supportive living arrangement approved by the county in order to receive MFIP.

If 2 unmarried minor caregivers live together with their minor child:

- At least one minor caregiver must meet the living arrangement requirement for the minor child and minor caregiver to receive MFIP.
- Both caregivers may be eligible for MFIP with their child, if both meet living arrangement requirements.

Minor caregivers who meet one of the following criteria are exempt from the living arrangement requirements:

- The minor caregivers no living parent, other appropriate adult relative or legal guardian whose whereabouts are known
- Social services confirms that no living parent, other appropriate adult relative or legal guardian will allow the minor caregiver to live in their home
- The minor caregiver has lived apart from her parent or legal guardian for a period of at least 1 year before the birth of their child or the application for MFIP
- Child Protection confirms that the physical or emotional health or safety of the minor caregiver or their child will be jeopardized if they reside in the same residence with their parent, other appropriate adult relative or legal guardian
- For minors without a relative option, an adult-supervised supportive living arrangement is not available for the minor caregiver in the county. If one becomes available, the minor caregiver and child must reside in that arrangement.

When a minor caregiver and minor child live with the minor caregiver's parent, another adult relative, a legal guardian or legal custodian, or in an adult-supervised supportive living arrangement, MFIP must be paid, when possible, in the form of a protective payment.

## Work Benefit Program

The Work Benefit Program (WB) is a monthly cash benefit of \$50 for families who are working the required number of hours every month with income below 200% FPG and who are exiting DWP or MFIP. It provides a financial incentive for working families for up to 24 consecutive months.

If the answer is yes to all of the following questions, the household is eligible for WB:

- 1) Did MFIP/DWP end on or after 9/30/09?
- 2) If DWP, did the household file an MTAF (Application to Transition to MFIP) within 30 days of DWP closing?
- 3) Did MFIP/DWP close because the household was over income?
- 4) Is at least one caregiver working the required hours:
  - a. One-caregiver with a child under 6: 87 hours
  - b. One-caregiver with no child under 6 or pregnant woman with no child: 130 hours
  - c. Two-caregiver unit, one must be working 130
- 5) Is the net income under 200% FPG?
- 6) Is the household within the asset limit of \$5000?

### **Recertification:**

Eligibility is reviewed every six months using the Combined Six-Month Report form and Combined Six-month Report Supplement for cash programs. No face-to-face interview is required.

Verification is required for:

- 1) Income (unless it is excluded, follow MFIP rules)
- 2) Assets only if the household is within \$200 of the \$5000 limit
- 3) Hours of employment
- 4) Date of unemployment and last paycheck if applicable
- 5) Presence of a minor child in the home if questionable
- 6) All inconsistent information

**Participants must report these changes between renewals:**

- 1) If income exceeds 200% FPG for the household size
- 2) If the unit moves out of the state

This must be reported by the 10<sup>th</sup> of the month following the month the change occurred.

If a unit member leaves the household and this change decreases the employment hours below the required amount, then WB needs to be closed with proper notice. The unit is not required to report changes in household composition, but the change must be acted on by the agency if the change becomes known to the agency.

### **Other Information:**

Work Benefit benefits will be counted as unearned income for Food Support, but not Medical Assistance. If DWP has ended, the MTAF is required to assess WB. No form is required to put the household on WB when MFIP ends.

## 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 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 Food Stamp Employment and Training (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 who are not eligible for MFIP. 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.

### 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

Coverage may be required for up to 3 months prior to the application month if medical bills were incurred in those months and the applicant met eligibility requirements.

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.

Medical Assistance for Employed people with Disabilities (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 (\$650/mo for household of one and \$,000 asset limit). GAMC has no spend down 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. For a household of one, income must be between \$650 and \$1,517 and assets under \$10,000.

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 month. 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 (QMB)** - pays Medicare premiums, deductibles, co-payments, and co-insurance costs

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

**Qualified Individuals (QI)** – 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 QMB, SLMB, QWD, or QI.
- 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:

*Funding unallotted effective 3/1/10*

- 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 spend down 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 cash, childcare, or medical assistance in Hennepin County, you will automatically be referred for child support services.
- Non-Public Assistance Applicants: If you are not applying for or receiving public assistance, complete an application and pay a \$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 the Family Justice Center, 110 South 4<sup>th</sup> St. in Minneapolis.

### **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.
- Time limits on able bodied adults without children (eligible for only three month of FS in any three year period) have been waived through September 2010.
- Immigration status and student status may 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. (MFIP and Uncle Harry households report and have actual earned income budgeted monthly. Other Food Support households with earned income are on a Six-Month reporting schedule with benefits based on projected 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 any
- Work requirements are waived through September 2010
- Shelter costs other than utilities when used as an income deduction
- Actual utility expenses to allow actual expense as a deduction.
- Medical expenses for some households, in order to allow the expenses as a deduction.
- Date and reason of employment termination, and date last paid when employment ended within 90 days of application
- The amount of a court-ordered child support obligation 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 (This requirement is currently waived.
- For persons age 60+ medical bills can also affect benefit level.

### Location:

Century Plaza Building  
Outreach locations by appointment

### Hours:

Downtown 8:00 am – 4:30 pm.

### Phone Number:

612-596-1300

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

## CHILD CARE ASSISTANCE

### Services:

Child Care Assistance is for low to moderate income families who need help to pay for child care costs for children through age 12 or through age 14 if disabled. It is families who receive assistance from the Minnesota Family Investment Program (MFIP) or the Diversionary Work Program (DWP).

**Transition Year Child Care** is available to families for one year after MFIP or DWP benefits close.

**Basis Sliding Fee Child Care (BSF)** is available to families who are not on public assistance. This program has limited funds. Applicants may be placed on a waiting list.

### Eligibility:

- Must reside in Hennepin county
- Must meet income guidelines
- Parent/Guardian must cooperate with Child support enforcement
- Parents/Guardians must meet work, education, or job search criteria (MFIP/DWP families work with an Employment Counselor to develop an employment plan)
- Parent/Guardian completes and submits the application. Applications are processed within 30-45 days
- If a child care provider is not registered with the County, the process can take 6-8 weeks
- Family pays a co-payment based on income and family size
- Child care providers must pass a background check and be registered with Hennepin County
- Child care providers bill the county for reimbursement of services based on maximum rates allowed

### 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.

**Referral Process:** Parents who receive MFIP or DWP benefits should be referred by their Employment Counselor. Others may call 612-348-5937.

### Locations:

Brookdale Human Services  
6125 Shingle Creek Parkway  
Brooklyn Center, MN 55430  
612-543-0259

Century Plaza Building  
330 South 12<sup>th</sup> St.  
Minneapolis, MN 55404  
612-348-2511

Powderhorn Project  
1201 East Lake St  
Minneapolis, MN 55407  
612-543-2208

South Workforce Center  
777 East Lake St  
Minneapolis, MN 55407  
612-827-3951

North Workforce Center  
1200 Plymouth Ave N  
Minneapolis, MN 55411  
612-522-0983

Creekside Community Center  
9801 Penn Ave S  
Bloomington, MN 55431  
952-881-2750

Wells Fargo Building  
1011 1<sup>st</sup> Street  
Hopkins, MN 55343  
612-348-7520

## ELECTRONIC BENEFIT TRANSACTION SYSTEM (EBT)

Minnesota uses an electronic benefit transactions (EBT) system to issue public assistance cash and food support benefits. The system uses plastic cards, similar to bank cards, which allow the clients to withdraw cash at automated teller machines (ATMs) and purchase food from authorized retailers at point of sale (POS) machines using a personal identification number (PIN).

Clients obtain their EBT card at Century Plaza. They must present proof of identity. There is a \$2 fee for replacing lost or stolen cards. The fee will be deducted from the client's cash or food benefit. Damaged cards can be turned in for replacement without a fee. If the client would rather have the EBT card mailed, they can call Customer Service at 1-888-997-2227. It will take about one week to receive the card by mail.

Clients receive four free cash withdrawal transactions per month. These cash withdrawals may be at a POS machine or an ATM. The client will be charged \$1 for each cash withdrawal over four per month up to a maximum of \$10. A cash-only withdrawal is for an amount up to the balance remaining in the cash account. There is no charge for a cash purchase transaction or if you get cash back when you make a purchase. Some ATMs may charge you a fee to use the machine in addition to the cash withdrawal transaction charge. The ATM will tell you if it charges a fee before you make your cash withdrawal. If you do not want to pay the fee, you can cancel the transaction and go to an ATM that does not charge a fee.

Clients may not withdraw cash from their food account. Client can use the POS machine to purchase food as many times as they want each month until all food benefits are used. Non-food items are taken from your cash benefits account or you can pay cash for them.

Clients can find out EBT balance amounts on their last receipt, by calling 1-888-997-2227, or at [www.ebtEDGE.com](http://www.ebtEDGE.com).

### **Direct deposit for MFIP, GA, MSA or RCA benefits**

Direct deposit provides a convenient, cost-efficient method for clients to receive their public assistance benefits. This is done by Electronic Funds Transfer (EFT) directly to a client's checking or savings account instead of issuing benefits by EBT.

With direct deposit, clients can use and maintain traditional banking relationships. This includes paying bills by personal check, using automated teller machine (ATM) cards for making purchases at stores or cash withdrawals and earning interest on account balances.

*Effective 11/1/09 households with a bank account will be required to use EFT.*

EBT benefits are available on the same day every month, even on weekends or holidays.

**Cash:** DWP/MFIP case numbers ending in 1,3,5,7 or 9 – 2<sup>nd</sup> to the last day of every month

DWP/MFIP case numbers ending in 0,2,4,6 or 8 – the last day of every month

GA, MSA & RCA case numbers ending in 0-9 – the 1<sup>st</sup> day of every month

### **Food Support:**

For case numbers ending in 4-9, the corresponding day of every month

For case numbers ending in 0, 1, 2 or 3 – the 10<sup>th</sup>, 11<sup>th</sup>, 12<sup>th</sup> or 13<sup>th</sup> of every month, respectively.

## **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:**

All adults applying for MFIP are required to meet with an Employment Service Provider and develop an employment plan. In developing an employment plan, the job counselor must take into account special criteria including disabilities and illnesses. After gathering the necessary documentation, the job counselor and MFIP client can develop a 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 work with people to develop a modified plan so that benefits and services are still available. These people may be eligible for the Family Stabilization Program as determined by the county.

### **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. DWP applicants must have a plan signed before any cash benefits can be issued. MFIP participants develop their own plan shortly after benefits are approved.

### **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 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 2008 is available on the Hennepin County web site. From [www.co.hennepin.mn.us](http://www.co.hennepin.mn.us) home page, go to Health, Housing and Social Services, then Health, then Drug and Alcohol Abuse & Addiction. In the County Links section on the right, you will find the link to the directory.

The county offers Community Informational Sessions for Seniors and People with Disabilities to keep families, clients and providers informed about service options, application processes and service definitions. The sessions are free and open to the public. The current schedule of sessions is on the Hennepin County web site. From [www.co.hennepin.mn.us](http://www.co.hennepin.mn.us) home page, go to Health, Housing and Social Services, then People We Serve, then Seniors. In the County Links section on the right, you will find the link to the page describing the sessions.

## VETERAN'S SERVICE

### Services:

Hennepin County Veterans Service provides assistance and support to veterans and their dependents in obtaining veteran benefits through the state and federal programs and acts as an advocate on their behalf or directs them to other authorized agencies or providers as their needs dictate.

### Services include:

- Assisting veterans in obtaining their military discharge (DD Form 214)
- Filing claims for VA disability benefits
  - Federal Benefits
    - Chemical Dependency Treatment
    - Dependency and Indemnity Compensation (DIC)
    - Home Loan Guaranties
    - Non-Service Connected Disability Pension
    - Service Connected Disability Compensation
    - VA Burial Benefits
    - VA Healthcare System
    - GI Education Benefits
    - Vocational Rehabilitation
    - Basic Needs
    - Service connected benefits for behavioral health/mental health issues
- Assisting veterans enrolling in the VA Healthcare system
  - Dental
  - Medical
  - Emergency Hospital
  - Nursing Home and Long Term Care
- Filing for State disability benefits
  - State Benefits
    - State Subsistence, Dental and Optical Benefits
    - State Veterans Homes (long term care; board and care)
    - State Veterans Cemetery

### Eligibility:

Veteran of US military services; criteria for each federal and state veteran benefit programs vary. Discharge other than dishonorable from Armed Forces. In most cases 181 days of active duty in armed forces are required for State benefits, 90 days for most Federal benefits. For Subsistence Assistance, must be temporarily disabled and unable to work for at least 30 days.

**Referral:** Hennepin County residents who believe they may be eligible for any veteran benefits

**Documentation:** Services include assistance in obtaining required documentation.

**Location:** Government Center, Ground Floor, south of 6<sup>th</sup> Street, Minneapolis

**Phone Number:** 612-348-3300

**Hours:** Monday through Friday 8:00 a.m. – 4:30 p.m.

**County website:** [www.hennepin.mn.us](http://www.hennepin.mn.us) **State website:** [www.minnesotaveteran.org](http://www.minnesotaveteran.org)

## 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 for an appointment.**

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**

Tubman Services at

Chrysalis, A Center for Women

4432 Chicago Ave

**612-879-0118**

## HENNEPIN COUNTY EMERGENCY SHELTER

Homeless people must apply for shelter in-person at Century Plaza, 330 S 12<sup>th</sup> Street, Minneapolis, Monday through Friday from 8:00 a.m. to 4:30 p.m.

For after-hours service and resources, people should call 211, First Call for Help.

**Families:** Individuals who are pregnant or with minor children in their care

### **HC Contracted Family Shelters:**

(Provide 24 hr/7 day per week shelter beds with meals)

People Serving People (PSP) – 614 3<sup>rd</sup> St S, Minneapolis 612-332-4500

St. Anne's Place – 2634 Russell Ave N, Minneapolis 612-521-2128

**Eligibility Criteria:** HC families who are without resources to meet their shelter needs

### **Policy:**

- Families must:
  - Apply for benefits to receive ongoing vouchers;
  - Contribute to the cost of shelter stay if they have income;
  - Cooperate with program requirements;
  - Develop a coordinated action plan with a HC caseworker for exiting shelter
- No maximum length of stay for families
- Each family is assisted with securing funds for damage deposits and/or rent when housing is found (e.g. Emergency Assistance, Emergency General Assistance, FHPAP Rapid Exit)
- Pregnant or parenting minors are referred to HC Human Services and Public Health Department's Adolescent Parent Unit to determine if the minor's parent or guardian is willing/able to provide shelter.
- Assistance in the form of a bus ticket (voucher) provided to homeless families who want to relocate but do not have resources to do so. The family must have verified employment and/or a residence at the new location.

**Young Adults:** Non-parenting, non-pregnant individuals 18 through 21 year olds

(Youth age 17 and under are referred to Child Protection)

### **HC Contracted Young Adult Shelters:**

#### Shelter Beds

Salvation Army, Harbor Light- providing 24 hr/7 day per week shelter beds with meals:

1010 Currie Ave Mpls MN 168 beds for single adults (beds not specific to youth)

People Serving People (PSP)- providing 24 hr/7 day per week shelter beds with meals:

614 3<sup>rd</sup> St S, Mpls MN, (space in excess of family utilization)

#### Safe Waiting

Options as outlined for single adults on the next page

**Eligibility Criteria:** The criteria are currently the same as for the single adult population.

### **Policy:**

- Young adults age 18 through 21 who do not meet eligibility criteria specific to single adults will be identified as "Special Needs" based solely on their age and eligible for emergency homeless sheltering through the county.
- Young adults must develop a coordinated action plan with a HC caseworker for exiting shelter.
- Young adults who contact Hennepin County requesting shelter are referred by county staff to street and community based outreach services/nonprofit providers of services to young adults and will receive a pamphlet outlining their legal rights.
- The Homeless Youth Action Group (HYAG) is the vehicle that will review and recommend additional changes to current county policies and practices related to the sheltering of unaccompanied youth and young adults experiencing homelessness.

Single Adults: Individuals 18 and over, without minor children in their care

**HC Contracted Adult Shelters:**

Shelter Beds (provide 24 hr/7 day per week shelter beds with meals)

- Salvation Army, Harbor Light – 1010 Currie Ave, Minneapolis
- People Serving People (PSP) – 614 3<sup>rd</sup> St, Minneapolis (Space in excess of family utilization)

Safe Waiting

- Catholic Charities, Secure Waiting: 1000 Currie Ave, Minneapolis, (men)
- Salvation Army, Sally's: 1010 Currie Ave, Minneapolis, (women)
- Salvation Army, Safe Bay: 1010 Currie Ave, Minneapolis, (men)
- Simpson Housing Services: 1900 11<sup>th</sup> Ave S, Minneapolis, (women)
- Salvation Army, Booth Service: (24-hour) for those ineligible for a 24-hour county shelter bed and can help pay for the stay (client co-pay \$8/night): 1010 Currie Ave, Minneapolis, (Determined by the number of unused beds at Salvation Army)
- Catholic Charities, Pay for Stay: For adult males who have income and can help pay for the stay (client co-pay \$4/night or \$24/week): 1000 Currie Ave, Minneapolis, (men)

**Eligibility Criteria:**

Shelter Beds

- Receive federal benefits based on disability (RSDI, SSI, VA)
- The homeless single adult is eligible for a voucher if he/she qualifies for state cash benefits, has an active HC social service case, or is determined to have a "Special Need."
- "Special Needs" includes those not yet determined eligible for cash assistance who are fleeing domestic abuse, have a mental or physical impairment/ disability or are ill.

Safe Waiting

Homeless adults who are ineligible for or cannot be served by other shelter programs

**Policy:**

- Shelter Beds
  - Provide a shelter voucher to all homeless single adults who receive federal disability benefits, state benefits or meet the "Special Needs" criteria.
- Safe Waiting
  - Provide safe and warm accommodations to homeless single adults ineligible for a 24-hour county shelter bed
- Booth and Pay for Stay
  - Authorize payment for those individuals ineligible for a 24-hour county shelter bed and able to pay a portion of the shelter costs.

**The following policies apply to all the shelter options listed above:**

- No maximum length of stay
- Assistance in the form of a bus ticket (voucher) provided to homeless individuals who want to relocate but do not have resources to do so. The individual must have verified employment and/or a residence at the new location.
- Provide access and referrals to Health Care for the Homeless, Eligibility Support Services and Front Door Homeless Access & Behavioral Health Services.
- Provide resource information for county and community programs.

### **Shelter Terminology:**

**Booth Beds** - Dormitory rooms with bathroom and laundry facilities for those ineligible for a shelter bed and who have the ability or desire to help pay for their stay. Funded by Hennepin County, Salvation Army, and client co-pay.

**Full-service Shelter** – Community-based emergency shelter that provides people experiencing homelessness with safe and dignified overnight accommodations, nutritious food, and a guest/staff ratio that allows for effective personal advocacy on ending homelessness.

**Pay for Stay** – Safe Waiting space operated by Catholic Charities that targets adult males with a steady income who agree to contribute to the cost of their stay. Funded by Hennepin County, Catholic Charities and client co-pay.

**Safe Waiting** - AKA Secure Waiting-Safe and warm overnight accommodation for those ineligible for a county authorized shelter bed.

**Shelter** – for purposes of this report shelter is defined as a facility that provides an emergency shelter bed for 24 hours, open seven days per week, and provides three meals per day.

**Shelter Team** – a group composed of Hennepin County HSPHD Shelter and Housing Service Area staff. Operational hours of the team are Monday through Friday 7AM to 3 AM, Saturdays, Sundays and holidays 5PM to 3AM. The team is the central point of intake for emergency shelter requests and works with each population to exit emergency shelter.

**Special Needs** – A category of clients who are currently eligible for Hennepin County authorized shelter but who are not eligible for public assistance cash. This category includes people fleeing domestic abuse or prostitution; those who have mobility, communication or visual impairment; individuals with emotional, mental health or developmental disabilities; and/or people who are ill or incapacitated. In addition, individuals with active Hennepin County social services cases meet this definition.

**Youth [Homeless]** – The City-County Task Force report of April 2000 defined homeless youth as individuals between 13-21 without permanent or stable housing and without accompanying adults.

**Youth [Unaccompanied]** - see above

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

## HENNEPIN COUNTY CONTRACTED SHELTERS

### Safe Waiting (overnight accommodations for those ineligible for a county authorized shelter bed):

#### **Single Adults without children:**

Salvation Army, Harbor Light== Safe Bay for Men and Sally's Place for women  
(1010 Currie Ave, Mpls) 612-338-0113  
Catholic Charities, Secure Waiting and Pay-for-Stay==for men  
(1000 Currie Ave, Mpls) 612-338-8093  
Simpson Housing Services==for women  
(1900 11th Ave S, Mpls) 612-874-8683

#### **Private Shelters HC= Health care available**

#### **Women and Children**

Families Moving Forward (1808 Emerson Ave N) 612-529-2185  
Mary's Place (425 N 7<sup>th</sup> St {Sharing and Caring hands})  
bring kids and their birth records 612-338-4640 HC  
Marie Sandvik (1112 E Franklin) 1 child under age 5 only 612-870-9617

#### **Minors/Youth**

Offstreets/Youthlink (41 N 12<sup>th</sup> St. ) ages 14-20 (12-3, M-T; Th-F) 612-252-1200 HC  
Bridge for Runaways (2200 Emerson Ave S) ages 12-17 612-377-8800  
LSS Safehouse ages 16-20 (opens 7 pm & wed. 7:30 pm) 651- 644-3446  
Before 7 pm call 651-644-7739  
Crisis Nursery (5400 Glenwood N) ages 0-6 763-591-0100  
Pillsbury Crisis Nursery Network (ages 6 wks - 12) 612-302-3500  
1<sup>st</sup> Response 24 hrs. 612-821-4539

#### **Single Adults**

CC- RSH (510 S 8<sup>th</sup> St) Women and Men 612-594-2025  
Simpson United Church (2740 S 1<sup>st</sup> Ave) Lottery system 7 pm 612-874-8683 HC  
Our Savior's Shelter (2219 Chicago Ave S) Women and Men 612-872-4193 HC  
(accessed via Lottery at Simpson on Mondays)

#### **Single Adult Men**

St. Stephen's (2211 Clinton Ave S) Lottery at Simpson Mon 7 pm 612-874-9292  
Homeless Veteran's Outreach programs 725-2000 x 1771# HC  
Branch II (1000 Currie Ave N) – Men only 612-338-8093  
Drake Hotel (416 s 10<sup>th</sup> St) 612-359-0947  
House of Charity (510 S 8th St) 612-594-2000

## SHELTER GRID

County	Shelter	Population	How to Access/ Notes
Hennepin	Harbor Light Shelter 1010 Currie Ave N; Mpls 612-338-0113	Single Men	\$8/ day or \$50/ week. For those working. Also, offers Safe Bay. Line Up at 7:30pm, go in at 8:30pm – this is free.
Hennepin	Our Saviors 2219 Chicago Ave S; Mpls 612-872-4193	Single Men	Monday night lottery at Simpson (2740 1st Ave S.) Lottery is held from 6 to 6:30 pm. Must be sober.
Hennepin	Our Saviors 2219 Chicago Ave S; Mpls 612-872-4193, ext 13	Single Women	Beds are given away on a first call, first served basis. Call during the day
Hennepin	Sally's Place 1010 Currie Ave N; Mpls 612-338-0113	Single Women	Line up at 4:30pm to reserve space. Must return by 7pm curfew.
Hennepin	Secure Waiting Space 1000 Currie Ave N; Mpls 612-338-8093	Single Men	Has 125 "Pay to stay" \$3/ day and 125 free beds. Opens at 5pm. Be there before the 10pm curfew.
Hennepin	Simpson 2740 1st Ave S; Mpls 612-874-0306	Single Men	Monday night lottery. Lottery is held from 6 to 6:30. Maximum length of stay is 90 days. (This phone is not answered before 3pm)
Hennepin	Simpson Women's Shelter 1900 11th Ave S; Mpls 612-870-1330	Single Women	Call between 5pm and 6pm to reserve a bed. If after this time, please call as beds may be open. This is a chemically free environment. Questions: 612/874-0306 from 3 to 5
Hennepin	St Stephen's Shelter 2211 Clinton Ave S; Mpls 612-874-9292	Single Men	Monday night lottery at Simpson (2740 1st Ave S.) Lottery is held from 6 to 6:30. Must be sober. Maximum length of stay is 90 days. If you need a bed for one night, you can just show up at 2211 Clinton Ave S or call.
Hennepin	Families Moving Forward 1808 Emerson Ave N; Mpls 612-529-2185	Families w/ children. Families. Do not have to be from Hennepin	Free shelter. Call for pre-screening. Intakes are then scheduled. Intakes are scheduled Mon- Fri, not usually same day as pre-screening
Hennepin	Mary's Place 401 7th St N; Mpls 612-338-4640	Families with 2 or more children. Do not have to be from Hennepin	All members must be present and speak with Mary Jo @ 525 N 7th St. Doors open from 10am to 11:30am and 1:30pm to 3:30pm Mon thru Thurs. Must have identification including Soc Sec card for all family members.

MESH Shelter Hotline: (888)234-1329.  
Recorded info about shelter.  
Does not provide info about openings

Chart courtesy of Michelle N.  
Cornerstone-Housing Resource Specialist

## **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 certificate, U.S. Passport, naturalization papers/affidavits, hospital birth record, religious record recorded within 3 months of birth showing place of birth

**Documents that verify both identity and citizenship:**

U.S. Passport

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

Records from school/daycare – for children under 16

Health Care Application form or renewal form signed by the child's 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

**Social Security Number:**

Must provide number, receipt for application for Social Security number; the agency will verify through data match

**Vehicles:**

(Cars, trucks, vans, motorcycles, trailers, boat, motors, snowmobiles, etc.)

Title, registration, purchase agreement, sales receipt, balance statement

**Accounts:**

(Checking, Savings, Credit Union, IRAs, 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

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The 2009 Poverty Guidelines for the 48 Contiguous States and the District of Columbia	
Persons in family	Poverty guideline
1	\$10,830
2	14,570
3	18,310
4	22,050
5	25,790
6	29,530
7	33,270
8	37,010

For families with more than 8 persons, add \$3,740 for each additional person.

**SOURCE:** *Federal Register*, Vol. 74, No. 14, January 23, 2009, pp. 4199–4201

The poverty guidelines are the other version of the federal poverty measure. They are issued each year in the Federal Register by the Department of Health and Human Services (HHS). The guidelines are a simplification of the poverty thresholds for use for administrative purposes – for instance, determining financial eligibility for certain federal programs. The full text of the Federal Register notice with the 2009 poverty guidelines is available at:

<http://aspe.hhs.gov/poverty/08Poverty.shtml>