Handbook of the Streets

Minneapolis

2024-2025
23rd Edition

A Resource Guide for People in Need

Quick Reference:

Food ..... Page 6,11
Shelter 15
Public Assistance 34
Health Care 42
Education 63
Employment 65
Services for Immigrants 73
Legal Services 82

prepared by

agate
housing + services

Hotlines/Emergency Phones

Adult Shelter Connect
Single adults access all Minneapolis shelters through this office.
Phone: 612-248-2350
Hours: M-F 10 am–5 pm; Sat & Sun 1–5:30 pm. Calls will be answered after regular hours.

Agate Housing and Services Street Outreach
Phone: 612-879-7624 or toll-free 1-888-550-7624
Remarks: Works with individuals and veterans sleeping outside or in places unsuitable for human habitation, and assists them to get into permanent housing.

COPE (Community Outreach for Psychiatric Emergencies)
Phone: 612-596-1223
Provides: Call COPE when a severe disturbance of mood or thinking threatens a person's safety or the safety of others.

Crisis Text Line
Call or text: 988 to be connected to a counselor who will help diffuse a crisis and help connect to local resources.
Hours: 24 hours a day, 7 days a week.

Hennepin Shelter Hotline
Phone: 612-204-8200
Hours: Monday–Friday 8 am–10 pm, weekends/holidays 1–9 pm..
Provides: New first step to access shelter if you're a person or family ages 18+.

Hennepin County Front Door
Phone: 612-348-4111, Option 0
Hours: Monday through Friday from 8 am–4 pm.

Minnesota Day One Crisis Hotline
24-Hour Crisis Phone: 1-866-223-1111. Text to 612-399-9995.
Provides: Crisis advocates available to talk with anyone experiencing domestic violence, sexual violence or human trafficking.

Minnesota Food Helpline
Text/call: 1-888-711-1151
Provides: Helps locate food shelves and meals.

National Suicide Prevention Hotline
Phone or Text: 988

United Way 2-1-1
Phone: 211 (651-291-0211 on a cellphone) or 1-800-543-7709
Text: Text your ZIP code to 898-211
Food & shelter Info; referral to specific agencies

Youth Services Network
Website: www.ysnmn.org
Provides: Resources for youth to find shelter and services.

Table of Contents

Acknowledgments **4**

Section 1. The Essentials **5**

A. Clothes Closets 5
B. Food Shelves 6
C. Free Meals 11
D. Shelter 15
E. Showers 19
F. Rapid ReHousing, Transitional & Permanent Supportive Housing 20
G. Affordable Housing 27
H. Furniture 30
I. Case Management 31
J. Pet Resources 32

Section 2. Public Assistance **34**

A. Types of Assistance 34
B. MN Family Investment Program (MFIP) 35
C. Emergency Assistance & Emergency General Assistance 36
D. Energy Assistance 36
E. Supplemental Nutrition Assistance Program (SNAP) 38
F. General Assistance (GA) 39
G. Medical Assistance & Minnesota Care 39
H. Minnesota Supplemental Aid (MSA) 40
I. Social Security 40

Section 3. Health Care **42**

A. Community Clinics 42
B. Health Care for the Homeless 46
C. HIV & STI Testing & Treatment 46
D. Mental Health Services 48

Map of Downtown Minneapolis and surrounding area 50

E. Substance Use Disorder Counseling & Treatment 57
F. Dental Care 60
G. Veterans 62

Section 4. Education & Employment **63**

A. Educational Programs 63
B. Job Training & Placement 65
C. Day and Temporary Labor 70

Section 5. Special Help & Advocacy **71**

A. Youth Programs 71
B. Services for Immigrants 73
C. Help for Veterans 76
D. Victims of Abuse and Crime 78
E. Legal Assistance 82
F. Police Misconduct 84
G. Advocacy 86
H. Programs for Ex-Offenders 89
G. Transportation 89

Index ***90***

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Thanks, too, to the volunteers who made many phone calls to update agency information: Jenna Fadlalla, Karen Levad, Susan Mathison, Katia McDonough, Cheryl Meyers, and Wendy Thompson.

If you find errors or omissions in this book, or have any suggestions, please call 612-870-2283 or e-mail me at mike.menner@agatemn.org so that we may continue to improve the handbooks.

Mike Menner
Agate Housing and Services
August 2024

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Section 1. The Essentials

A. Clothes Closets

Central Lutheran Church Free Store
333 South 12th Street, Minneapolis MN 55404
Phone: 612-870-4416
Hours: Monday 10–11:30 am and 12:30–1:30 pm; Tuesday morning by appointment for first-time guests; Wednesday 10 am–12 pm; Thursday from 10 am–1:30 pm. During winter, if Mpls Public Schools are closed due to weather, they will be closed, too.
Remarks: Clothing, household items, books. Numbers to enter store are handed out at 8:30 am and 12:15 pm on Monday and 8:30 am on Wednesday and Thursday.

Cornerstone Ministry *(Park Ave. United Methodist Church)*
3400 Park Avenue South, Minneapolis MN 55407
Phone: 612-825-2246 ***Email:*** cornerstone@parkavechurch.org
Hours: Tuesday 1–5 pm; Wednesday 1–7 pm; Thursday 2–5 pm.
Remarks: Clothing is reasonably priced. Household items are also sold. Enter from parking lot and go downstairs.

Every Third Saturday (ETS)
5402 43rd Avenue South, Minneapolis MN 55417
Phone: 952-356-5116 ***Website:*** everythirdsaturday.org
Hours: Monday–Friday 9 am–4 pm. Walk-ins welcome.
Provides: Veterans may visit our free supply store once a month to pick up clothing, hygiene items, blankets, and more.
Remarks: Please bring in proof of veteran status (VA ID or DD-214) during first visit. Serves all veterans and immediate families.

Marie Sandvik Center
1112 East Franklin Avenue, Minneapolis MN 55404
Contact: 612-870-9617
Hours: Services followed by meal and clothing held Tuesday 6 pm, Thursday 1 pm, Friday 2 pm, and Sunday at 4 pm.

Sabathani Community Center
310 East 38th Street, Minneapolis MN 55409 *(Southeast entrance)*
Phone: 612-821-2396 (food & clothing)
Hours: Monday and Wednesday 12:30–2:30 pm.

Salvation Army
Parkview: 2024 Lyndale Avenue North, Minneapolis MN 55411
Phone: 612-522-6581
Noble: 10011 Noble Parkway, Brooklyn Park MN 55443
Phone: 763-425-0517 ext. 105
Hours: Monday–Friday 9–11:45 am and 1–3:30 pm.
Remarks: Call for an appointment Once you have talked to a caseworker, you may receive a voucher to a Salvation Army thrift store. You need to provide a photo ID and a piece of current mail at the time of the appointment.

Sharing and Caring Hands
525 North 7th Street, Minneapolis MN 55405
Phone: 612-338-4640
Hours: Monday–Thursday 10–11:15 am and 12:45–1:30 pm; Saturday and Sunday 9–10 am.

Low-cost Thrift Stores

Old School by Steeple People
1901 Nicollet Avenue, Minneapolis MN 55404
Phone: 612-871-8305
Hours: Open Wednesday through Sunday 11 am–5 pm.

St. Vincent de Paul
2939 12th Avenue South, Minneapolis MN 55407
Phone: 612-722-7882
Hours: Monday–Friday 10:30 am–5:30 p, Saturday 10:30 am–4 pm.

Salvation Army Stores
900 North 4th Street, Minneapolis MN 55401
Phone: 612-332-5855
Hours: Monday–Saturday 9 am–9 pm.

3740 Nicollet Avenue South, Minneapolis MN 55409
Phone: 612-822-1200
Hours: Monday–Saturday 9 am–9 pm.

B. Food Shelves

If, after getting food from your area food shelf, you need additional food, call United Way 2-1-1, 211 or 651-291-0211 from cell phones.

Calvary Food Shelf
3901 Chicago Ave, Minneapolis, MN 55407
Phone: 612-827-2504 ***Email:*** FoodShelf@CLChurch.org
Website: CalvaryFoodShelf.org
Hours: Wednesday 11 am–3 pm and Saturday 9 am–1 pm.
Provides: Customer choice shopping BY APPOINTMENT one time per calendar month per household.
Remarks: Serves mostly south Minneapolis. Enter door on 39th St. near alley. Appointments are required in order to give everyone time and attention to shop without waiting in long lines. Call, text or email to register. Hablamos español

The Camden Collective
4150 Dupont Avenue North, Minneapolis MN 55412
Phone: 612-521-3644
Hours: Saturday 1–3 pm; registration begins at 11:30 am.
Remarks: All are welcome, but you will be asked to fill out a TEFAP form and provide name/address. Spanish language support available.

The Camden Promise
4656 Colfax Avenue North, Minneapolis MN 55412
Phone: 612-521-3644
Hours: Monday–Saturday 11:30 am–2:30 pm.
Remarks: Pantry and lunch. No requirements.

CAPI Culturally Specific Food Shelf
5930 Brooklyn Blvd., Brooklyn Center MN 55429
Phone: 612-721-0122
Hours: Tuesday 1–4 pm; Wednesday and Thursday 9 am-12 pm and 1–4 pm. Food shelf is closed 12–1 pm. Closed Mondays and Fridays.
Service Area: Primarily immigrants & refugees through Twin Cities.

Community Bridge Food Shelf
2400 Park Avenue South, Minneapolis MN 55404
Phone: 612-353-5211or 612-746-4108
Hours: Second Friday and fourth Saturday 9–11 am.
Service Area: For those living in the Phillips neighborhood.

Community Emergency Service
1900 11th Avenue South, Minneapolis MN 55404
Phone: 612-870-1125
Hours: By appointment only. Appointments can be made once a month online at https://foodshelfces.timetap.com/#/ or by calling us at 612-870-1125. Appointments are Monday and Tuesday 1–4 pm and Wednesday 1–6 pm. Appointments are open seven days in advance. We will also be open on Friday for Bonus Friday, in which we give out many "bonus" food items between 1–3 pm. We no longer do home delivery or curbside pick up.

Division of Indian Work
1001 East Lake Street, Minneapolis MN 55404
Phone: 612-279-6343
Hours: Monday, Tuesday, Wednesday, and Friday 12–3 pm.
Service Area: For American Indians.

Fare for All Program
Phone: 763-450-3860 ***Website:*** www.fareforall.org
Remarks: The Fare for All program is not a food shelf. It is a monthly food purchase program that allows participants to receive a package of food including produce and/or meat, for $10-$25.

GMCC *(Founded as Greater Minneapolis Council of Churches)*
1100 East Lake Street, Minneapolis MN 55407
Website: www.gmcc.org
Drop-in service hours: Friday 11 am– 2pm
Provides: Seasonal Food Shelf, Friday 11 am–2 pm, May through November.

Groveland Emergency Food Shelf
1900 Nicollet Ave., Minneapolis MN 55403
Phone: 612-871-0277
Hours: Monday–Friday 9:30 am–12 pm.

Harvest of the Heart Food Center *(Cosecha del Corazon)*
3817 Pleasant Avenue South, Minneapolis MN 55408
Phone: 612-822-2101
Hours: Tuesday–Friday 11 am–4 pm; Saturday 10 am–1 pm. Closed Sundays, Mondays and national holidays.
Provides: Access to healthy foods (groceries, produce, milk, frozen meats, and pantry items) while promoting individual choice. Shoppers may come as often as needed. Free of charge.
Remarks: Follow signs through carriage-way to access food center.

Joyce Uptown Food Shelf, Inc.
3041 Fremont Avenue South, Minneapolis MN 55408
Phone: 612-825-4431
Hours: Monday and Tuesday 10 am–5 pm; Wednesday 12–5 pm; Thursday 11 am–7 pm; Saturday 9 am–2 pm.
Remarks: Visitors can receive groceries twice a month, no appointment necessary.

Little Kitchen Food Shelf *(Grace Lutheran Church)*
1500 6th St NE, Minneapolis MN 55413 *(Enter door #3 on 5th St. side)*
Phone: 612-788-2444
Hours: Tuesday and Thursday 6–7:30 pm; Saturday 10 am–12 pm.
Remarks: No ID required and no geographic restrictions. Can use the food shelf once every four weeks. Pet food as available. Serves 20-25 households per session.

Living Hope Ministries
1737 Adams Street NE, Minneapolis MN 55413
Hours: Second and fourth Wednesday of the month 5:30-6:45 pm.
Website: www.loavesandfishesmn.org for other sites and info.

Minneapolis First Seventh Day Adventist Church
2315 Nicollet Avenue South, Minneapolis MN 55404
Hours: Thursdays 5–6:30 pm.
Provides: Free groceries and household supplies. All are welcome, no intake needed.

Minnesota Food Helpline
Text/call: 1-888-711-1151 *(Multilingual assistance is also available)*
Hours: Monday–Friday 10 am–5 pm.
Provides: Statewide food resource information helpline. Screens for SNAP eligibility and can answer questions regarding the application. Also provides assistance in locating other food resources in your area, such as public food programs like WIC (Women, Infants and Children) and SNAPS (Nutrition Assistance Program for Seniors), free meal locations, food shelves and farmer markets.

New Creation Baptist Church
1414 East 48th Street, Minneapolis MN 55417
Phone: 612-825-6933 ***Website:*** newcreationbaptistchurchmn.org
Hours: Food shelf is open Saturdays: 10 am–2 pm. In the months that have a fifth Saturday, the food shelf is closed that Saturday

NorthPoint Health & Wellness Center
2220 Plymouth Avenue North, Minneapolis MN 55411
(entrance on north side of building)
Phone: 612-767-9175 *(Food Shelf)*
Hours: Daily express mart: Monday–Thursday 9–11 am; Food Shelf Monday–Thursday 11 am–4 pm.
Remarks: Persons need to bring some form of identification like Minnesota ID and mail with current address on it.

Nutrition Assistance Program for Seniors
Phone: 651-484-8241 or 1-800-365-0270
Remarks: Serves Minnesota residents who are 60 years and older, at or below 130% of the poverty level. Provides one box of food monthly (approximately 35 lbs. of stable supplemental food) to each senior. Call for information.

Pillsbury United Communities - Brian Coyle Community Center
420 15th Avenue South, Minneapolis MN 55454
Phone: 612-338-5282
Hours: Monday 12–6 pm; Wednesday and Friday 12–4 pm. Fresh produce is also offered on the first and third Thursday of each month 12–2 pm. Sign up that morning for produce pickup.
Service Area: For those persons east of I-35W, south of Hennepin, west of the river and north of I-94 (ZIP 55454).
Remarks: No appointment needed; first-time visitors must bring ID for themselves and family members to register.

Pillsbury United Communities - Oak Park
1701 Oak Park Avenue North, Minneapolis MN 55411
Phone 612-377-7000
Provides: Fresh produce provided 4–6 pm on the first and third Wednesday of each month from June through October.

Pillsbury United Communities - Waite House
2323 11th Avenue South, Minneapolis MN 55404
Phone: 612-721-1681
Hours: Monday 12–4 pm; Tuesday & Thursday 10 am–12 pm, 1–4 p.
Remarks: Also provides free produce on the second and fourth Wednesday of the month from 10–12 pm; Sign up that morning for produce pickup..

Sabathani Community Center
310 East 38th Street, Minneapolis MN 55409 *(Southeast entrance)*
Phone: 612-821-2396
Hours: Monday–Thursday 9:30–11:30 am and 12:30–2:30 pm; also on first and third Friday 10 am–12:30 pm.

Salvation Army Central
2727 Central Avenue NE, Minneapolis MN 55418
Phone: 612-789-1512
Hours: Monday, Wednesday, Thursday, and Friday 8–11:30 am and 1–3:30 pm; Tuesday 1–3:30 pm.
Service Area: For those living in ZIP codes 55418, 55413, 55414, and Hennepin Co. part of 55421 we are a walk-in food shelf, but you may also call for an appointment. It is helpful, especially if you are visiting for the first time, to bring your photo ID and a current piece of mail.

Salvation Army Noble
10011 Noble Parkway, Brooklyn Park MN 55432
Phone: 763-425-0517
Hours: Tuesday and Thursday 9 am–4 pm (by appointment only).
Contactless/curbside food distribution: Tuesday 11 am–12 pm (no appointment needed)
Service Area: Northern and northwestern Hennepin Co.
Remarks: Walk-ins welcome. It is helpful, especially if you are visiting for the first time, to bring your photo ID and a current piece of mail.

Salvation Army Parkview
2024 Lyndale Avenue North, Minneapolis MN 55411
Phone: 612-522-6581
Food Shelf Hours: Monday–Wednesday 9–11 am. Also open every other Wednesday afternoon for food shelf 1–2:30 pm.
Business Hours: Monday–Friday 8 am–noon and 1–4 pm.
Service Area: For persons who live in north Minneapolis. Visitors should call and schedule and appointment. Must provide photo ID and current piece of mail at time of appointment. Food shelf is available once per calendar month.

Salvation Army Temple
1604 East Lake Street, Minneapolis MN 55407
Phone: 612-767-2700
Hours: Monday–Thursday 9 am–12 pm.
Service Area: For persons who live in south Minneapolis or southern Hennepin County. Visitors should call and schedule an appointment. Must provide photo ID and current piece of mail at time of appointment. Food shelf is available once per calendar month and is a first-come first-serve basis. We reserve the right to limit the number of households served if volume of guests is too high.

Senior Food Shelf
1801 Central Avenue NE, Minneapolis MN 55413
Phone: 612-788-9521
Hours: Monday–Friday 9:30 am–12:30 pm, last call at 12:45.
Remarks: Open to all low-income seniors (age 55+) living in Hennepin County. No delivery on fourth Friday of month.

Sharing and Caring Hands
525 North 7th Street, Minneapolis MN 55405
Phone: 612-338-4640
Hours: Groceries given out Monday–Thursday at 10 am and 12 pm.

SourceMN
2609 Stevens Avenue South, Minneapolis MN 55408
Phone: 612-822-5200
Hours: Food distribution held Tuesday 9:30–12 pm (walk up only); Wednesday 3–6:30 pm; fourth Saturday of each month 9:30–11 am. Other programs include community meal/discussion Thursday 6:30–8 pm; English classes Thursday 2:30–3:30 pm; women's drop-in center Wednesday and Friday 11 am–2 pm.

Twin Cities Mobile Market
Phone: 763-450-3860
Web: thefoodgroupmn.org/groceries/twin-cities-mobile-market/
Provides: A grocery store on a bus bringing affordable, healthy foods right to your neighborhood. Anyone can shop for a full selection of fresh fruits, vegetables, meat, dairy, grains, and other high-quality groceries. See website to find over 24 locations.

WIC Program (Women Infants Children)
Phone: 612-348-6100
Website: www.health.state.mn.us/people/wic/index.html
Hours: Appointments Monday–Friday 8 am–4:30 pm.
Provides: Health and nutrition assessment; benefits of quality food like milk, cheese, iron-rich cereal, peanut butter and dry beans; information/referral, breastfeeding support.
Qualifications: To be eligible, you must 1) live in the metro area; 2) be a woman who is pregnant, breastfeeding or have had a baby in the last 6 months-year, be an infant, or be a child less than 5 years old; 3) be income eligible or receiving government assistance of any kind, determined at the WIC intake appointment or by phone.

C. Free Meals

Breakfast

Catholic Charities Mary F. Frey Minneapolis Opportunity Center
740 East 17th Street, Minneapolis MN 55404
Phone: 612-204-8300
Serves breakfast 7–8 am Monday through Saturday.

Sharing and Caring Hands
525 North 7th Street, Minneapolis MN 55405
Phone: 612-338-4640
Breakfast served at 10 am Monday–Thursday; and 10 am Sat/Sun.

Drop-in Centers, Lunch and Snacks

Agate Housing and Services Food Centre
714 Park Avenue South , Minneapolis MN 55415
Lunch is served seven days a week 12–12:45 pm.

All God's Children Metropolitan Community Church
3100 Park Avenue South, Minneapolis MN 55407
Phone: 612-824-2673
Thursday hot meal served 11 am–1 pm with to-go options and a food shelf.

Avivo
1825 Chicago Avenue South, Minneapolis MN 55404
Hours: Free boxed meals are available Monday–Friday 11:30 am–12:30 pm or until they have all been distributed.

Catholic Charities Mary F. Frey Minneapolis Opportunity Center
740 East 17th Street, Minneapolis MN 55404
Phone: 612-204-8300
Serves Lunch 11:20 am–12:30 pm. Basic needs services offered Mon–Sat starting at 8 am; some services may be reduced based on staff capacity.
- Showers (free) 8 am-10:30 am Sign up Service Desk
- Laundry (free) 8 am-1 pm Sign up Service Desk
- Lockers (free for 60 days) Access times 8 am–1 pm. Sign up Front Desk. Limited space
- Mail (free) Inquire at Front Desk. Must check mail in person with ID. No phone calls to check mail.

Drop-in Hours: Monday–Friday 7 am–3 pm; Saturday 7 am–1 pm.

Central Lutheran Church Restoration Center
333 South 12th Street, Minneapolis MN 55404
Phone: 612-870-4416
Hours: Lunch is served on Mondays 11:30 am–12 pm. To-go bag lunches are also available. During winter if Minneapolis Public Schools are closed due to weather, we will be closed, too.

Loaves & Fishes - ICCM Life Center
1812 Park Avenue, Minneapolis MN 55404
Hours: Lunch is served Tuesday through Friday from 1–3 pm.
Website: www.loavesandfishesmn.org for other sites and info.

Marie Sandvik Center
1112 East Franklin Avenue, Minneapolis MN 55404
Phone: 612-870-9617
Hours: Services followed by meal and clothing held Tuesday 6 pm, Thursday 1 pm, Friday 2 pm, and Sunday at 4 pm.

Peace House
1816 Portland Avenue South, Minneapolis MN 55404
Phone: 612-870-7263 ***Website:*** www.peacehousecommunity.org
Hours: Monday–Friday 9:30 am–2:30 pm. Meditation/group discussion is held 10:30–11:30 am.
Provides: Peace House is a gathering place where poor, homeless and economically comfortable people come to form community, work for non-violence, affirmation and responsibility. Emphasis on spirituality through daily reflection time together.

Salvation Army Temple
1604 East Lake Street, Minneapolis MN 55407
Phone: 612-767-2710
Provides: Lunch served Monday–Wednesday from noon–1 pm.

Sharing and Caring Hands
525 North 7th Street, Minneapolis MN 55405
Phone: 612-338-4640
Hours: Serves lunch Monday–Thursday at 1 pm.

Soup for You Cafe
2730 E. 31st St, Minneapolis MN 55406 (*Holy Trinity Lutheran Church)*
Phone: 612-978-7974
Hours: Serves hot lunch Monday–Friday 12–1 pm. Groceries given out on Wednesdays 12–1.

Tasks Unlimited – Northeast Outreach & Opportunity Center
Mill City Church Commons, 3023 Randolph St NE, Mpls, MN 55418
Phone: 612-756-6606
Drop-in Hours: Tuesdays, Thursdays, and Fridays 8 am–3 pm. Snacks available as well as hygiene supplies and other basic needs. Help linking to mental health supports, employment resources, healthcare, and housing stabilization services.

Loaves & Fishes - True Vine New Bethel
2639 Thomas Avenue North, Minneapolis MN 55412
Serves lunch Monday–Friday 12:30–1:30 pm.
Website: www.loavesandfishesmn.org for other sites and info.

Pillsbury United Communities - Waite House
2323 11th Avenue South, Minneapolis MN 55404
Phone: 612-721-1681
Hours: Serves to-go meals Monday–Thursday 11 am–12:30 pm.

Dinner

Loaves and Fishes
Main office: 612-377-9810
Website: www.loavesandfishesmn.org for other sites and info.

Great is Thy Faithfulness
1115 30th Avenue North, Minneapolis MN 55411
Serves 5:30–6:30 pm Monday–Friday

Continued on next page

Loaves and Fishes, *continued*

Holy Rosary Church
2424 18th Avenue South, Minneapolis MN 55404
Serves 5:15–6:15 pm Monday-Thursday

Peace House
1816 Portland Avenue South, Minneapolis MN 55404
Serves 5–6 pm Monday–Friday

Hope Presbyterian Church
7132 Portland Avenue South, Richfield MN 55423
Serves 5–6 pm Monday–Friday.

Mount Olivet Lutheran Church
5025 Knox Avenue South, Minneapolis MN 55410
Serves Thursday 4:00–5:30 pm.

Nokomis Heights Lutheran Church
5300 10th Avenue South, Minneapolis MN 55417
Serves Wednesday 5–6 pm.

Pillsbury United Communities - Oak Park
1701 Oak Park Avenue North, Minneapolis MN 55411
Phone 612-377-7000
Provides: Dinner served Tuesday, Wednesday and Thursday 4–6 pm.

Salem Lutheran Church Community Meal
4150 Dupont Avenue North, Minneapolis MN 55412
Phone: 612-521-3644
Hours: Take-out dinner served every Tuesday at 6 pm.

Other Weekend Meals

First Nations Kitchen *(All Saints Episcopal Indian Mission)*
3044 Longfellow Avenue South , Minneapolis MN 55407
Website: www.firstnationskitchen.org
Remarks: In addition to giving out bags of organic produce, the kitchen provides a hot, take-out dinner on Sundays from 4–5 pm.

The following Sunday meals are served from 5–6 pm unless otherwise noted:

First and Fifth Sundays of the Month, 4:30–6 pm:
Hennepin Avenue Methodist Church
511 Groveland Avenue, Minneapolis MN 55403

Second and Third Sunday of the Month:
Plymouth Congregational Church
1900 Nicollet Avenue South, Minneapolis MN 55403

Fourth Sunday of the Month:
Westminster Presbyterian Church
1200 Marquette Avenue, Minneapolis MN 55403

D. Shelter

Shelter Intake:

Hennepin Shelter Hotline
Phone: 612-204-8200
Hours: Monday–Friday 8 am–10 pm; Saturday and Sunday 1–9 pm.
Provides: New first step to access shelter if you're a person or family ages 18+. Serves Hennepin County residents 18 and older who are seeking emergency shelter by helping them find a safe, temporary place to stay while they work on next steps toward stable housing. Mediation to find safe housing options, short-term non-shelter accommodation, system navigation and connection.

Adult Shelter Connect
160 Glenwood Avenue North, Minneapolis MN 55405 *(Simpson Housing Services administrative building)*
Phone: 612-204-8200 Press Option 2 to rebook a bed; Press Option 1 if you are new to shelter and need to connect with a specialist.
Daytime Phone Hours: Monday–Friday 10 am–4 pm. Saturday and Sunday 1–4 pm.
In-person Hours: Drop-in on Mondays 11 am–2 pm.
After hours: (phone only) Seven days a week 7:30–10 pm.

Women only

Salvation Army Harbor Light Center
Sally's Place; Women's Emergency Housing
1010 Currie Avenue, Minneapolis MN 55403
Phone: 612-767-3100 ext. 3113 or 4060
Intake: Must be referred through Adult Shelter Connect *(above)*.
Provides: A secure shelter for individual women experiencing homelessness; located in a facility that includes services for men on separate floors. Programs include overnight-only and 24/7 options depending on availability. shoer and laundry facilities are available; meal services very per program. Housing-focused case management is offered.

Salvation Army Harbor Light Women's Only Shelter
2400 Stevens Avenue South
Phone: 612-737-3100 ext. 3191 or 3192
Intake: Must be referred through Adult Shelter Connect *(above)*.
Provides: Secure shelter for individual adult women experiencing homelessness; located in a facility that serves only women. Participants have 24/7 access to the shelter and reservations are made for 30 days at a time. Shower and laundry facilities are available and 3 meals are provided per day. Housing-focused case

management is offered.

All Genders

Avivo Village
North Loop, Minneapolis
Hours: 24 hours a day, seven days a week
Intake: Individuals residing in places unfit for human habitation are referred through Street Outreach programs.
Provides: 100 individual rooms utilizing a high-fidelity harm reduction/low-barrier modality
Services: 3 meals/day, showers, personal laundry in a service rich environment utilizing wraparound services from a variety of internal resources and community partners to address complex needs

First Covenant Church Shelter by Agate Housing and Services
810 South 7th Street, Minneapolis MN 55415
Hours: 24 hours/day, 7 days/week
Intake: Must be referred through Adult Shelter Connect *(see p. 14)*.
Provides: 48 beds to accommodate partners sleeping next to one another. All genders welcome.
Services: Access to 3 meals/day, showers, personal laundry once a week. Some job search assistance available. Savings program to support those working towards housing.
Remarks: Guests must arrive or call to check in by 7 pm each night. 10 pm curfew. Late entry available for guests with verified employment.

Simpson Shelter
Interim Location: Zion Lutheran Church, 128 West 33rd Street, Minneapolis MN 55408
Phone: 612-874-0306
Hours: 24 hours/day, 7 days/week
Intake: Must be referred through Adult Shelter Connect *(see p. 14)*.
Provides: 66 beds for men, women, and non-binary individuals. Hot dinner, a simple breakfast and lunch are served to guests; showers, laundry, storage, ability to save money, health clinic, advocacy, and community.
Remarks: 90-day program with assistance connecting with housing resources. Guests do not need to be sober. Accepts companion animals as space allows.

Men and Women

Our Saviour's Shelter
2219 Chicago Avenue South, Minneapolis MN 55404
Phone: 612-872-4193, ext. 0
Hours: Open 24 hours.
Intake: Must be referred through Adult Shelter Connect *(see p. 14)*.
Provides: Has 7 beds for men and 3 for women through Fairview Health; and 8 beds for women and 3 for men not affiliated with Fairview Health available for 30–90 days. Some extensions are

possible. Breakfast, supper, showers, laundry, computer lab, case management, parking lot, and an address to receive mail are available. Building is wheelchair accessible.

Men Only

Agate Housing and Services Shelter at 510 S. 8th Street
510 South 8th Street, Minneapolis MN 55404
Currently closed during renovations and construction of new building.

Catholic Charities Higher Ground Minneapolis
165 Glenwood Avenue North, Minneapolis MN 55405
Phone: 612-204-8552 (answered between 4–5 pm and 7 pm–8 am)
Intake: Must be referred through Adult Shelter Connect *(see p. 14)*.
Provides: Provides overnight shelter for single adult men without children who are not eligible for county shelter. Open 7 days a week from 4 pm–10 am. A light dinner is served. Restrooms and showers are available. Pay-for-Stay beds are available for $7/night or $42/week. Pay-for-Stay is open 24 hours and has lockers and a computer lab for residents. Must have staff referral, then are put on a wait list for Pay-for-stay.

Salvation Army Harbor Light Center
Safe Bay; Men's Emergency Housing
1010 Currie Avenue, Minneapolis MN 55403
Phone: 612-767-3100
Intake: Must be referred through Adult Shelter Connect *(see p. 14)*.
Provides: Secure shelter for individual adult men experiencing homelessness; located in a facility that includes services for women on separate floors. Programs include overnight-only and 24/7 options depending on availability. Shower and laundry facilities are available; meal services vary per program. Housing-focused case management is offered

Families with Children

People Serving People
614 South 3rd Street, Minneapolis MN 55415
Front Desk Phone: 612-332-4500
Remarks: The focus of this shelter is on families with children; and single pregnant females. All referrals are made by Hennepin County.
Services: Three meals, private rooms with bathroom and shower, and free laundry facilities are available. Assistance from Mpls. Public Schools, medical clinic, Economic Assistance, Mpls. Crisis Nursery, and a preschool are also available, as well as services from 40 other agencies.

Mary's Place
401 North 7th Street, Minneapolis MN 55405
Phone: 612-338-4855
Intake: Monday–Thursday at 10 am. Entire family must go to Sharing and Caring Hands (525 N. 7th St.) to apply for shelter at Mary's Place.
Provides: Shelter for families with two or more children. Shelter cannot be arranged over the phone.

People Serving People St. Anne's Place
2634 Russell Avenue North, Minneapolis MN 55411
Phone: 612-521-2128 ***Website:*** peopleservingpeople.org
Remarks: Open 24/7. Up to 16 rooms are available for homeless families (mothers age 18+ and children only; no men). Families are referred through Hennepin County shelter team (612-348-9410).

Safe Shelter

Cornerstone
24-Hour Crisis Phone: 1-866-223-1111 or text to 612-399-9995
Website: cornerstonemn.org
Provides: Emergency housing for individuals or families in crisis and victims of sexual assault and trafficking. Clients also have access to full range of supportive services, including legal, parenting, therapy and transitional housing. May be able to foster pets.

Missions Inc. Programs/Home Free Shelter
24-Hour Crisis Hotline: 763-559-4945
Business Phone: 763-559-9008
Community Program: 763-545-7080
Provides: Emergency shelter for women and their children who are experiencing domestic violence. There is space for up to 30 women and children. Services include safety planning, support, advocacy, information and referral, children's program and childcare. Community Program provides legal advocacy for victims following a domestic assault.

Harriet Tubman Center East
1725 Monastery Way, Maplewood MN 55109
Business Phone: 612-825-3333 ***Website:*** www.tubman.org
Office Hours: Monday–Thursday 8 am–5 pm; Friday 8 am–3 pm.
24-hour Crisis Intake: 612-825-0000
Remarks: There is space for 100 women and men, and their children in a secure environment. Referrals are made to safe shelters in the area when they are without space.

Youth

Avenues for Youth
1708 Oak Park Avenue North, Minneapolis MN 55411
Phone: 612-522-1690
Intake information: Call the Hennepin Shelter Hotline at 612-204-8200. Open 24 hours a day, seven days a week.
Provides: Overnight shelter for youth ages 18-24; case management, referral to services. Call by 4 pm for one emergency bed.

The Bridge for Youth
1111 West 22nd Street, Minneapolis MN 55405
24-Hour Crisis Phone: 612-377-8800; Text for help: 612-400-7233
Website: www.bridgeforyouth.org

Resilience House
Remarks: Temporary shelter for youth ages 10-17 in a welcoming, safe environment, along with support, meals, access to healthcare, and case management. Resilience House is a safe and welcoming place for ALL youth, including youth who identify as BIPOC and LGBTQ+.

Gloria's Place ***Email:*** gloriasplace@bridgeforyouth.org
Remarks: Specifically for pregnant or parenting youth (ages 15-17) and their children (ages 0-3 years). Gloria's Place provides emergency shelter, meals, clothing, case management, and support for up to six families.

Hope Street
4140 Cheatham Avenue, Minneapolis MN 55406
Phone: 612-204-8211
Intake: Call Hennepin Shelter Hotline, 612-204-8200.
Provides: Shelter for young people ages 18–24; case management,, MH services provided for youth in the program.

Pillsbury United Communities Emergency Childcare
Crisis Nursery line: 612-302-3500
Provides: Crisis nursery services in a community-based family support program that provides services to parents and children (ages 6 weeks–12 years) in times of crisis or stress.

E. Showers

Catholic Charities Mary F. Frey Minneapolis Opportunity Center
740 East 17th Street, Minneapolis MN 55404
Showers Mon–Sat 8–10:30 am. Sign up at front desk.

Sharing and Caring Hands
525 North 7th Street, Minneapolis MN 55405
Showers Monday–Thursday, 10–11:30 am.

F. Rapid ReHousing, Transitional Housing and Permanent Supportive Housing

Supportive housing generally falls into three categories: Rapid ReHousing, Transitional Housing, and Permanent Supportive Housing. There are many organizations in the community that provide supportive housing programs dedicated to those experiencing homelessness. All of these programs must be accessed through the Coordinated Entry System *(see pages 20–22)*.

Rapid ReHousing (RRH) programs are short term and have the goal of moving individuals and families from homelessness to housing as quickly as possible. RRH programs provide individuals and families with housing search assistance, rental assistance, and supportive services/case management. Most RRH programs are scattered site which means the program helps both individuals and families find housing with market rate landlords out in the community, and the rental assistance ensures the housing is affordable and works on increasing their income to be able to afford rent on their own. RRH programs vary in their length, but typically last six to nine months; though some might be up to two years.

Transitional Housing Programs (THP) last up to two years. These programs are often site-based (meaning located in a particular building that is managed by the program), but they can be scattered site as well. Transitional Housing programs come with intensive case management services designed to prepare families for living independently. Some THPs have sobriety requirements.

Permanent Supportive Housing (PSH) programs do not have time limits; singles and families can stay for as long as they remain eligible. PSH programs can be scattered site or site-based and come with long-term intensive case management services. Some PSH programs have sobriety requirements.

Coordinated Entry System for Families

The Coordinated Entry System helps families staying in emergency shelter, places not meant for human habitation (outside, in cars, etc.), or fleeing domestic violence to access supportive housing programs in Hennepin County.

How it works: Once a family is vouchered into shelter by the shelter team, they are included in the coordinated entry process automatically. Families staying in domestic violence shelters or other private shelters are encouraged to work with their advocates at the shelter to access coordinated entry through **calling Agate Housing and Services, 612-361-5439.** You may also complete an online survey at this link: https://forms.office.com/r/wY5gTEHYJN. Families staying outside can also call Agate to talk to an outreach worker about getting a CES assessment.

The Coordinated Entry System involves a screening assessment to determine eligibility for homeless-dedicated housing opportunities. If eligible, families are placed in a priority pool and are referred to housing opportunities based on level of need and available openings.

Note: There are significantly more families in need of housing than there are housing openings. Unfortunately, this means that many families will not receive a housing referral. If you have completed the screening process and have not gotten a call regarding a housing opportunity, this means there is not currently an opening available for your family. If you have questions regarding this, contact the shelter team if you are staying at a county-funded shelter, an

advocate at your shelter if you are staying at a domestic violence shelter or another private shelter, or an outreach worker if you are staying outside.

Eligibility:

- Families only – must have at least one minor child in your care or custody, or currently be pregnant.
- Must be staying in an emergency shelter, including domestic violence shelters, places not meant for human habitation, or fleeing/attempting to flee domestic violence.
- Must be residents of Hennepin County.
- Must remain in shelter or other assessment-eligible locations to remain on the priority list.
- Families that are doubled up or couch-hopping are not eligible.

Coordinated Entry System for Single Adults

The Coordinated Entry System (CES) helps single adults in emergency shelter or places not meant for human habitation (e.g., in cars or living outside) access homeless-dedicated supportive housing programs in Hennepin County.

How it works: After entering emergency shelter, if an individual is unable to locate housing on their own after two weeks, shelter staff will work withthat individual to complete a CES assessment. If an individual is in a place not meant for human habitation (camping, outdoors, buses, storage units, etc), street outreach staff may identify someone for screening at any point. This screening helps determine the individual's vulnerability, housing preferences, and eligibility for homeless-dedicated housing opportunities. If eligible, individuals are placed in a housing priority pool and are referred to programs based on level of need and available openings.

Contact the Hennepin County Streets to Housing team by email at streets.to.housing@hennepin.us or see their weekly schedule by clicking the "Our Schedule" bar at: https://www.hennepin.us/residents/human-services/unsheltered-homelessness.

Note:

- There are significantly more individuals in need of housing than there are housing openings. Unfortunately, this means that many individuals will not receive a housing referral, even if eligible. If you have completed the screening process and have not gotten a call regarding a housing opportunity, this means there is not currently an opening available for you.
- If your contact info changes or if you have questions about the process, notify a street outreach or shelter worker and they can update your information or do a status check for you.
- There are other housing programs and resources that are not filled through the Coordinated Entry System. It is recommended that individuals pursue any housing possibilities, not just those accessed through CES.

Eligibility:
- Single adults – age 18 and over.
- Must be staying in an emergency shelter, including domestic violence shelters, or places not meant for human habitation within Hennepin County.
- Individuals who are doubled up or couch hopping are not eligible.

There are many agencies that provide Rapid ReHousing, Transitional Housing and Permanent Supportive Housing services. After you complete the Coordinated Entry Housing Assessment, you will be assigned to one of them when/if you are referred to a program opening. There is no need to inquire with individual agencies.

Alliance Apartments and Alliance Addition (Aeon properties)
719 East 16th Street, Minneapolis MN 55404
Phone: 612-630-3600 ***For vacancies and leasing:*** 612-333-9284
Provides: Efficiency units for GRH, Section 8 and Flat Rate residents. GRH is for long term homelessness. Section 8 applicants need to be approved by MPHA and Aeon. Flat Rate units are $612 per month, and resident must make two times the rent to qualify.
Remarks: Alliance/ Alliance Addition are no longer sober housing. All applicants must sign up with Coordinated Entry. Referrals are sent to RS Eden's intake team.

Anishinabe Wakiagun
1600 East 19th Street, Minneapolis MN 55404
Contact: 612-871-2883
Intake Hours: Monday–Friday 8 am–3 pm.
Remarks: Supportive housing for chronic alcoholic men and women. Case managmenet services and referrals are available. Aninsinabe Bii Gii Wiin next door offers 32 beds of sober living. Anishinabe III, our recent addition, offers 40 beds for men and women who struggle with substance use.

Archdale Apartments
1600 1st Avenue South, Minneapolis MN 55403
Phone: 612-253-1461
Intake hours: Monday–Saturday 9 am–5 pm. 24-hour on-site support services provided.
Remarks: Has 26 units of permanent rental housing for youth ages 16–21 and 4 on-site parental units. There also are 7 scattered-site apartments for single teen parents. Alcohol and drug use is probiited on site. Applicants must currently be homeless.

Avenues for Youth Young Families Program
1708 Oak Park Avenue North, Minneapolis MN 55411
Phone: 612-522-1690
Intake information: Hennepin County Coordinated Entry
Provides: Scattered site housing in apartments for young parents ages 18–24 and their children. Families receive rent subsidies for up to two years, based on their needs; one-on-one support from the Family Advocate and Engagement Specialist to identify and achieve goals in housing, education, and/or employment. Families receive health and wellness care, including mental health therapy, career and education readiness, parenting classes, and financial education.

Ascension Place
1803 Bryant Avenue North, Minneapolis MN 55411
Phone: 612-588-0861
Provides: Sober supportive housing for women with mental illness, chemical dependency, domestic violence or homelessness. No children. Room and board is paid by GRH through GA or SSI. Private bedrooms with shared bathrooms; all meals provided. Must have 60 days of sobriety and mental health stability, and commit to living at least 2 months at Ascension Place. No limit on how long a resident can stay.

Avivo
Remarks: Avivo provides a number of housing programs to help end homelessness in the community and address the complex needs of people impacted by trauma and systemic failures. These programs accept people through the Coordinated Entry system. There are no direct referrals to Avivo housing programs.

Catholic Charities Higher Ground Residence
165 Glenwood Avenue North, Minneapolis MN 55405
Phone: 612-204-8551
Provides: Permanent supportive housing with services for people who have been long-term homeless. 74 SRO units are available for single men, and 11 efficiency apartments for single men or women.
Rent: Some SRO units are funded through Housing Support, and some SROs and efficiencies through Shelter Care Plus, which would be 30% of income. For both you must be receiving or eligible for some form of public assistance.
Intake: Call for information, or ask staff at Higher Ground shelter.

Catholic Charities Scattered-Site Housing Support & Subsidy
Provides: Program partners with private market landlords to house individuals within Hennepin County. Tenants pay a portion of their income as outlined by Hennepin County towards rent.
Remarks: Must be referred by Hennepin Co. Coordinated Entry.

Endeavors Residence
1414 11th Avenue South, Minneapolis MN 55404
Contact: 612-204-8330
Remarks: 173 units of permanent supportive housing. Case management is available. Includes 117 single room occupancy units and 56 efficiency units. All referrals are made through Co-ordinated Entry

Endeavors Recuperative Care
1414 11th Avenue South, Minneapolis MN 55404
Phone: 612-543-2150
Remarks: 30-bed shelter program for those needing additional support while recovering from a variety of medical conditions. Referrals and admissions are determined by Hennepin County Healthcare for the Homeless.

Evergreen Residence
177 Glenwood Avenue North, Minneapolis MN 55405
Phone: 612-204-8421
Rent: Rent is $460/month plus $460 damage deposit.
Provides: Single rooms with shared baths and kitchen space.
Intake: Walk-in to fill out application. Has a 24-hour front desk; interview required. Call or stop in to be put on an "interested list."

Glenwood Residence
173 Glenwood Avenue North, Minneapolis MN 55405
Contact: 612-204-8421
Remarks: Support services and housing for late-stage, chronic alcoholics (private room with shared baths; meals included). This is not sober housing. Men only.

Missions Inc. Programs/Mission Lodge and Smith Lodge
3409 East Medicine Lake Blvd., Plymouth MN 55441
Phone: 763-559-4249
Provides: Transitional housing for individuals in recovery from substance use disorder. Services include: goal planning, assistance with transportation, referrals for medical, mental & behavioral health care, activities, AA/NA groups, work program, advocacy and information.

Nicollet Square
3710 Nicollet Avenue South, Minneapolis MN 55409
Phone: 612-823-0122
Provides: Permanent supportive housing for 42 youth ages 16–22.
Remarks: Referrals provided through Coordinated Entry and extended foster care.

Opportunity Housing

Continental Apartments
66 South 12th Street, Minneapolis MN 55403
Phone: 612-339-4557

The Lamoreaux
706 1st Avenue North, Minneapolis MN 55403
Phone: 612-376-7661

The Coyle
1801 LaSalle Avenue, Minneapolis MN 55403
Phone: 612-376-7661

Provides: Group residential housing (GRH) program with efficiency apartments and some Section 8 and market-rate units for long-term homeless individuals. Regular case management and supportive services.
Remarks: Must be referred by a social service provider, be age 18 or older, eligible for GA or SSI, and have been long-term homeless. Staff will review applications for eligibility.

Our Saviour's Housing
2219 Chicago Avenue South, Minneapolis MN 55404
Phone: 612-872-4193 ext. 3
Provides: Permanent supportive housing for individuals who have a disability and have been long-term homeless.
Intake: Candidates for this program must be referred from Hennepin County Coordinated Entry *(See page 20)*.

People Serving People
614 South 3rd Street, Minneapolis MN 55415
Phone: 612-332-4500
Provides: Permanent supportive housing program for families approved by Coordinated Entry.

Portland Village
1829 Portland Avenue South, Minneapolis MN 55404
Phone: 612-872-9045
Provides: A recovery-focused living environment for homeless families with a disability. Rent is 30% of income. Supportive services, including day care, are available. Permanent supportive housing.
Remarks: Random UAs through tenancy. A sobriety addendum is part of the lease.

Project for Pride in Living (PPL) Single Adult Supportive Housing
1035 East Franklin Avenue, Minneapolis MN 55404
Main Phone: 612-455-5100
Intake: All referrals are made through Coordinated Entry.
Remarks: Scattered site supportive housing for adults who are long-term homeless, meet Housing Supports or HUD eligibility, and have a disability.

Pursuit Hometel
1918 Park Avenue South, Minneapolis MN 55404
Phone: 612-874-0332 ***Website:*** www.pursuithometel.com
Provides: Board and Lodge open to men only. Referrals accepted through DOC, treatment programs and community organizations.
Remarks: Must be referred by parole or probation officer, mental/chemical health professional, or Coordinated Entry.

Salvation Army Harbor Light Center
1010 Currie Avenue, Minneapolis MN 55403
Phone: 612-767-0454
Remarks: Transitional housing for Veterans experiencing homelessness. Housing is offered at Harbor Light Center as well as at offsite locations.

Salvation Army HOPE Harbor
53 Glenwood Avenue, Minneapolis MN 55405
Phone: 612-659-0705
Rent: Varies. Some units are 30% of income; market rate units are $390/month
Provides: Permanent supportive housing for single adults. Efficiency unit includes own bathroom, kitchen and bed, dresser and desk.
Remarks: Call first to find out if accepting applications. Applications may also be picked up at front desk.

Simpson Housing Services
160 Glenwood Avenue, Minneapolis MN 55405
Phone: 612-874-8683
Intake: Referrals only through Coordinated Entry System.
Provides: Short-term and long-term housing and support services for indivduals and families with children.
Remarks: Housing is scattered-site and site-based within Hennepin County.

Tasks Unlimited – Transition Lodge
Admissions Info Phone: 612-767-2060
Provides: Transitional housing with mental health and vocational supports for people with serious mental illness. Cooperative housing residential home with individual bedrooms and shared common spaces. Based on the Fairweather Lodge Model, the program emphasizes mutual peer support and employment as keys to mental health and stability. Length of stay is flexible. Lodge fee includes affordable rent, food, and other household expenses. Staff are on-site during week-day programming and are available on-call after hours and on weekends. Residents must be diagnosed with a serious mental illness.

Turning Point, Inc.
1500 Golden Valley Road, Minneapolis MN 55411
Phone: 612-520-4004 ***Website:*** ourturningpoint.org
Hours: Monday–Friday 8:30 am–4:30 pm.
Remarks: Supportive housing program in a culturally-specific, community-based sober, supportive housing program serving homeless men and women over age 18. Program goal is to provide affordable housing and deliver comprehensive support services.

G. Affordable Housing

Alliance Housing Inc.
2309 Nicollet Avenue, Minneapolis MN 55404
Phone: 612-870-2267 ***Email:*** info@alliancehousinginc.org
Remarks: Scattered independent living sites provide shared units for homeless single adults and apartments for homeless families. There are no subsidies or services. Income must be verifiable.

The Bridge for Youth
1111 West 22nd Street, Minneapolis MN 55405
24-Hour Crisis Phone: 612-377-8800; Text for help: 612-400-7233

Rita's House ***Email:*** ritashouse@bridgeforyouth.org
Remarks: Rita's House is an intentional living community with 12 units for youth 18–21 years old who are homeless or at risk of homelessness. Youth living in the house will work together to support one another, develop shared goals and rules for community, build the skills necessary to live independently, and create rental history.

Marlene's House ***Email:*** marleneshouse@bridgeforyouth.org
Remarks: Site-based transitional housing specifically for pregnant and parenting youth (ages 16-20) and their children (ages 0-3). Marlene's Place provides housing, case management, access to healthcare and parenting education for up to five families.

Evergreen Residence
177 Glenwood Avenue North, Minneapolis MN 55405
Phone: 612-310-7013 or 612-204-8406
Rent: $400/month plus $390 damage deposit
Provides: Single rooms with shared baths and kitchen space.
Intake: Walk-in to fill out application. Has a 24-hour front desk; interview required.
Remarks: Must have verifiable income less than $1,100; call or stop in to be put on an "interested list."

HOPE Community
1928 Portland Avenue, Minneapolis MN 55404
Phone: 612-874-8867
Housing Info: Contact Aeon properties at 612-341-3148 or online at www.aeon.org/home.
Hours: Monday through Friday 8:30 am–5 pm
Remarks: Permanent affordable rental housing for individuals and families.
Rent: A range of rents and units are available in several different buildings.

Minneapolis Public Housing Authority
1001 Washington Avenue North, Minneapolis MN 55401
Phone: 612-342-1400
Hours: Monday–Friday from 8 am–4 pm.
Provides: Housing assistance in the form of Section 8 rent subsidy vouchers and residence in public housing to individuals, families, and senior citizens who meet eligibility requirements.
Remarks: More info at www.mphaonline.org.

Tasks Unlimited – Lodge Program
Admissions Info Phone: 612-767-2060
Remarks: The Lodge Program offers affordable housing in cooperative housing residential homes in the community. Residents support each other in recovery and have autonomy in household management. Pathways to enter the lodge include Intensive Residential Treatment Services (IRTS) or Tasks Transition Lodge before entering the Lodge Program. Residents must be diagnosed with a serious mental illness.

Other Housing Assistance

Agate Housing and Services
2309 Nicollet Avenue, Minneapolis MN 55404
Provides: The Prevention program provides some financial help to prevent families and singles from experiencing homelessness.
Intake: Apply at www.mnbenefits.org.

American Indian Community Development Corp.
1113 East Franklin Avenue Suite 202, Minneapolis MN 55404
Phone: 612-813-1610 ***Website:*** www.aicdc-mn.org.
Hours: Monday–Friday, 8 am–4:30 pm.
Provides: Provides culturally-specific programs addressing housing and homelessness in American Indian communities in the metro. Offers services for emergency shelter and case management.
Remarks: No financial assistance is provided. While focused on the Native American community, this service is available to all.

Hennepin Shelter Hotline
Phone: 612-204-8200
Hours: Monday–Friday 8 am–10 pm, weekends/holidays 1–9 pm.
Provides: Serves Hennepin County residents 18 and older who are seeking emergency shelter by helping them find a safe, temporary place to stay while they work on next steps toward stable housing. Mediation to find safe housing options, short-term non-shelter accommodation, system navigation and connection.

HOME Line
Phone: 612-728-5767; 1-866-866-3546 ***Website:*** homelinemn.org
Provides: Provides free legal, organizing, education and advocacy services so that tenants can solve their own rental housing problems. The HOME Line hotline advocates provide free advice regarding Minnesota tenant/landlord law. Tenants may email and find an attorney by going to the website www.homelinemn.org.
Remarks: Staff available who speak Spanish, Hmong, and Somali.

Legal Aid
111 North 5th Street, Suite 100, Minneapolis MN 55403
Intake Phone: 612-334-5970
Intake hours: Monday–Thursday 9:30 am–12:30 pm and 1:30–3:30 pm; Friday 9:30–11:45 am.
Provides: Legal assistance for individuals with housing-related problems (eviction, sub-standard housing, need for repairs, rent increases, landlord abuses, loss of public housing matters, housing discrimination, etc.)
Remarks: Services are free if eligible.

Minnesota Attorney General's Office
Phone: 651-296-3353
Hours: Monday–Thursday 8 am–4:30 pm.
Provides: Information about housing law and tenant rights to anyone in Minnesota; information and directions to other agencies

Open Access Connections
Phone: 651-643-0883 ***Website:*** www.openaccessconnections.org
Provides: Through community outreach sites and agencies, provide free individual voice mail phone number for low income people as they look for jobs, housing, and maintain contact with health care and social services and be a safe phone number for victims of domestic abuse. Call for a referral to a participating agency or visit http://tinyurl.com/OACOutreach for updated outreach locations.
Remarks: Also provides Lifeline supported cell phones through a partnership with EnTouch Wireless. Eligible participants receive monthly service of 300 minutes of talk, 300 text messages, and 4.5 gigabytes of data each month. Applicants will either have to bring an unlocked T-Mobile, or pay a one time $30 device fee. Visit an outreach sites to complete Lifeline phone application and bring a state issued photo ID + proof of income status, (EBT/Medicaid).

H. Furniture

Bridging - Bloomington Warehouse
201 West 87th Street, Bloomington MN 55420
Phone: 952-888-1105 ***Website:*** www.bridging.org
Hours: Monday–Thursday 9 am–6 pm; Friday-Saturday 9 am–3 pm.
Service Area: Primarily the 7-county Twin Cities Metro.
Provides: Basic home essential package of quality furniture and household goods to those transitioning out of homelessness and poverty. *In order to receive services from Bridging*, you must be referred by a registered partner agency. Clients are referred to Bridging through a network of more than 100 local social service agency partners, ranging from; county assistance programs, faith-based organizations, shelters, emergency assistance, mental health services, veteran and disability programs and immigrant/refugee services.
Remarks: Referring agencies and caseworkers determine the household needs and schedule the shopping appointment at a Bridging warehouse in Bloomington or Roseville. For general questions about our client services, call to speak with a representative or visit our website.

Salvation Army
For furniture and household good vouchers, clients must have a new lease and moved into their place within the last 90 days. Client must provide lease, photo ID and medical card, social security card or birth certificate for the other household members.

Remarks: Staff can make Bridging referrals, but fees do apply. They can also provide Salvation Army thrift store vouchers, but fees do apply. Call the office in your area to schedule an appointment.

Temple: 1604 East Lake Street, Minneapolis MN 55407
Hours: By appointment only. Call 612-727-2700 to schedule.

Parkview: 2024 Lyndale Avenue North, Minneapolis MN 55411
Phone: 612-522-6581ext. 6419
Hours: Monday–Friday 8 am–noon and 1–4 pm.

Central: 2727 Central Avenue NE, Minneapolis MN 55418
Phone: Call to make an appointment, 612-789-1512
Hours: Monday–Friday 8 am–noon and 1–4 pm.

Noble: 10011 Noble Parkway, Minneapolis MN 55443
Phone: Call to make an appointment, 763-425-0517
Hours: Monday–Friday 8 am–noon and 1–4 pm.

I. Case Management

CAPI Financial Coaching & Homeownership Program
5930 Brooklyn Blvd., Brooklyn Center MN 55429
3702 East Lake Street #200, Minneapolis MN 55406
Phone: 612-721-0122
Hours: Monday–Friday, 8:30 am–4:30 pm.
Provides: Financial education and coaching to help clients create a budget, review their credit report, work on financial goal planning, purchase a home, and learn how to begin building wealth.
Remarks: Call to make an appointment. All services are free.

Comunidades Latinas Unidas en Servicio (CLUES)
Phone: 651-379-4200 option 4 or Intake at 612-439-9671
Hours: Monday–Friday 8:30 am–5 pm.
Provides: Home-centered advocacy services to link families with culturally-specific support and case management.

Metropolitan Center for Independent Living
530 Robert Street North, St. Paul MN 55101
Phone: 651-646-8342
Hours: Monday-Friday 8 am-4:30 pm.
Provides: Works with people with disabilities to help them gain a more independent life through life skills classes and one-on-one meetings to discuss goals and develop plans to accomplish the goals.

NorthPoint Health & Wellness Center
2220 Plymouth Avenue North, Ste. 1600, Minneapolis MN 55411
Phone: 612-767-9500
Hours: Monday, Tuesday, Wednesday and Friday 8:30 am–5 pm; Thursday 8:30 am–7 pm.
Remarks: Offers a wide range of services including: client advocacy, financial counseling, housing and rental assistance, and a food shelf.

People's Center Clinics & Services Cedar-Riverside Clinic
425 20th Avenue South, Minneapolis MN 55454
Phone: 612-332-4973
Hours: Monday–Friday 8 am–5 pm.
Provides: Case management and community referrals to mental health partners

Salvation Army - *Locations listed on next page*
Provides: Case management services to help individuals and families move toward self–sufficiency.

Salvation Army Central
2727 Central Avenue NE, Minneapolis MN 55418
Phone: 612-789-1512
Hours: Monday–Friday 8 am–noon and 1–4pm.
Service Area: ZIP codes served: 55418, 55413, 55414, and Hennepin Co. part of 55421. Call for an appointment. Clients must have a photo ID and a piece of mail at the appointment.
Remarks: Other services include rental assistance, transportation assistance, hygiene items, referrals for clothing, clothing vouchers and some furniture assistance.

Salvation Army Noble
10011 Noble Parkway, Minneapolis MN 55443
Phone: 763-425-0517
Hours: Monday–Thursday 8:30 am–noon and 1–4 pm.
Service Area: Northern and northwest suburbs of Hennepin Co.
Remarks: Other services include rental assistance, utility assistance, transportation assistance, hygiene items, clothing vouchers, food vouchers and walk-in food distribution on Thursdays and Fridays. Call ahead to determine eligibility and schedule appointment.

Salvation Army Parkview
2024 Lyndale Avenue North, Minneapolis MN 55411
Phone: 612-522-6581
Hours: Monday–Friday 9–11:30 am and 1–3:30pam.
Service Area: North Minneapolis. Call for an appointment. Clients must have a photo ID and a piece of mail.

Salvation Army Temple
1604 East Lake Street, Minneapolis MN 55407
Phone: 612-767-2700
Hours: Monday– Thursday 1–3 pm; Friday 9 am–12 pm. Call for an appointment.
Service Area: South Mpls. / southern Hennepin Co. Clients must have a photo ID and a piece of mail at the time of the appointment.
Other services:Hygiene items, referrals for clothing, clothing vouchers, some furniture assistance and utility assistance.

J. Pet Resources

Access Veterinary Care
6225 42nd Ave. N., Robbinsdale MN 55422
Phone: 763-390-4050 ***Website:*** myaccessvetcare.com
Hours: Urgent Care Wednesday–Saturday 8:30 am–6:30 pm.

Animal Humane Society Pet Helpline
Phone: 952-435-7738
Hours: Monday–Friday 9 am–7 pm; Saturday 10 am–6 pm
Provides: Advice and resources to address animal issues you may be experiencing. Help managing your pet's behavior, referrals to vet care, pet-friendly housing, low-cost spay/neuters, or other local programs.

The Bond Between Food Shelf *(formerly People and Pets Together)*
2501 Minnehaha Avenue, Minneapolis MN 55404
Phone: 612-722-9998 ***Website:*** www.thebondbetween.org
Pet Food Shelf Hours: Tuesday and Thursday 5:30–8:30 pm; Saturday 9:30 am–2:30 pm.
Provides: Helps families facing economic hardship with a pet food shelf in Minneapolis, providing pet food to food shelves in the metro, a veterinary assistance grant program, and through other programs designed to keep pets healthy and in loving homes.

Human Animal Support Services
Website: pets.findhelp.com
Provides: Search for free or low cost pet support services like veterinary care, pet food pantries, temporary pet care and more

Minneapolis Animal Care & Control
212 17th Avenue North, Minneapolis MN 55411
Phone: 612-673-6222 ***Website:*** minneapolismn.gov. Once in website, go to search bar on left side of page and type in "pets."
Hours: Walk-in adoptions are Monday, Tuesday, Wednesday and Friday 1–5 pm; Thursday 1–6 pm.
Provides: Helps find lost pets, register pet licenses, and vaccinate/microcip pets. Other pet care resources are available.

North Minneapolis Pet Resource Center
1401 44th Ave. N., Minneapolis MN 55412
Phone: 763-273-0710 ***Email:*** NMPRC@mypitbullisfamily.org
Hours: Tuesday and Thursday 5–8 pm and Saturday 11am–2 pm.
Provides: Pet food, pet supplies, pet-related resources and referrals.

RedRover.org
Provides: Mission is to bring animals out of crisis and strengthen the bond between people and animals through emergency sheltering, disaster-relief services, financial assistance, and education. We accomplish this by engaging volunteers and supporters, collaborating with others, and maximizing the use of online technology.

VeTouch
2501 Minnehaha Avenue Minneapolis MN 55404 (Chuck and Don's Pet Wellness Center)
Phone: 612-440-6147 (checked weekly on Saturdays)
Hours: First Sunday of month, 9 am–1 pm. Email vetouch@umn.edu for scheduling.
Provides: Care to the pets of low or no-income residents. To qualify for service, clients need to be receiving some form of public assistance. See website (www.vetouch.umn.edu). Currently sees about 50 pets per clinic; clients are seen first-come, first-served.
Services: Wellness exams, distemper and rabies vaccines, diagnosis and treatment of parasitic diseases, education on zoonotic diseases, behavior education, nutritional support, and referral for more involved veterinary care. Vetouch does not provide spays or neuters.

Section 2. Public Assistance

Everyone has the right to apply for public assistance. Public assistance is available to persons who do not have the financial resources to pay for necessities such as food, housing, and medical care. There are different kinds of assistance, and each program has its own requirements and limits on income/assets.

A. Types of Assistance

Minnesota Family Investment Program (MFIP)

Emergency Assistance and Emergency General Assistance (EA/EGA)

Energy Assistance

Supplemental Nutrition Assistance Program (SNAP)

General Assistance (GA)

Medical Assistance (MA) and Minnesota Care

Minnesota Supplemental Aid (MSA)

Supplemental Security Income (SSI)

What you need: An original picture ID, or a birth certificate, and your Social Security number. For General Assistance you must have a Social Security Card *and* one of the following: driver's license, state ID, passport or visa, alien registration card or certificate of naturalization, military photo ID or DD214, school ID, correctional facility photo ID (not from city jail or a mug shot), release/parole agreement (with confirming contact with facility or parole officer), operator's occupational license with photo, employee ID with photo, date of birth and signature, certified or original birth certificate, birth record certification card, notarized copy of a birth record from a Minnesota Indian reservation, or a Tribal Decree card.

Note: When applying always ask about other forms of assistance for which you are eligible. County workers will work with you to find all the programs that you qualify for.

Your Rights:

- to apply or reapply at any time.
- to know the eligibility requirements
- to know how your grant was determined
- to choose where and with whom you live (with certain limitations)
- to appeal any decision or failure to act
- to file a complaint if discriminated against.

Your Responsibilities:

- to provide truthful information
- to inform the proper agency of changes such as address, income, persons living with you, and other factors which can affect your assistance, within 10 days of the change.

Economic Supports EZINFO Line: 612-596-1300
EZINFO Line is available with automated information at any time. To speak to a worker, the lines are open from 9 am–3 pm Monday through Friday. Please have your case number ready when you call. For information about EBT call 1-888-997-2227

Appeals:
You have the right to appeal any decision made which affects benefits which you feel you are entitled to. You must appeal a decision within 30 days. If you receive a termination notice, however, you need to appeal within 10 days.

If you want your grant to continue, you will need to request that in writing within 10 days or it will NOT continue. Any benefits received during an appeal will be considered an overpayment if you lose the appeal. You may want the advice of a lawyer. See page 82.

How to Apply for Public Assistance Programs:

- Apply online at MNbenefits.mn.gov for food, cash, emergency and child care assistance, and housing support.
- Apply online at MNsure.org for health care coverage options in Minnesota.
- Call 612-596-1300, M-F, 9 am-3 pm
- Visit hennepin.us/economic-supports for more ways to connect with us.

B. MN Family Investment Program (MFIP)

The Minnesota Investment Program (MFIP) helps families with children, pregnant women, and two-parent families meet their basic needs, while helping parents move to financial stability through work. Most families have a lifetime limit of 60 months on MFIP. Applicants must meet eligibility requirements.

How to Apply:
Go to www.MNBenefits.mn.gov. For more ways to apply, visit www.hennepin.us/economic-supports or call 612-596-1300.

C. Emergency Assistance and Emergency General Assistance (EA/EGA)

When families are in a financial crisis that poses a direct threat to the physical health or safety of a child younger than 18, the Emergency Assistance program can help by providing short-term aid. An interview is required.

Services include:
- Housing costs such as rent payments, damage deposits, home repairs, utility bills.
- Foreclosure prevention, moving expenses, transportation for homeless families.
- Additional food support for people who have specific dietary needs (special diets).

How to Apply:
Go to www.MNBenefits.mn.gov. For more ways to apply, visit www.hennepin.us/economic-supports or call 612-596-1900.

> ***Emergency Assistance is limited to one use during a 12-month period.***

Expedited Appeal
If your application for Emergency Assistance is denied, you may appeal the decision. If you request an expedited appeal, a hearing can be granted within a few days See *Appeals*, *page 35*. (You may want to consult with your Advocate; see "*Legal Assistance,*" *page* 82).

Emergency General Assistance (EGA)

When adults without minor children in their care are in a financial crises that poses a direct threat to their physical health or safety, the Emergency General Assistance program may be able to help by providing short-time aid.

Services include:
- Housing costs such as rent payments, damage deposits, and/or utility bills.
- Foreclosure prevention
- Home repair
- Moving expenses

How to Apply:
Go to www.MNBenefits.mn.gov. For more ways to apply, visit www.hennepin.us/economic-supports or call 612-596-1300.

D. Energy Assistance

Energy Assistance provides financial assistance with payment of heat and utility bills to renters and home owners for the period beginning October 1 through May 31, or as long as the program funding lasts. Need documentation of public assistance benefits received in the past year to apply.

How to Apply:
Apply online at https://caphennepin.org/energy-assistance/.

Where to Apply in Person:
Community Action Partnership of Hennepin County
7101 Northland Circle, Suite 123, Brooklyn Park MN 55428
Phone: 952-930-3541
Hours: Monday–Thursday 8 am–4 pm; Friday 8 am–12 pm,

Salvation Army Central
2727 Central Avenue NE, Minneapolis MN 55418
Phone: 612-789-1512
Hours: Monday–Friday 8 am–noon and 1–4pm.
Provides: Assistance with gas and electric bills (once per calendar year). Must have utilized Hennepin County EA within past 12 months or been denied within past 30 days, utilized Community Action, and have a disconnection notice, is currently shut off, or in threat of being disconnected in order to apply.

Salvation Army Temple
1604 East Lake Street, Minneapolis MN 55407
South Minneapolis, southern Hennepin Co. & McLeod Co.
Phone: 612-767-2700
Provides: Assistance with gas and electric bills (once per calendar year). Must have utilized Hennepin County Emergency Assistance within past 12 months or have been denied within past 20 days, utilized Community Action, and have a disconnection notice in order to apply.

Salvation Army Parkview
2024 Lyndale Avenue North, Minneapolis MN 55411
North and Northeast Minneapolis
Phone: 612-522-6581
Hours: Monday–Thursday 8:30 am–noon and 1–4 pm.
Provides assistance with gas and electric bills (once per calendar year). Must have utilized Hennepin County Emergency Assistance within past 12 months or been denied within past 30 days, utilized Community Action, and have a disconnection notice, is currently shut off, or in threat of being disconnected in order to apply.

Salvation Army Noble
10011 Noble Parkway, Brooklyn Park MN 55432
Northern and Northwest suburbs of Hennepin County
Phone: 763-425-0517
Hours: Monday–Friday 9–11:45 am and 1–3:30 pm.
Provides assistance with utility bills (once per calendar year). Must have utilized Hennepin County Emergency Assistance within past 12 months or have been denied within past 20 days, utilized Community Action, and have a disconnection notice in order to apply.

E. Supplemental Nutrition Assistance Program (SNAP)

SNAP helps people with low incomes get the food they need for sound nutrition and well-balanced meals. Approved participants get a debit card to use to buy food at many stores and farmers markets.

Employment & Training

The goal of the program is to help people prepare for and become employed. People who apply for cash and food assistance may be enrolled in this program if you do not qualify for other cash assistance programs. Your worker will tell you if you must participate in this program.

How to Apply:

Go to www.MNBenefits.mn.gov. For more ways to apply, visit www.hennepin.us/economic-supports or call 612-596-1300.

Where to Apply in Person:

CAPI Benefit Enrollment Services
5930 Brooklyn Blvd., Brooklyn Center MN 55429
3702 East Lake Street #200, Minneapolis MN 55406
Phone: 612-721-0122
Hours: Monday–Friday, 8:30 am–4:30 pm.
Provides: Assists people in applying and enrolling in assistance programs such as SNAP/EBT, Energy Assistance, Medicare Savings Program, Transit Assistance, MNsure Affordable Health Insurance, and Nutritional Assistance Program for Seniors (NAPS).
Remarks: Call to make an appointment. All services are free.

Pillsbury United Communities - Brian Coyle Community Center
420 15th Avenue South, Minneapolis MN 55454
Phone: 612-338-5282
Hours: Monday–Friday 9 am–8 pm.
Provides: Supplemental Nutrition Assistance Program (SNAP) screenings, assistance with SNAP applications, and post-application follow-up with counties and DHS.

Salvation Army

Temple: 1604 East Lake Street, Minneapolis MN 55407
Phone: 612-767-2700

Central: 2727 Central Avenue NE, Minneapolis MN 55418
Phone: 612-789-1512

Noble: 10011 Noble Pkwy. N., Brooklyn Park MN 55432
Phone: 763-425-0517

Parkview: 2024 Lyndale Avenue N., Minneapolis MN 55411
Phone: 612-522-6581
Hours: Monday–Friday 8 am–noon and 1–4 pm
Remarks: Food support application assistance & info referral.

Second Harvest Heartland Care Center
Phone: 651-401-1411
Provides: Screening for SNAP eligibility and assistance completing the application; follow-up as needed; assistance with recertification. Assists with CSFP (Commodity Supplemental Food Program) Senior Box screenings and enrollment also connecting to additional food resources. More can be found at: www.2harvest.org/SNAP.

F. General Assistance (GA)

General Assistance provides cash benefits for single adults 18-64, who have little or no income and who meet eligibility requirements.

Examples: (1) Persons applying must be unable to work because of certified illness or injury, advanced age which makes it difficult to gain employment, inability to read and write well enough to hold employment, etc. (There are approximately 15 categories of eligibility; those mentioned above are among them.) People who were disqualified from SSI because they were categorized as "DAA" (Drug & Alcohol Addicted) may be eligible for General Assistance. (2) Persons cannot have cash assets worth more than $10,000.

When applying, inquire about other assistance you may qualify for: *Emergency General Assistance* (to prevent eviction), *Energy Assistance*, *SNAP* and *Medical Assistance*.

How to Apply:
Go to www.MNBenefits.mn.gov. For more ways to apply, visit www.hennepin.us/economic-supports or call 612-596-1300.

G. Medical Assistance & Minnesota Care

These health care programs help people who have little to no income as well as people who work but do not have access to affordable health insurance.

People who have a disability or are over the age of 64 will generally need to complete a paper application form and submit it at a Hennepin County office. Call 612-596-1300 for information. The county office can help you fill out the form. You can also contact the Senior Linkage Line at 1-800-333-2433, or the Disability Hub at 1-866-333-2466.

People who do not have a disability and are under the age of 65 will generally file an online application using the mnsure.org website. For this population, online applications are reviewed faster than are paper applications. You can get a paper or online application at mnsure.org or by calling 651-539-2099. You can also call this number with enrollment questions. Health care navigators can also help you fill out the application, and submit it for you. This

is a free service. To set up an appointment with a navigator, call:

- Briva Health at 1-855-566-7873 *(in South & North Minneapolis)*
- NorthPoint Health & Wellness Center at 612-767-9500
- Southside Community Health Services at 612-827-7181

Navigators in many other organizations can be found on this webpage: https://www.mnsure.org/help/find-assister/find-navigator.jsp. Be sure to search for a *navigator* not a *broker*, as only navigators assist with applying for MA and MinnesotaCare. Search for the language, the zipcode, or city that works best for you.

How to Apply:
For more ways to apply, visit www.hennepin.us/economic-supports or call 612-596-1300. You may also go to www.MNSure.org.

NOTE: *Some copayments may be requred for office visits, prescriptions or other services for people on MA.*

H. Minnesota Supplemental Aid (MSA)

Minnesota Supplemental Aid (MSA) provides cash assistance to help adults who get Supplemental Security Income (SSI) pay for their basic needs. Some people who are blind, have a disability or are older than 65 but do not get SSI because their other income is too high may also be eligible for MSA if they meet the income limit.

How to Apply:
Go to www.MNBenefits.mn.gov. For more ways to apply, visit www.hennepin.us/economic-supports or call 612-596-1300.

I. Social Security

Where to Apply:
Social Security Administration
1811 Chicago Avenue South, Minneapolis MN 55404
Phone: 1-800-772-1213 ***Website to apply online:*** www.SSA.gov
Hours: Monday through Friday from 9 am–4:30 pm.

Supplemental Security Income (SSI)

SSI is a federal needs based program providing benefits to anyone who is aged (age 65 or older), blind, or disabled. Disabled under SSI rules means a person has a medically determinable physical or mental impairment, which: results in the inability to do any substantial gainful activity, and has lasted or can be expected to last for a continuous period of not less than 12 months. Substantial gainful activity is defined as the ability to work and earn $1,130 per month. If someone is working, there are ways that could lower the monthly gross wages below $1,130. The Social Security Administration no longer recognizes drug addiction and alcoholism (DA & A) as disabling conditions. Someone with another impairment should

still file. If the DA & A does not contribute to the impairment, they could be found to be disabled. Anyone who is disabled, should be encouraged to file for benefits.

To determine SSI eligibility and payment amounts, SSA considers the applicant's income and resources. Income could include money earned from work, benefits from other sources, such as; Social Security, workers compensation, Veterans Affairs, friends or relatives, free food or shelter. Resources are things which a person owns such as; cash, bank accounts, land, vehicles, personal property, life insurance, anything that can be converted to cash and used for food and shelter. A single person is limited to $2,000.00 and a married couple has a $3,000.00 resource limit. There are many exceptions/exclusions regarding income and resources. Anyone that is disabled should be encouraged to file for SSI.

To be eligible for SSI, an applicant must be a citizen or one of certain alien categories. There are many categories of lawful aliens that would be eligible for SSI. Contact a Social Security Office or the National 800 number 1-800-772-1213 to inquire.

Anyone applying for SSI will be asked about their medical history; doctors, tests, and medications. The claim representative (CR) will ask questions about the person's income, resources, and living arrangements. The CR will ask the applicant to attest to the truthfulness of their answers. SSA will also consider eligibility for other Social Security programs (RSDI).

More information may be found at the Social Security website www.ssa.gov. SSA also offers online services for beneficiaries and the general public https://www.ssa.gov/onlineservices/

Appeals:
If an application is denied, there is a 65 day appeals period (60 days plus 5 days mailing). If an appeal is requested after 65 days, the applicant must show good cause for late filing of the appeal. If the late appeal is not accepted, a new application can be filed, but there is a potential loss of benefits. The Social Security Office can provide a referral list for free legal services.

Cooper Law Firm
825 Nicollet Mall, #925, Minneapolis MN 55402 *(Medical Arts Bldg.)*
Phone: 612-568-4529
Hours: Call for an appointment. Appointments available at shelters, various locations throughout the Twin Cities, and at their office.
Provides: Free attorney assistance filing Social Security applications, reconsiderations and appeals for recipients of GA, MFIP, DWP, and FSS. Sliding fee available for those not on public assistance.

Section 3. Health Care

A. Community Clinics

Augsburg Central Health Commons *(Central Lutheran Church)*
333 South 12th Street, Minneapolis MN 55404
Phone: 612-870-4416
Hours: Monday and Thursday 10–11:30 am. During winter, if Mpls. Public Schools are closed due to weather, they will be closed, too.
Provides: Safe drop-in space staffed by nurses and students. Focuses on basic health care and hygiene needs.

Community-University Health Care Center
2001 Bloomington Avenue South, Minneapolis MN 55404
Phone: 612-301-3433
Hours: Monday–Friday 8 am–4:30 pm. Call or walk in to schedule an appointment.
Provides: Family practice, pediatric, internal medicine, pregnancy and women's health care, counseling, dental care for minors, pregnancy testing, HIV & sexually transmitted infection testing; confidential, same day walk-in family planning (birth control and morning–after pill).
Remarks: Help applying for insurance; most insurances accepted including Medical Assistance. Sliding-fee scale available. No one turned away based on inability to pay. Some same-day appointments available. In person, phone or video appointments are available.

East Lake Clinic – Hennepin Healthcare
2215 East Lake Street, 5th Floor, Minneapolis MN 55407
Phone: 612-873-6963
Website: hennepinhealthcare.org/clinic/east-lake-clinic
Hours: Monday-Friday 8 am–5 pm. Call for appointment.
Provides: Primary care and health maintenance; Infant and well-child care; Family planning and birth control; Certified Nurse Midwifes; group pre-natal visits; Behavioral health; Diabetes management & education; Nutrition; X-ray and Lab services

Family Tree Clinic
1919 Nicollet Avenue, Minneapolis MN 55403
Phone: 612-473-0800 ***Website:*** www.familytreeclinic.org
Hours: By appointment only. (Some same-day appointments available.) Monday 9 am–5 pm; Tuesday through Thursday 9 am–7 pm; Friday 9 am–4 pm; Saturday 10 am–2 pm.
Remarks: Sliding scale. Health insurance and MA accepted.
Provides: Reproductive health care; annual routine health exams including pap smear; colposcopies; UTI and vaginal infection treatment; gender affirming hormone care; pregnancy testing and all options counseling; limited primary care; HIV testing (free for uninsured); STI testing & treatment; mammogram referrals made for people 40 and older; support for people dealing with menopause issues; routine pelvic and breast/chest exams.

Indian Health Board
1315 East 24th Street, Minneapolis MN 55404
Phone: 612-721-9800
Hours: Monday, Wednesday, Thursday and Friday 8 am–5 pm; Tuesday 8 am–8 pm. Walk-ins available first come, first served. Call ahead, if possible, to have your name added to the walk-in list. Telehealth appointments are also available.
Remarks: Persons should first make an appointment; MA accepted; those without insurance will be charged according to a sliding fee scale.
Provides: Culturally-sensitive health care for American Indians and Alaska Natives. Medical and dental clinics, health promotion and disease prevention for all persons; counseling and support unit; high-risk pre-natal; outreach worker; diabetes prevention, diabetes clinic program.

Native American Community Clinic
1213 East Franklin Avenue, Minneapolis MN 55404
Phone: 612-872-8086
Hours: Monday, Wednesday, Thursday and Friday 8:30 am–5 pm; Tuesday 9:30–5 pm. Closed daily from 12:45–1:45 pm.
Services: Preventive services such as check-ups and physicals, immunizations, cancer screening, and healthy habits, as well as specialized practices, such as pediatrics, substance use disorders, internal medicine, and care for infectious diseases such as HIV, Hepatitis C, and STIs (sexually transmitted infections)
Remarks: MA/private insurance accepted. For those without insurance there is a sliding scale based on family size and income.

Neighborhood HealthSource
Phone: 612-588-9411 ***Web:*** www.neighborhoodhealthsource.org/
Hours: Monday–Friday 8 am–5 pm. Call or schedule online for an appointment; some walk-ins are available.
Provides: Basic health care (adults and pediatric), mental and chemical health services, interpreters, family planning, prenatal care, pregnancy testing, urinary testing, STI testing, diabetes, hypertension and cancer screening programs.
Remarks: Most public, government and private insurance plans are accepted; persons who do not have insurance will be charged according to a sliding fee scale based on income.

Clinic Locations:
Central Clinic
2301 Central Ave NE, Minneapolis MN 55418
Fremont Clinic
3300 Fremont Avenue North, Minneapolis MN 55412
Sheridan Clinic
342 13th Avenue NE, Minneapolis MN 55413
North Metro
10081 Dogwood St NW Ste 100, Coon Rapids MN 55448

NorthPoint Health & Wellness Center
2220 Plymouth Avenue North, Minneapolis MN 55411
Phone: For appointments call 612-543-2500
Hours: Monday, Tuesday, Wednesday and Friday 8 am–5 pm; Thursday 8 am–7 pm.
Provides: A wide range of medical services including: family practice, internal medicine, adolescent medicine, pediatrics, geriatrics and OB/GYN. Accepts most major medical and dental insurance.

People's Center Clinics & Services
Phone: 612-332-4973 Call for an appointment or walk-ins are welcome. Telehealth appointments are also available.
Provides: Family practice, women's clinic and pregnancy testing; HIV testing; treatment for sexually transmitted diseases; pre-natal care; education programs on birth control and STDs; geriatric and pediatric services; dental program (Cedar-Riverside only); behavioral health services with psychology and counseling.
Remarks: All insurance plans accepted; sliding fee scale available for those without insurance. More info at www.peoples-center.org.

Clinic Locations:
Cedar-Riverside Clinic
425 20th Avenue South, Minneapolis MN 55454
Hours: Monday, Wednesday, Thursday, Friday 8 am–5 pm; Tuesday 8 am–7 pm. ***Walk-in Hours:*** 8:30–11:30 am and 1–4 pm.

Longfellow Clinic
3152 Minnehaha Avenue South Minneapolis, MN 55406
Hours: Monday–Friday 8 am–4:30 pm.
Phone: 612-332-4973 Call for an appointment, though walk-ins welcome. Telehealth appointments are also available.

Phillips Neighborhood Clinic
2742 15th Ave. S., Minneapolis MN 55407 *(St. Paul's Lutheran Church)*
Phone: 612-724-1690
Hours: Monday and Thursday evenings 6–9 pm (except holidays)
Provides: Physical exams, women's health, pediatrics, vaccinations (when available), family planning, diabetes treatment, nutrition, STI and HIV testing and counseling, basic lab tests, free maintenance medicals, physical therapy, sports physicals, assistance completing MA and MNCare application forms.
Remarks: First come, first served. No appointments or insurance necessary. Spanish interpreters available.

Southside Community Clinic
324 East 35th Street, Minneapolis MN 55408
Phone: 612-827-7181 ***Website:*** www.southsidechs.org
Hours: Mon–Fri 7:30 am–5 pm. By appointment; walk-ins available.
Provides: family planning, pre-natal care, pregnancy testing, treatment for sexually transmitted infections, and mental health. Vision clinic open at 4243 4th Ave. S. Monday through Thursday 8 am–5 pm; and Friday 8 am–12 pm.
Remarks: Medical Assistance and other insurance plans accepted; patients who do not have insurance will be charged according to their ability to pay (sliding fee scale based on monthly income and family size; need proof of income and MA denial letter).

St. Mary's Health Clinics
Phone: 651-287-7777 ***Website:*** stmaryshealthclinics.org
P***rovides:*** Six clinics throughout Twin Cities provide some primary and preventive health care services at no cost to adults and children without access to health care coverage. By appointment only; no walk-ins.
Eligibility: If you are on MA, MinnesotaCare, or have access to any form of health care coverage, you are not eligible to use these clinics' services.
Intake procedure: If you fit one of the above categories, call between 8 am–4 pm Monday–Friday to make an appointment. (New patients may want to call on Fridays if possible, as intake teams are less busy.) There is no cost for services if you are eligible, though donations are accepted.

Whittier Clinic - Hennepin Healthcare
2810 Nicollet Avenue, Minneapolis MN 55408
Phone: 612-873-6963
Website: hennepinhealthcare.org/clinic/whittier
Hours: Monday–Friday 8 am–5 pm. Call for appointments.
Provides: Primary care and health maintenance; Infant and well-child care; Family planning and birth control; Bariatric services (weight loss surgery); Behavioral health; Diabetes management & education; Cardiology; Orthopedics; Pharmacy; Physical Therapy; Podiatry; Psychiatry; Sports Medicine; Nutrition; X-ray and Lab services.
Remarks: Most insurance plans accepted; financial counselors available to assist those without coverage. Spanish-speaking providers available. Free parking is available.

B. Health Care for the Homeless

Health care teams comprised of nurse practitioners, public health nurses, and social workers provide services on a regular basis at Minneapolis shelters and drop-ins. They provide routine check-ups, speedy referrals to doctors and hospitals, and assistance with other health care needs.

Call 612-348-5553 for all clinic locations and times.

Catholic Charities Higher Ground Minneapolis
165 Glenwood Avenue North, Minneapolis MN 55405
Phone: 612-204-6314
Provides: Limited health care services and referrals for Higher Ground Shelter clients and Higher Ground Housing tenants.
Hours: Tuesday 8 am–4 pm; Wednesday 1 pm–8 pm; Thursday 8 am–4 pm; Friday 8 am–12 pm.

People Serving People
614 South 3rd Street, Minneapolis MN 55415
Hours: Monday–Thursday 8 am–4 pm; Friday 8 am–12 pm.
Remarks: Clinic open to PSP guests and former guests only.

Salvation Army Harbor Light Center
1010 Currie Avenue, Minneapolis MN 55403
Phone: 612-767-3100 x3125
Hours: Monday & Wednesday 7 am–3 pm; Tuesday 1–8 pm; Thursday 5–8 pm; and Friday 7 am–noon.
Phone: 612-596-9643
Hours: Monday–Wednesday 8:30 am–4 pm; Friday 8:30 am–12 pm.
Provides: Hennepin County clinic providing health servies to individuals experiencing homelessness.

C. HIV & STI Testing & Treatment

The Aliveness Project
3808 Nicollet Avenue, Minneapolis MN 55409
Phone: 612-824-LIFE (824-5433) ***Website:*** aliveness.org
Provides: For people AT RISK FOR HIV: HIV/STI testing, prevention and treatment. For people LIVING WITH HIV: (must join as member at aliveness.org): Hot lunch, to-go meals, food shelf, dietitian. Case management, housing, recovery/harm reduction services, social support groups and activities.
Remarks: All services are free.

Community-University Health Care Center
2001 Bloomington Avenue South, Minneapolis MN 55404
Phone: 612-301-3433
Hours: Monday through Friday 8 am–4:30 pm.
Provides: Testing and treatment for STIs and HIV.
Remarks: Call or walk-in to schedule an appointment. Help applying for insurance; most insurances accepted including Medical Assistance. Sliding-fee scale available. No one turned away based on inability to pay. Some same-day appointments available.

Family Tree Clinic
1919 Nicollet Avenue, Minneapolis MN 55403
Phone: 612-473-0800 ***Website:*** www.familytreeclinic.org
Hours: By appointment only. (Some same-day appointments available.) Monday 9 am–5 pm; Tuesday through Thursday 9 am–7 pm; Friday 9 am–4 pm; Saturday 10 am–2 pm.
Remarks: Sliding scale. Health insurance, MA accepted.
Services: Reproductive health services, including annual exams, Pap test, colposcopy services and birth control; morning-after/plan B emergency contraception ($25, no appointment necessary), HIV testing (free for uninsured); STI testing & treatment; gender affirming hormone care; pregnancy testing & all options counseling.

Hennepin Co. Public Health Clinic - Red Door Clinic
525 Portland Avenue–4th floor, Minneapolis MN 55415
Phone: 612-543-5555; STD hotline 1-800-783-2287
Fax: 612-596-7900
Hours: Monday, Tuesday, Wednesday, and Friday 8 am–4 pm; Thursday 10 am–4 pm. Appointment-based clinic. Same day appointments limited.
Remarks: Anyone 13 years of age and older may receive testing and treatment for sexually transmitted infections and HIV testing. Confidential and low-cost birth control available ages 13–30. All insurance plans accepted. No one is turned away based on their ability to pay.

Neighborhood HealthSource

Central Clinic
2301 Central Ave NE, Minneapolis MN 55418
Phone: 612-588-9411
Provides: Testing for STIs including HIV; treatment for sexually transmitted infections; ages 13-25 on Wednesday 1–4 pm.

Fremont Clinic
3300 Fremont Avenue North, Minneapolis MN 55412
Phone: 612-588-9411
Provides: Testing for STIs including HIV; treatment for sexually transmitted infections; ages 13-25 on Tuesday, Thursday, and Friday 1–4 pm.

Southside Community Clinic
324 East 35th Street, Minneapolis MN 55408
Phone: 612-827-7181 ***Website:*** www.southsidechs.org
Hours: Monday–Friday 7:30 am–5 pm.
Provides: Testing and treatment for STIs and HIV.

Turning Point, Inc.
1500 Golden Valley Road, Minneapolis MN 55411
Macedonia Baptist, 3801 1st Ave. S., Mpls MN 55409, 2nd floor
Main Phone: 612-520-4004 ***Website:*** ourturningpoint.org
Intake Phone: 612-528-7542, 612-237-9495, 612-209-9055
Hours: Monday–Friday 8:30 am–4:30 pm. Appointments preferred at main location, but required at Macedonia site.
Provides: HIV/AIDS/STI prevention education is done by outreach workers. Helps individuals find medical and social services. Counseling, referral and emotional/social supports are provided.

D. Mental Health Services

Counseling Services

Avivo Mental Health Clinic
1900 Chicago Avenue South, Minneapolis MN 55404
Phone: 612-752-8000
Hours: Monday–Friday 8 am–5 pm.
Remarks: Diverse clinical team provides personalized mental health therapy, diagnostic assessments, psychiatric care, medication management, and mental health support; includes individual therapy, couple's therapy, child and family therapy, group therapy and processing groups. Modalities include Somatic Experience, EMDR, Therapeutic Art, and others. We accept Medical Assistance and private insurance plans. Please call about insurance.

Canvas Health
Intake: 651-777-5222 or www.canvashealth.org/appointment
Hours: Vary at several metro area locations.
Provides: High-quality, strength-based mental health and substance use disorder services including diagnostic assessments; outpatient therapy; early childhood behavioral therapy for ages 5 and under; psychiatry; Care Coordination; ARMHS; Day Treatment for adolescents and adults; supportive housing services; and more. Also provides Substance Use Comprehensive Assessments (previously known as Rule 25 Assessments).
Remarks: Telehealth appointments are available. Accepts Medicaid, Medical Assistance, Tricare, Medicare, as well as most private insurance. Sliding scale fees are available for those who qualify.

Comunidades Latinas Unidas en Servicio (CLUES)
Phone: 651-379-4200 option 4 or Intake at 612-439-9671
Hours: Monday–Friday 8:30 am–5 pm.
Provides: Bilingual family therapy in addition to individual, couples, child and adolescent therapy.

Community-University Health Care Center
2001 Bloomington Avenue South, Minneapolis MN 55404
Phone: 612-301-3433
Hours: Monday through Friday 8 am–4:30 pm.
Provides: Psychiatric care, therapy for individuals, family and couples, case management and Adult Mental Health Rehabiltative Services (ARMHS), child targeted case managment and children's therapeutic support services.
Remarks: For new patients, call 612-301-0992 for an appointment. Help applying for insurance; most insurances accepted including Medical Assistance. These services are for Hennepin County residents.

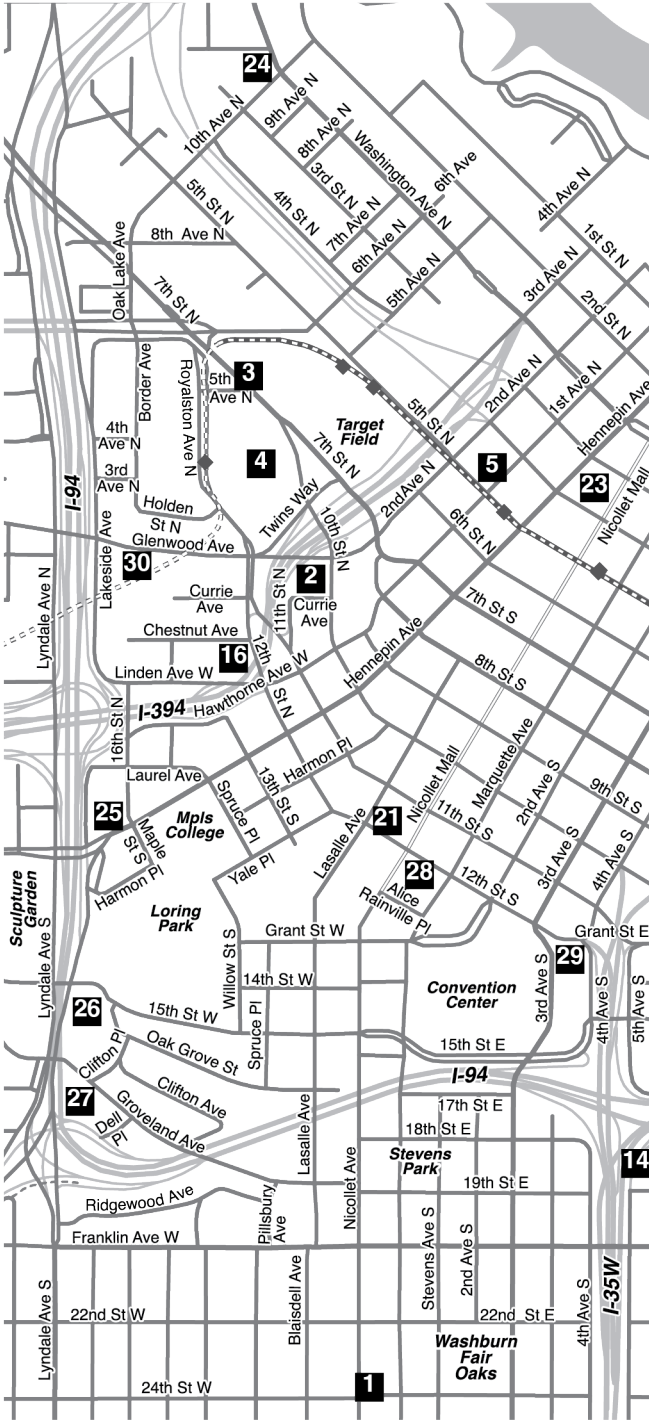
COPE (Community Outreach for Psychiatric Emergencies)
Phone: 612-596-1223 for all ages. Available 24/7/365. Call 988 from anywhere to reach the local county crisis team.
Provides: Call COPE when a severe disturbance of mood or thinking threatens a person's safety or the safety of others. COPE professionals are available to manage the immediate crisis and provide a clinical assessment. Telephone consultations also are available.
Remarks: Services are available for all ages in Hennepin County.

Crisis Text Line
Call or text: 988 to be connected to a counselor who will help diffuse a crisis and help connect to local resources.
Hours: 24 hours a day, 7 days a week.

The Family Partnership
1527 East Lake Street, Minneapolis MN 55407
1501 Xerxes Avenue North, Minneapolis MN 55411
English/Spanish Intake Phone: 612-728-6081
Hmoob Intake Phone: 763-569-2625
Hours staff is available to field calls/intakes: M–F 9 am–5 pm.
Provides: Counseling for individuals, families and children. Spanish, Hmong and Somali-speaking therapists. We provide letters for gender-affirming care.
Remarks: Various insurance plans, including MA are accepted. Ask about the other branch in north Minneapolis. No-cost therapy options for BIPOC, immigrant, LGBTQ+ and disabled clients are sometimes available.

HCMC Acute Psychiatric Services
730 South 8th St., Minneapolis MN 55415 *(Red Entrance)*
Phone: 612-873-3161
988 Suicide & Crisis Lifeline: 988 or 1-800-273-8255
Provides: Emergency services, 24 hours a day 7 days a week, to persons experiencing mental health crises including psychosis, depression, violence or suicide, or other crisis situations. Individuals may walk in or be referred from an outside agency or individual.
Remarks: MA and other insurance plans accepted. No one is turned away.

Map of Downtown Minneapolis and surrounding



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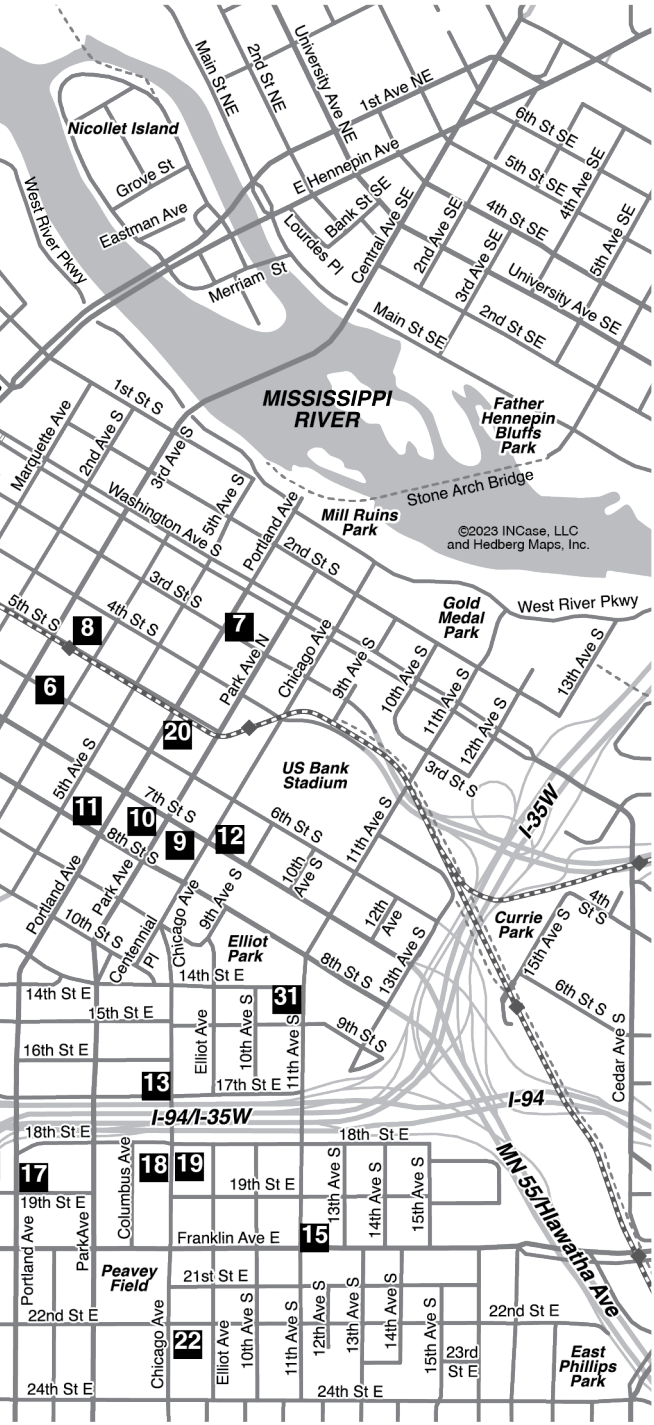

Downtown Minneapolis

1. Agate Housing and Services main office
2. Salvation Army Harbor Light
3. Sharing and Caring Hands
4. Mary's Place Shelter
5. Legal Aid Society
6. Hennepin County Government Center
7. People Serving People Shelter
8. Minneapolis City Hall
9. Hennepin Healthcare–HCMC
10. Agate - Food Centre
11. Agate - 510 shelter
12. Agate - First Covenant Church Shelter
13. Catholic Charities Opportunity Center
14. Peace House / Loaves and Fishes
15. Marie Sandvik Center
16. YouthLink
17. Portland Village
18. Hennepin Co. Chemical Health
19. Social Security Administration
20. Central-Northeast Minneapolis Human Service Center
    Hennepin Co. Public Health Clinic—Red Door Clinic
21. Continental Apartments
22. Our Saviour's Shelter
23. Hennepin County Library–Central
24. Minneapolis Public Housing Authority
25. Basilica of St. Mary
26. St. Mark's Episcopal Cathedral
27. Hennepin Avenue United Methodist Church
28. Westminster Presbyterian Church
29. Central Lutheran Church
30. Catholic Charities Higher Ground
31. Mpls.VA Community Resource & Referral Center
32. Catholic Charities Endeavors Residence

Hennepin County Behavioral Health Walk-in Center
1800 Chicago Avenue South, Minneapolis MN 55404
Phone: 612-879-3115
Hours: Monday–Friday 9 am–9 pm. No appointment needed.
Provides: Serves Hennepin County residents 18+, focusing on needs related to mental health and substance use disorder. The team will take time to get to know you, address your immediate needs and connect you to long-term treatment and recovery supports. We'll work alongside you until you are connected to meaningful resources and supports.

Hennepin County Mental Health Center
2215 East Lake Street - 5th floor, Minneapolis MN 55407
Phone: 612-596-9438
Hours: Monday, Thursdsay and Friday 8 am–5 pm; Tuesday 9:30 am–5 pm; Wednesday 8 am–6 pm.
Provides: Mental health care using a multidisciplinary approach, offering a range of services including: psychiatric and diagnostic assessments and evaluations, therapy and psychoeducation, medication management, pharmacy services, care coordination, nurse line, employment services and support, and primary care services to MHC clients.
Eligibility: Services for residents of Hennepin County; MA accepted; for those without insurance, sliding fee according to each person's ability to pay. They do not take private or commercial insurance.

Indian Health Board
1315 East 24th Street, Minneapolis MN 55404
Phone: 612-721-9800
Hours: Monday–Thursday 9 am–5 pm; Friday 9 am–4 pm. Telehealth appointments are available.
Provides: Crisis counseling, long-term counseling for individuals, couples and families, and transportation when necessary. Their focus is on Native American children and families.
Remarks: Most insurance plans accepted; for those without insurance, fees are determined according to each person's ability to pay.

Love Lines Crisis Center
1128 Harmon Place Ste 311, Minneapolis MN 55403
Phone: 612-379-1199
Hours: Monday–Friday10 am–10 pm
Provides: Phone line most days for suicide hotline, counseling and crisis ministry; in-person counseling is available by appointment. Counseling on many issues, focus is on telephone counseling. Open physical healing room open Tuesday and Saturday 3–6 pm.
Remarks: Counseling is free, but donations accepted. More info: www.lovelines.org. Volunteer run. Often only one person answering the phone. If your call is not received, leave a detailed message and they will contact you within 24 hours.

Lutheran Social Service
2400 Park Avenue South, Minneapolis MN 55404
Phone: 612-879-5320 ***Email:*** metro.counseling@lssmn.org
Appointment Hours: Call to schedule an appointment.
Provides: Individual and relationship counseling, marriage and family counseling, child therapy, support for victims of abuse, and referral for long–term counseling.
Remarks: MA and private insurace are accepted; for those without insurance, fees are determined on a sliding scale according to each person's income level.

Native American Community Clinic Behavioral Health
1113 East Franklin Ave., Minneapolis MN 55404
Phone: 612-843-5981
Hours: Monday, Wednesday, Thursday and Friday 8:30–5 pm; Tuesday 9:30–5 pm. Closed daily from 12:45–1:45 pm.
Services: Individual and group therapy, assessment, depression and anxiety, grief and loss, SUD and PTSD services available.
Remarks: MA and private insurance plans are accepted. For those without insurance, there is a sliding fee scale based on family size and income.

NorthPoint Health & Wellness Center
2220 Plymouth Avenue North, Minneapolis MN 55411
Phone: For appointments call 612-543-2500
Hours: Monday, Tuesday, Wednesday and Friday 8 am–5 pm; Thursday 8 am–7 pm.
Provides: Outpatient behavioral health services for children, adolescents, and adults including: evaluation and testing, individual therapy, family and group therapy, psychiatric evaluation, and medication management.

Tubman Chrysalis Center
4432 Chicago Avenue South, Minneapolis MN 55407
Phone: 612-871-0118 ***Intake:*** 612-870-2426
Website: www.tubman.org
Hours: Monday–Thursday 8 am–5 pm; Friday 8 am–3 pm.
Provides: Referral by telephone; support groups; counseling for individuals and groups, as well as for families and couples; anger management groups for men and women. Fees vary by program.

Walk-in Counseling Center
Phone: 612-870-0565 ***Website:*** walkin.org
ZOOM (phone/internet) Clinic Hours: Monday, Wednesday and Friday 1–3 pm; Monday through Thursday 5:30–7:30 pm. Visit website at walkin.org and click on "How to see a counselor" button for instructions to connect to Zoom via cell phone or computer. *Please call or log in ONLY during clinic hours.*
Provides: Free, anonymous, no appointment counseling for people with urgent needs and few resources; serves individuals, couples and families.
Remarks: No insurance necessary; no paperwork. Call 612-870-0565 ext. 2 to leave a message for counseling in Spanish.

Community Support Programs

Community support programs serve persons with mental illness who complete a simple registration process.

Assertive Community Treatment (ACT) Homeless Team-People Inc.
2120 Park Avenue, Minneapolis MN 55404
Phone: 651-771-0011
Hours: *Office:* Monday–Friday 8:30 am–5 pm; *In community*: Monday–Saturday 8 am–5 pm; Saturday 9:30 am–6 pm.
Provides: High-intensity, wrap-around treatment program providing in-community services to people with serious & persistent mental illness. Clients meet with staff 3-6 days per week to receive case management (assistance with goal-setting, paperwork, appointment attendance), psychiatric provision (mental health medications, med education & management), nursing (medical monitoring & follow-up, appointment attendance), peer support, housing assistance, employment/volunteer assistance, drug & alcohol counseling, and therapy. Dedicated 24/7 crisis phone line for clients.
Remarks: Call to prescreen for eligibility. Must be 18 years or older, a Hennepin County resident, have a primary diagnosis of Schizophrenia, Schizoaffective Disorder, Major Depressive Disorder with Psychotic Features, or Bipolar Disorder with psychosis.

Avivo Community Support Program Minneapolis
1900 Chicago Avenue South, Minneapolis MN 55404
Phone: 612-752-8000
Drop-in Hours: During COVID, has transitioned from site-based model to community-based programming. Find online calendar and newsletter at avivomn.org/csp.
Remarks: Avivo provides outreach, social and recreational opportunities, MI/CD/dual diagnosis groups, mental health groups, arts programming, housing & volunteer services, and linkage to other services for adults with serious and persistent mental illness. Must be seen by mental health professional.

Northside CSP/People Inc.
1309 Girard Avenue North, Minneapolis MN 55411
Phone: 612-521-2116
Hours: Monday – Thursday: 9am-3pm
Eligibility: Adult 18+, Resident of Hennepin County, Living with serious and persistent mental illness and co-ocurring substance use. NCSP frequently assists with immediate needs for at-risk individuals.
Provides: Assistance with paperwork related to benefits (SSI, food support, empoyment applications); free laundry; housing support and resources for housing programs; resume development and job applications; food access (monthly food boxes and single-serve meals); outreach services; art groups and recreational activities; opportunities to meet new people.

Seward CSP
2105 Minnehaha Avenue, Minneapolis MN 55404
Phone: 612-333-0331
Hours: Monday and Friday 11 am–4 pm; Tuesday and Thursday 11 am–5 pm. Closed Wednesday, Saturday and Sunday.
Remarks: Provides mental health groups, advocacy, outreach, social and recreational activities.

Tasks Unlimited - Tasks Resource Center
Admissions Info Phone: 612-767-2060
Provides: One-stop, flexible resources and support services for people with mental illness including benefits navigation, employment, housing, counseling services, diagnostic assessments, transportation, peer support, health and wellness, chemical health, and connection to community resources.
Remarks: For adults with serious mental illness diagnosis or interested in finding mental health services if undiagnosed. Call for intake appointment. Drop-in visits available after completing intake.

Tasks Unlimited - Mental Health Services
Admissions Info Phone: 612-767-2060
Provides: Mental health and vocational rehabilitation, Targeted Case Management, Housing Stabilization Services, Intensive Residential Treatment Services (IRTS), Adult Rehabilitative Mental Health Services (ARMHS), Counseling Services, medication management, chemical health support, wellness and recreation program are offered to accommodate individual needs and choices.
Remarks: Program participants must be 18 years or older. Eligibility for some services (but not all) requires diagnosis of serious mental illness. Call Admissions Info for more details. Counseling services do not require diagnosis of serious mental illness.

Vail Communiities *(formerly Vail Place)*
1412 West 36th St., Minneapolis MN 55408
15 9th Ave. S. Hopkins MN 55343
Phone: 612-824-8061 (Mpls); 952-938-9622 (Hopkins)
Hours: Monday–Friday 8:30 am–4:30 pm. Some Saturday Zoom events. Only one site is open each week. See online calendar at www.vailcommunities.org.
Provides: Pre-vocational training, transitional employment, housing support, social and recreational activities, a supportive community, and other services. Meals are available at a discounted rate.
Remarks: Serves people with a chronic mental illness.

E. Substance Use Disorder Counseling & Treatment Programs

Alcoholics Anonymous
7204 West 27th Street, Ste. 113, St. Louis Park MN 55426
Phone: 952-922-0880 ***Website:*** www.aaminneapolis.org
Provides: Greater Minneapolis Intergroup's meeting directory includes Minneapolis, and Hennepin, Anoka, Carver, Western Dakota, Scott and Wright Counties. See website for meeting schedules.

Avivo
1900 Chicago Avenue South, Minneapolis MN 55404
Intake Phone: 612-752-8074 ***Main:*** 612-752-8000
Hours: Monday–Friday 6:30 am–3 pm (November–March);
7 am–3 pm (April–October)
Provides: Daily drop-in chemical health assessments (Rule 25) and weekly mental health assessments and services. Outpatient substance use treatment (with sober recovery housing) for individuals, relapse prevention, case management, and employment services. Outpatient treatment for women with children, with family recovery housing option. Specializes in assisting individuals with a history of relapse who face multiple barriers to achieving stable recovery.
Remarks: No charge for most services or services can be billed through insurance. Gender-specific services and treatment for co-occurring substance use and mental health concerns offered.

Comunidades Latinas Unidas en Servicio (CLUES)
Phone: 651-379-4200 option 4 or Intake at 612-439-9671
Hours: Monday–Friday 8:30 am–5 pm.
Provides: Adult outpatient program is held throughout the week, call for hours. Rule 25 assessments are also performed.

Hennepin County Front Door
Phone: 612-348-4111, Option 0
Hours: Monday through Friday from 8 am–4 pm.
Provides: Primary intake for voluntary social services in Hennepin County.
Remarks: Shelter and drop-in center information.

Indian Health Board Recovery Services
1315 East 24th Street, Minneapolis MN 55404
Phone: 612-721-9800
Hours: Monday–Friday 9 am–5 pm. Call for time and location of outpatient substance abuse recovery services.

Indian Neighborhood Club on Alcohol and Drug Abuse
1805 Portland Avenue South, Minneapolis MN 55404
Phone: 612-871-7412
Hours: Monday through Friday from 8 am–4:30 pm.
Provides: Referral for treatment, group residential housing for chemically dependent American Indian men, social and recreational activities, and AA meetings.
Remarks: Services are for American Indians recently in treatment and are homeless; must be willing to maintain sobriety while living there. Must be eligible for Group Residential Housing (GRH).

Minnesota Adult and Teen Challenge
3231 1st Avenue South, Minneapolis MN 55408
Phone: 612-373-3366 or 612-500-4211
Phone Line Hours: Monday–Friday 7 am–6 pm.
Lobby Hours: Mon.–Fri. 8 am–4 pm. Walk-in intakes 8 am–2 pm.
Provides: · Treatment for substance use disorder–telehealth; outpatient; residential (7-90 days); faith-based track available, upon request; services available to those 18+ years. · Long-term residential recovery program–year-long residential program to provide tools and support for long-term sobriety; services available to those 18+ years. · Mental health services for co-occurring disorders. · Peer support services; medication management; ambulatory detox services. · Special support for opiate addiction
Remarks: Locations in: Minneapolis, Rochester, Brainerd, Duluth. Fees based on ability to pay but will work with anyone who wants to be enrolled and doesn't have the funds.

Missions Inc. Judy Retterath Withdrawal Management Center
3409 Medicine Lake Blvd., Plymouth MN 55441
Phone: 763-559-1402
Provides: Inpatient detoxification and clinically-supervised withdrawal services to adults and adolescents ages 13 and older, who are currently intoxicated or in withdrawal due to alcohol or drug use.

Narcotics Anonymous
Toll-Free Phone: 877-767-7676
Provides: Local meeting information updated weekly at www.naminnesota.org.

Native American Community Clinic Intensive Outpatient Services
2115 Cedar Avenue South, Minneapolis MN 55404
Phone: 612-843-5980
Hours: Monday–Friday 9:30 am–1 pm.
Services: Individual programming with a gradual stepdown. Daily prayer and cultural teachings, peer recovery support, health education, relapse prevention, individual and group therapy. Lunch provided. Transportation assistance, support with accessing community resources, and drop-in support groups for all stages of recovery.

NorthPoint Health & Wellness Center Behavioral Health Clinic
2220 Plymouth Avenue North, Minneapolis MN 55411
Phone: For appointments call 612-767-9500
Hours: Monday, Tuesday, Thursday and Friday 8 am–5 pm; Thursday 8 am–7 pm. Call for an appointment.
Provides: Chemical health assessment and referral, chemical health and mental health education, resource development, group and individual counseling, life skills development, mental health services, relapse prevention and discharge planning.

Park Avenue Center
2430 Nicollet Avenue, Minneapolis MN 55404
Phone: 612-871-7443 ***Email:*** info@parktx.com
Walk-in Assessment Hours: Monday–Friday 7 am–1:45 pm or by appointment.
Provides: Direct access to eligible clients looking to admit into treatment as early as same day, eliminating the need for a R25/ chemical health assessment prior to admitting. This permits clients to receive the help they need when they need it. This new process allows for clients with eligible insurance, such as medical assistance, most PMAPS (UCare, Blue Plus, Health Partners, etc.), and many commercial insurance plans, to enter treatment with as few barriers as possible.

Red Door Harm Reduction Services
525 Portland Avenue–4th floor, Minneapolis MN 55415
Phone: 612-543-5555 for appointments
Hours: Monday, Tuesday, Wednesday, and Friday 8 am–4 pm; Thursday 10 am–4 pm. By appointment or walk-in. Text or call 612-715-0499.

Syringe Services Program (SSP).
Provides: Walk in for free naloxone, sterile syringes, safer injection supplies, safer smoking supplies, syringe disposal, overdose prevention training, wound care, foot care, STI and Hep C testing, rapid HIV testing, HIV and STI prevention (PrEP/nPEP/doxy PEP), vaccines, pregnancy prevention and testing, treatment referrals, and insurance navigation. No appointments necessary.

MOUD Program (Medication to treat opiod use disorder)
Provides: See SSP above.
Remarks: Staffed by a Registered Nurse and Nurse Practitioner.

Salvation Army Adult Rehabilitation Center
900 North 4th Street, Minneapolis MN 55401
Phone: 612-332-5855 Call 24 hours a day for intake.
Provides: Drug and alcohol rehabilitation programs.

Tubman Chrysalis Center
4432 Chicago Avenue South, Minneapolis MN 55407
Phone: 612-871-0118
Website: www.tubman.org
Hours: Monday–Thursday 8 am–5 pm; Friday 8 am–3 pm.
Provides: counseling and assessment for chemical dependency, outpatient treatment may include mental health counseling.
Remarks:Various payment options are accepted.

Turning Point, Inc.
1500 Golden Valley Road, Minneapolis MN 55411
Main Phone: 612-520-4004 ***Website:*** ourturningpoint.org
Program Phone: 612-281-9173
Hours: Monday–Friday 8:30 am–4:30 pm.
Remarks: Residential primary care programs for men who are chemically dependent. Aftercare services include employment and education referrals. Outpatient program for women, days/eves.

F. Dental Care

Children's Dental Services
636 Broadway Street NE, Minneapolis MN 55413
Phone: 612-746-1530
Hours: Monday-Saturday. Hours vary by location.
Remarks: Comprehensive dental care for those 26 and under, and pregnant women of any age. Appointments necessary. MA and Minnesota Care are accepted. Sliding fee scale based on income for those without insurance. (Must be rejected for state insurance.) There are 300 metro-area locations.

Community-University Health Care Center
2001 Bloomington Avenue South , Minneapolis MN 55404
Phone: 612-301-0918
Hours: Monday-Friday from 7:30 am–4 pm. Children's (10 & under) dental appointments also available on Saturdays 9 am–1 pm.
Remarks: Services are offered on a sliding-fee scale. Limited walk-in appointments available Monday through Friday 8 am–3:30 pm.

Hope Dental Clinic
800 Minnehaha Avenue East Suite 465, St. Paul MN 55106
Phone: 651-789-7605
Office hours: Monday–Thursday 8 am–3 pm; Friday 8 am–12 pm. Call between 8 am–4:30 pm for appointments.
Hours: By appointment only. Monday and Tuesday 8;30 am–9 pm; Wednesday and Thursday 7:30 am–9 pm; Friday 7:30 am– 5pm.
Provides: Dental care to those without dental insurance. Services include exam, cleaning, fillings, extractions, and education.
Remarks: A $20 administrative fee is requested for each visit but no one is refused treatment based on whether they can pay or not.

Indian Health Board
1315 East 24th Avenue, Minneapolis MN 55404
Phone: 612-721-9800
Hours: ***Hours***: Monday–Friday 9 am–5 pm. Walk-ins available first come, first served. When possible, call before coming to the clinic to add your name to the walk-in list.
Remarks: Care provided for all ages. Sliding fee based on family size & income. MA. Appointments preferred, but walk-ins welcome.

Native American Community Clinic
1213 East Franklin Ave., Minneapolis MN 55404
Phone: 612-872-8086
Hours: Monday–Friday 8:30 am–5 pm. Closed daily 12:45–1:45 pm.
Services: Complete dental care for adults and children.
Remarks: MA and private insurance are accepted. For those without insurance, there is a sliding fee scale based on family size and income.

NorthPoint Health & Wellness Center
2220 Plymouth Avenue North, Minneapolis MN 55411
Phone: For appointments call 612-543-2500
Hours: Monday and Friday 8 am–5 pm; Tuesday, Wednesday and Thursday 8 am–7 pm; Saturday 8 am–12 noon. (Closed on Saturdays before holiday weeks.) Walk-ins available Monday, Tuesday, Thursday and Friday 8 am–3:30 pm; and Wednesday 8 am–5 pm. First come first served.
Provides: Complete dental care for residents of Hennepin County including: Preventative, restorative, and emergency care, and X-rays.

People's Center Clinics & Services Cedar-Riverside Clinic
425 20th Avenue South, Minneapolis MN 55454
Phone: 612-332-4973 to schedule appointments.
Hours: Monday–Friday 8:00 am–4:30 pm.
Walk-in Hours: Monday–Friday 8–11 am and 1–4 pm. Walk-in emergencies are directed toward alleviating pain. The wait for walk-ins can be 2-3 hours or longer.
Provides: Adult and pediatric dental care, including preventative services, emergency care, sealants, fillings, bridges, crowns, extractions, and root canals.
Remarks: All insurance plans accepted; sliding fee scale available for those without insurance. More info at www.peoples-center.org.

Sharing and Caring Hands
525 North 7th St., Minneapolis MN 55405
Phone: 612-596-3463
Remarks: Dental care available throughout month. Call or stop in to ask for times.

Southside Community Clinic
4243 4th Avenue South, Minneapolis MN 55409
Phone: 612-822-9030 ***Website:*** www.southsidechs.org
Hours: Monday–Friday 7:30 am–5 pm. Emergency walk-ins are Monday–Friday 7:30–10:30 am and 1–3 pm.
Provides: Preventive and restorative dental services.

University of Minnesota School of Dentistry
515 Delaware St. SE, Minneapolis MN 55455
Call Center: 612-625-2495
Hours: Monday through Friday 9 am–4 pm.
Remarks: Comprehensive dental care provided by supervised students. Payment required at time of visit. Clinics accept cash, credit cards, and Care Credit dental financing. Most private insurance, Medical Assistance and MN Care also accepted. Children's clinic also available. Must call for an appointment.

G. Veterans

Veterans Affairs Medical Center
One Veterans Drive, Minneapolis MN 55417 *(E 54th St & 48th Ave S)*
Phone: 612-725-2000
24-Hour Vets Crisis Line: 1-800-273-8255, press 1 or 988, press 1.
Remarks: veterans with an honorable discharge may receive treatment; veterans enlisting after 1980 need to have completed two years of active duty; does need an assessment for payment.
See page 76 for info about other assistance available for veterans.

Section 4.
Education & Employment

A. Educational Programs

Adults

American Indian OIC Takoda Programs *(Dakota for "friend to all")*
1845 East Franklin Avenue, Minneapolis MN 55404
Phone: 612-341-3358 ***Website:*** aioic.org
Hours: Monday through Friday, 8:30 am–4:30 pm.
Provides: AB/GED and post-secondary program for adults.

Avivo Institute of Career & Technical Education
1825 Chi8cago Avenue, Minneapolis MN 55404
Phone: 612-752-8100, 612-752-8131
Email: career.education@avivomn.org
Hours: Monday through Thursday 8:30 am–4:30 pm
Provides: Career education and technical training to earn credentials. Up to eight career pathways offered including IT Support Training, Medical Office Support Training, Office Support Specialist, and HVAC Training. Programs range from three weeks to six months. Training may be paired with employment services and job placement support. Courses ideal for non-traditional student and offer small classes and individualized supports.
Remarks: Services are typically no-cost or on a fee-for-service basis, depending on eligibility. May be self-referred or referred by Rehab Services, VA, or a Workforce Ctr. Some scholarships possible.

Pillsbury United Communities - Brian Coyle Community Center
420 15th Avenue South, Minneapolis MN 55454
Phone: 612-338-5282
Hours: Monday–Friday 9 am–8 pm.
Provides: ESL classes provided by Cedar-Riverside Adult Basic Education. Call for info and schedules.

Minneapolis Public Schools Adult Education
Website: abe.mpls.k12.mn.us

North Campus
800 West Broadway, Minneapolis MN 55411
Phone: 612-668-1863
Hours: Monday–Friday 8:30 am–1 pm.
Provides: ELL, GED prep, reading, writing, math, career pathways, GED testing, college prep, and adult diploma.

South Campus
2015 East Lake Street, Minneapolis MN 55407
Phone: 612-668-3800
Hours: Monday–Fri 8:30 am–3:30 pm; Monday–Thursday 5–9 pm.
Provides: ELL, GED prep, reading, writing, math, career pathways, GED testing, adult diploma. Online classes available.

Minneapolis Public Schools Adult Education, *continued*

Wells Fargo Bank
615 North 7th Street, Minneapolis MN 55411
Phone: 612-667-1908
Hours: Tuesday and Thursday 5:30–8:30 pm.
Provides: Basic skills and GED prep.
Remarks: Registration occurs on site.

Minneapolis Community and Technical College
1501 Hennepin Avenue South, Minneapolis MN 55403
Phone: 612-659-6000
Provides: Technical and vocation training. Programs range from 3 months–2 years. Counseling and other vocational prep are also available. Financial aid is available for low income persons.
Remarks: See website for more info: www.minneapolis.edu.

Upper Midwest American Indian Center
1035 West Broadway, Minneapolis MN 55411
Phone: 612-522-4436
Hours: Monday through Friday from 9 am–5 pm.
Provides: Elders program, adoption program, mental health programs and recovery programs including Rule 25 assessments.

Veterans & Military Service Members

Veterans Welcome Center - MCTC
1501 Hennepin Avenue South #T.3406, Minneapolis MN 55403
Phone: 612-659-6580
Provides: Preparation to start or return to college. Advising and referrals for academics, career, and military education benefits.

Youth

Goodwill/Easter Seals YouthBuild!
635 Prior Avenue North #7B, St. Paul MN 55104
Phone: 612-424-1050 ***Website:*** gesmn.org/youthbuild
Provides: GED/High School Diploma prep, hands-on construction training and leadership development at no cost to young adults ages 16-24 who are not currently enrolled in school. Students have assistance preparing for work or further schooling and support in their next step. Students can earn a stipend based on program attendance and bonuses for milestones achieved.
Remarks: Call, text, email (YouthBuild@gesmn.org) or see website.

Loring Nicollet Alternative School
20 South 13th Street, Minneapolis MN 55403
Phone: 612-872-3626
Provides: An alternative high school for people between 16 and 21. An innovative program for students looking for a change from regular high school.

Minneapolis Public Schools Student Enrollment Services
1250 West Broadway, Minneapolis MN 55411
Phone: 612-668-1840 ***Fax:*** 612-668-1841
Website: ExploreMPS.org and www.mpschools.org
Hours: Monday–Friday 8 am–4:30 pm.
Mission: Minneapolis Public Schools exists to provide a high quality, anti-racist, culturally responsive education for every Minneapolis student
Provides: Student enrollment for grades Pre-K-12. Families can enroll at their address-based community school or choose from a variety of citywide magnet schools (magnet placement subject to capacity and lottery). Visit ExploreMPS.org to learn more and submit a school request. English assessments for students with a Home language other than English, call or email for an appointment.

YouthLink
41 North 12th Street, Minneapolis MN 55403
Phone: 612-252-1200
Provides: GED preparation and referrals.
Hours: Ages 16-24 Monday, Tuesday, Thursday and Friday 9 am–4:30 pm; Wednesday 10 am–4:30 pm.

B. Job Training & Placement

American Indian OIC Takoda Programs *(Dakota for "friend to all")*
1845 East Franklin Avenue, Minneapolis MN 55404
Phone: 612-341-3358 ***Website:*** aioic.org
Hours: Monday through Friday, 8:30 am–4:30 pm.
Provides: Assistance with resume writing and web-based job search, employment career center, individual service strategies and employment plans, ABE/GED preparation classes. Training for patient services specialist; and computer support specialist; 6–9 month vocational programs.
Remarks: Open to individuals seeking to enter work force for the first time, after long-term unemployment, or seeking to break into a new career. Ages 18 and up; all services are free.

Avivo Institute of Career and Technical Education
1825 Chicago Avenue South, Minneapolis MN 55404
Phone: 612-752-8100 or 612-752-8131
Email: career.education@avivomn.org
Hours: Monday through Thursday 8:30 am–4:30 pm
Provides: Career education and technical training to earn credentials. Up to eight career pathways offered including IT Support, Medical Office Support, Office Support Specialist, and HVAC training. Programs range three weeks to six months and may be paired with employment services and job placement support.
Remarks: Services are typically no-cost or on a fee-for-service basis, depending on eligibility. May be self-referred or referred by Rehab Services, VA, or a Workforce Center. Some scholarships possible.

CAPI Job Development
5930 Brooklyn Blvd., Brooklyn Center MN 55429
Phone: 612-721-0122
Hours: Monday through Friday from 8:30 am–4:30 pm
Provides: CAPI offers free and stipend based credentialed training for CNA & relating Healthcare certificates, Property Maintenance, IT, and individualized training pathways for post-secondary STEM professions.
Remarks: Call for appointment. All services are free.

Emerge Community Development
ECTC: 1834 Emerson Avenue North, Minneapolis MN 55411
CROC: 505 15th Avenue South, Minneapolis MN 55454
Second Chance Recycling: 1179 15th Ave SE, Mpls MN 55414
Phone: 612-529-9267 / 612-425-4701 ***Web:*** www.emerge-mn.org
Hours: Services are provided Monday–Friday 8:30 am–5 pm. Other services provided virtually or via Live Chat.
Provides: Industry-specific training & credentials, individualized career & financial coaching, financial education, computer training, and job skills training for youth and adults. A job coach will work with you. to determine your interests and help develop job search skills, resume, and a plan to find work in desired areas.

Goodwill/Easter Seals
553 Fairview Avenue North, St. Paul MN 55104
Phone: 651-379-5837 or text JOBS to 71492
Provides: FREE training in Automotive Services, Business Professional Pathways, Construction, IT, Financial Industry, and YouthBuild that includes job placement assistance. pPaid training/ stipends and community resources available in select courses. Students learn the technical skills needed for their new career and receive assistance with resumes, applications, interviewing, and advancement. Students earn certificates and/or industry credentials, including college credit for some programs.
Remarks: To learn more and apply, visit www.gesmn.org/training, email outreach@gesmn.org or call 651-379-5837.
In-person information sessions are held at 2 pm on the 2nd and 4th Tuesday of each month at 635 Prior Avenue North, #7, St. Paul (Automotive, Construction). Please arrive by 1:45 pm

HHH Job Corps Center
1480 North Snelling Avenue, St. Paul MN 55108
Phone: 612-823-4516 ***Website:*** huberthhumphrey.jobcorps.gov
Office Hours: Monday through Friday 8 am–4 pm.
Provides: Free vocational training for persons ages 16–24 who are generally low or moderate income. Training is in areas of: culinary arts, health occupations, transportation industry, painting and wallpapering, facility maintenance, building and apartment maintenance, sign and display, and office occupations. GED and basic skills classes, job placement assistance, a residential living program and on-site health and wellness services available.

Lutheran Social Service - Center for Changing Lives
Training and Education Center
2400 Park Avenue South, Minneapolis MN 55404
Phone: 612-879-5200 ***Email:*** tec@lssmn.org
Website:www.lssmn.org/services/financial-and-employment/career-development/training-and-education-center
Drop-in Hours: Monday, Wednesday, Thursday, Friday 8 am-12 pm.
Remarks: Free, drop-in support for job seekers. This is open to anyone looking for individualized assistance with: resumes, job applications, interview and job fair preparation, and resource navigation (exploring workshops and credentialed training opportunities). A number of virtual job search workshops are available at their website.

Minneapolis American Indian Center
Workforce Innovation & Opportunity Act Program ("WIOA")
1530 East Franklin Avenue, Minneapolis MN 55404
Phone: 612-879-1700 or toll-free 1-800-486-8797
Hours: Monday through Friday 8 am–4 pm.
Provides: Career education counseling and support services.
Remarks: Services are open to American Indians, Alaskan and Hawaiian natives in 71 counties in Minnesota, including Ramsey and Anoka Counties, but *not* Hennepin County. (Hennepin residents contact Takoda American Indian OIC.)

Minnesota CareerForce
Website: www.careerforcemn.com
South: 777 East Lake Street, Minneapolis MN 55407
Phone: 651-539-4410
Hours: Monday through Friday from 8 am–4:30 pm.

North: 800 West Broadway, Minneapolis MN 55411
Phone: 612-299-7200
Hours: Monday–Friday 8 am–4:30 pm;
Provides: Assistance with unemployment, job search; Veterans representative available; vocational rehabilitation services for those with disabilities. If further assistance is needed, call 651-259-7500.

Open Access Connections
Phone: 651-643-0883
Provides: Through community outreach sites and a network of community agencies, they provide free individual voice mail phone number for low income people to receive messages as they look for jobs, housing, and maintain contact with health care and social services. It also can be a safe phone number for victims of domestic abuse. Call for a referral to a participating agency or visit http://tinyurl.com/OACOutreach for updated outreach locations.
Remarks: See page 29 for process and requirements to access Lifeline cell phone service.

Pillsbury United Communities

Provides: Adult personalized career development assistance to jobseekers looking for help searching and applying for positions, writing resumes and cover letters, preparing for interviews, and more. Paid internships for people 18-24 that offer the opportunity to earn an industry-recognized credential while gaining valuable work experience. Interns receive personalized one-to-one workforce readiness and job placement assistance as well as wraparound support services.

Locations:

Brian Coyle Community Center
420 15th Avenue South, Minneapolis MN 55454
Phone: 612-338-5282
Hours: Monday–Friday 9 am–8 pm.

Waite House
2323 11th Avenue South, Minneapolis MN 55404
Phone: 612-721-1681
Hours: Monday–Friday 10 am–4 pm; call for an appointment.

PPL Career Center
1021 East Franklin Avenue, Minneapolis MN 55404
Phone: 612-455-5300
Website: www.ppl-inc.org/career-readiness-programs
Provides: Free employment and training services. Must enroll in programming to have access to services. Services include: Computer lab, job readiness and computer workshops to learn computer skills and receive job search support, one-on-one employment coaching and career pathway trainings in multiple industries including health care, finance, and general office administration. WIOA provider. Call or see website for hours.

Small Sums
2375 University Ave. W. Suite 150, Saint Paul MN 55114
Phone: 651-242-9441 ***Website:*** smallsums.org
Provides: Small Sums provides free help to homeless and housing insecure individuals, who have found new jobs, with the specific things that they need to start back to work, such as: required work clothes and work shoes, trade tools, professional licenses or union dues, and bus passes.
Remarks: Call for intake and questions. All services are free.

Summit Academy OIC
935 Olson Memorial Highway, Minneapolis MN 55405
Phone: 612-377-0150 ***Website:*** www.saoic.org
Provides: Pre-vocational and job preparation classes; 20-week program in the fields of financial services, construction, carpentry, electrician, medical admin assistant, and information technology. Also provides a 10-week GED completion program and six-week non-accredited food manufacturing training.
Hours: Monday through Friday 8 am–5 pm.

Tasks Unlimited – Jobs Training and Placement
Admissions Info Phone: 612-767-2060
Provides: Program offers paid on-the-job training in janitorial services, career development, job search, help to apply for jobs, professional development, mental health support, peer support, benefits navigation and financial planning to connect individuals to careers of their choice and help them maintain employment.
Remarks: Participants must be 18 years or older and be diagnosed with a mental illness or a disability.

Twin Cities Rise
1301 Bryant Avenue North, Minneapolis MN 55411
Phone: 612-338-0295 ***Email:*** outreachteam@twincitiesrise.org
Website: twincitiesrise.org
Hours: Monday–Thursday 9 am–3 pm; Friday 9 am–12 pm.
Provides: Career development and personal empowerment training, helping individuals become empowerd and employed. Programs include career development, customer support, facilities maintenance, and diesel tech.
Remarks: New training programs begin every 45 to 60 days and last 8 weeks. Trainings can be virtural or hybrid. No cost to participate.
Eligibility: Age 18 and older; criminal backgrounds welcome (no CSC or arson charges); must meet income requirements and be willing and able to work full time.

Neighborhood Employment Network

Provides: Post-secondary school training, help with job skills assessment, job prep, job development and placement, on-the-job training, and support services (transportation, uniforms, and necessary tools). Appointments are preferred

American Indian OIC Takoda Programs *(Dakota for "friend to all")*
1845 East Franklin Avenue, Minneapolis MN 55404
Phone: 612-341-3358 ***Website:*** aioic.org
Remarks: GED classes offered as preparation for the test.

Avivo
1825 Chicago Avenue, Minneapolis MN 55404
Phone: 612-752-8100

Comunidades Latinas Unidas en Servicio (CLUES)
777 East Lake Street Minneapolis MN 55407
Phone: 612-746-3500 for a career coach

Eastside Neighborhood Service Inc.
1700 2nd Street NE, Minneapolis MN 55413
Phone: 612-781-6011

Emerge Community Development
1834 Emerson Avenue North, Minneapolis MN 55411
Phone: 612-529-9267

Minnesota CareerForce
777 East Lake Street, Minneapolis MN 55407
Phone: 651-539-4410 or 651-259-7500

800 West Broadway, Minneapolis MN 55411
Phone: 612-299-7200 or 651-259-7500

PPL Career Center
1021 East Franklin Avenue, Minneapolis MN 55404
Phone: 612-455-5300

Southeast Asian Refugee Community House (SEARCH)
1113 East Franklin Ave. #212, Minneapolis MN 55404
Phone: 612-673-9388

Urban League Twin Cities
2100 Plymouth Avenue North, Minneapolis MN 55411
Phone: 612-302-3100 ***Website:*** ultcmn.org
Hours: Monday–Friday 10 am–3 pm.

C. Day and Temporary Labor

AAA Labor
2508 Hennepin Ave., Minneapolis MN 55405
Phone: 612-871-2505 ***Email:*** support@aaalabor.com
Hours: Monday–Friday 5 am–6 pm; Sat 5:30 am–4 pm; Sun 7 am–4 pm. Work availability to be discussed at time of application.
Type of work: General labor to semi-skilled work, hospitality, light industrial, snow shoveling, and various other jobs.
Pay schedule: $14.50 and up
Remarks: Short-term and long-term assignments available. Cash advances available upon completion of the shift. Remainder paid by check the following Friday.

Atlas Staffing
4080 West Broadway Avenue, Robbinsdale MN 55422
Phone: 763-537-1225 ***Website:*** www.atlasstaffinginc.com
Hours: Monday-Friday 5 am–5 pm; applications accepted Monday-Thursday 9 am–3 pm.
Pay Schedule: $10 and up, varies; paid weekly. Bilingual office.
Type of work: Light industrial and warehouse.

Atlas Staffing Inc.
2639 Nicollet Ave. Ste. 100, Minneapolis MN 55408
Phone: 612-338-7971 ***Website:*** www.atlasstaffinginc.com
Hours: Monday–Friday 6 am–5 pm.
Type of work: Light industrial, warehouse, packaging, food service,, assembly.
Pay schedule: $15.57 & up
Remarks: Walk-in applications accepted Monday–Friday 9 am-3 pm. Background check/drug test done if customer requires.

Montu Driver Solutions
4056 Central Avenue NE, Ste 2, Columbia Heights MN 55421
Phone: 763-782-6858
Hours: Monday–Friday 8 am–4:30 pm. Hiring for all shifts.
Type of work: CDL drivers. Class A B & D licenses. Forklift drivers and warehouse work.
Remarks: Prior driving issues and criminal history are not necessarily obstacles to hiring. Call for information.

Section 5. Special Help & Advocacy

A. Youth Programs

Agape Child Development Center
2304 Emerson Avenue North, Minneapolis MN 55411
Phone: 612-287-9775 ***Website:*** agapeoasis.com
Email: info@agapeoasis.com
Hours: Mon.–Fri. 5:30 am–10 pm; Sat. and Sun. 5:30 am–5:30 pm.
Provides: Extended hours childcare for ages 6 weeks to 12 years old; mixing love and education tailoring the social and intellectual development of our scholars, producing innovative trailblazers.
Intake: Applications can be completed in-person or on our website (preferred). Private pay and assistance program vouchers/payments accepted.

Avenues for Youth Conneqt Program
1708 Oak Park Avenue North, Minneapolis MN 55411
Phone: 612-522-1690
Intake information: If you are a youth wanting to join this program or a youth worker making a referral, call 612-968-1672 or email conneqtrefferals@avenuesforyouth.org for an application/referral form.
Provides: Community-based host home and drop-in services for LGBTQI+ youth. While residing with host members, Avenues staff work to connect youth ages 16-24 to resources like housing, education and career support for up to a year. Drop-in takes place at Family Tree Clinic and provides a meal, community gathering space, bus fare, sexual and gender health, trans hormone care information, housing resources, on-site therapy and more!
Remarks: ConneQT is youth driven. Youth choose the community member host they live with. These hosts are screened and trained community members with a spare bedroom and ability to share resources. All are LGBTQI+ or allies.

Avivo
1825 Chicago Avenue South, Minneapolis MN 55404
Phone or Text: 763-321-6020
Hours: Monday through Friday 8 am–4:30 pm
Provides: Youth employment services for youth ages 14–24, in Minneapolis and the Twin Cities, including job and career training, completing education, life skills support, paid internships, and more.
Remarks: No charge for services; eligibility criteria do apply.

Division of Indian Work
1001 East Lake Street, Minneapolis MN 55404
Phone: 612-279-6320
Hours: Monday through Thursday, 5–7 pm
Provides: Academic support services and cultural enrichment activities for grades 1–12.
Remarks: Must enroll to attend.

Minneapolis Public Schools Student Enrollment Services
1250 West Broadway, Minneapolis MN 55411
Phone: 612-668-1840 ***Fax:*** 612-668-1841
Website: ExploreMPS.org and www.mpschools.org
Hours: Monday–Friday 8 am–4:30 pm.
Mission: Minneapolis Public Schools exists to provide a high quality, anti-racist, culturally responsive education for every Minneapolis student
Provides: Student enrollment for grades Pre-K-12. See page 65 for more details.

Pillsbury United Communities - Brian Coyle Community Center
420 15th Avenue South, Minneapolis MN 55454
Phone: 612-338-5282
Hours: Call for hours.
Provides: Tutoring, leadership program, self-esteem and developmental programs, summer youth programs; school release day programs; and other social activities.

PRIDE / The Family Partnership
24-hr crisis line: 1-866-223-1111 or text to 612-399-9995
Remarks: PRIDE serves women and sexually-exploited youth who are victims of sex trafficking/sex exploitation. They have support groups for individuals who are are at risk or involved in prostitution. Case management and court advocacy, and LGBTQ services are provided.

Office Locations:
1527 East Lake Street, Minneapolis MN 55407
Phone: 612-728-2065

1501 Xerxes Avenue North, Minneapolis MN 55411
Phone: 763-521-3477

YouthLink - Youth Opportunity Center
41 North 12th Street, Minneapolis MN 55403
Phone: 612-252-1200
Drop-in Hours: Ages 16–24 Monday, Tuesday, Thursday & Friday 9 am–4:30 pm; Wednesday 10 am–4:30 pm.
Provides: During drop-in hours, youth have access to multiple agencies providing services in the areas of crisis intervention, health and wellness, education, employment and housing. Support groups, laundry, showers, food and clothing are also available to program participants.

Youth Services Network
Website: www.ysnmn.org
Provides: Resources for youth to find shelter ,meals and services, i ncluding physical and mental health serviecs, employment, education and family/parenting services.

B. Services for Immigrants

All immigrants

CAPI Refugee Services
3702 East Lake Street #200, Minneapolis MN 55406
Phone: 612-721-0122
Hours: Monday–Friday, 8:30 am–4:30 pm.
Provides: Provide refugee families housing stability case support, employer advocacy, and career development.
Remarks: All services are free.

Hennepin County Office of Multicultural Services
2215 East Lake Street, Minneapolis MN 55407
Phone: 612-348-2193 ***Email:*** oms@hennepin.us
Hours: Call or email for program information.
Services: Gateway for refugees, immigrants and other new Americans to Hennepin County Services including outreach, employment assistance, housing, public assistance, childcare, forms completion, etc; assistance with immigration forms; criminal justice advocacy; immigration policy, public assistance interpretation. Services provided in: Somali, Spanish, Oromiffa, Amharic, Arabic, Bosnian, Swahili, Hindi, Hmong, Russian, and 15 other languages.

Minneapolis Office of Immigrant & Refugee Affairs (OIRA)
Phone: 612-394-6018 ***Website:*** minneapolismn.gov/OIRA
Remarks: Advises the City on immigration issues, welcomes new immigrants, connects residents to resources and legal help and highlights the contributions of immigrants in our community.

Minneapolis Public Schools Student Enrollment Services
1250 West Broadway, Minneapolis MN 55411
Phone: 612-668-1840 ***Fax:*** 612-668-1841
Website: ExploreMPS.org and www.mpschools.org
Hours: Monday–Friday 8 am–4:30 pm.
Provides: Student enrollment for grades Pre-K-12. See page 65 for more details..

Pillsbury United Communities - Brian Coyle Community Center
420 15th Avenue South, Minneapolis MN 55454
Phone: 612-338-5282
Hours: Monday–Friday 9 am–8 pm.
Provides: Immigrant women's support/advocacy (IWAP) - Assistance for immigrant women who need help understanding and finding resources to adjust to life in Minnesota, including food and housing, daycare, employment, and legal advocacy. Staff speak English, Somali, Arabic, and other East African languages. Appointments and walk-ins available.

African

African Community Services
1305 East 24th Street, Minneapolis MN 55404 (Lower level)
Phone: 612-721-9984 ***Email:*** homar@africancs.org
Hours: Monday–Friday 9 am–5 pm
Provides: Services for newly arrived refugees including: Minnesota Family Investment program (MFIP), Youth at work, Pathway Program, Legal Aid, Investment employment assistance (application/resumé preparation, job search skills, interview preparation), refugee social service programming including assistance finding childcare, housing, MNsure, home furnishings (Bridging referral agency) and other supportive referrals.
Remarks: Walk-in services available. Call program manager to determine program eligibility. Staff speaks nine African languages.

Latino

Centro Tyrone Guzman
1915 Chicago Avenue South, Minneapolis MN 55404
Phone: 612-874-1412
Hours: Monday through Friday from 8:30 am–5 pm.
Provides: Referral to government offices; preschool program for ages 3–6; youth program; pre-natal program for pregnant mothers; seniors program; assistance with car seats.

Comunidades Latinas Unidas en Servicio (CLUES)
Phone: 651-379-4200 ***Email:*** info@clues.org
Hours: Monday–Friday 8:30 am–5 pm.
Provides: Counseling for families, individuals, couples, children and adolescents; chemical dependency counseling; English classes; employment advocacy; women's program for domestic violence. The St. Paul CLUES office has additional vocational, chemical dependency, health related programs.

Mexican Consulate/Consulado de México
797 East 7th Street, St. Paul MN 55106
Phone: 651-771-5494
Emergency/Protection Phone: 651-771-5494 ext. 301,302, 323.
Hours: Monday–Friday from 8 am–1 pm.
Provides: The Mexican consulate serves to protect Mexicans and assist them with US government relations within its jurisdiction (MN/SD/ND/Western WI). It can assist with acquiring important documents like passports, birth certificates, military cards, and protection of rights.

Traducción de español

Centro Tyrone Guzman
1915 Chicago Avenue South, Minneapolis MN 55404
Teléfono: 612-874-1412
Horas: de lunes a viernes de 8:30 am a 5 pm.
Servicios: Servicios bilingües, referencia a oficinas gubernamentales; programa preescolar para niños de 3 a 6 años; programa juvenil; programa prenatal para madres embarazadas; programa de personas mayores; asistencia con asientos de carro.

Comunidades Latinas Unidas en Servicio (CLUES)
Teléfono: 651-379-4200 ***Email:*** info@clues.org
Horas: de Lunes a viernes de 8:30 am a 5 pm.
Servicios: Consejería para familias, individuos, y jovenes; consejería de dependencia de químicos para jovenes; clases de inglés. La oficina de CLUES en St. Paul tiene otras programas de empleos, dependencia de químicos, y programas de salud.

Mexican Consulate/Consulado de México
797 East 7th Street, St. Paul MN 55106
Teléfono: 651-771-5494
Emergéncia: 651-771-5494 ext. 301,302 and 323.
Horas: Lunes a Viernes, 8 am–1 pm.
Servicios: Tramites, Nacionalidad, Acta de Nacimiento, Documentos y Apostilla, y servicios de Protección Consular. La salvaguarda y defensa de sus derechos fundamentales e intereses en sus relaciones de naturaleza civil, penal, laboral, administratva, migratoria y judiciales con autoridades extranjeras y/o particulares. La jurisdicción del consulado es los estados de Minnesota, South Dakota, North Dakota, y el oeste de Wisconsin.

Minneapolis Office of Immigrant & Refugee Affairs (OIRA)
Phone: 612-394-6018 ***Website:*** minneapolismn.gov/OIRA
Remarks: Asesora a la Ciudad sobre temas de inmigración, da la bienvenida a nuevos inmigrantes, conecta a los residentes con recursos y ayuda legal y destaca las contribuciones de los inmigrantes en nuestra comunidad.

Hmong

Lao Assistance Center of Minnesota
1015 4th Avenue North Ste 202, Minneapolis MN 55405
Phone: 612-987-2642
Hours: Monday through Friday, 9 am–5 pm,
Provides: General support services for families and individuals, including translation, legal referrals, Immigration and Naturalization help, women's health, opiod education, tobacco prevention, food assistance, housing assistance including dealing with foreclosure, gambling prevention.

Korean

Korean Service Center
630 Cedar Avenue South #B1, Minneapolis MN 55454
Phone: 612-342-1345
Provides: Advocacy and support for Korean families, individuals and seniors; translation services and advocacy in dealing with government, police, doctors and public assistance agencies; housing assistance (advocacy and interpretation in dealing with landlords and help filling out public housing applications); meals for senior citizens; information and referrals to other social service agencies. Assisted living program for residents of Cedar Square.

C. Help for Veterans

Every Third Saturday (ETS)
5402 43rd Avenue South, Minneapolis MN 55417
Phone: 952-356-5116 ***Website:*** everythirdsaturday.org
Hours: Monday–Friday 9 am–4 pm.
Provides: Veterans may visit our free supply store once a month to pick up clothing, hygiene items, blankets, and more. Our Veterans Resource & Empowerment Center has free classes, including art, and is a place for veterans to gather and build community while enjoying coffee and snacks at no charge. A free 5-week course known as Warrior's Path is designed to empower veterans as they pursue a future tailored to their individual experiences, skill sets, and dreams. Pop Smoke is a program that provides a simple, digital pathway for veterans and their families to access the support they are seeking. Visit everythirdsaturday.org/pop-smoke/.
Remarks: We ask that veterans bring in proof of veteran status (VA ID or DD-214) during their first visit to ETS. We serve all veterans and their immediate families. Walk-ins welcome.

Hennepin County Veterans' Services
Phone: 612-348-3300 ***Email:*** VetServices@hennepin.us
Hours: Monday–Friday, 8 am–4:30 pm.
Provides: Staff helps service members, veterans, survivors and family members. You will work with veterans who will help you get the federal, state and county benfits you've earned.
Remarks: You will be asked to leave a message with the vereran's first and last name, phone number, and city of residence.

Minneapolis VA Community Resource & Referral Center (CRRC)
1201 Harmon Place, Suite 103, Minneapolis MN 55403
Phone: 612-313-3240
Hours: Monday–Friday 7 am–5 pm.
Provides: Counseling, medical care, employment services, housing referrals, veteran benefits information, and substance abuse services. Laundry and shower facilities are available as well as other on-site community services. Social work triage is done Monday–Friday 9:30 am–3:30 pm.

Minnesota Assistance Council for Veterans (MACV)
1000 University Ave. W. Ste 110, St. Paul MN 55104
Phone: 612-726-1327
Hours: 8 am-4 pm. Call to set up an intake.
Provides: Transitional housing, rental assistance, health care navigation, employment and legal services for veterans. Call for information about eligibility.

Minnesota Department of Veterans Affairs
1 Federal Dr., Rm. G220, St. Paul MN 55111 *(Henry Whipple Bldg.)*
Phone: 612-970-5662 (appeals office); Vet LinkageLine is toll-free 1-888-546-5838. Outreach supervisor: 218-209-0110.
Provides: Assistance in securing benefits for all veterans. Outreach department locates and assists minorities, female, and homeless veterans in an effort to meet the unique needs of these specific members of Minnesota's veterans community.

St. Paul Veterans Center
6636 Cedar Avenue South, Richfield MN 55423
Phone: 612-643-7920 ***Website:*** vetcenter.com
Hours: Monday through Friday from 8 am–4:30 pm.
Provides: Individual and group counseling, family counseling, stress management; women veteran's group; counseling for any trauma related to military service, and bereavement.
Remarks: Services are for any combat veterans and families, and National Guard members who deployed during civil unrest. Limited evening appointments available by appointment only.

U.S. Department of Veterans Affairs
The Mental Health Homeless Program team outreaches to homeless veterans and provides information and counseling about benefits, chemical and mental health treatment, housing and other medical services. Almost every day veterans are able to connect with various community partners such as VOA/Amicus, which helps veterans who have been incarcerated.
Phone: 612-313-3240 (Monday–Friday 7:00 am–5:00 pm)
Outreach locations: Call for current outreach schedule at the following locations. Minneapolis: Catholic Charities Opportunity Center, Salvation Army Harbor Light Center, Simpson Shelter. St. Paul: Dorothy Day Center, Salvation Army, Union Gospel Mission, Listening House.

Veterans Welcome Center—MCTC
1501 Hennepin Avenue South #T.3406, Minneapolis MN 55403
Phone: 612-659-6580
Provides: Preparation to start or return to college. Advising and referrals for academics, career, and military education benefits.

D. Victims of Abuse and Crime

Women & Children

Cornerstone
24-hour Crisis Line: 1-866-385-2699 or text 612-399-9977
Website: cornerstonemn.org
Provides: Crisis advocates and trained volunteers are available to talk confidentially with anyone experiencing domestic violence, sexual violence or human trafficking. Emergency housing for individuals or families in crisis. Clients also have access to full range of supportive services.
Remarks: Can provide a variety of resources to those seeking information, including referrals to support groups, possible transitional housing and options for legal advocacy.

Pillsbury United Communities Emergency Childcare
Crisis Nursery line: 612-302-3500
Provides: Crisis nursery services in a community-based family support program that provides services to parents and children (ages 6 weeks–12 years) in times of crisis or stress.

Sexual Violence Center
2600 East 25th Street, Suite C Minneapolis MN 55406
24-Hour Crisis Line: 612-871-5111
Provides: 24-hour support/crisis line for anyone affected by sexual violence; advocacy services after a sexual assault, reporting to law enforcement and navigating services; virtual support groups; individual counseling, and education. Reporting to law enforcement not required to receive services.
Remarks: We serve all genders and anyone 12 or older. All services are free and no one is ever turned away from services.

Women's Advocates
24/7 Crisis Line: 651-227-8284
Live Chat: www.wadvocates.org/find-help/
Provides: We provide 24-hour support to victim-survivors of domestic violence on our 24/7 crisis line and live chat online; secured shelter housing for victim-survivors and their children leaving abuse; advocates who work within the legal system to write orders for protection and other legal documents; advocates who provide childcare and tutoring for children residing in-shelter; advocates who provide support for victim-survivors searching for or maintaining safe, affordable housing
Remarks: Some services are for shelter residents only. Please contact us via the 24/7 Crisis Line or live chat to learn more.

Men and Women (Adults and Youth)

Cornerstone
24-hour Crisis Line: 1-866-223-1111 or text 612-399-9995
Website: cornerstonemn.org
Provides: Emergency housing for individuals or families in crisis. Clients also have access to full range of supportive services. Male victims receive safe and comfortable short-term housing while also accessing comprehensive services.

Domestic Abuse Project, Inc.
1121 Jackson Street NE, Suite 105, Minneapolis MN 55413
Phone: 612-874-7063 x232
Hours: Services are hybrid. Leave a message at any time and your call will be returned.
Provides: Crisis counseling, intervention, long term counseling and support groups; therapy for families, and a support group for veterans. Legal and community advocacy programs are offered for free, as well as groups for children and adolescents who witness domestic violence.
Remarks: Services are for individuals who use abusive behaviors, victims/survivors of domestic violence, and children witnesses. All services are on a sliding scale based on ability to pay. DAP wll bill insurance for therapy. Children are free. Some services also available at other sites in downtown Minneapolis, at NorthPoint, and at Little Earth.

Harassment Restraining Order
Hennepin Co. Government Center, Self-Help Center
(Skyway level just behind A-Tower weapons screening area)
300 South 6th Street, Minneapolis MN 55487
By Phone: 651-435-6535 (Statewide Self-Help Ctr. (M-F 10a–3p)
In Person Hours: Walk-ins Monday–Friday 8 am–4:30 pm.
Remarks: For anyone who has experienced unwanted repeated words, gestures or behavior intended to affect the safety, security, or privacy of someone. No relationship need exist between persons. You must provide the name of the perpetrator.
Filing Fees: Service Center visit or call is free of charge, but there will likely be court fees associated with filing the order.

Harriet Tubman Center East
1725 Monastery Way, Maplewood MN 55109
24-hour Crisis Intake: 612-825-0000
Business Phone: 612-825-3333 ***Website:*** www.tubman.org
Office Hours: Monday–Thursday 8 am–5 pm; Friday 8 am–3 pm.
Remarks: There is space for 100 women, men and their children in a secure environment. Referrals are made to safe shelters in the area when they are without space. Also provides support services to all members of family with the aim of preventing and ending family violence.

Hennepin Assault Response Team at HCMC
730 South 8th Street, Minneapolis MN 55415 (ER entrance)
Phone: 612-873-5832
Hours:24 hours, 7 days a week.
Provides: Support and advocacy for victims of sexual or domestic violence who come to Hennepin County Medical Center for treatment of injuries received in a domestic assault; also provides assistance in getting safe shelter. Both men and women are served.

Hennepin County Attorney's Office Victim-Witness Services
Phone: 612-348-4003
Hours: Monday through Friday from 8 am–4:30 pm.
Provides: Information and advocacy for women and men who have been abused and wish to file assault charges in Hennepin County. Advocates will help with felony charges; misdemeanors are handled by City Attorney's office (612-673-2010).

Oasis of Love Crisis Intervention Center
2304 Emerson Avenue North, Minneapolis MN 55411
Phone: 612-529-6055 ***Website:*** agapeoasis.com
Email: support@agapeoasis.com
Hours: Monday–Friday 9:30 am–6 pm
Provides: Crisis support through promoting the empowerment and healing of individuals and families impacted by domestic violence, abuse, and/or sexual assault. Men's violence intervention program fulfills court orders for anger accountability and probation requirements. Victim/survivor advocacy services are offered to any gender and include systems navigation assistance (ie. Court accompaniment, Child Protective Services case plan compliance), filing protective orders, safety planning, resource linkage, and women's healing-centered support groups.
Intake: Call or email for information and (men's) program fees. Services for victims/survivors are free.
Remarks: Not a shelter and cannot provide emergency assistance or legal services.

Open Access Connections
Phone: 651-643-0883
Provides: Through community outreach sites and a network of community agencies, they provide free individual voice mail phone number for low income people to receive messages as they look for jobs, housing, and maintain contact with health care and social services. It also can be a safe phone number for victims of domestic abuse. Visit http://tinyurl.com/OACOutreach for updated outreach locations.
Remarks: See page 29 for process and requirements to access Lifeline cell phone service.

Order for Protection
Domestic Abuse Service Center *(Government Center–Lower Level)*
300 South 6th Street, Minneapolis MN 55487
Phone: 612-348-5073
Hours: Walk-ins Monday–Friday 8 am–4:30 pm.
Provides: Assists victims of abuse obtaining Orders for Protection.
Remarks: For people living together, related by blood, married, divorced, or in a significant sexual or romantic relationship. There must be actual or threatened violence, threat of physical assault, or terroristic threats based on harm or fear of harm.
Fees: No filing fees charged for Orders for Protection.

Order for Protection
Ramsey County: 651-266-5130
Washington County: 651-789-6730
Dakota County: 651-377-7180
Note: Court Operations Associates are here to provide you with information regarding Orders for Protection and Harassment Restraining Orders. We strongly encourage you to fill out paperwork and file your documents online through MN Guide and File (www.mncourts.gov/Help-Topics/Guide-and-File.aspx). MN Guide and File is a web-based electronic tool that helps you create and file forms online. If this technology is not avaialble to you, we have a computer in our office that you may use, or we can provide you the packets in paper form. Once you have completed your paperwork and submitted it to our office, either in paper form or electronically, the Court Operations Associates will process your paperwork and forward your pleadings to a judicial officer for review. You will be contacted by our office with the judicial officer's decision and next steps.

OutFront Minnesota
Anti-Violence Program
2446 University Ave W, Ste 112, St. Paul, MN 55114
Phone: 612-822-0127 option 3 or toll free 1-800-800-0350
Hours: Monday through Friday 9 am–5 pm.
Provides: Support for victims/survivors of intimate partner violence, sexual violence, and hate/bias violence. Specializing in working with 2SLGBTQIA+ communities. Assistance with navigating systems; safety planning; finding shelter; peer counseling; procuring protective orders; accessing resources and referrals to other service providers; filing police reports; pursuing reparations; PREA support; support groups for 2SLGBTQIA+ victims/survivors of violence on occasion. Our program also offers training and community education as it pertains to supporting 2SLGBTQIA+ victims/survivors of violence.
Remarks: Please note we are not a shelter, and do not provide legal services.

PRIDE / The Family Partnership
24-hr crisis line: 1-866-223-1111 or text to 612-399-9995
Remarks: PRIDE serves women and sexually-exploited youth who are victims of sex trafficking/sex exploitation. They have support groups for individuals who are are at risk or involved in prostitution. Case management and court advocacy, and LGBTQ services are provided.

Office Locations:
1527 East Lake Street, Minneapolis MN 55407
Phone: 612-728-2065

1501 Xerxes Avenue North, Minneapolis MN 55411
Phone: 763-521-3477

E. Legal Assistance

Hennepin County Attorney's Office
300 South 6th Street, Minneapolis MN 55487
Phone: 612-348-5550
Hours: Monday through Friday from 8 am–4:30 pm.
Provides: Criminal felony prosecution, child support enforcement, services for victims of sexual assault, and for victims and witnesses of crimes in Hennepin County (612-348-4003).
Remarks: All services are free.

Hennepin County Conciliation Court ('Small Claims')
300 South 6th Street, third floor, Minneapolis MN 55415
Phone: 612-348-6000
Hours: Monday through Friday 8:00 am–4:30 pm.
Provides: Opportunity for person to file small claims court complaint against anyone who owes him/her money. Maximum claim is $20,000. $70 filing fee. For more information www.mncourt.gov.

Hennepin County Public Defender
701 4th Avenue South #1400, Minneapolis MN 55415
Phone: 612-348-7530 ***Website:*** www.hennepinpublicdefender.org
Provides: Legal representation for people in Hennepin County criminal court who are unable to afford their own lawyer.

Lawyer Referral and Information
Phone: 612-752-6699
You can complete a self-referral at: www.mnlawyerreferral.org
Provides: Advice and appropriate referral to an attorney or other resources in legal services.
Remarks: There is a $30 fee for the referral and first half-hour consultation. During the first meeting the attorney and client should agree on fees beyond then. Must make an appointment.

Legal Aid
111 North 5th Street, Suite 100, Minneapolis MN 55403
Intake Phone: 612-334-5970
Intake hours: Monday–Thursday 9:30 am–12:30 pm and 1:30–3:30 pm; Friday 9:30–11:45 am.
Provides: Free legal help to people with limited resources, disabilities and those 60 and older. Practice areas: consumer, disability, family, housing, immigrations, public benefits, senior, tax and youth law. Legal Aid is home fto the Minnesota Disability Law Center, the state's Protection and Advocacy organization, serving clients through Minnesota. Legal Aid's Project Care also serves clients statewide, connecting Minnesotans to affordable health coverage.
Remarks: Services are free. Income guidelines apply for some services, but not all. An intake specialist will help determine eligibility..

Legal Rights Center
1611 Park Avenue South, Minneapolis MN 55404
Phone: 612-337-0030 ***Website:*** www.legalrightscenter.org
Intake Hours: Intake is done in person only. Intake appointments are scheduled on Tuesdays from 10 am–12 pm.
Hours: Monday–Friday 9 am–4:30 pm.
Provides: Legal resources and services of attorneys for criminal matters within Hennepin Co. (alternative to Public Defender) for low-income persons; mediation/restorative justice criminal cases only.

Minneapolis Department of Civil Rights
350 South 5th Street, Minneapolis MN 55415 - City Hall Room 239
Phone: 612-673-3012
Hours: Monday–Friday from 8:30 am–4:30 pm.
Complaints from incidents in Minneapolis may be filed online at www2.minneapolismn.gov/government/departments/civil-rights/ or by calling 311.
Provides: Investigates incidents of discrimination in employment, education, housing, city departments, and private businesses; investigates allegations of police misconduct; enforces employees' rights to paid sick and safe time and a minimum wage.

Your right to file a charge of discrimination is protected by law. If you are the victim of a reprisal or further harassment because you have filed a complaint, notify:

Minnesota Department of Human Rights
540 Fairview Avenue North, St. Paul MN 55104
Phone: 1-800-657-3704
Website: www.humanrights.state.mn.us
Hours: Monday–Friday 8 am–4:30 pm, excluding holidays.
Remarks: Enforces the Human Rights Act which prohibits discrimination. We investigate charges of discrimination, Equity and Inclusion for state contracting and Educate to reduce discrimination and disparate outcomes.

Pillsbury United Communities
Provides: Lawyer provides general legal help.
Remarks: Free of charge. Call for intake and appointment.
Locations:
Brian Coyle Community Center
420 15th Avenue South, Minneapolis MN 55454
Phone: 612-352-6677

Waite House
2323 11th Avenue South, Minneapolis MN 55404
Phone: 612-721-1681

Tubman Chrysalis Center
4432 Chicago Avenue South, Minneapolis MN 55407
Phone: 612-871-0118 ***Website:*** www.tubman.org
Hours: Monday–Thursday 8 am–5 pm; Friday 8 am–3 pm.
Provides: Legal advice and referrals to attorneys for family law matters. Limited resources for employment and family law.
Remarks: Fees vary based on services. Registration needed.

Volunteer Lawyers Network
Phone Intake: 612-752-6677
Phone Intake Hours: Monday through Thursday 10 am–1 pm.
Other intake options: For other intake and service options, call or visit www.vlnmn.org/help.
Provides: Free legal services on numerous legal issues, including tenant-landlord, concilation court, garnishments, debtors rights, divorce, child custody, criminal expungement, bankruptcy, and provides limited legal services in immigration and employment issues. Services include legal advice, phone services and full representation. Eligibility based on income, assets, legal issue and geography (varies per legal issue).
Remarks: For criminal cases, personal injury cases, call Lawyer Referral and Information Service. For subsidized housing or government benefits cases, contact Legal Aid.

F. Police Misconduct

If you are the victim of police misconduct or abuse:
—seek medical attention
—write down the details right away
—photograph the injuries
—contact witnesses, if any

You can file a formal complaint with:
Minneapolis Office of Police Conduct Review
350 South 5th Street, Minneapolis MN 55415 - Room 239 City Hall
Email: policereview@minneapolismn.gov
Hours: Monday through Friday from 8:30 am–4:30 pm
Website: Complaints may be filed online at www.minneapolismn.gov/report-an-issue/police-officer-complaint/.

Minneapolis Office of Police Conduct Review, *continued*
Remarks: Takes complaints against Minneapolis Police officers for misconduct, such as inappropriate language or conduct, harassment, discrimination, retaliation, excessive force, and failure to provide adequate and timely protection. After a complaint is made, staff will investigate. If the Office sustains a complaint, they make a recommendation to the Chief for discipline of the officer. Mediation between complainant and police may also be an option. Complaints must be made within 270 days of incident (nine months).

Federal Bureau of Investigation (FBI)
1501 Freeway Blvd., Brooklyn Center MN 55430
Phone: 763-569-8000
The FBI investigates cases of police misconduct as they relate to the Federal Civil Rights Law. If you should witness or be a victim of police misconduct, call the FBI and ask to speak to someone about a civil rights matter. You may also submit a tip at tips.fbi.gov.

Communities United Against Police Brutality (CUAPB)
4200 Cedar Avenue South, Minneapolis MN 55407
Phone: 24 Hour Hotline 612-874-STOP (612-874-7867)
Hours: Meetings are Saturdays 1:30–4:00 pm. *In-person meetings have resumed, but there are call-in and video options. Call for info.*
Provides: CUAPB is an all-volunteer grassroots group that provides support for survivors of police brutality and families of victims so they can reclaim their dignity and join the struggle to end police brutality.
Remarks: Activities include education, political action, legislative action and legal research. Also offers a 24-hour crisis line(612-874-STOP) that people can call to report instances of abuse. Can send out a crisis team to investigate the complaint, take photos and statements and offer immediate assistance. CUAPB follows up with legal, medical and psychological referrals and other services as needed and brings together families and survivors in a local network to provide ongoing support and empowerment for people suffering from their encounter with police brutality.

If you think you were discriminated against on the basis of age, ancestry, color, creed, gender, national origin, religion, or sexual preference, you can file a complaint with:

Minnesota Department of Human Rights
540 Fairview Avenue North Suite 201, St. Paul MN 55104
Phone: 651-539-1133
Hours: Monday–Friday from 8 am–4:30 pm. Monday Wednesday and Friday by appointment only; walk-ins available on Tuesday and Thursday.
Remarks: Takes complaints of discrimination within one year of date of incident.

G. Advocacy

Agate Housing and Services
2309 Nicollet Avenue, Minneapolis MN 55404

Assistance obtaining Birth Certificates
Phone: 612-870-2283
Hours: Monday–Friday 9 am–4 pm.
Provides: Assistance sending for U.S. birth certificates. Can provide referrals for assistance paying those fees.

Education and Advocacy
Phone: 612-715-0449
"A Day in the Life" is an educational program about homelessness, hosted by Community Educators who have lived-experience. If you have experienced homelessness and would like to share your story as a part of the A Day in the Life program, please call for more information about becoming a community educator

Street Outreach Team
Phone: 612-879-7624 or toll-free 1-888-550-7624
Hours: Monday–Friday 8:30 am–3 pm.
Drop-in Hours: Monday and Wednesday, 9:30–11:30 am.
Remarks: Works with individuals sleeping outside or in places unsuitable for human habitation, and assists them to get into permanent housing. Provides a non-emergency response to homeless concerns in public settings with a mobile outreach team able to visit individuals in the community.

Basilica of St. Mary
88 North 17th Street, Minneapolis MN 55403 *(Enter in SW corner of church on ground level)*
Phone: 612-333-1381
Hours: Tuesday and Thursday, 9:30–11:30 am.
Provides: Vouchers for Minnesota IDs, birth certificates, and out-of-state birth certificates for Minneapolis residents only. Bring ID and piece of current mail.

Dignity Center *(Hennepin Ave. United Methodist Church)*
425 Groveland, Minneapolis MN 55403 (enter off Groveland)
Phone: 612-435-1315
Hours: Monday, Wednesday and Friday 9–11:30 am.
Remarks: The Dignity Center is a collaborative ministry, characterized by a warm, hospitable drop-in center staffed by volunteers who treat participants with dignity. The advocates support participants as they get connected to the services, resources, and tools needed for stability. Advocates partner with participants on an ongoing basis to increase their stability in the community. The Dignity Center utilizes harm reduction and person centered models. .

Downtown Community Storage
5th Street North & 2nd Avenue North, Minneapolis MN 55401
(Ramp B, basement level)
Phone: 612-330-9882 ***Website:*** MplsDID.com
Hours: Monday–Friday 9 am–5 pm
Provides: Free storage for personal belongings. Store as long as you like, jut make sure to check in every 14 days.

Freedom from the Streets
2306 Lowry Avenue North, Minneapolis MN 55411
Phone: 612-807-0610
Website: freedom-from-the-streets.squarespace.com
Provides: Outreach, case management, informational classes, Unsheltered Union for people who are homeless, mostly staying on the streets not in shelters. We help people find housing benefits right for them.

Eastside Neighborhood Service Inc.
1700 2nd Street NE, Minneapolis MN 55413
Phone: 612-781-6011 Call for appointments.
Provivdes: A holistic range of services from youth services like childcare, out-of-school time programs, summer camp, and an alternative high school, to older adult transportation, caregiving support, and wellness classes. Provides healthy nutrition with three food shelf programs. Helps people gain economic stability and grow their careers through employment programs for all ages. Supports family healing through counseling programs for people who have been identified as using abusive behaviors. Creative arts therapy for youth.

Hennepin County Front Door
Phone: 612-348-4111, Option 0
Hours: Monday through Friday from 8 am–4 pm.
Provides: Primary intake for voluntary social servies in Hennepin County. Services include: Long-term services and supports (MnCHOICES and Developmental Disabilities Eligibility); Child and Adult Access; Child and Adult Behavioral Health Case Management. Referrals may be for short-term service planning (90 days or less). Consultants also make immediate transfers to crisis intervention services as needed.

MAD DADS
3026 4th Ave South, Minneapolis MN 55407
Phone: 612-822-0802 or 612-455-4630
Hours: Monday through Friday, 9 am–4 pm.
Provides: Minneapolis MAD DADS has many programs available such as: men's empowerment and responsibility program; school crime prevention intervention support; Peace Bus-Outreach Explosion; Street Patrol; homicide crisis and response Team.

NorthPoint Health & Wellness Center
African American Men Project
2220 Plymouth Avenue North Suite 1600, Minneapolis MN 55411
Phone: 612-767-9500
Hours: Monday–Friday 8 am–5 pm
Provides: AAMP serves African American men who are 18 and older and are Hennepin Co. residents. The program helps African American men become healthy and successful wage earners, fathers and community leaders. They provide coaching and support and also assist men w ith medical needs. AAMP encourages men to see health as a priority for meeting life goals. Can help get same-day appointments for medical care, behavioral health, dental care and human services.
Remarks: Walk-ins are accepted, as are referrals from Hennepin County departments and other community organizations.

Peace House
1816 Portland Avenue South, Minneapolis MN 55404
Phone: 612-870-7263 ***Website:*** www.peacehousecommunity.org
Hours: Monday–Friday 9:30 am–2:30 pm. Meditation/group discussion is held 10:30–11:30 am.
Provides: Peace House is a gathering place where poor, homeless and economically comfortable people come to form community, work for non-violence, affirmation and responsibility. Emphasis on spirituality through daily reflection time together.

Sharing and Caring Hands
525 North 7th Street, Minneapolis MN 55405
Phone: 612-338-4640
Provides: A safety-net organization to help with whatever needs are not being met. This i ncludes but is not limited to providing meals, clothing, showers, s helter, transportation help, rent deposits, rent help, medical assistance, dental care, furniture, school expenses, and other miscellaneous needs. To request any services, come in person.

zAmya Theatre Company
Phone: 612-760-4804 ***Email:*** esther@zamyatheater.org
Website: www.zamyatheater.org
Remarks: If you have experienced homelessness and are interested in participating in workshops or performance to entertain and inspire the community to work for housing justice, please call, email, or find us on Facebook at ZAMYA Theater Project. No theater experience is necessary. Public Creative Expression Workshops are held MOST Tuesday mornings from 8:30–10:30 am at Hennepin Central Public Library, 300 Nicollet Mall, Minneapolis.

H. Programs for Ex-Offenders

VOA-MN/Amicus
3041 4th Avenue South, Minneapolis MN 55407
Phone: 612-877-4250 ***Email:*** amicus@voamn.org
Hours: Monday–Friday 9 am–noon and 1–3 pm.
Remarks: "Reconnect," is a referral program for re-entering offenders who are searching for jobs, housing, family services, transportation, clothing, sobriety supports and other needs. Available to offenders in all Minnesota facilities (state and federal) and all ex-offenders, whether just out or years after release. No appointment needed, just drop in.

G. Transportation

The Lift Garage
2401 East Lake Street, Minneapolis MN 55406
Phone: 612-266-5840 ***Website:*** theliftgarage.org
Hours: Monday–Friday 8:30 am–4:30 pm.
Provides: Low-cost auto repair for low-income Minnesotans.
Remarks: By appointment only, The Lift Garage provides free inspections and low-cost car repairs focused on safety of the vehicle. Appointment availability varies. To check availability and schedule an appointment, visit the website or call the shop.
Intake: Customers must be at or below 150% of federal poverty guidelines and show proof of income at appointment.

Metro Transit
For Transit options:

- Contact Metro Transit at 612-373-3333 option 2 or text 612-444-1161 or:
- Visit metrotransit.org and click the "Need Help" button on the bottom right of the page.

Learn more about Metro Transit's **Transit Assistance Program (TAP)** offering discounted fares for those that qualify or sign up at the following locations:

- St. Paul Metro Transit Service Center (US Bank Ctr Skyway), 101 E. 5th Street, St. Paul MN 55101
  Hours: 8:30–11:30 am and 12–2:30 pm.
- Minneapolis Metro Transit Service Center, 719 Marquette Avenue, Minneapolis MN 55402
  Hours: 8:30–4 pm.
- Burnsville Transit Station, 100 Hwy 13 East, Burnsville MN 55337
  Hours: 8 am–4:30 pm.
- SouthWest Transit Station, 13500 Technology Drive, Eden Prairie MN 55344
  Hours: 6:30 am–6:30 pm.

Index

A

AAA Labor 70
Access Veterinary Care 32
ACT Homeless Team-People Inc. 55
Adult Shelter Connect 15
African American Men Project 88
African Community Services 74
Agape Child Development Center 71
Agate Housing and Services 11,12,13,16,17,19,22,28,31,86
Alcoholics Anonymous 57
Aliveness Project, The 46
All God's Children Metropolitan Community Church 12
Alliance Apartments 22
Alliance Housing Inc. 27
American Indian Community Development Corp. 28
American Indian OIC 63,65,69
Animal Humane Society Pet Helpline 32
Anishinabe Wakiagun 22
Archdale Apartments 23
Ascension Place 23
Atlas Staffing 70
Atlas Staffing Inc. 70
Avenues for Youth 19,23,71
Avivo 12,23,55,57,65,69,72
Avivo Institute of Career & Technical Education 63
Avivo Mental Health Clinic 48
Avivo Village 16

B

Basilica of St. Mary 86
Brian Coyle Community Center 36
The Bridge for Youth 19,27
Bridging 30

C

Calvary Food Shelf 6
Canvas Health 48
CAPI 7,31,38,66,73
Catholic Charities Higher Ground Minneapolis 17,46
Catholic Charities Higher Ground Residence 23
Catholic Charities Mary F. Frey Minneapolis Opportunity Center 12,19
Catholic Charities Scattered-Site Housing Support & Subsidy 24
Central Lutheran Church 5,12,42
Centro Tyrone Guzman 74,75
Children's Dental Services 60

Communities United Against Police Brutality 85
Community Action Partnership of Hennepin County 37
Community Bridge Food Shelf 7
Community Emergency Service 7
Community-University Health Care Center 42,47,49,61
Comunidades Latinas Unidas en Servicio (CLUES)
31,48,57,69,74,75
Cooper Law Firm 41
COPE (Community Outreach for Psychiatric Emergencies) 49
Cornerstone 18,78,79
Cornerstone Ministry 5
Crisis Text Line 49

D

Dakota County 81
Dignity Center 86
Division of Indian Work 7,72
Domestic Abuse Project, Inc. 79
Downtown Community Storage 87

E

East Lake Clinic – Hennepin Healthcare 42
Eastside Neighborhood Service Inc. 69,87
Emerge Community Development 66,69
Emergency Assistance (EA) 36
Endeavors Recuperative Care 24
Endeavors Residence 24
Evergreen Residence 24,27
Every Third Saturday 5,76

F

Family Partnership 49
Family Tree Clinic 42,47
Fare for All Program 7
Federal Bureau of Investigation (FBI) 85
First Nations Kitchen 14
Freedom from the Streets 87

G

General Assistance (GA) 39
Glenwood Residence 24
GMCC 7
Goodwill/Easter Seals 64,66
Groveland Emergency Food Shelf 8

H

Harassment Restraining Order 79
Harriet Tubman Center East 18,79
Harvest of the Heart Food Center 8

HCMC Acute Psychiatric Services 49
Hennepin Assault Response Team at HCMC 80
Hennepin Avenue Methodist Church 14
Hennepin Co. Public Health Clinic - Red Door Clinic 47
Hennepin County Attorney's Office 80,82
Hennepin County Behavioral Health Center 53
Hennepin County Conciliation Court 82
Hennepin County Front Door 58,87
Hennepin County Mental Health Center 53
Hennepin County Office of Multicultural Services 73
Hennepin County Public Defender 82
Hennepin County Veterans' Services 76
Hennepin Shelter Hotline 15,29
HHH Job Corps Center 66
HOME Line 29
HOPE Community 28
Hope Dental Clinic 61
Hope Street 19
Human Animal Support Services 33

I

Indian Health Board 43,53,61
Indian Health Board Recovery Services 58
Indian Neighborhood Club on Alcohol and Drug Abuse 58

J

Joyce Uptown Food Shelf, Inc. 8

K

Korean Service Center 76

L

Lao Assistance Center of Minnesota 76
Lawyer Referral and Information 82
Legal Aid 29,83
Legal Rights Center 83
Little Kitchen Food Shelf 8
Living Hope Ministries 8
Loaves and Fishes 14
Loaves & Fishes - ICCM Life Center 12
Loaves & Fishes - True Vine New Bethel 13
Loring Nicollet Alternative School 64
Love Lines Crisis Center 53
Lutheran Social Service - Center for Changing Lives 67
Lutheran Social Services 54

M

MAD DADS 87
Marie Sandvik Center 5,13

Mary's Place 18
Metropolitan Center for Independent Living 31
Metro Transit 89
Mexican Consulate/Consulado de México 75
Minneapolis American Indian Center 67
Minneapolis Animal Care & Control 33
Minneapolis Community and Technical College 64
Minneapolis Department of Civil Rights 83
Minneapolis First Seventh Day Adventist Church 8
Minneapolis Office of Immigrant & Refugee Affairs 73,75
Minneapolis Office of Police Conduct Review 84
Minneapolis Public Housing Authority 28
Minneapolis Public Schools Adult Education 63
Minneapolis Public Schools Student Enrollment Services 65,72,74
Minneapolis VA Community Resource & Referral Center 77
Minnesota Adult and Teen Challenge 58
Minnesota Assistance Council for Veterans (MACV) 77
Minnesota Attorney General's Office 29
Minnesota CareerForce 67,70
Minnesota Department of Human Rights 83
Minnesota Department of Veterans Affairs 77
Minnesota Family Investment Program (MFIP) 35
Minnesota Food Helpline 8
Missions Inc. Programs/Home Free Shelter 18
Missions Inc. Programs Judy Retterath Withdrawal Mgmt Ctr 58
Missions Inc. Programs/Mission Lodge and Smith Lodge 24
Montu Driver Solutions 71

N

Narcotics Anonymous 59
Native American Community Clinic 43,54,59,61
Neighborhood HealthSource 43,47
New Creation Baptist Church 9
Nicollet Square 24
North Minneapolis Pet Resource Center 33
NorthPoint Health & Wellness Center 9,31,44,54,59,61,88
Northside CSP/People Inc. 56
Nutrition Assistance Program for Seniors 9

O

Oasis of Love Crisis Intervention Center 80
Old School by Steeple People 6
Open Access Connections 29,67,80
Opportunity Housing 25
Order for Protection 81
Our Saviour's Housing 25
Our Saviour's Shelter 17
OutFront Minnesota 81

P

Park Avenue Center 59
Peace House 13,88
People's Center Clinics & Services 31,44,62
People Serving People 17,25,46
People Serving People St. Anne's Place 18
Phillips Neighborhood Clinic 44
Pillsbury United Communities - Brian Coyle Community Center 9,38,63,72,74
Pillsbury United Communities–Brian Coyle Community Center 68,84
Pillsbury United Communities Emergency Childcare 19,78
Pillsbury United Communities - Oak Park 9,14
Pillsbury United Communities - Waite House 9,13
Pillsbury United Communities–Waite House 68,84
Plymouth Congregational Church 15
Portland Village 25
PPL Career Center 68,70
PRIDE / The Family Partnership 72,82
Project for Pride in Living (PPL) 25
Pursuit Hometel 26

R

Red Door Harm Reduction Services 60
RedRover.org 33

S

Sabathani Community Center 5,10
Salem Lutheran Church Community Meal 14
Salvation Army 5,30,38
Salvation Army Adult Rehabilitation Center 60
Salvation Army Central 10,31,37
Salvation Army Harbor Light Center 15,17,26,46
Salvation Army Harbor Light – Women's Only Shelter 16
Salvation Army HOPE Harbor 26
Salvation Army Noble 10,37
Salvation Army Parkview 10,32,37
Salvation Army Stores 6
Salvation Army Temple 10,13,32,37
Second Harvest Heartland Care Center 39
Senior Food Shelf 11
Seward CSP 56
Sexual Violence Center 78
Sharing and Caring Hands 6,11,12,13,19,62,88
Simpson Housing Services 26
Simpson Shelter 16
Small Sums 68
Social Security Administration 40
Soup for You Cafe 13

SourceMN 11
Southeast Asian Refugee Community House (SEARCH) 70
Southside Community Clinic 45,48,62
St. Mary's Health Clinics 45
St. Paul Veterans Center 77
St. Vincent de Paul 6
Summit Academy OIC 68

T

Tasks Unlimited 13,26,28,56,69
The Bond Between Food Shelf 33
The Camden Collective 6
The Camden Promise 7
The Lift Garage 89
Tubman 60,84
Tubman Chrysalis Center 54,60,84
Turning Point, Inc. 27,48,60
Twin Cities Mobile Market 11
Twin Cities Rise 69

U

University of Minnesota Dental School 62
Upper Midwest American Indian Center 64
Urban League Twin Cities 70
U.S. Department of Veterans Affairs 77

V

Vail Communiities 57
Veterans Affairs Medical Center 62
Veterans Welcome Center - MCTC 64
Veterans Welcome Center—MCTC 78
VeTouch 33
VOA-MN/Amicus 89
Volunteer Lawyers Network 84

W

Walk-in Counseling Center 55
Westminster Presbyterian Church 15
Whittier Clinic - Hennepin Healthcare 45
WIC Program (Women Infants Children) 11
Women's Advocates 78

Y

YouthLink 65,73
Youth Services Network 73

Z

zAmya Theatre Company 88

NOTES:

NOTES:

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144.651 HEALTH CARE BILL OF RIGHTS.

Subdivision 1. **Legislative intent.** It is the intent of the legislature and the purpose of this section to promote the interests and well being of the patients and residents of health care facilities. No health care facility may require a patient or resident to waive these rights as a condition of admission to the facility. Any guardian or conservator of a patient or resident or, in the absence of a guardian or conservator, an interested person, may seek enforcement of these rights on behalf of a patient or resident. An interested person may also seek enforcement of these rights on behalf of a patient or resident who has a guardian or conservator through administrative agencies or in district court having jurisdiction over guardianships and conservatorships. Pending the outcome of an enforcement proceeding the health care facility may, in good faith, comply with the instructions of a guardian or conservator. It is the intent of this section that every patient's civil and religious liberties, including the right to independent personal decisions and knowledge of available choices, shall not be infringed and that the facility shall encourage and assist in the fullest possible exercise of these rights.

Subd. 2. **Definitions.** For the purposes of this section, "patient" means a person who is admitted to an acute care inpatient facility for a continuous period longer than 24 hours, for the purpose of diagnosis or treatment bearing on the physical or mental health of that person. For purposes of subdivisions 4 to 9, 12, 13, 15, 16, and 18 to 20, "patient" also means a person who receives health care services at an outpatient surgical center or at a birth center licensed under section 144.615. "Patient" also means a minor who is admitted to a residential program as defined in section 253C.01. For purposes of subdivisions 1, 3 to 16, 18, 20 and 30, "patient" also means any person who is receiving mental health treatment on an outpatient basis or in a community support program or other community-based program. "Resident" means a person who is admitted to a nonacute care facility including extended care facilities, nursing homes, and boarding care homes for care required because of prolonged mental or physical illness or disability, recovery from injury or disease, or advancing age. For purposes of all subdivisions except subdivisions 28 and 29, "resident" also means a person who is admitted to a facility licensed as a board and lodging facility under Minnesota Rules, parts 4625.0100 to 4625.2355, a boarding care home under sections 144.50 to 144.56, or a supervised living facility under Minnesota Rules, parts 4665.0100 to 4665.9900, and which operates a rehabilitation program licensed under chapter 245G or 245I, or Minnesota Rules, parts 9530.6510 to 9530.6590.

[See Note.]

Subd. 3. **Public policy declaration.** It is declared to be the public policy of this state that the interests of each patient and resident be protected by a declaration of a patients' bill of rights which shall include but not be limited to the rights specified in this section.

Subd. 4. **Information about rights.** Patients and residents shall, at admission, be told that there are legal rights for their protection during their stay at the facility or throughout their course of treatment and maintenance in the community and that these are described in an accompanying written statement of the applicable rights and responsibilities set forth in this section. In the case of patients admitted to residential programs as defined in section 253C.01, the written statement shall also describe the right of a person 16 years old or older to request release as provided in section 253B.04, subdivision 2, and shall list the names and telephone numbers of individuals and organizations that provide advocacy and legal services for patients in residential programs. Reasonable accommodations shall be made for people who have communication disabilities and those who speak a language other than English. Current facility policies, inspection findings of state and local health authorities, and further explanation of the written statement of rights shall be available to patients, residents, their guardians or their chosen representatives upon reasonable request to the administrator or other designated staff person, consistent with chapter 13, the Data Practices Act, and section 626.557, relating to vulnerable adults.

Subd. 5. **Courteous treatment.** Patients and residents have the right to be treated with courtesy and respect for their individuality by employees of or persons providing service in a health care facility.

Subd. 6. **Appropriate health care.** Patients and residents shall have the right to appropriate medical and personal care based on individual needs. Appropriate care for residents means care designed to enable residents to achieve their highest level of physical and mental functioning. This right is limited where the service is not reimbursable by public or private resources.

Subd. 7. **Physician's, advanced practice registered nurse's, or physician assistant's identity.** Patients and residents shall have or be given, in writing, the name, business address, telephone number, and specialty, if any, of the physician, advanced practice registered nurse, or physician assistant responsible for coordination of their care. In cases where it is medically inadvisable, as documented by the attending physician, advanced practice registered nurse, or physician assistant in a patient's or resident's care record, the information shall be given to the patient's or resident's guardian or other person designated by the patient or resident as a representative.

Subd. 8. **Relationship with other health services.** Patients and residents who receive services from an outside provider are entitled, upon request, to be told the identity of the provider. Residents shall be informed, in writing, of any health care services which are provided to those residents by individuals, corporations, or organizations other than their facility. Information shall include the name of the outside provider, the address, and a description of the service which may be rendered. In cases where it is medically inadvisable, as documented by the attending physician, advanced practice registered nurse, or physician assistant in a patient's or resident's care record, the information shall be given to the patient's or resident's guardian or other person designated by the patient or resident as a representative.

Subd. 9. **Information about treatment.** Patients and residents shall be given by their physicians, advanced practice registered nurses, or physician assistants complete and current information concerning their diagnosis, treatment, alternatives, risks, and prognosis as required by the physician's, advanced practice registered nurse's, or physician assistant's legal duty to disclose. This information shall be in terms and language the patients or residents can reasonably be expected to understand. Patients and residents may be accompanied by a family member or other chosen representative, or both. This information shall include the likely medical or major psychological results of the treatment and its alternatives. In cases where it is medically inadvisable, as documented by the attending physician, advanced practice registered nurse, or physician assistant in a patient's or resident's medical record, the information shall be given to the patient's or resident's guardian or other person designated by the patient or resident as a representative. Individuals have the right to refuse this information.

Every patient or resident suffering from any form of breast cancer shall be fully informed, prior to or at the time of admission and during her stay, of all alternative effective methods of treatment of which the treating physician, advanced practice registered nurse, or physician assistant is knowledgeable, including surgical, radiological, or chemotherapeutic treatments or combinations of treatments and the risks associated with each of those methods.

Subd. 10. **Participation in planning treatment; notification of family members.** (a) Patients and residents shall have the right to participate in the planning of their health care. This right includes the opportunity to discuss treatment and alternatives with individual caregivers, the opportunity to request and participate in formal care conferences, and the right to include a family member or other chosen representative, or both. In the event that the patient or resident cannot be present, a family member or other representative chosen by the patient or resident may be included in such conferences. A chosen representative may include a doula of the patient's choice.

(b) If a patient or resident who enters a facility is unconscious or comatose or is unable to communicate, the facility shall make reasonable efforts as required under paragraph (c) to notify either a family member or a person designated in writing by the patient as the person to contact in an emergency that the patient or resident has been admitted to the facility. The facility shall allow the family member to participate in treatment planning, unless the facility knows or has reason to believe the patient or resident has an effective advance directive to the contrary or knows the patient or resident has specified in writing that they do not want a family member included in treatment planning. After notifying a family member but prior to allowing a family member to participate in treatment planning, the facility must make reasonable efforts, consistent with reasonable medical practice, to determine if the patient or resident has executed an advance directive relative to the patient or resident's health care decisions. For purposes of this paragraph, "reasonable efforts" include:

(1) examining the personal effects of the patient or resident;

(2) examining the medical records of the patient or resident in the possession of the facility;

(3) inquiring of any emergency contact or family member contacted under this section whether the patient or resident has executed an advance directive and whether the patient or resident has a physician, advanced practice registered nurse, or physician assistant to whom the patient or resident normally goes for care; and

(4) inquiring of the physician, advanced practice registered nurse, or physician assistant to whom the patient or resident normally goes for care, if known, whether the patient or resident has executed an advance directive. If a facility notifies a family member or designated emergency contact or allows a family member to participate in treatment planning in accordance with this paragraph, the facility is not liable to the patient or resident for damages on the grounds that the notification of the family member or emergency contact or the participation of the family member was improper or violated the patient's privacy rights.

(c) In making reasonable efforts to notify a family member or designated emergency contact, the facility shall attempt to identify family members or a designated emergency contact by examining the personal effects of the patient or resident and the medical records of the patient or resident in the possession of the facility. If the facility is unable to notify a family member or designated emergency contact within 24 hours after the admission, the facility shall notify the county social service agency or local law enforcement agency that the patient or resident has been admitted and the facility has been unable to notify a family member or designated emergency contact. The county social service agency and local law enforcement agency shall assist the facility in identifying and notifying a family member or designated emergency contact. A county social service agency or local law enforcement agency that assists a facility in implementing this subdivision is not liable to the patient or resident for damages on the grounds that the notification of the family member or emergency contact or the participation of the family member was improper or violated the patient's privacy rights.

Subd. 10a. **Designated support person for pregnant patient or other patient.** (a) Subject to paragraph (c), a health care provider and a health care facility must allow, at a minimum, one designated support person chosen by a patient, including but not limited to a pregnant patient, to be physically present while the patient is receiving health care services including during a hospital stay.

(b) For purposes of this subdivision, "designated support person" means any person chosen by the patient to provide comfort to the patient including but not limited to the patient's spouse, partner, family member, or another person related by affinity. Certified doulas and traditional midwives may not be counted toward the limit of one designated support person.

(c) A facility may restrict or prohibit the presence of a designated support person in treatment rooms, procedure rooms, and operating rooms when such a restriction or prohibition is strictly necessary to meet the appropriate standard of care. A facility may also restrict or prohibit the presence of a designated support person if the designated support person is acting in a violent or threatening manner toward others. Any restriction or prohibition of a designated support person by the facility is subject to the facility's written internal grievance procedure required by subdivision 20.

Subd. 11. **Continuity of care.** Patients and residents shall have the right to be cared for with reasonable regularity and continuity of staff assignment as far as facility policy allows.

Subd. 12. **Right to refuse care.** Competent patients and residents shall have the right to refuse treatment based on the information required in subdivision 9. Residents who refuse treatment, medication, or dietary restrictions shall be informed of the likely medical or major psychological results of the refusal, with documentation in the individual medical record. In cases where a patient or resident is incapable of understanding the circumstances but has not been adjudicated incompetent, or when legal requirements limit the right to refuse treatment, the conditions and circumstances shall be fully documented by the attending physician, advanced practice registered nurse, or physician assistant in the patient's or resident's medical record.

Subd. 13. **Experimental research.** Written, informed consent must be obtained prior to a patient's or resident's participation in experimental research. Patients and residents have the right to refuse participation. Both consent and refusal shall be documented in the individual care record.

Subd. 14. **Freedom from maltreatment.** Patients and residents shall be free from maltreatment as defined in the Vulnerable Adults Protection Act. "Maltreatment" means conduct described in section 626.5572, subdivision 15, or the intentional and nontherapeutic infliction of physical pain or injury, or any persistent course of conduct intended to produce mental or emotional distress. Every patient and resident shall also be free from nontherapeutic chemical and physical restraints, except in fully documented emergencies, or as authorized in writing after examination by a patient's or resident's physician, advanced practice registered nurse, or physician assistant for a specified and limited period of time, and only when necessary to protect the resident from self-injury or injury to others.

Subd. 15. **Treatment privacy.** Patients and residents shall have the right to respectfulness and privacy as it relates to their medical and personal care program. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly. Privacy shall be respected during toileting, bathing, and other activities of personal hygiene, except as needed for patient or resident safety or assistance.

Subd. 16. **Confidentiality of records.** Patients and residents shall be assured confidential treatment of their personal and medical records, and may approve or refuse their release to any individual outside the facility. Residents shall be notified when personal records are requested by any individual outside the facility and may select someone to accompany them when the records or information are the subject of a personal interview. Copies of records and written information from the records shall be made available in accordance with this subdivision and sections 144.291 to 144.298. This right does not apply to complaint investigations and inspections by the Department of Health, where required by third-party payment contracts, or where otherwise provided by law.

Subd. 17. **Disclosure of services available.** Patients and residents shall be informed, prior to or at the time of admission and during their stay, of services which are included in the facility's basic per diem or daily room rate and that other services are available at additional charges. Facilities shall make every effort

to assist patients and residents in obtaining information regarding whether the Medicare or medical assistance program will pay for any or all of the aforementioned services.

Subd. 18. **Responsive service.** Patients and residents shall have the right to a prompt and reasonable response to their questions and requests.

Subd. 19. **Personal privacy.** Patients and residents shall have the right to every consideration of their privacy, individuality, and cultural identity as related to their social, religious, and psychological well-being. Facility staff shall respect the privacy of a resident's room by knocking on the door and seeking consent before entering, except in an emergency or where clearly inadvisable.

Subd. 20. **Grievances.** Patients and residents shall be encouraged and assisted, throughout their stay in a facility or their course of treatment, to understand and exercise their rights as patients, residents, and citizens. Patients and residents may voice grievances and recommend changes in policies and services to facility staff and others of their choice, free from restraint, interference, coercion, discrimination, or reprisal, including threat of discharge. Notice of the grievance procedure of the facility or program, as well as addresses and telephone numbers for the Office of Health Facility Complaints and the area nursing home ombudsman pursuant to the Older Americans Act, section 307(a)(12) shall be posted in a conspicuous place.

Every acute care inpatient facility, every residential program as defined in section 253C.01, every nonacute care facility, and every facility employing more than two people that provides outpatient mental health services shall have a written internal grievance procedure that, at a minimum, sets forth the process to be followed; specifies time limits, including time limits for facility response; provides for the patient or resident to have the assistance of an advocate; requires a written response to written grievances; and provides for a timely decision by an impartial decision maker if the grievance is not otherwise resolved. Compliance by hospitals, residential programs as defined in section 253C.01 which are hospital-based primary treatment programs, and outpatient surgery centers with section 144.691 and compliance by health maintenance organizations with section 62D.11 is deemed to be compliance with the requirement for a written internal grievance procedure.

Subd. 21. **Communication privacy.** Patients and residents may associate and communicate privately with persons of their choice and enter and, except as provided by the Minnesota Commitment Act, leave the facility as they choose. Patients and residents shall have access, at their expense, to writing instruments, stationery, and postage. Personal mail shall be sent without interference and received unopened unless medically or programmatically contraindicated and documented by the physician or advanced practice registered nurse in the medical record. There shall be access to a telephone where patients and residents can make and receive calls as well as speak privately. Facilities which are unable to provide a private area shall make reasonable arrangements to accommodate the privacy of patients' or residents' calls. Upon admission to a facility where federal law prohibits unauthorized disclosure of patient or resident identifying information to callers and visitors, the patient or resident, or the legal guardian or conservator of the patient or resident, shall be given the opportunity to authorize disclosure of the patient's or resident's presence in the facility to callers and visitors who may seek to communicate with the patient or resident. To the extent possible, the legal guardian or conservator of a patient or resident shall consider the opinions of the patient or resident regarding the disclosure of the patient's or resident's presence in the facility. This right is limited where medically inadvisable, as documented by the attending physician or advanced practice registered nurse in a patient's or resident's care record. Where programmatically limited by a facility abuse prevention plan pursuant to section 626.557, subdivision 14, paragraph (b), this right shall also be limited accordingly.

Subd. 22. **Personal property.** Patients and residents may retain and use their personal clothing and possessions as space permits, unless to do so would infringe upon rights of other patients or residents, and

unless medically or programmatically contraindicated for documented medical, safety, or programmatic reasons. The facility must either maintain a central locked depository or provide individual locked storage areas in which residents may store their valuables for safekeeping. The facility may, but is not required to, provide compensation for or replacement of lost or stolen items.

Subd. 23. **Services for the facility.** Patients and residents shall not perform labor or services for the facility unless those activities are included for therapeutic purposes and appropriately goal-related in their individual medical record.

Subd. 24. **Choice of supplier.** Residents may purchase or rent goods or services not included in the per diem rate from a supplier of their choice unless otherwise provided by law. The supplier shall ensure that these purchases are sufficient to meet the medical or treatment needs of the residents.

Subd. 25. **Financial affairs.** Competent residents may manage their personal financial affairs, or shall be given at least a quarterly accounting of financial transactions on their behalf if they delegate this responsibility in accordance with the laws of Minnesota to the facility for any period of time.

Subd. 26. **Right to associate.** (a) Residents may meet with and receive visitors and participate in activities of commercial, religious, political, as defined in section 203B.11 and community groups without interference at their discretion if the activities do not infringe on the right to privacy of other residents or are not programmatically contraindicated. This includes:

(1) the right to join with other individuals within and outside the facility to work for improvements in long-term care;

(2) the right to visitation by an individual the patient has appointed as the patient's health care agent under chapter 145C;

(3) the right to visitation and health care decision making by an individual designated by the patient under paragraph (c).

(b) Upon admission to a facility where federal law prohibits unauthorized disclosure of patient or resident identifying information to callers and visitors, the patient or resident, or the legal guardian or conservator of the patient or resident, shall be given the opportunity to authorize disclosure of the patient's or resident's presence in the facility to callers and visitors who may seek to communicate with the patient or resident. To the extent possible, the legal guardian or conservator of a patient or resident shall consider the opinions of the patient or resident regarding the disclosure of the patient's or resident's presence in the facility.

(c) Upon admission to a facility, the patient or resident, or the legal guardian or conservator of the patient or resident, must be given the opportunity to designate a person who is not related who will have the status of the patient's next of kin with respect to visitation and making a health care decision. A designation must be included in the patient's health record. With respect to making a health care decision, a health care directive or appointment of a health care agent under chapter 145C prevails over a designation made under this paragraph. The unrelated person may also be identified as such by the patient or by the patient's family.

Subd. 27. **Advisory councils.** Residents and their families shall have the right to organize, maintain, and participate in resident advisory and family councils. Each facility shall provide assistance and space for meetings. Council meetings shall be afforded privacy, with staff or visitors attending only upon the council's invitation. A staff person shall be designated the responsibility of providing this assistance and responding to written requests which result from council meetings. Resident and family councils shall be encouraged to make recommendations regarding facility policies.

Subd. 28. **Married residents.** Residents, if married, shall be assured privacy for visits by their spouses and, if both spouses are residents of the facility, they shall be permitted to share a room, unless medically contraindicated and documented by their physicians in the medical records.

Subd. 29. **Transfers and discharges.** Residents shall not be arbitrarily transferred or discharged. Residents must be notified, in writing, of the proposed discharge or transfer and its justification no later than 30 days before discharge from the facility and seven days before transfer to another room within the facility. This notice shall include the resident's right to contest the proposed action, with the address and telephone number of the area nursing home ombudsman pursuant to the Older Americans Act, section 307(a)(12). The resident, informed of this right, may choose to relocate before the notice period ends. The notice period may be shortened in situations outside the facility's control, such as a determination by utilization review, the accommodation of newly admitted residents, a change in the resident's medical or treatment program, the resident's own or another resident's welfare, or nonpayment for stay unless prohibited by the public program or programs paying for the resident's care, as documented in the medical record. Facilities shall make a reasonable effort to accommodate new residents without disrupting room assignments.

Subd. 30. **Protection and advocacy services.** Patients and residents shall have the right of reasonable access at reasonable times to any available rights protection services and advocacy services so that the patient may receive assistance in understanding, exercising, and protecting the rights described in this section and in other law. This right shall include the opportunity for private communication between the patient and a representative of the rights protection service or advocacy service.

Subd. 31. **Isolation and restraints.** A minor patient who has been admitted to a residential program as defined in section 253C.01 has the right to be free from physical restraint and isolation except in emergency situations involving a likelihood that the patient will physically harm the patient's self or others. These procedures may not be used for disciplinary purposes, to enforce program rules, or for the convenience of staff. Isolation or restraint may be used only upon the prior authorization of a physician, advanced practice registered nurse, physician assistant, psychiatrist, or licensed psychologist, only when less restrictive measures are ineffective or not feasible and only for the shortest time necessary.

Subd. 32. **Treatment plan.** A minor patient who has been admitted to a residential program as defined in section 253C.01 has the right to a written treatment plan that describes in behavioral terms the case problems, the precise goals of the plan, and the procedures that will be utilized to minimize the length of time that the minor requires inpatient treatment. The plan shall also state goals for release to a less restrictive facility and follow-up treatment measures and services, if appropriate. To the degree possible, the minor patient and the minor patient's parents or guardian shall be involved in the development of the treatment and discharge plan.

Subd. 33. **Restraints.** (a) Competent nursing home residents, family members of residents who are not competent, and legally appointed conservators, guardians, and health care agents as defined under section 145C.01, have the right to request and consent to the use of a physical restraint in order to treat the medical symptoms of the resident.

(b) Upon receiving a request for a physical restraint, a nursing home shall inform the resident, family member, or legal representative of alternatives to and the risks involved with physical restraint use. The nursing home shall provide a physical restraint to a resident only upon receipt of a signed consent form authorizing restraint use and a written order from the attending physician, advanced practice registered nurse, or physician assistant that contains statements and determinations regarding medical symptoms and specifies the circumstances under which restraints are to be used.

(c) A nursing home providing a restraint under paragraph (b) must:

(1) document that the procedures outlined in that paragraph have been followed;

(2) monitor the use of the restraint by the resident; and

(3) periodically, in consultation with the resident, the family, and the attending physician, advanced practice registered nurse, or physician assistant, reevaluate the resident's need for the restraint.

(d) A nursing home shall not be subject to fines, civil money penalties, or other state or federal survey enforcement remedies solely as the result of allowing the use of a physical restraint as authorized in this subdivision. Nothing in this subdivision shall preclude the commissioner from taking action to protect the health and safety of a resident if:

(1) the use of the restraint has jeopardized the health and safety of the resident; and

(2) the nursing home failed to take reasonable measures to protect the health and safety of the resident.

(e) For purposes of this subdivision, "medical symptoms" include:

(1) a concern for the physical safety of the resident; and

(2) physical or psychological needs expressed by a resident. A resident's fear of falling may be the basis of a medical symptom.

A written order from the attending physician, advanced practice registered nurse, or physician assistant that contains statements and determinations regarding medical symptoms is sufficient evidence of the medical necessity of the physical restraint.

(f) When determining nursing facility compliance with state and federal standards for the use of physical restraints, the commissioner of health is bound by the statements and determinations contained in the attending physician's, advanced practice registered nurse's, or physician assistant's order regarding medical symptoms. For purposes of this order, "medical symptoms" include the request by a competent resident, family member of a resident who is not competent, or legally appointed conservator, guardian, or health care agent as defined under section 145C.01, that the facility provide a physical restraint in order to enhance the physical safety of the resident.

History: *1973 c 688 s 1; 1976 c 274 s 1; 1982 c 504 s 1; 1983 c 248 s 1; 1984 c 654 art 5 s 8; 1984 c 657 s 1; 1986 c 326 s 1-6; 1986 c 444; 1989 c 186 s 1; 1989 c 282 art 3 s 5; 1991 c 255 s 19; 1993 c 54 s 1-3; 1995 c 136 s 3,4; 1995 c 189 s 8; 1995 c 229 art 4 s 5,6; 1996 c 277 s 1; 1998 c 254 art 2 s 10; 1999 c 83 s 1; 2004 c 198 s 10; 2007 c 147 art 9 s 18-20; art 10 s 15; 1Sp2010 c 1 art 20 s 15; 2013 c 62 s 4; 2016 c 158 art 1 s 55; 2018 c 170 s 2; 2018 c 182 art 2 s 2; 2020 c 115 art 4 s 38-45; 2021 c 30 art 17 s 4; 2022 c 58 s 44-51; 2023 c 70 art 4 s 44; 2024 c 127 art 59 s 31*

NOTE: The amendment to subdivision 2 by Laws 2021, chapter 30, article 17, section 4, is effective upon federal approval. The commissioner of human services shall notify the revisor of statutes when federal approval is obtained. Laws 2021, chapter 30, article 17, section 114.

PEOPLE
INCORPORATED
MENTAL HEALTH SERVICES

Program Handbook Acknowledgment

By signing below, I agree that I have received a copy of the program handbook:

- ☐ Handbook of the Streets Minneapolis
- ☐ 144.651 Health Care Client Bill of Rights

If parent/guardian is signing on behalf of a client, please complete the following information:

Print Client Name	DOB	Print Name of Parent (custodial and non-custodial) or Guardian	
Client Signature	**Date**	**Signature of Parent (custodial and non-custodial) or Guardian**	**Date**