

Escalating Community-Based Housing Support Case Issues

Housing Support providers should follow this process to address case issues with Economic Supports.

This process is for Community-Based Housing Support cases. If your client resides in a Board & Lodge or Customized Living setting, see the “[Escalating Case Issues – Group](#)” flyer.

Step 1: Housing Support Missing Payment spreadsheet.

Submit one version of this spreadsheet once per month by the 5th to all appropriate county emails listed on the instructions tab. Make sure all columns are completed.

Note: The spreadsheet is password protected. If you need the password or the spreadsheet, email HS.Housing.GRH@hennepin.us.

Step 2: Escalation

If case issues aren't resolved by the following month, work through the escalation process.

1. **Email the General Inbox:** Forward the original spreadsheet email with a summary of what is needed to the appropriate email(s) below and allow 10 business days for a response. Providers may also call the numbers listed but please note - these phone lines and emails are for provider use only. If clients need to contact Economic Supports, including to complete interviews, they should continue to call 612-596-1300.
 - HWS-I and Demo cases: 612-596-8712, hsph.es.team.120@hennepin.us
 - Families' cases (households with minor children): 612-596-8939, HSPH.ES.HS.families@hennepin.us
 - LTH cases: 612-596-8981, GRH.Housing@hennepin.us
2. **Email the Eligibility Supervisors:** If no response is received within 10 business days from the general inboxes, forward the email to all supervisors:
 - Susan Twomey Susan.Twomey@hennepin.us
 - Mohamed Abdirahman Mohamed.Abdirahman@hennepin.us
3. **Email the Eligibility Management:** If no response is received from supervisors within 5 business days, forward the email to management:
 - a. Monique Moore Monique.Moore@hennepin.us
4. **Email the Housing Stability Inbox:** If no response is received from management within 5 business days, forward the email to the Housing Support general inbox at HS.Housing.GRH@hennepin.us.

Submitting Documents

- Upload to [InfoKeep account](#)
- Upload to [MNbenefits](#)
- Fax to 612-288-2981
- Mail to Hennepin County Human Services Department, P.O. Box 107, Minneapolis, MN 55440
- Submit to a drop boxes available at any [Human Service Center](#).

Note: Documents cannot be emailed. Emailed documents will not be added to the client's file.