

Escalating Group Housing Support Case Issues

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

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

- 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.
 - Team 120*: 612-596-8712, HSPH.ES.TEAM.120@hennepin.us
 - Team 160**: 612-879-2494, HSPH.ES.TEAM.1601@hennepin.us
- Email the Housing Stability:** 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.

***Team 120:** For all Customized Living providers and the following Board & Lodge Providers: 180 Degrees, Agate Housing Services, Aldrich Board & Care, Alpha Human Services, Concepts 26, Deputat Board & Lodge, Elev8 Lodging, Freedom Works, Indian Neighborhood Club, Norpol Residence Services

****Team 160:** For the following Board & Lodge Providers: Alternative Homes, Anishinabe Wakiagun, Anishinabe Bii Gii Win, Anishinabe III, Arigoni Nuway, Avivo, Beattie Manor (RS Eden), Damascus Way, Endeavors, The Glenwood, Healing House, Midwest Challenge, MN Teen Challenge, Mission Lodge, Ms. Bea's House (Turning Point), New Hope Center (Metro Hope), Pressing Forward, Pursuit, Smith Lodge

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.