

March 1, 2022

Dear Collaborative Partners,

Thank you for your continued partnership with the Hennepin County Burial Assistance Program. Your participation, flexibility and commitment to service excellence assists our families in getting through a very difficult, emotional and financial time.

We recently reviewed and updated several policies that impact the Burial Assistance Program. As you are often the first point of contact for many of the families seeking our assistance it is important that we ensure you have the most up to date policy information.

Some religions/cultures/communities require immediate burial within 24 hours or as near to the time of death as possible. Hennepin County seeks to honor cultural traditions and as such in limited circumstances will allow reimbursement for pre-paid burial expenses as follows:

* All requests for reimbursement will be on a case by case basis. Review of all assets (deceased person, spouse and/or responsible relative) is required.
* All reimbursements will be sent to the funeral home and will be the responsibility of the funeral home/cemetery to reimburse the client/next of kin. The time frame for reimbursement will be determined by the funeral home/cemetery. Hennepin County takes no responsibility for the actual reimbursement of paid expenses.
* Burial Assistance applications that include a request for reimbursement must be made within **48 hours** of the burial **no exceptions**.
* Payments (reimbursements) will be made up to the Hennepin County maximum payment level of $3000.00. With an invoice not to exceed $5000 with specific upgrades.
* **Hennepin County Burial Assistance will only approve an application for reimbursement related to immediate burials if the origin of the payment can be verified. Hennepin County will NOT reimburse for burials where a cash payment has been made.**

We appreciate your continued partnership of Hennepin County residents as well as your efforts in working with families in need of assistance. If we can be of any assistance, please do not hesitate to contact us at (612) 348-7984 or by email at Burial@hennepin.us.

Thank you,

Jillian Kyles Manager, Hennepin County Burial Assistance Program