

# HENNEPIN COUNTY MINNESOTA



[hennepin.us](https://hennepin.us)

2024  
Snapshot

# Public Service

With nearly 10,000 employees serving 1.3 million residents in 45 municipalities, Hennepin County provides essential services across urban, suburban, and rural landscapes.



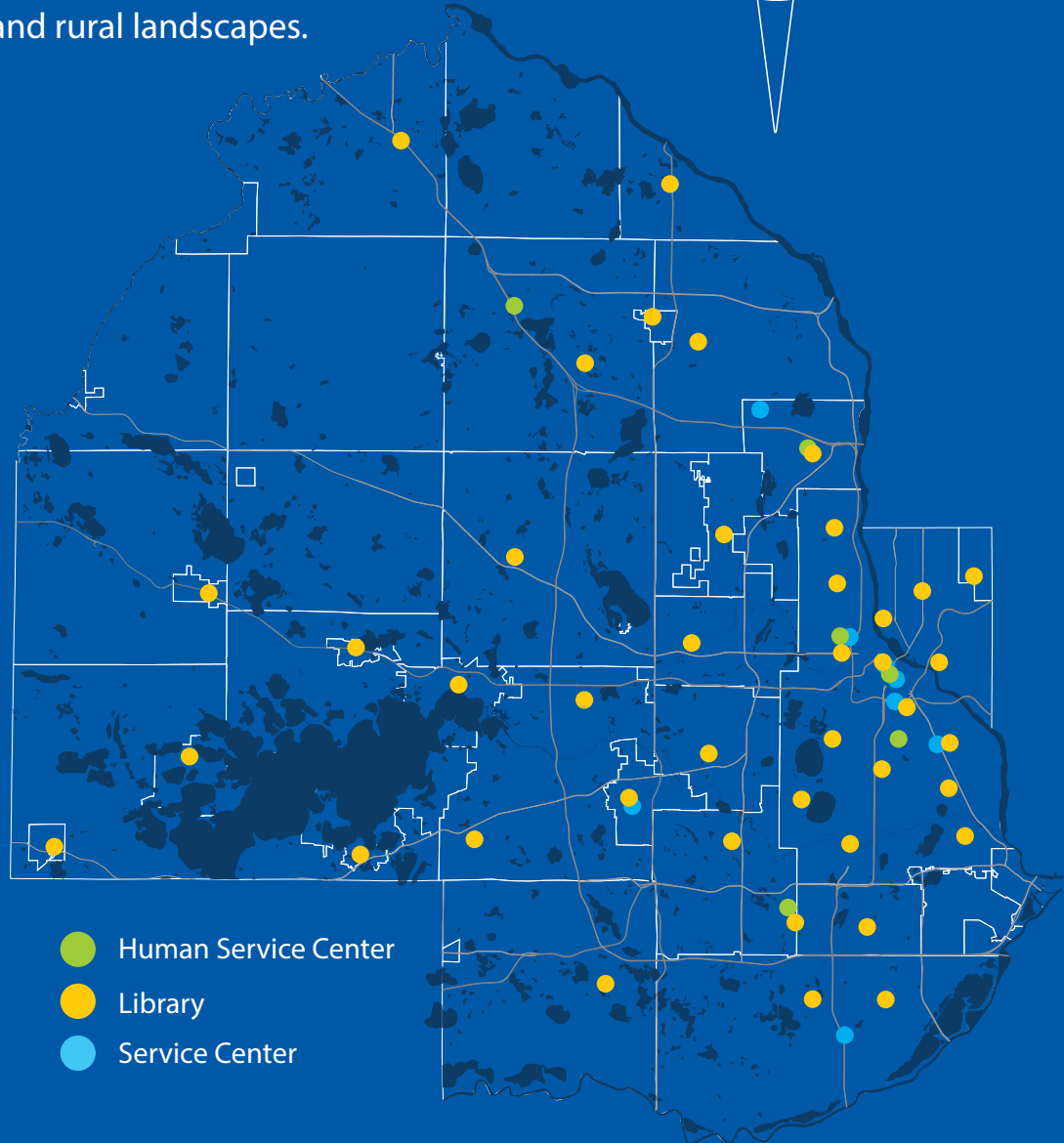
**12.3 million**  
library checkouts



**724,543**  
votes cast in 2024 election



**500,000+**  
Service Center transactions  
including over 1,000 weddings



- Human Service Center
- Library
- Service Center

## Putting residents first

Voting, property transfers, driver's license renewals, and vital records — these are just some of the many offerings that Hennepin County provides our residents. Each year, residents trust us with helping

them collectively navigate tens of millions of civic engagements. Rooted in equity, our programs and services provide individualized and innovative support to all who call Hennepin County home.



## Our commitment to serving residents and reducing disparities

Each day, Hennepin County employees come together with a shared mission to create a community where residents have the chance to thrive. Behind every service we provide, every program we launch, and every innovation we pursue, serving residents is our north star.

As the largest urban county in Minnesota and one of the largest in the United States, we have the privilege of serving nearly 1.3 million residents, and the impact of our work helps to influence change across our region and beyond.

We understand there are complex reasons that lead to residents needing our assistance. We are investing in upstream services to prevent problems before they start — transforming systems for a better future. We are focusing our efforts on reducing

disparities in seven key areas: Connectivity, Education, Employment, Health, Housing, Income, and Justice.

I want to express my appreciation to our dedicated employees who serve our residents with great care and make Hennepin County an exceptional place to work and live. I am also grateful for the leadership and support of our Hennepin County Board of Commissioners.

I am immensely proud of the work the county is doing in service of residents and this “2024 Snapshot” highlights a sampling of how we have transformed services, created opportunities, and worked to reduce disparities. To learn more about our work, please visit [hennepin.us](https://hennepin.us).

David J. Hough  
Hennepin County Administrator



# Connectivity

Providing physical and digital connections is key

Hennepin County is improving transit, multi-modal options, safety, and accessibility along our transportation system, which connects people to health care, employment, housing, and education. By providing more transportation choices, we reduce our dependency on cars and reduce climate

pollution. The county is also closing the digital divide with reliable broadband, computing devices, and essential digital skills. These collaborative and collective efforts are transforming connections and improving quality of life for residents and communities.

Hennepin County ensures our technology, transit, and transportation systems are accessible, affordable, and climate ready.



**900+**  
**ADA compliant**  
pedestrian ramps



**6.5 miles**  
of new transit-only  
lanes along arterial bus  
rapid transit routes



**2,500**  
new households  
with gigabit connectivity

### Building Complete and Green Streets

The county is bringing our Complete and Green Streets vision to life by designing and bidding out 24 capital projects totaling more than \$110 million in 2024 — more than twice previous years. When we increase safety and promote all modes, we can reduce disparities in our transportation system while improving the environment, health, and livability for our residents.

### Managing traffic and reducing emissions

Hennepin County's traffic management system supports county climate goals of reducing vehicle emissions by maintaining optimal signal timing and reducing stops and delays. Modeling from a 2024 study indicates that the county's updated signal timing plans are expected to reduce vehicle delays by thousands of hours and cut emissions by many metric tons annually.

### Partnering on the Blue Line Extension

Hennepin County and corridor cities gave municipal consent to advance design plans for the METRO Blue Line Extension light rail transit project. The State Legislature approved \$10 million for the Blue Line Extension Anti-Displacement Community Prosperity Program to be matched by other funding and used for a range of activities, including support for local businesses, building affordable housing, and protecting and increasing local home ownership.

### Improving digital access for residents

To create digital connections, Hennepin County distributed devices to residents, partnered with cities to build broadband infrastructure, and offered digital safety and navigation support. In addition, the county provided \$2 million to help 26,000 households with subsidized broadband service to bridge the expiring federal Affordable Connectivity program.



**13**  
new or improved miles of sidewalks,  
bikeways, and multi-use trails



# Education

Promoting learning and providing access to opportunities

Hennepin County supports education through services that individuals and families can benefit from at every stage of life, from early childhood learning to adult education pathways. In collaboration with schools, community

organizations, and institutional partners, the county provides resources, support, and funding for a variety of education programs.

Hennepin County supports greater achievement and whole-being outcomes for youth and families through educational success.



1,013

students tutored through Educational Support Services



200

non-charter schools offering mental health services



1,850

Let's Read literacy sessions completed with K-5 students

### Summer learning with the Library

Hennepin County Library welcomed 1,338,447 visitors throughout the summer in 2024, offering more than 2,000 education and enrichment programs for all ages. Library staff also planned and hosted 135 community activities beyond the system's 41 locations, with pop-up events at parks, festivals, and popular points of interest.

### Cultivating positive change

The Hennepin County Sheriff's Office HOPE program provides education and other programming to people in the Hennepin County jail. The program was developed with the belief that jail can be a catalyst for positive change. The sheriff's office works with more than 180 external volunteers to offer opportunities and resources.

### Meeting learners where they are at

Education Support Services (ESS) is a department in the Disparity Reduction line of business that partners with county-connected youth, families, and community professionals to support student academic engagement and growth. ESS works with learners from pre-K to adult and provides services in families' home language when possible.

### Improving reading skills

Hennepin County Library's Let's Read is a literacy tutoring program that focuses on supporting K-5 students in improving their reading skills. Students work one-on-one with a volunteer tutor once a week to build their skills, gain confidence, and improve fluency.



Let's Read lead tutors manage the delivery of after-school reading support for K-5 students.



# Employment

## Career development and pathways

Hennepin County understands employment strategies are critical to helping lead to many positive impacts for residents in other domains. The county plays a role as both a leader in services and as an employer across employment strategies. By prioritizing career development opportunities, Hennepin

County can position itself as a destination employer. The county offers a robust Total Rewards program and invests in employee growth and advancement through training, mentorships, tuition reimbursement, and pathways for promotion and advancement.



Hennepin County promotes meaningful employment opportunities that provide a living wage and comprehensive benefits.



231

parents  
assisted with attaining a  
High School diploma



430+

Pathways graduates  
hired at Hennepin County  
since 2013

89%

Pathways hires  
remain in their role  
for more than one year

### Providing pathways to job opportunities

Hennepin County's Growth and Opportunity Pathways connect residents to careers that pay livable wages and build a vibrant workforce. Pathways is a solution to help the county and other employers in the region find qualified candidates and reduce employment disparities. Since 2013, Hennepin County has trained more than 1,000 people.

Additionally, the Pathways re-engagement site at Minnesota Community and Technical College serves out-of-school young parents and youth on probation, ages 18-24, with employment services including academic assessment, onsite GED/online high school instruction, career exploration, paid internships, credential training, postsecondary preparation, and college support.

### Offering Library Technology Internships

Hennepin County Library offers internships for young adults with prior connections to Hennepin County services, including foster care, social services, corrections, and more. Interns assist patrons with technology questions, learn about county careers, and consult with the Employee Career Center to improve their resumes and interview skills.

### Supporting young parents

Health and Human Services' TeenHope program supports parents younger than 20 who do not have a high school diploma or GED by providing educational assistance, family home visiting, parenting support, career exploration, Minnesota Family Investment Program (MFIP) supports and stabilization, and community referrals.



182 paid internships

hosted by Hennepin County in 2024.



# Health

## Keeping our communities healthy

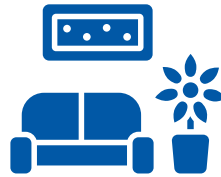
By focusing on a comprehensive approach to health, the county integrates various services ranging from mental health support to preventive care and community resources. Our programs aim to create an inclusive environment where every individual, regardless of their

background or socioeconomic status, can benefit from essential health services. By prioritizing access and affordability, we are setting a benchmark for public health strategies that cater to the needs of all our residents.

Hennepin County provides access to high-quality, affordable services that promote whole health and well-being.



**\$1 million**  
allocated for heart health



**139**  
families participated  
in in-home recovery programs



**\$3.2 million+**  
contributed to  
community providers  
to increase food security

### Supporting child and family well-being

The Parent Support Outreach Program (PSOP) is a voluntary service driven by parents' goals for family well-being. Last year, 2,777 children and families received PSOP services; 81.6% were families of color. Since 2021, more than 80% of families who completed services did not experience a future screened-in child protection report.

### Reducing cardiovascular disparities

The county board authorized \$1 million to reduce heart health disparities in Black/African American and Indigenous women. Nine community-based organizations and six primary care clinics received funding for preventive health screenings, peer support, community clinic linkages, and care coordination.

### Preserving families with in-home recovery support

Parental substance use is the most common reason children enter foster care. In-Home Peer Support prevented removal for 80% of children who were in the home at the start of services, with peer specialists helping parents identify how they'll manage their recovery long-term. In-Home Family Recovery offers a higher level of care, providing treatment for mental health and substance use in the home.

### Increase food security

The county continues to support food access. More than \$3.2 million in contracts were awarded to community partners in 2024, including food pantries and food banks to provide healthful, culturally appropriate foods to residents. Additionally, in an effort to support maternal health, the county provided a meal program cohort for people with high-risk pregnancies and postpartum care.



**\$87.15 million**

Supported a major community development project at NorthPoint.



# Housing

## Developing and delivering effective housing solutions

The county works to support a range of affordable housing options and services across income levels, playing a vital role in addressing housing instability and homelessness. We serve as both a funder of affordable housing and provider of

essential human services. By investing in housing and providing support to those in need, the county and its partners help everyone across the housing continuum gain access to greater housing stability.

# Hennepin County opens doors to safe, stable, affordable, permanent housing.



# \$191

## million

on affordable housing and homelessness response

met benchmarks to reach functional

# 0

homeless veterans



# 700+

people transitioned from homelessness into housing

## Funding affordable rental units

The county continues to be a leader in funding affordable housing development. With new capital funding, the county will support 23 projects with 1,493 affordable rental units. 38% of new rental units will be affordable to households at or below 30% of the area median income, and 168 new rental units will be designated for people exiting homelessness.

## Stabilizing homes, homeownership, and neighborhoods

In 2024, the Healthy Homes team improved 236 homes and provided capital funding to ensure the long-term affordability for 69 for-sale homes. The county launched the Homebuyer Assistance Program; 48% of homebuyers were Black, Indigenous, and people of color. These efforts help previously-underrepresented populations gain access to generational wealth, while also helping homeowners improve their properties and keep their homes safe.

## Helping people exit homelessness into housing

In 2024, the Homeless to Housing team helped more than 700 people, including 117 families, transition from homelessness to housing. Along with community partners, the team helps people find and maintain affordable housing by working one-to-one with people experiencing or at risk of homelessness. They are often the helping hand for people as they take their first steps out of homelessness and into permanent housing. On average, 96% of those housed stay out of the homeless response system.



## Serving veterans

We are able to identify and house veterans at a higher rate than they are coming into the homeless response system.



# Income

## Building opportunities for wealth

Income is foundational to self-sufficiency and opportunity. Income pays for basic needs and is critical for establishing wealth and growing assets. Significant gaps exist in median household incomes for Black, Indigenous, and Latino households, which means lifelong disparities in access

to economic opportunity and wealth creation. Entrepreneurship offers economic opportunity and offers a way for people to build wealth, but significant disparities in business ownership by people of color reduce employment and wealth-building opportunities in communities of color.

Hennepin County strives to develop an inclusive and equitable economy that gives individuals and businesses of every size the opportunity to prosper.



**3,262**

businesses and entrepreneurs served by Elevate Hennepin one-on-one advising



**41,700+**

consulting hours by Elevate Hennepin advisors

**200+**

languages to provide support for entrepreneurs of all backgrounds

### Empowering entrepreneurship

Since 2020, Elevate Hennepin has supported the launch of 222 new businesses in 38 cities across Hennepin County, connecting business owners to a robust hub of group learning, professional resources, and business advising from industry experts. Through this work, Hennepin County is building a more diverse and thriving economic landscape by empowering entrepreneurs, advancing inclusive development, and engaging city partners to create a more robust business community across the county.

### Saving residents money

The Assessor's Office continues its Homestead outreach and education programs, seeking to maximize enrollment for all homeowners, including veteran families and caregivers, and households speaking a language other than English. The property tax benefit saves eligible Hennepin County residents hundreds of dollars each year.

### Providing inclusive support

A foundational goal of Elevate Hennepin is to provide resources to support culturally diverse and underrepresented populations in the business community. Since 2023, more than 63% of participants are people of color and 56% of participants are women. With no-cost consultations and group learning opportunities, these new, small, and diverse businesses have a better chance at starting, growing, creating new jobs, and avoiding many of the pitfalls of launching a new venture.



### Homestead status

Save money on your taxes: Apply at [hennepin.us/homestead](https://hennepin.us/homestead)



# Justice

## Safety, stability, and well-being for all

We advance policies and programming that aim to improve life outcomes, increase access to justice, and are responsive to the needs of people engaged with the legal system, including victims of crime.

Hennepin County remains committed to identifying disparities, eliminating inequities, and implementing system changes that advance safety, stability, and well-being for all.



Hennepin County supports a justice system that is equitable and prioritizes individual well-being and community safety by advancing early intervention and prevention strategies.



**600+**

people served

during Hennepin County Attorney's Office expungement clinics

**+200%**

More clients received interdisciplinary prevention

supports by Adult Representation Services



**1000s**

of trees planted

by the Community Productive Day forestry crew

### Creating opportunities for long-term stabilization

The Community Productive Day Program offers on-the-job training and a living wage for Department of Community Corrections and Rehabilitation supervision clients. The program began in 2018 with the construction pathway and has expanded to include a forestry pathway. The program aims to increase diversity in the trades by recruiting more women and people of color. The new forestry option is rooted in collaboration and works toward the county's climate action goals and disparity reduction in the areas of justice, employment, and income.

### Supporting victims, expanding access to justice

The Hennepin County Attorney's Office has strengthened its efforts to serve crime victims in culturally responsive ways. The office enacted a new policy providing a path to U and T visas for noncitizen crime victims in 2024. The office also focused on diversifying victim services staff, focusing on trauma-informed and multilingual advocacy for traditionally underserved communities.

### Expanding representation and prevention

In 2024, Adult Representation Services took on representation for all clients facing civil commitment in Hennepin County, expanded services to help residents secure immigration status, created a new supported decision-making program to help people avoid a guardianship, and continued providing resources and support to families facing child protection involvement. These prevention efforts, consolidated into their Community Impact practice area, improve outcomes for individuals and families, leading to lasting positive impacts that improve overall community stability.



Adult Representation Services

Advocating for clients' rights in civil matters

**Adult Representation Services** provides free legal representation to income-qualified residents in civil legal matters.

# Hennepin County

## Mission and vision

By putting our residents first, Hennepin County employees work every day to achieve our mission, vision, and goals. We strive to improve our services through proactive, innovative public stewardship. Our core values guide our behaviors and how our work is performed. They underlie work, interpersonal interactions, and approaches used to fulfill the mission.

### Mission

To serve residents through transformative services that reduce disparities, eliminate inequities, and create opportunity for all.

### Vision

A community where all people are healthy, all people are valued, and all people thrive.



**9,700+**  
dedicated employees



**104**  
worksites  
and points of service



**\$25 million**  
in total grant awards to  
community organizations,  
non-profits, and local  
government



**\$2.6 billion**  
operating budget



**34**  
national awards for  
programs and services



120

community scientists  
volunteered to collect data



32,000

bareroot trees  
planted by the forestry team

1 of 24

government bodies to participate  
in the U.S. Department of Energy's  
Communities LEAP (Local Energy  
Action Program) pilot program

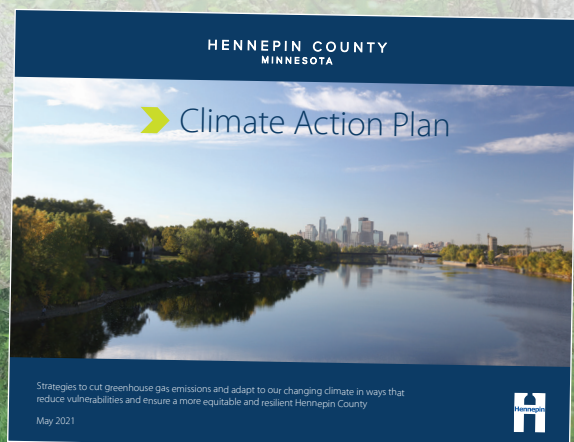
## Acting boldly on climate change will enable us to create a better future for ourselves and generations to come.

### Mapping the urban heat island

Hennepin and Ramsey Counties participated in the National Oceanic and Atmospheric Administration (NOAA) 2024 Urban Heat Island Mapping Campaign. Using heat sensors mounted on their cars, volunteers traversed designated routes in the morning, afternoon, and evening on one of the hottest days of the year. The sensors recorded data every second measuring temperature, humidity, time, and location. Data will help map urban heat islands to understand which parts of the county are most vulnerable to extreme heat.

### Planting with a purpose

County foresters — with the help of cities, partners, and residents — have planted more than 470,000 trees toward Hennepin County's ambitious climate action goal of planting 1 million trees by 2030. In 2024, the forestry team planted about 32,000 bareroot trees and seedlings along roadways, at county facilities, and in community spaces. The county planted 71 tree species this year to diversify the urban canopy and increase climate resilience.



Learn more at [hennepin.us/climate-action](https://hennepin.us/climate-action).



## Hennepin County

When we start our work from this shared perspective and hold ourselves to these commitments, we are following our call to help and honor the very people we've been entrusted to serve.

[hennepin.us](https://www.hennepin.us)

